

Baltimore Region Maryland Coordinated Public Transit- Human Services Transportation Plan

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



Final Plan

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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.

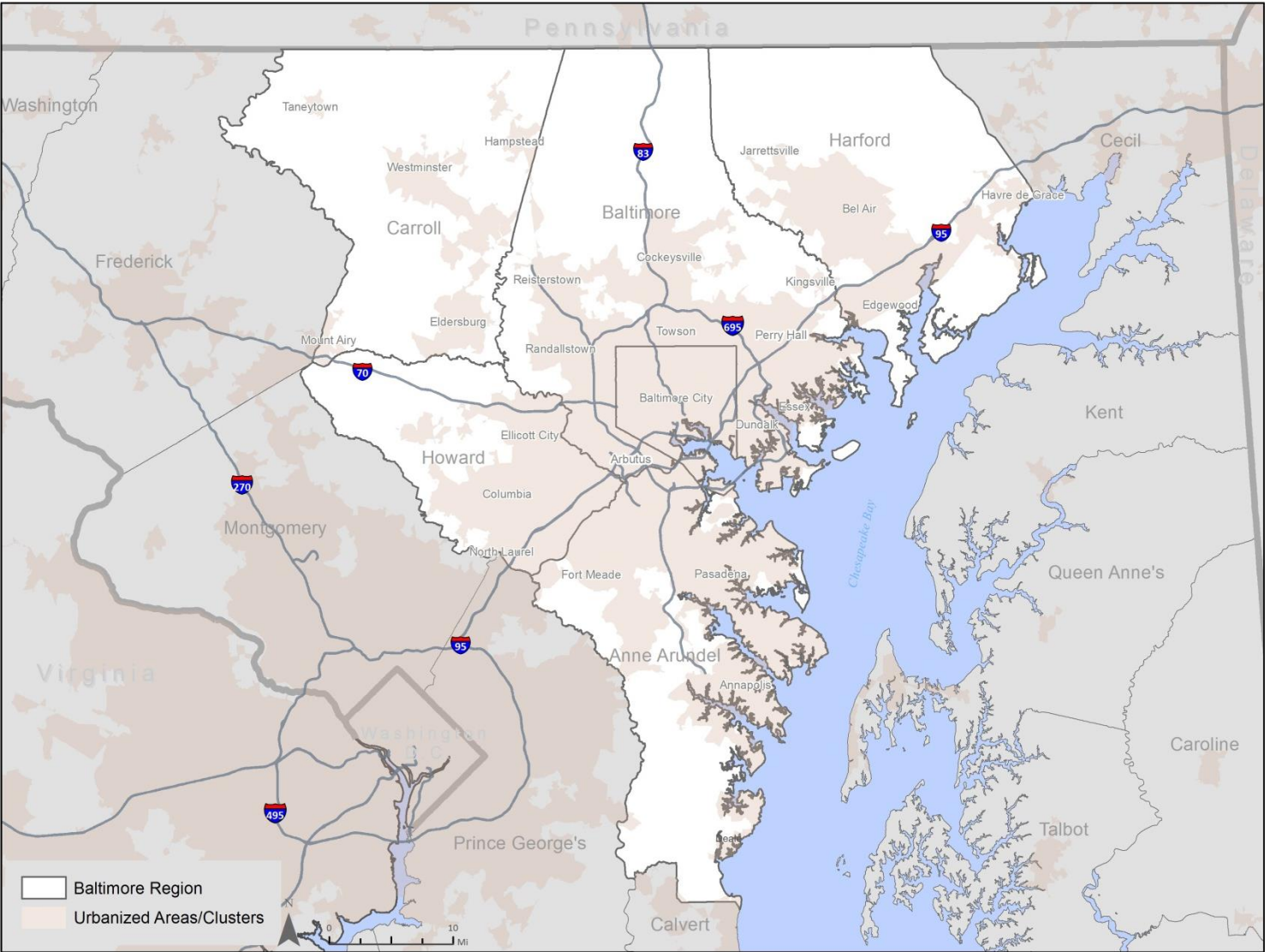
This legislation continued the coordinated transportation planning requirements established in previous law. Specifically, the legislation notes that the projects selected for funding through the Section 5310 Program must be “included in a locally developed, coordinated public transit-human services 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 Baltimore area that includes Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties as shown in Figure 1-1.

The planning process included extensive involvement by the Baltimore Metropolitan Council (BMC) that provides technical and staff support to the Baltimore Regional Transportation Board (BRTB). The BRTB serves as the Metropolitan Planning Organization (MPO) for the region. This plan builds upon previous versions produced in 2007 and 2010, and future projects funded through the Section 5310 Program will be derived from this updated Coordinated Transportation Plan.

The coordinated transportation planning effort was not solely limited to the Section 5310 Program. As noted in the FTA guidance, while the plan is only required in communities seeking funding under the Section 5310 Program, a coordinated 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. Finally, the Coordinated Transportation Plan is designed to serve as a blueprint for future discussions and efforts to improve mobility in the region.

Figure 1-1: Coordinated Transportation Planning Region



Sources: U.S. Census

PLAN CONTENTS

The Coordinated Transportation Plan for the Baltimore Region 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** analyzes the demographics (U.S. Census and American Community Survey) of population groups that are most likely to use transit; and also provides a summary 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 inventory of current transportation services in the region.
- **Chapter 5** provides an assessment of unmet transportation needs in the region as identified by key stakeholders at two regional workshops.
- **Chapter 6** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.
- **Chapter 7** discusses proposed on-going arrangements in the region to continue the momentum from the coordinated transportation planning process.
- **Chapter 8** 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 and BMC 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

Applications for Section 5310 Program funding must be submitted to the appropriate Regional Coordinating Bodies that 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. BMC serves as the Regional Coordinating Body for the Baltimore area. BMC 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 comments on potential strategies and projects.

BALTIMORE AREA COORDINATED TRANSPORTATION PLANNING WORKSHOPS

On June 17 and 18, 2015, the MTA and BMC hosted two regional workshops 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 initial marketing of the coordinated planning process was conducted through a statewide outreach plan that followed FTA guidelines. BMC then conducted outreach specific for the Baltimore area. Stakeholders were encouraged to pass the invitation along through their contact lists to help ensure an even broader outreach effort. The two Baltimore Area Coordinated Transportation Planning Workshops attracted 34 participants. A list of participating organizations is included in Appendix B.

The workshops 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 time at the workshops was focused on obtaining input from participants on the unmet transportation needs in the region. Using the needs assessment included in the 2010 version of this plan, stakeholders updated transportation needs from a regional perspective to better reflect current conditions. Subsequently the revised needs assessment was distributed to the full group for an additional review. The results of the overall input process are reflected in the unmet transportation needs include in Chapter 4 of this plan.

WORKSHOP FOLLOW-UP

As a follow-up to the regional workshops participants were provided a preliminary list of strategies based on the updated needs assessment. They were then invited to a meeting on August 27, 2015 that provided the opportunity to discuss and refine these strategies. The results of discussions at this meeting 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: Demographic Analysis and Previous Plans and Studies

INTRODUCTION

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

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

POPULATION ANALYSIS

Population Growth

The Baltimore Region consists of Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties, and Baltimore City. Overall the region has seen a thirteen percent increase in population over two decades with each locality seeing varied population changes (see Table 3-1). Notably Baltimore City is the only area in the region that has seen a decline in population from 1990-2010. It should be noted that Baltimore City's population actually increased to 621,445 according to the 2009-2013 ACS. Howard County has had the biggest increase in population since 1990 at 53.2 percent.

