

Transportation Advisory Committee
Survey Subcommittee
Transportation Survey Results Report

A Report Prepared for
The Transportation Advisory Committee of St. Mary's County
BY

TAC Survey Subcommittee

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Acknowledgements

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EXECUTIVE SUMMARY

INTRODUCTION: A public transportation survey was conducted from 10 February through 7 April 2023 to understand both changes in public attitudes following COVID-19 and to identify population growth within St. Mary's County which may require changes to current transportation plans and programs.

SURVEY: A subcommittee of the Transportation Advisory Committee (TAC) was established to conduct the survey which included incentives for free bus passes. Using the SuperSurvey online services the Subcommittee created and administered the Transportation Survey in both English and Spanish. Tabbed English and Spanish survey flyers were created with links to the St. Mary's Transit System (STS) website and QR codes so respondents could complete the survey online. The Subcommittee distributed flyers at various private and public establishments, on the buses and at the bus stops. Paper copies of the survey in both languages were distributed at the County Libraries. The survey questions addressed what modes of transportation respondents use, frequency of usage, and improvements that would encourage transportation usage.

ANALYSIS: Approximately 150 people responded to the survey. Analyses of the data indicated the following

- Demand for extending existing STS routes to remote rural areas including, but not limited to, residential areas lacking access to major roadways.
- Need for increased communication regarding available types of STS services.
- Need for improved presentation of information about fares, schedules, routes, and bus stop locations.
- Need for additional bus shelters and sidewalk access to nearby public transportation.

WAY FORWARD: The following solutions to the above challenges are recommended:

- Increase outreach to the community regarding transportation services available.
- Improve STS website for increased clarity and ease of usage.
- Create a mobile app used for school bus tracking (long term).
- Identify resources for expanding existing STS and public transit throughout the county.

LESSONS LEARNED: Recommendations for the next survey undertaking are as follows:

- Initiate early outreach to media and institutions.
- Plan for two months for the surveying period.
- Add additional incentives for survey respondents.
- To increase clarification of questions, provide operational definitions and avoid use of ambiguous terminology.

2. Introduction

In 1995, the Community Services Coordination Committee of St. Mary's County and the Practicing Anthropology class of St. Mary's College of Maryland published a study on linking human services with providers in the county transportation system. According to the introduction, transportation in the County was a high profile issue at the time. Numerous agencies and organizations in the County, tri-county, and Washington Metro areas were concurrently producing their own analyses of transportation modes, accessibility, traffic and safety, and other transportation related topics.

Almost three decades later, transportation remains a high-profile issue in our region. The Department of Public Works and Transportation funded a study to support an update to the Countywide Transportation Plan, and is currently working with TAC to prioritize projects. The Tri-County council has completed its report on its Local Roadway Safety Plan.

Meanwhile, the County's population has grown exponentially. The region remains the fastest growing in the United States. Despite being considered a mostly rural area, St. Mary's County's citizens experience urban-scale traffic congestion, dangerous intersections and pedestrian crossings, and multi-hour commutes to schools and jobs that are less than two hours away.

Transportation has the potential to ease traffic congestion by getting cars off the road. It can also connect people to job training, education, and careers, improving poverty levels and helping people off of public assistance. Many St. Mary's citizens share these opinions and desire expanded public transportation services. Some would benefit from services already available in the County, but there are many who are unaware of their existence.

Public transportation in the County had limited scope even before the onset of the COVID-19 pandemic. There remains a strong desire for transportation to reach people in the remotest parts of the County, and to connect people to jobs, education and services. In order to accommodate these needs, formal studies are typically carried out to support any necessary planning and policy changes. Solutions must be tempered with considerations of feasibility. While the Transportation Advisory Committee and its subcommittees are not equipped to handle the most formal aspects of these tasks, this survey and its report are an initial step towards optimizing County transportation and filling in the gaps between people's diverse needs and available services.

3. Methodology

3.1 Background

The purpose of the Transportation Advisory Committee is to provide the Commissioners of St. Mary's County advice and assistance concerning county transportation. A public survey was conducted from February 10, 2023 to April 7, 2023 to understand where to focus transportation improvements and/or expansions in the county. Through this survey, a Survey Subcommittee of TAC engaged with the public to understand their general feelings towards public transportation services in the County, with the intent to explore how the County may consider expanding or improving its transportation services. The Subcommittee was formed to draft the questions for the survey, which received approval from the TAC on October 20, 2022. The survey is an update of the TAC 2017 Transportation Survey, and was completed to identify what changes in public attitude toward transportation had occurred following the COVID-19 pandemic and general population growth experienced in the years since.

The Subcommittee drafted the Transportation Survey and published it in the SuperSurvey service, where users could take the survey on the service's website. Paper hard copies were also made available and left at a number of locations in the County. To incentivize participation, survey respondents were offered a chance to win a free one-month bus pass. STS provided five passes for the incentives.

The Survey Subcommittee hoped to reach a large percentage of the County population that uses the St. Mary's Transit (STS) Public Transit system on a regular basis. However, the survey was targeted toward the general public as a whole. Since approximately 6% of the County's population is Hispanic (according to the 2020 census), a Spanish version of the survey was also created and distributed.

The survey was accessible online via the STS website, postings on Channel 95, County social media, and via QR code on posted flyers with tear-off tabs. These flyers were distributed throughout the County. The Subcommittee also provided paper copies of the survey to the County Branch libraries. The complete material distribution is as follows: Flyers were located on each STS bus and at each bus shelter, the County libraries, the Senior Centers, the St. Mary's Caring Soup kitchen, Three Oaks Center, several churches in more remote parts of the County, and several private businesses, such as grocery stores and local restaurants. The survey was also made available to College of Southern Maryland and St. Mary's College of Maryland students digitally via campus-wide communications. Additionally the Subcommittee was granted permission to post

the survey flier on the STS website, Channel 95, and County social media in coordination with the County Administration PIO office. In total, there were 149 responses to the survey. The total population of St Maryland County is approximately 113,777, which indicates the survey was completed by 0.001% (U.S. Census).

3.2 Data Collection

The Subcommittee received survey responses primarily online. TAC members and other members of the community were encouraged to share the survey with their own network of contacts. Many of the initial responses were provided through these connections. The Subcommittee predominantly relied on the flyers distributed around the County to collect survey responses. It appears the majority of responses came from users who accessed the survey from a computer. The greatest number of these respondents took the survey in the more populous regions in the County.



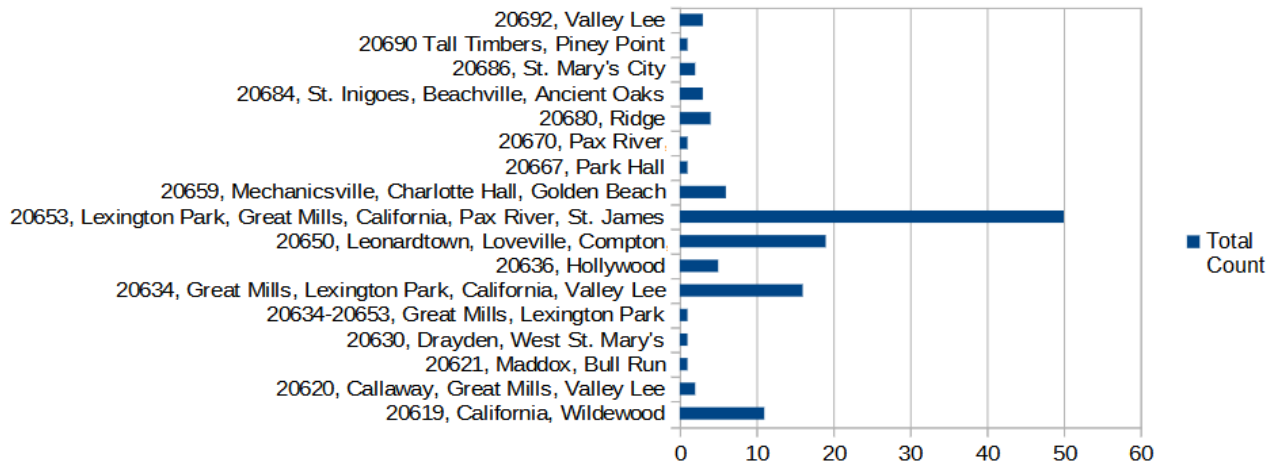
Responses were also collected from respondents who completed hard copies of the survey, left at locations where the Subcommittee received prior permission, including the Senior Activity Centers and the Libraries. Respondents were instructed to mail completed surveys directly to the County Liaison, who then provided them to the Subcommittee so the responses could be added to the growing repository of survey data. The Lexington Park Library and Senior Activity Centers in particular also provided drop boxes for completed surveys, which Subcommittee members collected on a regular basis. According to officials at the Lexington Park branch, The Lexington Park Library had the highest participation rate of all of the libraries in the County, and the TAC Survey was one of the most successful surveys carried out at that location in terms of level of engagement from the community. Subcommittee members also solicited survey responses, in person at the Lexington Park Library on three separate dates. These efforts in particular bore varying degrees of success.

4. Results

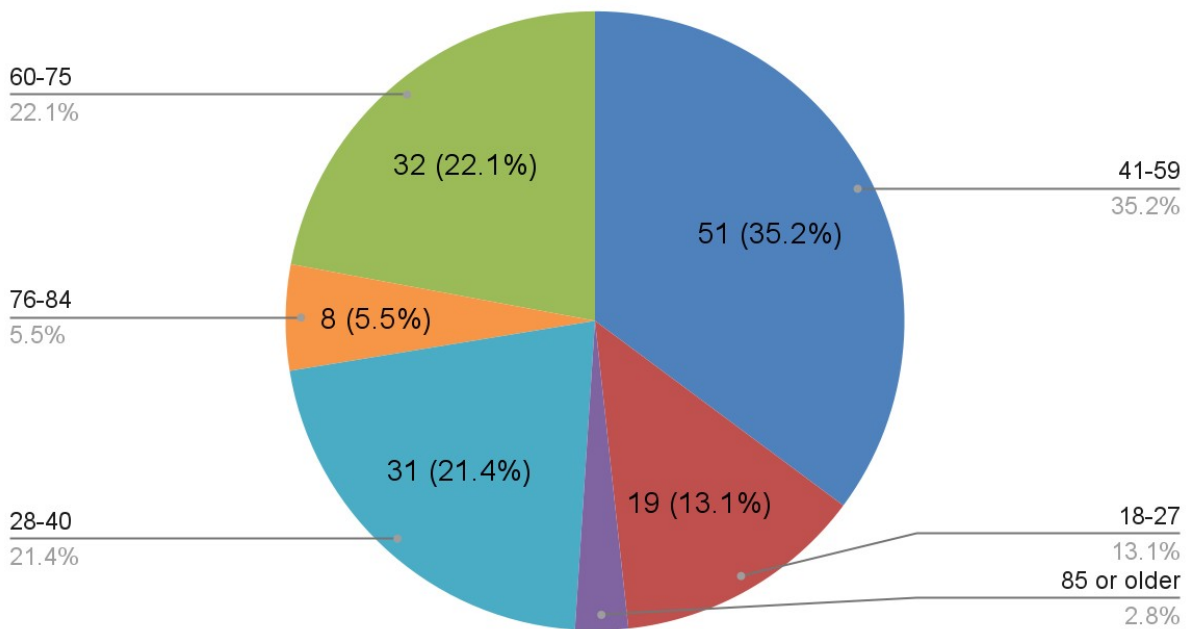
4.1 Distribution of Respondents

The Subcommittee received responses from all over the County, such as Lexington Park and Leonardtown. However, the greatest proportion of responses came from users in the more densely populated regions of the County. The majority of respondents were working age adults, employed full-time; but a notable proportion were retired senior citizens.

Distribution of Zipcodes

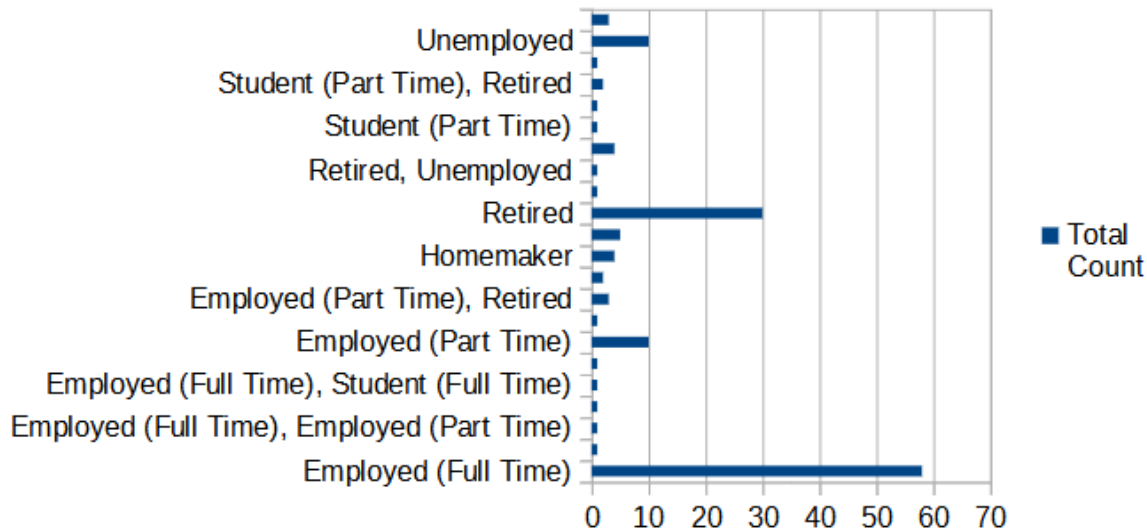


Respondent Proportion of Age



Observations: Approximately 70% of survey respondents are working-age adults (18-59 years). Approximately 22% are at, or near retirement-age (60-75 years).

