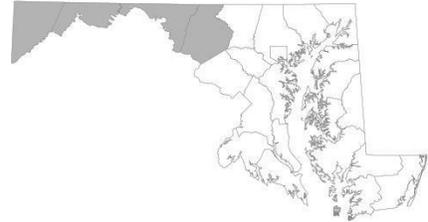


Western Maryland Coordinated Public Transit- Human Services Transportation Plan

Allegany, Frederick, Garrett, and Washington Counties



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Prepared for
Maryland Transit Administration



By
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Chapter 1: Background

INTRODUCTION

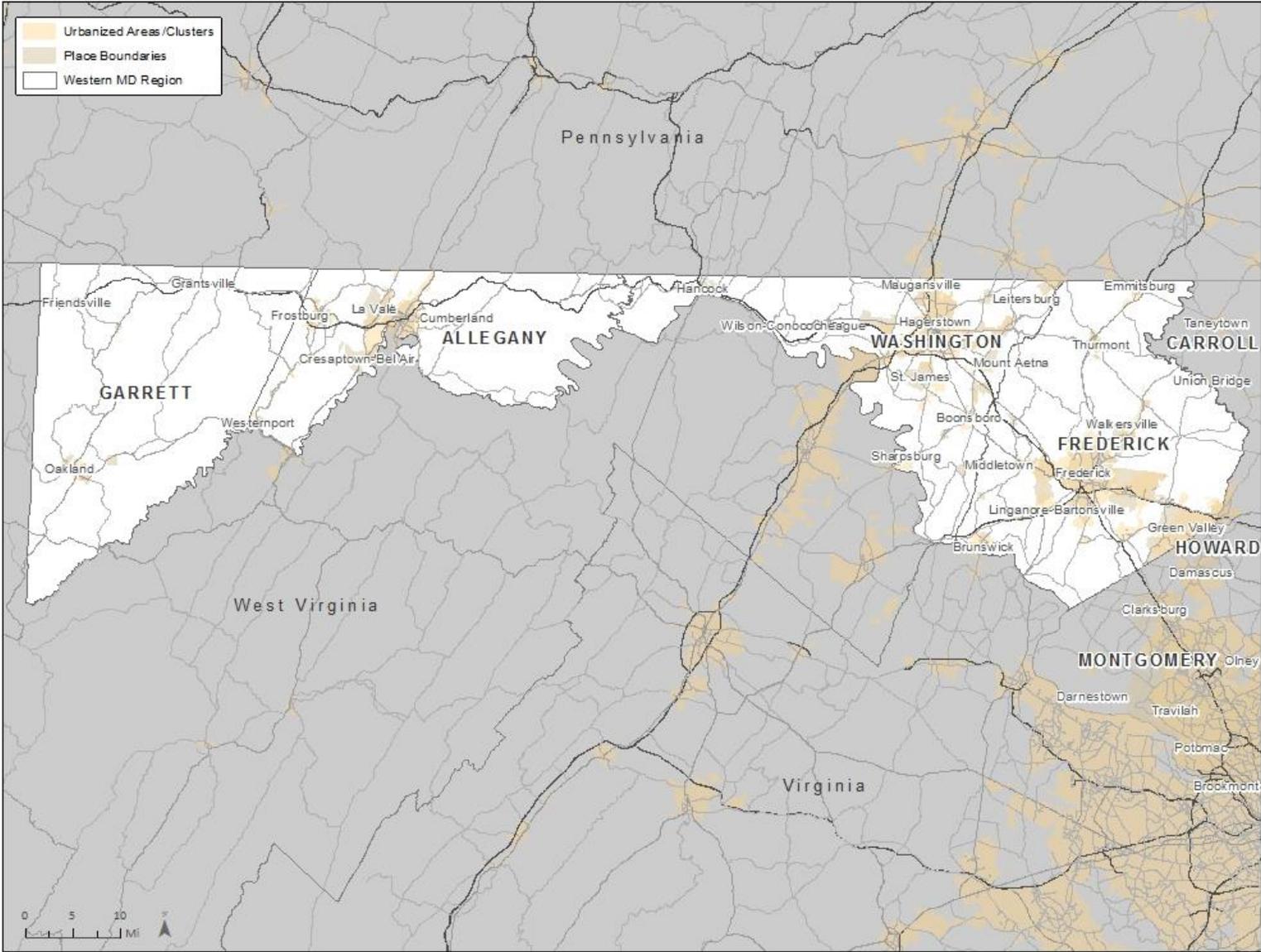
On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 went into effect on October 1, 2012. The program changes in this legislation included the repeal of the Federal Transit Administration's (FTA) Section 5316 (Job Access and Reverse Commute – 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 western Maryland Region that includes Allegany, Frederick, Garrett, and Washington 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



PLAN CONTENTS

The Coordinated Transportation Plan for the Western Maryland Region, that includes Allegany, Frederick, Garrett, and Washington Counties, 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 development of the previous Western Maryland Coordinated Transportation Plan provided a framework for future regional coordinated planning activities. The process resulted in a partnership between the MTA and the Tri-County Council of Western Maryland (TCCWMD). The TCCWMD is the regional planning organization for Garrett, Allegany, and Washington Counties and is a conduit to a variety of federal funding agencies. TCCWMD 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.

WESTERN MARYLAND COORDINATED TRANSPORTATION PLANNING WORKSHOP

On March 2, 2015 the MTA, TCCWMD, and the 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 in Western Maryland along with those in Southern Maryland and the Upper and Lower Shore regions of Maryland's 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 Western Maryland Coordinated Transportation Planning Workshop attracted 53 participants, including representatives from:

- Centers for Independent Living
- Consumers
- County Department of Human Resources
- County Health departments
- Departments of Social Services
- Developmental disability providers
- Disability advocacy organizations
- Disability program navigators
- Healthcare providers
- Human service agencies (including those that provide transportation)
- Locally Operated Transit Systems (LOTS)
- Mental health providers
- Volunteer based organizations
- Workforce development programs

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 by county included in

the 2010 version of this plan, through three breakout groups – one for Garrett and Allegany Counties (combined), one for Washington County, and one for Frederick County -- stakeholders updated transportation needs to better reflect current conditions. As an overall group the workshop participants then discussed and updated regional transportation needs.

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 4, 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 also includes relevant information from other studies and plans on issues that impact transportation and mobility in the region.

TRANSIT DEVELOPMENT PLANS

Allegany County

The Allegany County Transit Development Plan (TDP) was completed in December, 2012. The TDP serves as guide to implementation of improvements to transit operations over the next five years. The plan based on the review of the current transportation services in the County, a needs analysis, and input of a local advisory committee, developed and analyzed a variety of alternatives. The plan is composed of two major components: a service plan and a capital plan. In addition, the plan addresses marketing and public information components.

The TDP details that Allegany County Transit (ACT) generally already provides a high level of coverage geographically. However, the plan notes that there are several potential areas for change in the service design, routes, and schedules that will help improve the service. The changes would promote greater connectivity by using through routes and timed transfers where appropriate, and by re-aligning existing services. In addition, the plan calls for greater use of marketing materials – schedules and system maps that make it easier to connect from one part of the County to another. Initially, the service changes call for decreased funding levels, with the potential for expansion through later hours of service and increased frequency of service in the later years of the plan.

The plan includes system improvements that are needed to support the development of the transit operations. These improvements include expanded marketing and promotional materials such as system maps located at key bus stops. Further, the plan recommends that in the future ACT should also provide appropriate passenger amenities, such as benches and shelters at all of the transfer locations.

Frederick County

A Frederick County Transit Development Plan (TDP) is currently in a draft final phase. The recommended projects in the draft final TDP were derived through detailed evaluation of existing services, a comprehensive needs analysis including demographic data stakeholder input, an alternatives analysis, and feedback from TransIT Services of Frederick County staff.

The draft final TDP notes that one of the most significant features of the five-year plan is the recommendation to redesign the Connector route network to increase on-time performance and convenience for riders. It notes that guidance from the MTA indicates that in the near-term funding is not likely to be available for service expansion. As such the plan calls for a mix of primarily cost-neutral improvements in the short-term and expansionary projects in later years. The plan suggests that TransIT Services of Frederick County begin with cost-neutral improvements, achieved by shifting resources within the network. It also notes that TransIT staff has mentioned that some unspent Federal Section 5307 funds that are typically carried over to the next year could be used for minor improvements.

Garrett County

The Garrett County Transit Development Plan (TDP) was completed in February 2013. 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 over a five-year time frame.

The conceptual plan in the TDP provided selections and combinations from a menu of alternatives and options that were discussed with Garrett Transit Services (GTS) staff and an advisory committee of local stakeholders. The TDP took into account both the need to improve services, while maintaining expenses near current funding levels, in addition to the need to expand services when funding opportunities become available. The plan recommended phasing of improvements, and therefore included incremental service expansions that would be implemented over the next five years if funding is available. Overall, the service modifications in the plan were intended to respond to the improvements deemed most important by current GTS customers and other key stakeholders. Proposed service improvements included expanded evening and Saturday services.

Washington County

The 2010 Washington County Transit Development Plan focuses on transportation provided by County Commuter for the general public, minority, elderly, disabled, low-income, and school children populations in Washington County. The plan notes that for some residents, this service is their only link to work, shopping, health care facilities, and other necessary services. Also included in the TDP is an analysis of the above population segments in terms of Title VI environmental justice requirements and performance levels.

The TDP determined that there are several areas of County Commuter service that need to be improved, such as the level of service within the study area and the running times of each route. Also, there is a need for transit service or the coordination of transportation service in the rural areas of Washington County. There are also several routes (such as the Smithsburg and Prime Outlets routes) that are not operating as efficiently as other routes. The TDP provided alternatives and recommendations to improve these routes, while adhering to FTA Title VI requirements. The TDP also addressed the operation of the fixed routes with the new transfer station.

The preferred service plan restructures the fixed-route service to increase system efficiencies and the overall level of service. The preferred service plan will continue to focus on stable transit-user markets such as the elderly and disabled. The preferred service plan restructures the existing transit system. The plan includes eight urban routes operating six days a week, one feeder route, four regional routes, evening demand-response service, ADA paratransit service, and the existing JOBS and SSTAP programs.

COUNTY COMPREHENSIVE PLANS

Allegany County (2014)

The Allegany County Comprehensive Plan includes the following elements: Housing, Transportation, Public Facilities, Mineral Resources, Sensitive Areas, Agricultural, Forestry and Non-Mineral Resources, Economic Development and Land Use. Each of these elements contains background study information, goals, objectives and recommendations. Citizens were given the opportunity to participate in the Plan development through various Public Meetings held throughout the process.

The plan notes that through numerous public meetings, research and data collection and discussions with people who have worked diligently to improve Allegany County, a picture of this area has more clearly come into focus; the key theme of this portrait centers upon improved vitality, economic health and enhanced livability. This picture includes removal of blight and supporting infill development, economic development concentrated in or around existing municipalities, ecotourism resulting from new trail extensions and connectivity, preservation of sensitive and critical areas, investment and citizen pride in Allegany County.

The transportation section of the comprehensive plan includes the following goals.

- Encourage transportation infrastructure that enhances economic development.
- Support the development of trails and provide safe, convenient and efficient bicycle and pedestrian travel throughout the county.
- Provide an accessible, integrated and well-maintained multi-modal transportation network that provides for movement of people and goods in a safe and efficient manner.
- Coordinate land use and transportation plans in decision making to ensure that transportation facilities are compatible with planned development.
- Correct safety problems and provide for street and roadway continuity.
- Recognize and promote the economic benefit of transit-oriented development.
- Increase walkability on roadways in Allegany County.
- Improve flow of traffic patterns.
- Improve transportation networks specifically at gateways leading into communities.

Frederick County (adopted April 2010)

The 2010 Comprehensive Plan sets out a vision of maintaining the distinct places of Frederick County in the context of the continuing transitions and challenges. It is organized by nine themes, one of which is “Providing Transportation Choices”. This theme begins by emphasizing the need to provide for a balanced, multi-modal transportation system, departing “from previous County plans that focused solely on highways”.

Transit carries a relatively low percentage of total trips in Frederick County, but the mode is growing in importance. In the community survey conducted as input to the Comprehensive Plan, resident respondents expressed dissatisfaction with the availability of public transportation (34 percent), and said that the improvement and expansion of transit options was urgently needed (51 percent). In addition to discussing local and regional transit, the Comprehensive Plan also notes the need to improve existing pedestrian and bicycle facilities throughout Frederick County, a step that would complement parallel improvements to the transit network.

The Comprehensive Plan includes the following public transit related policies:

- Encourage mixed use transit-oriented development in growth areas
- Support expansion and improvement of local and regional multi-modal commuter options
- Support the development of rapid transit along the I-270 corridor
- Support the implementation of the goals of the 2007 TDP

It includes these action items:

- Update transit-friendly design standards for new development
- Incorporate TOD design guidelines into the zoning ordinance and development review
- Establish appropriate TOD development overlay zones
- Work with the MTA and Montgomery County to explore and coordinate scheduling improvements and stop options for MARC
- Study the feasibility of fixed, heavy rail, light rail, and bus rapid transit
- Conduct a detailed design/engineering study of the I-270 Transitway master plan alignment
- Identify locations and address specific needs for existing and future Park & Rides and intermodal transportation centers

Garrett County (2008)

In 2008, Garrett County conducted a Comprehensive Plan, which was adopted October 7, 2008. The Plan was created to serve as the policy guide and framework for future growth and development in Garrett County and defined long-term goals and objectives concerning land use, water resources, transportation, public facilities, economic development, housing, and environmental issues.

The County's transportation goal is to "Plan and build a balanced, efficient transportation system to meet the mobility needs of residents and businesses and to support the County's growth as a vacation destination." The County's objectives to support this goal include:

- Promoting mobility for all by encouraging transit use.
- Providing accommodation for bicycle and walking as a means of local travel and for recreational purposes.

The Plan also highlighted other transportation concerns and priorities with the County:

- Given the importance of Lake-area tourism for the county's economy, safe and convenient access to the Lake area is a countywide priority. It is also in the County's economic interest to provide an adequate circulation network (including non-motorized transportation) within the Lake area to facilitate access to the area's growing number of commercial and recreational services.
- Sidewalks are generally nonexistent in the majority of the County. While US 219 has shoulders along most of its length, most other road rights-of-way are not wide enough to allow safe use of whatever narrow shoulders exist or the addition of sidewalks.
- The County should assess the future role for a transit shuttle as a service for visitors in the McHenry area, particularly during the busy summer and winter seasons (incorporating or building on the existing Wisp shuttle) as this type of shuttle could help to reduce congestion, as well as illegal parking.
- The County should continue to evaluate the broader role of GTS in providing mobility options for other areas of the County, particularly in light of future employment opportunities and the needs of older residents

Washington County (2002)

The Transportation Element of the Washington County Comprehensive Plan establishes goals and policies for maintenance and improvement of the County's transportation system. The overall goals for the transportation system included in the plan are:

- Maintain and improve the quality of the transportation system.
- Increase the efficiency of the existing transportation system.
- Promote desirable social and economic impacts from the transportation system.
- Minimize the costs to improve the quality and efficiency of the transportation system.
- Minimize undesirable impacts of the transportation system.

The plan discusses local general public services, including local bus operations through the County Commuter operations that serve the highest transit need areas. The plan also discusses commuter and inter-city services available to Washington County citizens that include park and-ride facilities, commuter bus, inter-city bus, and commercial air. In addition it notes that Washington County citizens can access the AMTRAK/MARC rail line in Martinsburg, WV; Duffields, WV; Brunswick, MD and Frederick, MD.

The plan also discusses major human service providers in Washington County, including Washington County Commission on Aging, Washington County ARC, Goodwill Industries, Homewood Retirement, Reeder's Memorial Home, Western Maryland Hospital Center, and the Washington County Human Development Council. The plan notes in order to adequately serve projected demand for human service transportation, it is recommended that human transportation services be coordinated through a transportation entity or provider. It also states that where appropriate, general public services need to be aligned to provide access to frequently visited human service and governmental sites in an effort to allow ambulatory clients to rely more on general public transit services than paratransit services. Likewise where appropriate, human service transportation services should be made open to the general public for a fee in order to provide transportation services to those living in locations where none or little public transportation service exists.

The plan notes that the need for public transportation services in the rural-agricultural areas of Washington County is associated with both program and non-program human service transportation. Future demand for these types of services is projected to exceed current service levels. It states that meeting existing and future public transportation needs in these areas is a costly task, and encourages demand-response or paratransit approach. It notes that since 87 percent of the service in the rural-agricultural areas have a destination in the Urban Growth Area a single provider structure would probably be the most efficient means of delivering these services, and encourages the development of a service coordination agency. An update of the Washington County Comprehensive Plan is now underway.

OTHER PLANS AND STUDIES

Allegany County

Cumberland Urbanized Area Transportation Improvement Program Projects (FY2012-2015)

The Transportation Improvement Program is managed by the Cumberland Area Metropolitan Planning Organization (CAMPO). CAMPO members approve and amend the Transportation Improvement Plan in order to be eligible to receive funding for the County's transportation projects. The projects listed in the plan are divided into two (2) elements: Highway Element and Transit Element. Both elements provide a project name and general project descriptions. There are ten highway elements and one transit element identified in the FY 2012 -2015 Transportation Improvement Program Projects; operating and capital assistance for transit services provided by Allegany County.

Maryland Department of Transportation Consolidated Transportation Program (2010-2017)

The Consolidated Transportation Program (CTP) is Maryland's six-year capital budget for transportation projects. The Capital Program includes major and minor projects for the Maryland Department of Transportation and various Maryland agencies. This document provides a Project

Information Form (PIF) for every major project in the state. Information provided on the PIF includes: project details, financial information, construction status, as well as a list of minor capital projects. The Allegany County projects are listed in the *Maryland Department of Transportation Consolidated Transportation Program: 2012-2017* as Table 1.

Table 1: Allegany County Consolidated Transportation Projects

Consolidated Transportation Program Projects: 2012 - 2017	
I-68, National Freeway – Interstate	Rehabilitate Bridge on I-68 over Wills Creek/CSX/Cumberland Thruway and Bridge #01092 on MD 51
I-68, National Freeway – Interstate	Replace bridge deck over Kelly Road, CSXT and Patterson Avenue
US 220, McMullen Highway – Primary	Replace bridge over the Potomac River
Amtrak Station Entryway Improvement	Improvements to the entryway

Frederick County

Through the recent Frederick County TDP process the following recent plans and initiatives covering broader issues and planning efforts were identified.

Golden Mile Multimodal Access Enhancement Plan

The City of Frederick has several initiatives underway to revitalize a stretch of commercial strip development on Route 40 known as the Golden Mile. This includes the Multimodal Access Enhancement Plan conducted under the Metropolitan Washington Council of Governments (MWCOG) Transportation Land Use Connections (TLC) program. The plan is exploring the use of right-hand turn/bus only lanes and identifying possible locations for bus stops, bus shelters, a passenger transfer center, and bike and pedestrian infrastructure. Currently five TransIT routes serve the shopping centers of the Golden Mile and the Frederick Towne Mall/Boscov’s functions as a transfer point.

Countywide Bicycle and Pedestrian Plan (update in progress)

Originally prepared in 1999 as the County Bikeways & Trails Plan, the update currently underway includes priorities for shared-use path corridors and on-street facilities. Projects currently in the design/construction phase include the Ballenger Creek Trail, the Rock Creek/Carroll Creek Trail, and the East Street Path. New Design Road through Ballenger Creek is also slated for on-street facilities as resurfacing occurs.

Needs Assessment of the Aging Population in Frederick County, MD (2013)

This study, prepared for the Board of County Commissioners by JustPartners, Inc., proposes seven goals to achieve a vision of Frederick County as a senior friendly community. “Transportation Options” is one of those goals. The assessment documents that about 37,000 County residents were 62 or older as of 2010 (14%), projected to increase to over 77,000 in 2030. The older population is dispersed throughout the County and most residents hope to age in place.

In regard to transportation options, the assessment documents that due to the over-capacity of TransIT-plus, the County should provide supplemental taxi vouchers. Individuals sixty and over and those with disabilities who have used TransIT-plus for six months and live in certain zip codes could receive a \$60 voucher for \$10. The assessment also documents requests from focus group members for shelters and benches at transit stops. It notes that public transit is daunting for prospective passengers that do not know how to navigate TransIT. The assessment also recommends that the County consider mobility management as a way to make more efficient use of existing transportation resources (both TransIT and human service providers). Another recommendation is to promote TransIT with easily understood signage, clear and accessible stops, and benches.

Freight Transportation & Land Use Study (2011)

This study, conducted under the MWCOG TLC program, focuses on how to accommodate freight movement while maximizing safety, air quality, and quality of life in Frederick County. It describes strategies to address freight/land use constraints (e.g., roadway design on major truck routes to maintain access to industrial properties). The study also sets out a freight action plan, including continuing to promote industrial land in the County and preventing encroachment of other land uses.

MD 355 / MD 85 Transportation Oriented Design Study (2010)

This study, conducted under the MWCOG TLC program, identifies ways to enhance transit oriented development along the MD 355/MD 85 commercial corridors. The corridors are currently auto-oriented, with limited pedestrian and bicycle facilities. The Francis Scott Key Mall is a major feature, as is the Monocacy MARC station and the Monocacy National Battlefield.

The study includes short and long-term transportation, land use and economic development recommendations: improving the pedestrian and bicycle environment, constructing a new, modified grid of roadways, constructing a shared use path along the Monocacy River, and updating the area's zoning to encourage mixed-use redevelopment. TransIT's #10 and #20 serve the MD 355/MD 85 corridors. Implementing the study's recommendations could both encourage ridership on the existing routes and warrant additional service. In particular, the study recommends constructing a passenger transfer center at the Francis Scott Key Mall with benches, shelters, and real-time information.

Transit-Friendly Design Guidelines (2009 Update)

Originally distributed in 2001, the purpose of the guidelines is to encourage all development within TransIT's current and future service area to be designed with public transit in mind. The guidelines are intended as a reference tool in the preparation and review of development plans, and to help accomplish the goals and recommendations included in the past TDPs. The guidelines describe four elements of transit friendly design: pedestrian/bicycle accessibility, transit-friendly street networks, land use, and site design. They also describe transit access design standards (for bus stops, turnouts, shelters, and intersections) given certain transit vehicle specifications. Finally, the guidelines include a Transit Accessibility Checklist for developers, planners, and officials to evaluate proposed developments.

Fort Detrick Area Transit and Non-Motorized Transportation Access Study (2008)

This study, conducted under the MWCOG Transportation Land Use Connections program, assesses multimodal access to the Fort Detrick area. The study maps sites of bicycle and pedestrian accidents and identified gaps in bicycle/pedestrian infrastructure. It also identifies problem areas and recommended potential solutions, e.g., bike lanes, sharrows, and additional crosswalks.

