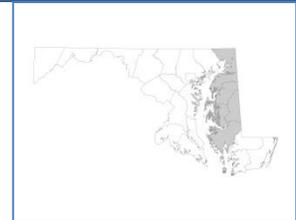


# Upper Eastern Shore Coordinated Public Transit – Human Services Transportation Plan

*Caroline, Cecil, Dorchester, Kent,  
Queen Anne's and Talbot Counties*



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*Prepared for*  
Maryland Transit Administration



*By*  
KFH Group, Inc.  
Bethesda, Maryland



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# Chapter 1: Background

## INTRODUCTION

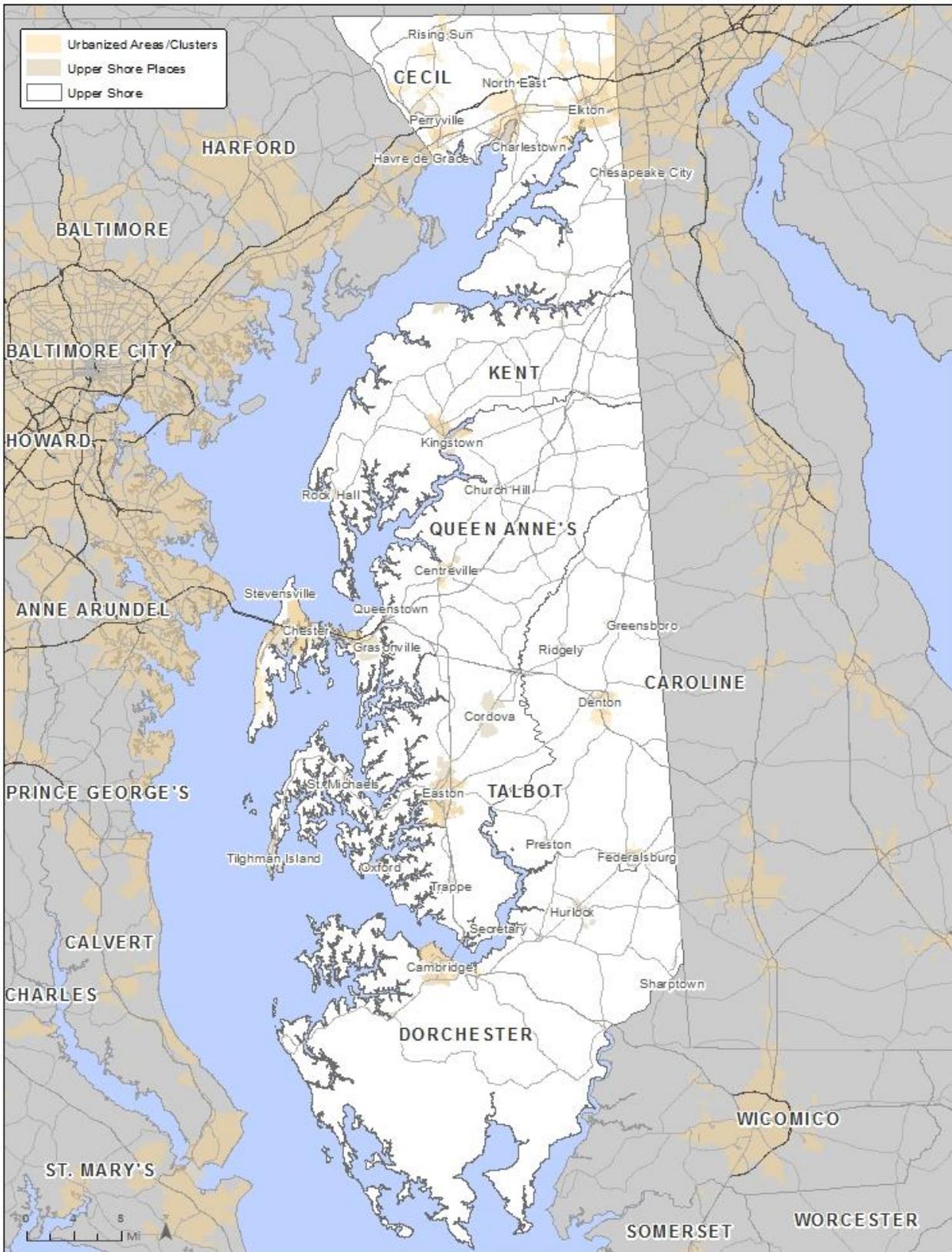
On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 went into effect on October 1, 2012. The program changes in this legislation included the repeal of the Federal Transit Administration's (FTA) Section 5316 (Job Access and Reverse Commute – JARC Program) and Section 5317 (New Freedom Program); and the establishment of an enhanced Section 5310 Program that serves as a single formula program to support the mobility of seniors and individuals with disabilities.

This legislation continued the coordinated transportation planning requirements established in previous law. Specifically, the legislation notes that the projects selected for funding through the Section 5310 Program must be “included in a locally developed, coordinated public transit-human services transportation plan.”

In response to the MAP-21 legislation, the Maryland Transit Administration's (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 regional Coordinated Public Transit-Human Services Transportation Plans. This is the Coordinated Transportation Plan for the Upper Eastern Shore Region that includes Caroline, Cecil, Dorchester, Kent, Queen Anne's and Talbot Counties as shown in Figure 1-1. The plan builds upon previous versions produced in 2007 and 2010, and future projects funded through the Section 5310 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 plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact. 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. The 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 without access to transportation.

Figure 1-1: Coordinated Transportation Plan Region



## PLAN CONTENTS

The Coordinated Transportation Plan for the Upper Eastern Shore is presented in the following order:

- **Chapter 1** (this chapter) provides information on the coordinated transportation planning requirements and on the Section 5310 Program.
- **Chapter 2** discusses the outreach process and the involvement of regional stakeholders in the coordinated transportation planning process.
- **Chapter 3** provides a review of recent plans and studies in the region that are relevant to the coordinated transportation planning process or provide information on community transportation needs.
- **Chapter 4** provides an assessment of the transportation needs in the region based on qualitative data (input on needs from key stakeholders).
- **Chapter 5** provides an assessment of transportation needs in the region through quantitative data (U.S. Census and American Community Survey).
- **Chapter 6** provides an inventory of current transportation services in the region.
- **Chapter 7** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.
- **Chapter 8** discusses proposed on-going arrangements in the region to continue the momentum from the coordinated transportation planning process.
- **Chapter 9** provides the process for approval of this coordinated transportation plan.
- **Appendix A** includes various documents relevant to the coordinated planning process.

## COORDINATED TRANSPORTATION PLAN ELEMENTS

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 included in Appendix A.

## SECTION 5310 PROGRAM

As noted earlier, the MAP-21 legislation established a modified FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) Program that consolidates the previous New Freedom and Elderly and Disabled Programs. 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**

As noted earlier under the coordinated transportation planning requirements, 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



# 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. The MTA, in conjunction with the KFH Group, led a broad approach that built upon previous coordinated transportation planning efforts and involved a diverse group of regional stakeholders. An outreach plan was developed that followed FTA guidance on the individuals, groups and organizations that should be invited to participate in the coordinated planning process and included the following:

- Area 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, including both general and targeted population passengers (individuals with disabilities and seniors)
- 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
- Appropriate local or state officials and elected officials
- Policy analysts or experts

## REGIONAL COORDINATING BODY

Through the development of earlier versions of this plan each of the five regions in the state established a Regional Coordinating Body to provide an ongoing format to discuss any local transportation needs, especially those of older adults, people with disabilities and people with lower incomes. In relation to the Section 5310 Program, the Regional Coordinating Bodies are responsible for reviewing local applications before they are submitted to the MTA and endorsing

only those applications that are derived from/included in the current regional Coordinated Transportation Plan.

The update of the previous Upper Eastern Shore Coordinated Transportation Plan built upon existing coordination and planning efforts. The MTA and KFH Group worked with Maryland Upper Shore Transit (MUST) program administered by the Mid-Shore Regional Council (MSRC). MUST participated in the update of this plan by coordinating logistics for regional outreach events, conducting outreach into the community, offering input on transportation needs and resources, and providing input on potential strategies and projects.

## **UPPER EASTERN SHORE COORDINATED TRANSPORTATION PLANNING WORKSHOP**

On March 4, 2015 the MTA, MUST and KFH Group 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 marketing of this event was conducted through a statewide outreach plan that followed FTA guidelines and highlighted the workshop on the Upper Eastern Shore along with those in Southern Maryland, Western Maryland and on Maryland's Lower Eastern Shore. Information on the regional workshops was distributed to over 500 stakeholders from across Maryland, and these stakeholders were encouraged to pass the invitation along through their contact lists to help ensure an even broader outreach effort.

The Upper Eastern Shore Coordinated Transportation Planning Workshop attracted 29 participants including representatives from the following agencies and organizations:

- Area Agency on Aging
- County Health Departments
- Chamber of Commerce
- Departments of Social Services
- Locally Operated Transit Systems (LOTS)

The workshop began with discussion of the federal coordinated transportation planning requirements, the State's approach to meeting these requirements, and a review of the Section 5310 Program. The majority of the workshop was focused on obtaining input from participants on the unmet transportation needs in the region. Using the needs assessment included in the 2010 version of this plan, stakeholders updated transportation needs from a regional perspective to better reflect current conditions. Subsequently the revised needs assessment was distributed to the full group for an additional review. The results of the overall input process are reflected in the unmet transportation needs include in Chapter 4 of this plan.

## **WORKSHOP FOLLOW-UP**

As a follow-up to the regional workshop, participants were provided a preliminary list of strategies based on the updated needs assessment. They were then invited to a meeting on May 6, 2015 that provided the opportunity to discuss and refine these strategies.

At this follow-up meeting, participants discussed the process for prioritization of the strategies. There was consensus that the method would involve distributing an on-line survey to workshop participants with the list of strategies, and each person would have the ability to rate each as a high, medium or low priority. The results of this survey are reflected in the potential strategies highlighted in Chapter 7 of this plan.

## **MARYLAND COORDINATED COMMUNITY TRANSPORTATION WEBSITE**

As in coordinated transportation planning efforts in 2007 and 2010, the outreach effort included the use of the “Maryland Coordinated Community Transportation” website – <http://www.kfhgroup.com/mdcoordinationplans.htm>.

This website offers information on the coordinated planning requirements and the Section 5310 Program. The website was used through the planning process to provide information on regional workshops, meeting outcomes and draft plans. The site features links to the LOTS in Maryland and resources to support mobility management and coordination efforts.



# Chapter 3: Previous Plans and Studies

## INTRODUCTION

As part of the overall needs assessment this section provides a review of recent plans in the region relating to transportation. A primary component of this review is transit development plans recently conducted for the LOTS in the region. This section includes relevant information from other studies and plans on issues that impact transportation and mobility in the region.

