

WELCOME

Harford Transit *Link*



OFFICE OF COMMUNITY AND ECONOMIC DEVELOPMENT
LEN PARRISH, DIRECTOR



FY 2023 ANNUAL TRANSPORTATION PLAN

ATP Public Hearing

February 18, 2022



- This session is being recorded.
- Please sign in by typing your name (first and last) and city/town/community into the chat box.
- During the presentation you may type questions/comments into the chat box; please type your name (first and last) and city/town. Reference the slide number(s) if applicable.
- Comments must be relevant to today's presentation and pertain to topic.
- The public comments portion is at the end of the presentation.
- There will be no responses to your comments today.
- Questions/comments will be categorized; responses will be posted on our website (HarfordTransitLINK.org) no later than February 24, 2022.

We will provide this information again prior to the public comment portion.

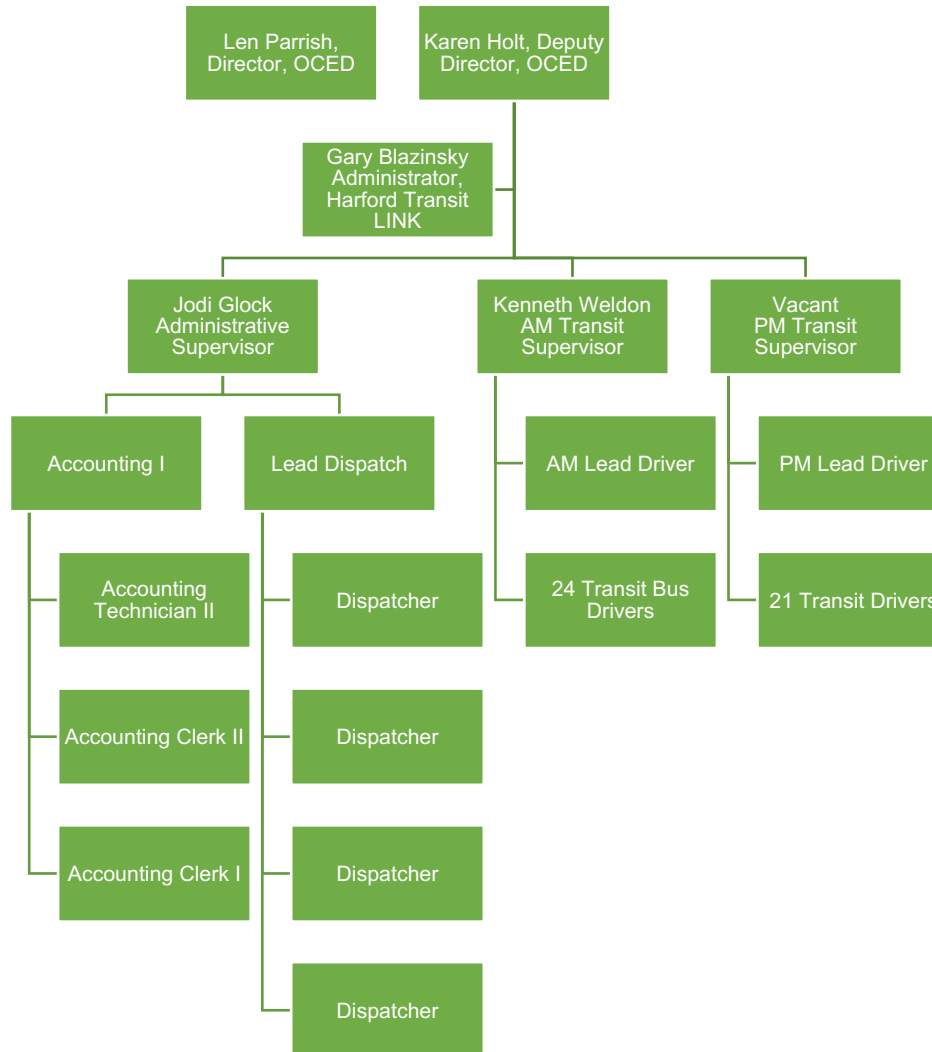
Aegis bi-weekly newspaper

- January 26, January 28, February 2 & February 4, 2022
 - Print, online, and social media

Harford County

- Office of Community and Governmental Relations
- Harford Transit LINK - Buses, website, and calendar
- Harford Transit LINK - CTY System – February 14th and 16th
- Economic Development
 - Economic Development Facebook postings
- Harford Commute Smart Facebook postings
- Bus Shelters & Electronic Displays (Aberdeen/Edgewood)

Department Overview



Operations & Fixed Route Service



14,000 sq. ft. operations facility on 2.75 acres

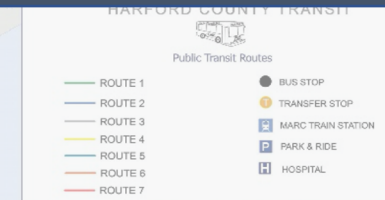
2-bay bus maintenance shop and bus wash

56 employees



7 fixed bus routes with 12 buses
M-F | 5 a.m. – 9 p.m.

Serving Aberdeen, Abingdon, Bel Air, Belcamp, Churchville, Edgewood, Havre de Grace, Joppatowne, Riverside, Perryman & Perryville



Fixed Routes



Route 1 – Green Line – 3 buses

Connects riders from the Town of Bel Air to the Cities of Aberdeen and Havre de Grace. Destinations include employment, housing, community services, medical, Harford Community College and Aberdeen Train Station (Amtrak & MARC Train service).



Route 2 – Blue Line – 2 buses

Connects riders from the Town of Bel Air to Abingdon and Edgewood. Destinations include employment and community services, Harford Mall, Upper Chesapeake Medical Center, Festival at Bel Air, I-95 Park & Ride, Constant Friendship, and Edgewood Train Station (MARC Train service).