Table 3-1: Population Characteristics

Place	1990 Population	2000 Population	2010 Population	1990-2000 % Change	2000-2010 % Change	1990-2010 % Change
Anne Arundel County	427,239	489,656	537,656	14.61%	9.80%	25.84%
Baltimore City	736,014	651,154	620,961	-11.53%	-4.64%	-15.63%
Baltimore County	692,134	754,292	805,029	8.98%	6.73%	16.31%
Carroll County	123,372	150,897	167,134	22.31%	10.76%	35.47%
Harford County	182,132	218,590	244,826	20.02%	12.00%	34.42%
Howard County	187,328	247,842	287,085	32.30%	15.83%	53.25%
Baltimore Region	2,348,219	2,512,431	2,662,691	6.99%	5.98%	13.39%

Source: U.S. Census; American FactFinder

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

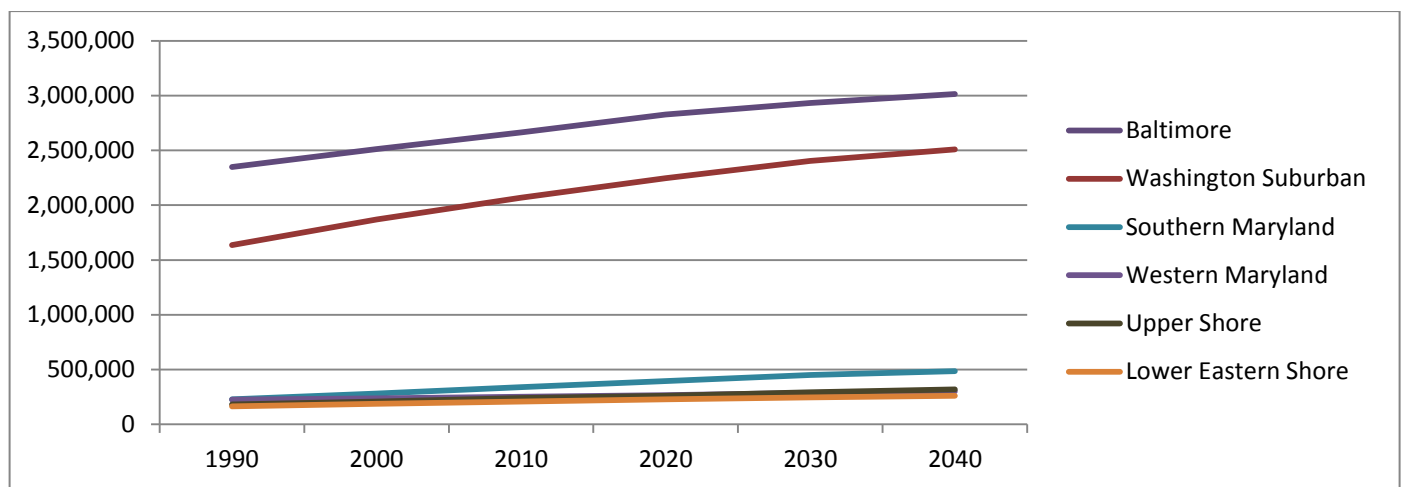
Table 3-2: Population Projection

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

Source: Baltimore Metropolitan Council Cooperative Forecasting Committee

Figure 3-1 demonstrates the regional population trends throughout Maryland. In comparison to other regions in Maryland, the Baltimore region has the highest population. If population trends stay consistent with the projection then the Washington Suburban region population growth will eventually outpace the Baltimore region.

Figure 3-1: Maryland Regional Population Trends



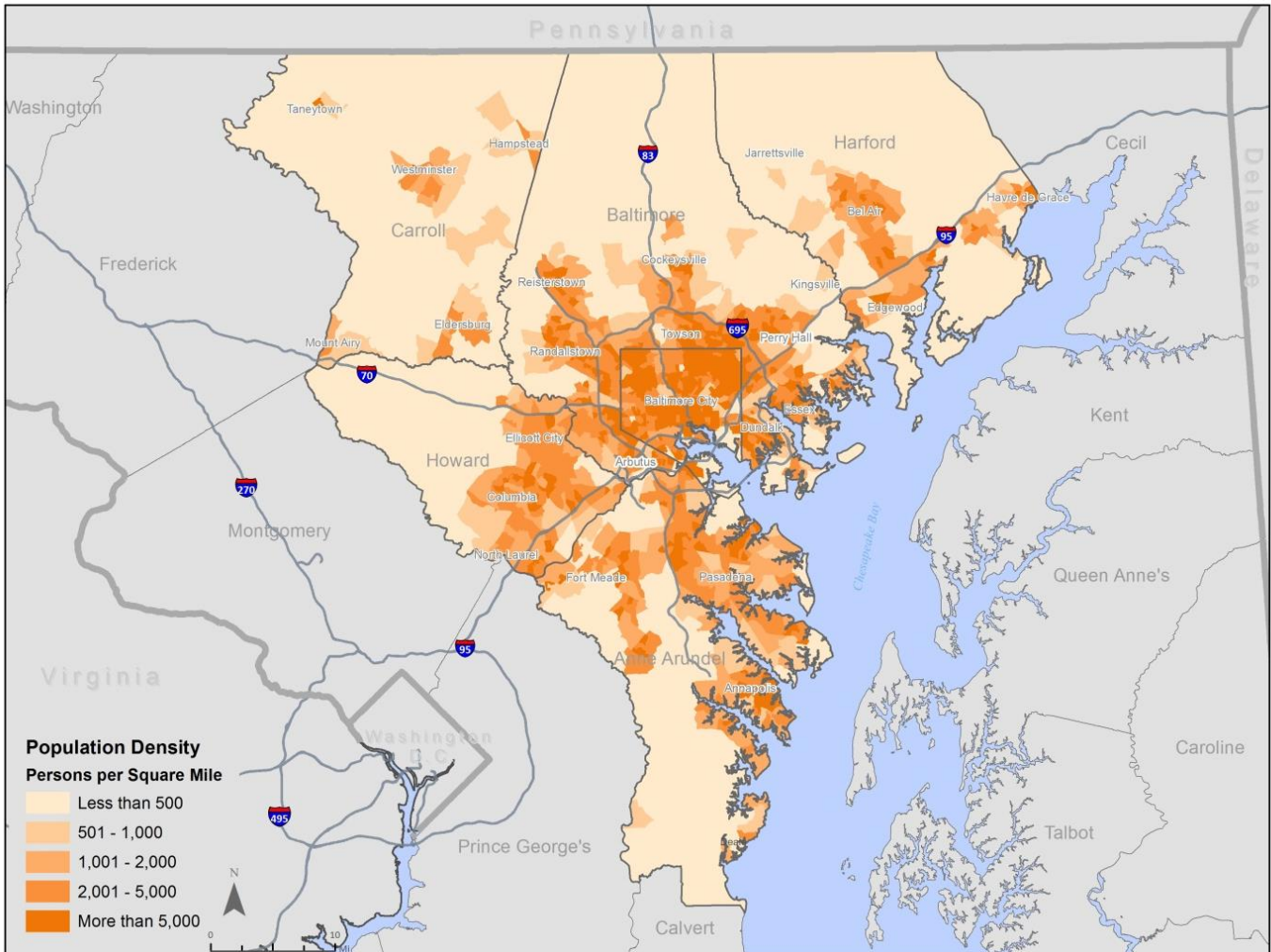
Population Density

Population density is often used as an indicator of what transit services are feasible in a particular area. For example, a density of 2,000 persons per square mile will support a daily fixed route service while a population below this threshold may be better suited for a demand response system or deviated fixed-route type of service.

Population density in the Baltimore Region is centralized around Baltimore City and the eastern part of the region. Carroll County is mostly rural in nature; with Westminster, and Eldersburg being amongst the densest in the county. Howard County has its densest population in the eastern part of the county. Most of Anne Arundel’s population density is situated along the north and eastern portion of the

county. Majority of Baltimore County’s population density is in the southern section of the county. Hartford County is also majority rural but it does have density some density in the southwest section of the county. Figure 3-2 provides a visualization of the population density in the Baltimore Region.