## TRANSIT DEVELOPMENT PLANS

### **Caroline, Kent, and Talbot Counties**

A Transit Development Plan (TDP) was completed for Caroline, Kent, and Talbot Counties in January 2010. This TDP includes an assessment of current and near-term unserved potential need, a review of existing services, documentation of human service agencies, alternatives to address identified needs and performance concerns and a recommended plan for improvements (with phased implementation) including capital and operating budget projections. The improvements identified in this TDP are the result of the analysis of existing services, demographic information and input of the CTAC. The improvements directly address the need for increased hours of operations and schedule trips, the need for a stable institutional structure and improved marketing efforts of these services. With the continuing support of the community, these improvements can achieve success even if implementation stretches beyond the five-year horizon of this TDP.

### **Cecil County**

The Cecil County Transit Development Plan (TDP) was completed in January 2010. The TDP planning process was built upon Cecil County's goals and objectives for public transportation and included a review and analysis of current transit services, a transit needs analysis, the development of organizational and service alternatives and the creation of a draft plan. Community stakeholders were included as part of a TDP Subcommittee and rider input was solicited through an on-board survey. The TDP served as a guide for Cecil County Senior Services and Community Transit (SSCT) for implementing service and organizational improvements and expansions over a five-year period.

A number of service improvements were recommended in the TDP. Adding new services in areas underserved and unserved, connections to major educational institutions and employment

facilities, and Saturday service for some parts of the county were all recommended to improve the fixed route service. The TDP suggested adding demand-response service to the southern part Cecil County which has high transportation needs and low density that would not support fixed route service. A Commuter Assistance Program was recommended to help commuters find alternatives to single-occupant vehicle commuting.

## **Queen Anne's County**

The Queen Anne's County Transit Development Plan (TDP) was completed in December 2008. The planning process included determining the transit needs of the community, analyzing existing transportation services and their ability to meet those needs, recommending both organizational and service initiatives aimed at improving service delivery, and meeting identified unmet needs.

The TDP lays out basic information about Queen Anne's County, such as land use and demographic data. It also looks at where people are traveling and assesses transit needs and dependency. The plan identifies and assesses County Ride, the main service provider in Queen Anne's County which is operated by the Department of Aging. Other public and private providers that serve the county and human service agencies and provide transportation to their clients are also identified. The TDP concludes with detailed organizational and service alternatives that were considered in the making of the plan and final recommendations, along with an implementation and capital plan.

## **COUNTY COMPREHENSIVE PLANS**

### **Caroline County**

Caroline County's Comprehensive Plan was adopted on April 6, 2010. It is the primary document that provides the county's guide in directing, protecting the natural resources of the area and improving transportation and economic development in the county. The transportation section highlights the county's highway needs, planned improvements, and planned bridge construction and repairs. It discusses public and alternative modes of transportation. The plan notes that demographic changes, such as an increase in the elderly population, will cause public transportation to become more important. Locating bicycle routes and incorporating alternative modes of transportation in the county's growth areas will encourage tourism and direct growth in designated areas. Caroline County's Comprehensive plan mentions that due to budgetary issues, the future of public transportation in Caroline County is unclear. The recommendation is that the County should continue to investigate the continued operation of the service.

## **Cecil County**

Cecil County's Comprehensive Plan was adopted on April 12, 2010. It provides Cecil County with a policy guide and framework for future growth and development in the county. The plan addresses land use, natural resources, transportation, public facilities, economic development and housing.

A major priority noted in Cecil County's Comprehensive Plan is the development of a more robust transit system. Some changes suggested in the plan include extensions of the MARC from Perryville and SEPTA from Newark, Delaware commuter rail systems. Another suggestion presented in the plan is enhancing bus service.

## **Dorchester County**

Dorchester County's Comprehensive Plan was adopted on September 24, 1996. The comprehensive plan is a guide that will direct the growth and development of the county for the next 15 to 20 years.

The transportation goal for the county is to develop a coordinated transportation system that allows for safe and efficient movement of people and goods. According to the plan the county's focus is on providing enhanced roads and transportation services and on preserving the primary roads capacity. Dorchester County's Comprehensive Plan encourages alternative modes of transportation such as public transit, bikeways and pedestrian systems in order to reduce dependency on the automobile.

## **Kent County**

Kent County's Comprehensive Plan was adopted in May 2006. The comprehensive plan serves as the framework for the county in regards to land use. One goal stated in the plan is to develop and encourage the use of alternative transportation modes. The strategy to ensure this goal is to improve and create additional bicycle and pedestrian routes, develop and promote the use of park and ride lots along with ridesharing programs, and encourage public and private transportation efforts.

## **Queen Anne's County**

Queen Anne's County Comprehensive Plan was adopted on September 7, 2010. The plan emphasizes the intent to keep the county as a rural community while keeping consistent with smart growth goals and objectives for Maryland. The vision for Queen Anne's County, according to the comprehensive plan, is as follows:

- Coordination among towns and the county will be established to handle new traffic patterns, safety concerns and mobility through population centers in order to maintain a healthy balance between those who live in the county and other businesses and vacationing travelers.

- The county will continue to improve and expand opportunities for all modes of travel including bicycle, pedestrian, transit, rail and carpooling commuters.
- The county will promote walking and bicycling for outdoor recreation, fitness and transportation, having safe access to local roadways and trails in order to make the county a better, safer and more connected place to live and visit.

## **Talbot County**

Talbot County's Comprehensive Plan was adopted on February 15, 2005. The comprehensive plan serves as a long-term guide to direct growth, land use and development decisions for Talbot County. Talbot County's Comprehensive Plan acknowledges that the automobile is the primary mode of transportation. According to the plan, transit service for the general public is not feasible due to the low density rural nature of the county. Demand response transportation is available through a service by the Upper Shore Aging Take-A-Ride Program for rural and residents. The plan contains strategies that encourage the reduction of drive alone trips such as, adding more park and ride facilities to increase ride sharing and commuting.

# Chapter 4: Assessment of Transportation Needs

## INTRODUCTION

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 Upper Eastern Shore region focuses on these population groups and involves a broader approach that builds upon previous coordinated planning efforts. The overall transportation needs assessment involves:

- The regional workshop discussed in Chapter 2 that provided a forum for stakeholders to discuss and update the transportation needs in the 2010 version of this plan.
- Review and documentation of transportation needs from other plans and studies, discussed in Chapter 3.
- The analysis of demographic data using current information from the U.S. Census, detailed in the next chapter of this plan.

This section details the results from the overall transportation needs assessment based on input from stakeholders at the regional workshop. Many transportation needs are regional in nature or are evident in each county and therefore the group as a whole discussed the unmet transportation needs from the 2010 version of this plan and updated the previous list. Participants broke into groups and updated the transportation needs specific to the counties in the region.

## REGIONAL TRANSPORTATION NEEDS

### Need for Expanded Transportation Services

#### *Trip Purpose*

- There is a need for additional transportation services to accommodate unplanned and spontaneous trips.

#### *Time Related*

- Transportation options are limited in evenings and on weekends and there is a need for additional services at these times. This need is especially prevalent with the seasonal work force that cannot afford to miss time during the day to access medical appointments.
- There is a need for expanded frequency of public transit routes as this presents challenges for accessing jobs, medical appointments and other services.

#### *Place/Destination*

- There is a need for expanded transportation options to access employment opportunities and job-related activities such as daycare, training and education facilities.
- Transportation needs to access dialysis facilities exceeds current transportation services. There is a need for additional services that can better accommodate the demand.

### Need for Improved and Expanded Outreach, Marketing, and Education

- There is a need to educate residents who are not aware of available transportation options or are unsure about how to access and use available transportation services.
- There is a need to educate locally elected officials on the impact of transportation services and the need for additional funding. Specific talking points are needed to ensure a consistent message.

### Need for More Specialized and Personal Transportation Services

- Many customers need assistance after disembarking vehicle to access their destination.

## Need for More Flexible Vehicle Fleets

- The rural nature of the region requires a variety of vehicles that can be used in providing services.

## CECIL COUNTY TRANSPORTATION NEEDS

- **Increase the use of the taxi voucher program through accessible vehicles.** While the taxi voucher program has been expanded, there is an opportunity to increase the use of the program if taxi providers had accessible vehicles.
- **Scheduling technology** is needed to support recent technology improvements that include real-time information on fixed route services.
- **Complete connections in southern part of the County.** Connections to Harford County and Newark are now in place. Only connection not completely in place is in the Southern part of the county.
- **Expanded mobility management services.** The plan is to continue and expand mobility management efforts, as this fits in with education of employers, travel training services and previous discussions of a one-stop center.
- **Improved coordination** between Section 5310 recipients to discuss needs and opportunities. There is a need for improved coordination with health care providers.

## CAROLINE, DORCHESTER, KENT AND TALBOT COUNTY TRANSPORTATION NEEDS

- **Additional transportation services in the evenings and weekend** for people with lower incomes to meet non-peak shifts/times, for older adults and for people with disabilities
- **Expanded transportation options to job training and jobs** and for reverse commute trips to work sites on one-directional routes (travel times more suited for work trips)
- **Expanded outreach/marketing of transportation services and options** including clarification of services that are available and open to the public, appropriate times for specific trips/appointments. Educating doctors' office and nursing home staff so they can better understand transit's capabilities.
- **Effective marketing for bilingual riders** to help offset their inability to utilize the service and to help non-English speaking riders and bilingual operators

- **Door-to-door transportation options** for all groups
- **Flexible transportation options for spontaneous trips** (non-group trips) that come up that day and allow for travel to work and for both medical and non-medical purposes
- **Expanded travel training** and better promotion of training that is available
- **Expanded transportation options to access educational opportunities** (i.e. colleges, GED and ESL classes)
- **Expanded transportation options to drug treatment facilities**
- **Flexible routes that accommodate seasonal businesses**
- **Flexible services for peak tourism seasons**

## QUEEN ANNE'S COUNTY TRANSPORTATION NEEDS

- **Expanded transportation options beyond public transit in evenings for older adults, people with disabilities and people with lower incomes.** There is a need for transportation services in the evenings, however in the past there has not been sufficient ridership to support general public transit services.
- **Expanded outreach and marketing of transportation services and options** especially for the general public through actual schedules.
- **Expanded transportation services on weekends** for older adults, people with disabilities and people with lower incomes. There is a need, however there has not been sufficient ridership to support general public transit services.
- **More frequent services** especially for older adults, people with disabilities and people with lower incomes.

# Chapter 5: Demographic Analysis

## INTRODUCTION

This chapter provides an analysis of future population trends on the Upper Eastern Shore as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. This analysis is coupled with the input from regional stakeholders documented in the preceding chapter to provide a broad transportation needs assessment. It 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.

## POPULATION ANALYSIS

This section examines the current population and population density within the Upper Eastern Shore area and provides future population projections for the region.

### Population

In the 2010 Census, the United States Census Bureau reported that Caroline County had a population of 33,066, Cecil County had a population of 101,108, Dorchester County had a population of 32,618, Kent County had a population of 20,197, Queen Anne's County had a population of 47,798, and Talbot County had a population of 37,782. As Table 5-1 illustrates, all of the jurisdictions have experienced steady growth from the 1990 to the 2010 Census. Cecil County and Queen Anne's Counties experienced the most rapid growth since the 2000 Census with a nearly 18% increase. The population of the entire region grew by almost 14% between 2000 and 2010.

