

Allegany County

Transit Development Plan

December, 2012



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KFH GROUP, INC.

**Allegany County
Transit Development Plan**

Final Report

December, 2012

Prepared for the:

**Allegany County
and the
Maryland Transit Administration**

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Chapter 1

Introduction

This document presents the five-year Transit Development Plan (TDP) for Allegany County Transit (ACT). The planning process was guided by ACT staff, the Allegany County Transportation Advisory Committee (TAC), and the Maryland Transit Administration (MTA). The responsible parties met periodically to review materials, provide input, and guide the direction of the study, which was an update of a previous TDP developed in 2003.

The TDP process includes determining the transit needs of the community, evaluating existing transportation services, and developing organizational and service improvements that match the services to the identified needs. This TDP provides a short-term vision of public transportation in Allegany County and helps guide transportation decisions in the County over the next five years.

REVIEW OF PREVIOUS TDP

Allegany County's last TDP was developed in 2003 as an update to the 1997 Allegany County Public Transportation Study. At the time, ACT provided a greater geographic range of fixed-route and demand response services (Alltrans, MedTrans, and Job Access and Reverse Commute (JARC)) in comparison to current day. Fixed-route service included 11 routes Monday through Friday and two on Saturday. Alltrans operated county-wide as the Americans with Disabilities Act (ADA) complementary paratransit and service for the elderly and disabled under the Statewide Special Transportation Assistance Program (SSTAP). MedTrans provided non-emergency medical transportation for Medicaid covered services. JARC included transportation for employment, training, and childcare for low-income individuals.

ACT adopted the 2003 TDP and initiated many of its recommendations. This included discontinuing the Westernport Route looping through the southwestern portion of the County, as well as the Mount Savage Route from Cumberland northwest via Corriganville. ACT eliminated transfer fees and established flat fixed-route fares

and zone-based demand response fares. ACT did not entirely abandon the flag stop system or develop a complete bus stop program as the TDP recommended, though multiple locations currently serve as fixed bus stops. ACT subsequently modified several of the 2003 TDP's fixed-route schedules to increase frequency and decrease the recommended 75-minute headways. On input from drivers these routes split into the lines now in place.

The changing economic climate also impacted ACT's service since the adoption of the 2003 TDP. ACT gradually phased out demand response services through MedTrans and JARC starting in 2005, responding to an end in grant funding from the Allegany County Health Department and Department of Social Services. Alltrans service contracted from county-wide to the required minimum of three-quarters of a mile from fixed routes. Lack of funding also led ACT to cut its two Saturday routes and the Saturday Frostburg State University (FSU) shuttle starting in 2009, though it was able to reinstate Saturday FSU service in 2011.

In addition to reviewing the 2003 TDP, the current TDP process also involved examining other recent plans addressing transportation and land use issues in Allegany County. Chapter 2 provides detailed descriptions of the following:

- Allegany County Comprehensive Plan (in progress)
- Allegany County Bicycle and Pedestrian Master Plan (in progress)
- Western Maryland Coordinated Public Transit-Human Services Transportation Plan, September 2010
- The City of Cumberland 2009 Comprehensive Plan, 2013 Draft Plan
- The City of Frostburg Draft 2011 Comprehensive Plan

STUDY GOALS AND OBJECTIVES

A critical component of the TDP was identifying study goals and objectives. The Allegany County TAC communicated a variety of issues at the outset, resulting in the development of the following goals and objectives:

- Offer safe and dependable transportation that connects residents to jobs, essential services, and shopping.
 - Provide service on days of the week and over a span of hours that meets the mobility needs of transit-dependent persons, but strives to attract choice riders.
 - Reduce trip times to make transit more attractive and convenient.

- Maintain/enhance existing ACT services while increasing system efficiency.
 - Respond to local funding constraints by creative use of state and federal sources.
 - Explore private funding from businesses and employers (e.g. funding for Saturday mall service).
 - Analyze high ridership routes for successful characteristics; emulate on lower performing routes.
 - Explore increased marketing of services (radio, print, rider promotions).
- Provide adequate mobility options that enable residents to age in place.
 - Evaluate routes with consideration for existing and planned senior facilities/housing.
 - Coordinate transit and pedestrian planning to increase non-single occupancy vehicle accessibility.
 - Increase pedestrian safety and access through fixed stops and shelters.
- Improve service through coordination between ACT and other County stakeholders/transportation providers.
 - Pursue additional collaborative agreements with human service providers (e.g. Human Resources Development Commission relationship).
 - Maintain FSU partnership; revisit efforts to partner with Allegany College.
 - Maintain or develop relationships with regional transportation providers (e.g. Bayrunner Shuttle, Potomac Valley Transit Authority).
- Connect residents to jobs and support economic development.
 - Strive to serve choice riders, not only transit-dependent persons.
 - Reconsider weekend service to accommodate both shoppers and those working non-traditional shifts.
 - Explore shuttle service from park-and-ride lots to downtown Cumberland.

OVERVIEW OF THE PLAN

The chapters that follow present the results of efforts to address the above goals. Chapter 2 reviews the land use and demographic characteristics that affect transit needs and services in Allegany County. Chapter 3 identifies existing public transit, human service transportation, and private transportation available in the County (particular focus is given to ACT's fixed routes.) Chapter 4 presents potential service and organizational alternatives to improve current services. Chapter 5 provides final recommendations, including budgeting and implementation over the next five years.

Chapter 2

Transit Needs Analysis

The purpose of this chapter is to assess transit need in Allegany County through an analysis of demographic and land use data. It includes a general population profile, an identification and evaluation of underserved population subgroups, and a review of the demographic characteristics pertinent to a Title VI analysis. The chapter also develops a land use profile based on the County's major trip generators and resident commuting patterns.

DEMOGRAPHIC ANALYSIS

The following section provides an extensive overview of the demographic composition of Allegany County. Specifically, it examines 20 years of population trends and relative concentrations of residents and multi-unit housing, discusses two separate indices of potential transit dependence, and extracts a few of the more important characteristics associated with potential need for public transportation services.

General Population

Allegany County's population has remained fairly stable over the past two decades. A slight decrease occurred from the 1990 population of 74,946 residents to the 2000 population of 74,930 residents, and an increase occurred over the following decade to the 2010 population of 75,087. The small overall increase over the past 20 years is in contrast to the growth of neighboring Garrett and Washington Counties. These Counties experienced a 7% and 21% population increase over the 20-year span. The latter figure is similar to the percent change in population experienced by the state as a whole (20.7%). As for Allegany communities, the populations have been less stable and have steadily decreased over the twenty year period with five of the seven places listed in Table 2-1 witnessing double-digit decreases in population percent change. However, the community of Lonaconing has experienced a population gain over the past 20 years, as has Frostburg.

Table 2-1: General Population Characteristics for Allegany County and Western Maryland

Place	1990 Population	2000 Population	2010 Population	1990-2000 Percent Change	2000-2010 Percent Change	1990-2010 Percent Change
State of Maryland	4,781,468	5,296,486	5,773,552	10.8%	9.0%	20.7%
Barton	530	478	457	-9.8%	-4.4%	-13.8%
Cumberland	23,706	21,518	20,859	-9.2%	-3.1%	-12.0%
Frostburg	8,075	7,873	9,002	-2.5%	14.3%	11.5%
Lonaconing	1,122	1,205	1,214	7.4%	0.7%	8.2%
Luke	184	80	65	-56.5%	-18.8%	-64.7%
Midland	574	473	446	-17.6%	-5.7%	-22.3%
Westernport	2,454	2,104	1,888	-14.3%	-10.3%	-23.1%
Allegany County	74,946	74,930	75,087	0.0%	0.2%	0.2%
Garrett County	28,138	29,846	30,097	6.1%	0.8%	7.0%
Washington County	121,393	131,923	147,430	8.7%	11.8%	21.4%

Source: United States Census Bureau, American FactFinder.

An examination of age divisions in the populations of Allegany County and its neighbors points to other demographic patterns. Table 2-2 displays three age brackets for both historical and present populations, including youth (0-19 years of age), adult (20-64 years of age), and senior adult (65 and over). An analysis of this breakdown reveals that Allegany County had a similar share of senior adults (17.8%) in 2010 as it did in 2000 (17.9%). The youth population slightly decreased in percentage from 2000 (24.1%) to 2010 (22.3%). A trend of an increasing senior adult population and a decreasing youth population is evident in adjacent counties and for the entire state, though less pronounced in Washington County as compared to Garrett County. As for forecasting the region's growth over the next two decades, each of the three western Maryland counties are expecting an increase in overall population, with Allegany County's forecasted population only representing a slight increase from 75,087 in 2010 to 75,650 in 2020 and 77,150 in 2030.

Population Density

Population density often serves as an effective indicator into the types of public transit services that are most feasible within a study area. For instance, while exceptions exist, an area with a density of 2,000 persons per square mile will generally be able to sustain a frequent, daily fixed-bus service. Conversely, an area with a population density below this threshold, but above 1,000 persons per square mile, may be better suited for a demand-response or deviated fixed-route bus service. As part of the transit needs assessment, the block group geography determined by the United States Census Bureau was employed as a boundary for analysis. Each block group in Allegany County was then stratified into five categories, which are displayed in Figure 2-1. Of the 54 block groups, five have more than 5,000 persons per square mile and an additional seven have the requisite density to support fixed-route service, including:

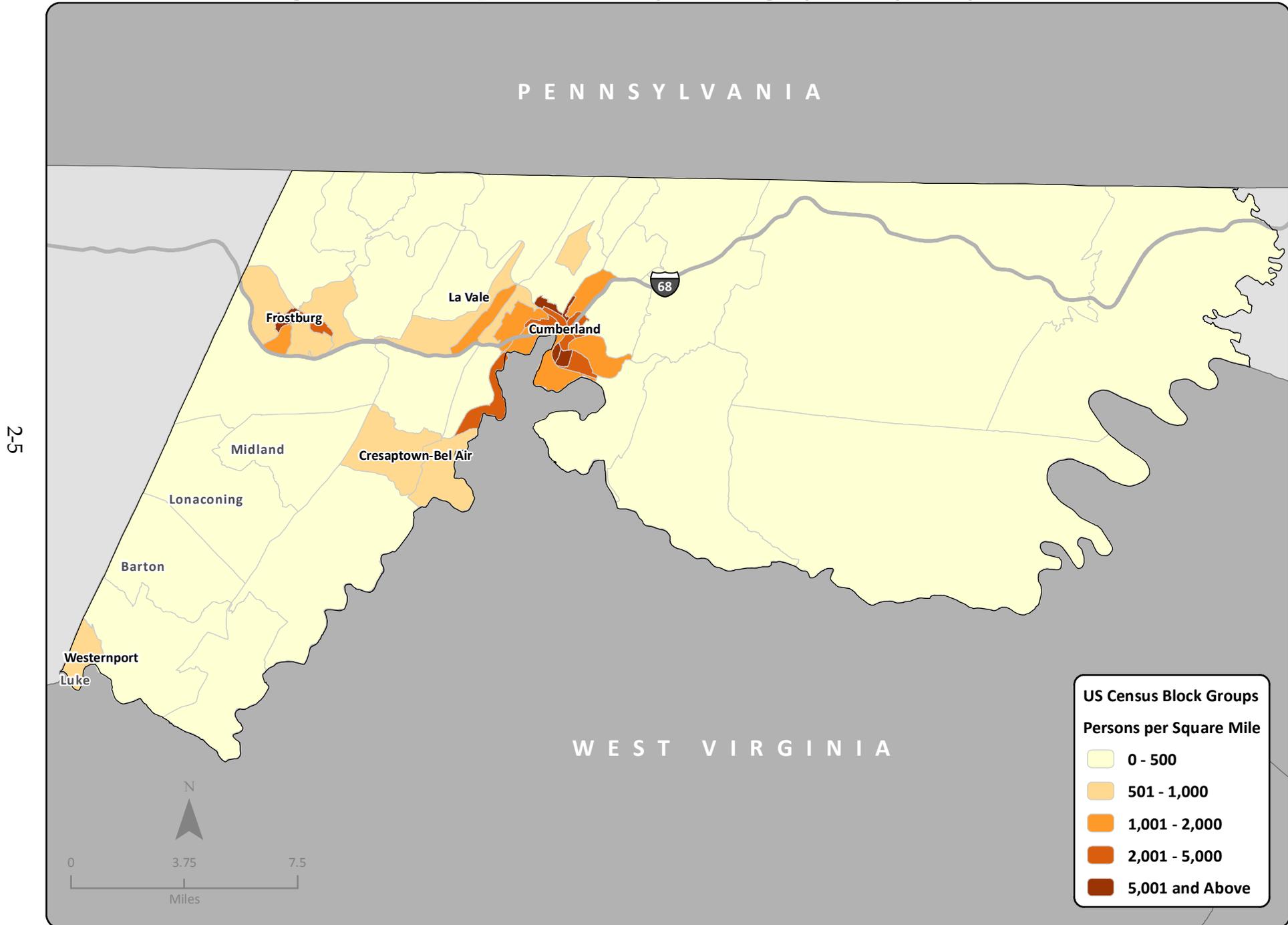
- The block group in north central Cumberland that is bounded by Regina Avenue to the north, Bedford Street to the west, Frederick Street and Baltimore Avenue to the east, and Henderson Avenue to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Virginia Avenue to the west, Wempe Drive to the east, and Industrial Boulevard to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Industrial Boulevard to the west and south, and Virginia Avenue to the east.

Table 2-2: Age Divisions and Forecasts for Allegany County and Western Maryland

	1990 Population	1990 Percentage	2000 Population	2000 Percentage	2010 Population	2010 Percentage	2020 Forecast	2030 Forecast
Maryland	4,781,468	-	5,296,486	-	5,773,552	-	6,216,150	6,611,900
0-19 years of age	1,298,005	27.1%	1,492,965	28.2%	1,516,626	26.3%	-	-
20-64 years of age	2,965,981	62.0%	3,204,214	60.5%	3,549,284	61.5%	-	-
65+ years of age	517,482	10.8%	599,307	11.3%	707,642	12.3%	-	-
Allegany County	74,946	-	74,930	-	75,087	-	75,650	77,150
0-19 years of age	19,367	25.8%	18,067	24.1%	16,727	22.3%	-	-
20-64 years of age	41,699	55.6%	43,434	58.0%	44,958	59.9%	-	-
65+ years of age	13,880	18.5%	13,429	17.9%	13,402	17.8%	-	-
Garrett County	28,138	-	29,846	-	30,097	-	30,700	31,650
0-19 years of age	8,455	30.0%	8,311	27.8%	7,509	25.0%	-	-
20-64 years of age	15,816	56.2%	17,074	57.2%	17,357	57.7%	-	-
65+ years of age	3,867	13.7%	4,461	14.9%	5,231	17.4%	-	-
Washington County	121,393	-	131,923	-	147,430	-	163,100	181,700
0-19 years of age	30,910	25.5%	33,934	25.7%	37,313	25.3%	-	-
20-64 years of age	73,692	60.7%	79,299	60.1%	89,013	60.4%	-	-
65+ years of age	16,791	13.8%	18,690	14.2%	21,104	14.3%	-	-

Source: Maryland Department of Planning, March 2012.

Figure 2-1: 2010 Population Density for Allegany County, Maryland



- The block group in central Frostburg that is bounded by Main Street to the north, Broadway to the west, Bowery Street and Braddock Street to the east, and University Drive to the south.
- The block group in western Cumberland that is bounded by Sylvan Avenue and Fairview Avenue to the north, Piedmont Avenue to the west, Bedford Street to the east, and Henderson Avenue to the south.
- The block group in south central Cumberland that is bounded by Cumberland Street to the north, Fayette Street to the west, Wills Creek to the east, and Greene Street and Beall Street to the south.
- The block group in east central Cumberland that is bounded by Williams Street to the north, railroad tracks to the west, Hill Top Drive to the east, and Old town Road to the south.
- The block group in east central Cumberland that is bounded by Willowbrook Road to the north, Baltimore Avenue to the west, Fort Avenue and Parkview Avenue to the east, and Williams Street to the south.
- The block group in central Cumberland that is bounded by Henderson Avenue to the north, Franklin Street to the west, US Interstate 68 to the east, and Wills Creek to the south.
- The block group in northern Cresaptown that is bounded by McMullen Highway to the west, the Potomac River to the east, and Warrior Run to the south.
- The block group in eastern Frostburg that is bounded by Main Street to the north, Bowery Street to the west, Hoffman Hollow Road to the east, and George's Creek to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Wempe Drive to the west, Evitt's Creek to the east, and railroad tracks to the south.

All of the 12 block groups listed above are currently served by the fixed-route buses offered by ACT.

Transit Dependence Index (TDI)

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. Once the location of these transit dependent populations is determined and analyzed, it becomes possible to evaluate the extent to which current services meet the needs of the community. To identify the areas of highest transportation need, the TDI was calculated for each of the block groups in the countywide service area.

In short, the TDI is an aggregate measure that utilizes recent data from the American Community Survey (ACS) five-year estimates and the United State Decennial Census to effectively display relative concentrations of transit dependent populations within a study area. Similar to the aforementioned general population measures, the TDI is determined at the block group level for the ACT service area. The following section describes the formula used to compute the TDI for each of these block groups, as well as a brief description of the six factors used in its calculation.

$$\text{TDI} = \text{PD} * (\text{AVNV} + \text{AVE} + \text{AVY} + \text{AVD} + \text{AVBP})$$

- Population Density (PD): population per square mile
- AVNV: amount of vulnerability based on presence of no vehicle households
- AVE: amount of vulnerability based on presence of elderly adult population
- AVY: amount of vulnerability based on presence of youth population
- AVD: amount of vulnerability based on presence of disabled population
- AVBP: amount of vulnerability based on presence of below-poverty population

The input values for the factor follow the previously mentioned classification scheme of the stand-alone population density analysis. A block group with a population density greater than 2,000 persons per square mile is presented a value of four, while a block group with a population density greater than 1,000 persons per square mile and less than or equal to 2,000 is given a PD factor of three. Continuing in intervals of 500, a block group with a population density greater than 500 and less than or equal to 1,000 persons per square mile is presented a PD factor of two, while a block group with less than or equal to 500 persons per square mile and at least one resident is given a value on one. In the event of a block group having zero residents, that particular block group is presented a value of zero.

