



# HARFORD TRANSIT LINK PUBLIC HEARING

*JANUARY 25, 2023*



Robert G. Cassilly  
County Executive

Harford Transit LINK | Department of Community Services | Joseph Sliwka, Director



January 25, 2023

# Public Comments

- Comments must be relevant to today's presentation and pertain to topic.
- The public comments portion is at the end of the presentation.
- You will have two (2) minutes for your comments.
- There will be no responses to your comments today.
- Written comments can be sent to [hcts@harfordcountymd.gov](mailto:hcts@harfordcountymd.gov) and accepted until **Friday, February 3, 2023**.
- Questions/comments will be categorized; responses will be posted on our website (HarfordTransitLINK.org) **no later than February 17, 2023**.

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

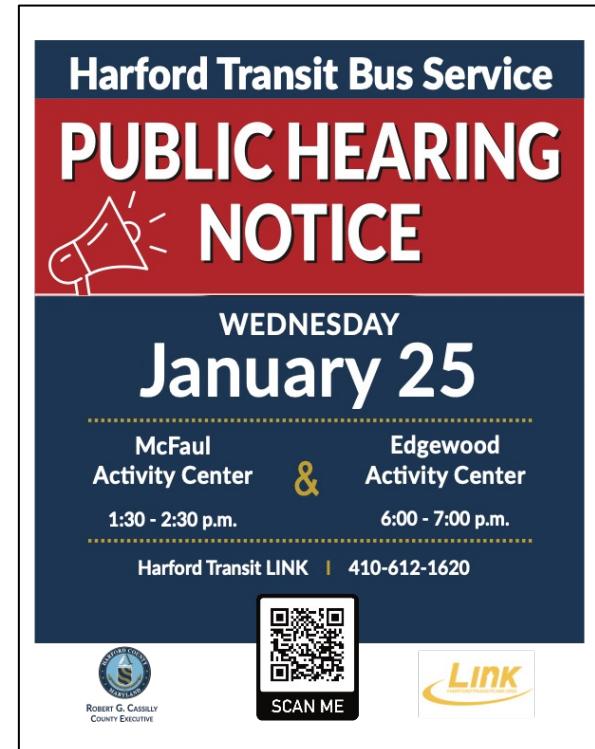
# Public Hearing Announcements

## Aegis bi-weekly newspaper

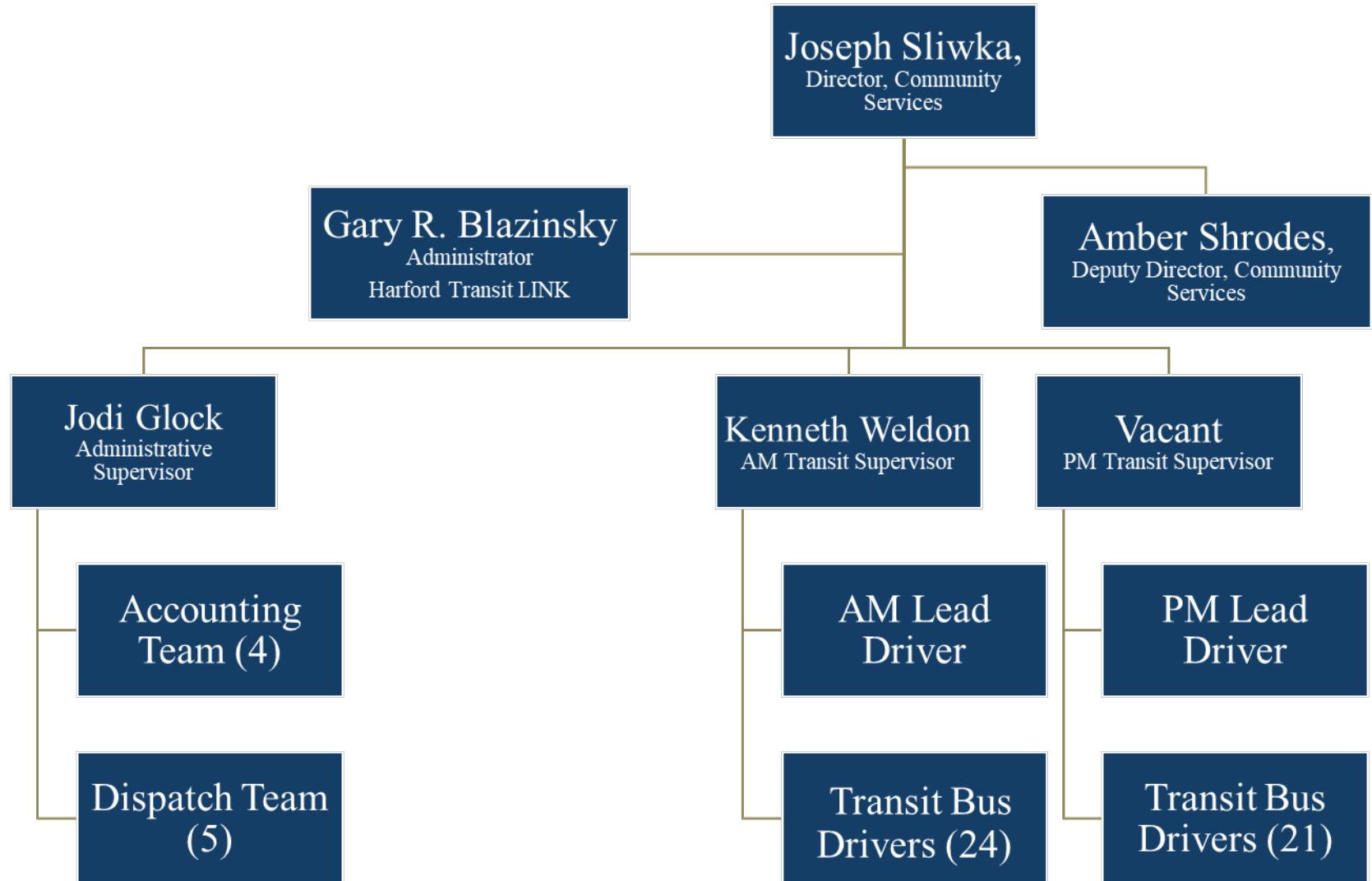
- December 21, 23 - 2022

## Harford County

- Office of Community and Governmental Relations
- Harford Transit LINK - Buses, website, and calendar
- Harford Transit LINK - CTY System – January 11 & 18
- Facebook postings
- Bus Shelters & Electronic Displays (Aberdeen/Edgewood)



# Department Overview



1973

2001

2019



Harford County Government begins transportation service through the Office on Aging.

Grand opening of Harford Transit's new home at 1311 Abingdon Road.