**Table 5-1: Historical Populations**

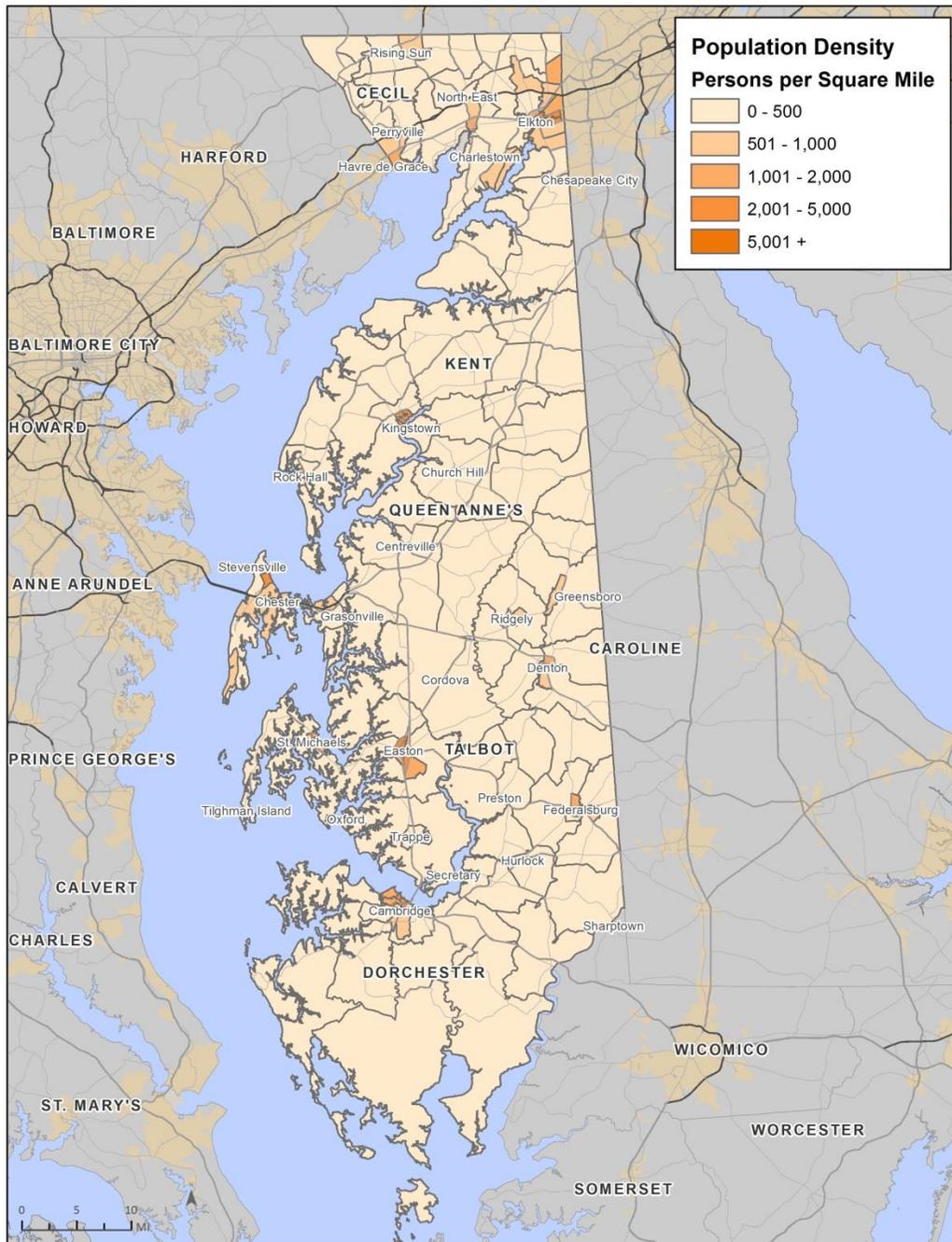
County	1990	2000	2010
Caroline County	27,035	29,772	33,066
Cecil County	71,347	85,951	101,108
Dorchester County	30,236	30,674	32,618
Kent County	17,842	19,197	20,197
Queen Anne's County	33,953	40,563	47,798
Talbot County	30,549	33,812	37,782
<b>Total - Upper Eastern Shore Region</b>	<b>210,962</b>	<b>239,969</b>	<b>272,569</b>

Source: Maryland Department of Planning, July 2014 Revised Projections

## Population Density

One of the most important factors in determining the level of transit service in an area is population density. Locations with population densities above the area average include Elkton, Rising Sun, North East, Perryville, Kingstown Stevensville, Easton, Cambridge, Federalsburg, Denton, Greensboro, Ridgely and St. Michael. The population density for the entire region can be seen in Figure 5-1.

**Figure 5-1: 2010 Census Population Density**



Source: United States Census Bureau

## Population Forecasts

Future population forecasts for the region anticipate moderate population growth to the year 2040. During this period, the area is expected to grow from 272,569 to 357,850 persons or an increase in population of 85,281 between 2010 and 2040. Table 5-2 shows the forecasted population growth.

**Table 5-2: Population Forecasts**

County	2010	2015	2020	2025	2030	2035	2040
Caroline County	33,066	33,900	36,050	38,250	40,450	42,750	44,950
Cecil County	101,108	103,600	108,600	117,300	125,250	132,900	139,650
Dorchester County	32,618	33,250	34,800	36,550	37,850	39,100	40,000
Kent County	20,197	20,600	21,400	22,100	22,600	23,050	23,500
Queen Anne's County	47,798	50,150	53,600	57,350	60,350	63,150	65,750
Talbot County	37,782	39,100	40,850	42,050	42,900	43,550	44,000
<b>Total - Upper Eastern Shore Region</b>	<b>272,569</b>	<b>280,600</b>	<b>295,300</b>	<b>313,600</b>	<b>329,400</b>	<b>344,500</b>	<b>357,850</b>

Source: Maryland Department of Planning, July 2014 Revised Projections

## TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle or who are unable to drive themselves due to age or income limitations. The demographic analysis within this section draws upon data from the American Community Surveys five-year estimates (2010-2014). The results highlight the geographic areas of the service area with the greatest need for transportation.

For the purpose of developing a relative process of ranking socioeconomic need, block groups are classified relative to the service area as a whole using a five-tiered scale of “very low” to “very high.” A block group classified as “very low” can still have a significant number of potentially transit dependent persons as “very low” means below the service area’s average. At the other end of the spectrum, “very high” means greater than twice the service area’s average. The exact specifications for each score are summarized in Table 5-3.

**Table 5-3: Relative Ranking Definitions for Transit Dependent Populations**

Amount of Vulnerable Persons or Households	Score
Less than and equal to the service area’s average	Very Low
Above the average and up to 1.33 times the average	Low
Above 1.33 times the average and up to 1.67 times the average	Moderate
Above 1.67 times the average and up to two times the average	High
Above two times the average	Very High

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## Transit Dependence Index

The Transit Dependence Index (TDI) is an aggregate measure of transportation need. Five factors make up the TDI calculation:

- Population Density
- Autoless Households
- Senior Populations
- Youth Populations
- Below – Poverty Populations

The factors above represent specific socioeconomic characteristics of the population in this region. For each factor, individual block groups were classified according to the prevalence of the vulnerable population relative to the planning area average. The factors were then substituted into the TDI equation to determine the relative transit dependence of each block group (very low, low, moderate, high or very high).

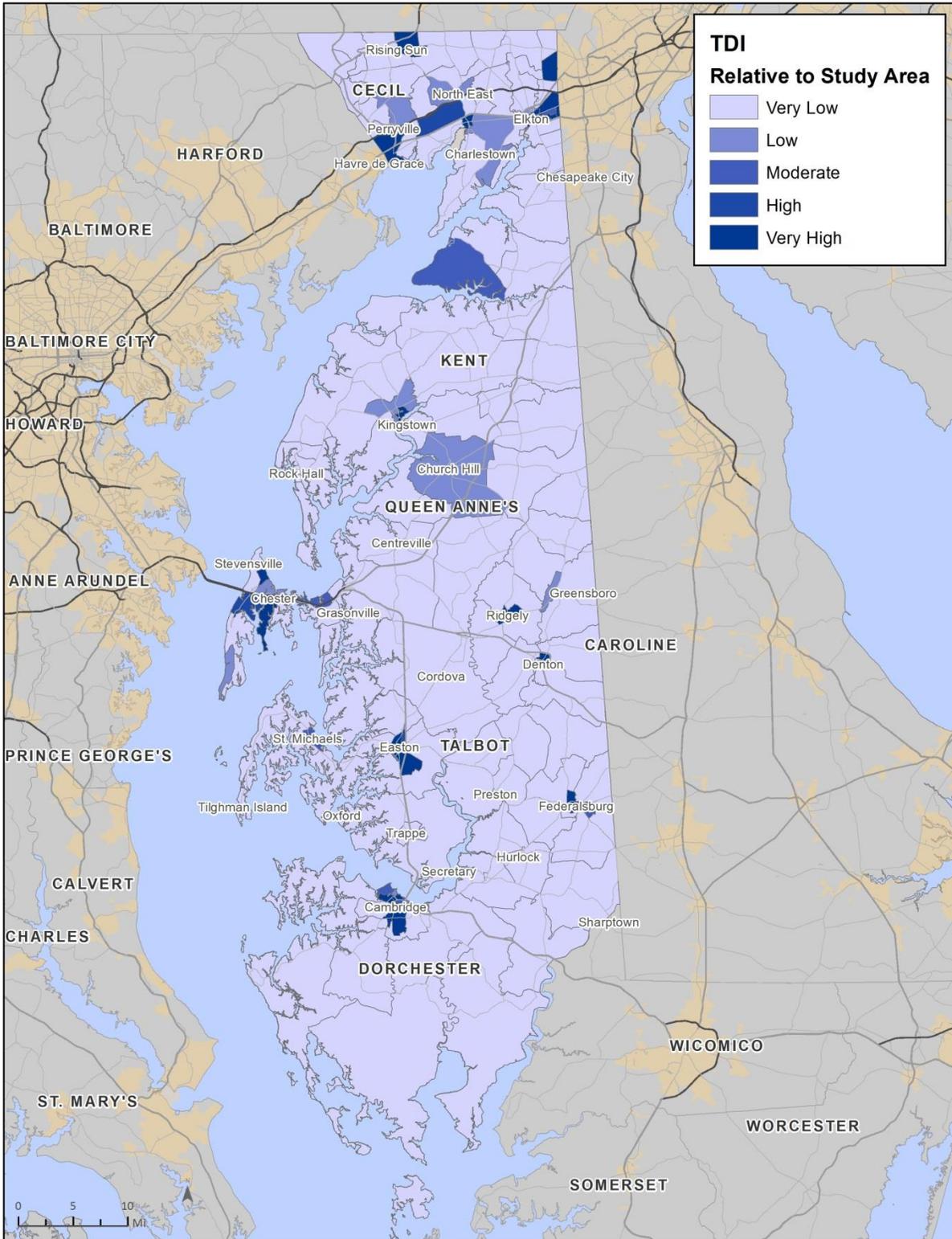
The areas with a “very high” transit demand are located in parts of Cambridge, Chester, Easton, Federalsburg, Denton, Elkton, around North East, Perryville and Rising Sun. Figure 5-2 illustrates the concentrations of transit dependent populations.