Respondent Employment Status



Observations: The greatest proportion of respondents are fully employed. About 27% of respondents are retired or identified themselves as retired in conjunction with some other employment status. Approximately 6% represent full-time students, part-time students, or students who may also be employed, or engaged in other activities.

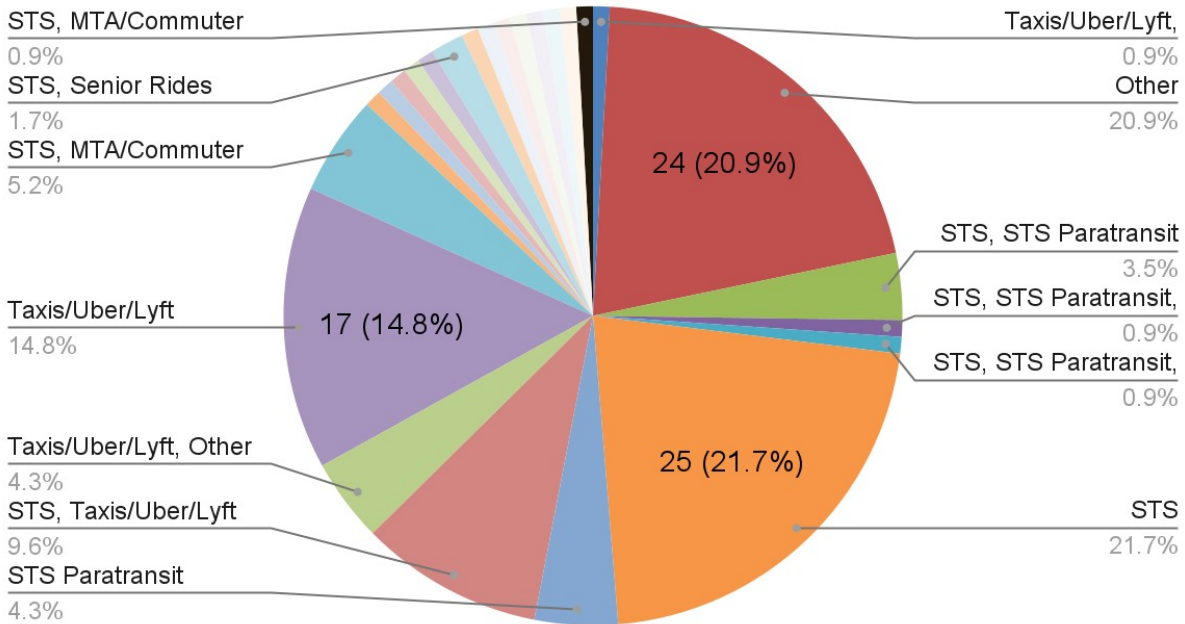
4.2 Transportation Service Usage Findings

The two first questions on the transportation survey asked respondents about the types of transportation services they use and what changes might be made to public transportation that would allow them to choose public transportation more frequently. STS and Paratransit were the most popular transportation services among respondents. Taxi and Rideshare services were the next most used services. The majority of respondents stated they did not need these services. However an alarming number of respondents did not know how to use these services or never heard of them.

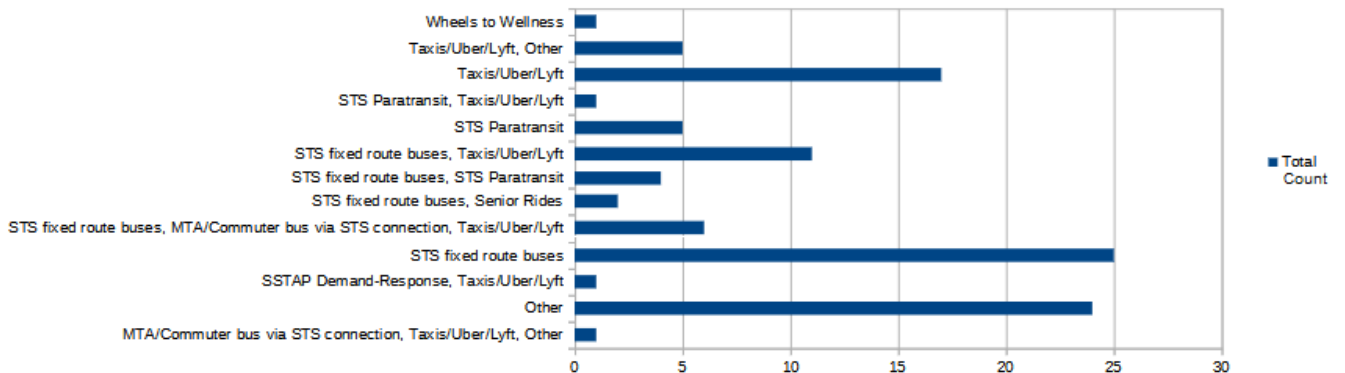
The third question was a multi-select question, asking users to check all the days and times in which they need transportation. The available responses covered weekdays, Saturdays, and Sundays from early in the morning to the overnight hours. There were many diverse combinations of selections.

Respondents were also asked about their technology preferences and personal transportation abilities.

Most Used Modes of Transportation

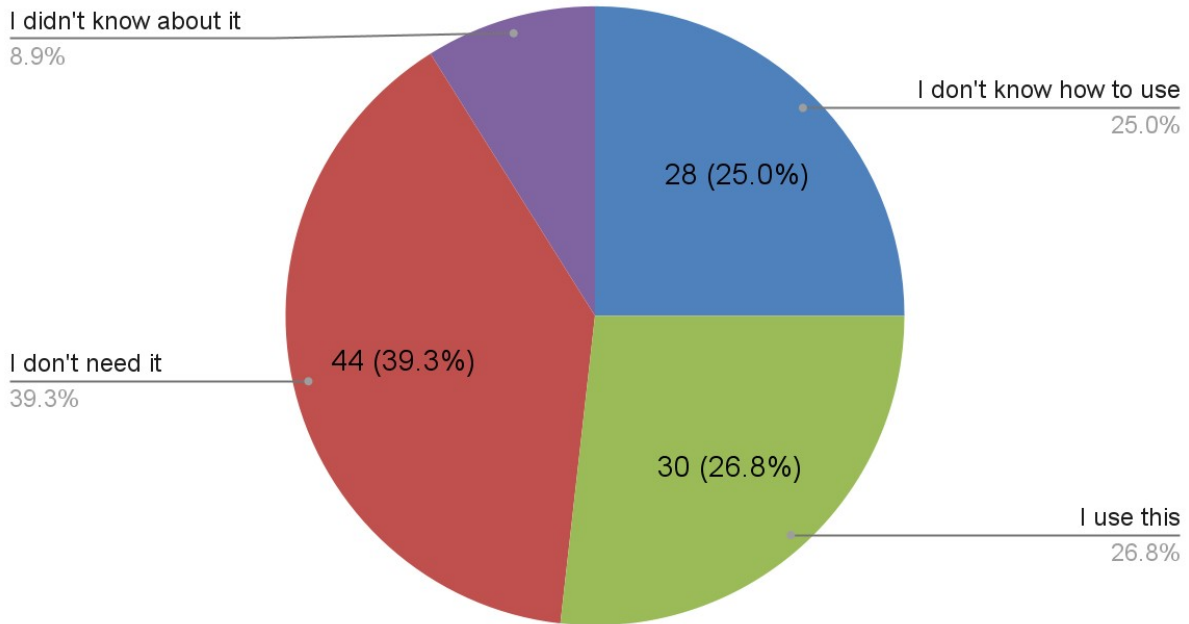


Most Used Modes of Transportation



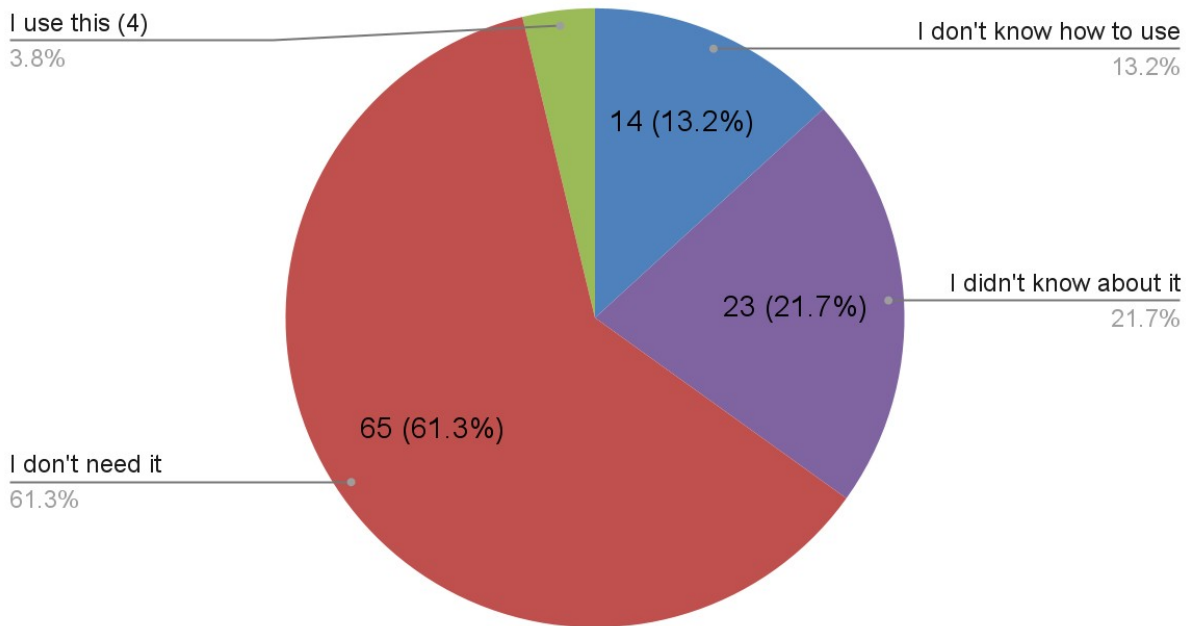
Observations: The most used form of public transportation in St. Mary's County is the STS Bus. A combined 52% of respondents are STS customers or use the STS bus along with some other means of public or private transportation. Approximately 43% of respondents rely on semi-private modes of transportation, such as taxis and Uber and Lyft services. Just over 10% of users reported using STS Paratransit.

Count of Participants Who Ride STS (111 Responses)



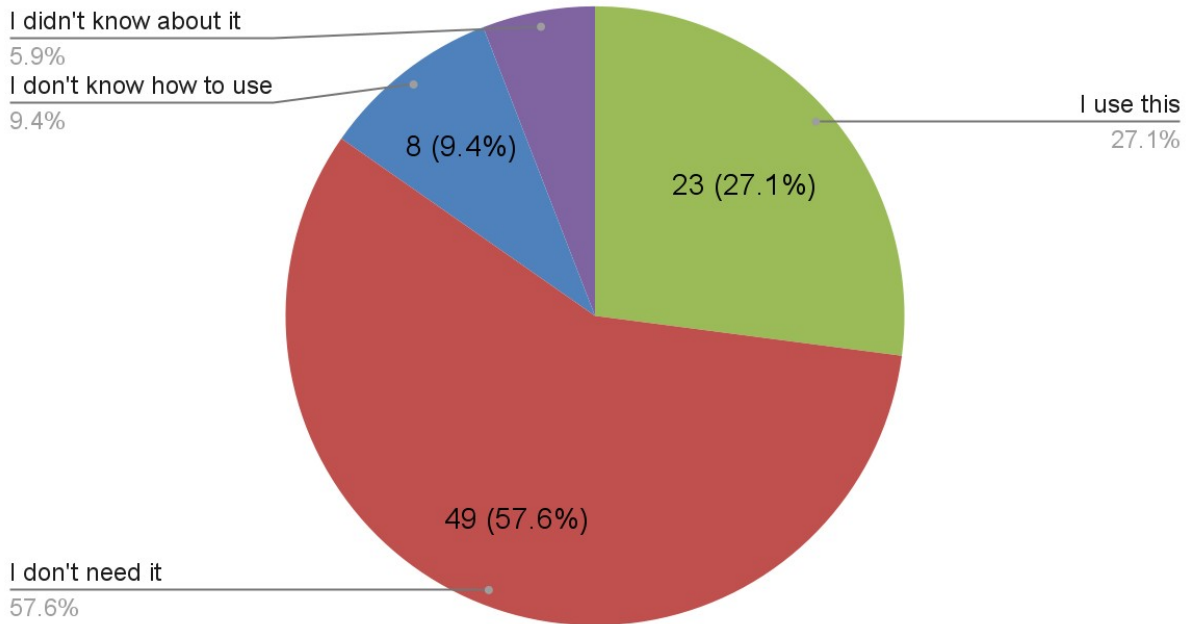
Observations: About 30% of survey respondents use the STS bus service. However, almost as many respondents are unsure of how to use the service. The greatest proportion of respondents reported that they do not need STS.

