BALTIMORE METROPOLITAN PLANNING ORGANIZATION

BALTIMORE REGIONAL TRANSPORTATION BOARD
RESOLUTION #20-9

RESOLUTION TO ENDORSE THE UPDATED BALTIMORE REGION
COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

WHEREAS, the Baltimore Regional Transportation Board (BRTB) is the designated Metropolitan Planning Organization (MPO) for the Baltimore region, encompassing the Baltimore Urbanized Area, and includes official representatives of the cities of Annapolis and Baltimore; the counties of Anne Arundel, Baltimore, Carroll, Harford, Howard, and Queen Anne's; and representatives of the Maryland Departments of Transportation, the Environment, Planning, the Maryland Transit Administration, Harford Transit; and

WHEREAS, the Baltimore Regional Transportation Board as the Metropolitan Planning Organization for the Baltimore region, has responsibility under the provisions of the Fixing America's Surface Transportation (FAST) Act for developing and carrying out a continuing, cooperative, and comprehensive transportation planning process for the metropolitan area; and

WHEREAS, the Federal Transit Administration, a modal division of the U.S. Department of Transportation, requires under FAST Act the establishment of a locally developed, coordinated public transit-human services transportation plan. Previously, under MAP-21, legislation combined the New Freedom Program and the Elderly Individuals and Individuals with Disabilities Program into a new Enhanced Mobility of Seniors and Individuals with Disabilities Program, better known as Section 5310. Guidance on the new program was provided in Federal Transit Administration Circular 9070.1G released on June 6, 2014; and

WHEREAS, the Federal Transit Administration requires a plan to be developed and periodically updated by a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Projects selected for funding under the 5310 Program are to be included in a locally developed, coordinated public transit-human services transportation plan. This plan has four required elements:
1) An assessment of available services that identifies current transportation providers (public, private and nonprofit).
2) An assessment of transportation needs for individuals with disabilities and seniors.

3) Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

WHEREAS, the purpose of human services transportation coordination is to improve transportation services for individuals with disabilities and seniors by ensuring that communities coordinate transportation resources provided through multiple federal programs. This coordination serves to enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources; and

WHEREAS, the Baltimore Regional Transportation Board, in coordination with the MDOT Maryland Transit Administration as the designated recipient, coordinated an update to the 2015 Coordinated Public Transit – Human Services Transportation Plan by engaging key stakeholders in an outreach effort to identify eligible strategies and activities (Attachment 1); and

NOW, THEREFORE, BE IT RESOLVED, that the Baltimore Regional Transportation Board endorses the assessment of unmet needs and recommended strategies and projects in the updated Baltimore Region Coordinated Public Transit – Human Services Transportation Plan.

I HEREBY CERTIFY that the Baltimore Regional Transportation Board, as the Metropolitan Planning Organization for the Baltimore region, approved the aforementioned resolution at its December 17, 2019 meeting.
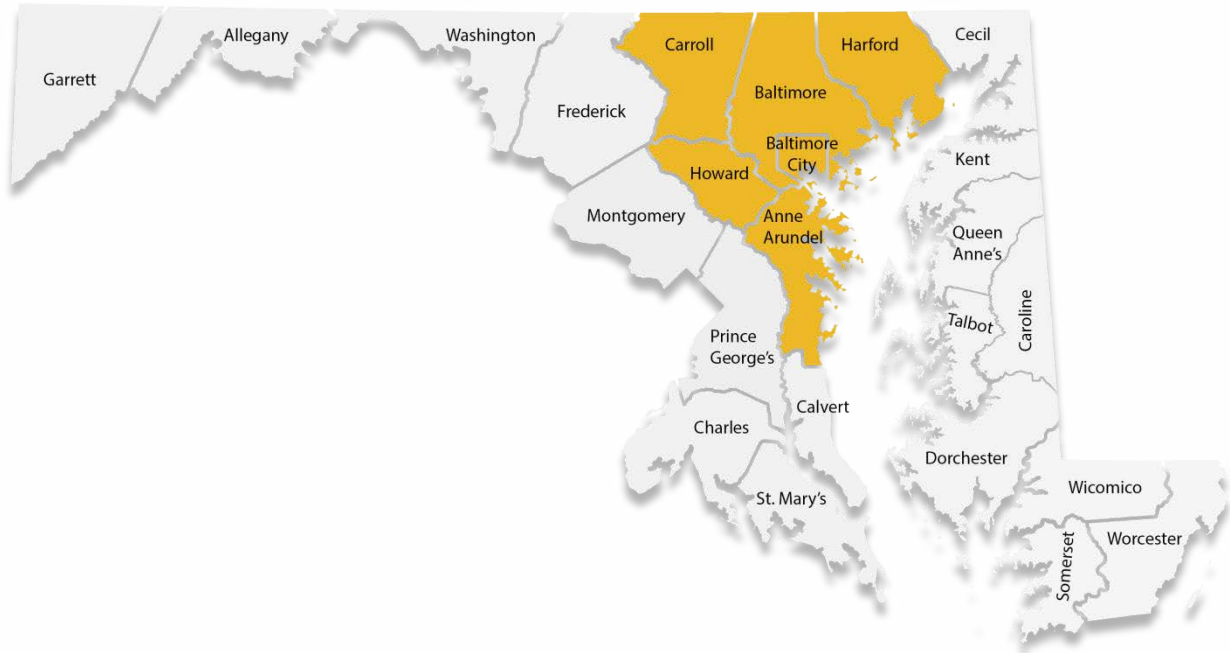
12-17-19
Date

Mary Lane, Chair
Baltimore Regional Transportation Board

Maryland Coordinated Public Transit Human Services Transportation Plans

Baltimore Region

Baltimore City and Anne Arundel, Baltimore, Carroll, Harford and Howard Counties

Final Draft

November 2019

Prepared for
Maryland Transit Administration

By
KFH Group, Inc.
Bethesda, Maryland

KFH GROUP

Acknowledgments

Input from a wide range of stakeholders was a key component in the development of this plan. Special thanks to the stakeholders who participated in a regional workshop and provided input throughout the planning process. Their input was especially beneficial in the assessment of transportation needs in the region, and in the development of potential strategies, activities and projects to improve mobility. In addition, appropriate information and pictures were obtained from the websites of some regional stakeholders.

The Baltimore Metropolitan Council provided assistance throughout the development of this plan, including workshop logistics and outreach efforts.

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Chapter 1: Background

INTRODUCTION

The Fixing America's Surface Transportation (FAST) Act serves as the authorizing legislation for funding through the Federal Transit Administration (FTA). One FTA grant program is the Enhanced Mobility of Seniors and Individuals with Disabilities Program, better known as Section 5310. One of the requirements of the Section 5310 Program is that projects selected for funding must be "included in a locally developed, coordinated public transit-human services "transportation plan."

In response to this requirement the Maryland Department of Transportation Maryland Transit Administration's (MDOT MTA) Office of Local Transit Support (OLTS) that administers the state's public transit and human service funding programs, including the Section 5310 Program, led the update of the regional Coordinated Public Transit-Human Services Transportation Plans. This is the Coordinated Transportation Plan for the Baltimore Region that includes the City of Baltimore, and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties. This plan builds upon an initial version produced in 2007, and subsequently updated in 2010 and 2015. Future projects funded through the Section 5310 Program will be derived from this updated Coordinated Transportation Plan.

The coordinated transportation planning effort was not solely limited to the Section 5310 Program. As noted in the FTA guidance, while the plan is only required in communities seeking funding under the Section 5310 Program, a coordinated transportation plan should incorporate activities offered under

Plan Contents

Chapter 1 (this chapter) provides information on the Section 5310 Program and the planning requirements.

Chapter 2 discusses the outreach process and the involvement of regional stakeholders in the planning process.

Chapter 3 provides an assessment of transportation needs in the region through a demographic analysis, as well as a review of recent plans and studies in the region that are relevant to the planning process.

Chapter 4 provides an inventory of current transportation services in the region.

Chapter 5 provides an assessment of the transportation needs in the region based on input from key stakeholders.

Chapter 6 presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.

Chapter 7 discusses proposed on-going arrangements in the region to continue the momentum from the planning process.

Chapter 8 provides the process for approval of this coordinated transportation plan.

Chapter 9 provides various resources referenced throughout this plan or helpful with efforts to improve mobility in the region.

other programs sponsored by federal, state, and local agencies to greatly strengthen its impact. Therefore, this plan takes a broader approach and includes information on a variety of transportation services offered in the region. It also provides strategies and potential projects beyond those eligible for funding through the Section 5310 Program. Overall this Coordinated Transportation Plan is designed to serve as a blueprint for future discussions and efforts in the region to improve mobility, especially for older adults, people with disabilities, veterans, people with lower incomes and young people with limited access to transportation.

SECTION 5310 PROGRAM

The Section 5310 Program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility by removing barriers to transportation service and expanding transportation mobility options. In Maryland, MDOT MTA has been designated by the Governor to receive these funds, administer the program, and conduct a competitive application process.

The objectives of the Section 5310 Program in Maryland are to:

- Maximize the use of funds available to the State of Maryland;

- Distribute funds in an equitable and effective manner;

- Promote and encourage applications from a broad spectrum of interested agencies;

- Establish criteria for evaluating applications for program funds;

- Provide technical assistance to organizations through workshops and administrative assistance; and

- Coordinate Maryland's efforts to provide quality human services transportation services by working with appropriate Federal, State and local agencies, transit customers and transportation providers to develop a cooperative, coordinated, and human services transportation system.

Additional information on the Section 5310 Program is provided in the Resources Section of this plan.

COORDINATED TRANSPORTATION PLANNING REQUIREMENTS

FTA guidance defines a coordinated public transit-human service transportation plan as one that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes;

provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. There are four required plan elements:

(1) An assessment of available services that identifies current transportation providers (public, private and nonprofit).

(2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.

(3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.

(4) Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

Guidance from FTA on the coordinated transportation planning process is also included in the Resources Section.

# Chapter 2: Outreach and Planning Process

INTRODUCTION

FTA guidance notes that states and communities may approach the development of a coordinated plan in different ways. This guidance also provides recommendations on the stakeholders, groups, and organizations that should be invited to participate in the coordinated planning process.

MDOT MTA, in conjunction with regional planning agencies and the KFH Group, led a broad approach that incorporated the federal guidelines. This effort also built upon previous coordinated transportation planning activities to ensure the involvement of a diverse group of stakeholders in the planning process.

REGIONAL WORKSHOPS

The primary outreach process for updating the regional coordinated transportation plans involved regional workshops that offered the opportunity to engage a variety of stakeholders, confirm transportation needs, and discuss potential strategies, projects, and services to improve regional mobility. With assistance from regional planning agencies, five workshops were scheduled across Maryland.
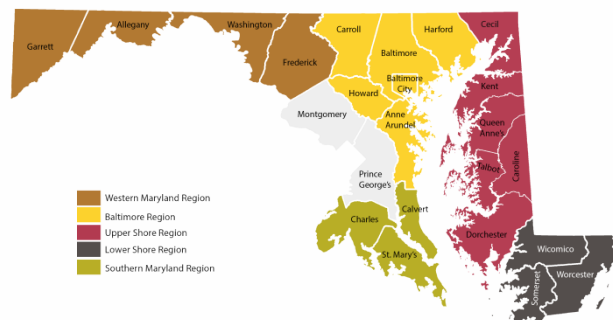
Recognizing that some stakeholders would have interest in multiple workshops, the marketing for the workshops was conducted through a statewide outreach effort that highlighted the workshop in the Baltimore Region and those in the other four regions. A statewide invitation list was developed that included various agencies and organizations familiar with transportation issues, especially in regard to older adults and people with disabilities. Collectively the invitation list was distributed to 625 stakeholders, who were also encouraged to share the invitation through their contact lists to help ensure an even broader outreach effort. In addition, press releases and flyers specific to each region were distributed to increase awareness of workshops.

Maryland Coordinated Transportation Planning Regions

Overall, the following stakeholder groups and organizations were included in outreach efforts.

- Transportation planning agencies
- Public transportation providers
- Private transportation providers
- Nonprofit transportation providers
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom Programs
- Human service agencies funding, operating, and/or providing access to transportation services
- Existing and potential riders
- Advocacy organizations working on behalf of targeted populations
- Agencies that administer health, employment, or other support programs for targeted populations
- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies
- Economic development organizations
- Faith-based and community-based organizations
- Employers and representatives of the business community
- Local, state, and federal elected officials

BALTIMORE AREA COORDINATED TRANSPORTATION PLANNING WORKSHOPS

On August 19th, 2019, MDOT MTA and BMC hosted a regional workshop to engage a variety of organizations at the local level that are aware of transportation issues, especially in regard to people with disabilities, older adults, and people with lower incomes. The Baltimore Area Coordinated Transportation Planning Workshop attracted 31 participants, including representatives from the following agencies and organizations:

- Anne Arundel County Government
- ARC – Northern Chesapeake Region
- Baltimore County Department of Aging
- Baltimore Metropolitan Council
- Catholic Charities
- Change, Inc
- Comprehensive Housing Assistance, Inc
- Hopkins ElderPlus
- Howard County Office of Transportation
- Howard County Volunteers for Disabled
- Humanim
- Mosaic Community Services, Inc
- National Federation of the Blind

- Neighbor Ride, Inc
- Partnership Development Group, Inc
- Providence Center
- RTA of Central Maryland
- Schwartz, Metz, and Wise
- Spectrum Support
- The Arc Baltimore
- The League for People with Disabilities
- Transit Choices
- Winter Growth, Inc
- 211 MD United Way Helpline

The workshop began with a discussion of the federal coordinated transportation planning requirements, the State's approach to meeting these requirements, and a review of the Section 5310 Program.

Workshop participants then broke into breakout groups to discuss unmet transportation needs in the region. Using the needs assessment included in the 2015 version of this plan, stakeholders updated transportation needs from a regional perspective to better reflect current conditions. Subsequently the revised needs assessment was discussed with the full group to allow for additional input. The results of the overall input process are reflected in the unmet transportation needs included in Chapter 4 of this plan.

In their breakout groups workshop participants also discussed current transportation resources in the region, providing input on an inventory updated from the 2015 plan. They then provided important feedback and ideas on strategies and services to better assess current needs.

MARYLAND COORDINATED COMMUNITY TRANSPORTATION WEBSITE

As in coordinated transportation planning efforts in 2010 and 2015, the outreach effort included the use of the "Maryland Coordinated Transportation Planning" website – http://www.kfhgroup.com/marylandcoordinatedplans/. This website included regional pages that provided access to previous Coordinated Transportation Plans for each of the five regions, highlighted the regional workshops, and were used for posting draft versions of the updated plans. The website also offered a "Feedback" page for stakeholders unable to attend a workshop through which they could provide their input on transportation needs and potentials improvements.

Chapter 3: Demographic Analysis and Previous Plans and Studies

INTRODUCTION

Federal Transit Administration (FTA) coordinated planning guidelines require an assessment of transportation needs for individuals with disabilities and seniors. FTA notes that this assessment can be based on the experiences and perceptions of the planning partners, or on more sophisticated data collection efforts.

The transportation needs assessment for the Baltimore region focuses on these population groups, and also involves a broader approach that builds upon previous coordinated transportation planning efforts.

POPULATION ANALYSIS

Population Growth

For purposes of this plan, the Baltimore region consists of Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties, and Baltimore City. Overall the region has seen a thirteen percent increase in population over two decades with each locality seeing varied population changes (see Table 3-1). Notably, Baltimore City is the only area in the region that has seen a decline in population from 1990-2010. 2013-2017 American Community Survey (ACS) 5-year estimates are the most recent population numbers from the Census Bureau. Since 2010, each jurisdiction outside of Baltimore City and Carroll County has experienced at least 1% population growth. Howard County has had the highest growth rate from 2010-2017 at 8.85%.

Table 3-1: Population Characteristics

Jurisdiction	1990 Population	2000 Population	2010 Population	2017 Population	1990-2000 % Change	2000-2010 % Change	2010-2017 % Change
Anne Arundel County	427,239	489,656	537,656	564,600	14.61%	9.80%	5.01%
Baltimore City	736,014	651,154	620,961	619,796	-11.53%	-4.64%	-0.19%
Baltimore County	692,134	754,292	805,029	828,637	8.98%	6.73%	2.93%
Carroll County	123,372	150,897	167,134	167,319	22.31%	10.76%	0.11%
Harford County	182,132	218,590	244,826	250,132	20.02%	12.00%	2.17%
Howard County	187,328	247,842	287,085	312,495	32.30%	15.83%	8.85%
Baltimore Region	*2,348,219*	*2,512,431*	*2,662,691*	*2,742,979*	*6.99%*	*5.98%*	*3.02%*

Table 3-2 shows a population projection for the Baltimore region. The population is projected to increase by a rate of 6.61 percent over the next twenty years. Harford County is expected to see the highest amount of growth followed by Howard County. Baltimore City's population is projected to increase along with the rest of the Baltimore region.

Table 3-2: Population Projection

Jurisdiction	2020 Population	2030 Population	2040 Population	2020-2030 % Change	2030-2040 % Change	2020-2040 % Change
Anne Arundel County	580,000	606,700	628,050	4.60%	3.52%	8.28%
Baltimore City	634,100	651,100	659,100	2.68%	1.23%	3.94%
Baltimore County	847,000	862,200	880,750	1.79%	2.15%	3.98%
Carroll County	175,900	183,250	189,550	4.18%	3.44%	7.76%
Harford County	258,650	273,150	291,100	5.61%	6.57%	12.55%
Howard County	332,250	357,100	366,350	7.48%	2.59%	10.26%
Baltimore Region	*2,827,900*	*2,933,500*	*3,014,900*	*3.73%*	*2.77%*	*6.61%*

Source: Baltimore Regional Transportation Board's Cooperative Forecasting Group

Population Density

Population density is often used as an indicator of what transit services are feasible in a particular area. For example, a density of 2,000 persons per square mile will support a daily fixed route service while a population below this threshold may be better suited for a demand response system or deviated fixed-route type of service. Due to the higher density in the region, the population density rating scale was changed so that a block group with a density of 20,000 persons per square mile was the highest rated.

Population density in the Baltimore region is centralized in Baltimore City and inner-beltway Baltimore County. Howard County's density is concentrated around US-29, while Harford County's densest areas are along U.S. Route 1 and I-95. Anne Arundel County has larger density at its Baltimore border and in Annapolis. Carroll County is mostly rural in nature, with Westminster and Eldersburg being the densest places in the county. Figure 3-2 provides a visualization of the population density in the Baltimore region.

Transit Dependent Populations

The need for public transportation is often derived by recognizing the size and location of segments of the population most dependent on transit services. Transit dependency can be a result of many factors. Some of these include; no access to a personal vehicle, a disability that prevents a person from operating a personal vehicle, age, and income. Establishing the location of transit dependent populations aids in the evaluation of the current population while identifying potential gaps in transit services.

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation; including population density, autoless households, elderly populations (age 65 and over), youth populations (ages 10-17), and below poverty populations.

