

# Maryland Coordinated Public Transit- Human Services Transportation Plans

## Lower Eastern Shore Region

*Somerset, Wicomico, and Worcester Counties*



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*Prepared for*  
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# Chapter 1: Background

## INTRODUCTION

The Fixing America's Surface Transportation (FAST) Act serves as the authorizing legislation for funding through the Federal Transit Administration (FTA). One FTA grant program is the Enhanced Mobility of Seniors and Individuals with Disabilities Program, better known as Section 5310. One of the requirements of the Section 5310 Program is that projects selected for funding must be "included in a locally developed, coordinated public transit-human services transportation plan."

In response to this requirement the Maryland Department of Transportation Maryland Transit Administration's (MDOT 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 Lower Eastern Shore Region that includes Somerset, Wicomico, and Worcester Counties. This plan builds upon an initial version produced in 2007, and subsequently updated in 2010 and 2015. 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 transportation plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact. Therefore, 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. Overall this

## Plan Contents

**Chapter 1** (this chapter) provides information on the Section 5310 Program and the planning requirements.

**Chapter 2** discusses the outreach process and the involvement of regional stakeholders in the planning process.

**Chapter 3** provides a review of recent plans and studies in the region that are relevant to the planning process.

**Chapter 4** provides an assessment of the transportation needs in the region based on input from key stakeholders.

**Chapter 5** provides an assessment of transportation needs in the region through a demographic analysis.

**Chapter 6** provides an inventory of current transportation services in the region.

**Chapter 7** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.

**Chapter 8** discusses proposed on-going arrangements in the region to continue the momentum from the planning process.

**Chapter 9** provides the process for approval of this coordinated transportation plan.

**Chapter 10** provides various resources referenced throughout this plan or helpful with efforts to improve mobility in the region.

Coordinated Transportation Plan is designed to serve as a blueprint for future discussions and efforts in the region to improve mobility, especially for older adults, people with disabilities, veterans, people with lower incomes and young people with limited access to transportation.

## **SECTION 5310 PROGRAM**

The Section 5310 Program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility by removing barriers to transportation service and expanding transportation mobility options. In Maryland, MDOT MTA has been designated by the Governor to receive these funds, administer the program, and conduct a competitive application process.

The objectives of the Section 5310 Program in Maryland are to:

- Maximize the use of funds available to the State of Maryland;
- Distribute funds in an equitable and effective manner;
- Promote and encourage applications from a broad spectrum of interested agencies;
- Establish criteria for evaluating applications for program funds;
- Provide technical assistance to organizations through workshops and administrative assistance; and
- Coordinate Maryland's efforts to provide quality human services transportation services by working with appropriate Federal, State and local agencies, transit customers and transportation providers to develop a cooperative, coordinated, and human services transportation system.

Additional information on the Section 5310 Program is provided in the Resources Section of this plan.

## **COORDINATED TRANSPORTATION PLANNING REQUIREMENTS**

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 also included in the Resources Section.



# Chapter 2: Outreach and Planning Process

## INTRODUCTION

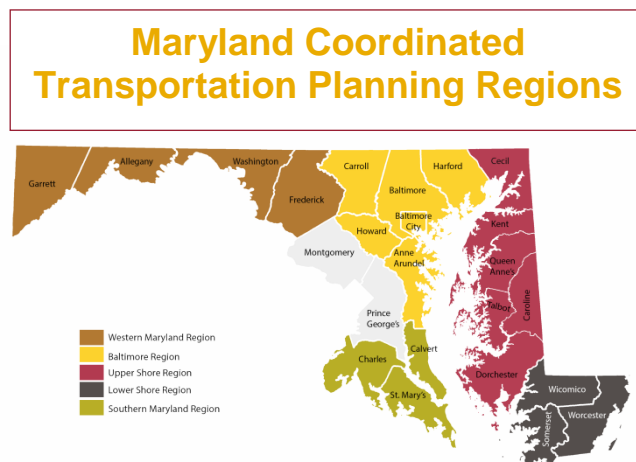
FTA guidance notes that states and communities may approach the development of a coordinated plan in different ways. This guidance also provides recommendations on the on the stakeholders, groups, and organizations that should be invited to participate in the coordinated planning process.

MDOT MTA, in conjunction with regional planning agencies and the KFH Group, led a broad approach that incorporated the federal guidelines. This effort also built upon previous coordinated transportation planning activities to ensure the involvement of a diverse group of stakeholders in the planning process.

## REGIONAL WORKSHOPS

The primary outreach process for updating the regional coordinated transportation plans involved regional workshops that offered the opportunity to engage a variety of stakeholders, confirm transportation needs, and discuss potential strategies, projects, and services to improve regional mobility. With assistance from regional planning agencies, five workshops were scheduled across Maryland.

Recognizing that some stakeholders would have interest in multiple workshops, the marketing for the workshops was conducted through a statewide outreach effort that highlighted the workshop in the Lower Eastern Shore and those in the other four regions. A statewide invitation list was developed that included various agencies and organizations familiar with transportation issues, especially in regard to older adults and people with disabilities. Collectively the invitation list was distributed to 625 stakeholders, who were also encouraged to share the invitation through their contact lists to help ensure an even broader outreach effort. In addition, press releases and flyers specific to each region were distributed to increase awareness of workshops.



Overall, the following stakeholder groups and organizations were included in outreach efforts.

- 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
- 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
- Local, state, and federal elected officials

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

On July 31st, 2019, MDOT MTA, Shore Transit, and the KFH Group hosted a regional workshop to engage a variety of organizations at the local level that are aware of transportation issues, especially in regard to people with disabilities, older adults, and people with lower incomes. The Lower Eastern Shore Coordinated Transportation Planning Workshop attracted 21 participants, including representatives from the following agencies and organizations:

- BEACON at Salisbury University
- Dove Point
- Go-Getters Inc.
- Lower Shore Clinic
- MAC Inc.
- Office of Governor Larry Hogan
- Office of US Senator Ben Cardin
- Office of US Senator Chris Van Hollen
- Salisbury/Wicomico MPO
- Shore Transit
- Somerset County Commission on Aging
- Somerset County Health Department
- Somerset County Local Management Board
- Wicomico County DES
- Worcester County Commission on Aging



The workshop began with a discussion of the federal coordinated transportation planning requirements, the State's approach to meeting these requirements, and a review of the Section 5310 Program.

Workshop participants then broke into breakout groups to discuss unmet transportation needs in the region. Using the needs assessment included in the 2015 version of this plan, stakeholders updated transportation needs from a regional perspective to better reflect current conditions. Subsequently the revised needs assessment was discussed with the full group to allow for additional input. The results of the overall input process are reflected in the unmet transportation needs included in Chapter 4 of this plan.

In their breakout groups workshop participants also discussed current transportation resources in the region, providing input on an inventory updated from the 2015 plan. They then provided important feedback and ideas on strategies and services to better assess current needs.



### WORKSHOP FOLLOW-UP

As a follow-up to the regional workshop, participants were provided a preliminary list of strategies based on the updated needs assessment. Through the use of a survey, participants were asked to prioritize the list of strategies that were discussed at the original workshop. Each person had the ability to rate each strategy as a high, medium, or low priority. The results of this survey are reflected in the potential strategies highlighted in Chapter 7 of this plan.

### MARYLAND COORDINATED COMMUNITY TRANSPORTATION WEBSITE

As in coordinated transportation planning efforts in 2010 and 2015, the outreach effort included the use of the “Maryland Coordinated Transportation Planning” website – <http://www.kfhgroup.com/marylandcoordinatedplans/>. This website included regional pages that provided access to previous Coordinated Transportation Plans for each of the five regions, highlighted the regional workshops, and were used for posting draft versions of the updated plans. The website also offered a “Feedback” page for stakeholders unable to attend a workshop through which they could provide their input on transportation needs and potentials improvements.



# Chapter 3: Previous Plans and Studies

## INTRODUCTION

As part of the overall needs assessment this section provides a review of recent plans in the region relating to transportation. A primary component of this review is transit development plans 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. MDOT MTA requires that the LOTS, as a recipient of grant funding, conduct a TDP 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 relevant information from other studies and plans conducted in the past ten years, noting issues that impact transportation and mobility in the region.

## TRANSIT DEVELOPMENT PLANS

### Town of Ocean City Transportation Department

The Ocean City TDP was completed in November, 2014. This five-year plan notes that the Town of Ocean City Transportation Department (OCT) is unique in Maryland in that the geography of its service area constrains routing, and the extreme fluctuation of visitor population drives service demand. Both geography and the traffic congestion, a result of visitor influx, further constrain operating speeds during the peak season. Therefore, the TDP states that service expansions are constrained by funding, vehicle fleet size, and the very real challenges in recruiting 150 part-time drivers on an annual basis. For these reasons, the focus of the recommendations in the plan were on streamlining operations and improving service information from the customer's standpoint.

The recommended projects included in the Ocean City TDP were derived through detailed analysis of existing community transportation services, rider and non-rider community input, a transit needs analysis, alternatives analysis, and committee discussion. For the five-year plan the TDP focuses on maintaining the high service levels and current coverage of OCT, while adding significantly to the infrastructure that supports it. This infrastructure includes a significant vehicle replacement plan, new on-board security to maintain safety and reduce the risk to the Town, a new fare collection system to safeguard the significant revenue collection that supports the system, a new real-time bus information system to allow customers to know when they can expect a bus, and a new data collection system to provide for improved reporting.

The TDP notes that in the long run the transit system and the bus lanes that it uses represent a key element that supports the continued growth of Ocean City. With capacity of the Coastal highway fixed, substantial additional density can only be accommodated by increasing passenger throughput, and that implies maximizing the use of the bus lanes. In the long run, more capital may well be

needed to manage these lanes to maximize bus ridership, as this system in effect becomes a bus rapid transit system. The development of the technology infrastructure and facilities called for in this TDP are building blocks toward that eventual development.

## **Shore Transit**

The Shore Transit Development Plan was completed in April 2016. Shore Transit is the designated public transportation provider for Somerset, Wicomico, and Worcester County. Shore Transit includes in its mission statement: “To provide safe, reliable, friendly, and efficient community transportation services”. The TDP summarizes existing services including regional and local fixed routes, ADA complementary paratransit (Shore Access), and demand-response service (Shore Ride). In addition, the TDP summarizes the current fleet, technology, facilities, funding sources, fare policy, ridership by stop and analyzes route level performance.

The Shore Transit TDP includes the history and current state of the transit system, a summary of previous transit and transportation studies, identification of transportation needs and issues, and a program of recommended improvements for the five-year planning horizon. The plan also includes the companion capital and operating budgets to support the program of improvements and a capital replacement plan. Appropriate information was added to the final version of the Lower Eastern Shore Coordinated Transportation Plan.

## **COMPREHENSIVE PLANS**

### **City of Salisbury Comprehensive Plan (2010)**

The City of Salisbury’s Comprehensive Plan, adopted in 2010, encouraged future development that “reinforces Salisbury’s historic and architectural influences while at the same time providing significant changes that will improve the livability of residents.” Under the transportation section of the plan, the city encouraged the use of public transportation and other forms of motorized and non-motorized transportation to reduce motor vehicle use and traffic congestion, while also promoting the “establishment of an intermodal transportation hub to serve as a consolidated regional transfer center for passengers using the airport, local/regional bus service, rental cars, and carpooling.”

The plan called for the following public transit related implementation strategies:

- Coordinate with the Salisbury/Wicomico MPO, Shore Transit, and the Airport Commission to conduct a study for the purpose of identifying potential sites to locate an intermodal transportation hub to support the economic, employment and transportation goals of the city and the region
- Coordinate with Shore Transit and the Maryland Transit Administration to expand and enhance the existing public transportation system and to increase connectivity within the City of Salisbury.



- Encourage the provision of bike racks on all transit buses

The future land use section of the plan advocates for infill development along U.S. Route 13 and U.S. Route 50 while outward development will be directed to the north and south of the city.

### **Wicomico County Comprehensive Plan (2017)**

The Wicomico County Comprehensive Plan was adopted on March 21, 2017. The previous comprehensive plan was adopted in 2014. The plan's goals include focusing continued economic development within the Metro Core and designated growth areas, preserving and enhancing sensitive areas and the natural environment of the County, and ensuring the viability of the agricultural economy. Concerning transportation, the plan envisions a "transportation network that is pedestrian-friendly and less car dependent within designated growth areas, which will reduce traffic congestion and air pollution from vehicle emissions" while also serving the county's role as a regional, educational, medical, employment, marketing and recreation center. One of the main objectives is to "encourage the use of public transportation and other forms of motorized and non-motorized transportation to reduce motor vehicle use and traffic congestion." In order to achieve the vision, the plan calls for redefining streets as a network serving pedestrian, cyclists and motorists that will use them.

The future land use section of the plan encourages the renewal of existing communities within the County, minimizing incompatible land uses, and maintaining the rural character of the County by maintaining the integrity of agricultural lands and natural resources. Future development is predicted to occur in pre-existing growth areas and within municipal areas with existing and planned services.

- A mention of providing mass transit stops and sidewalks in urban areas, as related to reducing the environmental impacts of roads
- A call for the development of a bike/trail system and increased use of mass transit to reduce dependency on automobiles

## **OTHER PLANS AND STUDIES**

### **Salisbury/Wicomico Metropolitan Planning Organization Long-Range Transportation Plan (2015)**

*Connect 2045* is the 30-year Long-Range Transportation Plan for the Salisbury Wicomico Metropolitan Planning Organization (S/W MPO) that identifies and details transportation plans, projects, and programs to be carried out by the S/W MPO between 2015 and 2045. The plan was initially adopted in November 2015, and last amended on November 15, 2018.

The plan includes a chapter that provides an overview of public transit services provided in the Salisbury/Wicomico MPO region, and discusses opportunities, challenges, and planned improvements to the system.

The plan notes that under the current funding environment the large majority of funding requests and planned improvements focus on maintaining existing and improving current operations, as opposed to new transit service alternatives or expansions. *Connect 2045* includes information from the previous Lower Eastern Shore Coordinated Public Transit-Human Services Transportation Plan and the Shore Transit TDP.