Figure 3-2: Population Density



Source: U.S. Census

Transit Dependent Populations

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

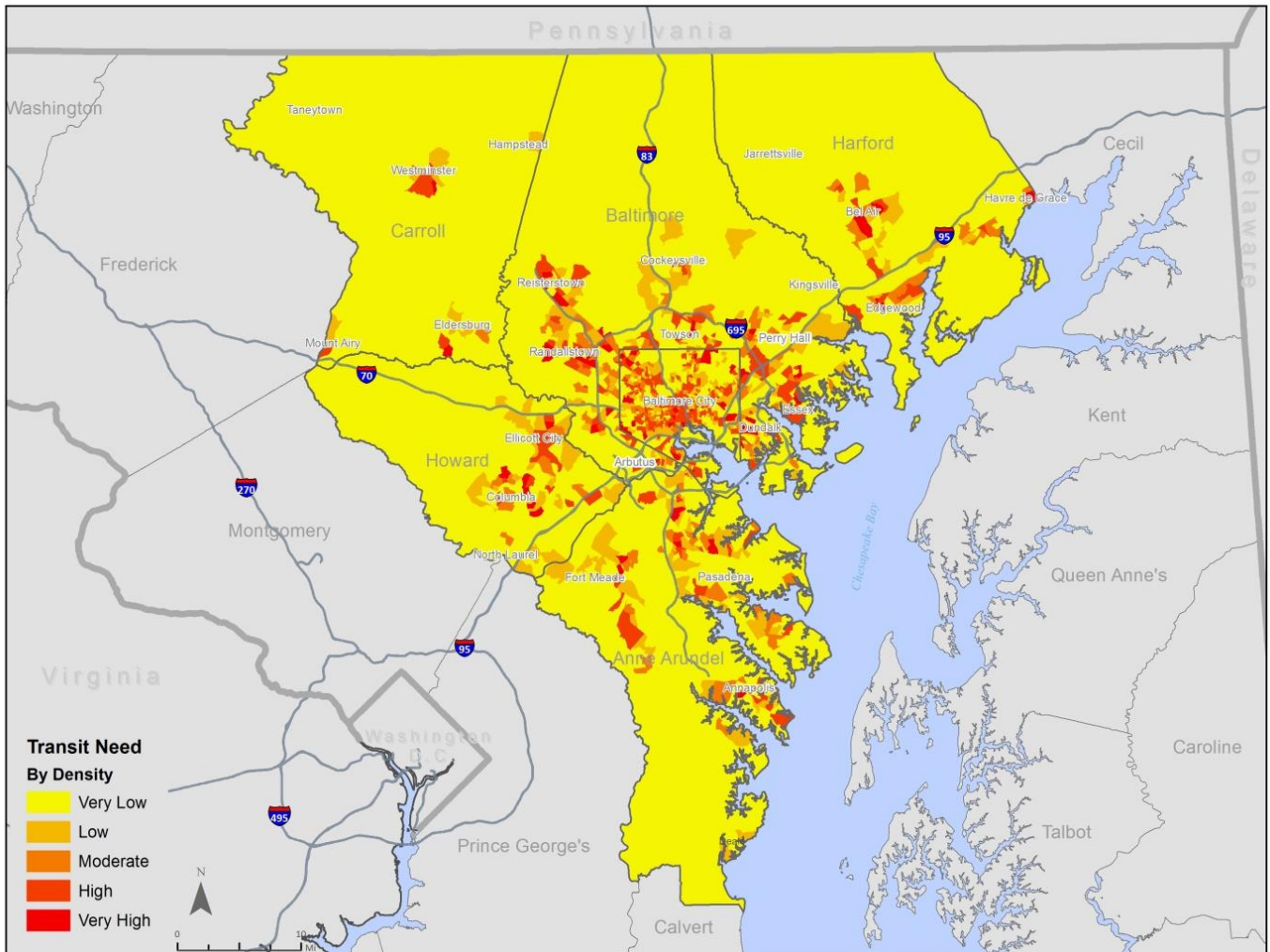
The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation; including population density,

autoless households, elderly populations (age 65 and over), youth populations (ages 10-17), and below poverty populations.

Transit Dependence Index (TDI)

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

Figure 3-3: Transit Dependence Index



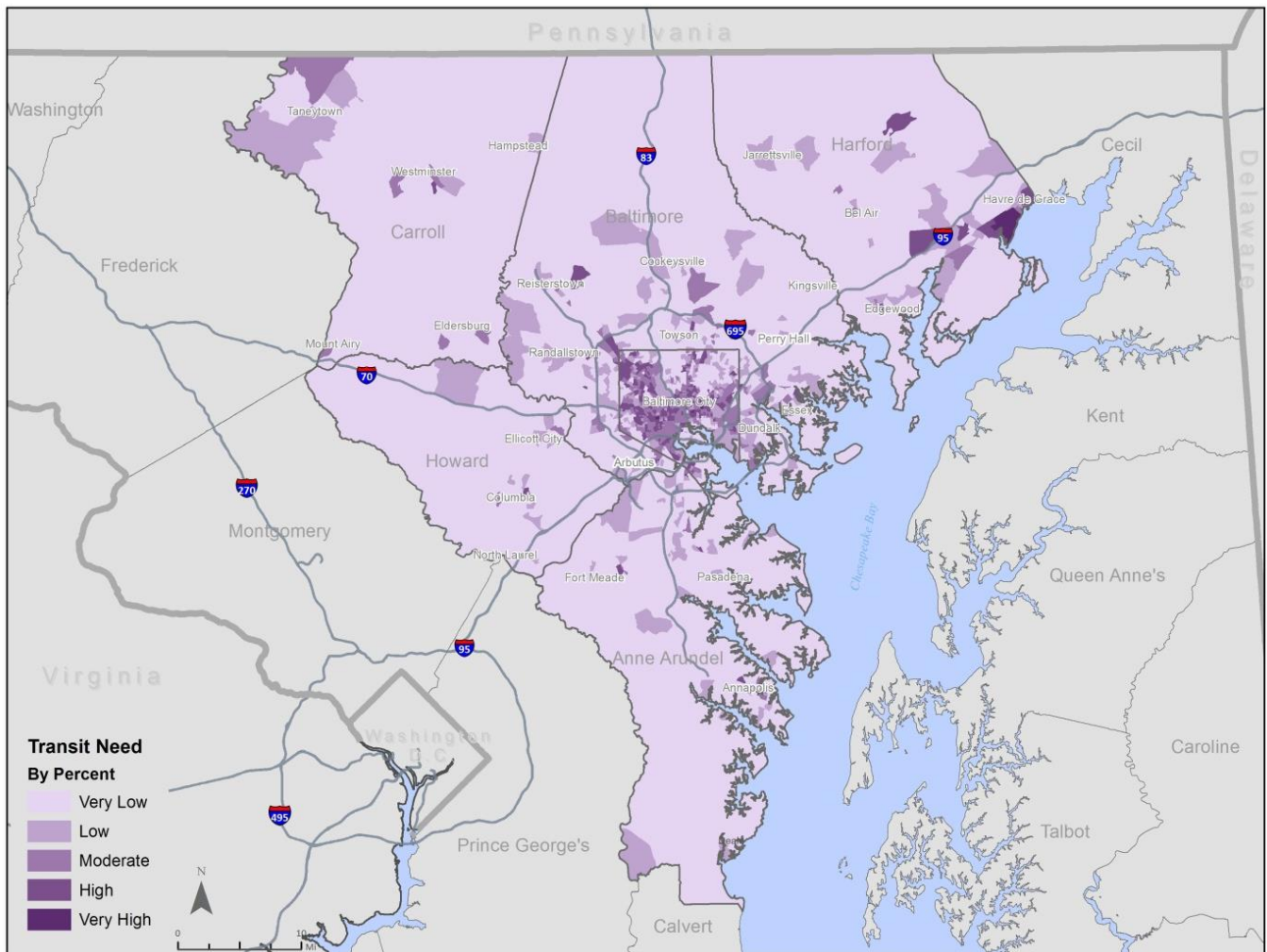
Source: U.S. Census

Transit Dependence Index Percent (TDIP)

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

Figure 3-4 shows the highest transit need based on percentage. Baltimore City has a concentration of block groups that have a high need for transit based on the percentage as well as block groups in the eastern part of Harford County.