Transit Dependence Index (TDI)

Figure 3-3 displays the overall TDI rankings for the region. Similar to the population density analysis, the block groups with a TDI classification of high and very high are primarily around Baltimore City.
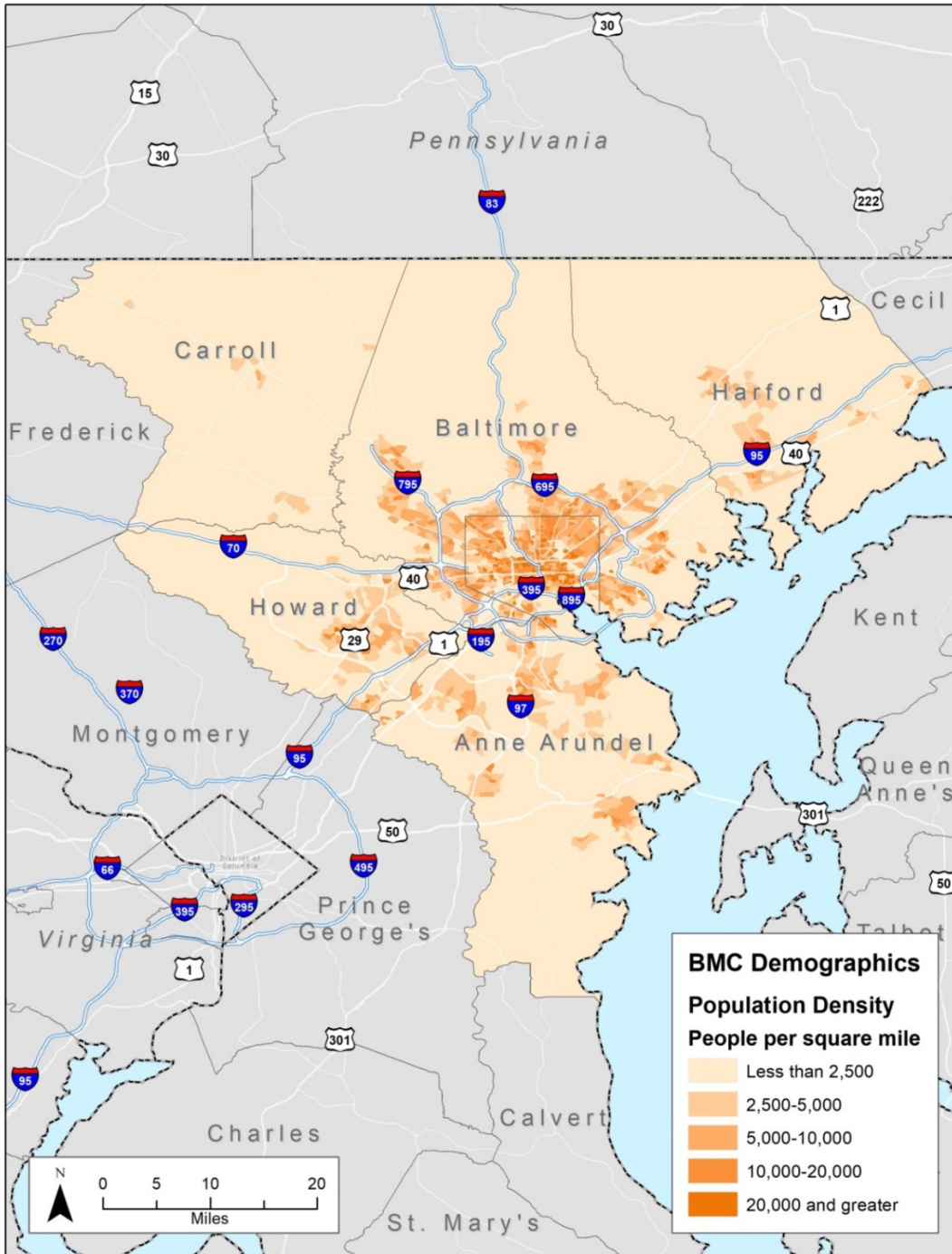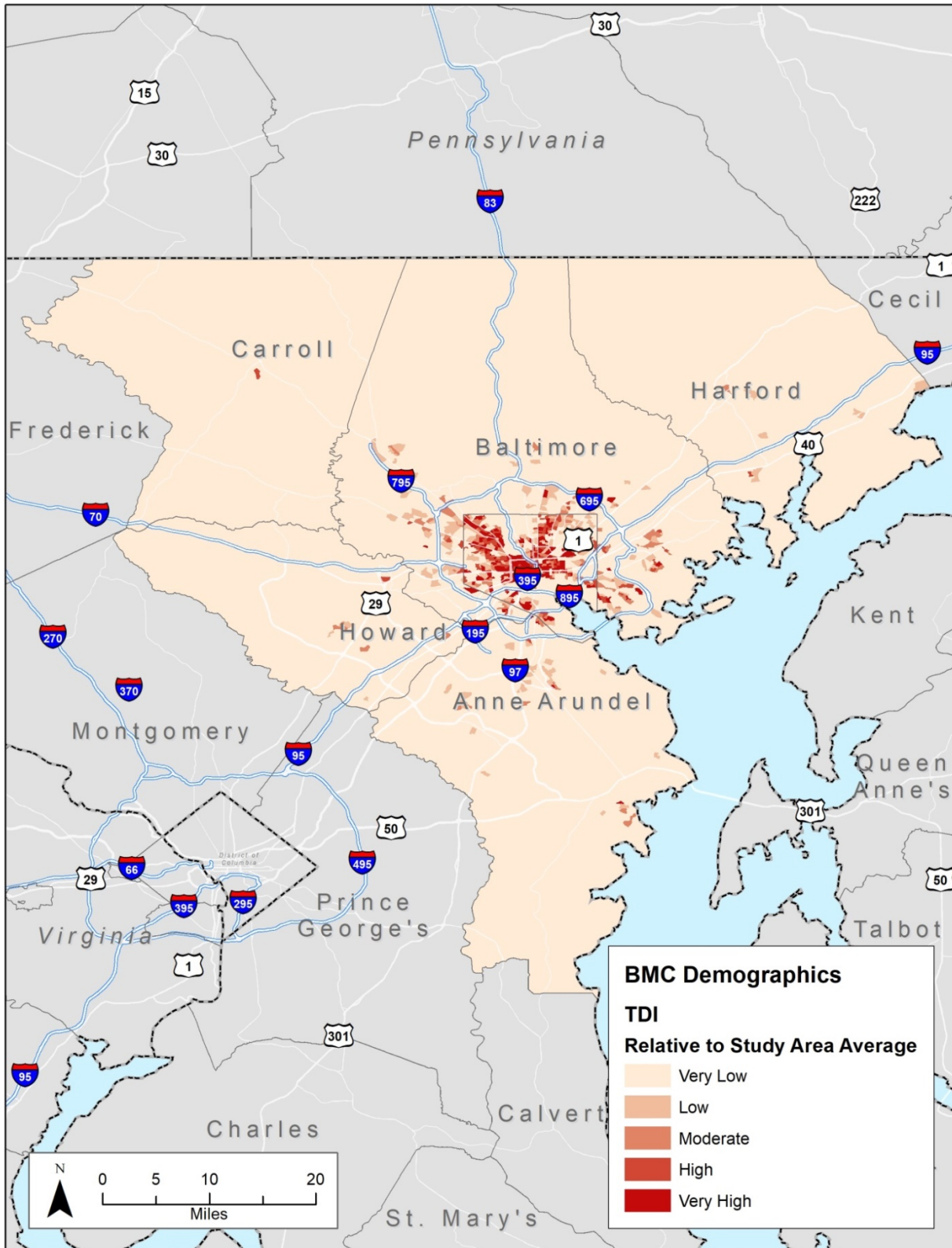
Figure 3-2: Population Density

Figure 3-3: Transit Dependence Index

Transit Dependence Index Percent (TDIP)

The TDIP is a similar measure to the TDI, however slight distinctions exist between the two. The TDIP excludes the population density factor. It measures the degree of vulnerability per unit of analysis, whereas TDI measures the amount of vulnerability in comparison to the average of the overall study area. Like the TDI, a TDIP output with a higher value represents an area where a large proportion of transit dependent person exist.

Figure 3-4 shows the highest transit need based on percentage. Baltimore City has a concentration of block groups that have a high need for transit based on the percentage measure, as do the eastern part of Harford County and the US-50 corridor in Anne Arundel County.

Autoless Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transportation than those households with access to a car. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important because some areas of the region are rural and not conducive to non-motorized travel. Figure 3-5 displays the relative number of autoless households. In the study area, Baltimore City has the highest concentration of autoless households. The southern portion of Baltimore County also contains a large number of high or very high autoless households. Other areas that have a high number of autoless households include Westminster in Carroll County, as well as parts of Columbia, Ellicott City, Havre de Grace, and Bel Air.

Older Adult Population

The older adult population is comprised of individuals who are 65 years and older. Persons in this age cohort may begin to decrease their use of a personal vehicle and rely more on public transportation. Figure 3-6 shows the relative concentration of seniors in the Baltimore region.

Individuals with Disabilities

Individuals with disabilities may be unable to operate a vehicle and thus be more reliant on transit. Figure 3-7 illustrates the block groups in the region classified as having the highest number of individuals with disabilities. There are several block groups with an above average percentage of individuals with disabilities in the Baltimore region.

Low-Income Population

Individuals that earn less than the federal poverty level are less likely to own a personal vehicle. In these cases, public transportation provides those in this socioeconomic group mobility and the ability to access jobs, medical facilities, and educational facilities. In the study region Baltimore City contains many of the block groups with individuals living below the poverty level. Figure 3-8, illustrates where individuals living below the federal poverty level are concentrated.
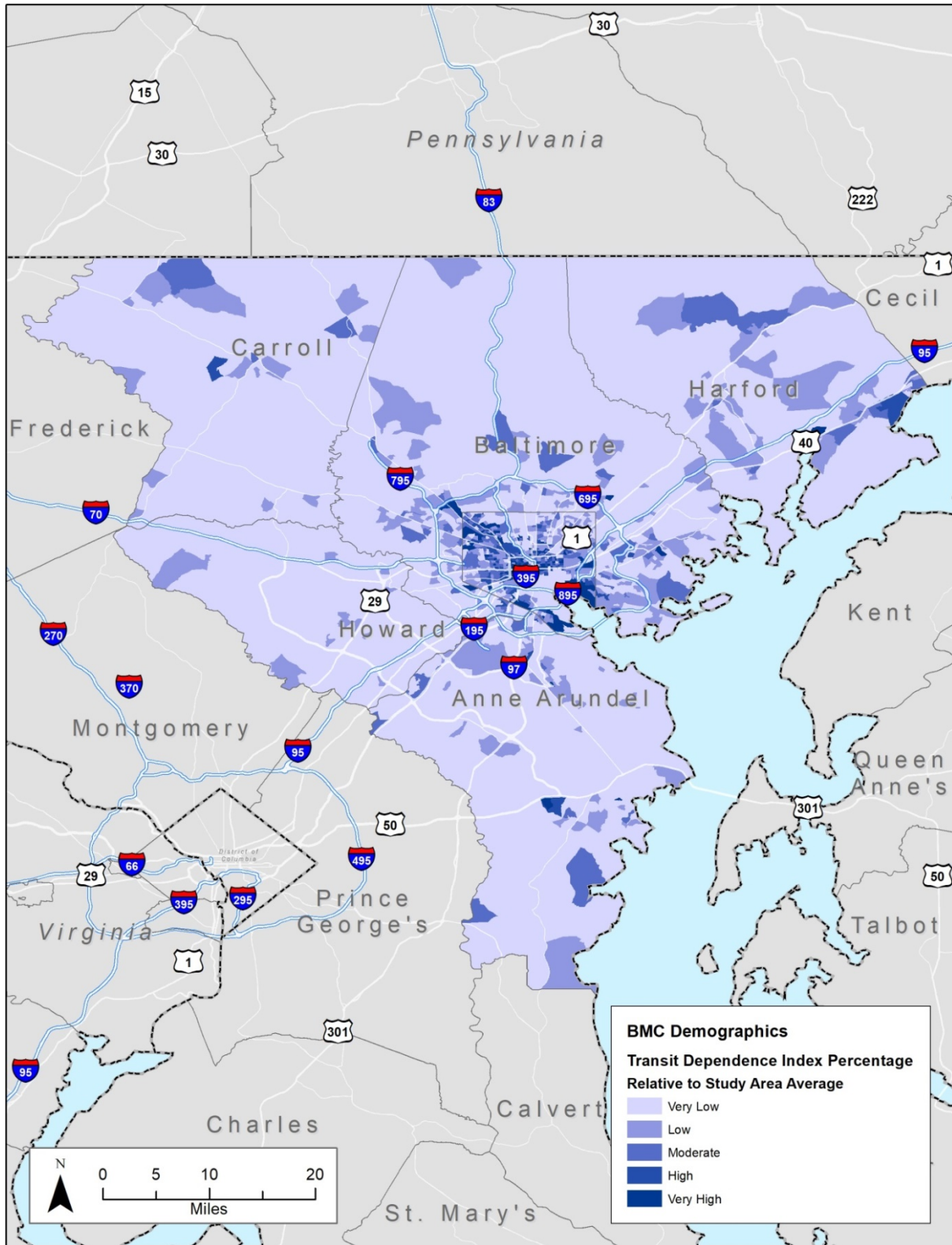
Figure 3-4: Transit Dependence Index, Percentage