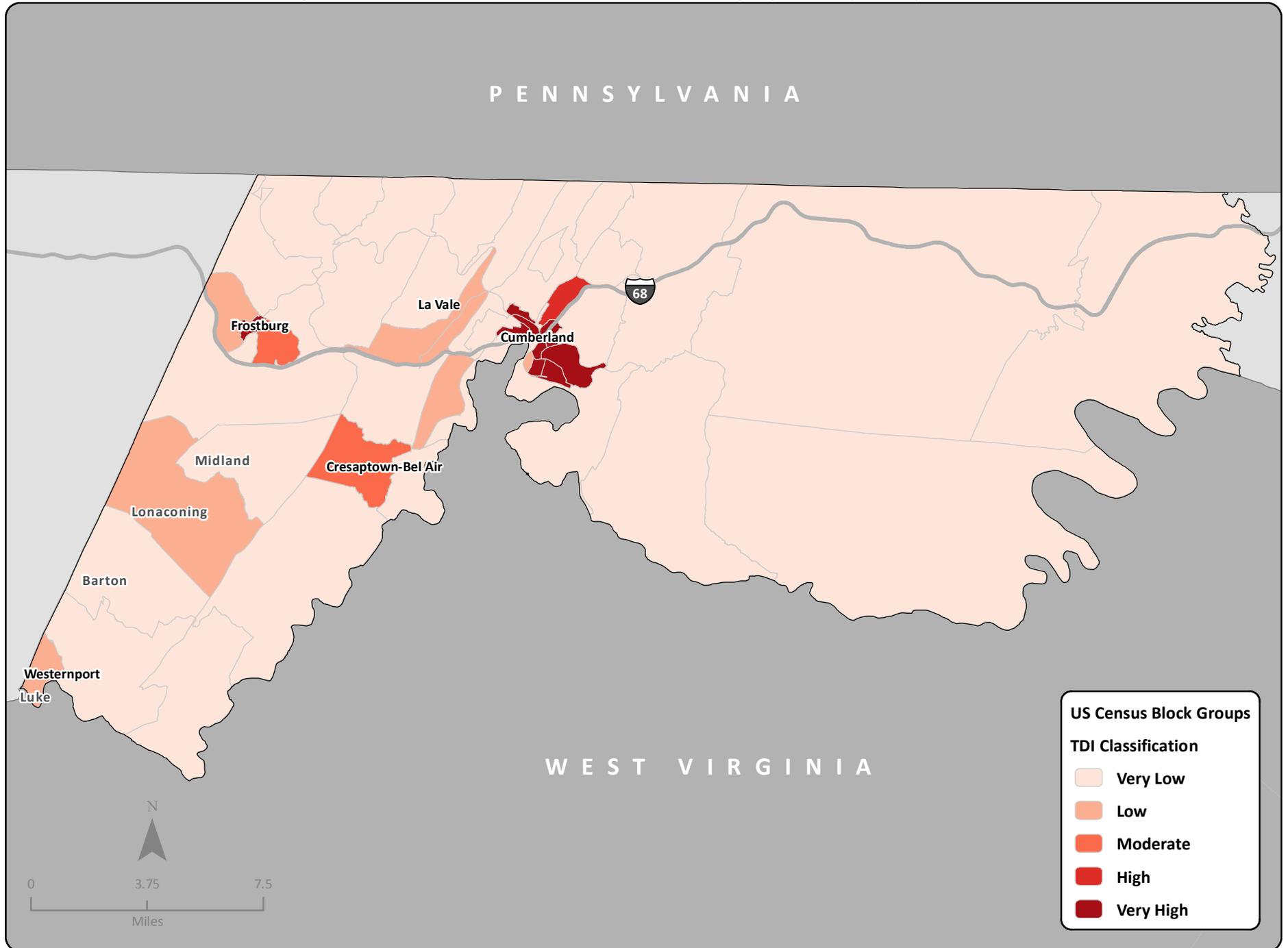
The following five independent variables represent specific socioeconomic characteristics of the residents in the study area, which are described in the previous bullets. These five factors are given a value that represents their prevalence in the

analyzed block group. For each of the factors, an individual block group comprised of a number of vulnerable persons or households that is below the average number for all block groups in the study area is presented with a value of one. A value of two is given to a block group where its vulnerable population is greater or equal to the study area average (SAA), but less than one and one-third times the SAA. A block group with a vulnerable population greater or equal to one and one-third the SAA, but less than one and two-thirds the SAA is given a value of three. This scoring scheme continues for a block group with a vulnerable population greater than one and two-thirds the SAA, but less than twice the SAA for a block group (a value of four). Finally, any block group that has a vulnerable population or household population that is more than twice the SAA is given the highest value of five. Once this process is completed for each of the five socioeconomic characteristics, the factors are plugged into the TDI equation in order to determine the transit dependence for each block group within the study area. Each individual block group is then given a TDI classification (very low, low, moderate, high, or very high) that is assigned in a manner similar to the independent variables in the TDI. Thus, a block group with a TDI below the average TDI score for a block group in the study area is given a value of one or categorization of very low, and so on.

A visual depiction of the overall TDI rankings for the study area may be found in Figure 2-2, whereas the following is a detailed description of the location of the nine blocks groups in the ACT service area that have a TDI classification of very high.

- The block group in central Frostburg that is bounded by Main Street to the north, Broadway to the west, Bowery Street and Braddock Street to the east, and University Drive to the south.
- The block group in western Cumberland that is bounded by Sylvan Avenue and Fairview Avenue to the north, Piedmont Avenue to the west, Bedford Street to the east, and Henderson Avenue to the south.
- The block group in eastern Cumberland that is bounded by Williams Road to the north, Hill Top Drive to the west, a tributary of the Potomac River to the east, and Industrial Boulevard and Old Town Road to the south.
- The block group in south central Cumberland that is bounded by Cumberland Street to the north, Fayette Street to the west, Wills Creek to the east, and Greene Street and Beall Street to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Wempe Drive to the west, Evitt's Creek to the east, and railroad tracks to the south.

Figure 2-2: Transit Dependence Index for Allegany County, Maryland



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- The block group in east central Cumberland that is bounded by Willowbrook Road to the north, Baltimore Avenue to the west, Fort Avenue and Parkview Avenue to the east, and Williams Street to the south.
- The block group in east central Cumberland that is bounded by Williams Street to the north, railroad tracks to the west, Hill Top Drive to the east, and Old town Road to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Virginia Avenue to the west, Wempe Drive to the east, and Industrial Boulevard to the south.
- The block group in central Cumberland that is bounded by Henderson Avenue to the north, Franklin Street to the west, US Interstate 68 to the east, and Wills Creek to the south.

Similar to the block groups in the highest categories for population density, all nine of the block groups listed above are currently served by ACT's fixed-route buses. All but one of the block groups are located within or adjacent to Cumberland.

Transit Dependence Index Percent (TDIP)

The TDIP provides a complementary analysis to the TDI measure and its emphasis on persons per square mile. The TDIP measure is nearly identical to the TDI measure with the exception of the PD factor. As a result, the TDIP for each block group in Allegany County is calculated with the following formula and its five independent variables.

$$\text{TDIP} = \text{DVNV} + \text{DVE} + \text{DVY} + \text{DVD} + \text{DVBP}$$

- DVNV: degree of vulnerability based on presence of no vehicle households
- DVE: degree of vulnerability based on presence of elderly adult population
- DVY: degree of vulnerability based on presence of youth population
- DVD: degree of vulnerability based on presence of disabled population
- DVBP: degree of vulnerability based on presence of below-poverty population

The exclusion of the PD factor from the TDIP formula results in a maximum score of 25 per block group, rather than a score of 100 as in the TDI measure. By removing the PD factor, the TDIP measures the degree of vulnerability, or percent of individuals exemplifying a particular socioeconomic characteristic out of the overall general population of a block group, rather than the amount of vulnerability, or strictly

aggregate number of individuals exemplifying a particular socioeconomic characteristic within a particular block group. This difference between the two indices enables the TDIP to represent the overall predominance of a specific population instead of highlighting those block groups that have a higher density of persons and consequently an increased chance of having a higher concentration of vulnerable populations.

The five-tiered categorization of very low to very high found in the TDI measure is also implemented with the TDIP measure. The following bullets describe the two block groups in Allegany County that have a TDIP classification of high or very high. The block groups are visually depicted in Figure 2-3.

- The block group in central Cumberland that is bounded by Henderson Avenue to the north, Franklin Street to the west, US Interstate 68 to the east, and Wills Creek to the south.
- The block group in east central Cumberland that is bounded by Williams Street to the north, railroad tracks to the west, Hill Top Drive to the east, and Old town Road to the south.

Autoless Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transportation than those households with access to a car. Although autoless households are reflected in both the TDI and TDIP measures, there is added importance in displaying this segment of the population separately in an area like Allegany County, where many land uses are separated by distances too far for non-motorized travel. By examining the aggregate number of autoless households (as in the TDI), this measure focuses on those block groups where a greater number of households may be dependent upon public transit services, rather than only a greater share (as in the TDIP). These block groups may be better served by public transportation initiatives and should therefore be highlighted.

Figure 2-4 displays the relative number of autoless households for Allegany County, while the following bullets denote the 11 block groups with a very high classification.

- The block group in central Cumberland that is bounded by Henderson Avenue to the north, Franklin Street to the west, US Interstate 68 to the east, and Wills Creek to the south.

Figure 2-3: Transit Dependence Index Percent (TDIP) for Allegany County, Maryland

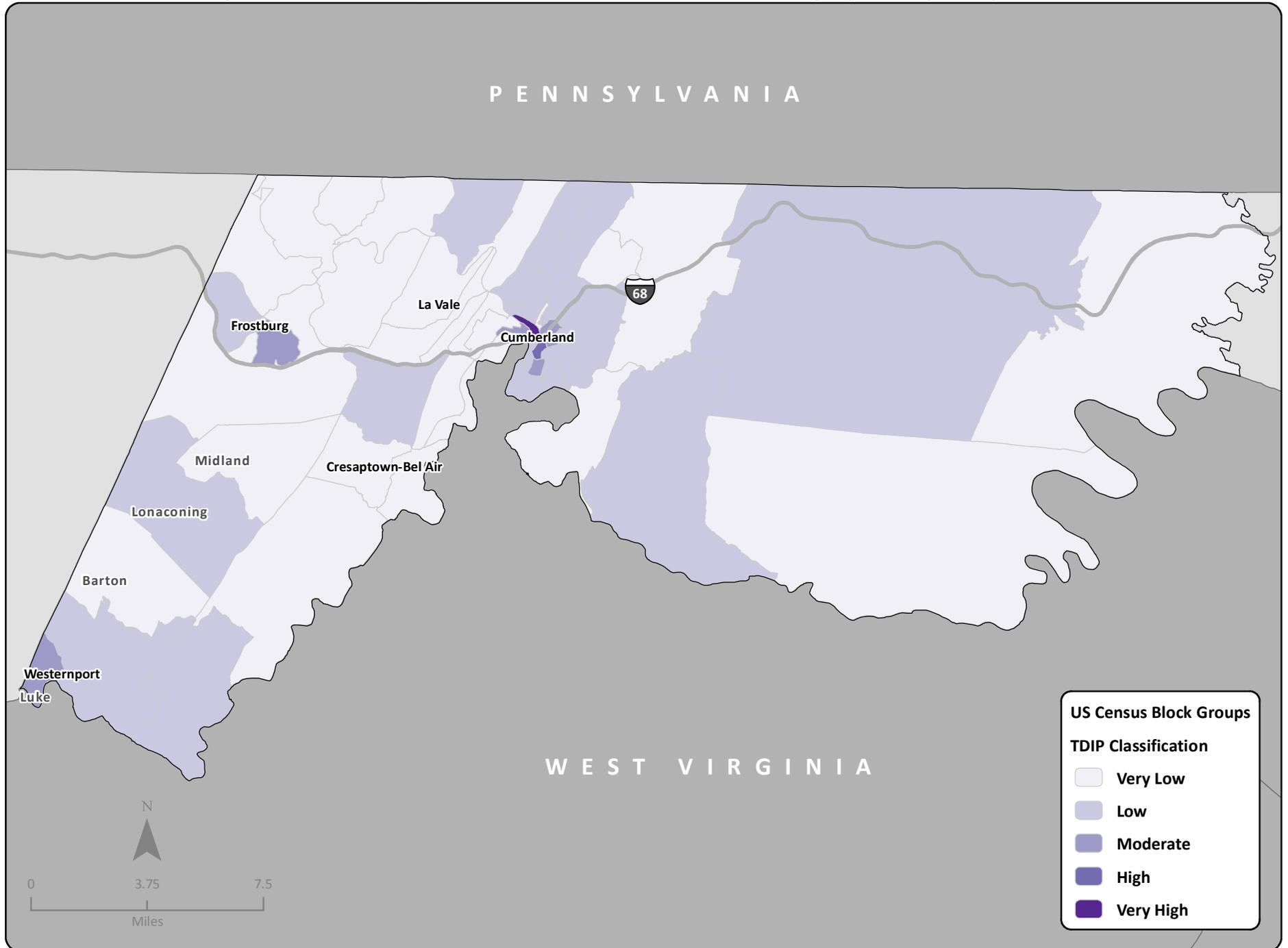
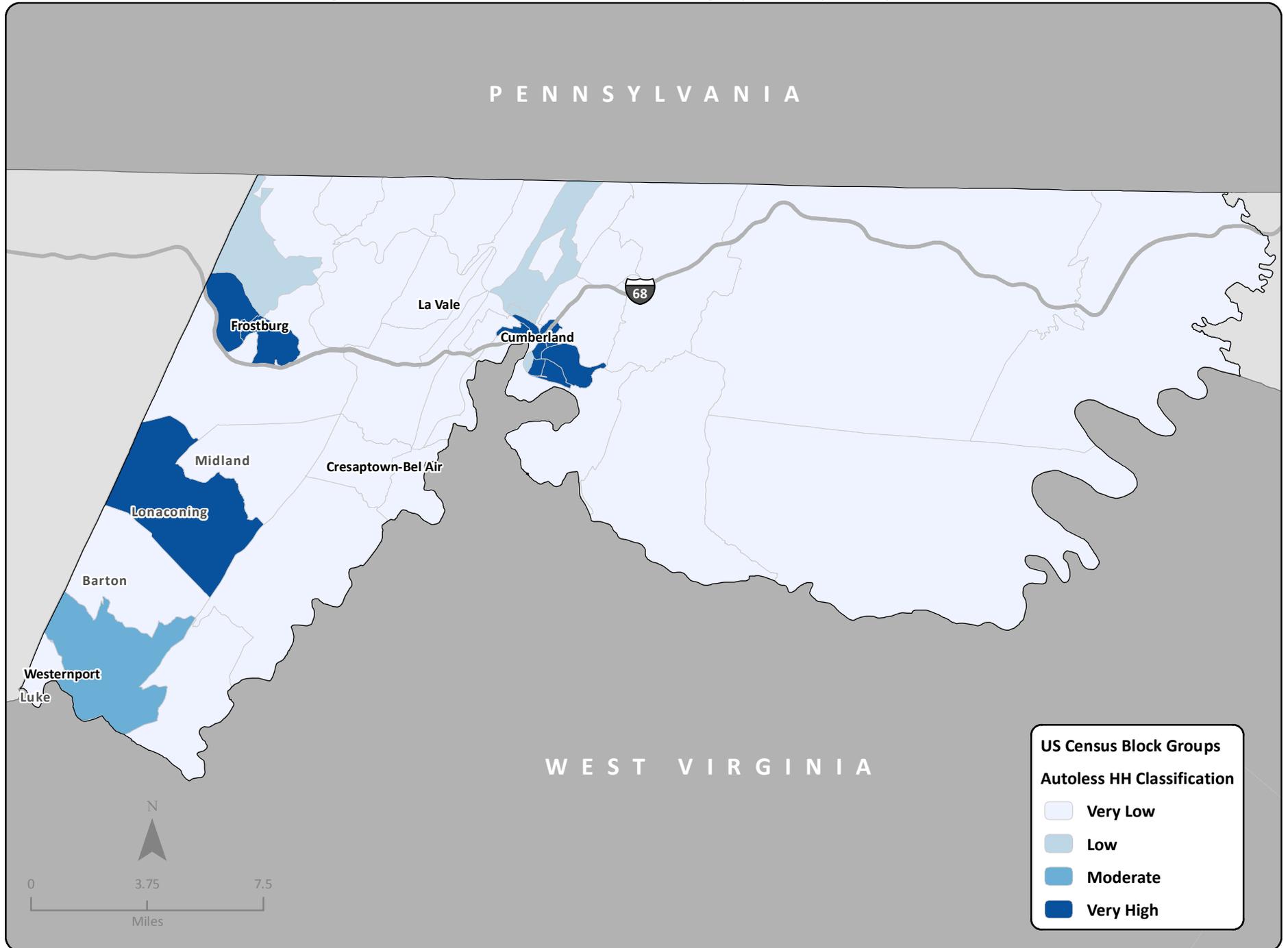


Figure 2-4: Autoless Households in Allegany County, Maryland



- The block group in east central Cumberland that is bounded by Willowbrook Road to the north, Baltimore Avenue to the west, Fort Avenue and Parkview Avenue to the east, and Williams Street to the south.
- The block group in eastern Cumberland that is bounded by Williams Road to the north, Hill Top Drive to the west, a tributary of the Potomac River to the east, and Industrial Boulevard and Old Town Road to the south.
- The block group in south central Cumberland that is bounded by Cumberland Street to the north, Fayette Street to the west, Wills Creek to the east, and Greene Street and Beall Street to the south.
- The block group in eastern Frostburg that is bounded by Main Street to the north, Bowery Street to the west, Hoffman Hollow Road to the east, and George's Creek to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Virginia Avenue to the west, Wempe Drive to the east, and Industrial Boulevard to the south.
- The block group in southeastern Cumberland that is bounded by Old Town Road to the north, Wempe Drive to the west, Evitt's Creek to the east, and railroad tracks to the south.
- The block group in Lonaconing that is bounded by Buskirk Hollow Road and Squirrel Neck Run to the north, Garret County to the west, Middle Ridge Road to the east, and power lines to the south.
- The block group in central Frostburg that is bounded by Main Street to the north, Broadway to the west, Bowery Street and Braddock Street to the east, and University Drive to the south.
- The block group in western Frostburg that is bounded by Main Street and US Highway 40 to the north, Garrett County to the west, Broadway to the east, and US Interstate 68 to the south.
- The block group in east central Cumberland that is bounded by Williams Street to the north, railroad tracks to the west, Hill Top Drive to the east, and Old town Road to the south.

The 11 block groups detailed above as having a very high autoless household classification are presently served by ACT's fixed-route transit services.

Senior Adult Population

A second socioeconomic group analyzed by the TDI and TDIP indices is the senior adult population. As was previously described in the general population subsection, there is a large share of senior adults who currently reside in Allegany County when compared to neighboring western Maryland counties and the State in its entirety. For purposes of this needs assessment, a senior adult is any individual aged 65 years and above. Figure 2-5 provides a detailed overview of senior adult residents in the study area. Those areas of the County where a very high number of senior adults reside are described in the following bulleted points.

- The block group in eastern Cumberland that is bounded by Williams Road to the north, Hill Top Drive to the west, a tributary of the Potomac River to the east, and Industrial Boulevard and Old Town Road to the south.
- The block group in Cresaptown-Bel Air that is bounded by Warrior Run to the north, Dan's Rock Road to the west, McMullen Highway to the east, and a tributary of the Potomac River.
- The block group in Lonaconing that is bounded by Buskirk Hollow Road and Squirrel Neck Run to the north, Garret County to the west, Middle Ridge Road to the east, and power lines to the south.

Similar to the block groups with a very high classification for autoless households, these three block groups are currently served by ACT's bus routes.

