

Rider Advisory Committee

Highlights from the April 16, 2018 Meeting at Greenbelt Library

Overview of The Bus

- DPW&T operates 28 routes in the County using up to 77 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.

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. DPW&T did note that one meeting will be held on May 16, 2018 in Upper Marlboro.

Attendees welcomed the opportunity to talk with staff and express their concerns. However, they requested further consideration about holding the meetings during the weekends so that more people could attend.

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

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. DPW&T staff highlighted some preliminary recommendations impacting the Greenbelt area. These preliminary recommendations (at a concept level only) include extending the Route 17 beyond IKEA to terminating the route at the Greenbelt Metro Station and splitting the Route 18 into two separate routes and extending the northern most segment beyond the Takoma – Langley Transit Center to connect with College Park and Greenbelt communities.

TheBus Route 11

- Attendees discussed the Route 11 and their concerns about early start times in Greenbelt. Specifically, residents asked for a start time at Crescent Road at Garden Way before 5:30 a.m. One resident suggested that DPW&T could send a “deadhead” bus from D’Arcy Road to Crescent Road and pick up passengers before starting at the Greenbelt Station.

Next Step: DPW&T will consider this idea as part of the Fall 2018 service change.

The Bus Routes 14 & 16

One attendee asked how these routes could connect with each other so that College Park riders could connect with New Carrollton.

Next Step: DPW&T will look at route configuration changes through the Transit Vision Plan process.