

Charles County Transit Development Plan

Board of County Commissioners | May 6, 2025



Transit Development Plan

- Builds upon and formulates goals and objectives for public transportation
- Reviews and assesses current transit services
- Identifies unmet transit needs
- Develops short-range course of action (5-Year Plan)
- Serves as a guide for implementing service and/organizational changes, improvements, or expansions
- Used as the basis for future federal and state funding applications to Maryland Department of Transportation – Maryland Transit Administration

Charles County Transit Development Plan

Draft Plan – April 2025



KFH
GROUP

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

Planning Process




Public Participation and Community Outreach


Advisory Committee

Customer (Rider) Survey

Community Survey



CUSTOMER SURVEY



Take this survey online!

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

How to submit your survey:

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

1. Which VanGO route did you board?

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

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

☐ 1 ☐ 2 ☐ 3 ☐ 4+

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

<input type="checkbox"/> Work	<input type="checkbox"/> School
<input type="checkbox"/> Social/Recreation	<input type="checkbox"/> Medical/Dental
<input type="checkbox"/> Shopping/Errands	<input type="checkbox"/> Tourism
<input type="checkbox"/> Child Care	<input type="checkbox"/> Other

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

☐ Yes ☐ No ☐ Don't Know

Please let us know where you are COMING FROM:
Please select only one.

5. Where did this one-way trip start?

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

6. How did you get to the bus stop for this bus?
You may check more than one.

☐ Walked - About how many blocks? _____

☐ Another bus - Which route? _____

☐ Car - Drove Alone ☐ Car - Carpooled

☐ Bicycle ☐ Taxi ☐ Uber/Lyft

☐ Other: _____

Please let us know where you are GOING TO:
Please select only one.

7. Where will this one-way trip end?

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

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

☐ Walk - About how many blocks? _____

☐ Another bus - Which route? _____

☐ Car - Drive Alone ☐ Car - Carpool

☐ Bicycle ☐ Taxi ☐ Uber/Lyft

☐ Other: _____

9. Please rate VanGO in the following areas:

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

Summary: Needs Assessment

Current Customers:

- Sunday service
- Bus stop improvements
- Later evening service
- More frequent service

Community Members:

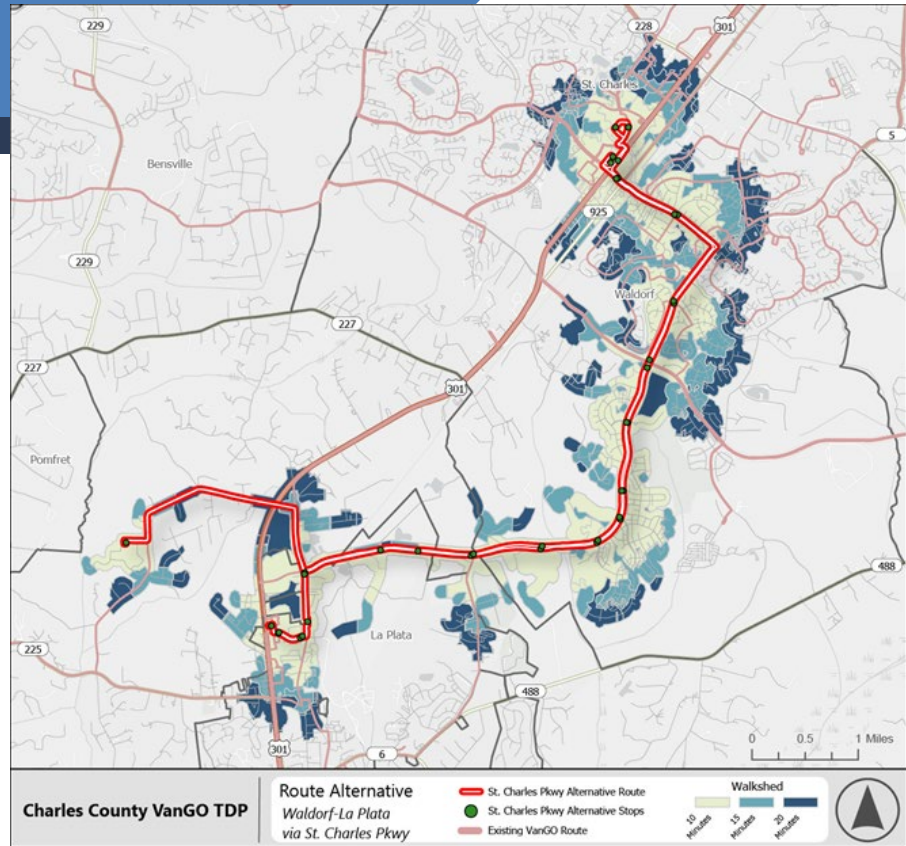
- Shorter wait/pickup time
- More frequent service
- Improved sidewalk infrastructure to access stops
- *Need for Additional or Improved Public Transportation in Charles County: 92% Responded "Yes"*