High Density Housing

To best serve the residents of Allegany County with an efficient public transportation network, it is imperative to assess where the largest concentrations of individuals reside. Identifying these important origins complements the broader analyses associated with the two transit dependence indices and population density overview. Within Allegany County, the study team identified 27 multi-unit housing complexes, which are detailed in Table 2-3 and Figure 2-6. The vast majority are intuitively located in more densely populated places, including 15 complexes in Cumberland, seven in Frostburg, and two in Westernport.

Figure 2-5: Senior Adult Population for Allegany County, Maryland

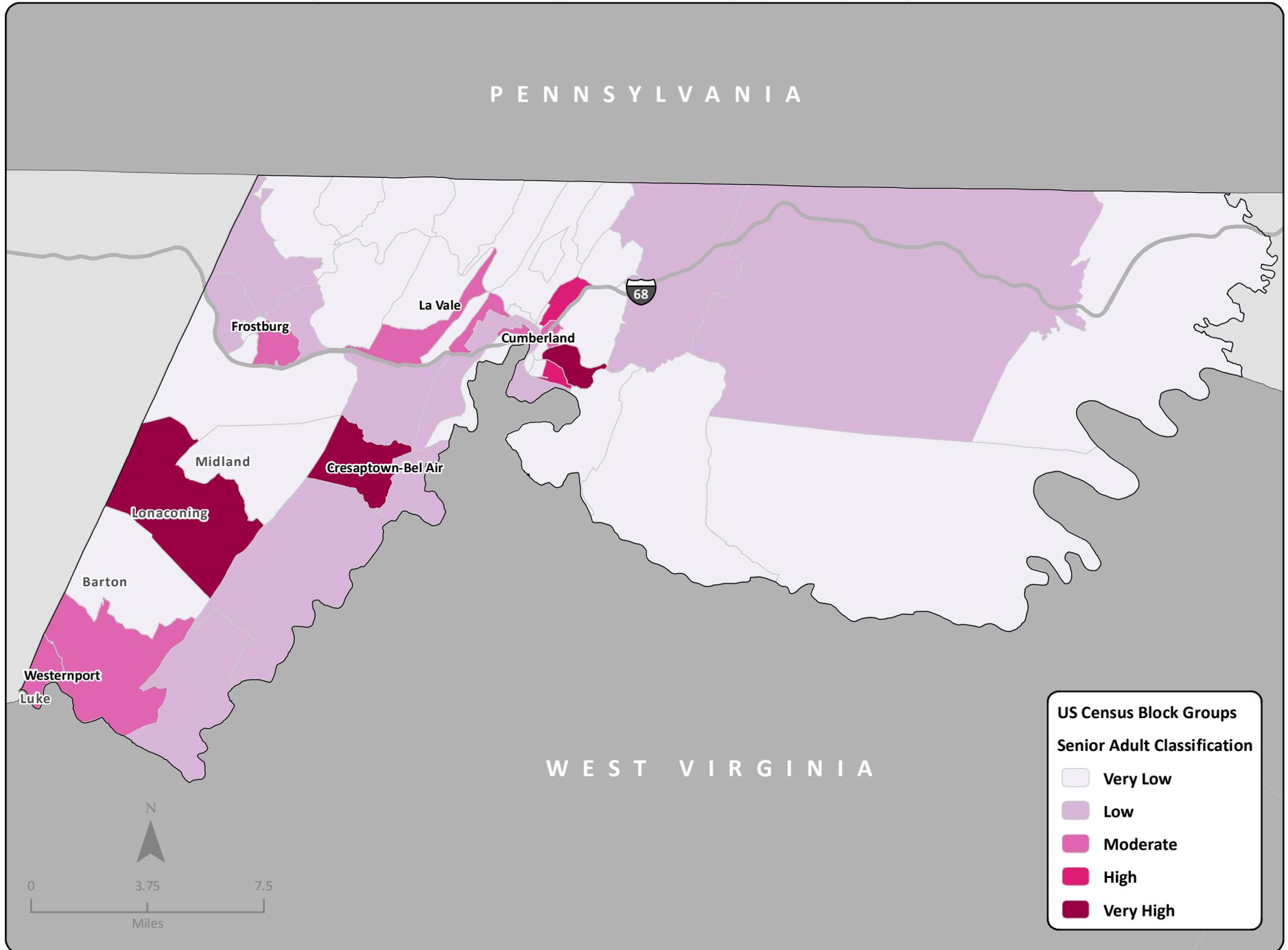


Figure 2-6: Multi-Unit Housing Locations for Allegany County, Maryland

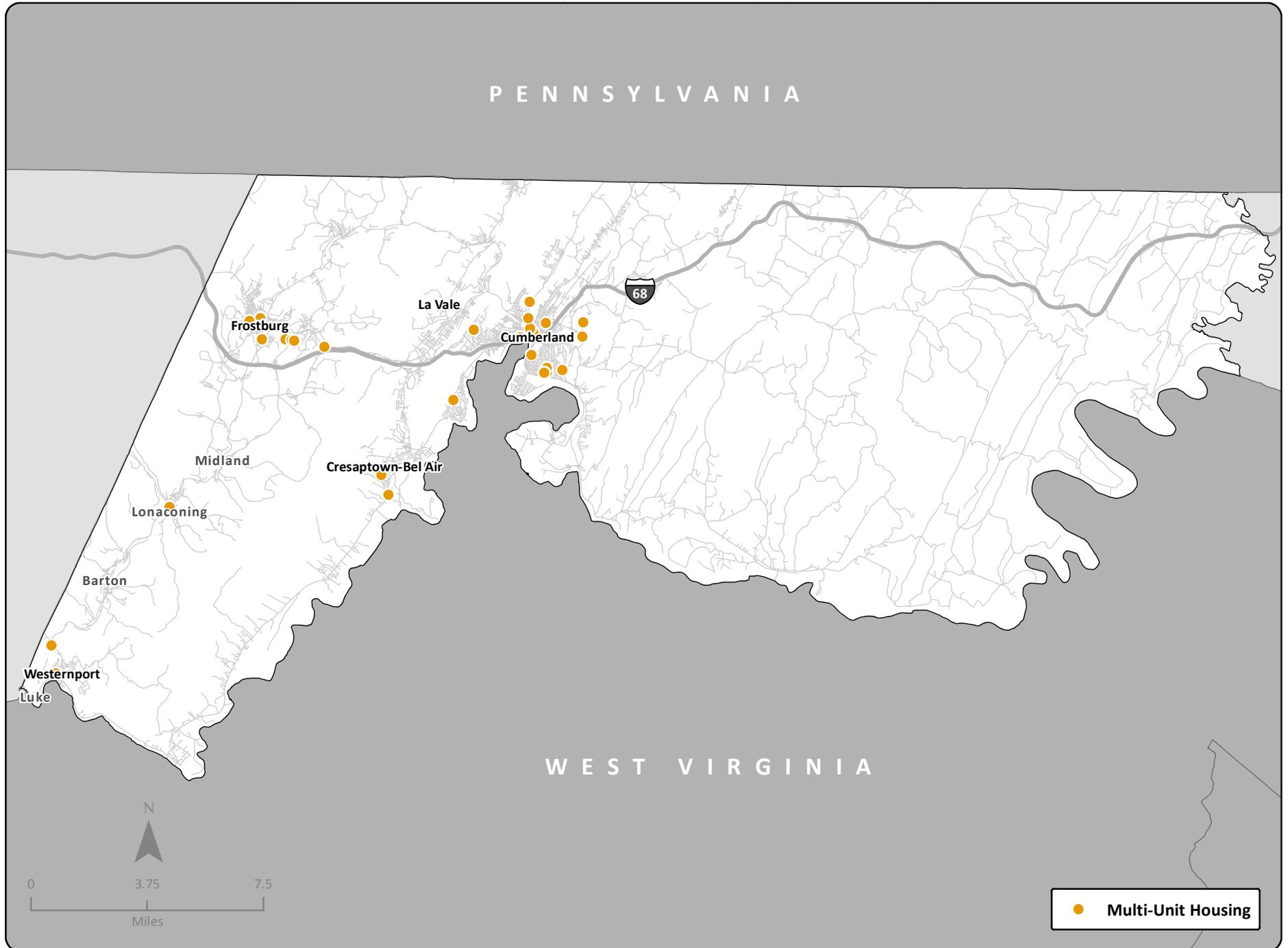


Table 2-3: High Density Housing Complexes in Allegany County

High Density Housing Complex Name	Place	Complex	
		Type	Units
Booth Towers	Cumberland	Private	101
Clarysville Motel	Frostburg	Private	-
Cresap Knoll-Yonkers Apartments	Cumberland	Private	-
Cumberland Arms	Cumberland	Private	67
Cumberland Manor	Cumberland	Private	101
Cumberland Meadows	Cumberland	Private	64
Fort Cumberland Homes	Cumberland	Public	80
Frostburg Apartments	Frostburg	Private	35
Frostburg Heights	Frostburg	Public	-
Frostburg Village	Frostburg	Private	110
Grand View Apartments	Westernport	Public	35
Hammond Heights Apartments	Westernport	Private	35
Jane Frazier Village	Cumberland	Public	125
John F Kennedy Homes	Cumberland	Public	100
Lana Lu Apartments	Lonaconing	Private	30
Meshach Frost Village	Frostburg	Public	100
Miller Apartments	Cumberland	Private	-
Old Town Manor Apartments	Cumberland	Private	-
Orchard Mews Apartments	Cresaptown	Private	32
Queen City Towers	Cumberland	Public	100
Scattered Site	Bel Air	Private	18
Seton Apartments	Cumberland	Private	-
The Cascades	Cumberland	Private	71
Valley View Apartments	Frostburg	Private	30
Washington Ridge Apartments	Frostburg	Private	28
Willowbrook Woods Student Housing	Cumberland	Private	-
Willow Valley Apartments	Cumberland	Public	34

TITLE VI ANALYSIS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities that receive financial assistance from the federal government. As such, agencies providing federally-funded public transportation services have an important responsibility in sustaining and enhancing social and economic quality of life in the communities they serve. The following section examines the minority and below poverty populations of Allegany County. Additionally, the analysis summarizes the prevalence of residents with Limited-English Proficiency (LEP).

Minority Population

In accordance to Title VI of the Civil Rights Act of 1964, it is important to ensure that areas in Allegany County with an above average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. Figure 2-7 depicts Allegany County based on the percentage of minority persons per block group. Out of 54 total block groups, ten have a minority population above the County average (10.3%). These block groups are primarily located in the area surrounding downtown Cumberland, downtown Frostburg, Mount Savage, southeastern La Vale, and the Mexico Farms area to the south of Cumberland.

Below-Poverty Population

The second socioeconomic group included in the Title VI analysis represents those individuals who earn less than the federal poverty level over an observed period of time. These individuals face financial hardships that may make the ownership and maintenance of a personal vehicle difficult. As such, these individuals are more likely to be dependent upon public transportation for both mandatory and discretionary trips. It is important to ensure that this population is identified and protected from any injustice that may result from service modifications. Figure 2-8 depicts the percentage of below-poverty individuals per block group. Out of 54 total block groups, 28 have a below-poverty population above the County average (14.5%). These block groups cover Westernport, Lonaconing, Frostburg, Cresaptown-Bel Air, Cumberland, and several large block groups in the middle and eastern portion of the County.

Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important for ACT to serve those of different linguistic backgrounds and disseminate information to individuals and households with limited English proficiency. As shown in Table 2-4, Allegany County residents predominately speak English (96.4%). Among other languages spoken, only Spanish has a percent-share greater than one (1.6%). Similarly, the neighboring western Maryland counties each have a small share of residents who speak Spanish at home.

The LEP analysis shows that 2,513 Allegany County residents five years and older speak non-English at home (3.6%). However, only 547 individuals, or 0.8% are able to speak English less than very well. Therefore, the overwhelming majority of residents in Allegany County are either native English speakers or at ease with speaking the language. The need for resources to address the LEP population is relatively low.

Figure 2-7: Allegany County Percentage Minority Population

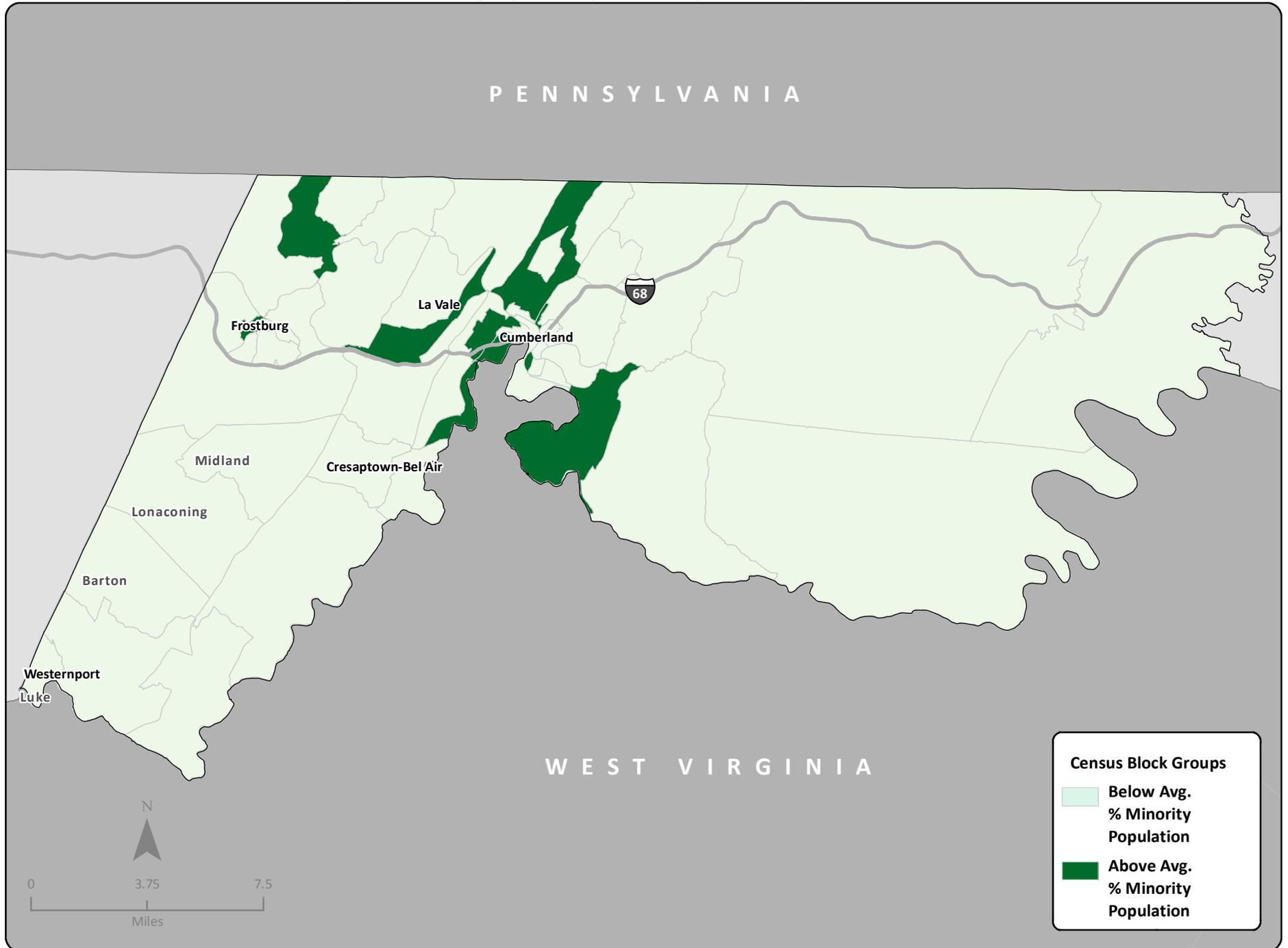
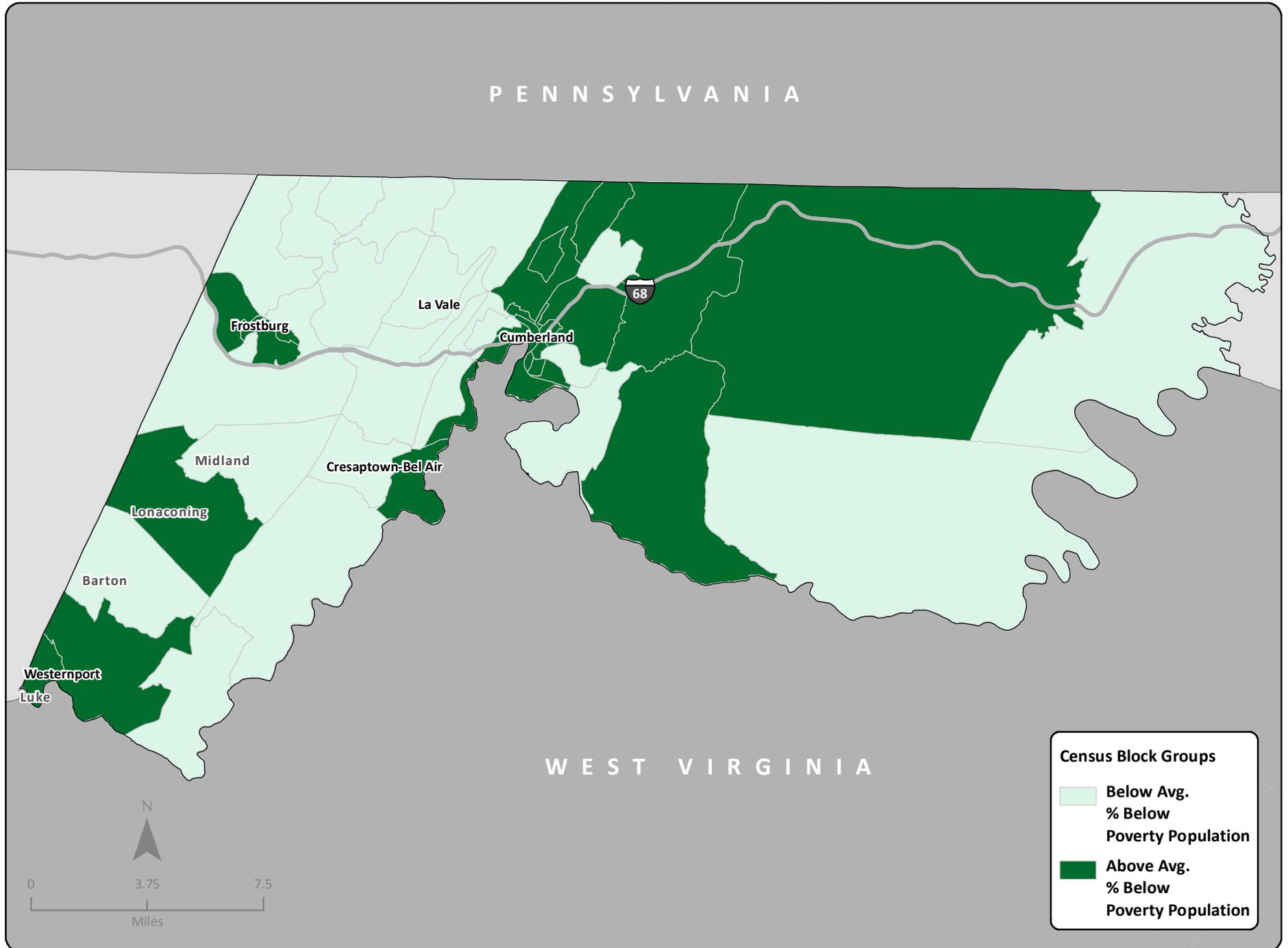


Figure 2-8: Allegany County Percentage Below Poverty Population



2-21

Table 2-4: Limited-English Proficiency in Western Maryland Counties

Place of Residence	Allegany County		Garrett County		Washington County		Maryland	
Population Five Years and Older:	69,251		28,072		135,032		5,260,978	
Language Spoken at Home--	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a) English (only):	66,738	96.4%	27,014	96.2%	127,026	94.1%	4,474,685	85.1%
b) Spanish:	1,142	1.6%	267	1.0%	3,515	2.6%	308,649	5.9%
c) German:	217	0.3%	209	0.7%	632	0.5%	21,159	0.4%
d) French:	166	0.2%	51	0.2%	851	0.6%	48,080	0.9%
e) Portuguese:	161	0.2%	1	0.0%	102	0.1%	10,286	0.2%
f) Italian:	103	0.1%	35	0.1%	220	0.2%	12,454	0.2%
g) Chinese:	199	0.3%	0	0.0%	268	0.2%	52,402	1.0%
h) Other:	724	1.0%	495	1.8%	2,686	2.0%	385,665	7.3%
Speak non-English at Home:	2,513	3.6%	1,058	3.8%	8,006	5.9%	786,293	14.9%
Ability to Speak English--								
a) "Very Well":	1,966	2.8%	754	26.7%	5,532	69.1%	473,809	60.3%
b) Less than "Very Well":	547	0.8%	304	28.7%	2,474	30.9%	312,484	39.7%

Source: American Community Survey, Five-Year Estimates (2005-2009), Table B16001 and Table B16002.

