

APPENDICES

Appendix A

Stakeholders Interviewed

Appendix A

Stakeholders Interviewed

STAKEHOLDERS INTERVIEWED

Anne Arundel County

- Anne Arundel Department of Aging
- Anne Arundel Workforce Development Corp
- County Administration

Howard County

- Athelas Institute, Inc.
- Central Maryland Transportation Alliance
- Columbia Association
- General Growth Properties
- Howard Community College
- Howard County Administration
- Howard County Board of Education
- Howard County City Council
- Howard County Commission on Aging
- Howard County Commission on Disability Issues
- Howard County Council Members
- Howard County Department of Social Services, Housing Authority
- Howard County Economic Development Authority
- Howard County General Hospital
- Howard County Office on Aging and Independence
- Howard County Public Library
- Howard County Public Schools
- Humanim
- Johns Hopkins Applied Physics Lab
- Neighbor Ride
- Public Transportation Board
- Regional Transportation Agency
- The Arc of Howard County
- Winter Growth

Prince George's County

- Prince George's County Department of Public Works and Transportation

Appendix B Rider Survey



Central Maryland Transit Development Plan Customer Survey

Help us to serve you better! The RTA, in partnership with Anne Arundel County, Howard County, the City of Laurel and Northern Prince George's County, wants your input on public transit services in Central Maryland. Your insights will inform the Central Maryland Transit Development Plan by highlighting travel patterns, popular destinations by transit and other transit needs in our community. For additional information about the Transit Development Plan or to complete this survey online, please visit: <http://www.kfhgroup.com/centralmd/transitplan.html>

Please **complete this survey** and **give it to the driver** when you get off the bus. Thank you for taking time to give us your comments! If you have already filled out a survey, you do not need to fill this out again.

1. What bus route are you **currently** riding?

RTA Howard Transit

- 401/Green 404/Orange
- 405/Yellow 406/Red
- 407/Brown 408/Gold
- 409/Purple 501/Silver

RTA Connect-A-Ride

- 301/A 502/B
- 503/E 302/G
- 201/J 202/K
- 203/M

2. **Where did your trip start?** Please indicate the street address, intersection, building, or landmark. *For example, if your trip started at home, please put your address or a close intersection.*

3. **What is your final destination?** Please indicate the street address, intersection, building, or landmark. *For example, Arundel Mills Mall or Oakland Mills.*

4. Did you or will you have to **transfer** to another bus in order to complete this trip?

- Yes, one transfer Yes, two transfers No transfers

5. If you are transferring on this trip, **what service did you transfer from or will you be transferring to?**

- RTA (Connect-A-Ride/Howard Transit) Annapolis Transit Neighbor Ride
- MTA Commuter Bus MTA Local/Express Bus MTA Light Rail (Hunt Valley-BWI)
- MARC Train Camden Line MARC Train Penn Line Amtrak from BWI
- WMATA Metrorail WMATA Metrobus Other: _____

6. Are there specific **destinations** you need to go to on a regular basis that transit does not serve? Yes No
If Yes, please describe: _____

7. What is the **purpose** of your bus trip today? You may check more than one.

- Work Medical Shopping School Social/Recreation Dining
- Government Service Agency Other: _____

8. How **often** do you ride the bus?

- 5 days/week or more 1-4 days/week Less than 1 day/week

Over, Please ☞☞☞



9. Please rate RTA's service in the following areas:

	<u>Strongly Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dis-satisfied</u>	<u>Strongly Dis-satisfied</u>
a. Frequency of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Hours of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Areas Served by Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Bus Running On-Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Saturday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sunday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Availability of Schedule Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Cost of Bus Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sense of Security on Buses/at Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Cleanliness of Buses and Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Courtesy/Friendliness of Bus Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Customer Service and Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Do you have a car? Yes No If Yes, was a car available for this trip? Yes No

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

12. Please indicate your age:

17 or under 18-24 25-49 50-64 65 or older

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

Employed, full-time Student, full-time Unemployed
 Employed, part-time Student, part-time Other: _____
 Retired Homemaker

14. What is your annual household income?

\$20,000 or less \$21,000 to \$40,000 \$41,000 to \$60,000
 \$61,000 to \$80,000 \$81,000 to \$100,000 More than \$100,000

15. How would you classify yourself? Please check all that apply.

Caucasian/White African American/Black Asian
 American Indian/Alaska Native Native Hawaiian/Other Pacific Islander

16. Are you of Hispanic or Latino origin? Yes No

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

If Yes, what is this language? _____ *For example, Spanish, Korean, Chinese.*

If Yes, how well do you speak English? Very Well Well Not Well Not at All

18. Please provide any comments you may have concerning public transportation in Central Maryland:

19. If you would like to receive updates about the Transit Development Plan, please provide your contact:

Name: _____ Email: _____

Appendix C

Rider Survey Comments

Appendix C

Rider Survey Comments

Reliability 165 Comments
408 Gold bus is not reliable
All you need to do is let the bus service run on a regular basis.
Almost lost employment due to lateness.
Always be on time! Put up a website so customer can know the buses location
Always breaking down/ Never on time
At least once or twice a week buses are a no show
Be on time!!!
Be on time.
Because of unreliable buses, am late for work, and sometimes have to take a cab.
Being on time, faster routes
Bus is always late and never on time.
Bus is always late.
Bus often late, leave 1 hour early to ensure will arrive at work on time (a 15 minute commute).
Bus schedule is unpredictable, especially weekends. Need more connecting trips and new buses.
Bus should be on time
Buses are frequently late and sometimes either really early or not at all.
Buses are frequently late.
Buses are late a lot with no notification.
Buses are old and need repair. 2-3 times a week buses do not show up.
Buses aren't reliable. Takes too long to get where I need to go, doesn't go where I need to go, and Sunday service is very poor.
Buses break down a lot and are not reliable.
Buses break down too much, need new buses and the drivers need to be on time.
Buses running on schedule is the key in this kind of business.
Buses should be on time every day. If a bus has a problem, they should provide another extra bus, and the extra bus should arrive 15 minutes later.
Buses should be serviced and not break down everyday
Buses should run on time they are always running late.
Coming from a major metropolitan area, this service sucks. Especially when the buses break down...I've literally lost a job because of it.
First bus on Saturday and Sunday do not start on time. Buses do not ride smoothly -- break down and an hour or more wait – occasionally.

Reliability 165 Comments
Fix it. Don't change the times for Silver and not tell anyone.
Fix the yellow bus that comes at 6 am at the Mall.
Fix your drivers laziness and politeness. Fix your lateness/earliness. Update bus schedules.
He was late one time.
I catch the bus Mon-Sun. I have to leave out 2 hours prior to the time I have to be at my destination. The buses are either late or have technical issues. Get new buses, every route should run every 15-30 minutes.
I enjoy the driver on the 203M in the morning, but can't rely on the services in the evening.
I feel that the bus needs to be on time and also come when they are supposed to. We are working and have to be on time.
I have caught the yellow bus for two years and it was the worst. It was never on time and the drivers were very nasty. The orange is now what I catch and it should have a better schedule to service people on the weekends. TERRIBLE SERVICE.
I have experienced RTA buses leaving and coming before their designated times. If I look on my RTA bus schedule and the time it arrives says 12:34 pm, I shouldn't see my bus coming at 12:22 pm and then leave. I do not think that is fair.
I honestly hate it. Some drivers are nice, but the buses break down too often, are late, and not consistent. I am force to drive because you can't depend on public transit.
I just need bus ride just need to get here on time and care about customers that have somewhere to go and don't want to be late.
I only have concerns with the outdated buses, because when they break down it causes delays. It would also be helpful to track the buses. Speedstop doesn't work
I think bus drivers do good, but sometimes the bus is late. Some of the buses aren't in good condition.
I usually take the Red bus because the Gold bus just doesn't run often enough. It runs every 2 hours sometimes and is often late or it doesn't show. If it was reliable, it would be the most convenient line for me.
I would like to say that the RTA bus is somewhat reliable but at times can be unreliable.
If a bus driver arrives at a bus stop earlier than the time on schedule, they should wait to leave. I have missed the bus plenty of times because of this.
It is behind and not adequate. Too many delays.
It is much better as compared to the previous transportation company. You try to do more especially when it comes to break down. There should be another bus to respond immediately.
It is terrible! The buses don't run on time. They break down constantly. At least once a week I am late to work because of the bus.
It seems to be more or less.
It's get me upset how bad transit is getting as the years passed. Dispatchers don't care, are rude and don't like to help. Buses don't work and schedules are bad at night.
It's very good and punctual.
I've seen the M bus break down multiple times a quarter.
Just fix the hours and the lateness
Just want the bus to be coming on time.

Reliability 165 Comments
K Route does not meet up with the J at Arundel Mills. There should be a way for one bus to connect with the next bus at Arundel Mills without waiting another 45 minutes to 1 hour for a bus.
K Route needs to be on time.
Maintenance is horrible, too many buses break down.
Monday it took 4 HOURS to get to work. First Silver bus was early, second skipped the BWI Business District stop, and we nearly missed the Brown. I was 2 hours late to work. It sucks in the evening because if I miss the Silver connection from the Brown, I won't get home until 10 pm, when I left at 7 pm.
My concern is the bus trying to run on time considering it doesn't run as often as the MTA buses. If I miss the bus or the bus is late, I'm not where I have to be.
My only concern is when the first bus doesn't show up or is damaged. They don't send another bus and that cost more money for me and go late to my work and that affects me and my attendance.
My orange bus does not show up at all sometimes. The riders are not warned and the bus drivers never confess to knowing anything about the missing bus. "Dishonest"
Need more buses. It would be helpful if the buses ran every half hour because many people rely on it for work. Sometimes if we miss the bus, we miss work. Overall great service.
Need more reliable transportation services and friendly customer service from the bus drivers, especially the "female" drivers.
Need to be more on time, new or better buses & more stops & more times/ longer times.
Needs to be reliable concerning time schedule.
New buses a must!!! Have to leave 2-3 hours earlier for appointments because buses are breaking down frequently, miss connecting bus.
No good service. Too long a wait for the bus and its getting cold.
Not on time, running late five days a week
On Friday evening the Brown bus is always late which makes me unable to catch the yellow bus for work.
Only problem I have is if I have to go to work and the Cromwell train comes, I miss it and wait for the BWI train because the Silver takes my MTA pass and the J does not.
Only with the RTA bus drivers is where most of my dissatisfaction occurs. Bus run late most of time and then have very negative attitudes.
Overall very good service -- but schedule time is lax sometimes and there is confusion at the hub at the mall, particularly with Red/Brown bus.
Overall, honestly this transportation service has to be the worst service in Maryland! Truthfully Yellow bus and Red has to be the worst route.
Passengers must be transported on time and need to get to point A to B.
Please set the timing correct, add facilities to buses.
Poor in time management and lack of buses.
Reliability and weekend schedules are really pretty bad.
Repeated delays and no explanations, apologies or information to rectify the issue.
Routes take too long which delay the bus doesn't run consistently/frequently enough/buses are too old and keep breaking down.

Reliability 165 Comments
RTA bus service in Columbia is notoriously unreliable. Buses are frequently rerouted and the public is never informed of any changes, so why bother publishing bus schedules? Negligence of RTA's management results in waste of resources and money. In particular, the Brown route in Columbia is always late. I have talked to many of fellow riders who complain about how the Brown bus service is so unreliable it negatively impacts travel to work. Brown route bus drivers are notably rude. I have observed first hand they drive aggressively in the Stevens Forest neighborhood school zone.
Safety. Bus on time. More locations
Schedule needs improvement. Need better buses (RTA). On-time service is very poor (needs improvement)
Service in the AM is not good, buses frequently break down to the point that you use vans?? Not good.
Service is extremely hit or miss.
Should not have to leave 2-3 hours early to get to doctor appointments or other appointments, and not leave stop earlier than posted.
Slow, break down, some of the drivers are bad
Some buses are not reliable as well as bus schedule times not being correct online.
Some of the buses are never on time.
Sometimes in the evening the buses are really late at College Park station.
Sometimes the Brown (407) bus doesn't show up at all. Many of the drivers are rude.
Sometimes the bus schedule for arrival is out-of-service because of mechanical problems. Sometimes the bus is delayed.
Sometimes the buses are late, then that throws us off schedule with other buses we have to catch.
Sometimes the buses at 4th St (Laurel) are very late at running on time. They are from 5-15 late
Sometimes they do not stop and it does not happen every half hour as they say.
Terrible service, buses break down, not reliable at all. Note enough service Saturday night and Sunday evening.
That the buses are on time of the. Everything else is fine.
The 2:41 Brown/407 bus is late at least 3 times a week or sometimes just doesn't show or comes earlier than scheduled, causing me to be late to work!
The 501 bus from Arundel Mills to Columbia Mall schedule to leave at 5pm is always early which causes customers to have to wait an hour for another bus.
The B bus always has problems. The B transit needs to get it together!
The Brown bus is always late. Most of the time it gets to the mall when the other buses are gone. Something needs to be done.
The bus breaks down at least once a day making everything fall behind and the drivers (not all) are rude and can care less if that makes us late for our jobs. The red bus always seems to have the worst driver!! The Red seems to always be late.
The bus during work days causes me to miss scheduled train departures.
The bus in the winter time (Brown) doesn't come in the back by clock tower, and they never call the bus when I ask them.
The bus is also late and the drivers are disrespectful.
The bus is ALWAYS LATE or NO SHOW. BUY NEW BUSES.

Reliability 165 Comments
The bus is always late. Need new bus!!! And when I go back to work I will take the bus and have to leave my house 2 hours early to be at work on time.
The bus is usually unpredictable.
The bus just stopped while I'm on it. Sounds horrible, jerks/shakes, old and slow!
The bus must be on time.
The bus needs to be more clean, and properly functioning well. Due to the fact that these buses are old, they always break down, which delays some people.
The bus needs to be on time, am and pm.
The bus running on time on a daily basis is really the most annoying part.
The bus system is terrible. Always late. Forgets to stop at my bus stop. Leaving Owen Brown, going to Mall, I stand on Cradlerock. Sometimes the bus gets in far lane, does not even stop.
The buses are never on time and the conditions of the buses are never dependable.
The buses are old and are usually late. That's bad for working people and for those who have doctor's appointments.
The buses are trash and you want me to pay you're never on time always breaking down and no air conditioning and you charge us.
The buses breaking down, lateness, some unfriendly bus drivers.
The buses do not come and then we have to wait a whole hour longer. Buses are usually late, which means I'm late for work 2-3 times a week! Buses break down too often!
The buses need to be cleaner and on-time.
The buses need to be fixed. They break down and are late very often.
The company needs to come up with better incident management strategies, money in case buses breakdown.
The drivers should not pick and choose when to go to Broken Land Pkwy and assume there are not passengers there. If a bus breaks down another should be sent to replace it. A rider should not be delayed 2 hours to wait for the next hourly bus.
The E bus from Columbia Mall that leaves at 5 pm always leaves late. She comes and leaves people to stand out in the cold and she will be on the phone while we are waiting on her.
The gold bus is very unreliable during the week.
The Gold is always late!
The Gold is the hell. It's never on time, not reliable. I was miserable this morning going to Costco from the Columbia Mall. I was late.
The guy with the hat for 502/B needs to get himself on-time.
The overall bus service could be more time efficient and friendly. RTA seems as though they do not care about their customers.
The reason for low amount of riders is that you are not reliable anymore.
The service is unreliable on the 501/Silver
The Yellow buses are always late and why don't they have services on Sundays.
There have been quite a few times the bus has been late/had to wait for next one and sometimes hasn't showed up at all. I rely greatly on this bus service every day. Thank you!

Reliability 165 Comments
There's always room for improvement overall: timeliness, the drivers being more courteous, respect level, and just consistency! Some days are good, others aren't.
They are late a lot. Some of the bus drivers are very rude.
They are out of expectations. They don't satisfy us. Never on time.
This bus be late as hell
This bus service does not take the customer's need into account. There should be multiple drivers driving multiple runs so the service is more reliable. Though the morning driver is often reliable, the evening drivers are late 80% of the time. If the bus was reliable, more people would ride the bus.
This service needs an upgrade in its vehicles, and also needs to be on time more frequently.
This system is a joke! Lots of work is needed to gain respect from your riders. Please, please, please do BETTER.
To keep up with regularity and on time service.
Transferring from Silver to Brown and vice versa is stressful because you never know if the transfer bus is waiting or if they have already left.
Unreliable
Update 202K bus to sync up with the real-time update. 202K sporadically breaks down or does not run all routes on occasion.
Use newer buses and hire nicer employees.
Very unsettled in scheduled time of bus.
We have issues Friday nights on the Brown bus in Oakland Mills. It always comes late and we miss our second bus.
We need better working buses on the G bus line
We need buses every 30 or 15 minutes. Sometime the bus is late and I miss the next. Example "K" is always late. I pay \$2 only for 7 minutes every day Route "K".
We need more buses on each route that are reliable. The buses cost too much, what ever happened to transfers. We should not have to wait so long between transfers. Our drivers deserve buses that won't break down.
We want the arrival time to be correct
When the bus doesn't come on time I'm late for work. This has happened too many times. Then you have to wait another hour which is bad for the company
When the bus is on time, I feel like I am in heaven.
Whenever the bus is late or doesn't show up all the reason given is that it broke down.
Why is there no other bus running when there is a bus broken down. You have to wait another hour.
Worthless, need new working buses.
Y'all need more buses and lines. Almost 1 hour 30 min wait if I miss one bus
Yellow on Mondays not on time!!!
yes it's a convenient trip but sometimes it's mean. Overall is a bless
You need to rebuild customer's trust again because is lacking.
Don't run long hours
more routes

Reliability
165 Comments

Moving slowly

Need to get rid of ITT tech stop.