Figure 3-5: Autoless Households
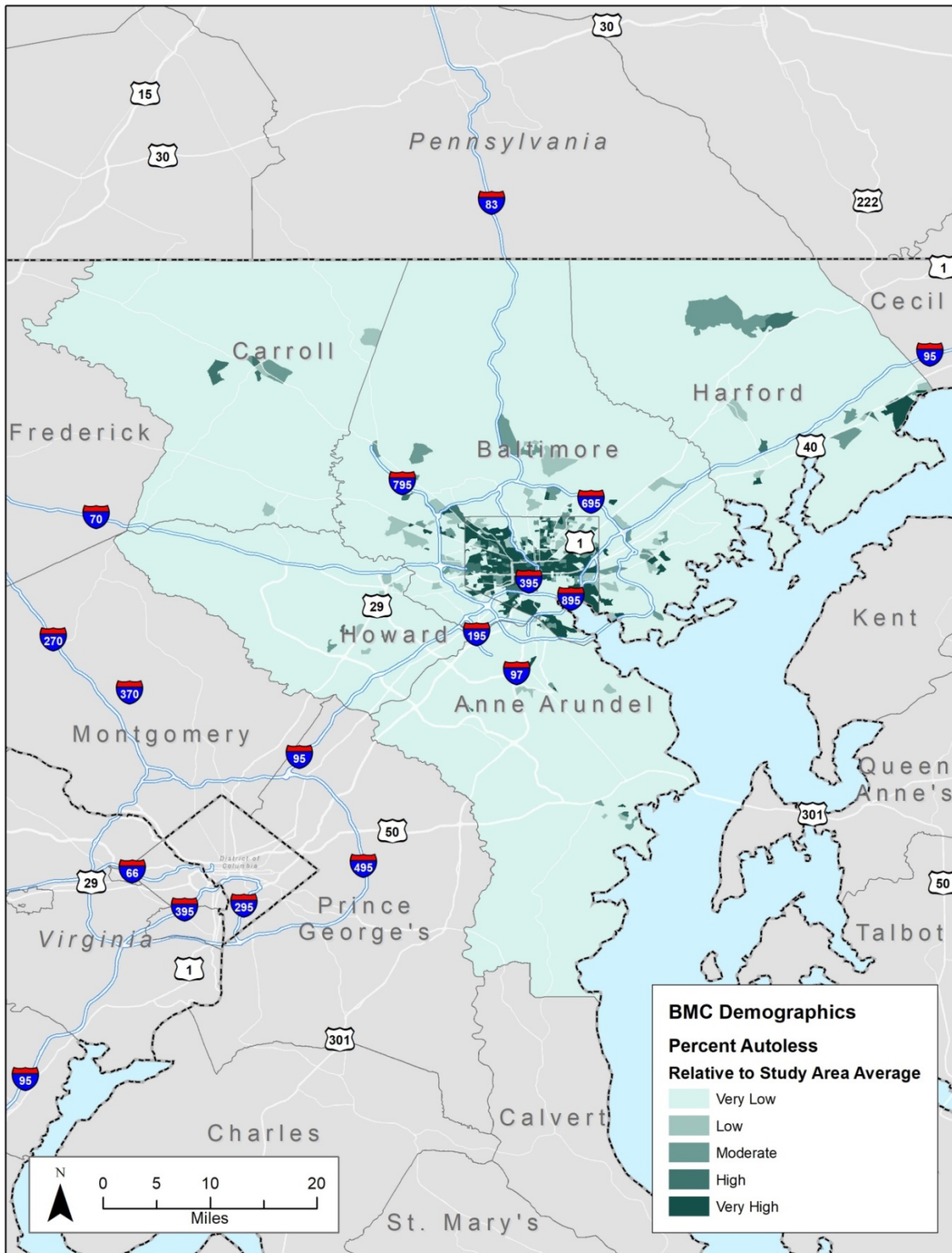
Figure 3-6: Older Adults
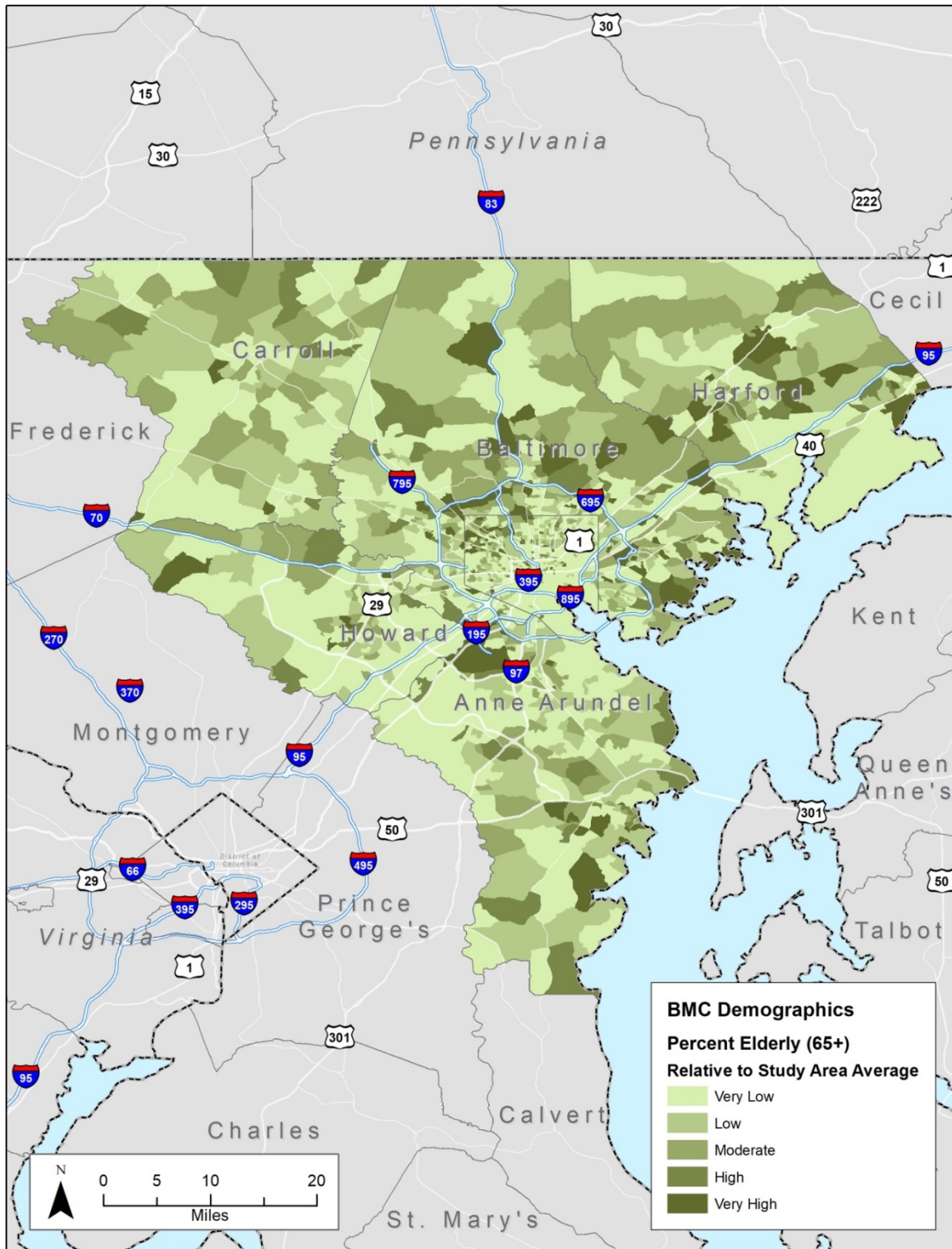
Figure 3-7: Individuals with Disabilities
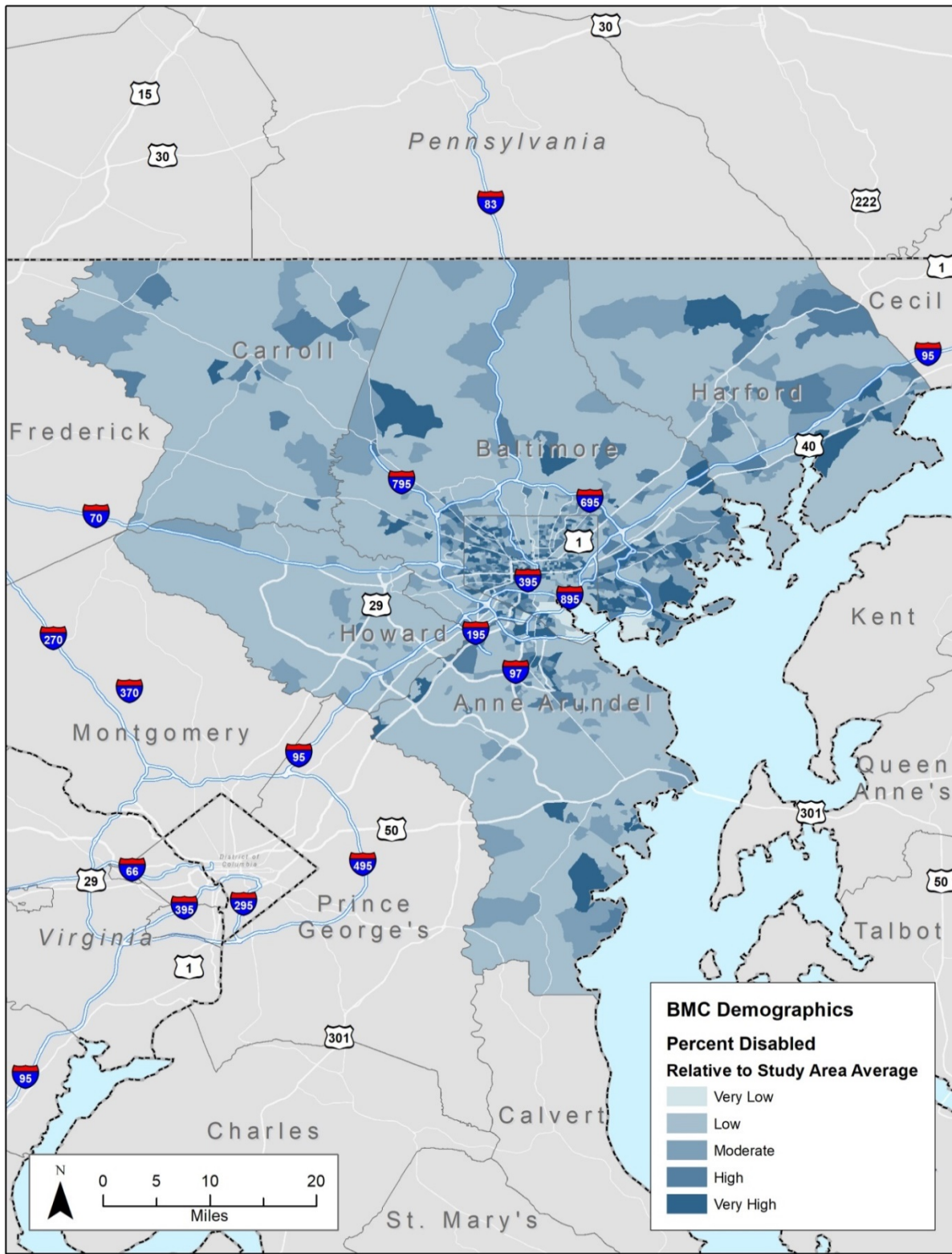
Figure 3-8: Individuals Below Poverty
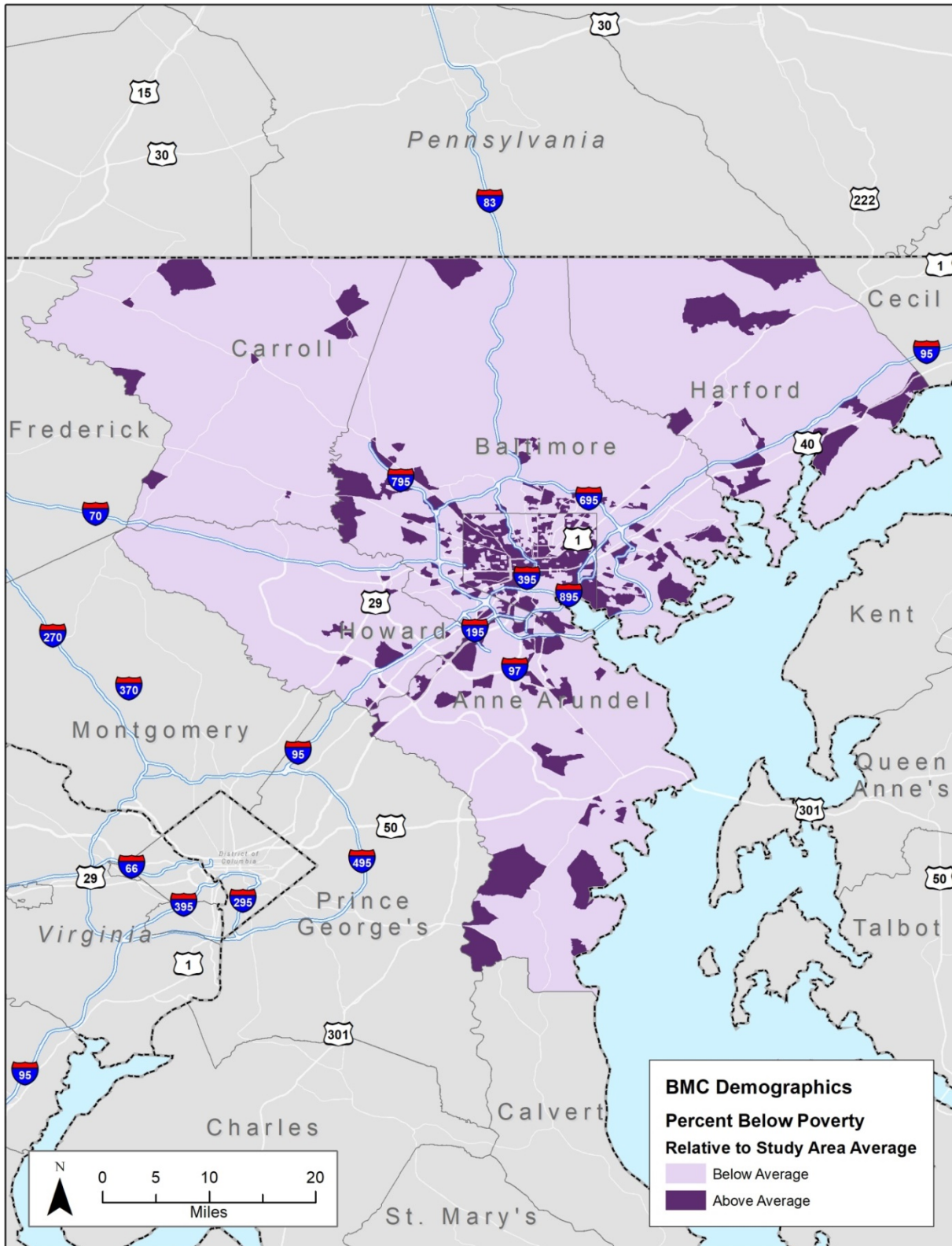
LAND USE PROFILE

Identifying land uses and major trip generators in the Baltimore Region complements the above population profile by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations like multi-unit, subsidized, and senior housing, major employers, medical facilities, educational facilities, non-profit and governmental agencies, and shopping centers. Trip generators are mapped in Figure 3-9. The majority of trip generators in the region correspond to the areas of highest population density. In Carroll County, the majority of the trip generators are in Westminster. In Baltimore County, many trip generators are located around Baltimore City. In Howard County, the Columbia area has a high number of trip generators. In Anne Arundel County, many of the trip generators are along the eastern part of the county. In Harford County, Bel Air has a high number of trip generators.

Figure 3-9: Major Trip Generators
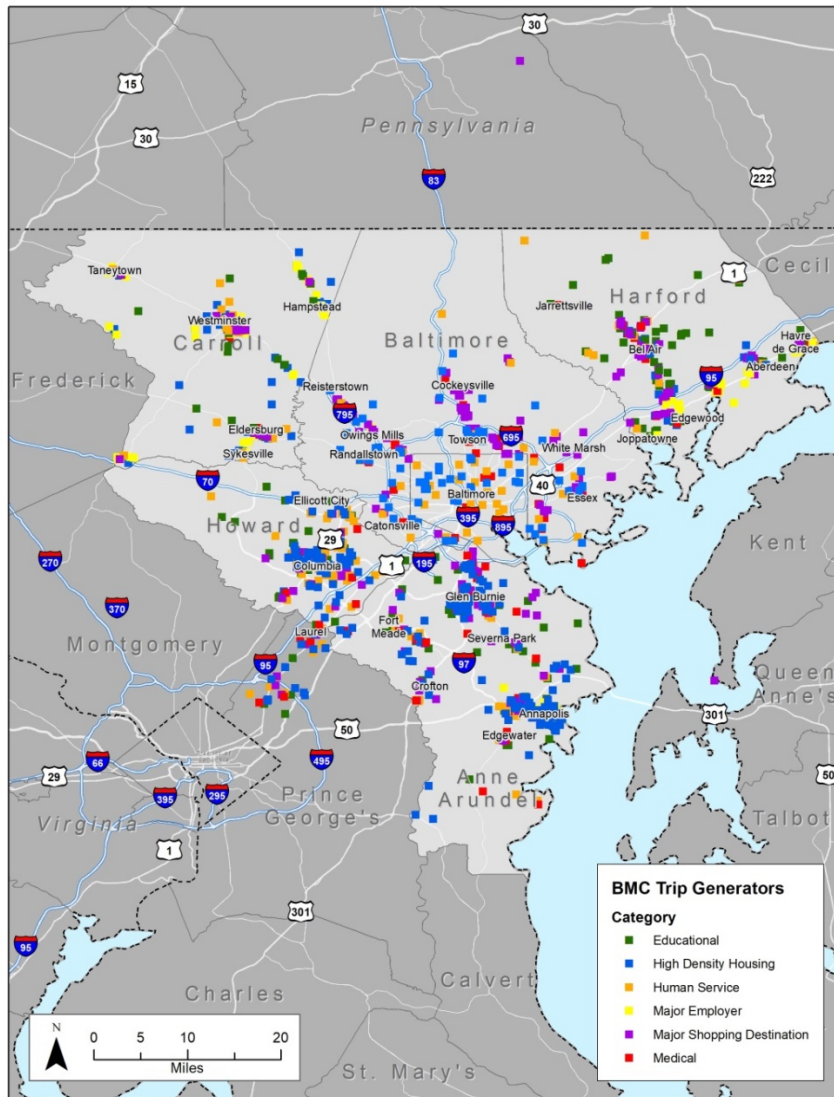
PREVIOUS PLANS AND STUDIES

As part of the overall needs assessment, this section provides a summary of recent county and city plans in the region relating to transportation as well as links to the original documents. A primary component of this review is transit development plans conducted for the LOTS in the region. A transit development plan (TDP) is a short-range transit plan that serves as a guide for planning public transportation improvements for a transit program over a five-year horizon. The MTA works with the LOTS, as a recipient of grant funding through the MTA, to conduct a TDP approximately every five years. The TDP then serves as a basis for preparing the annual transportation plan (ATP), which is the state's annual grant application for transit funding.

This section also includes links to other studies and plans on issues related to transportation and mobility in the region.

TRANSIT DEVELOPMENT PLANS

Central Maryland

In 2018 a TDP was completed for the Central Maryland area that includes Anne Arundel County (except the City of Annapolis), Howard County, and Northern Prince George's County including the City of Laurel. The TDP presented a variety of alternatives based on input collected through rider surveys, community surveys, online surveys, public meetings, Anne Arundel, Howard, Prince George's Counties, and the City of Laurel staff, and stakeholders representing local agencies and advocacy groups.

Service alternatives were developed for each of the existing fifteen Regional Transit Agency (RTA) fixed-routes as well as policy proposals to address the growing demand for RTA's General Paratransit Service (GPT). In addition, expansion route alternatives were developed to improve connections to employment and services in the region and to other regional operators such as MTA. The service alternatives attempt to address the following:

- Realign routes to meet current needs and changing land uses.
- Streamline or shorten routes to reduce the time for riders.
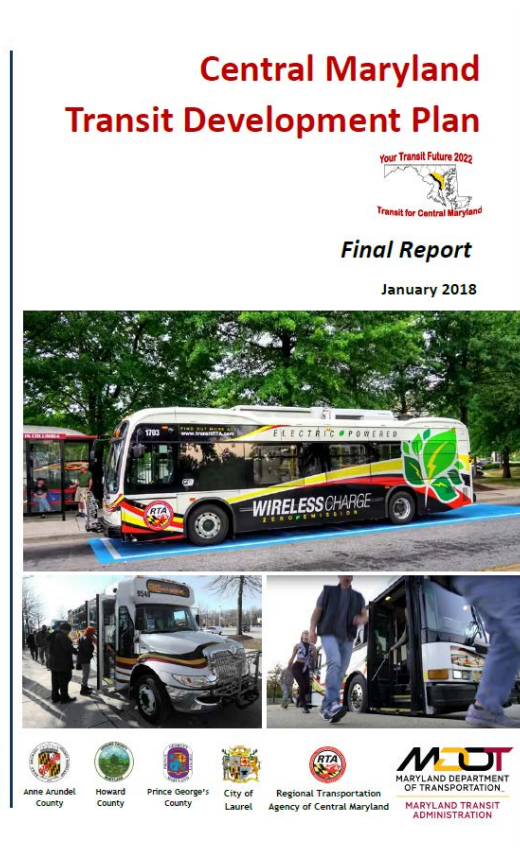
- Increase the frequency on many routes.
- Improve connections to jobs and vital services.
- Increase the level of service that is operated on the weekends.

City of Annapolis

The City of Annapolis updated its TDP in 2019. The TDP was last updated in 2010. Input from the Public Advisory Committee updated the goals and objectives to reflect current community needs and priorities which include. Some goals remain the same including:

- Create a more seamless transit system within the city.
- Providing transit services to connect residents to job opportunities.
- Providing a transportation alternative that helps reduce traffic congestion.

Much of the input collected from riders, stakeholders and the general public focused on improvements that would make the service more reliable and convenient, such as increased frequency and longer hours of service, more information and marketing, and capital needs. Based on these issues, a transit service plan was proposed based on the short-term, mid-term and long-term. This plan reflects the decisions of the study team and Annapolis Transit staff on the preferred sub-alternatives for the route network design.

Annapolis Transit
Transit Development Plan

FINAL REPORT

April 2019

Prepared for
Annapolis Transit, City of Annapolis, Maryland

KFH GROUP

Prepared by
KFH Group, Inc.
Bethesda, Maryland

Short-term (1-2 years)

- Pilot Feeder Connection to Core Route
- Improve Bus Stop Amenities and Accessibility

Mid-term (2-5 years)

- Implement 15-minute Headways on Brown Route
- Implement 30-minute Headways on Pilot Feeder Connection Route
- Restore Circulator hours of service

Long-term (5 plus years)

- Green route service expansion
- Extend Monday-Saturday Evening Hours and New Sunday Service
- Microtransit

Baltimore County

Baltimore County updated its TDP in February 2016. The TDP presents a "road map" for public transportation improvements for 5 years. The planning process for the TDP is being guided by staff at CountyRide (a program of the Baltimore County Department of Aging), the Department of Aging's Transportation Advisory Board, and the MTA.

Key issues identified by stakeholders and riders for improving CountyRide include:

- Improving the scheduling process, long telephone hold times and advance reservation period.
- Expanding capacity to meet the demand.
- Expanding hours of service.
- Reducing trip cancellations (likely due to the scheduling process with a two-week advance reservation policy).

Based on these issues, a range of shorter-term alternatives (which require no or minimal new funding) and longer-term alternatives (which require new funding) to consider were presented. The proposed alternatives include:

Short-Term Improvements (2016 - 2018)

- Address long telephone hold times by implementing CountyRide's planned phone "menu" for riders and encouraging riders to use the IVR and IWR systems to reserve trips.

- Revise scheduling policies such as providing a one-week instead of two-week reservation time for medical appointments and a three-day or two-day reservation time for miscellaneous trips.

- Enhanced use of Trapeze for scheduling/dispatch to develop more efficient schedules and productive service.

- Upgrading the computer system to include swipe card technology for fare payment.

Long-Term Improvements (2019 – 2021)

- Increase capacity with added CountyRide Vehicles and approximately 5400 additional annual vehicle service hours.