LAND USE ANALYSIS

This component of the transit needs analysis builds on the demographic characteristics and origin-related information described above. The analysis of population density, location, and needs factors addresses the potential origin areas for intercity trips, but another consideration in terms both of potential market and of policy is whether or not the current routes serve the places that are likely to be attractors of transit ridership, or that could potentially have a need for such service. Thus, this section identifies and assesses common destinations where County residents regularly travel. These “trip generators” include educational institutions, human service agencies, major employers, medical facilities, and shopping destinations. Areas of trip origins such as apartment complexes and mobile home parks, described in the previous section, are also considered major trip generators.

Educational Institutions

Given that one of the five socioeconomic characteristics within the TDI measure is the youth population and that many of these individuals are unable to legally drive, it may be assumed that this segment of the population is one that is reliant upon public transportation. Furthermore, the vast majority of individuals between the ages of 10 and 17 are full-time students and therefore enrolled in educational facilities. Many adults above the age of 18 are also associated with educational institutions as a site for continued learning or employment. Table 2-5 provides a list of the 24 educational institutions in Allegany County, including Frostburg State University and Allegany College of Maryland. As displayed in Figure 2-9, these institutions are dispersed throughout the County, with a greater concentration of sites in Cumberland and Frostburg.

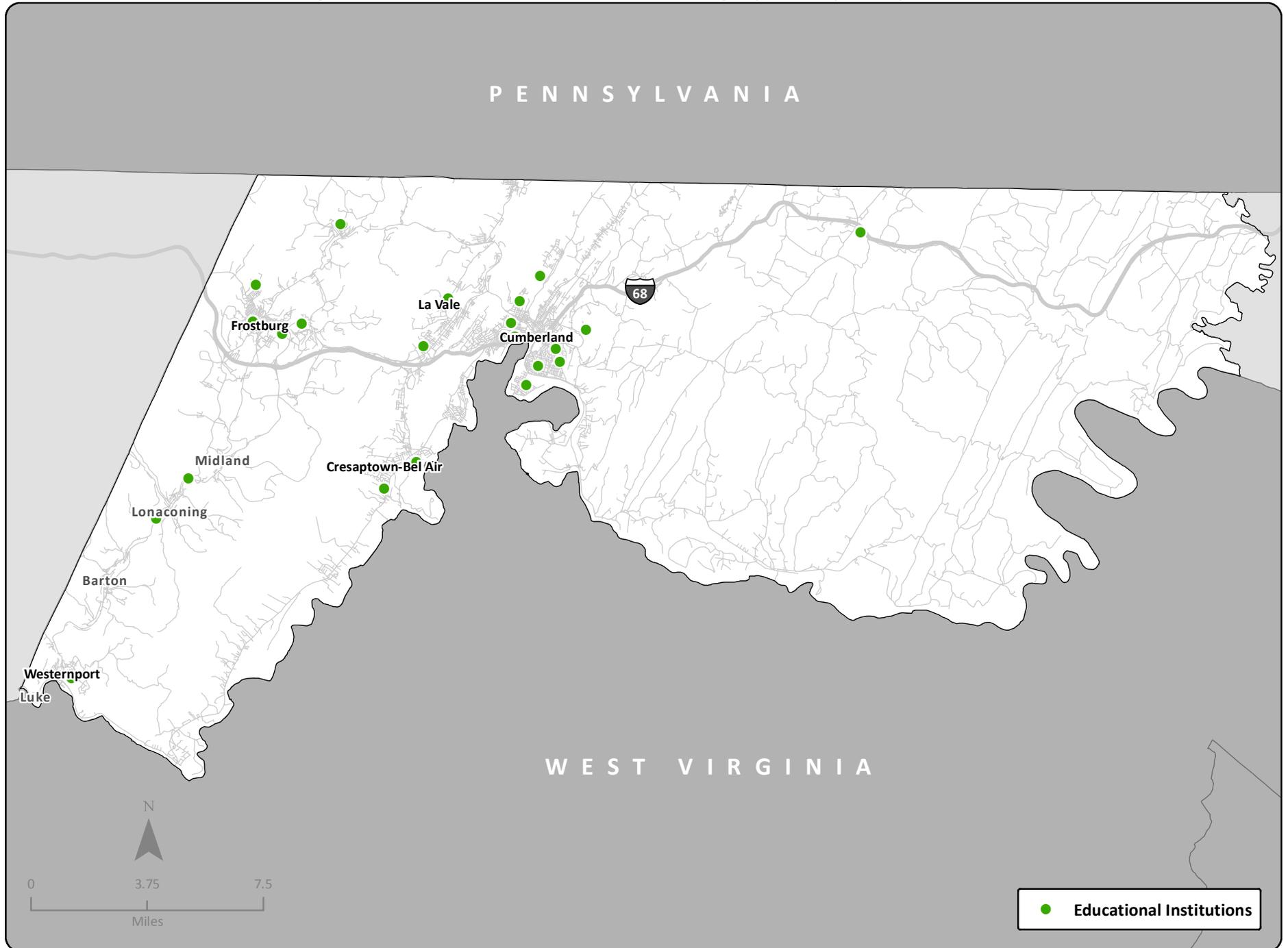
Human Service Agencies

Human service agencies provide assistance and resources to residents seeking support for issues including health care, childhood development, and nutrition. Due to the range of critical services they offer, the agencies are often locations where public transportation is vital as a travel option. Table 2-6 provides a listing of human service agencies in Allegany County, which are spatially displayed in Figure 2-10. Large concentrations of these agencies are located within Cumberland, whereas others are in the communities of Frostburg, LaVale, Lonaconing, and Westernport.

Table 2-5: Educational Institutions in Allegany County

School Name	Street Address	Place	Zip Code	School Type
Allegany College of Maryland	12401 Willowbrook Road	Cumberland	21502	College
Allegany High School	616 Sedgwick Street	Cumberland	21502	High School
Beall Elementary School	3 E College Avenue	Frostburg	21532	Elementary School
Bel Air Elementary School	14401 Barton Boulevard	Cumberland	21502	Elementary School
Braddock Middle School	909 Holland Street	Cumberland	21502	Middle School
Cash Valley Elementary	10601 Cash Valley Road	LaVale	21502	Elementary School
Cresaptown Elementary School	13202 Sixth Avenue	Cresaptown	21502	Elementary School
Eckhart Alternative	17000 National Highway SW	Frostburg	21532	Alternative School
Flintstone Elementary School	22000 National Pike NE	Flintstone	21530	Elementary School
Fort Hill High School	500 Greenway Avenue	Cumberland	21502	High School
Frost Elementary School	260 Shaw Street	Frostburg	21532	Elementary School
Frostburg State University	101 Braddock Road	Frostburg	21532	College
George's Creek Elementary School	15600 Lower George's Creek Road	Lonaconing	21539	Elementary School
John Humbird Elementary School	120 E Mary Street	Cumberland	21502	Elementary School
Mount Savage Elementary School	13201 New School Road	Mount Savage	21545	Elementary School
Mount Savage Middle School	13201 New School Road	Mount Savage	21545	Middle School
Mountain Ridge High School	Mountain Ridge High School	Frostburg	21532	High School
Northeast Elementary School	11001 Forest Avenue	Cumberland	21502	Elementary School
Parkside Elementary School	50 Parkside Boulevard	LaVale	21502	Elementary School
South Penn Elementary School	500 E Second Street	Cumberland	21502	Elementary School
Washington Middle School	200 N Massachusetts Avenue	Cumberland	21502	Middle School
West Side Elementary School	425 Paca Street	Cumberland	21502	Elementary School
Westernport Elementary School	172 Church Street	Westernport	21562	Elementary School
Westmar Middle School	16915 Lower George's Creek Road	Lonaconing	21539	Middle School

Figure 2-9: Educational Institutions in Allegany County, Maryland

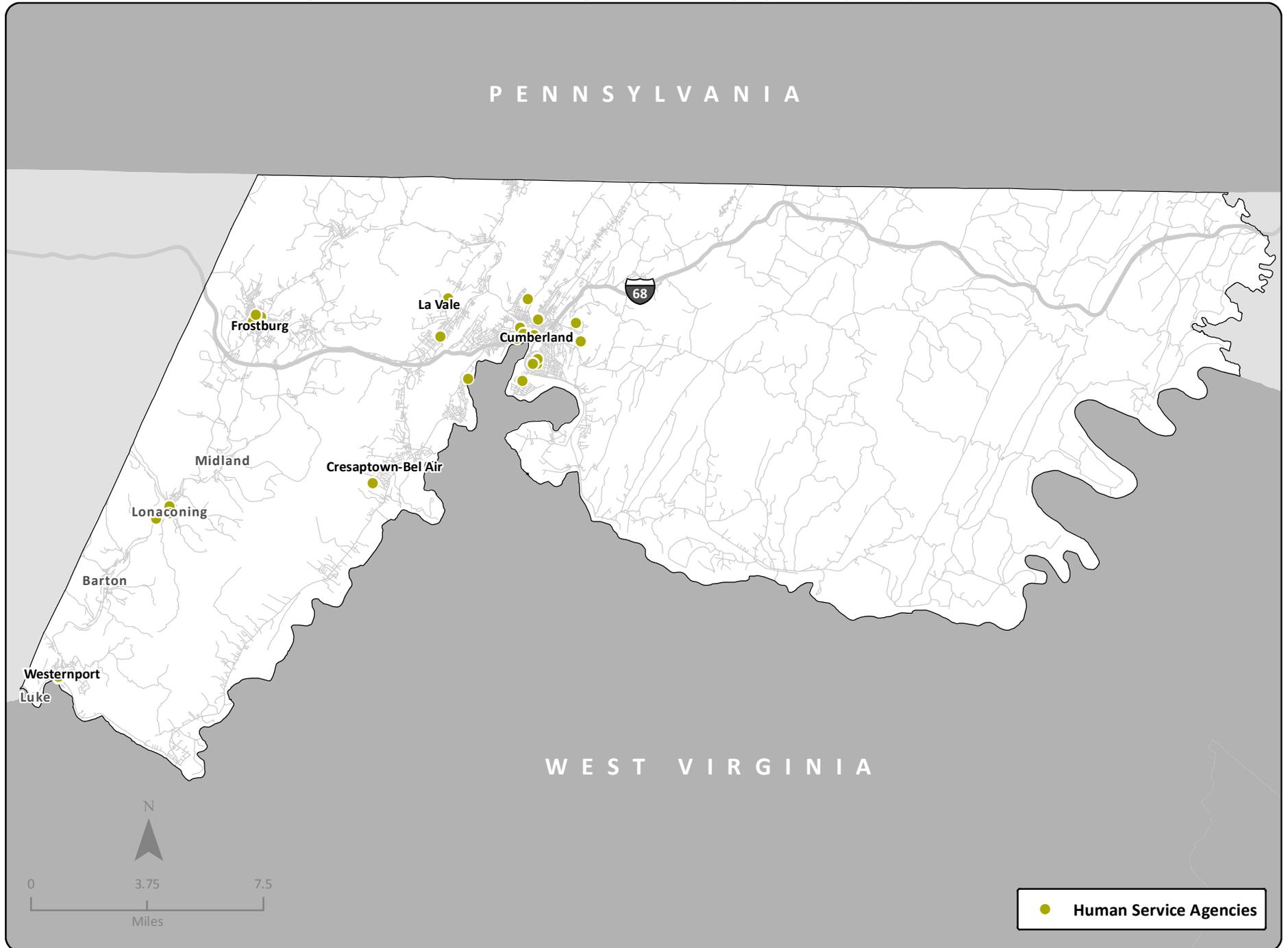


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Table 2-6: Human Service Agencies in Allegany County

Human Service Agency Name	Street Address	Place	Zip Code	Agency Type
Allegany County Board of Education	108 Washington Street	Cumberland	21502	Government Services
Allegany County District Court	123 S Liberty Street	Cumberland	21502	Government Services
Allegany County Health Department	12501 Willowbrook Road	Cumberland	21502	Government Services
Allegany County HRDC	125 Virginia Avenue	Cumberland	21502	Government Services
Allegany County Transit	1000 Lafayette Street	Cumberland	21502	Community Services
Bel Air Head Start Center	14101 Barton Boulevard	Bel Air	21502	Child Care Center
Carver Community Center	340 Frederick Street	Cumberland	21502	Community Services
Cash Valley Head Start Center	10601 Cash Valley Road	LaVale	21502	Child Care Center
Cumberland Senior Center	125 Virginia Avenue	Cumberland	21502	Senior Center
Cumberland Street Head Start Center	301 Cumberland Street	Cumberland	21502	Child Care Center
Frostburg Head Start Center	Three College Avenue	Frostburg	21532	Child Care Center
Frostburg Library	65 E Main Street	Frostburg	21532	Public Library
Frostburg Senior Center	27 S Water Street	Frostburg	21532	Senior Center
George's Creek Library	76 Main Street	Lonaconing	21539	Public Library
George's Creek Senior Center	7 Hanekamp Street	Lonaconing	21539	Senior Center
Goodwill Industries	2000 Upper Potomac Industrial Park	Cumberland	21502	Community Services
Head Start Administrative Office	125 Virginia Avenue	Cumberland	21502	Child Care Center
LaVale Library	815 National Highway	LaVale	21502	Public Library
Lonaconing Adult Care Center	7 Hanekamp Street	Lonaconing	21539	Adult Care Center
Oldtown Road Head Start Center	300 E Oldtown Road	Cumberland	21502	Child Care Center
Pressley Ridge Western Maryland	327 Beall Street	Cumberland	21502	Community Services
South Cumberland Library	100 Seymour Street	Cumberland	21502	Public Library
Susan Westfall Head Start Center	16915 Lower George's Creek Road	Lonaconing	21562	Child Care Center
Thomas B Finan Center	10102 Country Club Road	Cumberland	21502	Mental Care Services
Washington Street Library	31 Washington Street	Cumberland	21502	Public Library
Westernport Library	66 Main Street	Westernport	21562	Public Library
Westernport Senior Center	33 Main Street	Westernport	21562	Senior Center
Willow Creek Adult Care Center	720 Furnace Street	Cumberland	21502	Adult Care Center

Figure 2-10: Human Service Agencies in Allegany County, Maryland



Major Employment Sites

Employment sites serve as popular travel destinations for many residents of Allegany County. For the purposes of this needs assessment, a major employment site is recognized as a single location that employs at least 100 workers, as reported by the Allegany County Department of Economic Development at the conclusion of the 2010 calendar year. Each employer is listed in Table 2-7 and depicted in Figure 2-11. Although many are located in Cumberland, other sites occur throughout Allegany County (e.g., Frostburg State University in Frostburg).

Serving as a balance to the depiction of major employment sites, the map also captures overall employment within study area through the presentation of job intensity per block group. These employment data are provided by the United States Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) 2009 dataset, which accumulates federal and state administrative data on employers and employees from censuses, surveys, and administrative records. One caveat of this dataset is its failure to account for federal civilian employees, uniformed military personnel, self-employed workers, and informally employed workers. As such the jobs per square mile statistics may be slightly lower than the true job intensity for any particular block group. The following areas represent those block groups in Allegany County with at least 2,000 jobs per square mile.

- The block group in central Cumberland that is bounded by Henderson Avenue to the north, Franklin Street to the west, US Interstate 68 to the east, and Wills Creek to the south.
- The block group in south central Cumberland that is bounded by Cumberland Street to the north, Fayette Street to the west, Wills Creek to the east, and Greene Street and Beall Street to the south.

Medical Centers

Medical centers represent a significant destination for the senior adult population served by ACT, as well as for other residents who travel to these destinations for medical or employment purposes. In Allegany County, medical centers of note include the Western Maryland Regional Medical Center on Willowbrook Road, Independent Dialysis, Johnson Heights Diagnostic Center, Western Maryland Recovery Services, and Cumberland Treatment Center. They are detailed in Table 2-8 and Figure 2-12.

Table 2-7: Major Employers in Allegany County

Employer Name	Street Address	Place	Zip Code	Number of Employees
ACS Frostburg Plaza	10701 New Georges Creek Road	Frostburg	21532	525
Allegany College of Maryland	12401 Willowbrook Road	Cumberland	21502	300
American Woodmark Corporation	17600 Barton Park Drive	Cumberland	21502	324
Archway Station	408 N Centre Street	Cumberland	21502	114
Berry Plastics Corporation	11301 Superfos Drive	Cumberland	21502	180
CareFirst BlueCross BlueShield	Seven Commerce Drive	Cumberland	21502	176
CBIZ Financial Solutions	44 Baltimore Street	Cumberland	21502	137
CSX Transportation	722 Virginia Avenue	Cumberland	21502	900
Cumberland Times	19 Baltimore Street	Cumberland	21502	120
Friends Aware	1601 Holland Street	Cumberland	21502	161
Frostburg State University	101 Braddock Road	Frostburg	21532	930
Human Resources Development Commission	125 Virginia Avenue	Cumberland	21502	150
Hunter Douglas Fabrication	One Hunter Douglas Drive	Cumberland	21502	626
InfoSpherix (Allegany Business Center)	One Technology Drive	Frostburg	21532	488
NewPage	300 Pratt Street	Luke	21540	973
North Branch Correctional Institution	14100 McMullen Highway	Cumberland	21502	557
Pharmacare of Cumberland	Three Commerce Drive	Cumberland	21502	145
Rocky Gap Lodge	16701 Lakeview Road	Flintstone	21503	260
The Belt Group	11521 Milnor Avenue	Cumberland	21501	249
UMCES Appalachian Laboratory	301 Braddock Road	Frostburg	21532	-
Western Correctional Institution	13800 McMullen Highway	Cumberland	21502	552
Western Maryland Regional Medical Center	12500 Willowbrook Road	Cumberland	21502	2,258
YMCA Riverside	601 Kelly Road	Cumberland	21502	140

Source: Allegany County Department of Economic Development, December 2010.