We need a good transportation system out here, especially the purple bus.

Vehicles
111 Comments

A better fleet of buses.

All the buses are some shit, need new buses tired of them breaking down

Better bus

Better buses

Better buses (newer, bigger).

Better buses. More drivers with customer service.

Bus constantly breaks down

Bus is regularly broke down, which causes you to wait for the next bus. Also, this past summer, the AC was broken down on the hottest day. I felt bad for the driver, who was miserable on the whole trip.

Bus is very old. They break down too much.

Bus needs to checked, always a break down, and should run until 12:00 am

Buses always are broke down.

Buses always filthy dirty and smell. Have broken on a regular bus. The worst form of public transportation!

Buses are old and unreliable.

Buses are old/slow/always breaking down or not showing at all.

Buses could be in better shape.

Buses need air in the summertime and heat in the winter. Need new buses.

Buses need to be replaced!

Buses not in best condition (break down, need to shout for stop).

Buy new buses

Buy new buses and increase frequency

Cleaner and newer buses

Condition of bus -- not heat, no air at times.

Condition of buses -- repairs needed

Conditions of the buses are horrible and break down often.

Drivers catch a lot of sh*t and disrespect from passengers when vehicle (bus) has issues causing delays. It unnecessary for bus drivers.

During summer, most buses are not well equipped with AC.

Get better buses.

Vehicles 111 Comments
Get new buses.
Get some new buses where they don't break down so much. More buses on the road.
Get your buses fixed, they always break down!!!
Have better running buses. Have them run on time. Thank you.
Howard County can do much better. The buses should be spotless.
Howard transit buses break down frequently and have broken bells, heaters, etc.
I am satisfied with the service. Need to clean the buses.
I don't always have a good feeling when I ride the bus and get shaken a lot (38 weeks pregnant)
I just think they need more buses.
I would like to see the RTA update their buses. Every day one of the buses break down.
If you can't run a consistent set of similar vehicles, at least give your current ragtag fleet the same paint job. G is often served by ex-The Bus vehicles still in the PG livery which is confusing to riders.
Just making sure the bells work to stop the bus.
Main concern is the cleanliness and functionality of buses. Some seem like they need some work.
Maybe one day you guys will get new buses that work.
Montgomery County Would Not Allow This!!! These buses are in poor condition, that's not practicing safety.
More buses needed ASAP. Drivers work more and always under pressure. The buses are less in number.
Need 3 buses for a route.
Need at least 3 buses to every route. New buses.
Need better air/heat on bus without fumes. Maybe more updated buses.
Need buses when one breaks down, to replace it.
Need more buses
Need more buses
Need more buses.
Need more buses.
Need more buses.
Need new bus if you want top dollar.
Need new buses
Need new buses
Need new buses -- sometimes no heat/air. Most of drivers are nice and respectful. Buses always breaking down.
Need new buses, buses always breaking down
Need new buses, buses are hot in the summertime and cold in the winter
Need new buses. Current ones break down too frequently.
Need new reliable buses, need to give drivers a/c when hot and breaks!
Need some new seats on buses- it's a disgrace and need to clean all the bus seats.
New buses.

Vehicles 111 Comments
New buses!
New buses!!! (Hybrid)
New buses.
New buses. Many are ruined.
Newer buses.
Overall service, reliability and customer service of drivers is great. Need new buses though... Many of the buses are falling apart.
Please clean the buses and fix the buses so that the bell will work. Also so they won't break down.
Please fix the buses.
Please fix the buses.
Please obtain reliable buses or maintain those you have, and put more bus lines on Sunday.
Please provide buses that are new and that will not break down and interfere with my commute.
RTA buses need replacements due to buses constantly breaking down/malfunctions. Need larger ones
Several buses need to be replaced
Some buses are untidy with torn seats. Buses need to be maintained better because some smoke or leak.
Some buses are very old/ could be in better shape.
Sometimes the buses are smoking or dirty inside. Some buses have bad smells on them and just look trashy. They need new buses.
Thanks for air conditioning the last two years.
That very few of the drivers are kind and do not pay attention to the passengers and that the buses are extremely dirty and bad.
The bells-- why do they not work about 1/3 of the time? Why should I have to look for a working bell when I get on the bus when the bell is a key feature of the bus?
The bus always smokes.
The bus seats should be cleaned on a regular basis, the A bus usually stinks.
The buses are all 2nd or 3rd hand trash and the truck buses should all be junked!
The buses are in horrible conditions. They need to be cleaned and well maintained.
The buses are in very bad condition
The buses are very dirty, old, smell very bad and are very old
The buses don't seem safe; they shake and rattle way too much.
The buses need to be upgraded to newer buses. (Too old)
The buses on this line need to be updated!!!
The cleanliness of the buses is horrible. The reliability and condition of the buses is the worst experience I've ever had while taking public transportation. New buses are imperative! When you pay for a service, you expect it to be reliable and safe for patrons and drivers. Safety first!!!
The condition of the yellow bus I ride is not safe. There is a hole in the floor in the very last seat.
The conditions of the buses' safety for drivers and passengers.
The RTA buses should be cleaned more than they do.

Vehicles 111 Comments
There is no reason for the bus to break down and have to use a van to transport people. Fix the buses!!
They need air conditioning buses that run
They need new buses
They need new buses, with lifts.
This bus is very old compared to other buses used from Arundel Mills Mall to other destination
This bus route provides highly unmaintained buses. As a result, there are frequent breakdowns and this problem needs to be attended to, ASAP. I am strongly dissatisfied with all conditions of the buses running this route.
This bus service is fairly reliable. However, it would be more beneficial if the buses undergo a scheduled maintenance check regularly to minimize the amount of breakdowns and overall displeased customers/passengers.
Tired of buses breaking down
Totally dissatisfied with conditions of buses in use. They are unsafe and poorly maintained.
We need more buses; the bus always smells of smoke.
We need new buses. They are falling apart. Some are smoking. Some have really bad fumes.
When it's cold, drivers must turn the AC off. Try to fix security camera on the bus and the bell.
You give us old buses that break down, have no air, and start on fire.
You need new buses, these are old and run down
A bus literally caught on fire.
Should have bike racks on all buses!

Schedule Frequency 66 Comments
1 hour should be half daily not enough.
Double transportation; 1/2 the transit time
302G should be running ever after every 30 mins
At least 2 buses an hour.
Bus does not run often enough and does not run in all areas on the weekend.
Bus service needs to be improved on the Silver route (frequency) and on Sundays buses need to run at least hourly and not be stopped at 6 pm.
Bus services should be available at least every 1/2 hour for all buses. New, clean buses are needed. An all-day bus pass should be available.
Buses need to run more frequently.
Buses should run more frequently. Change Sunday hours.
Buses should run more frequently. They should run longer on weekends being as how places are open 24 hours now. Better buses.

Schedule Frequency 66 Comments
Can the Brown #407 & other buses run more frequently. Yellow service to Court House is horrible. What happened to Yellow Express bus?
Can we please get more Yellow service, at least every 1/2 hour. Fix all buses before winter
Drivers have too long break. That makes it hard to time lost due to traffic conditions, invalid, the children, etc.
Every bus should have a 1/2 hour bus. Those chart things that tell you when bus should be arriving.
For \$2 we should get a better service, we need more buses for this route 2 bus not enough it takes me 1 hour to get to work, the 7 am bus is always on time (kudos), the evening bus is terrible 4-5 pm always late or don't show up then am late for my appointments
Go back to every hour on the hours. Bus ride every 30 min.
Have buses come every half hour.
Have the buses come every 30 mins.
Have to wait so long for a bus on Contee Road. Across from Shoppers once you miss one.
Hours of waiting at bus stops is too long, 1 hour interval
Howard County has gotten big. We need more buses on the routes. Longer times, 5 am-2 am
I believe that the bus should run like every 15 minutes instead of every 45 minutes.
I couldn't find a schedule; the bus to bus duration was over one hour. The extent of the route was very convenient, but the time that I had to wait was absurd.
I think the times of the bus should run every half hour. I have waited two hours many times for a bus to show. Sometimes they would see you and drive off. Sometimes they would have you stand in the rain, cold, snow, while they just sit there. Not all, but the ones in the past.
I think you should work with Metro and have more buses running and change the hour of the bus.
I wish it was less than 1 hour, because if you miss one there's not another one until 1 hour then you have to wait at stop for 1 hour until next bus
I wish they ran every half hour like they used too!
I would like this bus to go more often
I would like to see buses run every half hour.
I would like you to think about the Brown in the afternoon, please. Because I always get to school very late. I missed my test. Thank you.
If possible, can you have trips every 30 min instead of hour. Can G bus come to College Park early, 6 am.
Improvement in service/timing and efficiency Increase frequency of service times Improve quality of buses
In the Russet Green area (Laurel, MD) it would be much more convenient for the 502B bus to stop at the Walmart going both ways and on weekdays as well as weekends. Also, I ride both 302G and 502B bus regularly and it would be helpful if the G bus leaving College Park Metro connected with the B bus at Laurel shopping center in a more timely manner. Thank you!
Laurel is a bustling city and while there are many routes to get to places the frequency of the routes is appalling.
more bus on the silver bus
More buses and they need to be on time
More buses running twice an hour would be great.

Schedule Frequency 66 Comments
More buses, more times
More frequency in bus schedule. In one hour, only a single bus coming is quite inconvenient
More frequency of bus departure and arrival.
More open times, more availability, more reliable bus drivers.
More schedules. Should run on time.
Need to increase routes -- every 30 minutes especially on the Yellow Bus. Need Sunday Service. Need to run buses to match County Government Meeting Times... Can't attend current meetings due to lack of transportation.
Need to run every 30 mins
Need to run more often
Need to run more often.
Needs an overhaul! Frequency needs to increase.
Old buses, few in number, route should be longer, website clearly does not specify senior age limit, drivers must be informed, more rest is needed for drivers.
One thing I don't like, the bus comes every hour and they are rude, no compassion for others. Have more buses running. Try to work with Metro
Prefer if buses could run more frequently and throughout more parts of the Anne Arundel County.
Routes are too long
Run every 30 minutes
Run later and more frequently during week. Add more weekend services.
Running the buses more often would help alleviate the issues of them breaking down as often as they do.
Some buses should run every 30 minutes
The best improvement was adding half hour routes for 401 and 406
The bus doesn't run frequently enough, the routes are extremely short, there's no bus tracker, and customer service never answers.
The buses need to run more frequently and on schedule. Once an hour is too long.
The buses should be upgraded & run more frequently.
The buses should run more frequent and longer hours.
The Yellow bus needs to be every half hour
There could be more buses than 1 hour.
There got to be more running. Have running every 1/2 hour instead of every hour.
These buses need to run every half hour than every hour. Longer hours.
Time is too long between buses, especially on weekends. Buses stop running too early.
Would like to see more availability.
501 BWI needs to stop at Snowden River Park and Ride after 7:30 on weekdays like it shows on maps.
Mrs. Brenda is Great, always nice and on time.
Almost impossible to commute from Baltimore to Howard County.
Buses do not start early and the buses stop too early.

Schedule Frequency 66 Comments
Bus service for Crofton needs to extend to the 5:50 pm time period. Commuters returning home have to wait till 6:55 pm in order to catch the bus returning to Crofton.
Bus service hours should be better.
Columbia seems very disconnected transit-wise. I have lived here for 1.5 years; will probably not stay much longer.
Concerned about possible ride in bus fare would like more bus routes that go to common landmarks ex. the gym or libraries.
Doesn't start early enough, in evening only every 90 minutes.
Earlier & later hours going to Laurel and from Laurel
Earlier hours for J bus, earlier start time.
Earlier start to the morning service would fit my work schedule.
Earlier times
Early morning shuttles before 7:30 strongly needed.
Expansion is continuously needed.
Extend time of running to midnight, 24/7, instead of closing at 7:00, like A bus and some other buses, Baltimore services are fantastic.
Get buses to ride all over Anne Arundel County all week and weekends, with buses running every 30 minutes.
Hours need to be extended (more time).
Hours of service are inconvenient.
I am from NYC where there is 24 hours transportation; it's crazy that all buses meet at the mall for connections. To transfer you have to go around town just to get to your stop. More transfer locations need to be set up. More connections please.
I am overall satisfied but I'd like to see a route to Furnace Branch Rd.
I have lived in other cities both domestic and international (San Francisco, Vancouver, BC Canada, Paris, France) whose public transportation (buses and trains) I took regularly to/from work and home. MD Transit in my particular AA County community (Arden/Harold Harbor) is not present. I would appreciate having at least bus service to the New Carrollton Metro station for my DC trips.
I think that the yellow route should go to or near Normandy Woods Drive because I take a long walk to the bus stop and some time I miss the bus in i have to go shopping on the bus have to come home with bags.
I think we just need more stops serving other counties and more frequent stops.
I wish the bus ran a little earlier in the morning
I wish the buses ran 24/7
I wish you still serviced the Clarksville shopping center and easier transfers to the Annapolis area were available
I would like for the hours of the G bus to extend. 8:35 pm is too early.
It is almost a mile walk from work 'peapod' to the stop. The J bus goes right by but has no stop close by!
It is sad that most Maryland cities are not connected.
It would be nice if the buses started before 2:30 am and we have more options before 1:30 am. And it would be nice if the bus time tables are in sync with the MARC train services.

Schedule Frequency 66 Comments
Longer day service.
Many people move out of Laurel because their buses do not service up to 9 pm. There are even some areas -for example, Muirkirk Road – there was no bus as from 7:20 pm. people work for hours after that time.
More routes.
My only real issue is that the bus sometimes limits my work schedule. The bus does not run later at night, and I regularly have to take expensive car rides home.
Need longer hours, new buses and more stops.
Need more bus destinations, longer and more frequent hours, more buses. Fewer breakdowns and late buses.
Need more of it.
Need the buses to run from 6 am - 12 am. Need a bus to connect at Baltimore National Pike
Need to run a little earlier.
Need to run earlier and stop later. Times need to be better.
Needs to stop at Elkridge temporary library at Montgomery.
New buses, Run more hours daily
Please try to extend service east, towards Gibson Island or further down Mountain Rd. Will be appreciated!
Purple route, have new job without car. Need to operate before 9 am
Run later in the evening
Service could be earlier in the morning.
Should offer extended business hours for those with night jobs.
Start a service that goes to Annapolis from BWI thru Arundel Mills
The B bus does not go directly to public transportation (the light rail or MARC). I think that should be changed. It is inconvenient to transfer to another bus to get to the MTA transit. There are no tracking devices in the buses. There used to be, but it was taken away. Also, there is not transfer capability from the B bus to other buses. You have to pay an additional fare. That should be changed.
The Regional Transportation Agency buses should be running and active for 24 hours a day and 7 days a week. In addition, There should be five new routes to add to the RTA system. These routes are the Blue route or Route 101 which travels from the Columbia Mall to Daybreak Circle in Clarksville, the Pink route or Route 103 which travels from the Columbia Mall to Maple Lawn in Fulton, the Black route or Route 104 which travels from the Columbia Mall to the Waugh Chapel Town Centre in Crofton, the White route or Route 403 which travels from the Columbia Mall to the Corridor Marketplace, and the C route or Route 303 which serves from the Laurel Town Centre to Kings Contrivance. All of the RTA routes including the proposal five new routes should be 24 hours a day/ seven days a week because the population is growing faster. Also, bus drivers should be more friendly and on time.
There are workers who get off at a certain time and RTA is shut down for the night.
There are basically no buses in Pasadena. I am talking about the area by Edwin Reynor Blvd. I can't go anywhere or do anything because of it. I don't have a car and my son has a lot of doctor appointments in Downtown Baltimore. I even believe an extension of the light rail to Pasadena would be wonderful.