Frederick County Master Transportation Plan (2001)

The Master Transportation Plan compiles various goals and policies from past transportation studies and supports a multi-modal approach to address countywide mobility needs. The transit element of the plan lists goals for urbanized and non-urbanized area services, commuter services, human service agency coordination, paratransit, and administration and management. It also includes the short and long term transit projects from the 1999 Frederick County TDP.

Garrett County

Garret County Community Health Improvement Plan (2012 – 2015)

The Maryland Department of Health and Mental Hygiene (DHMH) launched a State Health Improvement Process (SHIP) in 2011 to define health priorities within the state and to improve the health of all Marylanders. Through this process, Maryland hopes to extend life expectancy, improve access to health care, reduce childhood obesity, and “move the needle” on other critical health goals.

Of these objectives defined by SHIP, Garrett County is comparable to or better than the state average in 31 of the 39 objectives. Garrett County ranks worse than the State in the following eight objectives:

- Objective 33 – Youth Tobacco Use
- Objective 25 – Heart Disease Mortality
- Objective 24 – Adult Seasonal Influenza Vaccine Rate
- Objective 32 – Adult Tobacco Use
- Objective 31 – Child/Adolescent Obesity
- Objective 36 – Adults without Health Insurance
- Objective 30 – Adult Overweight/Obesity
- Objective 1 – Life Expectancy

To help address these objectives, Garrett County needed to develop a local health improvement plan. The Garrett County Health Planning Council agreed to oversee this process. Many of the goals and objectives in this plan include transportation milestones, including promoting active lifestyles through increasing pedestrian and bicycle facilities, transportation to non-emergency medical appointments, employment, and senior meal sites.

2014 Garrett County Department of Social Services Annual Report

This report noted that “Wheels to Work” was one of the agency’s most successful work programs, allowing working customers to purchase or fix their used vehicles with low-cost loans. During FY’14, the program placed or repaired two vehicles. Wheels-to-Work is a partnership program between Garrett County Department of Social Services and Garrett County Community Action. The report notes that unfortunately funding for this program remains reduced for SFY’15. The program continues to operate with money from the loan fund, which at this time is insufficient to cover the long-term continuation of the program.

Garrett County Heritage Area Management Plan (2011)

The Garrett County Heritage Area Management Plan was adopted by the Commissioners in June 2011 and established the Mountain Maryland Gateway to the West Heritage Area. The Heritage Area has four major themes: Transportation, including Braddock’s Trail and the National Road; Man and Nature, highlighting the county’s unique natural resources; Historic Recreation as Garrett County’s natural beauty has inspired travelers from all walks of life to visit and locate to the area; and Cultural Uniqueness, recounting the lives of various cultural groups that settled and have remained in the area. These key heritage topics best describe the local historical, cultural, archeological, natural resource and transportation systems which depict the story of how Garrett County came to be.

The overarching theme for the Heritage Area is the County’s relationship to the opening and development of America’s western frontier in the late 18th and early 19th centuries. In fact Garrett County is Maryland’s Gateway to the West and at one time, it was the country’s gateway to the west. This is the primary heritage experience in Garrett County and this broad theme ties the whole Heritage Area together. Under this umbrella, several primary themes include the following:

- **Transportation:** The “transportation” theme includes Garrett County’s Indian Trails, the National Pike/National Road and the Casselman Bridge, as well as railroads and waterways, which contributed to the cultural landscapes and settlement patterns of Maryland’s western frontier.
- **Man and Nature:** The “man and nature” theme highlights the unique natural resources that Garrett County has acknowledged and respected. A strong agricultural heritage, the Eastern Continental Divide, which Lewis and Clark braved, as well as the early settlements along the State’s western frontier. They all testify to Garrett County’s keen understanding of nature as a partner instead of an impediment.
- **Historic Recreation:** The “historic recreation” theme has resonance because Garrett County has a legacy as one of Maryland’s most significant recreation areas, even before the 20th century. Garrett’s natural beauty and resources inspired Native Americans, early settlers, and people from all walks of life including American presidents and the rich and powerful from nearby urban areas. They came to enjoy the cool mountain summers, and lavish resorts flourished throughout the County. Today, Deep Creek Lake is the summer home of several celebrities and draws visitors from a wide region.
- **Cultural Uniqueness:** The “cultural uniqueness” theme considers the climate and terrain of Maryland’s western frontier, which creates a type of isolation. This has appealed to many and varied cultural groups as a core influence. For example, the Amish and Mennonite

communities found in the area searched for religious freedom. The Appalachian mountain cultures also developed unique foods, styles of music, and other cultural characteristics that deserve praise.

Deep Creek Lake Watershed Economic Growth and Planning Analysis Study (2004)

Deep Creek Lake is a wonderful and unique place. Its setting is in some of Maryland's most beautiful scenery, the combination of lake, mountains, forests, winter and summer recreation opportunities, and its cultural heritage have attracted a broad range of residents and visitors since the 1920s, adding to a County heritage of hospitality that extends back to the 19th century. The Deep Creek Lake area grew slowly and steadily in population and housing between the 1940s and the 1970s, but more rapid change began in the 1980s with the completion of I-68, which ended the lake area's relative isolation and helped change it from a largely Pittsburgh area-oriented resort to an area increasingly attractive to visitors and investors from the Washington D.C. and Baltimore areas. More recent changes since the mid-1990s, especially an unprecedented escalation in real estate values and increased investor and visitor interest due to security concerns after September 2001, have prompted concerns about how future growth might affect the beautiful, scenic place that attracted people in the first place.

Washington County

Maryland Twenty-Year Bicycle & Pedestrian Master Plan (2014)

The Bicycle and Pedestrian Master Plan establishes a twenty-year vision to support cycling and walking as modes of transportation in Maryland. The Plan provides guidance and investment strategies to support cycling and walking, both on-road and off-road, as part of Maryland's multimodal transportation network. The Bicycle and Pedestrian Plan supports the Maryland Transportation Plan, or "MTP", and other key statewide planning efforts. It also addresses recently enacted federal transportation legislation, "Moving Ahead for Progress in the 21st Century." This Plan updates the Bicycle and Pedestrian Master Plan adopted in 2002 and, going forward, will be updated every five years. (Source: <http://www.mdot.maryland.gov/BikeWalkPlan>)

2014 Long Range Transportation Plan

The Hagerstown/Eastern Panhandle Metropolitan Planning Organization (HEPMPO) is the federal and state designated regional transportation planning body for the urbanized areas in Berkeley and Jefferson Counties in West Virginia, Washington County, Maryland and a small portion of Franklin County, Pennsylvania. The HEPMPPO coordinates the federally mandated transportation planning process in the Hagerstown-Martinsburg Urbanized Area, a designation resulting from the 1990, 2000 and 2010 Census.

The HEPMPPO's mission is to provide a cooperative forum for regional collaboration, planning and public decision-making for short and long-term solutions that support mobility needs, economic development, environmental sensitivities, and multimodal connectivity for a safe, secure and efficient transportation system.

The Long Range Transportation Plan (LRTP) is a comprehensive examination of the future transportation needs within Washington County, Maryland, and Berkeley and Jefferson Counties, West Virginia. Following the 2010 Census, a new MPO was designated for Chambersburg Pennsylvania whose planning area includes all of Franklin County. As such, the HEPMPO entered an MOU with the newly formed Franklin County MPO (FCMPO) whereby the planning and programming needs for the HEPMPO's Pennsylvania urbanized area will be handled by the FCMPO. As a result, the small portion of Franklin County consisting of Antrim Township and the Borough of Greencastle, that is officially part of the HEPMPO's federally designated MPO urbanized area, was not included in this LRTP update process.

West Virginia Region 9 Coordinated Public Transit - Human Services Transportation Plan (2011)

The Hagerstown/Eastern Panhandle MPO, in coordination with the West Virginia Division of Transit, has produced the West Virginia Region 9 Coordinated Public Transit-Human Services Transportation Plan Update. While Washington County is not part of this plan, it is directly north of all three of these counties and intimately involved with this region. This document provides an evaluation and assessment of community characteristics and an inventory of existing services, as well as a description of unmet needs and a series of recommendations to meet these unmet needs. The study areas for this Plan are Berkeley, Jefferson, and Morgan Counties in WV including all incorporated municipalities. This Coordinated Plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public.

Through a coordinated planning process, the stakeholders developed the following nine goals.

1. *Improve communications*
2. *Control operating budgets*
3. *Improve transportation opportunities*
4. *Advocate for revised funding regulations*
5. *Collaborate and facilitate transportation endeavors related to the implementation of the Affordable Care Act*
6. *Coordinate the use of vehicles*
7. *Enhance Services*
8. *Improve public transportation in Morgan County*
9. *Ensure appropriate vehicles*

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 Western Maryland region focuses on these population groups, and also involves a broader approach that builds upon previous coordinated planning efforts. The overall transportation needs assessment involved:

- 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 and through a public comment process. Many transportation needs are regional in nature or are evident in each county, and therefore during the workshop 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 transit services to access employment opportunities, particularly in newly developing industrial areas.

Time Related

- Transportation options are limited on Sundays and evenings. There is a need for expanded services that enable mobility at these times.
- Expanded transportation options are needed to access second and third shift jobs.

Place/Destination

- There are limited transportation options for people who live outside the fixed- route service areas, particularly for people in the more remote areas of the region. There is a need for services that are available in these parts of the region.
- There is a need for transportation services that serve long-distance medical trips, particularly for people who are not eligible for Medicaid funded transportation.
- With limited transportation options for dialysis trips, particularly for people who are not Medicaid-eligible, there is a need for expanded and flexible transportation that allow people to access these treatments.
- Throughout the region transit opportunities for out-of-county destinations are limited, and there is a need for additional services that operate regardless of jurisdiction. During the public outreach process a Washington County resident noted the need for the MTA Commuter Bus Service Route 505 to serve the downtown transfer center and allow connections with local transit routes and other transportation services.
- There is a need for additional transportation options that serve employment sites, especially for jobs that require Sundays and evening hours.

Need for Improved and Expanded Outreach, Marketing, and Education

- There is a need for expanded marketing of existing transportation services and education of residents in the region on their travel options.
- Customers and their advocates may need travel training on how to use existing transportation services.

Need for Improved Coordination

- There is a need for improved coordination, especially of long distance trips.

Need for Additional Funding

- There is a lack of funding to subsidize the trips for people who are not supported through an agency or program. Additional funding is needed to support transportation services that are open to the general public and not limited to a specific group. In particular additional operational funding is needed.
- There is a need to explore public-private partnerships and to conduct a peer review of regions in other states to gain information on successful funding practices.

Need for Capital Improvements

- There is a need to acquire paratransit vehicles that can operate over difficult terrains, especially in Allegany and Garrett Counties.
- There is a need for additional wheelchair accessible vehicles in the region.

ALLEGANY AND GARRETT COUNTY TRANSPORTATION NEEDS

- **Expanded options for long distance medical transportation needs.** There are major medical destinations outside the counties that include Baltimore (MD), Morgantown (WV), Winchester (VA), and Pittsburgh (PA). There are two major concerns regarding the provision of long-distance medical transportation to these locations. The first concern is that there is not a way to pay for the trip for people who do not qualify for Medicaid. There is need for other transportation options, possibly volunteer based or subsidized discounts so that people can use private transportation services.

The second concern is the complicated logistics of trying to coordinate passenger trips among providers in the region. Efforts to coordinate these trips on a regional basis have been tried, but the total trip distances were so long that it is impractical from an operational perspective. There is a need for mobility management services that help to coordinate long distance and local trips.

- **Vehicles better suited for the terrain.** Many of the public transit and human service riders reside in remote, mountainous areas that often require four-wheel drive capability in the winter months. There is a need for funding options that support the cost of adding four-wheel drive capability to rural transit vehicles, as this is not currently reimbursed by State or federal funds.
- **Better marketing and education.** Many people in Allegany and Garrett Counties do not know what transportation services are available to them or how to access a ride. There is a need for a central contact that could provide information on various transportation options. There is a need to better educate client advocates so that they can in turn educate the clients they serve. There is also a need to develop marketing programs that can help overcome people's fears of riding transit and reduce the stigma of riding transit that can

exist in rural areas. Outreach through newspapers and other media could help to address this issue.

- **Additional funding opportunities.** The cost per trip to provide service is very high in the remote areas of the region and the users cannot afford to pay a high fare. There is a need to effectively utilize funding through various State agencies and to improve coordination of services. In particular there is a need for additional operational funding to support services in Allegany County that go beyond the City of Cumberland.
- **Expanded transportation to local medical facilities** for low-middle income residents who are not eligible for Medicaid-funded transportation services.
- **Expanded seasonal transit options** so that people can access jobs at Wisp, at Deep Creek Lake, and at Rocky Gap Resort.
- **Expanded transit services** in the Route 36 Corridor.
- **Additional transit options in the outlying areas of Allegany County.** There is need for additional transit services outside of the current commuter service area. There are new residential developments that are not located within the service area that is not currently served.
- **Better coordination of resources to meet the needs.** There is need to improve coordination between transportation and service providers, through increased mobility management and other efforts, to ensure effective use of existing resources. This coordination needs to take into account real and perceived barriers, including liability issues related to cross agency usage. In conjunction with this need is the need to work with appropriate State and county officials to create innovative and realistic solutions?

FREDERICK COUNTY TRANSPORTATION NEEDS

- **Improved interagency communication.** There is a need to improve the flow of information from human service agencies to TransIT Services of Frederick County with regard to the transit needs of their clients.
- **Improved coordination of public transit and human service agency trips/vehicles.** Currently there is limited coordination of trips between different human service agencies and public transportation. In conjunction with improved communication there is a need to identify possible coordination opportunities between human service agencies, specifically a need for mobility management services that help to coordinate sharing of vehicles/rides.
- **Additional transit opportunities to access employment opportunities.**
- **Transit services later in the evenings.** Current transit services end at 9:45 p.m., which is before many retail and restaurant employees are finished their evening shifts.

- **Expanded demand-response/specialized services on weekends.** The current TransIT-Plus service does not operate on the weekends, other than in the complementary ADA service corridors (Saturday only).
- **Additional transit opportunities to connect the rural areas of the county to Frederick.** This need is for both able-bodied and riders with disabilities.
- **Transit services on Sundays.**
- **Additional transit opportunities for out-of-county destinations,** such as Baltimore, Annapolis and Montgomery County.
- **Additional transit opportunities for shopping and medical trips,** as well as more convenient travel options for people who are “trip-chaining” (i.e., making a trip with several destinations and trip purposes, such as daycare/employment or employment/grocery store or medical/pharmacy/grocery store).
- **Expanded volunteer programs** to help meet the demand for trips that are not effective to provide using traditional public transit.

WASHINGTON COUNTY TRANSPORTATION NEEDS

- **More wheelchair-accessible vans** and additional access to the existing fleet of accessible vans (better coordination among agencies).
- **Expanded transit availability to access employment opportunities,** including evenings, weekends, and holidays.
- **Brokerage of federal/state funded projects.** There is a communication gap between agencies concerning clients that need transportation, and therefore there is a need to improve coordination so that trips can be scheduled based on available capacity. There is a need for oversight “brokerage” to plan and operate coordinated systems/trips.
- **Additional administrative funding to support expanded operations.** An unrecognized challenge that arises from additional operational dollars is lack of administrative dollars to support the expanded service. Administrative costs typically rise to support the new/expanded operations though dedicated funding is not identified and therefore precludes the public transportation agency from moving forward with the needed service(s).
- **Supervisory body (watchdog) over coordinated services.** A challenge faced by local providers is the authority to safeguard that “projects” intended to coordinate are being implemented. There is a need for an official agency that controls that purse strings ensure agencies are coordinating based on receiving the federal/state funds.

- **Additional transit options in the outlying areas of the County.** There are transit needs outside of the current County Commuter service area. There are also new residential developments that are not located within the County Commuter service area.
- **Expanded transit availability for all trip purposes on weekends.**
- **Additional operational funding.** The majority of the current transit service is provided in and around the City of Hagerstown, though the City does not make a financial contribution to County Commuter.
- **Additional marketing.** There is a need for additional staff to develop an effective marketing and advertising program for County Commuter.
- **Additional funding programs for people who do not qualify for specific program funding.** It is difficult for some riders to pay their fares, particularly for long-distance trips, if they do not qualify for Medicaid, Temporary Cash Assistance, or some other governmental assistance program. This would include a taxi voucher program.
- **Additional transit services in the evenings for all trip purposes.**
- **Additional transit availability for the Hopewell Road area,** where several distribution centers have been built.
- **Additional transit availability for dialysis trips.**

Chapter 5: Demographic Analysis

INTRODUCTION

This chapter provides an analysis of future population trends in Western Maryland, 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. This assessment can then be used to develop strategies, projects, and services to meet identified needs and expand mobility and to generate recommendations to improve coordination within the region.

POPULATION ANALYSIS

This section examines the current population and population density within Western Maryland, and provides future population projections for the region.

Population

In the 2010 Census, the U.S. Census Bureau reported that Allegany County had a population of 75,087, Frederick County had a population of 233,385, Garrett County had a population of 30,097, and Washington County had a population of 147,430. As Table 5-1 illustrates, all of the jurisdictions have experienced steady growth from the 1990 to the 2010 Census. Frederick County has experienced the most rapid growth since the 2000 Census with a 20 percent increase. The population of the entire region has grown by 12 percent over the past decade.

Table 5-1: Historical Populations

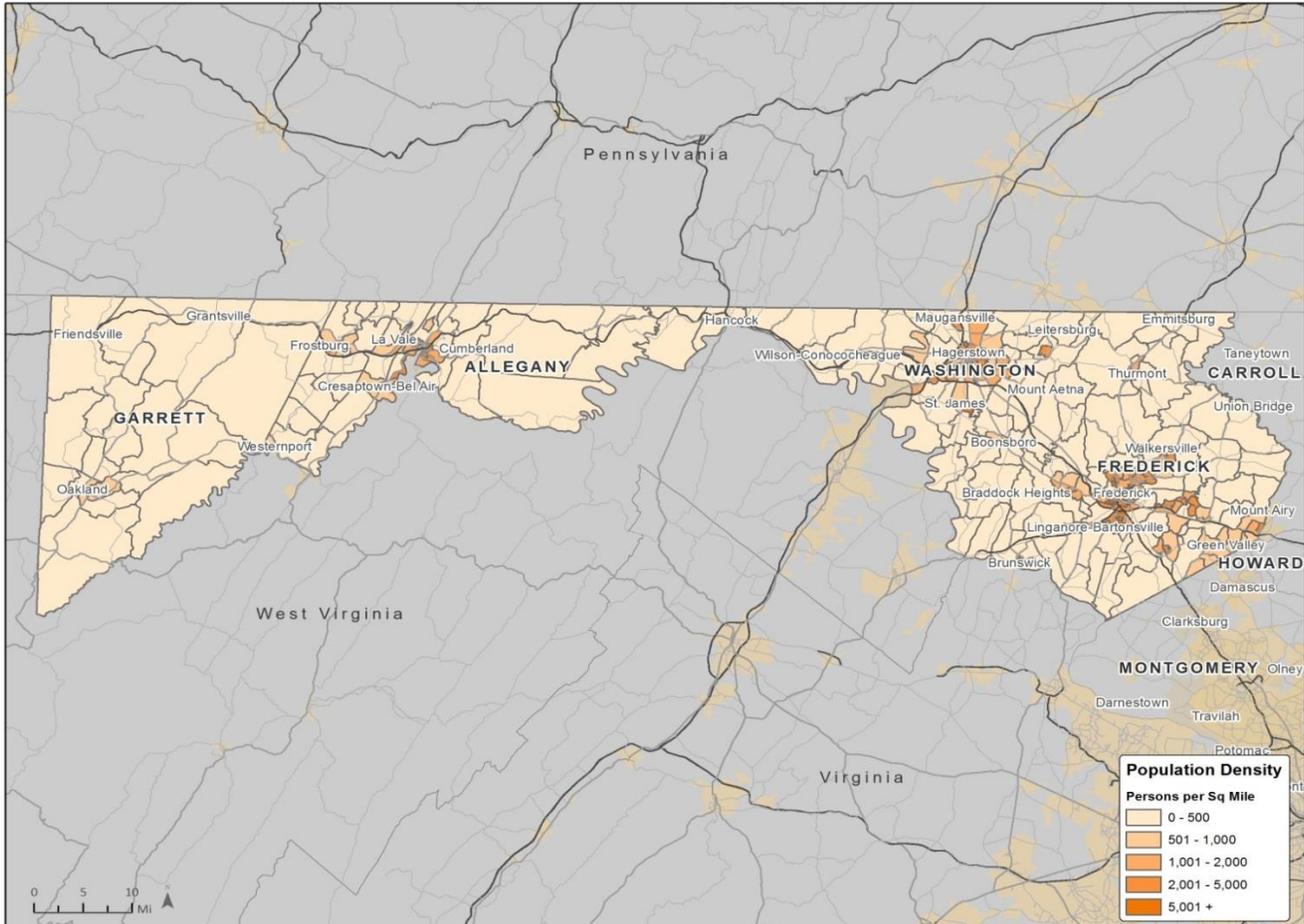
Year	Allegany County	Garrett County	Washington County	Frederick County	Total Service Area
1990	74,946	28,138	121,393	150,208	374,685
2000	74,930	29,846	131,923	195,277	431,976
2010	75,087	30,097	147,430	233,385	485,999

Source: United States Census Bureau

Population Density

One of the most important factors in determining the type and level of transportation services in an area is population density. Not surprisingly, the locations with higher population densities in the region are Cumberland, Frederick, and Hagerstown. 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

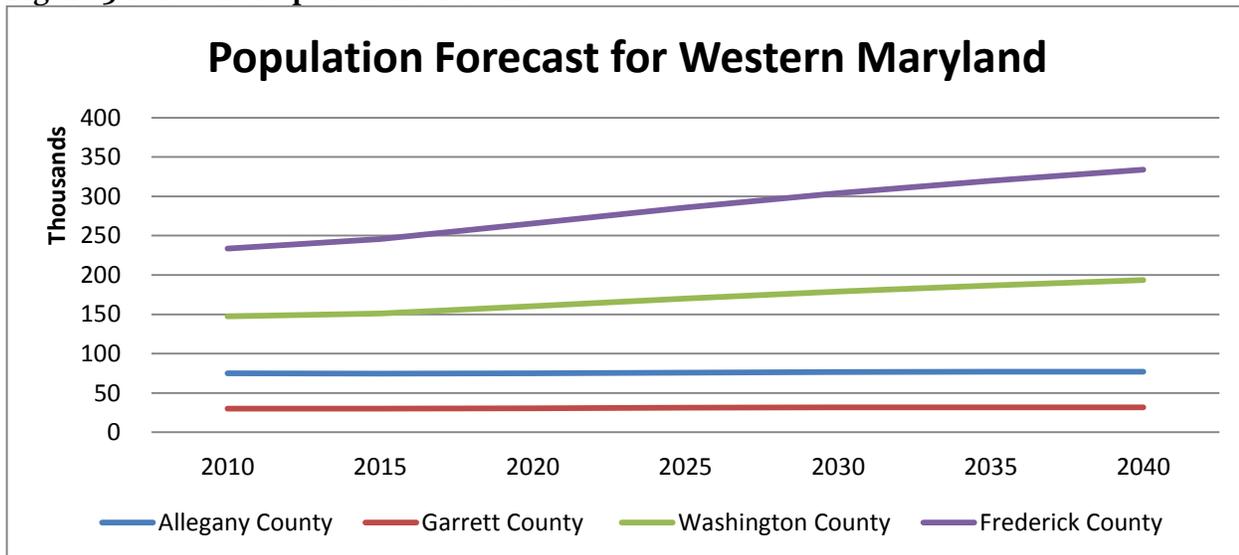
Future population forecasts for the region anticipate moderate population growth to the year 2040. During this period, the area is expected to grow from 410,912 persons to 559,300 persons or an increase of about 148,388 persons. Table 5-2 shows the forecasted population growth and Figure 5-2 provides a visual illustration of the growth.