Figure 2-11: Employment Destinations and 2009 Job Intensity for Allegany County, Maryland

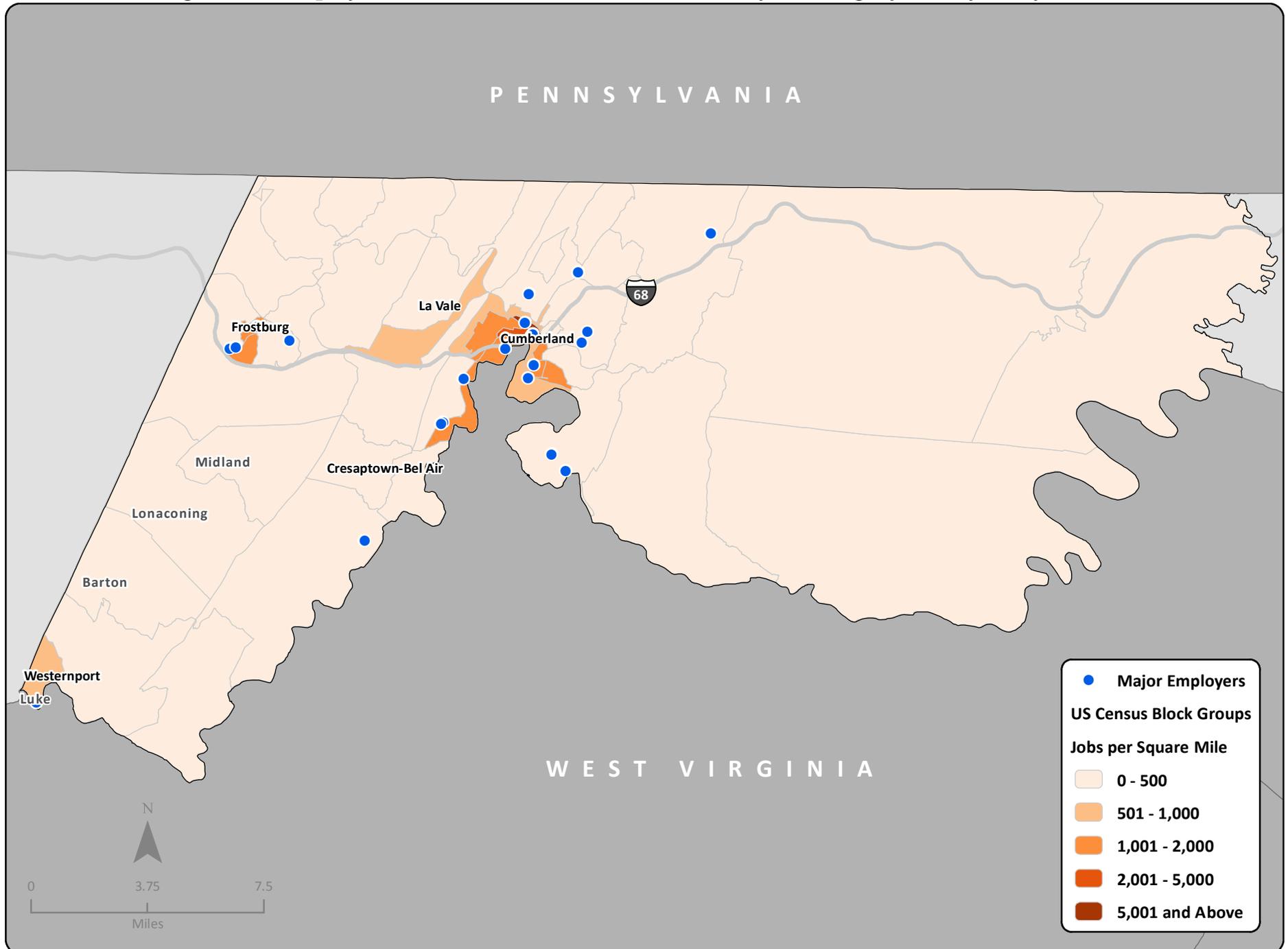


Figure 2-12: Medical Center Locations in Allegany County, Maryland

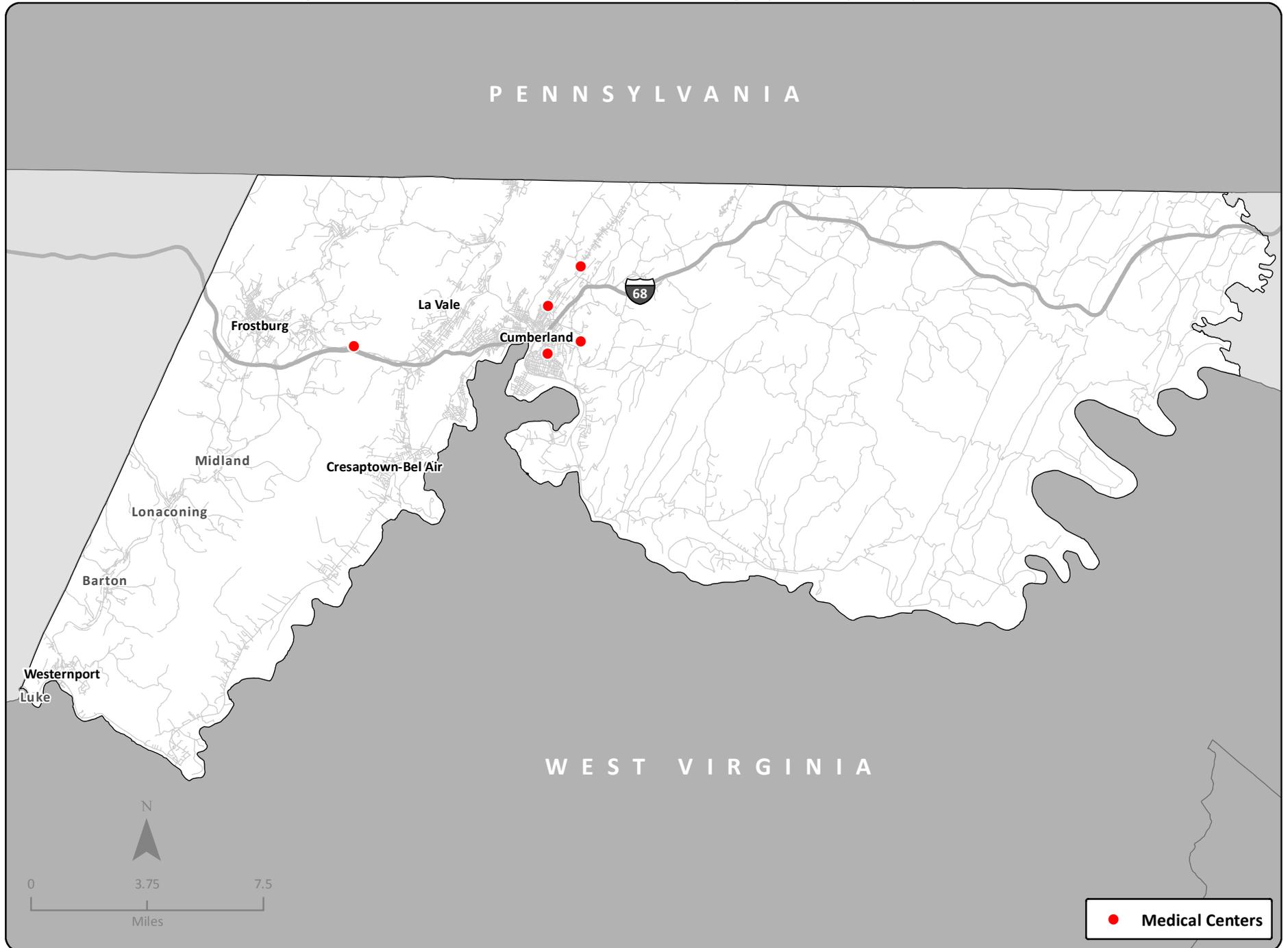


Table 2-8: Medical Centers in Allegany County

Medical Center Name	Street Address	Place	Zip Code
Cumberland Treatment Center	14701 National Highway SW	Cumberland	21502
Independent Dialysis	939 Frederick Street	Cumberland	21502
Johnson Heights Diagnostic Center	625 Kent Avenue	Cumberland	21502
Western Maryland Recovery Services	11604 Bedford Road	Cumberland	21502
Western Maryland Regional Medical Center	12500 Willowbrook Road	Cumberland	21502

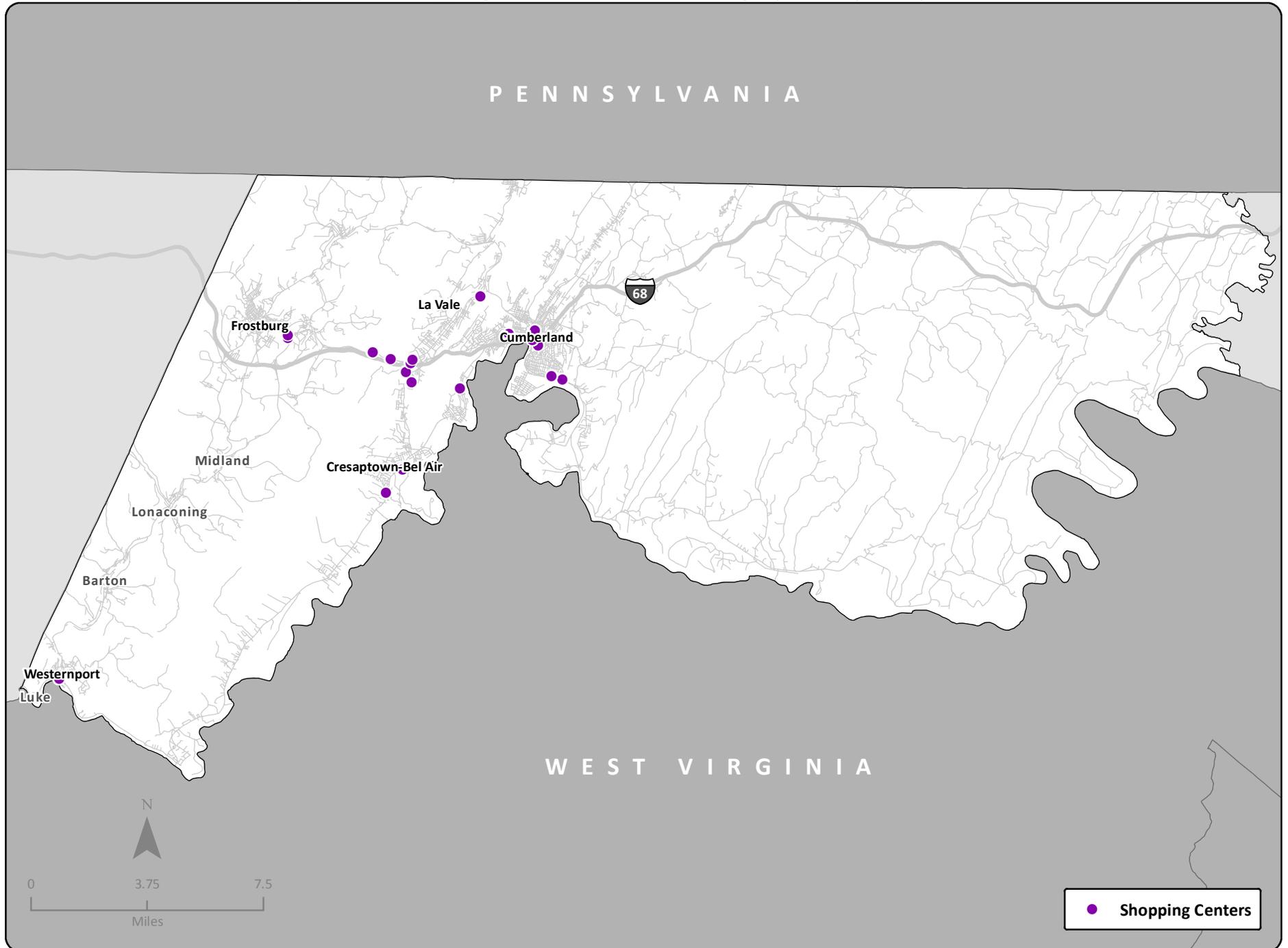
Shopping Centers

Shopping centers are trip destinations at which residents may purchase essential items such as groceries, clothing, and general retail. Similar to the aforementioned trip generators, these centers are an attractive trip end for many residents since they also serve some individuals as a place of employment. Within Allegany County, there are 19 shopping centers of note, which range from the Country Club Mall in LaVale to the Nixon's Greene Street Complex in Cumberland. These two shopping centers and the other identified locations are detailed in Table 2-9 and visually represented in Figure 2-13. Most are physically located within the larger communities of Allegany County and were constructed more than two decades ago.

Table 2-9: Shopping Centers in Allegany County

Shopping Center Name	Place	Shops	Year Built
Ames Plaza	Cumberland	11	1969
Bel Air Plaza	Bel Air	9	1985
BG Plaza	Cumberland	4	1983
Braddock Square	LaVale	14	1962
Burton's LaVale Shopping Center	LaVale	21	1967
Country Club Mall	LaVale	52	1982
County Market	LaVale	5	1968
Cumberland Plaza	Cumberland	11	1973
Frostburg Plaza	Frostburg	13	1979
Frostburg Village Plaza	Frostburg	6	1997
Hannah Plaza	Cresaptown	10	1999
LaVale Plaza	LaVale	22	1961
Nixon's Greene Street Complex	Cumberland	3	2001
Port Plaza	Westernport	4	1990
Queen City Centre	Cumberland	12	1999
Red Hill Plaza	LaVale	6	2002
Shops at Canal Place	Cumberland	9	1987
Valley Plaza	Cumberland	7	1940
White Oaks Shopping Center	Cumberland	11	1961

Figure 2-13: Shopping Center Locations in Allegany County, Maryland



Travel Patterns

Furthering the examination into how the above-mentioned trip origins and destinations are commonly linked to one another, the following subsection examines where residents of Allegany County commute for employment. The analysis of journey-to-work data provided by the previously utilized 2005-2009 ACS dataset enables a greater comprehension of existing work commute patterns, means of transportation to work, and commute travel times. This data may help inform Allegany County as it pursues specific transit opportunities and funding sources in the future.

Journey-to-Work

The travel patterns associated with the 2009 journey-to-work data for Allegany County reveal a region predominately characterized by in-county travel, short commute times, and reliance upon single-occupancy vehicles. Table 2-10 provides the data to support this characterization as well as a detailed account of the more subtle trends in work commuting for residents of the three western Maryland counties and the state.

When examining the location of residents' workplace, over nine-tenths of Allegany County's populace works within Maryland despite being bordered by West Virginia and Pennsylvania. Regarding transportation mode, the vast majority of Allegany County residents commute via a private automobile (91.1%), which is a slightly greater share than neighboring Garrett County (88.6%), but a smaller share than neighboring Washington County (92.4%). Of this group, nearly nine-tenths (88.9%) travel as a single occupant. This share is greater than the percentage of single occupant commuters in Maryland (87.4%) and both neighboring western Maryland counties. The percentage of Allegany County residents that use public transportation as their commuting mode is minimal (0.7%), but is in line with the other western Maryland counties. As for commute time, Allegany County residents have a shorter commute than those in adjacent Maryland counties, which is a trend reflected in the previously reported location of workplace. Forty-four percent of Allegany County residents have a typical work commute shorter than 15 minutes, while nearly four-fifths (79.3%) have a commute under one half-hour.

Table 2-10: Travel Patterns Associated with Journey-to-Work Data for Western Maryland Counties

Place of Residence	Allegany County		Garrett County		Washington County		Maryland	
Workers 16 Years and Over	29,519		14,159		69,011		2,816,365	
Location of Workplace--	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In State of Residence	26,891	91.1%	12,897	91.1%	62,326	90.3%	2,334,249	82.9%
a) In County of Residence	24,711	91.9%	11,147	86.4%	46,161	74.1%	1,501,320	64.3%
b) Outside County of Residence	2,180	8.1%	1,750	13.6%	16,165	25.9%	832,929	35.7%
Outside State of Residence	2,628	8.9%	1,262	8.9%	6,685	9.7%	482,116	17.1%
Means of Transportation to Work--	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Car, Truck, or Van:	26,894	91.1%	12,539	88.6%	63,789	92.4%	2,361,094	83.8%
a) Single Occupant:	23,900	88.9%	10,453	83.4%	55,627	87.2%	2,062,825	87.4%
b) Carpool:	2,994	11.1%	2,086	16.6%	8,162	12.8%	298,269	12.6%
Public Transportation:	220	0.7%	34	0.2%	1,042	1.5%	244,163	8.7%
Bicycle:	6	0.0%	12	0.1%	76	0.1%	7,524	0.3%
Walk:	1,380	4.7%	497	3.5%	1,214	1.8%	70,410	2.5%
Other Means:	292	1.0%	161	1.1%	837	1.2%	26,153	0.9%
Worked at Home:	727	2.5%	916	6.5%	2,053	3.0%	107,021	3.8%
Travel Time to Workplace--	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-14 Minutes	13,200	44.7%	5,720	40.4%	22,664	32.8%	629,946	22.4%
15-29 Minutes	10,200	34.6%	4,526	32.0%	23,213	33.6%	869,851	30.9%
30-59 Minutes	3,831	13.0%	3,150	22.2%	15,555	22.5%	944,077	33.5%
Over 1 Hour	2,288	7.8%	763	5.4%	7,579	11.0%	372,491	13.2%

Source: American Community Survey, Five-Year Estimates (2005-2009), Table B08130, Table B08301, and Table B08303.

Chapter 3

Review of Existing Services

The following chapter describes current transit services in Allegany County. It provides route profiles and overall performance data, evaluating ACT against MTA's established performance standards. The chapter documents ACT's vehicle fleet, facilities, technology, and management structure, as well as its current fare policy. It then summarizes feedback on existing services and unmet transit need, drawn from key stakeholder interviews and from rider and general public surveys. Finally, the chapter analyzes other area transportation providers and purchasers, including several Allegany County human service agencies.

PUBLIC TRANSPORTATION

County Management and Institutional Structure

ACT is a unit of the Allegany County Government Department of Public Works (Figure 3-1), although housed separately. The transit system is staffed by a Transit Division Chief, who coordinates the program with the Allegany County Planning Services Division, a transit supervisor, office assistant, and three full-time and one part-time dispatcher. There are 13 full-time drivers (9 with Commercial Driver's License (CDLs)) and nine part-time drivers (4 with CDLs) who are unionized. The union contract that Allegany County Transit has with its employees restricts management's ability to schedule employees in a fiscally responsible manner due to seniority clauses, thus creating overtime costs.