Schedule Frequency 66 Comments
There should be early AM service provided on all routes and with increased frequency to every 30 minutes.
Van Dusen Road has no bus pass through Old Sandy Spring Rd, Laurel.
Would also suggest a route from BWI to Glen Burnie (Hospital, Town Center) Millersville (Old Mill)
Would like to have some service northbound 170, also to southern end of Crofton shopping center (Wegmans).
Almost never can get your transferring bus. The times are too close. Some leave early.
Better timing.
Different schedules give multiple times for the same stops. No transfers on the J bus? Makes no sense I can use a transfer on any other bus, but not the one that is closest to me.
Scheduled times and the MARC train
The bus times. When I get off the K bus I have to wait 45 mins for the J bus. And the same if I'm going the other way.
The drivers pass through all the stops because some you see do not happen and they leave you in other stops that are far away and not good.
Transfers need to align
We need to run all buses the same times, 7 days a week.
Why doesn't the E bus meet the B bus? There are some stops for the E bus that may not be necessary.
Would like bus to go to MARC station stop and Carroll County exchange and White Marsh Park and Ride.
The silver leaves before the train gets there at 6:37. The silver should wait till the train gets there.
There needs to be more routes/buses with access to WMATA transit, and schedules should run in conjunction with WMATA for DC/VA commuters.
I think there should be an express bus to Downtown Baltimore.
I would like an express bus to go to Walmart in Dobbin Center of Walmart in Ellicott City. I am willing to pay more bus fare.
Need 3-4 transfers to go to Anne Arundel Community College. Costly and time consuming.
Need from DC to Ellicott City/Columbia. Express service - may be by MTA - Revise commute.
Need to have an express bus route on weekends, need to change time schedule to allow breaks and able to catch purple bus by 10 minutes.
There should be an express bus to BWI, maybe stop at Arundel Mills, MD Food, & BWI. Current trip is too long.
Would like Laurel-Columbia Mall express route.

Weekend Service 90 Comments
I never ride on Sunday, early Saturday, 8:00 am. People need to go to work on weekends.
Also, since many people (including myself) work weekends, there should be extended hours on weekends AND availability of certain buses that run on Sundays that currently do not.
Better service on the weekend.
Bus services should be available to run a little later and be available on Saturdays and Sundays because I work the weekends. It should be like during the week. (South Laurel Area)
Buses could run until 7 on Sundays since mall closes at 6 and a lot of people work at the mall and have to walk home.
Can we get Sunday Service for E bus, because I have to take a cab to work on Sunday. That would be very appreciated, thanks.
Consider running buses on Sat until 11 pm (i.e. Building n col and other areas)
E Bus route, Laurel to Columbia on Sunday.
every 30 minutes, later times on sat and Sunday
Full service on Sundays.
Good, but can do a lot better, especially on weekends.
Have to take cab every Sunday I have to take a cab which cost 18. we should have a bus on Sunday people have to go to work and cabs are expensive
I had to work Saturdays and it was no service.
I love that it is available to me. I hope the service becomes available for the weekend and extend the hours of operation.
I rely on it, have gotten used to the service. Rough on some weekends. We need more direct routes.
I think the addition of weekend service is a necessity for me and for other citizens who don't have a car or have a car but prefer to ride the bus.
I think the time on weekends should be extended for the A (South Laurel Route). All the new buildings, food/movie/shopping, those without a car have to way to enjoy.
I was advised that weekend service for B bus is being revisited for changes.
I wish that the 301/A would run on Sundays so that my family could get to work and church without having to walk 2 miles to get to the closest bus stop with bus service.
I work Monday-Saturday. On Saturday, the 302G does not come to Muirkirk and Ellington Drive- so I have to walk to Muirkirk and Route 1 to catch the bus.
I would like for there to be a better time for Sunday schedule. Not every place closes at 6 pm.
I would like on weekend more service and extended hours. Also have service that goes to Laurel Race Track.
I would like to see enhancement with service for RTA Disability riders. I would like to be able to attend my church home at least two Sundays per month as well as church activities/events a few times, which is located in Baltimore County.
Improve the service on Sundays.
In fact, B bus to Arundel Mills comes very late. A bus should run on Sundays.
Increase Sunday Service.

Weekend Service 90 Comments
It needs to run more often. The yellow bus especially. People work on Sunday and it is an inconvenience. I would suggest running every half hour.
It would be nice to have local service on Sundays so I do not have to get a taxi, Uber, or Lyft
It would be nice to have service on Sundays
Later pick-ups and drop offs on weekend for people close.
Longer hours on Sunday.
More buses on weekends. More buses between 11 am and 4 pm.
More stops on Furnace Branch Rd and more Sunday hours.
Need Saturday bus running. Would help out.
Need services longer on weekends.
Need the Yellow bus (405) on Sundays.
Need to run more often and later, including Sundays.
No reasonable bus service between Columbia and Baltimore/DC on weekends.
No service on Sundays.
No Sunday service in my neighborhood; may need to wait 45 minutes for connecting buses. Saturday is every 2 hours.
No Sunday service on Yellow routes :(
No yellow bus on Sundays.
People that work weekends need more buses. If the weekend schedule was the same as the week, it would help a lot of people. A lot of us rely on RTA fully to commute.
People work the weekends, so the bus needs to run as if
Please give us a Yellow on Sunday-- A lot of seniors need to get around.
Please start a Sunday route and work on some bus drivers customer service skills.
Really need to run the E bus from Laurel on Sundays, and see how many people will ride it.
Run longer hours on Saturday and Sunday
Saturday and Sunday schedule, K bus and Laurel
Saturday and Sunday service and frequency to Baltimore must be added. Frequency of E bus & Yellow and Gold is needed.
Saturday and Sunday service is very bad and the time is not too good. We want it to move like another day.
Saturday and Sunday should at least have one way.
Saturday and Sunday should have at least one way.
Saturday and Sunday should have the same weekly schedules as the weekdays because of church service.
Saturday, Sunday and to commuters stop nearby must be added. To downtown Silver Spring schedule must be added.
stops 6:25 too early no service on Sunday
Sunday service is abysmal. Two drivers are VERY unpleasant: Glasgow & Copper.
Sunday service needed

Weekend Service 90 Comments
Sundays I have to be at work 10:00 am. The buses don't come until 10:30. My boss is not happy when I'm late.
Sundays the bus should run till 8:00 pm.
The 302 CT bus should run more often and be available on Saturdays and Sundays because there aren't any more bus
The bus could go earlier on Saturday and later on Saturday and Sunday.
The buses should run every hour on Sundays and continue to run until 9:00 pm.
The E route should run later and a Sunday service would be extremely helpful.
The only comment I have to make concerning about Saturday and Sunday, bus don't run regularly, that is the serious problems I have
The service on Sunday could really serve the public more if it is made regular. This is because people carryout similar activities like weekdays.
The Sunday and Saturday schedules need to change. The bus should run earlier and make stops at the regular stops instead of making selected stops.
The walk on Saturday and Sunday is a headache. It's so much easier for the bus just to turn into the train station and create a closer stop.
The weekend schedule is not good or flexible, very limited.
There needs to be a Sunday bus service on the E route and an etiquette class on how to react on the bus.
There should be more Saturday/Sunday service, especially in the morning.
Transportation in Maryland is not great, especially on weekends.
Want to add weekend service - more schedule time until 930 PM every day! - Good DRIVER.
We cannot leave Columbia on Sunday, we need service.
Weekend bus could run more than the time they are currently running.
Weekend service is inadequate on 302G route.
Weekend service starts too late in the morning.
weekends need more early
Would like E bus on Sunday. Fix huge pothole near mall in Columbia
Would like to have Sunday service on the yellow route.
Would like to see more frequent service on weekends for 201J.
Would really love to see Saturday/ Sunday service.
Yellow bus needs Sunday route.
Yellow needs to ride Sunday. Brown evening and yellow schedule way too tight.
You need to start having E and G buses every hour on Saturday and Sunday. And E bus on Sundays. Stop having buses stop so far, so you won't have to do a lot of walking like the Purple and B bus.
Better schedule on weekends.
Better/ more times on weekends.
Buses should run later on weekends
E buses need to run on Sundays.

**Weekend Service
90 Comments**

I depend on this service for going to work. But it is far too much to wait for the long times of waiting for service on weekends.

**Drivers
71 Comments**

A handful of drivers are wonderful! Too many are rude, disrespectful, ignorant of the RTA system and unwilling or unable to be helpful. Their behavior is consistently negative. If they hate their jobs so much they should NOT be working with the public. On 10-30-16 the early driver bypassed the green stops at the college + hospital because (he said) of a marathon race. However, the marathon was in DC - not Columbia! He just didn't want to work so he changed the schedule to suit himself. That sort of thing is not uncommon.

Also control your nasty bus drivers and those who speed.

And some of the bus drivers are very nasty and rude.

After putting \$1 in, I have been told to exit the bus.

Bus driver is very rude.

Bus drivers aren't willing to give information or help with exception of a few. Some are rude and nasty and some are nice and friendly.

Bus drivers' attitudes need to improve.

Bus drivers need lessons on courtesy/people skills.

Customer Service and Driver/Rider interactions are terrible. I have had many negative interactions with Drivers (rude, unprofessional, and impolite) over the years and it is something that should be addressed.

Drivers don't know how to speak to people and they have no customer service skills.

Drivers need to wait for passengers before they start driving, because it can cause injury

Drivers on buses are nasty.

Drivers opening doors while driving on the road and blowing horn at other cars for no reason.

Drivers shout at customers.

female bus driver on 302 G route (black female mid 50s) sometimes yells at passengers

Get all bus drivers training on how to react with the public.

I am very dissatisfied with the bus over all - always impatient skip stops and lie about it to dispatcher

It will be great for the bus drivers to be a little more polite, friendly, and respectful of ALL PASSENGERS YOUNG AND OLD. Please and thank you.

It's ok. Some of the bus drivers have nasty attitude.

Key problems with a particular individual I encounter refusing student passes at stops, Smart Trips. Another driver sexually harassing my fiancé. I will press charges to all involved, including company. I will personally take care of sexual harassment individual if you don't. I mean it.

Light skinned fat bus driver, I put \$20 in box, mistake. She was training and told me she would not help me!

Many drivers are rude.

**Drivers
71 Comments**

Many of us seniors feel many drivers are disrespectful because RTA won't discipline once we make contact. The following dates and times I have caked to report negative behavior of drivers. This lady was horrible on both dates: Brown bus, 9/28/16 11:58. Same person 9/29/16 green bus 5:42

Most drivers are kind, but you have some real nasty bus drivers.

Most of the bus drivers are extremely rude and disrespectful. There are a few exceptions. The 10:30 G bus and 12 pm B bus driver are always professional and nice.

Need more drivers.

Often, bus drivers take "alternate" routes assuming there would be no passengers at certain stops. Also, some stops are poorly lit, causing buses to miss would-be passengers.

Overall drivers not friendly, always late.

Please help the bus system. The bus drivers are mean and have attitudes. It hurts people feelings including me.

Public transit is terrible! While most drivers are courteous some are extremely rude.

RTA service for Howard has rude bus drivers. They need training in customer service. Most drivers do not speak, have attitudes and don't like questions about the route he/she is driving.

Some are very poor. Some drivers are not friendly to the passengers, and the elderly.

Some bus drivers are rude even to the elderly. Need customer service training.

Some bus drivers are unreasonable.

Some bus drivers are very nasty.

Some bus drivers need to be retrained on customer service.

Some drivers are excellent! Many are not. One in particular does not ever stop at stop signs on the hospital or HCC campuses. I always feel like my life is in danger.

Some drivers are nice- others not nice. They need to be trained about speaking to customers. Stop at each stop for passengers

Some drivers are nice. But some are so rude like the purple bus and the 6 bus stink and dispatchers are mean and rude. We need late night buses running.

-Some drivers are respectful and some are not. -

Some drivers are rude

Some drivers are rude

Some drivers are very helpful and some are very angry and unhappy people.

Some female driver are very unfriendly

Some of the bus drivers are really rude and disrespectful.

Some of the bus drivers need to learn how to speak to adults correctly. I always have a problem with the guy that drives the G bus.

Some of the drivers are not friendly and some can be very nasty.

Some of the drivers are ok, most are very rude with extreme attitudes.

Some of the drivers are rude, no customer service at all.

Some of the drivers are rude, not pleasant at all.

Some of the Drivers are rude.

Some of the drivers are so rude.

Drivers 71 Comments
Some of the drivers are very bad in their conduction.
Some of the drivers are very friendly while some mean, treat passengers anyhow.
Some of the drivers are very mean to riders and give the ones in need little to no favor.
Some of the drivers drive too fast.
Some of the drivers good, but you have one lady driver is a b----. Don't know her name, cause I sure would tell you.
Some of the drivers take their own time getting to the mall and when leaving.
The 302 is not a good service and some drivers are racist just because we are Hispanic.
The driver of the 7 pm Laurel to College Park bus is extremely unfriendly. Other drivers are fine.
The drivers need to be a little more courteous not rude almost every time when just asking a question.
The transportation system here is very poor, the drivers are rude, very disrespectful, especially the women. I think more needs to be done.
The yellow bus 7:00 AM Tuesday driver is very rude. She will not wait for you even though she sees you coming.
There are some non-cordial drivers that are not good
Two buses should run per hour for each route. Pay the employees more, maybe they'll be a little more professional & kind. The older black lady that drives the purple bus around 6 pm/7 pm (weekdays) is HORRIBLE!! Worst attitude ever.
You need reliable bus drivers.
You people need to talk to the bus driver on how to treat people on the bus, because they talk to people anyway they like.
You say good morning to some drivers and they don't speak.
Your bus service is horrible. Your bus drivers are rude and not respectful.
Your female drivers are rude.
Your morning 20sM driver is awesome, after that it's all downhill. If I had a car, I would not utilize your services.
99% of drivers are excellent and professional.
All the bus drivers, they do their job and are really appreciated.
Awesome driver, friendly and courteous.
Brenda is the best in the business!!
Della Blanks is the most wonderful driver for this company. Camille is the worst.
Della the bus driver is one of the best in a long time, very customer friendly and made my commute a great one.
Driver was very courteous and professional.
Drivers are always courteous, professional, and friendly. Thank you!
Drivers are wonderful on B line always.
Good drivers need more buses on route.
Good driving
Morning drivers are nice

**Drivers
71 Comments**

Mr. William is a very nice driver. He is very respectful, knows how to talk to you, full of jokes.

Please give the bus driver of the Orange bus a raise.

Since Mr. Joe Douglas has been driving 501 Silver, he has been the best driver and kindest driver I have met.

Some bus drivers are very sweet, some have attitudes.

Some of the drivers are very professional and courteous, while a selected few have been downright rude and unprofessional.

The bus drivers Mr. Graves and former driver Joseph are always very professional and courteous.

The driver we call cookie is the best and so friendly. The rest of them should be like her. Keep her on the K202

The service is a blessing, however some of the drivers could be much nicer. Della is the nicest driver! Cordell is a nice driver.

This bus driver is very nice and courteous, she waits on Monday nights because I have class on the other side of the mall and it gets out at 9. Also, loving monthly bus passes for students.

This lady Della is a very nice lady. We need more people like her to drive the bus. Have good manager, respectful

Very few drivers are good. Kathy Brenda Camille is good.

You have good personnel.

**General
41 Comments**

All is fine.
All is well and I am grateful for my fortunate access to a beneficial public service. Thank you all.
Comfortable so far.
Everything is ok
For me it's a very excellent service.
Good
GOOD
I am grateful for this transportation option. This is a much needed service.
I am satisfied for all RTA bus service
I don't often use RTA, but I am comfortable with its service when I do.
I enjoy riding the public transportation in Maryland.
I have been taking the K bus for 14 years and I have seen some changes and improvements over the last year that are great.
I like it.
I like transportation.
I like your service. I hope that it is going on the future.
I love it. I live in the City and I can get to work in Columbia until I can drive.
I love the B bus, most drivers are nice
I ride the bus daily and I am satisfied.
I think RTA is under new management because the buses are running on time and actually show up. Whatever you did, please keep it up. The E bus is so much better than it was two years ago.
If it was not for RTA I would still be walking very good service thank you very much
I'm pretty satisfied with this system of public transportation, after using it for the past year and half.
I'm satisfied
I'm sure you are doing the best you can. Thanks.
It's good right now.
It's OK
Just keep up the good work.
Let's come together and make this bus service great. It can be done. Thank you.
My experience has been a pleasant one. Thank you!
No concerns at all. Keep up the good work.
None, love the way it works.
Our public transportation is very good. Fully satisfied. Thank you.
Public transportation in Central Maryland is OK but can still improve.
Satisfied
Thank You
Too much to write, but looking forward to improvements all over. Grateful for buses and drivers. Blessings

General 41 Comments
Transportation is very good, good, good, but too much witchcraft mashing up the country.
Very good
Very good.
Very good.
Very pleasing indeed!
Very thankful to the county for the service.
Don't you see the world is upside down. Can't you all see the stupidity going down in the country, oh my god. The important thing is to help the country, it is going down. Too much b***ches and witchcraft mashing up the country. Only god can help us with all the witchcraft workers in this beautiful country. Help us lord god. Send earth quake for all of us.
Abysmal - No service on Sunday. Poor service Monday-Saturday. No after county council meeting service. No service to county office building. Poor service to Ellicott city/Savage Gary Arthur Center, etc. Filthy bus stops-smoking, trash.
Bed bugs bit my bottom on Silver Bus. 85% of drivers have rotten attitudes. Hung up on and put off bus when I complained.
Dissatisfied, especially Howard County
I need better transportation!
I strongly believe much needs to be done to improve the quality of service. Schedule, cleanliness, courtesy needs to get better.
I think the service is horrendous.
I wish the buses are new and always on time. I'm tired of speaking to the machine when I called.
Improve the bus running hours, clean the bus, hire friendly bus drivers.
It could be better
It is very important that they continue working the buses so that there is something. No problem for those who have a car.
It stinks. Look nasty
It sucks!
Much needed improvements all areas
This is a bunch of BS.
This service needs a lot of improvements.
We don't have much.

