Maryland Coordinated Public Transit-Human Services Transportation Plans

Southern Maryland Region

Calvert, Charles and St. Mary's Counties

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MDOT
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MARYLAND TRANSIT ADMINISTRATION

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Acknowledgments

Input from a wide range of stakeholders was a key component in the development of this plan. Special thanks to the stakeholders who participated in a regional workshop and provided input throughout the planning process. Their input was especially beneficial in the assessment of transportation needs in the region, and in the development of potential strategies, activities and projects to improve mobility. In addition, appropriate information and pictures were obtained from the websites of some regional stakeholders.

The Tri-County Council for Southern Maryland provided assistance throughout the development of this plan, particularly with workshop logistics and outreach efforts.

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 Southern Maryland that includes Calvert, Charles, St. Mary's 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

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.

eligible for funding through the Section 5310 Program. Overall this 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 Southern Maryland 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.

Maryland Coordinated Transportation Planning Regions

- Western Maryland Region
- Baltimore Region
- Upper Shore Region
- Lower Shore Region
- Southern Maryland Region
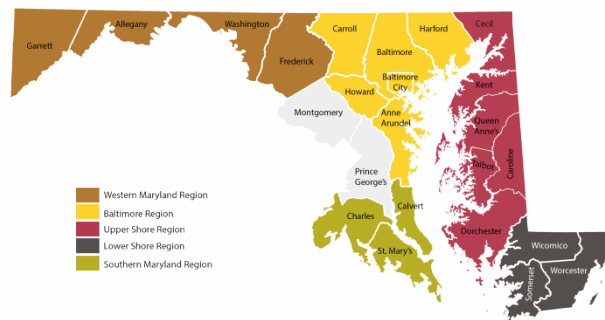
Overall, the following stakeholder groups and organizations were included in outreach efforts.

- 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

SOUTHERN MARYLAND COORDINATED TRANSPORTATION PLANNING WORKSHOP

On August 28, 2019 the MTA, TCCSMD, and 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 Southern Maryland Coordinated Transportation Planning Workshop attracted 43 participants including representatives from:

- Catholic Charities of Archdiocese of Washington
- Calvert County Public Transportation
- Cerenity, Inc
- Charles County Chamber of Commerce
- Charles County Commissioners
- Charles County Department of Health
- Charles County Department of Social Services
- Charles County Freedom Landing, Inc
- Charles County Government Transit Division
- Charles County Public Schools
- Charles County VanGo
- Cycling Without Age, St. Mary's County
- Law office of Sue A. Greer, P.C.
- LifeStyles of Maryland Foundation, Inc
- MedStar Southern Maryland Hospital Center

- Office of Senator Chris Van Hollen
- Options Day Program
- Patuxent Tidewater Land Trust
- Southern Maryland Center for Family Advocacy
- Southern Maryland Community Network, Inc
- St. Mary's County Department of Economic Development
- Spring Dell Center
- The Center of Life Enrichment
- Tri-County Council for Southern Maryland
- Town of La Plata
- University of Maryland Charles Regional Medical Center
- United Way of Calvert County

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 are Transit Development Plans (TDPs) recently conducted for the Locally Operated Transit Systems (LOTS) in the region. A TDP serves as a guide for public transportation improvements in a community or service area for the short-range future. The MTA requires the LOTS in Maryland to conduct a TDP approximately every five years. The LOTS use their TDPs as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding.

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

Transit Development Plans

Calvert County

The Calvert County TDP was completed in February, 2016. The TDP is intended to improve the efficiency and effectiveness of Calvert County Public Transportation (CCPT). The planning process for the TDP is being guided by Calvert County and CCPT staff, members of the Transportation Advisory Committee (TAC) formed for the study and the MTA.

Through the planning process the following overarching needs and visions emerged:

- Increasing connectivity and transfer opportunities between CCPT's routes and shuttles.
- Streamlining existing routes to provide more direct trips.
- Creating additional transit connections between Calvert, Charles, and St. Mary's County.
- Enhancing CCPT's image within the community.

Based on these needs and visions, a range of alternatives for CCPT to consider when planning for the five-year horizon of the TDP are under currently consideration. These alternatives were generated through the TDP planning process, while other concepts were generated through CCPT's ongoing strategic planning efforts. The alternatives serve as a starting point, to be modified based on changing needs and additional input. Due to the inevitable uncertainty of funding levels, the alternatives are presented as short, mid and long term. Short-term alternatives are either cost neutral or incur minimal costs given the potential benefits achieved and are projects that CCPT may implement within one to two years. The mid and long-term alternatives are also priorities but may require more resources than are feasible within the next few years. Depending on changing state and federal funding, these projects may be more appropriate for implementation at a later date. The proposed alternatives are:

Short-Term Improvements (1 Year)

- System-wide route adjustments
- Enhanced community information and outreach
- Transfer Center Development

Mid-Term Improvements (2 to 4 Years)

- Implement service to Charlotte Hall
- Initiate service to the New College of Southern Maryland Campus in Hughesville
- Additional evening run on the North and South routes
- Extend Saturday Service hours
- Install bus stop signs in Prince Frederic
- Bus stop amenities

Long-Term Improvements (5 Years and Beyond)

- Increase route frequency
- Expand demand response service

Charles County

The Charles County VanGO Transportation Development Plan (TDP) was completed in January 2019. The TDP includes an assessment of transit needs, an analysis of existing transportation services and recommendations for improving service delivery of the county's VanGo system. The issues identified include:

- Need for bus stop amenities
- Need for safety
- Need for regional transit connections
- Need for considering new development

Based on these needs a series of service alternatives were developed and considered by the Charles County VanGO staff and the TDP Advisory Committee. Ultimately the TDP included the following service development and organizational improvements that VanGO has used as a guide over the past five years:

- Modifying existing routes
- Increased service frequency on selected routes
- Expanded service hours on selected routes
- Sunday services on selected routes
- Fare policy and ADA paratransit program considerations
- Safety and security issues
- Bus stop improvements

St. Mary's County

The TDP for the St. Mary's Transit System (STS) is currently in a draft final phase. The last TDP was completed in 2013. The recommended projects were derived through detailed analysis of existing community transportation services, rider and community stakeholder input, a transit needs analysis, alternatives analysis and discussion by the St. Mary's County Transportation Advisory Committee.

The recommended service plan from the TDP included public transit service projects planned for inclusion over a five-year planning horizon. The plan focused on service improvements between two groups, STS riders and stakeholders/others.

- **STS riders would like to see the following service improvements:**
  - Additional weekend service;
  - Service later in the evenings;
  - More frequent service;
  - Service to additional areas within St. Mary's County;
  - Real-time transit information
  - Signed bus stops

- **Stakeholders and others would like to see:**
  - All-day, bi-directional service to and from the Washington, DC area;
  - Shorter ride time;
  - Longer hours of service;
  - Improved frequency of service;
  - Additional service to the more rural areas of St. Mary's County

County Comprehensive Plans

Calvert County

The Calvert County Comprehensive Plan is currently in the final stages of the adoption process. The next step is to take the draft plan (July 2019 Draft) to a public hearing. A plan was last adopted in 2005 and amended in 2017. The goal of the plan is to maintain and improve the quality of life for Calvert County citizens by promoting sustainable development, encouraging a stable and enduring economic base, providing for safety, health, and education, and preserving the natural, cultural, and historic assets of Calvert County.

The objectives for transit in the county include improving sidewalk networks, local bus service, bicycle facilities and state/local roads (most notably MD 2/4). Recommendations such as express bus service between Town Centers, traffic calming measures within Town Centers and establishing road and sidewalk/path connectivity requirements in designated areas to reduce traffic congestion were all suggested in the Calvert County Comprehensive Plan.

Charles County

The Charles County Comprehensive Plan was adopted in 2016 and is the primary document that guides land use development in Charles County. The plan addresses not only land use but public

facilities, economic development and environmental issues. According to the comprehensive plan, the transportation goal for the county is to develop, maintain and enhance a multi-modal transportation system to provide for the safe and efficient movement of people and goods on both an inter- and intra- county basis. The goals for alternate modes of transportation include:

- Concentrating 75% of residential development in the Development District to manage the spread of traffic congestion and encourage and support alternate modes of transportation.

- Supporting and promoting the preservation of locally preferred high-capacity fixed-route transit alignment.

- Supporting the implementation of the Bicycle & Pedestrian Master Plan which will provide adequate and safe recreational and functional transportation connections between residential, employment, recreational, shopping and transit centers.

- Ensuring development projects provide sidewalk, shared-use path, and trail connections to expand the bicycle and pedestrian facility network.

St. Mary's County

Adopted in March 2010 and amended in 2013, the St. Mary's County Comprehensive Plan sets out a vision for a "well-maintained, multimodal transportation system [that] facilitates the safe, convenient, affordable, and efficient movement of people, goods, and services…" The plan contains a transportation element as well as referencing the county's 2006 Transportation Plan. The plan notes that although the car is the primary means of transportation in the county, demand for and use of transit is growing.

The plan states the objective of encouraging use of STS and the policy of promoting transit through regional coordination. Specific actions include developing employer outreach programs and continuing to improve STS connectivity with systems in Charles and Calvert Counties. The plan notes the need to facilitate mixed-use development supportive of alternative transportation, especially in the principle development districts of Lexington Park and Leonardtown. It also details goals to promote biking and walking, including a policy of accommodating bicycles on STS vehicles.

Regional Plans

Moving Forward 2040, Calvert – St. Mary's Long Range Transportation Plan (March 2016)

Moving Forward 2040 is the Calvert-St. Mary's Metropolitan Planning Organization's (C-SMMPO's) Long Range Transportation Plan. It is the source of planning transportation investments for the region over the next 25 years. The Plan prioritizes projects and programs that can have short- and long-term effects on daily commutes, transportation options, and quality of life in this region of Southern Maryland. As a guide for future development and maintenance of the region's transportation system, Moving Forward 2040 integrates plans for different transportation modes,

including auto, transit, biking, and walking. It presents constrained and unconstrained transportation projects for the region according to priorities and estimated available funding through 2040. This Plan synthesizes information and data from federal, state, and local transportation plans, studies, and needs. The main goals are:

- Managing the existing transportation system
- Enhancing access and mobility
- Supporting economic vitality
- Providing a connected, multimodal transportation system
- Improving safety and security
- Conserving the environment

College of Southern Maryland, Hughesville Transportation Study (September 2015)

The tri-county region is comprised of Calvert, Charles, and St. Mary's Counties is served by the College of Southern Maryland (CSM), a regional community college. In May 2014, CSM approved a new regional campus in Hughesville, Maryland to accommodate the school's growth and consolidate academic programs. When completed, the new campus will centralize certain programs and draw students from all three counties.
This study provided an opportunity for the region to assess how to serve the campus through public transportation and ensure CSM-Hughesville develops in a responsible manner. The report included:

- Information on existing conditions through analysis of the region's existing land use, public transit services and current CSM student demographics
- Proposed transit recommendations and transportation demand management strategies
- Proposed campus access points and a recommended campus transit facility

Southern Maryland Mobility Management Plan (October 2012)

The Tri-County Council for Southern Maryland led development of a regional mobility management initiative with the goal of efficiently managing and delivering coordinated transportation services in Calvert, Charles, and St. Mary's Counties. A mobility management action plan was finalized in October 2012 and included a vision for an one-stop Southern Maryland mobility management call center. The plan discussed regional needs and made recommendations to help guide the development of an one-stop center.

Southern Maryland Transportation Needs Assessment (June 2008)

The Southern Maryland Transportation Needs Assessment was developed in response to the Maryland State Senate Bill 281 which established a commission to study the transportation needs in Southern Maryland. The commission was made up of 21 members including members of the Maryland Senate and House of Delegates and the U.S. Representative representing Southern Maryland. The impetus for the study was substantial population growth in the region (more than

twice the growth rate of the entire state of Maryland from 1980 to 2005) and changing commuting patterns within the region. The study championed a multi-modal approach to transportation needs including highways and bridges, transit, bicycle/pedestrian infrastructure and appropriate future land-uses. The following strategies were included in the public transportation component of the plan:

- **Improve Local Transit Service and Coordination** – through improved convenience for intraregional work trips, regionalizing local bus routes and coordinating transit with social service agencies.

- **Expand Commuter Bus Service and Park-and-Ride Lots** – by utilizing innovative lane designs on shoulders or medians to allow for free movement of buses in congested conditions and addressing parking shortages by introducing feeder services such as shuttles, deviated fixed routes and subscription bus service in low-density areas.

- **Enhance Transit Information and Dissemination Techniques** –by including enhanced wayfinding signage to park-and-ride facilities; providing clear transit information such as routes served and bus departure times at park-and-ride facilities, on the internet and by telephone; creating consistent signage for local transit systems; and making information user-friendly.

- **Implement Feasible High-Capacity Transit Options** – by noting that the region's growing population and congestion could justify high-capacity transit options such as light rail or bus rapid transit. While the current levels of ridership do not yet justify this option, planning efforts should be undertaken now to ensure that such a service could be quickly implemented if the need arises.

Other Plans and Studies

The following section reviews recent plans and initiatives covering broader issues and planning efforts.

St. Mary's County Land Preservation, Parks and Recreation Plan (LPPRP) (August 2017)

The 2017 St. Mary's County LPPRP assesses the county's future parks and recreation need and identifies land preservation and natural resource conservation goals. The LPPRP begins by reviewing county characteristics, including demographics. Growth will primarily be directed in the designated development districts of Lexington Park, the Town of Leonardtown, and other priority funding areas along MD Route 5. The 65 and over population is projected to increase 20% between 2015 and 2025 resulting in increased demand for senior recreation services.

Capitol Health Care Network Rural Initiative (2009)

St. Mary's County was one of four rural focus areas selected in this study commissioned by the Department of Veterans Affairs (VA). The study assessed the quality of care available to veterans with the goal of enhancing veterans' health through transportation to VA facilities. Recommendations to improve transportation options available to rural veterans like those in St. Mary's County included:

- Implementing a concerted outreach program to inform veterans of the transportation service available to them

- Establishing payment mechanisms with public transit providers to increase access to local transportation options

- Developing feeder systems that transport veterans from remote areas to established transportation routes that serve VA health care facilities

- Developing initiatives aimed specifically at providing transportation for homeless veterans.

Chapter 4: Assessment of Transportation Needs

Introduction

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

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

- A regional workshop that provides a forum for stakeholders to discuss and update the transportation needs in the 2010 version of this plan

- The analysis of demographic data using current information from the U.S. Census

- Review and documentation of transportation needs from other plans and studies

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, and therefore the group as a whole discussed the unmet transportation needs from the 2010 version of this plan and updated the previous list. Participants broke into small groups and updated the transportation needs specific to each county in the region.