## Transit Dependence Index Percentage

The Transit Dependence Index Percentage (TDIP) provides a complementary analysis to the TDI measure. This analysis is nearly identical to the TDI measure with the key exception that the population density factor is taken out of the equation. By removing the population density factor, the TDIP measures percentage rather than amount of vulnerability.

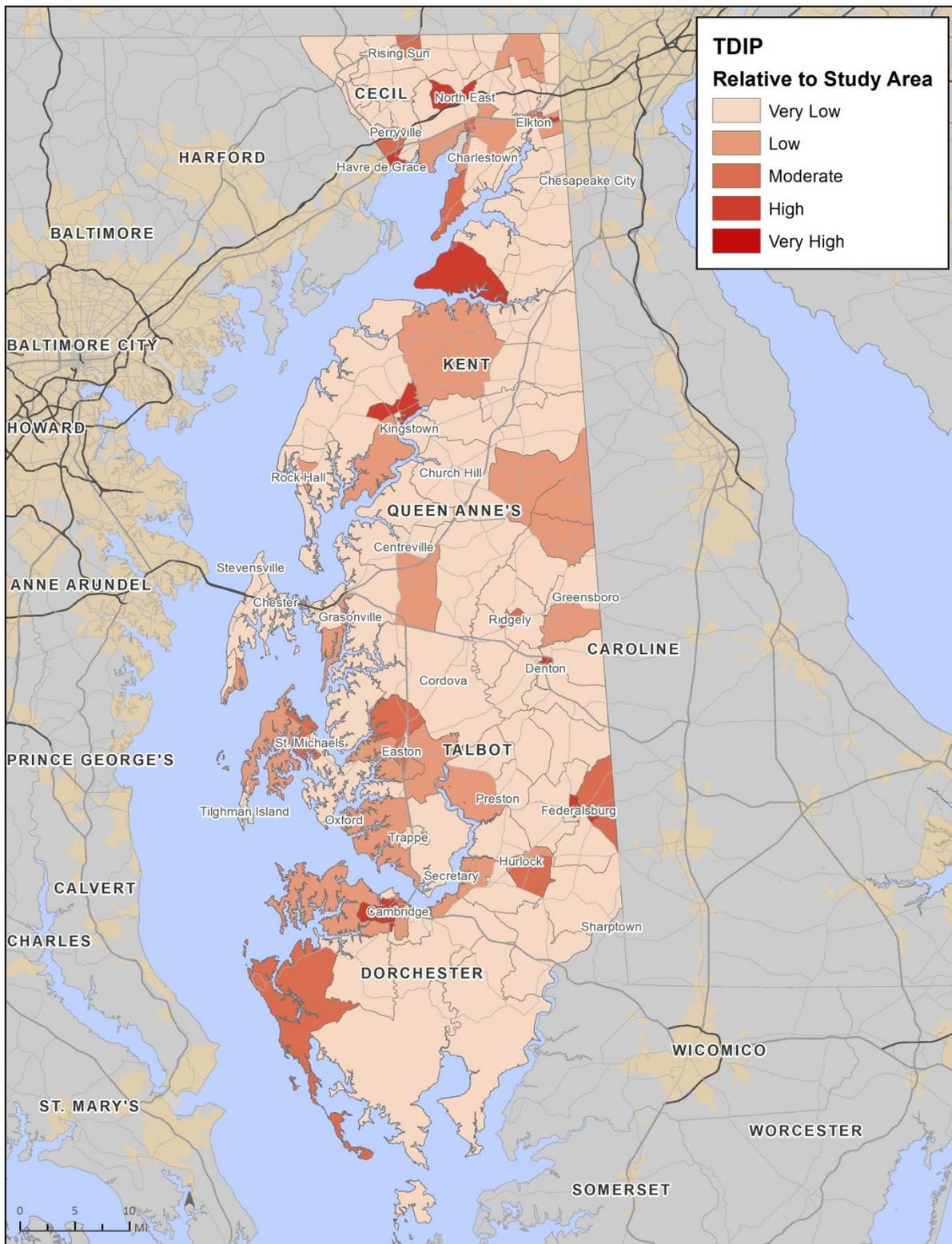
As seen in Figure 5-3, the areas with the highest percentage of transit dependent persons are located in the northwest parts of North East, west of Earleville, northern Kingstown and central parts of Cambridge.

Figure 5-2: Transit Dependence Index



Source: American Community Survey

Figure 5-3: Transit Dependence Index Percentage

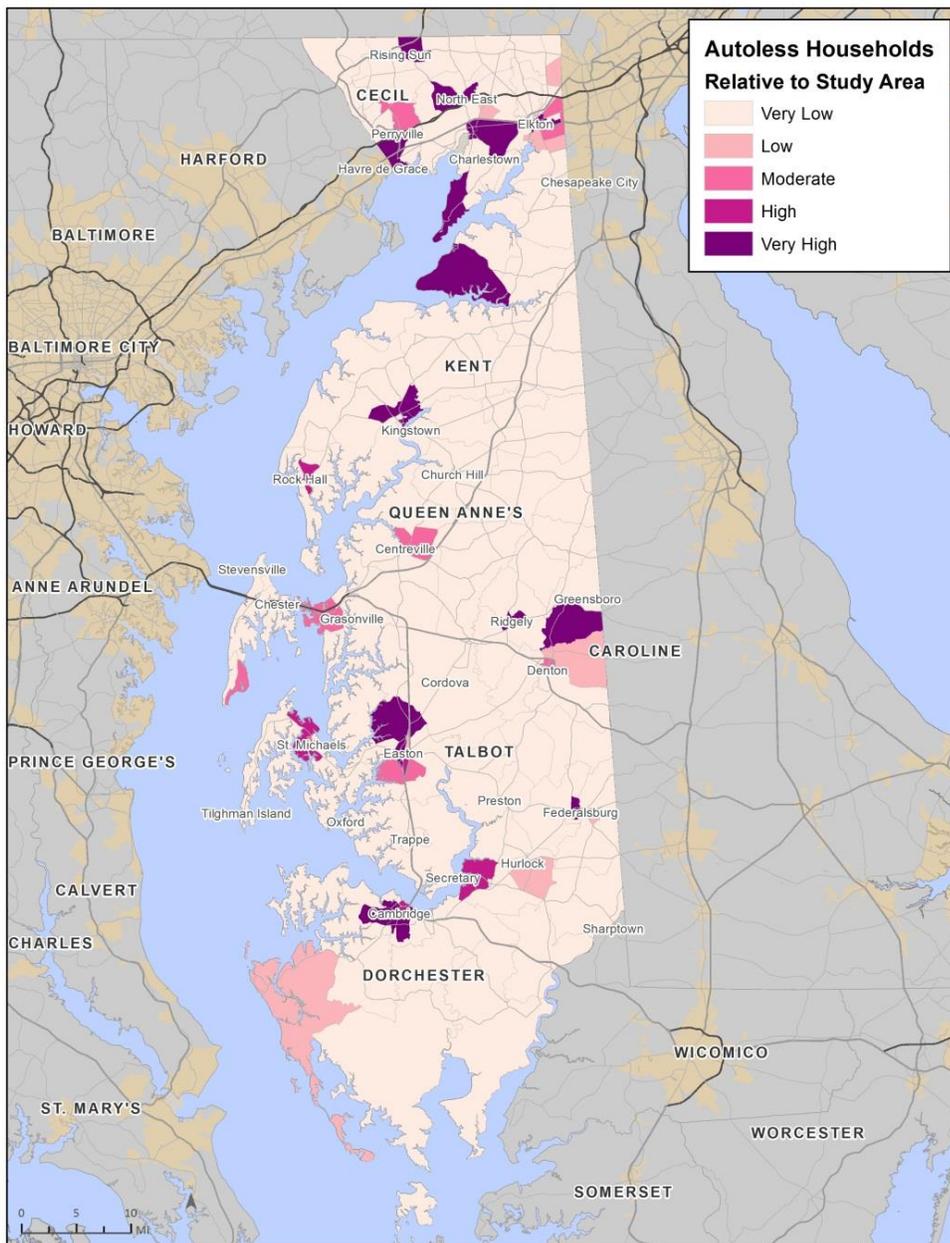


Source: American Community Survey

## Autoless Households

While autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important when many land-uses are at distances too far for non-motorized travel. Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Figure 5-4 displays the relative number of autoless households in the region. The highest concentrations occur in parts of Rising Sun, North East, Greensboro, Kingstown, Ridgeley, south of Perryville, west of Earleville, Cambridge and north of Easton.