Route 3 – Silver Line - 2 buses

Connects riders with direct access to employment along the Perryman Peninsula and Riverside Business areas, Aberdeen Train Station (Amtrak & MARC service), City of Aberdeen, Edgewood, and Joppatowne.



Route 4 – Yellow Line – 1 bus

Connects riders within the City of Aberdeen to community resources, shopping, and services, and the Aberdeen Train Station (Amtrak & MARC service).



Route 5 – Teal Line – 1 bus

Connects riders from the City of Aberdeen & Town of Perryville to Havre de Grace and Perryman Business area to employment, housing, community services, and the Aberdeen and Perryville Train Station (Amtrak & MARC service), VA Medical Center, Amazon, Lidl, and Old Bay Lane. Deviated fixed route – Cecil County portion only.



Route 6 – Orange Line – 1 bus

Serves the Town of Bel Air and provides riders with access to housing, community services, hospital services, Harford Mall, Harford County Public Library, and the Mary Risteau District Court building.



Route 7 – Red Line – 2 buses

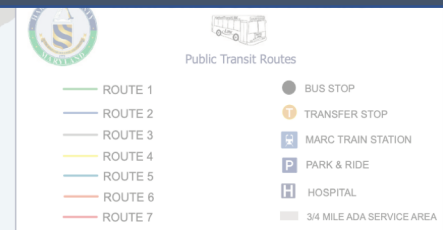
Connects riders from the City of Aberdeen to Riverside/Belcamp and Edgewood. Destinations along this route include Riverside/Belcamp and Eastgate/Perryman business areas along with housing, community services, employment and more. Includes connections to MTA Commuter Bus service.

Demand Response/ADA Paratransit

- Service for pre-approved clients over 60 or persons with disabilities under 60.
- Curb-to-curb origin to destination service.
- Examples of this service includes transport from home to senior centers, medical appointments, shopping, employment, etc.

10-15 demand response buses for seniors & persons with disabilities

- ADA Complimentary Service: M-F | 4:30 a.m. – 8:30 p.m.
- Demand Response Service: M-F | 10 a.m. – 3:30 p.m.
- Riders must pre-register 7-10 days in advance.
- *Forms available at www.harfordtransitlink.org.*



Reduced Fare

- ✓ To assist our seniors and persons with disabilities riding the fixed route system, qualified persons may receive a reduced fare card. This helps our riders control transportation costs on a fixed budget.