Table 5-2: Population Forecasts

Year	Allegany	Garrett	Washington	Frederick	Total Service Area
2010 Population	75,087	30,097	147,430	233,385	410,912
2015 Forecast	74,650	30,100	151,200	245,600	426,900
2020 Forecast	75,150	30,600	160,300	265,650	456,550
2025 Forecast	75,900	31,200	169,950	285,950	487,100
2030 Forecast	76,650	31,550	178,900	304,050	514,500
2035 Forecast	76,900	31,700	186,600	319,800	538,100
2040 Forecast	77,050	31,750	193,450	334,100	559,300

Source: Maryland Department of Planning, July 2014 Revised Projections

Figure 5-2: Future Population Growth



DEMOGRAPHIC ANALYSIS

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 are unable to drive themselves due to age or income status. The analysis within this section draws upon data from the American Community Surveys five-year estimates (2010 - 2014). The results of this demographic analysis highlight those 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 below 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

Transit Dependence Index

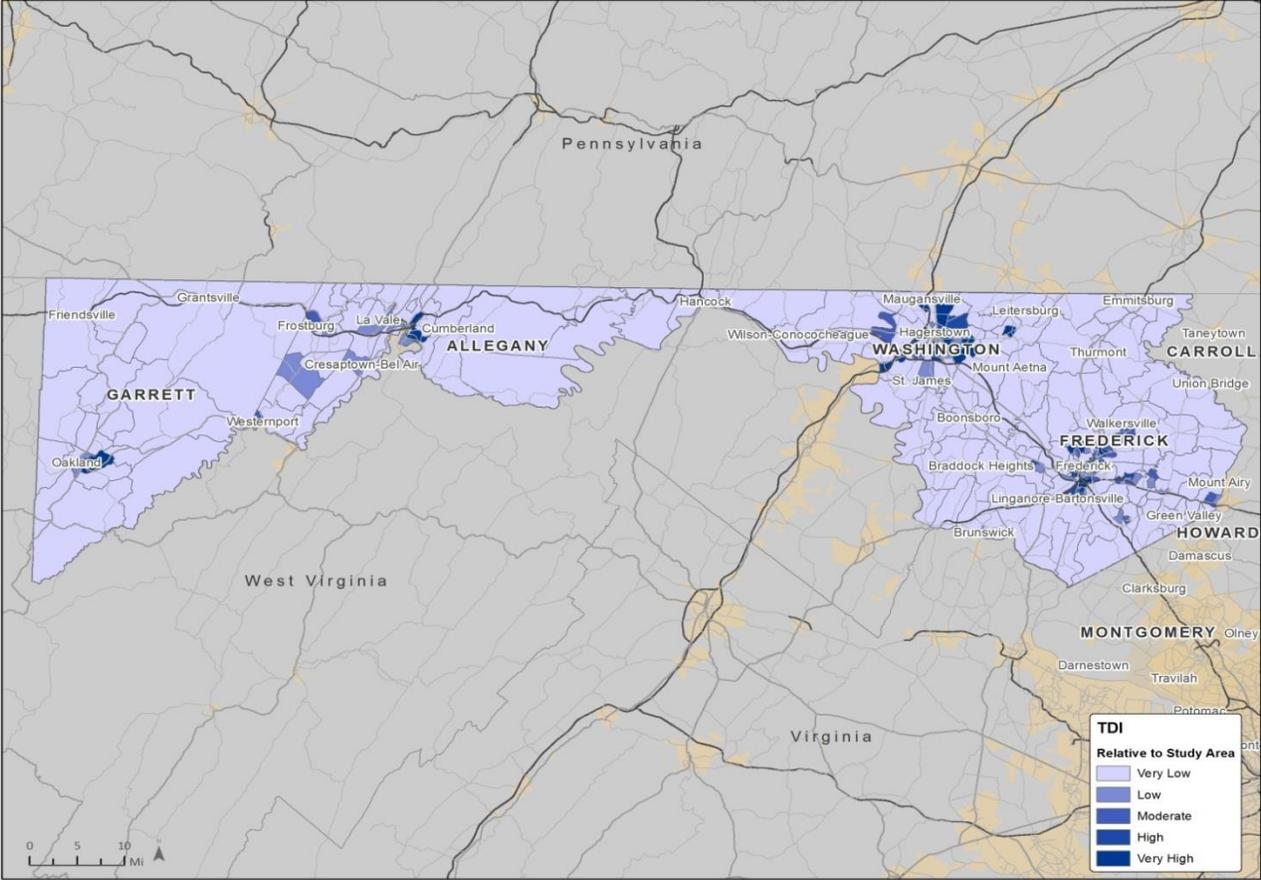
The Transit Dependence Index (TDI) is an aggregate measure of transportation need. Five factors make up the TDI calculation:

- 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 plugged 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 Oakland, western Cumberland, and areas surrounding Frederick and Hagerstown. Figure 5-3 illustrates the concentrations of transit dependent populations.

Figure 5-3: Transit Dependence Index



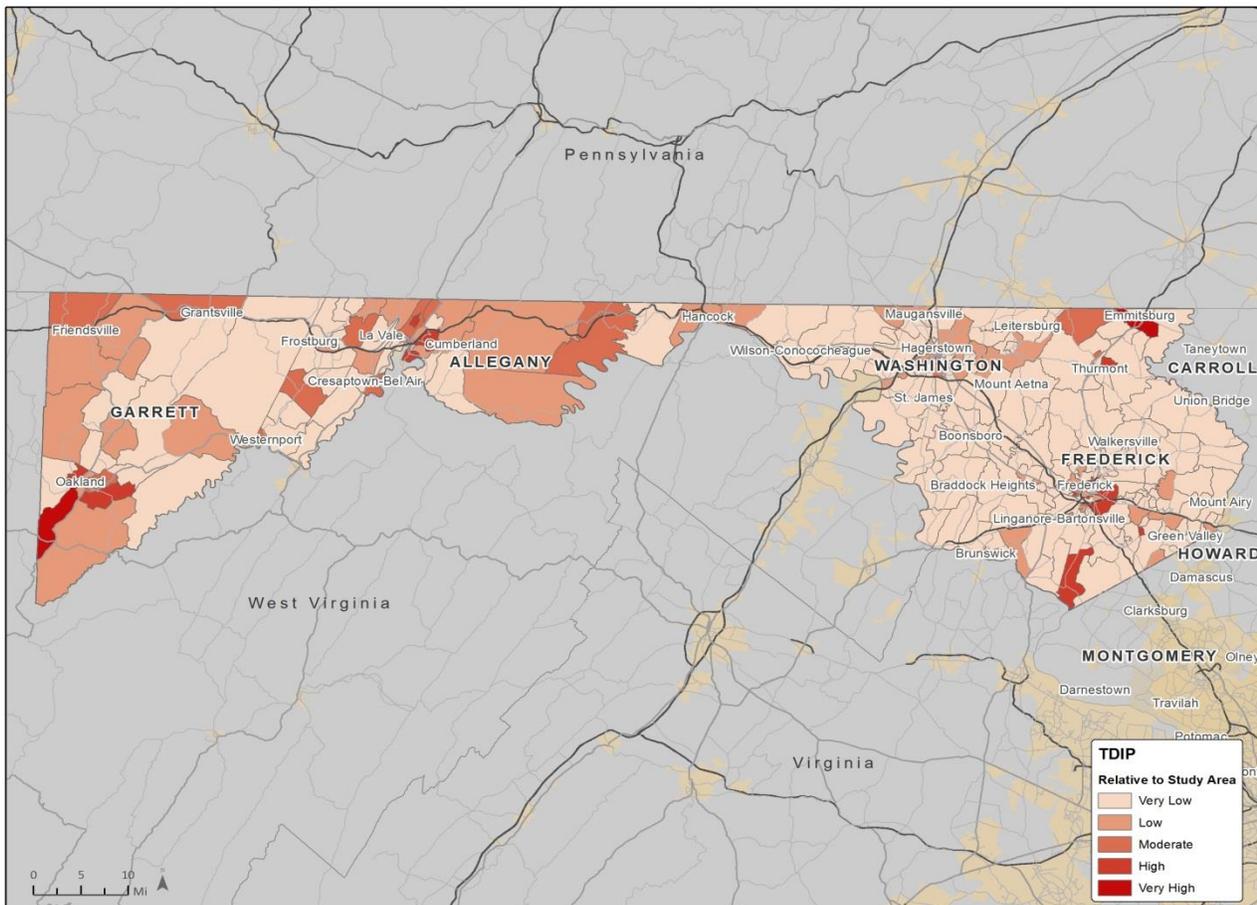
Source: American Community Survey

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 of the population density factor. By removing the population density factor, the TDIP measures percentage rather than amount of vulnerability.

As seen in Figure 5-4, the areas with the highest percentage of transit dependent persons are located in South of Adamstown, eastern parts of Thurmont, southeastern Emmitsburg, and northeast and southwest of Oakland.

Figure 5-4: Transit Dependence Index Percentage

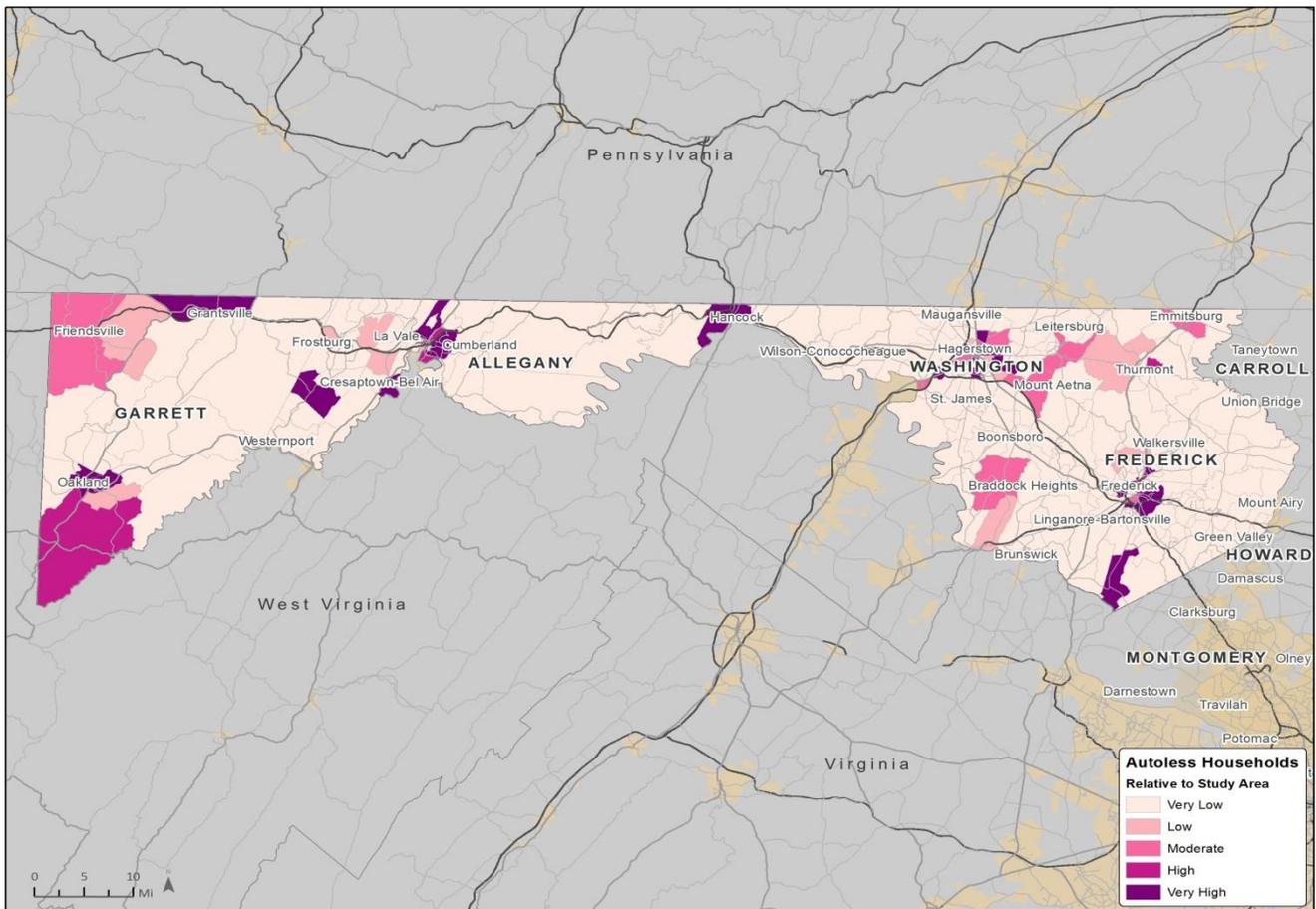


Source: American Community Survey

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 5-5 displays the relative number of autoless households in the region. The highest concentrations occur in Oakland, west of Frostburg, west of Bel-Air, parts of Cumberland, Hancock, parts of Hagerstown and Frederick, and south of Adamstown.

Figure 5-5: Relative Density of Autoless Households

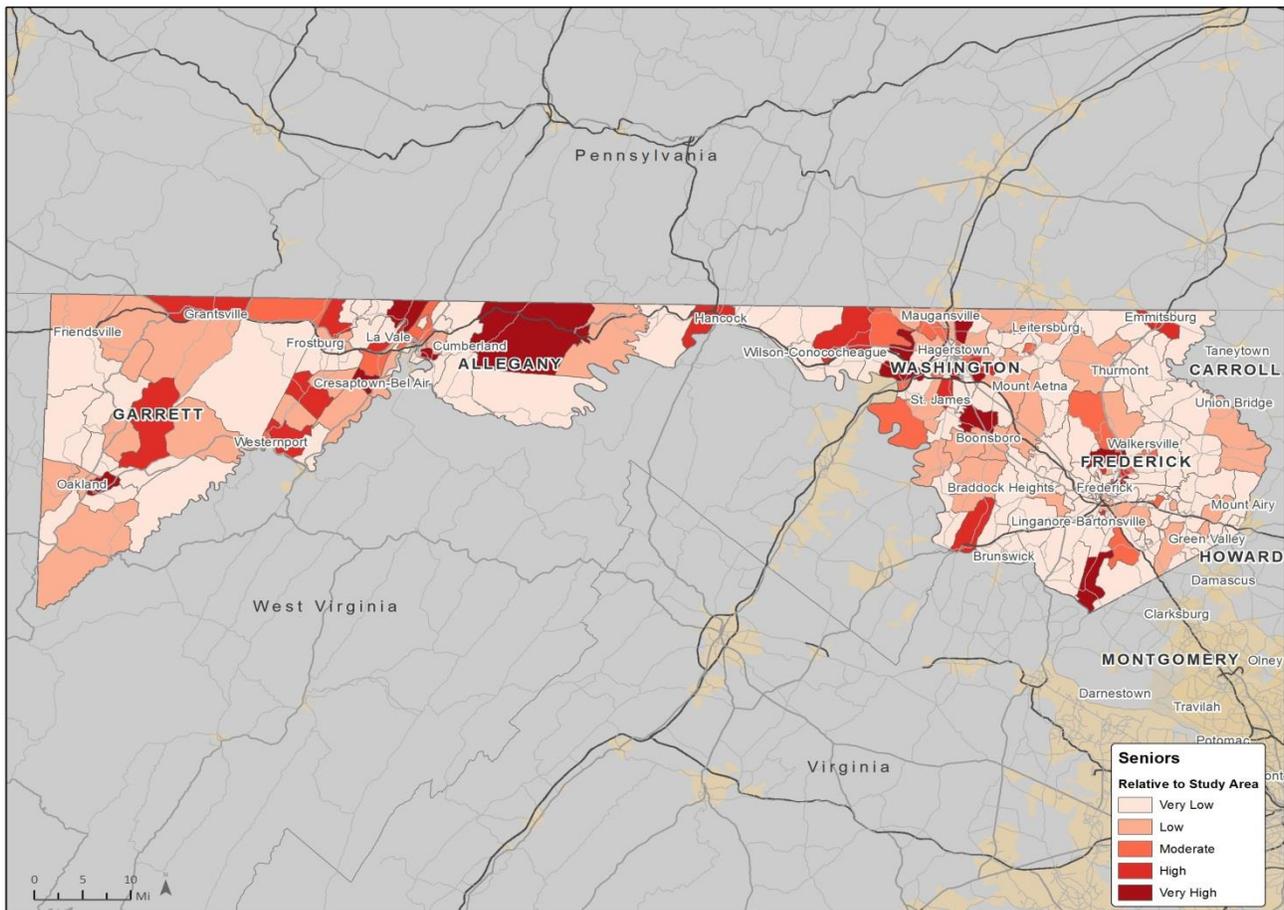


Source: American Community Survey

Senior Adult Populations

The second socioeconomic group analyzed by the TDI and TDIP indices is the senior adult population. Individuals 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. The block groups classified as having a “very high” concentration of senior adults are located in West of Adamsville, northern part of Fredericksburg, surrounding parts of Hagerstown, north-central areas of Allegany County, Bel –Air, north of La Vale, and Oakland . Figure 5-6 shows the relative number of senior adults in the region.

Figure 5-6: Relative Density of Senior Populations

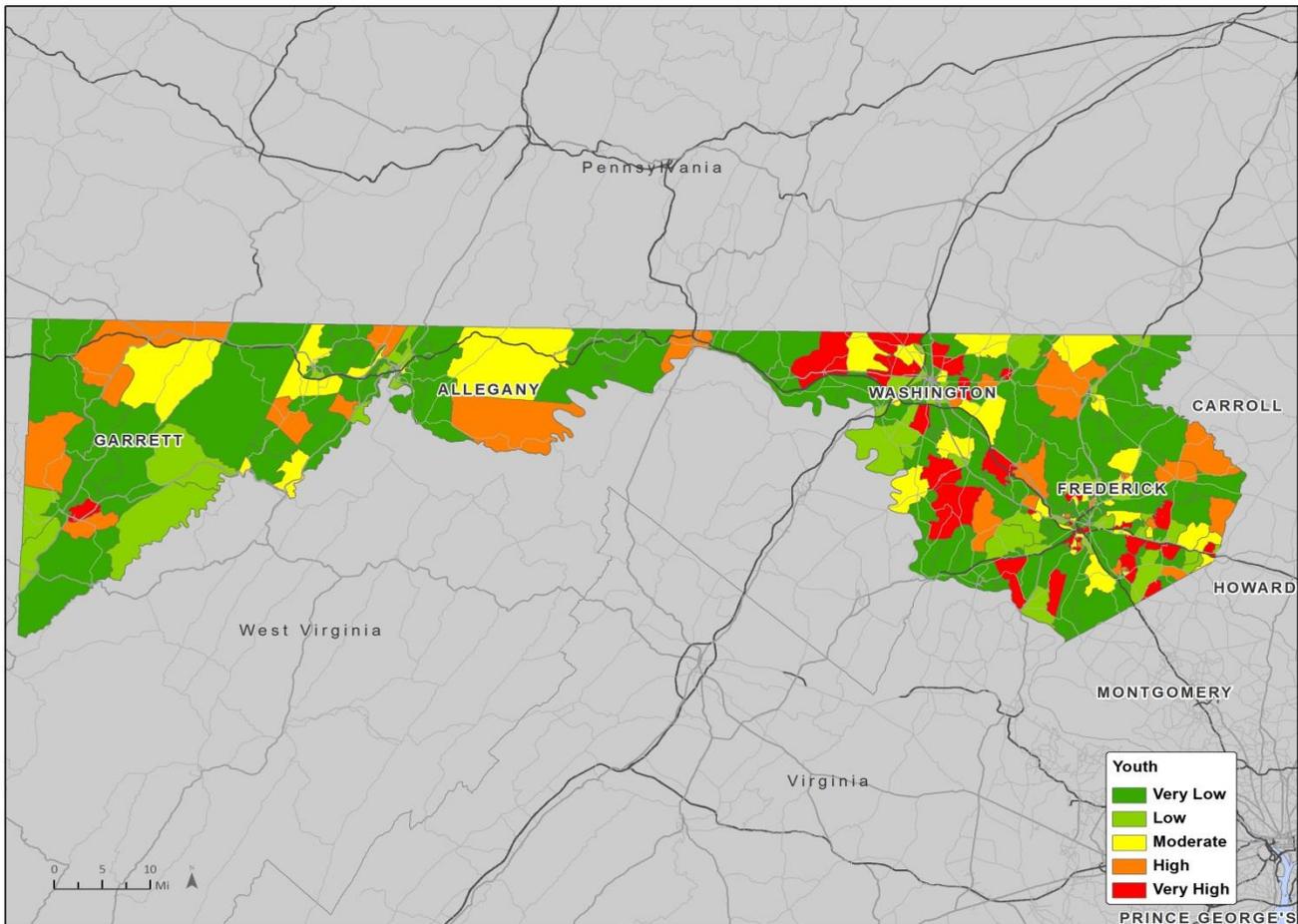


Source: American Community Survey

Youth Populations

Youths and teenagers, ages 10 to 17 years, who cannot drive or 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 the areas Northwest of Hagerstown, Oakland, Maugansville, southwest of Boonsboro, around Lingamore-Burtonsville and Green Valley. Figure 5-7 illustrates the areas with high concentrations of youth populations.