**Figure 5-4: Relative Density of Autoless Households**

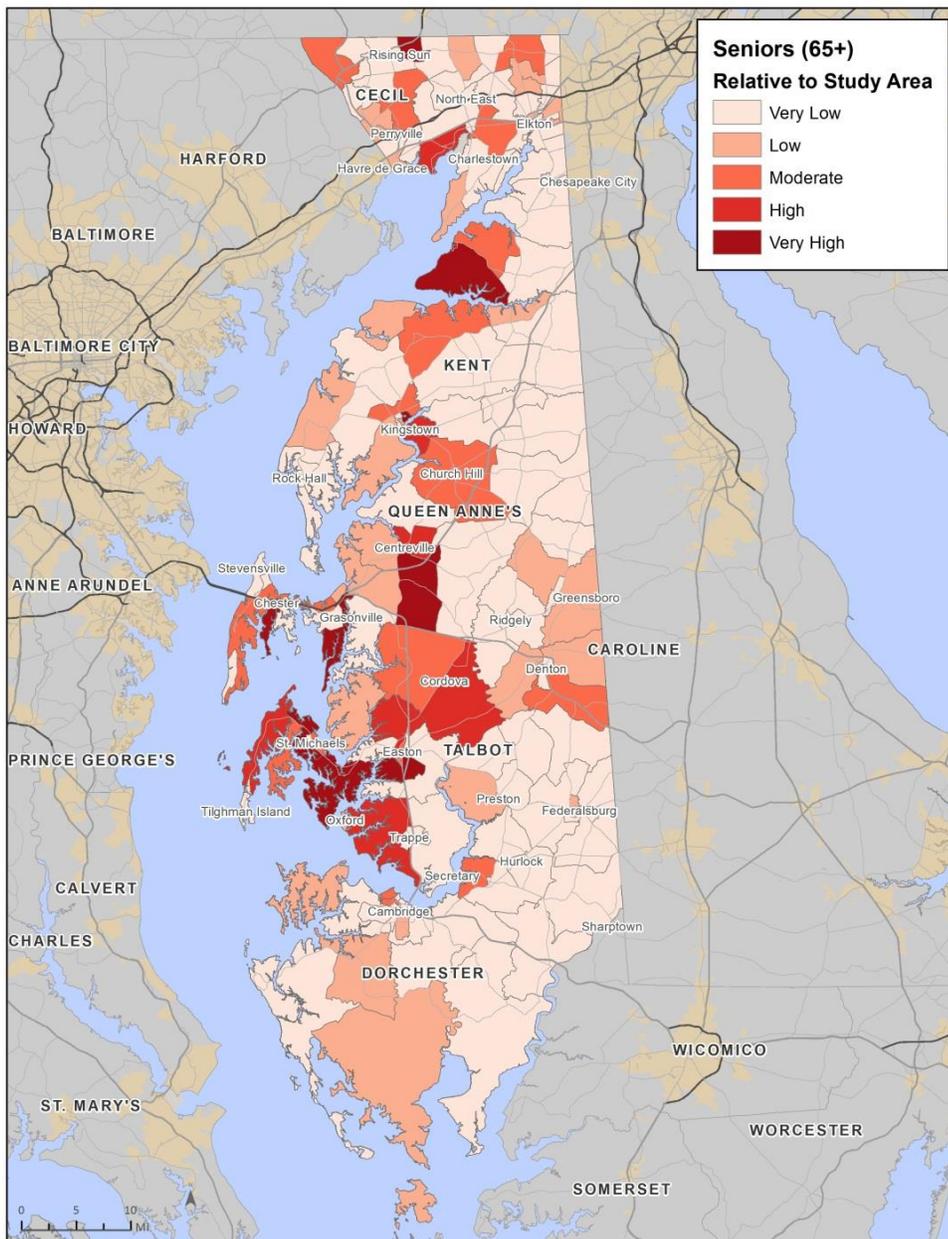


Source: American Community Survey

## Senior Adult Populations

The second socioeconomic group analyzed by the TDI and TDIP indices is the senior adult population. Individuals age 65 years and older may scale back their use of personal vehicles as they age, leading to a greater reliance on public transportation compared to those in other age brackets. According to the American Community Survey, over 16% of the area’s population is age 65 and older. The block groups classified as having a “very high” concentration of senior adults are located south of Centreville, east of Earleville, throughout parts of Easton and St. Michaels, Rising Sun, Chester and south of Grasonville. Figure 5-5 shows the relative number of senior adults in the region.

**Figure 5-5: Relative Density of Senior Populations**

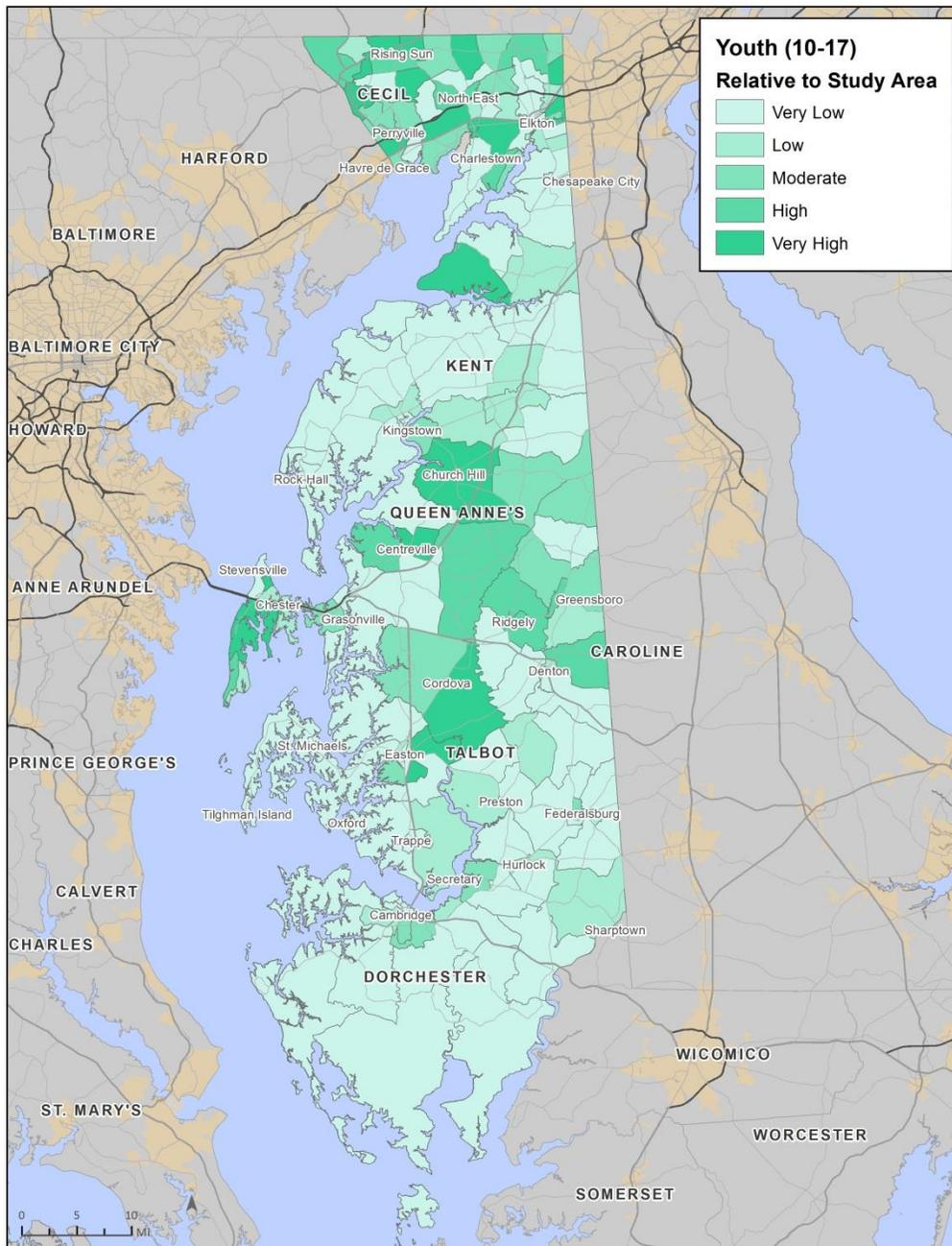


Source: American Community Survey

## Youth Populations

Youths and teenagers, ages 10 to 17 years, who cannot drive or who are just beginning to drive but do not have an automobile available appreciate the continued mobility from public transportation. Areas with a “very high” classification of youth include Church Hill, parts of Cordova, Chester, North East, Perryville, Rising Sun, Elkton and west of Earleville. Figure 5-6 illustrates the areas with high concentrations of youth populations.

**Figure 5-6: Relative Density of Youth Populations**

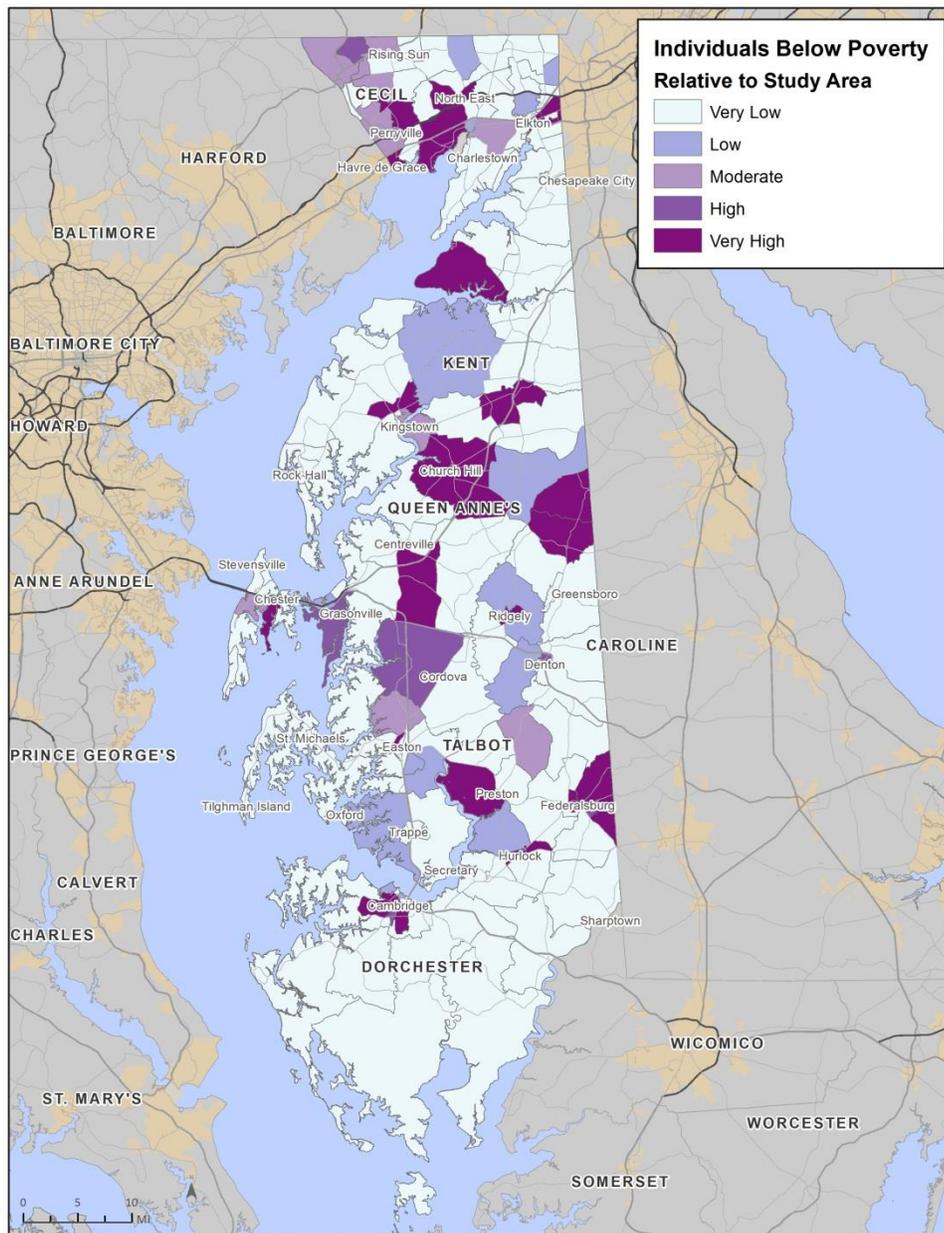


Source: American Community Survey

## Below Poverty Populations

Individuals that make up the below-poverty population face financial hardships that make the ownership and maintenance of a personal vehicle difficult and thus may be more likely to depend on public transportation. According to the American Community Survey, just over 14% of the region's population is living at or below the federal poverty level. Figure 5-7 depicts the average of below-poverty individuals per block group. Block groups with higher than average below poverty populations are scattered throughout the region appearing in North East, Perryville, Church Hill, around Henderson, parts of Federalsburg, Preston, and Hurlock, Cambridge, Chester and south of Centreville.