Proposed Improvements

- Modifications to Current Fixed-Route Network
- Microtransit / On-Demand Services
- Sunday Service
- Increased Service Frequency on Selected Routes
- Expanded Service Hours
- Improved Bus Stop Infrastructure

Short-Term Improvement

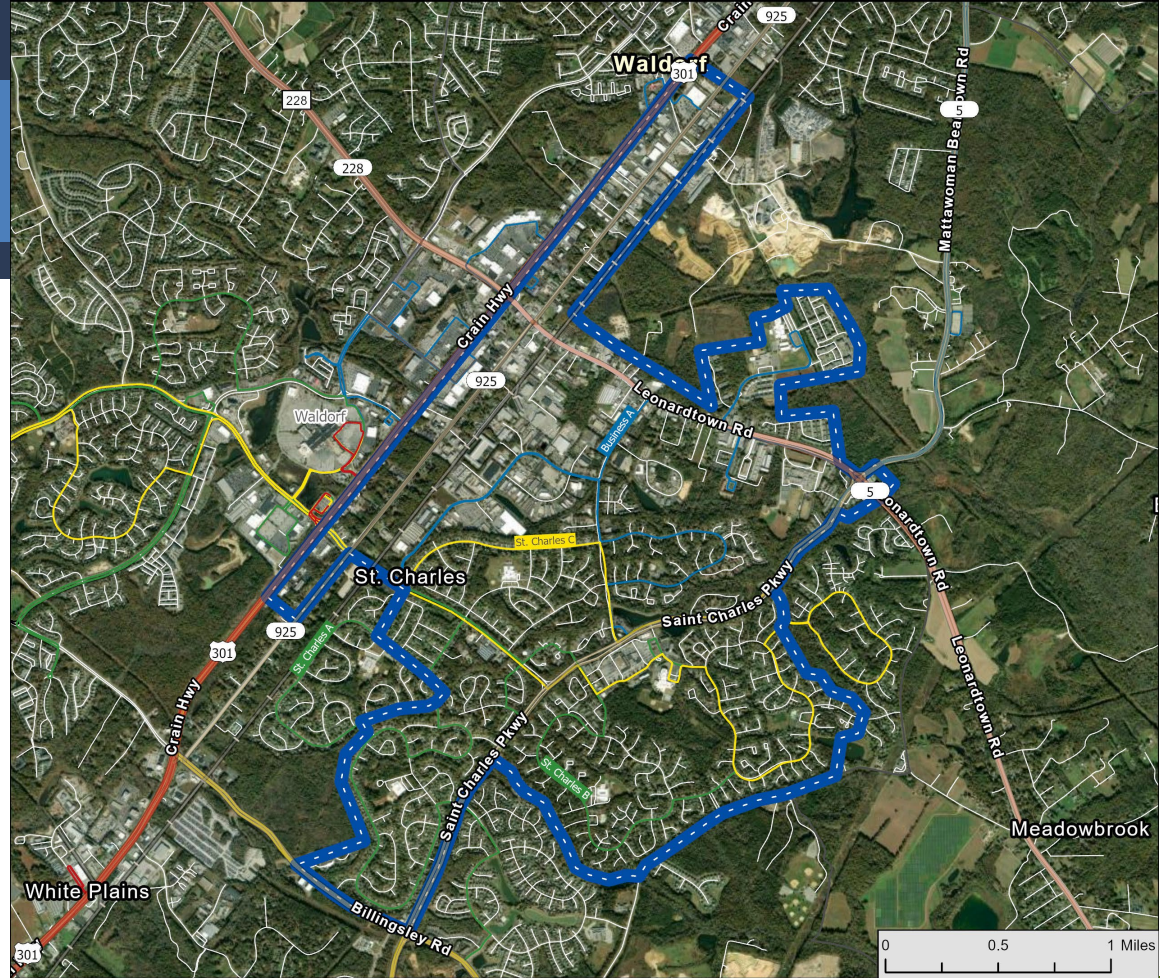
- Shift 301 Connector Route to St. Charles Parkway
- Provides service to more populated corridor with limited current service
- Would serve large-scale housing developments under construction
- Provides more connections with College of Southern Maryland main campus
- Serves as a cost-neutral modification to current network