Regional Transportation Needs

Expanded Transportation Services

Expanded transportation for medical trips	• Including out of county medical trips • Particularly trips throughout the Washington, DC-MD-VA Urbanized Area • Limited opportunities, especially in Calvert and St. Mary's County • New medical centers are under construction
Expanded transportation options for non-medical trips	• Shopping, recreational, social, and other quality of life trips • Need for expanded frequency, many services are only hourly or have limited capacity • Suburban and rural areas need weekend options
Expanded service hours for early mornings, evenings, and weekends	• These hours are often limited, especially late at night and early in the morning • These hours are important for shift workers, and could also allow for increased non-medical, non-work trips • Weekend service increases non-medical mobility • Difficult to cross counties at these hours
More options for same day, spontaneous trips	• Increased avalability of ridesharing could alleviate this need • Limited Sunday service • Dialysis transportation is a high need
Expanded options for long-distance trips	• Limited options for inter-county, inter-regional travel • Important for access to employment and medical facilities

More transportation options to access employment	• Including increased services to military bases, Hughesville, and College of Southern Maryland Campuses • Access to job training and education facilities
More transportation options in remote areas of the region	• People living outside of fixed route services have limited options • More options for older adults and individuals with disabilites in rural areas are needed to access employment
Greater mobility for veterans	• Expanded transportation options for medical appointments in Washington, DC and Charlotte Hall • Need for veteran transportation to CSM to utilize VA educational benefits

Improved and Expanded Outreach, Marketing, and Education

Increased awareness of transportation services	• Including outreach to people who recently lost their license or no longer drive • Many community members who could benefit from these services are unaware of them
Expanded outreach in alternative formats	• Bilingual materials for people with limited English proficiency • Materials in braille, and other alternative materials for individuals with disabilities
Centralized technology to learn about regional transportation services	• Could involve utilizing statewide 211 system to disseminte information • Regional call center could be useful • Using Public Service Announcements and cable network services

More extensive travel training efforts	• Could utilize volunteers • Potential to create social media videos explaining how to use the transportation system • Better market available travel training
Increased safety measures	• Installation of cameras on buses • Institution of policies to deal with customers who break rules
Education of elected officials on unmet needs	• Could help expand advocacy for transportation and transit within legislative bodies

More Affordable Transportation Services

Assessment of fare structures	• Especially for longer rides and alternative trips • Need is most prevalent for people who do not qualify for programs such as Medicaid
Increased subsidies for taxis and other private providers	• Private transportation services are available, but many are unable to use them consistently due to higher prices

Improved Coordination and Connectivity

Improved inter-agency communication	• Currently, there is limited coordination of trips between human service agencies and organizations.
Need for timed transfers between the three public transit systems	• Inter-county transportation is difficult in the region • More timed transfers • Transfers between Calvert and Charles • Future plans for CSM will result in the need for greater connectivity between the systems

Additional Funding

Further quantification and documentation of unmet needs	• Better data is easier to present to elected officials as an advocacy tool for public transportation.
Additional funding for private non-profit providers	• Current Developmental Disabilities Administration (DDA) rate is $10 per day for two one-way trips • This cost is prohibitive, especially if a customer requires more than four one-way trips each day • Non-profit providers need to make up this difference

Calvert County Transportation Needs

Expanded outreach and education about transportation services	• Many are unaware of the services offered in the county • New services (extension of hours in Lusby, new service to veterans home in Charlotte Hall) may need more marketing efforts
Expanded service hours for early mornings, evening, and weekends	• This can limit peoples ability to take non-medical trips at these times of day
More lift-equipped vehicles for non-profit transportation services	• All public options are lift-equipped, but there is a need for more accessible vehicles available for non-profit providers
Additional travel options in remote areas of the county	• Many Calvert residents cannot use the transit system because they are too far away from fixed route services • Demand response has limited capacity to make these trips
Expanded visibility of travel trainer program	• Travel training is currently offered in Calvert County, but it is unknown to many who may benefit from it
Increased options for long distance medical trips	• Unaffordable for people who do not qualify for Medicaid • Faith-based community services could help expand availability of this type of service
More funding to support specialized transportation and public transit to emerging destinations	• New CSM campus in Hughesville

Charles County Transportation Needs

Need for additional and reliable transportation opportunities for work trips	• There are gaps in the western part of the county • Transportation for 3rd shift work is limited • Transit along Route 10 • DC is largest work destination in Charles
Need for more transportation in rural areas	• Nanjemoy and Indian Head have limited services • There are 2 hour headways on the bus to Belaton, could increase frequency
More access to transportation information at community locations	• i.e. library, senior centers, places of worsip, and HOA senior communities
More funding to support specialized transportation and public transit to emerging destinations	• Standardized fares across counties to adress funding silos • New CSM campus in Hughesville
Address legal issues and other barriers preventing coordination between human service and public transportation providers	• Currently, coordination between providers is limited • Could be improved by addressing funding silos and barriers that limit coordination
Expanded transportation resources for impromptu and non-medical trips	• Last minute doctor's appointment and prescription pickups are imromptu • Other emergency shopping trips could be served better
Increase safety and accessibility at stops	• Expand presence of bus stop signs, landing pads, sidewalks, crosswalks, and shelters
More flexible transportation services for families and youth	• Getting to therapy sessions, day care, and work on a single day can be complicated to schedule

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St. Mary's County Transportation Needs

Acquire more intelligent transit planning technologies	• There is a communication gap between agencies and clients requiring transportation • Intelligent transportation tehnologies, like GPS, coordinated vehicle scheduling, dispatching and monitoring technologies, and customer payment systems
Additional service options for social and shopping trips.	• Particularly for older adults
Expanded outreach and marketing of available services	• Information for all transportation providers in the county is not centralized
Expanded service for medical trips outside of the county	• Return trips for dialysis • Annapolis,Baltimore, Bowie, Waldorf, and Washington are important destinations
Expanded availablity of transportation in evenings and on weekends	• For late shifts and weekend shifts, as well as non-work trips • Dialysis return trips are difficult to schedule with current service hours
Expanded demand response/specialized services.	• Particularly a concern for dialysis transportation
Greater transportation services for general public to get to employment sitesIncrease safety and accessibility at stops	• This includes trips for job training and interviews • New CSM-Hughesville campus may host job fairs and trainings

Chapter 5: Demographic Analysis

INTRODUCTION

This chapter provides an analysis of future population trends in Southern Maryland, as well as a demographic analysis focusing on population groups that are more likely to rely on transit. This is coupled with 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, expand mobility, and generate recommendations to improve coordination within the region.

POPULATION ANALYSIS

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

Population

In the 2013-2017 American Community Survey (ACS) 5-year estimates, 90,824 people were estimated to live in Calvert County, 156,021 in Charles Count, and 110,979 in St. Mary's County. Each county has experienced low to moderate population growth since the 2010 Census. The region as a whole has also grown, increasing by about 25,000 since 2010. Charles County had a population of 161,503, and St. Mary's County had a population of 112,664. Table 5-1 displays the historical population data from 1990 to 2017.

Table 5-1: Southern Maryland Historical Population Data

Year	Calvert	Charles	St. Mary's	Total Service Area
1990	51,372	101,154	75,974	228,500
2000	74,563	120,546	86,211	281,320
2010	88,737	146,551	105,151	340,439
2018	92,003	161,503	112,664	366,170

Population Density

Population density is one of the most important determinants of public transportation feasibility and necessity. Block groups with higher population densities can be found throughout the region in California, Chesapeake Beach, Indian Head, La Plata, Lexington Park, Lusby, and Waldorf. Figure 5-1 displays the population density in block groups throughout Southern Maryland.

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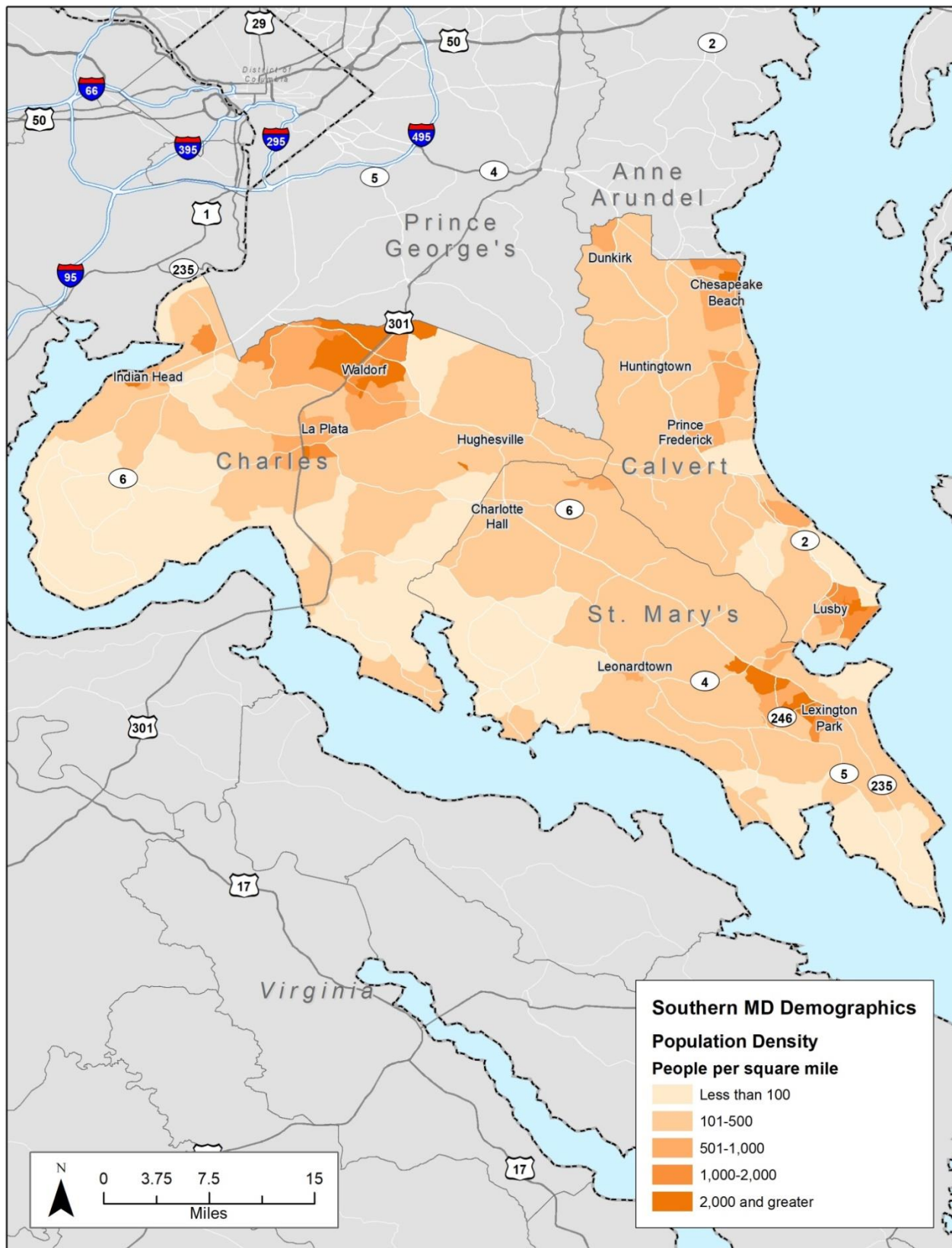
Population Forecasts

Future population forecasts for the region anticipate moderate population growth to the year 2040. The region is expected to experience just over a 24 percent growth rate during the period from 2010 to 2040; or an average annual rate of 0.82 percent. During this period, the area is expected to grow from 340,439 persons to 484,650 persons or an increase of about 145,211 persons. Table 5-2 shows the forecasted population growth and Figure 5-2 provides a visual illustration of the growth.

Table 5-2: Population Forecasts

Year	Calvert County	Charles County	St. Mary's County	Total Service Area
2010 Population	88,737	146,551	105,151	340,439
2015 Population	91,650	157,100	113,900	362,650
2020 Forecast	95,600	174,350	125,150	395,100
2025 Forecast	98,350	190,650	137,200	426,200
2030 Forecast	100,100	202,150	148,750	451,000
2035 Forecast	101,050	212,300	156,150	469,500
2040 Forecast	100,450	220,850	163,350	484,650
2045 Forecast	100,850	229,750	162,900	493,500

Figure 5-2: Future Population Growth
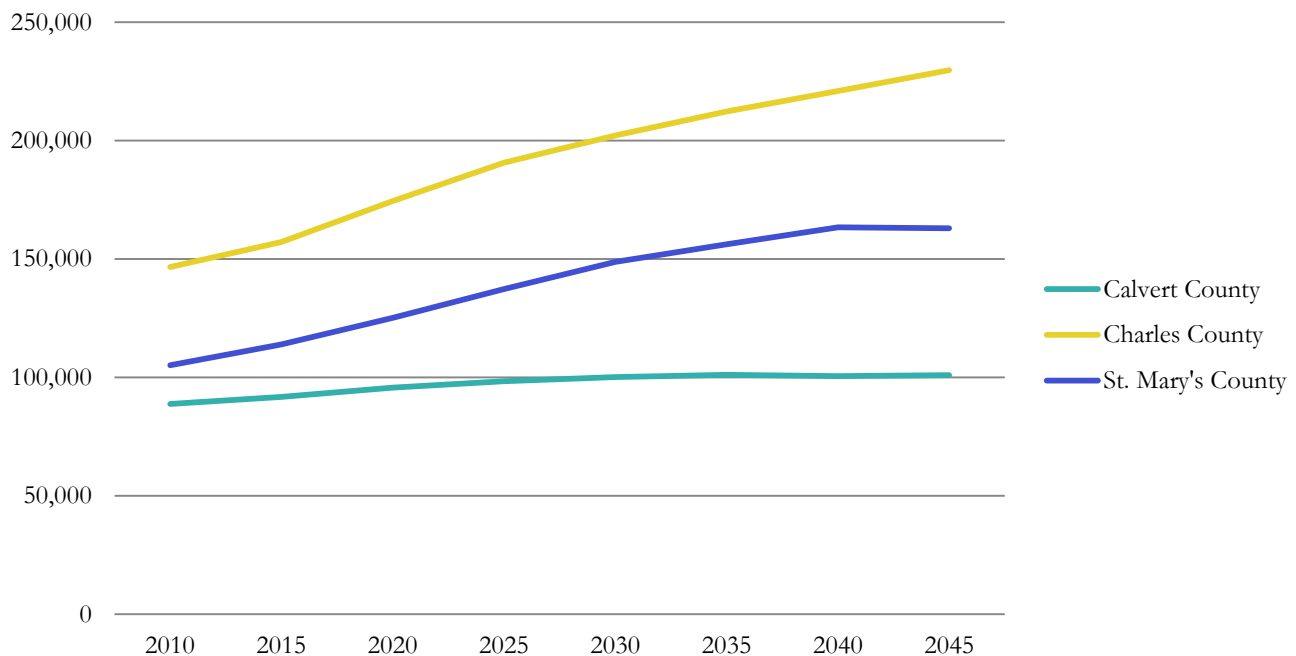
TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. The analysis within this section draws upon data from the American Community Surveys five-year estimates (2013-2017). The results of this demographic analysis highlight those geographic areas of the service area with the greatest need for transportation.

