

# Howard County Office of Transportation

May 12, 2025



# Office of Transportation

## ***Regional and Comprehensive Planning***

- Managing Planning Studies
- MDOT & SHA Corridor Studies, Priority Projects
- Roadway Safety Plan & Monitoring Coordination
- Transportation Demand Management

## ***Transit Operations, Coordination and Oversight***

- RTA Service monitoring and improvement
- Grant Administration and Reporting
- Procurement & Asset Management

## ***Bike and Pedestrian Program***

- Development and Implementation of Functional Masterplans
- Community Engagement on Planning Projects
- Capital Project Coordination



# Accomplishments of FY 2025

## Planning

- Completed Land Use and Subdivision Regulations Project and APFO Committee Coordination
- Designated Elkridge as a MDOT Bicycle and Pedestrian Priority Area
- Initiated BikeHoward update
- Initiated countywide transportation master plan
- Received NACO award for DTC Transportation Demand Management
- Update to DTC Transit Center study

## Infrastructure

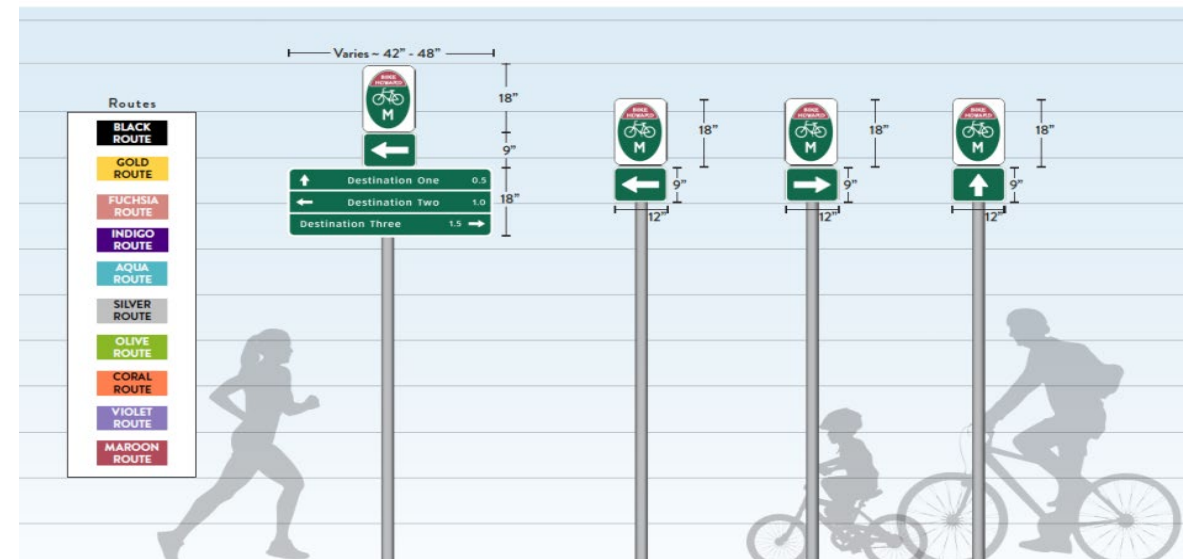
- Completed nine miles of new bike lanes
- Completed Montgomery Rd. sidewalks & bike lane
- Implemented Complete Streets Leadership Academy project on US 1 with MDOT, DPW, & Smart Growth America
- Completed planning & design for Flash bus stations
- 55 bus stop upgrades
- Finalized design for Dobbin pathway, South Entrance Trail and Patuxent Branch Trail improvements
- Started implementation of US 1 Safe Streets for All Project

## Operations

- Implemented US 1 Micro-Transit Pilot Program (HoCo RapidRide)
- Implement Old Ellicott City Trolley
- Achieved and maintained an on-time fixed-route performance of 85% to support ridership growth
- Met goal to reach 1 million riders