Count of MTA/Commuter Bus Users (106 Responses)



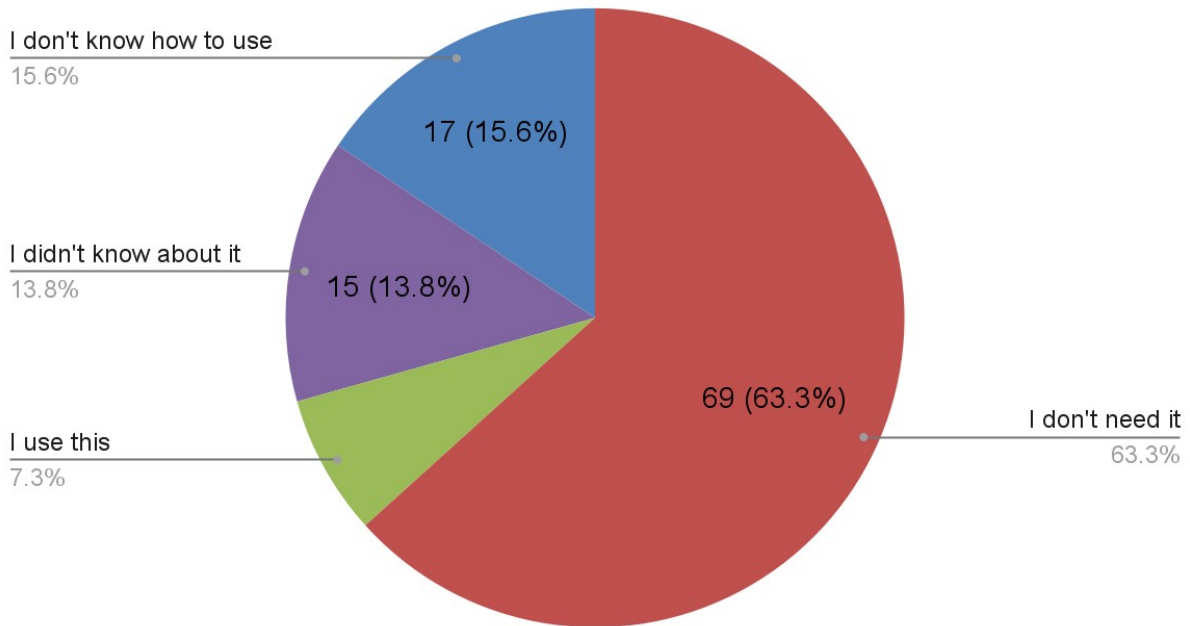
Observations: A total of four respondents reported that they are MTA Commuter bus customers. Approximately a combined 35% of respondents were either unaware of the service or do not know how to use it. Approximately 60% of respondents do not need the service.

Count of Taxis/Uber/Lyft Riders (85 Responses)



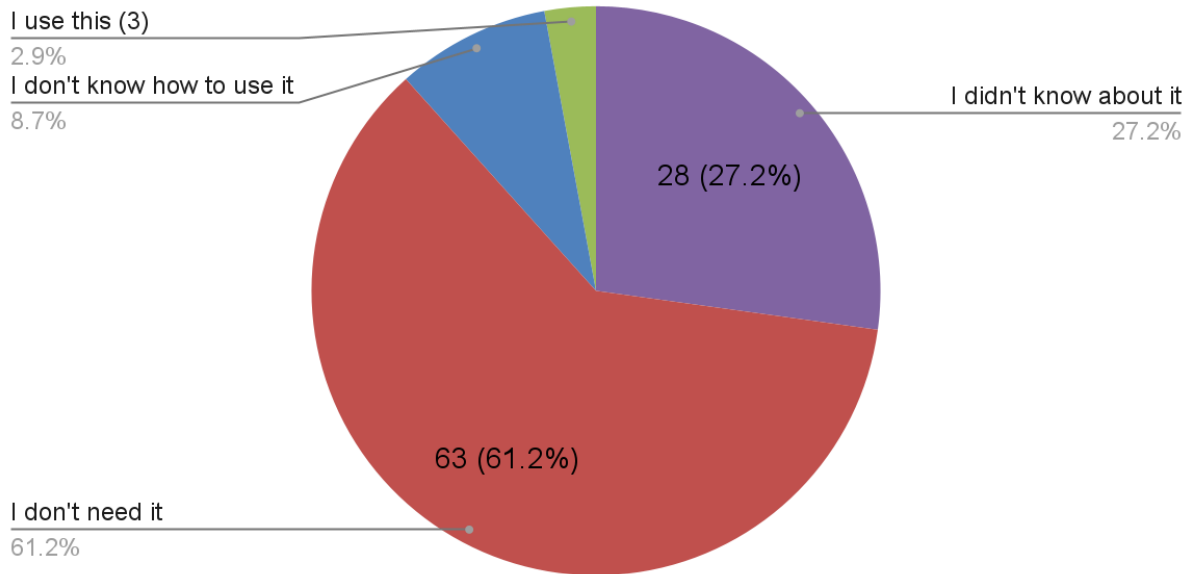
Observations: Approximately 27% of respondents reported relying on taxis or rideshare services for transportation. Far more respondents were aware of existing taxi or rideshare services operating in the County than those who were aware of most public transportation services offered by the County.

Count of STS Paratransit Users (109 Responses)



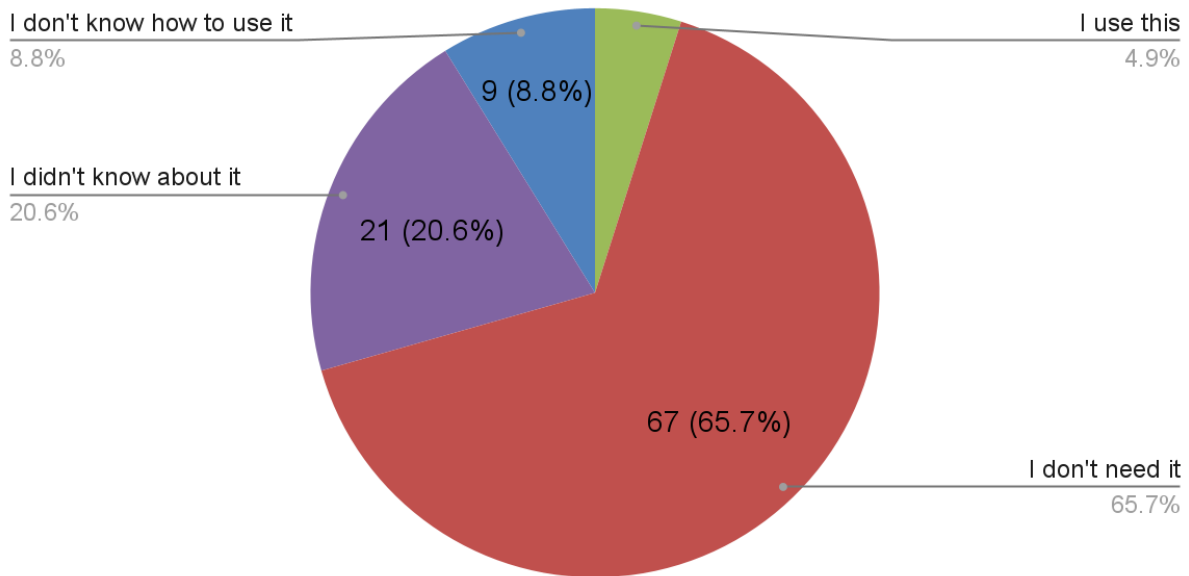
Observations: An almost equal proportion of respondents do not know how to use the STS Paratransit service, or were unaware of its existence. The majority of respondents reported they do not use the service.

Count of SSTAP (Statewide Specialized Transportation Assistance Program) Demand-Response Users (103)

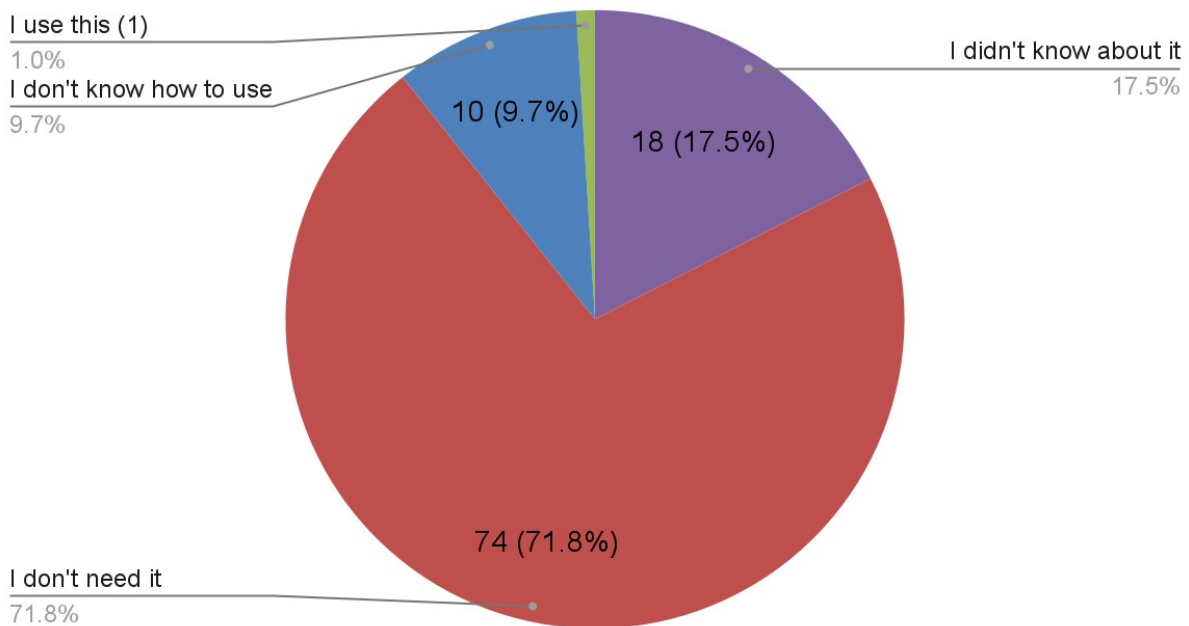


Observations: Approximately 3% of respondents reported using the SSTAP service. About 2% did not know about the service, while around 9% reported not knowing how to use it.

Count of Participants Who Receive Health Dept. Assistance For Transportation to Medical Appointments (102 Responses)

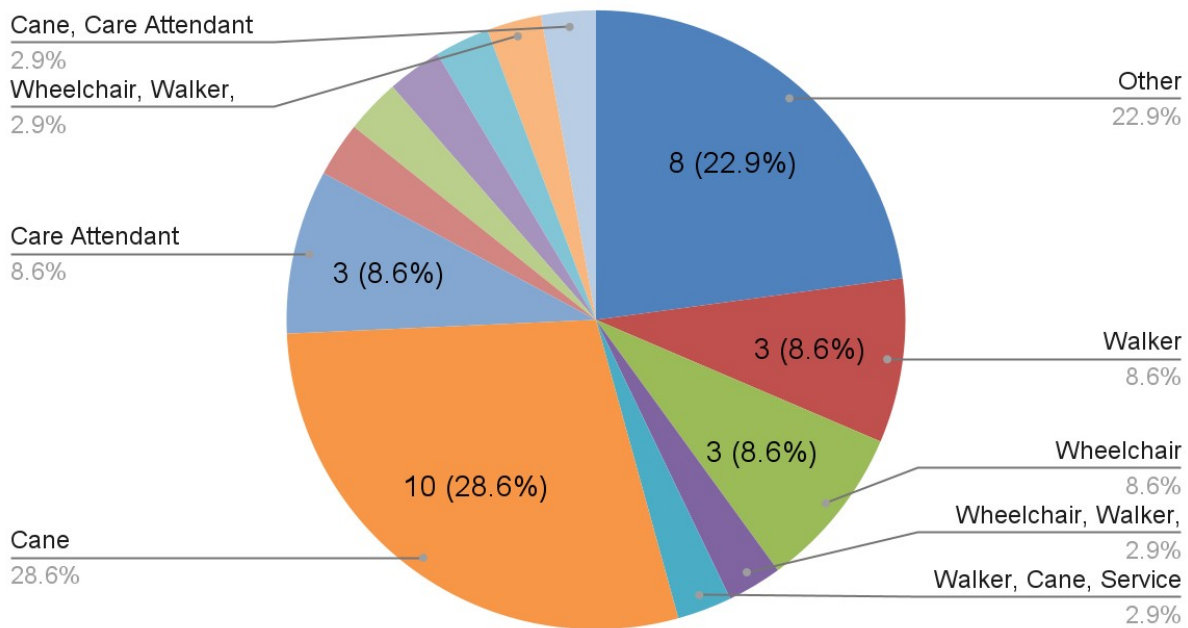


Count of Senior Rides Customers (103 Responses)



Observations: On average, 66% of survey respondents do not use STS Paratransit, SSTAP, Senior Rides, or receive transportation assistance from the Health Department for medically necessary appointments. Another 20% did not know about the services, and 9% of respondents do not know how to use them at all. Currently, 4% of respondents make use of these services. After isolating responses at the age of 60 or over, on average, 30% of respondents either had not heard of these services or reported they didn't know how to use them.