ACT operates a maintenance shop with two full-time mechanics and one mechanic helper. Additionally, ACT is supported by the Allegany County Planning Services Office. The Planner III oversees the transit grants and a Transportation Planner is assigned to support ACT and has an office at the facility. Figure 3-2 is an organization chart for ACT.

Figure 3-1: Allegany County Government Organizational Chart

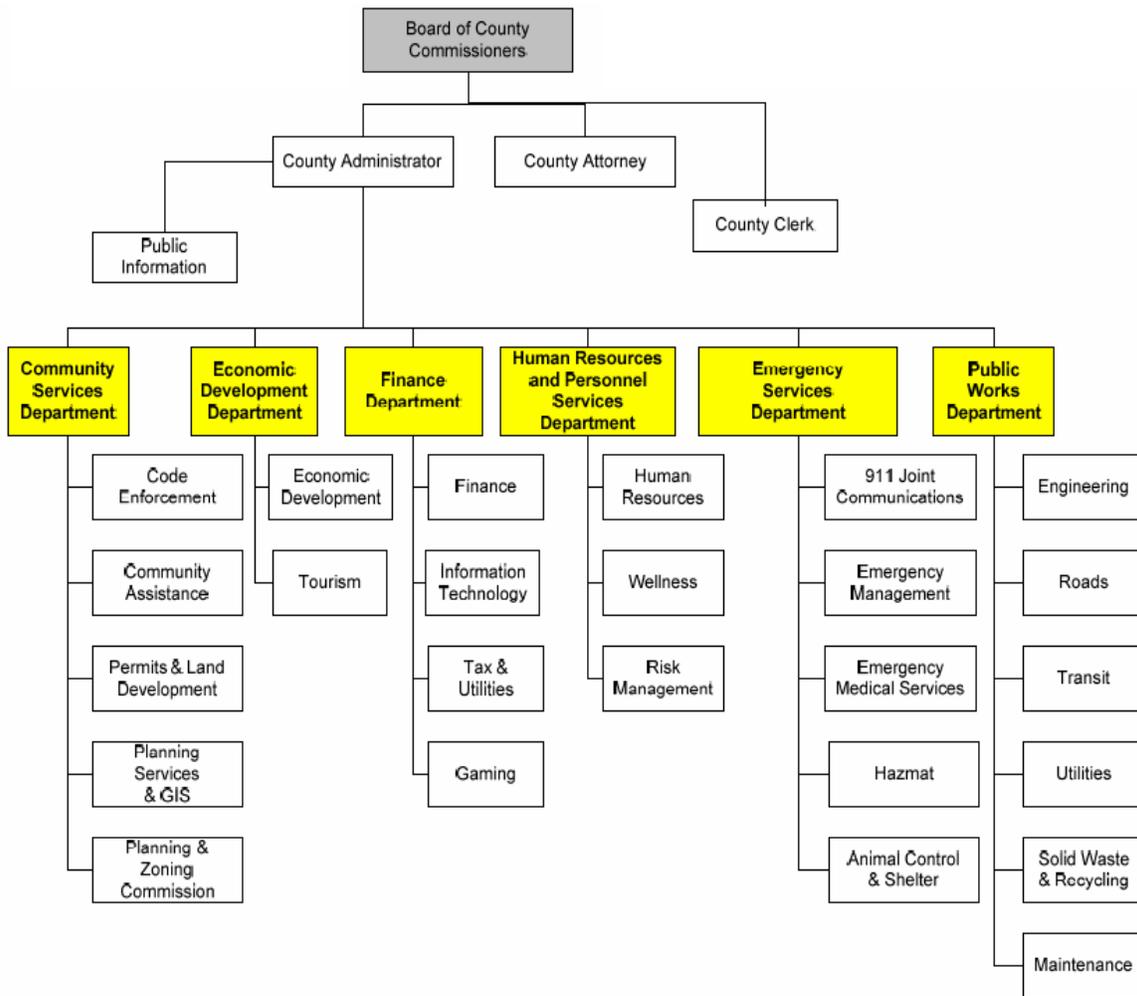
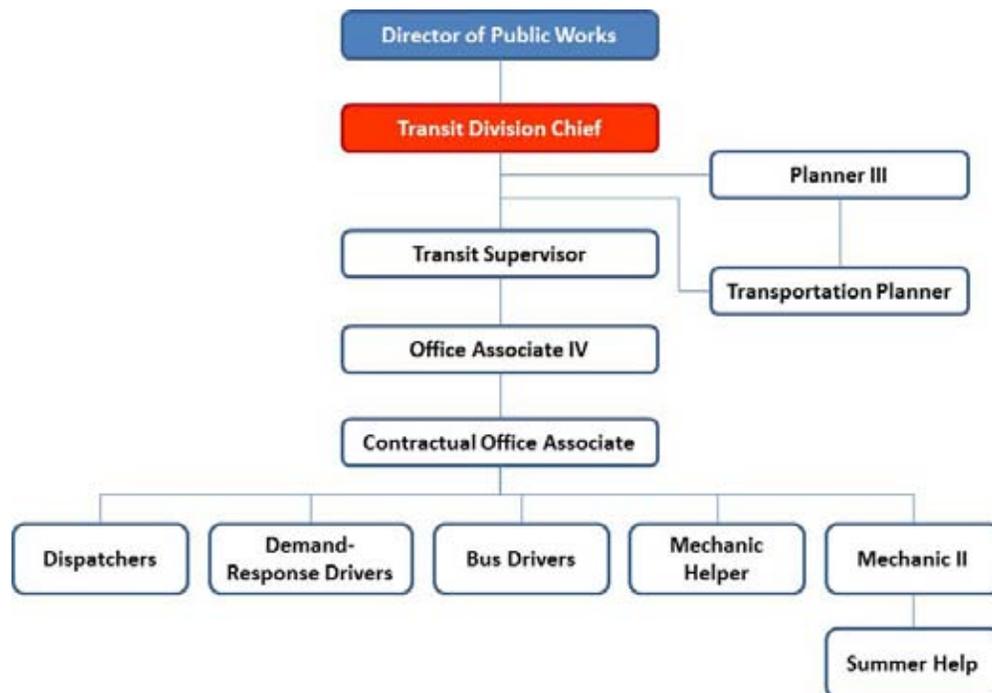


Figure 3-2: Allegany County Transit Organizational Chart



The department is responsible for the fixed-route services funded by Section 5307, Section 5311, and the Americans with Disabilities Act (ADA). Demand-responsive transportation is provided to eligible program recipients under SSTAP.

Funding Sources

The MTA's Statewide Planning Office administers federal and state funding for the Locally Operated Transit Systems (LOTS) in Maryland. For Fiscal Year (FY) 2012, Allegany County applied to the MTA through the ATP application for funding through the following programs:

- FTA Section 5307 - Provides funds for the operation of public transportation in an urbanized area with populations between 50,000 and 200,000.
- FTA Section 5311 - Includes federal and state funds which are allocated for the operating assistance of rural area public transportation. Funds are utilized for operating expenses as well as capital expenditures.
- SSTAP - The grant is obtained through the MTA and is issued to provide transportation services for the elderly and/or persons with disabilities.

Table 3-1 displays the Maryland LOTS grant programs that fund Allegany County Transit and the federal, state, and local shares associated with those programs.

Table 3-1: Maryland LOTS Grant Programs in Allegany County

Federal/State Program	Type of Assistance	Maximum Federal Share	Typical* State Share	Typical* Minimum Local Share	Eligible recipients
Section 5307	Operating	50% of net operating deficit	25% of net operating deficit	25% of net operating deficit	LOTS operating in small urban areas as defined by the FTA
	Capital	80%	10%	10%	
Section 5309	Capital	80%	10%	10%	LOTS
Section 5311	Operating	50% of net operating deficit	25% of net operating deficit	25% of net operating deficit	LOTS operating in rural areas as defined by the FTA
	Capital	80%	10%	10%	
ADA	Operating		90%	10%	LOTS that operate ADA complementary paratransit
SSTAP	Operating		Max. 75% of net operating deficit	Min. 25% of net operating deficit	LOTS or Aging Program
	Capital		95%	5%	

*State share may vary depending upon budgetary limitations and total cost of the project to be funded.

ACT's application for FY 2012 requested \$851,247 in federal/state funds for operating assistance and \$321,733 in capital requests. Allegany County also provides significant funding for public transportation. According to the FY 2012 ATP application, Allegany County provided a local match of \$505,767 for operating assistance and \$35,748 for capital assistance. Fares and other revenue amounted to \$273,600, with the total application funding at \$1,714,495.

Table 3-2 displays ACT's recent history of operating funding (FY 2010's overall funding level is on par but the funding amounts by source seem to be an anomaly when compared to the other years). Total operating dollars for transit have decreased by 14% (\$275,800) since FY 2008. Mirroring this, the County's share (not including the Allegany County Department of Social Services (DSS) contribution) has decreased by 16% or about \$108,500. The greatest decrease in funding was state contributions which decreased by 31% or about \$151,800. The only two funding sources that have increased were Federal funds by 2% (about \$8,500) and revenue by 8% or about \$21,300. This confirms that the County and specifically ACT have done more with less, yet continue to increase ridership which has boosted revenue.

Table 3-2: History of Operating Funding

Funding Source	FY 2008		FY 2009		FY 2010		FY 2011	
	Operating Funding	Percent						
Federal	\$ 497,163.00	25.48%	\$ 495,877.00	26.23%	\$ 377,006.50	22.56%	\$ 505,721.85	30.18%
State	\$ 461,191.00	23.63%	\$ 462,477.00	24.47%	\$ 283,543.00	16.96%	\$ 319,395.00	19.06%
County	\$ 684,514.30	35.08%	\$ 608,613.50	32.20%	\$ 754,165.26	45.12%	\$ 576,015.15	34.38%
DSS	\$ 55,350.00	2.84%	\$ 55,710.00	2.95%	\$ -	0.00%	\$ -	0.00%
Revenue	\$ 253,112.38	12.97%	\$ 267,478.01	14.15%	\$ 256,702.04	15.36%	\$ 274,396.73	16.38%
Total	\$1,951,330.68		\$1,890,155.51		\$1,671,416.80		\$1,675,528.73	

Economic Impact of Transit

During these challenging economic times, governments are looking at all aspects of program funding, and Allegany County is no different. Undeniably public transportation is not self-sufficient financially, but ultimately it pays for itself through the following benefits as documented by the American Public Transportation Association (APTA):

- For every \$1 invested in public transportation, \$4 in economic returns is generated.
- The average household spends 18 cents of every dollar on transportation, 94% of this goes to buying, maintaining, and operating cars, the largest expenditure after housing.
- Each year an individual can achieve an average annual savings of over \$8,000 by taking public transportation instead of driving and by living with one less car.
- Public transportation provides mobility and freedom for people.
- Access to public transportation gives people transportation options to get to work, go to school, and to reach medical care.

Service and System Evaluation

ACT provides public transportation within Allegany County through a fixed-route system and complementary ADA demand response service (Alltrans). Fixed-route service is concentrated in the Cumberland and LaVale areas, with shuttle service to Frostburg serving FSU. Demand-response service is provided within three quarters of a mile of fixed routes for elderly residents and residents with disabilities.

Fixed-Route Service

ACT's general public fixed-route system consists of ten routes running Monday through Friday, plus an additional Tuesday run from Cumberland to Lonaconing. Hours of service are 7:30 a.m. to 5:00 p.m., with no service available on weekends or major holidays. ACT is a flag stop system, with drivers allowing passengers to board and alight along the routes. Riders are instructed to stand on the appropriate side of a route at a bus stop sign, shelter, or any intersection, raising their hand to alert the driver to stop.

ACT's regular fare is \$2.00, and children five or younger ride free when accompanied by an adult. Half fares are available for those with Medicare, disabled, or senior citizens cards. ACT also offers a package of 15 passes for a discount of \$27.50. Transfers between ACT's lines are free, with the primary transfer hubs being Roses in Queen City Plaza, the Country Club Mall in LaVale, and the Palace Theater in Frostburg. ACT also operates the fixed-route FSU shuttle when FSU is session, with service hours from 7:30 a.m. to 10:30 p.m. Monday through Friday and from 10:00 a.m. to 6:00 p.m. on Saturday. The shuttle is free to students with a current ID but also open to the public.

ACT's fixed routes are as follows:

1. Blue Line 1 (Cumberland)
2. Blue Line 2 (LaVale)
3. Red Line Express (Blue Line 1 reverse direction)
4. Green Line (LaVale/Cresaptown)
5. Red Line 1 (South Cumberland)
6. Red Line 2 (State Line)
7. Red Line 3 (North Cumberland)
8. White Line (White Oaks/Mapleside)
9. Yellow Line (Westside)
10. Gold Line (Frostburg/LaVale)
11. Lonaconing
12. FSU Shuttle (AM, PM, Saturday)

Demand-Response Service

In addition to its general public transportation service, ACT's Alltrans provides demand response curb-to-curb transportation for ADA eligible and 65 and older residents. ADA regulations require service within three quarters of a mile of fixed-routes, available for those who are unable to board, ride, or disembark from accessible fixed-route vehicles. Service is also required for those who could ride an accessible

vehicle, but wish to do so at a time or place when the system is unable to provide such a vehicle. Eligible riders may call to schedule trips up to ten days prior, but at least by 4:00 p.m. the day before a trip. Alltrans is provided during the same days and hours as ACT's fixed-routes and has no restrictions on trip purpose. Fares for Alltrans vary by zone, but never exceed twice the fixed-route fare of \$2.00 one-way.

Route Profiles

The route profiles found in Figures 3-3 through 3-9 provide an inventory of each of ACT's fixed-routes. Each profile outlines the operating schedule and round trip mileage of the route. Also included is a range of productivity data including annual passenger trips, service hours, service miles, and operating cost; average passenger trips per hour; and operating cost per hour, revenue mile, and passenger trip. Finally, each details major origins and destinations—high-density housing, medical facilities, major employers, educational facilities, human service agencies, and shopping—within a three-quarter mile radius of the route. This distance shows the area served by complementary demand response service (Alltrans) under ADA requirements. Figure 3-10 displays the entire service area falling within the three-quarter mile demand response buffer.

MTA Performance Standards

The MTA has established performance standards for the LOTS in the State as a tool for monitoring their services for effectiveness and efficiency. This rating structure is used as a basis for offering technical assistance. The program is set up such that services can be rated as "Successful", "Acceptable", or "Needs Review" based on how they perform in each of the operating measures. In addition, these standards are utilized in determining whether new services requested by the systems should be funded based on their potential for being successful.

The performance standards are derived from a compilation of sources that include industry research, industry experience, and peer reviews. The performance standards assessed for each route include:

- *Operating Cost Per Hour* – total cost of operations with respect to total service hours, which is calculated as the time from when the driver pulls out for service until the driver returns from service.
- *Operating Cost Per Mile* – total cost of operations with respect to total service miles, which is calculated as miles from driver pull-out to driver pull-in, which includes deadhead mileage.

Figure 3-3: Red Line 1, 2 3, and Express Route Profile

SERVICE DESCRIPTION

Red Line Express

The Red Line Express is the Blue Line 1 route in the reverse direction.
10:30am-5pm, M-F
Round Trip Miles: 8.1; Round Trips/Day: 6

Red Line 1

7:30am-4:30pm, M-F
Round Trip Miles: 5.6; Round Trips/Day: 7

Red Line 2

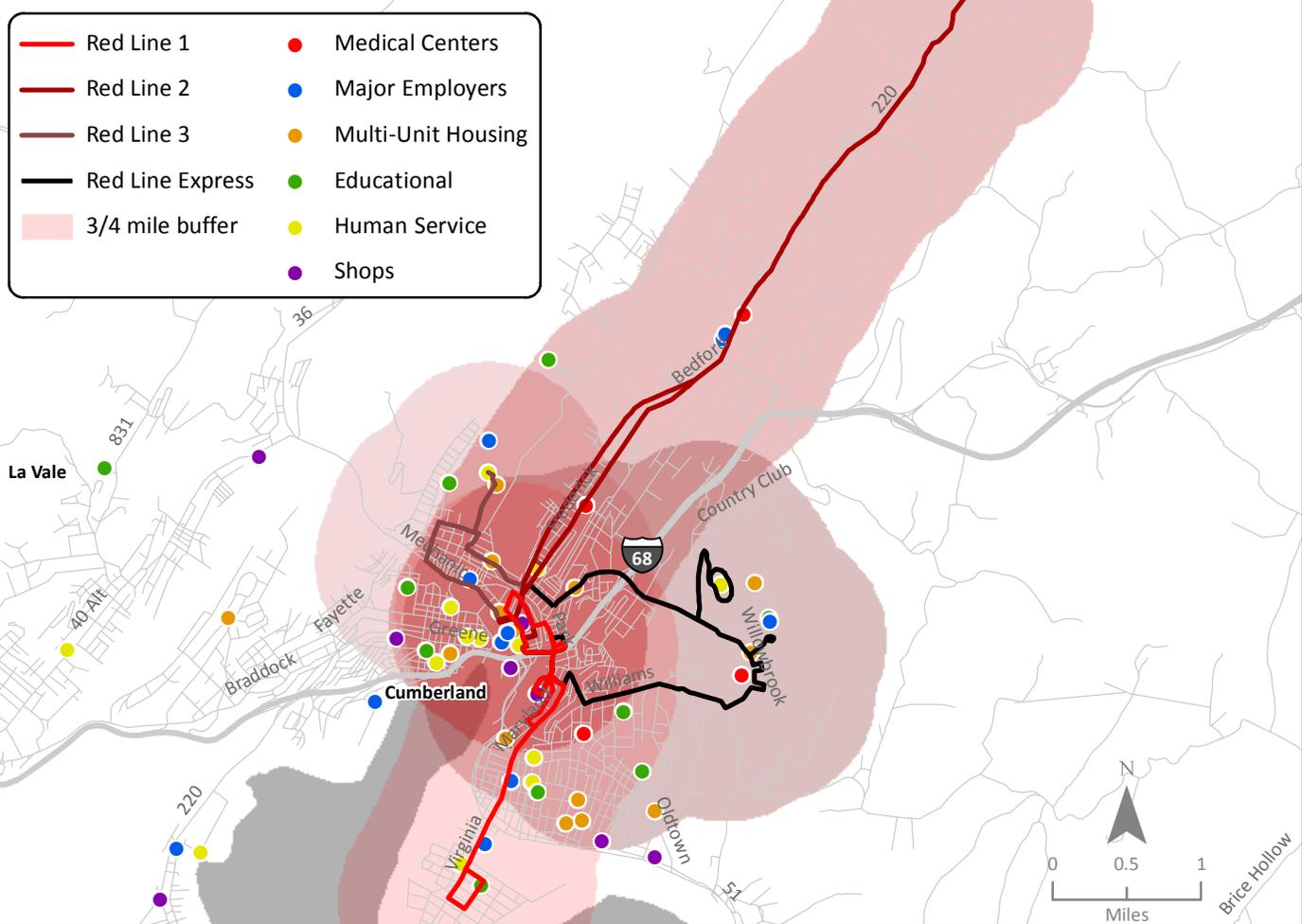
7:30am-3:30pm, M-F
Round Trip Miles: 14; Round Trips/Day: 3