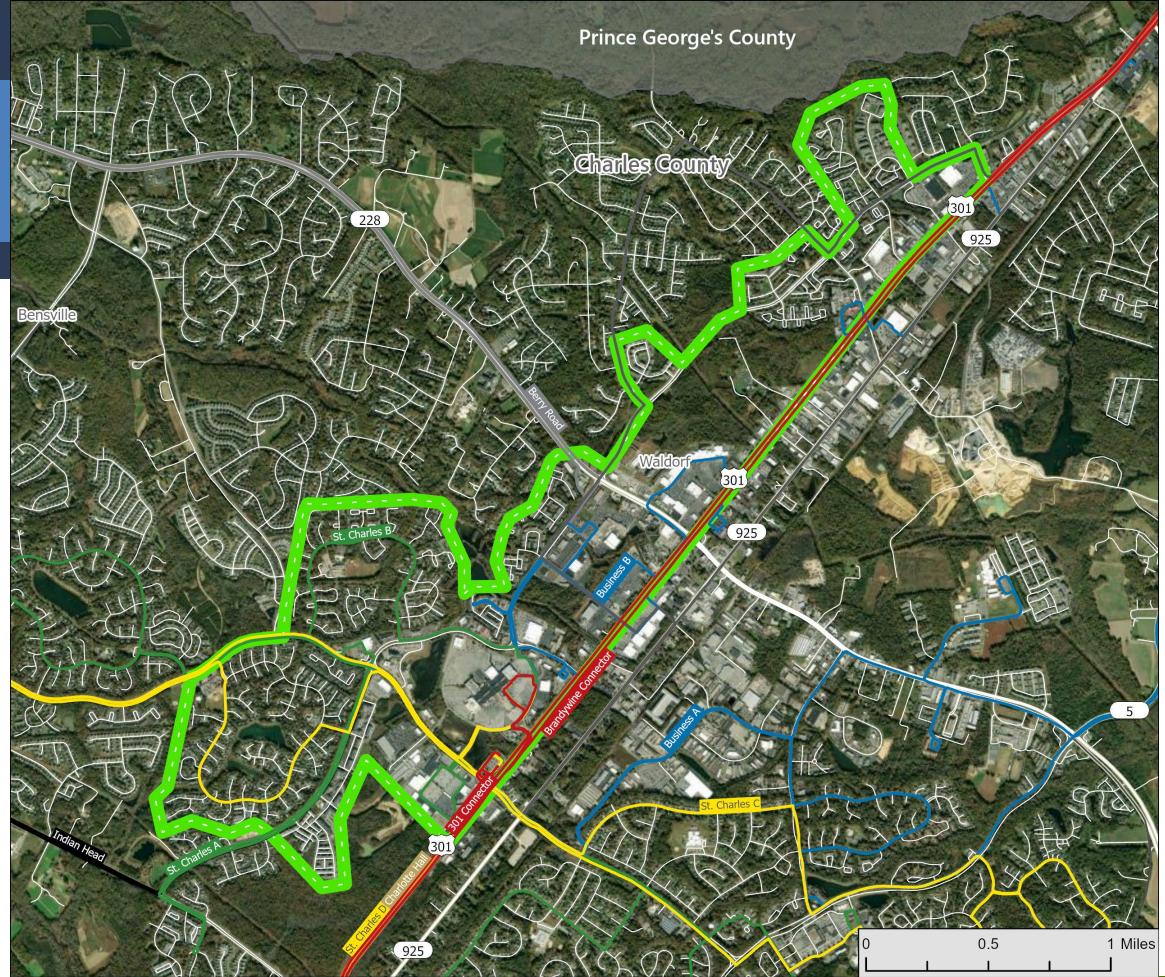
Mid-Term Improvement

- Implement Microtransit / On-Demand Services
- Plan provides a step-by-step process with key considerations
- Serves as key component of possible hybrid system
- Provides first mile/last mile connections to existing routes
- Offers opportunity to use more cost-effective option to meet needs when overall demand is lower
- St. Charles East and West could serve as pilot zones