Successful completion of TDP, restructuring of all routes. FY19 projected 440,000 riders prior to pandemic.

# RIDERSHIP

**FY10** 299,518

**FY19** 358,499 |  22%

**FY21** 118,577 (*impacted by COVID*)

**FY22** 260,195 |  74% (*post COVID*)

**FY23 Projected:** 325,000 |  20%

As Harford Transit LINK continues to service Harford County & beyond, ridership data will improve from its pandemic numbers.

## MILEAGE

FY2010 to FY2019 Increases:

- 15%

FY21 to FY22 Increases:

- 29%

FY22 to FY23 Projected Increases:

- .75%



## TECH UPGRADES



Free electronic ticketing app (Token Transit) allows ticket purchases via smartphones and paperless tickets to board, as well as a Send-A-Pass option to buy and send bus passes to another user. Free RouteShout 2.0 app allows you to track a bus in real-time.

## SAFETY MEASURES



Ongoing CURIS sanitization of fleet and facilities, development and installation of driver barriers, availability of PPE and cleaning supplies for all buses.

## FLEET UPGRADES



New onboard security surveillance cameras, upgraded 4G software, improved GPS tracking, stop announcements, and passenger counters. Free Wi-Fi enabled on select buses.

## IMPROVED SERVICE



Extended weekday hours, added bus stops at high volume “flag stops”, increased buses on routes, consolidated routes to decrease the need for transfers.

# Operations & Fixed Route Service

## C U R R E N T



7 fixed bus routes, 12 buses



10-14 demand response buses, M-F



Weekday hours  
5 a.m. - 9 p.m.