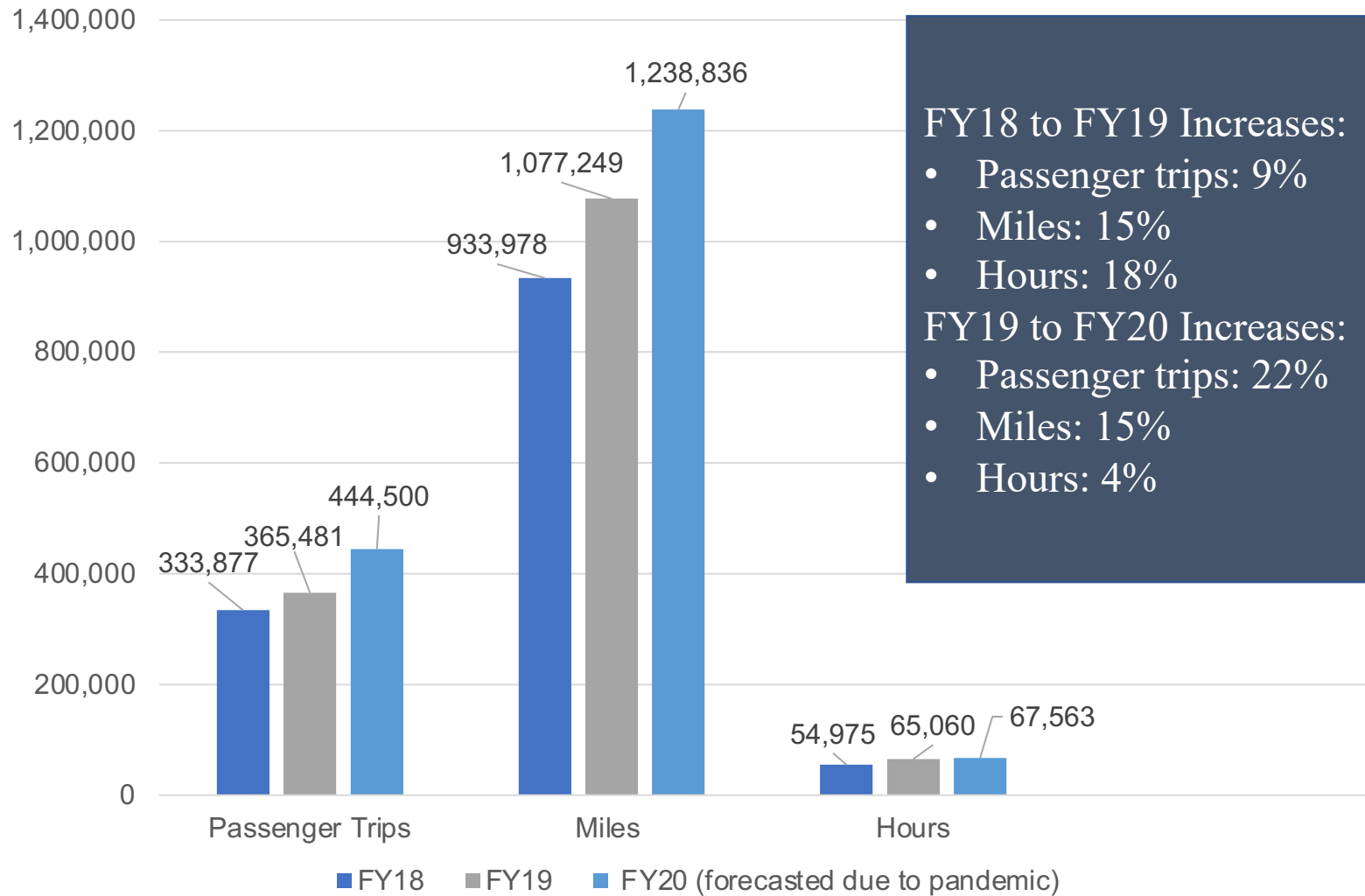
Bus Voucher Tickets

- ✓ Tickets may be prepaid for by organizations and individuals in larger quantities. This bulk purchase increases the ease of distribution by organizations and eliminates the need for passengers to carry cash.

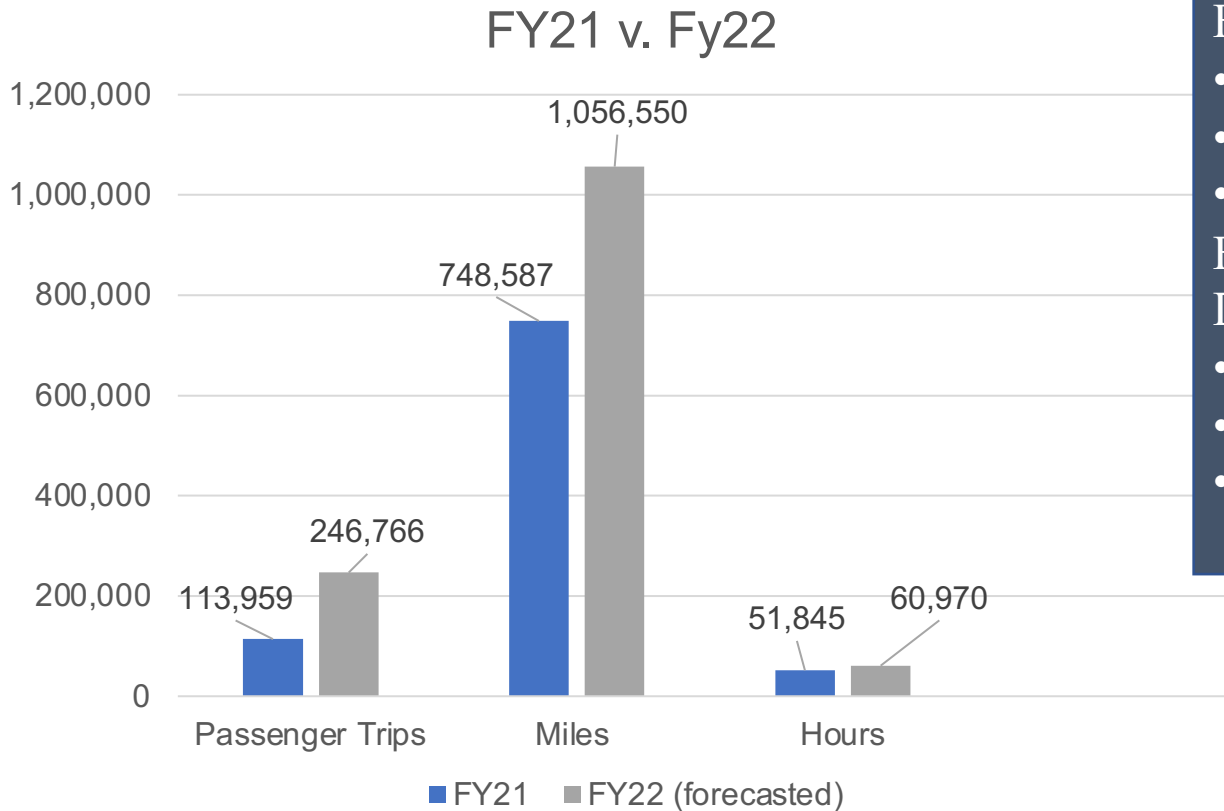
Token Transit

- ✓ Our new app that allows riders to purchase and store bus passes electronically. The first purchase is discounted 50% and can be utilized on both fixed route and demand response services. Purchases are on your smart phone or smart device. In addition to daily passes, riders may purchase all-day, weekly, and monthly passes. Token Transit allows the rider the convenience and safety of a cash-free and touch-free boarding.

Growth, pre-pandemic



Pandemic decreases/forecasted



FY20 to FY21 Decreases:

- Passenger trips: 74%
- Miles: 29%
- Hours: 23%

FY21 to FY22 Projected Decreases:

- Passenger trips: 44%
- Miles: 1%
- Hours: 10%

Continue working toward quality customer service

Route Improvements (pre-pandemic)

- Reduced wait time between buses from 1.5 hours to 1 hour on 5 of 7 routes (33% improvement across 72% of our routes).
- Converted “Flag Stops” to standard bus stops.
- Made transferring easier utilizing timed transfer points.

HARFORD TRANSIT LINK BUS TRANSFERS

Transfer **FREE** from one bus to another **ONLY** at designated transfer points.*

Transfers are valid for an hour and a half from issuance or until connecting with desired bus – whichever time is shorter.

