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About the Survey

The survey sought to gather input from the public regarding vision, goals, and priorities for the future of transit in Maryland, as well as feedback on present-day experiences with transit in the state.

When the Survey Was Open

September 14 to October 25, 2020 (42 days)

How Many Responses Were Received?

514 responses were received.

How the Survey Was Distributed

Due to the COVID-19 pandemic, the survey was made available in a digital format. The survey was distributed via:

- Plan Website
- Email
- Social Media
- Virtual Public and Stakeholder Meetings

The survey used the JotForm platform and was available in English and Spanish versions.
About the Survey

This summary provides a high-level overview of survey findings and presents key takeaways that will serve in shaping the focus and direction of the Maryland Statewide Transit Plan.

Respondents, though not fully representative of Maryland’s diversity, largely desire equitable mobility for all.

Current transit users advised on how to improve their experience, and non-transit users identified what would make them more likely to take transit in the future.

The summary provides geographic analysis to emphasize the importance of specific transit-related goals in each region, and also highlights different regional and demographic responses to the COVID-19 pandemic.

The survey results will aid in shaping the future of transit in the state via the Maryland Statewide Transit Plan.
Who Responded
Responses by County

Geographic distribution of survey respondents was varied, with the Baltimore Metro region seeing the highest rate of activity, followed by Western Maryland, Washington Metro, Southern Maryland, and Eastern Shore.

- **Western Maryland**: 116 (23%)
- **Washington Metro**: 78 (15%)
- **Southern Maryland**: 61 (12%)
- **Baltimore Metro**: 189 (37%)
- **Eastern Shore**: 29 (6%)
- **Out of State / No Response**: 14 (3%) / 27 (5%)
Of respondents that answered optional demographic questions, the majority identified as Caucasian or White (74%). Respondents identifying as Black or African American followed at 14%, with others under 10%.

Age of respondents was varied, with over 60% of respondents over 45.

Over 60% of respondents indicated an income of over $50,000. The median income of respondents is $75-$100,000, which aligns with the statewide median income of around $83,000.

The racial and ethnic distribution of respondents under-represents the diversity of Maryland's statewide population and is not representative of transit riders in Maryland.
Transit Users and Non-Transit Users
Do You Use Transit? Why?

Yes, I use transit sometimes or often

52%

No, I do not use transit

48%

- Less stressful way to travel
- Save money
- Save or better utilize time
- I do not own or have access to a car
- It is a safer way to travel
- Other
- I am unable to drive due to a disability
- To socialize with other riders
- It doesn’t go where I need
- Takes too long or isn’t frequent enough
- Isn’t flexible enough for my schedule
- I feel safer on other modes of transportation
- Other
- I don’t know how to use service
- My job provides free or discounted parking but no transit benefits
- I didn’t know the service existed
- It costs too much money
## Comments from Non-Transit Users

In their own words—why some respondents do not or cannot use transit:

<table>
<thead>
<tr>
<th>Information and Awareness</th>
<th>Cost</th>
<th>Service Coverage and Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Knowing I would get home from work in about the same amount of time [as driving].”</td>
<td>“Reasonably-priced day passes.”</td>
<td>“Convenient service in rural areas.”</td>
</tr>
<tr>
<td>“Increased knowledge of how the system works.”</td>
<td></td>
<td>“Train service from Hagerstown to Washington Union Station or Baltimore Penn Station.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>“Extending routes to access my neighborhood. The closest pick-up is 1.5 miles away through hills and woods.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>“Build a system in Caroline County and the Eastern Shore as you have on the Western Shore.”</td>
</tr>
</tbody>
</table>
Transit User Experience
 Transit users reported an overall positive experience with various aspects of the typical transit trip. The aspects with the highest satisfaction include understanding/purchasing fares, getting to/from transit stations, and riding transit vehicles. Respondents indicated that waiting at transit stops/stations, transferring between routes/services, and customer service are the parts of their trips that could use the most improvement.
Which parts of your transit trip work well? Which need improvement?

*Respondents With a Disability*

<table>
<thead>
<tr>
<th>Which part of your transit trip</th>
<th>Works Great for Me</th>
<th>Needs Some or Major Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finding information to plan/adapt my trip</td>
<td>47%</td>
<td>52%</td>
</tr>
<tr>
<td>Understanding and purchasing fares</td>
<td>63%</td>
<td>37%</td>
</tr>
<tr>
<td>Finding and getting to/from transit stations</td>
<td>51%</td>
<td>48%</td>
</tr>
<tr>
<td>Waiting at transit stops or stations</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>Riding and getting on and off transit vehicle</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Transferring between different routes or services</td>
<td>22%</td>
<td>78%</td>
</tr>
<tr>
<td>Customer service and transit staff interactions</td>
<td>32%</td>
<td>67%</td>
</tr>
</tbody>
</table>

Transit users who identify as having a disability indicated a higher percentage of their transit trips need some level of improvement. For these transit users, **all but one component is perceived as needing a higher level of improvement.**

Transferring and customer service are the portions of the trip that are most cited as needing improvement.
Future Transit Destinations and Priorities
What destinations would you like to be able to access by transit in the future?