Potential St. Charles East On-Demand Zone



Potential St. Charles West On-Demand Zone



Charles County VanGO TDP

Microtransit Zones

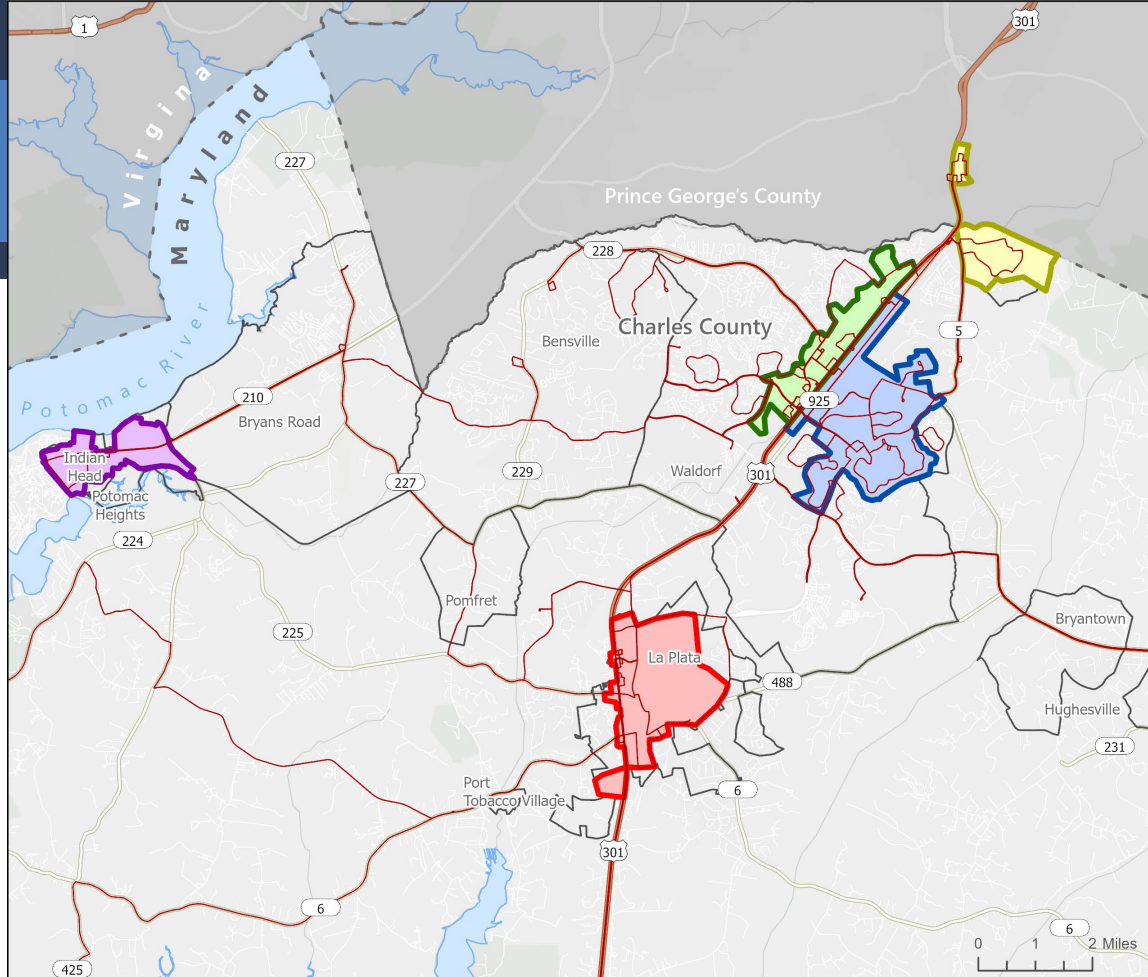
St. Charles West

 St. Charles West Zone

 Charles County VanGO Routes



Potential Full On-Demand Service Network



Charles County VanGO TDP

Microtransit Zones

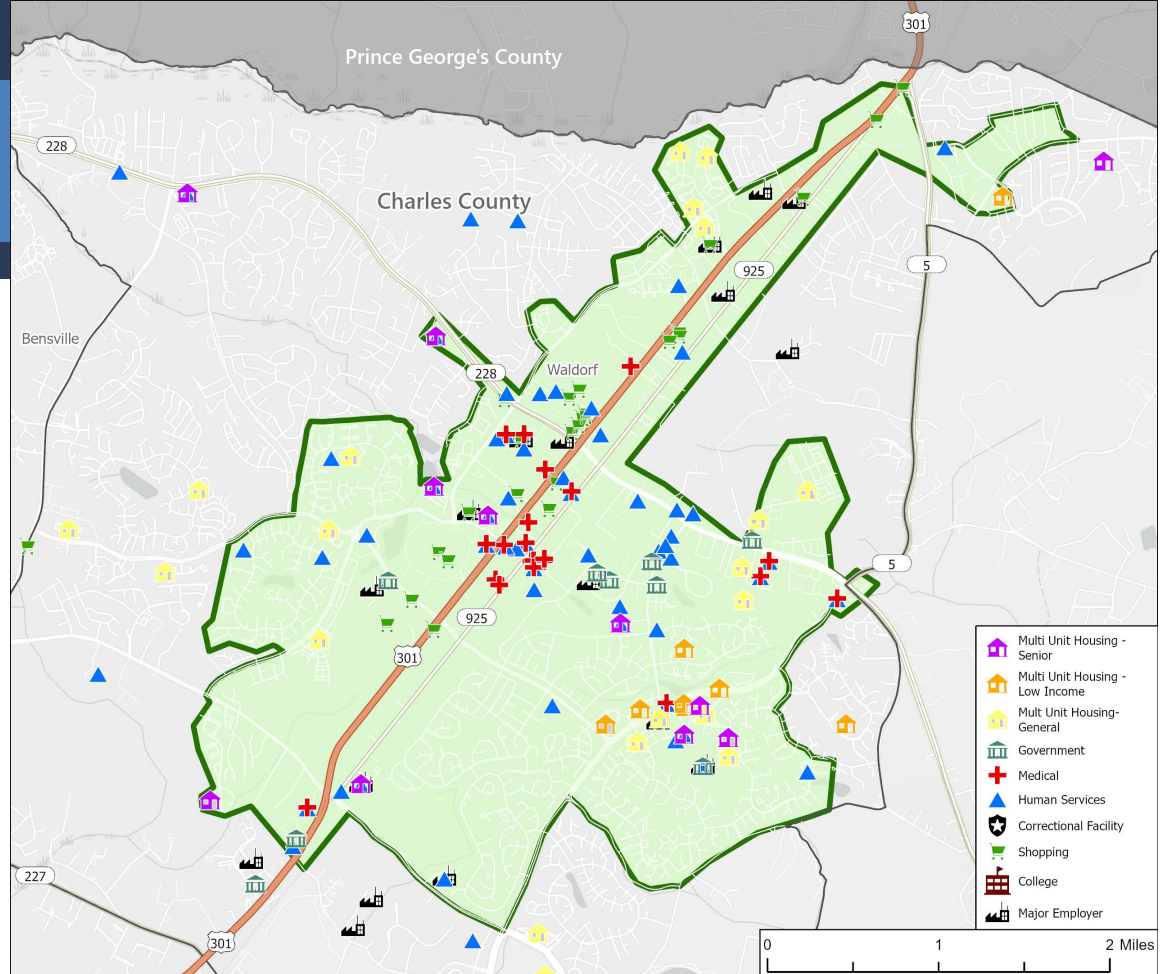
- Charles County VanGO Routes
- St. Charles East Zone
- St. Charles West Zone
- La Plata Zone
- Pinefield Zone
- Indian Head Zone



Sunday Service

- Responds to top service improvement expressed by current customers
- Provides opportunity to employ on-demand services when operating fixed-routes is not feasible or cost-effective
- Projected as a mid-to-late term improvement

Potential Sunday On-Demand Service



Ongoing Improvement



■ Improve Bus Stop Infrastructure:

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

Conceptual Financial Plan for Operating

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

Next Steps

- Adoption by Board of County Commissioners:
 - Acceptance does not obligate Charles County or MDOT MTA to fund a particular improvement
 - Implementation of any improvement is a function of funding availability
- Annual budget and MDOT MTA grant application process