To transfer routes:

1. Ask the driver for a transfer when you board.
2. Give the driver your transfer on the bus you transfer to.

Valid transfer points are identified with a

ABERDEEN:

- Aberdeen Train Station
- Shoprite at Beards Hill Shopping Plaza

HAVRE DE GRACE:

- Family Dollar
- McDonald's US40
- Family Dollar
- Frank's Pizza and Grill

BEL AIR:

- Harford Mall
- Mary Risteau District Courts

PERRYMAN:

- Spesutia Rd & Perrywood Dr
- VFW Post 6054
- Spesutia Rd

EDGEWOOD:

- Edgewater Village Shopping Ctr
- Walgreens US40

PERRYVILLE:

- Food Lion (Connect to Cecil Transit)

Route 7 to Route 7 & Route 2 to Route 7 Transfers*

Rt 7 to Rt 7 Transfer: if you are heading from BSC America - Bel Air Auto Auction toward Aberdeen, transfer at ShopRite (Riverside Shopping Center);

Rt 2 to Rt 7 Transfer: if heading to Macy's (Joppa), transfer at Edgewater Village Shopping Ctr.

T BUS STOP

download today!

Check out our all-day, 5-day, and monthly bus pass options through Token Transit - unlimited daily rides - **no transfer needed!**

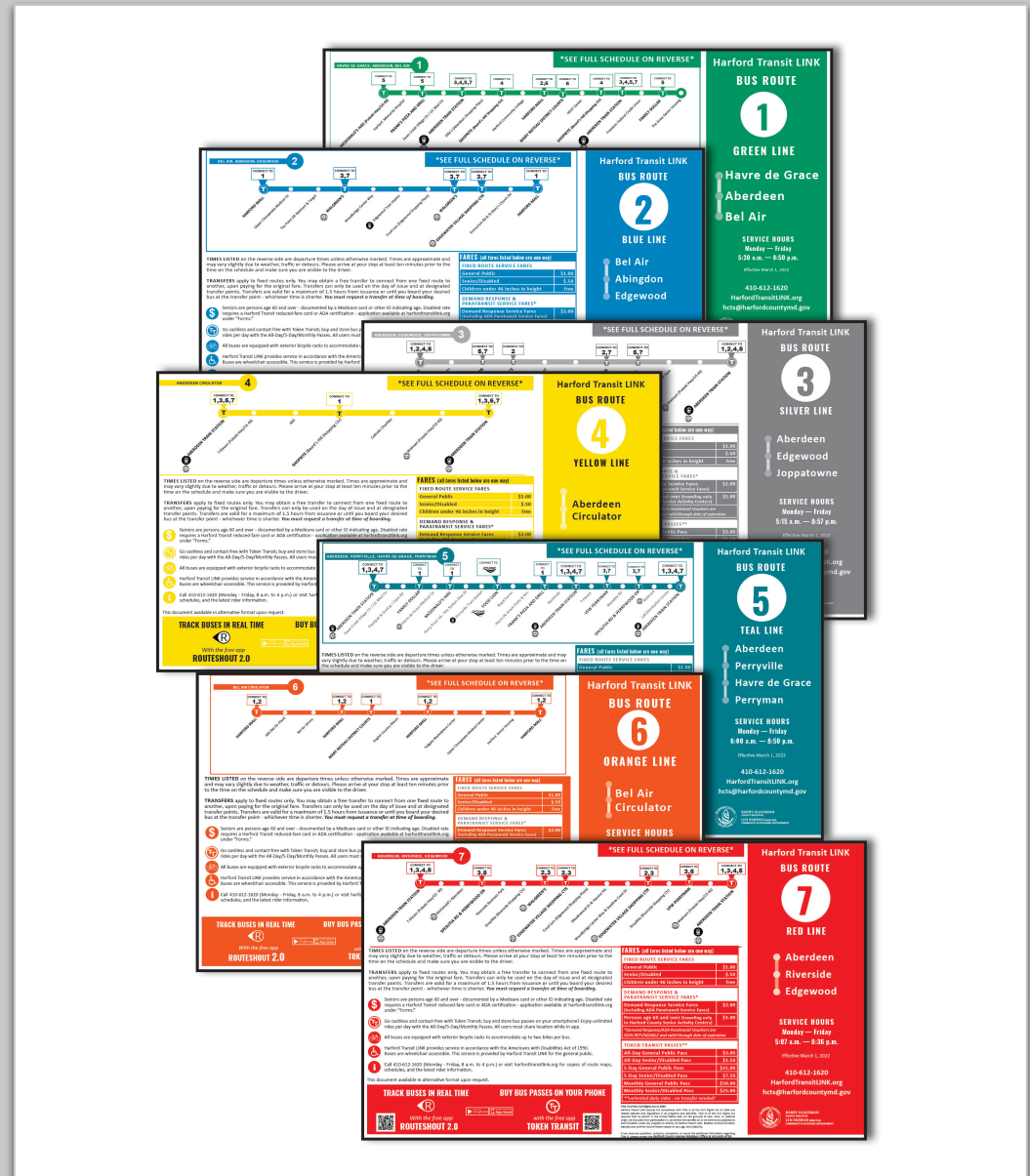
More information is in our Ride Guide, at harfordtransitlink.org or with your driver.