# Chapter 4: Assessment of Transportation Needs

## Introduction

FTA coordinated planning guidelines require an assessment of transportation needs for individuals with disabilities and seniors, noting 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 Lower Eastern Shore region focused on these population groups, and also involved a broader approach to build upon previous coordinated planning efforts. The overall transportation needs assessment involved:

- The regional workshop discussed in Chapter 2 that provided a forum for stakeholders to discuss and update the transportation needs in the 2015 version of this plan
- The review and documentation of transportation needs from other plans and studies, discussed in Chapter 3
- The analysis of demographic data using current information from the U.S. Census, detailed in the next chapter of this plan

## Regional Transportation Needs

This section details the results from the overall transportation needs assessment based on input from stakeholders at the regional workshop. Many transportation needs are regional in nature or are evident in each county, and therefore workshop participants agreed that similar to the 2015 planning process they should be evaluated and updated on a regional basis. While many transportation needs are interrelated, they were defined under three overarching categories:

- Expanded transportation services
- Improved and expanded outreach, marketing, and education
- Improved regional coordination and connectivity

For each category the need is noted, along with some associated comments from regional stakeholders.

## Need for Expanded Transportation Services

While stakeholders noted the need to maintain current services, they expressed the need for expanded transportation services and to increase the region's capacity to provide non-medical or spontaneous trips. Other needs grouped in this category are longer service hours and higher frequency on public transit services.

Additional transportation for non-medical trips	<ul style="list-style-type: none"> <li>• These trips include those for shopping, work, and recreation.</li> </ul>
Increased flexibility, especially for spontaneous trips	<ul style="list-style-type: none"> <li>• 24 hour notice is required on demand-response trips, which can limit mobility for day-of trips.</li> <li>• Older adults and individuals with disabilities need flexibility to meet their unique transportation needs.</li> </ul>
Flexible transportation services for individuals with disabilities	<ul style="list-style-type: none"> <li>• This may include expanding the capabilities of the vehicle fleets within the region.</li> </ul>
Increased service hours and frequency	<ul style="list-style-type: none"> <li>• Transportation is limited on evenings and on Sundays.</li> <li>• Greater frequency would provide more consistent access to jobs, medical appointments, and other services.</li> </ul>
Seasonal transportation services for seasonal workers and tourists	<ul style="list-style-type: none"> <li>• Transit demands for workers and tourists are distinct from each other.</li> <li>• Many seasonal workers cannot afford to live where they work.</li> </ul>
More transportation to jobs and job-related activities	<ul style="list-style-type: none"> <li>• This includes jobs in Delaware and Virginia.</li> <li>• Some chicken processing plants already provide their own employee transportation.</li> </ul>
More flexible transportation to dialysis facilities	<ul style="list-style-type: none"> <li>• Services may not be designed to accommodate return trips after dialysis treatments.</li> </ul>

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

Outreach, marketing, and education are important; increasing awareness and ridership on available transportation options and the various programs throughout the community. Several of the identified needs involved the improvement and expansion of transportation marketing within the region. Some of these needs include expanding the travel trainer programs, evaluating the creation of subsidy programs, and continuing current marketing programs. The needs identified during the planning process are identified below:

### Continued and expanded marketing efforts

- Important to understand the targeted audience.
- Make sure not too overpublicize and hurt capacity.

### Expand marketing of Shore Ride services

- This is specifically needed in rural areas.

### Expanded travel training program

- Especially for older adults and people with disabilities for whom transit services can be vital.

### Exploration of increasing reduced-fare programs

- Local systems should evaluate possible subsidy programs, specifically for workers and young mothers.

## Need for Improved Coordination and Connectivity

An overarching need in the region is better coordination and connectivity between different jurisdictions and transportation providers. The specific coordination related needs are listed below:

Creation of innovative technology solutions for regional coordination	<ul style="list-style-type: none"> <li>• Use of mobile phones and other GPS to track buses.</li> <li>• A forum to share data between public transit and human service providers.</li> </ul>
Giving transit "a seat at the table"	<ul style="list-style-type: none"> <li>• Vouching for transit to be considered in major development and land use changes.</li> <li>• There is a need for policy makers who champion the development of transit in the Lower Eastern Shore.</li> </ul>
Integration of biking into transit planning	<ul style="list-style-type: none"> <li>• Including bike-racked equipped buses, bike-racks at the bus stop, and bike rack improvements.</li> <li>• This need could also include the expansion of pedestrian amenities in the region.</li> </ul>
More convenient transfers between Shore Ride and fixed route services	<ul style="list-style-type: none"> <li>• Explore having designated stops and link up times between demand response and fixed routes.</li> </ul>
Coordination of vehicle procurement and deployment between organizations	<ul style="list-style-type: none"> <li>• This need is mostly due to manage vehicle capacity and weight, especially for users of oversized wheelchairs.</li> </ul>
Need for a regional training program to hire additional CDL drivers	<ul style="list-style-type: none"> <li>• Many workshop attendees expressed a lack of CDL drivers in the region.</li> </ul>

# Chapter 5: Demographic Analysis

## INTRODUCTION

This chapter provides an analysis of future population trends for the Lower Eastern Shore, as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. This analysis is coupled with the input from regional stakeholders documented in the preceding chapter to provide a broad transportation needs assessment. This assessment can then be used to develop strategies, projects, and services to meet identified needs and expand mobility and to generate recommendations to improve coordination within the region.

## POPULATION ANALYSIS

This section summarizes analyzes the total population and population density of the Lower Eastern Shore region. In addition to current population, historical and projected population data was used to reinforce this part of the demographic analysis.

### Current Population and Change over Time

The Lower Eastern Shore's population has increased consistently since 1990, but that growth has slowed since the 2010 Census. The population of the entire region grew by 13 percent from 2000 to 2010, but only 1.5 percent from 2010 to 2017. Somerset County has experienced the least amount of growth since 1990, and has experienced a small population decrease since 2010. Worcester County also experienced a small population decrease. Wicomico County is the only county that has grown since 2010. Table 5-1 shows the historical population data of the Lower Eastern Shore's three counties.

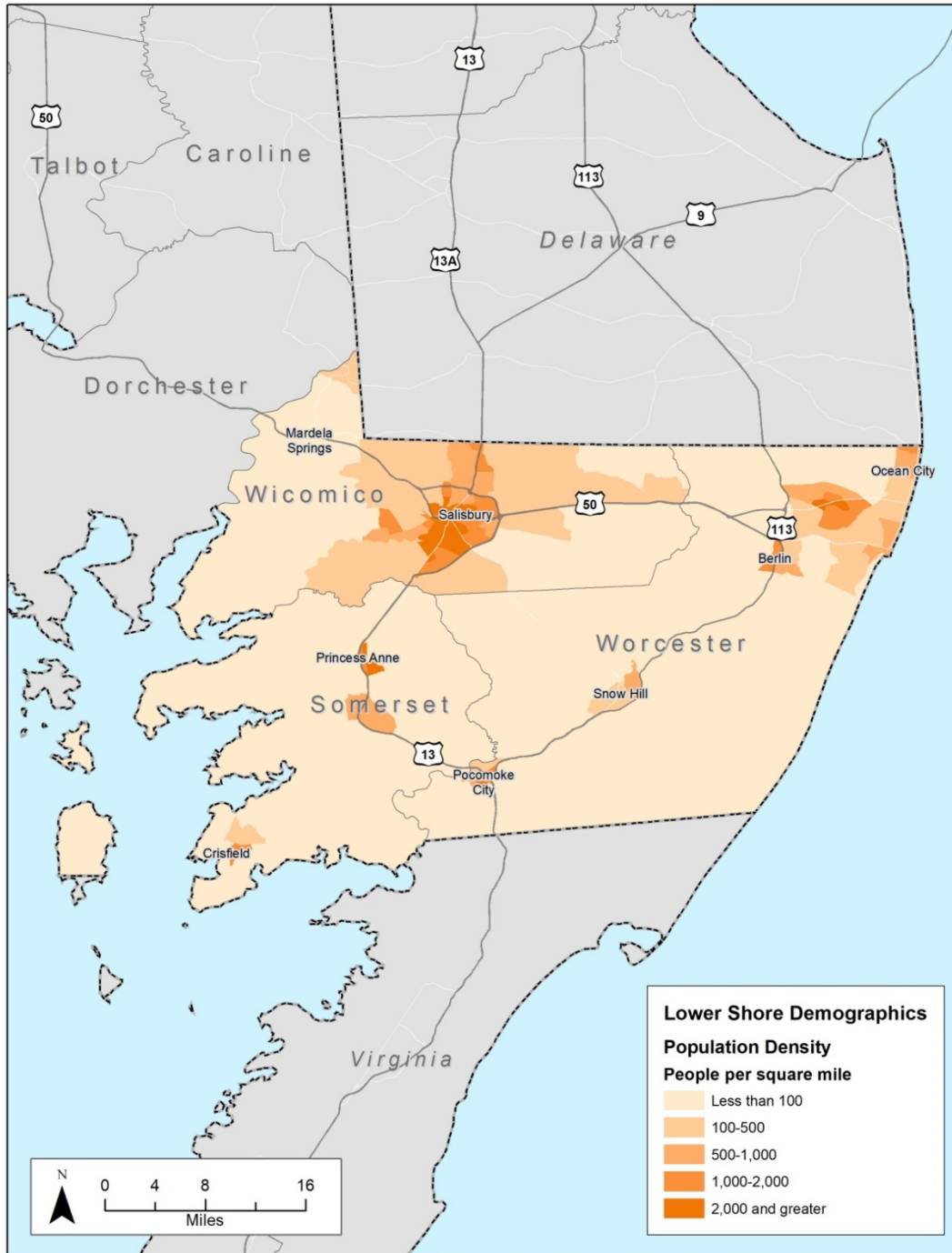
**Table 5-1: Historical Populations**

County	1990	2000	2010	2017 ACS
Somerset County	23,440	24,747	26,470	25,801
Wicomico County	74,339	84,644	98,733	102,014
Worcester County	35,028	46,543	51,454	51,559
<b>Total - Lower Eastern Shore Region</b>	<b>132,807</b>	<b>155,934</b>	<b>176,657</b>	<b>179,374</b>

## Population Density

One of the most important factors in determining the level of transit service in an area is population density. Locations with population densities above 2000 persons per square mile are located in Berlin, Crisfield, Ocean City, Princess Anne, and Salisbury. The population density for the entire region can be seen in Figure 5-1.

**Figure 5-1: Population Density by Block Group**



Source: United States Census Bureau ACS 2013-2017 5-year Estimates



## Population Forecasts

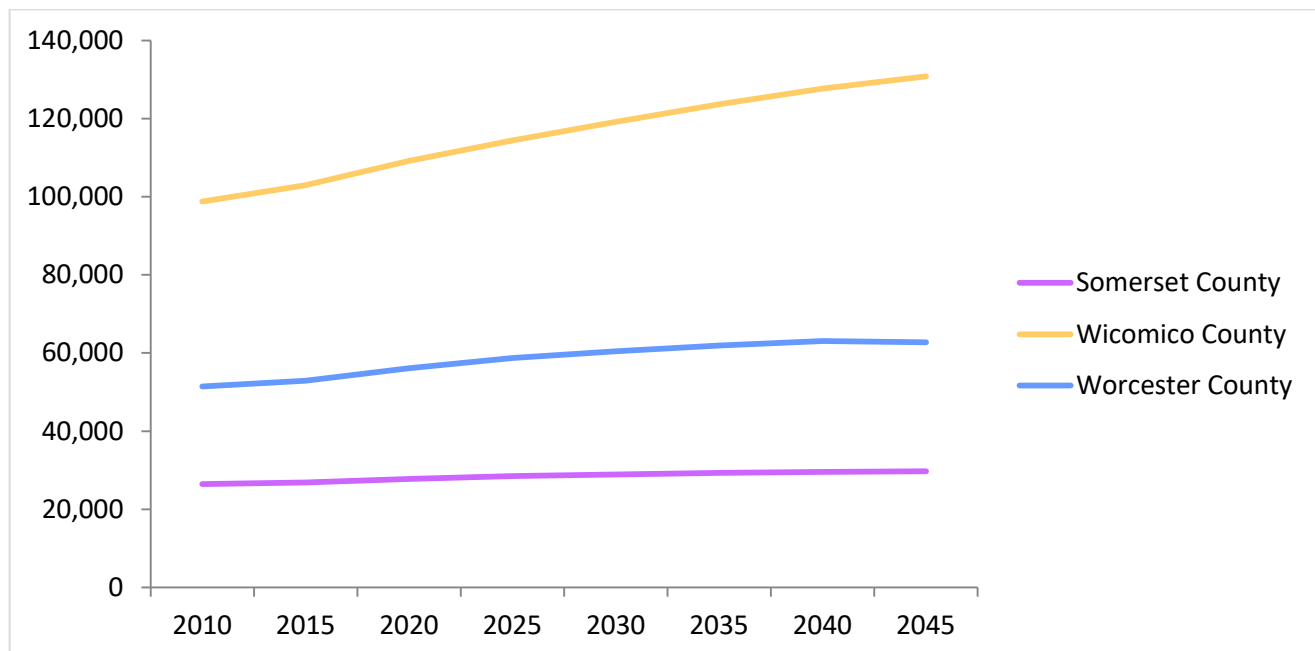
Future population forecasts for the region anticipate moderate population growth to the year 2040. The region is expected to experience just over a 26 percent growth rate during the period from 2010 to 2045; or an average annual rate of 0.75 percent. During this period, the area is expected to grow from 176,657 persons to 223,300 persons, an increase of about 46,600 persons. Table 5-2 shows the forecasted population growth and Figure 5-2 provides a visual illustration of the growth within each county.

**Table 5-2: Population Forecasts**

Year	Somerset County	Wicomico County	Worcester County	Total Service Area
2010 Population	26,470	98,733	51,454	176,657
2015 Forecast	26,900	102,950	52,900	182,750
2020 Forecast	27,750	109,200	56,100	193,050
2025 Forecast	28,500	114,400	58,750	201,650
2030 Forecast	28,950	119,200	60,450	208,600
2035 Forecast	29,350	123,650	61,950	214,950
2040 Forecast	29,550	127,650	63,100	220,300
2045 Forecast	29,750	130,800	62,750	223,300

Source: Maryland Department of Planning, August 2017 Revised Projections

**Figure 5-2: Future Population Growth**



Source: Maryland Department of Planning, August 2017 Revised Projections

## DEMOGRAPHIC ANALYSIS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. The analysis within this section draws upon data from the American Community Survey's (ACS) five-year estimates (2013 - 2017). The results of this demographic analysis highlight the Census Block Groups in the region with the largest concentrations of transit dependent persons.