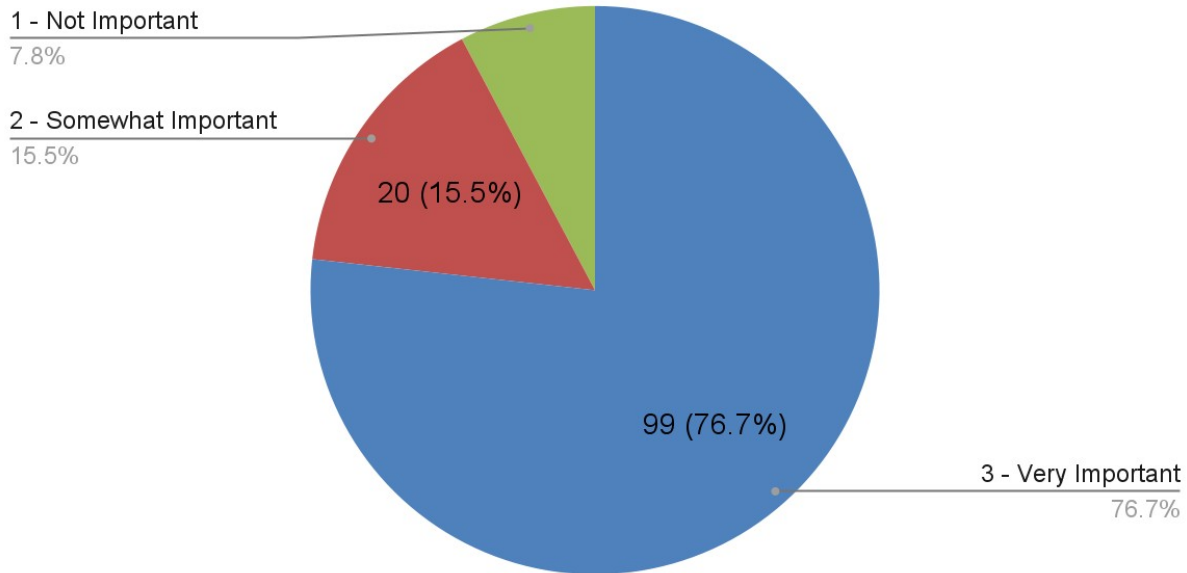
Count of Mobility Assistance Usage (35 Responses)



Observations: There are 35 respondents who require some form of mobility assistance. Approximately 28% of these respondents reported using a cane - the most frequently selected option. A combined 26% of respondents use only a wheelchair or use a wheelchair along with other devices for mobility support. Of respondents who require mobility assistance, most still reported they do not need STS Paratransit, SSTAP, Senior Rides, Wheels to Wellness, or assistance from the health department for medically necessary appointments. However, on average, a combined 33% of respondents have not heard of these services or reported they do not know how to use them.

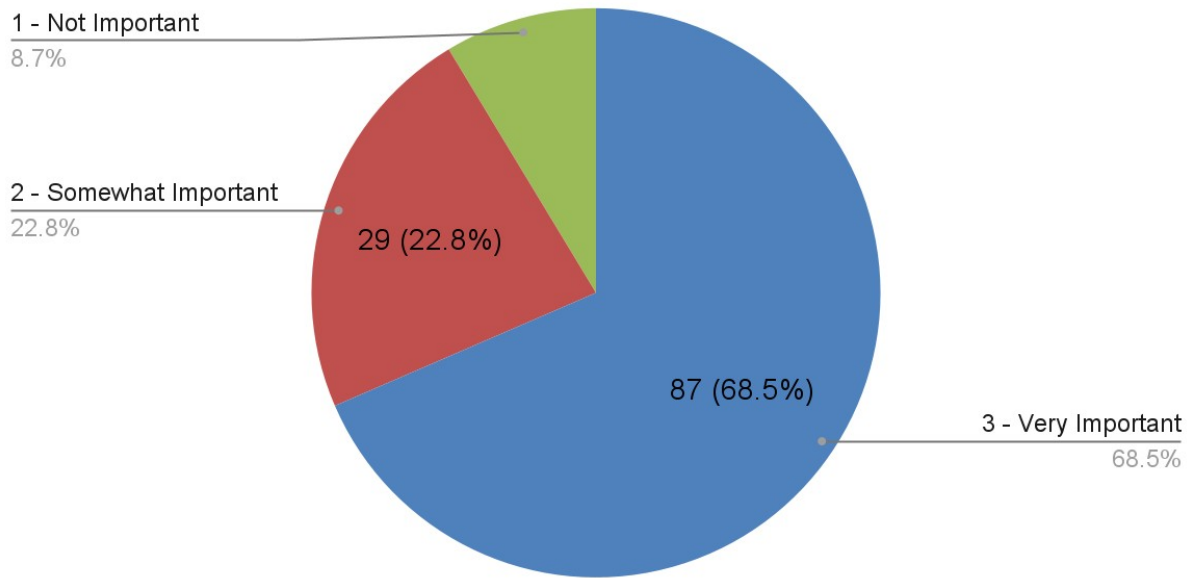
4.3 Responses and Requests to Improve Public Transportation Accessibility

Service Needs to be Closer to My Origin or Destination (Home/Work/School/etc.) [129 Responses]

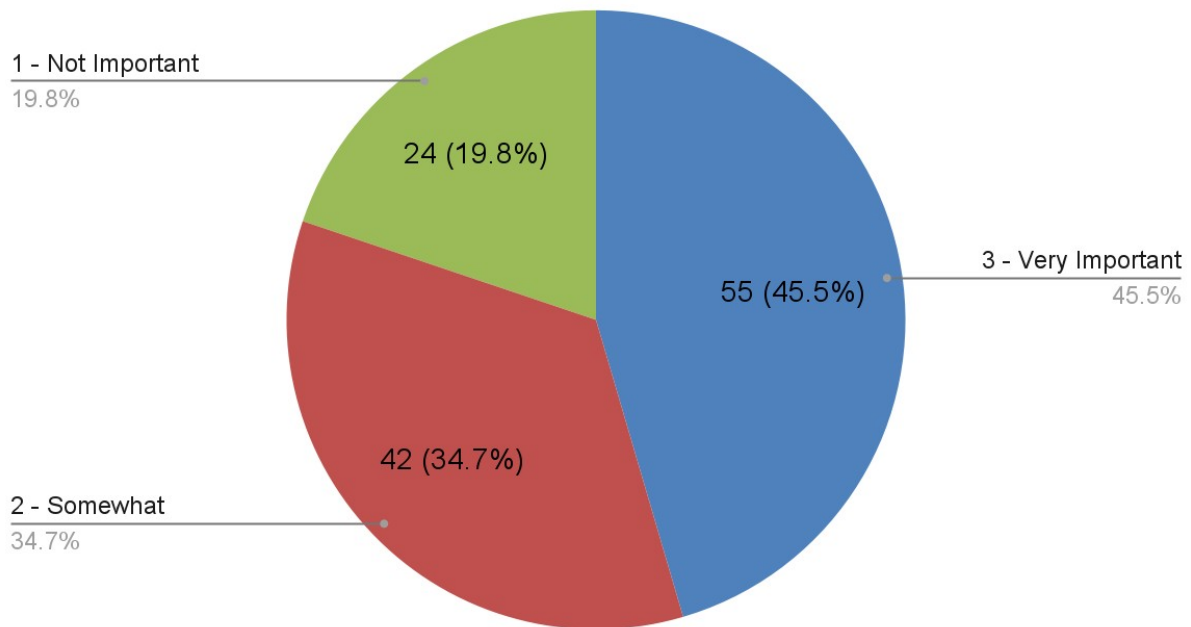


Observations: Lack of access to public transportation is a hindrance to utilizing the service for many survey respondents. Approximately 77% of respondents reported that proximity to one’s destinations is a major factor in not having access to public transportation. In total, about 91% reported that a service closer to their locations would allow them to use public transit more frequently. More frequent service is also somewhat or very important to 90% of the survey respondents. Finally, the majority of respondents would like a shorter travel time to reach their destinations, but the distribution is more balanced. A smaller proportion of respondents listed “shorter travel time” as “Very Important”.

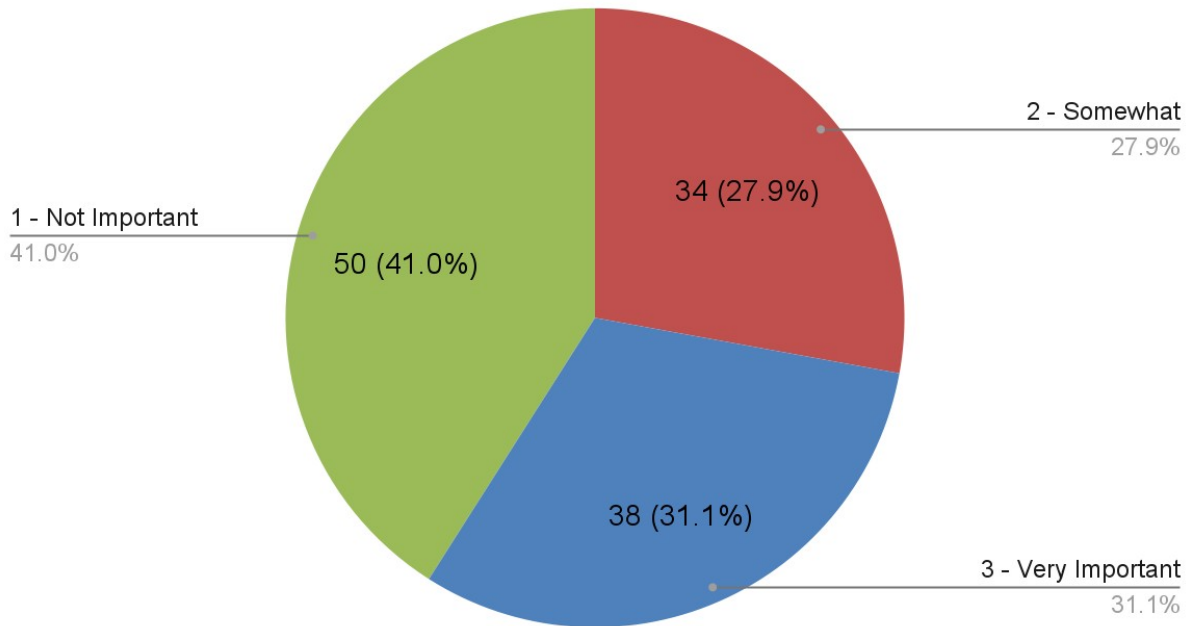
More Frequent Service to My Origin or Destination (127 Responses)



Shorter Travel Time to My Destinations (121 Responses)

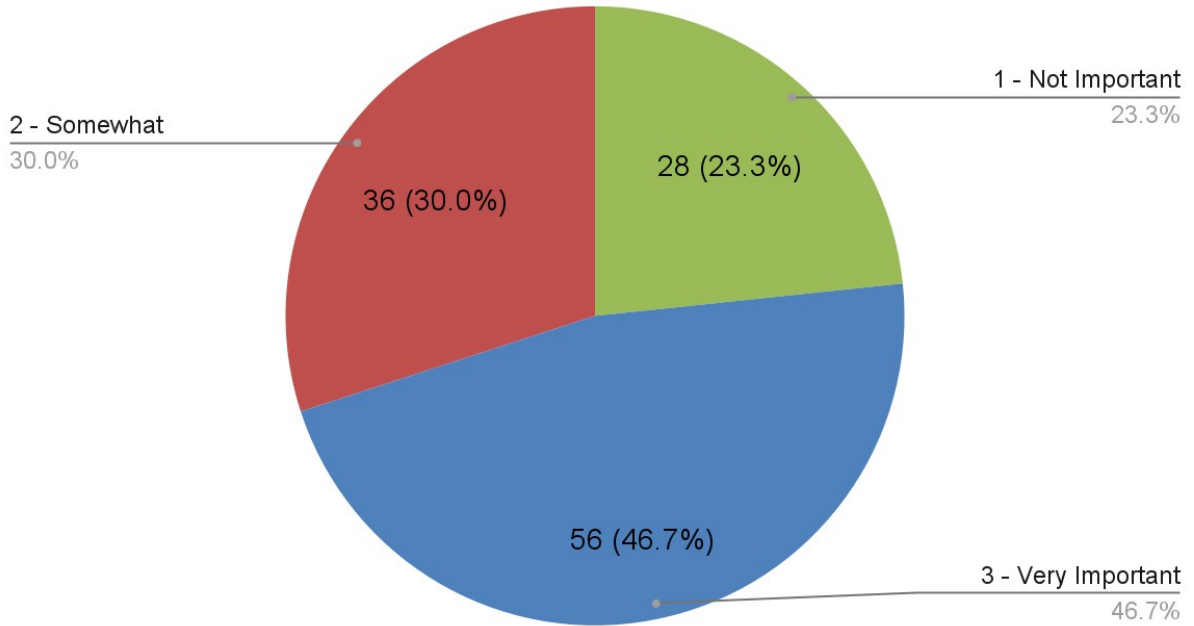


Reduced Fare (122 Responses)