BARRY GLASSMAN
County Executive
Len Parrish, Director
Community & Economic Development

HARFORD TRANSIT LINK
410-612-1620, option 2
www.harfordtransitlink.org
hcts@harfordcountymd.gov

Route Improvements (pre-pandemic)

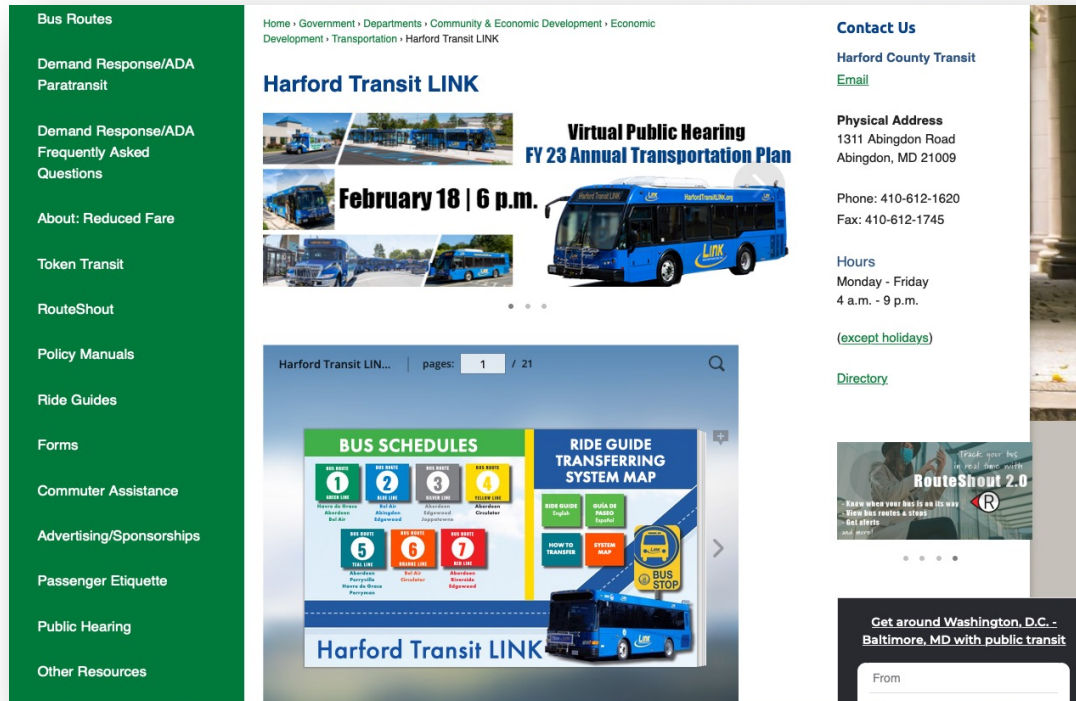
Designed easy-to-read transit bus schedules making them more user friendly and color coded by route.



Route Improvements *(pre-pandemic)*

Increased fixed route and
demand response services
by 3 hours daily.





www.harfordtransitlink.org

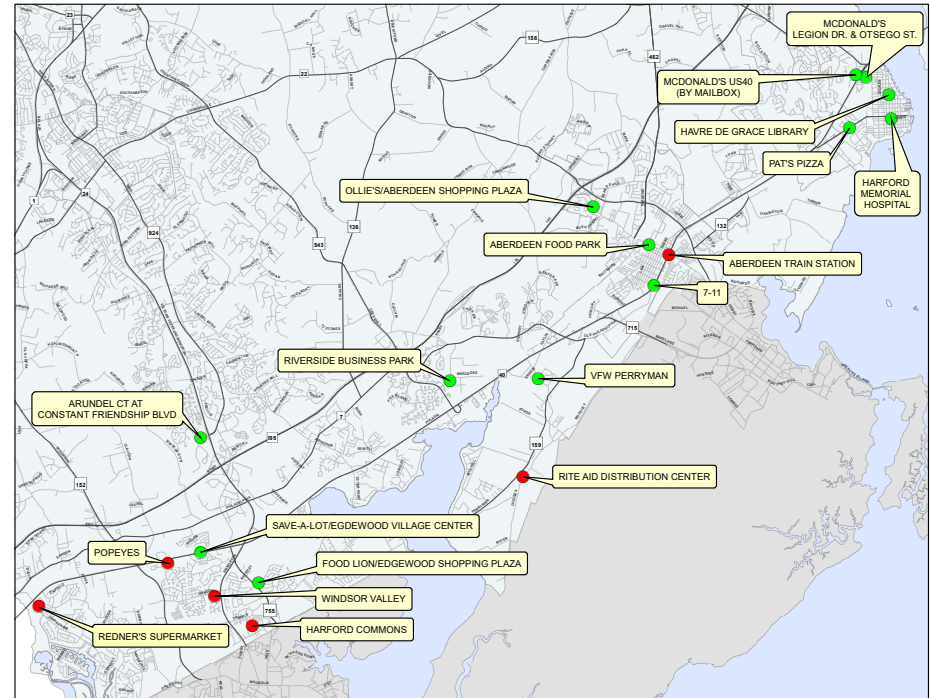
Schedules | Forms | Demand Response | Commuter Assistance | and more...

Milestones

Community Development Block Grant (CDBG)

Approved \$635,000 in CDBG funding for bus shelter design, engineering, construction and shelter installation.

Sixteen (16) locations selected and met funding criteria.