**Figure 5-7: Relative Density of Below Poverty Populations**

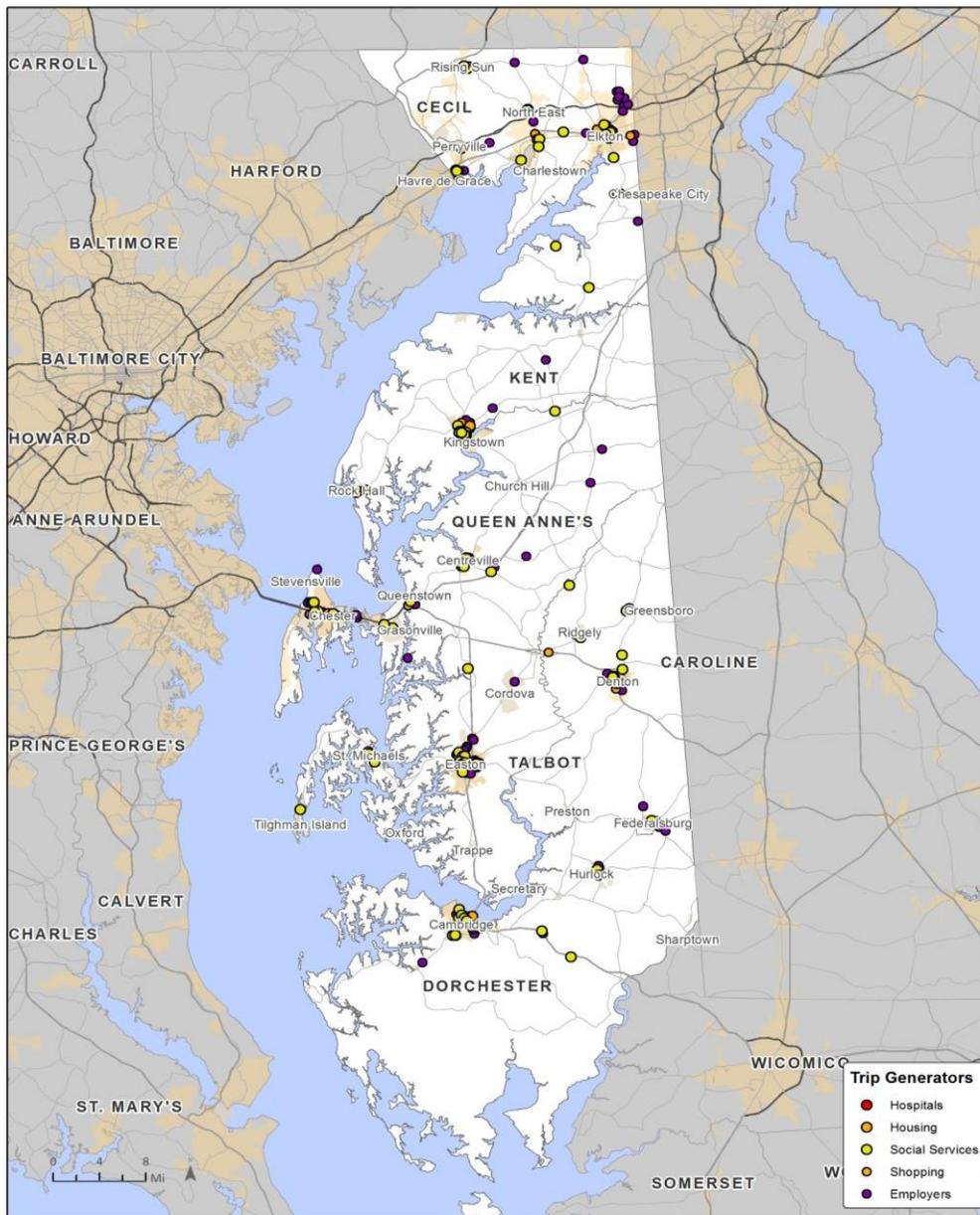


Source: American Community Survey

## LAND-USE PROFILE

Identifying major land-uses in the region complements the demographic analysis by indicating where transit services may be most needed. Major land-uses are identified as origins, from which a concentrated transit demand is generated, and destinations, to which both transit dependent persons and choice riders are attracted. These include educational facilities, major employers, governmental and non-profit agencies, high-density housing complexes, major shopping destinations and medical facilities. This section will detail the commuting patterns and top employment destinations of area residents. Major trip generators in the region are portrayed in Figure 5-8.

**Figure 5-8: Major Trip Generators**



## Travel Patterns

In addition to considering the region's major employers, it is also important to take into account the commuting patterns of residents and workers. As displayed in Table 5-4, approximately 80% of Wicomico and Worcester County residents work in their county of residency. In Somerset County, only 57% of residents work in the county and 43% commute to other counties in Maryland. The majority of residents in all three counties drive alone to work. The second most frequently used method is carpooling. Public transportation garners approximately 1-2% in the three counties.

**Table 5-4: Journey to Work Travel Patterns**

Place of Residence	Caroline Co.		Cecil Co.		Kent Co.		Queen Anne's Co.		Talbot Co.	
Workers 16 years and older	9,038		45,795		8,675		24,192		23,224	
<b>Location of Workplace</b>										
In State of Residence	8,663	96%	42,008	92%	7,714	89%	22,327	92%	20,692	89%
In County of Residence	4,936	57%	34,233	81%	6,123	79%	9,931	44%	16,512	80%
Outside County of Residence	3,727	43%	7,775	19%	1,591	21%	12,396	56%	4,180	20%
Outside State of Residence	375	4%	3,787	8%	961	11%	1,865	8%	2,532	11%
<b>Means of Transportation to Work</b>										
Car, Truck or Van - drove alone	6,920	77%	37,155	81%	6,078	70%	19,224	79%	19,017	82%
Car, Truck or Van - carpooled	697	8%	5,317	12%	830	10%	2,403	10%	1,814	8%
Public Transportation	170	2%	261	1%	158	2%	321	1%	367	2%
Walked	561	6%	928	2%	629	7%	412	2%	457	2%
Taxicab, motorcycle, bicycle, other	155	2%	733	2%	198	2%	254	1%	450	2%
Worked at Home	535	6%	1,401	3%	782	9%	1,578	7%	1,119	5%

Source: American Community Survey

Another source of data that provides an understanding of employee travel patterns is the United States Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) dataset. LEHD draws upon federal and state administrative data from the Census, surveys and administrative records. Table 5-5 shows the top five employment destinations for the residents of Caroline, Cecil, Kent, Queen Anne's and Talbot Counties.

**Table 5-5: Top Five Work Destinations by Percentage of Resident Workers**

Caroline Residents		Cecil Residents		Kent Residents		Queen Anne's Co.		Talbot Residents	
Destination	%	Destination	%	Destination	%	Destination	%	Destination	%
Denton	6%	Elkton	7%	Chestertown	11%	Stevensville	5%	Easton	19%
Federalburg	4%	North East	2%	Rock Hall	4%	Centreville	4%	Cambridge	4%
Easton	3%	Perryville	2%	Kingstown	2%	Chester	4%	Denton	2%
Greensboro	2%	Havre de Grace	2%	Church Hill	1%	Grasonville	3%	Trappe	1%
Cambridge	2%	Rising Sun	1%	Butlertown	1%	Easton	2%	Federalburg	1%

Source: United States Census Bureau, OnTheMap Application, LEHD Origin-Destination Data



# Chapter 6: Current Transportation Services and Resources

## INTRODUCTION

A variety of public transit, human service transportation, and private transportation services are provided in the Upper Eastern Shore region. This section documents and describes the transportation programs and services identified. The process to identify the various transportation resources available in the region includes the following protocol:

- 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 and other resources such as the Transportation Association of Maryland (TAM) Annual Report
- Collecting basic descriptive and operational data from regional workshop participants through the registration process
- Obtaining input from regional stakeholders through the coordinated planning process
- Following up as needed with transportation program staff where needed to fill gaps in information

## PUBLIC TRANSIT

### Maryland Upper Shore Transit (MUST)

Maryland Upper Shore Transit (MUST) is the fixed route system provided through a collaborative effort between Delmarva Community Transit and Queen Anne's County, County Ride. MUST serves Caroline, Dorchester, Kent, Queen Anne's, and Talbot Counties. MUST also coordinates marketing and information on transportation services in the region. Cecil Transit provides public transportation services in that county.

### Caroline, Dorchester, Kent, and Talbot Counties

Delmarva Community Services, Inc. provides public transportation in Caroline, Dorchester, Kent, and Talbot Counties through Delmarva Community Transit (DCT). The agency provides fixed route, deviated fixed route and demand response service for the purpose of general public, senior

center, medical, nutrition, adult day care, contract and other transportation. In FY2013 Delmarva Community Transit provided 313,645 one-way passenger trips and 2,075,005 passenger miles while operating a fleet of 73 vehicles.

While there are some seasonal modifications, the following services are operated by DCT. These routes operate Monday through Friday except for a Saturday Denton to Easton that runs from 8:30 a.m. until 3:00 p.m. and the Cambridge fixed routes that operate from 8:30 a.m. until 6:30 p.m. on Saturdays.

- Route 4 provides service between Rock Hall, Chestertown, Centreville, and Easton.
- Route 5 provides service between Denton and Easton.
- Route 6 provides service between Denton, Federalsburg, Preston, and Easton.
- Route 7 provides service Greensboro, Denton, and Easton.
- Route 8 provides service between Cambridge, Hurlock, Secretary, East New Market, and Federalsburg.
- Route 9 provides service between Cambridge, Trappe and Easton.
- Route 10 provides service between Cambridge, Vienna, Mardella Springs and Salisbury.
- Route 11 provides service between Cambridge, Secretary, East New Market, Hurlock, Preston and Easton.
- Route 12 serves as a Chesapeake College Shuttle.
- A St. Michaels Shuttle.
- A Denton - Easton Morning Shuttle.
- Routes C and D that serve Easton.
- Three routes in Cambridge, the North, Central and South Routes.

DCT also provides the following services:

- Travel training for seniors, individuals with disabilities, Spanish speaking persons and persons going to work. Travel trainers ride with individuals to teach the routes, stops and how to change buses if needed until the person is comfortable doing it themselves.
- One Stops are located throughout Dorchester, Kent and Caroline counties and provide one place for information and assistance about transportation solutions as well as information and assistance to access community agencies and people who may be able to help with other problems one might face.
- The Delmarva United Way Veteran Transportation Program through which veterans age 60 and older, living in Dorchester, Talbot, Kent and Caroline Counties and needing a ride to medical appointments may ride at no cost to destinations in those counties and to locations on the western shore. This program uses public transit as a first option and then may provide door to door service if needed.
- The One Call – One Click Veterans Transportation Service provides service to the eight Eastern Shore Counties of Maryland and offers one toll free number connecting veterans and their families with transportation issues.

## Cecil County

Cecil County provides public transportation throughout the county. Cecil Transit provides fixed route, deviated fixed route and demand response transportation services for the general public, senior centers, medical, employment and educational purposes. In FY2013, Cecil Transit provided 92,314 one-way passenger trips and 309,236 passenger miles while operating a fleet of 17 vehicles.