Figure 3-4: Transit Dependence Index Percentage

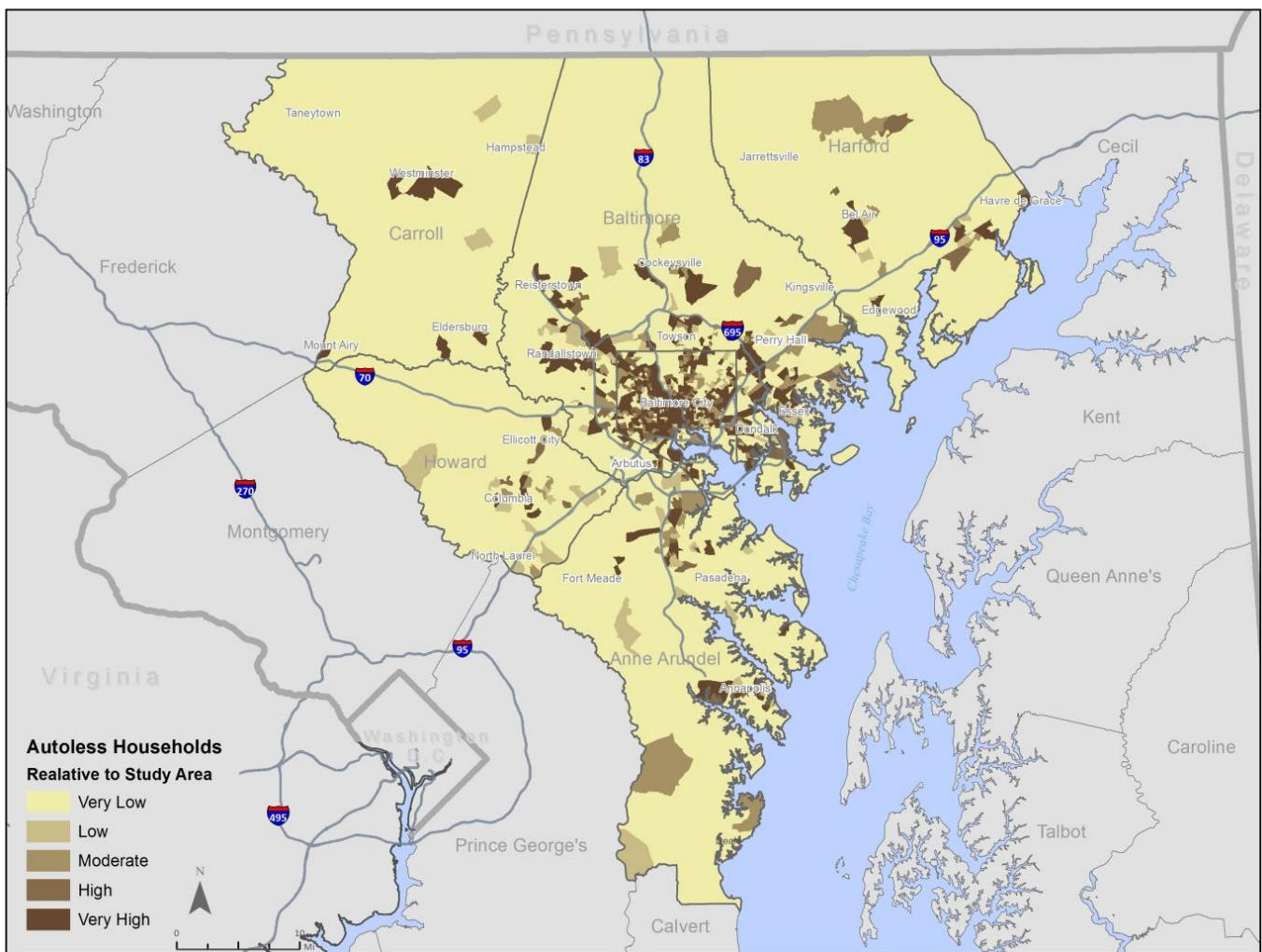


Source: U.S. Census

Autoless Households

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

Figure 3-5: Autoless Households

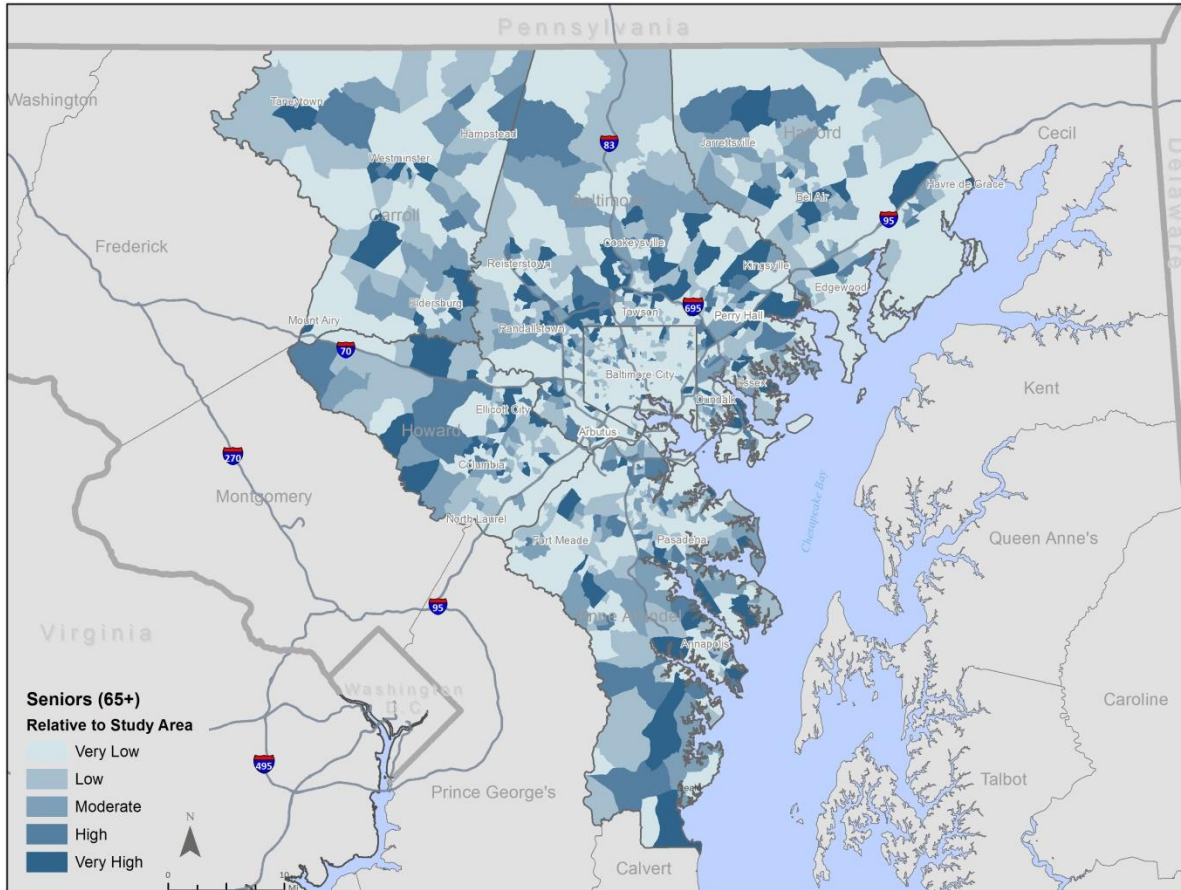


Source: U.S. Census

Senior Adult Population

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

Figure 3-6: Senior Adult Population

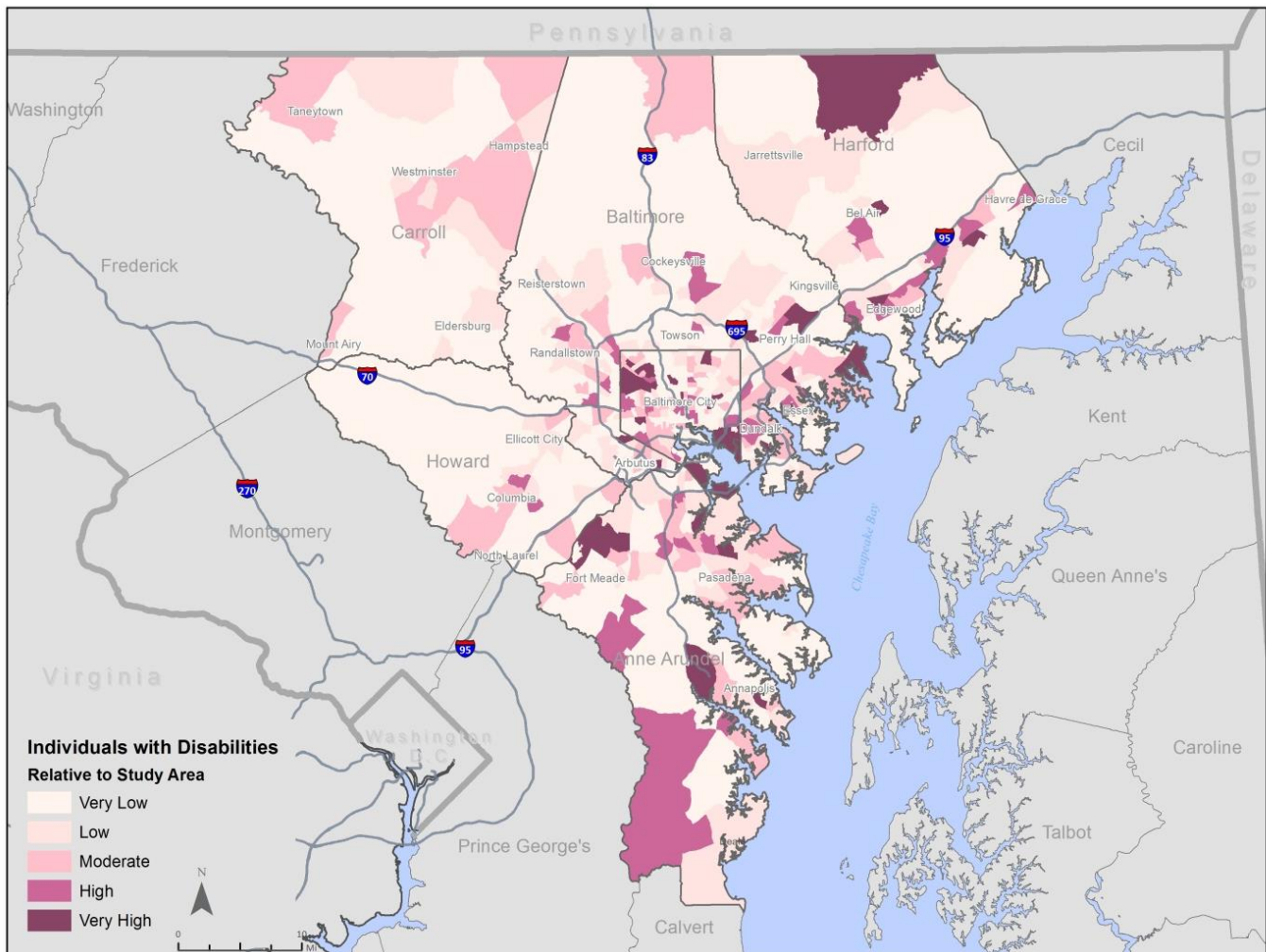


Source: U.S. Census

Individuals with Disabilities

Due to changes in Census and ACS reporting, the 2000 Census currently provides the most recent data available to analyze the prevalence and geographic distribution of individuals with disabilities. Though this information is dated, it is still important to consider; those with disabilities may be unable to operate a vehicle and thus be more reliant on transit. Figure 3-7 illustrates the block groups in the region classified as having the highest number of individuals with disabilities.