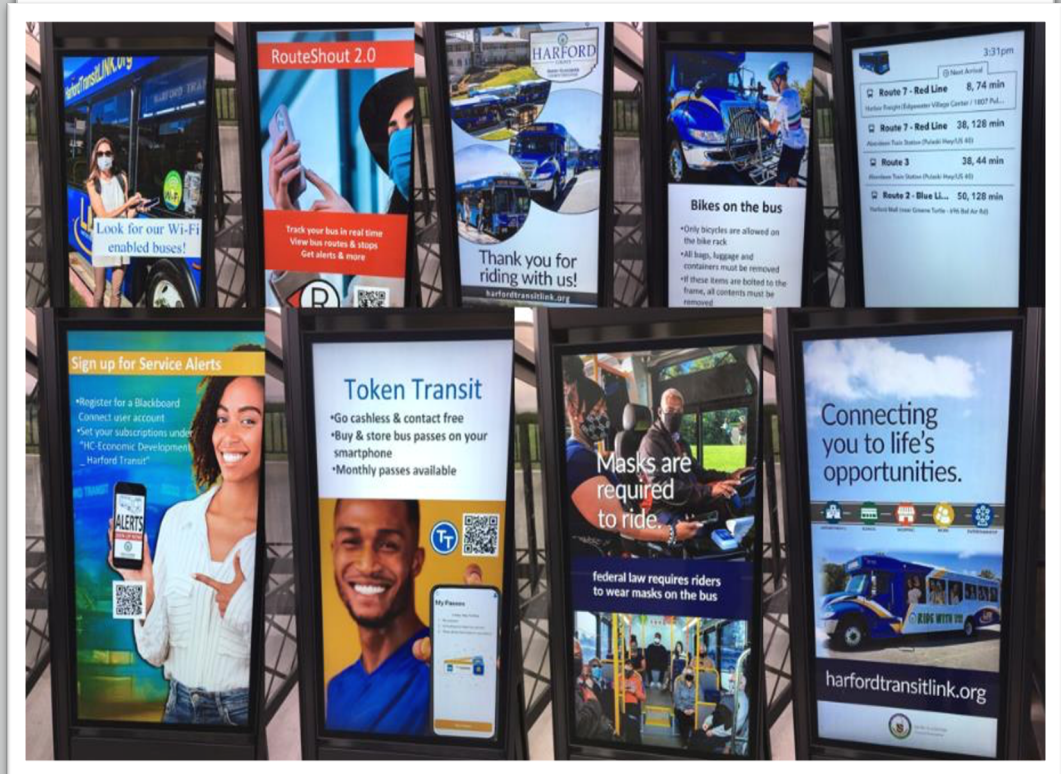


- Original plan
- Added to plan

Milestones

Community Development Block Grant (CDBG)

- Two (2) LCD electronic screens installed:
 - Aberdeen Train Station
 - Harbor Freight (Edgewater Village, Edgewood)



Milestones

Community Development Block Grant (CDBG)

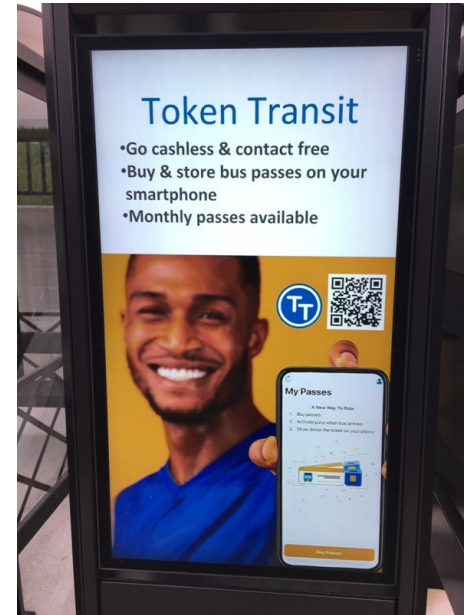
- Bus Shelters installed
 - Abingdon
 - Aberdeen
 - Bel Air
 - Edgewood



Milestones

Token Transit

- Free app.
- Buy and store bus passes on your smartphone.
- Onboard validators provide “tap and pay” capability.
- All-day, 5-day and monthly passes.
- Unlimited daily rides, no transfers needed.



Milestones

RouteShout 2.0

- Free app.
- Track your bus in real time.
- Find the closest bus stop and see arrival times.



Milestones

Free Wi-Fi

- Available on select buses, search for “Think_LINK.”



Milestones

- **Bus Procurement**
- (15) replacement buses.
- (2) 35-ft, 31-passenger buses, with three wheelchair positions.
- (8) cut-a-way, 18-passenger buses, with four wheelchair positions.
- (5) heavy-duty, 30-passenger buses, with two wheelchair positions.



Milestones

- **Improved Routematch “optimizer”**
 - Improves efficiency, increases passengers, reduces miles/hours of demand response operations.
- **Improved vehicle maintenance operations**
 - Analyzed and upgraded vendor contract to meet requirements of operational hours.
 - Upgraded contract required due to expanded hours of service operations.
- **Completed office upgrade**
- **Capital grand funded “Facility Feasibility Study”**

Awards

Harford Transit LINK
awarded Maryland's
Outstanding Transit
System of the Year by the
Transportation
Association of Maryland
for its “dynamic
modernization” and
accessible technology
upgrades.



**State of Maryland's
Outstanding Transit System of the
Year**

2014

2017

2019

2021

Outreach & Community Involvement

BusCon the Harford
Transit LINK
successful roll-out
story

TAM Presentation
on Alternative
Fuels/Compressed
Natural Gas (CNG)

