

Rider Advisory Committee

Highlights from the January 9, 2018 Meeting at Largo-Kettering Library

Overview of TheBus

- DPW&T operates 28 routes in the County using up to 78 buses during the AM and PM peak hours. Transdev, our third-party operator, is responsible for daily operations of TheBus. This includes hiring drivers, maintaining buses, staffing the customer call center, handling dispatch calls, and deploying street supervisors.
- DPW&T provides oversight of Transdev through bi-weekly meetings and daily updates on incidents affecting passenger service.
- One attendee expressed concerns about Transdev's performance and urged more oversight on daily operations. Transdev encouraged attendees to contact it with any concerns. DPW&T representatives mentioned staff ride the buses and generate internal reports to monitor buses for on-time performance by route.

Future Customer Enhancements: DPW&T intends to purchase new transit buses between July 1, 2018 and June 30, 2019.

Community Outreach

DPW&T staff discussed its intent to hold quarterly meetings with passengers to get feedback on services and suggestions for making the passenger experience better. Attendees welcomed the opportunity to talk with staff and express their concerns. However, they requested further consideration about making the meetings more accessible to transit lines and placing them in more accessible locations.

Next Step: DPW&T will look at opportunities to broadcast the meeting through Facebook Live, Skype, or another method to provide greater access to the community.

TheBus Route 21

- Attendees discussed Route 21 and their concerns about operations in the Upper Marlboro area -- specifically with operators leaving before the scheduled time and dispatchers not knowing the exact locations of the buses.
- Residents are encouraged to download the NextBus smartphone application or visit NextBus.com to find the location and arrival of their bus.

Next Step: DPW&T will continue to monitor the operations of Route 21 in conjunction with Transdev management.

Transit Vision Plan

DPW&T is actively working to develop a five-year plan to improve transit service in the County through an evaluation of existing service and identifying opportunities to expand transit access

through partnerships with the taxi-cab industry or other on-demand private vendors. Residents are encouraged to visit www.princegeorgestransitvision.com or the project's Facebook page at Prince George's Transit.

Suggestions for DPW&T/Transit Operational Contractor:

- Place schedules in more convenient locations.
- Improve lighting at bus stops and bus shelters, especially along MD-202 (Largo Road)
- Increase security on buses on bus lines with known safety issues, unruly, and disruptive passengers.
- Provide service to/from Park and Ride Lots
- Be proactive – inspect, identify, and fix mechanical problems on buses before daily operations.