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

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

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

## Transit Dependence Index

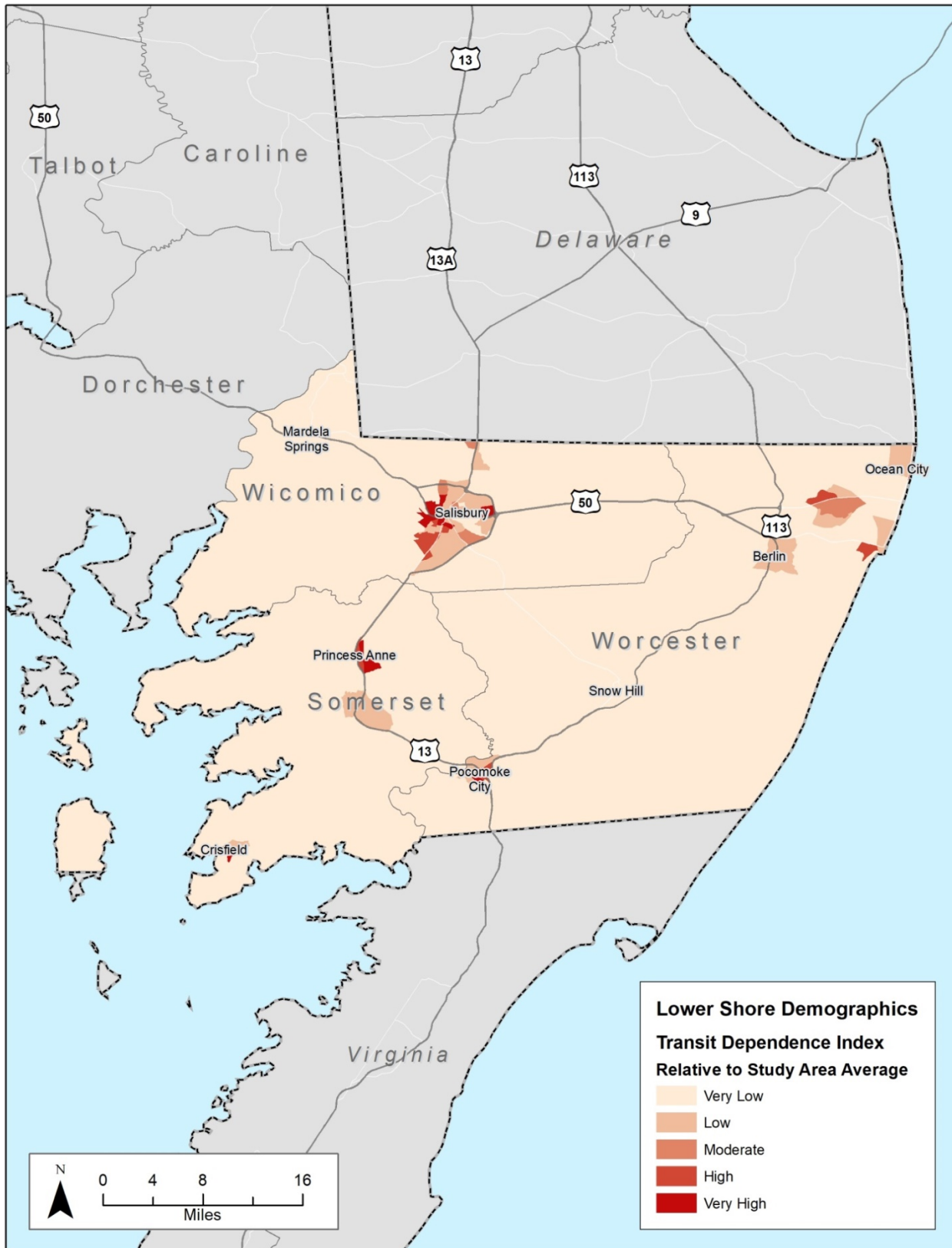
The Transit Dependence Index (TDI) is an aggregate measure of transportation need. Six factors make up the TDI calculation:

- Population Density
- Autoless Households
- Disabled Populations
- Older Adult Populations
- Youth Populations
- Below-Poverty Populations

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

The areas with a "very high" transit demand are located in Crisfield, Ocean Pines, Pocomoke City, Princess Anne, and Salisbury. Figure 5-3 illustrates the concentrations of transit dependent populations throughout the region.

Figure 5-3: Transit Dependence Index



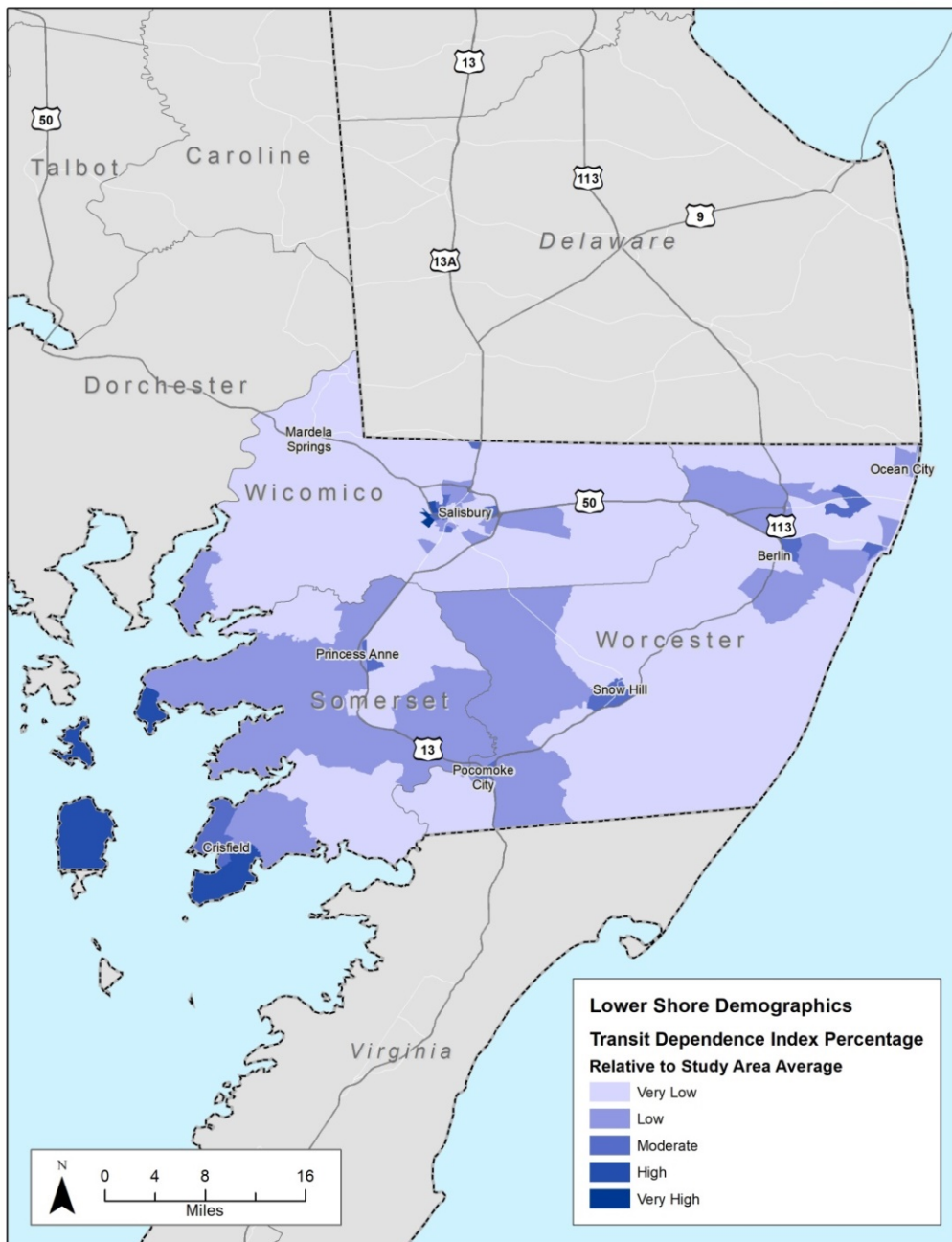
Source: ACS 5-year Estimates, 2013-2017

## Transit Dependence Index Percentage

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

As seen in Figure 5-4, the areas with the highest percentage of transit dependent persons are located in Crisfield, Salisbury, and Smith Island.

**Figure 5-4: Transit Dependence Index Percentage**

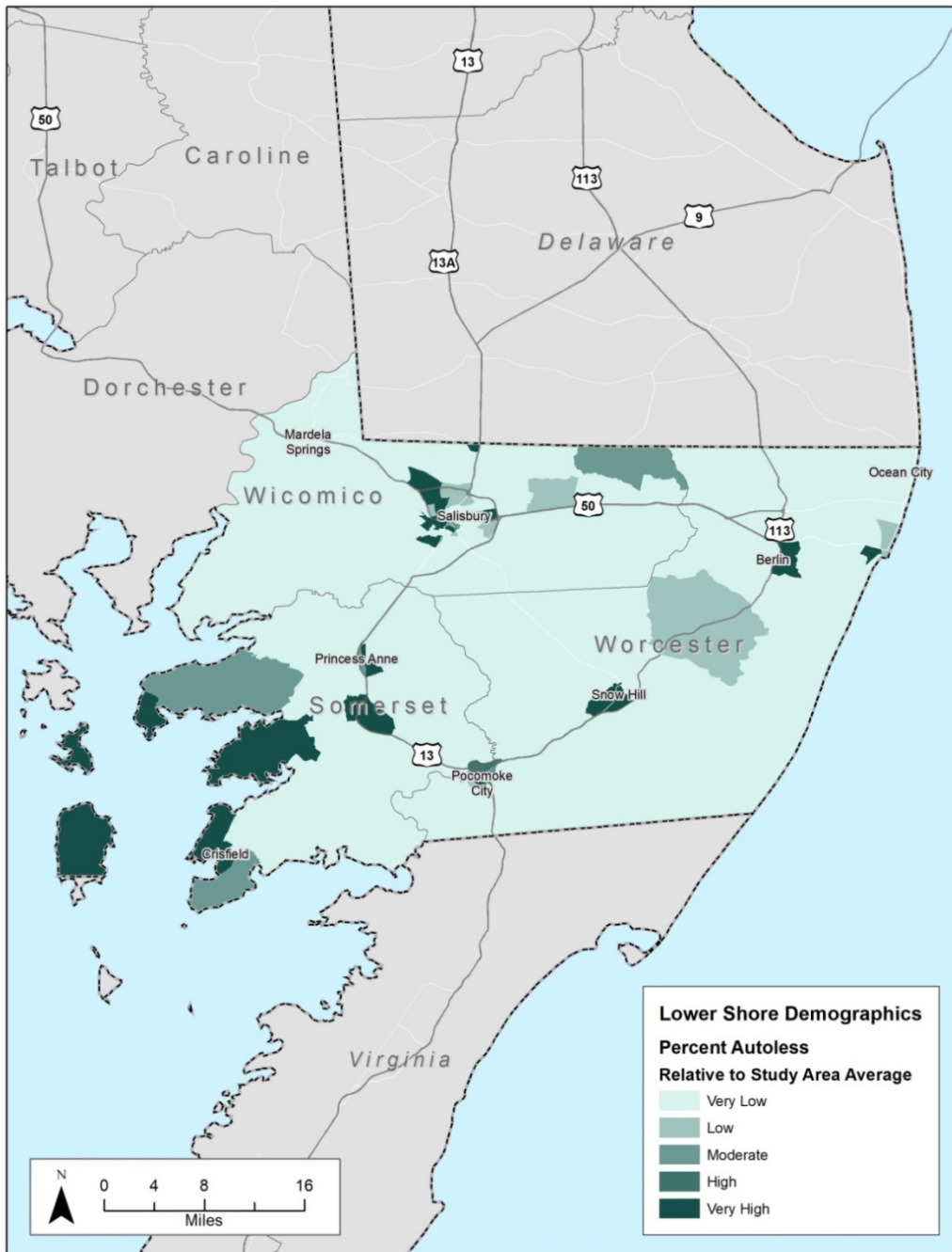


Source: ACS 5-year Estimates, 2013-2017

## Autoless Households

While autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important when many land-uses are at distances too far for non-motorized travel. Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Figure 5-5 displays the relative number of autoless households in the region. The highest concentrations can be found in Berlin, Crisfield, Princess Anne, along Route 13, Salisbury, Smith Island, and Snow Hill.