TAM Statewide
Annual Rodeo

Participated in the
2019 and 2021 Bel
Air 4th of July
Parade

Annual Dump the
Pump Days

Project Homeless
Connect

Ripken Stadium
Military
Appreciation Night

Partnerships



Bus Shelter design,
engineering and build;
beautification plans

City of Aberdeen



Bus Shelter Ribbon
Cutting

Town of Bel Air



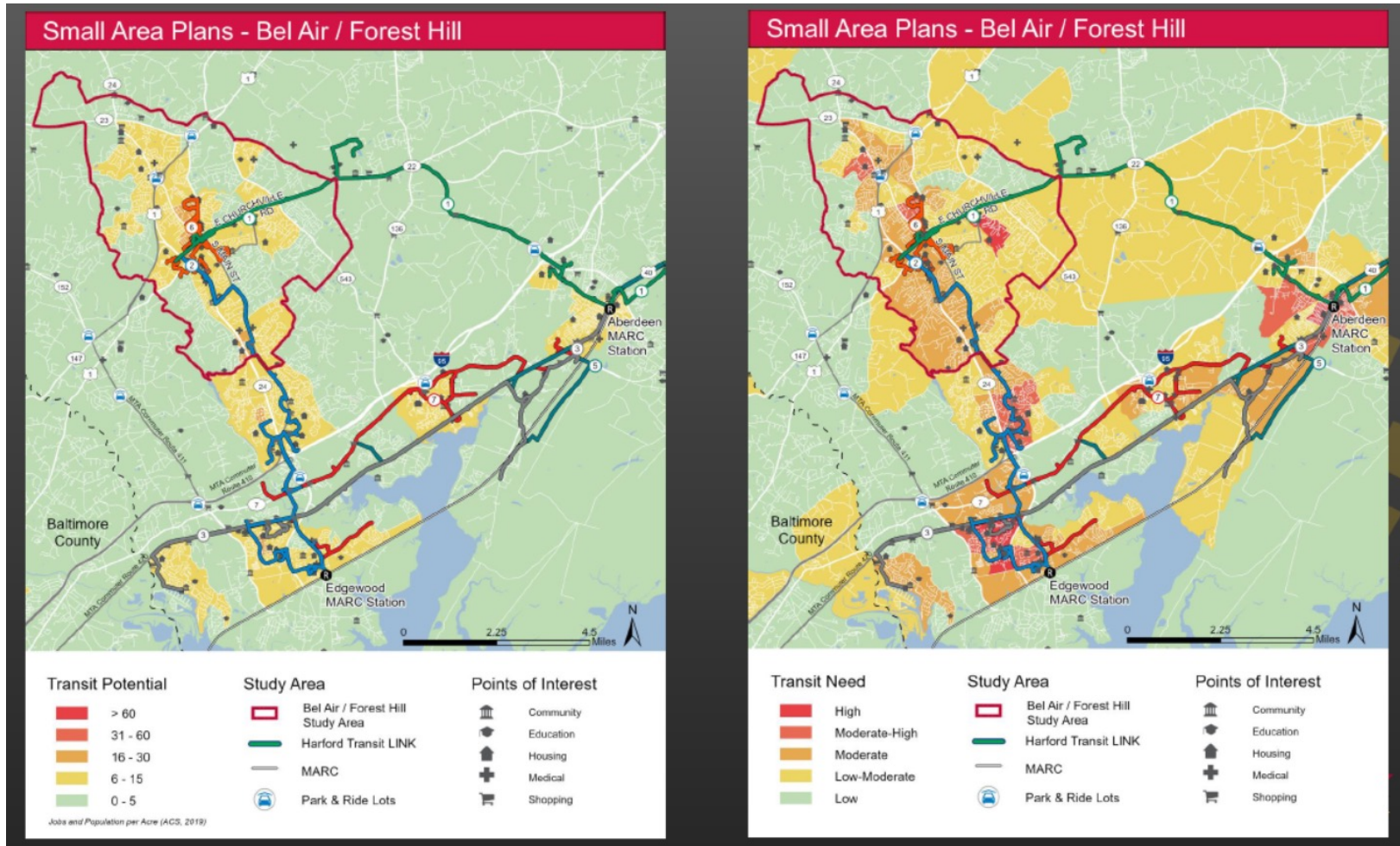
Bus Shelter Ribbon
Cutting

Edgewood

Adopt-A-Shelter Program

755 Alliance
(Edgewood)

Future planning



Small area study | potential service to the northern Bel Air & Forest Hill areas.
Virtual public meeting on March 2

FY23 Requested Funding

- ✓ We are required to hold this informational session under Federal/State grant guidelines to inform the residents of Harford County we are applying for Federal, State and Local funding for our 2023 Annual Transportation Plan submission for operating, capital and commute smart funding.
- ✓ Our 2022 approved funding sources from the above funding sources is approximately \$6.7 million operating, plus \$1.9 million capital = \$8.6 million total.
- ✓ Our 2023 Annual Transportation operating fund request will be similar, with additional capital requests for replacement equipment.
- ✓ Our 2023 Annual Transportation submission for Federal & State funds of approximately \$7.6 million operating, plus \$2.5 million capital = \$10.1 million total and will be submitted by **March 24, 2022**.
- ✓ The Harford County portion of our funding requests will follow proper county approvals prior to final approval.

FY23 Requested Funding

FY23 Budget

County

- Provides funding for identified fixed costs
- Matching Funds to secure grants

5307

- Fixed Routes
- ADA Complimentary Paratransit

SSTAP

- Demand Response
 - Seniors
 - Persons With Disabilities

Fixed Route

Funding

Need

5307
• County

Fixed
Routes

ADA & Demand Response

Funding

Need
(growing annually)

SSTAP
• County

Human
Service
Programs

5307
• County

Demand
Response

ADA
Complimentary
Paratransit

Get in touch

Communications Team

Our team of talented Communications Specialists can assist you with anything from service questions to scheduling trips.