- Increase capacity with a user-side subsidy taxi program.

- Lengthen the service day

Carroll County

Carroll County is currently updating its TDP that was last adopted in January 2013. Through the planning process to this point the following key issues have been identified:

- There is a need for out-of-county transportation services for employment (bidirectional); medical; and other trip purposes.
- Transit services that begin earlier and end later each day are needed so that people can use the services to access work opportunities.
- The Trailblazer routes cover most of the concentrated population centers of Carroll County, but riders and stakeholders reported that a shorter ride time is needed and more frequency of service is needed. The service alternatives will likely have potential routing improvements for these routes.
- Increased marketing of the public transit program is needed. Thirty-eight percent of the respondents to the public survey had not heard of the program.
- Lower cost transit services are needed for people with disabilities.
- Additional capacity is needed on the CTS system.
- Additional transit infrastructure, including sidewalks and shelters, is needed.
- Specific locations needing services included: Airpark Square, the MVA, Fairhaven Senior Community (Sykesville/Eldersburg); and senior communities in Eldersburg.
- In addition to the wealth of information provided concerning transit needs, there were a significant number of comments on the public survey that voiced opposition to any transit option that connected Carroll County to the greater Baltimore Metropolitan Area.

Based on these issues, the proposed service and organizational alternatives at this point in the planning process are focusing on:

- Trailblazer Route Adjustments
- Extended Hours and Days of Service
- Limited Out-of-County Service
- Demand-Response Changes
- Mobility Management and Marketing
- Ridesharing Application
- Infrastructure Improvements
- Technology Improvements
- In-House versus Contracted Service Discussion

Harford County

The Harford County TDP was last updated in 2018, and is intended to improve the efficiency and effectiveness of Harford Transit LINK. The planning process was guided by Harford Transit LINK staff, members of the TDP Working Group, and MDOT MTA staff.

Through the planning process, the following goals emerged:

- Meet the travel needs of residents as much as is feasible – Be able to provide trips to workplaces, schools, shopping destinations, and medical facilities
- Connect residents to jobs and services outside of Harford County
- Promote effective land use
- Improve pedestrian and bicycle connectivity and coordinate with County Planning and Zoning
- Generate support through partnerships with human service agencies and the business community
- Offer a viable alternative to automobile transportation
- Provide major transit infrastructure improvements to support continued growth in transit services

Harford Transit LINK Transit Development Plan

FINAL REPORT

August 2018

Prepared for
Harford Transit LINK, Harford County, Maryland

Prepared by
KFH Group, Inc.
Bethesda, Maryland

Based on these issues, a range of shorter-term alternatives (which require no or minimal new funding) mid-term and longer-term alternatives (which may require new funding or resources) to consider were presented. The proposed alternatives include:

Short-Term Improvements

- System-wide route adjustments
- Feasibility Study for Expanded/New Facility

Mid-Term Improvements

- Implement Saturday service
- Extend evening hours
- Serve the new University of Maryland Upper Chesapeake Medical Center – Havre de Grace

Long-Term Improvements

- Implement Sunday service
- Implement peak hour service (30-minute headways) on core routes

COMPREHENSIVE PLANS

Anne Arundel County

Anne Arundel is currently drafting its 2020 comprehensive plan "Plan2040", and plans to complete it by February 2020. The County last adopted its General Development Plan in 2009.

The plan establishes a vision for the future based on four core principles: balanced growth and sustainability, community preservation and enhancement, environmental stewardship and quality public services.

The County's key transportation objective is to create a safe and well-managed transportation network that provides great choice for the traveler and limits or even reduces congestion on the road system. The plan includes proposals to improve roadways, regional/local transit, expanded bicycle and pedestrian networks, and improved connections between different modes to reduce reliance on single-occupancy vehicles and reduce vehicle emissions. Additionally, the plan supports mixed-use development, higher densities around transit hubs and retention of neighborhood retail and services to further promote transit use.

Baltimore County

Baltimore County last adopted its "Master Plan 2020" in 2009. The plan guides the coordinated, adjusted, and harmonious development of the County.

The County's transportation goals include providing infrastructure and services that support diverse travel needs within the region, foster responsible land use decisions, enhance economic development strategies and promote environmental stewardship. The plan states that land use decisions in the past have not adequately addressed growing transportation needs, and therefore permitted a large increase in vehicle miles traveled. In addition, the existing transportation system had created a vehicular dependent pattern.

The plan promotes the development of compact, mixed-use, transit-friendly, walkable communities, and the transportation systems to complement these communities. Proposed strategies include:

- Continued support of proposed regional transit service.
- Actively support transit-oriented development (TOD).
- Assure adequate roads appropriate for rural areas.
- Provide appropriate pedestrian facilities.
- Expand pedestrian and bicycle policies and facilities to meet the needs of current and future, residents, enhance safety, improve access to transit and support community revitalization.

City of Baltimore

The City of Baltimore last adopted its Comprehensive Master Plan in 2006, which was the first new plan for Baltimore in over 30 years. The plan directs economic growth and quality of life initiatives for 10 years and acknowledges the integral role of transportation planning in promoting economic development.

The City's transportation goals include improving transportation access and choice for city residents. Some of the strategies identified include:

- Create a pedestrian plan city-wide.
- Create intermodal transit hubs in areas of low automobile ownership.

A second transportation goal is to improve access to jobs and transportation linkages between businesses. Some of the strategies identified include:

- Expand outreach to encourage use of One-Stop Employment Centers.
- Expand the number of participants in the Commuter Choice program.
- Create Transit-Oriented Development zoning and incentive programs for transit nodes throughout the City.

Another transportation goal is to ensure safe and convenient transportation to and from educational facilities. Some of the strategies identified include:

- Implement "Safe Routes to School" program at schools.
- Make reduced fare transit programs available to all college students

Carroll County

Carroll County last adopted its Master Plan in 2014, which is an update of its 2000 Master Plan.

The County's transportation goal is to provide a safe and functional intra-County transportation system that promotes access and mobility for people and goods through a variety of transportation modes. The plan states that the region's fastest growing travel pattern will continue to be the suburb-to-suburb commute.

The plan's policy goals include providing a safe and functional intra-County transportation system, fund needed improvements for County roads and state highways, and develop pedestrian and bicycle opportunities.

The plan's recommended strategies include:

- Reduce traffic congestion by enhancing connectivity and upgrading inter and intra-county connector transportation routes.

- Enhance the safety of the County's roadways by enhancing connectivity and upgrading inter and intracounty connector transportation routes.
- Work with the State Highway Administration to address needed high priority state highway upgrades, as deemed by the County that are unfunded.
- Investigate the value of developing a Complete Streets Policy for relevant areas of the County.
- Update the 1962 Major Street Plan.

Harford County

Harford County last adopted its Comprehensive Plan "HarfordNEXT – A Master Plan for the Next Generation" in 2017. The plan serves as a policy guide for implementing innovative ideas that will help build strong communities, grow a competitive economic base, and preserve its rich heritage. The plan also supports a vision for "holistic transportation planning" that recognizes transportation's integral role in balancing land use, economic development, mobility and environmental sustainability while emphasizing the promotion of transportation alternatives and reducing vehicle miles traveled. The goals include:

- Preserving rights-of-way to ensure current and future road capacity and reduce the cost of constructing improvements such as travel lanes, sidewalks, and bicycle lanes.
- Improve road safety conditions for motorized and non-motorized transportation
- Reduce congestion on roadways
- Allow for efficient movement of freight and agriculture equipment.
- Establish development standards that incorporate multimodal options and connectivity into new projects.
- Develop a pilot program establishing temporary car-free zones, bicycle boulevards, car sharing and bike sharing.
- Expand commuter train and bus service along the northeast corridor.
- Improve local transit services, create a central bus transfer hub, improve headways on all routes, and establish safe and accessible bus stops.

Howard County

The Howard County General Plan (PlanHoward2030) was adopted in 2012 and last amended in February, 2018. The plan establishes land use policies and goals over a two decade period and is scheduled for an update by 2022. The plan not only promotes the concept of sustainability, but is organized around it.

The County emphasizes more transit, bicycle, and pedestrian improvements while improving the existing roadway network. PlanHoward2030 aims to promote a better balance among the County's transportation plans through new and revised land use, transportation plans and funding which are expected to reduce automobile trips.

Goals include:
- Increasing public awareness of the relationship between personal vehicle miles traveled and highway congestion, air quality, greenhouse gases, and energy independence, as well as how more

compact growth patterns and alternate modes of travel can help achieve a sustainable and more environmentally and personally healthy balance.

- Coordinating State, regional and local planning and implementation for critical improvements and new transportation facilities based on evaluation of options using a wide range of performance, health, environmental, and financial criteria.
- Prioritize and pursue cost effective, long-term capacity improvements to the road and highway network to support future growth in accordance with place type designations.
- Enhance the accessibility and quality of existing and future transit services.
- Utilize regional studies to develop an effective plan for significantly expanded regional transit service.
- Reduce highway congestion, energy consumption, and greenhouse gases by increasing the number of residents using alternate modes of transportation and through transportation demand management strategies.

The County called for further study of the US 29, MD 32 and US 1 Corridors and advance the development of Bus Rapid Transit via a series of planning and design studies. These three corridors were identified to address three primary concerns:

- Addressing congestion on the US 29 Corridor
- Providing better regional transit along the county's commercial corridors
- Enhancing transportation connections between the county's major economic activity areas

OTHER PLANS AND STUDIES

Maximize2045

Completed in July, 2019, by the BRTB, *Maximize2045: A Performance-Based Transportation Plan.* is the regional long-range transportation plan for the Baltimore area that seeks to make the best use of—or maximize—the resources that make up and support the region's transportation system. Maximize2045 contains a list of major capital transportation projects totaling $12 billion, which the region expects to implement from 2024 to 2045. Maximize2045 includes $65 billion in planned investment overall, with $53 billion allocated for operations and preservation of transportation systems in the region.

The following transit projects are included in the plan:
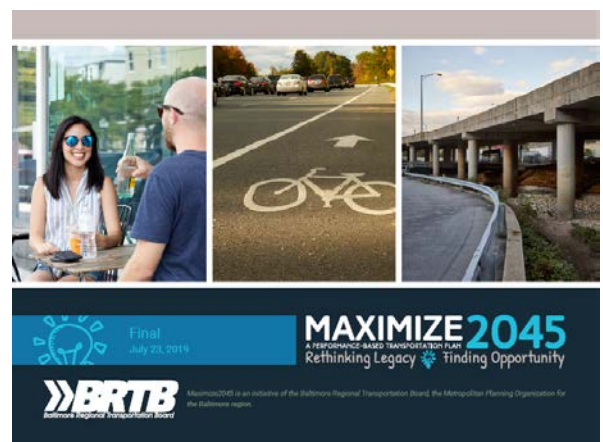
FY 2024-2034

- Additional MTA commuter bus service from Harford County to downtown Baltimore and Harbor East. Reverse commute route from Baltimore to Aberdeen Proving Ground. Install shelters. Extend U.S. 40 commuter service to connect with Harford Transit.

- Construct queue jump lanes along MD 22 and MD 924 and install equipment on buses that syncs with traffic signals along these corridors.

- Baltimore Bus Link Bus Expansion Program Phase 1: Purchase buses to meet increasing ridership demands that exceed replacement needs.

- MARC Service: Fill Northeast Corridor commuter rail gap by providing commuter rail service between Perryville, MD and Newark, DE. Provide additional service to Harford County, including reverse commute, late evening service, and weekend service.

FY 2035-2045

- Bus Rapid Transit between New Carrollton MARC/Metro station and Parole along U.S. 50.

- Aberdeen MARC Station: Transit Oriented Development (TOD); new train station, additional parking, U.S. 40 "Green Boulevard," and Station Square Plaza - new pedestrian underpass and green, terraced plaza/amphitheater.

- New bus rapid transit service: Dorsey MARC station to Arundel Mills to BWI consolidated rental car facility to BWI light rail station.

- U.S. 1 Corridor Bus Road Transit: Emulate light rail operations at a lower cost, and is designed to link Howard County commuters from Dorsey MARC to Laurel MARC Station and Laurel as well as to College Park and the Purple Line light rail station.

- Bus Rapid Transit (BRT) Ellicott City / Downtown Columbia Transit Center Location (Mall Ring Road) to MD 198 in Montgomery County; Grade-separated facilities in median of U.S. 29.

- Baltimore Bus Link Bus Expansion Program Phase 2: Purchase buses to meet increasing ridership demands that exceed replacement needs.

- MARC: Provide alternate location to store MARC Penn Line trains following implementation of Amtrak's Penn Station redevelopment plans, which do not accommodate current storage and maintenance at Penn Station.

- MARC: Provide access to Riverside Yard from Penn Line for locomotive repair and maintenance

- MARC: Relocate existing West Baltimore MARC Station farther south. This will be consistent with construction of new B&P Tunnel and much needed ADA accessibility improvements.

Baltimore Regional Transit Needs Assessment*

Completed in 2015 by BMC at the request of their Board of Directors, this report provides a comprehensive assessment of the multimodal transit network in the Baltimore area, and presents a set of recommendations for a truly regional transit system that reflects local priorities and supports economic growth. The report notes that the Baltimore region's transit network is among the largest and most complex in the country, highlighting that the bulk of the transit system is provided by MDOT MTA through a large series of individual modes, consisting of a range of rail and bus services. The MTA service is complemented by the network of locally operated transit system (LOTS) services and private services designed to support individual anchor institutions and distinct business districts.

The Baltimore Regional Transit Needs Assessment states that the most significant challenge the transit network faces is that it fails to act as an integrated system, and that the reality is that a lack of coordination and connectivity has created a system that is not equal to the sum of its parts. It notes that this observation will not surprise either the thousands of daily transit riders in the region or policy makers in state and local government, and that the issues plaguing the system developed over decades, and a remedy will require significant long-term investment and a renewed cooperation between state and local government.

The report provides a variety of recommendations to improve the public transit system, with some tailored towards all modes and others specific to bus services, MARC, Metro, Commuter Bus Services, Light Rail, and MTA Mobility.

* Subsequent to this report MDOT MTA addressed a number of the recommendations through the BaltimoreLink process.
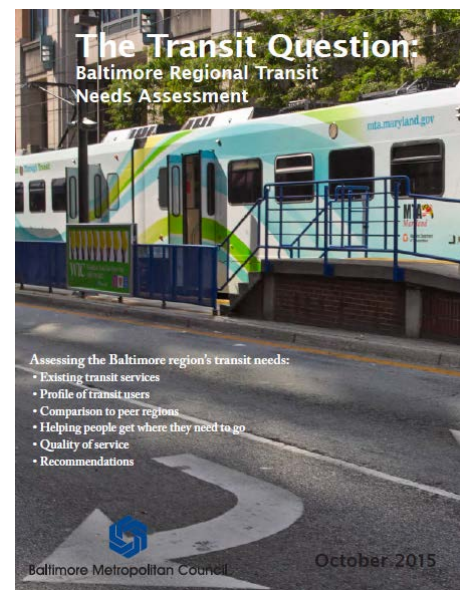
Chapter 4: Current Transportation Services and Resources

INTRODUCTION

A variety of public transit, human service transportation, and private transportation services are provided in the Baltimore area. This section documents and describes the transportation programs and services identified, though due to the extent of the services in the region appropriate references are made to other documents and sources that provide more specifics and details on these services.

The process to identify the various transportation resources available in the region included:

- Using information from the previous coordinated transportation plan for the region.

- Reviewing information from the most recent Transit Development Plans (TDPs) conducted in the region.

- Obtaining input from regional stakeholders through the coordinated planning process.

- Using on-line information from the websites for transportation providers and the Transportation Resource Information Point (TRIP) website, funded through a Section 5310 Program grant and initiated by MDOT MTA and the Center for Mobility Equity (formerly known as Central Maryland Regional Transit) that provides information on various service providers in the Baltimore metropolitan area. A recent search on this website identified over 140 transportation providers in the TRIP database.

- Using information and data from previous reports, including the Transportation Association of Maryland's 2017 Annual Report and Membership Directory.

- Following up as needed with transportation program staff where needed to fill gaps in information.

PUBLIC TRANSIT

The following section provides an overview of the public transit services operated in the Baltimore area. This information is segmented by county, though some services operate in multiple jurisdictions.

Anne Arundel County

Annapolis Transit

Annapolis Transit is a public transportation service of the Annapolis Transportation Department, operating the following services:

- The Purple Route North and South provide evening service from 7:00p.m. to 10:30p.m. Monday through Saturday and all day service from 7:00a.m. to 8:30p.m on Sundays.

- Annapolis Transit operates the State shuttle from the Navy-Marine Corps Memorial Stadium to the Central Business District. The shuttle bus runs approximately every 20 minutes and operates from Monday through Friday from 6:30 a.m. to 8 p.m.

- Annapolis Transit also operates a free Circulator Trolley to ride around the Central Business District within a two-mile radius connecting four parking garages and businesses and retail in historic downtown and inner West Street. It operates Monday through Saturday – 7:30 a.m. to 11:00 p.m. and Sunday – 8:00 a.m. to 8:00 p.m.

Pedestrian and Bike Access

The Bike Annapolis Program is a city initiative to promote biking, and its goals include reducing traffic congestion and parking pressures, promoting exercise, and enhancing mobility. Several bike facilities are available along Annapolis Transit routes, such as Hilltop Lane and Bay Ridge Avenue, and adjacent to Annapolis Transit routes, such as Poplar Trail and Medical Parkway. Annapolis Transit promotes biking to access transit service through its Bike-On-Bus Program. All Annapolis Transit vehicles are equipped with bike racks, which are free of charge. The Annapolis Bicycle Master Plan identified connections to other transportation modes, such as transit, as an important way to encourage biking in Annapolis. The city is in the process of implementing the bike facility improvements recommended in the Annapolis Bicycle Master Plan.

Anne Arundel County Office of Transportation (OOT)

Anne Arundel County OOT operates the following public transit routes:

- **AA-201 Bus Route** (former RTA 201/J): Arundel Mills Mall to Freetown Village
- **AA-202 Bus Route:** Fort Meade, Arundel Mills, MARC and West County

- **County Connector Shuttle:** Arundel Mills, BWI light Rail & MARC and West County (free daily shuttle provided by The BWI Business Partnership in conjunction with the OOT Transit)
- **Crofton Connector Bus Schedule:** Western Anne Arundel County Area
- **Annapolis Connector:** Annapolis and Central Anne Arundel County- AA-Gold College Parkway, AA-Gold Edgewater and Yellow Route

South County Call N' Ride is a brand new on-demand service in Southern Anne Arundel County. It operates Monday through Friday between 7 a.m. to 7 p.m., excluding holidays. Riders need to call two hours in advance to schedule pickup, but not later than 5:30 p.m. for the same day pick up.

Anne Arundel County OOT also operates their curb-to-curb para-transit service throughout Anne Arundel County for residents 65 and older and individuals 18 and older with disabilities. Transportation is provided Monday through Sunday, except holidays or Service Reduction Days to Senior Centers, medical facilities, employment sites, and other locations primarily in Anne Arundel County.