Across all respondents, there is a high desire for future transit connections to other long-distance modes of travel such as airports and rail stations.

Future transit access to recreational/social activities and employment opportunities also ranked high among respondents.
In 50 years, my top priorities for transit in Maryland are...

**STATEWIDE**

**Ranked Priorities**

1. Providing **equitable mobility** for people of all abilities, races, and incomes
2. Providing **regional connections/long trips** within a region or statewide
3. Providing **local connections/short trips** within a community or county
4. Supporting the **ability to live car free** or with less car travel
5. Contributing to **reduced environmental impacts** in the state
6. Ensuring a **safer and more comfortable experience**
7. Adopting the latest technology **advances** to improve efficiency and convenience

Across all respondents, the provision of **equitable mobility** ranked as the highest priority. This was closely followed by the provision of **regional connections, local connections, and support for the ability to live car free**.
In 50 years, my top priorities for transit in Maryland are...

<table>
<thead>
<tr>
<th>Region</th>
<th>Most Important Priorities</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baltimore Metro</td>
<td>Ability to live car free</td>
<td>122</td>
</tr>
<tr>
<td></td>
<td>Equitable mobility</td>
<td>122</td>
</tr>
<tr>
<td></td>
<td>Local connections/short trips</td>
<td>112</td>
</tr>
<tr>
<td>Eastern Shore</td>
<td>Local connections/short trips</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Regional connections/long trips</td>
<td>37</td>
</tr>
<tr>
<td></td>
<td>Equitable mobility</td>
<td>15</td>
</tr>
<tr>
<td>Southern Maryland</td>
<td>Equitable mobility</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Local connections/short trips</td>
<td>39</td>
</tr>
<tr>
<td></td>
<td>Regional connections/long trips</td>
<td>37</td>
</tr>
<tr>
<td>Washington Metro</td>
<td>Equitable mobility</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>Reduced environmental impacts</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Ability to live car free</td>
<td>47</td>
</tr>
<tr>
<td>Western Maryland</td>
<td>Regional connections/long trips</td>
<td>76</td>
</tr>
<tr>
<td></td>
<td>Equitable mobility</td>
<td>68</td>
</tr>
<tr>
<td></td>
<td>Local connections/short trips</td>
<td>52</td>
</tr>
</tbody>
</table>

By region, several priorities closely followed those listed as most important. Providing **equitable mobility** was a close second-place priority for **Baltimore Metro and Eastern Shore** regions.

**Washington Metro** also had a close second-place priority of **contributing to reduced environmental impacts**.
Future Transit Needs and Outcomes
respondents were presented with the seven categories listed here, and were prompted to select their top three priorities within each.

The top priorities among all survey respondents – as well as within each region of the state – are summarized on the following pages.
Top 3 Priorities – All Respondents

1. Decrease or eliminate crimes on the transit system
2. Improve the safety of pedestrian and bike access to transit stops and stations
3. Educate staff and riders often on safety protocols and emergency response procedures
1. Decrease or eliminate crimes on the transit system
2. Improve the safety of pedestrian and bike access to transit stops and stations
3. Educate staff and riders often on safety protocols and emergency response procedures

Female Respondents
1. Decrease or eliminate crimes on the transit system
2. Reduce the spread of germs on the transit system
3. Improve the safety of pedestrian and bike access to transit stops and stations

Non-Binary/Prefer to Self-Describe
1. Decrease or eliminate crimes on the transit system
2. Reduce the spread of germs on the transit system
3. Avoid service disruptions from major weather events or other emergencies

Male Respondents
1. Improve the safety of pedestrian and bike access to transit stops and stations
2. Decrease or eliminate crimes on the transit system
3. Avoid service disruptions from major weather events or other emergencies

Among respondents who identify as female, non-binary, or preferred to self-describe their gender identity, decreasing and eliminating crimes on the transit system is the top safety priority – a slight difference in comparison to respondents who identify as male.
Inclusive, Equitable, and Accessible
Reliable and Quality Customer Experience
Economic Opportunity
Innovative Transit Infrastructure and Technology
Expand and Integrate Transit Options
Environmental and Fiscal Sustainability

Top Priorities – By Region

- Decrease or eliminate crimes occurring on the transit system
- Improve the safety of pedestrian and bike access to transit stops and stations
1. Work directly with communities to identify and address specific transit needs
2. Ensure transit stops and stations are accessible for people with disabilities
3. Expand affordable and discounted fare programs and policy
Top Priorities – By Region

Western Maryland

Baltimore Metro

Washington Metro

Eastern Shore

Southern Maryland

- Safe, Secure, and Resilient
- Inclusive, Equitable, and Accessible
- Reliable and Quality Customer Experience
- Economic Opportunity
- Innovative Transit Infrastructure and Technology
- Expand and Integrate Transit Options
- Environmental and Fiscal Sustainability