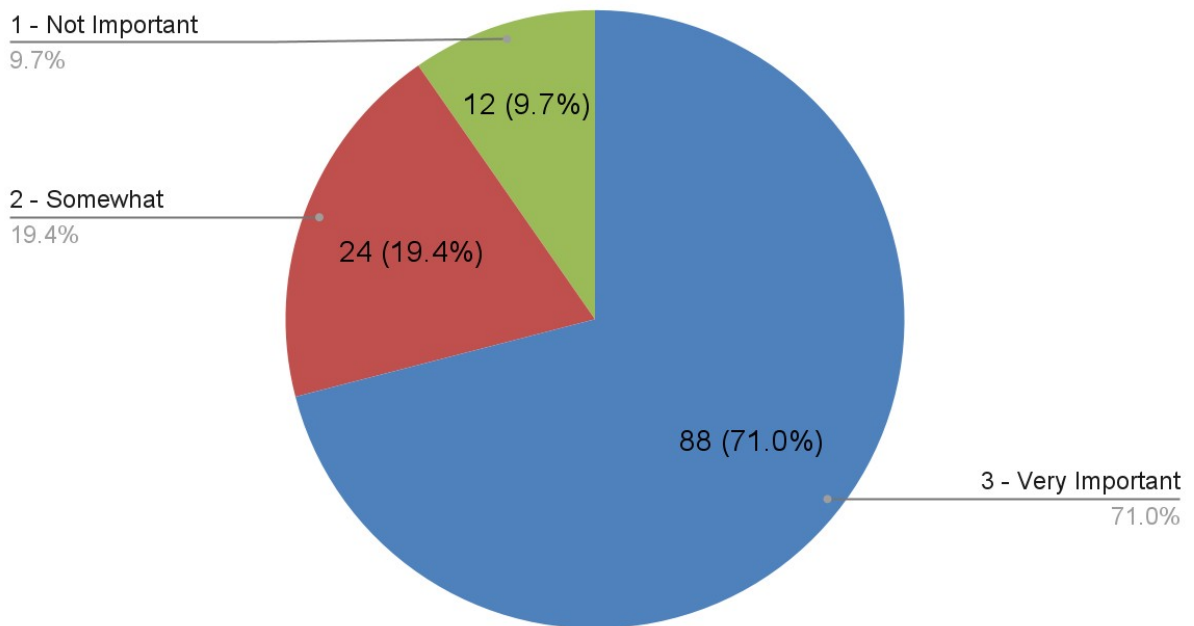


Observations: More respondents were not concerned with the price of STS fare than were.

Better Security on the Bus (120 Responses)



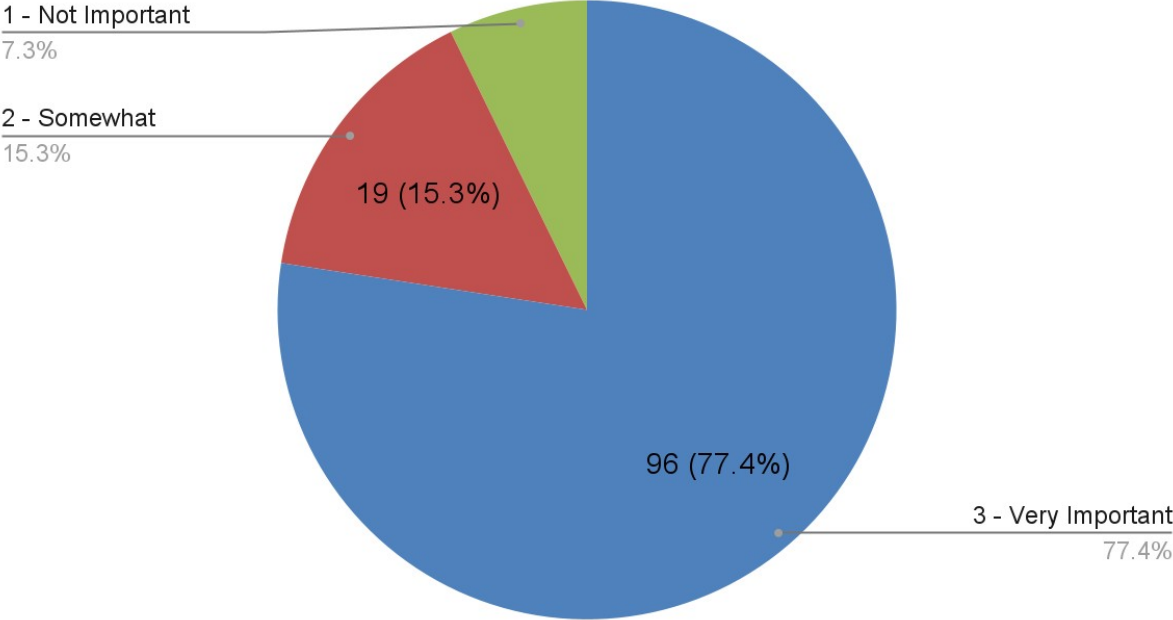
Provide a Safe Area for Me to Wait for the Bus (124 Responses)



Observations: Better security on the bus is somewhat or very important to a large majority of respondents, totalling approximately 87% of all responses to this question.

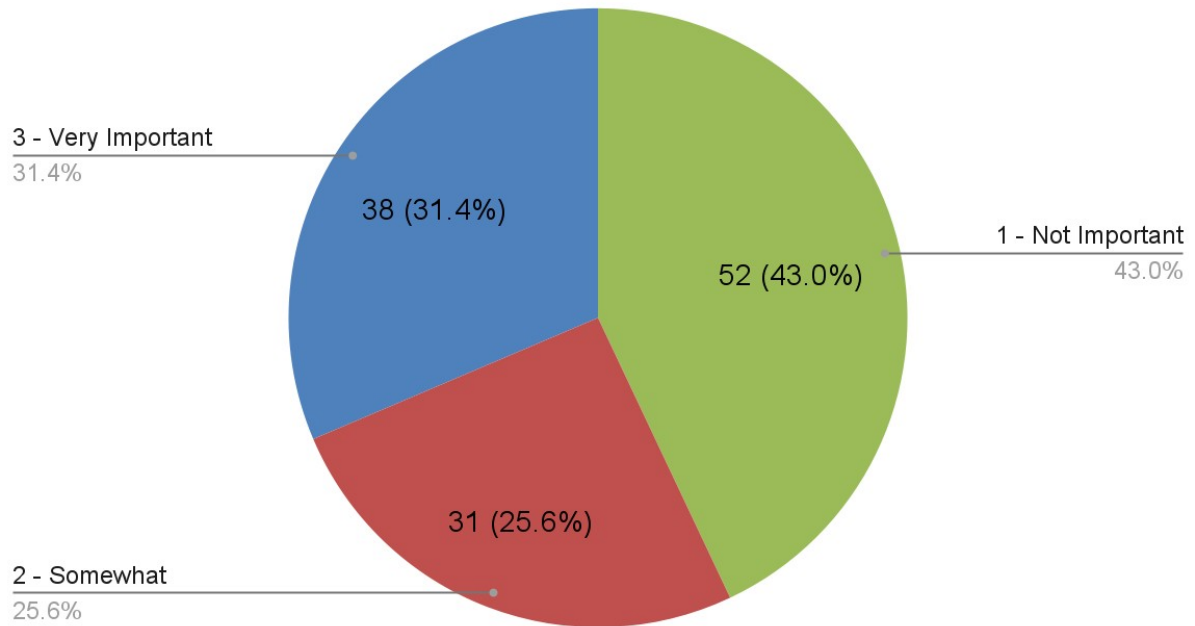
An overwhelming majority of respondents reported that having a safe area to wait for the bus is very important to them.

Improve Reliability of Buses (124 Responses)



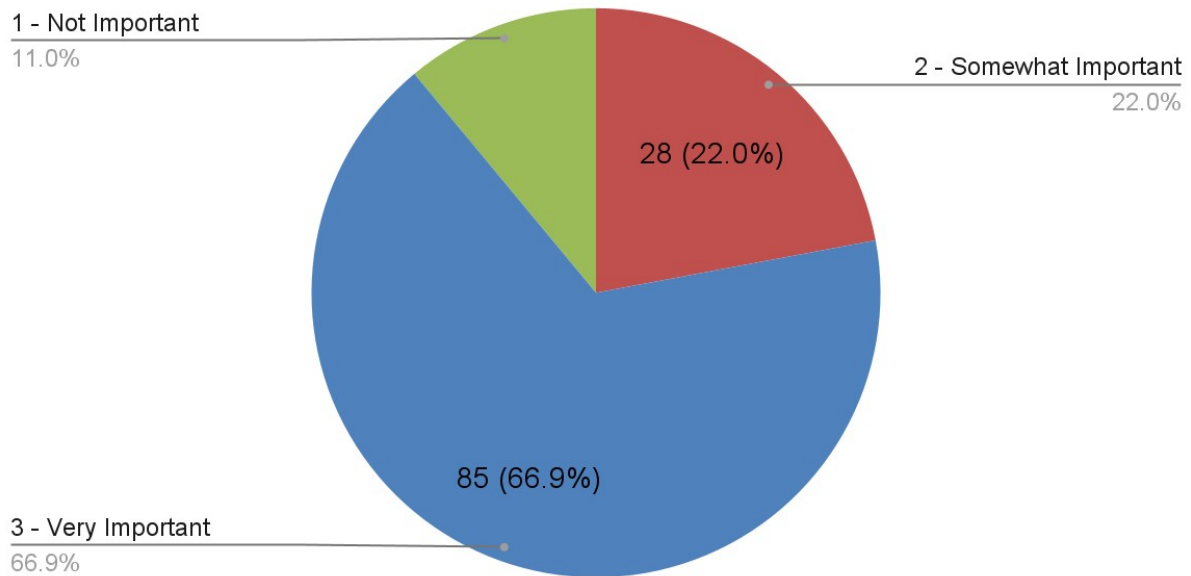
Observations: Similarly, over 90% of respondents state that improving the reliability of the buses is either somewhat or very important to them.

Safe Place to Leave My Bike (121 Responses)



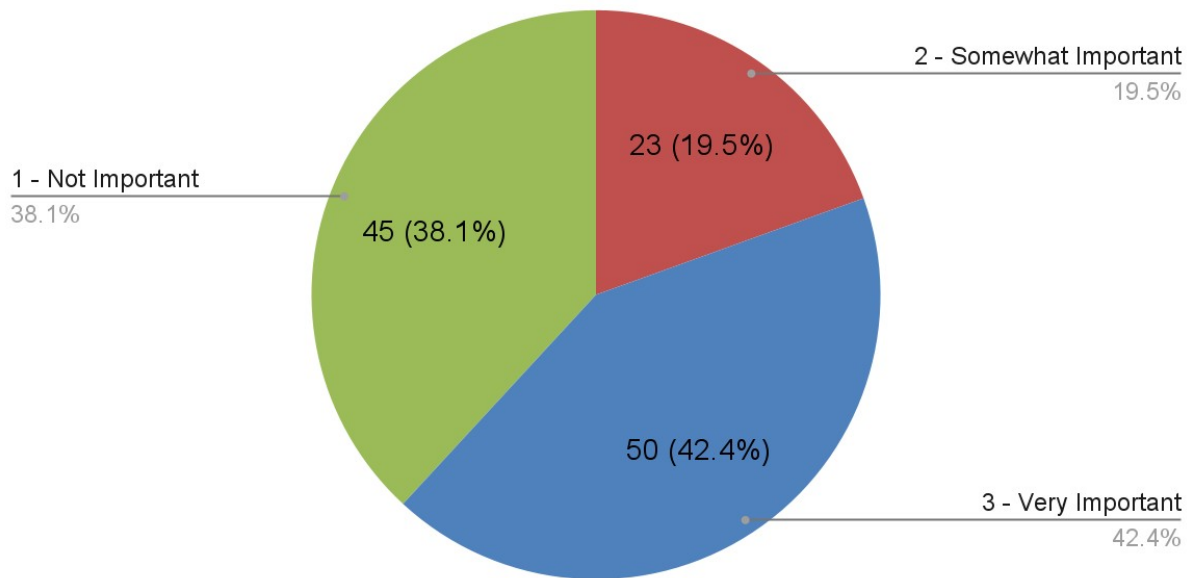
Observations: Some respondents are concerned about having a secure location to leave bicycles, but the largest proportion stated this is not important to them.