The Anne Arundel County Department of Aging and Disabilities provides a Taxi Voucher Program that offers discounted taxi vouchers to support taxi fares with participating cab companies. To qualify, individuals must be an Anne Arundel County resident, 65 years of age or older or 18 years of age or older with a disability. Each book costs $5.00, with a worth value of $10.00.

Regional Transportation Agency of Central Maryland (RTA)

The Regional Transportation Agency of Central Maryland (RTA) operates the following fixed routes in Anne Arundel County:

- Route 202/K serves Arundel Mills Mall and the Odenton MARC Station.
- Route 501 serves the Mall in Columbia and Arundel Mills.
- Route 502 serves Arundel Mills Mall and Towne Centre Laurel.

Maryland Department of Transportation Maryland Transit Administration (MDOT MTA)

MDOT MTA Commuter Routes that serve Anne Arundel County are summarized in Table 6-1.

Table 6-1: Anne Arundel County MDOT MTA Routes

MDOT MTA Route	Overview	Anne Arundel County Stops	Service Days, Times, and Frequency
LocalLink 70	Downtown Annapolis- Downtown Baltimore	Arnold/AACC, Severna, Glenburnie/ Cromwell Light Rail, Patapsco Light Rail, Annapolis Downtown	Daily 5:00am-3:00am, peak 40 mins, off-peak 60 mins

MDOT MTA Route	Overview	Anne Arundel County Stops	Service Days, Times, and Frequency
Commuter BusLink 201	Gaithersburg-BWI Business DIST	Arundel Mills Mall (shelters near Best Buy) and BWI Airport - t (International Terminal, MARC / Amtrak Rail Station)	Daily 4:00 a.m. -12:30 a.m., hourly headway
Commuter BusLink 210	Queen Anne's County-Downtown Baltimore	Harry S. Truman Park & Ride (Riva Rd. & Truman Pkwy.) Westfield Mall (Ring Road bus stop near J.C. Penney) Medical Pkwy. (Anne Arundel Medical Center) Rowe Blvd. & Taylor Ave. Church Circle & School St. (Downtown Annapolis)	Weekday peak service 5:30am-9:05am, 3:10pm-6:50pm, peak 30 mins
Commuter BusLink 215	Downtown Baltimore-Downtown Annapolis (reverse commute)	Cromwell Station Light Rail (Baltimore & Annapolis Blvd.) Westfield Mall (Ring Road bus stop near J.C. Penney) Medical Pkwy. (Anne Arundel Medical Center) Rowe Blvd. & Taylor Ave. Church Circle & School St. (Downtown Annapolis)	Weekday peak service 5:45am-9:00am, 3:15pm-6:30pm, peak 60 mins
Commuter BusLink 220	Annapolis-Downtown D.C.	Rowe Blvd. & Taylor Ave. West St. & Calvert St. West St. opp. Lafayette Ave. (Loews) West St. & Madison Pl. West St. opp. Amos Garrett Blvd. West St. opp. Russell St. West St. & Cherry Grove Ave. West St. opp. Legion Ave. (Goodwill) West St. & Admiral Dr. West St. opp. Parole St. West St. & Hudson St. Riva Rd. opp. Forest Dr. Harry S. Truman Park & Ride (Riva Rd. & Truman Pkwy)	Weekday peak service 4:55am-9:25am, 3:00pm-7:40pm, peak 15 mins, plus 1 midday trip to Annapolis

MDOT MTA Route	Overview	Anne Arundel County Stops	Service Days, Times, and Frequency
Commuter BusLink 230	Severna Park-Annapolis-Downtown D.C.	Severna Park Park-&-Ride (Rt. 2 & Jones Station Rd.) Rowe Blvd. & Taylor Ave. West St. & Calvert St. West St. opp. Lafayette Ave. (Loews Hotel) West St. & Madison Pl. West St. opp. Amos Garrett Blvd. West St. opp. Russell St. West St. & Cherry Grove Ave. (Library) West St. opp. Legion Ave. (Goodwill) West St. & Admiral Dr. West St. opp. Parole St. West St. & Hudson St. Riva Rd. opp. Forest Dr.	Weekday peak service 5:00am-8:40am, 3:00pm-7:50pm, peak 15 mins, plus 1 midday trip to Annapolis
Commuter BusLink 250	Kent Island & Davidsonville- D.C.	Davidsonville Park & Ride (U.S. 50 & MD 424)	Monday through Friday, Westbound From Kent Island / Davidsonville To Washington, D.C. 4:45 am-8-44 am Eastbound: 3:15 pm-7:23 pm
Commuter BusLink 260	Severna Park & Davidsonville-D.C.	Severna Park Park-&-Ride (Rt. 2 & Jones Station Rd.) and Davidsonville Park & Ride (U.S. 50 & MD 424)	Monday through Friday, Westbound From Severna Park To Washington, D.C. 5:10 am-9:38 a.m. Eastbound: 3:15 pm-7:22 pm

MDOT MTA Light RailLink- Hunt Valley & Cromwell stops include Nursery Road, Linthicum, Linthicum, Ferndale, Cromwell/ Glen urine, BWI Business District, and BWI Marshall Airport. It operates Monday through Friday from 4:00 a.m. to 1:23 a.m., Saturday 4:20 a.m. to 1:23 a.m., and Sunday and holidays 9:21 a.m. to 10:06 p.m.

MARC Commuter Rail Service on the Penn line with stops in Odenton and BWI Airport rail stations.

BWI Business Partnership LINK Shuttle

The BWI Business Partnership operates the County Connector Shuttle that connects the BWI Amtrak/MARC station and the BWI Light Rail with Arundel Mills/Casino, Arundel Preserve, and Dorchester Woods. The shuttle operates from 5:30a.m. to 12:40a.m., Monday through Friday; 7:15a.m. to 12:10a.m. on Saturdays; and from 8:15a.m. to 9:40p.m. on Sunday and holidays.

Baltimore City

Maryland Department of Transportation Maryland Transit Administration (MDOT MTA)

MDOT MTA offers extensive public transportation services in Baltimore City and the region through selected routes that serve Baltimore County, Howard County, and Anne Arundel County. These services involve:

Fixed-route bus service- Currently the MDOT MTA offers 12 CityLink routes, 9 Express BusLink routes, and 42 LocalLink routes. Service hours vary by route but the system operates seven days a week. The regular fare is $1.90, except the express routes, which are an extra 60 cents.

CityLink - offers high-frequency, 24-hour service:
- CityLink Blue – CMS to Johns Hopkins Bayview
- CityLink Brown – White Marsh to Downtown Baltimore
- CityLink Gold – Walbrook Junction to Canton
- CityLink Green – Downtown Baltimore to Towson
- CityLink Lime – NW Hospital to Harbor East
- CityLink Navy – Mondawmin to Dundalk
- CityLink Orange – Essex to West Baltimore MARC
- CityLink Pink – Cedonia to West Baltimore MARC
- CityLink Purple – Hopkins Hospital to Catonsville
- CityLink Red – Downtown Baltimore to Towson/Lutherville
- CityLink Silver – Curtis Bay – Hopkins/Morgan
- CityLink Yellow – Mondawmin to UMCB/Patapsco

Express BusLink
- Express BusLink 103 – Downtown Baltimore to Cromwell Bridge
- Express BusLink 104 – Cromwell Bridge to Harbor East
- Express BusLink 105 – Cedonia to Downtown Baltimore
- Express BusLink 115 – Downtown Baltimore to Perry Hall
- Express BusLink 120 – White Marsh to Downtown/Hopkins Hospital
- Express BusLink 150 – Columbia to Downtown/Harbor East
- Express BusLink 154 – State Center to Carney/Hillendale
- Express BusLink 160 – Downtown Baltimore to Hopkins Hospital/Essex
- Express BusLink 164 – Riviera Beach to Downtown Baltimore

LocalLink
- Route 21 – Woodberry to Canton Crossing
- Route 22 – Mondawmin to Bayview
- Route 26 – Brooklyn to Mondawmin

- Route 28 – Moravia to Rogers Ave Metro
- Route 29 – Mondawmin to Brooklyn
- Route 30 – Rogers Ave to Hollander Ridge
- Route 31 – Sinai Hospital to Security Square Mall
- Route 33 – Mt Washington Light Rail to Overlea
- Route 34 – Falls Rd/Greenspring to Westview Mall
- Route 36 – Towson Town Center to Fox Ridge
- Route 38 – Westgate to Medfield
- Route 51 – Towson to Downtown Baltimore
- Route 52 – Greenmount North to Stella Maris
- Route 53 – State Center to Towson
- Route 56 – Downtown Baltimore to White Marsh
- Route 57 – Belair-Edison Circulator
- Route 59 – Moravia to Whispering Woods
- Route 63 – Downtown/Bayview to Tradepoint Atlantic
- Route 65 – Downtown Baltimore to Dundalk
- Route 67 – Downtown Baltimore to Marley Neck
- Route 69 – Patapsco Station to Jumpers Hole
- Route 70 – Patapsco Station to Annapolis
- Route 71 – Downtown Baltimore to Patapsco Light Rail
- Route 73 – State Center to Patapsco Station
- Route 76 – CCBC to Downtown Baltimore
- Route 77 – W Baltimore MARC to Catonsville
- Route 78 – Downtown to CMS
- Route 79 – Mondawmin to CMS
- Route 80 – Downtown Baltimore to Rogers Ave Metro Station
- Route 82 – Park Circle to Reisterstown Plaza
- Route 83 – Mondawmin to Old Court Metro
- Route 85 – Penn-North to Milford Mill
- Route 89 – Rogers Ave to Owings Mills
- Route 91 – Mondawmin to Sinai Hospital
- Route 92 – Glen to Baas and Talmudical
- Route 94 – Fort McHenry to Sinai Hospital
- Route 95 – Downtown Baltimore to Roland Park

Light Rail –There are 31 stops on the Light RailLink Line that runs from Hunt Valley to Cromwell and 16 of these stops are within Baltimore City. Service operates Monday through Friday 6:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and holidays 11:00 a.m. to 7:00 p.m.

Metro SubwayLink – There are fourteen stations along the Metro service that operates between Owings Mills and Johns Hopkins, with eleven of these stops in Baltimore City. Service operates Monday through Friday 5:00 a.m. to 12:00 a.m., and Saturday and Sunday 6:00 a.m. to 12:00 a.m.

ADA Paratransit Services – Service is provided through the Mobility program and operates comparable hours to public transit services. The service is available within three quarters of a mile of any LocalLink, Light RailLink, or Metro SubwayLink service stations. A one-way fare costs $2.10 for eligible passengers and a guest; however an eligible Personal Care Attendant (PCA) can ride for free.

Commuter Rail – There are two lines, Camden to Washington and Penn to Washington, of the MARC system that provide access to Baltimore City, with morning inbound and afternoon/evening outbound service and some midday service.

Commuter Bus – MDOT MTA has four commuter bus routes that provide access to Baltimore City. Service is generally operated on weekdays, morning inbound and afternoon/evening outbound service and some midday service.

- Route 215 – Baltimore to Annapolis
- Route 320 – Baltimore to Jessup/Columbia
- Route 310 – Columbia to Baltimore
- Route 410 – Churchville to Baltimore

All the MDOT MTA transit maps for various systems discussed above are provided on the MDOT MTA website; link to the website is https://www.mta.maryland.gov/transit-maps

Charm City Circulator (CCC)

CCC is a public transit shuttle bus service privately funded and operated in partnership with the Baltimore City Department of Transportation. It provides connections to historic sites, businesses, and parking facilities in downtown Baltimore. The bus has an ADA-compliant ramp for secure wheel chair placement and voice annunciation to announce stops. The CCC consists of 30 free shuttles that have four routes: Orange, Purple, Green, and Banner. The Orange, Purple, Green, and Banner lines runs between 7:00 am – 8:00pm Monday to Thursday, 7:00 am – Midnight on Fridays, 9:00 am – Midnight on Saturdays, and 9:00 am – 8:00 pm on Sundays. The Orange route has service between Hollins Market and Harbor East, while the Purple route services between Federal Hill and 33rd St. The Green route services between City Hall, Fells Point, and Johns Hopkins, while the Banner route runs between the Inner Harbor and Fort McHenry.

Baltimore County

Baltimore's CountyRide - A program provides demand-response services for senior adults (ages 60+), individuals with disabilities (ages 18 to 59), and to the general public living in rural areas of the county. The buses run Monday through Friday from 7 am to 5 pm.

Fixed-route bus service – The following MDOT MTA routes serve portions of Baltimore County:

CityLink:
- Route Blue - CMS to Johns Hopkins Bayview
- Route Brown - White Marsh to Downtown Baltimore
- Route Green - Downtown Baltimore to Towson
- Route Lime - NW Hospital to Harbor East
- Route Navy - Mondawmin to Dundalk
- Route Orange - Essex to West Baltimore
- Route Red - Downtown Baltimore to Towson/Lutherville
- Route Yellow - Mondawmin to UMBC/Patapsco

Express BusLink Routes:
- Route 103 – Downtown Baltimore to Cromwell Bridge
- Route 104 – Cromwell Bridge to Harbor East
- Route 115 – Downtown Baltimore to Perry Hall
- Route 120 - White Marsh Park and Ride to Johns Hopkins Hospital, weekday service from 6:00 a.m. to 6:00 p.m.
- Route 150 - Columbia to Downtown Baltimore, weekday service 6:00 a.m. to 6:30 p.m.
- Route 154 – State Center to Carney/Hillendale
- Route 160 - Whispering Woods/ Fox Ridge to Johns Hopkins Hospital
- Route 164 - Riviera Beach to Downtown Baltimore

LocalLink Bus Routes:
- Route 31 – Sinai Hospital to Security SQ Mall
- Route 34 – Falls Rd/Greenspring to Westview Mall
- Route 36 – Towson Town Center to Fox Ridge
- Route 37 – Old Court to UMBC
- Route 51 – Towson to Downtown Baltimore
- Route 52 – Greenmount North to Stella Maris
- Route 53 – State Center to Towson
- Route 54 – State Center to Carney/Hillendale
- Route 56 – Downtown Baltimore to White Marsh
- Route 59 – Moravia to Whispering Woods
- Route 62 – CCBC Essex to Turner Station
- Route 63 – Downtown/Bayview to Tradepoint Atlantic
- Route 65 – Downtown Baltimore to Dundalk
- Route 67 – Downtown Baltimore to Marley Neck
- Route 69 – Patapsco Station to Jumpers Hole
- Route 70 – Patapsco Station to Annapolis
- Route 73 – State Center to Patapsco Station
- Route 75 – Patapsco Light Rail to Arundel Mills
- Route 77 – W Baltimore MARC to Catonsville

- Route 78 – Downtown Baltimore to CMS
- Route 81 – Deer Park to Milford Mill Metro
- Route 83 – Mondawmin to Old Court Metro
- Route 85 – Penn-North to Milford Mill
- Route 87 – Glyndon to Owings Mills
- Route 89 – Rogers Ave to Owings Mills
- Route 92 – Glen to BAAS & Talmudical
- Route 93 – Towson to Hunt Valley

MDOT MTA Commuter Bus Routes:
- Route 210 – Kent Island to Annapolis/Baltimore
- Route 215 – Baltimore to Annapolis
- Route 310 – Columbia to Baltimore
- Route 320 – Baltimore to Jessup/Columbia
- Route 410 – Churchville to Baltimore
- Route 411 – Hickory to Hopkins Hospital
- Route 420 – Havre de Grace to Hopkins

MDOT MTA Light Rail - There are ten stops on the Light Rail line that extend into Baltimore County from Baltimore City. The hours of operation are Monday through Friday 6:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and holidays 11:00 a.m. to 7:00 p.m.

Commuter Rail Route – There is a single line, MARC Penn Line, which runs through Baltimore County and has a stop at Martin State Airport.

Metro SubwayLink - There are 3 stops along the metro route that stop in Baltimore County: Milford Mill Station, Old Court Station, and Owings Mill Station. The Metro runs from 5:00 am to 12:30 am with 8 to 11-minute headways on weekdays. During weekends and holidays, runs early in the morning 6:00 am to 7:00 am and late in the evening 11:20 pm to 12:30 am.

Carroll County

Carroll Transit System (CTS) is operated by Ride With Us and offers general public transportation service and demand response service. Reservations for the demand-response service can be made Monday through Friday from 7:00 a.m. until 5:00 p.m.

The Carroll Transit System (CTS) operates three types of services for Carroll County:

Deviated Fixed Routes:

CTS operate six deviated fixed-routes, termed "Trailblazers." These routes will deviate up to ¾ mile for all patrons regardless of disability status. The Trailblazer system includes two routes within Westminster, one route in South Carroll, and three routes connecting Manchester-Hampstead, Eldersburg, and Taneytown

to Westminster. Each of these routes, with the exception of the South Carroll circulator route, stops at the BERC transportation hub on North Center Street, across from the Carroll County Government Center. The hub concept was put into place in September 2018.

- **The Eldersburg Trailblazer** operates on two-hour headways from 7:00 a.m. to 5:00 p.m. Monday through Friday.
- **The Hampstead/Manchester Trailblazer** began operations in September 2018. It operates on two-hour headways, Monday through Friday 7:00 a.m. to 5:00 p.m.
- **The South Carroll Trailblazer** operates on 60-minute headways.
- **The Taneytown Trailblazer** operates on one hour and forty-five minute headways Monday through Friday from 7:00 am to 5:30 pm.
- **The Westminster Black Trailblazer** operates on one hour and forty-five minute headways from 7:00 a.m. to 5:00 p.m. Monday through Saturday.
- **The Westminster Purple Trailblazer** operates on 90-minute headways, with operating hours from 8:00 a.m. to 5:00 p.m. Monday to Friday, and Saturdays from 8:00 a.m. to 4:00 p.m.

A map of all CTS routes is provided in Figure 6-1.

Demand-response services

Demand-response services provide door-to-door paratransit service throughout the county. Service is available for riders who live farther than ¾ mile from one of the Trailblazer routes and for people whose disabilities prevent them from using the Trailblazer routes. The hours of operation for the service are Monday through Friday from 7:00 a.m. to 5:00 p.m. Reservations are taken up to six weeks in advance for dialysis, radiation, day programs, and employment. For routine medical appointments and educational trips, reservations can be made up to four weeks in advance. All other trips can be scheduled between two weeks and one business day prior to the trip, though capacity may limit the availability of service for reservations that are called in the day before the requested trip.

Veterans Shuttle

Veterans Shuttle provides service to the Veteran's Administration health facilities in Baltimore, Frederick (Fort Detrick), and Martinsburg, West Virginia. Service is available Monday through Friday. There are two designated boarding locations in Carroll County (the Bureau of Aging and Disabilities on Stoner Avenue in Westminster and the Shoppers store in Sykesville); and some riders are picked up at their homes. There is no fare charge for the service and it is paid for by Carroll County.