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

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

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

Transit Dependence Index

The Transit Dependence Index (TDI) is an aggregate measure of transportation need. Six factors make up the TDI calculation:
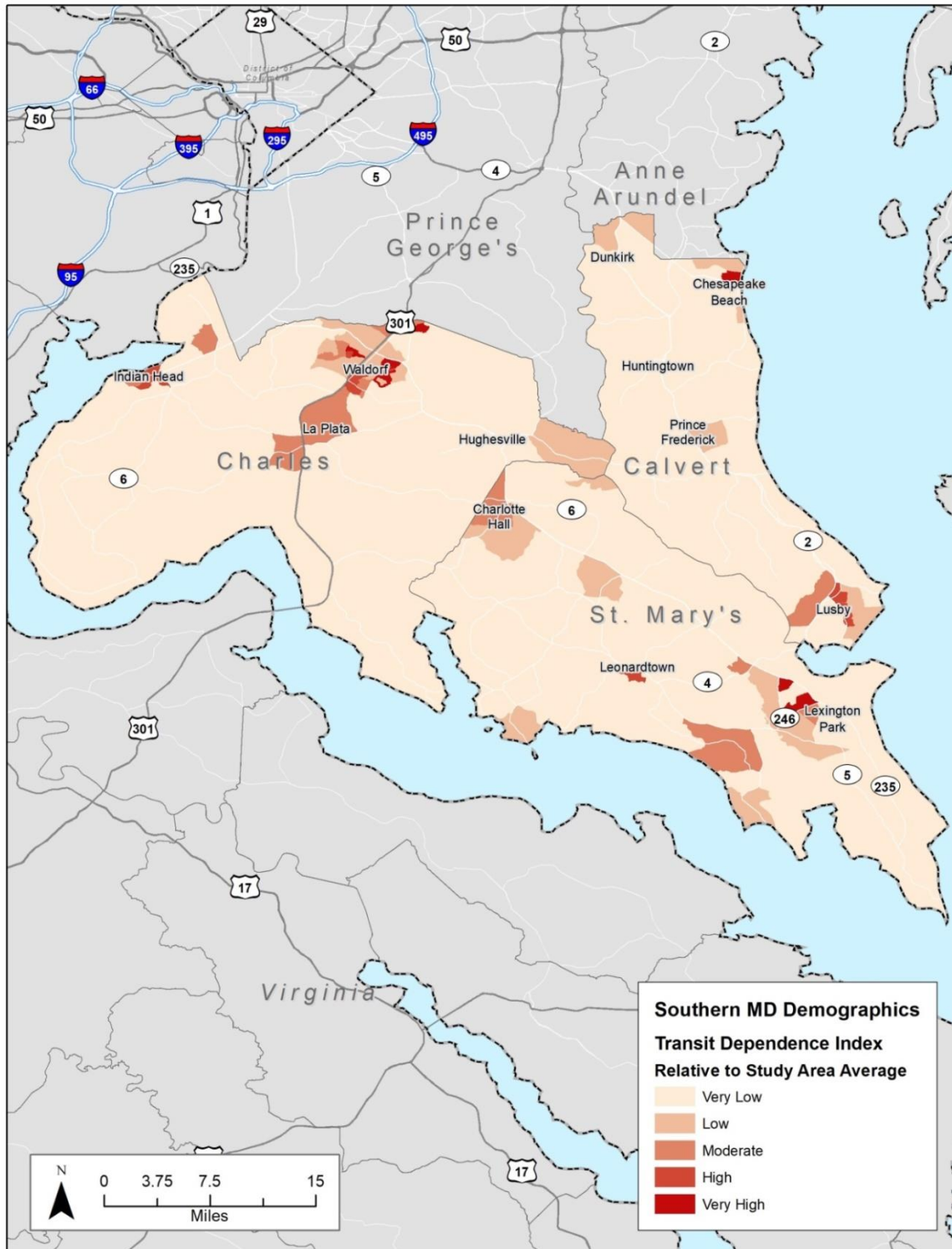
- Population Density
- Autoless Households
- Disabled Populations
- Older Adult (65+) Populations
- Youth Populations
- Below-Poverty Populations

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 found in Chesapeake Beach, Indian Head, Leonardtown, Lexington Park/California, Lusby, and Waldorf. Figure 5-3 illustrates the block groups with the highest concentrations of transit dependent populations.

**Figure 5-3: Transit Dependence Index by Block Group**

MARYLAND DEPARTMENT
OF TRANSPORTATION
MARYLAND TRANSIT
ADMINISTRATION

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 exception of the population density factor. By removing the population density factor, the TDIP measures the percentage, rather than the density, of vulnerable populations. As seen in Figure 5-4, the areas with the highest percentage of transit dependent persons are located along the eastern shore of the Wicomico River, Leonardtown, southeast of Prince Frederick, and Waldorf.

Figure 5-4: Transit Dependence Index Percentage by Block Group
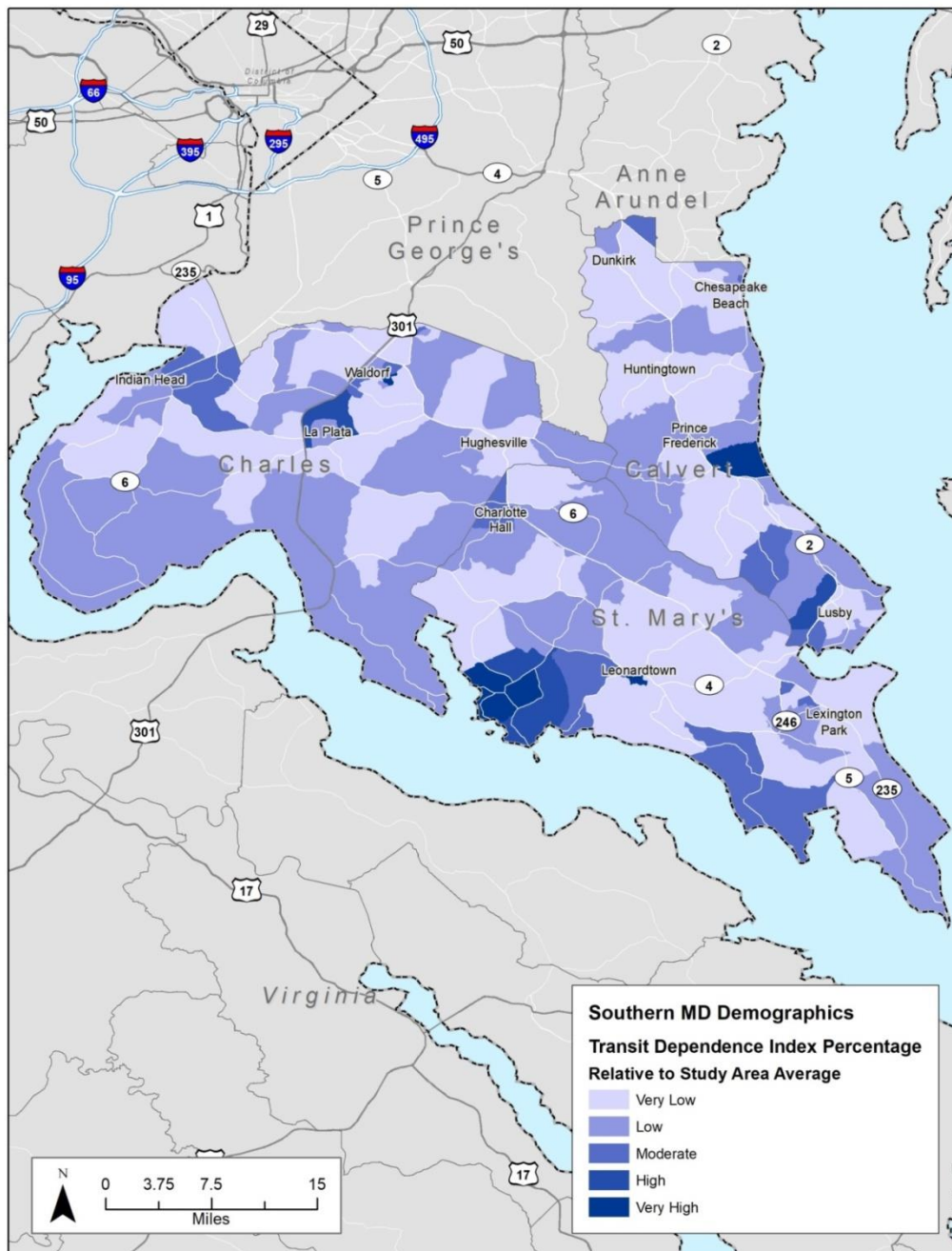
Autoless Households

While autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important when many important destinations 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 households with access to a car. Figure 5-5 displays the relative number of autoless households in the region. The highest concentrations occur around Charlotte Hall, the Wicomico's eastern shore, Hughesville, Indian Head, La Plata, Leonardtown, Lexington Park, Lusby, Prince Frederick, and Waldorf.

Figure 5-5: Relative Density of Autoless Households
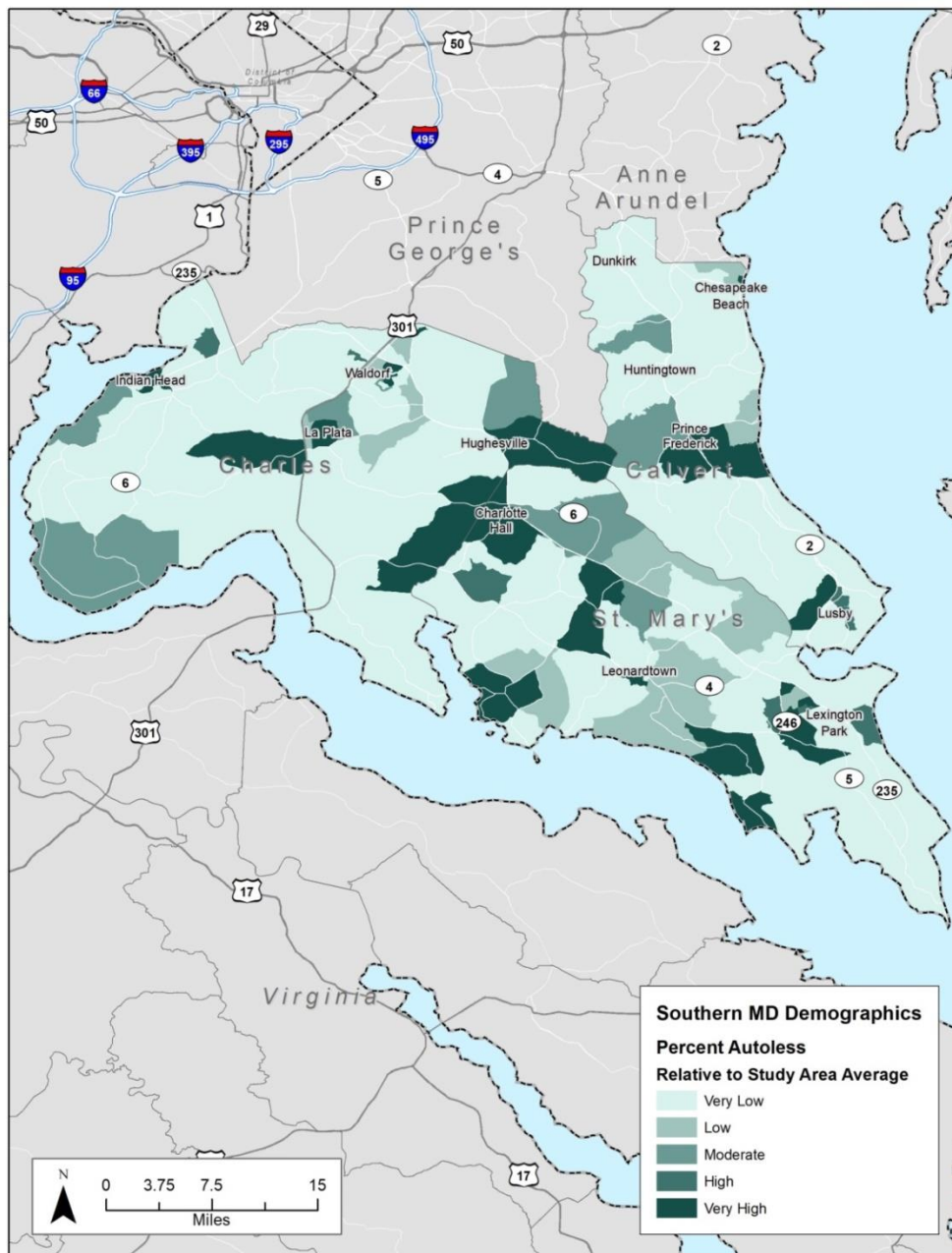
Disabled Populations

Individuals with disabilities may be unable to use a personal vehicle, therefore making them more dependent on the mobility provided by public transportation. Higher percentages of disabled persons can be found in block groups around La Plata, Lusby, south of Lexington Park, along the eastern shore of the Wicomico, Prince Frederick, and Waldorf. Figure 5-6 displays the relative percentage of individuals with disabilities by block group.

**Figure 5-6: Percentage Disabled by Block Group**
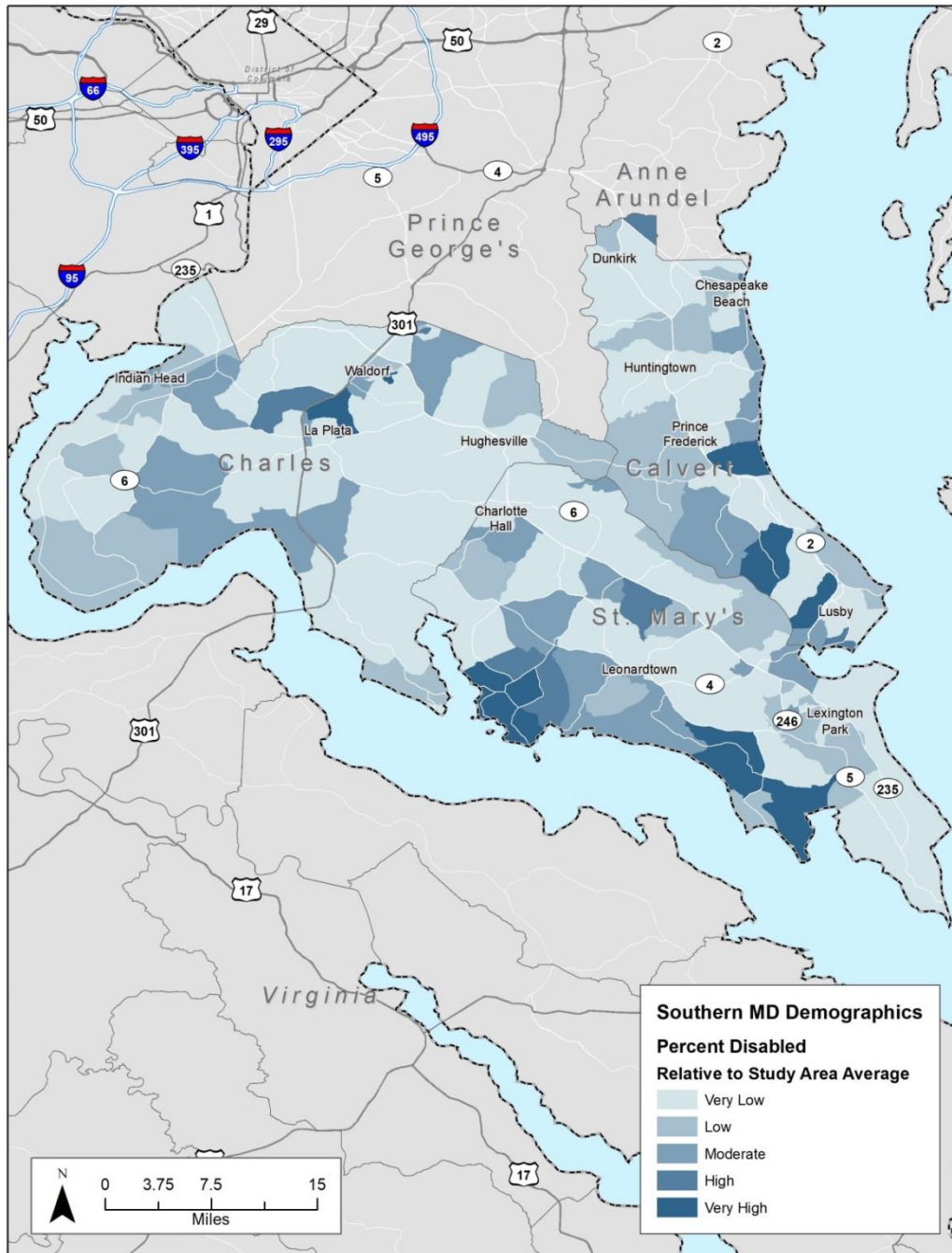
Older Adult Populations

Individuals ages 65 and older may scale back their use of personal vehicles as they age, leading to a greater reliance on public transportation compared to those in other age brackets. The block groups classified as having a "very high" concentration of senior adults are located in Charlotte Hall, Dunkirk, the Wicomico's eastern shore, Indian Head, north of La Plata, and Lusby. Figure 5-6 displays the percentage of older adults in block groups throughout the region