**Figure 5-5: Autoless Households by Block Group**



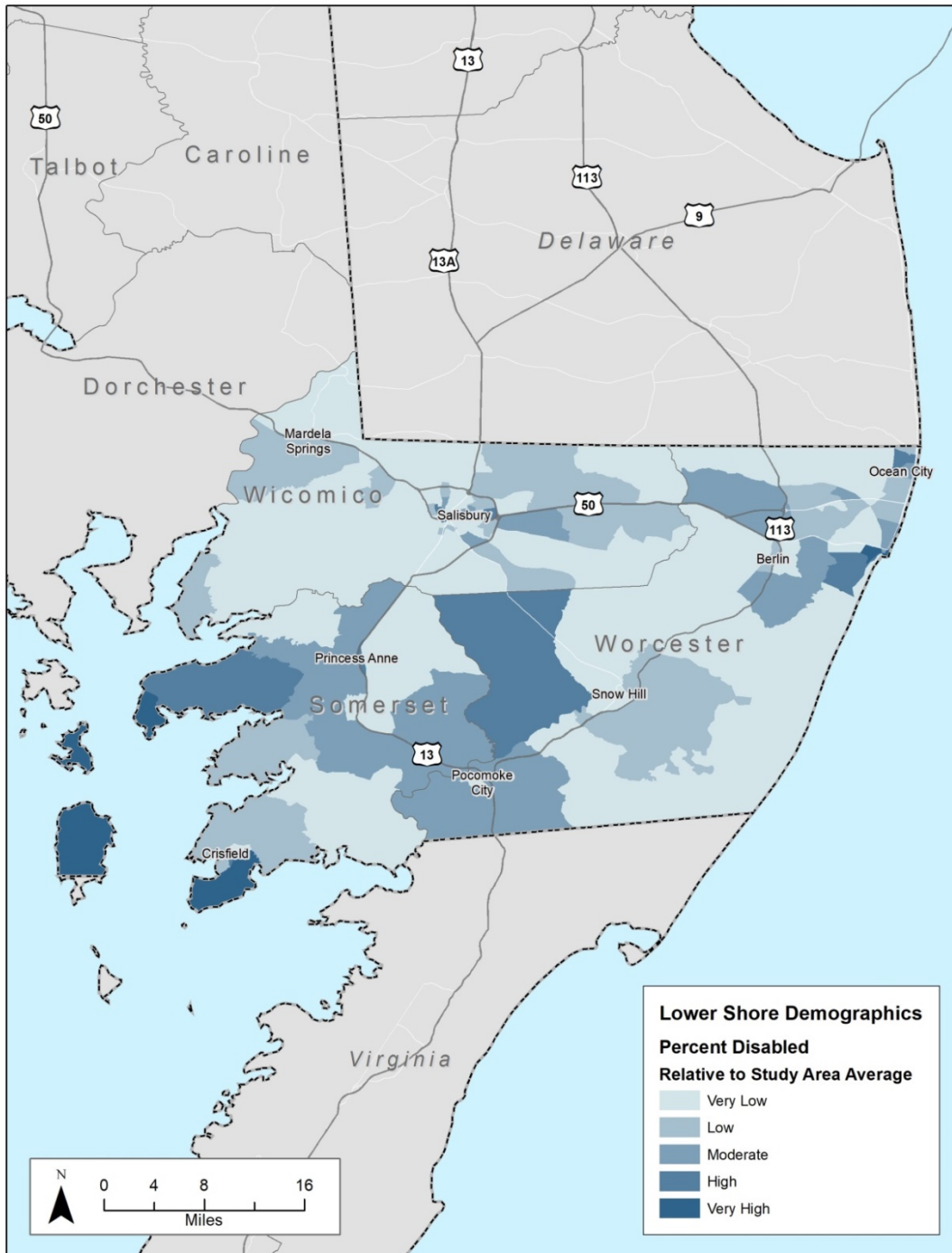
Source: ACS 5-year Estimates, 2013-2017



## Individuals with Disabilities

Individuals with disabilities are sometimes unable to utilize a personal vehicle, and thus rely on public transportation for their mobility. Within the Lower Eastern Shore, the block groups with the highest percentage of disabled individuals are located in Crisfield, southern Ocean City, and Smith Island. Figure 5-6 shows the percentage of individuals with disabilities in block groups throughout the region.

**Figure 5-6: Individuals with Disabilities by Block Group**

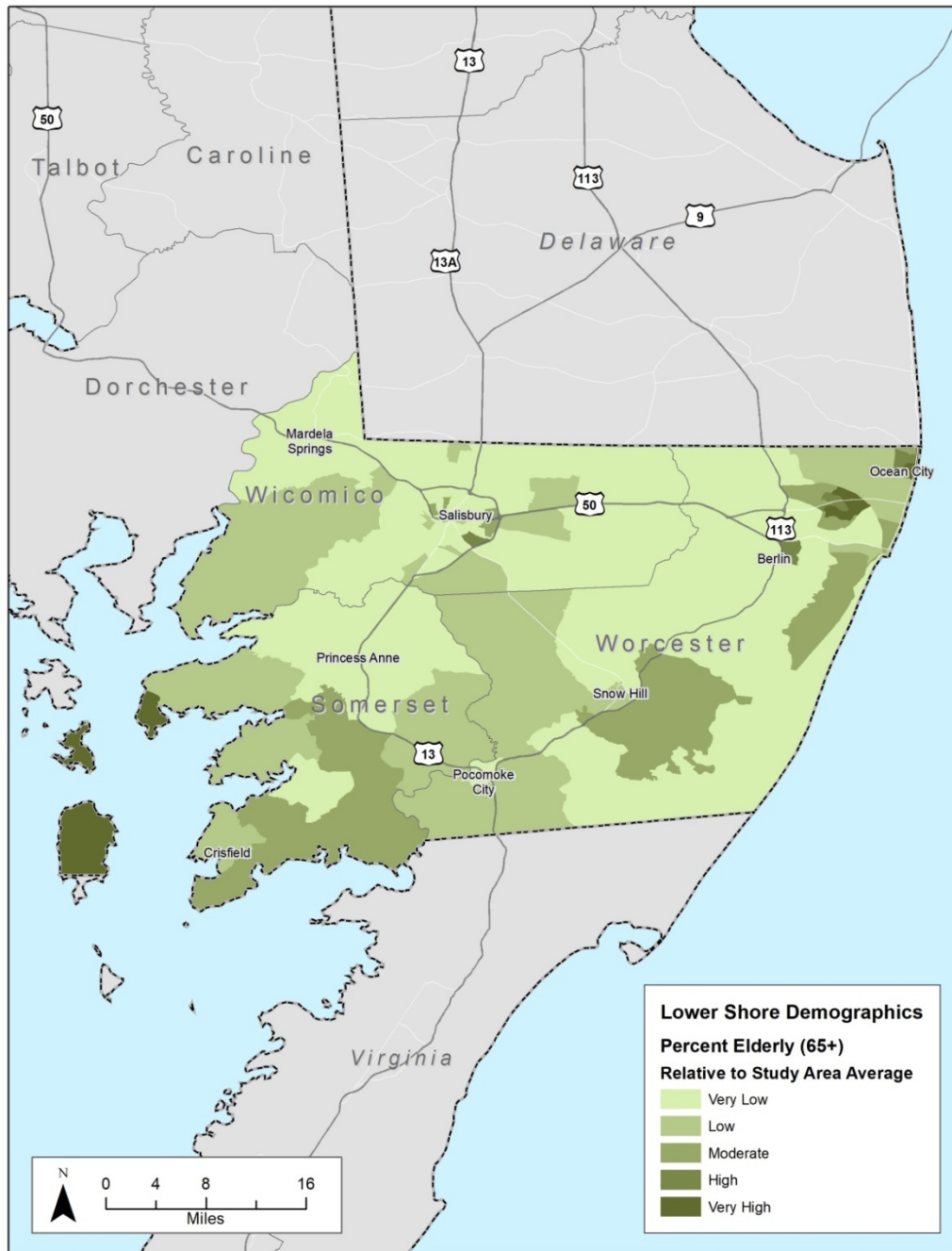


Source: ACS 5-year Estimates, 2013-2017

## Older Adult Populations

The second socioeconomic group analyzed by the TDI and TDIP indices is the older adult population. Individuals 65 years and older may scale back their use of personal vehicles as they age leading to a greater reliance on public transportation compared to those in other age brackets. According to the ACS, over sixteen percent of the area's population is age 65 and older. The block groups with the highest percentage of older adults are located in Ocean Pines and Smith Island. Figure 5-7 shows the relative number of older adults in the region.

**Figure 5-7: Older Adults by Block Group**

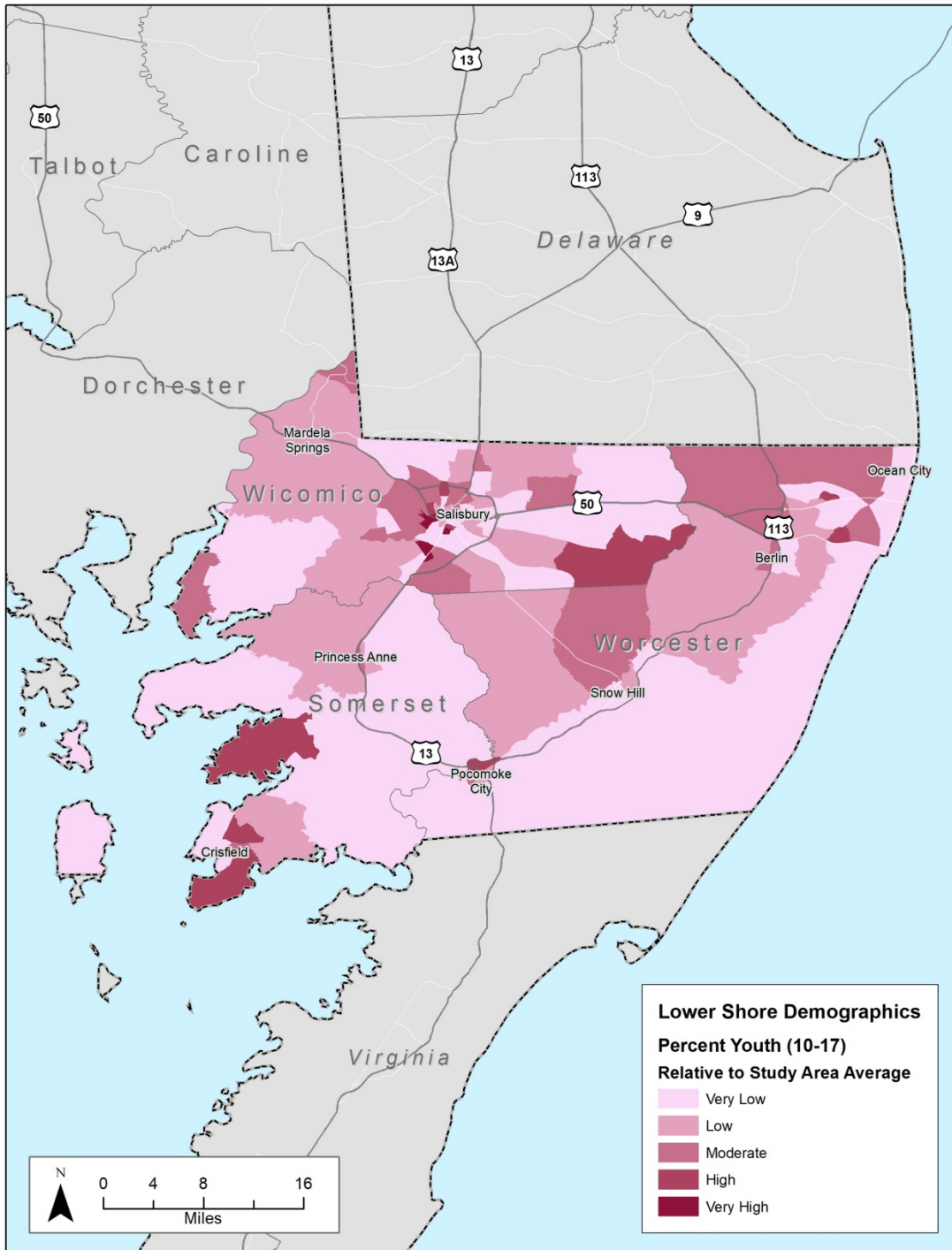


Source: ACS 5-year Estimates, 2013-2017

## Youth Populations

Younger people, ages 10 to 17 years, who cannot drive or do not have consistent access to a vehicle are more likely to appreciate the mobility offered by public transportation. Areas with a “very high” classification of youth include west of Berlin, Crisfield, Ocean Pines, and Pocomoke City. Figure 5-8 illustrates the areas with high concentrations of youth populations.

**Figure 5-8: Relative Density of Youth Populations**



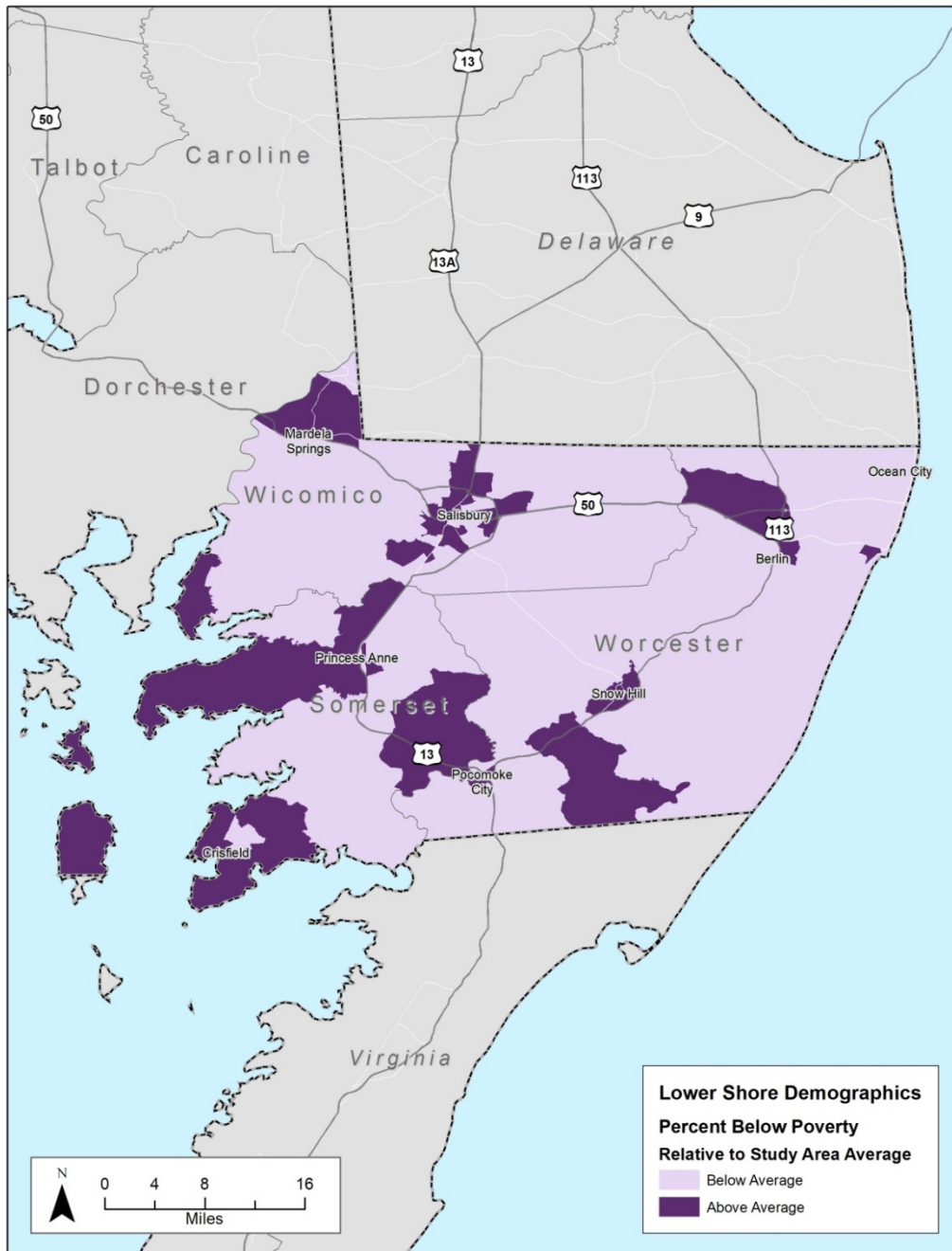
Source: ACS 5-year Estimates, 2013-2017



## Below Poverty Populations

Individuals that make up the below-poverty population face financial hardships that make owning and maintaining a personal vehicle more difficult, making these individuals more likely to depend on public transportation. Figure 5-9 depicts the block groups with an above average percentage of below-poverty individual. Block groups with above average below poverty populations are scattered throughout the region appearing in Berlin, Crisfield, Ocean City, Pocomoke City, Princess Anne, Smith Island, and Snow Hill.