Bus Stops
23 Comments

Also offer more bus stops in more neighborhoods. Add lighting to stops will help at night. More shelters for rainy days.

And need more bus stops.

Better bus stops

Bus stops are never clean.

Bus stops are sometimes dirty, buses are usually clean.

Bus stops need light.

Change Silber bus/ Shelter at Lincoln stop, safer.

Clean up the bus stops.

I would like to know if you are going to have a bus stop by Safeway by the Arundel Mill Mall.

Need a bench at the stop.

No light at bus stops, not protection at night, I have to walk in the dark by the woods. Last Wed I fell on the last step coming off the bus on my knee. Bald headed black bus driver asked if I was ok, I said yes, I lay on concrete in the dark.

Please consider a stop in Clarksville (possibly Village Center) There is no bus service serving Clarksville and Harpers Farm

PLEASE put a bus shelter at Odenton station on the south bound side.

Several times requested to have bus stop in the Broken Land Pkwy in front of Gramercy Pl (10611) to pick up and drop. RTA supervisors were shoned.

Sign at one bus stop broke off during snowstorm in January, has been leaning against a tree since then. Public transit is clearly not a priority in Howard County.

The bus 520B to Arundel Mills Mall, bust stop at Walmart needs a bench and trashcan there. People violate the environment of the bus stop.

The bus stop at Walmart on the other sides needs a bench and a trash can.

There are bus stops that need replacing in between Industrial Dr.

There are too few bus stops on the Dorsey Rd (J Bus) near Old Telegraph Rd. in which I have to walk 1/2 a mile or more 0.82 miles from the bus to my job.

There is no bus stop to cover Route 108 also there is no bench at most of the stops.

There needs to be a bus stop where Peapod is, it's very hard crossing the street.

Why aren't bus stops cleaned more?

Would like a bus stop up Route 170 to the airport.

Bus stops need to be commuter friendly with sidewalks to make them accessible, 2especially when it's raining or snowing.

I catch the bus on Samuel Morse at the top of the hill. There are not sidewalks. It would be good to at least have a stop somewhere on a sidewalk

Customer Information 20 Comments
Availability of schedule information
Buses need to run faster and information or a schedule should be present at all times.
Correct the bus schedule online
Drivers have limited info on other bus routes.
Make available the map showing all routes in color (Found inside some bus shelters). Inside the Howard County transit information booklet would be a good place.
Old times on post at a lot of bus stops.
Schedules are never available, and can't access online schedules.
That the schedules are kept more current.
What number or website should be used to plan a trip via RTA buses?
Your website and customer service are useless! It should be easy to plan a trip, but the website makes it very difficult to pick a specific day and time to travel. Customer service has actually hung up on me or transferred me into a mailbox that is full! I've also spoken with reps who admitted to having no idea how to get somewhere. If you solved those issues it would make life a lot easier!
Buses should post destinations when engine is off at the mall.
I believe there are things that are improving, but there needs to be a mandatory meeting on the customer service response of the drivers, and a clear understanding of the stops and safety precautions.
I often don't know if buses are running on holidays.
Improvement of the communication on times when buses aren't available.
It would be a great help if the RTA had a service similar to the MTA's website that could alert you if a bus has been delayed or broken down. The Silver seems to break down a lot.
Please identify bus by putting the name above.
Provide info. When buses break down and provide alternatives.
Put up a large sign in English/Spanish telling people to use headphones when they are conversating on their phone
I am from NY and it is very difficult to find some of these bus stops. Also it's very frustrating going in circles just to get to your destination.
The 302G bus works out wonderfully for my destinations and is for the most part reliable. Occasionally the bus has been 10+ minutes late and there is no way, that I've found, that provides this sort of arrival information reliably. There is one driver who is consistently unfriendly and exhibits lots of road rage, female driver who drives the more updated 302G bus in the early evenings.

**Technology
17 Comments**

Accept SmarTrip/CharmCard. You are the only agency in this area not to and it's infuriating.
Also GPS tracking for riders especially during bad weather.
Another thing is when calling RTA the people should be able to pinpoint where the bus is.
better payment options
Have a more updated texting service, because the gold route doesn't show up in the text so I don't know exactly when the bus comes.
I think it should be a fare box that shows how much money customers pay on the bus.
It is absolutely ridiculous that you don't have Smart trip-capable fare boxes.
It should be able to accept all MTA passes
It would be better if RTA/Connect-A-Ride hooked up with Metro so we could use our smart cards and similar buses. I would not mind paying more!
Please make sure people with a smart trip pay one dollar.
RTA Transit does not take MTA Monthly Passes
Smart Card technology is needed. Transfer system is outdated and the cost is too high for the quality of service. Buses should be updated as well.
Smart trip card needed vs. transfers
Wish you'd have an app -- real-time and schedule-- like Metro's
Would be much better if could use MTA cards/ better Maryland integration.
Would like ability to track my bus especially in inclement weather (GPS).

**Customer Service
12 Comments**

Customer service is very poor.
Customer service needs improving, no one calls back when a complaint is called in.
Every time I call customer service I get the same woman who answers my question with "I don't know". Your staff should be more informed.
Information provided by customer service is usually inaccurate or false
Phone dispatch service operators do not do their job. I have been "hung up on" and transferred back and forth several times when inquiring about bus arrival.
Poor service when contacting dispatch or customer service.
Replace 90% of your dispatchers, retrain all of them
Rude drivers, broken down buses, missed schedules, rude dispatchers, dirty buses. This is Columbia, what's wrong?
rude female dispatcher
The buses are nasty and unsafe, cost too much, most of the drivers are rude. I have 3 complaints, 2 from last year and 1 two months ago and no one calls back. All they do is transfer you from one number to the next to shut you up.

**Customer Service
12 Comments**

The customer service needs to exist in more than name. I have tried to call them many times and have never talked to a person.

The customer service representatives are horrible towards customers, extremely rude as well. Some drivers are nice but the females tend to be too aggressive. The males are friendly.

**Transfers
12 Comments**

Be able to transfer to the next bus.

Can't transfer to same bus, not good.

Have an all-day transfer that connects to all buses

Howard County monthly pass is cheaper. No Sunday service. Bus stops running too early. Why is it different in Howard County - costs/transfers. All fees should be the same.

I disagree with how transfers work. You should be able to use the same transfer for the same bus, like the MTA. Its already expensive living in Columbia.

I liked it better when you could use transfer longer in the day.

I was wondering if they can lower bus transfer price. Because of financial problems.

It should be all day transfer (ride all day for one price any bus)

My concern is on transfers, which expire in only two hours. If it could last for a shift of eight hours at least. I may walk to the mall in order to save for to and from Cradlerock and walk from the mall to home.

No transfer

No transfers to same bus--STUPID

Transfer cost, should be one fee.

Fares 12 Comments
Although you have a day pass, you still have to pay \$2.00
Come up with an all week pass for \$20.
How come everybody can't get a bus pass?
I am mostly dissatisfied with the lack of a college student bus fare, I pay almost \$80 a month riding RTA and MTA services, and a discounted rate would be gladly appreciated.
I realize to help minimize the costs for customers, but being on a fixed income, there should be a pass for all transportation service instead of purchasing a pass for Howard County, MTA, MARC, Etc.
Need a senior bus pass
Need to have all day bus passes for all the buses that are connected to RTA. Not just the ones in Columbia.
No discount monthly passes
No ten day passes
The bus pass system is bad. No information on how it works. It's different with each driver, no set system.
You should be able to get an all-day pass.
Your bus passes cost more than MTA and they stop running late.
Everything is good. The only thing is they charge for the children.
I think the bust costs too much money.
Keep the fare at \$1
Lower fare.
Paying \$2 for the level of service this bus has is too much
Reduce the fare for transportation
Too expensive.

**Administrative
11 Comments**

Drivers need to be paid more money they have to live too!!!

I strongly suggest that this company regulate its goals, screening process for its drivers, and write grants or ask the government for funds for new buses. Too management needs to be trained. Also, focus on hiring better drivers and being on time.

I the schedule on which the drivers run should be more closely monitored. Also more preventative maintenance on buses.

MTA should be the Maryland Transit Administration-all of MD where transit is needed. MD is not a farm state any more MTA needs to treat central MD like they treat Baltimore and DC areas

MTA takeover

MTA takeover, please hire black people that understand life of bus riders.

Need more drivers. I think RTA needs to hire non CDL drivers and train them.

Need to change management

Please allow another company to provide services for this area. For many years this company has done a poor job.

The closing of the library meant that no senior/disabled books of tickets were available in Columbia and info was erroneous, such as taking the discontinued purple.

customer safety

Drivers should let passengers board in bad weather.

I would humbly, kindly request in case it's raining heavily or too much snow, let the drivers at Columbia mall allow us to enter the bus. Have a heart, I beg you. Teach some drivers to talk to people when asked questions, to answer well, not rudely.

The supervisors over the radio are unprofessional.

**ADA/Seniors
4 Comments**

And also accommodating missed trips for people in wheelchairs that have to be at work.

Not adequate for seniors.

Not appropriately wheelchair accessible. Made promises, but doesn't change. Not ADA compliant. Buses not all ADA compliant. Safety. They only care about money, not clients.

Service is fine, but could be improved for elderly, like myself.

Appendix D

RTA Paratransit Rider Survey



Central Maryland Transit Development Plan

RTA Mobility (ADA & General Paratransit)

Customer Survey

Help us to serve you better! The RTA, in partnership with Anne Arundel County, Howard County, the City of Laurel and Northern Prince George's County, wants your input on public transit services in Central Maryland. Your insights will inform the Central Maryland Transit Development Plan by highlighting travel patterns, popular destinations by transit and other transit needs in our community. For more information about the Transit Development Plan or to complete this survey online, please visit:

<http://www.kfhgroup.com/centralmd/transitplan.html>

Please **complete this survey** and mail it back to us using the pre-addressed envelope. You may choose to **give it to the driver** the next time you take a trip. Thank you for taking time to give us your comments! If you have already filled out a survey, you do not need to fill this out again.

1. What type of rider are you?

- Americans with Disabilities Act (ADA) rider
- General Paratransit (GPT) rider
- Both

2. What do you normally use this service for?

You may check more than one.

- Work
- School
- Medical
- Social/Recreation
- Senior Center
- Government Service Agency
- Shopping/Errands
- Other: _____

3. What fare do you normally pay for a one-way trip?

- \$2.00
- \$2.50
- \$4.00
- RTA Mobility ticket

4. How often do you ride this service?

- 5 days/week or more
- 1-4 days/week
- Less than 1 day/week (e.g., few times a month)

5. How long have you been using this service?

- 0 - 6 months
- 1 - 2 years
- 6 - 12 months
- More than 2 years

6. Do you use any other transportation services that operate in the region?

- RTA Fixed Routes (Connect-A-Ride/Howard Transit)
- Annapolis Transit
- MTA Commuter Bus
- MTA Local/Express Bus
- MTA Light Rail
- MTA Mobility/Paratransit
- MARC Train
- Neighbor Ride
- WMATA Metrobus
- WMATA Metrorail
- WMATA MetroAccess
- Amtrak from BWI
- Other: _____

7. Are there specific destinations you need to go to on a regular basis that transit does not serve?

- Yes
- No

If Yes, please describe: _____

8. Please rate the RTA Mobility paratransit service in the following areas:

	<u>Strongly Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dis-satisfied</u>	<u>Strongly Dis-satisfied</u>
a. Trip Scheduling Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Telephone Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Phone Wait Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. On-Time Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Saturday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sunday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Cost of the Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sense of Security on Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Cleanliness of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Courtesy/Friendliness of Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Do you have a car?
 Yes No
 If Yes, was a car available for this trip? Yes No

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

11. Please indicate your age:
 17 or under 18 - 24 25 - 49 50 - 54
 55 - 59 60 - 64 65 or older

12. Which of the following best describes your current employment status? *You may check more than one.*
 Employed, full time Student, full time
 Employed, part time Student, part time
 Retired Homemaker
 Unemployed Other: _____

13. What is your annual household income?
 \$20,000 or less \$21,000 - \$40,000
 \$41,000 - \$60,000 \$61,000 - \$80,000
 \$81,000 - \$100,000 More than \$100,000

14. How would you classify yourself?
Please check all that apply.
 Caucasian/White African American/Black
 American Indian/Alaska Native Asian
 Native Hawaiian/Other Pacific Islander

15. Are you of Hispanic or Latino origin? Yes No

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

If Yes, what is this language?

For example, Spanish, Korean, Chinese.

If Yes, how well do you speak English?
 Very Well Well Not Well Not at All

17. Please provide any comments you may have concerning public transportation in Central Maryland:

18. If you would like to receive updates about the Transit Development Plan, please provide your contact:

Name: _____ Email: _____

Thank You!

Appendix E

RTA Paratransit Rider Survey

Appendix E

RTA Paratransit Rider Survey

Expand Service 33 Comments

Bring on Sunday service to Columbia Mall from Laurel. Extend the 503 hours.

Central/Western Howard County has no scheduled bus transportation. There will come a time soon when we older folks will need it.

Full Service needs to extend to the Hanover (Howard County portion) Oxford Square Community.

I am a renal patient who receives dialysis treatment in Ellicott City at 6am every Monday, Wednesday, and Friday. I have been advised by RTA officials that because I reside in Glenwood I cannot be provided with transportation at that time. Thus, I am being denied lifesaving treatment because of where I reside in Howard County. This is extremely unfair and unconscionable. I am being penalized because of my place of residency yet I pay among the highest property taxes in the county.

I am completing this for my husband - who was in a wheelchair and died 6/30/16. Great service but frustrated about difficulty getting into city or other counties.

I enjoy your services around Howard County, but I need help to find drivers down to Johns Hopkins (Bayview Center) where most of my doctors are. I need rides down to Johns Hopkins Hospital for special tests.

I need it for everything and it definitely does not serve everything I do. Need cheaper transportation for St. John the Evangelist Catholic Church. Need to be able to get to Columbia Medical Campus and Charter Drive Medical Buildings at all hours and days. Transportation from my residence in Columbia, MD to my sister's residence in Laurel, MD needed on holidays and all days and extending from morning to into the evening. Need transportation including grocery transportation into my residence all days and extending from morning to into the evening from my residence in Columbia, MD to Dorsey Search Village Giant Store and return.

I wish if you had outside Howard County for Deaf Event. Since I'm deaf and ASL. I would love to have outside Howard County to be available for me to join deaf event would be nice. Let me know about available paratransit that provide outside Howard County. Thanks Brain Buckley

I wish that it was easier to visit my sister, whom lives in the heart of Catonsville. There is no regular service from Ellicott City/Columbia to Baltimore County. I am very happy with the telephone staff and the drivers. They are all very kind to me. Thank you for all you do, RTA/Paratransit.

I would be nice to get transport to go to other counties for medical appointments & worship centers. Sometimes I have to go to Kaiser Permanente at Security Blvd, Towson, or Halthorpe for specialist appointments. Also it would be nice to get a ride on the same day request id necessary.

Expand Service

I would like to have transport facility to attend Columbia Association's world languages Café Meeting on 3rd Tuesday of every month at 6600 Cradlerock Way in Owen Brown at the premises of East Columbia Library between 6:30 pm and 9:00 pm. I will appreciate your help if this service is provided to me in the evening time.

I would love to be able to get to & from Frederick City from Howard County occasionally to visit, shop, use their library-- or once a week. Cost not a problem.

In August I needed a ride to Rolling Road for a doctor's appointment. I was told the service did not go that far. But I have seen the bus out there. So I have to find another way.

It is really difficult in Howard County to get around, unless you are going to the mall.

It would be nice to have longer hours on Saturday for curb to curb services. Maybe time to look into running curb to curb service on Sunday. It would be nice to be able to get a hold of the dispatcher during all hours of curb to curb service runs. It would be nice to make sure the driver gets me to my job on time.

Need buses and drivers.

Need to improve overall coverage of the city of Laurel and improve the frequency of current routes.

Needed: Reliable vehicles, increased service frequency and better connectivity

Public transportation is not adequate to meet the needs of those who cannot drive. I am legally blind. I am very limited in looking for jobs and traveling around the area by the bus system, it does not have enough routes and there are not frequent enough pickups. It often requires transfers and takes all day to do simple errands. I wish we had a connection to DC/MD metro stations.

Really need to have transportation available on Saturday and Sunday. There is no other transportation available on Sat and Sun. Awesome service!!!!