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

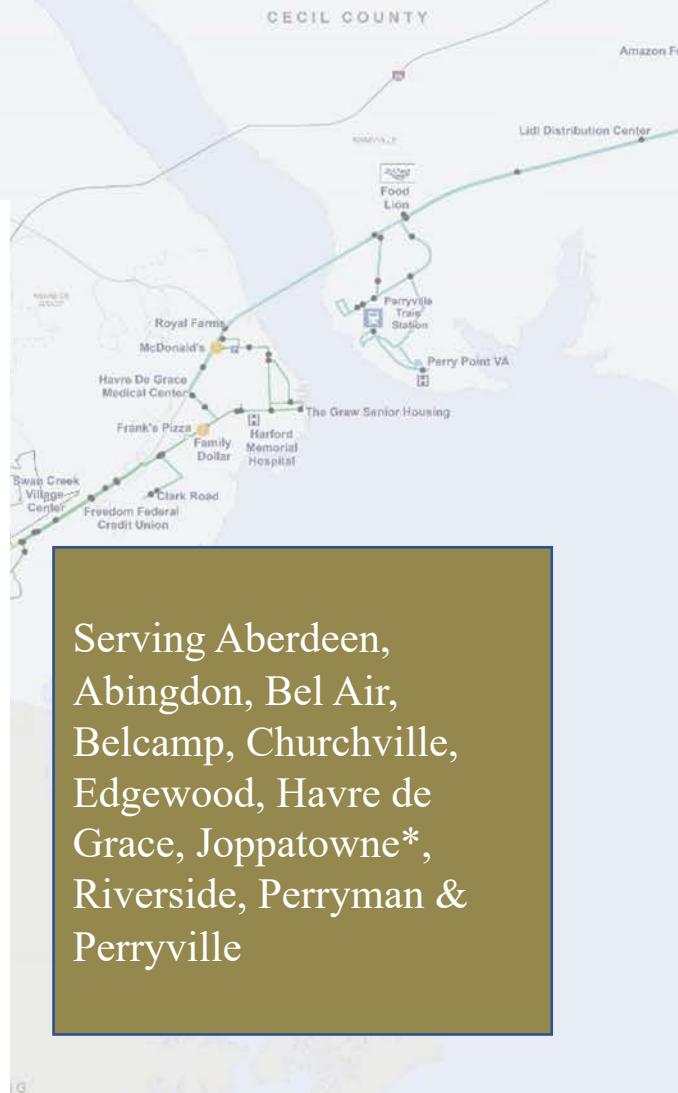


2-bay bus maintenance shop and  
bus wash



60 employees

*\*Route 1 currently  
servicing route with 2  
buses v. 3*



# Fixed Routes



## Route 1 – Green Line (HdG, Aberdeen, Bel Air) – 3 buses (currently servicing w/ 2 buses)

Destinations include employment, housing, community services, medical, Harford Community College and Aberdeen Train Station (Amtrak & MARC Train service).



## Route 2 – Blue Line (Bel Air, Abingdon, Edgewood) – 2 buses

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).



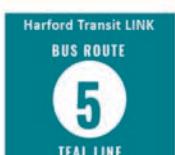
## Route 3 – Silver Line (Aberdeen, Edgewood, Joppatowne) – 2 buses

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 (Aberdeen Circulator) – 1 bus

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



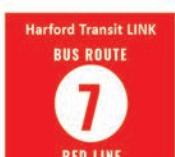
## Route 5 – Teal Line (Aberdeen, Perryville, HdG, Perryman) – 1 bus

Connects riders 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 (Bel Air Circulator) – 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 (Aberdeen, Riverside, Edgewood) – 2 buses

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.<sup>9</sup>

# 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.
- *Application available at [www.harfordtransitlink.org](http://www.harfordtransitlink.org).*

August 25, 2023



# Fares – Riding our Fixed Route System



## 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.



## 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.



## 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.

# Route Improvements

- 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.
- Transfers can only be utilized at bus stops with a “T” emblem.
- Utilizing Harford Transit All Day passes via Token Transit can be used anytime, at any stop.

## HARFORD TRANSIT LINK BUS TRANSFERS

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

**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

**BEL AIR:**

- Harford Mall
- Mary Ristau District Courts

**EDGEWOOD:**

- Edgewater Village Shopping Ctr
- Walgreens US40

**HAVRE DE GRACE:**

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

**PERRYMAN:**

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

**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.

   *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](http://harfordtransitlink.org) or with your driver.

 Robert G. Cassilly  
County Executive

HARFORD TRANSIT LINK  
410-612-1620, option 2  
[www.harfordtransitlink.org](http://www.harfordtransitlink.org)  
[hcts@harfordcountymd.gov](mailto:hcts@harfordcountymd.gov)



# Route Improvements

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

# Route Improvements

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





# HARFORD COUNTY

Robert G. Cassilly, County Executive

GOVERNMENT

PUBLIC SAFETY

DOING BUSINESS

LIVING HERE

HOW DO I.



Bus Routes

Demand Response/ADA Paratransit

Demand Response/ADA Frequently Asked Questions

About: Reduced Fare

Token Transit

RouteShout

Policy Manuals

Ride Guides

Forms

Home > Government > Departments > Community Services > Transportation > Harford Transit LINK

## Harford Transit LINK

**CDL DRIVERS WANTED**

**YEAR-ROUND EMPLOYMENT | HOME EVERY NIGHT**

up to \$26K for health coverage • 11% retirement contribution • \$7k Retirement Health Savings contribution

STARTING AT

**\$19.45/HR**

+ great benefits

**Apply today!**

Robert G. Cassilly  
County Executive



- New bus stop on the Route 1 Green Line at Upper Chesapeake/Aberdeen, effective 12/19. *Modified schedule still in effect.* [View the modified Route 1 Schedule.](#)
- Harford Transit LINK to hold two public hearings on Wednesday, January 25, 2023. [Learn more.](#)

**Contact Us**

**Harford County Transit**

[Email](#)

**Physical Address**

1311 Abingdon Road  
Abingdon, MD 21009

Phone: 410-612-1620  
Fax: 410-612-1745

**Hours**

Monday - Friday  
4 a.m. - 9 p.m.