Figure 3-7: Individuals with Disabilities

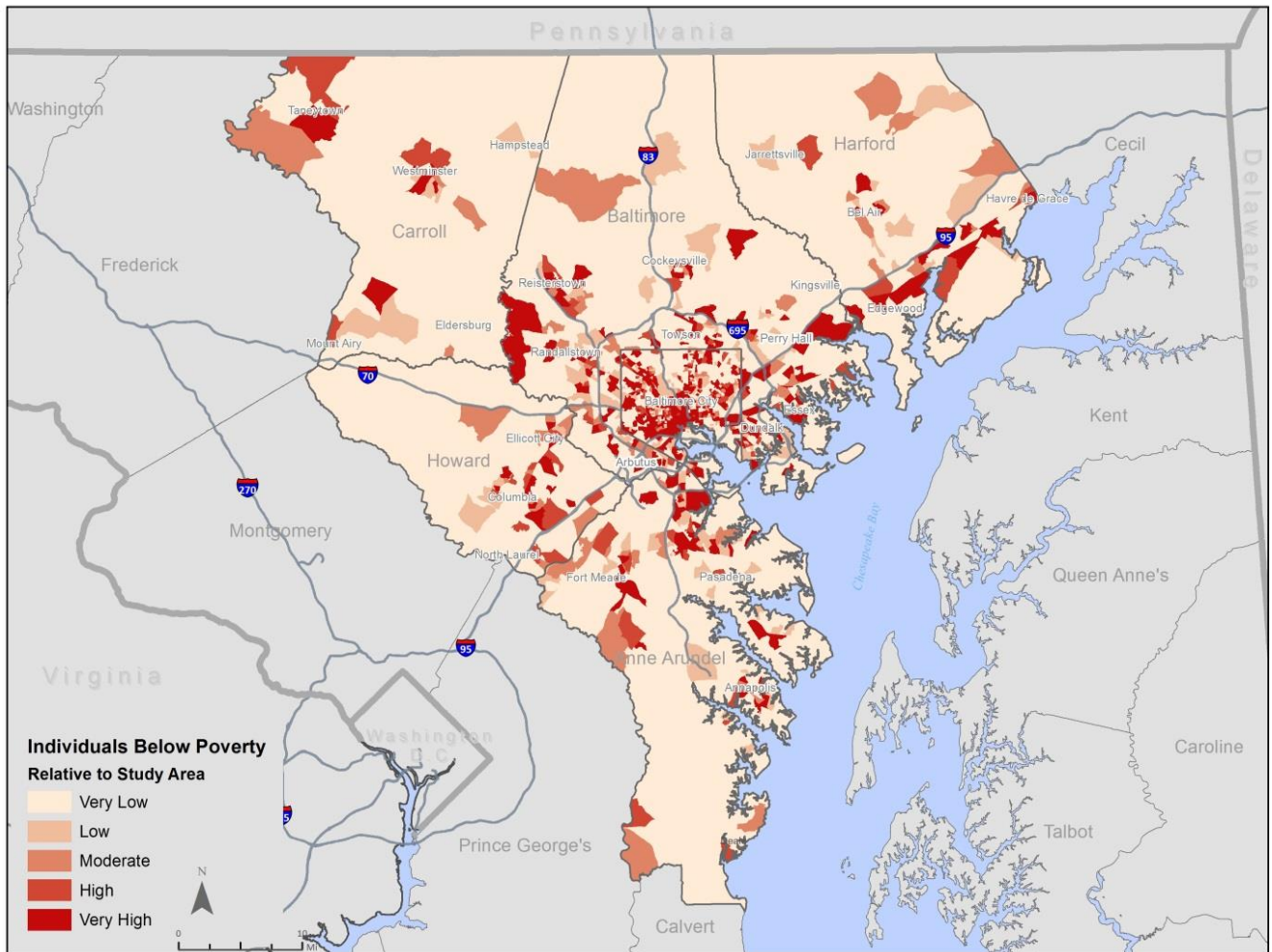


Source: U.S. Census

Low-Income Population

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

Figure 3-8: Individuals Below Poverty

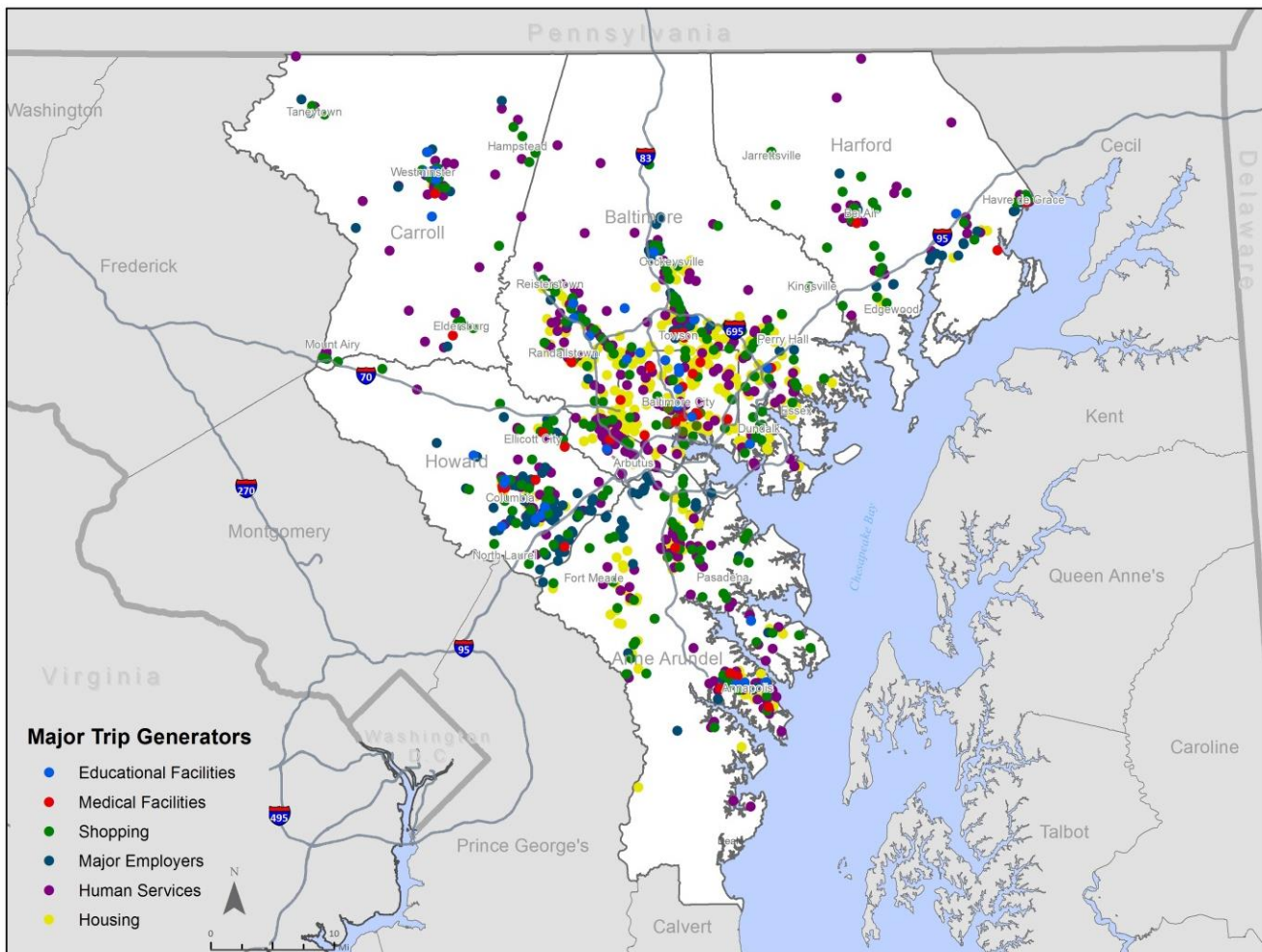


Source: U.S. Census

LAND USE PROFILE

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

Figure 3-9: Major Trip Generators



Source: U.S. Census

PREVIOUS PLANS AND STUDIES

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

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

TRANSIT DEVELOPMENT PLANS

Anne Arundel County – Transit Development Plan Update (2010)	http://www.baltometro.org/
The City of Annapolis – Transit Development Plan Update (2010)	http://www.baltometro.org/
Baltimore County – Transit Development Plan Update (2015)	http://www.baltometro.org/
Carroll County – Transit Development Plan (2013)	http://www.baltometro.org/
Harford County – Transportation Development Plan (2008)	http://www.baltometro.org/
Howard County – Transportation Development Plan Update (2009)	http://www.baltometro.org/