RTA has a bus witch stops near my neighborhood. My plan is to park at Atholton Village (7/8 miles) from my home and catch bus to mall. Or park at son's house near Martin Road stop - going to mall. Are the old green buses carrying the RTA logo part of the RTA system? Public transportation is most useful to us senior citizens when driving or parking in certain areas becomes a problem. Neighbor Ride seems a more cumbersome choice for rides to appointments. I have used RTA car service 3 times to chiropractor and found it satisfactory. Any small glitches in service were my own fault - not using system wisely. Thanks RTA

Some drivers are especially considerate and concerned! Thank you for your service. I wish I could use it for a haircut. Sometimes my daughter's schedule makes it difficult to work everything in. I would also like to go to some affairs at church. Neighborhood ride is difficult to schedule.

Starting in January I will be using RTA more often. Right now I cannot afford to see all my doctors.

Thank you for the great service! I love Howard County & what is available I need to go to Walmart once a month. Please help me.

Expand Service

The 3/4 mile rule for ADA clients has been extremely restrictive to places I go, otherwise I would use public transportation more. If moving toward a regional service, then fares should be adjusted for such, as in a zone fare for the number of zones one would travel through since the area is so large. Part of the reason why a younger client base is not seen using public transportation in the area is because the coverage is horrible. Wait times for pickups for paratransit has improved, but there still are many times they have been late. I provided answers based on my current situation, however is not typical of my 13 years in the Columbia area - specifically regarding employment.

The limitations on crossing county lines in paratransit living in Howard County severely limits ability to go to work opportunities when I can't go to Baltimore County on paratransit to be useful, there needs to be more flexibility. Also, their windows are so large as to not be useful for part-time employment. Not reliable enough for start and end times.

Too far for me to get to it, nothing comes off the interstate. It's hard for me to walk more in the winter.

We would love expansion of the service. Autistic young lady. Want transport to CCBC & Soldiers Delight Park.

Well like I said in #7, I am 79 and work part time at UPS in Laurel MD and would love for them to start taking me back to UPS. UPS is closer than Giant where they take me now it takes me longer to get to work then it what hours that I work. They take me to Giant then I get a ride to work. Which is Burtonsville, MD gave and old lady a break gave me a ride to work please. Thank you Imogene Fling

West Laurel is not a service area. Dianna is dropped off in Laurel at a specific place, and another person must meet her there and drive her to her home. Inconvenient as done on a regular basis - 4 days per week. Would appreciate a continuous route to get her completely home, instead of only partially.

Wish they would have Sunday service.

You may be able to get somewhere by public transportation, however, depending on when you leave your destination, you may have to get a ride back from another source.

You will not take me any place except doctor or senior centers. You say I am out of the district. I am in Howard County. I am a registered person in Howard County - MD. Other people are taken anywhere. I need to go out for things like everyone else. I pay my taxes etc. Does not seem fair. I am tired of being in looking at the four walls. I only need to go out about one time a week or every other week. I am crippled with arthritis - both kind and seatica. And a very bad heart and PB problem. I don't think this is fair!

General 28 Comments
All is good service.
As I have indicated, the RTA is a lifesaver for me. Due to my vision loss I HAD to stop driving. I have found the phone people, order takers, dispatch people, drivers to be of the highest quality. I have observed the kindness of the drivers toward wheelchair bound individuals, which goes way beyond just basic kindness. And much shown to me as well. Thank you all!
Good and very helpful service for persons who have disabilities.
HT ride is a great service. The drivers are awesome, especially Bridget and Carolyn! And Robert! It would be nice to make reservations online.
I am very pleased with your service. My husband who is actually the rider has early dementia and is never upset or nervous about the ride.
I currently only use RTA for Medical appointments. I am retired, but may seek employment in 2017. I have noticed on a couple occasions that the navigational systems were not effective and had taken the driver thru Main Street in Ellicott City, which is blocked off because of the flood. Your drivers are courteous and helpful.
I grew up in the Navy - all over the US. And you all should be very proud of your org. It's the best I've experienced. Now that my car "died" (of electrical problem) 21/2 years ago - I'm so glad that I have you all to depend upon. Thanks, Lynne L. Signor DOB 01-29-39
I have used your services since my arrival in MD (Sept. 2012) and I have been impressed with each ride. The drivers have for the most part been friendly and caring. My sister, Stephanie Kalin, and I would like to take advantage of "the shopping experience" and we recently received forms for such an occasion. There are too many questionnaires to fill out, so we will hold back on returning them. I am very thankful for your services and do appreciate my connecting with you. Thank you, thank you!
I just moved to Odenton from Baltimore County where I've lived all my life. For the last 2 years I've been disabled, so I've been having to use MTA Mobility for ride to everywhere I need to go because I'm also wheelchair bound. When I moved to Odenton 4 months ago I now use TRA (ADA) and they have been awesome to me. They are always on time. I had to take the GPT one time and I could barely get on because they are too small, very out dated, I couldn't even turn around because it was too small so I had to back off.
I really appreciate you always being on time to take me places. Thank you
I think your service is awesome! You are doing a great job. Thank you for your service.
It is a very good service. I am happy.
It is good here, based on my experience.
It is great help in getting me to my medical appointments.
Only that it is wonderful. I don't know how I would get around if it wasn't for them. I am in a wheel chair and riding with RTA gives me a sense of control and security. Thank God for them.
Public transportation is terrible
RTA is one of the best county supplemented services in Howard County. Service is reliable, drivers go out of their way to be helpful.

General

RTA Mobility always makes sure that I get home safely even when once a driver failed to pick me up. The dispatcher sent another and waved my fare, which I felt was caring and fair.

So far the service has been great!

The drivers are intelligent, friendly and caring. I appreciate that very much.

The RTA is good.

The transportation is poor--The drivers do not know where to pick up fully-- they are gone too long not knowing when or where they should pick up. Really poor drivers, can't and wouldn't show. RTA-- very unsatisfactory.

This service is a "God-send" for ADA riders and elderly.

Transportation by RTA & Neighbor Ride meets almost all my needs for Howard County.

Very good service.

Very good.

Very satisfied

Yellow line is very poor, do not come to stops when needed on stops, bus pass you by. Keep going, do not go where it should.

Scheduling 25 Comments

* More knowledgeable operators

* Trips to surrounding counties - Baltimore County, City, esp. except for limited transportation to University Hospital.

*Later cut off to schedule trips.

*Too few outlets to buy tix books, let drivers carry them too. I have had to go back to work for as long as I can. Mainly to get a car, I can't continue to be stressed by lack of dependable service.

1) Have been left at doctor's office with no pick up or notification someone would not arrive. Took a cab home. RTA was to reimburse \$35 and it never happened.

10/18/16 I made reservations for -: 10/19/16 - 10/21/16-10/21/16-10/22/16. No ride showed up 10/21/16. I called the dispatcher she said no ride was scheduled for me on 10/21/16. Ms. Denise's error cost me \$32.00. I need to be reimbursed. Thank you.

2) Assigned times do not coordinate or align with times requested.

Arrival at destination too early. When appointment is short in time, difficult to get early ride. Sometimes have to wait 1-2 hours for return ride.

I have tried to use ADA for years; however it has been a trial getting places on time, as well as the scheduling of trips. Too restricted and inflexible- this service should be free, most seniors are on fixed limited incomes.

I have trouble going to places like "Giant" because I may have to wait 1 and 1/2 hours to be picked up from the store. I have trouble knowing when and where the buses will go.

Scheduling

I need this service- have had few problems- everyone I have spoken to is very nice- and drivers have been great. Scheduling needs a bit of work- on pickups- I find you to be beyond early- but I am always on time for doctors is a plus. My only other question is how to get someone on the phone. When you need to press #2 sometimes not available, it's a message many times.

I would like to see a better scheduling service, maybe a same day service. Thank you George King

I'm given an hour earlier pick up than my appointment, even though my destination is in mostly five minutes from my home. I cannot be called the evening before because I have a captioned phone. I am called when driver is outside. I'm on the 2nd floor, down a long hall. Your service is important to me.

It would be great to be able to schedule trips online. And to get an automated call or text when the bus is actually on the way/leaving last destination

It would be very helpful if we could schedule the rides online rather than having to call.

More accurate wait time. They tell you example: pick up 1:30 they tell you your pick up is around the 12:30 hour. So long to stand outside and wait. The return time is okay. With people in wheelchairs should call them, when not out waiting, especially in the winter, should give more wait time for people in wheelchairs. It takes time to get them outside and in wheelchair and out to bus. And people with wheelchairs need bus not car, too hard to put wheelchair in trunk.

Most drivers are on time, certain drivers (Bridget) are always late. I wish they could be on time.

RTA is excellent service except I need 2-3 days in advance notice.

Telephone recording for night before could be simplified. Repeats initial information when messages left (mobility), often not returned.

The wait time is too long. I have classes at HCC until 6:00 pm but have to leave class at 5:30 pm to wait for bus. Sometimes the wait is almost 30 minutes long. Also, I live within 1.5 miles from the school but sometimes I don't get dropped off until about 15 - 20 minutes after pick-up.

Too much time is wasted waiting for a pickup. Schedule is not reliable. Drivers with wheelchair clients are not given enough time to pick up and secure. When a problem is called in the attitude is poor. Many times the problem is not addresses or call is not returned. Care takers do not have hours to waste.

Very poorly run operation

When my husband call in for a rides. They give him a confirmation number and when bus comes the bus driver has a different time that they were given. Bus drivers are great.

Wish could book HT online. Wish HT can tell time in 15 minute time frame. When we get reminder from HT a day before, if they can tell appointment time of pick up.

Scheduling

Would be very interested in an on line scheduling as an option. Very pleased and very thankful for this service and all the employees. I can't imagine how challenging it must be to pull it all together!

Driver 16 Comments

- Drivers should be kind towards clients

- Drivers should be patient in waiting until the client gets out of the doctor's office in case of a medical appointment.

- Helpers who accompany disabled clients should not pay transportation fares.

- Pick up times should be respected

- The small cab is not fit for seniors and disabled transportation

Drivers are great.

I do not feel secure as a passenger in Columbia Cab. There was a incident where the driver was on the highway speeding and being aggressive behind the wheel. He was driving in and out of traffic on the highway. I was afraid for my life. I don't like riding in cabs now as a result of this. I am disabled with depression and anxiety.

I enjoy talking to the friendliness of the drivers. I am happy for the bus service. I am happy with the cost of the fare.

If a driver has other pickups in addition to I on the same bus or curb, he or she should notify the first pick up so that he or she is aware of what is up.

It would be nice if the drivers told the riders if they were picking up other passengers along the trip. It would be common courtesy for the drivers to let us know what is going on.

Most of the time RTA Mobility is great. However, I do not like that driver's do not help me with my home's door, they do not knock like they are supposed to even though I have requested it multiple times and I know they can, and I have missed a bus a couple times because the call didn't go through on my phone even though I had perfect service area. Because of my weak muscles and using a power chair I really struggle with doors, so they should be able to help you with hospital and work doors, even when there are 2 sets of double doors, they should let me in the second set of doors. They also should be able to help with my home's front door to unlock it and open the door. They do not need to shut it or enter the house, but assistance with the door would be really nice. And having the driver knock on the door.

Overall your drivers are wonderful; they should get a raise. There is a class at 8950 Route 108 on Sunday nights that I wish you could take me to, but your customer service representatives told me there is no service in that area on Sunday evenings. Sometimes a cab is sent; often the cab is dirty inside. Also I sometimes receive negative comments from some cab drivers about having my service dog in the car. A few of the drivers refused service for my service dog & I had to argue with them.

Driver

Some drivers are nasty. We need yellow bus on Sunday. 120 apartments in our building. All old people. Thank you.

Some drivers don't open door when person is running for bus & very close to door & still has a minute. Has to wait an hour for another bus. Some drivers don't speak when spoken to and are not pleasant.

Some of your drivers need more training. If they need a laminated schedule to see their route, they are NOT ready to be turned loose alone. Some drivers are excellent, but do not get credit for it. Pickup scheduling is too close together.

They are great drivers, and kind.

Reliability 11 Comments

All in all I'm satisfied except for a few times I had to miss some of my appointments because my ride didn't come. And if there is any way there would be buses for Sunday to take worshipers to church, that would be wonderful. So, thank you, I am grateful to you all.

Central public transport in Central MD could be improved; buses could a little more regular. The drivers could be a bit more courteous.

Dependability would be nice--on time

Drivers are excellent- but never sure if I will reach my destination on time.

Great service except for unreliability of delivery time--I am sometimes late for work because my ride is late.

I have had to wait over an hour once for a pickup!

My only complaint is that several times (at least 3), my ride doesn't show up and I am told that my ride was cancelled. I never cancelled the rides, but a new driver is sent to pick me up generally within 15 minutes.

My rides are regularly late. I use public transportation to get to work. The lateness may cost me my job.

Schedule pick-up time when getting more than one rider - really early. Then return is erratic/unreliable.

Was "stood up" in early October.

Well sometimes they come late-- some drivers can be frustrated and will not talk nicely--I think the fare should be \$2.50 one way for some of us with limited income. But its a great opportunity for some people like me that have no means of getting around. Thanks for your service and may our God keep blessing you all and families.

**Customer Service
10 Comments**

I need to know if I was employed, would the bus pick me up in the morning and bring me back home at the end of the working day.

I would like a copy of the system-wide bus map. I would like to know the procedure to connecting systems. RTA fixed routes to MTA Laurel/Express bus, WMATA Metro buses. I don't know which buses connect to different systems in order to make a continuous trip from one system to a different connecting system. Do I need to apply for senior discount fares for each local/counties, etc? I live in Howard County and would like to travel to Catonsville, etc. Do I need to apply for separate fares for discounts?

Need a bus for shopping 2 times a week.

Need a fixed route from Waverly Woods/Woodstock to Columbia. What do I need to do to qualify for all rides to social/shopping/errands. I use an electric scooter & have no other means of transport other than HT Ride Paratransit.

No response to complaints about service. Dispatch does not always tell truth about status of ride when I still have time to call alternate transport (at my own expense). If the bus will be 30 minutes late & I have an appointment, I might want to call a cab (at my cost) but I have been told that they will be there any minutes now (Columbia) when the driver was in Beltsville! Overall, Paratransit/ADA works well but when I have a bad trip, it is an awful, terrible, horrible experience that often results in me missing a doctor's appointment even if I scheduled my arrival time significantly before my appointment time.

Overall, it is a decent system. But whenever problems happen it is notoriously difficult to have these problems resolved in a timely manner. First of all, it has been horribly hard to ever reach someone on the phone. Problems therefore take forever to fix. One notable exception has been whenever Victor is involved! I have known Victor for many years and he always provides assistance whenever I call his cell phone! If only all of your other folks were as reliable and timely as Victor is.

There are lots of situations which occur involving your transportation system that go unnoticed. In fact, some things are necessary and can be avoided by a little insight and concern on the part of your company.

Though a few of your employees have demonstrated respect and courtesy towards the clients, most of them do not respect their positions. I have had an experience which was extremely mind blowing to me. Needless to say, I am referring to only one of many bad experiences. I was transported to Bridge Way Community Church, I had scheduled a return ride, but my driver was a no show. When I called RTA to inform that my driver did not arrive. The representative tried to speak to the supervisor Andrew about the matter, but at that point the phone was disconnected. I continued to call for about twenty minutes or so, but each time, my call was sent to voice mail. I complained to Robin about the matter. She is of the best weakness of your company.

Three separate times paid full cab fare!! Complained, never got call-back.

Customer Service

We've been using RTA's services since 2014 sporadically. Since we were very dissatisfied with your services we have started relying more on Neighbor Ride. They are more expensive, but for our peace of mind, we depend on them for most of our trips. Over the last year we've had drivers that didn't know the route, didn't seem competent to drive, at one point a taxi driver showed up in an old vehicle and told us he'd been asked to step in! Trip scheduling and telephone customer service puts one on hold and are rude at times.

Miscellaneous 6 Comments

I am happy that you are providing public transportation for it was difficult for me when my children were in school. But the bus depots where people have to wait for buses are grossly neglected. They need cleaning and constant care. The bus depot at Jessup (Purple Bus, Silver and Gold connections) need police protection. I am afraid to wait there for a connecting ride because it seems to be a place where alcoholics and drug addicts hang out. It would be nice to be able to use public transportation to attend church on both Saturday and Sunday.

I may be going to a senior center on a regular basis in the future.

I would be interested in attending meetings. Was a member of WMATA AAC for over 4 years.

Really unclean mobility buses for long periods of time. Like weeks at a time same trash and spills on bus.

The cars with dog hair. I understand that people have needs and the service for the people is wonderful, is there a solution for this issue? Attitudes. Yes we all have them; prayerfully we can work together in unity. Resolve the issue, understanding, and not cause more confusion/situations. I thank you for your services and time. God bless.

The cost of the trip sometimes is hard to come up with, even at \$5 a trip (back and forth). I have waited up to 45 minutes for a return ride home and at least 30 minutes for a ride to come. There has been times that have 3 different times for a pick up. I'm always 15 minutes early (as I was told to be)

Taxis
2 Comments

RTA mobility is a very convenient service for my needs. However, the customer service of American taxi is very substandard. About a week ago, a dispatcher was extremely aggressive, rude, and very nasty to me on the phone while I was waiting for the cab driver at Walmart to pick me up. I am a legally blind client and was in the store paying for my items when they called me and he was yelling at me and told me that the driver had been waiting 20 minutes for me and if I didn't come out in 1 minute that I would be left. Turns out that the driver was at the wrong door, and the dispatcher hung up on me after saying " We are GONE!"