Figure 5-7: Relative Density of Youth Populations

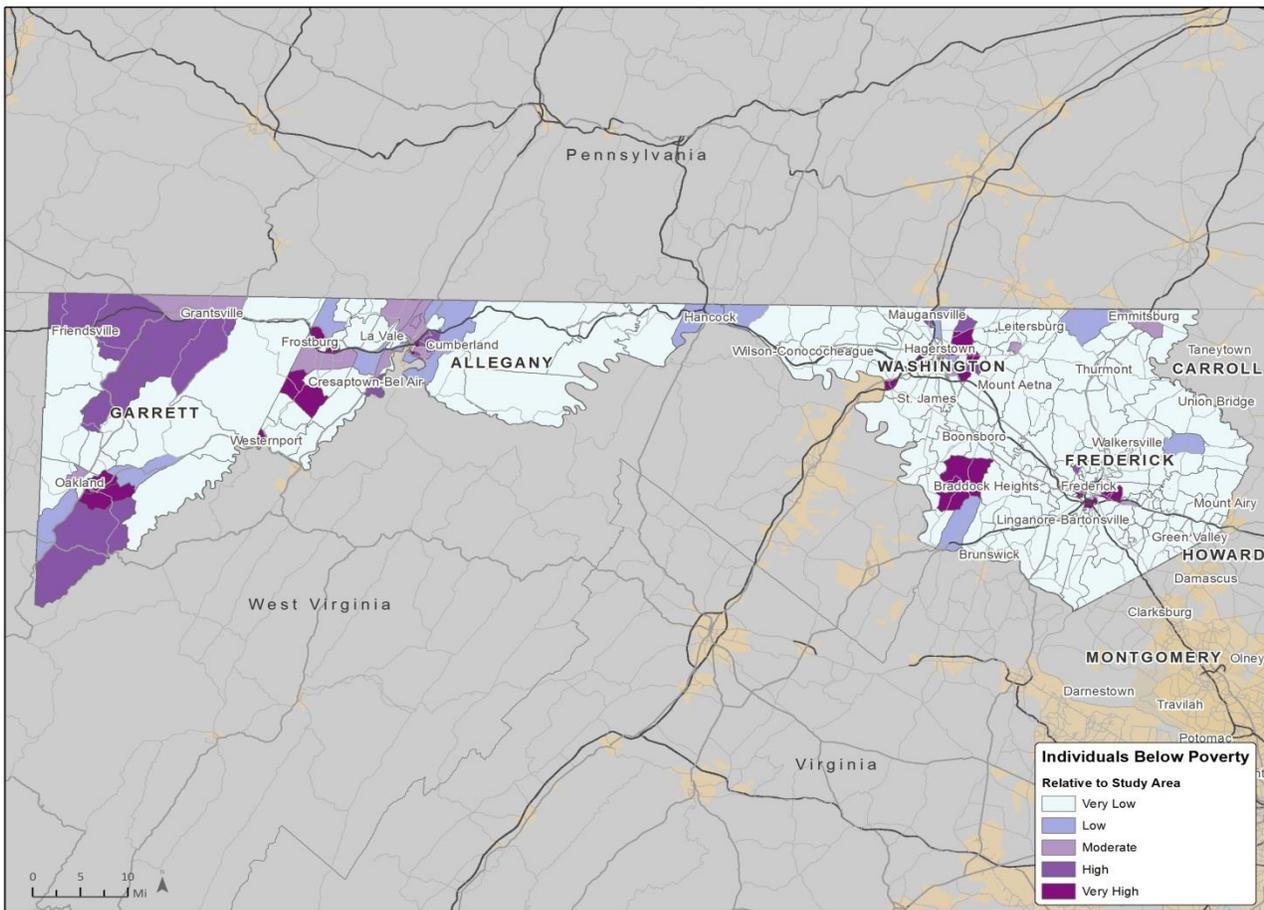


Source: American Community Survey

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 they may be more likely to depend on public transportation. According to the American Community Survey just over 14 percent of the region’s population is living at or below the federal poverty level. Figure 5-8 depicts the average of below-poverty individuals per block group. Block groups with above average below poverty populations are scattered throughout the region appearing in Oakland, Westernport, Frostburg, Cresaptown, Sharpsburg, and parts of Hagerstown and Frederick.

Figure 5-8: Relative Density of Below Poverty Populations

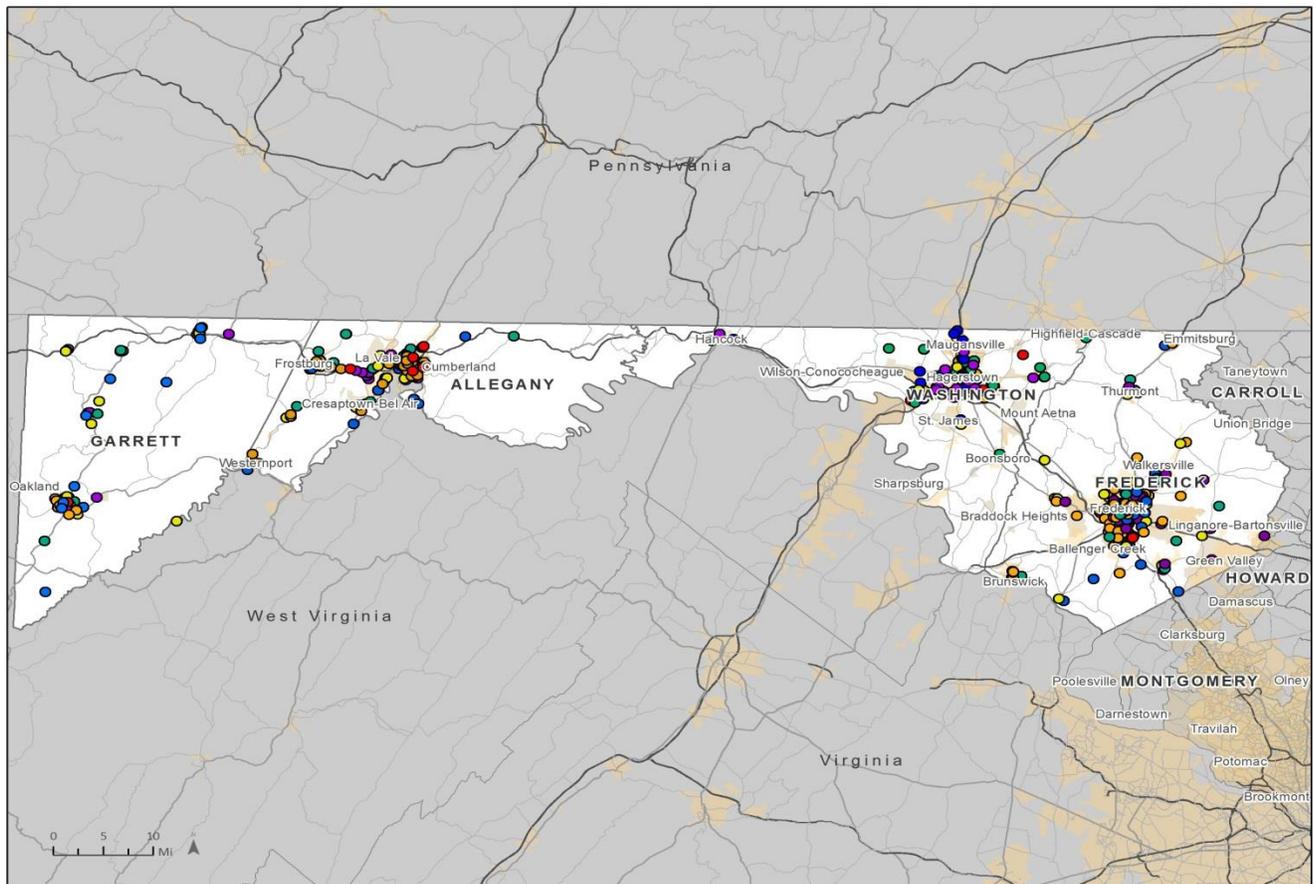


Source: American Community Survey

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. They include educational facilities, major employers, governmental and non-profit agencies, high-density housing complexes, major shopping destinations, and medical facilities. This section will also detail the commuting patterns and top employment destinations of area residents. Major trip generators in the region are portrayed in Figure 5-10.

Figure 5-10: 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 5-5, approximately 90 percent of Allegany, Frederick, Washington, and Garrett County residents work in their county of residency. The majority of residents in all three counties drive alone to work. The second most frequently used method is carpooling. Public transportation garners approximately two to four percent in the four counties.

Table 5-5: Journey to Work Travel Patterns

Place of Residence	Allegany Co.		Frederick Co.		Washington Co.		Garrett Co.	
Workers 16 years and older	29,199		122,513		67,531		13,771	
Location of Workplace								
In State of Residence	26,351	90%	109,719	90%	60,097	89%	12,256	89%
In County of Residence	24,798	85%	70,661	58%	44,827	66%	10,526	76%
Outside County of Residence	1,553	5%	39,058	32%	15,270	23%	1,730	13%
Outside State of Residence	2,846	10%	12,794	10%	7,434	11%	1,515	11%
Means of Transportation to Work								
Car, Truck, or Van - drove alone	23,545	81%	93,944	77%	54,715	81%	10,471	76%
Car, Truck, or Van - carpoled	3,051	10%	13,931	11%	7,038	10%	1,791	13%
Public Transportation	204	1%	3,253	3%	762	1%	70	1%
Walked	1,310	4%	2,756	2%	1,343	2%	352	3%
Taxicab, motorcycle, bicycle, other	205	1%	1,217	1%	931	1%	118	1%
Worked at Home	864	3%	7,412	6%	2,742	4%	969	7%

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 5-6 shows the top five employment destinations for the residents of Allegany, Garrett, Washington and Frederick counties.

Table 5-6: Top Five Work Destinations by Percentage of Resident Workers

Allegany Residents		Garrett Residents		Washington Residents		Frederick Residents	
Destination	%	Destination	%	Destination	%	Destination	%
Cumberland	18%	Oakland	5%	Hagerstown	13%	Frederick	15%
Frostburg	6%	Mountain Lake Park	5%	Halfway	4%	Ballenger Creek	4%
La Vale	4%	Cumberland	1%	Baltimore	2%	Hagerstown	2%
Cresaptown	3%	Grantsville	1%	Orchard Hills	2%	Thurmont	2%
Keyser	1%	Friendsville	1%	Robinwood	2%	Walkersville	2%

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 Western Maryland region. This section documents and describes the transportation programs and services identified. The process to identify the various transportation resources available in the region included:

- Using information from the previous coordinated transportation plan for the region.
- Reviewing information from the most recent Transit Development Plans (TDPs) conducted in the region.
- Collecting basic descriptive and operational data from regional workshop participants through the registration process.
- Obtaining input from regional stakeholders through the coordinated planning process.
- Using information and data from previous reports, including the Transportation Association of Maryland's 2014 Annual Report and Membership Directory.
- Following up as needed with transportation program staff where needed to fill gaps in information.

PUBLIC TRANSIT

There are several public transportation services in the Western Maryland region. Figure 6-1 shows the coverage area for the locally operated transit systems in the region, the MTA-sponsored commuter services, Amtrak, and Greyhound.

The section contains basic information regarding each of the public transit services in the region. This information is broken out by county, though some services operate in multiple jurisdictions.

Allegany County

Allegany County Transit (ACT)

ACT provides both fixed route and demand responsive transit services. Allegany County Transit serves the Cumberland, Maryland area operating a fixed route bus system and Alltrans, a demand response and ADA Paratransit in Allegany County, Maryland.

The fixed routes bus system operates seven routes Monday through Friday between the hours of 5:50 a.m. and 8:00 p.m., though not all routes operate during these hours. Additional information on these routes is included in Figure 6-1. All routes originate in Downtown Cumberland and offer service to LaVale, Frostburg, Frostburg State University Campus, and Cresaptown, Allegany County Transit operates the Alltrans, a demand response service for senior citizens and the ADA paratransit for persons with disabilities who are unable to ride fixed route transit system.

Alltrans is curb-to-curb demand response service for senior citizens. Medical trips are prioritized, and other trips are provided on a space-available basis. Passenger trips will be coordinated to serve as many people as possible and to use our vehicles in the most efficient manner.

ADA Paratransit service is provided only to persons with disabilities that prevent them from using accessible fixed-route transit system and is available only within $\frac{3}{4}$ of a mile from ACT fixed routes. ADA Paratransit service is provided during the same days and hours as the fixed-route bus services. Trip purposes are unrestricted. Eligible customers can call between 7:30am and 4:30pm, Monday – Friday, at least one (1) business day before their appointment time (reservations are accepted up to 14 days in advance). Hearing-impaired customers can use the Maryland Relay System, 711, to contact Alltrans to schedule a trip. The fare is a flat rate, \$3.00 each way, personal care attendants will not be charged. Ridership statistics for Alltrans and the Fixed Routes are in the table below.

Allegany County Transit also provides transportation to Frostburg State University Students, Faculty, and the general public, when FSU is in session with the FSU Shuttle. The FSU Shuttle is a fixed route shuttle operating Monday through Friday 7:30am to 10:30pm and Saturdays 10:00am to 6:00pm and is available to the general public. This service is free to current FSU Students with a student ID.

Amtrak

Amtrak's Capitol Limited Line (Washington, D.C. to Chicago, IL) offers intercity service, stopping in downtown Cumberland. There is one westbound and one eastbound train daily. Amtrak passenger service aboard the Capitol Limited is available to and from the Cumberland station at East Harrison and Queen City Streets. The Capitol Limited travels from Washington D.C. to Chicago daily. Connections can be made to other Amtrak lines serving the East Coast and the Western States.

Figure 6-2: Allegany County Transit Fixed Routes

Route	Days of Operation	Hours of Operation	Route Summary
Morning Service	Monday through Friday	5:50 am - 8:30 am	South Cumberland, Downtown to Willowbrook Rd, Downtown to LaVale via US 40, Walmart to Frostburg via I-68, LaVale to Cresaptown and Cumberland, Downtown Express to LaVale & Walmart
Red Line	Monday through Friday	7:30 am - 4:00 pm	Loop 1 – (Former Blue Line 1) - Downtown to Willowbrook Rd Loop 2 – (Former Red Line 1) – Downtown to South Cumberland
Green Line	Monday through Friday	7:30 am - 4:00 pm	Loop 1- (Former Red Line 2) - Downtown to Bedford Rd Loop 2- (Former Green Line) – Downtown to LaVale & Country Club Mall, Country Club Mall to Cresaptown and Cumberland
Blue Line	Monday through Friday	8:00 am - 4:30 pm	Loop 1- (Former White Line) - Downtown to White Oaks Loop 2 - Downtown to Willowbrook Rd
Gold Line	Monday through Friday	8:00 am - 4:30 pm	From Downtown Cumberland to West Side & Dingle to Country Club Mall and Walmart. From Walmart to US 40 to Frostburg and return to Country Club Mall and Walmart, and return to Downtown Cumberland, via I-68
Purple Line	Tuesdays and Friday	8:00 am - 4:00 pm	From Downtown Cumberland to Seton Dr, Country Club Mall and Walmart. From Walmart, to I-68 to MD 36 to Luke (by request), Westernport, Lonaconing, Midland to Country Club Mall and Walmart. From Walmart return to Seton Dr, Greene St, and return to Downtown Cumberland
Evening Service	Monday through Friday	3:50 pm - 8:00 pm	From South Cumberland, From Downtown Willowbrook Rd, From Downtown to White Oaks & South Cumberland From Downtown express to Country Club Mall and Walmart, to Frostburg, to LaVale and the Country Club Mall and Walmart. From Walmart, express to Downtown Rose's

Potomac Valley Transit Authority (PVTA)

PVTA regular bus service operates along 26 routes throughout Grant, Hampshire, Hardy, Mineral and Pendleton Counties in West Virginia, with service extending into Allegany County. Base fare for fixed-route service is \$1.25, with \$0.07 per mile additional after the first five miles. Children between six and twelve, those over 62, and persons with disabilities pay half fare. Children under six are free. Route deviation up to three fourths of a mile from all regular routes is available on weekdays between 5:00 a.m. and 5:00 p.m. Riders must make a reservation for route deviation no later than the end of the business day prior to the day of travel. There is a special service fee for deviated service; passengers are charged twice the regular fare less any discounts. PVTA also provides demand-response non-emergency medical transportation throughout its service area with no eligibility restrictions.

PVTA's fixed routes connecting to Allegany County include the following:

- Two round trips per weekday from Keyser, WV to Country Club Mall via McCoolle, Rawlings, and Cresaptown
- Two round trips every Thursday from Romney, WV to Country Club Mall via Ridgeley WV, Queen City Plaza, and an on-demand stop at the Western Maryland Regional Medical Center
- Four round trips per weekday from Keyser, WV to Piedmont, WV via Westernport. Another route of note due to its proximity to Cumberland is the two round trips per weekday from Wiley Ford, WV south to Moorefield, WV.

The Allegany County TDP noted that at this time, PVTA does not have any interaction or coordination with ACT. Staff could not say if PVTA riders transfer to ACT (or vice versa), or if unmet transit need exists between West Virginia and Maryland. Opportunity for coordination may be limited due to Interstate Commerce Clause restrictions that prevent PVTA from picking up and dropping off out-of-state residents outside of West Virginia.

Frederick County

TransIT Services of Frederick County

TransIT provides public transit with ADA complementary services five days a week and TransIT-plus paratransit five days a week. There are nine fixed-routes known as Connector routes. Six of these Connector routes provide deviated fixed-route service Monday through Friday. Seven of the routes operate six days a week. Service begins between 5:30 a.m. and 7:00 a.m., and ends by 9:45 p.m. on weekdays, and operates between 7:30 a.m. and 9:45 p.m. on Saturdays. As of July 1, 2014, the one-way general public fare for TransIT is \$1.50. Riders may also purchase a ten-trip ticket (\$13.00), twenty-trip ticket (\$25.00), or a monthly pass (\$50.00). Seniors (60+) and individuals with disabilities pay reduced fares (\$0.75 one-way), and youth/students are also eligible for reduced cost trip tickets and passes. Transfers are free for all riders within an hour.

There are six fixed-route commuter shuttles that provide weekday service to areas beyond the Frederick urbanized area, employment destinations, and to MARC stations. The level of service varies among the shuttle routes, depending upon the primary commute demand.

Figures 6-3 through 6-14 provide an inventory of TransIT's routes. Each route profile displays major origins and destinations (high-density housing, medical facilities, major employers, educational facilities, non-profit and governmental agencies, and shopping) near the route. A $\frac{3}{4}$ -mile buffer shows the area served by ADA complementary paratransit. Since the profiles were part of the analysis during the TDP process each profile outlines a range of productivity data.