Figure 5-7: Relative Density of Senior Populations
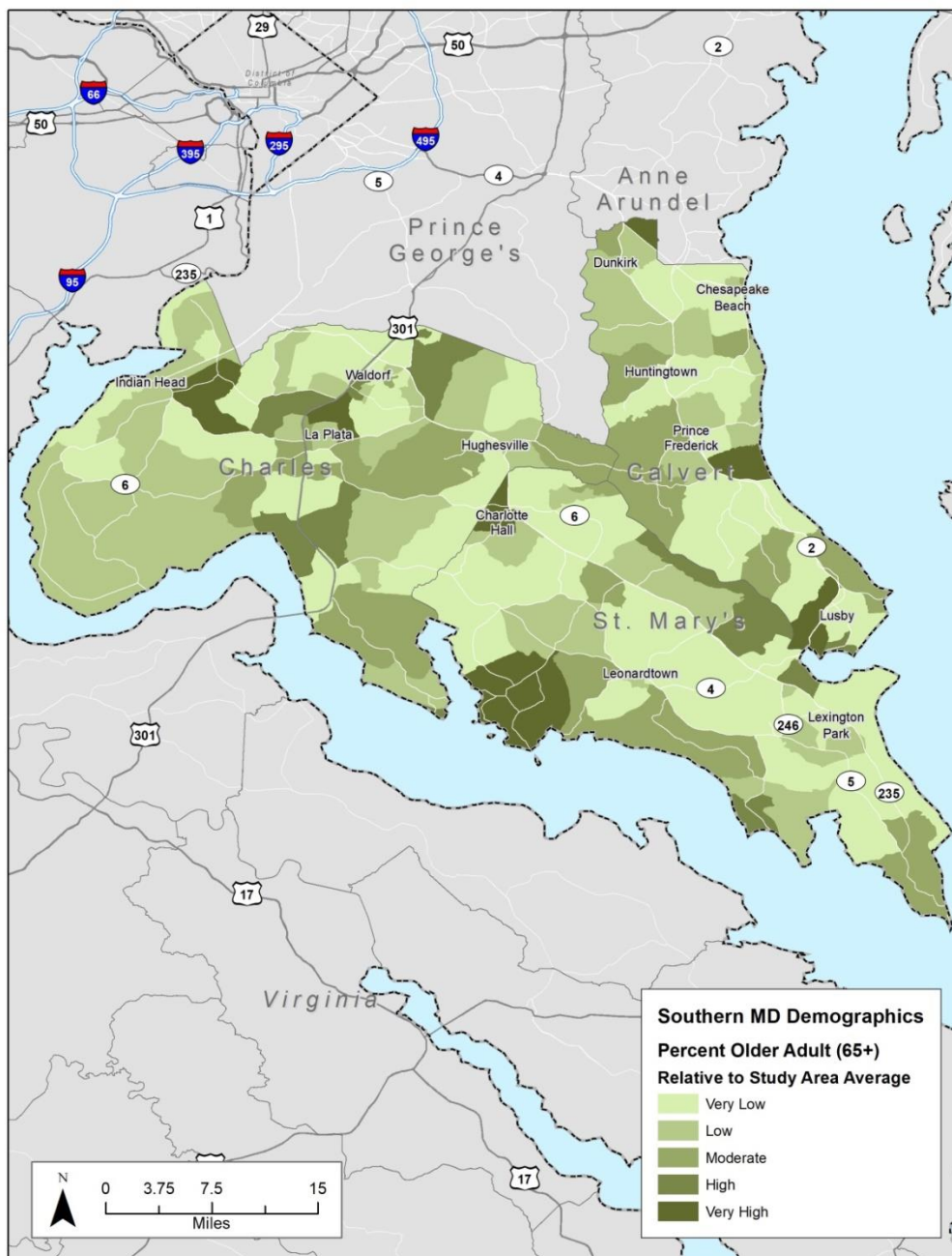
Youth Populations

Younger people between the ages of 10 and 17, who cannot drive or do not have consistent access to a personal automobile, appreciate the continued mobility from public transportation. Block groups with a "very high" percentage of 10 to 17 year olds are located around California, Charlotte Hall, and Huntingtown. Figure 5-8 illustrates the areas with high concentrations of youth populations.

Figure 5-8: Relative Density of Youth Populations
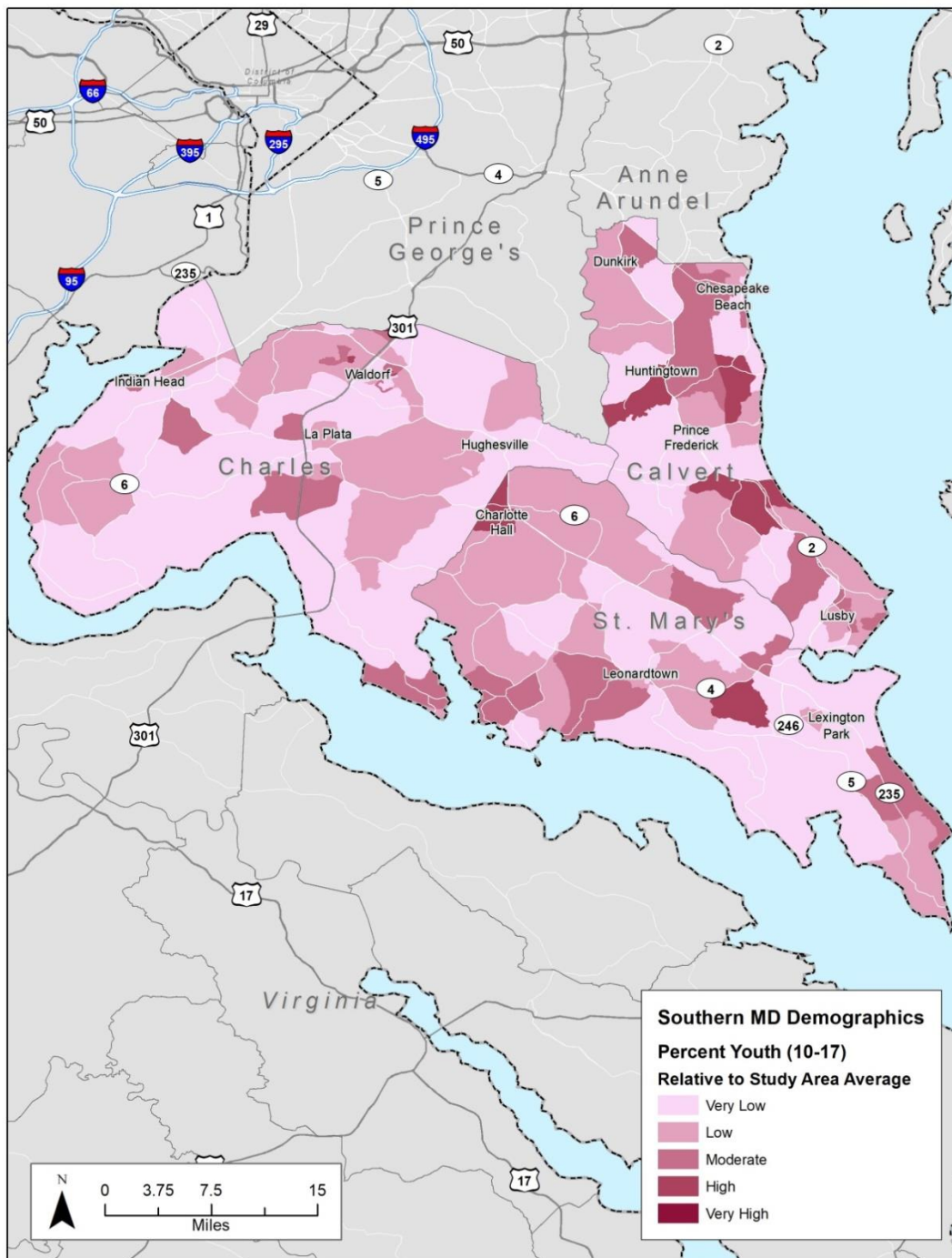
Below Poverty Populations

Individuals that make up the below-poverty population face financial hardships that make owning and maintaining a personal vehicle difficult, making this population more likely to depend on public transportation. Figure 5-9 depicts which census block groups are either above or below average. Block groups with above average below poverty populations are scattered throughout the region, including along the Potomac River in Charles, southeastern St. Mary's, Lusby, and Prince Frederick.

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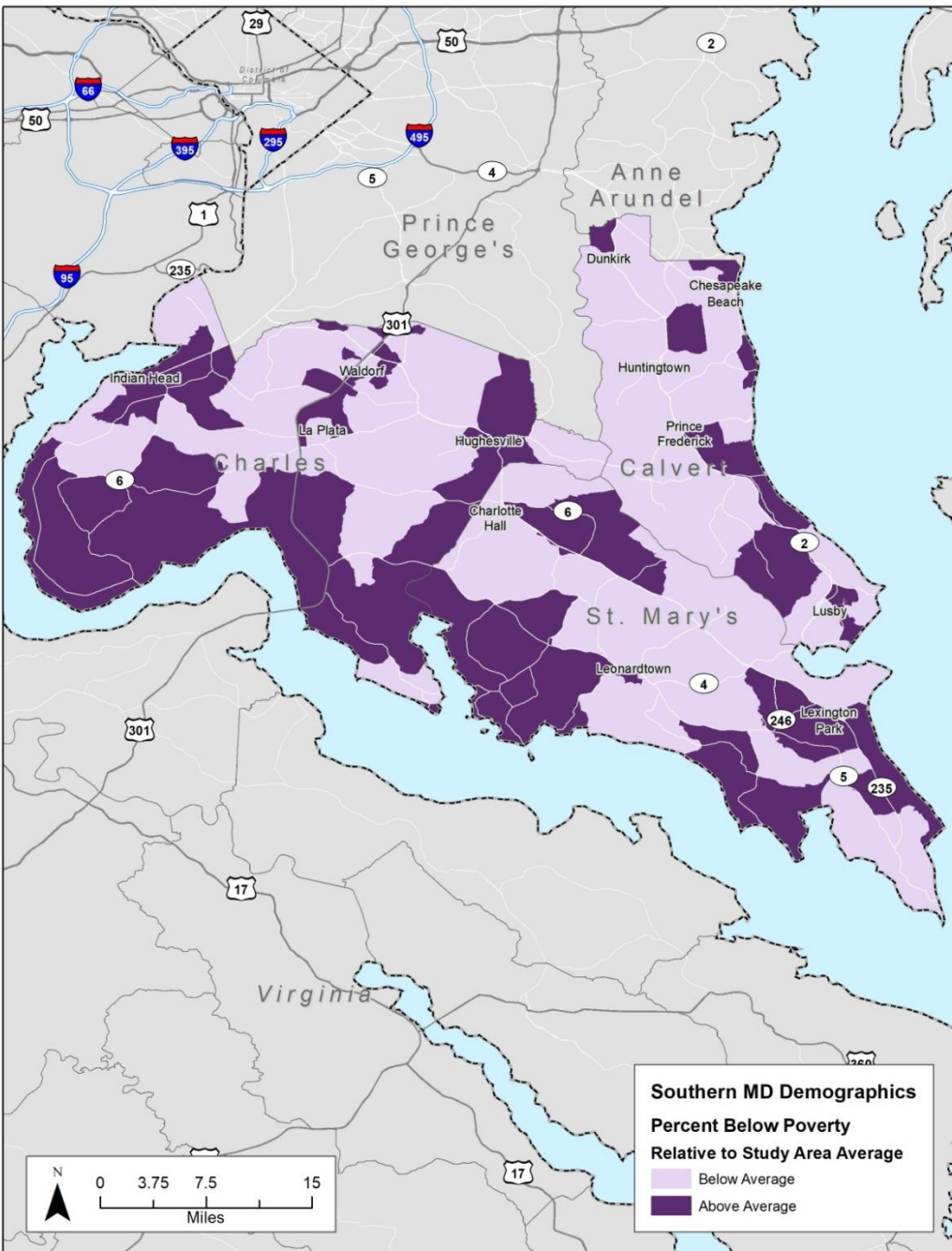
LAND-USE PROFILE

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
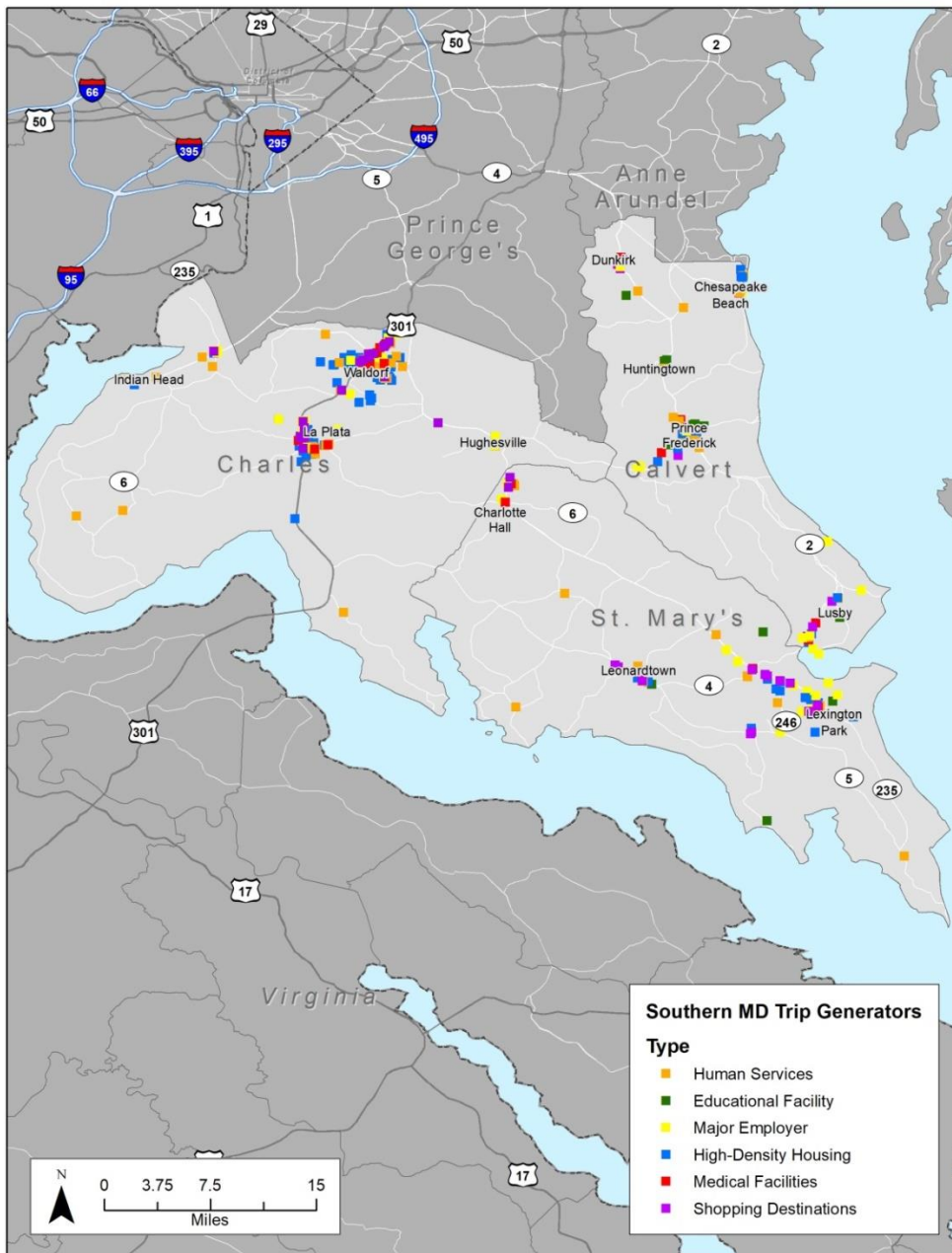
Travel Patterns

In addition to considering the region's major employers, it is also important to take into account the commuting patterns of its residents. As displayed in Table 5-4, St. Mary's County has the highest number of residents who work in the county at roughly 74%. Charles County and Calvert County have roughly 39% of their population working in county. The majority of residents in all three counties drive alone to work. The second most frequently used method is carpooling. Public transportation garners approximately 2 – 6% in the three counties.