COMPREHENSIVE PLANS

Anne Arundel County General Development Plan (2009)	http://www.aacounty.org/PlanZone/
Baltimore County Master Plan 2020 (2013)	http://www.baltimorecountymd.gov/
LIVE EARN PLAY LEARN	
City of Baltimore Comprehensive Master Plan (2006)	http://www.baltimorecity.gov/
Carroll County Comprehensive Plan (2014)	https://ccgovernment.carr.org/ccg/
Harford County Transportation Element Plan 2010 (2010)	http://www.harfordcountymd.gov/
PlanHoward 2030 (2012)	http://planhoward.org/

OTHER PLANS AND STUDIES

Baltimore Metropolitan Council – Plan It 2035	http://www.baltometro.org/
Naturally Occurring Retirement Communities in the Baltimore Region: 2010 Census Update	http://www.baltometro.org/

Chapter 4: Current Transportation Services and Resources

INTRODUCTION

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

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

- Using information from the previous coordinated transportation plan for the region.
- Reviewing information from the most recent Transit Development Plans (TDPs) conducted in the region.
- Obtaining input from regional stakeholders through the coordinated planning process.
- Using on-line information from the websites for transportation providers and the Transportation Resource Information Point (TRIP) website managed by Central Maryland Regional Transit (CMRT) that provides information on various service providers in the Baltimore metropolitan area. A recent search on this website identified over 140 transportation providers in the TRIP database.
- Using information and data from previous reports, including the Transportation Association of Maryland's 2014 Annual Report and Membership Directory.
- Following up as needed with transportation program staff where needed to fill gaps in information.

PUBLIC TRANSIT

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

Anne Arundel County

- Annapolis Transit operates fixed route and demand-responsive service in the City of Annapolis and the Edgewater and Arnold areas of Anne Arundel County. Annapolis Transit operates nine

fixed routes in Annapolis that run every half hour from 5:30 a.m. until 8:00 p.m., Monday through Saturday. The fixed route operates between 5:30 a.m. to 8:00 p.m., Monday through Saturday, and 8:00 a.m. until 8:00 p.m. on Sundays and holidays. Demand-responsive service is used on an as-needed basis.

- The Regional Transportation Agency of Central Maryland (RTA) operates the Connect-A Ride system that operates three fixed routes in Anne Arundel County. Route 201/J serves Arundel Mills Mall, the Cromwell Light Rail Station, Sun Valley Shopping Center, and Pioneer Village. Route 202/K serves Arundel Mills Mall, and the Odenton MARC Station. Route 203/M serves the Odenton MARC Station and Piney Orchard Village Center.
- Two MTA Local Routes serve Anne Arundel County: Route 14, which serves between Annapolis, Patapsco Light Rail Station, and downtown Baltimore; and Route 17, which serves between Parkway Center, BWI Airport, and Patapsco Light Rail Station.
- There are six MTA Commuter Routes that serve Anne Arundel County. Route 201- Gaithersburg Park & Ride to BWI Marshall Airport; weekday service 4:00 a.m. to 12:20 a.m.; Route 202- Gaithersburg to DOD/ Fort Meade weekday service 5:10 a.m. to 6:33 p.m.; Route 220- Annapolis to Washington D.C. weekday service from 4:55 a.m. to 8:13 p.m.; Route 230- Severna Park and Annapolis to Washington D.C. weekday service from 5:00 a.m. to 7:49 p.m.; Route 250- Kent Island and Davidsonville to Washington D.C. weekday service from 4:45 a.m. to 7:08 p.m.; Route 260- Severna Park and Davidsonville to Washington D.C. weekday service from 5:10 a.m. to 7:10 a.m.
- MTA light rail stops include Nursery Road, Linthicum, Linthicum, Ferndale, Cromwell/ Glen urine, BWI Business District, and BWI Marshall Airport. It operates Monday through Friday from 6:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and holidays 11:00 a.m. to 7:00 p.m.
- MARC Commuter Rail Service on the Penn line with stops in Odenton and BWI Airport rail stations.
- The Anne Arundel County Department of Aging and Disabilities serves the County and major hospitals in the Baltimore City by providing paratransit services, medical transportation, dialysis transportation, and senior center transportation.
- The BWI Business Partnership provides the Link Shuttle, with stops at the BWI Amtrak/MARC station and the BWI Business District light rail stop.

Baltimore City

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

- Fixed-route bus service – Currently MTA offers 57 bus routes. There are 47 local buses, four limited stop routes, and four express bus routes. Service hours vary by route but the system operates seven days a week.
- Light Rail – There are sixteen stops that serve Baltimore City on the two North-South lines. Service operates Monday through Friday 6:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and holidays 11:00 a.m. to 7:00 p.m.
- Subway – There are fourteen stations along the Metro service that operates between Owings Mills and Johns Hopkins, with twelve in Baltimore City. Service operates Monday through Friday 5:00 a.m. to 12:00 a.m., and Saturday and Sunday 6:00 a.m. to 12:00 a.m.
- ADA paratransit services – Service is provided through the Mobility program and operates comparable hours to public transit services.
- Commuter Rail – There are two lines of the MARC system that provide access to Baltimore City, with morning inbound and afternoon/evening outbound service and some midday service.
- Commuter Bus – MTA has five commuter bus routes that provide access to Baltimore City. Service is generally operated on weekdays, morning inbound and afternoon/evening outbound service and some midday service.

In 2010, the City of Baltimore launched the Charm City Circulator, a free bus service that operates in and around the Central Business District. The Circulator consists of four separate routes that arrive every ten to fifteen minutes:

- The Orange Route runs from Hollins Market to Harbor East
- The Banner Route runs from the Inner Harbor to Fort McHenry
- The Green Route runs from City Hall to Fells Point to Johns Hopkins
- The Purple Route runs from Penn Station to Federal Hill

Sojourner-Douglass College operates the Workforce Transportation and Referral Center that provides demand-response transportation to jobs in the Baltimore region.

Baltimore County

- Baltimore's CountyRide program provides demand-response services for senior adults (ages 60+), individuals with disabilities (ages 18 to 59), and to the general public living in rural areas of the county.

- Express Bus Routes offered by MTA include; Route 120- White Marsh Park and Ride to Johns Hopkins Hospital, weekday service from 6:00 a.m. to 6:00 p.m.; Route 150- Columbia to Downtown Baltimore, weekday service 6:00 a.m. to 6:30 p.m.; Route 160- Whispering Woods/ Fox Ridge to Johns Hopkins Hospital; Quick Bus Routes include; Route 40- Security Blvd to Middle River, daily service form 5:00 a.m. to 10:30 p.m.; Route 48- Towson Town Center to the University of Maryland Transportation Center
- The Commuter Routes that serve Baltimore County are Routes 420, and Havre de Grace to Downtown Baltimore/ Johns Hopkins with one stop at White Marsh Park and Ride in Baltimore County.
- There are ten stops on the Light Rail line that extend into Baltimore County from Baltimore City. The hours of operation are Monday through Friday 6:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and holidays 11:00 a.m. to 7:00 p.m.
- The MTA MARC Penn Line has a stop at Martin State Airport.

Carroll County

Carroll Transit System (CTS) is operated by Butler Mobility and offers general public transportation service and demand response service. Reservations for the demand-response service can be made Monday through Friday from 7:00 a.m. until 5:00 p.m. There are four routes, called TrailBlazers, that are open to the public; Westminster, Taneytown to Westminster, South Carroll, and Eldersburg to Westminster.