Sometimes RTA would send a taxi cab, the taxi would come very late and sometimes not at all. When I started a real part-time job, RTA does not always come on time to pick me up and I cannot go to school afterwards.

Appendix F Community Survey



Central Maryland Community Transportation Survey

Anne Arundel County, Howard County, the City of Laurel and Northern Prince George's County are developing a Transit Development Plan for Central Maryland. The Transit Development Plan will serve as a guide for the local transit system, providing a roadmap for implementing service and organizational improvements during the next five years. To inform this effort, we are conducting a Community Transportation Survey to better understand travel patterns and transit needs in Central Maryland. For additional information on the plan or to complete this survey online, please visit <http://www.kfhgroup.com/centralmd/transitplan.html>

Please help us learn more about the transit needs of your region by completing this survey.

1. What is your **primary** mode of transportation?
(Please check only one.)
 Car Taxi Walk Bicycle Uber/Lyft
 Public transportation
 A friend or family member drives
 Other: _____
2. Are you aware of the services provided by the Regional Transportation Agency (RTA), previously known as Connect-A-Ride and Howard Transit?
 Yes No
 Please rate your overall impression of RTA's services?
 Positive Neutral Negative
3. Do you use any of the following public transportation services? (Please check all that apply.)
 RTA (Connect-A-Ride/ Howard Transit)
 Annapolis Transit Neighbor Ride
 MTA Commuter Bus MTA Local/Express Bus
 MTA Light Rail (Hunt Valley - BWI Line)
 WMATA Metrobus WMATA Metrorail
 MARC Camden Line MARC Penn Line
 Amtrak from BWI Vanpools or carpools
 Taxis Uber/Lyft Other: _____
4. If you do currently use public transportation services, how frequently do you use them?
 5 days/week or more
 1-4 days/week
 Less than 1 day/week
5. Are there specific destinations you need to go to on a regular basis that transit does not serve?
 Yes No
 If yes, where: _____
6. What is your zip code? _____
7. Do you have a driver's license? Yes No
8. Do you have a car available to drive on a regular basis?
 Yes No
9. Please indicate your age:
 17 or under 18-24 25-49
 50-64 65 or older

10. If you **DO NOT** currently use public transportation, what improvements would be needed for you to ride public transportation? (Please check all that apply.)
 Better service availability from _____ to _____ (Provide specific locations.)
 More frequent service Shorter travel time
 Longer hours of service Fewer transfers
 Better service reliability Improved information
 Safer vehicles Less crowded vehicles
 Guaranteed ride home for emergencies/overtime
 Additional park and ride facilities
 Other: _____
11. How would you prefer to receive information about public transportation? (Please check all that apply.)
 Website Bus Stops Brochure
 Email Direct Mail City/County Office
 TV Social Media Smartphone
 Radio Newspaper Friends/Family
 Outdoor Ads Other _____
12. Which of the following best describes your current employment status? (You may check more than one.)
 Employed, full-time Employed, part-time
 Student, full-time Student, part-time
 Retired Homemaker
 Unemployed Other _____
13. What is your annual household income?
 \$20,000 or less \$21,000 to \$40,000
 \$41,000 to \$60,000 \$61,000 to \$80,000
 \$81,000 to \$100,000 More than \$100,000
14. How would you classify yourself? (Please check all that apply.)
 Caucasian/White African American/Black
 Asian American Indian/Alaska Native
 Native Hawaiian/Other Pacific Islander
15. Are you of Hispanic or Latino origin? Yes No
16. Do you speak a language other than English at home?
 Yes No
 If yes, what is this language? _____
 (For example: Spanish, Korean, Chinese)
 If yes, how well do you speak English?
 Very Well Well Not Well Not at All

Appendix G

Community Survey Responses to Question Number 5

Q5- Are there specific destinations you need to go to on a regular basis that transit does not serve?

Appendix G

Community Survey Responses to Question Number 5

Q5- Are there specific destinations you need to go to on a regular basis that transit does not serve?

Comment	Destination
1. National business parkway	Annapolis
2. Annapolis, Pasadena, Sykesville, Burtonsville, Maple Lawn	Annapolis
3. Annapolis downtown, Annapolis mall	Annapolis
4. Northern Anne Arundel County	Anne Arundel
5. Arden/Herald Harbor Community of AA County	Anne Arundel
6. Anne Arundel Community College	Anne Arundel
7. Anne Arundel Community College	Anne Arundel
8. Pasadena and Annapolis to Arundel Mills	Arundel Mills
9. Arundel Mills area	Arundel Mills
10. UMBC	Baltimore
11. I work in Baltimore, but there is no efficient way to get to my workplace by public transit. I consider it the main disadvantage to living in Howard County. I work in the Roland Park area of Baltimore. Even just going into Baltimore I'd have to drive to BWI and take the light rail or other rail line, and time-wise I might as well just drive in general.	Baltimore
12. Howard County with Baltimore County	Baltimore
13. Howard county to Baltimore	Baltimore
14. Getting into and out of Downtown Baltimore continues to be a challenge. A bus-pool option may be a potential solution if planned properly.	Baltimore
15. direct service 6am-1am 7 days a week from downtown Columbia to downtown Baltimore	Baltimore
16. Columbia Downtown, Laurel Downtown, Baltimore	Baltimore
17. Baltimore South / Kaison	Baltimore
18. Baltimore and DC safely with small kids	Baltimore
19. An express bus from northern Baltimore to Columbia	Baltimore
20. All-day reasonable connections to BWI, Baltimore and at least DC Metro	Baltimore
21. additional areas of Baltimore City that do not require using multiple modes of public transportation	Baltimore
22. Hopewell neighborhood (from Supreme Sports); Broken Land Park & Ride	Broken Land Park and Ride

Comment	Destination
23. RTA to Broken Land P/R lot; I must drive now, as it's hourly bus, and goes to mall before heading to P/R lot, which is way out of my way. Now, a 5 min drive.	Broken Land Park and Ride
24. Broken Land P&R Should stop on every trip.	Broken Land Park and Ride
25. Olney, BWI	BWI
26. BWI	BWI
27. Catonsville	Catonsville
28. Clarksville, Maryland	Clarksville
29. University of Maryland, College Park	College Park
30. University of Maryland College Park	College Park
31. 5830 University Research Court, College Park, MD	College Park
32. Too many to mention concerning appointments even from village to village in Columbia is unpredictable.	Columbia
33. Our home on/ near Dellwood Ave in Columbia	Columbia
34. Washington, D.C.	DC
35. Washington, D.C. via Metro train	DC
36. Washington, D.C. - more quickly than the commuter bus	DC
37. Rapid bus service to Union Station in D.C., train unreliable with times that don't work for me, and Metro is a mess.	DC
38. More ways to get to Baltimore and DC with small kids to avoid parking from Ellicott City	DC
39. Express buses down 29 to DC Metro Area 7 days/week all day, Shuttles old E.C. to Columbia Town Center; Buses to Annapolis, Gateway Overlook, Clarksville,	DC
40. DC, Greenbelt during NON-peak hours	DC
41. connections to Washington Metro	DC
42. Annapolis to Washington DC	DC
43. Ellicott City neighborhoods	Ellicott City
44. Ellicott City	Ellicott City
45. NSA Canine Rd., Ft. Meade MD	Ft. Meade
46. Ft. Meade	Ft. Meade
47. Ft. Meade	Ft. Meade
48. Ft Meade, Baltimore	Ft. Meade
49. Ft Meade, Annapolis, various local areas	Ft. Meade
50. Ft Meade, Annapolis Junction, National Bus Pkwy AND Downtown Annapolis!	Ft. Meade
51. Ft Meade, Access to MARC, light rail, Downtown Columbia,	Ft. Meade
52. Fort Meade and the NSA at Fort Meade	Ft. Meade
53. Fort Meade	Ft. Meade
54. Glenmont Metro station	Glenmont Metro Station
55. DC, Columbia Mall, Greenbelt Metro	Greenbelt Metro Station
56. Greenbelt Metro Station from commuter parking lot	Greenbelt Metro Station
57. Greenbelt Metro Station	Greenbelt Metro Station
58. Greenbelt Metro	Greenbelt Metro Station

Comment	Destination
59. Downtown DC, Greenbelt Metro Station	Greenbelt Metro Station
60. Hanover, MD	Hanover
61. Jessup - Montevideo Rd and Dorsey Run.	Jessup
62. Jessup	Jessup
63. Johns Hopkins Applied Physics Laboratory	Johns Hopkins
64. JHU/APL	Johns Hopkins
65. Maple Lawn, River Hill, Centennial Park, Long Gate Shopping Center, Lynwood shopping center, courthouse from Elkridge not through Columbia mall	Maple Lawn
66. Dialysis	Medical
67. Various	Miscellaneous
68. Gold fish swim	Miscellaneous
69. I need to go to MTA commuter bus stops during the morning and evening rush	MTA
70. NASA Goddard	NASA
71. Goddard space flight center	NASA
72. None for me	None
73. None	None
74. MTA Bus doesn't go where I want. It has its limits.	None
75. Work: Odenton from Laurel	Odenton
76. have the existing metro lines come farther into MD	Rail connections
77. Cities in the central Maryland area should be connected by a transit network (Rail, Bus Rapid Transit, Express Bus) that serves the population centers with local buses connecting the rest of the city and surrounding suburb to the transit stop.	Rail connections
78. Better access to metro and marc	Rail connections
79. Sunday church services	Religious Services
80. Rockville	Rockville
81. Areas along the Route 29 corridor	Route 29
82. MY NEIGHBORHOOD and The entire Rote 40 corridor and other business and shopping	Route 40
83. High schools in Howard County	Schools
84. 55+ existing communities	Senior residences
85. Pikesville, MD; Shepherdstown, WV	Shepherdstown, WV
86. Silver Spring, and Hyattsville	Silver Spring
87. Silver Spring	Silver Spring
88. Columbia to Silver Spring	Silver Spring
89. Turf Valley Resort area and new shopping center	Turf Valley

Appendix H Community Survey Comments

Appendix H

Community Survey Comments

Service 44 Comments
Our disabled young adults require transportation services to get them to/from their vocational and educational settings. In some cases, these folks cannot negotiate the ride without help - stops, times, sitting with seatbelt, etc. The bus system could help significantly the special needs community by having a support staff person who could help with on boarding, trip behaviors, and off-boarding at the correct stop to the person designated to take over care of the special needs individual.
Perception for Seniors is that transit is unsafe
Seniors need to be taught and given supervised experience in using public transportation as is recommended in the CA Comprehensive Plan for serving the adult community, particularly, Transit Travel Training and Guide recommendation, p 20.
Routes need to be more direct and frequent on major routes such as 29, 175, 32, 108, Snowden River Pkwy, 144, Route 40, 216, etc. Don't try to serve every building at the expense of utility of the overall system. Make more crosswalks, pedestrian bridges, tunnels to serve transit stops to increase utility of the system to neighborhoods.
Limited availability, non-attractive price, not eco-friendly
RTA bus service in Columbia, MD is atrocious. Buses are rarely on time. Most of its bus drivers are rude, and whenever I ride the bus it is frequently unpleasant.
There is a negative perception of the RTA's service. People are disappointed with the level of professionalism and the quality of service, and therefore do not utilize the system.
I believe that transportation systems in our region can be greatly improved by looking to best practices in transportation systems across the globe. The MTR in Hong Kong for example demonstrates the benefits in having a metro network built, managed, and paid for by a for-profit, privately run, partial government owned, corporation that uses Value Capture to subsidize the capital costs of the project. .
I think Howard County could like at the demographics of each village to determine the need of more public transportation.
Central Maryland is in need of good bus conditions that are reliable and run on time. They need to be able to drop people off at closer locations to their destination.
Clean up the bus stops!! Filthy!! No smoking within 50 feet! Enforce the rules at bus stops and on the bus. Buses are filthy and poorly maintained. Bus explosion on 10/24. Buses need to be on time> buses need to operate on Sundays and until midnight.
I haven't taken it much lately due to the barriers I noted. Waiting in the cold is a problem for the elderly. And dependability is a must.
It would be nice to have more parking and more transportation options at MARC stations. I wish the Odenton station had bike lockers so I could more securely ride my bike to the station. Additionally, the Odenton station needs an e-ticket kiosk!
Improving Odenton Marc station, Marc Service and bus routes to/from Odenton station would greatly encourage me to take public transit more.

Service 44 Comments
Need for hub in Downtown Columbia to WMATA metro with frequent service
System is not robust and existing systems do not connect well
There needs to be far better options to connect to Metro. Many of the residents of Russett (and surrounding communities) work in DC and take either MARC or drive to Metro. Would like to see a park-and-ride at the Wal-Mart that takes passengers nonstop to Greenbelt Metro.
We need better connection to the cities. Many people in Central MD need to get to DC or Baltimore, and unless your work schedule exactly matches the commuter buses, you have to drive.
We need more from Baltimore to Hanover and from Annapolis to Hanover.
Better and more regular service between Camden Dorsey Station and BWI Airport
Howard County has inadequate and substandard service. 90 to 120 minute layovers on WEEKDAYS? Service does not start early enough in the morning to connect you to the MTA park-and-ride lots, so I have to walk a long way just to catch the MTA 345. A SINGLE bus route for all of Ellicott City? Many places, even in Columbia, that have no bus route within walking distance. All routes should have the same level of service as the 406 at least. How can the 409, which is on Highway 1, a very busy corridor, have no Sunday service and 120 minute headways in the middle of the day on weekdays? Impossible to use RTA and WMATA to get to DC and back if you're not travelling the regular peak hours. And I've looked at the schedules for Anne Arundel County--an even bleaker situation. Almost 3 hour layovers on Sundays? We have a car and will use it for pretty much everything, but RTA should at least have service that enables you to commute to work. But also it should be adequate for people without cars--I remember what it was like when I didn't have a car and there's no way I could have survived in Howard County without one. Make the County cough up more money for transit, because they are contributing nowhere near enough. Thanks for your efforts.
I would like to be able to take public transportation rather than to drive alone. Job opportunities at Ft Meade and in Baltimore have no public transportation att. What transportation there is would take many transfers and over 3 hours, which is not practical.
I would like to see more special routes for large events such as concerts, ball games, etc. in Baltimore & DC.
I would like to see tickets in the Columbia Mall to make it easier for those with a handicap so it makes it easier for them to get. We need to go closer to the 3 doctors on Hickory Ridge Road possibly in so you don't have to cross the street.
It's in a sad state in Anne Arundel. Buses run once an hour on major job corridors like the 17 in the BWI area and the 14 on the Ritchie Highway corridor, connecting the state's major city the state's Capital.
Needs to cover more area to get workers to jobs especially in the Maple Lawn, River Hill and Turf Valley areas. Hours need to expand to get workers to and from work so it doesn't take 3 hours to get to work by bus. Service to Ellicott City from Elkridge needs to expand so the people living in Elkridge don't need to ride 3 buses (3 hours) to go 10 miles from their homes
Not bad in rush hour, but hopeless in evenings, weekends, and mid-day
Please think about the new Konterra development & integrating main attractions in the area (Laurel to Columbia to downtown Baltimore).
Reestablish the Blue route from Clarksville, MD.
Some are very good, but they do not go everywhere, like clinics and others and it better arrive on schedule.

Service 44 Comments
Sometimes I have to go to Wilmer Institute.
Would like rush hour / work-time busses to run down Rt. 97 from Glen Burnie or Walmart parking lot. One at 6:30 am, one at 7:00 am; one at 7:30 am.
I live only 20 miles from my work; but it takes almost three hours of my day to get there and back. It negatively affects my family and personal life, and adds extra stressors.
Faster, better, more frequent transportation to both Baltimore including Towson and for Washington DC as well upgraded frequency of buses in Columbia, Ellicott City and Elkridge.
Frequency is inconvenient & hours of operation are inconsistent with retail, particularly late night & weekends
I would use the system much more frequently, but it doesn't run often enough, it's difficult to connect with the commuter bus that I take, and it isn't reliable. The transfer system is confusing and riding can be expensive for the lack of service.
Inadequate, infrequent, does not serve many areas
Infrequent service, slow service, need fast connections to Baltimore and DC transit systems
More frequent service from Laurel Mall to Columbia Mall.
Occasional part-time work hours are 11pm - 7am often on weekends. Impossible to get from Columbia to Baltimore for that work schedule without spending 4+ hours in transit round trip using public transportation.
Would be great to have more frequent service - the bus could be an option for me but the service times are so infrequent that I can't use the bus to get to activities, shopping or work - it just takes too long or I get there and then can't get to my next destination or back in a timely manner.
The Dillon commuter busses are trash. Please buy new buses. I'm tired of sitting in rush hour waiting for a backup, wondering if I'm going to get to work on time or home to pick up my kids.
The inner city traffic problem has increased dramatically in the past 18 months. It routinely takes me an hour to an hour and 30 minutes to get either to or from my work -- exactly 18 miles away. The last mile into and out of Baltimore City are torturous and generally take 30 - 45 minutes. A solution that transports people from safe park and rides on the outskirts of the city would be an amazing solution for many people who live in the county and work in the city. I have been doing this for 23 years, and it's never been this bad. Plus, Excelon is about to open in Inner Harbor East, which will compound the issues in that area.
Where is the rapid bus lane on 29? I'd use that MTA bus to DC, but it's way slower than via 95/Beltway, though that route is out of my way. (I work on Westside of DC.)
Driving is hard and scary because people do not pay attention to the posted speed limits on 29, 175, and streets downtown.