Improve Website Information About Fares, Schedules, and Routes (127 Responses)



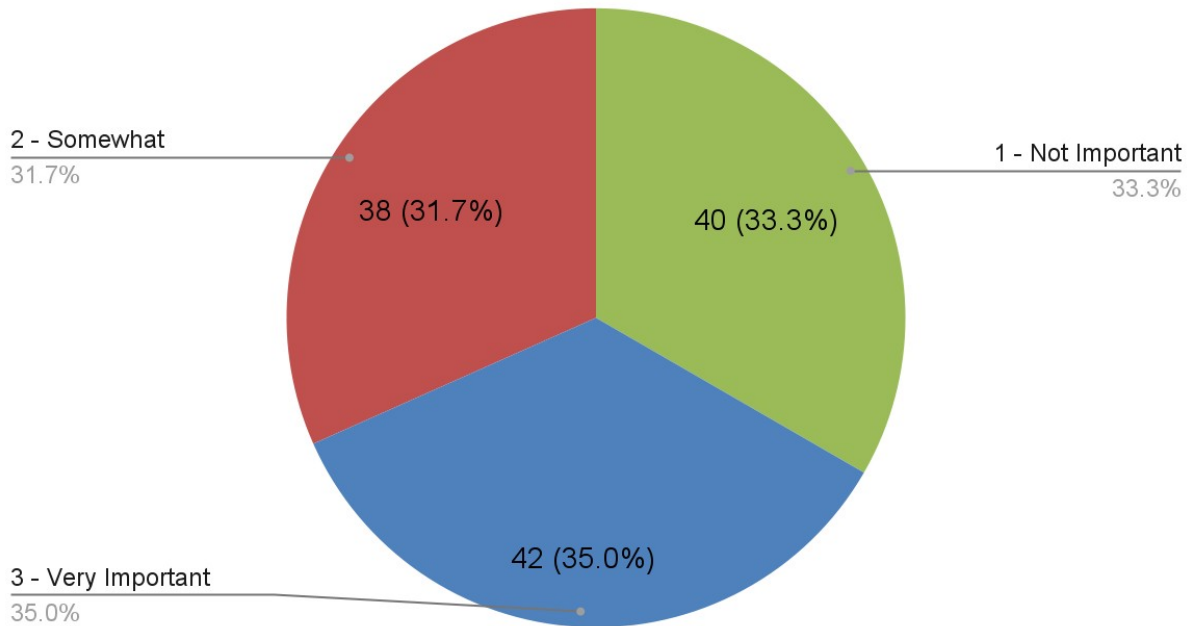
Observations: Almost 90% of respondents stated that improving the STS website information is either somewhat or very important to them.

Provide Information About Fares, Schedules, and Routes in Another Language (118 Responses)



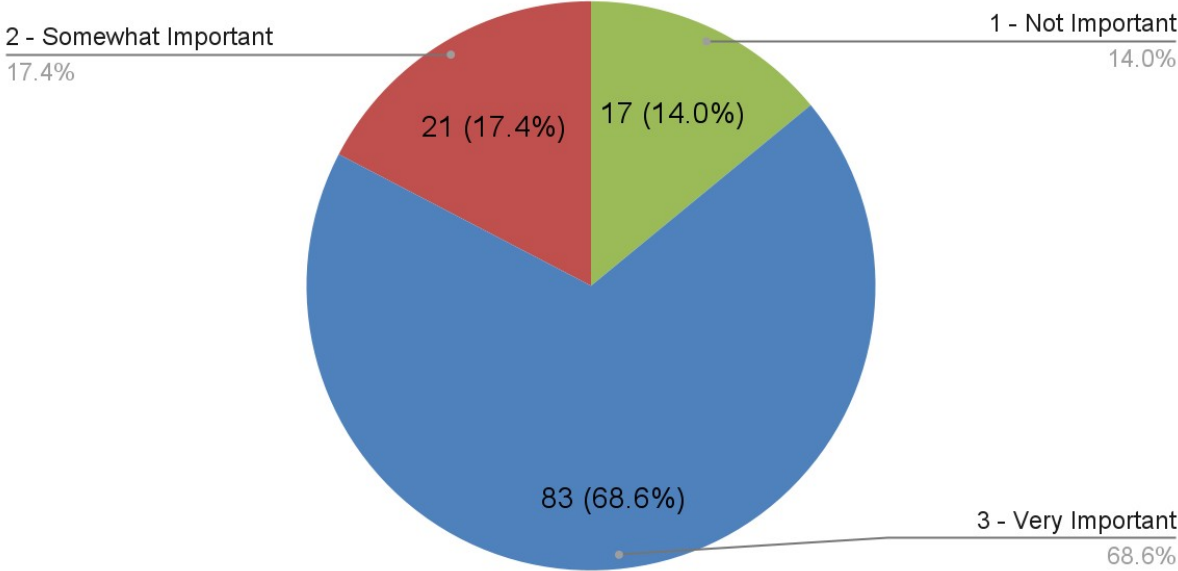
Observations: The responses to providing information about fares, routes, and schedules in another language were almost polarized. A nearly equal proportion of respondents selected that this was either very important to them, or not important at all. Respondents were given the opportunity to specify a preferred language to receive this information. The most popular response was Spanish. However, only two respondents completed the Spanish version of the survey.

Improve Covid Mitigation Measures (120 Respsnes)

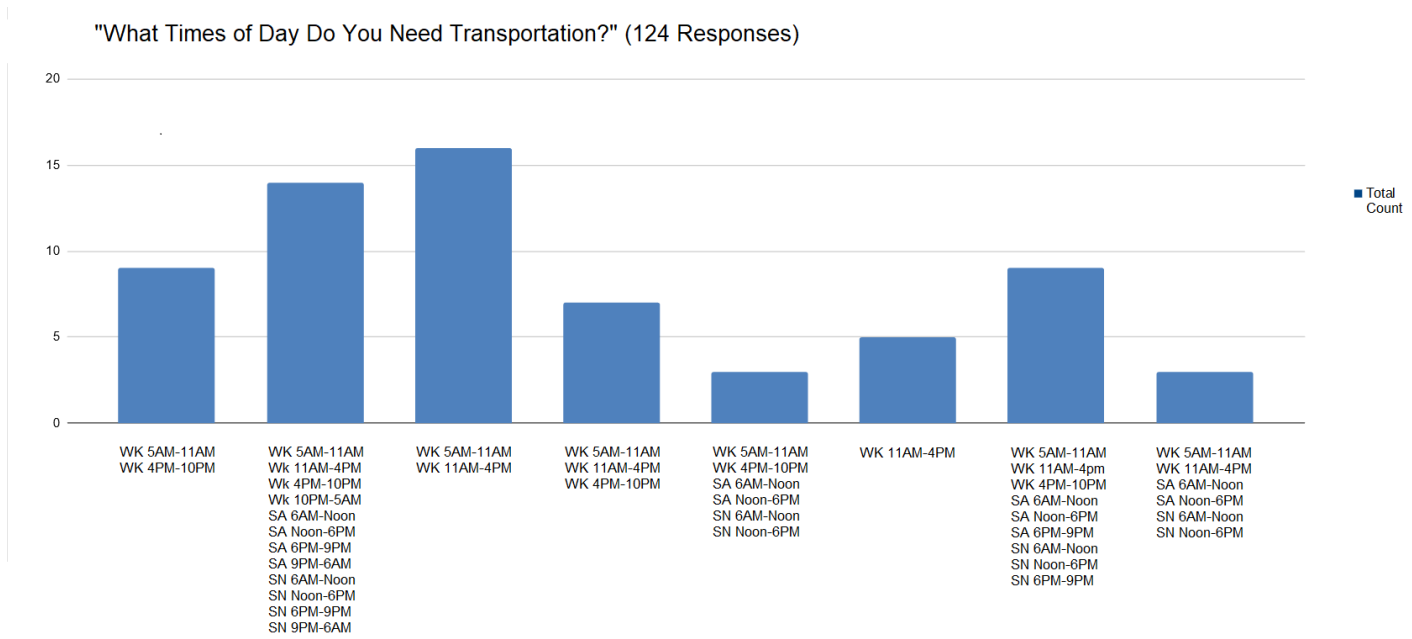


Observations: Respondents were split almost evenly on how much COVID-19 exposure was a factor in their decision not to use public transportation.

Improve Access to Bus Stops (e.g. No Sidewalk, Cannot Safely/Easily Cross the Road) [121]

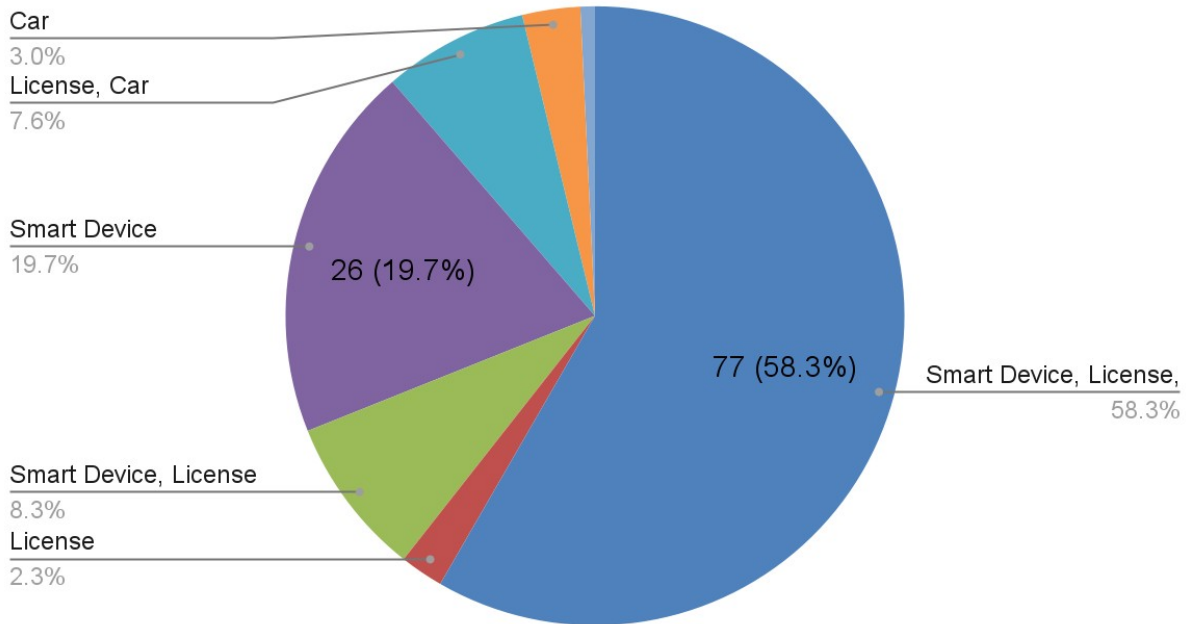


Observations: Improving access to the various bus stops is very important to a majority of respondents, with some individuals listing specific improvements. Expanding the sidewalks and concern for people waiting for buses along Route 235 were frequent comments.



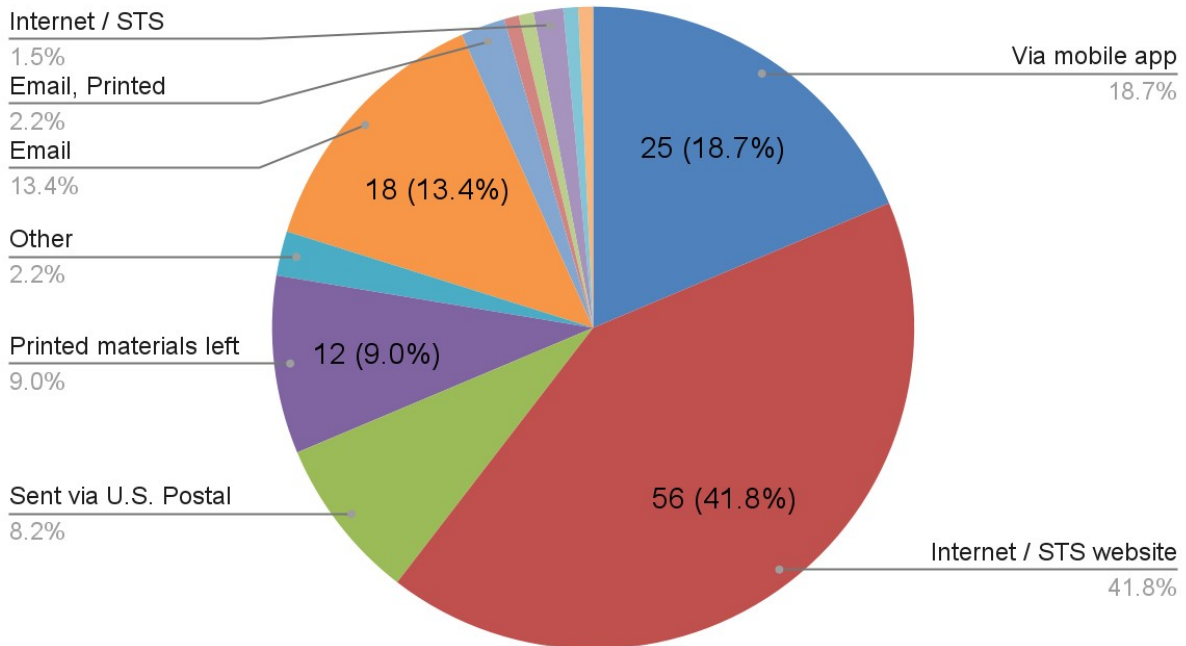
Observations: Virtually all respondents need transportation every day of the week. The highest proportion was approximately 13%. These respondents reported needing transportation only during core weekday commute hours (between 5am to 11am, and 11am to 4pm). The next highest proportion (almost 12%) selected all options for times and days of the week. There was a tie for the third highest proportion. About 7% of respondents stated they need transportation at all times of the day on weekdays and weekends- except the overnight hours. Another 7% needed transportation only during the weekdays, between 5am to 11am, 11am to 4pm, and between 4pm to 10pm. Out of all respondents, approximately 28% reported needing transportation after 10pm or during the overnight hours.