[\(except holidays\)](#)

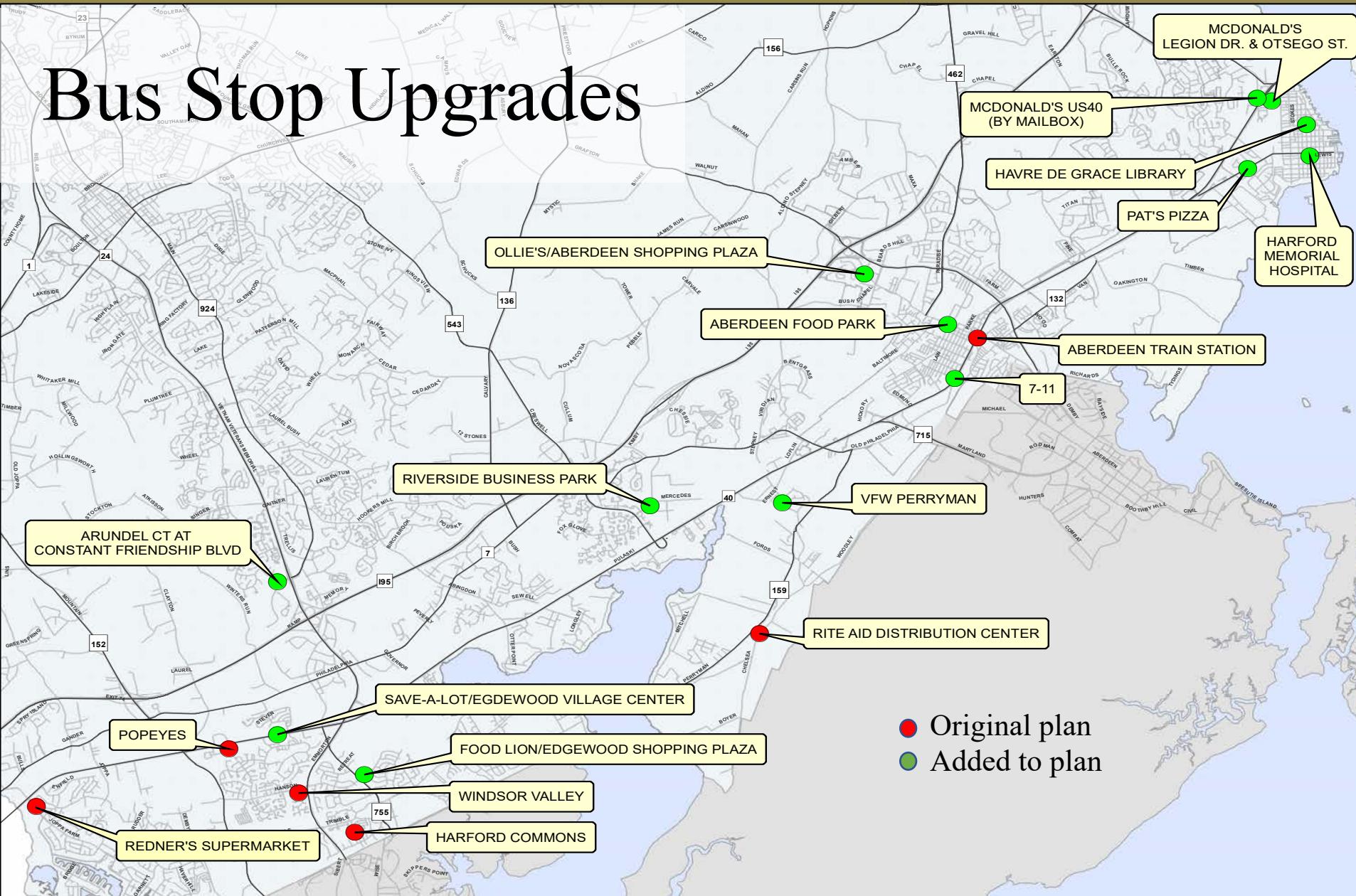
[Directory](#)

Go Cashless

# www.harfordtransitlink.org

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

# Bus Stop Upgrades



- Original plan
- Added to plan

Sixteen (16) locations selected and met funding criteria for future bus stop upgrades with shelters.