- The South Carroll TrailBlazer operates approximately every two hours, Monday through Friday from 7:50 AM until 4:30 PM, and serves many of the important locations in the Eldersburg and Sykesville areas.
- The Taneytown to Westminster TrailBlazer operates approximately every two hours, Monday through Friday from 7:50 a.m. until 4:30 p.m., and serves many of the important locations in the Eldersburg and Sykesville areas.
- The Westminster TrailBlazer operates about every 90 minutes, Monday through Friday from 8:00 a.m. until 5:00 p.m., and Saturday from 8:00 a.m. until 4:00 p.m. and serves many of the Shopping locations in the Westminster area.
- The Eldersburg-Westminster TrailBlazer operates about every three hours, Monday through Friday from 7:45 a.m. until 5:20 p.m., and serves many important locations in the Westminster area.

Harford County

- Harford County Transit provides fixed route, deviated fixed route, and demand-responsive service. Route 1 & 1A Green serves Havre De Grace, Aberdeen, and Bel Air. Route 2 & 2A Blue serves Joppatowne, Abingdon, Edgewood and Bel Air. Route 3 is the Bel Air Circulator. Route 4 Yellow is the Aberdeen Circulator. Route 5 Red is the Edgewood Circulator. Route 6 Purple serves Edgewood, Riverside, Perryman, and Aberdeen via Philadelphia Road. Route 6A Purple serves Edgewood, Riverside, Perryman, and Aberdeen via Highway 40. Route 7 Teal serves Aberdeen and Havre De Grace, Cecil and Perryville. Para-Transit services are available for seniors (60+) and individuals with disabilities. A demand-responsive service operates Monday through Friday.
- MTA Commuter Routes 410, 411, and 420 provide transportation from Harford County to Baltimore City. All stops have connections to other public transportation modes or operators at various stops.
- MTA MARC Penn Line has two stops located in Harford County; Edgewood and Aberdeen (and one stop in Cecil County: Perryville).

Howard County

- Howard Transit provides scheduled bus services along fixed routes throughout Eastern Howard County including Ellicott City, Columbia, Annapolis Junction, North Laurel, Savage, Elkridge and other locations including BWI Airport. Operated by the RTA, there are eight routes with seven of them connecting at Columbia Mall. Service generally operates between 6:00 a.m. and 10:00 p.m. Weekend and holiday service generally operates between 8:00 a.m. to 6:00 p.m.
- MTA Commuter Routes that serve Howard County include; Routes 203, 305, 310, 315, 320, 325, 335, and 345.
- MARC Commuter Rail serves Howard County through the Camden Line.

NON-PROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS

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

PRIVATE TRANSPORTATION PROVIDERS

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

INTERCITY BUS

Greyhound, Carolina Trailways, and Capitol Trailways of Pennsylvania operate intercity bus service in the Baltimore Metropolitan area. There are three bus stop locations for routes serving Baltimore. Many routes stop at two of the three stops.

People who board the bus at one of the Baltimore stations can ride to final destinations of: Atlanta, Georgia; Atlantic City, New Jersey; Charlotte, North Carolina; Chicago, Illinois; Cleveland, Ohio; Miami, Florida; New York City, New York; Ocean City, Maryland; Pittsburgh and Scranton, Pennsylvania; Syracuse, New York; Tampa, Florida; and Washington, D.C.

COMMUTER ASSISTANCE

- Commuter Choice Maryland is an incentive program that encourages Maryland employees to choose transit or vanpools instead of driving to work. Commuter Choice offers employers monthly pass distribution options which encourage employees to ride MTA Local Bus, Commuter Bus, Light Rail, Metro Subway, and MARC Train for less than full fare. The program offers significant savings for commuters and a valuable addition to employer benefit packages.
- Guaranteed Ride Home is a free commuter insurance program for commuters who use public and alternative modes of transportation within the Baltimore and Washington D.C. Metropolitan areas. The program offers up to four free rides home per year to those who ride transit or commuter rail, bike, walk, carpool or vanpool to work, at least twice a week, or for occasions and times when their usual transportation options are limited. Guaranteed Ride Home is free to anyone working in the Baltimore, Central Maryland, and Washington D.C. regions.
- Maryland Rideshare is a program offered by the MTA's Commuter Assistance Office that enables thousands of commuters to reduce their commuting costs through the use of carpooling, vanpooling and various alternative commute options.
- Metro Rideshare is a free service to Baltimore and Carroll Counties that connects users find carpool partners, a vanpool, or other transit options.
- The Transportation Resource Information Point (TRIP) program managed by Central Maryland Regional Transit (CMRT) provides information on various transportation providers in the region to help commuters and others explore and use transportation alternatives to access their destinations.

- Getting There Rideshare is an organization that provides senior adults in Harford County with transportation services. The organization is a partnership between local citizens, the Department of Community Services, and The Wilson Ministry Center in Darlington, Maryland.
- Howard Commuter Solutions provides information on ridesharing opportunities and on transit options.
- MeadeRide serves as a one-stop travel information resource connecting commuters to Ft. Meade with information about transportation choices.

VOLUNTEER DRIVER PROGRAMS

- Neighbor Ride is a nonprofit organization that provides supplemental transportation to Howard County residents age 60 and older. Transportation is provided by volunteer drivers who provide door-to-door service for most activities.
- In Anne Arundel County, Partners in Care Maryland provides door-to-door rides by member drivers in their cars, accompanying them to appointments when necessary. They also offer wheelchair accessible, door-to-door, on-demand transportation as needed to groups and individuals.

Chapter 5: Unmet Transportation Needs and Issues

INTRODUCTION

This section details the results from the overall transportation needs assessment based on input from stakeholders at the two regional workshops. The groups as a whole discussed the unmet transportation needs from the 2010 version of this plan, and their comments are incorporated in the following list. Since many transportation needs are regional in nature the stakeholders at both workshops agreed that documentation of the needs assessment should continue to be a regional one, similar to the process for the 2010 plan.

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

REGIONAL TRANSPORTATION NEEDS

Expanded Transportation Services

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

Trip Purpose

- There are insufficient transportation options to access dialysis treatment centers. There are limited options for long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation.
- There is a need for expanded transportation options for non-medical trips, i.e. shopping, recreational, social and other quality of life trips.

Time Related

- Transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and second and third shift job hours, remain limited in much of the region. There is a need to expand travel options at these times.

- There is a lack of transportation options that enable same day or last minute trips. The recent legalization of Transportation Network Companies (TNC) such as Uber and Lyft by the Maryland General Assembly may present opportunities to address this gap in service.

Place/Destination

- While some services exist, the current transportation options for urban area residents to access employment opportunities in the suburbs (reverse commute service) are limited.

Other

- There is a lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities.
- The capacity of volunteer driver programs should keep pace with the region's growing senior population. There is a need to develop enhancements that will encourage and maintain volunteer involvement in these programs.
- There is a need for local governments and non-profit organizations to understand where they can use mobile applications and other technology, e.g. data collection via an automated reservation system to improve transportation service.

Outreach, Marketing and Education

- There is a need for a centralized location for customers, human service agency staff, families, caregivers, etc., to gain information on available aging and disability resources, including transportation options.
- There is a need to publicize already existing information sources.
- There is a need for travel training efforts that help to educate potential customers in the use of available public transportation services in the region.

More Affordable Transportation Services

- There is a need to assess the fare structure as fares may be cost-prohibitive for people whose trips are not subsidized by a particular program or agency (i.e. Medicaid).
- While private transportation services are available in the region many people cannot afford to use them.

Improved Coordination and Connectivity

- While some connections exist between some public transit providers in the region, stakeholders expressed the need for more convenient connections among the various Locally Operated Transit Systems (LOTS) in the region and the core MTA services that are provided in the metropolitan area.
- Stakeholders noted the need for first mile/last mile connections to help connect people to existing services. These issues are especially acute in suburban areas where jobs may not be within walking distance to public transit services.
- Currently there is limited coordination of trips between different human service agencies and organizations. There is a need for improved communication between these agencies and the ability to identify possible coordination opportunities.

Additional Funding

- There is a lack of overall funding to support the variety of transportation services that are needed in the region. There is a need to further quantify and document unmet needs and gaps in service as part of educating elected officials and potential funders.

Chapter 6: Strategies, Activities and Projects

INTRODUCTION

Based on the unmet transportation needs and gaps between current services and needs, and to achieve efficiencies in service delivery, this chapter provides the strategies identified by regional stakeholders as the priorities to meet these needs in the Baltimore area. The development of these strategies was based on the ones approved in the 2010 version of this plan, updated to reflect needs identified by the participants at the June workshops, and finalized based on the August 27, 2015 meeting with regional stakeholders:

- Continue to support capital needs of coordinated human service/public transportation providers.
- Improve coordination among public transportation and human service transportation providers.
- Expand availability of demand-response and specialized transportation services to provide additional trips to targeted populations.
- Provide flexible transportation options and more specialized and one-to-one transportation services through expanded use of volunteers.
- Provide “centralized points of access” that offer information on available aging and disability resources and/or offer travel training to the targeted populations.
- Expand availability of accessible transportation services.
- Expand access to taxi and other private transportation operators.
- Initiate performance management approach.