Figure 6-1: Carroll Transit System Route Map
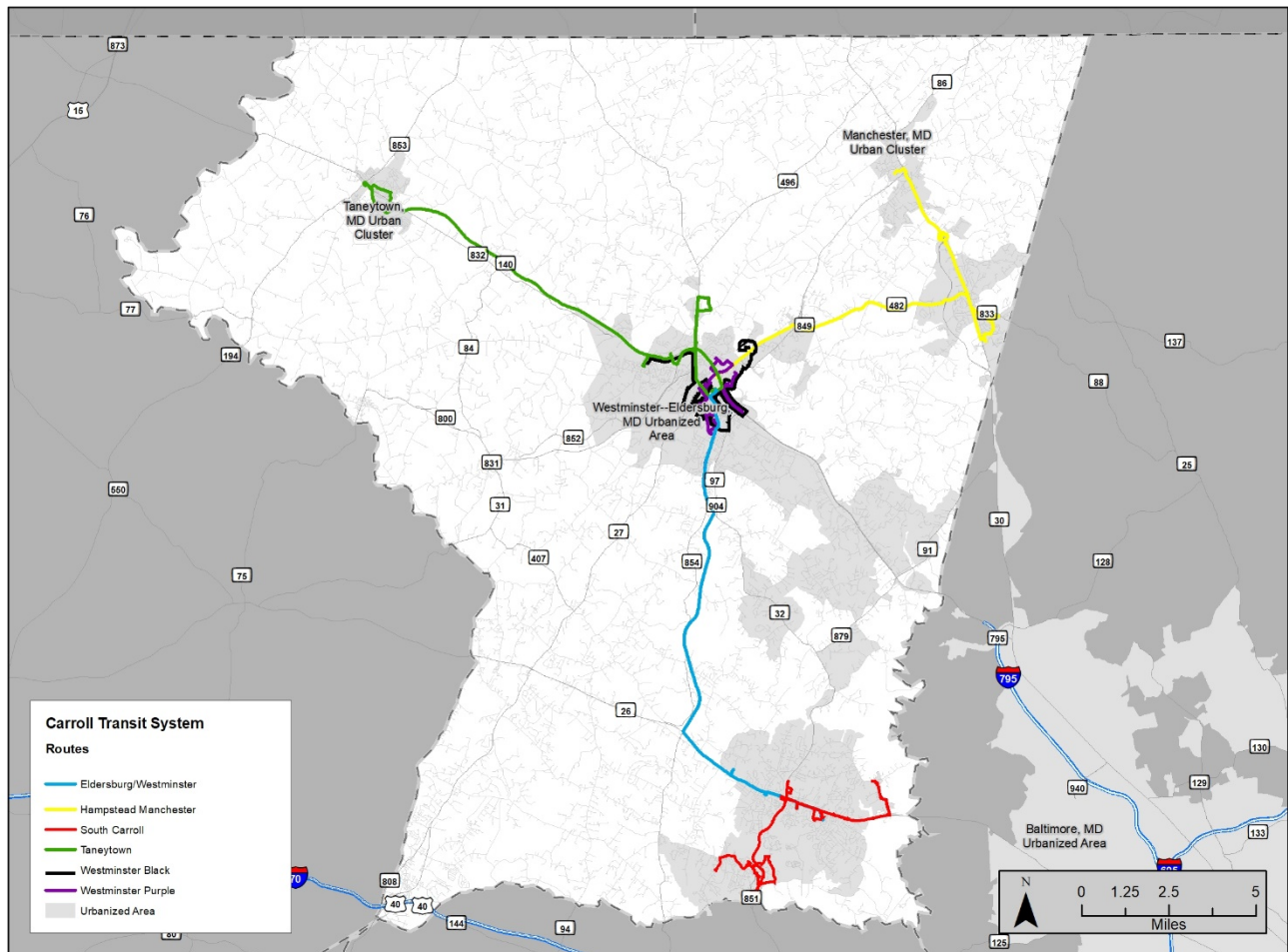
Harford County

Harford Transit LINK

Harford Transit LINK, a division of Harford County Government, provides public transit service in Harford County. Harford Transit LINK operates six fixed-routes within Harford County including one fixed-route that connects Harford and Cecil Counties (see Figure 6-2). Harford Transit LINK operates demand-response para-transit services, and a commuter assistance program, which coordinates car- and vanpooling. Fixed routes operated by Harford Transit LINK are as follows:

- **Route 1: Green Line** (Bel Air - Aberdeen - Havre de Grace): operates Monday through Friday from 5:30 a.m. to 8:50 p.m.
- **Route 2: Blue Line** (formerly Routes 2, 5 and 6) (Bel Air - Edgewood - Aberdeen): operates Monday through Friday from 5:07 a.m. to 8:51 p.m.

- **Route 3: Silver Line** (formerly Route 8 and segments of Routes 2 and 6A) (Aberdeen - Edgewood - Joppatowne): operates Monday through Friday from 5:15 a.m. to 8:57 p.m.
- **Route 4: Yellow Line** (Aberdeen Circulator): operates Monday through Friday from 8:30 a.m. to 4:08 p.m.
- **Route 5: Teal Line** (formerly Route 7) (Aberdeen - Havre de Grace - Perryville): operates Monday through Friday from 6:00 a.m. to 8:51 p.m.
- **Route 6: Orange Line** (formerly Route 3) (Bel Air Circulator): operates Monday through Friday from 9:00 a.m. to 4:30 p.m.

Maryland Department of Transportation Maryland Transit Administration (MDOT MTA)

- MDOT MTA Commuter Routes include: 410- Churchville-Baltimore; 411- Hickory-Hopkins Hospital; 420- Havre De Grace-Hopkins All stops have connections to other public transportation modes or operators at various stops.

- MDOT MTA MARC Penn Line has two stops located in Harford County; Edgewood and Aberdeen (and one stop in Cecil County: Perryville).

Harford Transit LINK – System Map

Howard County

Regional Transportation Agency of Central Maryland (RTA)

RTA provides intercounty public transportation in Anne Arundel County, Howard County, Northern Prince George's County and the City of Laurel. It replaced the Howard Transit in 2014. The following fixed routes serve Howard County:

- 401 - Columbia Mall - Howard County Hospital / HCC
- 402A - Columbia Mall - Columbia Crossing / Dobbin Center
- 402B - Columbia Mall - Columbia Crossing / Dobbin Center
- 403 - Columbia Mall - Executive Park Drive
- 404 - Columbia Mall - Hickory Ridge
- 405 - Columbia Mall - Ellicott City
- 406 - Columbia Mall - Columbia Gateway
- 407 - Columbia Mall - Kings Contrivance
- 408 - Columbia Mall - Sherwood Crossing
- 409 - Towne Centre Laurel - Elkridge Corners
- 414 - Columbia Mall - Kings Contrivance
- 501 - Columbia Mall - Arundel Mills Mall
- 503 - Towne Centre Laurel - Columbia Mall

Maryland Department of Transportation Maryland Transit Administration (MDOT MTA)

- MDOT MTA Commuter Routes that serve Howard County include 203-Columbia-Bethesda; 310-Columbia-Baltimore; 315- Columbia & Silver Spring-DC; 320-Baltimore-Jessup/Columbia; 325-Columbia & Silver Spring-DC; 335- Clarksville & Columbia-DC and 345-Ellicott City & Columbia-DC

- MARC Commuter Rail serves Howard County through the Camden Line. It has two stops located at Howard County; Savage and Jessup. It also stops at Dorsey.

NON-PROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS

A variety of specialized transportation services are provided by human service agencies and other organizations in the Baltimore Region. This transportation is typically provided only to agency clients and for specific trip purpose, generally either medical or to access agency locations and for limited hours and days.

Section 5310/Senior Ride/JARC/New Freedom Program Recipients

- Action in Maturity
- Anne Arundel Workforce Development Corporation
- Anne Arundel Department of Aging
- Anne Arundel County Department of Health
- Arundel Lodge
- The ARC of Baltimore
- The ARC of Carroll County
- The ARC Central Chesapeake
- The ARC of Howard County
- The ARC of Northern Chesapeake Region
- Associated Catholic Charities
- Athelas Institute, Inc.
- Baltimore City Health Department - CARE
- Bay Community Support Services
- BWI Business Partnership
- Center for Mobility Equity
- Chesapeake Care Resources
- Change, Inc.
- Comprehensive Housing Assistance, INC. (CHAI)
- Easter Seals Baltimore
- Family & Children Service Center of MD
- Howard County Health Department
- Humanim
- Johns Hopkins Health System - Hopkins Elderplus
- League for People with Disabilities
- LifeBridge Health
- Mosaic Community Services
- Moveable Feast
- Neighbor Ride
- Partners in Care
- Penn-Mar Organization, Inc.
- Progress Unlimited, Inc.
- Prolouge, Inc.
- Providence Center
- Shelter Eldercare Foundation (Shelter Group)
- Getting There Ride Share - Wilson Ministry Center (The Vestry of Deer Creek Parish)
- Winter Growth

Other Non-Profit and Human Service Transportation Providers

- Active Day of Harford Medical Adult Day Care
- American Cancer Society
- Angel Wheels to Healing
- Baltimore VA Medical Center Escort Service
- Bello Machre
- Caring Carroll
- Caring Hands, Inc.
- Carroll County Health Department
- Carroll County Veterans Shuttle
- Center for Social Change
- Columbia Association
- Daughter for the Day, Inc.
- Disabled American Veterans (DAV)
- Exact Enterprise, Inc.
- Getting There Ride Share
- Harford County Department of Social Services (DSS)
- Harford County Health Department – Medical Assistance (MA) Transportation
- Harford County Office on Aging – Department of Community Services
- Home Life Help Services
- Home Life Help Services
- Hopkins Elder Plus (PACE)
- Just 4U Transit
- Key Point Health Services
- Med-care Transportation
- Omni-House
- Para-Med Medical Transportation
- Pickton Transportation
- SafeRide
- St. Ann Adult Day Service
- Transport-U
- VA Maryland Health Care System Shuttle
- Welcome One Emergency Shelter
- Way Station, Inc.
- Woods Adult Day Services

PRIVATE TRANSPORTATION PROVIDERS

Taxicabs

Anne Arundel

Nine taxicab companies are registered to operate in the City of Annapolis, with approximately 200 cabs servicing the area. There are also 25 independent cab owners. The registered taxicab companies are identified below:

- ABC Green Cab: 410-897-1010
- Annapolis Cab - Diamond Cab: 410-573-0000
- Annapolis City Taxi Service: 443-852-0686
- Annapolis Flyer Cab: 410-766-7433
- Annapolis Taxi Service: 443-995-0022
- Bay Area Cab: 410-267-7004
- Neat N Klean: 410-320-3374
- Reliable Cab: 410-268-4714
- Yellow Checker Cab: 410-268-3737

Other companies operating in the county:

- Associated Cabs (Glen Burnie Taxicab Co)
- Morningstar Transportation

Carroll County

The following taxi, private car, and transportation network companies are available in Carroll County:

- Airport Van and Limo, LLC
- All Star Airport Transport
- Alpha Sedan and Limo Service
- Butler Medical Transport (currently has the Medical Assistance contract).
- Carroll Cab - based out of Westminster
- CES Transportation – based in Mt. Airy
- Lasting Impressions – Limousine service, based out of Westminster
- Liberty Cab - Serving Taneytown and the surrounding area
- Ride With Us – the private, non-profit side of Butler Medical Transport – currently the contractor for Carroll Transit Services
- Sykesville-Eldersburg Taxi and Shuttle – based out of Sykesville

- WellSedan - based out of Manchester
- Westminster Airport Shuttle and Taxi - based out of Finksburg

Baltimore County and Baltimore City

Numerous taxi operators and private transportation providers operate in Baltimore City. In addition, the MDOT MTA coordinates with taxi companies through the Taxi Access Program, which allows those eligible for ADA Mobility to also be eligible to take trips with one of their selected providers for $3.00.

Harford County

Many companies offer taxi service in Harford County. Harford County-based taxi services include Yellow Cab of Harford County, Bel Air Taxi, Lnl Taxi, and United Taxi in Edgewood; Victory Cab, Aberdeen Cab, ABC Taxi, and We Gotcha Taxi in Aberdeen; A2B Taxi and Harford Airport Taxi in Bel Air; Airport Taxi Sedan Limo Van Service in Abingdon; and Montville Taxi in Havre de Grace.

Howard County

Following companies provide services in Howard County as sourced from www.swithchboard.com and www.mdtrip.org:

- 5 star Taxi
- All Star Taxi
- Columbia Airport Taxi cab
- Columbia cab
- Columbia Ellicott City Elkridge Transportation
- Columbia Limousine Service
- Ellicott City Taxi Service (Golden Airport Shuttle)
- Howard County Taxi
- Maranatha Transportation and Sedan
- Mini Star Cab
- On Time Car and Limo Service
- Ride Taxi
- Yellow Cab of Howard County

Other taxicabs and private transportation providers in this region are:

- Absolute Taxi
- Airport Van and Limo, LLC
- Arrow Cab
- Elk Cab

- Limos.com
- Supershuttle
- Heart to Heart
- FreedomCar
- Smart Trans Ambulance Service

Transportation Network Companies (TNCs)

Uber and Lyft provide on-demand, ride-hailing transportation services in the Baltimore Region. Service is available 24 hours a day, 7 days a week though the supply of vehicles is limited and varies by time of day. Customers are required to set up an account with Uber or Lyft and link a debit/credit card to their account. No cash is exchanged between drivers and passengers, and two or more passengers can split payments.

To reserve a trip, customers are required to use a smartphone to request a vehicle, indicating their pickup location and destination. The TNCs guarantee a vehicle will arrive at a passenger's location within minutes. Passengers are sent the vehicle type, color, and license plate number of the vehicle coming to pick them up. Upon arrival at the requested origin, drivers wait two minutes for passengers. After two minutes, the driver cancels the trip and charges the passenger a cancellation fee ($7).

It should be noted that Access Carroll, a local community health clinic in Annapolis, is currently using Uber in a pilot program to provide transportation home from the hospital.

Other Private Providers

Maryland Live Casino provides transportation for their employees through Commuter Choice Maryland vanpool program.

Young Transportation Services operates the 921 Connector to connect Annapolis with the New Carrollton Metro Station, providing bi-directional service in the Route 50 corridor. The service operates daily at 90-minute headways on:

- Monday to Friday from 6:15am-11:50am and 2:00pm-7:50pm
- Saturdays from 7:10am-11:50am and 2:00pm-7:50pm
- Sundays from 8:45am-11:50am and 2:00pm-6:25pm

Baltimore Water Taxi provides transportation service, private charters and sightseeing along Baltimore Inner Harbor. It operates Harbor connector, a commuter service, on three routes- HC 1 Fell's Point/Locust Point, HC2 Canton/Locust Point and HC3 Federal Hill/Harbor East Monday through Friday 6 a.m. to 11 a.m. and 2:30 p.m. to 8:00 p.m. It operates water Taxi Thursday through Sunday from 11:00 a.m. to 6:00 p.m.

Intercity Bus/Shuttle Services

Following intercity bus service operates in the Baltimore Metropolitan area:

- BayRunner Shuttle
- Bolt Bus
- Greyhound
- Megabus
- Peter Pan
- FlixBus
- OurBus
- College Coach Bus

COMMUTER ASSISTANCE

- **Commuter Choice Maryland** is an incentive program that encourages Maryland employees to choose transit or vanpools instead of driving to work. Commuter Choice offers employers monthly pass distribution options which encourage employees to ride MDOT MTA Local Bus, Commuter Bus, Light Rail, Metro Subway, and MARC Train for less than full fare. The program offers significant savings for commuters and a valuable addition to employer benefit packages.

- **Guaranteed Ride Home** is a free commuter insurance program for commuters who use public and alternative modes of transportation within the Baltimore and Washington D.C. Metropolitan areas. The program offers up to four free rides home per year to those who ride transit or commuter rail, bike, walk, carpool or vanpool to work, at least twice a week, or for occasions and times when their usual transportation options are limited. Guaranteed Ride Home is free to anyone working in the Baltimore, Central Maryland, and Washington D.C. regions.

- **Maryland Rideshare** is a program offered by the MDOT MTA's Commuter Assistance Office that enables thousands of commuters to reduce their commuting costs through the use of carpooling, vanpooling and various commuting options.

- **Metro Rideshare** is a free service to Baltimore and Carroll Counties that connects users find carpool partners, a vanpool, or other transit options.

- **The Transportation Resource Information Point (TRIP)** program managed by Central Maryland Regional Transit (CMRT) provides information on various transportation providers in the region to help commuters and others explore and use transportation alternatives to access their destinations.

- **Getting There Rideshare** is an organization that provides senior adults in Harford County with transportation services. The organization is a partnership between local citizens, the Department of Community Services, and The Wilson Ministry Center in Darlington, Maryland.

- **Howard Commuter Solutions** provides information on ridesharing opportunities and on transit options.

- **MeadeRide** serves as one-stop travel information resource connecting commuters to Ft. Meade with information about transportation choices.

- **Maryland Access Point (MAP)** provides various community services along with transportation information and referral The IMAGE Center serves people with disabilities in Baltimore City, Baltimore County and Harford County and provides travel training as part of their independent living skills training.

HIGHER EDUCATION TRANSIT SERVICES

Baltimore Collegetown Shuttle is a free transportation service for students, staff, and faculty at five participating schools- Goucher College, Towson University, Notre Dame of Maryland University, Johns Hopkins University (Homewood Campus), and Morgan State University in the Baltimore region. It operates two routes- Blue and Red that runs Monday through Sunday but the service time varies.

BEARtransit, Morgan State University, provides on-campus transportation for students, faculty and staff. It operates two routes- Campus Wide Route and Residential Route, Monday through Friday, 7:00am through 11:30pm during the regular semester session and Monday through Friday, 7:00am through 6:00pm during spring, summer and Mini-semester session.

Homewood Transportation Services provide transportation at the Johns Hopkins University Homewood campus and surrounding areas including John Hopkins properties. It operates following shuttles:

- Homewood - Peabody - JHMI Shuttle
- Keswick - Homewood - Eastern - JHMI Shuttle
- Homewood - Bayview Express Shuttle
- Carey Business School Shuttle
- Remington Shuttle
- Homewood - Mt. Washington Express Shuttle
- Loyola of Maryland Shuttle Service
- Coppin Eagle Express Shuttle
- Towson University Shuttle
- Evening Blue Jay Shuttle (a combination of request-only Night Ride and ride-anytime fixed-routes 5:30pm to 3:45am nightly, seven days a week.)

Maryland Institute College of Art (MICA) Transport provides free shuttle services to students, faculties and staff. It operates during the academic year. It also offers free airport transportation to

Thurgood Marshall BWI Airport at the end of each semester. MICA Transportation operates following shuttle services that run at various times of the day and on different days of the week:

- Evening Shuttle
- MICA Circulator
- Shopping Shuttle
- Social Shuttle

McDaniel College Break Shuttle is managed by the Department of Campus Safety at McDaniel College. It provides transportation to and from mass transit centers including BWI Airport, BWI Amtrak, BWI Grey hound Bus Station and Shady Grove Metro Station around the dates of campus openings and closings. Students need to register in advance for this prescheduled break service.