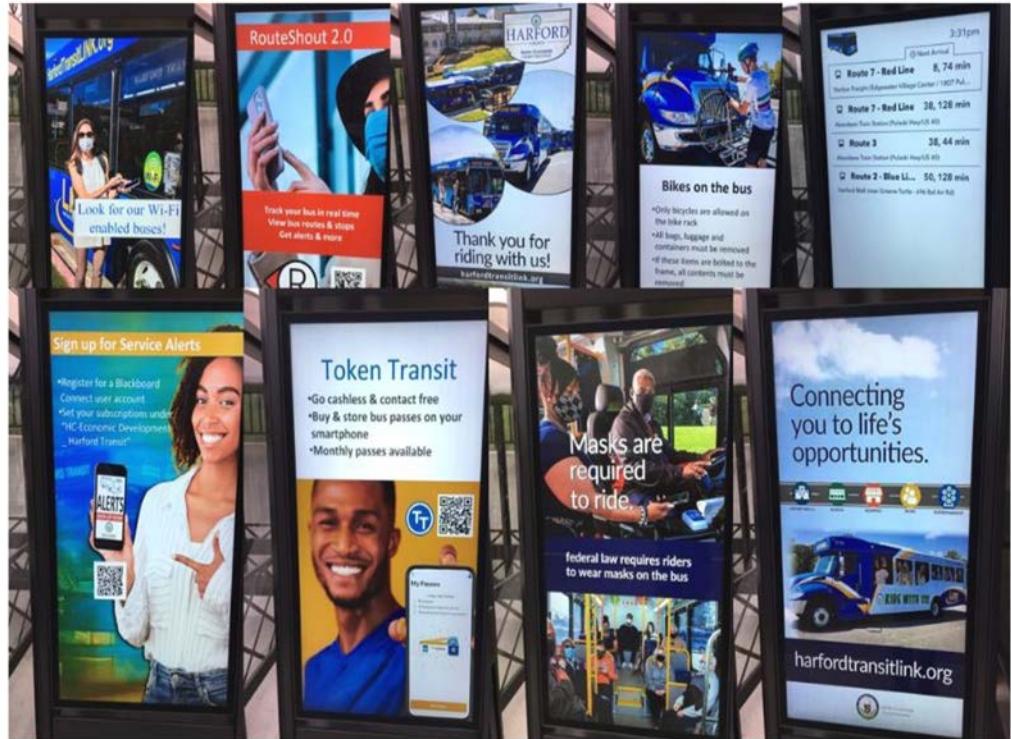
January 25, 2023

# Milestones

## Transit rider service upgrades

Two (2) digital displays installed:

- Aberdeen Train Station
- Harbor Freight (Edgewater Village, Edgewood)



# Milestones

## Bus Shelters completed

- Aberdeen (Train Station)
- Aberdeen (Walmart)
- Aberdeen (Boys & Girls Club)
- Abingdon (Emmorton & Holly Wreath)
- Abingdon (Park and Ride — *new — operated by MDOT*)
- Abingdon (Target/Walmart)
- Bel Air (State Office Building)
- Edgewood (Route 40 Harbor Freight)



# 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.
- Hop on/hop off anytime, at any stop.



*Bulk pass options available for organizations to purchase and assign to clients*



# Milestones



## RouteShout 2.0

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

RouteShout

Move map so that the red dot is on your current location. Click 'Proceed' to see a list of nearby stops.

► Proceed

Location of rider

Closest stop to rider

Abingdon Liquor  
7-Eleven  
McComas Family Funeral Homes  
Harford Transit  
Cokesbury Rd  
Abingdon Rd  
Cokesbury Rd  
Cokesbury Rd

Google  
January 25, 2023

Keyboard shortcuts Map data ©2023 Terms of Use

20

# 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.
- **Capital grant funded “Facility Feasibility Study”** completed and required public hearings & NEPA studies for upgraded Transit Operations Center conducted.



**CNG-powered fleet transition & infrastructure upgrades:** *under review*

**Funding 100% secured:** *federal, state, and local*

**Fueling infrastructure:** *if costs higher than anticipated, will apply for 5339 grant funding in February / Trillium in Aberdeen to be used in interim*

## \$1.5M FEDERAL AWARD



Harford Transit Link is the only local transit system in Maryland to be awarded this funding.

The grant will pay for four Compressed Natural Gas (CNG) clean energy buses, and for further facility upgrades. Additional funding will upgrade the maintenance facility, train associates, provide tools to maintenance, and build the fueling infrastructure to support this clean fuels initiative.

*Since 2018, Harford TRANSIT LINK has been awarded multiple awards in discretionary grant funding for training, tools, and fleet and facility upgrades.*

# ACCOLADES

## OUTSTANDING TRANSIT SYSTEM 2021, 2019, 2017

Transportation Association of Maryland

## OUTSTANDING MARKETING PROGRAM 2022

Transportation Association of Maryland

## UNSUNG TRANSIT HERO *Jodi Glock* 2022

Transportation Association of Maryland

## COMMUNITY TRANSPORTATION MANAGER - 2021 *Gary Blazinsky*

Community Transportation Association of America

## COVID-19 INNOVATION *Jodi Glock* 2020

Transportation Association of Maryland

## FOUR-TIME ROADEO CHAMPION *Dave Hall*

Transportation Association of Maryland

As Treasurer on the Executive Board for TAM, Jodi continues to advocate for sustainability in rural transit services. She led the efforts to increase Statewide Specialized Transportation Assistance funding, providing testimony to the Maryland Legislative Assembly and meeting Governor Hogan who signed HB838 into law in 2022

Route overhaul in 2019 resulted in a 20% increase in ridership, a 33% reduction in wait time, and a 70% decrease in phone traffic to LINK. As President of TAM, Gary led incredible growth at the Transportation Association of Maryland, Increasing key metrics by 100% including a 100% increase in the reserve account.