**General
17 omments**

Busses drive though our street - Sunny Spring in Columbia, MD but rarely stop. Hardly anyone uses it on our street and we feel these busses should not be able to drive on a residential street. They often use Sunny Spring as a cut through instead of Cedar Lane. I've sent complaints but never receive a response.

Crofton seems far from accessing public transportation. Not sure if a bus in the area is a good solution rather than demolishing anymore wetlands in the area.

Everything is good, but don't run buses in apartment complexes because of pollution and noise.

I am concerned about more crime, trash, noise, traffic pic, exhaust

I rarely use public transportation. I don't think it a good idea to spend so much tax dollars on something very few would use anyway. It might be better to find other ways to help those who need it.

Public transportation for central Maryland is generally a waste of my tax money. Too few benefit to justify the expense. Other more cost effective alternatives should be considered such as ride sharing.

Public transportation if central Maryland is fine as it is, do not add to it.

We are not dense enough in most of Howard County to make convenient public transportation available at any reasonable cost. It is impractical except for certain very limited areas, and I feel it is consuming too much public money for the return in service it generates.

More information and programs for carpooling would be fantastic. We have one car so a carpool to my husband's work at APL would be ideal.

Glad you're doing this. The future is not so bright :-)

Good, it's a good service and it helps all of us that don't have a car.

I am hoping to live in an area with good public transportation as I age, and become unable to drive.

I am like most people, very dependent on my own vehicle to get around.

I think it is very important to have public transportation. I appreciate this study.

I would like to use public transportation, if it is economic and reliable.

Thank you!

They have better service and schedules. There are places that there is no bus.

Customer Information**7 Comments**

Surprised there was no schedule information in any of the bus depots at stops. Was asked by at least 5 people during my last trip what times stops were happening and what buses were stopping there (Hospital and HCC). There was no info posted at either in the stalls.

Did not know such a service existed. Seems well hidden

I have no clue how to access public transportation as far as local buses.

In general, I've found the Howard County Transit system to be very confusing with little available information about stops and arrival times. The MARC train is good and I've always has a decent experience while riding. Generally, I prefer to drive myself because I can arrive and leave my destination as I please without worrying about wait times.

The Howard Transit bus schedules are very difficult to figure out. The only time I took the bus, I had to wait hours for a bus and wasn't even sure it would take me where I needed to go.

The website is confusing and not easy to navigate. I had difficulty planning my trip and determining which stops I needed to accomplish my goals.

There does not seem to be a unified plan that connects the different regions. Not easy to figure out how to get from here to there when planning a trip. Rarely consider anything other than personal car, but there are too many cars on the roads and will increase substantially without better planning.

Bike and Pedestrian**4 Comments**

Arundel Mills area needs to be more bicycle friendly

Bike Path and sidewalks!!!! The ease of walking and riding a bike safely is limited. A more pedestrian/bike friendly area in Anne Arundel County would help with traffic. It would also add to the quality of life for the area. Broadneck Peninsula is a prime example. We live about one mile from the Middle School and it is not safe for my kid to ride a bike to school. That is sad. We live about 1.5 miles or so from a local grocery store/plaza and it is unsafe to walk or ride to them. I understand there are plans for a trail to connect to the B & A Trail from Cape St. Claire. That would be a great start, but more should be done through the Broadneck Area and other locations around the county.

I work 2 miles from home and drive, walk or ride my bike

I would like to see safer ways to walk and bicycle.

Rail**4 Comments**

Extend light rail from BWI to Howard county

I would like rail options in and out of Columbia.

I will prefer metro or light rail from Columbia to downtown DC. I also think that a designated bike road should be built from Columbia to DC.

Bring a DC metro Line up 95. Its more affordable and gives better hours of service

Appendix I

WikiMap Comments

Appendix I

WikiMap Comments

Existing Bus Stops		
Bus Stop Location	This bus stop needs the following	Comments
Lincoln Tech	Bench	
Ridge Road @ Thames River Drive		Please advise who this stop services. And why it is located in current location. Now that northbound Ridge Road has sidewalk up to Teague, if this stop is to remain, can it not be moved closer to Teague Road. There is already another stop that is just a few hundred feet away from this one; and I have noticed buses illegally using the turn-in/turn-out lane for Bear Paw Lane which is a major safety concern for my community.
Shaker Drive @ Seneca Farm Road	Sign	There was a bus stop sign here. But construction of putting in sound barriers was happening so the sign was removed by the construction crew and now this stop remains without a sign. When people want this stop, the driver will skip and drop people off at the next one which is Atholton Shopping Center.
Robinson Nature Park	Sign	Needs a bus stop sign.
Columbia Mall	Sign	Needs a new bus stop sign.
Walmart @ Russet Green East	Sign	There should be express weekday service to Greenbelt Metro.
Broken Land Pkwy Park and Ride		Silver Line, Bus 501 - make this a regular bus stop for rider boarding, not just exiting.
Snowden River Pkwy @ Minstrel Way	Bench, Waiting Area, Lighting, Shelter, Trash Cans	This site, along with many others, needs a shelter with a bench...
Broken Land Parkway Park and Ride		Requesting sidewalks toward Snowden River Pkwy for walkers along with adequate lighting.
Snowden Square	Lighting	Better lighting. Very dark at night time, doesn't feel very safe!!!

BWI Airport	Sign	Earlier and later pickup and drop off times. BWI employees working the 11 pm to 7 am shift don't have adequate times, especially Saturday night and Sunday morning and evening. The 7 am to 3 pm shift doesn't have bus service to start day and the 3 pm to 11 pm shift doesn't have bus service for end of shift, 7 days a week.
Greenbelt Metrorail Station		Need more frequent service between Columbia, Ellicott City and Greenbelt Station.
Broken Land Parkway Park and Ride		More connections are needed from the different routes to the Park N ride since it's a busy and safe location to pick up service. Most of the Howard County Routes no longer stop there even those that go right by.

New Bus Stops

Bus Stop Location	Why do you want a new bus stop here?	Comments
Langley Park Plaza	It could serve a new route	Our company and our neighbors have a lot of employees that live in the Langley Park and Hyattsville areas which need reliable mass transportation to the Jessup area.
Laurel, housing at Sandy Stream Rd and Crest Rd	It serves an existing route, It could serve a new route, Its more convenient for my travel	It seems like our community was somehow neglected for public transit. Which is a huge drawback of the county transit system: Most resident here are commuted to work.
Greenbelt Metro Station	It could serve a new route	Many residents of Russett take Metro. It would be good to provide a park-and-ride service from the Walmart lot in Russett to Greenbelt Metro.
Applied Physics Lab	It could serve a new route	
Maple Lawn, housing by Rt 29 and Rt 216	It could serve a new route	Come on man! Maple Lawn and APL need a few bus stops!
Clarksville	It could serve a new route	A central stop in an area with no existing bus service

New Routes				
Origin	Destination	Time Periods	Why do you want to make the trip?	If you want to provide additional information, please comment below.
Jessup, Lancaster Foods, 7700 Conowingo Avenue	Hyattsville, Langley Park Plaza, 8001 New Hampshire Ave	Before 9:30 am and after 4:30 pm	Work	
Columbia, The Mall in Columbia, 10300 Little Patuxent Parkway	Maple Lawn, housing, 11019 Chelsea Way	Between 9:30 am and 4:30 pm	Shopping and errands	Need at least some form of public transportation between Scaggsville/ Maple Lawn, the Johns Hopkins APL and Downtown Columbia. I am a senior who would prefer not to drive everywhere, but not yet mobility impaired.
Ellicott City	Giant Store, 6020 Marshalee Drive, Elkrige/ Elkrige Housing, Montgomery Woods	Before 9:30 am, Between 9:30 am and 4:30 pm, and after 4:30 pm	Work and shopping	
Applied Physics Lab	Laurel, Weis Market, 9270 All Saints Road	Before 9:30 am, Between 9:30 am and 4:30 pm, and after 4:30 pm	Work and shopping	
Ellicott City, Turf Valley Town Square, 11075 Resort Road	Ellicott City, Village Green Shopping Center, 9338 Baltimore National Pike	Before 9:30 am, Between 9:30 am and 4:30 pm, and after 4:30 pm	Work and shopping	
Columbia, River Hill	Columbia, Hickory Ridge	Before 9:30 am, Between 9:30 am and 4:30 pm, and after 4:30 pm	Work and shopping	
Columbia, Atholton Elementary School, 6700 Seneca Drive	Columbia, Honeywell Technology Soutions, 7000 Columbia Gateway Drive	Before 9:30 am	School	

New Routes				
Origin	Destination	Time Periods	Why do you want to make the trip?	If you want to provide additional information, please comment below.
Gambrills	Annapolis, Westfield Annapolis Shopping Mall, 2002 Annapolis Mall Road	Between 9:30 am and 4:30 pm	Shopping and errands	
Columbia, Broken Land Park and Ride East Lot	Columbia, River Hill	Before 9:30 am and after 4:30 pm	Work	Need service to/from a central location in River Hill like the Village Center since there is no public transportation here. Please consider linking up to the Park N Ride or other central locations like Mall to allow for more strategic linking up of routes.
Columbia, Hickory Ridge Village Center	Tysons Corner, Virginia	Before 9:30 am and after 4:30 pm	Work	
Broken Land Parkway Park and Ride				Silver Line, Bus 501 - make this a regular bus stop for rider boarding, not just exiting.

Appendix J

Stakeholder Input – New Services

Appendix J

Stakeholder Input – New Services

Category	Topic	Comment	Source	Notes
Employment	APL service	APL would very much like to expand employment base by having a reliable connection to MARC as well as giving employees transportation options during the day.	Rick Shultz, APL	
Employment	Commuting	John Hopkins APL wants more services for their employees. They have been in touch with Alison and given the zip codes of their employees.	10/20/16 public meeting	
Employment	APL service	No service to Johns Hopkins APL	10/27/16 public meeting	
Employment	Howard County	JHH has workforce access needs from residences or transit hubs to our hospital. And we have needs of patients accessing their homes or other facilities, such as skilled nursing facilities.	Stakeholder interview: David Nitkin, Chief of Staff, Johns Hopkins Hospital	
Employment	Employment	Transportation to employment is a priority, especially the corridor between BWI and Fort Meade.	Stakeholder interview: Brian O'Malley, Central Maryland Transportation Alliance (CMTA)	

Category	Topic	Comment	Source	Notes
Employment	Low Income Employment Transportation	The key transit issues in Anne Arundel County are getting low income people who live in Anne Arundel County to Jobs in Anne Arundel County. This study should look at the locations of underemployed and low income Anne Arundel County residents and the locations of employment and find bus routes that connect them.	Stakeholder meeting: Mark Hartzell, Chief Administrative Officer, Anne Arundel County Executive Branch, Ramond Robinson, Fred Fravel, Lucinda Shannon	
Employment	Jobs on Board (employment based route)	This office has researched a potential route to connect Owen Brown & Oakland Mills to the Route 1 employment corridor in Jessup. Oakland Mills and Owen Brown were chosen because according to 2010 US Census data, they are two areas of the county with a higher rate of poverty and a lower rate of vehicular access. The Route 1 corridor in Jessup was chosen based on the recommendation of staff from the Economic Development Authority. We anticipated a 14 mile route with a run time of approximately an hour. Two buses running 45 minute headways and drivers working eight hour split shifts to cover peak times results in 80 hours of operation/week. We therefore anticipate an annual operating cost of \$258,000 based on the RTA's average operational cost of \$62/hour (\$62/hour at 80 hours/week equals \$4,960/week or \$257,920/year) plus the cost to lease two vehicles. There is the potential for fare recovery based on a sliding scale of participation in the program as well as usage by the general public.	OOT staff	

Category	Topic	Comment	Source	Notes
Employment	Park and Rides	For the regional transportation plan what I don't see is transportation to Ft Meade/NSA. Could you look into some sort of express bus service that would use the park and rides as hubs and semi express connections to the park and rides from high density housing areas? As an example a line from the mall area down Broken Land Parkway to the park and ride. Express to Ft Meade that runs along Route 32.	12/2/16 email: from Tom Paxton to Clive Graham	
Location	Express Route	Direct line service from Laurel to Ellicott City-for travel to court and probation	Howard County Detention Center	
Location	More service	Direct bus line from Jessup/Columbia area to Ft. Meade (PG County and Baltimore County)	Howard County Detention Center	
Location	Hospital to Gateway	Hospital to Gateway route	10/19/16 public meeting	
Location	Downtown Columbia to MARC	Need direct route from Downtown Columbia to MARC	10/19/16 public meeting	
Location	Connections	Need more connections to DC and Baltimore	10/20/16 public meeting	These comments came from several participants at the meeting.
Location	DC to Baltimore	Want a rail line from DC to Baltimore	10/20/16 public meeting	
Location	more service	Route from Ellicott City to Baltimore and Howard County	10/20/16 public meeting	
Location	Kendall Ridge	Kendall Ridge off of 108 needs bus service	10/20/16 public meeting	
Location	Unserved areas	Need to reach out to areas that are not served and see what they need.	10/20/16 public meeting	

Category	Topic	Comment	Source	Notes
Location	Unserved areas	Need to reach out to people who are not using the services and find out what they need and how we could get them to start using transit.	10/20/16 public meeting	
Location	Piney Orchard in Odenton	I'm a resident of the Piney Orchard community in Odenton. I'm also the president of the Board of Directors for the Piney Orchard Community Association. Piney Orchard is a planned development with approximately 8-10,000 residents. Many are employed at Ft. Meade, in Washington DC, or Baltimore. One of the reason the MARC train station in Odenton is the busiest is because our residents are commuting to jobs in DC or Baltimore, and the current situation of little parking at Odenton, and clogged roads on routes 170 and 175 is because there is little dependable mass transit from our community to the MARC train station or onto Ft. Meade. Dependable bus service, with schedules linked to train schedules would go a long way to alleviating traffic, parking, and commuting times to and from work for our residents, and I urge you to keep these opportunities in mind as plans are developed and move forward. Secondly, reducing traffic, especially on route 175 could speed up emergency response times from the fire station nearby, and also increase safety for all.	Email: sent to Fred from Steven Randol, tevenrandol9@gmail.com	Fred replied to his email
Location	Access to Ellicott City	Need a better and more direct route to Ellicott City. From Elkridge to Court takes 3 hours.	10/27/16 public meeting: Grass Roots employee Kathy Piet	
Location	Maple Lawn and APL service	Need to serve Maple Lawn and APL area	10/27/16 public meeting: Grass Roots employee Kathy Piet	

Category	Topic	Comment	Source	Notes
Location	Service to Maple Lawn	Need service to Maple Lawn	10/27/16 public meeting	
Location	Howard County Public Schools	Howard County Public Schools has a large homeless population and it would be great if these students could access public transit as well. They need more bus stops near the schools and more service hours.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	
Location	Connecting to Baltimore and DC	Connecting multiple jurisdictions together would help the bus system. If RTA can connect DC to Baltimore that would be huge. We have service workers living in Baltimore and DC that have to commute into Howard County to work.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	
Location	Howard County Public Schools	There is a need for additional or improved public transportation services in Central Maryland. They need more service to the schools, especially the highs schools and the central office.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	
Location	Howard County Public Schools	Howard County Public School constituents need to go to the central office campus, but cannot currently access it by public transportation.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	

Category	Topic	Comment	Source	Notes
Location	Anne Arundel County	Pasadena, South County, West County need new and improved services.	Stakeholder Interview: Pam Jordan	
Location	Anne Arundel County	There is a need to expand the geographic region that is served by public transit (RTA).	Stakeholder interview: Pam Jordan	
Location	Anne Arundel County	We should be looking at how we get people to work and medical appointments. Transportation is the key to a healthy productive life. If you can't get to jobs, shopping, medical appointments then you are isolated from the community and its bad for all of us.	Stakeholder interview: Pam Jordan	
Location	Howard County	There is a need for additional public transportation services in Central Maryland, particularly rail between metro areas.	Stakeholder interview: David Nitkin, Chief of Staff, Johns Hopkins Hospital	
Location	Howard County	Howard County is underserved by rail and BRT, and could use better connections from rail stations to locations such as downtown Columbia.	Stakeholder interview: David Nitkin, Chief of Staff, Johns Hopkins Hospital	
Location	Anne Arundel County	The major destinations in Central Maryland that AAWDC's clients need to access include BWI, Arundel Mills Mall and Casino, Arundel Mills Live is building a new hotel, that is 500 jobs there. Plus there is a lot of TI in the area.	Stakeholder interview: Jeff Trice, AAWDC	
Location	Anne Arundel County	We need expanded services to BWI, Anne Arundel Mall and Casino, Fort Meade and connecting to Annapolis. We also need better public transportation from the airport to Annapolis.	Stakeholder interview: Jeff Trice, AAWDC	