Transportation and Technology Access (136 Responses)



Observations: Approximately 58% of respondents have access to mobile apps, a valid driver's license, and a reliable vehicle. Around 20% reported only having access to mobile apps. Approximately 88% total of respondents have access to mobile apps.

How Do You Prefer to Receive Information? (138 Responses)



Observations: Around 40% respondents preferred to receive information regarding public transportation from the internet or STS website- the highest proportion, at 41.8%. Another 19% listed a mobile app as their top choice. A combined 75% of respondents elected to receive information via email, mobile app, or the STS website.

4.4 Comment Responses

The Transportation Survey included four written answer questions, labeled 2a, 2b, 2c and 4 (Appendix A1-sample survey). This captured comments and concerns from respondents. Analysis was performed by reading through all the responses to a question and first identifying commonly repeated keywords in relation to the question topic. These could be used to word sort in excel and count the number of separate appearances of these keywords in answers. Question 2a posed “If you need STS services to be closer to your origin or destination (home/work/school/etc), please specify where.” There were 10 counts of the word college, supporting the common requests of STS service to both St. Mary’s College (SMCM) of Maryland and College of Southern Maryland (CSM). Currently SMCM is serviced by only one of the STS fixed routes and does not have its own dedicated shuttle service. According to the college, 82% of its 1,536 undergraduates live in college-provided housing (St. Mary’s

College). One respondent, a presumed representative of St. Mary's College, indicated that many students feel "trapped on campus" and would enjoy easier access to shopping and dining options in the County.

Other word counts show a slightly less prevalent mention of communities in the Lexington Park and Mechanicsville regions. Approximately 13% of comment responses indicated a lack of coverage in the southern part of the county, south of Great Mills Road. One respondent commented on a desire to reach the Ronald Reagan and Baltimore Washington Airports via public transportation.

Next comments were grouped thematically. Responses to Question 4, the request for comments, were grouped as positive, negative, and requests for specific improvements. There were 69 received comments out of the 149 survey respondents. The majority of the comments were either complaints or requested some improvement to existing transportation systems. Nearly all of the comments focused on the operation of the STS or Paratransit services. Comments were further categorized by the aspects of transportation operations they remarked on. The categories were Bus Stop and Sidewalk, Safety on the Bus, Requests for Specific Location Access, Expanded Hours, Expanded Routes, Shortened Travel Times, Website and Information Access, Commuting Outside of the County, Fare Concerns, Timeliness of the Buses, General Accessibility, and Bicycle Access. Comments that fell into multiple categories were double counted.

The highest category was Bus Stop and Sidewalk Access. Nine commenters had negative remarks regarding situations ranging from the lack of bus shelters and clearly marked stops, dissatisfaction with the flagging system, and difficulties in navigating the "sidewalks that end randomly". Several users expressed frustration with the wide window for STS arrival. There were several requests for better security, but without specifics. Only five could be considered specific to the STS buses.

Question 2a asked respondents to state destinations they would need STS to reach where there currently is no service. There were 62 responses. Responses were grouped by region: St. Mary's College of Maryland or St. Mary's City, 7th District, Southern Reaches of the County, Northern Reaches, Transit to Solomon's Island/ Calvert, and, individually, Leonardtown, Lexington Park, Great Mills, and California streets, away from major roads. Responses with multiple categories were counted more than once.

St. Mary's College/City and northern parts of the County were tied for the most requests, with eight different comments each. Six respondents stated they needed

STS to reach them in the southern reaches of the County.

Question 2b asked users to list additional languages in which they needed to receive schedule, fare and route information. There were 30 responses, about half of which requested Spanish. However, a total of two people actually took the survey in Spanish.

Finally Question 2C asked respondents to provide details on issues preventing them from accessing the bus stops. There were 47 responses categorized as: Shelter from the Elements, Concerns About Being Missed by Drivers, Walking Distance from the Bus Stop, Unsafe Pickup or Drop-Off Near Busy Roads, Signage and Designated Stops, Sidewalks and Pedestrian Crossing, Lighting, and Bicycle Accessibility.

Of the responses, there are 18 related to Signage and Designated Stops. While the STS Bus has designated stops, some respondents report they are unable to identify them. Eight respondents stated they would like to see sheltered bus stops. Seven expressed concerns with waiting for the bus near a busy road. As many comments expressed concerns that fit into multiple categories, these comments were also counted more than once.

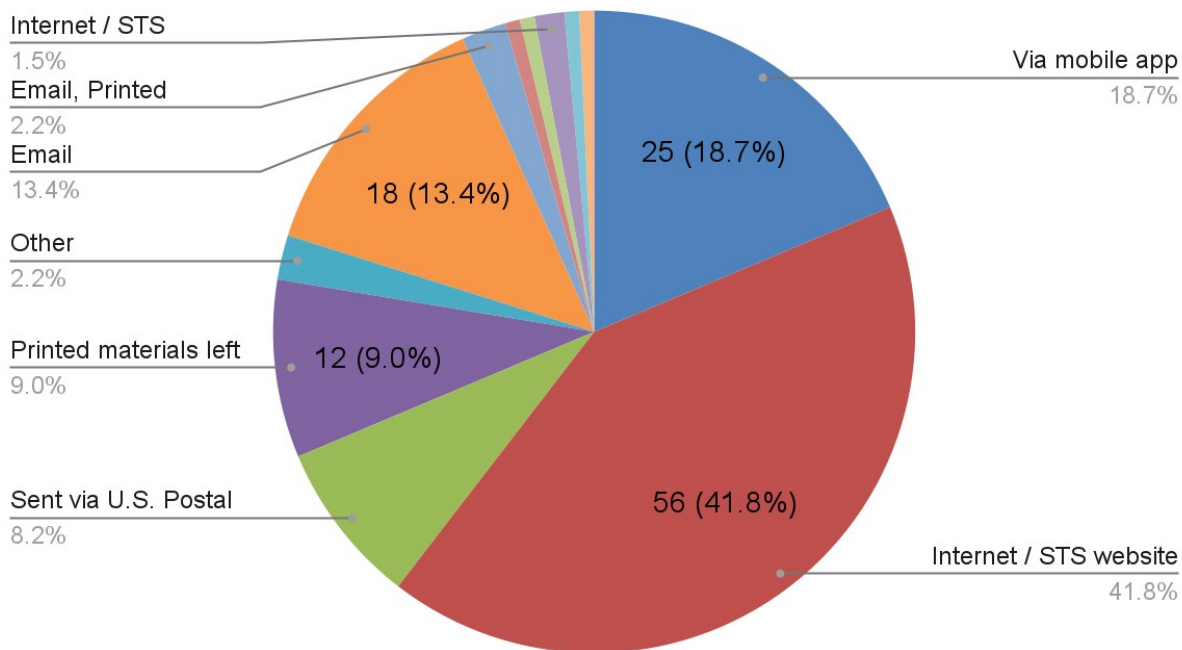
5. Conclusions

St. Mary's County is still experiencing rapid growth. Many citizens have expressed the need for changes to the public transportation system. Most of the survey respondents encountered appear to have no need of the public transportation offered yet expressed specific improvements that would enable them to make use of the various services. Many other respondents had no knowledge of many of the services in the County. Other respondents expressed urgent need for improvements to the transportation services they rely on regularly. Based on received data, the Subcommittee makes largely the same conclusion as past studies and surveys make:

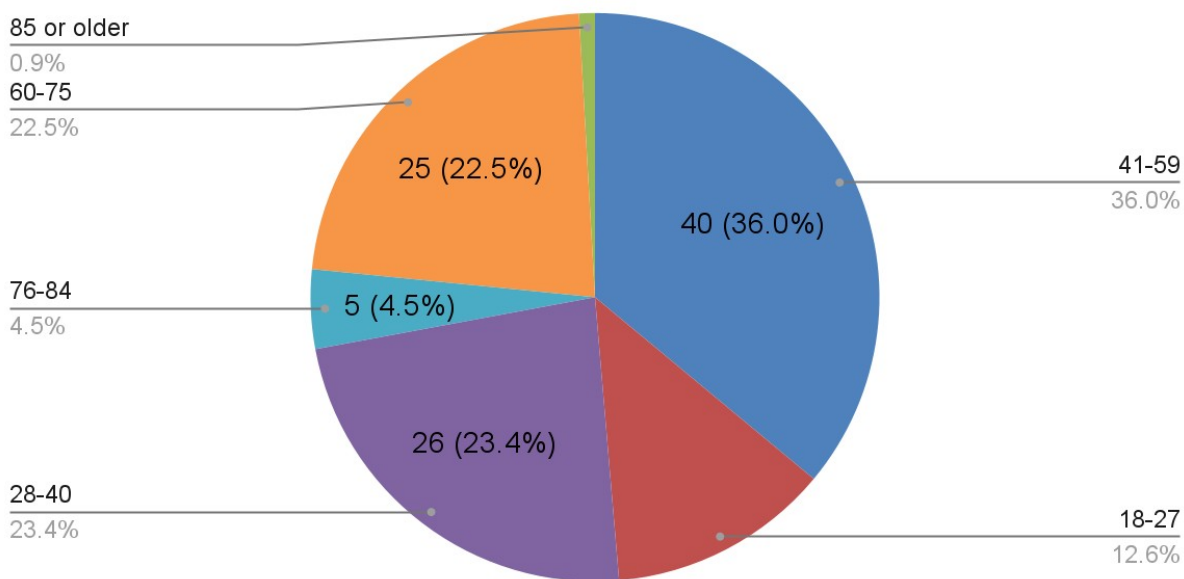
- There is a great demand for expanding existing STS routes by extending the hours of operation and reaching citizens in more remote parts of the County. Many who need access to public transportation live outside of its range of operations.
- Many citizens are unaware of the transportation services available to them and would benefit from greater advertisement.
- There is confusion as to where current bus stops are located; lack of shelter and sidewalk access are possible deterrents to using transportation.

In addition, the Subcommittee found that a large number of respondents, of virtually all age groups, expressed a desire for improved STS website information about fares, schedules, and routes.

How Do You Prefer to Receive Information? (138 Responses)



Respondent Proportion of Age (of Internet, Email, or Mobile Users)



This is supported by the proportion of respondents who prefer to receive this information through mobile and/or internet-dependent media. However, the survey statement responded to, “Improve website information about fares, schedules, and routes” is vague. The Subcommittee recommends County Transportation engage with the community to determine common, specific requests for website changes, such as better user-friendliness, then implement feasible changes to better serve current and potential STS customers.

In the long term, the Subcommittee recommends the creation of a mobile app to track STS buses (and other public transportation services), perhaps with GPS tracking devices, to display bus stop departure and arrival times, as well as route information. A similar application, called “Here Comes the Bus” exists for parents of SMCPs students. Potentially this provides an avenue for partnership with the College of Southern Maryland or St. Mary’s College of Maryland as development of such an app would make a good capstone project for graduating computer science students.

The Subcommittee’s immediate short term recommendations are to make use of existing avenues to advertise all public transportation services. Many survey respondents are simply unaware of the options available to them, despite the fact that they may have the most need or would benefit greatly from these services. County Transportation could seek advertising opportunities with local radio, local news publications, and through existing memberships with the St. Mary’s County Chamber of Commerce.

An overwhelming majority of respondents had varying concerns regarding lack of access to the bus stops. Most of these concerns were in regards to the lack of shelter from the elements, incomplete or missing sidewalks, not knowing where the stops are, and aversion to crossing busy roads to reach the bus. DPW&T has bus shelter and sidewalk expansion projects funded or underway, already. The Subcommittee encourages all due haste for the completion of these projects and recommends including plans to make bus stop markings more conspicuous.

MTA/Commuter Bus ridership dropped substantially during the COVID-19. Ridership levels have not returned. In general, without the ridership levels, it is difficult to justify approving various state grants for the County to expand many of its transportation services. The commuter bus would best benefit DoD/Contractor employees as many face long commutes into Washington D.C and surrounding areas. Many now work from home, but this is not a guarantee for all such employees. It would behoove County transportation to reach these DoD/Contractor employees and connect them to the MTA/Commuter Bus.