Figure 6-3: #10, Mall-to-Mall Connector

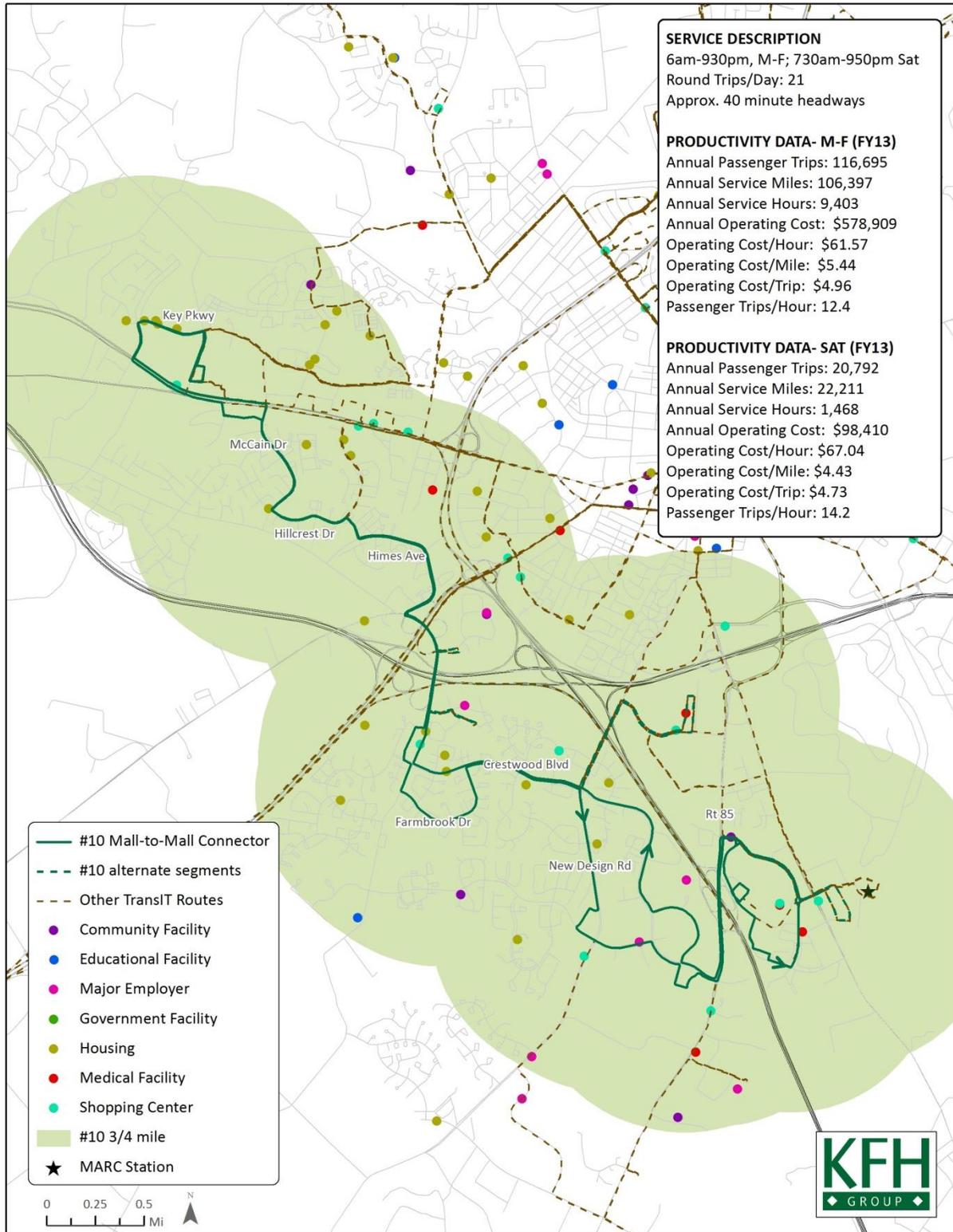


Figure 6-4: #20, FSK Mall Connector

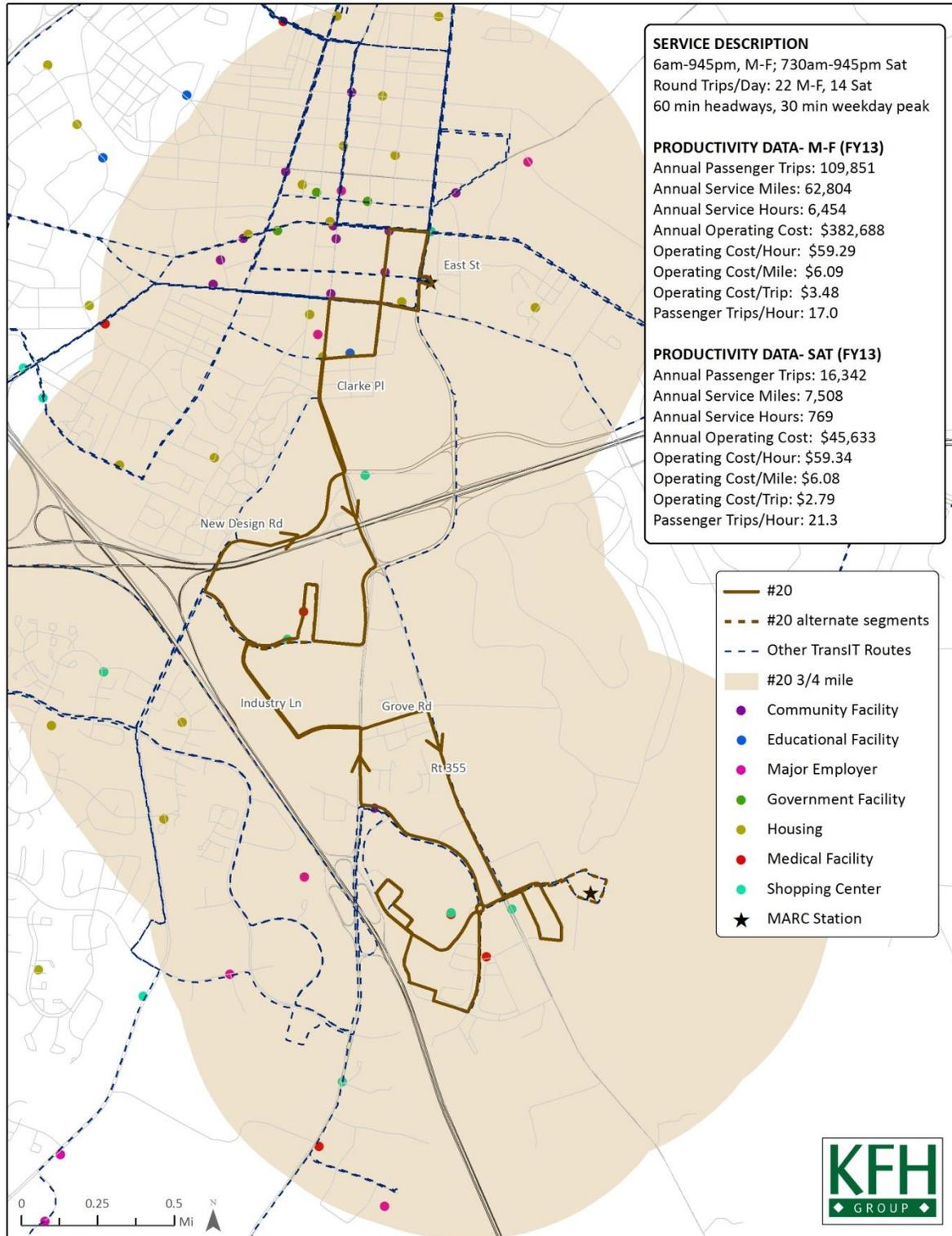


Figure 6-5: #40, Route 40 Connector

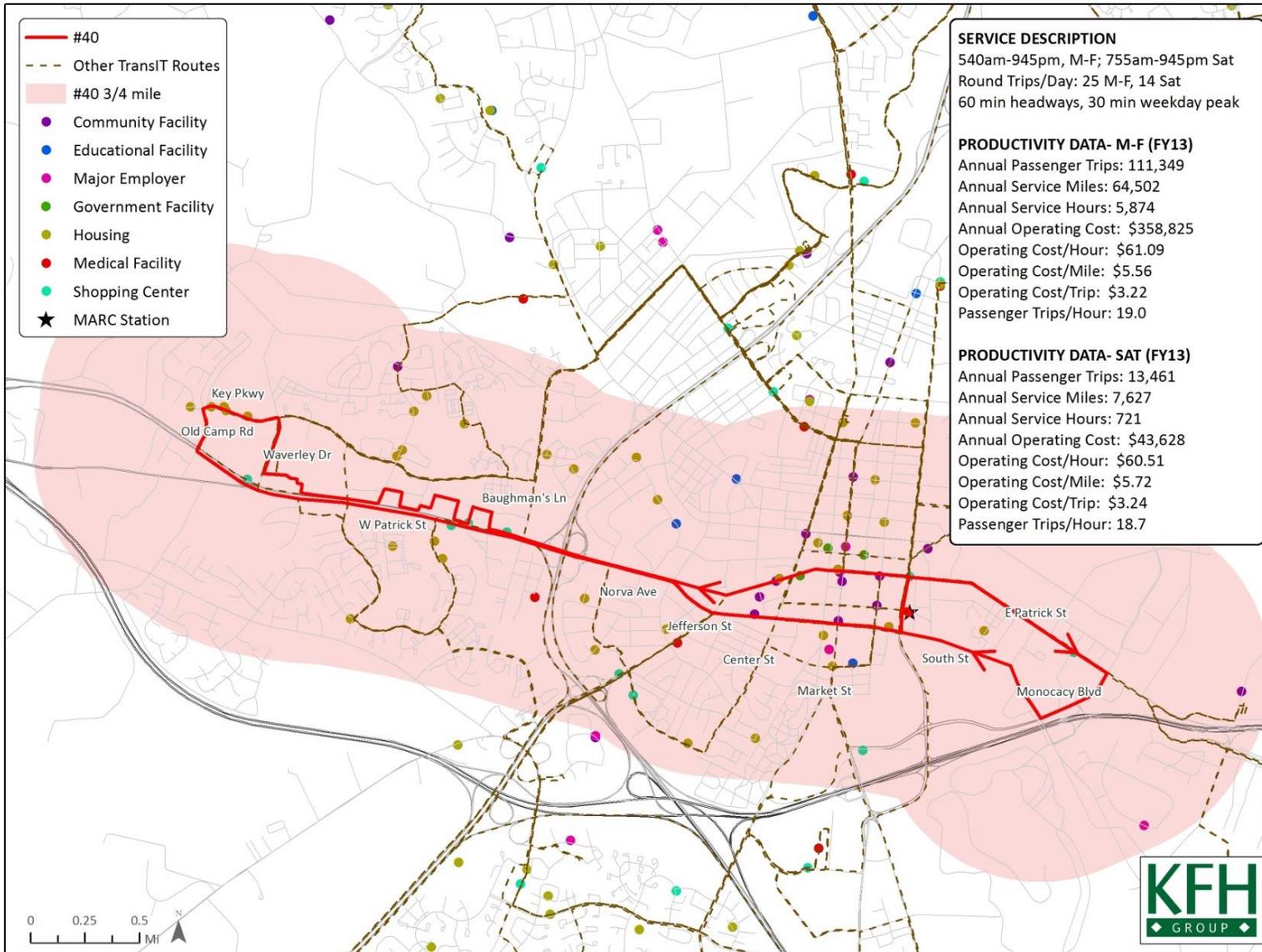


Figure 6-6: #50 and #51, Frederick Town Mall Connectors

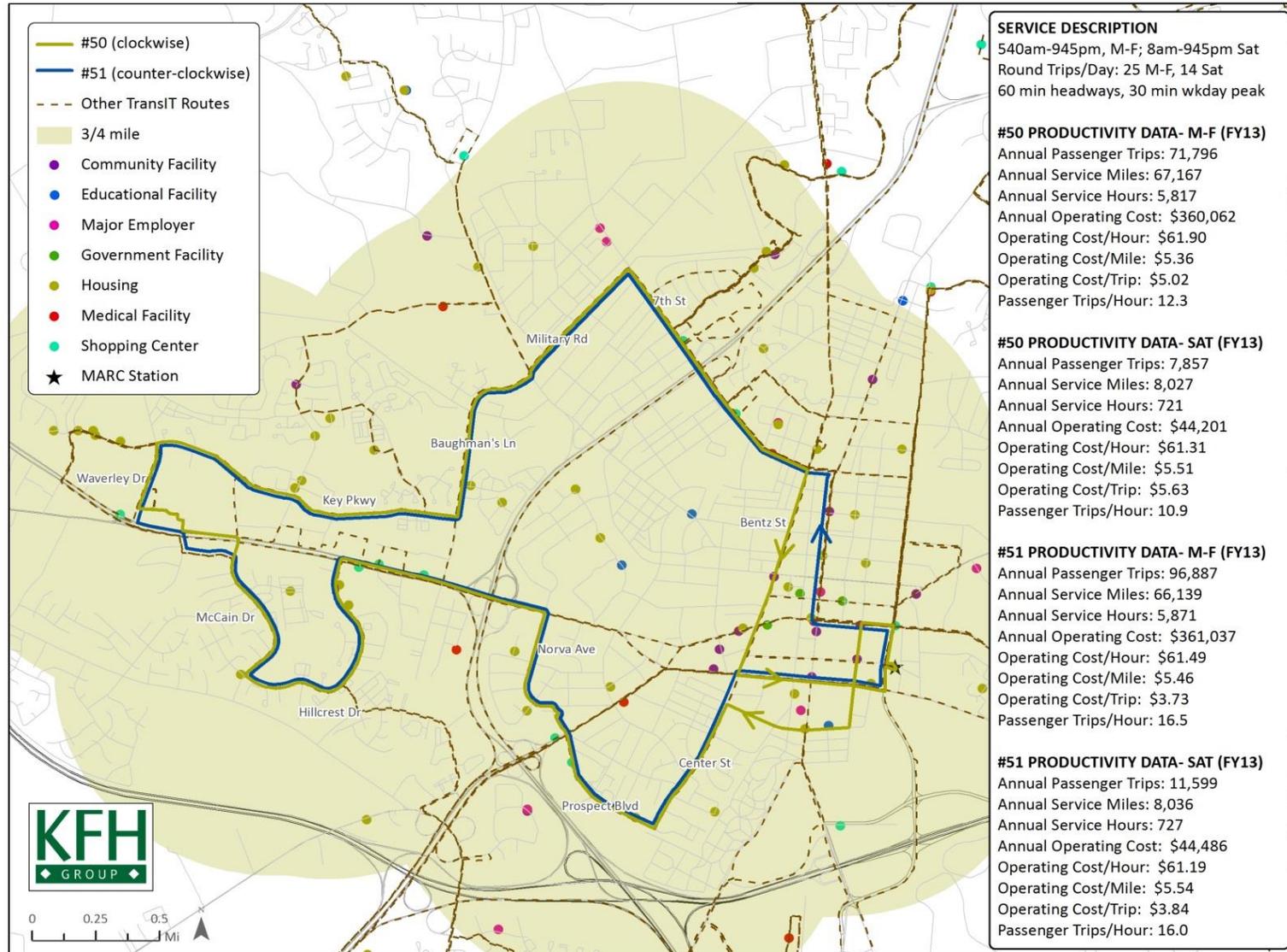


Figure 6-7: #60 and #61, Frederick Community College Connectors

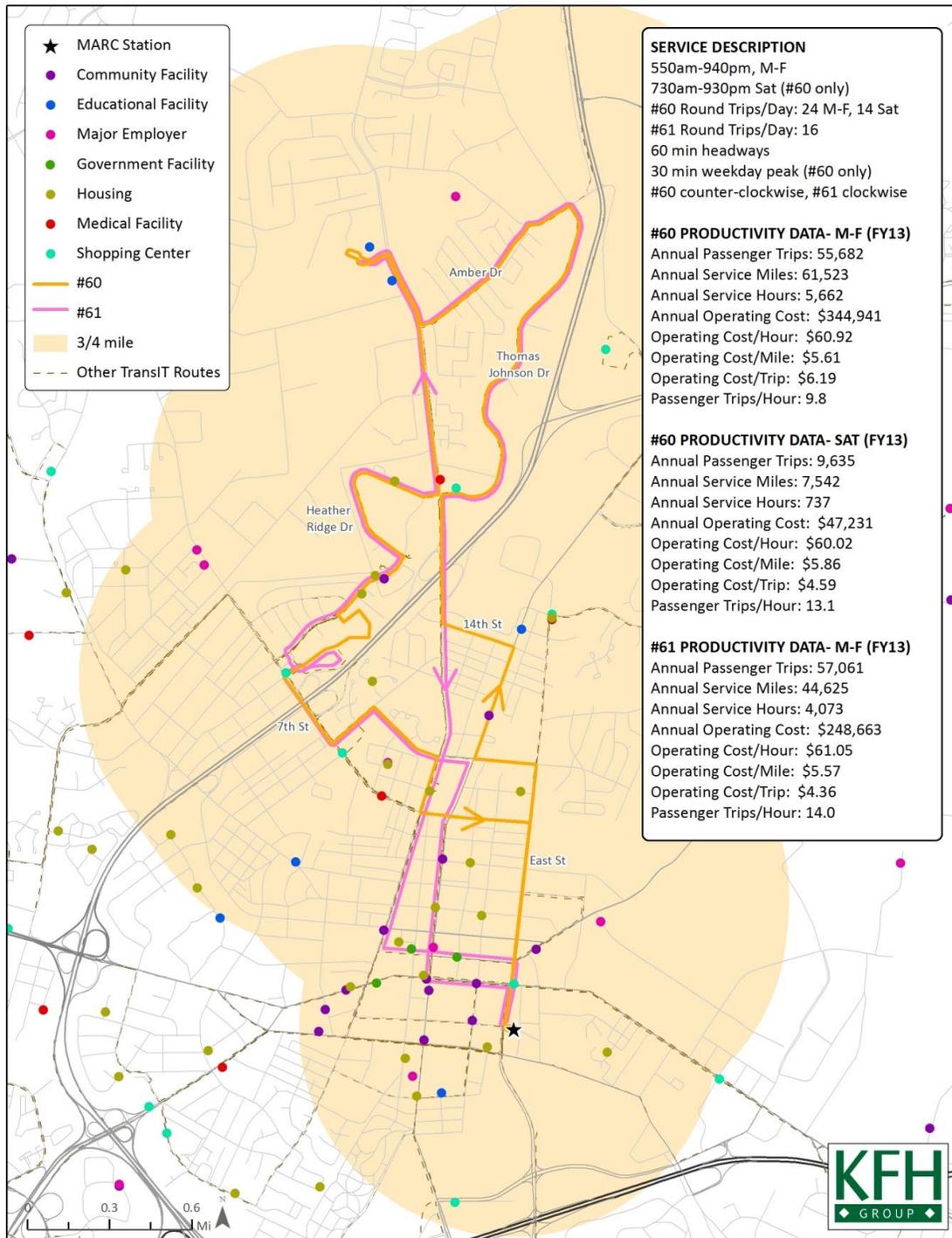


Figure 6-8: #65, Walkersville Connector

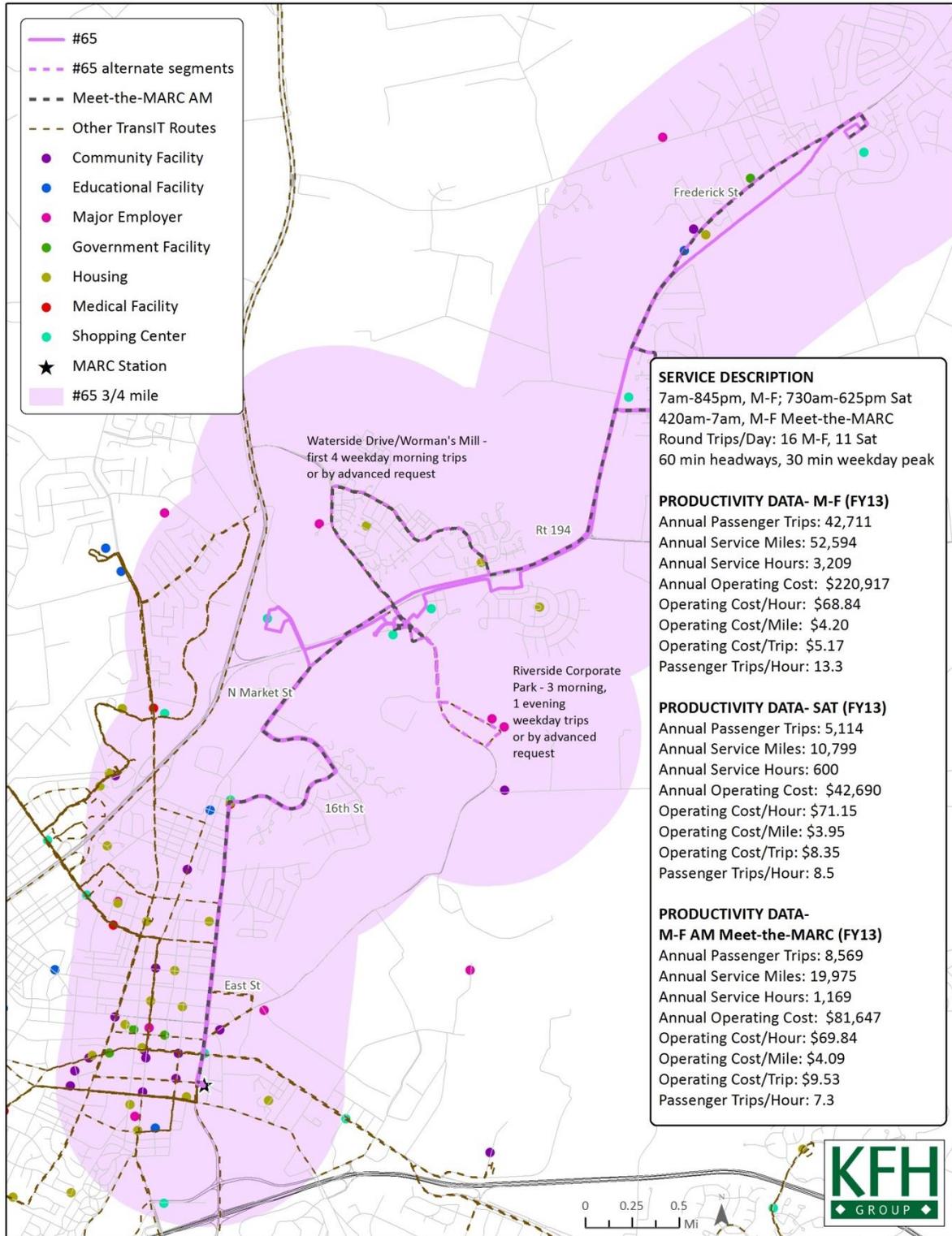


Figure 6-9: #80, North-West Connector

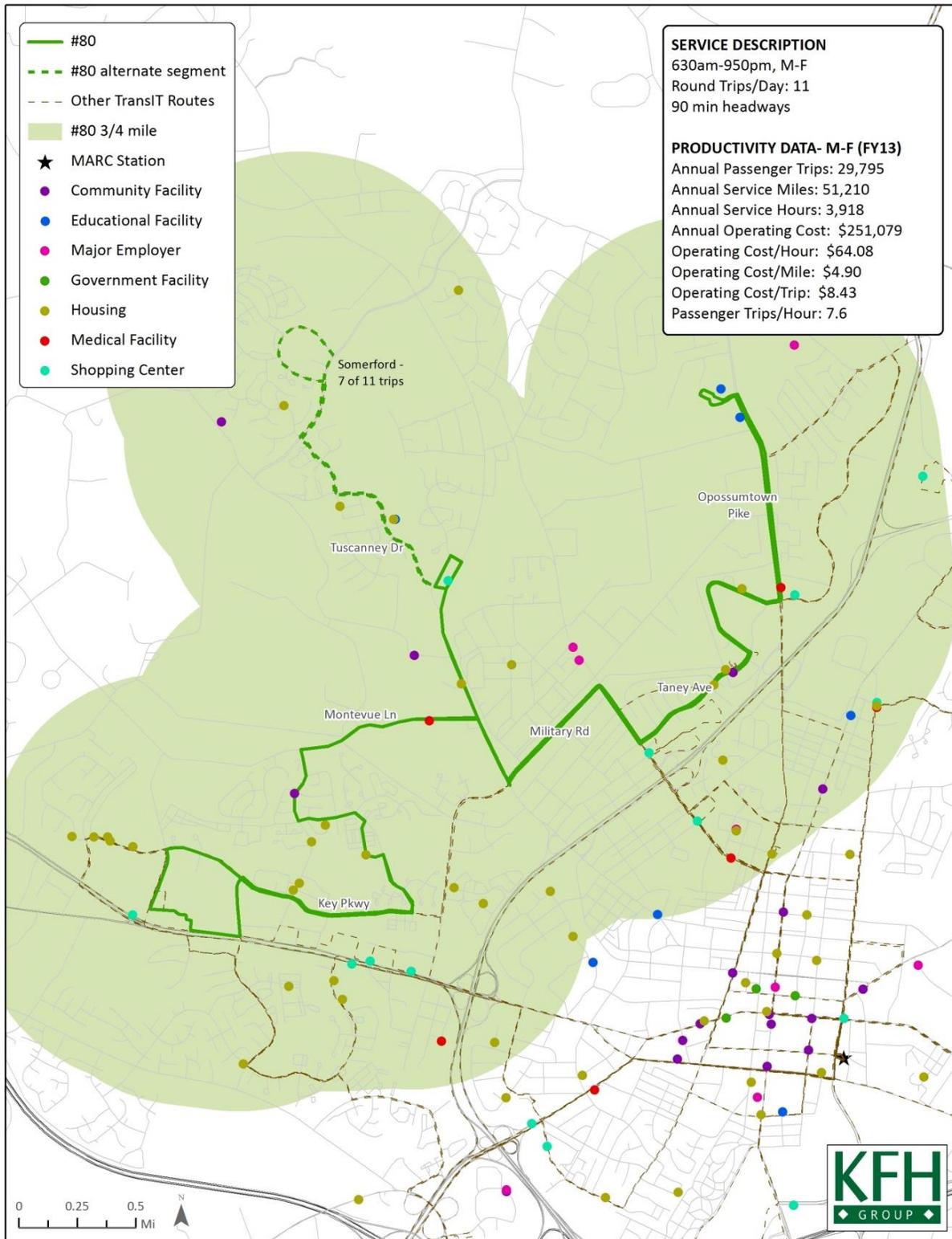


Figure 6-10: Route 85 Shuttle

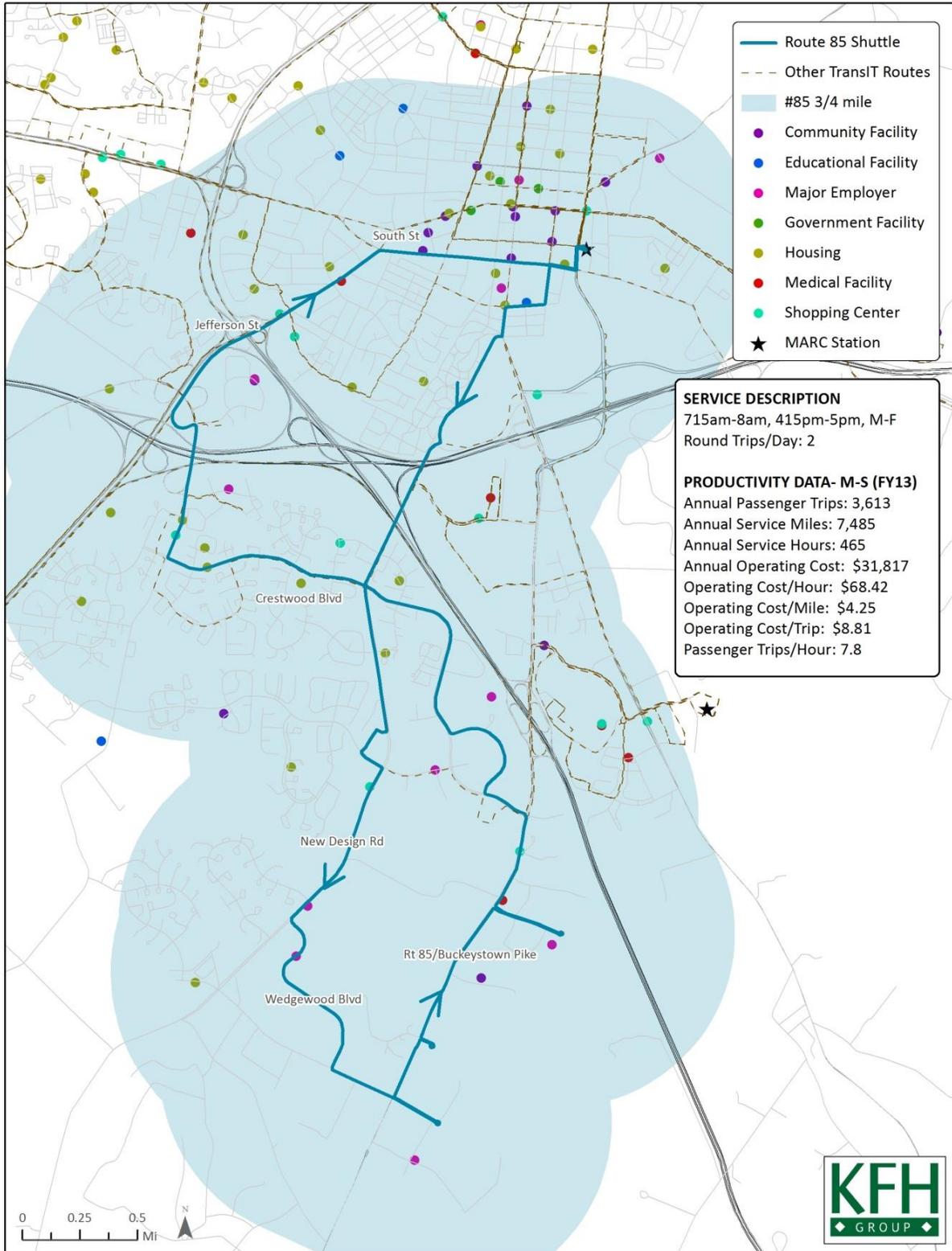


Figure 6-11: Point of Rocks Meet-the-MARC

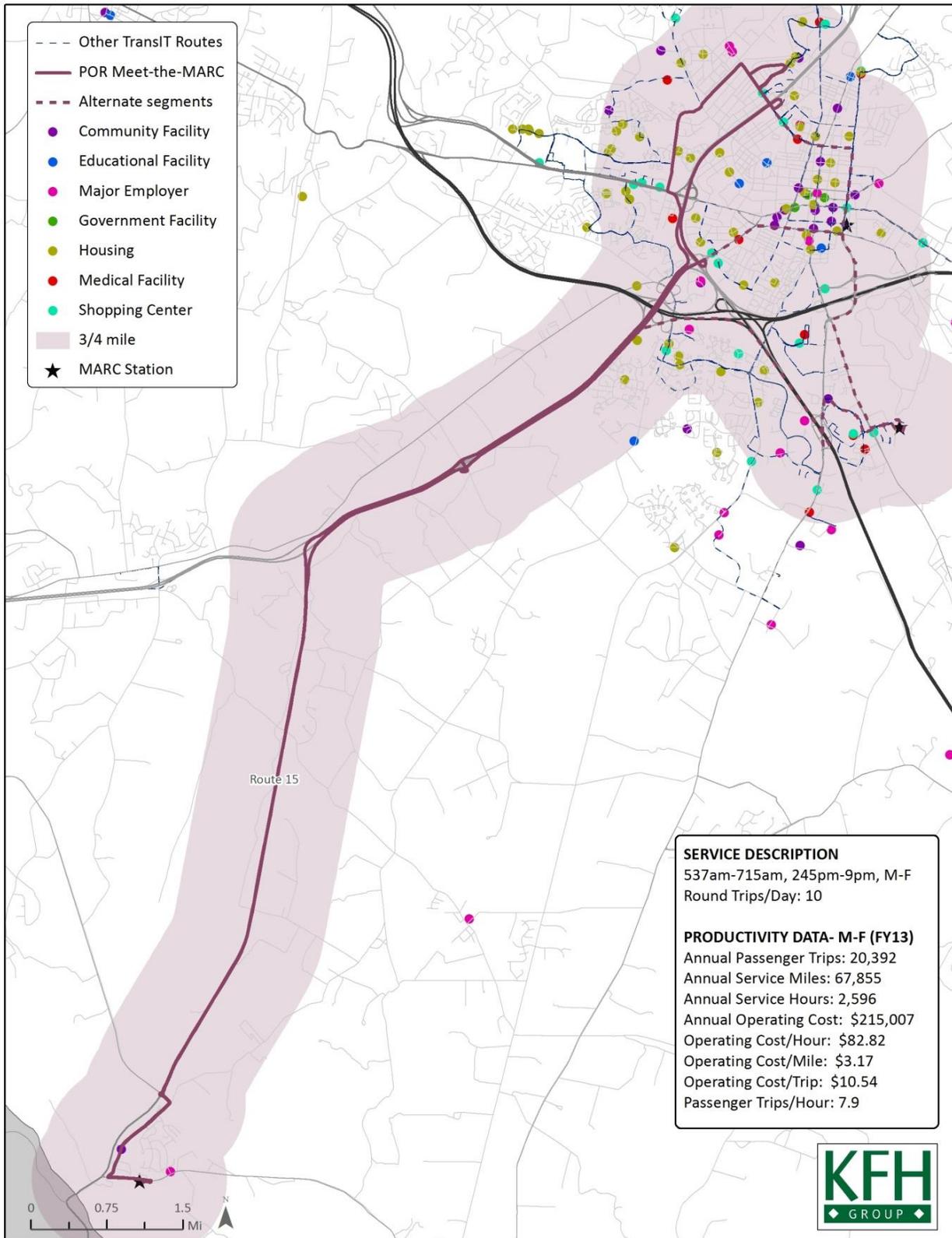


Figure 6-12: Brunswick/Jefferson Shuttle

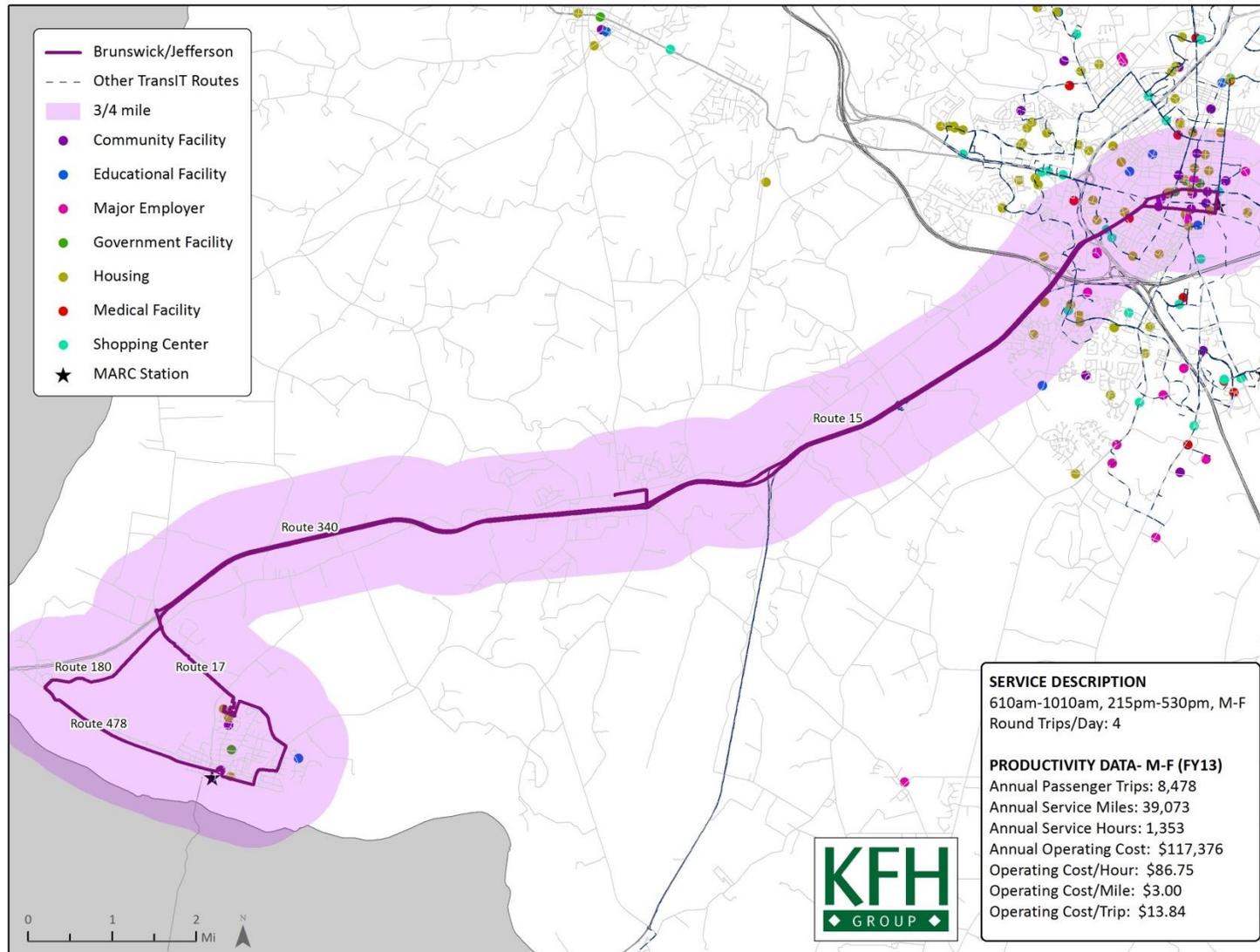


Figure 6-13: Emmitsburg/Thurmont Shuttle

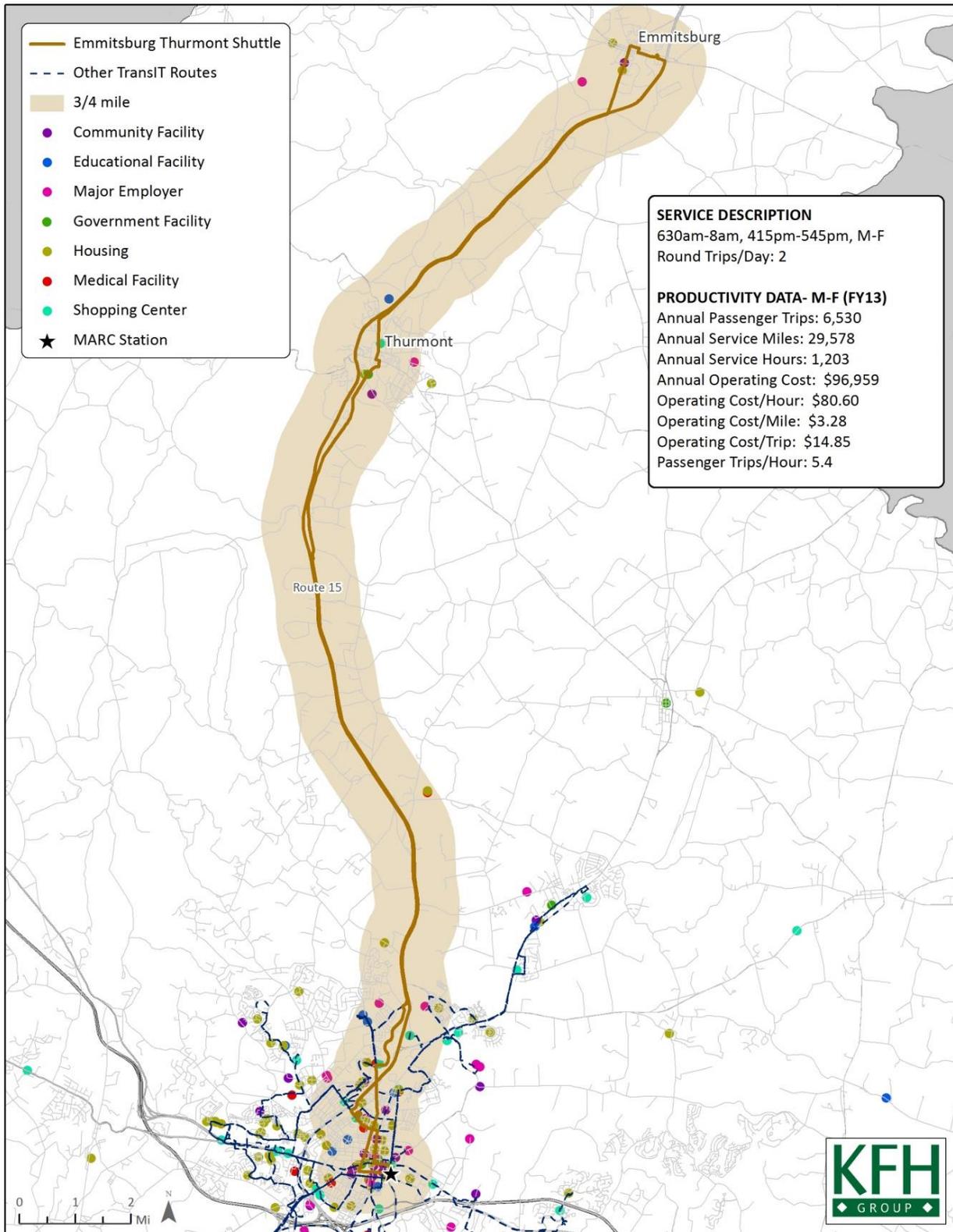
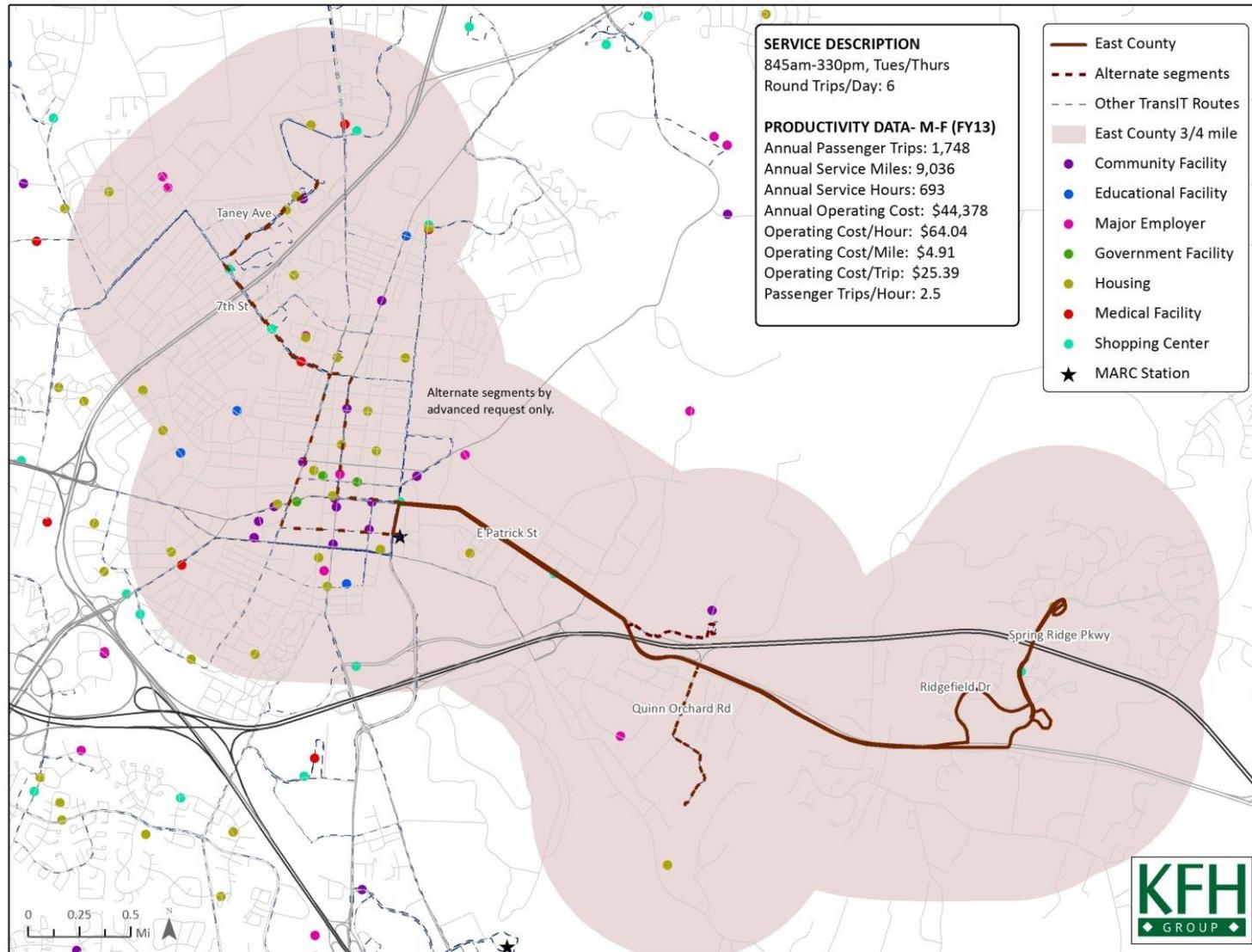


Figure 6-14: East County Shuttle



TransIT operates ADA paratransit service for individuals with disabilities who are unable to use the Connector routes. This service complements the Connector service and is comparable in terms of service hours and service area.

TransIT also operates the TransIT-Plus program for senior citizens and persons with disabilities. TransIT-Plus is a demand-responsive paratransit service that operates between 8:00 a.m. and 4:00 p.m., Monday through Friday. The general public can use this service on a space-available basis.

MARC Service

Frederick County residents are served by four MARC commuter rail stations along the Brunswick line: Point of Rocks, Brunswick, Monocacy, and Frederick. Commuter service is provided Monday through Friday, with nine morning trains serving Frederick County stations and ten afternoon trains. The fares vary by distance traveled and there are multi-trip discounts available.

Amtrak

Amtrak's Capitol Limited route travels through Frederick County without stopping. This route provides daily service between Washington, D.C. and Chicago, with the closest stops in Rockville, Maryland and Harpers Ferry, West Virginia. (TDP)

MTA's Commuter Bus

The MTA 505 and 515 commuter buses serve Frederick County. The MTA 505 commuter bus operates along its route between Hagerstown, Maryland via the Myersville Park & Ride lot and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes eight southbound a.m. trips and ten northbound p.m. trips each weekday. The MTA 515 commuter bus operates along its route between Downtown Frederick and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes thirteen southbound a.m. trips and sixteen northbound p.m. trips each weekday and serves three stops in Frederick County: the Downtown Frederick MARC Station, the Monocacy MARC Station and the Urbana Park & Ride.

The MTA 204 commuter bus operates between the Monocacy MARC Station and the University of Maryland/College Park Metro Station via the Intercounty Connector. The route began service in January 2011, with four morning trips and four afternoon trips. Intermediate stops include the Urbana, Gaithersburg, Georgia Avenue, and the FDA in White Oak.

Intercity Bus