**Figure 5-9: Relative Density of Below Poverty Populations**

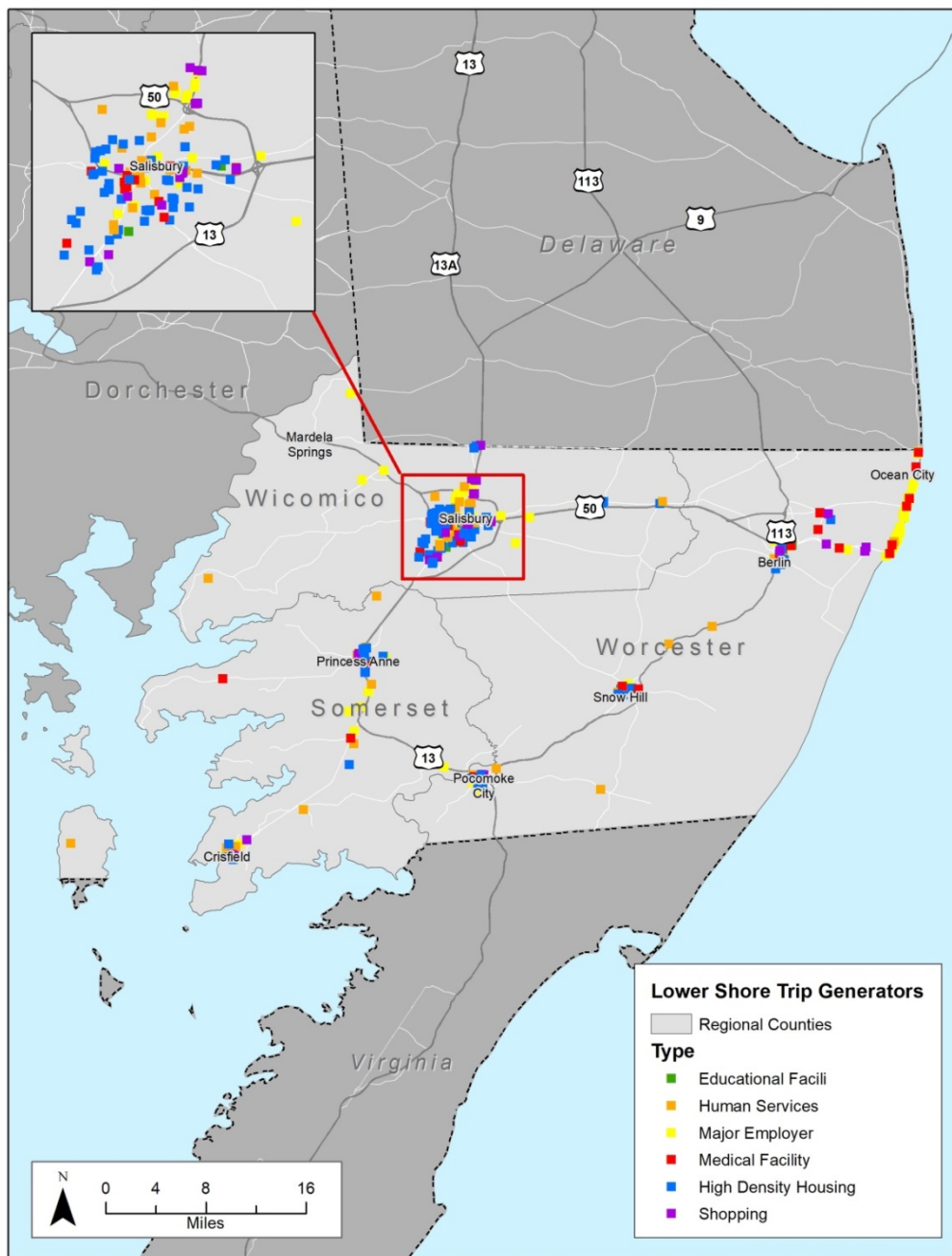


Source: ACS 5-year Estimates, 2013-2017

## LAND-USE PROFILE

Identifying major land-uses in the region complements the demographic analysis by indicating where transit services may be most needed. Major land-uses are identified as origins, from which a concentrated transit demand is generated, and destinations, to which both transit dependent persons and choice riders are attracted. They include educational facilities, major employers, governmental and non-profit agencies, high-density housing complexes, major shopping destinations, and medical facilities. This section will also detail the commuting patterns and top employment destinations of area residents. Major trip generators in the region are portrayed in Figure 5-10.

**Figure 5-10: Major Trip Generators**



## Travel Patterns

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

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

Place of Residence	Somerset Co.		Wicomico Co.		Worcester Co.	
Workers 16 years and older	8,335		48,673		23,449	
Location of Workplace						
In State of Residence	8,663	96%	42,008	92%	20,692	89%
In County of Residence	4,936	57%	34,233	81%	16,512	80%
Outside County of Residence	3,727	43%	7,775	19%	4,180	20%
Outside State of Residence	375	4%	3,787	8%	2,532	11%
Means of Transportation to Work						
Car, Truck, or Van - drove alone	6,800	82%	40,685	84%	18,867	80%
Car, Truck, or Van - carpooled	518	6%	4,165	9%	1,723	7%
Public Transportation	65	1%	309	1%	306	1%
Walked	468	6%	1155	2%	602	3%
Taxicab, Motorcycle, Bicycle, Other	113	1%	754	2%	451	2%
Worked at Home	371	4%	1,605	3%	1,300	6%

Source: ACS 5-year Estimates, 2013-2017

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

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

Somerset Residents		Wicomico Residents		Worcester Residents	
Destination	%	Destination	%	Destination	%
Salisbury	8%	Salisbury	16%	Ocean Pines	10%
Crisfield	7%	Fruitland	3%	Ocean City	9%
Princess Anne	4%	Delmar	2%	Berlin	6%
Pocomoke City	3%	Ocean Pines	2%	West Ocean City	5%
Fruitland	2%	Cambridge	1%	Salisbury	4%

Source: LEHD On the Map Data, 2015



# Chapter 6: Current Transportation Services and Resources

## INTRODUCTION

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

- Using information from the previous coordinated transportation plan for the region.
- Reviewing information from the most recent Transit Development Plans (TDPs) conducted in the region.
- Collecting basic descriptive and operational data from regional workshop participants through the registration process.
- Obtaining input from regional stakeholders through the coordinated planning process.
- Using information and data from previous reports, including the Transportation Association of Maryland's 2017 Annual Report and Membership Directory.
- Following up as needed with transportation program staff where needed to fill gaps in information.

## PUBLIC TRANSIT

The Lower Eastern Shore is currently served by two public transit agencies, Ocean City Transportation and Shore Transit:

- Ocean City Transportation serves the resort town of Ocean City with service into West Ocean City.
- Shore Transit provides the bulk of its service in Salisbury, the largest city in the Lower Eastern Shore Region, and provides regional routes connecting Somerset, Wicomico, and Worcester Counties. The section contains basic service information for each of the two public transit services in the region.

## Ocean City Transportation

Ocean City Transportation (OCT) provides fixed-route public transit, as well as Americans with Disabilities Act (ADA) complementary paratransit. The Coastal Highway Beach Bus, the core route in the system, operates 24 hours a day, seven days a week during most of the year. The system operates two fixed-route bus services and the complementary ADA (paratransit) service, as well as a medical transportation service, express fixed-route bus service for major special events, and a Boardwalk tram service. In FY 2017, Ocean City Transit provided 2,563,434 one-way passenger trips covering 818,944 total passenger hours while maintaining a fleet of 62 revenue vehicles.

A map of the service area and the OCT fixed routes is presented in Figure 6-1. The map also contains a “Transit Connection”, represented as the dashed line, and it is a scheduled fixed-route service provided by other public transportation providers that connect with OCT services. The West Ocean City Park & Ride and the South Division Transit Station serve as the transfer points for the OCT and Shore Transit services. The North End transit center on Coastal Hwy. at 144th St., Ocean City, is the connecting point for the OCT and Delaware Area Regional Transit (DART) Beach bus service.

### Coastal Highway “Beach Bus” Service

This fixed-route service functions as a trunk line, providing service along Baltimore Avenue/Coastal Highway from the south end of Ocean City (South Division Street) to the north end of Ocean City (144th St) and back again. During the off-peak season, it takes one hour for the driver to complete the round trip, with the trip time extended to two and a half hours during the peak season. Seasonal operation schedule for 2019-2020 is presented in Table 6-1.

**Table 6-1: Seasonal Hours of Operation of Coastal Highway “Beach Bus” Service (2019-2020)**

Season	Days	Hours	Headways
<b>Summer</b> May 24- September 22, 2019	Every day	6:00 a.m. – 3:00 a.m.	10-minute headway
	Every day	3:00 a.m. – 6:00 a.m.	20-minute headway
<b>Fall</b> September 23 - November 10, 2019	Every day	6:00 a.m. – 10:00 p.m.	15-minute headway
	Every day	10:00 p.m. – 6:00 a.m.	30-minute headway
<b>Winter</b> November 11, 2019 - April 5, 2020	Sun - Thu	6:20 a.m. – 11:35 p.m.	40-minute headway
	Sun - Thu	11:40 p.m. - 6:15 a.m.	No service
	Fri - Sat	24 hours	30-minute headway
<b>Spring- Schedule not available</b> Apr. – May 2020	NA	NA	NA
	NA	NA	NA

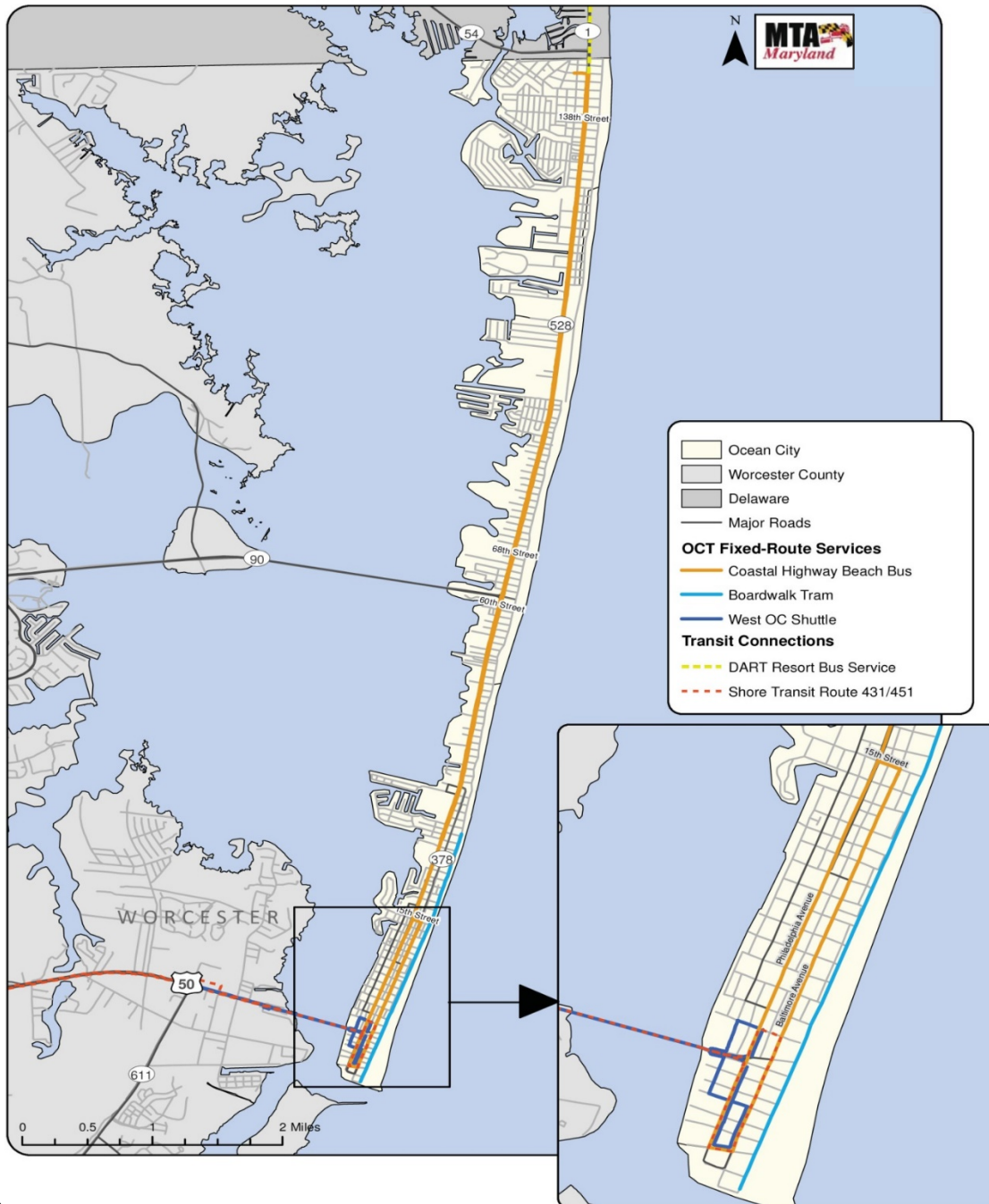
### West Ocean City Park & Ride Shuttle Service

The park and ride facility in West Ocean City includes 689 parking spaces, a pedestrian and bike path, interpretive signs for wetlands viewing, and restrooms. OCT originally provided seasonal shuttle service that connected the park & ride lot and the south end transfer facility on South Division Street in downtown Ocean City. The development of the Ocean City Tanger Outlets has become a major trip generator, and the shuttle route was adjusted to include a stop there. The West Ocean City Shuttle is a



seasonal operation that begins in May and runs intermittently into October. It operates during Springfest, Sunfest and Bikefest.