Red Line 3

8am-4pm, M-F
Round Trip Miles: 5; Round Trips/Day: 3

PRODUCTIVITY DATA (FY2011)

Annual Passenger Trips: 15,127
Annual Service Hours: 2,801
Annual Service Miles: 34,867
Annual Operating Cost: \$166,868
Passenger Trips/Hour: 5.4
Operating Cost/Hour: \$59.57
Operating Cost/Mile: \$4.79
Operating Cost/Trip: \$11.03



3-8

MAJOR TRIP GENERATORS

(within 3/4 mile buffer)

Major Employers

Allegany College of MD
Archway Station
Cumberland Times
CBIZ Financial Solutions
Allegany County HRDC
Friends Aware
CareFirst BlueCross BlueShield
Pharmacare of Cumberland

Human Service Agencies

South Cumberland Library
Washington Street Library
Head Start Office
Cumberland Street Head Start
Oldtown Road Head Start
Cumberland Senior Center
Allegany County HRDC
Carver Community Center
Thomas Finan Center
Pressley Ridge Western MD
Willow Creek Adult Care
Allegany County Health Dept.
Allegany County Board of Ed

Allegany County District Court

Shopping

Ames Plaza
Shops at Canal Place
Queen City Centre
Cumberland Plaza
Nixon's Greene Street

Medical

Independent Dialysis
Johnson Heights Center
WMD Regional Medical Center
WMD Recovery Services

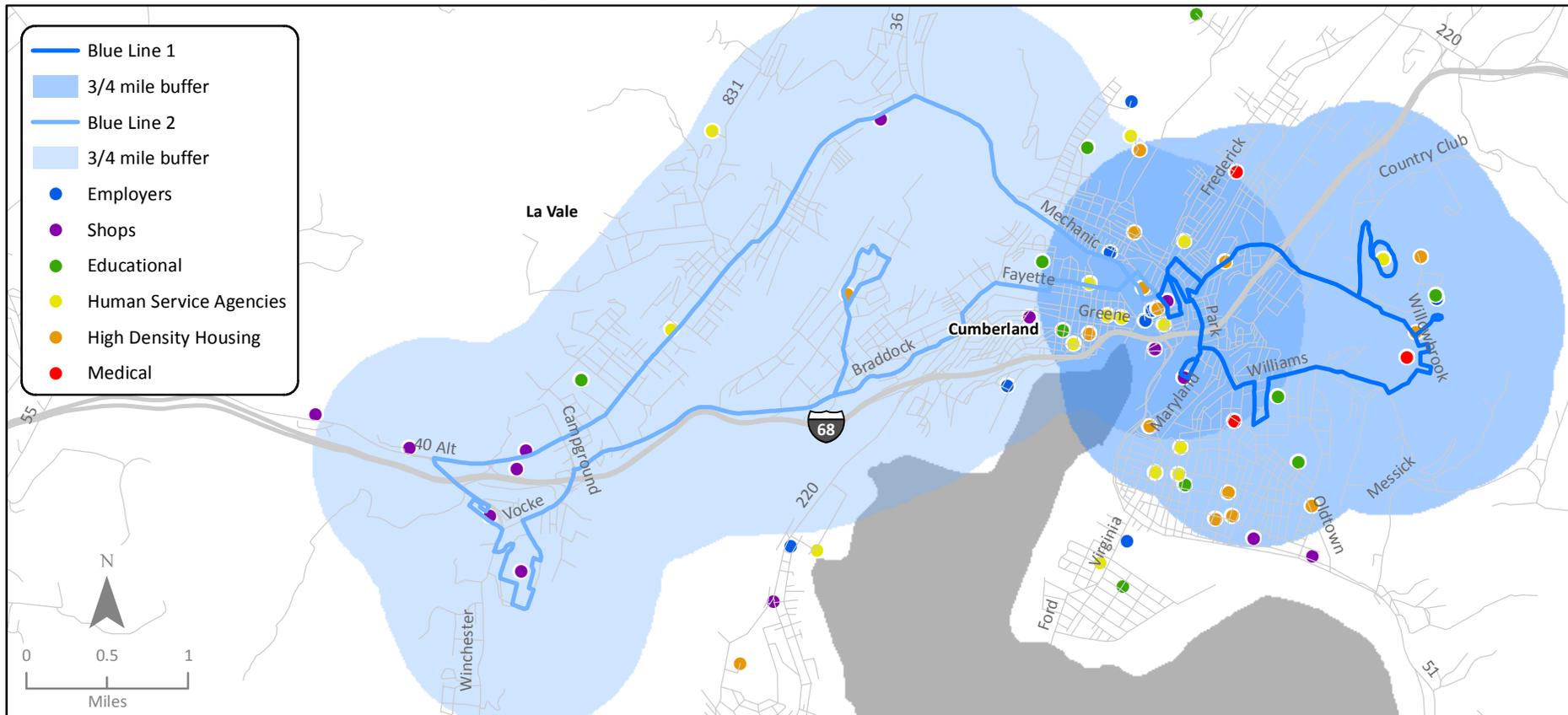
High Density Housing

Willow Valley Apartments
Cumberland Manor
Booth Towers
Cumberland Arms
Jane Frazier Village
Fort Cumberland Homes
Queen City Towers
John F. Kennedy Homes
The Cascades
Old Town Manor Apts
Miller Apartments
Willowbrook Woods
Cumberland Meadows

Educational Facilities

Allegany High School
Fort Hill High School
South Penn Elementary
Washington Middle School
Braddock Middle School
West Side Elementary
Northeast Elementary

Figure 3-4: Blue Line 1 and 2 Route Profile



3-9

MAJOR TRIP GENERATORS
(within 3/4 mile buffer)

Major Employers

Allegany College of MD
Archway Station
YMCA Riverside
Cumberland Times
CBIZ Financial Solutions
Allegany County HRDC

Human Service Agencies

LaVale Library
South Cumberland Library
Washington Street Library
Willow Creek Adult Care
Head Start Office
Cumberland St Head Start

Cash Valley Head Start
Oldtown Road Head Start
Cumberland Senior Center
Allegany County HRDC
Carver Community Center
Thomas B. Finan Center
Pressley Ridge Western MD
Allegany County Health Dept.
Allegany County Board of Ed
Allegany District Court

Educational Facilities

Allegany High School
Fort Hill High School
South Penn Elementary
Cash Valley Elementary
Washington Middle School
Braddock Middle School

West Side Elementary
Parkside Elementary

Shopping

Shops at Canal Place
Queen City Centre
Cumberland Plaza
Ames Plaza
Nixon's Greene Street
Valley Plaza
Country Club Mall
Braddock Square
County Market
Burton's Shopping Center
LaVale Plaza

High Density Housing

Willow Valley Apartments

Willowbrook Woods
Cumberland Meadows
Cumberland Manor
Cumberland Arms
Booth Towers
Seton Apartments
Jane Frazier Village
Fort Cumberland Homes
Queen City Towers
John F. Kennedy Homes
The Cascades
Old Town Manor Apartments
Miller Apartments

Medical

WMD Regional Medical
Independent Dialysis
Johnson Heights Center

SERVICE DESCRIPTION

Blue Line 1

7:30am-4pm, M-F
Round Trip Miles: 9.2; Round Trips/Day: 7

Blue Line 2

9am-5pm, M-F
Round Trip Miles: 14.2 ; Round Trips/Day: 5

PRODUCTIVITY DATA (FY2011)

Annual Passenger Trips: 16,091
Annual Service Hours: 2,752
Annual Service Miles: 37,461
Annual Operating Cost: \$163,045
Passenger Trips/Hour: 5.9
Operating Cost/Hour: \$59.25
Operating Cost/Mile: \$4.35
Operating Cost/Trip: \$10.13

Figure 3-5: Green Line Route Profile

MAJOR TRIP GENERATORS

(within 3/4 mile buffer)

Major Employers

Archway Station
Western Correctional Institution
North Branch Correctional Institution
YMCA Riverside
Cumberland Times
CBIZ Financial Solutions
The Belt Group

Human Service Agencies

LaVale Library
Washington Street Library
Willow Creek Adult Care
Cumberland St Head Start
Cash Valley Head Start
Carver Community Center
Goodwill Industries
Pressley Ridge Western MD
Allegany County Board of Education
Allegany County District Court

Educational Facilities

Allegany High School
Cresaptown Elementary

Cash Valley Elementary
Braddock Middle School
West Side Elementary
Parkside Elementary

Shopping

Shops at Canal Place
Queen City Centre
Cumberland Plaza
Nixon's Greene Street
Valley Plaza
BG Plaza
Hannah Plaza
Country Club Mall
Braddock Square
County Market
Burton's Shopping Center
LaVale Plaza
Red Hill Plaza

High Density Housing

Willow Valley Apartments
Cumberland Manor
Cumberland Arms
Seton Apartments
Fort Cumberland Homes
Queen City Towers
John F. Kennedy Homes
Miller Apartments
Cresap Knoll-Yonkers Apts

SERVICE DESCRIPTION

8am-5pm, M-F; Round Trip Miles: 17; Round Trips/Day: 8

PRODUCTIVITY DATA (FY2011)

Annual Passenger Trips: 22,496
Annual Service Hours: 3,037
Annual Service Miles: 41,238
Annual Operating Cost: \$178,311
Passenger Trips/Hour: 7.4
Operating Cost/Hour: \$58.71
Operating Cost/Mile: \$4.32
Operating Cost/Trip: \$7.93

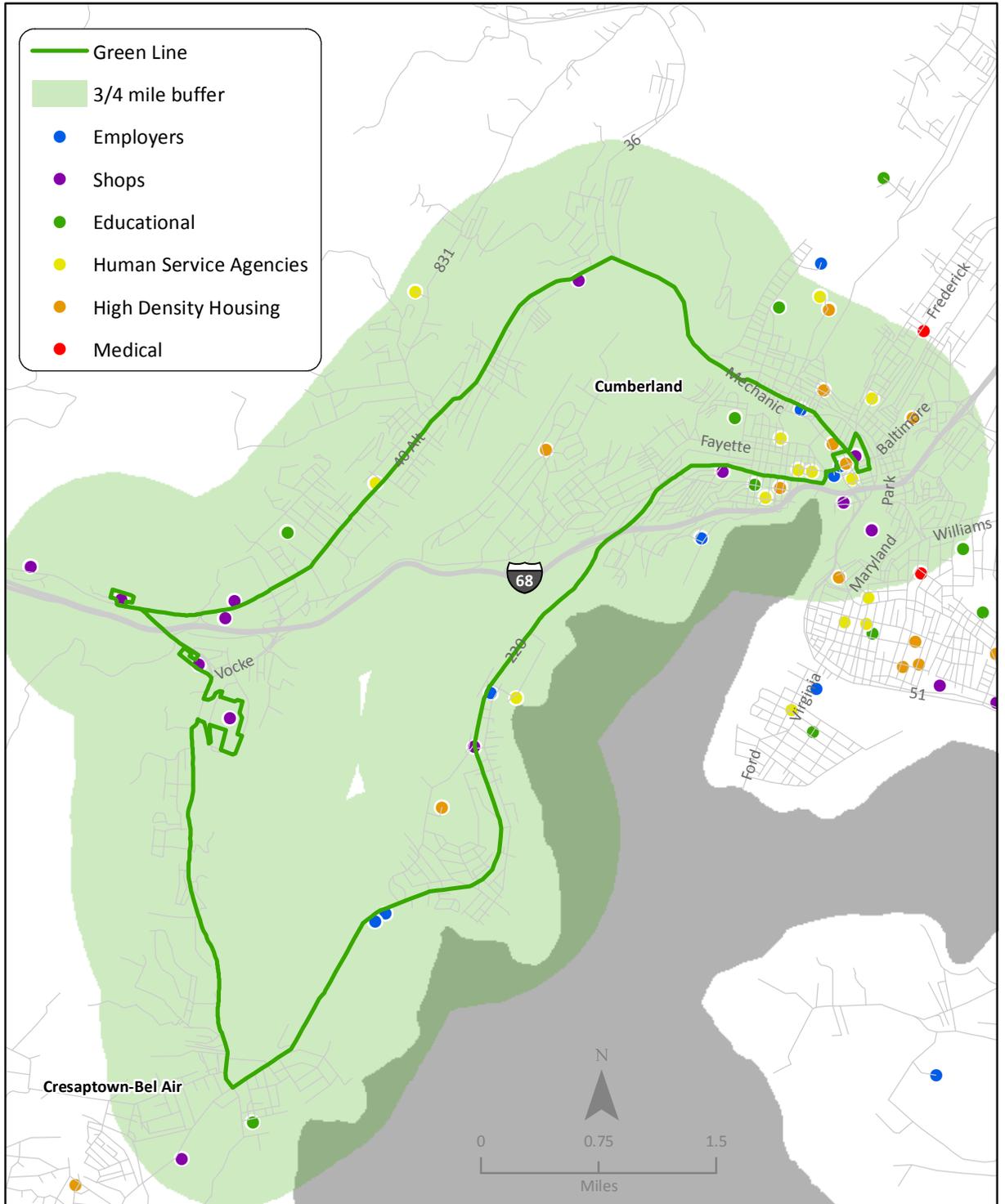


Figure 3-6: White and Yellow Line Route Profile

MAJOR TRIP GENERATORS (within 3/4 mile buffer)	Cumberland Senior Center Allegany County HRDC Carver Community Center Allegany County Transit Pressley Ridge Western MD Allegany County Board of Ed Allegany District Court
Major Employers	Archway Station Cumberland Times CSX Transportation CBIZ Financial Solutions YMCA Riverside Allegany County HRDC
Educational Facilities	Shops at Canal Place Allegany High School Fort Hill High School South Penn Elementary John Humbird Elementary Washington Middle School West Side Elementary
Medical Centers	Johnson Heights Center
Human Service Agencies	Queen City Towers John F. Kennedy Homes The Cascades Old Town Manor Apts Miller Apartments Seton Apartments
Shopping	White Oaks Shopping Center Ames Plaza
High Density Housing	Booth Towers Cumberland Manor Cumberland Arms Jane Frazier Village Fort Cumberland Homes

SERVICE DESCRIPTION	PRODUCTIVITY DATA (FY2011)
Yellow Line 7:30am-5pm, M-F Round Trip Miles: 5.7 Round Trips/Day: 9	Annual Passenger Trips: 16,322 Annual Service Hours: 2,808 Annual Service Miles: 29,117 Annual Operating Cost: \$167,026
White Line 8am-4:30pm, M-F Round Trip Miles: 9.6 Round Trips/Day: 8	Passenger Trips/Hour: 5.8 Operating Cost/Hour: \$59.48 Operating Cost/Mile: \$5.74 Operating Cost/Trip: \$10.23

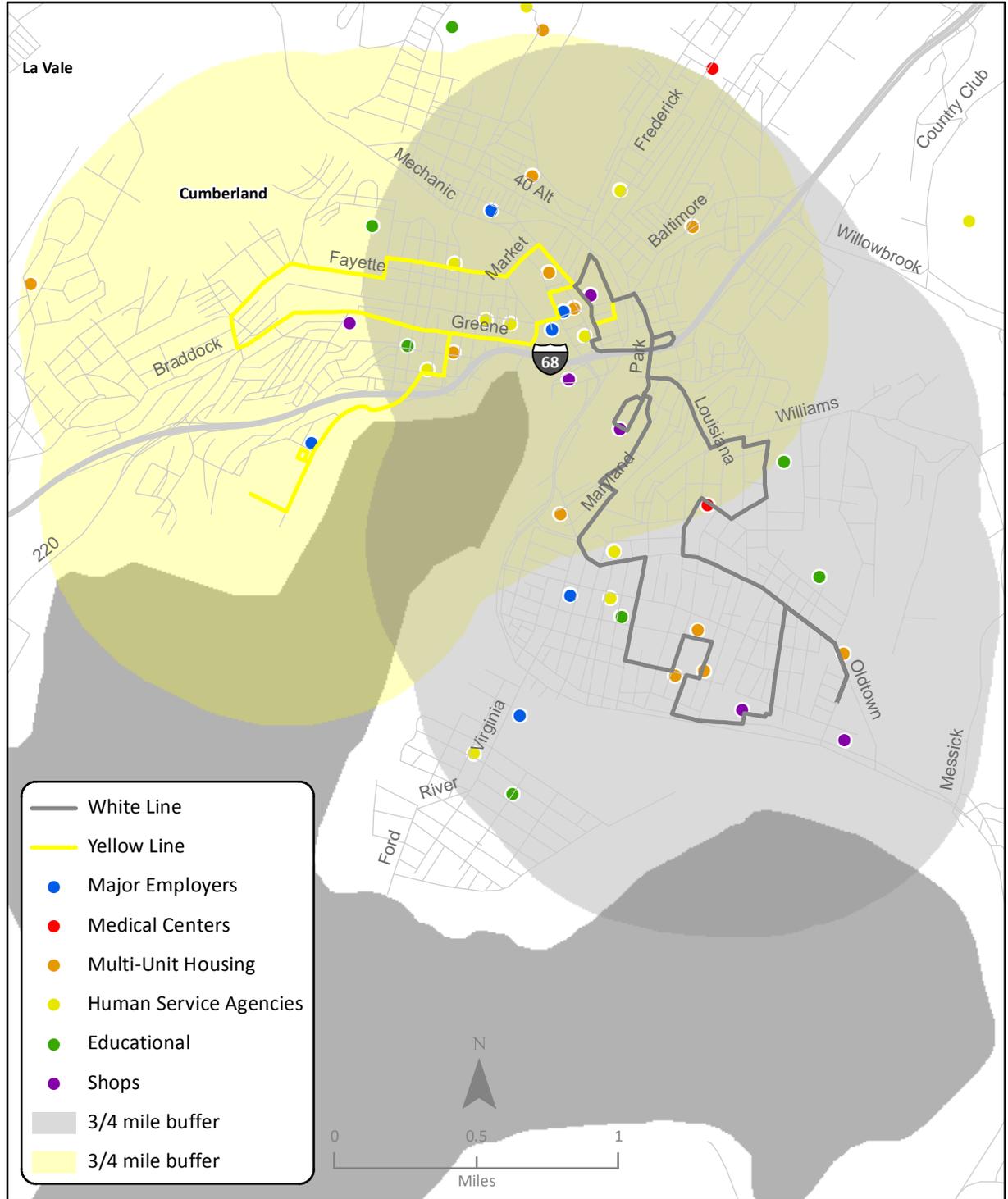


Figure 3-7: Gold Line Route Profile



3-12

MAJOR TRIP GENERATORS
(within 3/4 mile buffer)

Major Employers

ACS Frostburg Plaza
Frostburg State University
UMCES Appalachian
Laboratory

Human Service Agencies

Frostburg Library
Frostburg Head Start Center
Frostburg Senior Center

Medical

Cumberland Treatment Center

Educational Facilities

Eckhart Alternative
Frostburg State University
Beall Elementary
Mountain Ridge High
Parkside Elementary