BlackBoard Connect

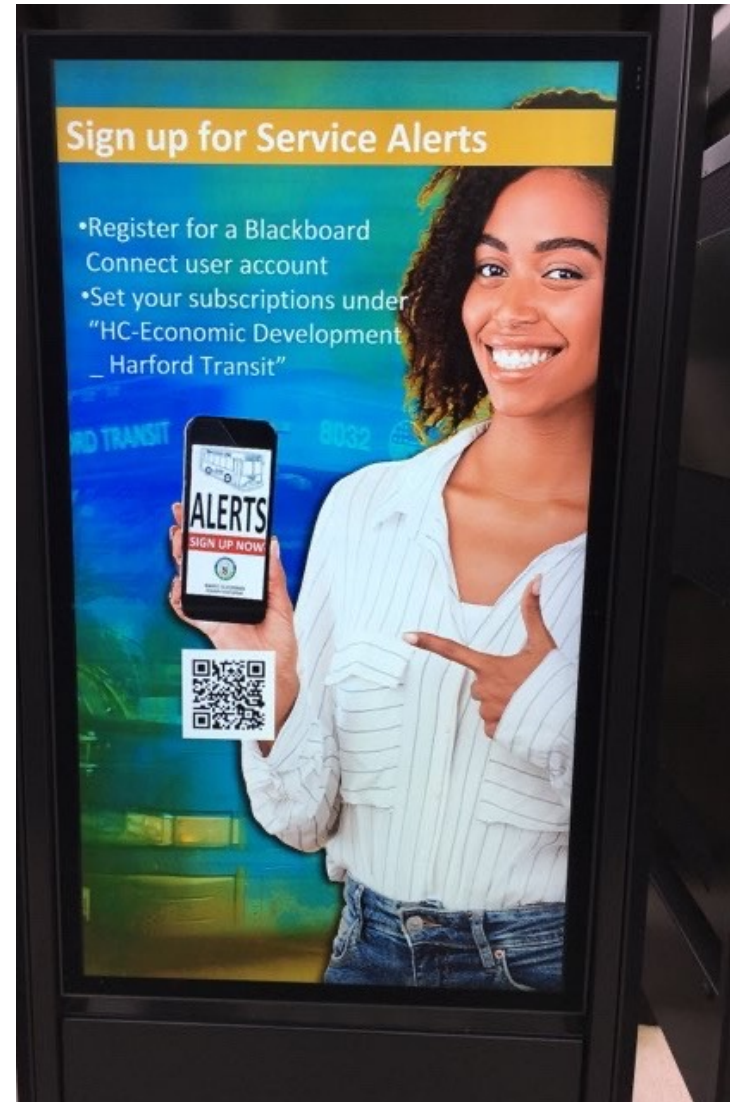
Sends text/email messages to specific riders with critical service information.

Travel Training

For individuals or groups who face difficulties in navigating the public transit system, we offer training to help riders plan their routes.

Rideshare/Commuter Connections

A designated Rideshare Coordinator is a resource to help riders who wish to secure an alternate method of work commuting. This resource also can provide information and assistance in signing up for the Guaranteed Ride Home program as well as several other programs.



Harford Commute Smart



The flyer is a vertical rectangular graphic. At the top, it features the 'HARFORD COMMUTE SMART' logo, which includes a stylized blue and green wave icon and a Facebook 'f' logo. Below the logo, the text 'FREE information sessions at your location!' is written in green, with 'location!' in italics. A horizontal line separates this from a photograph of a diverse group of seven people (four women and three men) in business attire. Below the photo is a green rectangular box containing the following text in white, all-caps: 'CARPOOLING & VANPOOLING', 'GUARANTEED RIDE HOME', 'MASS TRANSIT OPTIONS', 'EMPLOYER TAX BENEFITS', and 'CYCLING INFORMATION'. Underneath the green box is a photograph of a multi-lane highway filled with cars in traffic. The bottom section of the flyer has a blue background. It contains the text 'Contact us today.' in white, followed by the phone number '1-800-924-8646' and the email address 'rideshare@harfordcountymd.gov'. At the very bottom, it says 'Barry Glassman County Executive' next to the official seal of Harford County, Maryland.

HARFORD 
COMMUTE SMART

**FREE information
sessions at your
location!**

CARPOOLING & VANPOOLING
GUARANTEED RIDE HOME
MASS TRANSIT OPTIONS
EMPLOYER TAX BENEFITS
CYCLING INFORMATION

Contact us today.
1-800-924-8646
rideshare@harfordcountymd.gov

Barry Glassman
County Executive 

Harford Commute Smart is an MDOT/MTA funded program - part of the Baltimore Metropolitan Council, Commuter Choice Maryland, and Maryland/Washington Council of Governments region.

Anne Arundel County

Baltimore County

Harford County

Baltimore City

Carroll County

Howard County

One of **five** Rideshare Coordinators managing similar programs in the region and working to promote ridesharing, improve the environment, and reduce traffic congestion.



Ridematching Services

- Car and vanpools.
- Mass transit (Harford Transit LINK, MTA Commuter Bus, and MARC Train).
- HCS works with individuals and employers looking to change their commute.
- HCS also works with organizations to improve transit connectivity where available.

Outreach

- MAY - Clean Commute Month – Bike to Work Week, MARC Commuter Appreciation Days.
- JUNE - Dump the Pump Day.
- JULY – Harford Transit LINK Independence Day Parade.
- SEPTEMBER - Vanpool Appreciation Day and Car Free Day (Dump the Pump and Car Free Day include a service-related survey for all Harford Transit LINK riders).
- Community Outreach – Resource Fairs, Senior Expos, etc., including Transitioning Youth, Second Chance Job and Resource Fair, Mini Resource Fairs, Veteran’s Expo, and fairs and festivals, all targeting a variety of demographics.
- Coordinate with Susquehanna Workforce Network and Beacon Staffing to promote workforce transportation.

Public Comments

Reminders...

- This session is being recorded.
- Comments must be relevant to today's presentation and pertain to topic.*
- Please be prepared when your name is called; reference slide numbers if applicable.
- Start your comments with your name and address (city/town).
- You will have two (2) minutes for your comments.
- There will be no responses to your comments today.
- Questions/comments will be categorized; responses will be posted on our website (HarfordTransitLINK.org) no later than February 24, 2022.

**we will compile and address similar questions at one time*

Thank you for your time today!



Connecting YOU to Life's Opportunities!