Table 5-4: Journey to Work Travel Patterns

Place of Residence	Calvert Co.		Charles Co.		St. Mary's Co.	
Workers 16 years and older	45,262		79,070		55,125	
Location of Workplace						
In State of Residence	37,910	84%	53,418	68%	51,598	94%
In County of Residence	17,795	39%	30,622	39%	40,924	74%
Outside County of Residence	20,115	44%	22,796	29%	10,674	19%
Outside State of Residence	7,352	16%	25,652	32%	3,527	6%
Means of Transportation to Work						
Car, Truck, or Van - drove alone	36,993	82%	64,373	81%	45,547	83%
Car, Truck, or Van - carpooled	3,784	8%	5,805	7%	5,194	9%
Public Transportation	1,374	3%	4,571	6%	1,198	2%
Walked	320	1%	907	1%	1,297	2%
Taxicab, motorcycle, bicycle, other	386	1%	454	1%	350	1%
Worked at Home	2,405	5%	2,920	4%	1,360	2%

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. Washington, DC is in the top five for each county, and is the most prevalent work destination in Charles County. Table 5-5 shows the top five employment destinations for the residents of Calvert, Charles and St. Mary's Counties.

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

Calvert County		Charles County		St. Mary's County	
Destination	%	Destination	%	Destination	%
Prince Frederick	9%	Washington, DC	15%	California	8%
Washington, DC	5%	Waldorf	12%	Leonardtown	8%
Waldorf	3%	La Plata	6%	Lexington Park	6%
Lusby	3%	Arlington, VA	2%	Washington, DC	4%
Solomons	2%	Alexandria, VA	2%	Waldorf	4%

Chapter 6: Current Transportation Services and Resources

Introduction

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

- Using information from the previous coordinated transportation plan for the region

- Incorporating transportation resources identified by the Tri-County Council for Southern Maryland

- 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 transportation planning process

Public Transit

The following section provides information on the public transit systems that serve the Southern Maryland region.

Calvert County

Calvert County Public Transportation (CCPT)

CCPT is part of the Calvert County Department of Community Resources, and currently provides deviated fixed route, demand response and ADA paratransit service. CCPT has five fixed routes and three shuttles as listed below:

- **Dunkirk (Orange Route):** This route operates five trips each day, Monday through Friday 9:00 a.m. to 3:34 p.m.

- **Mid-County (Yellow Route)**: There are five trips everyday Monday through Friday from 7:55 a.m. to 3:30 p.m., four of them starts at Calvert Pine Senior Center.

- **North (Pink Route):** This route operates six loops on weekdays from 6:30 a.m. to 5:16 p.m. and three loops on Saturdays from 8:30 a.m. to 2:27 p.m. It also serves Prince Frederick, Huntingtown, Chesapeake Beach, North Beach, and Sunderland in Calvert County.

- **South (Blue Route):** This route operates five trips on weekdays from 7:15 a.m. to 6:45 p.m. and three trips on Saturdays from 8:15 a.m. to 3:24 p.m. It also serves Prince Frederick, St. Leonard, Olivet, Lusby, Dowell and Solomons in Calvert County.

- **Charlotte Hall Route:** This route connects Charlotte Hall with Calvert Pines Senior Center. There are five roundtrips starting at Charlotte Hall in a day. The service operates Monday through Friday from 7:30 a.m. to 5:04 a.m. Connections are available with public transportation for Charles and St. Mary's counties.

- **Prince Frederick I (White Shuttle)**: It starts at Calvert Pines Senior center and makes 13 roundtrips on weekdays and seven on Saturday. It operates from 6:35 a.m. to 8:00 p.m. on weekdays and from 8:15 a.m. to 4:00 p.m. on Saturdays.

- **Prince Frederick II (Green Shuttle)**: This route operates five round trips on weekdays from 9:40 a.m. to 2:25 p.m. and seven roundtrips on Saturdays from 8:15 a.m. to 4:00 p.m.

- **Lusby Shuttle (Gold Shuttle)**: This route operates Monday through Friday from 7:21 a.m. to 7:30 p.m. It also serves Chesapeake Ranch Estates, Lusby area, and Solomons in Calvert County.

All the CCPT routes are depicted in the Figure 6-1.

CCPT's core service (and ridership) occurs in Prince Frederick, and the system's main transfer point is the Calvert Pines Senior Center. All routes except for the Lusby Shuttle serve this location, though the transfers are not timed.

CCPT provides paratransit service to general public, the elderly and individuals with disabilities. It also provides paratransit service to those persons who are eligible under ADA. It has four demand response routes operating Monday through Friday:

1) Between Prince Frederick and destinations to the north,
2) Between Prince Frederick and destinations to the south,
3) The North Beach, Chesapeake Beach, and Owings area, and
4) For clients that need transportation to dialysis.

Figure 6-1: Map of CCPT Routes
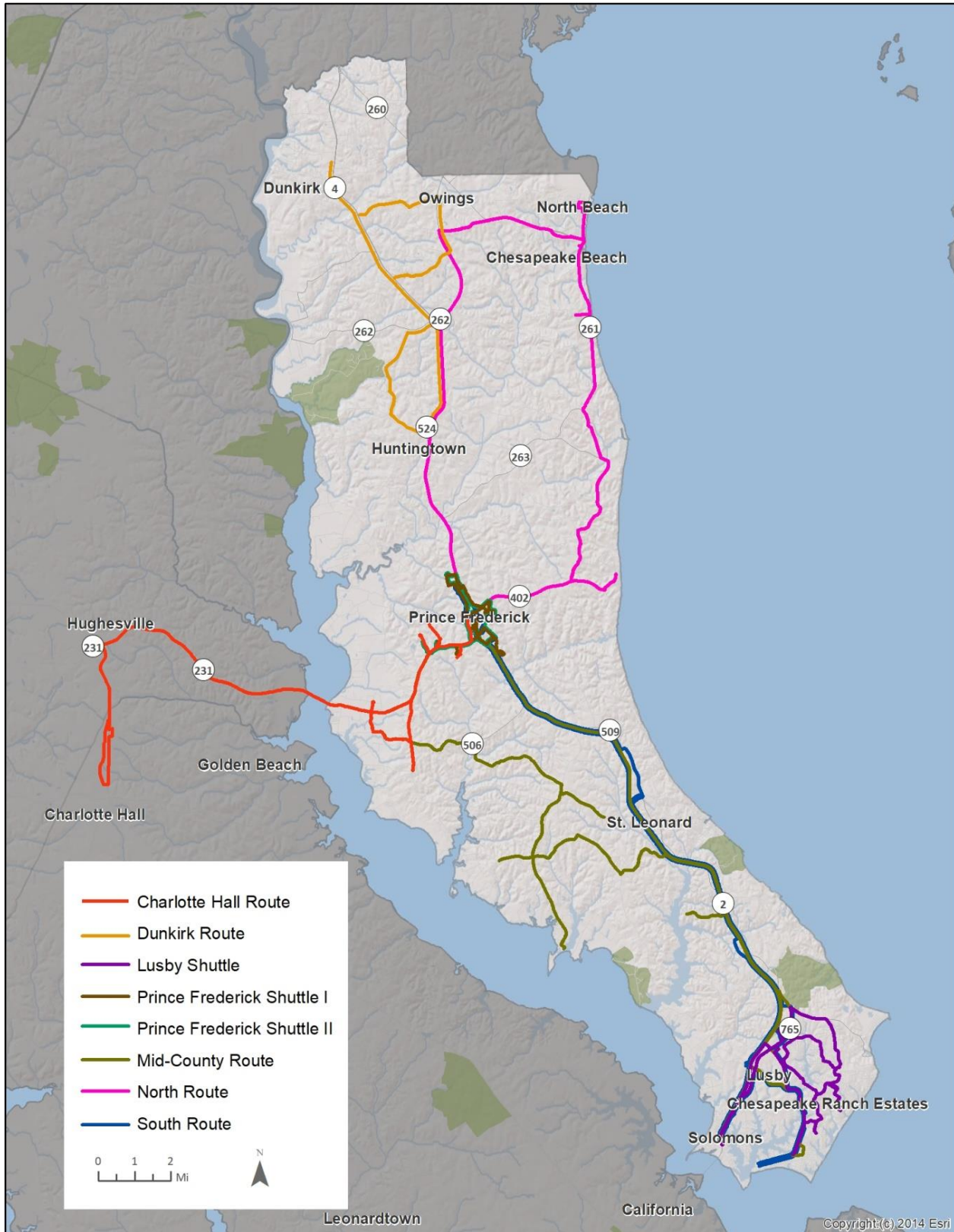
MTA Commuter Bus

MTA Commuter Bus that serves Calvert County are listed below:

- **Route 820:** North Beach, Prince George's Equestrian Center to Washington D.C. Route 820 makes 15 round trips, with pickups at following locations:

    o North Beach Municipal Lot (5th Street and Chesapeake Avenue)
    o Dash-In (MD 2 and MD 260, Owings)
    o Bristol Park and Ride (MD 4 and MD 258)
    o Wayson's Corner Park and Ride
    o Prince George's County Equestrian Center Park and Ride

- **Route 830:** Sunderland, Dunkirk to Washington D.C. Route 830 provides 14 round trips, with stops located at the Chesapeake Church, Dunkirk Park and Ride and the Sunderland Park and Ride.

- **Route 840:** St. Leonard and Prince Frederick to Washington D.C. Route 840 makes nine round trips with stops located at the Chesapeake Church, Dunkirk, Prince Frederick and Sunderland.

- **Route 850:** Prince Frederick and Dunkirk to Washington D.C. Route 850 makes five round trips, with stops at Park & Ride lots in Dunkirk, Wayson's Corner and Prince Frederick.

Charles County

VanGO

Charles County VanGO is a countywide transportation system that provides transit services for Charles County residents. The Charles County Department of Community Services administers VanGO, with a private contractor operating the service. VanGO operates 16 public transit routes, as well as specialized transportation services for senior citizens and individuals with disabilities who are unable to access general public services. The fixed routes typically operate Monday through Saturday from 6:30 a.m. to 10:30 p.m., though times vary slightly between routes. The 16 routes are:

- **301 Connector:** The 301 Connector Route provides a connection between Waldorf and La Plata and operates on hourly headways, Monday through Saturday between 7:00 a.m. and 9:51 p.m.

- **Berry Road:** The Berry Road Route begins service at the Route 301 Park and Ride and provides service along Berry Road (State Route 228). The Berry Road Route operates on hourly headways Monday through Saturday from 7:00 a.m. to 8:47 p.m.

- **Brandywine Connector:** The Brandywine Connector provides service to Brandywine Crossing in Prince George's County and operates Monday through Friday from 7:00 p.m. to 9:45 p.m. and Saturday 7:00 a.m. to 9:45 p.m.

- **Bryans Road:** The Bryans Road Route provides public transportation service from La Plata to Bryans Road and operates at 120-minute headways Monday through Saturday from 7:20 a.m. to 6:21 p.m.
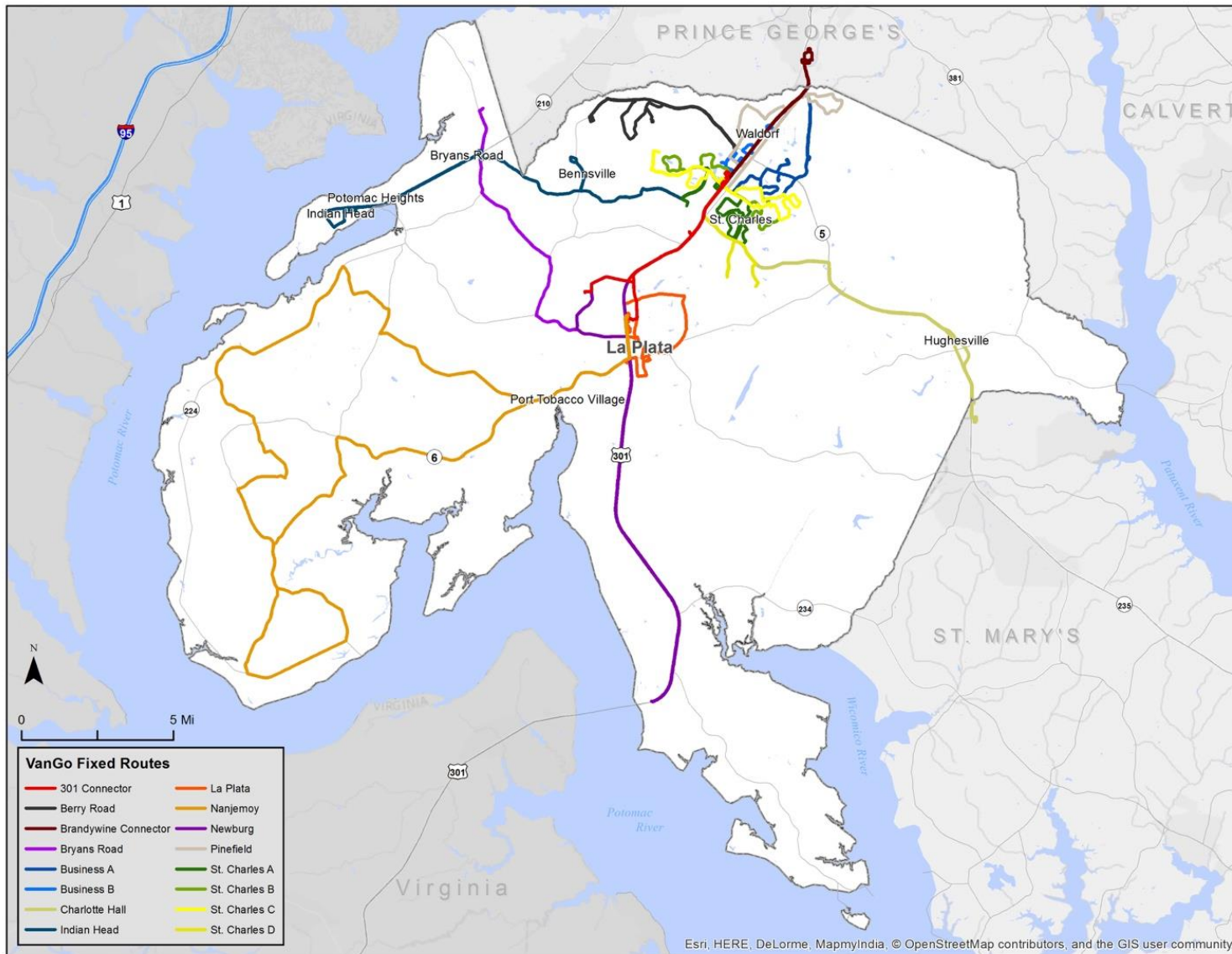
- **Business A:** The Business A Route operates on hour headways; Monday through Saturday from 7:30 a.m. to 8:19 p.m.