Work directly with communities to identify and address specific transit needs
Ensure transit stops and stations are accessible for people with disabilities

- Eastern Shore
- Western Maryland
- Southern Maryland
- Baltimore Metro
- Washington Metro

- Work directly with communities to identify and address specific transit needs
- Ensure transit stops and stations are accessible for people with disabilities
1. Prioritize transit on congested roads to support faster, reliable service
2. Share accurate, clear, and timely customer information where it is easy to find
3. Engage and survey transit riders regularly to inform future transit improvements
Top Priorities – By Region

Engage and survey transit riders regularly to inform future transit improvements
Prioritize transit on congested roads to support faster, reliable service
Prioritize transit on congested roads to support faster, reliable service
AND
Share accurate, clear, and timely customer information where it is easy to find (TIE)
Top 3 Priorities – All Respondents

1. Provide more frequent service to jobs
2. Provide more frequent service to essential services (food, medical care)
3. Provide more frequent service to flexible, shift-based jobs
Safe, Secure, and Resilient
Inclusive, Equitable, and Accessible
Reliable and Quality Customer Experience
Economic Opportunity
Innovative Transit Infrastructure and Technology
Expand and Integrate Transit Options
Environmental and Fiscal Sustainability

Top Priorities – By Region

- Provide more frequent transit service to jobs
- Provide more frequent transit service to essential services such as food access and medical care
- Provide more frequent transit service to education and workforce training destinations
- Provide more frequent service to flexible, shift-based jobs

- Eastern Shore
- Southern Maryland
- Washington Metro
- Baltimore Metro
- Western Maryland
- Baltimore Metro
- Eastern Shore
- Southern Maryland
- Washington Metro
- Western Maryland
Top 3 Priorities – All Respondents

1. Provide real-time information from all transit and paratransit vehicles
2. Invest in energy efficient and low or no emissions transit vehicles and infrastructure
3. Provide amenities like WIFI, cell phone charging, cell service in stations and vehicles
Inclusive, Equitable, and Accessible

Reliable and Quality Customer Experience

Economic Opportunity

Innovative Transit Infrastructure and Technology

Expand and Integrate Transit Options

Environmental and Fiscal Sustainability

Top Priorities – By Region

Western Maryland

Baltimore Metro

Washington Metro

Southern Maryland

Eastern Shore

Provide real-time information from all transit and paratransit vehicles

Adopt technology that allows transit to be more adaptable and responsive to change

Provide mobile and web-based apps for planning and paying for transit services

Provide amenities like WiFi, cell phone charging, and cell service in stations and vehicles
MARYLAND STATEWIDE TRANSIT PLAN

Safe, Secure, and Resilient
Inclusive, Equitable, and Accessible
Reliable and Quality Customer Experience
Economic Opportunity
Innovative Transit Infrastructure and Technology
Expand and Integrate Transit Options
Environmental and Fiscal Sustainability

Top 3 Priorities – All Respondents

1. Increase service coverage, or the number of destinations accessible by transit
2. Increase service frequency, or number of bus or train arrivals per hour
3. Increase service span, or the number of hours and days transit is available per week
Top Priorities – By Region

- Western Maryland
- Baltimore Metro
- Washington Metro
- Southern Maryland
- Eastern Shore

Increase service frequency, or number of bus or train arrivals per hour
Increase service coverage, or the number of destinations accessible by transit

- Safe, Secure, and Resilient
- Inclusive, Equitable, and Accessible
- Reliable and Quality Customer Experience
- Economic Opportunity
- Innovative Transit Infrastructure and Technology
- Expand and Integrate Transit Options
- Environmental and Fiscal Sustainability
1. Dedicate funding to support needed expansion projects as well as ongoing maintenance
2. Invest in energy efficient and low or no emission transit vehicles and infrastructure
3. Prioritize projects that reduce long-term operations and maintenance costs
Safe, Secure, and Resilient

Inclusive, Equitable, and Accessible

Reliable and Quality Customer Experience

Economic Opportunity

Innovative Transit Infrastructure and Technology

Expand and Integrate Transit Options

Environmental and Fiscal Sustainability

Top Priorities – By Region

Invest in energy efficient and low or no emission transit vehicles and infrastructure

Dedicate funding to support needed expansion projects as well as ongoing maintenance
Impact of COVID-19
Due to COVID-19, do you expect to telework more in the future?

**All Respondents**
- Yes: 35%
- No: 65%

**Transit Users**
- Yes: 29%
- No: 71%

**Non-Transit Users**
- Yes: 42%
- No: 58%

**By Income Level**
- Less than $19,999
- $20K-$29,999
- $30K-$39,999
- $40K-$49,999
- $50K-$74,999
- $75K-$99,999
- $100K-$149,999
- Over $150K

**By Region**
- Out of State
- Western Maryland
- Washington Metro
- Southern Maryland
- Eastern Shore
- Baltimore Metro