Greyhound Lines provides intercity bus service to Frederick County at downtown Frederick MARC stations. Buses leave Frederick three times per day westbound to Cleveland via Pittsburgh, and four times per day eastbound to Baltimore and Washington, D.C.

BayRunner Shuttle operates intercity bus service connecting Frederick to the Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Stops include the Frederick Transit Center and the Frederick Airport. A limited number of trips continue on to

Western Maryland (Grantsville, Frostburg, Cumberland, Hancock, and Hagerstown). One-way fare between Frederick and Baltimore is \$39. Reservations are recommended but not required, and riders can either call or reserve their trip online.

Garrett County

Garrett Transit Service (GTS)

GTS is a department of the Garrett County Community Action Committee, Inc., providing general public transportation services in Garrett County. GTS operates a countywide demand-responsive and subscription service. GTS operates Monday through Friday from 7:00 a.m. until 5:00 p.m.

GTS is a shared-ride, door-to-door service, which is available to all County residents. All of GTS' transportation services are demand-response through which customers call GTS to schedule their rides. Service is available Monday through Friday between 7:00 a.m. and 4:30 p.m. Riders must call the dispatcher during business hours at least one day in advance for local trips and at least three days in advance for trips outside the local area. GTS accepts reservations up to thirty days in advance and riders may request standing reservations.

GTS also provides non-Emergency Medical Assistance transportation. Funding for this service is obtained through the County's Department of Health and Mental Hygiene and is issued to provide non-emergency medical assistance transportation for recipients who have no other means of getting to their Medicaid-covered medical appointments.

GTS provides non-emergency medical transportation to medical appointments and other appointments for qualified recipients residing in Garrett County. Medical transportation is available Monday through Friday between 7:00 a.m. and 4:30 p.m. To use GTS's medical transportation, the following eligibility requirements are stated:

- Must have a current Maryland Medical Assistance card
- Must be a resident of Garrett County
- Must not be riding due to an emergency
- Must not have own transportation or a friend or relative able to provide transportation

Riders must call the dispatcher between 7:30 a.m. and 4:30 p.m. at least a day before their appointment time for local doctor visits and at least three days before their appointment for out of town doctor visits. Riders must also call after 3:00 p.m. the day before their appointment to confirm the pickup time.

Washington County

Washington County Transit

Washington County Transit Department - County Commuter provides public transportation in Washington County. The County Commuter public transit system operates fixed urban routes that originate in Hagerstown and offer service to Funkstown, Halfway, Long Meadow,

Maugansville, Robinwood, Smithsburg and Williamsport. The current schedules for these routes can be found in Figure 6-13 below.