# Outreach & Community Involvement

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BusCon

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

TAM Statewide  
Annual Roadeo

Community  
Parades

Annual Dump the  
Pump Days

Project Homeless  
Connect

Ripken Stadium  
Military  
Appreciation  
Nights

Attend community  
meetings

Attend county-wide  
job fairs

# Partnerships



Bus Shelter design,  
engineering and build;  
beautification plans

City of Aberdeen



Bus Shelter Ribbon  
Cutting

Town of Bel Air



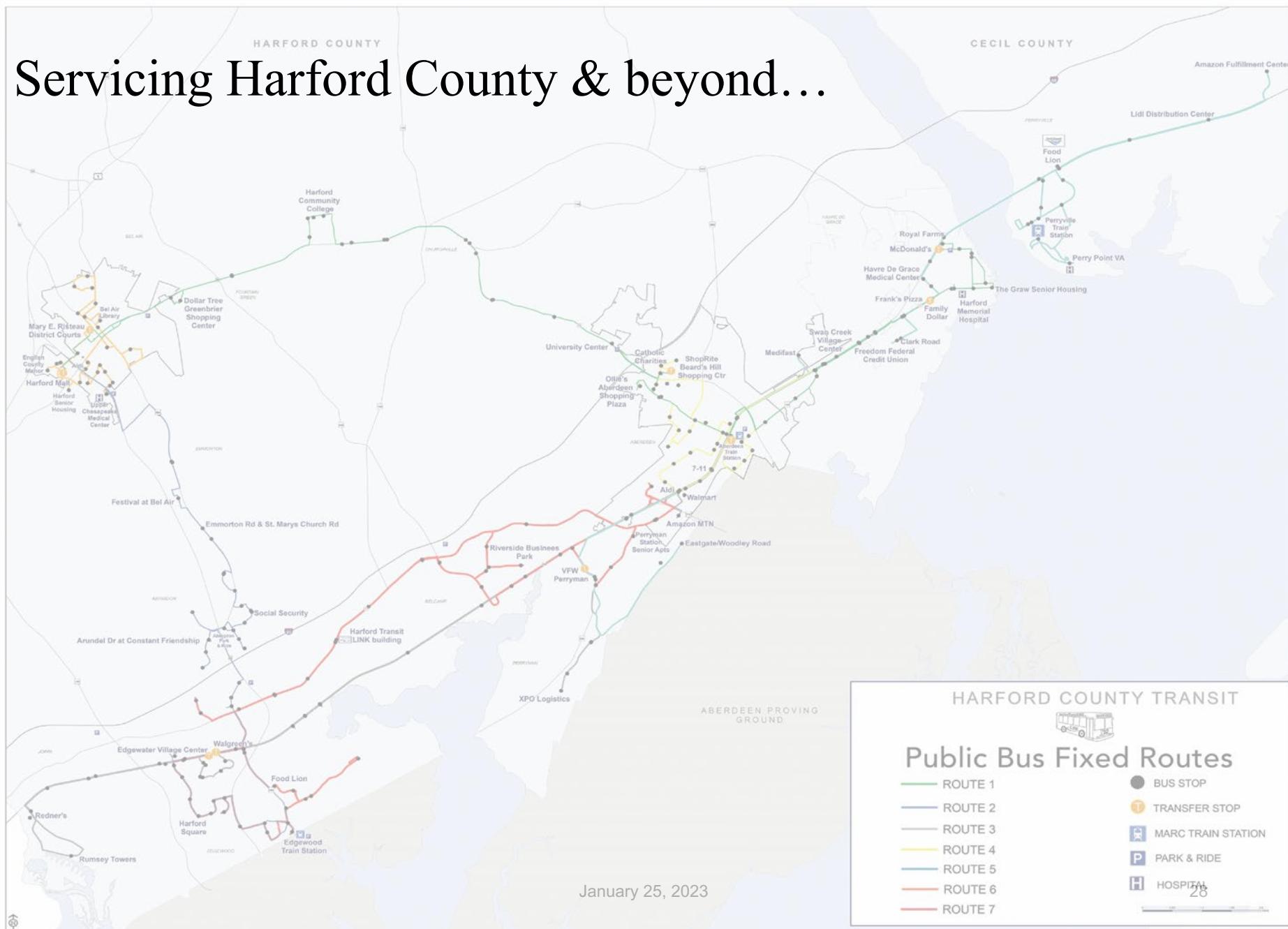
Bus Shelter Ribbon  
Cutting

Edgewood

Adopt-A-Shelter Program

755 Alliance  
(Edgewood)

# Servicing Harford County & beyond...



## HARFORD COUNTY TRANSIT

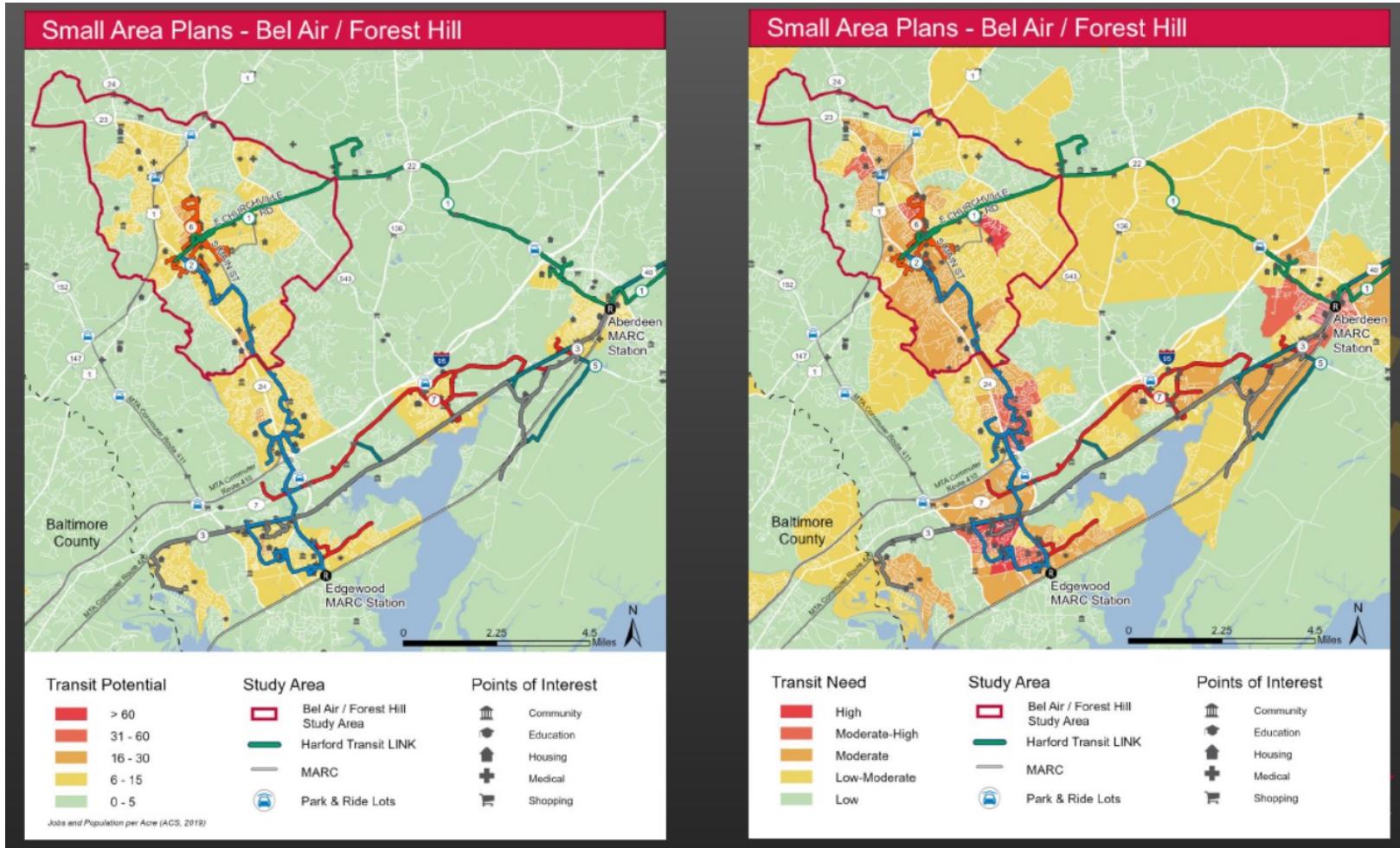


### Public Bus Fixed Routes

- BUS STOP
  - TRANSFER STOP
  - MARC TRAIN STATION
  - PARK & RIDE
  - HOSPITAL
- ROUTE 1  
ROUTE 2  
ROUTE 3  
ROUTE 4  
ROUTE 5  
ROUTE 6  
ROUTE 7

January 25, 2023

# Future planning



- Small area study | potential service to the northern Bel Air & Forest Hill areas
- 5-Year Transit Development Plan

# FY23 Secured 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 Annual Transportation Plan submission for operating, capital and commute smart funding.*

- Our FY2023 Annual Transportation submission for Federal & State funds of approximately \$7.6 million operating, plus \$2.5 million capital = \$10.1 million total was submitted in March 2022.
- Our FY2023 approved funding is approximately \$6.7 million in operating, plus \$1.9 million capital = **\$8.6 million total.**

# FY24 Requested Funding/Budget

- *Our FY2024 Annual Transportation operating funding request will be like our FY2023 funding requests, with additional capital requests for replacement equipment.*
- Our FY2024 proposed operating budget is \$8.4 million and proposed capital is \$1 million; for a total of **\$9.4 million** in anticipated operating and capital expenses.