- **Business B:** The Business B Route primarily serves the U.S. Highway 301 Corridor and operates on one hour headways Monday through Saturday from 7:30 a.m. to 7:17 p.m.

- **Charlotte Hall Connector:** The Charlotte Hall Route is an intercounty route that provides access to St. Mary's County. Service is provided Monday through Saturday on hourly headways between the hours of 7:30 a.m. and 8:24 p.m.

- **Indian Head:** The Indian Route begins at the 301 Park and Ride and serves Bryans Road and Indian Head by way of Billingsly Road and Indian Head Highway. Service is provided Monday through Saturday from 7:00 a.m. to 9:00 p.m. on one-hour headways.

- **La Plata:** The La Plata Route operates as a circulator in the Town of La Plata Monday through Saturday from 7:00 a.m. to 9:25 p.m.

- **Nanjemoy:** The Nanjemoy Route operates a subscription service with the pick-up/drop-off location at La Plata Walmart Transfer Point. Subscribers can schedule a pick-up and drop-off at specific windows of time. These times are 5:30 a.m. to 7:30 a.m.; 9:30a.m. to 11:30 a.m.; and 3:30 p.m.to 5:30 p.m.. The drop-off window occurs between 7:30 p.m. and 9:00 p.m. Regular service on the Nanjemoy Route is Monday through Saturday 7:30 a.m. to 5:30 p.m.

- **Newburg:** The Newburg Route operates between La Plata and Newburg and operates Monday through Saturday from 8:30 a.m. to 7:25 p.m. Headways on the Newburg route are every two hours.

- **Pinefield:** The Pinefield Route operates Monday through Saturday from 7:00 a.m. to 10:29 p.m. on hourly headways.

- **St. Charles A:** The St. Charles A Route serves the Carrington and Bannister neighborhoods and operates Monday through Saturday from 6:30 a.m. to 10:17 p.m. on an hourly headway.

- **St. Charles B:** The St. Charles B Route operates between Wakefield Circle and Bannister Circle via Smallwood Drive Monday through Saturday from 6:30 a.m. to 10:23 p.m. on hourly headways.

- **St. Charles C:** The St. Charles C Route operates Monday through Saturday from 6:30 a.m. to 7:53 p.m. on hourly headways.

- **St. Charles D**: The St. Charles D Route operates Monday through Saturday from 6:30 a.m. to 9:53 p.m. on hourly headways. A map of the overall system is provided in Figure 6-2.

In addition to fixed route services, VanGO operates specialized transportation services under a variety of programs for older adults and individuals with disabilities who are unable to access the general public services.

- VanGO's Americans with Disabilities Act (ADA) Transportation Service provides general purpose transportation for people with disabilities who are unable to use the fixed routes due to their disability. The ADA requires transit systems to provide comparable paratransit service to people with disabilities within ¾ -mile around existing fixed public transit routes.

- Demand Response is a door-to-door service for people ages 60 and older and people with disabilities unable to use existing public transit routes. This service is funded through Maryland's Statewide Specialized Transportation Assistance Program (SSTAP). Service is only provided to destinations within Charles County. To make the service available to as many people as possible, individuals are limited to 12 one way trips per month. Demand response service operates Monday through Friday from 8:00 a.m. to 5:00 p.m.

- VanGO offers Subscription Services for persons needing transportation to dialysis centers and senior centers. Charles County is divided into service zones that determine when VanGO can provide transportation to and from the centers. VanGO works with the senior centers and dialysis centers to give VanGO customers priority when scheduling service and operating hours.

Figure 6-2: VanGo Routes

VanGo Fixed Routes

— 301 Connector	— La Plata
— Berry Road	— Nanjemoy
— Brandywine Connector	— Newburg
— Bryans Road	— Pinefield
— Business A	— St. Charles A
— Business B	— St. Charles B
— Charlotte Hall	— St. Charles C
— Indian Head	— St. Charles D

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MTA Commuter Bus

The MTA operates commuter bus service in Charles County. There are eight routes that serve Charles County:

- **Route 610** operates from Waldorf, Maryland to Washington, D.C., weekdays from 4:45 a.m. to 8:05 p.m.

- **Route 620** operates from Waldorf, Maryland to Washington, D.C., weekdays from 4:50 a.m. to 8:00 p.m.

- **Route 630** operates between La Plata/Waldorf, Maryland and Washington, D.C., weekdays from 4:49 a.m. to 6:58 p.m.

- **Route 640** operates from Waldorf/Accokeek, Maryland to Washington, D.C., weekdays from 4:40 a.m. to 7:11 p.m.

- **Route 650** begins in Charles County at the La Plata Park and Ride, continues to Waldorf and Accokeek then to Washington, D.C. from 4:30 a.m. to 7:39 p.m.

- **Route 705** runs between Charlotte Hall/Waldorf, Maryland and Washington, D.C., weekdays 4:15 a.m. to 7:39 p.m.

- **Route 715** operates between Charlotte Hall/Waldorf and Washington, D.C., weekdays from 4:20 a.m. to 8:12 p.m.

- **Route 735** operates between Charlotte Hall/Waldorf and Washington, D.C., weekdays from 4:20 a.m. to 7:14 p.m.

St. Mary's County

St. Mary's Transit Services (STS)

St. Mary's Transit Services provides local public transportation in St. Mary's County. STS is operated by the county's Department of Public Works and Transportation. STS operates the following services:

- Nine fixed routes during peak hours, with some variations of these for evenings and weekends.

- ADA complementary paratransit, which provides demand-response service for people with disabilities who live within ¾ mile of the STS fixed route network.

- SSTAP service, which provides demand-response service for senior citizens and people with disabilities who live beyond ¾ mile of the STS fixed route network.

STS provides the following fixed routes:

- **Route 1 – California:** Provides service between the Governmental Center in Leonardtown and Tulagi Place in Lexington Park. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways.

- **Route 2 – Charlotte Hall:** Provides service between Charlotte Hall Square and the Governmental Center in Leonardtown via Loveville. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways. This route also connects with Charles County's VanGo's Charlotte Hall route, which provides service between Charlotte Hall and Waldorf; and Calvert County's Purple (Charlotte Hall) Route, which provides service between Prince Frederick and Charlotte Hall.

- **Route 3 – Great Mills:** Provides service between the Governmental Center in Leonardtown and Tulagi Place in Lexington Park. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways.

- **Route 4 – County Span:** This route "spans" the county, connecting Charlotte Hall Square to Lexington Park (Tulagi Place) along Maryland Route 235 (Three Notch Road). Service is provided Monday through Friday from 6:00 a.m. to 7:00 p.m. Two-hour headways are provided on this route, which is interlined with the Calvert Connection and the Northern routes. This route also connects with Charles County's VanGo's Charlotte Hall route, which provides service between Charlotte Hall and Waldorf; and Calvert County's Purple (Charlotte Hall) Route, which provides service between Prince Frederick and Charlotte Hall.

- **Route 5 – Calvert Connection:** Provides a public transportation connection over the Thomas Johnson Bridge (MD Route 4) to Patuxent Plaza in the Solomons area of Calvert County. Service is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. Two-hour headways are provided on this route, which is interlined with the County Span and Northern routes.

- **Route 6- Northern Route:** The Northern route provides a loop through a rural area of northern St. Mary's County that is the center of the County's Amish community. Service is provided Monday through Saturday from 7:00 a.m. to 6:00 p.m. Two-hour headways are provided on this route, which is interlined with the County Span and Calvert Connection routes.

- **Route 7 – Southern Route:** Provides a loop through the southern portion of St. Mary's County between Tulagi Place in Lexington Park, the Ridge Market, and back to Tulagi Place. This route serves St. Mary's College on the return trip. Service is provided Monday through Friday from 6:00 a.m. to 7:00 p.m. (hourly headways); and on Saturdays from 7:00 a.m. to 7:00 p.m. (two-hour headways). Connections are available to other STS routes at Tulagi Place.

- **Route 11 – Great Mills/California (Evening/weekend):** This route is offered Monday through Friday from 6:00 p.m. to 11:00 p.m.; on Saturdays from 6:00 a.m. to 11:00 p.m.; and on Sundays from 6:00 a.m. to 9:00 p.m. The route is a combination of the M-F daytime Routes 1 and 2.

- **Route 12 – Charlotte Hall – Leonardtown – California (Evening/Saturday):** This route operates Monday through Friday from 6:00 p.m. to 9:00 p.m. and on Saturday between 6:00 a.m. and 9:00 p.m.

- **Route 14 – County Span (Saturday):** The Saturday County Span route operates from 6:00 a.m. to 7:00 p.m., providing service between Charlotte Hall Square and Tulagi Place through the Route 235/5/Three Notch Road corridor on two-hour headways.
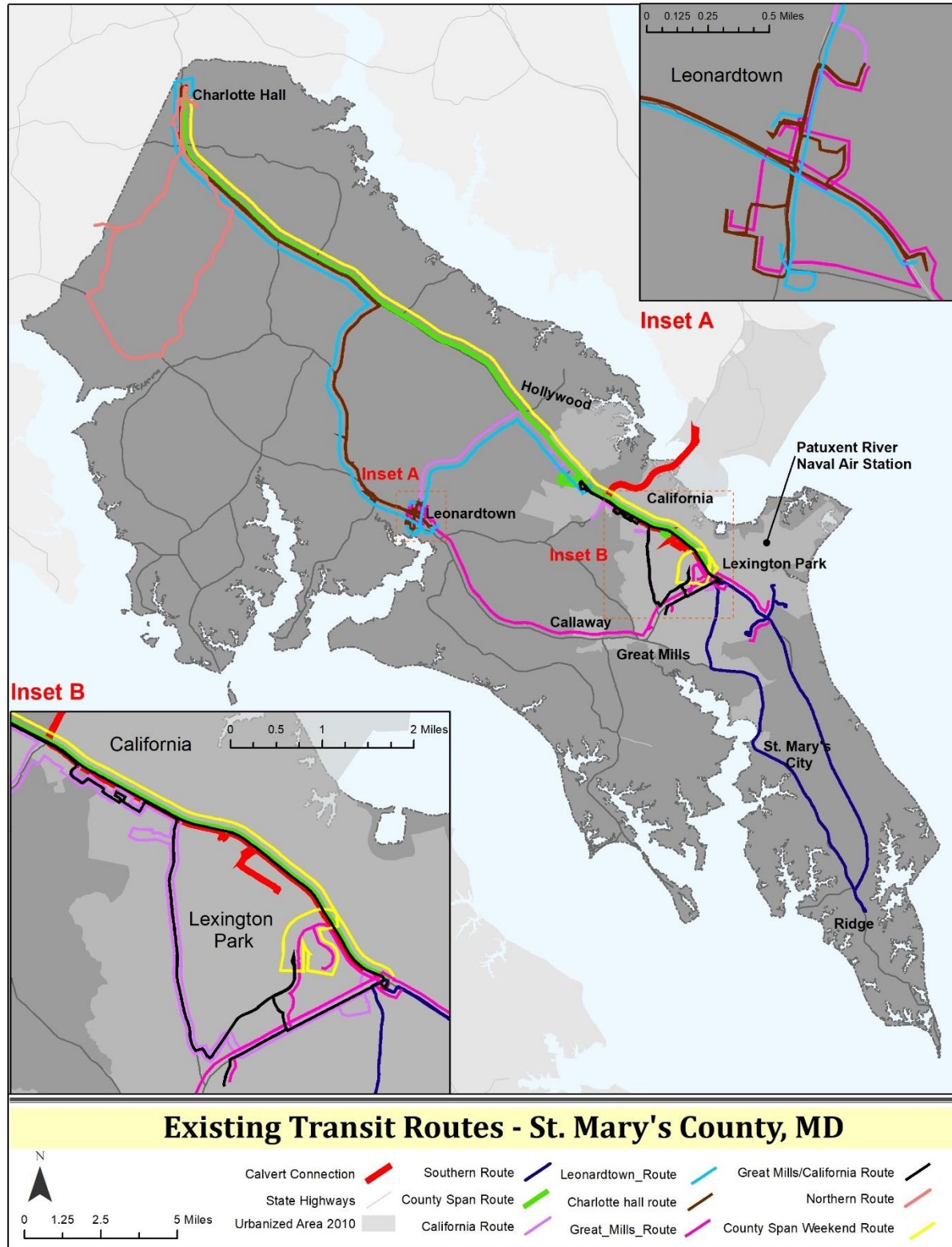
A system map is provided as Figure 6-3. STS will be adding two routes in FY2020 (July 2019). These routes include a California-Great Mills route that will improve service frequency in the urbanized area and a Sunday route between Leonardtown and California.

SSTAP

The Statewide Specialized Transportation Assistance Program (SSTAP) provides demand-response transportation for senior citizens and people with disabilities who live in areas of St. Mary's County that are not served by the STS fixed routes. STS manages the demand for this service by serving different areas of the county on different days of the week.

STS requests that riders make their appointments for between 10:00 a.m. and noon, and 48-hour notice is recommended. The STS fare is $3.00 per stop. This program also provides transportation to the County's senior centers: the Garvey Center; the Northern Center; and the Loffler Center. The fare to use the service to access the senior centers is $1.00 per person per day (round-trip).

Figure 6-3: STS Fixed Routes

Existing Transit Routes - St. Mary's County, MD

SSTAP

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MTA Commuter Bus

The following MTA routes directly serve St. Mary's County:

- **705** – Charlotte Hall (Charlotte Hall Shopping Center)/Waldorf to Washington, DC. - 17 northbound a.m. trips and 18 p.m. southbound trips, Monday through Friday. The morning trips leave St. Mary's County between 4:15 a.m. and 7:35 a.m. and the afternoon trips arrive back to St. Mary's County between 1:42 p.m. and 7:52 p.m. The first southbound trip (mid-day) and the last southbound trip also serve the Golden Beach Park and Ride and the Hollywood Volunteer Fire Department.