Figure 6-13: Current Schedules for Washington County Transit Public Transportation

VALLEY MALL Via Summit							LONG MEADOW Via Locust					ROBINWOOD (WEEKDAY)							FUNKSTOWN						
Transfer	South	Harvey &	Valley Mall	Harvey &	South	Transfer	Transfer	Fairground &	Long Meadow	Potomac &	Transfer	Transfer	Mt. Airy	Strandwyne	Community	Wetzel &	Wetzel &	Transfer	Transfer	Transfer	Transfer	Transfer	Transfer	Transfer	
Center	End St.	Wetzel	Food Court	Wetzel	End St.	Center	Center	Patience	Pharmacy Dr.	Church	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center	Center
*7:15 AM	7:25	7:30	7:45	7:50	8:00	8:12 AM	*9:45 AM	8:55	7:05	7:10	7:12 AM	6:15 AM	6:25	6:35	6:45	6:50	7:00	7:12 AM	*6:15 AM	6:25	6:30	6:35	6:40 AM	6:45 AM	6:50 AM
*8:15 AM	8:25	8:30	8:45	8:50	9:00	9:12 AM	*9:45 AM	7:55	8:05	8:10	8:12 AM	7:15 AM	7:25	7:35	7:45	7:50	8:00	8:12 AM	*7:15 AM	7:25	7:30	7:35	7:40 AM	7:45 AM	7:50 AM
*9:15 AM	9:25	9:30	9:45	9:50	10:00	10:12 AM	9:45 AM	9:55	10:05	10:10	10:12 AM	8:15 AM	8:25	8:35	8:45	8:50	9:00	9:12 AM	8:15 AM	8:25	8:30	8:35	8:40 AM	8:45 AM	8:50 AM
*10:15 AM	10:25	10:30	10:45	10:50	11:00	11:12 AM	10:45 AM	10:55	11:05	11:10	11:12 AM	9:15 AM	9:25	9:35	9:45	9:50	10:00	10:12 AM	9:15 AM	9:25	9:30	9:35	9:40 AM	9:45 AM	9:50 AM
*11:15 AM	11:25	11:30	11:45	11:50	12:00	12:12 PM	11:45 AM	11:55	12:05	12:10	12:12 PM	10:15 AM	10:25	10:35	10:45	10:50	11:00	11:12 AM	10:15 AM	10:25	10:30	10:35	10:40 AM	10:45 AM	10:50 AM
*12:15 PM	12:25	12:30	12:45	12:50	1:00	1:12 PM	12:45 PM	12:55	1:05	1:10	1:12 PM	11:15 AM	11:25	11:35	11:45	11:50	12:00	12:12 PM	11:15 AM	11:25	11:30	11:35	11:40 AM	11:45 AM	11:50 AM
*1:15 PM	1:25	1:30	1:45	1:50	2:00	2:12 PM	1:45 PM	1:55	2:05	2:10	2:12 PM	12:15 PM	12:25	12:35	12:45	12:50	1:00	1:12 PM	12:15 PM	12:25	12:30	12:35	12:40 PM	12:45 PM	12:50 PM
*2:15 PM	2:25	2:30	2:45	2:50	3:00	3:12 PM	2:45 PM	2:55	3:05	3:10	3:12 PM	1:15 PM	1:25	1:35	1:45	1:50	2:00	2:12 PM	1:15 PM	1:25	1:30	1:35	1:40 PM	1:45 PM	1:50 PM
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religious activities, and education). Reduced fares are available based on eligibility. The application process and determination of eligibility is handled by County Transit.

County Commuter also operates an employment transportation assistance shuttle in partnership with the Washington County Department of Social Services. The JOBS service provides eligible riders with transportation to and from work and childcare facilities. Hopewell Express is a transportation program designed to assist individuals who are seeking employment or are already working in the Hopewell Road area. Those who register through the Washington County Department of Social Services have priority for this service.

Commuter Bus Service -- MTA's 505 Line (Hagerstown-Frederick-Rock Spring Business Park)

The MTA offers one commuter bus running to and from Hagerstown. The MTA 505 commuter bus operates along its route between Hagerstown, Maryland via the Myersville Park & Ride lot and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes eight southbound a.m. trips and ten northbound p.m. trips each weekday (three trips to Rock Springs in the morning and four trips from Rock Springs in the afternoon). The entire trip takes approximately ninety minutes each way at a fare of \$7.00 for a one-way ticket. Other options, such as monthly passes, are available for frequent commuters. It is important to note that this service makes it relatively easy for Washington County residents to commute via transit to Washington, D.C., but not to Baltimore.

REGIONAL TRANSIT

The MTA 505 and 515 commuter buses serve Frederick County. The MTA 505 commuter bus operates along its route between Hagerstown, Maryland via the Myersville Park & Ride lot and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes eight southbound a.m. trips and ten northbound p.m. trips each weekday. The MTA 515 commuter bus operates along its route between Downtown Frederick and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes thirteen southbound a.m. trips and sixteen northbound p.m. trips each weekday and serves three stops in Frederick County: the Downtown Frederick MARC Station, the Monocacy MARC Station and the Urbana Park & Ride.

The MTA 204 commuter bus operates between the Monocacy MARC Station and the University of Maryland/College Park Metro Station via the Intercounty Connector. The route began service in January 2011, with four morning trips and four afternoon trips. Intermediate stops include the Urbana, Gaithersburg, Georgia Avenue, and the FDA in White Oak.

MARC commuter rail service along the Brunswick Line includes Frederick County stations at Brunswick, Point of Rocks, Monocacy, and downtown Frederick. This service provides access to Washington D.C. with transfers to the Rockville, Silver Spring, and Union Station metro stations. Currently three southbound a.m. and three northbound p.m. trains per day are provided Monday through Friday to the Monocacy and downtown Frederick MARC Stations. In addition, six eastbound a.m. and six westbound p.m. trips serve the Point of Rocks and Brunswick stations.

TransIT provides connector service to the Frederick station and the Meet-the-MARC shuttle to Point of Rocks.

Within Frederick County, the Frederick Municipal Airport (FDK) is located off of Monocacy Boulevard and is owned and operated by the City of Frederick. For scheduled commercial service, the county is roughly equidistant (approximately fifty miles) from three major airports: Dulles International, Reagan National, and Baltimore-Washington International.

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, including providing and/or purchasing transportation for clients. The following section provides an overview of those that provide or purchase transportation. In some cases it includes input from these agencies on the transportation needs of their clients that was obtained during the TDP process.

Allegany County

Abilities Network

The Abilities Network is a private non-profit assisting people with disabilities throughout Maryland, including Allegany, Garrett, Washington, and Frederick Counties. Its programs include autism and epilepsy services, employment support, and children and senior services. They do not have agency vehicles and do not consider transportation to be one of their primary services. However, if clients need assistance for the duration of a medical appointment or other trip, a staff member will transport them in a personal vehicle.

In the past, the Abilities Network had funding sources that allowed it to purchase ACT passes and taxi vouchers for clients. Some clients continue to use either Alltrans or ACT's fixed routes, but according to staff, others hesitate to use Alltrans due to its wide pickup window. Staff also related the importance of increasing awareness of ACT's services, both for its clients and the general public.

Allegany County Department of Social Services

Allegany County DSS administers a wide range of public assistance programs for low-income individuals as well as families and children in crises. Among other services, the agency collects and distributes child support payments, investigates allegations of abuse and neglect, and helps residents access food stamps, medical care, and temporary cash assistance. DSS only sends its social workers to provide client transportation for rare, special needs cases. Its state vehicles are not intended for regular client transportation.

According to staff, clients generally travel to DSS' Frederick Street location by rides from neighbors, friends, and relatives. Some within Cumberland use taxis, but fares are exorbitant for those coming from longer distances. Clients tend to use ACT services in a limited capacity due to the frequency of service to more remote parts of the County. This is the greatest unmet need from the DSS perspective: residents in rural areas like Westernport and Little Orleans are often unable to access services in Cumberland.

DSS staff described a situation where clients may use ACT's fixed-routes for an hour long appointment and then be forced to wait for several hours for a return trip, often while occupying small children. The agency would like to see more routes running to the western and eastern portions of the County. These could be on designated days like the Lonaconing Run, but they would need to operate with significantly shorter headways in order to make travel to and from an hour long DSS appointment feasible. DSS staff sees an opportunity to coordinate with ACT on its scheduling; in the event that ACT can increase frequencies on routes traveling outside of Cumberland, DSS would be happy to align client appointments to ACT schedules.

Allegany County Human Resources Development Commission (HRDC)

HRDC is a private, nonprofit organization providing a wide range of programs targeted to youth, low-income, elderly, and disabled community members. Serving approximately one out of three Allegany County residents, its programs include senior, family, and children's services. HRDC's senior programs help over 1,200 individuals annually. HRDC operates four senior centers open Monday through Friday from 8:30a.m. to 4:30p.m., located in Cumberland, Frostburg, Lonaconing, and Westernport. Services include congregate and home delivered meals, health education and screenings, recreation, and volunteer opportunities.

HRDC also operates two Adult Medical Day Services programs for approximately 170 individuals. These clients are over the age of 16 and have difficulty with activities of daily living. A center in Cumberland and a center in Lonaconing operate Monday through Friday, 8:15a.m. to 4:15p.m. In addition, HRDC's Head Start is a federally funded program that provides preschool development services to 300 Allegany County children annually. Qualifying low-income families of three and four year olds can access these services at five centers throughout the County.

HRDC operates its own vehicle fleet, providing client transportation to and from the senior centers, adult day centers, and head start centers described above. The transportation is in the form of subscription services, i.e. fixed-routes based on clients' pickup locations and needs. HRDC also provides some demand-response medical transportation for its Adult Medical Day clients and for its homeless services. In FY 2011, HRDC provided 7,029 round trips for its senior programs, 1,815 round trips for Head Start students, and 44,184 round trips for its Adult Day Care.

Since August 2011, HRDC has also partnered with ACT for additional transportation services, with ACT providing grouped trips to and from the Willow Creek Adult Day Center in Cumberland. For the first six months of FY 2012, ACT provided 5,672 round trips to Willow Creek (approximately 70 per day). HRDC provided about three times that amount (17,659 round trips) to Willow Creek during the same time frame. As part of the partnership agreement, ACT employees are responsible for preventative maintenance on HRDC's mid-sized buses and vans. HRDC is also able to buy replacement parts at ACT's discounted prices. Although the agreement necessitated

that HRDC purchase an insurance rider, it is still resulting in significant overall savings for the organization. HRDC has had no complaints from its Adult Medical Day clients about the transition to ACT transportation.

Despite this transportation, HRDC still notes tremendous unmet transit need. HRDC clients are primarily elderly or low-income and dispersed throughout the County. Transit is critical for them to access the public and non-profit services on which they rely. HRDC would like to see ACT address a gap in services in the Georges Creek region, which includes Midland, Lonaconing, Barton, and Westernport. In particular, the weekly Lonaconing route should run more frequently. Another needed service improvement would be reinstating a Saturday run in Cumberland. HRDC has received client feedback that individuals are unable to do basic shopping because they work during ACT's Monday through Friday schedule. Finally, HRDC expresses interest in increasing its partnership with ACT, particularly for its trips to the Lonaconing Adult Day Center.

ARC of Washington County

ARC of Washington County is a private non-profit with a chapter office located on Industrial Park Street in Cumberland. The chapter serves approximately forty clients with developmental disabilities in Allegany and Garrett County. ARC has seven agency vehicles, but none are wheelchair accessible. The agency provides client transportation to medical appointments, and may pick up clients from job sites. However, ARC clients generally rely on other agencies like Friends Aware for their transportation. Many also use Alltrans, though they do not commonly use ACT's fixed routes. Extending Alltrans service into the evening is one strategy that would improve transportation services for ARC clients. A lack of evening service is problematic for those trying to access employment, and for those who would like to take evening classes. Clients often rely on taxis, paying exorbitant rates to travel to and from minimum wage jobs. ARC staff also expressed the importance of providing Alltrans service to the more rural areas of Allegany County. For many clients, this transportation is crucial for them to remain independent in the community.

Archway Station, Inc.

Archway Station is a private non-profit that provides psychiatric rehabilitation services to over 200 adults and 50 children with mental illness and development disabilities in Allegany County. Archway offers supported housing for those living independently, supported employment, and day programs at its Wellness and Recovery Center on Memorial Avenue. It also provides residential rehabilitation at ten agency housing units throughout Cumberland, including four on the grounds of the Thomas Finance Center.

Most of Archway Station's clients are unable to drive themselves, and the agency promotes the use of ACT's services for transportation. For approximately 15 years, Archway has partnered with ACT through its Freedom Card Program. Archway purchases transportation services from ACT at a flat monthly rate and distributes cards to its clients. The clients use the cards for free, unlimited rides on ACT buses. This system is advantageous to both ACT and Archway as it minimizes duplicative services and allows Archway's clients to remain independent and participate in their community. The Freedom Card Program is unique to Archway Station, and staff could not immediately recall the last adjustment to ACT's monthly fee. To the best knowledge of the study team, ACT has not pursued this type of relationship with any other human service agency.

Archway indicates that the Freedom Card Program is limited by ACT's service duration and frequency, as clients lack transportation options in the evenings and on weekends. The agency does provide its own transportation, primarily when clients require additional assistance or need to make special arrangements for medical appointments. In addition, Archway runs a van on holidays when ACT does not offer service, making a roundtrip through downtown Cumberland to the Wellness and Recovery Center. Archway also has a standing agreement in which they are billed for client taxi rides.

Blind Industries & Services of Maryland (BISM)

BISM is a private, non-profit organization that offers rehabilitation programs and employment opportunities for blind and visually impaired individuals throughout Maryland. BISM's Western Maryland division is located on Paca Street in Cumberland. It currently provides transportation for several clients in its own vehicles. This transportation is a subscription service, picking up clients at their homes for BISM's twice weekly training sessions (approximately six individuals) and monthly support group (approximately ten individuals). According to BISM staff, other clients use ACT's Alltrans service, particularly for medical appointments. Clients generally have a positive impression of ACT's service and drivers, and staff is unaware of unmet transportation needs. However, BISM staff surmised that many visually impaired and elderly individuals in the County are unaware of ACT's services.

Express Medical Transport of Allegany County

The County offers Medical Assistance recipients free transportation to medical appointments. They must call at least 24 hours in advance to arrange pick-up.

Friends Aware

Friends Aware is a private non-profit that provides residential, respite, transportation, and training to those with developmental disabilities in Allegany County. Friends Aware operates a day program on Holland Street in Cumberland from 9 a.m. to 3 p.m., Monday through Friday. It also has several round the clock residential sites throughout the County. All of the agency's clients require transportation assistance. Many use wheelchairs and walkers.

Friends Aware provides subscription service client transportation to and from the day program, job sites, medical appointments, shopping, and recreation. It uses 19 agency buses and vans for the day program and another 19 for other trips. The vehicles currently make pick-ups in Frostburg, Mt. Savage, Midland, Lonaconing, Westernport, McCoole, Rawlings, Cresaptown, Bowling Green, LaVale, Cumberland, Flintstone, and Little Orleans. In the last fiscal year, Friends Aware provided approximately 57,000 one-way passenger trips, spending \$500,000 to provide them and \$15,500 to purchase additional transportation.

According to the agency, increasing awareness of ACT bus schedules and the location of stops is the most important step in improving transportation services for its clients. ACT is an asset to Allegany County, but both clients and the general public may be unsure of where to find information on schedules and destinations.

Kensington Assisted Living

Kensington is an eighty-five bed assisted living facility located at the intersection of Cumberland and Baltimore Street in Cumberland. Country House, located next door, is its sister residence for those with Alzheimer's and other memory loss conditions. Kensington provides both on demand and advanced reservation transportation for its residents, using two cars and one van for eight to ten round trips per day. Kensington staff members were generally unaware of ACT's services and could not comment on possible improvements. However, staff indicated that some of the facility's more independent residents could potentially take advantage of ACT's services.

Maryland Division of Rehabilitation Services (DORS)

As an agency of the Maryland State Department of Education, DORS is responsible for programs and services that help people with disabilities go to work and remain independent. This includes career counseling, assistive technology, vocational training, and job placement assistance. Its Cumberland Office on Baltimore Street serves approximately 200 Allegany County residents. About three quarters of DORS clients are unable to drive themselves, and instead reach the program site by taxi, rides with family and friends, and by ACT.

The chief transportation challenge for DORS is placing clients in jobs that are along ACT's routes and fit ACT's hours. DORS pays for client cab vouchers, gas stipends, and ACT passes, spending over \$28,000 in the last calendar year. Clients generally qualify for lower entry level jobs that offer shifts outside of the traditional 9-5 time frame. They are limited in their employment by ACT's service span, and may be unable to accept shifts at places like Martin's or Walmart. DORS then spends a significant amount of money on cab vouchers to fill the gaps in ACT's service.

Mental Health System's Office (MHSO), Allegany County Health Department

The Allegany County Health Department's Mental Health System's Office (MHSO) is responsible for planning, managing, and monitoring publicly funded mental health services in the County. MHSO is located on Willowbrook Road and is open Monday through Friday from 8:00 a.m. until 5:00 p.m. The office currently serves 134 clients, approximately 15 of whom are unable to drive and are dependent on some sort of transportation assistance. MHSO either distributes Yellow Cab or ACT passes to these individuals, or provides them with its own demand response transportation. MHSO has 11 agency vehicles that made approximately 5,000 one-way client trips in the last fiscal year. In comparison, it purchased about 2,000 one-way ACT trips and about 150 Yellow Cab trips.

The agency reports that multiple areas of Allegany County are in need of additional transportation services, including Lonaconing, Midland, Westernport, Cresaptown, Bel Air, Rawlings, Flintstone, and Ellerslie. ACT's fares, limited fixed-routes, and limited service hours and days are problematic for MHSO clients.

Ray of Hope, Inc.

Ray of Hope is a private non-profit providing residential, employment, and outreach support services to adults with developmental disabilities within Allegany County. It serves about 55 clients, all of whom are evaluated and funded through Maryland's Developmental Disabilities Administration. Its day program operates Monday through Friday from 8:00 a.m. to 4:00 p.m. at

North Mechanic Street in Cumberland, and its residential program operates 24/7 at 17 homes throughout the County. None of Ray of Hope's clients are able to drive themselves, and they typically use canes, wheelchairs, walkers, and child safety seats for mobility assistance. Ray of Hope spends about \$70,000 annually to provide demand-response transportation to its clients, using a fleet of about fifteen agency vehicles. It does not purchase client transportation from ACT or any other entities. However, staff indicated that teaching clients to travel independently on public transportation would be an important improvement to the transportation services it currently provides.

Frederick County

Frederick County Community Living

Community Living, Inc. provides homes and support services throughout the community for persons with developmental disabilities. They provide full residential services, independent support services and community supported living arrangements, retirement day programs. Transportation to the retirement day program, Retirement Our Way, is offered for an extra fee.

Partners in Care

Partners in Care is a nonprofit that promotes a culture of reciprocity by using a time exchange model. They help members remain actively involved in their community through transportation and home repair programs, as well as a meaningful social network of care. Serving Anne Arundel County, Calvert County, Frederick County and the Upper Shore in Maryland, their volunteer drivers provided more than 10,000 in fiscal year 2014. They also offer rides in their Mobility Bus, a wheelchair accessible van that provides door-to-door, on-demand transportation. Groups and individuals are welcome. Partners in Care members can also take a free AARP Driver Safety Class. This class is offered in the Anne Arundel office but is available to all members regardless of the county they live in.

Family Partnership

Family Partnership is a Family Support Center in Frederick that provides parents and their children nurturing support and assistance, and offers educational and career development opportunities and related services. Family Partnership also provides educational and employment related programs and activities for youth, 16-21, through a partnership with Frederick Community College, Frederick County Virtual School, and Frederick County Workforce Services. Pick up and drop off to Family Partnership is available to participants who live within a 10 mile radius of the center and communicate in advance of their need for transportation. Limited transportation is available to Northern Frederick County.

Goodwill Industries of the Monocacy Valley

Goodwill® Industries of Monocacy Valley is a non-profit organization that believes in giving people "a hand up, not a hand out." Since 1969, their mission has been to: "Create, Hope, Jobs and Futures in our Community" by providing free job training and placement programs to employment for individuals with disabilities and disadvantages. Material goods donations play a

critical role in our ability to fulfill our mission. Goodwill collects donated clothing and household goods, and then sells these items in our Retail Store & Donation Centers throughout Frederick and Carroll Counties.

Scott Key Center

The Scott Key Center, a division of the Frederick County Health Department, provides creative and meaningful employment for adults with developmental disabilities within Frederick County. The Center provides day habilitation, vocational services, supported employment, and family and individual support services, job placement, job development and transportation services. The Center maintains a fleet of vehicles to provide door-to-door transportation for clients of their employment services. Other clients use public transportation or are transported by caregivers or co-workers.

Way Station

Located in Carroll, Frederick, Howard, and Washington Counties, the Way Station is a not-for-profit organization dedicated to providing compassionate and quality behavioral health care, housing and employment services to adults with mental illness, developmental disabilities, and substance addictions; children and adolescents with emotional and behavioral challenges; and veterans with service needs. Way Station provided a Residential Rehabilitation Program designed to meet the special needs of individuals with serious mental illness and significant somatic and/or mobility problems by establishing an eight-bed house in Carroll County that is staffed 24 hours per day, seven days per week, by individuals with the skills and experiences necessary to meet these special needs.

Way Station has developed a broad range of care for children, adolescents, adults, and families with behavioral health needs and support in the area of employment. Way Station offers the following programs in Frederick County, Maryland:

- Child and Adolescent Programs
- Community Employment Programs
- Day Psychiatric Rehabilitation Program
- Developmental Disabilities programs
- Mobile Crisis Program
- Mobile Treatment Program
- Residential Crisis Program
- Residential Rehabilitation Programs
- Supported Housing Program
- Veterans Programs

Garrett County

Appalachian Parent Association, Inc. (APA)

APA aka Appalachian Crossroads, operates for the purpose of providing personnel, services, activities, programs, and facilities for the evaluation, training, employment, socialization, support, and transportation of persons who have developmental disabilities, handicaps, economic disadvantages, or are aged, to enable them to become more productive and functional members of society, to promote their quality of life, or to maintain themselves in the community. It is a private non-profit human service agency that primarily serves developmentally disabled adults in Garrett County, Md.

The 100+ individuals served range from being profoundly handicapped to very mildly handicapped, young adults to seniors, and in good health to having complex medical needs. To meet the needs of such a diverse group, the agency provides a full continuum of services aimed at assisting individuals to have the supports necessary to live, work, and socialize in the community according to their preferences and abilities.

APA maintains a fleet of twenty-four vehicles to take people to various job sites and community events. Their vehicles travel over 227,000 miles a year and are maintained by a trained mechanic.

Garrett County Community Action Committee, Inc.

Garrett County Community Action Committee is a private nonprofit corporation organized under section 501(c)(3) of the IRS code. As noted earlier Garrett Transit Service (GTS), the public transportation provider for Garrett County, is department within the GCCAC. GCCAC works with partners to build a stronger community and to provide services that improve the quality of life for residents in Garrett County. Its activities and projects focus on strategies that assist low-income persons to be more self-sufficient. The agency provides a variety of services for individuals, families and older adults. It also owns a number housing developments and community facilities located in different communities throughout Garrett County.

The GCCAC's Wheels to Work program assists low-income individuals in obtaining and maintaining a vehicle for the purpose of getting to and from work. It is funded by the Department of Social Services, and administered by GCCAC. Applicants must have at least one child, and be eligible for Temporary Cash Assistance through the Department of Social Services.

Garrett County Department of Social Services

The Garrett County DSS provides adoption services, adult protective services, child care coordination, Child support enforcement, family support services, food stamps, foster care services, in-home aide services, medical assistance, housing programs, social services, and temporary cash assistance.

Garrett County Lighthouse, Inc.

Garrett County Lighthouse, Inc. is a private nonprofit behavioral health organization that provides psychiatric rehabilitation services, residential rehabilitation services, residential crisis

services and respite services to adults with serious and persistent mental illness in Garrett County. Residential crisis and respite services are also provided in Allegany County.