Cecil Transit operates four fixed routes:

- Glasgow Connection Route #1: The Glasgow Connection is fixed route public transportation for all ages servicing the town of Elkton to People's Plaza in Glasgow, DE. The route operates from 5:30 a.m. to 6:15 p.m., Monday through Saturday.
- Perryville Connection Route #2: The Perryville Connection is fixed route public transportation for all ages servicing the towns of Elkton, North East, Perryville, The MARC Train and Perry Point V.A. The route operates from 6:00 a.m. to 6:30 p.m., Monday through Saturday.
- Mid County Connection Route #3: The Mid County Connection is fixed route public transportation for all ages servicing the towns of Elkton, Northeast, Charlestown, Perryville and Cecil College in North East and with Elkton Station. The route runs from 6:00 a.m. to 10:30 p.m., Monday through Friday.
- Elkton, Newark Connection Route #4: The Elkton - Newark Connection is fixed route transportation for all ages servicing the town of Elkton, Glasgow, DE, Newark Industrial Park, Four Seasons Plaza, Newark Park & Ride, Newark Train Station, Newark Transit Hub and the Rt. 279 corridor including the Elkton Library & Cecil College Elkton Station. This route operates Monday through Friday from 6:00 A.M. to 10:00 P.M.

Cecil Transit provides travel training for groups or individuals of all ages who are unfamiliar with using public transportation. Cecil Transit has a Taxi Voucher Program that supplements the cost of taxi services for senior adults, individuals with disabilities and low income individuals.

## Queen Anne's County

Queen Anne's County Department of Aging operates County Ride, which offers paratransit, medical transportation and public transit services in the county as well as to Kent, Talbot and Anne Arundel Counties. Transportation is provided to various destinations including shopping centers, general businesses, medical facilities, employment centers and government service centers. In FY2013, Queen Anne's County Ride provided 30,065 one-way passenger trips and 277,370 passenger miles while operating a fleet of 19 vehicles.

County Ride operates two deviated fixed routes, Route 1 and Route 2. These routes operate on a time schedule and can deviate for customers with advance notice. A fixed route, Route 3, is operated by County Ride and provides service to Annapolis from Centreville, Queenstown and Stevensville. Route 3 operates Monday through Friday. 6:30 a.m. to 4:45 p.m.

## NON-PROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS

Human service and non-profit agencies offer a range of critical services to residents of the region. Various specialized transportation programs are offered by these agencies. This transportation is typically provided only to agency clients and for specific trip purpose, generally either medical or to access agency locations and includes providing and/or purchasing transportation for clients. The following section provides an overview of services that provide or purchase transportation.

### Caroline County

- Upper Shore Aging

### Cecil County

- Bayside Community Network
- Chesapeake Care Resources
- Union Hospital Medical Adult Day Care
- Upper Bay Counseling

### Dorchester County

- Delmarva Community Services
- Dorchester County Commission on Aging

### Kent County

- Upper Shore Aging

### Talbot County

- Upper Shore Aging

## PRIVATE TRANSPORTATION PROVIDERS

### Intercity Bus Service

Greyhound serves the Upper Shore. There are three trips in each direction that pass through the area daily. The route travels between Baltimore and Ocean City, stopping in Annapolis, Easton and Salisbury.

### Taxi Providers

Using the website, [www.switchboard.com](http://www.switchboard.com), and information from the Upper Shore Coordinated Planning Committee members, a total of 17 taxi operators who either are based in or provide

service to the various Upper Eastern Shore counties were identified.

- **Associated Sedan & Courier Service** operates on Main St. in Chester between 6:00 a.m. and 11:00 p.m. Rates are \$1.50 per mile with a minimum \$8 charge or five miles. Kent Island Transportation is also located at this same address.
- **J W Express Taxi** is located in Easton. No other information is available.
- **Moxey's Taxi** is located on Race Street in Cambridge. Service is operated between 8:00 a.m. and 9:00 p.m. There is a flat in-town fee of \$5. A trip to Easton costs \$20.
- **Elliott's Cab Service** operates in Cambridge between 6:00 a.m. and 11:00 p.m. In town trips are \$5. A one-way trip to Easton is \$25.
- **Key Lime Transportation**, based in Elkton, provides services in Cecil and Kent Counties.
- **Murphy's Taxi** was located (in 2002) on Washington Street in Cambridge and provided taxi service from 5:30 a.m. to 6:30 p.m. They charged \$3.50/trip within the city limits and trips made outside of Cambridge carried an additional charge based on the distance. They were not available for a service update in 2007, but are now located on Smith St. in Cambridge.
- **Streeters Taxi Service** is located on Pine St. in Cambridge and operates between 5:30 a.m. and 12:30 a.m. The fare for in-town service is \$5 and increases in price based on distance out of town. For example, a trip that originates in town with a destination past the Walmart, to the Hyatt, costs \$6, and to the trailer parks \$7. After that, charges are per mile.
- **Romeo Taxi Service** operates out of Colonial Avenue in Cambridge. No further information is available.
- **North East Taxi** is located on Rogers Rd. in North East. No other information is available.
- **A 1 Abe Taxi** operates out of Elkton but could not be reached.
- **Elk Cab Company** operates on East Main St. in Elkton between 6:30 a.m. and 5:00 p.m., Monday through Friday, and from 6:30 a.m. to 2:00 p.m. on Saturday. They charge a flat rate of \$2 per mile.
- **Route 40 Taxi** is located in Perryville. No further information is available.
- **Maryland Cab Company** operates out of Port Deposit. No further information is available.
- **Jab Cab** operates on Calvert St. in Chestertown. No further information is available.
- **Joe's Taxi** operates out of Elkton.

- **Scottie's Taxi** operates out of Talbot County.
- **Executive Taxi and Transportation Service** operates out of Easton and provides airport, train station transportation services and executive and corporate services. Executive Taxi and Transportation Services also provides general taxi service.
- **Anytime Taxi** offers taxi and sedan luxury services. This taxi service offers senior and military discounts.

## Private Providers

- **Delaware Express Shuttle & Tours** is based in Newark, Delaware and travels to towns in Cecil County en route to the BWI airport. A roundtrip ticket between Elkton and BWI costs \$124 for one person or \$145 for up to three people in a town car. An ADA wheelchair van for one person costs \$105.
- **Breeze Away Luxury Shuttle and Limo Service** operates out of Cambridge. A one-way trip to Salisbury from Cambridge is \$60. A one-way trip to BWI airport from Cambridge is \$150. They operate anytime and recommend making reservations as early as possible.
- **Island Limousine Service** is based in Chester. Airport shuttles cost \$85 one way from Kent Island and \$109 from Centreville. Service to other locations is based on mileage and is higher on weekends. A summer weekend shuttle to Annapolis from Kent Island runs \$40 for a carful or \$15 for two people. A trip from Centreville to Easton costs approximately \$100, including gratuity on weekdays.
- **Kent Island Coach & Courier** is open 24 hours a day and requires a reservation, as they are not a taxi service. They operate out of Stevensville. A trip from Stevensville to Centreville costs \$20 for the first person and \$3 for each additional person.

# Chapter 7: Prioritized Strategies

## INTRODUCTION

A key element required in the coordinated transportation plan involves strategies, activities, and/or projects that address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery. As noted in the FTA coordinated transportation planning guidance, priorities based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities must be identified.

This section provides a prioritized list of strategies for the Upper Eastern Shore Region based on local stakeholder review and input. This list is built upon the ones included in the previous coordinated plan and were initially updated to reflect needs identified by the group at the regional workshop discussed in Chapter 2. The updated list of strategies was then discussed with regional stakeholders at a May 6, 2015 meeting and subsequently updated and prioritized based on their input. Regional stakeholders agreed that this list would be grouped by strategies that were higher priorities, medium priorities and lower priorities.

## GOALS / STRATEGIES

The development of potential strategies took into account overall goals for maintaining and improving mobility in the region. While many of the strategies are inter-related, for consideration by regional stakeholders, the proposed strategies were grouped by these goals. The prioritized list with a description of each potential strategy is provided in the next section.

### **Goal: Maintain existing services through appropriate operating and capital funding**

#### ***Strategies***

- Continue to support capital projects that are planned, designed and carried out to meet the specific needs of seniors and individuals with disabilities
- Maintain services that are effectively meeting identified transportation needs in the region
- Acquire vehicles more suitable for the region

**Goal: Ensure customers are aware of existing transportation options and can use these services effectively**

**Strategy**

- Establish or expand programs that train customers, human service agency staff and medical facility personnel in the use and availability of transportation services.

**Goal: Expand public transportation options in the region**

**Strategy**

- Support recommendations to improve public transportation identified through detailed transit development plans conducted in the region.

**Goal: Expand specialized transportation services for people who unable to use or access public transit services**

**Strategy**

- Use current human services transportation services to provide additional trips, especially for older adults and people with disabilities.

**Goal: Consider a broader variety of transportation services that target specific needs identified through the coordinated transportation planning process**

**Strategies**

- Use volunteers to provide more specialized and one-to-one transportation services
- Expand access to taxi and other private transportation operators
- Consider vehicle repair programs

**Goal: Secure additional funding and resources to support community transportation services**

**Strategies**

- Educate elected officials and policy makers in the region on the importance of the existing community transportation network and on the transportation needs that are unmet through current services

- Develop additional partnerships and identify new funding sources to support public transit and human service transportation
- Advocate for additional funding to support public transit and human service transportation

**Goal: Provide more flexible transportation services that respond to season nature of the region**

**Strategy**

- Provide flexible services that can accommodate seasonal businesses and peak tourism seasons

**Goal: Improve coordination and connectivity between transportation providers in the region**

**Strategy**

- Improve coordination between human services transportation providers

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**HIGH PRIORITIES**

**Maintain Services that are Effectively Meeting Identified Transportation Needs in the Region**

While maintaining the current capital infrastructure is vital to meeting community transportation needs, financial resources are needed to operate vehicles and continue services at the current level. This strategy involves providing operating funding to support existing public transit services and human services transportation that are effectively meeting mobility needs in the region, especially those of older adults and individuals with disabilities.

The MTA has established performance standards for the Locally Operated Transit Systems (LOTS) as a tool to monitor effectiveness and efficiency. These performance standards are derived from a compilation of sources that include industry research, industry experience and peer reviews. The performance standards include:

- Operating Cost Per Hour
- Operating Cost Per Mile
- Operating Cost Per Passenger Trip
- Farebox Recovery
- Passenger Trips Per Mile
- Passenger Trips Per Hour

Through this strategy there would be support for public transit services operated by the LOTS that are meeting these standards. It also allows for opportunities to identify existing services that are important to the community, and that could be improved through modifications or technical assistance. This strategy would enable the LOTS and regional stakeholders to establish public transit service baselines to help determine if additional funding is warranted.

Transportation provided through human service agencies is more specialized and therefore not monitored through these performance measures. Still, 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 for human service agencies to utilize Easter Seals Project ACTION's *Transportation by the Numbers* tool which provides human service organizations with ways to more easily identify expenses, revenues and performance outcomes. Agencies can then make informed decisions about their future in the transportation business.