**Figure 6-1: Ocean City's Fixed-Route Transit Services**



From the Friday before Memorial Day to Labor Day, as well as during special event weekends in May and early Fall, the shuttle service operates at headways of 20 minutes from 6:00 a.m. to, historically, 3:00 a.m., but planned in 2014, 2:00 a.m.

In order to maintain a transit connection between West Ocean City and the boardwalk area, Shore Transit, based in Salisbury, provides an extension to their Salisbury-Ocean City services that already has a scheduled stop at the Park & Ride lot and continues into the South Division Street facility. This extension is not provided when OCT's Park and Ride Shuttle operates typically from May-October.

OCT operates additional express beach bus service for major Ocean City events, including Sunfest. For year 2019, the service will operate from Sept. 19-22 between 40th Street Convention Center parking lot and the Inlet Fairground. This service typically operates every 20 minutes, 9:00 a.m. to 11:00 p.m. Thursday through Saturday, and 9:00 a.m. to 7:00 p.m. Sunday.

### **ADA Paratransit Service**

ADA complementary paratransit service is provided by OCT. Service is provided during the same hours as the "Beach Bus" Coastal Highway service. OCT policy is that a request for a reservation be made by 10:00 p.m. the day prior to the trip.

### **MEDTRN Service**

In coordination with the ADA paratransit service, OCT provides demand-response transportation service specifically to medical appointments. Called the Robert H. Melvin Jr. MEDTRN Service, this service is limited to ADA-qualified persons with disabilities residing within the corporate limits of Ocean City, traveling to medical/dental/vision appointments located within 500 yards off of Route 50 between Ocean City and Berlin, and or within the corporate limits of Berlin. MEDTRAN service is available Monday, Wednesday, and Friday from 8 a.m. to 4:30 p.m.; advanced reservations are required and requested by 11 a.m. the day preceding service.

### **Boardwalk Tram**

In addition to the bus and paratransit services, OCT operates a Boardwalk tram service during the peak season. The Boardwalk Tram is not part of the FTA/MTA-funded public transportation program; however, it is an important part of the Town's transportation network during the peak season.

The Boardwalk tram service operates a fleet of eight tram vehicles (rubber-wheeled trains) in the pedestrian infrastructure, along the whole length of the Ocean City Boardwalk, which runs from South 1st Street (about a block and a half from the OCT's South Division Transit Center) to 27th Street, stopping as needed along the route to load or discharge passengers. Tram fare is \$4.00 per one-way passenger trip, with discount fare punch cards available at \$26 for eight rides, and an all-day pass for \$8 can be used between 11:00 a.m. and 4:00 p.m. daily, excluding Springfest, Sunfest, Ocean City Air Show weekend, July 4th weekend, Memorial Day weekend, and Labor Day weekend.

## **Shore Transit**

Shore Transit, one of two divisions of the Tri-County Council for the Lower Eastern Shore of Maryland (TCCLES), is the designated public transportation provider for Somerset, Wicomico, and Worcester Counties. Shore Transit was formed in 2003, and became the primary provider of community transportation services when the three single-county transit programs were consolidated into Shore Transit in 2004. Shore Transit's governance is provided by the Tri-County Council Executive Board, which consists of eight members: two voting members from each county, one at-large member, and the



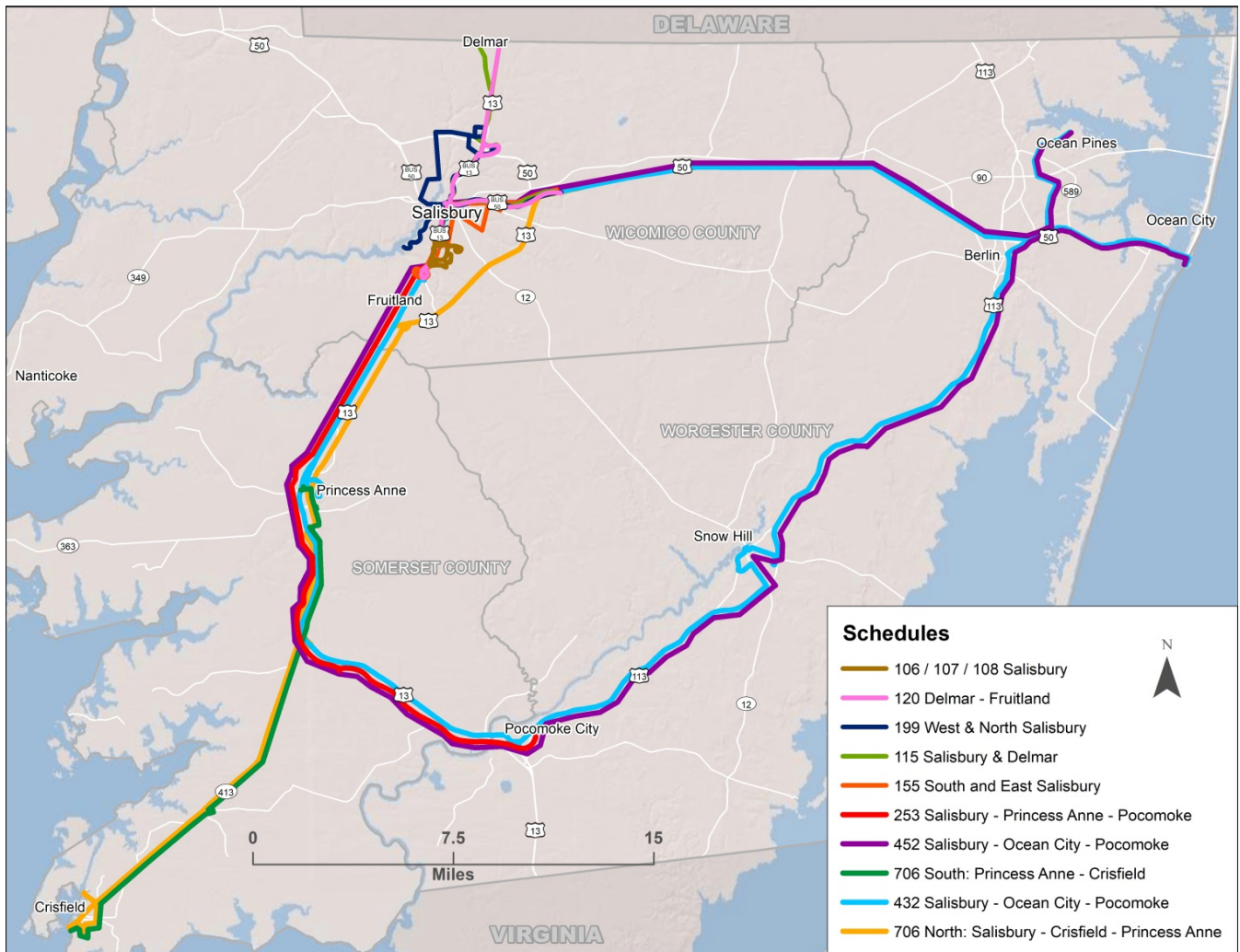
immediate past board chair. Guidance from regional transit stakeholders is provided through the Shore Transit Advisory Board (STAB).

Shore Transit provides both regional and local fixed routes, ADA complementary paratransit (Shore Access), and demand-response service (Shore Ride). In FY 2018, Shore Transit provided 325,154 one-way trips and 1,862,900 service miles while operating a fleet of 45 revenue vehicles. The following section provides a brief description of each community transportation service provided by Shore Transit. A map of Shore Transit service area is provided in Figure 6-2.

### **Fixed Routes**

- **Route 115, Salisbury-Delmar.** This route travels between Salisbury and Delmar; it also serves the University of Maryland Eastern Shore (UMES). 11 round trips are provided Monday-Friday, between the hours of 6:15 a.m. and 9:29 p.m.
- **Route 120, Delmar-Fruitland.** This route provides 11 round trips on weekends, between the hours of 9:30 a.m. and 11:00 p.m. at variable headways.
- **Route 199, West & North Salisbury.** This route serves both West and North Salisbury. Five round trips are provided Monday-Friday, between the hours of 9:48 a.m. and 5:33 p.m. A gap in service occurs between 1:56 p.m. - 2:45 p.m.
- **Route 253, Salisbury-Princess Anne-Pocomoke.** This route operates Monday-Friday from 4:00 a.m. to 11:50 p.m. making twelve round trips with variable headways. This route also serves the University of Maryland Eastern Shore (UMES).
- **Route 432, Salisbury-Ocean City-Pocomoke.** This route is a regional route a regional route and travels throughout Wicomico, Worcester and Somerset counties, with various stopping points along the way. This route has seasonal variation in service and operates Monday-Sunday from 5:15 a.m. to 2:16 a.m. making nine round trips with variable headways during the spring and summer. This route serves the University of Maryland Eastern Shore (UMES).

Figure 6-2: Shore Transit Service Area



- **Route 452, Salisbury- Pocomoke -Ocean City.** This route is a regional route and travels throughout Wicomico, Worcester and Somerset counties, with various stopping points along the way. It also serves the University of Maryland Eastern Shore (UMES). This route has seasonal variation in service and operates Monday-Sunday from 4:20 a.m. to 2:03 a.m. making nine round trips with variable headways during the spring and summer.
- **Route 706N, Salisbury-Crisfield-Princess Anne.** This route provides nine round trips Monday-Friday from 4:00 a.m. to 9:19 p.m. and eight round trips on Saturday; the early morning trip does not operate on Saturdays.
- **Route 706S, Princess Anne -Crisfield.** This route provides eight round trips Monday-Friday from 5:45 a.m. to 7:53 p.m. and seven round trips on Saturday from 7:10 a.m. to 7:53 p.m.; the early morning trip does not operate on Saturdays.

Shore Transit's main transfer point is co-located with the agency's operating facility located at 31901 Tri-County Way, which is east of downtown Salisbury along the Route 50 corridor. Greyhound uses the facility as its Salisbury passenger stop.

### **Shore Access**

Shore Access is the name of Shore Transit's ADA complementary paratransit program, which offers origin to destination service within three-quarters of a mile of Shore Transit's fixed routes for people with disabilities. Riders must be certified as eligible for the service by Shore Transit. Service is available during the same service period as the fixed routes.

### **Shore Ride**

Transportation service is provided in the rural areas of the region, defined as those areas that are three-quarters of a mile or farther from a fixed route bus stop or transfer point. Funded through the SSTAP program, Shore Ride provides service on an origin to destination basis for seniors (age 62 and over) and people with disabilities. For general public riders, service is provided to local destinations or to the closest fixed route bus stop.

## **NONPROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS**

Some area residents may be eligible to use transportation services provided by private, non-profit organizations. Most of these organizations offer transportation for their clients, allowing individuals to participate in day programs or employment. Many of these programs also provide transportation for medical appointments. These organizations include:

### **Section 5310 Recipients**

- Dove Pointe, Inc.
- Lower Shore Enterprises, Inc.
- SHORE UP! Inc.
- Somerset Community Services, Inc.
- Worcester County Commission on Aging
- Worcester County Development Center, Inc.

### **Other Organizations**

- Area Agency on Aging of Somerset County
- Bay Shore Services
- Cambridge VA Outpatient Clinic
- County Departments of Social Services
- County Health Departments-Medical Assistance (MA) Transportation
- Deer's Head Center
- Lower Shore Clinic / Go Getters, Inc.

- Lower Shore Enterprises
- Maintaining Active Citizens (MAC) Inc.

## PRIVATE TRANSPORTATION PROVIDERS

### Taxi Services

There are a number of taxi companies providing service in the Lower Eastern Shore Region. The regional providers, primarily based in Salisbury, include:

- Are Jay Taxi, Salisbury
- Bailey's Taxi Service, Salisbury
- Big City Cab, Crisfield
- Bruce Taxi, Salisbury
- CaRx, Salisbury
- City Cab, Salisbury
- Forerunners Transportation, Salisbury
- Gene's Taxi, Salisbury
- Golden Taxi Inc. , Salisbury
- Paul's Taxi, Salisbury
- Pinnacle Transportation, Salisbury
- Riverside Transportation Taxi, Salisbury
- Salisbury Taxi, Salisbury
- Shoosh Taxi Service, Salisbury
- Taxi, Etc., LLC, Salisbury
- University Taxi, Princess Anne
- Yellow Cab, Salisbury

In addition to these providers, Ocean City has the largest presence of taxicabs in the Lower Eastern Shore. Using the website, [www.mdtrip.org](http://www.mdtrip.org) and [www.yellowpages.com](http://www.yellowpages.com), and information from the Lower Eastern Shore Coordinated Planning Committee members, following taxi providers in the Town of Ocean City are identified:

- 1 Academy Taxi Service
- A Beach Taxi
- A-American Veterans Taxi Company
- A-Beach Taxicab
- Abou Town Taxi
- Academy Taxi Service
- At the Beach taxi
- Beach Taxi
- Century Taxi

- City Cab
- Coastal Cab Taxi Service
- Delmarva Xpress Taxi
- Discount Express Cab Taxi & Van
- Eastern Shore Taxi
- Free Taxi
- International Taxi Inc.
- KJ Taxi
- Lightning Taxi
- Luxury cab
- Mark Taxi
- OC Yellow Taxi
- OC Yellow Taxi
- Ocean City Taxi
- Sunset taxi Inc.
- Surfside taxi
- Taxi Taxi
- Taxi Time
- Wally's Taxi

## Intercity Bus Service

Below is a list of intercity bus providers that offer scheduled services to the Lower Eastern Shore.