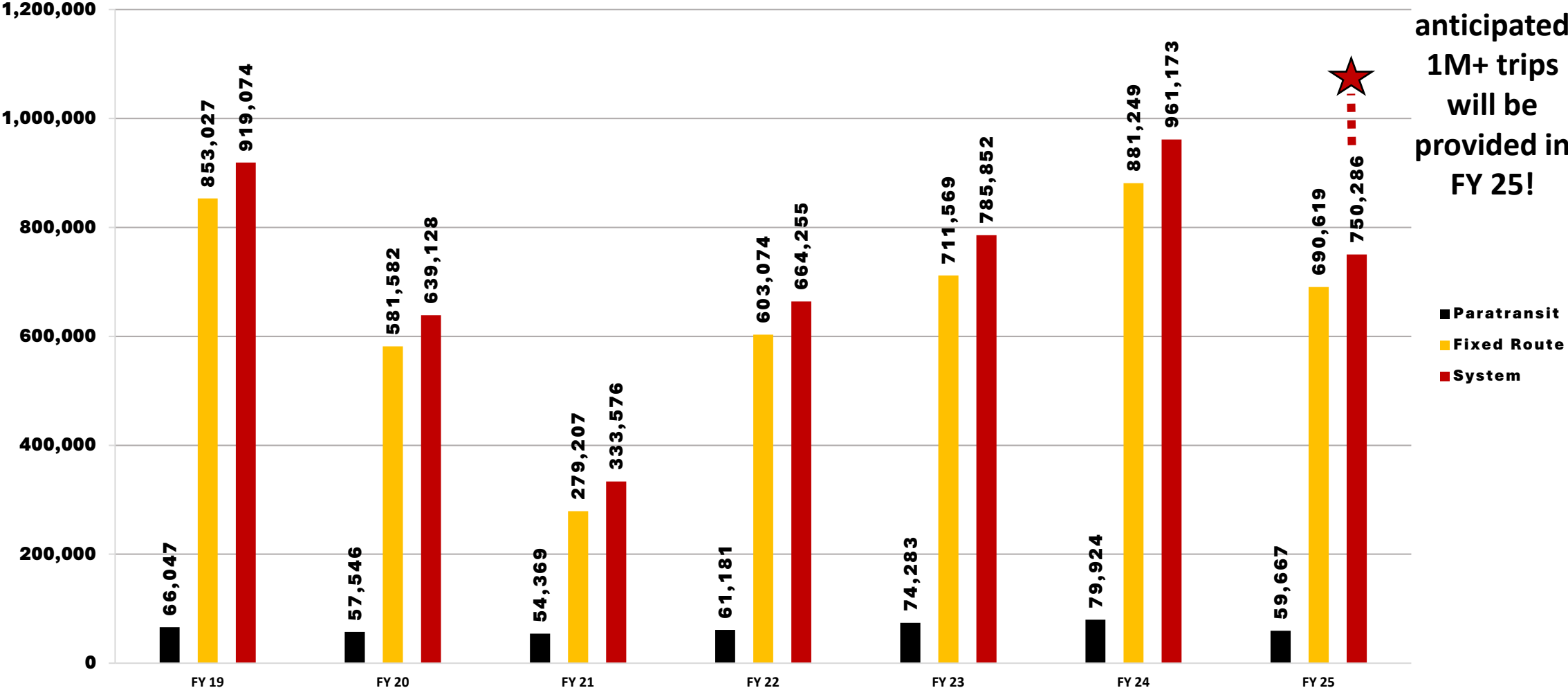
# Action Plan for FY 2026

- Complete planning and design for Flash infrastructure and service, which will launch in FY27
- Plan implementation of FY27 service to Lansdowne on RTA Route 409
- Continue to bring bus stops up to ADA standards and to improve the passenger experience
- Move the bus hub at the Mall in Columbia
- Continue to improve fleet as capital grant funds become available
- Monitor the success of the HoCo RapidRide microtransit pilot and determine if service model should be implemented in other areas of the County
- Countywide Transportation Master Plan and Bike Howard update
- Initiate construction of Dobbin Road pathway, South Entrance Trail and Patuxent Branch Trail projects
- Implement SS4A US 1 Project
- Implement the Bike Wayfinding project
- Continue partnership with HCPSS including new Safe Routes to School coordination



# RTA Ridership FY 2019 to March 2025

## RTA RIDERSHIP



# Fleet Reliability

## FY 20 - FY 27 RTA Vehicle Replacement Plan

Vehicle Types	Vehicle Replacements Ordered, Received, and Planned							
	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25*	FY 26	FY 27
Heavy and medium-duty buses	8	3	2	2	2	9	3	3
Light-duty cutaways	0	0	9	3	2	2	1	5
Sedans	4	2	0	0	0	0	2	1
Vans	0	0	0	0	4	0	0	0
<b>TOTAL</b>	<b>12</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>9</b>
* current year		Ordered and received				Ordered but not received		To be ordered
Includes HoCo RapidRide and Old Ellicott City Trolley vehicles as well								