- **715** – Charlotte Hall (Golden Beach Park and Ride)/Waldorf to Washington, DC. - 12 northbound trips and 14 p.m. southbound trips, Monday through Friday. The morning trips leave St. Mary's County between 4:20 a.m. and 7:35 a.m. and the afternoon trips arrive back to St. Mary's County between 1:39 p.m. and 7:49 p.m. The first southbound trip (mid-day) and the last southbound trip also serve the Charlotte Hall Shopping Center and the Hollywood Volunteer Fire Department.

- **725** – Hollywood Volunteer Fire Department/Golden Beach Park and Ride to Washington, DC. - 6 northbound a.m. trips and 6 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:00 a.m. and 6:55 a.m. and the afternoon trips arrive back to St. Mary's County between 4:28 p.m. and 7:43 p.m.

- **735**- Charlotte Hall (Golden Beach Park and Ride)/Waldorf to Washington, DC. via the Suitland Federal Center and Suitland Metro - 9 northbound a.m. trips and 10 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:30 a.m. and 7:00 a.m. and the afternoon trips arrive between 1:57 p.m. and 7:14 p.m.

Non-profit and Human Service Transportation Providers

Various specialized transportation programs are offered by non-profit and human service agencies in the region. This transportation is typically provided only to agency clients and for specific trip purpose, generally either medical, employment, or to access agency locations. The following section provides an overview of the primary human services agencies that provide transportation in the Southern Maryland region:

Section 5310/JARC/Senior Ride/New Freedom Program Recipients

- Adult Day Care Corporation of Calvert County
- The ARC of Southern Maryland
- The Center for Life Enrichment
- Charles County Freedom Landing, Inc.
- Charles County Nursing & Rehabilitation Center, Inc. (Sage Point)
- Lifestyles of Maryland Foundation, Inc.
- Spring Dell Center, Inc.
- St. Mary's Adult Medical Day Care
- St. Mary's County Department of Aging and Human Services-Senior Rides
- St. Mary's Nursing Center, Inc.

Other Organizations

- Bay Community Support Services
- Calvert County Area on Aging
- Calvert County Health Department
- Calvert Family Advocates
- Cerenity, Inc.
- Charles County Area Agency on Aging
- Charles County Department of Health- MA Transportation
- Charles County Department of Social Services
- Charleston Senior Community
- Charlotte Hall Community Based Outpatient Clinic (CBOC) VA
- Charlotte Hall Veterans Home
- Chesapeake Shores Nursing Home
- Disabled American Veterans (DAV)
- Empowering People with Intellectual Challenges (EPIC) Southern Maryland Vocational Industries (SMVI) Fenwick Landing
- Melwood
- New Horizons Supported Services, Inc. (NHSSI)
- Pathways, Inc.
- QCI Behavioral HealthGenesis-Waldorf Center
- SafeLink
- Sagepoint Senior Living Services
- Southern Maryland Community Network
- Southern Maryland Tri-County Community Action Committee (SMTCCAC)
- St. Mary's County Department of Social Services
- St. Mary's County Health Department
- TransCare Ambulance- Medical Transportation

Wheels to Wellness

Wheels to Wellness is a program that combines hospital and human service providers to help low-income people and people with disabilities living in rural areas access medical appointments. The program is a partnership effort among the Tri-County Council for Southern Maryland (TCCSMD); CalvertHealth Medical Center; MedStar St. Mary's Hospital; the Community Transportation Association of America (CTAA); the ARC of Southern Maryland; and the Center for Life Enrichment (TCLE). The program operates in St. Mary's and Calvert Counties, with the ARC of Southern Maryland providing trips in Calvert County and TCLE providing trips in St. Mary's County.

Cycling without Age

CWA is a social enterprise formed in 2012 in Denmark that offers recreational mobility to seniors in the form of volunteer-driven trishaws. This chapter has recently launched in St. Mary's County, MD and is looking forward to sponsorship for more trishaws. In this program, the volunteers give short rides to seniors, disabled, hospice residents and those who are unable to get outdoors for social interaction and fresh air.

Private Transportation Providers

Taxi Providers

Using the web site, www.switchboard.com, the following taxi services were identified.

Calvert County

- Checker Taxi Cab

Charles County

- Allens Cab & Carrier
- Black & White Taxi
- Yellow Cab
- Silver Cab
- Charles Cab LLC Alam Taxi & Cab Service
- Waldorf Cab Co.

St. Mary's County

Safe Ride Services (previously branded as Chesapeake Cab is the only taxi service based on St. Mary's County.

Other Private Providers

- **SOMD Express** operates out of Lexington Park, MD and provides airport shuttle service along with ride-sharing and private car service.

- **Kidz Kab Express** is a ride service exclusively provided for kids in Waldorf, MD. They operate door-to-door transportation from 6:30am to 6:00pm, Monday-Friday for children ages 4 -17.

- **Keller Transportation, Inc.** operates out of Waldorf, MD. It provides charter bus transportation to groups and schools and has a vehicle fleet of motor coaches and school busses.

- **Smart Ride, Inc.** operates out of Prince Frederick and provides full service transportation within and outside Calvert County Fares for local trips are based on mileage whereas fares are charged by hour for trips outside Calvert County.

- **Stephens Limo Service,** LLC is based in White Plains. Stephens Limo offers service 24 hours a day, seven days a week. They frequently transport passengers to medical appointments and employment sites in and beyond Charles County. They also provide DC tours and transportation to airport and various events including weddings, funerals and concerts

- **Martin's Airport Shuttle** provides full range of local shuttle transportation in Hollywood, MD

- **AAA (earlier Patriot Medical Transport Services, LLC)** operates out of St. Mary's County and provides medical transportation that includes; facility to facility, Residence to doctor's appointments, and ambulance transportation. It also provides transportation to and from airports, special needs to weddings, family events, etc., and long distance transfers.

Ridehailing Service

Uber and Lyft provide on-demand, ride-hailing transportation service in the Southern Maryland region. Service is available 24 hours a day, 7 days a week though the supply of vehicles is limited and varies by time of day and geographic area. Customers are required to set up an account with Uber or Lyft and link a debit/credit card to their account. No cash is exchanged between drivers and passengers, and two or more passengers can split payments. Both Uber and Lyft offer several classes of service at different costs, which vary by the vehicle used and whether the ride is shared with other passengers.

To reserve a trip, customers are required to use a smartphone to request a vehicle, indicating their pickup location and destination. Passengers are sent the vehicle type, color, and license plate number of the vehicle coming to pick them up. Upon arrival at the requested origin, drivers wait two minutes for passengers. After two minutes, the driver cancels the trip and charges the passenger a cancellation fee ($7).

Golf Carts

Golf carts are in operation in two neighborhoods of St Mary's County- Golden Beach and Patuxent Knolls since 2017. A valid driver license is required to drive them and they can be operated only between dawn and dusk. Golf carts can only be operated on county highways with a speed limit of 35 mph or less and should be kept as far to the right of the roadway as possible.

Commuter Assistance

Regional Ridesharing Program

The Tri-County Council of Southern Maryland administers the Regional Ridesharing Program of Southern Maryland. This program assists Southern Maryland residents and those employed in the Region to commute to work using carpool, vanpool or commuter express bus services. The Regional Ridesharing Program offers a free, comprehensive, computerized commuter match-list through their Commuter Connections Database to help connect commuters in touch with the most convenient transit options or other commuters going your way. The program also provides information on commuter bus schedules, rates and other transportation services for the Region, and commuting to Washington, D.C., Northern Virginia, and Suburban Maryland areas.

Park-and-Ride Facilities

Charles County has ten MTA/State Highway Administration park-and-ride lots, as shown in Table 6-1.

Table 6-1: Charles County Park and Ride Facilities

Charles County MTA/SHA Park and Ride Lots	
Location: St. Charles Town Mall (CitiTrends) MTA/Private Spaces: 190 Bus Service: MTA 630	Location: Mattawoman/Beantown Road (Waldorf) SHA Spaces: 826 Bus Service: MTA 705 & 715
Location: US 301@ MD 225 (La Plata Armory) SHA Spaces: 19 Bus Service: Car/Vanpool only	Location: Washington Ave. (La Plata) MTA/Town of La Plata Spaces: 277 Bus Service: MTA 603 & 650
Location: Southern Maryland Blue Crab Stadium (St. Charles) MTA/Private Spaces: 800 Bus Service: MTA 640 & 735	Location: U.S. 301 @ Smallwood (Waldorf) MTA/County Spaces: 425 Bus Service: MTA 610 & 620
Location: U.S. 301 (South Potomac Church/White Plains) MTA/Private Spaces: 200 Bus Service: MTA 630 & 650	Location: Waldorf Park & Ride (Old Washington Road and Smallwood) MTA/Private Spaces: 500 Bus Service: MTA 610 & 620
Location: St. Charles Town Mall (JC Penny) MTA/Private Spaces: 254 Bus Service: MTA 620	Location: Smallwood Village Center (St. Charles) MTA/Private Spaces: 125 Bus Service: MTA 640

There are seven formal park and ride facilities in St. Mary's County, with about 1,660 total spaces. Of the seven park and ride lots, three have commuter bus service – the two lots in Charlotte Hall and the lot at the Hollywood Volunteer Fire Department. The Hollywood VFD site was recently moved from the St. Mary's Airport, as there were not enough spaces available at the airport. STS routes operate within ½ mile of all but one of the park and ride lots in the county (Clements). The list of park and ride lots in St. Mary's County is provided in Table 6-2.

Table 6-2: St. Mary's County Park and Ride Facilities

St. Mary's County MTA/SHA Park and Ride Lots	
Location: Budds Creek Road and Colton Point Road (CitiTrends) Spaces: 17 Bus Service: Car/Vanpool only	Location: 37850 Golden Beach Road (Golden Beach) Spaces: 500 Bus Service: MTA 715, 725, 735
Location: 31550 Point Lookout Road (Mechanicsville) Spaces: 24 Bus Service: STS 2, 4, 12, 14	Location: 29660 Three Notch Road (Charlotte Hall Shopping Center) Spaces: 600 Bus Service: MTA 705, 715 & STS 2, 4, 6, 12, 14
Location: 21750 Tulagi Place (Tulagi Place) Spaces: 50 Bus Service: STS 1, 3, 4, 5, 7, 8, 11, 14	Location: 26720 Point Lookout Road (Leonardtown) Spaces: 20 Bus Service: STS 2
Location: 24801 Three Notch Road (Hollywood VFD) Spaces: 450 Bus Service: MTA 725 & STS 12	

A list of Calvert County Park and Ride lots is available in the Table 6-3.

Table 6-3: Calvert County Park and Ride Facilities

Calvert County MTA/SHA Park and Ride Lots	
Location: 10839 Town Center Blvd (Dunkirk Park-&-Ride) Spaces: 500 Bus Service: MTA 830, 840, & 850	Location: 95 Cove Point Road (Cove Point) Spaces: 55 Bus Service: N/A
Location: 130 Fairground Road (Prince Frederick Park-&-Ride) Spaces: NA Bus Service: MTA 840, 850	Location: 3808 Old Town Road (Huntingtown) Spaces: 34 Bus Service: N/A
Location: 7 Creston Lane (MD 2/4 @ Creston Ln) Spaces: 16 Bus Service: N/A	Location: 6425 N Solomons Island Road (MD 2/4 @ MD 262, Sunderland) Spaces: 97 Bus Service: N/A
Location: 150 Ball Road (MD 2/4 @ Ball Road) Spaces: 76 Bus Service: N/A	

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 Southern Maryland Region based on local stakeholder review and input. This list built upon the ones included in the previous coordinated plan, and were initially updated to reflect needs identified by the group at the regional workshop discussed in Chapter 2. The updated list of strategies was then discussed with regional stakeholders at a May 11, 2015 meeting, and subsequently updated and prioritized based on their input. Regional stakeholders agreed that this list would be grouped by strategies that were higher priorities, ones that were a medium priority, and strategies that were a lower priority.

Goals/Strategies

The development of potential strategies took into account overall goals for maintaining and improving mobility in the region. While many of the strategies are inter-related, 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 current services

- Maintain services that are effectively meeting identified transportation needs in the region

- Acquire vehicles more suitable for remote areas of the region, including smaller vehicles with four-wheel drive

Expand Outreach and Marketing Efforts

- Expand outreach and information on available transportation options in the region, including the establishment of a single point of access

- Establish or expand programs that train customers, human service agency staff, and medical facility personnel in the use and availability of transportation services.

- Create resources center for people who would like a better understanding of which services they qualify for and how to use them.

Expand Regional Public Transportation Services

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

Expand Access to Other Transportation Services and Options

- Build upon current volunteer driver programs to expand more specialized and one-to-one transportation services

- Explore additional opportunities to expand access to taxi and other private transportation operators

- Consider entering a public-private partnership with technology companies (i.e. Uber, Lyft, Via) to provide on-demand transportation services.

- Expand Transportation Demand Management (TDM) programs that encourage ridesharing and shared mobility use

- Continue to support vehicle repair programs

Expand Specialized Transportation Services

- Consider the implementation of an electronic trip planning tool that incorporates non-profit, volunteer, and public transportation in one place

- Use current human services and specialized transportation services to provide additional trips, especially for older adults and people with disabilities.

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

- Advocate for additional funding to support public transit and human service transportation through outreach towards community and regional leaders and policymakers

Improve coordination and connectivity in the region

- Improve coordination between non-profit or volunteer transportation programs with public transportation services

- Incorporate existing transportation goals in other plans (bike-pedestrian, comprehensive plans, etc.), to better coordinate between different planning efforts

Improve Community Infrastructure That Supports Accessibility and Use of Public Transit Services and Human Services Transportation

- Consider a bus stop accessibility assessment for public transit services throughout the region

- Continue and expand the presence of bus stop signs and customer amenities at local stops to encourage use of public transit services and to facilitate transfers between systems.

- Ensure transit services are under consideration during the initial planning stages of new area developments, including passenger amenities such as bus stops and shelters

- Support the continued prioritization of the "Complete Streets Program" to improve first and last mile connections by creating new bike and pedestrian connectivity

- Improve connectivity between land use planning and location of community services that will need to be accessed by people who rely on public transit and human services transportation

High Priorities

Continue Process to Receive Federal, State, and Local Funding to Provide Current Services

Maintaining and building upon current capital infrastructure in the region is crucial to expanding mobility options. Before the region can consider efforts for improving mobility for these population groups it is critical to ensure that the current foundation of services remains in place through a sufficient capital network.

This strategy involves acquisition of replacement buses or vans, vehicle rehabilitation or overhaul, and other appropriate vehicle equipment improvements that support the current capital infrastructure in the region, especially for non-profit organizations that provide human services transportation. It also includes preventative maintenance that is an eligible capital expense through

the Section 5310 Program. With limited capital funding to replace buses it is essential that current vehicles are maintained and remain safe and operable beyond the typical useful life criteria.

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. 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 partnership opportunities to leverage additional funding to support public transit and human services transportation in the region. This 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 medical, retail establishments already served and new businesses. This approach would also support efforts to collaborate with individual municipalities to provide local services. While this plan helps to document the need for these additional services, some may need to be further quantified and unmet needs and gaps in service as part of educating elected officials and potential funders may need to be documented.

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.

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 funding to support existing public transit services and human services transportation that are effectively meeting mobility needs in the region, especially those of 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 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 not monitored through these performance measures. Still, there are tools available that these agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be for human service agencies to utilize Easter Seals Project Action's *Transportation by the Numbers* tool which provides human service organizations with ways to more easily identify expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business.