Mountain Glade Adult Medical Day Care

Mountain Glade Adult Day Care provides adult day care services in Oakland, MD. Services offered include organized daily activities in a community-based setting, transportation, meals, and professional supervision. Contact Mountain Glade Adult Day Care for more details on respite care services and rates.

Washington County

The ARC of Washington County

The ARC is a nonprofit agency that provides services to individuals with various levels of developmental and physical disabilities. The main focus of the agency is to provide residential care for these individuals, operating over 50 group homes. The agency also operates a day habilitation center that provides gainful employment and skill building activities for its members. When examining the transportation that is provided by the agency, only day habilitation programs and supportive employment programs were considered. They also provide transportation for group home residents on a daily basis; this is not examined because it is residential service. The day habilitation program has seven small buses that are used for their day programs. The agency serves the entire county with service between places of residence and places of work. The day program currently provides approximately 100,000 annual trips for workers in the day habilitation and supportive employment programs.

Easter Seals Adult Day Services

Easter Seals is a day program for adults and seniors that have a disability. They provide a multitude of programs, including providing the transportation to the day facility located in downtown Hagerstown. The agency has the capacity to serve approximately 40 people daily. The agency is currently provided service to all individuals living within the county, providing transportation between their residences and the day habilitation center. The agency transports the majority of individuals that use their program via five agency-owned vehicles. They provide roughly 15,000 passenger-trips and approximately 55,000 vehicle miles.

Horizon Goodwill Industries

Horizon Goodwill Industries of Washington County operates two day habilitation centers within the county. The client base for the programs is roughly 450 individuals, mostly residents of the county. Transportation is contracted with the Community Action Council (CAC). The agency currently pays approximately \$90,000 to for transportation annually. They also purchase discounted bus passes from County Transit for their clients.

United Cerebral Palsy of Central Maryland

United Cerebral Palsy (UCP) serves individuals with cerebral palsy in all of Maryland, with the western region including Washington County. The agency operates group homes within the region, as well as day programs for their clients. The agency has 13 vehicles within Washington County, including five buses and eight vans. The agency transports approximately 55 day program clients daily within Washington County. This equates to about 27,500 annual trips provided for the day programs. The annual expenses for UCP transportation within the county is around \$274,000.

Washington County Commission on Aging

The Washington County Commission on Aging (WCCOA) is a nonprofit agency that provides services to individuals aged 60 and older. The agency provides nutrition, recreation, and transportation services. They drive individuals to the seven nutrition centers, as well as conducting home delivery of meals. The agency spends approximately \$215,000 annually on transportation, including home delivery of meals. The agency provides these services to individuals living anywhere in Washington County.

Washington County Community Action Council, Inc.

The Washington County Community Action Council, Inc.'s Community Action Transit (CAT) program started in 2009. The program is a product of the Transportation Subcommittee of the Wash. Co. Disabilities Advisory Committee. The committee recognized the significant unmet transit needs and was determined to provide a more coordinated human service transportation network that offered high quality transportation for the elderly, disabled, and low income populations in Washington County, MD in the most cost effective manner.

CAT provides employment and disabilities transportation as well as medical appointment transportation for the elderly, disabled and low income citizens of Washington County. CAT is also available to meet additional transportation needs for groups and individuals upon request.

In 2010 Washington County Community Action Council, Inc. took over the Hopewell Express and has since provided FREE employment transportation for employees of Hopewell Road businesses. Hopewell Express operates Monday—Friday from downtown Hagerstown to the Hopewell Road corridor.

Washington County Department of Social Services

The Washington County Department of Social Services (DSS) provides services countywide to individuals in poverty. They provide bus vouchers for individuals who live near County Transit fixed-route services. For individuals who live outside of this area, they have contracted with County Transit to provide the JOBS shuttle. This shuttle is operated via two buses for individuals enrolled in the program. There are currently approximately 200 people who are eligible for this service. The service is partially paid for using Job Access Reverse Commute Program (JARC), which currently operates at a cost of \$218,000. For FY 2008, the JOBS shuttle provided 50,746

revenue-miles. The service is designed to aid low income individuals in accessing job opportunities in Washington County.

Washington County Health Department

The Washington County Health Department (WCHD) aids individuals on Medicaid in being transported to and from medical appointments. The WCHD will transport individuals from the county to medical appointments within the county, and also in outlying areas on weekdays during regular business hours. In order to be eligible, besides being on Medicaid, the individual must live at least one-half mile from current fixed-route services and not have any other means of transportation. The service is contracted through AAA Transportation to provide wheelchair van service for clients that need it. The agency provides around 10,000 annual trips through their contracted services.

Washington County Mental Health Authority

The Washington County Mental Health Authority (MHA) currently contracts their transportation services to the Office of Consumer Advocates. This service is aimed at providing medical appointment transportation to individuals suffering from mental health issues. They currently have approximately 100 clients and serve the entire county and also outlying regions for appointments.

PRIVATE TRANSPORTATION PROVIDERS

Allegany County

Private providers within Allegany County include Allegany Ambulance Service, Allegany Limousine, Valley Medical Transport, WestMar Tours and Travel, and VIP Limousine. The following taxi services also operate within Allegany County: Queen City Taxi, Yellow Cab Company, and Crown Taxi in Cumberland and Frostburg Taxi in Frostburg. All operate 24 hours a day, seven days a week.

BayRunner Shuttle is another private provider that operates intercity bus service connecting Grantsville, Frostburg, Cumberland, Hancock, Hagerstown, and Frederick to Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Two round trips occur daily except for Saturday, when one round trip occurs. Stops in Allegany County include Allegany College, the Cumberland Amtrak Station (both \$57 one-way to Baltimore), and FSU's Harold Cordt PE Center (\$62 one-way to Baltimore). Reservations are recommended but not required, and riders can either call or reserve their trip online.

The Greater Cumberland Regional Airport is located two miles south of Cumberland, Maryland, at Wiley Ford, West Virginia. The airport is two and one-half miles from Interstate 68. Commercial air service is no longer available at the airport; however, a number of locally owned and operated aircraft use the Greater Cumberland Airport as the base of operations. The Potomac Highland Airport Authority owns and manages the airport. A Maryland State Police Medevac

Helicopter is also stationed at the airport.

(<http://gov.allconet.org/plan/docs/Comp%20Plan%20Combined%20-%20Final%20-%202014.pdf>, Page 5-12).

Greyhound Bus Lines, passing through Cumberland, provides bus services westbound to Pittsburgh and eastbound to Washington/Baltimore.

Frederick County

Taxis

Taxi service is available in Frederick County, primarily from companies located in the City of Frederick. These include Frederick City Cab, Taxi Fiesta, Yellow Cab, City Cab Company, Frederick Cab, and Bowie Taxi. Regular taxi trips are cost-prohibitive for many residents. TransIT is exploring a taxi voucher program which could potentially relieve increasing demand for TransIT-plus.

Intercity Bus

Greyhound Lines provides intercity bus service to Frederick County at downtown Frederick MARC stations. Buses leave Frederick three times per day westbound to Cleveland via Pittsburgh, and four times per day eastbound to Baltimore and Washington, D.C.

BayRunner Shuttle operates intercity bus service connecting Frederick to the Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Stops include the Frederick Transit Center and the Frederick Airport. A limited number of trips continue on to Western Maryland (Grantsville, Frostburg, Cumberland, Hancock, and Hagerstown). One-way fare between Frederick and Baltimore is \$39. Reservations are recommended but not required, and riders can either call or reserve their trip online.

Garrett County

BayRunner Shuttle operates intercity bus service connecting Grantsville, Frostburg, Cumberland, Hancock, Hagerstown, and Frederick to Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Daily trips depart Grantsville at 8:30 a.m. and arrive at the Baltimore Greyhound Bus Terminal at 12:20 p.m. and at the Baltimore-Washington International Airport and Rail Station at 12:40 p.m. Another trip operates daily except for Saturday, and departs Grantsville at 4:30 p.m. and arrives at the Baltimore Greyhound Bus Terminal at 8:20 p.m. and at the Baltimore-Washington International Airport and Rail Station at 8:40 p.m. Connections are also available to the Maryland Eastern Shore. Trips from Grantsville depart from Pilot Travel Center at 3000 Chestnut Ridge Road.

Fares for the BayRunner Shuttle are based on the number in the traveling party. Current one-way fares are \$67 for one passenger, \$108 for two passengers, \$141 for three passengers, and \$25 for each additional passenger. Reservations are recommended but not required, and riders can either call or reserve their trip online.

Washington County

The following private transportation operators are registered to conduct business in Washington County:

- Bonnies Transportation
- Downtown Sedan
- Easy Transport
- Miller Transportation
- Route 63 Sedan

COMMUTER ASSISTANCE

Frederick TransIT offers a menu of commuter services with the goal of promoting alternatives to single-occupancy vehicle trips and their associated environmental and congestion-related impacts. TransIT assists new and existing vanpool/carpools in finding riders, offers incentives for alternative commuting, and provides resources on other commuting options like rideshare (e.g., NuRide, ERideshare). Frederick County also participates in MWCOG's Commuter Connections program. Commuter Connections includes car and vanpool matching services and a free Guaranteed Ride Home program.

Commuter assistance also comes in the form of park and ride lots. Ten Maryland State Highway Administration facilities are located in Frederick County, seven of which are served either by TransIT or by the MTA commuter bus.

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 Western Maryland Region based on local stakeholder review and input. This list 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 4, 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, ones that were a medium priority, and strategies that were a lower priority.

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 interrelated, 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 remote areas of 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, medical facility personnel, and others in the use and availability of transportation services.

Goal

Expand public transportation options in the region.

Strategy

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

Goal

Expand specialized transportation services for people who are unable to use or access public transit services.

Strategy

- Identify and mitigate barriers in effort to provide additional trips through current human services transportation network, 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

- Establish ridesharing program for long distance medical trips.
- Consider and implement vehicle repair programs.
- Use volunteers to provide more specialized and one-to-one transportation services.

Goal

Secure additional funding and resources to support community transportation services.

Strategies

- 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

Expand access to employment opportunities in the region.

Strategies

- Provide transportation options to access second and third shift jobs
- Provide targeted shuttle services to access employment opportunities

Goal

Improve coordination and connectivity between transportation providers in the region.

Strategies

- Improve coordination of services among providers through mobility management activities

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 funds to support existing public transit services and human services transportation that are effectively meeting mobility needs identified in the region, especially those serving 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, but that could be improved through modifications or technical assistance. This strategy would also 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 is not monitored through these performance measures. There are tools available that these 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 so that agencies can make more informed decisions about their future in the transportation business. This tool is available through www.ProjectActin.org.

Improve Coordination of Services among Providers through Mobility Management Activities

During the planning workshop stakeholders noted the need for improved coordination, especially of long-distance trips. There is already some coordination 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. In addition there are MTA commuter bus services in some parts of the region that need to be coordinated with local transit services and other transportation providers.

This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. The reality is 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. Mobility management activities, tailored specifically to meet the region's needs, can be implemented. Similar to previous strategies this means the region would

need to identify an agency or organization with the organizational structure and the willingness to assume the lead role, the ability to secure funding to support these activities, and the ability to coordinate and implement the program.

Regional stakeholders noted during the planning workshop that the addition of a state-level supervisory body over coordinated services is a missing component that would further support this strategy. This strategy would encourage the State, seen as an “official” agency who oversees the funding, to link current and future funding initiatives to on-going local agency coordination and consistency with this plan. It would also provide the opportunity to build upon the State Coordinating Committee for Human Services Transportation that has been in place in various structures.

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 in the region. 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 also includes preventative maintenance, 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.

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

Coupled with the need to develop additional partnerships is a stronger advocacy campaign that highlights the impact public transportation and human-services transportation have on residents of the region, and how they are vital components of the community transportation infrastructure. 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.

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. In addition, 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 partnerships opportunities to leverage additional funding to support public-transit and human-services transportation in the region. It 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 to new businesses. While this plan helps to document the need for these additional services, some may need to be further quantified. It might also be necessary to document unmet needs and gaps in service as part of educating elected officials and potential funders.

Identify and Mitigate Barriers in Effort to Provide Additional Trips through Current Human Services Transportation Network, 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 providing mobility for people who live beyond fixed route public transit services and people who live in the more remote areas of the region, while taking advantage of existing organizational structures. This strategy would also support door-to-door transportation needed by 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.

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

MEDIUM PRIORITIES

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

Regional stakeholders expressed the need for expanded marketing of existing transportation services and education of residents in the region on their travel options. They noted that some customers and their advocates may need travel training on how to use existing transportation services.

It is vital that customers, caseworkers, agency staff, and medical facility personnel that work with older adults, people with disabilities, and people with low incomes are familiar and confident 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. Additional efforts include travel training programs to help individuals use available public transit services.

Advocate for Recommendations to Improve Public Transportation Identified through Detailed Transit Development Plans Conducted in the Region

A transit development plan (TDP) is 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, 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 and/or 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 every five to six years. 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. The following TDPs have been completed in the Western Maryland region: (*Links to the plans will be provided in the appendix of the draft plan*)

- Allegany County: December, 2012
- Frederick County: Anticipated Completion Date – May, 2015
- Garrett County: February, 2013
- Washington County: January, 2010

This strategy calls for support of service recommendations included in each TDP. 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 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
- Expanded mobility management services

Provide Targeted Shuttle Services to Access Employment Opportunities

In Western Maryland there are industrial parks that have significant numbers of entry-level jobs. There are also resort employment opportunities in Garrett County in the Deep Creek Lake area and in Allegany County at Rocky Gap. These concentrated job opportunities can sometimes provide central employment destinations that could potentially be served via targeted shuttle services. Locating a critical mass of workers is the key for this strategy to be effective. This strategy may provide a mechanism for employer partnerships.

Provide Transportation Options to Access Second and Third Shift Jobs

One of the regional transportation needs identified in the needs assessment is for expanded transportation options to support access to second and third-shift jobs. Many lower-income people who are starting new jobs are offered the least attractive work schedule, as seniority is typically a factor in choosing work schedules. Here are some distribution-related jobs that only have work for people during the second and third shifts. These schedules pose enormous transportation barriers for low-income workers who live in the rural and small-urban communities of Western Maryland.

While there are transit services in each county, none operate past 10:00 p.m. For the more urbanized areas of Western Maryland it may be appropriate to extend the hours of fixed route transit services to accommodate these trips based on current TDPs, there is typically insufficient demand to warrant increased service hours. These are critical transportation needs that if not met, negatively impact economic development in the region and increase unemployment rates.

This strategy calls for support of a variety of possible options to meet second and third shift transportation needs. These include a rideshare program (using a similar model to the one for long-distance trips discussed in a later strategy. It would require an agency or organization with the structure and willingness to assume the lead role. An additional option is to encourage the implementation of expanded taxi services that are designed to meet the one-to-one travel needs typically associated with second and third shift jobs. This support can include taxi-voucher programs that help offset the customer fare but ensure that taxi operators receive a sufficient amount so that providing transportation remains profitable.

LOWER PRIORITIES

Acquire Vehicles More Suitable for Remote Areas of the Region

Regional stakeholders expressed the need to acquire vehicles that can operate over difficult terrains, especially in Allegany and Garrett Counties. Four-wheel vehicles are needed to operate public transit and human service transportation providers in the more remote and mountainous areas of Western Maryland. Particularly, there are many roads and long driveways that are gravel and hard to navigate with a typical paratransit vehicles. The feeling was that it would be better and safer for these vehicles if the providers had access to a few four-wheel drive paratransit vehicles to be used in the more remote areas. The Western counties experience more snow than other areas of the State, and some trips, such as dialysis, must still be provided in bad weather.

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 four-wheel drive vehicles. This could include applying for funding through foundations and other non-traditional programs.

Establish Ridesharing Program for Long Distance Medical Trips

Regional stakeholders expressed the need for transportation services that serve long-distance medical trips, particularly for people who are not eligible for Medicaid funded transportation. In the more urban regions of the State, commuter-oriented ridesharing programs have been active for many years. One such example is the Commuter Connections program, in which Frederick County TransIT participates.

This strategy uses a commuter-oriented model as a basis for developing a ride-sharing program for long distance medical trips. A database of potential drivers and riders could be kept with a central “mobility manager,” who would match the trip needs with the available participating drivers. The riders would share the expenses with the drivers on a per-mile basis (i.e., similar to mileage reimbursement).

The ridesharing strategy could be a cost-effective way to provide long-distance medical trips without sending a human service or public-transit vehicle out of the region for a day. However, it will require an agency or organization in the region with the organizational structure and the willingness to assume the lead role and the ability to coordinate and implement the program.

Consider and Implement Vehicle Repair Programs

In the more rural areas of Western Maryland, it is fairly typical that a low-income person will 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 repair, this strategy calls for the consideration and implementation of programs that are funded through donations

and other resources to enable car ownership. A possible model or partnership is with Vehicles for Change Inc. (VFC), a car ownership and technical training program that empowers families with financial challenges to achieve economic and personal independence.

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. In addition the rural nature and the geographic makeup of the region are not always conducive for shared-ride services. 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 a volunteer-driver program for the region.

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/included in the current regional coordinated transportation plan.

In Western Maryland an ongoing Western Maryland Regional Coordinating Committee structure has been formalized to serve in this 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 *Western Maryland Coordinated Public Transit-Human Services Transportation Plan*.

This committee, established by the TCC 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 the TCC if they have interest in possibly serving on the committee.

Chapter 9: Plan Adoption Process

Stakeholders from the Western Maryland Region who participated in the coordinated transportation planning process had an opportunity to review a preliminary draft of this plan. Their input was incorporated into a draft that was provided for public review. One comment was received and incorporated into the plan.

After review and comment by regional stakeholders and the public this plan was endorsed by the Tri-County Council for Western Maryland Executive Board. A copy of the resolution is included in Appendix B.

Appendix A: Coordinated Planning Guidance

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, 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.

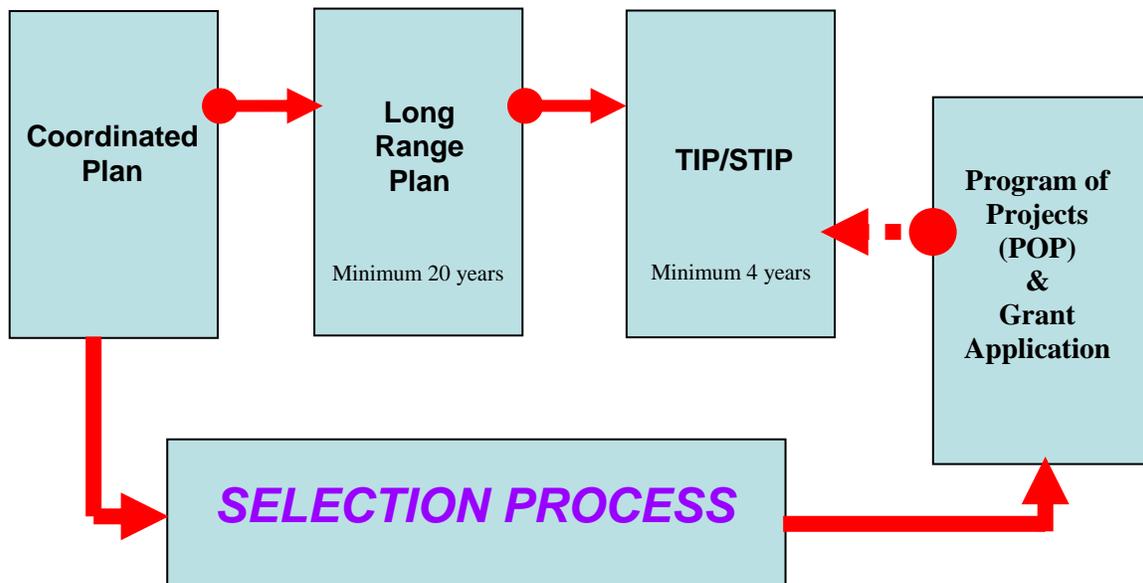
Cycle and Duration of the Coordinated Plan

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.

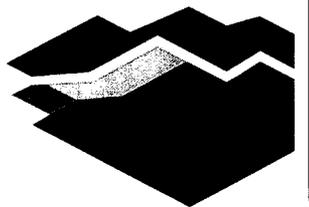
Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Rural Area Formula Grant Programs in the Coordinated Planning Process.

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.



Appendix B: Regional Transportation Coordination Program Resolution



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For Western Maryland

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TRI-COUNTY COUNCIL FOR WESTERN MARYLAND

REGIONAL TRANSPORTATION COORDINATION PROGRAM

RESOLUTION TO ENDORSE THE WESTERN MARYLAND COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

WHEREAS, the Tri-County Council for Western Maryland (TCCWMD) is the Regional Coordinating Body for the Western Maryland region, encompassing the counties of Garrett, Allegany, Washington, and rural Frederick; and

WHEREAS, the Tri-County Council for Western Maryland, as the Regional Coordinating Body, has responsibility under the provisions of the Moving Ahead for Progress in the 21st Century (MAP-21) legislation for developing and carrying out a continuing, cooperative and comprehensive transportation planning process for the Western Maryland area; and

WHEREAS, the Federal Transit Administration, a division of the U. S. Department of Transportation, requires that under the MAP-21 legislation the establishment of a locally developed, coordinated public transit - human services transportation plan for funding through the Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) Program; and

WHEREAS, the Federal Transit Administration requires the plan to be developed by a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public; and

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

WHEREAS, the Maryland Transit Administration, coordinating with the Tri-County Council for Western Maryland, engaged in a public outreach effort and identified eligible programs and activities as the basis for the Public Transit-Human Services Transportation Plan to maximize service to eligible clients; and

WHEREAS, the Tri-County Council for Western Maryland's endorsement of this Plan is contingent upon apportioned funds for the Section 5310 program to serve the needs of the targeted population; and

NOW THEREFORE, BE IT RESOLVED that we, the Tri-County Council for Western Maryland Executive Board hereby endorse the Western Maryland Coordinated Public Transit-Human Services Transportation Plan; and

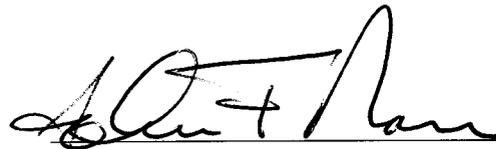
BE IT FURTHER RESOLVED that the Western Maryland Coordinated Public Transit Human Services Transportation Plan be forwarded to the Cumberland Area Metropolitan Planning Organization (CAMPO) and the Hagerstown/Eastern Panhandle Metropolitan Planning Organization for inclusion in their metropolitan transportation planning processes.

I HEREBY CERTIFY that the Tri-County Council for Western Maryland as the Regional Coordinating Body for the Western Maryland region approved the aforementioned resolution at its December 21, 2015 meeting.



Leanne Mazer
Executive Director, TCCWMD

12/21/15
Date



Commissioner John Barr
Chairman, TCCWMD

12-21-15
Date