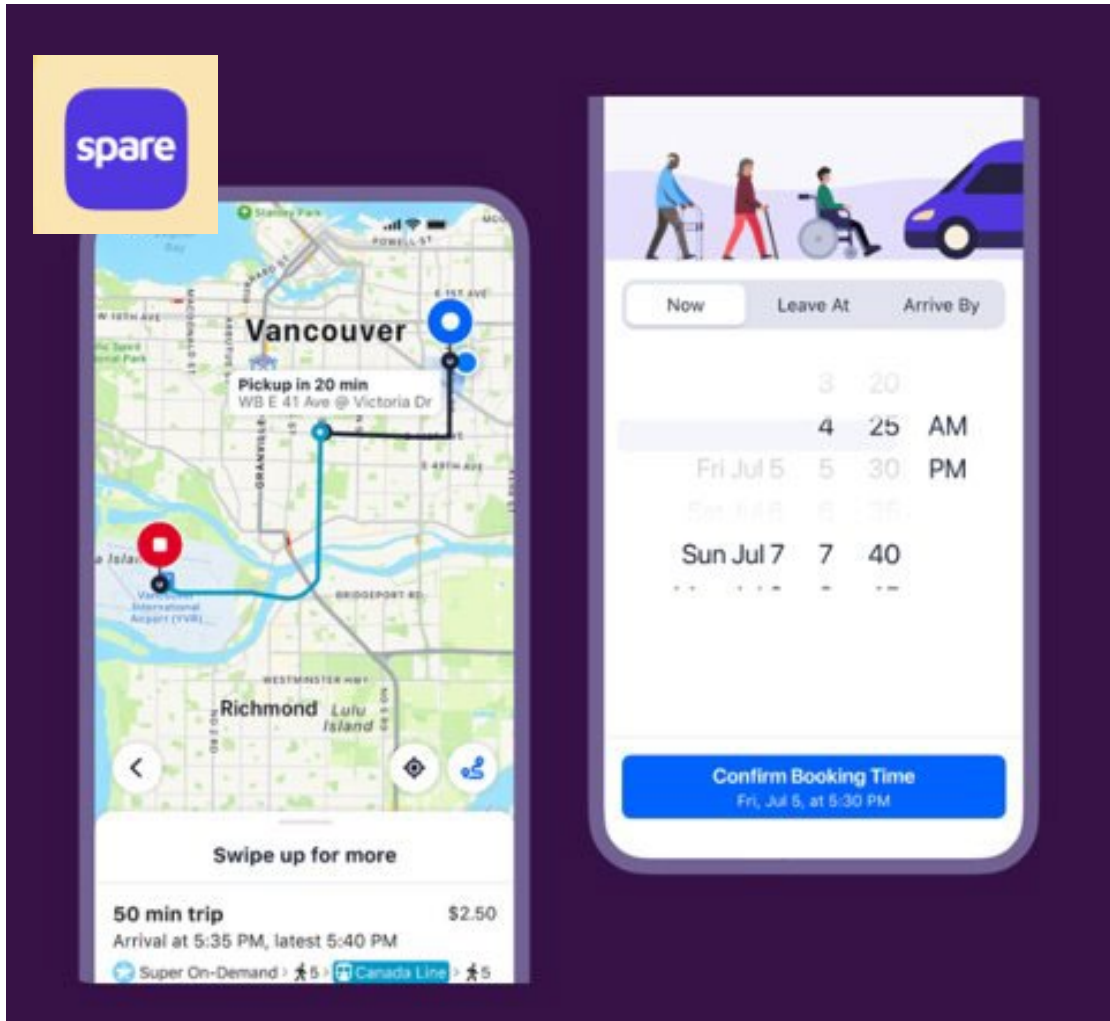
**43 vehicles have been added to the fleet or replaced since FY 20.**

# Engaged Workforce



- RTA public transit service is delivered by 150 operators, maintenance, customer service, and administrative staff to provide over 2.5 million miles of service annually.
- Bus operator hiring and retention efforts include pay increases & signing bonuses.
- The employee recognition program includes Employee of Month and Employee of the Year awards to those nominated by their peers.
- Since the beginning of FY2025, RTA has hired 40 operators with 94% of operator positions being filled.

# Technology & Customer Service



- RTA implemented Spare, new paratransit software to enhance productivity and customer service
- Improved productivity by 30-35%
- Increased on-time performance.
- Provides riders a way to manage their trips without having to call the Call Center
- Allows riders to track the vehicle on its approach to their pick-up



# New Initiatives

**HoCo RapidRide was launched on 3/17/25, and \$148,000 has been set aside to fund it through FY 26.**

- 4 vehicles provide app-based ride-hailing service within a limited area along Route 1 and in east Columbia
- The initial 30-day fare-free period was extended another 30 days until 5/17/25. Thereafter, fares are \$2 each way, but always free for students, seniors, and people with disabilities
- HoCo RapidRide operates 6:30 a.m. to 6 p.m. Monday through Friday
- This service is operated by Via
- Nearly 650 accounts have been created
- Nearly 600 passenger trips have been completed
- 99.4% of trips rated earned a 5-star rating!