UMBC Transit provides shuttle and charter bus services to the University of Maryland, Baltimore County. It operates following shuttle routes:

- Arbutus/ Irvington Route -- serving the Arbutus & Irvington Communities
- Arundel /BWI MARC Route -- serving the nearby Arundel Mills Mall & BWI MARC Amtrak train Station
- BWI / MARC Route -- providing access to the BWI / MARC Train Station
- Catonsville Route -- serving the Catonsville Community (Frederick Road business district) and Catonsville Community College bus stop on Rolling Road
- Downtown Route -- serving downtown Baltimore
- Halethorpe /Satellite Route -- serving the Halethorpe Train Station, South Campus Satellite Lot, and Main Campus
- Route 40/ Rolling Road Route -- providing connection to the Route 40 business district

University of Maryland, Baltimore – UM Shuttle provides free service to University of Maryland students, faculty, and staff to and from the University. The shuttle also connects to other Baltimore City transit services, such as the Charm City Circulator, MARC trains, local bus services, etc. It operates three routes: 702 Mount Vernon, 703 Federal Hill, and 704 Canton/Fells Point. Shuttle runs Monday through Friday from 6 a.m. to 11 a.m. and 3 p.m. to 11 p.m.

Towson University - TU Tiger Ride provides free on and off-campus shuttle services to students. On-campus shuttles only operate during the fall and spring semesters, while off-campus shuttles operate year round with limited schedules during winter, spring, and summer breaks. Tiger Ride's off-campus shuttle destinations include:

- York Road/Fairmount Route
- Timonium/Cockeysville Route
- Goucher/Loch Raven Route
- Kenilworth Ave. Route
- Lachlan Circle Express Route
- Rodgers Forge Route

- Lake Walker Route
- Tiger in Town Route

VOLUNTEER DRIVER PROGRAMS

- Neighbor Ride is a nonprofit organization that provides supplemental transportation to Howard County residents age 60 and older. Transportation is provided by volunteer drivers who provide door-to-door service for most activities.

- In Anne Arundel County, Partners in Care Maryland provides door-to-door rides by member drivers in their cars, accompanying them to appointments when necessary. They also offer wheelchair accessible, door-to-door, on-demand transportation as needed to groups and individuals.

Chapter 5: Unmet Transportation Needs and Issues

Introduction

This section details the results from the overall transportation needs assessment based on input from stakeholders at the regional workshop. The groups as a whole discussed the unmet transportation needs from the 2015 version of this plan, and their comments are incorporated in the following list. Since many transportation needs are regional in nature stakeholders agreed that documentation of the needs assessment should continue to be a regional one, similar to the process for the 2015 plan.

The results are coupled with the demographic analysis documented in the preceding chapters to provide a broad transportation needs assessment. This assessment can then be used to develop strategies, projects, and services to meet identified needs and expand mobility and to generate recommendations to improve coordination within the region.

Regional Transportation Needs

The Baltimore Region's transportation needs have been placed into one of the following categories: expanded transportation services, outreach, marketing, and education, more affordable transportation services, and improved coordination and connectivity.

Expanded Transportation Services

While there are an array of transportation resources in the region, stakeholders discussed a variety of unmet needs and gaps in services. Specific needs identified included the following:

Expanded transportation options for non-medical trips	• Shopping, recreational, social, and other quality of life trips • Suburban and rural areas need weekend options
Expanded service hours for early mornings, mid-day, evenings, and second and third shift job hours	• These hours are often limited, especially late at night and early morning • These hours are important for third shift workers, and could also allow for non-medical, non-work trips
More transportation options to access dialysis centers	• Volunteer transportation may be a solution • Limited options for long distance trips, particularly for people who don't qualify for Medicaid-funded transportation

More transportation options for same day or last minute trips	• Rural areas are underserved by private TNCs • More creative solutions may be necessary for underserved populations
More reverse commute services from urban residential areas to suburban employment centers	• There is a "last mile" issue for these types of trips, less pedestrian infrastructure in suburbs • No affordable same-day options
More specialized services for older adults and individuals with disabilities	• Options are limited in the region, especially for people using assistive devices (wheelchair, oxygen)
Encourage expansion and maintenance of volunteer driver programs	• As senior population grows, more volunteer driver programs should be available • Would fill gaps in service • Funding can be difficult to obtain
Increase use of mobile applications and other other technology	• Advanced notice is a challenge • Need to educate users • Automated reservation system, data collection tools
Increase CDL training programs to hire new drivers	• Several participants noted a shortage of CDL drivers needed to expand service • More training programs

Baltimore Area Coordinated Public Transit -
Human Services Transportation Plan

5-2

MDOT
MARYLAND DEPARTMENT
OF TRANSPORTATION,

MARYLAND TRANSIT
ADMINISTRATION

Outreach, Marketing and Education

Several identified needs had to do with the level of outreach, marketing, and education for the various transportation resources available in the region. Activities that address these needs can help increase awareness of transportation services among the general public and policy makers, while teaching individuals how to utilize the transportation system to their benefits. The identified needs are listed below:

Need for centralized resource for aging, disability, and transportation resources	• This could be a centralized call center, or a location within a non-profit, disablity service provider, or government office • Require increased communication between transportation providers
Publicize existing services	• Many people are unaware of useful services that already exist • Publicizing these services could alleviate some of the needs for expansion listed above
Expanded existence/marketing of travel training services	• This can help educate potential customers on the variety of transportation options available to them • Lack of public awareness seems to be an issue for these services

More Affordable Transportation Services

Regional stakeholders thought that several transportation services were unaffordable for some populations, creating additional barriers for those who were already older, lower-income, or living with a disability. The following needs address the desire for more affordable transportation services:

Need to assess fare structures	• Fares may be cost-prohibitive for people whose trips are not subsidized by a program or agency • Fares are different across jurisdictional boundaries, streamlined fares could be helpful for this.
Increase affordability of private transportation services	• This could include creating programs that subsidize TNC rides • Could also explore the feasibility of micro-transit services in the region
Universal application process for transportation programs	• Applications for transportation programs can be different across jurisdictional boundaries • Universalizing the process could allow for services to be more affordable in all regional jurisdictions

Improved Coordination and Connectivity

Workshop participants identified several regional needs involving increasing coordination between transportation providers in the region. These efforts include consolidating information about transit services, but also address connectivity in a more literal sense by stressing the importance of the first-mile, last-mile problem. The needs are listed below:

Increase connections between LOTS and MTA services	• Some connections do exist, but there is little information about how to connect • Fare reciprocity and coordination could strengthen connections
First mile/last mile connections	• Presence of e-scooters in Baltimore City, along with bike shares in Baltimore and other local jurisdictions
Increase coordination between human service providers	• Currently, coordination is very limited • Increasing and improving inter-agency communication could help identify possible coordination opportunities
Further quantify and document unment needs	• A process to continually update regional needs and gaps in service could increase coordination and connectivity in the region • Provides data and documentation of needs, which can be presented to policy-makers so they can advocate for increase services

Chapter 6: Strategies, Activities and Projects

Introduction

Based on the unmet transportation needs and the existing gaps between current services and those needs, this chapter provides the strategies identified by regional stakeholders as priorities to meet these needs in the Baltimore area. The development of these strategies was based on the ones approved in the 2015 version of this plan, updated to reflect needs identified by the participants at the August 19th, 2019 workshop. The broader strategies are as follows:

- Continue to support capital needs of coordinated human service/public transportation providers.

- Improve coordination among public transportation and human service transportation providers.

- Expand availability of demand-response and specialized transportation services to provide additional trips to targeted populations.

- Provide flexible transportation options and more specialized and one-to-one transportation services through expanded use of volunteers.

- Provide "centralized points of access" that offer information on available aging and disability resources and/or offer travel training to the targeted populations.

- Expand availability of accessible transportation services.

- Expand access to taxi and other private transportation operators.

- Assess current transportation services.

Strategies

Continue to Support Capital Needs of Coordinated Human Service/Public Transportation Providers

The on-going support of coordinated human services transportation is tied directly to the maintenance and expansion of the capital infrastructure of the region. The region must ensure that

the foundation of services is in place, which requires a sufficient capital network. Maintaining a basic capital infrastructure via vehicle replacement, vehicle rehabilitation, vehicle equipment improvements and new vehicles would be the primary expense to ensure a successful level of assistance.

Unmet Need / Issue Will Address

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities

- Insufficient transportation options to access dialysis treatment centers and long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation

- Limited transportation options for urban area residents to access employment opportunities in the suburbs (reverse commute service)

Potential Projects

- Capital expenses to support the provision of transportation services to meet the special needs of older adults, people with disabilities and people with lower incomes. This could include the procurement of larger, wheelchair accessible vans.

- Capital needs to support new mobility management and coordination programs among public transportation providers and human service agencies providing transportation. This could include the establishment of monthly transportation meetings

Improve Coordination among Public Transportation and Human Service Transportation Providers

A variety of public transit operators and human service agencies provide transportation services in the Baltimore Region. One of the priorities from the Baltimore Region Coordinated Transportation Planning Workshops was the need to improve connections between these providers. Opportunities to improve coordination between transportation providers and to improve coordination among human service transportation providers are apparent. Regional stakeholders noted the need to quantify the benefits and outcomes from coordination efforts. Opportunities through this strategy including interagency voucher programs.

Unmet Need / Issue Will Address

- More convenient connections among the various Locally Operated Transit Systems (LOTS) in the region and the core MTA services that are provided in the metropolitan area, and first mile/last mile connections to help connect people to existing services.

- Coordination of trips between different human service agencies and organizations.

- Support recommendations included in the Transit Development Plan (TDP) to improve public transportation. MDOT MTA requires the LOTS in Maryland to conduct a TDP every five to six years. The TDP planning process builds on or formulates the region's goals and objectives for transit, reviews and assesses current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objective in the short-range future, typically a five-year horizon.

Potential Projects

- Establish inter-agency agreements for connecting services or sharing rides

- Explore technologies that simplify access to information about available service for individual riders

- Implement voucher program through which human service agencies are reimbursed for trips provided by another agency based on pre-determined rates or contractual arrangements.

Expand Availability of Demand-Response and Specialized Transportation Services to Provide Additional Trips to Targeted Populations

While the areas of the Baltimore region served by public transit include ADA-required paratransit services, many parts of the region fall outside this service area. In some areas there are limited transportation options to access needed community services or employment locations.

The expansion of current human service and specialized transportation programs operated in the region is a logical strategy for improving mobility to meet these needs, especially for older adults and people with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders while taking advantage of existing organizational structures.

Operating costs -- driver salaries, fuel, and vehicle maintenance -- would be the primary expense for expanding demand-response services, though additional vehicles may be necessary for providing expanded same-day and door-to-door transportation services.

Unmet Need / Issue Will Address

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities.

- Insufficient transportation options to access dialysis treatment centers, especially on weekends; and for long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation.

- Limited transportation options for non-medical trips, i.e. shopping, recreational, social, and other quality of life trips.

- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours.

- Limited transportation options for urban area residents to access employment opportunities in the suburbs (reverse commute service).

- Lack of transportation options that enable same day or last minute trips.

Potential Projects

- Expand demand-response services beyond ADA-required service area at needed times

- Expand demand-response and specialized transportation services to medical facilities and dialysis treatment facilities

- Implement or expand vanpool and ride share programs from Baltimore to suburban work sites

Provide Flexible Transportation Options and More Specialized and One-To-One Transportation Services through Expanded Use of Volunteers

A variety of transportation services are needed to meet the mobility needs of older adults and people with disabilities. Some of the needs identified by regional stakeholders are better handled through more specialized services beyond those typically provided through general public transit services. In addition the geographic makeup of some parts of the region is not conducive for shared ride services. This strategy offers the opportunity to build upon the volunteer driver programs in the region. This strategy would help to meet needs that are difficult to meet through public transit and human service agency transportation, and provide a more personal and one-to-one transportation service for customers who may require additional assistance.

Unmet Need / Issue Will Address

- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities

- Limited transportation options for non-medical trips, i.e. shopping, recreational, social, and other quality of life trips

- Capacity of volunteer driver programs should keep pace with the region's growing senior population

Potential Projects

- Implement new or expanded volunteer driver program to provide transportation at needed times

- Develop incentives to encourage and maintain volunteer involvement in program, including mileage reimbursement, insurance coverage, discounts, and stipends.

- Provide documentation of unmet travel needs, which can be presented to policy-makers so they can advocate for increasing the annual appropriation for the Maryland Senior Rides Program, which partially funds nonprofit organizations that coordinate volunteer driver programs. This project may benefit from collaboration among the Baltimore region and the State's other regions.

Provide "Centralized Points of Access" That Offer Information on Available Aging and Disability Resources and/or Offer Travel Training to Targeted Populations

This strategy emphasizes outreach and information sharing to ensure that people with limited mobility, their families, agency staff, and others are aware of aging and disability resources, including transportation options, available in the region. The existence of organizations, including some funded by the state, that deliver similar information products was noted in the workshop discussions. Regional stakeholders also expressed the need to encourage cooperation or consolidation of services in an effort to maximize limited federal and state funding for transportation.

Unmet Need / Issue Will Address

- Centralized location for customers, human service agency staff, families, and caregivers to gain information on available aging and disability resources, including transportation options; publicize these information sources

- Travel training efforts that help to educate potential customers in the use of available public transportation services in the region

Potential Projects

- Establish 2-1-1 Maryland as the designated Baltimore region information resource for transportation providers serving the elderly and individuals with disabilities. All providers

will be encouraged to register their organization with 2-1-1 Maryland and to publicize 2-1-1 Maryland at their facilities and in their vehicles. The following considerations recommend 2-1-1 Maryland:

- o Offers information on a range of programs serving the elderly and individuals with disabilities, including transportation services.
- o   Has high visibility in Baltimore region.
- o   Has partnered with Maryland Access Point (MAP).
- o   Many Baltimore region transportation providers who receive 5310 grant funding are already on 2-1-1 Maryland.
- o Clients may access information by telephone or via the 2-1-1 Maryland website.

- Mobility manager to facilitate access to transportation services including:

- o Serving as information clearing house on available public transit and human services transportation in region for older adults, people with disabilities, and people with low incomes
- o Implementing outreach programs that provide potential customers and human service agency staff with information and training in use of current transportation services

- Develop trip planning software or call center to assist customers in finding the transportation services they could use to complete their desired trip

Expand Availability of Accessible Transportation Services

There is a need expand accessible services in the region, especially in light of the lack of accessible taxis or accessible vehicles for vanpooling and some shared-ride services. The acquisition and availability of more accessible services would provide greater transportation options, especially for people who live outside areas served by public transportation. This strategy supports efforts to purchase more accessible vehicles to be used by transportation providers throughout the region. This strategy also supports queries about the efficacy of public-private partnerships to create on-demand micro-transit services.

Unmet Need / Issue Will Address

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities.

Potential Project

- Purchase and/or operate accessible vehicles for use in taxi, ridesharing, and/or van pool programs.

- Explore public-private partnerships to develop a micro-transit program, utilizing a TNC's (Uber, Lyft, Via) technology to provide on-demand, accessible services.

Expand Access to Taxi and Other Private Transportation Operators

This strategy encourages greater access to taxi and other private transportation services through voucher programs that help offset user costs while helping to ensure the profitability for the private operators. It also promotes community partnerships, especially between the disability community and taxi operators, that are especially essential in the effort to increase the availability of accessible vehicles. These partnerships can help to assess anticipated demand and business potential, to confirm marketing and outreach efforts, and most importantly to identify potential funding and subsidy opportunities.

Unmet Need / Issue Will Address

- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours.

- Insufficient transportation options to access dialysis treatment centers; and for long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation.

- Lack of transportation options that enable same day or last minute trips.

Potential Project

- Implement voucher program to subsidize rides from alternate transportation providers, including taxis, TNCs, and other private companies.

Assess Current Transportation Services

This overarching strategy would reward organizations that improve their own or another organization's performance, by improving service quality, business procedures, transportation operations, and vehicle utilization. Some possibilities are better tracking and analysis of client demand, and adding software or technology to increase organizational productivity.

There are tools available that agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be National Aging and Disabilities Transportation Center's (NADTC) *Transportation by the Numbers*, an electronic workbook with fillable forms that provides human service agencies with ways to more easily identify expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business. This tool is available through this link through the NADTC at https://www.nadtc.org/resources-publications/transportation-by-the-numbers/.

Chapter 7: Ongoing Arrangements

A required step in the local application process for Section 5310 Program funds is to submit part of the application to the appropriate Regional Coordinating Body for endorsement. These Regional Coordinating Bodies are responsible for reviewing local applications before they are submitted to MDOT MTA, and endorsing only those applications that are derived from or included in the current regional coordinated transportation plan.

In the Baltimore region, BMC staff and the BRTB work with MDOT MTA to serve in this review process that also includes:

- Reviewing and discussing coordination strategies in the region and providing recommendations for possible improvements to help expand mobility options in the region.

- Reviewing and discussing strategies for coordinating services with other regions in Maryland and outside the State to help expand mobility options.

- Facilitating updates of the *Baltimore Area Coordinated Public Transit-Human Services Transportation Plan.*

Chapter 8: Plan Adoption Process

Stakeholders from the Baltimore area who participated in the coordinated transportation process had the opportunity to review a preliminary version of this plan. There were no proposed changes.

This final draft plan will now be reviewed by the BRTB Technical Committee in advance of a formal BRTB endorsement.

Chapter 9: Resources

This section provides various resources referenced throughout the plan or helpful with efforts to improve mobility in the Baltimore area. It includes:

- Section 5310 Program information

- FTA guidance for the development of a coordinated public transit-human services transportation plan

- A list of website links to a variety of national technical assistance centers and other organizations that can help with implementation the strategies and projects identified in this plan

SECTION 5310 PROGRAM INFORMATION

The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Funding

Funds through the Section 5310 Program are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities, with sixty percent of the funds apportioned to designated recipients in urbanized areas of 200,000 persons or more, twenty percent to states for use in urbanized areas of fewer than 200,000 persons, and twenty percent to states for use in rural areas. The federal share is eighty percent for capital projects and fifty percent for operating grants.

All of the local share must come from sources other than Federal Department of Transportation (DOT) funds. Some examples of non-DOT federal funds are the Community Development Block Grant and the Appalachian Regional Commission funds. Examples of other sources for local match monies that may be used for any or all of the local share include local appropriations, dedicated tax revenues, private donations, revenue from human service contracts, and net income generated from advertising and concessions.

Eligible Subrecipients

Eligible applicants for Section 5310 funds in Maryland are private non-profit corporations that submit either:

- A copy of the Articles of Incorporation filed with the Maryland Department of Assessments and Taxation, or

- A copy of the determination from the U.S. Internal Revenue Service documenting their organization's private, non-profit status.