### Greyhound

Greyhound Bus Lines, Inc. maintains a bus station with a ticketing and package desk in the Tri-County Council Multi-Purpose Center which is also the main transfer station for Shore Transit. Greyhound Intercity bus operates the following routes in Lower Eastern Shore, Maryland:

- **Norfolk-Eastern Shore-Baltimore** route: This route travels between Baltimore, MD and Norfolk, VA, stopping in Annapolis, Easton, Cambridge, Vienna, Mardela Springs, Salisbury, University of MD Eastern Shore in Maryland and Oak Hall and Exmore in Virginia. There is one trip in each direction daily except for Monday and Tuesday for Southbound trip and except for Tuesday and Wednesday for Northbound trip.

Greyhound no longer operates to Ocean City. Shore Transit interconnects to take Greyhound passengers to and from the Shore Transit terminal and Ocean City. More information can be obtained from [www.greyhound.com](http://www.greyhound.com).

## BayRunner Shuttle

The BayRunner Shuttle also provides intercity bus service from the Lower Eastern Shore with daily trips to the Baltimore-Washington International Airport and the downtown Baltimore Greyhound Station. BayRunner's eastern shore schedules are listed in Table 6-2. This service is arranged to allow passengers to make convenient connections with the rest of the intercity bus, rail, and airport network. More information can be obtained from [www.bayrunnershuttle.com](http://www.bayrunnershuttle.com).

**Table 6-2: Bay Runner Schedules to/from Eastern Shore**

Daily Departures to Baltimore Area								
Leave Ocean City	Leave Ocean Pines	Leave Salisbury	Leave Cambridge	Leave Easton	Leave Kent Island	Arrive BWI Marshall Airport	Arrive BWI Rail Station	Arrive Baltimore Greyhound Bus Station
N/A	N/A	5:20 a.m.	6:00 a.m.	6:30 a.m.	6:55 a.m.	7:30 a.m.	7:35 a.m.	N/A
N/A	N/A	7:20 a.m.	8:00 a.m.	8:30 a.m.	8:55 a.m.	9:30 a.m.	9:35 a.m.	N/A
8:10 a.m.	8:30 a.m.	9:20 a.m.	10:00 a.m.	10:30 a.m.	10:55 a.m.	11:30 a.m.	11:35 a.m.	12:00 p.m.
10:10 a.m.	10:30 a.m.	11:20 a.m.	12:00 p.m.	12:30 p.m.	12:55 p.m.	1:30 p.m.	1:35 p.m.	2:00 p.m.
12:10 p.m.	12:30 p.m.	1:20 p.m.	2:00 p.m.	2:30 p.m.	2:55 p.m.	3:30 p.m.	3:35 p.m.	N/A
2:10 p.m.	2:30 p.m.	3:20 p.m.	4:00 p.m.	4:30 p.m.	4:55 p.m.	5:30 p.m.	5:35 p.m.	6:00 p.m.
4:10 p.m.	4:30 p.m.	5:20 p.m.	6:00 p.m.	6:30 p.m.	6:55 p.m.	7:30 p.m.	7:35 p.m.	8:00 p.m.
Daily Departures from Baltimore Area								
Leave Baltimore Greyhound Bus Station	Leave BWI Marshall Airport	Leave BWI Rail Station	Arrive Kent Island	Arrive Easton	Arrive Cambridge	Arrive Salisbury	Arrive Ocean Pines	Arrive Ocean City
N/A	8:30 a.m.	8:35 a.m.	9:15 a.m.	9:35 a.m.	10:05 a.m.	10:40 a.m.	11:30 a.m.	11:50 a.m.
N/A	10:30 a.m.	10:35 a.m.	11:15 a.m.	11:35 a.m.	12:05 p.m.	12:40 p.m.	1:30 p.m.	1:50 p.m.
12:10 p.m.	12:30 p.m.	12:35 p.m.	1:15 p.m.	1:35 p.m.	2:05 p.m.	2:40 p.m.	3:30 p.m.	3:50 p.m.
2:10 p.m.	2:30 p.m.	2:35 p.m.	3:15 p.m.	3:35 p.m.	4:05 p.m.	4:40 p.m.	5:30 p.m.	5:50 p.m.
N/A	4:30 p.m.	4:35 p.m.	5:15 p.m.	5:35 p.m.	6:05 p.m.	6:40 p.m.	7:30 p.m.	7:50 p.m.
6:10 p.m.	6:30 p.m.	6:35 p.m.	7:15 p.m.	7:35 p.m.	8:05 p.m.	8:40 p.m.	9:30 p.m.	9:50 p.m.
8:10 p.m.	8:30 p.m.	8:35 p.m.	9:15 p.m.	9:35 p.m.	10:05 p.m.	10:40 p.m.	11:30 p.m.	11:50 p.m.



## **Ridehailing**

Ridesharing or ridesourcing services are provided by Transportation Network Companies (TNCs) such as Uber & Lyft. These services use smartphone apps that connect passengers with drivers who typically use their personal, non-commercial vehicle. Uber and Lyft are now operating in the Lower Eastern Shore of Maryland but their services are limited and their availability could vary depending on the demand, technology infrastructure, and urban-rural nature of the place.

## **Ridesharing: Carpools, Vanpools**

Ridesharing services are also available in the Lower Eastern Shore of Maryland. Ridesharing includes carpooling, vanpooling and real-time ridesharing services such as Uber Pool and Lyft Pool for commuters. The availability of these services is limited in the region.

## **OTHER TRANSPORTATION SERVICES OR RESOURCES**

### **DART**

DART First State and the Delaware Transit Corporation (DTC) operate a seasonal beach bus service that runs daily in summer between Rehoboth Park & Ride, DE and the Northern Transit Center, OC. This route, Route 208 Blue Line, connects Ocean City, Fenwick, South Bethany, Bethany Beach, Dewey Beach, and Rehoboth. The Rehoboth Park & Ride stop serves as the major transfer point connecting riders from Ocean City to all of the other seasonal beach bus services. Additional information can be viewed at <https://dartfirststate.com/information/programs/beachbus/>.

### **Downtown Salisbury Trolley**

The City of Salisbury and Maryland Transit Administration provide free downtown trolley service while Salisbury University is in session. It operates from the bus stop near the Guerrieri Academic Commons and serves several off-campus student housing complexes. It operates on Thursdays and Fridays during the semester from 9 p.m.-2 a.m. Trolley service on every 3<sup>rd</sup> Friday of the month starts early at 5:45 p.m.

### **Tiger Travel Bus**

The Tiger Travel Bus provides bus service to Salisbury University students from Salisbury to destinations including New York, NY; Norfolk, VA; and Virginia Beach, VA. Tiger Travel's Salisbury bus station is located on South Salisbury Boulevard near Salisbury University.

### **UMES/Princess Anne Shuttle**

University of Maryland Eastern Shore (UMES) provides shuttle bus transportation for college students throughout the campus. The service operates from Monday through Friday between 7:00 a.m. -11:10 p.m. and on weekends from 2:00 p.m.-10:35 p.m. with limited stops.

## **Motor Pool Shuttle**

Salisbury University, in partnership with Shore Transit, provides a weekday shuttle service that runs Monday through Friday in a continuous loop every 15 minutes during fall and spring semesters. The shuttle has stops at University Park, University Village, Avery Parking Lot, and the campus bus stop near the Academic Commons. Two shuttles run in the loop Monday through Friday from 7 a.m.-2:45 p.m. A single van is in operation from Monday through Thursday 2:45 p.m.-2:15 a.m. and on Fridays between 2:45 p.m. -10:15 p.m. Shuttles are for University Park and University Village residents only.

## **VA Maryland Health Care System Shuttle**

Veteran Affairs (VA) Maryland Health Care System Shuttle is a free weekday shuttle service available to eligible Veteran patients to attend their scheduled clinic appointments throughout the VA Maryland Health Care System. Veteran patients are required to call at least 48 hours in advance of their scheduled clinic appointment to schedule a ride on this shuttle. In the Lower Eastern Shore, Maryland, this bus operates between Cambridge VA Outpatient Clinic and Perry Point VA Medical Center; and Cambridge VA Outpatient Clinic and Crisfield. Additional information can be viewed at <https://www.maryland.va.gov/patients/shuttle.asp>.



# Chapter 7: Prioritized Strategies

## Introduction

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

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

## Goals / Strategies

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

### Maintain Existing Services

- Continue process to receive federal, state, and local operating and capital funding to provide services.
- Maintain services that are effectively meeting identified transportation needs in the region.

### Expand Outreach and Marketing Efforts

- Market available transportation services at community events.
- Provide additional promotional materials to community centers, medical offices, and other regional destinations.

## **Expand Access to Public Transit Services**

- Support recommendations to improve public transportation identified through detailed transit development plans conducted for the region.
- Incorporate elected officials and policymakers into the TDP advisory process to provide political insight and ensure more realistic transportation expansion plans for the region.

## **Expand Access to Other Transportation Services and Options**

- Use current human service transportation services to provide additional trips, especially for older adults and individuals with disabilities.
- Use volunteers to provide more specialized and one-to-one transportation services.
- Investigate creating an online hub that organizes volunteer transportation opportunities through different departments and non-profits in the region.
- Explore private-public partnerships with different ride-sharing companies (i.e. Uber, Lyft, Via).
- Explore the feasibility of providing dockless e-scooters, bike shares, and other alternative transportation options to make first-mile last-mile connections.
- Expand access to taxi and other private transportation operators, including expanding taxi voucher programs.
- Consider and implement vehicle repair programs to support people with lower incomes in maintaining car ownership and operation.
- Provide flexible services that can accommodate seasonal businesses and peak tourism seasons, partnering and collaborating with different towns and municipalities to provide funding and operational support.
- Monitor efforts by the City of Salisbury on bicycle and scooter retail options.

## **Improve Coordination and Connectivity between Various Transportation Providers in the Region**

- Continue to explore opportunities to support coordination between transportation providers in the region.

- Improve coordination of available transportation services for dialysis treatment and other medical facilities.
- Improve connectivity between land use planning and community transportation services.
- Create a central hub for coordination of medical transportation from different agencies.

### **Explore Opportunities to Obtain Additional Funding and Resources to Support Public Transit and Human Services Transportation**

- Develop additional partnerships and identify new funding sources to support public transit and human service transportation, including with local businesses and municipalities.
- Advocate for additional funding to support public transit and human service transportation through outreach towards community and regional leaders and policymakers.

## **High Priorities**

### **Support Recommendations to Improve Public Transportation Identified Through Detailed Transit Development Plans Conducted in the Region**

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

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

A TDP was completed for the Town of Ocean City in November, 2014. The TDP noted that it is anticipated that OCT will continue operating existing routes and levels of service for the Coastal Highway Beach Bus, West Ocean City Park & Ride Shuttle, and ADA paratransit service (supplemented by MEDTRN).

A TDP for Shore Transit was completed in 2015. The TDP addressed needs specific to public transit services identified at the coordinated planning workshop. Recommended improvements to service included expanded services that operate more frequently, require fewer transfers, and provide for a shorter duration of travel. It was also noted that the fare structure should be reviewed. Regional stakeholders noted fares may be cost prohibitive for people on fixed incomes that are frequent users of transportation services.

### **Incorporate Elected Officials and Policymakers into the TDP Advisory Process to Provide Political Insight and Ensure More Realistic Transportation Expansion Plans for the Region**

In conjunction with the strategy of adopting recommended improvements in TDPs, it is important to simultaneously present findings and ideas to elected officials and policy makers early in the planning process. If these individuals are given updates throughout the plan, they can give feedback regarding the political will of the county and ensure that the recommended improvements are feasible enough to be approved by the necessary governing bodies.

This strategy would involve presenting TDP findings periodically at meetings of County Commissioners or transportation board members so that the recommendations do not come as a surprise. Incorporating policymakers into the TDP process earlier can also serve as an educational tool for policymakers who are not well aware of transportation services in the region.

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

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

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

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

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

Transportation provided through human service agencies is more specialized, and therefore is not monitored through these performance measures. There are tools available that agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be National Aging and Disabilities Transportation Center's (NADTC) *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 this link through the NADTC at <https://www.nadtc.org/resources-publications/transportation-by-the-numbers/>.

### **Advocate for Additional Funding to Support Public Transit and Human Service Transportation through Outreach towards Community and Regional Leaders and Policymakers**

Coupled with the need to develop additional partnerships is a stronger advocacy campaign that highlights the impact that public transportation and human services transportation has on residents of the region, and how it is a vital component of the community transportation infrastructure. There is a need to educate locally elected officials on the impact of transportation services and the need for additional funding. Specific talking points are needed to ensure a consistent message.

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

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

### **Develop Additional Partnerships and Identify New Funding Sources to Support Public Transit and Human Service Transportation, Including with Local Businesses and Municipalities**

During the regional workshop, local stakeholders noted that there is currently a lack of overall funding to support the variety of transportation services that are needed in the region. In addition,

the demand for public transit, human services transportation, and specialized transportation services continues to grow daily. One of the key obstacles the transportation industry faces is how to pay for additional services.

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

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

The expansion of current human service transportation programs operated in the region is a logical strategy for improving mobility, especially for older adults and individuals with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders, including providing mobility for people who live beyond fixed-route public transit services and people who live in the more remote areas of the region, while taking advantage of existing organizational structures. This strategy would also support door-to-door transportation needed by customers who need assistance to travel safely and an escort from a departure point, into and out of a transport vehicle and to the door of their destination.

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

### **Continue to Explore Opportunities to Support Coordination between Transportation Providers in the Region**

During the coordinated planning workshop, it was noted that coordination between stakeholders that was foundation for previous successful efforts is now waning, and coordination between human service agencies is not progressing at a satisfactory rate. Recipients of funding through the Section 5310 Program are required to coordinate with other federally assisted programs and services in order to make the most efficient use of Federal resources. This is an ongoing issue since for the most part each agency and organization operates transportation independently of others in the region.

This strategy calls for greater coordination of services and financial resources to use available funding as effectively as possible. The reality is the demand for public and human services transportation in the region will continue to surpass resources, so it is vital that wheelchair accessible

vans in the community are fully utilized, that long distance trips are consolidated when possible, and training and vehicle maintenance are coordinated. This strategy supports efforts to re-energize grass roots efforts to take coordination of transportation services to the next level, including improved technology that encourages coordination.