Category	Topic	Comment	Source	Notes
Location	Anne Arundel County	People need to access to BWI, Anne Arundel Mall and Casino, Fort Meade and connecting Annapolis- the transit shuts down and people need it at more times. And there are too many transfers. And Southern Anne Arundel there is nothing.	Stakeholder interview: Jeff Trice, AAWDC	
Location	Howard County	Howard Community College's constituents need transit from home to campus, most people live in Howard County or Baltimore City. 1/4 of the employees live outside the county. Most students live inside the county. There are ~ 2,000 employees and 30,000 students.	Stakeholder interview: Bob Marietta, Howard Community College	
Location	Howard County	There is a high need for additional or improved public transportation services in Central Maryland. People need express service to the village centers, airport, rail station, county governments, large shopping centers, and employment centers.	Stakeholder interview: Bob Marietta, Howard Community College	
Location	TRIP Calls	The most frequently requested places that people cannot access via transit are: Fulton, Maple Lawn, Burtonsville, Woodland Job Corps Center, Severn/Glen Burnie, and Fort Meade. This is from the TRIP calls.	Stakeholder meeting with CMRT	
Location	House of Corrections Rail	I keep looking at rail. Here is a development idea based on rail. I'm assuming the House of Corrections has been closed. The rail split to Columbia is at the House of Corrections. If you put in a MARC or local Rail Station there all of a sudden that area is a developers dream. From a LEED view it would have a lot to offer for site selection points, the state owns the land already, surrounding land is cheap, and utilities are in place. Make it a 35 minute trip from DC and that is PRIME development property.	12/2/16: email from Tom Paxton to Clive Graham	

Category	Topic	Comment	Source	Notes
Mode	Micro-transit	Potential for micro transit to efficiently serve some areas? Different bus types for different geographies?	Clive Graham/ Astamay Curtis	Baltimore City exploring as part of Baltimore Link
Other	All Considerations	All aspects need to be considered when re-routing bus services. This would include bus stops, pathways to bus stops, lighting, and street crossings.	10/20 public meeting	
Scheduling	More service	Purple Bus runs every 2 hours after peak travel, too limited	Howard County Detention Center	
Scheduling	More service	More frequent buses to area shopping centers (Snowden Square, Columbia Crossing, Gateway Overlook etc.)	Howard County Detention Center	
Scheduling	Paratransit Expansion	Expand paratransit service to Sundays	10/19/16 public meeting	
Scheduling	Weekend	Need more weekend service	10/20 public meeting	These comments came from several participants at the meeting.
Scheduling	Weekend	More weekend service, in general and to Baltimore	10/20 public meeting	
Scheduling	More frequent service downtown	Main complaint is amount of time to get to and from campus. Need bus lanes to and from Downtown area. Frequency is needed; kids can't get to classes on time.	10/27/16 public meeting: Bob Marietta, HCC	
Scheduling	Howard County Public Schools	Howard County Public School students need more after school times and evenings and weekends.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	

Category	Topic	Comment	Source	Notes
Scheduling	Howard County Public Schools	It would be an improvement if the routes could align with the times of the schools, high school 7:25 a.m. to elementary 9:25 a.m., practices and clubs wrap up around 4:30 p.m. and 5 p.m. These times need more RTA services. And the Homewood school classes end at 8 p.m., they need bus services at this time and location, central services campus.	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools	
Scheduling	Anne Arundel County	There is a high demand to have increased hours and availability for the Anne Arundel DAD van service.	Stakeholder interview: Pam Jordan	
Scheduling	Howard County	There is a need to improve the days, hours, or frequency of the existing transit services.	Stakeholder interview: David Nitkin, Chief of Staff, Johns Hopkins Hospital	
Scheduling	Frequency	In our experience (CMTA), frequency comes up as an issue. When CMTA surveyed commuters on the corridor evening service on the Marc Commuter rail came up as a high need. Sunday morning service on the Central Light Rail in Northern Anne Arundel County. And the frequency of the bus service came up a lot.	Stakeholder interview: Brian O'Malley, Central Maryland Transportation Alliance (CMTA)	
Scheduling	Howard County	Howard Community College constituents need to go to religious centers on holidays and the Sabbath but cannot currently access them using public transportation.	Stakeholder interview: Bob Marietta, Howard Community College	
Scheduling	Howard County	Areas for improvement include more frequency. This would cut down to the wait times and access on the weekends to recreational destinations.	Stakeholder interview: Bob Marietta, Howard Community College	

Category	Topic	Comment	Source	Notes
Scheduling	Howard County	Shorter wait times and faster connections through the hospital and college campus would be the most important thing that could be done to improve transit services for Howard Community College constituents. Have a bus only road that connected the college parking lot to the hospital parking lot. This would be on campus property but they need motivation to implement it. This would make the bus service faster.	Stakeholder interview: Bob Marietta, Howard Community College	
Senior	Senior/50 Plus Centers	Possible to have a dedicated route that will serve these	Jen Terrasa	
Seniors	Need for Expanded Transportation Options	There is a need and desire for enhanced transportation options in addition to the private automobile, particularly to serve those who do not or cannot drive, including older adults. The current transit planning process should look for ways to expand transit service in Columbia today and in the future.	Jane L. Dembner, Director of Planning and Community Affairs, Columbia Association: letter to Clive Graham	
Seniors	Shuttle Services	Columbia Association funds a senior event shuttle, which provides small group curb-to-curb evening (after 4:30 p.m.) and weekend transportation shuttle service to cultural events throughout Howard County for groups of four or more seniors ages 60 and over. As the Transit Development Plan takes shape, we hope that the plan will consider expanded and additional shuttle services in our community. (See additional comments related to on demand transit services below.)	Jane L. Dembner, Director of Planning and Community Affairs, Columbia Association: letter to Clive Graham	

Category	Topic	Comment	Source	Notes
Seniors	Transit Routing for older adults	As part of the analysis and stakeholder process, we suggest that the Transit Development Plan process determine popular older adult destinations and then review bus routes and frequency levels to those destinations and recommend service changes to make hubs of older adult services and destinations more accessible by transit.	Jane L. Dembner, Director of Planning and Community Affairs, Columbia Association: letter to Clive Graham	

Appendix K

Stakeholder Input – Existing Services

Appendix K

Stakeholder Input – Existing Services

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Walmart - Town and Country	Stop going into Walmart parking lot, stay on North Ridge Road to Town and Country Blvd, and make loop back to Route 40	405	RTA	Potential to better serve townhomes on Hamlet Court	Adopt ASAP, need to determine exact stop locations, put in pads/shelters	Approach Walmart regarding sidewalk from stop at Hamlet Court to front of store
Chatham Road	Eliminate turn onto Chatham Road and back off Route 40	405	RTA	Almost no ridership there	Adopt ASAP, move shelter down to Route 40	
Walmart - Dobbin Road	Try to find a way to avoid going into shopping center parking lot	405	RTA			
Dobbin Center/ Columbia Crossing	Get the buses out of the parking lot, stay on roadway	406	Operator discussion	They feel very dangerous, especially because so many people backing up in parking lot		
Snowden Square Diversion	Fix 407 diversion to Snowden Square, very time-consuming	407	Operator discussion	10-15 minutes to serve that one stop		
407 Route	Very tight on time, OTP problems, too full	407	Operator discussion	Operator comment: If we keep the route as is, add a bus and go to 90-minute trip.		

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Shalom Square	Remove from 408	408	Operator discussion			
Business Parkway Loop	We could cut the Business Parkway Loop at Abindon Drive and save 5 minutes. Stop at MTA stop instead.	409	Operator discussion			
Greenfield Road	Like the Greenfield Road Plan - there are a lot of Route One riders heading to Greenfield.	409	Operator discussion			
Route 1/175 Intersection	Traffic really bad here at rush hour	409	Operator discussion			
Split 501	Columbia Mall to Food Center, Food Center to BWI. Or have a 501 Express	501	Operator discussion			
Service Expansion	Expand Ellicott City service to include Sundays	405/ Yellow	10/19/16 public meeting			
Normandy Shopping Center	What will happen to the bus stop when Normandy Shopping Center gets torn down and replaced?	405/ Yellow	10/19/16 public meeting			
406 Route	The 406 Red Route stops at different spots on different runs? It is confusing. The schedule is confusing to try and read.	406 Red	Stakeholder meeting with CMRT			
Medical Center Routes	Only 408 serves Medical Center, remove 407	407, 408	Operator discussion			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Medical Center Stop	Stop at end of driveway, no need to go all the way into center	407, 408		Operator estimate - from when they make the left turn off Rte 17, 10 minutes in and out		
Parkview at Owen Brown	Remove from 407 and let 503 cover it	407, 503	Operator discussion	Per drivers- no ridership there		
Missed Connections	<p>email to Fred from Darrell Bell: [bell.darrell079@gmail.com] Good evening, just to let someone know that this bus 409 purple bus is always late every day I get off of work. I'm off of work at 4:30 p.m. it takes me 5 minutes to walk to the bus stop.</p> <p>Everyday this bus is supposed to be at Free State and Washington Blvd going towards Laurel Mall at 4:45 pm. This bus doesn't come until 4:55-5:00 pm. Every day when this happens I miss my connecting bus 89 going towards Beltsville. Just like today the bus never showed up so me and a lady had to wait from 4:38 pm</p>	409 Purple and 89	Email to Fred Fravel	Forwarded to Mark, Andrew and Clive on 11/3/16		

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
	until 5:55 pm for another bus. This is unacceptable. When I called the dispatcher about the problem he hung the phone up. Tried to call back but no one answered the phone. This is an ongoing problem. Can someone help please?					
Howard County Public Schools	RTA works off the hub system, so you have to transfer. This can be a strength or weakness. It can make the trip longer. The frequency of the buses is too low. It does not meet the needs of the school system.	All	Stakeholder interview: David Ramsay, Director of Transportation, Howard County Public Schools			
Bus Not On Time	The bus operates outside of the schedule mostly on the E and Purple Routes	E, Purple	Stakeholder meeting with CMRT			
ICC Bus MTA Route 201	Gaithersburg to BWI- Could it make one stop in Howard County, other than at Dorsey MARC?	MTA 201	Ron Hartman			
Orange Route	The Orange bus should not stop at the Nature Center, no one gets off there and it is a waste of time.	Orange	10/20/16 public meeting			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Red and Brown	The Red and Brown shuttles are confusing and don't work. The old Red and Brown routes used to work, and they are not real shuttles.	Red, Brown	10/20/16 public meeting	Three people made similar comments on these routes.		
Missed Transfers	When you are operating on a pulse system, maintaining schedules is critical or riders will miss their connections.	Yellow, Purple, 302G	Stakeholder meeting with CMRT	People report missing transfers on the Yellow, Purple and 302G routes.		
501 Saturday Evening Service	Only one bus in service on the 501 after 6:00 pm on Saturday.		Operator Discussion	Lots of ridership from the casino. People are not expecting two-hour headways		
Yellow Route	Poor, inefficient		Jen Terrasa			
Earlier Service	Bus route on the Purple Line before 7 am		Howard County Detention Center			
More Service	Improving local transportation from the jail on Route 175 to Columbia Mall; Adding at least hourly schedules on Sundays and running later hours		Howard County Detention Center			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
MTA Baltimore to Howard County	MTA Route 320 goes from Baltimore -Jessup- Columbia. Is it meeting needs? Potential for expansion/addition? Particular interest to serve businesses in US 1 corridor		10/14/16 Howard County Economic Development CEO breakfast		Discuss with MTA. Get a better sense of needs from Howard County business, especially along US 1	
Bus frequency	Hour headways are awful		10/19/16 public meeting			
confusing routes	The busses should all run with 30 minute headways, all on the same schedule so people will know how to use them. It is confusing the way it is now.		10/20/16 public meeting			
Weekends	Need more Sunday service and Saturday in Ellicott City		10/20/16 public meeting			
Howard County Public Schools	The current transit system doesn't reach as many schools as Howard County Public Schools would like it to. The bus schedule does not meet the needs of students who stay after for activities. Or have to go to work after school.		Stakeholder Interview – David Ramsay, Director of Transportation, Howard County Public Schools			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Anne Arundel County	<p>The Anne Arundel County Department of Aging and Disability Services contracts with First Transit for Curb to Curb on demand paratransit for older adults, PWD and caregivers, the DAD van service. To allow people to live in their homes longer. They can take limited trips to doctor appointments, dialysis, chemotherapy, shopping, senior centers.</p> <p>The DAD van service provides about 600 one way trips a day. The service is only available weekdays during normal business hours.</p>		Stakeholder Interview			
Anne Arundel County	People are supportive of keeping the DAD Van Service		Stakeholder Interview- Pam Jordan			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Anne Arundel County	A lot of the Department of Aging and Disability Services clients do not live within 3/4 of a mile of a fixed route, so they can't use Metro Access. There is a huge need for more widespread transportation for people with disabilities and older adults.		Stakeholder Interview- Pam Jordan			
Anne Arundel County	The RTA transit service is more flexible than the DAD van service provided by Anne Arundel County in terms of hours of availability. The DAD van service only runs during normal business hours.		Stakeholder Interview- Pam Jordan			
Anne Arundel County	The existing transit services in Anne Arundel County does not cover enough areas in the county.		Stakeholder Interview- Pam Jordan			
Anne Arundel County	People in Pasadena and South County have no transportation at all when the DAD van service is not available to them.		Stakeholder Interview- Pam Jordan			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Anne Arundel County	<p>The DAD van service helps people who live in or need to travel to places not currently served by RTA. However, the DAD van service is limited, only 3 trips per week to senior centers and they only take you to the senior center closest to your home. Medical is one per day.</p>		Stakeholder Interview- Pam Jordan			
Anne Arundel County	<p>Because of routing, people who are frail might be on the DAD vans a long time and that is a problem.</p>		Stakeholder Interview- Pam Jordan			
Central Maryland Transportation Alliance	<p>CMTA also did a more detailed study of the jobs corridor (between BWI and Fort Meade), they found that even if transit was making the connection it was in efficient, for example the trip took longer than driving due to transfers.</p>		Stakeholder Interview – Brian O'Malley, Central Maryland Transportation Alliance (CMTA)			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Anne Arundel County	People don't use public transit because they have vehicles and others don't know that it is there. Also, the routes might not meet their needs and Buses are not frequent enough or at the right times and there are too many transfers. It takes too long.		Stakeholder Interview- Jeff Trice, AAWDC			
Anne Arundel County	The time schedules going to the airport are not working. Especially for the night shift working at the airport, food services have to stay open till the last flight arrives and they have to stay late and then they have to wait for the morning to take the morning bus. People can't get home from working at BWI.		Stakeholder Interview- Jeff Trice, AAWDC			
Anne Arundel County	For the people who do use transit to commute, they report that it helps with the commute and they can nap on the way to work.		Stakeholder Interview- Jeff Trice, AAWDC			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Anne Arundel County	People who don't use public transit to commute report that the routes take too long, there are too many transfers and the buses don't go where people need them to go.		Stakeholder Interview- Jeff Trice, AAWDC			
Anne Arundel County	The routes need to have longer service hours, start earlier and end later. They also need more weekend and holiday hours. People working service jobs have to work on weekends and holidays, they need transit 24/7.		Stakeholder Interview- Jeff Trice, AAWDC			
Annapolis Transit	Annapolis Transit is under leveraged		Stakeholder meeting – Mark Hartzell, Chief Administrative Officer, Anne Arundel County Executive Branch, Ramond Robinson, Fred Fravel, Lucinda Shannon			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Frequent and Reliable	Transit service needs to be frequent and reliable. Right now there is no public trust in the system.		Stakeholder meeting – Mark Hartzell, Chief Administrative Officer, Anne Arundel County Executive Branch, Ramond Robinson, Fred Fravel, Lucinda Shannon			
Mode Meets Need	The service level or mode needs to match the service needs.		Stakeholder meeting – Mark Hartzell, Chief Administrative Officer, Anne Arundel County Executive Branch, Ramond Robinson, Fred Fravel, Lucinda Shannon			

Comment Name	Description	Route	Source of Input	Notes	Resolution/ Recommendation Short Term	Resolution/ Recommendation Long Term
Howard County	Riders would like the ability to stop on demand and get off between stops, where possible. Sometimes the bus goes right by where they are going and they have to wait to get off at the bus stop and walk back to their destination.		Stakeholder Interview – Bob Marietta, Howard Community College			
Shift Work	Transit needs to expand hours to cover early and late shift workers		Stakeholder meeting - CMRT			
	Buses are not on time		Stakeholder meeting - CMRT			
	One of their customer's shifts starts at 1pm but the buses are so unreliable that she takes an earlier bus and gets to work site at 11am so she will not be late.		Stakeholder meeting - CMRT			