Although the Federal Section 5310 Program provides that a recipient may allocate funds to a state or local government authority under certain circumstances, the State of Maryland has determined that these public bodies will not be eligible to apply for Section 5310 funds for the following reasons:

- The limited funding available through the Section 5310 program is not adequate to meet the equipment needs of the non-profit organizations now eligible for funding. Approximately fifty percent of those applying each year actually receive funding.

- Non-profit organizations have extremely limited financial resources and few grant programs. Public bodies have access to expanded resources and broader access to grant programs.

Eligible Project Expenses

All awarded Section 5310 projects are required to be derived from a regional Coordinated Public Transit-Human Services Transportation Plan. In addition to being within a project derived from or included in the applicable regional plan, Section 5310 project funding eligibility is limited to the following types of project expenses.

Eligible Capital Expenses

In accordance with FTA guidance, at least fifty-five percent of Section 5310 funds must be utilized for public transportation capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. Eligible capital expenses that meet this fifty-five percent requirement involve the following:

Rolling stock and related activities for Section 5310-funded vehicles:

- Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs
- Vehicle rehabilitation or overhaul
- Preventative maintenance
- Radios and communication equipment
- Vehicle wheelchair lifts, ramps, and securement devices

Support equipment for Section 5310 Program:

- Computer hardware and software
- Transit-related Intelligent Transportation Systems (ITS)
- Dispatch systems

Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:

- Promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals

- Support for short-term management activities to plan and implement coordinated services

- Support of state and local coordination policy bodies and councils

- Operation of transportation brokerages to coordinate providers, funding agencies, and passengers

- Provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers

- Development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs

- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense)

Other Eligible Capital and Operating Expenses

Up to forty-five percent of a rural, small urbanized area or large urbanized area's annual apportionment may be utilized for the following:

- Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable

- Public transportation projects (capital and operating) that exceed the requirements of ADA

- Public transportation projects (capital and operating) that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service

- Alternatives to public transportation (capital and operating) that assist seniors and individuals with disabilities with transportation

Section 5310 Program Application Process

More information on the Section 5310 program application process, as well as information on other programs administered by MDOT MTA, can be found at:
http://www.taminc.org/Office-of-Local-Transit-Support

COORDINATED PLANNING GUIDANCE

1. The Coordinated Public Transit – Human Services Transportation Plan

Federal transit law, as amended by MAP-21, requires that projects selected for funding under the Section 5310 program be "included in a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." The experiences gained from the efforts of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), and specifically the United We Ride (UWR) initiative, provide a useful starting point for the development and implementation of the local public transit-human services transportation plan required under the Section 5310 program.

Many states have established UWR plans that may form a foundation for a coordinated plan that includes the required elements outlined in this chapter and meets the requirements of 49 U.S.C. 5310. In addition, many states and designated recipients may have coordinated plans established under SAFETEA-LU, and those plans may be updated to account for new stakeholders, eligibility, and MAP-21 requirements. FTA maintains flexibility in how projects appear in the coordination plan. Projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan.

2. Development of the Coordinated Public Transit - Human Services Transportation Plan

Overview

A locally developed, coordinated public transit-human services transportation plan ("coordinated plan") identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. Local plans may be developed on a local, regional, or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the state, designated recipient, and the MPO, where applicable. The agency leading the planning process is decided locally and does not have to be the state or designated recipient.

In UZAs where there are multiple designated recipients, there may be multiple plans and each designated recipient will be responsible for the selection of projects in the designated recipient's area. A coordinated plan should maximize the programs' collective coverage by minimizing duplication of services. Further, a coordinated plan must be developed through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service transportation providers, and other members of the public. While the plan is only required in communities seeking funding under the Section 5310

program, a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.

Required Elements

Projects selected for funding shall be included in a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit)

- An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service

- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery

- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified

Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation Plan

The decision for determining which agency has the lead for the development and coordination of the planning process should be made at the state, regional, and local levels. FTA recognizes the importance of local flexibility in developing plans for human service transportation. Therefore, the lead agency for the coordinated planning process may be different from the state or the agency that will serve as the designated recipient for the Section 5310 program. Further, FTA recognizes that many communities have conducted assessments of transportation needs and resources regarding individuals with disabilities and seniors. FTA also recognizes that some communities have taken steps to develop a comprehensive, coordinated human service transportation plan either independently or through United We Ride efforts. FTA supports communities building on existing assessments, plans, and action items. As new federal requirements must be met, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations.

Plans will vary based on the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

This type of planning is also an eligible activity under four other FTA programs—the Metropolitan Planning (Section 5303), Statewide Planning (Section 5304), Formula Grants for Rural Areas

(Section 5311), and Urbanized Area Formula (Section 5307) programs—all of which may be used to supplement the limited (10 percent) planning and administration funding under this program. Other resources may also be available from other entities to fund coordinated planning activities. All "planning" activities undertaken in urbanized areas, regardless of the funding source, must be included in the Unified Planning Work Program of the applicable MPO.

Tools and Strategies for Developing a Coordinated Plan

States and communities may approach the development of a coordinated plan in different ways. The amount of available time, staff, funding, and other resources should be considered when deciding on specific approaches. Regardless of the method chosen, seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public must be involved in the development and approval of the coordinated plan. The following is a list of potential strategies for consideration:

- **Community planning session.** A community may choose to conduct a local planning session with a diverse group of stakeholders in the community. This session would be intended to identify needs based on personal and professional experiences, identify strategies to address the needs, and set priorities based on time, resources, and feasibility for implementation. This process can be done in one meeting or over several sessions with the same group. It is often helpful to identify a facilitator to lead this process. Also, as a means to leverage limited resources and to ensure broad exposure, this could be conducted in cooperation, or coordination, with the applicable metropolitan or statewide planning process.

- **Self-assessment tool.** *The Framework for Action: Building the Fully Coordinated Transportation System*, developed by FTA and available at www.unitedweride.gov, helps stakeholders realize a shared perspective and build a roadmap for moving forward together. The self-assessment tool focuses on a series of core elements that are represented in categories of simple diagnostic questions to help groups in states and communities assess their progress toward transportation coordination based on standards of excellence. There is also a *Facilitator's Guide* that offers detailed advice on how to choose an existing group or construct an ad hoc group. In addition, it describes how to develop elements of a plan, such as identifying the needs of targeted populations, assessing gaps and duplication in services, and developing strategies to meet needs and coordinate services.

- **Focus groups.** A community could choose to conduct a series of focus groups within communities that provides opportunity for greater input from a greater number of representatives, including transportation agencies, human service providers, and passengers. This information can be used to inform the needs analysis in the community. Focus groups also create an opportunity to begin an ongoing dialogue with community representatives on key issues, strategies, and plans for implementation.

- **Survey.** The community may choose to conduct a survey to evaluate the unmet transportation needs within a community and/or available resources. Surveys can be conducted through mail, e-mail, or in-person interviews. Survey design should consider sampling, data collection strategies, analysis, and projected return rates. Surveys should be

designed taking accessibility considerations into account, including alternative formats, access to the Internet, literacy levels, and limited English proficiency.

- **Detailed study and analysis.** A community may decide to conduct a complex analysis using inventories, interviews, Geographic Information Systems (GIS) mapping, and other types of research strategies. A decision to conduct this type of analysis should take into account the amount of time and funding resources available, and communities should consider leveraging state and MPO resources for these undertakings.

3. Participation in the Coordinated Public Transit – Human Services Transportation Planning Process

Recipients shall certify that the coordinated plan was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public. Note that the required participants include not only transportation providers but also providers of human services, and members of the public who can provide insights into local transportation needs. It is important that stakeholders be included in the development, approval, and implementation of the local coordinated public transit-human service transportation plan. A planning process in which stakeholders provide their opinions but have no assurance that those opinions will be considered in the outcome does not meet the requirement of "participation." Explicit consideration and response should be provided to public input received during the development of the coordinated plan. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development and approval of the proposed coordinated plan document. The following possible strategies facilitate appropriate inclusion:

Adequate Outreach to Allow for Participation

- Outreach strategies and potential participants will vary from area to area. Potential outreach strategies could include notices or flyers in centers of community activity, newspaper or radio announcements, e-mail lists, website postings, and invitation letters to other government agencies, transportation providers, human services providers, and advocacy groups. Conveners should note that not all potential participants have access to the Internet and they should not rely exclusively on electronic communications. It is useful to allow many ways to participate, including in-person testimony, mail, e-mail, and teleconference. Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.

Participants in the Planning Process

Metropolitan and statewide planning under 49 U.S.C. 5303 and 5304 require consultation with an expansive list of stakeholders. There is significant overlap between the lists of stakeholders identified under those provisions (e.g., private providers of transportation, representatives of transit users, and representatives of individuals with disabilities) and the organizations that should be involved in preparation of the coordinated plan.

The projects selected for funding under the Section 5310 program must be "included in a locally developed, coordinated public transit-human services transportation plan" that was "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public." The requirement for developing the local public transit-human services transportation plan is intended to improve services for people with disabilities and seniors. Therefore, individuals, groups, and organizations representing these target populations should be invited to participate in the coordinated planning process. Consideration should be given to including groups and organizations in the coordinated planning process if present in the community. Examples of these types of groups are listed below.

Transportation Partners

- Area transportation planning agencies, including MPOs, councils of government (COGs), rural planning organizations (RPOs), regional councils, associations of governments, state departments of transportation, and local governments
- Public transportation providers, including ADA paratransit providers and agencies administering the projects funded under FTA urbanized and rural programs
- Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, school transportation operators, and intercity bus operators
- Nonprofit transportation providers, including volunteer programs
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom programs
- Human service agencies funding, operating, and/or providing access to transportation services

Passengers and Advocates

- Existing and potential riders, including both general and targeted population passengers (individuals with disabilities and seniors)
- Protection and advocacy organizations
- Representatives from independent living centers
- Advocacy organizations working on behalf of targeted populations

Human Service Partners

- Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to departments of social/human services, employment one-stop services, vocational rehabilitation, workforce investment boards, Medicaid, community action programs (CAP), Agency on Aging (AoA), Developmental Disability Council, community services board
- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies

Other

- Security and emergency management agencies
- Tribes and tribal representatives
- Economic development organizations
- Faith-based and community-based organizations
- Representatives of the business community (e.g., employers)
- Appropriate local or state officials and elected officials
- School districts
- Policy analysts or experts

Note: Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process. This planning process differs from the project selection process, and it differs from the development and issuance of a request for proposal (RFP) as described in the common grant rule (49 CFR part 18 and part 19).

Levels of Participation

The suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. FTA expects that planning participants will have an active role in the development, approval, adoption, and implementation of the plan. Participation may remain low even though a good faith effort is made by the lead agency to involve passengers; representatives of public, private, and nonprofit transportation and human services providers; and others. The lead agency convening the coordinated planning process should document the efforts it utilized, such as those suggested above, to solicit involvement.

In addition, federal, state, regional, and local policy makers, providers, and advocates should consistently engage in outreach efforts that enhance the coordinated process because it is important that all stakeholders identify the opportunities that are available in building a coordinated system. To increase participation at the local levels from human service partners, state department of

transportation offices are encouraged to work with their partner agencies at the state level to provide information to their constituencies about the importance of partnering with human service transportation programs and the opportunities that are available through building a coordinated system.

Adoption of a Plan

As a part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for approving and adopting the plan, and this process must include participation by stakeholders identified in the law: seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public. A strategy for adopting the plan could also be included in the state's SMP and the designated recipient's PMP, further described in Chapter VII.

FTA will not formally review and approve coordinated plans. The recipient's grant application (see Appendix A) will document the plan from which each project listed is included, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. This may be done by citing the section of the plan or page references from which the project is included.

4. Relationship to Other Transportation Planning Processes

Relationship between the Coordinated Planning Process and the Metropolitan and Statewide Transportation Planning Processes

The coordinated plan may either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation planning processes. If the coordinated plan is not prepared within the broader process, the lead agency for the coordinated plan should ensure coordination and consistency between the coordinated planning process and metropolitan or statewide planning processes. For example, planning assumptions should not be inconsistent.

Projects identified in the coordinated planning process and selected for FTA funding must be incorporated into both the TIP and STIP in UZAs with populations of 50,000 or more; and incorporated into the STIP for rural areas under 50,000 in population. Depending on the projects resulting from the coordinated planning and selection process, a single line item on the TIP/STIP for capital or operating projects may be sufficient. However, given the expanded project and subrecipient eligibility under MAP-21, a designated recipient and state may need to consider more detailed programming, such as categorizing the projects based on the types of projects (capital or operating) and/or types of subrecipients, e.g., nonprofit, public entity, etc.

In some areas, where the coordinated plan or project selection is not completed in a time frame that coincides with the development of the TIP/STIP, the TIP/STIP amendment processes will need to be utilized to include selected projects in the TIP/STIP before FTA grant award.
The lead agency developing the coordinated plan should communicate with the relevant MPOs, state departments of transportation or regional planning agencies at an early stage in plan

development. States with coordination programs may wish to incorporate the needs and strategies identified in local coordinated plans into statewide coordination plans.

Depending upon the structure established by local decision makers, the coordinated planning process may or may not become an integral part of the metropolitan or statewide transportation planning processes. State and local officials should consider the fundamental differences in scope, time horizon, and level of detail between the coordinated planning process and the metropolitan and statewide transportation planning processes. However, there are important areas of overlap between the planning processes, as well. Areas of overlap represent opportunities for sharing and leveraging resources between the planning processes for such activities as: (1) needs assessments based on the distribution of targeted populations and locations of employment centers, employment-related activities, community services and activities, medical centers, housing, and other destinations; (2) inventories of transportation providers/resources, levels of utilization, duplication of service, and unused capacity; (3) gap analysis; (4) any eligibility restrictions; and (5) opportunities for increased coordination of transportation services. Local communities may choose the method for developing plans that best fits their needs and circumstances.

Relationship between the Requirement for Public Participation in the Coordinated Plan and the Requirement for Public Participation in Metropolitan and Statewide Transportation Planning

Title 49 U.S.C. 5303(i)(6) and 5304(f)(3), as amended by MAP-21, require MPOs and states to engage interested parties in preparing transportation plans, TIPs, and STIPs. "Interested parties" include, among others, affected public agencies, private providers of transportation, representatives of users of public transportation, and representatives of individuals with disabilities.

MPOs and/or states may work with the lead agency developing the coordinated plan to coordinate schedules, agendas, and strategies of the coordinated planning process with metropolitan and statewide planning in order to minimize additional costs and avoid duplication of efforts. MPOs and states must still provide opportunities for participation when planning for transportation related activities beyond the coordinated public transit-human services transportation plan.

Cycle and Duration of the Coordinated Plan

At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). States, MPOs, designated recipients, and public agencies that administer or operate major modes of transportation should set up a cycle that is conducive to and coordinated with the metropolitan and statewide planning processes to ensure that selected projects are included in the TIP and STIP and to receive funds in a timely manner.

Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Rural Area Formula Grant Programs in the Coordinated Planning Process.

Recipients of Section 5307 and Section 5311 assistance are the "public transit" in the public transit-human services transportation plan and their participation is assumed and expected. Further, 49 U.S.C. 5307(b)(5), as amended by MAP-21, requires that, "Each recipient of a grant shall ensure that

the proposed program of projects (POP) provides for the coordination of public transportation services … with transportation services assisted from other United States Government sources." In addition, 49 U.S.C. 5311(b)(2)(C)(ii) requires the Secretary of DOT to determine that a state's Section 5311 projects "provide the maximum feasible coordination of public transportation service … with transportation service assisted by other federal sources." Finally, under the Section 5311 program, states are required to expend 15 percent of the amount available to support intercity bus service. FTA expects the coordinated planning process in rural areas to take into account human service needs that require intercity transportation.

The schematic below illustrates the relationship between the coordinated plan and the metropolitan and statewide planning processes.
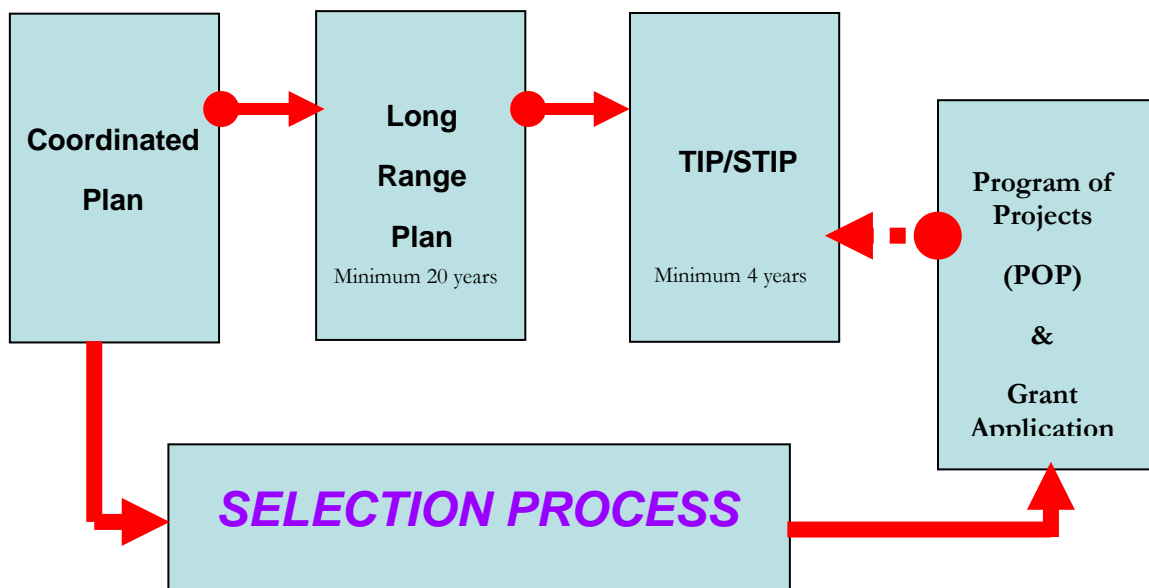
HELPFUL WEBSITES

- American Public Transportation Association (APTA):
  - www.apta.com

- Community Transportation Association of America (CTAA):
  - www.ctaa.org

- Easterseals:
  - http://www.easterseals.com

- Federal Transit Administration (FTA):
  - http://www.fta.dot.gov

- National Aging and Disability Transportation Center (NADTC):
  - www.natdc.org

- National Cooperative Highway Research Program (NCHRP):
  - http://www.trb.org/NCHRP/NCHRP.aspx

- National Rural Transit Assistance Program (RTAP):
  - http://www.nationalrtap.org

- National Volunteer Transportation Center:
  - http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3767&z=132

- Shared-Use Mobility Center:
  - https://sharedusemobilitycenter.org

- Taxicab, Limousine & Paratransit Association (TLPA):
  - http://www.tlpa.org

- Transit Cooperative Research Program (TCRP):
  - http://www.apta.com/resources/tcrp/Pages/default.aspx

- Transit Planning For All:
  - http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=326