STRATEGIES

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

The on-going support of coordinated human services transportation is tied directly to the maintenance and expansion of the capital infrastructure of the region. The region must ensure that the foundation of services is in place, which requires a sufficient capital network.

Maintaining a basic capital infrastructure via vehicle replacement, vehicle rehabilitation, vehicle equipment improvements and new vehicles would be the primary expense to ensure a successful level of assistance.

Unmet Need / Issue Will Address

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities
- Insufficient transportation options to access dialysis treatment centers and long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation
- Limited transportation options for urban area residents to access employment opportunities in the suburbs (reverse commute service)

Potential Projects

- Capital expenses to support the provision of transportation services to meet the special needs of older adults, people with disabilities and people with lower incomes.
- Capital needs to support new mobility management and coordination programs among public transportation providers and human service agencies providing transportation.

Improve Coordination among Public Transportation and Human Service Transportation Providers

A variety of public transit operators and human service agencies provide transportation services in the Baltimore Region. One of the priorities from the Baltimore Region Coordinated Transportation Planning Workshops was the need to improve connections between these providers. Opportunities to improve coordination between public transit providers and to improve coordination among human service transportation providers are apparent. Regional stakeholders noted the need to quantify the benefits and outcomes from coordination efforts. Opportunities through this strategy include a mobility broker that would help facilitate connections between services and agreements for sharing trips.

Unmet Need / Issue Will Address

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

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

Potential Projects

- Mobility broker to facilitate cooperation between transportation providers including:
 - Helping establish inter-agency agreements for connecting services or sharing rides
 - Arranging trips for customers as needed
 - Exploring technologies that simplify access to information on services
- Implement voucher program through which human service agencies are reimbursed for trips provided by another agency based on pre-determined rates or contractual arrangements

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

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

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

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

Unmet Need / Issue Will Address

- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities.
- Insufficient transportation options to access dialysis treatment centers, especially on weekends; and for long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation.

- Limited transportation options for non-medical trips, i.e. shopping, recreational, social, and other quality of life trips.
- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours.
- Limited transportation options for urban area residents to access employment opportunities in the suburbs (reverse commute service).
- Lack of transportation options that enable same day or last minute trips.

Potential Projects

- Expand demand-response services beyond ADA-required service area at needed times
- Expand demand-response and specialized transportation services to medical facilities and dialysis treatment facilities
- Implement or expand vanpool and share ride programs from Baltimore to suburban work sites

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

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

Unmet Need / Issue Will Address

- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours
- Lack of transportation options for individuals who may need more customized transportation services and greater assistance to travel, especially for seniors and people with disabilities
- Limited transportation options for non-medical trips, i.e. shopping, recreational, social, and other quality of life trips

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

Potential Projects

- Implement new or expanded volunteer driver program to provide transportation at needed times
- Develop incentives to encourage and maintain volunteer involvement in program

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

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

Unmet Need / Issue Will Address

- Centralized location for customers, human service agency staff, families, and caregivers to gain information on available aging and disability resources, including transportation options; publicize these information sources
- Travel training efforts that help to educate potential customers in the use of available public transportation services in the region

Potential Projects

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

Expand Availability of Accessible Transportation Services

There is a need expand accessible services in the region, especially in light of the lack of accessible taxis or accessible vehicles for vanpooling and some shared-ride services. The acquisition and availability of more accessible services would provide greater transportation options, especially for people who live outside areas served by public transportation.

Unmet Need / Issue Will Address

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

Potential Project

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

Expand Access to Taxi and Other Private Transportation Operators

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

Unmet Need / Issue Will Address

- Limited transportation services at certain time frames, i.e., early morning, mid-day, evenings, weekends, and for second and third shift job hours.
- Insufficient transportation options to access dialysis treatment centers; and for long distance trips to medical facilities, particularly for people who are not eligible for Medicaid-funded transportation.
- Lack of transportation options that enable same day or last minute trips.

Potential Project

- Implement voucher program to subsidize rides for taxi trips or trips provided by private operators.

Initiate Performance Management Approach

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

There are tools available that agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be Easter Seals Project Action's *Transportation by the Numbers*, an electronic workbook with fillable forms that provides human service agencies with ways to more easily identify expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business. This tool is available through www.projectaction.org.

Chapter 7: Ongoing Arrangements

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

In Baltimore, the BMC works with the MTA to serve in this review process that includes:

- Reviewing and discussing coordination strategies in the region and providing recommendations for possible improvements to help expand mobility options in the region.
- Reviewing and discussing strategies for coordinating services with other regions in Maryland and outside the State to help expand mobility options.
- Facilitating updates of the *Baltimore Area Coordinated Public Transit-Human Services Transportation Plan*.

Chapter 8: Plan Adoption Process

As a follow-up to the regional workshops, participants were provided a preliminary list of strategies based on the updated needs assessment. They were then invited to a meeting on August 27, 2015 that provided the opportunity to discuss and refine these strategies.

Stakeholders from the Baltimore area who had participated in the coordinated transportation process also had the opportunity to review a preliminary draft of the plan. Their input was incorporated into a final draft that was reviewed by the BRTB Technical Committee and the BRTB Public Advisory Committee. The BRTB formally endorsed the *Baltimore Region Coordinated Public Transit – Human Services Transportation Plan* on October 27, 2015.

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.

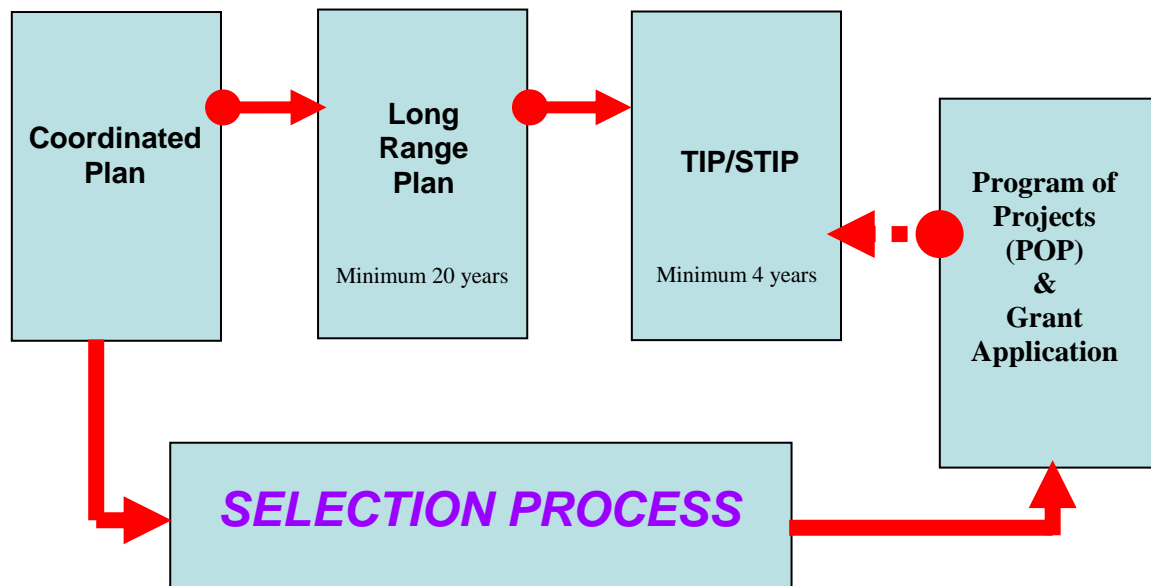
Cycle and Duration of the Coordinated Plan

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: Baltimore Area Coordinated Planning Participants

BALTIMORE AREA COORDINATED PLANNING PARTICIPANTS

Action in Maturity, Inc.
Anne Arundel County Department of Aging and Disabilities
Anne Arundel County Department of Public Works
Anne Arundel County Department of Social Services
Arc of Carroll County
Arc Northern Chesapeake Region
Associated Catholic Charities
Baltimore Business Partnership
Baltimore County Department of Aging
Central Maryland Regional Transit
Comprehensive Housing Assistance, Inc.
Howard County Office of Transportation
Humanim
LifeBridge Health
Maryland Developmental Disabilities Council
Maryland Motor Vehicle Administration
Mosaic Community Services
Neighbor Ride
Partners in Care
Regional Transportation Agency of Central Maryland
Sojourner-Douglass College
Winter Growth, Inc.