Use Current Human Services and Specialized Transportation Services to Provide Additional Trips, Especially for Older Adults and People with Disabilities

Regional stakeholders noted that there are limited transportation options for people who live outside fixed route public transit services. The expansion of current human service and specialized transportation programs operated in the region is a logical strategy for improving mobility, especially for older adults and people with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders, including the need for greater transportation options in evenings and on weekends, the need for expanded transportation options to access employment opportunities and job-related activities and the need for additional services to meet the increasing demand for transportation to dialysis facilities, while taking advantage of existing organizational structures.

This strategy would support door-to-door transportation needed by some 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. As noted by regional stakeholders, many customers need assistance after disembarking vehicle to access their destination.

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

Improve Coordination between Non-Profit or Volunteer Transportation Programs with Public Transportation Services

Despite regional efforts to improve coordination between non-profit and volunteer human service transportation providers, stakeholders noted that there is a need for improved communication between these agencies and the ability to identify possible coordination opportunities. 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. On the public transit side, while there is some connectivity between the three operators in the region, there is a need for more timed transfers and a link between the systems in Calvert and Charles Counties.

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 that the demand for public and human services transportation in the region will continue to surpass resources. It is vital that routes connect, wheelchair accessible vans in the community are fully utilized, long distance trips are consolidated when possible, and training and vehicle maintenance are coordinated. This strategy supports efforts to re-energize previous efforts to take coordination of transportation services to the next level, including improved technology that encourages coordination.

Build Upon Current Volunteer Driver Programs to Expand More Specialized and One-To-One Transportation Services

A variety of transportation services are needed to meet the mobility needs of older adults and people with disabilities. Some of the needs identified by regional stakeholders are better handled through

more specialized services beyond those typically provided through general public transit services. In addition the rural nature of some parts of the region and the geographic makeup of the region are not always conducive for shared ride services.

This strategy offers the opportunity to build upon the volunteer driver program provided by Partners in Care in Calvert County and to expand volunteer driver services throughout the region. This expansion would help to meet needs that are difficult to meet through public transit and human service agency transportation, and provide a more personal and one-to-one transportation service for customers who may require additional assistance.

Consider the Implementation of an Electronic Trip Planning Tool That Incorporates Non-Profit, Volunteer, and Public Transportation Services in One Place

Stakeholders at the regional workshop stated that an electronic trip planning tool that could be utilized on both smart phones and computers could be a useful tool to increase coordination. A trip planning tool such as this could even utilize user input of age or disability status to provide specialized services that could be used instead of available public transportation. Most existing trip planners only include public transportation services. This strategy supports considerations for creating and implementing a trip planning tool that incorporates the variety of regional transportation services into one place.

Expand Outreach and Information on Available Transportation Options in the Region, Including Establishment of a Single Point of Access

While the TCCSMD and the three public transit systems in the region conduct outreach regarding existing services, during the regional workshop local stakeholders reported that there is still insufficient marketing of available transportation services. They noted the need for a centralized location for customers, human service agency staff and families to gain information on available options in the region.

This strategy can build upon the *Southern Maryland Mobility Management Program* report issued in 2012 that provided a conceptual plan for implementation of a Southern Maryland Mobility Management Center. Based on community input, this plan proposed that the primary function of the Southern Maryland Mobility Management Center would be providing information on transportation and transportation related services in the region, and referring customers to the appropriate provider. The center would serve as a telephone one-stop for information on transportation services in the region and also include on-line option so customers could access information 24/7. Services through the center would be marketed to individual customers, staff of agencies and organizations who work with people with limited mobility options, employers and key community stakeholders. Additional efforts through this strategy could include greater use of the statewide 211 system, the Public Service Announcements (PSAs) and other cable network services, as noted by stakeholders during the regional coordinated planning workshop.

Support Recommendations for Expanded Public Transportation Included in County Transit Development Plans

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

The Maryland Transit Administration (MTA) requires the Locally Operated Transit Systems (LOTS) in Maryland to conduct a TDP every five to six years. The LOTS use their TDP as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding. The previous TDP for Charles County was completed in 2010, St. Mary's County in 2013. An update of the Calvert County TDP is currently underway.

This strategy calls for support of service recommendations included in each TDP. Detailed in each plan, these recommendations respond to a variety of the transportation needs expressed by regional stakeholders. The individual TDPs include projected costs and a proposed timeline for implementing service improvements that involve:

- Increased frequency of existing services
- Extended evening hours
- Weekend service expansions
- Greater connectivity to other LOTS in the region and to MTA commuter bus services
- Rural fixed route service expansion
- Improved passenger transfer facilities
- System-wide efficiency improvements
- Bus stop safety improvements
- Continued mobility enhancements, including additional bike racks on buses

Ensure Transit Services are Under Consideration during the Initial Planning Stages of New Area Developments, Including Passenger Amenities such as Bus Stops and Shelters

During the planning process for new residential and/or commercial developments in the region, transit is often an afterthought. As Southern Maryland continues to see population density grow in certain parts of the region, public transportation services have become an even more important part of the planning process. Still, transit is very often thought of too late in the process to effectively incorporate transit-friendly designs, such as bus stops, landing pads, and shelters, into the final plan.

This strategy supports transportation advocates and policymakers to introduce potential transportation services at the beginning of the planning process. This can be achieved by transit officials attending planning meetings and finding policymakers who are willing to advocate for transit's benefits, among other methods.

Support the Continued Prioritization of the "Complete Streets Program" to Improve First and Last Mile Connections by Creating New Bike and Pedestrian Connectivity

Several stakeholders believed that the continued expansion of the region's bike-pedestrian network was vital to improving mobility within the region. Several major destinations are not well connected to the greater pedestrian network, limiting transit service efficiency, accessibility, and convenience. The Complete Streets initiative seeks to design and redesign streets to be safe, efficient, and comfortable for drivers, transit riders, pedestrians, and cyclists. This initiative promotes creating sidewalks, crosswalks, and bike lanes to improve mobility. With regards to public transportation, Complete Streets greatly improve the first and last mile connection for customers and can keep vehicles on more efficient routes by eliminating the need to turn in and stop in the parking lots of major destinations.

This strategy supports the continued prioritization of Complete Streets in the planning process to benefit all transportation modes available within the region.

Medium Priorities

Consider a Bus Stop Accessibility Assessment for Public Transit Services throughout the Region

Bus stops that are ADA compliant can help provide relief for capacity issues on demand-response programs by providing more visible and reliable locations for community members to access fixed-route services. The Calvert-St. Mary's Metropolitan Planning Organization (C-SMMPO) commissioned a bus stop accessibility assessment that surveyed all bus stops in C-SMMPO for ADA compliance. These studies benefit regional transportation services and provide the grounds for detailed implementation plans to guide the implementation of improvements to regional transit and pedestrian networks. This strategy supports the consideration of a bus stop accessibility assessment.

Consider Entering a Public-Private Partnership with Technology Companies (i.e. Uber, Lyft, Via) to Provide On-Demand Transportation Services

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 Southern Maryland, best practices from Ride On Flex and other similar services could be incorporated into a service within the Southern Maryland.

Incorporate Existing Transportation Goals in Other Plans (Bike-Pedestrian, Comprehensive Plans, etc.) to Better Coordinate between Different Planning Efforts

Transportation, especially public transit and human service transportation, is often not prioritized in local land use plans. As such, this strategy supports the incorporation of existing transportation goals into other plans to increase awareness of transportation offerings in the county. This strategy supports the installation of bike racks on buses to supplement bike-pedestrian plans, including adopted TDP recommendations in the transportation section of local comprehensive plans, and being active throughout the planning process.

Expand Transportation Demand Management (TDM) Programs That Encourage Ridesharing and Shared Mobility Use

The Tri-County Council for Southern Maryland (TCCSMD) currently provides a regional ridesharing program that connects Southern Maryland residents and those employed in the region to carpool, vanpool or commuter express bus services. This strategy provides the opportunity to build upon this program using additional TDM and ridesharing strategies. One consideration is using the commuter-oriented model as a basis for developing a ride-sharing program for long distance medical trips. A database of potential drivers and riders could be kept with a central "mobility manager," who would match the trip needs with the available participating drivers. This strategy could be a cost-effective way to provide long-distance medical trips without sending a human service or public-transit vehicle out of the region for a day.

Improve Connectivity between Land Use Planning and Location of Community Services That Will Need to Be Accessed by People who rely on Public Transit and Human Services Transportation

Regional stakeholders noted that the future plans of the College of Southern Maryland will result in the need for greater connectivity with the three public transit systems in the region. This highlights the overall need to ensure connectivity between land use and future development with transportation services. Decisions as to where to place popular destinations have 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 and other alternative travel options into the community transportation network and the planning process.

Continue and Expand the Presence of Bus Stop Signs and Other Amenities at Local Stops to Encourage Use of Public Transit Services and to Facilitate Transfers between Systems

Bus stop signs are useful tools for drivers and riders during the boarding and alighting process, and they also provide built-in marketing that increases the public's awareness of the availability of transit services in the region. In the region, there is a dearth of bus stop signs compared to the amount of fixed route services. One of the best ways to support human service transportation is increasing awareness of available fixed-route services This strategy supports the expansion of bus stop signs throughout the region. More bus stop signs means that more people will feel compelled to use local transit services, relieving capacity issues at local human service and demand-response providers.

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

In addition to expanding transportation options in the region, it is vital that customers, caseworkers, agency staff and medical facility personnel that work with older adults, people with disabilities and people with low incomes are familiar with available transportation services. Regional stakeholders identified the need for more extensive travel training efforts that help to educate potential customers in the use of available public transportation services in the region. This strategy could be implemented in conjunction with the expended outreach and mobility management program discussed in the previous strategy.

Create Resource Center for People Who Would like a Better Understanding of Which Services They Qualify for and How to Use Them

This strategy, in line with the creation of a trip planning tool and a single point of access, would create a resource center – either physical or through a telephone line – where community members could learn about all the transportation options existing in the region. This resource center could provide brochures and other literature about services, help community members schedule their trips, and market regional transportation services. This strategy would provide trip planning assistance to community members with limited internet access, addressing equity questions associated with electronic applications and websites.

Explore Additional Opportunities to Expand Access to Taxi and Other Private Transportation Providers

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.

Lower Priorities

Acquire Vehicles More Suitable for Remote Areas of the Region, Including Smaller Vehicles with Four-Wheel Drive

Regional stakeholders expressed the need to acquire vehicles that can operate in more rural parts of the region. There are many roads and long driveways that are gravel and hard to navigate with a typical paratransit vehicles. The feeling was that it would be better and safer for these vehicles if the providers had access to a few four-wheel drive paratransit vehicles to be used in the more remote areas.

While funding for these vehicles is not typically available through the MTA/FTA programs, this strategy involves pursuit of other financial resources to support the acquisition of four-wheel drive vehicles. This could include applying for funding through foundations and other non-traditional programs.

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/included in the current regional coordinated transportation plan.

In Southern Maryland an ongoing Regional Coordinating Committee structure has been formalized to serve in this review process. This committee, established by the TCCSMD with MDOT MTA oversight, includes appropriate representatives from stakeholder organizations and the public.

This committee 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 to help expand mobility options

- Participate updates of the *Southern Maryland Coordinated Public Transit-Human Services Transportation Plan*

Chapter 9: Plan Adoption Process

Stakeholders from the Southern Maryland 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 final draft plan that was endorsed by the TCCSMD. 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 Southern Maryland. 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, 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.
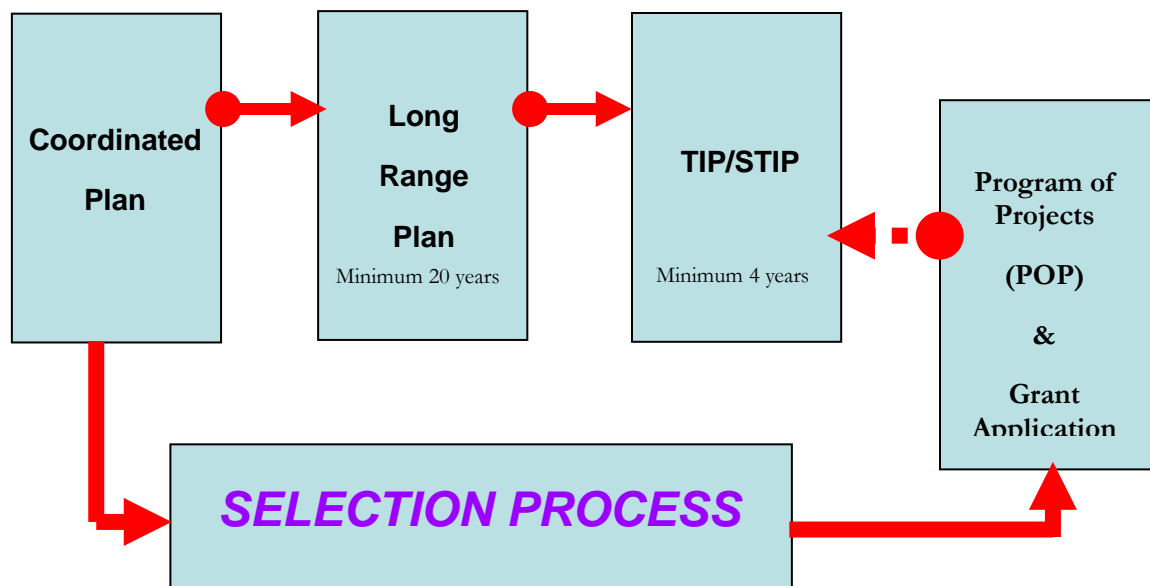
HELPFUL WEBSITES

- American Public Transportation Association (APTA):
  - www.apta.com

- Community Transportation Association of America (CTAA):
  - 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

- 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

Tri-County Council for Southern Maryland

Resolution to Endorse the Southern Maryland Coordinated Public Transit-Human Services Transportation Plan

**TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND
REGIONAL TRANSPORTATION COORDINATION PROGRAM
RESOLUTION TO ENDORSE THE MARYLAND COORDINATED PUBLIC TRANSIT-HUMAN
SERVICES TRANSPORTATION PLANS SOUTHERN MARYLAND REGION**

WHEREAS, the Tri-County for Southern Maryland (TCCSMD) is the Regional Coordinating Body for Southern Maryland region, encompassing the counties of Calvert, Charles, and St. Mary's; and,

WHEREAS, the Tri-County Council for Southern Maryland, as the Regional Coordinating Body, has responsibility under the provisions of the Fixing America's Surface Transportation (FAST) Act legislation for developing and carrying out a continuing, cooperative and comprehensive transportation planning process for the Southern Maryland area; and,

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

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

WHEREAS, the purpose of human services transportation coordination is to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. This coordination serves to enhance transportation acce3ss, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources; and,

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

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

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

BE IT FURTHER RESOLVED that the Southern Maryland Coordinated Public Transit-Human Services Transportation Plan be forwarded to the Calvert-St Mary's Metropolitan Planning Organization (C-SMMPO) and the Metropolitan National Capital Region Transportation Planning Board for inclusion in their metropolitan transportation planning **processes.**

I HEREBY CERTIFY that the Tri-County Council for Southern Maryland as the Regional Coordinating Body for the Southern Maryland region approved the aforementioned resolution at its December 11, 2019 meeting.

DEC.11, 2019

Date

Commissioner Todd Morgan
Chairman, Tri-County Council for Southern Maryland