# FY24 Requested Funding

## FY23 Budget

### 5307

- Fixed Routes
- ADA Complimentary Paratransit

### SSTAP

- Demand Response
  - Seniors
  - Persons With Disabilities

### County

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

## Fixed Route

Funding

Need

5307  
• County

Fixed  
Routes

## ADA & Demand Response

Funding

Need  
(growing annually)

SSTAP  
• County

5307  
• County

Human  
Service  
Programs

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

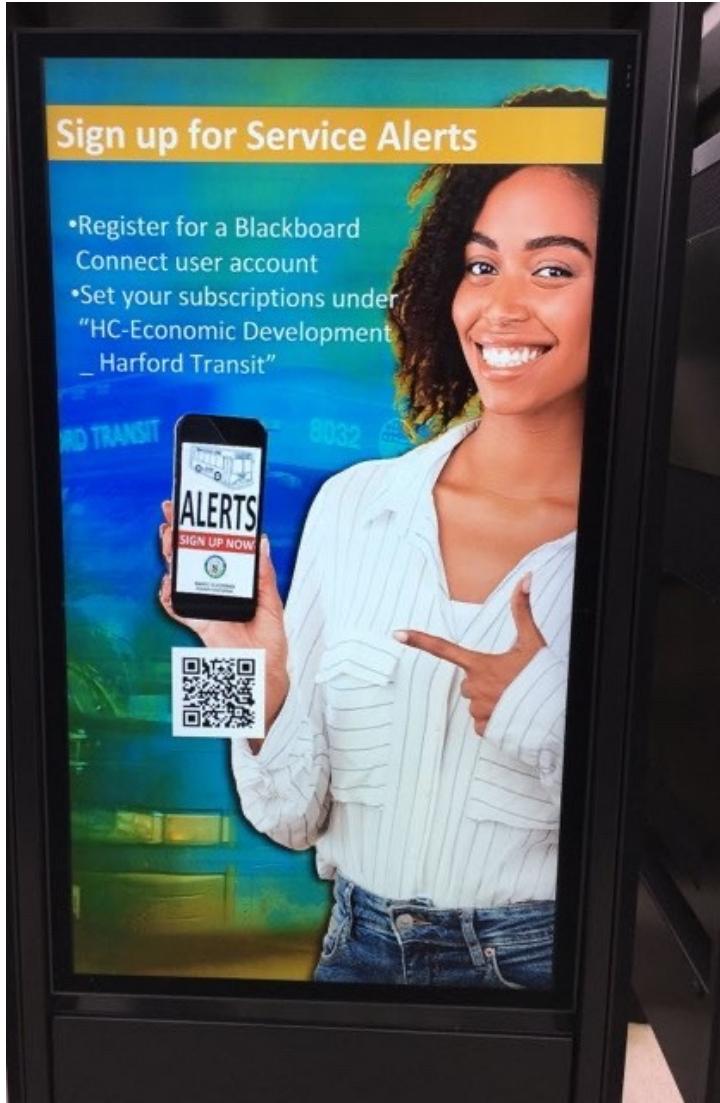
Sends text/email messages to specific riders with critical service information.

## 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

TRANSPORTATION OPTIONS & COMMUTER INFORMATION



Robert G. Cassilly  
County Executive

REDUCE POLLUTION  
MEET NEW PEOPLE  
EASE TRAFFIC CONGESTION  
LOWER YOUR STRESS

800.924.8646 or [rideshare@harfordcountymd.gov](mailto:rideshare@harfordcountymd.gov)

**Harford Commute Smart**  
[harfordcountymd.gov/commuter](http://harfordcountymd.gov/commuter)

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.
- 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.



*Save the Dates*

- Bike to Work Week | May 15-21
- Dump the Pump Day | June 15
- Car Free Day | September 22

**Ryan Kivinski | Rideshare Coordinator**  
410-816-8992 (cell) | 410-612-1620 x7474 (office)  
[rdkivinski@harfordcountymd.gov](mailto:rdkivinski@harfordcountymd.gov)

# *Public Comments*



# Public Comments

- Comments must be relevant to today's presentation and pertain to topic.
- We will call participants to speak in the order they signed the request to speak list.
- Please give your name, street address and city prior to your questions.
- You will have two (2) minutes for your comments.
- There will be no responses to your comments today.
- Written comments can be sent to [hcts@harfordcountymd.gov](mailto:hcts@harfordcountymd.gov) and accepted until **Friday, February 3, 2023.**
- Questions/comments will be categorized; responses will be posted on our website (HarfordTransitLINK.org) **no later than. . .**

**February 17, 2023.**

# contact

## **Gary Blazinsky**

Administrator, Harford Transit LINK



[grblazinsky@harfordcountymd.gov](mailto:grblazinsky@harfordcountymd.gov)



410-612-1620 x7475

## **Jodi Glock**

Administrative Supervisor, Harford Transit LINK



[jmglock@harfordcountymd.gov](mailto:jmglock@harfordcountymd.gov)



410-612-1620 x7473



*Thank you for your time.*

# Harford Transit **LINK**



*Connecting you in Harford County & beyond!*

**HarfordTransitLINK.org**

ROBERT G. CASSILLY  
County Executive