## **Medium Priorities**

### **Market Available Transportation Resources at Community Events**

The regional workshop found that increased marketing of transportation services could help raise the visibility of the various transportation options available in the community. One possible way to market these resources is by having a transportation desk at different community events, such as job fairs, festivals, and other public gatherings. Having a liaison with information about all public, private non-profit, and human service transportation options in the region at these events could raise awareness of the transit system and help satisfy the need for expanded marketing and outreach efforts.

### **Provide Additional Promotional Materials to Community Centers, Medical Offices, and Other Regional Destinations**

In addition to marketing at community events, providing marketing and educational materials at community centers and medical offices can help promote the existence of transportation services that could help customers get to and from regional destinations. At medical offices, providing staff with brochures explaining different medical transportation programs could help their patients obtain more reliable and/or affordable transportation for their appointments. At community centers like libraries and senior centers, having transportation materials on hand could teach members of the public about the available services within their community.

### **Improve Coordination of Available Transportation Services with Dialysis Treatment and Other Medical Facilities**

During the coordinated planning workshop, it was noted that coordination between stakeholders that was foundation for previous successful efforts is now waning, and coordination between human service agencies is not progressing. Recipients of funding through the Section 5310 Program are required to coordinate with other federally assisted programs and services in order to make the most efficient use of Federal resources. However, this is an ongoing issue since, for the most part, each agency and organization operates transportation independently of others in the region. This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. The reality is the demand for public and human services transportation in the region will continue to surpass resources, so it is vital that wheelchair accessible vans in the community are fully utilized, that long distance trips are consolidated when possible, and training and vehicle maintenance are coordinated. This strategy supports efforts to re-energize grass



roots efforts to take coordination of transportation services to the next level, including improved technology that encourages coordination.

There is also a need to improve coordination with dialysis facilities, as current services are not designed to accommodate return trip after dialysis treatment. A few local stakeholders discussed using vouchers so physicians and medical groups could fund transportation for patients who need to reach dialysis or other medical facilities. In addition, dialysis facility openings need to be coordinated with available transportation services. This strategy supports efforts to work with dialysis and other medical facilities to ensure transportation options are taken into consideration when scheduling treatments and appointments.

### **Provide Centralized Resource (i.e. Call Center, Website) for Community Members that Allows Them to Be Directed to Appropriate Transit or Human Service Providers to Complete Trips**

This strategy involves continuing efforts to coordinate information about all transportation services, and providing this information to the community through a centralized resource. While Shore Transit has a trip planner on their website, it currently only plans trips that use Shore Transit's fixed route services. This resource would incorporate fixed route, demand response, and other human service and non-profit trips to direct riders in the best direction. In addition, there may be opportunities to more effectively use the call center operated by Delmarva Community Transit that is designed to serve the entire Eastern Shore region.

### **Provide Flexible Services That Can Accommodate Seasonal Businesses and Peak Tourism Seasons, Partnering and Collaborating with Different Towns and Municipalities to Provide Funding and Operational Support**

Regional stakeholders noted that there is a need for flexible transportation services that can meet the changing demands created by seasonal workers and tourists. The seasonal nature of these needs can be challenging for implementing public transit services that would only operate part of the year, and therefore more flexible services may need to be considered.

This strategy supports the implementation of flexible services to meet these needs. This strategy provides the mechanism for a variety of possible public-private partnerships with major employers and with large hotel and resort facilities. It offers opportunities for private transportation operators who may have greater organizational flexibility and fewer constraints, and therefore can respond quicker to the ever-changing needs of seasonal transportation services. This strategy also provides the mechanism to allow local businesses, towns, and municipalities with large tourism industries to provide capital and/or operational funding.

### **Improve Connectivity between Land Use Planning and Community Transportation Services**



Regional stakeholders expressed the need to improve connectivity between land use and future development with transportation services. Decisions where to place popular destinations has tremendous impact on the ability of public transit providers to serve these locations, and therefore it is vital that transportation providers are involved at the outset of the development process. This strategy supports efforts that ensure public transit and other transportation providers are at the table and can provide their input on parking lot design, shelter placement, and other land use considerations.

This strategy also supports efforts to incorporate biking into the community transportation network and the planning process. This includes the need for additional bike racks on buses.

### **Create a Central Hub for Coordination of Medical Transportation from Different Agencies**

Similar to the strategy that would create a centralized location for all transportation information, this strategy would consolidate transportation information across different agencies that provide medical transportation. In the Lower Eastern Shore, there is little to no coordination between the several different local agencies that transport individuals to their medical appointments. This strategy supports coordination efforts between different human service providers and could support the creation of a website and/or call center that community members could access to schedule rides. This strategy supports activities that alleviate stress on individual agencies by providing medical transportation in a more coordinated and collective manner.

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

In the region some people with lower incomes will have a car available for their use, but it may be inoperable. With long trip distances and dispersed populations in the rural areas of the region, sometimes a repaired automobile is the most cost-effective way to provide a person with access to employment opportunities and to community services.

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

## **Lower Priorities**

### **Expand Access to Taxi and Other Private Transportation Operators, Including Expanding Taxi Voucher Programs**

Regional stakeholders expressed the need for greater transportation options that allow for unplanned and impromptu trips, and transportation services that allow trip-chaining, i.e. customer

needs stop at daycare before arriving at work location, or customer who needs to stop to have prescription filled after leaving doctor's office but before arriving at home. For these trips private transportation services may be the best options for area residents.

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.

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

A variety of transportation services are needed to meet the mobility needs of older adults and individuals with disabilities. Some of the needs identified by regional stakeholders are better handled through more specialized services beyond those typically provided through general public transit services. In addition, the rural nature and the geographic makeup of the region are not always conducive for shared-ride services. The implementation of a volunteer driver program would offer transportation options that are difficult to meet through public transit and human service agency transportation and provide a more personal and one-to-one transportation service for customers who may require additional assistance. Fortunately, there are numerous examples of successful volunteer driver programs in Maryland and throughout the country that can be used as models to design a volunteer-driver program for the region.

### **Investigate Creating or Using an Online Hub that Organizes Volunteer Transportation Opportunities through Different Departments and Non-Profits in the Region**

To better utilize volunteers to supplement transportation services in the region, it is important to have channels to advertise volunteer opportunities as they arise. Several agencies and non-profits have webpages with listings of available volunteer opportunities. This strategy supports the use of these databases to post volunteer driver positions at various organizations that serve the region. This strategy also supports the creation of a unique website that is exclusively for volunteer transportation programs.

### **Explore the Feasibility of Providing Dockless E-Scooters, Bike Shares, and Other Alternative Transportation Options to Make First-Mile Last-Mile Connections**

As a region with several large, rural areas with limited pedestrian or bike infrastructure, the Lower Eastern Shore struggles to provide the necessary services or amenities needed to make first-mile,

last-mile connections. E-scooters and bike shares are more recent transportation innovations and could provide community residents with a convenient way to get around, as they have had many successes in urban areas throughout the country. There is limited data about the efficacy of these devices in less dense areas, especially for the more recent phenomenon of e-scooters. This strategy supports an investigation into the feasibility of installing first-mile last-mile services that have been successful in more urbanized areas. This strategy also supports the creation of public-private partnerships with technology companies that could provide e-scooters or bike shares for a pilot program.

### **Explore Private-Public Partnerships with Different Ride-Sharing Companies (i.e. Uber, Lyft, Via)**

The Lower Eastern Shore is a mostly rural region, and several stakeholders believed that the creation of a micro-transit or ride-sharing service through a public-private partnership could provide an expedited service that would allow for on-demand transportation for people who have difficulties accessing the public transit network. These services can help alleviate the regional need for providing spontaneous trips by not requiring the customer to schedule to ride at least 24 hours in advance.

Though these services could help satisfy an important need in the region, there are accessibility and equity issues associated with these kinds of services. Accessibility-wise, this depends on the vehicles being used for the service. Some public-private partnerships do not necessarily require vehicles to be equipped with ADA accessible ramps and lifts. Equity-wise, most of these services require an internet-enabled smart phone to schedule a ride. This requirement is difficult for low-income individuals and individuals in areas with limited broadband access.

Most existing micro-transit is in the preliminary stages, with most existing as pilot programs. Montgomery County, in association with Via, is operating the Ride On Flex Service, which provides on-demand mobility options in specific “geo-fenced” zones. While Montgomery County is highly urbanized in comparison to the Lower Eastern Shore, best practices from Ride On Flex and other similar services could be incorporated into a service within the Lower Eastern Shore.



## Chapter 8: Ongoing Arrangements

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

For the Lower Eastern Shore the Shore Transit Advisory Board serves in this review process as needed. This board also provides an ongoing forum for members to:

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



## Chapter 9: Adoption Process

Stakeholders from the Lower Eastern Shore region who participated in the coordinated transportation planning process had the opportunity to review a preliminary version of this plan. Their input was incorporated into a draft plan that was reviewed and approved by the Shore Transit Advisory Board. Subsequently, a final draft plan was endorsed by the Salisbury/Wicomico Metropolitan Planning Organization. A copy of the resolution is provided in Appendix A.





## Chapter 10: Resources

This section provides various resources referenced throughout the plan or helpful with efforts to improve mobility in the Lower Eastern Shore Region. It includes:

- Section 5310 Program information
- FTA guidance for the development of a coordinated public transit-human services transportation plan
- A list of website links to a variety of national technical assistance centers and other organizations that can help with implementation the strategies and projects identified in this plan

## SECTION 5310 PROGRAM INFORMATION

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

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

## **Section 5310 Program Application Process**

More information on the Section 5310 program application process, as well as information on other programs administered by MDOT MTA, can be found at:  
<http://www.taminc.org/Office-of-Local-Transit-Support>

## COORDINATED PLANNING GUIDANCE

### 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.unitedweride.gov](http://www.unitedweride.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**

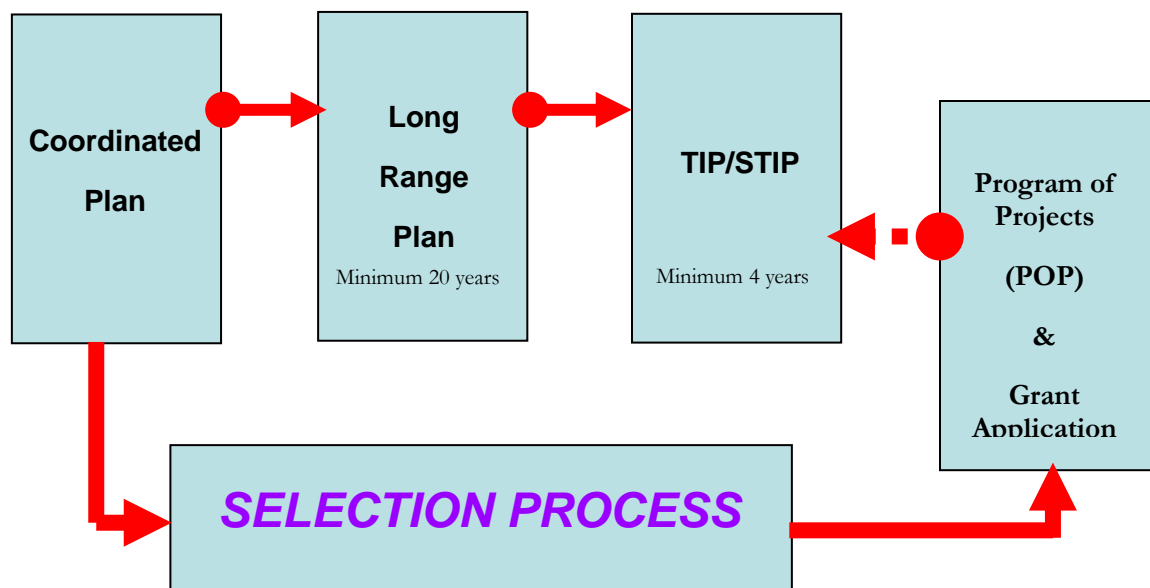
At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). States, MPOs, designated recipients, and public agencies that administer 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.





## HELPFUL WEBSITES

- American Public Transportation Association (APTA):
  - [www.apta.com](http://www.apta.com)
- Community Transportation Association of America (CTAA):
  - [www.ctaa.org](http://www.ctaa.org)
- Easterseals:
  - <http://www.easterseals.com>
- Federal Transit Administration (FTA):
  - <http://www.fta.dot.gov>
- National Aging and Disability Transportation Center (NADTC):
  - [www.natdc.org](http://www.natdc.org)
- National Cooperative Highway Research Program (NCHRP):
  - <http://www.trb.org/NCHRP/NCHRP.aspx>
- National Rural Transit Assistance Program (RTAP):
  - <http://www.nationalrtap.org>
- National Volunteer Transportation Center:
  - <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3767&z=132>
- Shared-Use Mobility Center:
  - <https://sharedusemobilitycenter.org>
- Taxicab, Limousine & Paratransit Association (TLPA):
  - <http://www.tlpa.org>
- Transit Cooperative Research Program (TCRP):
  - <http://www.apta.com/resources/tcrp/Pages/default.aspx>
- Transit Planning For All:
  - <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=326>



## **Appendix A**

# **Salisbury/Wicomico Metropolitan Planning Organization**

## **Resolution to Endorse the Lower Eastern Shore Coordinated Public Transit-Human Services Transportation Plan**

**RESOLUTION BY THE SALISBURY/WICOMICO  
METROPOLITAN PLANNING ORGANIZATION COUNCIL  
ADOPTING THE LOWER EASTERN SHORE COORDINATED TRANSPORTATION PLAN  
RESOLUTION 02-2020  
Adopted February 27, 2020**

**WHEREAS**, the Salisbury/Wicomico Metropolitan Planning Organization ("S/WMPO") was established to conduct regional transportation planning for the S/WMPO area in accordance with applicable federal requirements;

**WHEREAS**, the S/WMPO Council is the governing body for the S/WMPO;

**WHEREAS**, on January 28, 2020, the draft Lower Eastern Shore Coordinated Transportation Plan ("Plan") was reviewed by the S/WMPO Technical Advisory Committee, which made a favorable recommendation to forward the draft Plan to the S/WMPO Council;

**NOW, THEREFORE, BE IT RESOLVED** the S/WMPO Council does adopt the Lower Eastern Shore Coordinated Transportation Plan.

2.27.2020  
Date

  
Matthew E. Creamer, Chairman, S/WMPO Council