### **Educate Elected Officials and Policy Makers in the Region on the Importance of the Existing Community Transportation Network and on the Transportation Needs that are Unmet through Current Services.**

Coupled with the need to develop additional partnerships is the need to educate key decision makers on the impact that public transportation and human services transportation has on residents of the region, and how it is a vital component of the community transportation infrastructure. Regional stakeholders expressed the importance of educating locally elected officials on the impact of transportation services and the need for additional funding. Specific talking points are needed to ensure a consistent message.

### **Advocate for Additional Funding to Support Public Transit and Human Service Transportation**

Looking beyond the education of locally elected officials, this strategy involves a regional and unified effort to inform elected officials, local and national decision makers, and the general public on the dire need for additional funding to support current services. Taking this a step further, greater funding to expand transportation options would be necessary, especially since additional administrative resources are often overlooked when operational expansion is discussed.

This advocacy campaign could be part of a national movement to stress the importance of community and public transit in the surface transportation reauthorization debate in Washington, D.C. The Community Transportation Association of America (CTAA) and the American Public Transportation Association (APTA) have developed a variety of resources that can be used in advocacy efforts with local offices of House and Senate members, local media and state and local elected officials.

## **Continue to Support Capital Projects that are Planned, Designed and Carried Out to Meet the Specific Needs of Seniors and Individuals with Disabilities**

Maintaining and building upon current capital infrastructure is crucial to expanding mobility options, especially for older adults, people with disabilities, veterans and people with lower incomes. Before the region can consider efforts for improving mobility for these population groups, it is critical to ensure that the current foundation of services remains in place through a sufficient capital network.

This strategy involves acquisition of replacement buses or vans, vehicle rehabilitation or overhaul, and other appropriate vehicle equipment improvements that support the current capital infrastructure in the region, especially for non-profit organizations that provide human services transportation. It includes preventative maintenance that is an eligible capital expense through the Section 5310 Program. With limited capital funding to replace buses, it is essential that current vehicles are maintained and remain safe and operable beyond the typical useful life criteria.

This strategy can involve support for capital projects that support technology improvements. In particular during the regional workshop, Cecil County participants noted the need for scheduling technology to support recent improvements that include real-time information on fixed route services.

## **Develop Additional Partnerships and Identify New Funding Sources to Support Public Transit and Human Service Transportation**

During the regional workshop local stakeholders noted that there is currently a lack of overall funding to support the variety of transportation services that are needed in the region. The demand for public transit, human services transportation and specialized transportation services continues to grow daily. One of the key obstacles the transportation industry faces is how to pay for additional services.

This strategy would involve identifying partnership opportunities to leverage additional funding to support public transit and human services transportation in the region. This would include meeting multiple unmet needs and issues by tackling non-traditional sources of funding. Hospitals, supermarkets and retailers who want the business of the region's riders may be willing to pay for part of the cost of transporting those riders to their sites. This approach is applicable to both medical and retail establishments already served, as well as new businesses. While this plan helps to document the need for these additional services, some may need to be further quantified to document unmet needs and gaps in service as part of educating elected officials and potential funders.

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## MEDIUM PRIORITIES

### **Support Recommendations for Expanded Public Transportation Included in Transit Development Plans**

Stakeholders expressed the need for expanded and more frequent public transit services in the region. The opportunity to meet these needs is through a Transit Development Plan (TDP), a short-range transit planning process that is conducted by transit systems on a periodic basis. The TDP planning process builds on or formulates the county's or region's goals and objectives for transit and reviews and assesses current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objectives in the short-range future, typically a five-year horizon. This TDP then serves as a guide for public transportation, providing a roadmap for implementing service, organizational changes, improvements, and/or potential expansions. A Transit Advisory Committee (TAC), comprised of local stakeholders, guides the development of the TDP.

The MTA requires the LOTS in Maryland to conduct a TDP on an ongoing basis. The LOTS use their TDP as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding. This strategy calls for support of service recommendations included in previous and future TDPs. Detailed in each plan, these recommendations respond to a variety of the transportation needs expressed by regional stakeholders such as improving access to work locations and employment opportunities. The individual TDPs also include projected costs and a proposed timeline for implementing service improvements that involve:

- Increased frequency of existing services
- Extended evening hours
- Weekend service expansions
- System-wide efficiency improvements

### **Establish or Expand Programs That Train Customers, Human Service Agency Staff, Medical Facility Personnel and Others in the Use and Availability of Transportation Services**

Despite current outreach efforts through the LOTS, the MUST Program and the DCT mobility management program, regional stakeholders noted the need to educate residents who are not aware of available transportation options or are unsure about how to access and use available transportation services. In particular, Cecil County stakeholders noted the need for expanded mobility management efforts in their county that would expand the outreach to employers, provide travel training services and support previous discussions of a one-stop center. Overall in the region it is vital that customers, caseworkers, agency staff and medical facility personnel who work with older adults, people with disabilities and people with low incomes are familiar with available transportation services.

This strategy involves expanded outreach programs to ensure people helping others with their transportation issues are aware of mobility options in the region. It responds to the need for an effective marketing for bilingual riders to help offset their inability to utilize current services and to help non-English speaking riders and bilingual operators.

Additional efforts include expanded travel training programs to help individuals use available public transit services.

## **Improve Coordination between Human Services Transportation Providers**

While the MUST Program has improved coordination and connectivity between public transit systems in the region, regional planning participants expressed the need for greater coordination between Section 5310 recipients and other human services agencies that provide transportation for the people they serve. This coordination is especially needed for expanding access to health care providers.

There is some coordination going in the region and recipients of funding through the Section 5310 Program are required to coordinate with other Federally assisted programs and services in order to make the most efficient use of Federal resources. This is an ongoing issue since for the most part each agency and organization operates transportation independently of others in the region.

This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. The demand for public and human services transportation in the region will continue to surpass resources, so it is vital that wheelchair accessible vans in the community are fully utilized, long distance trips that travel through multiple counties in the region are consolidated when possible, and training and vehicle maintenance are coordinated. This strategy would require regions to identify an agency or organization with the organizational structure and willingness to assume the lead role, the ability to secure funding to support these activities and the ability to coordinate and implement the program.

## **Use Volunteers to Provide More Specialized and One-To-One Transportation Services**

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. The rural nature and geographic makeup of the region are not always conducive for shared ride services. Therefore, the implementation of a volunteer driver program would offer transportation options 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. Fortunately, there are numerous examples of successful volunteer driver programs in Maryland and throughout the country that can be used as models to design and implement a volunteer driver program for the region.

## **Use Current Human Services Transportation Services to Provide Additional Trips, Especially for Older Adults and People with Disabilities**

The expansion of current human service transportation programs operated in the region is a logical strategy for improving mobility, especially for older adults and people with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders, including the need for greater transportation options in evenings and on weekends, the need for expanded transportation options to access employment opportunities and job-related activities, and the need for additional services to meet the increasing demand for transportation to dialysis facilities, while taking advantage of existing organizational structures.

This strategy would support door-to-door transportation needed by some customers who need assistance to travel safely and an escort from a departure point, into and out of a transport vehicle and to the door of their destination. As noted by regional stakeholders, many customers need assistance after disembarking vehicle to access their destination.

Operating costs – i.e., 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.

### **LOWER PRIORITIES**

## **Provide Flexible Services that can Accommodate Seasonal Businesses and Peak Tourism Seasons**

Regional stakeholders noted the need for flexible transportation services that can accommodate the seasonal nature of the Upper Eastern Shore. For employment purposes these services must be tailored to concentrated job opportunities that are only in place for parts of the year. For visitors to the region transportation services are typically needed from major hotel facilities to a variety of tourist locations, but again not year round. The seasonal nature of these needs can be challenging for implementing public transit services that would only operate part of the year, therefore more flexible services may need to be considered.

This strategy supports the implementation of flexible shuttle services to serve these needs and provides the mechanism for a variety of possible public-private partnerships with major employers and with large hotel and resort facilities. It offers opportunities for private transportation operators who may have greater organizational flexibility and fewer constraints, and therefore can respond more quickly to the ever-changing needs of seasonal transportation services.

## **Acquire Vehicles More Suitable for the Region**

Local stakeholders expressed the need to acquire a variety of vehicles that provide more flexibility in providing services, especially in the rural areas of the region. There are many roads and long driveways that are gravel and hard to navigate with typical paratransit vehicles. The geography of the region, with numerous peninsulas, makes it difficult to group trips. Some services may be provided more efficiently with smaller vehicles.

While funding for these vehicles is not typically available through the MTA/FTA programs, this strategy involves pursuit of other financial resources to support the acquisition of smaller or four-wheel drive vehicles. This could include applying for funding through foundations and other non-traditional programs.

## **Expand Access to Taxi and Other Private Transportation Operators**

Cecil County stakeholders expressed the need to increase the use of the taxi voucher program through the use of accessible vehicles. Throughout the region there is a need for additional transportation services to accommodate unplanned and spontaneous trips. On evenings and weekends, and for same-day transportation needs, private transportation services may be the best options for area residents.

This strategy encourages greater access to taxi and other private transportation services through expanded voucher programs that help offset user costs while helping to ensure the profitability for the private operators. It 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.

## **Consider and Implement Vehicle Repair Programs**

Some people with lower incomes may have a car available for their use, but it may be inoperable. With the long trip distances and dispersed population, sometimes a repaired automobile is the most cost-effective way to provide a person with access to employment opportunities and to community services.

While the FTA funding programs do not allow funds to be used for vehicle repairs, this strategy calls for the consideration and implementation of programs that are funded through donations and other resources and enable car ownership. A possible model or partnership is with Vehicles for Change Inc. (VFC) that empowers families with financial challenges to achieve economic and personal independence through car ownership and technical training programs.



## Chapter 8: 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 the MTA, and endorsing only those applications that are derived from or included in the current regional coordinated transportation plan.

On the Upper Eastern Shore, an ongoing Regional Coordinating Committee structure has been formalized to serve in the review process. This committee provides an ongoing forum for members to:

- Provide input and assist public transit and human service transportation providers in establishing priorities with regard to community transportation services
- Review and discuss coordination strategies in the region and provide recommendations for possible improvements to help expand mobility options in the region
- Review and discuss strategies for coordinating services with other regions in Maryland and outside the state to help expand mobility options
- Lead updates of the *Upper Eastern Shore Coordinated Public Transit-Human Services Transportation Plan*

This committee, established by MUST with MTA oversight, includes appropriate representatives from stakeholder organizations and the public. Participants of the 2015 coordinated transportation planning process not already involved in this committee are encouraged to contact MUST if they have interest in possibly serving on the committee.



## Chapter 9: Plan Adoption Process

Stakeholders from the Upper Eastern Shore region who participated in the coordinated transportation process had the opportunity to review a preliminary draft version of this plan. Their input was incorporated into this final draft plan that was provided to the Mid-Shore Regional Council and the Upper Shore Regional Council for their review and approval.



# Appendix A: Coordinated Planning Guidance



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## COORDINATED PLANNING

### 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.unitedwerride.gov](http://www.unitedwerride.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.