6. Lessons Learned

Certain challenges, and conversely, advantages, the Subcommittee encountered during the survey process are worth bearing in mind when the next survey is carried out. Many potential respondents in the furthest reaches of the County were missed because of the difficulty Subcommittee members had in accessing them. A small measure of success was found in appealing to various churches and parishes in the County towards the end of the canvassing phase. Faith communities should be added to the list of future outreach targets and engaged early on in survey development. Reaching leaders of Spanish-speaking congregations may increase the proportion of received input from the Spanish-speaking communities.

The Subcommittee was not aware of the requirements of the CSM Internal Review Board (IRB) and spent time during the canvassing phase preparing documents. However, a Subcommittee member did receive valuable HHS Human Subjects Training as part of the requirements. The next survey group should engage with the CSM IRB to complete these requirements early in the survey development phase and ensure that survey efforts do not coincide with the College's own internal efforts to survey its student body. This would aid outreach efforts at St. Mary's College of Maryland as well.

If future survey efforts are planned around County, DPW&T or other public events, these events could be used to further publicize the survey, aiding response rates.

The next survey group should research the possibility of advertising survey efforts in the County Times and SOMD News. Local radio is another good source of advertising. As the STS has a membership with the County Chamber of Commerce, the next group should engage the Chamber for public outreach assistance. Members should compile their external networks of contacts to identify other avenues of public outreach. Coordination with other organizations provided a boon to outreach efforts, resulting in additional captured responses.

The next survey would benefit from an additional question asking respondents where and how they took the survey. As part of the effort to boost response levels, perhaps other transportation entities could partner with TAC by also offering incentives such as free ride passes.

The survey questions regarding improvements that may aid public transportation usage were vague, at times. The Subcommittee encountered many survey responses requesting better security on the bus or better reliability, without providing a means to state specifics. Additionally, a number of respondents stated in the survey that they did

not know how to use several of the available modes of transportation. This may imply that these respondents desired to use the transportation mode in question, but had no knowledge of how to do so. But without providing a way to communicate this in the survey, the Subcommittee chose not to make this assumption. Questions raised by these responses remain unanswered. Other survey efforts would benefit from altering questions or adding additional questions to address specifics such as bus timeliness, bus and bus stop safety, and desires to use certain modes of public transportation.

The Subcommittee also recommends, for the next survey, adding a question that is tailored to determining the need to increase the interconnectivity of and access to the College of Southern Maryland campuses, granting more students access to invaluable avenues of education. As the College of Southern Maryland is already operating in all three SOMD counties, it would potentially have the ability to extend shuttle services well into the counties of Southern Maryland, where the individual county transportation services cannot. Alternatively, this could be a separate effort, and an opportunity to resolve challenges of educational access that many County citizens have had for years.

The original timeline of the survey provided for a one-month response period. However, the Subcommittee extended the period to two months. A survey length of two months is recommended for this type of survey.

Past methods of outreach, including having volunteers ride the STS bus to disseminate information, should be utilized in future efforts. These methods should be expanded, where possible, to include MTA/Commuter bus via STS connection, Paratransit, SSTAP, and other public transportation entities. This will increase the proportion of responses received from current public transportation customers.

Appendix A: English Survey

Transportation Advisory Committee Survey

The purpose of Transportation Advisory Committee is to provide the Commissioners of St. Mary's County advice and assistance concerning county transportation programs. Results from the survey will help us provide recommendations on how to better meet our citizen's public transportation needs.

An electronic copy of this survey can be found at: <https://q44jmf1w6.supersurvey.com>

Paper copies are available at:

- Lexington Park, Leonardtown, & Charlotte Hall Libraries
- Garvey, Loffler & Northern Senior Activity Centers

Please complete only one survey per participant.

**1. Which of the following methods of transportation do you use, or have you used?
If you do not use a particular type of transportation, please select why.**

	USE	DON'T USE		
		Don't need	Don't know how to use	Not aware of this
St. Mary's Transit System (STS) fixed route buses				
STS Paratransit				
MTA/Commuter bus from Charlotte Hall/Golden Beach/Hollywood Park N' Ride (Via STS connection)				
SSTAP (Statewide Specialized Transportation Assistance Program) Demand-Response				
Taxis/Uber/Lyft				
Wheels to Wellness (if eligible)				
Senior Rides (if eligible)				
Assistance from the St. Mary's County Health Dept for transportation to medically necessary appointments				
Other				

2. What changes would allow you to use public transportation (STS, STS Paratransit, SSTAP), or use it more frequently? Please let us know by ranking the following as:

3 = Very important 2 = Somewhat important 1 = Not important

- Service needs to be closer to my origin or destination (home/work/school/etc).
Name specific location: _____
- More frequent service to my origin or destination
- Shorter travel time to my destinations
- Reduce fare
- Better security at bus stops or on the bus
- Improve reliability of buses (e.g., have buses run on time)
- Safe place to leave my bicycle (e.g., more racks on buses or at bus stops)
- Improve website information about fares, schedules, and routes
- Provide information about fares, schedules, and routes in another language
Which language? _____
- Provide a safe area for me to wait for the bus
- Increase COVID protective measures
- Improve access to bus stops. Please provide details: _____
(e.g.: No sidewalk. Cannot safely/easily cross the road.)
- Other: _____

3. What times of day do you need transportation? (Check all that apply.)

- Weekdays 5 am to 11 am
- Weekdays 11 am to 4 pm
- Weekdays 4 pm to 10 pm
- Weekdays 10 pm to 5 am

- Saturday 6 am to 12 noon
- Saturday 12 noon to 6 pm
- Saturday 6 pm to 9 pm
- Saturday 9 pm to 6 am

- Sunday 6 am to 12 noon
- Sunday 12 noon to 6 pm
- Sunday 6 pm to 9 pm
- Sunday 9 pm to 6 am

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

5. Tell us about yourself:

- a. What is your home zip code: _____
- b. How old are you?
 Under 18
 18 – 27
 28 – 40
 41 – 59
 60 – 75
 76 – 84
 85 or older
- c. Do you need any of the following to help you on a regular basis? Check all that apply. If none are needed, please leave blank.
 Wheelchair
 Walker
 Cane
 Service Animal
 Personal Care Attendant
 Other
- d. Do you have access to mobile apps? Yes No
- e. Do you have a valid driver's license? Yes No
- f. Do you have access to a reliable vehicle? Yes No
- g. Which one of the following best describes your race? Check all that apply
 White / Caucasian
 Hispanic / Latino
 African American / Black
 Asian
 American Indian / Native Alaskan
 Native Hawaiian / Pacific Islander
 Prefer not to answer
- h. What is your employment status? Check all that apply
 Employed (Full Time)
 Employed (Part Time)
 Student (Full Time)
 Student (Part Time)
 Retired
 Homemaker
 Unemployed
 Other: _____

- i. How would you prefer to get information about transportation service programs:
Please select **one**.
- Internet / STS website
 - Email
 - Via mobile app
 - Sent via U.S. Postal service
 - Printed materials left various areas (libraries, etc.)
 - Other: _____

Thank you for your time and helping us improve St. Mary's transportation system. If you are interested in a chance to win a free one-month bus pass, please provide your:

Name: _____

E-mail address: _____

Phone #: _____

Please place completed survey into the drop box, OR send to Allison Swint at:
44829 St. Andrews Church Rd
PO Box 409
California MD 20619

Appendix B: Spanish Survey

Encuesta del Comité Asesor de Transporte

El propósito del Comité Asesor de Transporte es brindar asesoramiento y asistencia a los Comisionados del Condado de St. Mary sobre los programas de transporte del condado. Los resultados de la encuesta nos ayudarán a proporcionar recomendaciones sobre cómo satisfacer mejor las necesidades de transporte público de nuestros ciudadanos.

Puede encontrar una copia electrónica de esta encuesta en: <https://qj4tdt3cu.supersurvey.com>

Las copias en papel están disponibles en:

- Bibliotecas Lexington Park, Leonardtown y Charlotte Hall
- Centros de actividades para personas mayores de Garvey, Loffler y Northern

Complete solo una encuesta por participante.

1. ¿Cuál de los siguientes métodos de transporte utiliza o ha utilizado? Si no utiliza un tipo de transporte en particular, seleccione por qué.

	UTILIZAR	NO USAR		
		No necesito	No sé cómo usar	No estoy al tanto de esto
Autobuses de ruta fija del Sistema de Tránsito de St. Mary (STS)				
Paratránsito STS (servicio puerta a puerta con una aplicación aprobada)				
MTA/autobús de cercanías desde Charlotte Hall/Golden Beach/Hollywood Park N' Ride (a través de la conexión STS)				
SSTAP (Programa Estatal de Asistencia de Transporte Especializado) Demanda-Respuesta				
Taxis/Uber/Lyft				
Wheels to Wellness (si es elegible)				
Senior Rides (si es elegible)				
Asistencia del Departamento de Salud del Condado de St. Mary para transporte a citas médicamente necesarias				
Otra				

2. ¿Qué cambios le permitirían usar el transporte público (STS, STS Paratransit, SSTAP) o usarlo con más frecuencia? Háganos saber clasificando lo siguiente como:

3 = Muy importante 2 = Algo importante 1 = Nada importante

- El servicio debe estar más cerca de mi origen o destino (casa/trabajo/escuela/etc).
Nombre ubicación específica: _____
- Servicio más frecuente a mi origen o destino
- Menor tiempo de viaje a mis destinos
- Reducir tarifa
- Mejor seguridad en las paradas de autobús o en el autobús
- Mejorar la confiabilidad de los autobuses (p. ej., hacer que los autobuses funcionen a tiempo)
- Lugar seguro para dejar mi bicicleta (p. ej., más soportes en los autobuses o en las paradas de autobús)
- Mejorar la información del sitio web sobre tarifas, horarios y rutas
- Proporcionar información sobre tarifas, horarios y rutas en otro idioma
¿Cual idioma? _____
- Proporcionarme un área segura para esperar el autobús
- Aumentar las medidas de protección contra el COVID
- Mejorar el acceso a las paradas de autobús. Por favor proporcione detalles:
(p.ej.: Sin acera. No se puede cruzar la calle con seguridad/fácilmente)
- Otro: _____

3. ¿A qué horas del día necesita transporte? (Marque todo lo que corresponda.)

- Días de semana 5 a 11 hs
- Días de semana 11 a 16 hs
- Días de semana 16 a 22 hs
- Días de semana 22 a 5 hs

- Sábado de 6 a 12 hs
- Sábado de 12 a 18 hs
- Sábado de 18 a 21 hs
- Sábado de 21 a 6 hs

- Domingo de 6 a 12 hs
- Domingo de 12 a 18 hs
- Domingo de 18 a 21 hs
- Domingo de 21 a 6 hs

4. Proporcione cualquier comentario que tenga sobre el transporte público en el condado de St. Mary: _____

5. Cuéntenos sobre usted:

a. ¿Cuál es el código postal de su casa? _____

b. ¿Cuántos años tiene?

Menores de 18 años

18 – 27

28 – 40

41 – 59

60 – 75

76 – 84

85 años o más

c. ¿Necesita alguno de los siguientes para ayudarlo de forma regular? Marque todo lo que corresponda. Si no necesita ninguno, déjelo en blanco.

Silla de ruedas

Caminante

Caña

Animal de servicio

Asistente de cuidado personal

Otro: _____

d. ¿Tienes acceso a aplicaciones móviles? Sí No

e. ¿Tiene una licencia de conducir válida? Sí No

f. ¿Tiene acceso a un vehículo confiable? Sí No

g. ¿Cuál de los siguientes describe mejor su raza? Marque todo lo que corresponda

Blanco / Caucásico

Hispano / latino

Afroamericano / Negro

Asiático

Indio Americano / Nativo de Alaska

Nativo de Hawái / Isleño del Pacífico

Prefiero no responder

h. ¿Cuál es su situación laboral? Marque todo lo que corresponda

Empleado de tiempo completo)

Empleado (tiempo parcial)

Estudiante (tiempo completo)

Estudiante (tiempo parcial)

Jubilado

- Ama de casa
- Desempleado
- Otro: _____

I. ¿Cómo preferiría obtener información sobre los programas de servicios de transporte? Seleccione **uno**.

- Internet / sitio web STS
- Correo electrónico
- A través de la aplicación móvil
- Enviado a través del servicio postal de EE. UU.
- Materiales impresos dejados en varias áreas (bibliotecas, etc.)
- Otro: _____

Gracias por su tiempo y por ayudarnos a mejorar el sistema de transporte de St. Mary. Si está interesado en la oportunidad de ganar un pase mensual gratuito, proporcione su:

Nombre: _____

Dirección de correo electrónico: _____

Teléfono #: _____

**Coloque la encuesta completa en el buzón O envíela a Allison Swint a
44829 St. Andrews Church Rd
PO Box 409
California MD 20619**

References

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