Shopping

Country Club Mall
Braddock Square
County Market

High Density Housing

Burton's Shopping Center
LaVale Plaza
Red Hill Plaza
Frostburg Plaza
Frostburg Village Plaza

High Density Housing

Clarysville Motel
Frostburg Village
Meshach Frost Village
Frostburg Apartments
Frostburg Heights
Valley View Apartments
Washington Ridge Apts

SERVICE DESCRIPTION

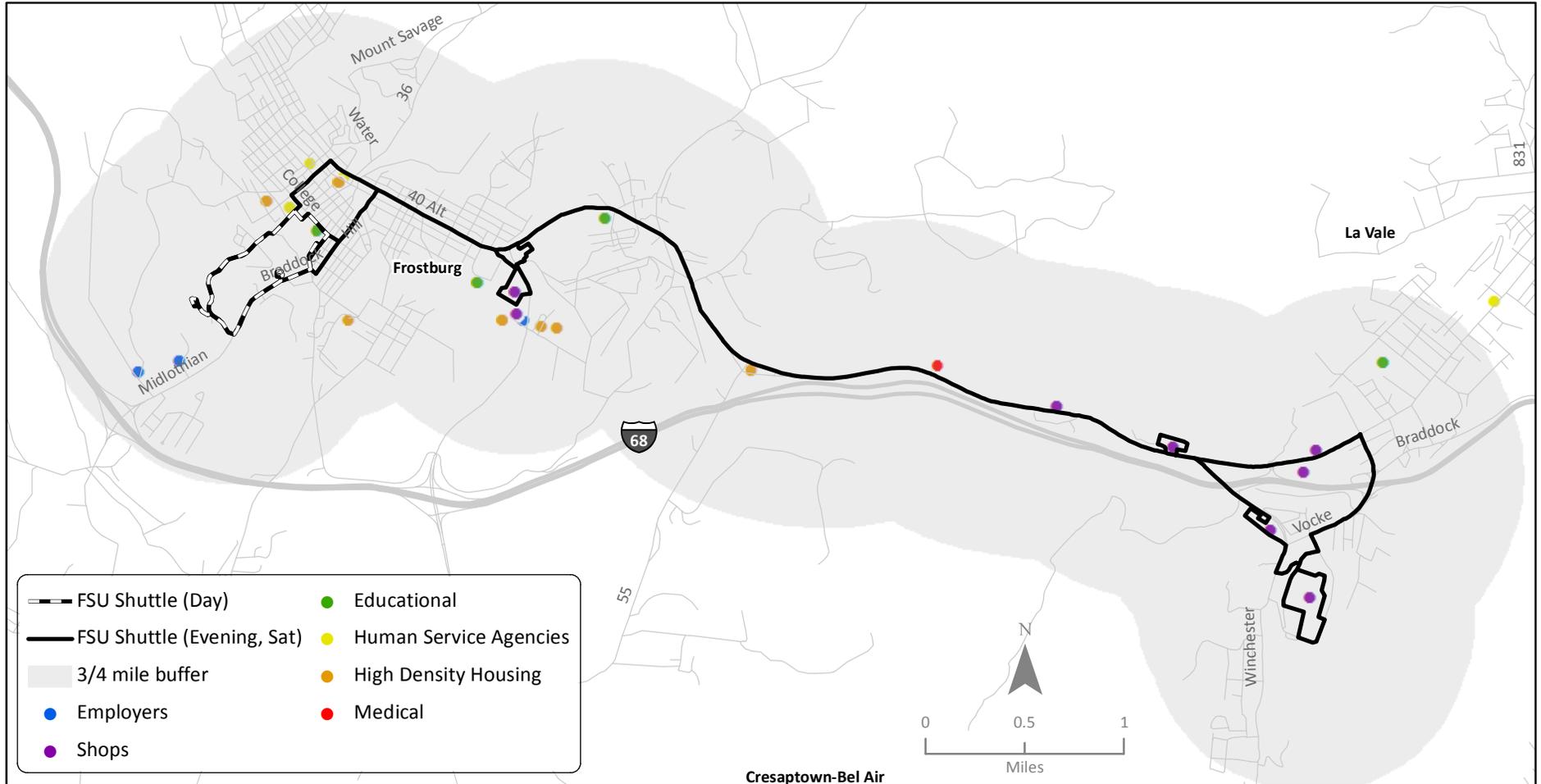
No service between 11am and 12pm when FSU is in session.

730am-4pm, M-F
Round Trip Miles: 17.8
Round Trips/Day: 7

PRODUCTIVITY DATA (FY2011)

Annual Passenger Trips: 14,370
Annual Service Hours: 2,390
Annual Service Miles: 33,701
Annual Operating Cost: \$139,027
Passenger Trips/Hour: 6.0
Operating Cost/Hour: \$58.17
Operating Cost/Mile: \$4.13
Operating Cost/Trip: \$9.67

Figure 3-8: FSU Shuttle Route Profile



3-13

FSU Shuttle (Day)	Educational
FSU Shuttle (Evening, Sat)	Human Service Agencies
3/4 mile buffer	High Density Housing
Employers	Medical
Shops	

Cresaptown-Bel Air

MAJOR TRIP GENERATORS
(within 3/4 mile buffer)

- Major Employers**
 ACS Frostburg Plaza
 Frostburg State University
 InfoSpherix
 UMCES Appalachian Lab
- Human Service Agencies**
 Frostburg Library
 Frostburg Head Start Center
 Frostburg Senior Center

- Educational Facilities**
 Eckhart Alternative
 Frostburg State University
 Beall Elementary
 Mountain Ridge High
 Parkside Elementary
- High Density Housing**
 Clarysville Motel
 Frostburg Village
 Frostburg Apartments
 Frostburg Heights
 Meshach Frost Village
 Valley View Apartments

- Washington Ridge Apartments
- Shopping**
 Country Club Mall
 Braddock Square
 County Market
 Burton's Shopping Center
 LaVale Plaza
 Red Hill Plaza
 Frostburg Plaza
 Frostburg Village Plaza
- Medical**
 Cumberland Treatment Center

SERVICE DESCRIPTION

Only operates when FSU is in session. FSU students ride free.

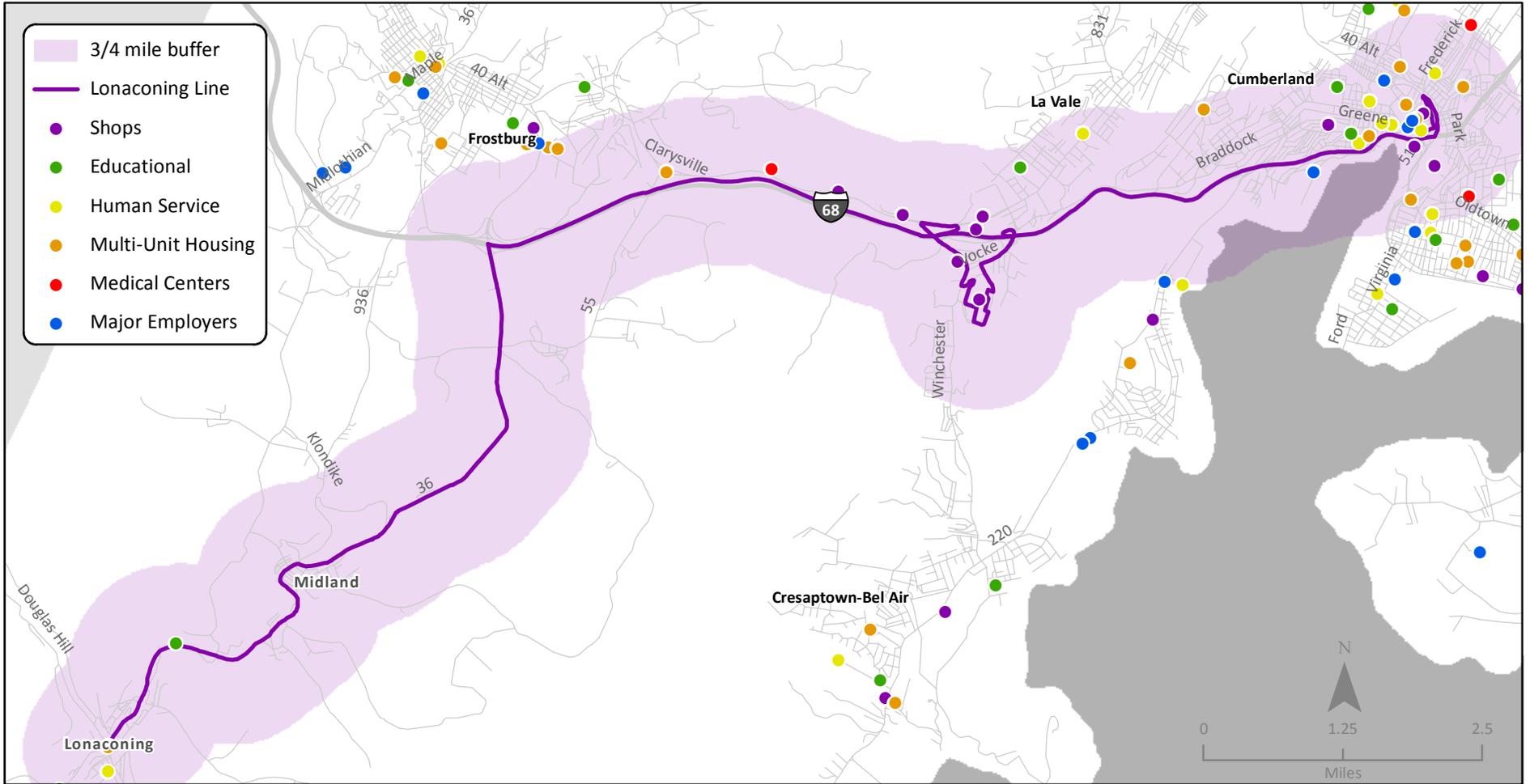
FSU Shuttle (Day)
 730am-330pm, M-F
 Round Trip Miles: 4.7
 Round Trips/Day: 24

FSU Shuttle (Evening, Sat)
 230pm-1030pm, M-F
 10am-6pm, Sat
 Round Trip Miles: 23.7
 Round Trips/Day: 8; 7

PRODUCTIVITY DATA (FY2011)

Annual Passenger Trips: 85,130
 Annual Service Hours: 2,387
 Annual Service Miles: 42,510
 Annual Operating Cost: \$159,843
 Passenger Trips/Hour: 35.7
 Operating Cost/Hour: \$66.96
 Operating Cost/Mile: \$3.76
 Operating Cost/Trip: \$1.88

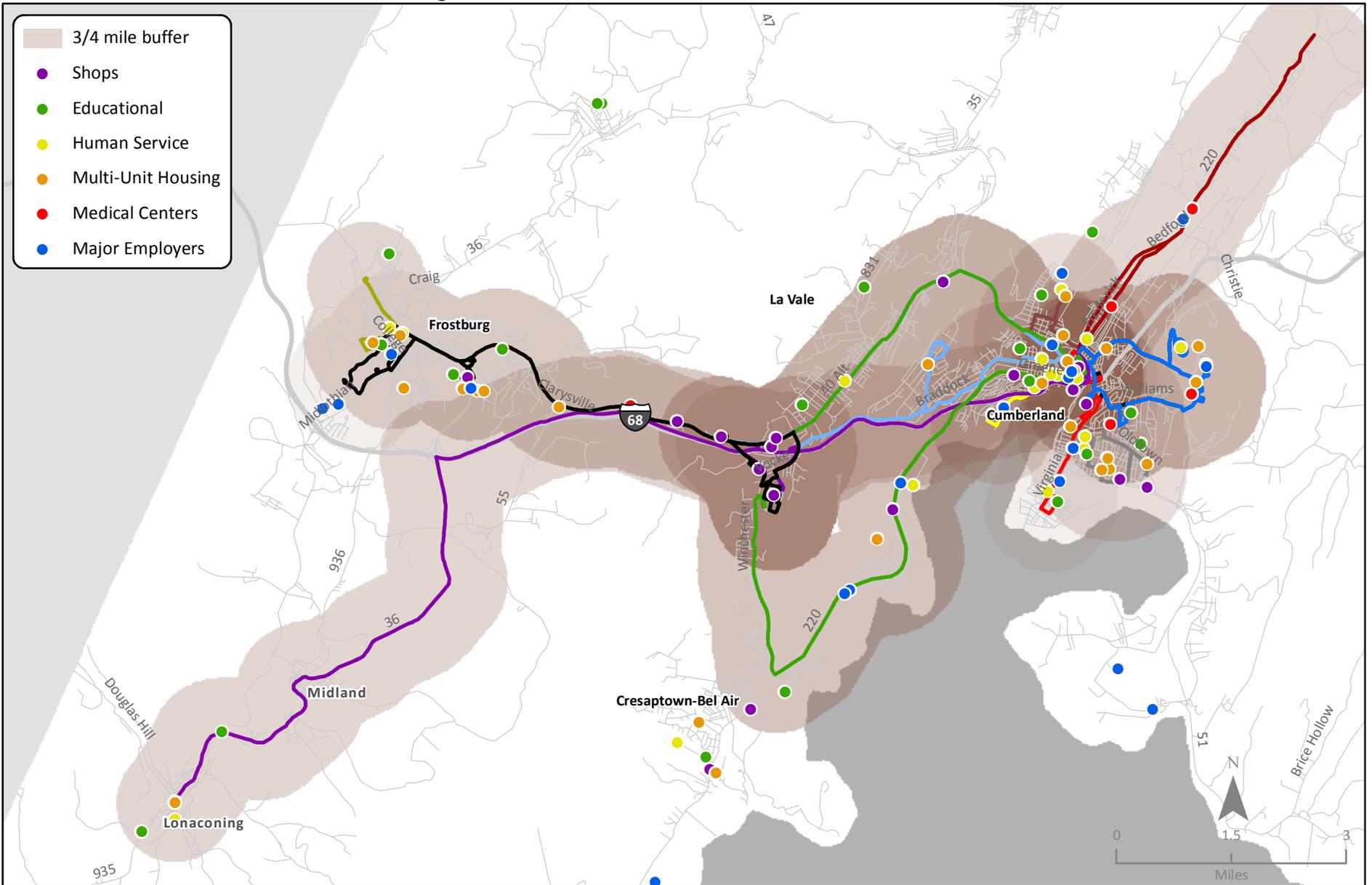
Figure 3-9: Lonaconing Route Profile



3-14

<p>MAJOR TRIP GENERATORS (within 3/4 mile buffer)</p>	<p>Susan Westfall Head Start Oldtown Road Head Start George's Creek Senior Center Carver Community Center Pressley Ridge Western MD Allegany County Board of Ed Allegany District Court</p>	<p>Fort Hill High School George's Creek Elementary Westmar Middle School West Side Elementary Parkside Elementary</p>	<p>LaVale Plaza Red Hill Plaza</p>	<p>SERVICE DESCRIPTION 10:30am-2pm, Tuesdays only Round Trip Miles: 33 Round Trips/Day: 1</p>
<p>Major Employers Archway Station YMCA Riverside Cumberland Times CBIZ Financial Solutions</p>	<p>Medical Centers Cumberland Treatment Center Johnson Heights Center</p>	<p>Shopping Shops at Canal Place Queen City Centre Cumberland Plaza Nixon's Greene Street Country Club Mall Braddock Square County Market Burton's Shopping Center</p>	<p>High Density Housing Clarysville Motel Cumberland Manor Cumberland Arms Lana Lu Apartments Frostburg Village Seton Apartments Fort Cumberland Homes Queen City Towers John F. Kennedy Homes Frostburg Heights Miller Apartments</p>	<p>PRODUCTIVITY DATA (FY2011) Annual Passenger Trips: 544 Annual Service Hours: 100 Annual Service Miles: 1,661 Annual Operating Cost: \$9,535 Passenger Trips/Hour: 5.4 Operating Cost/Hour: \$95.35 Operating Cost/Mile: \$5.74 Operating Cost/Trip: \$17.53</p>

Figure 3-10: ADA Paratransit and SSTAP Profile



3-15

<p>SERVICE DESCRIPTION 7:30am-5pm, M-F Required within 3/4 mile buffer of fixed routes. Trips scheduled 1-10 days in advance.</p>	<p>PRODUCTIVITY DATA- ADA (FY2011) Annual Passenger Trips: 6,479 Annual Service Hours: 4,736 Annual Service Miles: 57,208 Annual Operating Cost: \$276,712 Passenger Trips/Hour: 1.37 Operating Cost/Hour: \$58.43</p>	<p>Operating Cost/Mile: \$4.84 Operating Cost/Trip: \$42.71</p> <p>PRODUCTIVITY DATA- SSTAP (FY2011) Annual Passenger Trips: 10,963 Annual Service Hours: 7,656 Annual Service Miles: 88,274</p>	<p>Annual Operating Cost: \$415,162 Passenger Trips/Hour: 1.43 Operating Cost/Hour: \$54.23 Operating Cost/Mile: \$4.70 Operating Cost/Trip: \$37.87</p>
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- *Operating Cost Per Passenger Trip* – total cost operations with respect to total ridership, which is calculated as each passenger boarding counted as one passenger trip.
- *Farebox Recovery* – total farebox receipts with respect to total operating cost.
- *Passenger Trips Per Mile* – total passenger trips with respect to the total service miles.
- *Passenger Trips Per Hour* – total passenger trips with respect to the total service hours.

It important to highlight that the MTA guidelines involving cost (cost per mile, cost per hour, cost per trip) were developed using data that is now several years old, and these have not been adjusted by MTA to reflect general inflation in transportation costs, or fuel cost increases. Based on this, KFH Group modified the operating cost ranges using the Consumer Price Index (CPI) and assuming a base year of 2004. Appendix A shows the modified MTA performance standards, including those that apply to small urban fixed-route services; as well as those for demand response and rural fixed-route services. Given ACT's service diversity, which set of standards that is most appropriate is debatable.

The most useful single measure is the boardings (passenger trips) per hour measure, as it reflects usage in relation to the amount of service provided. The majority of transit operating costs are hourly (wages and benefits), so higher values of trips per hour reflect better use of resources. Overall, the system operates at a successful or acceptable level. Operating cost per passenger trip (\$5.78), local operating revenue ratio (48.8%), farebox recovery ratio (22.4%), and passenger trips per hour (10.45) all are classified as successful. Passenger trips per mile (0.77) falls within the acceptable range. The only two standards that fall under the needs review classification are operating cost per hour (\$60.44 – just over the \$60 threshold) and operating cost per mile (\$4.46).

On-Time Performance and Ridership

Supplementing ACT's FY 2011 performance data, the following section draws on on-off counts conducted by the MTA in October and November 2011. The counts included a review of on-time performance and a stop-by-stop analysis of ridership on ACT's routes. The review included all trips on the Blue, Red, White, Gold, Yellow, and Green Lines, as well as a sample of total trips on the FSU day and evening shuttles.¹ It

¹On time performance and ridership for the FSU shuttles were estimated based on four hours of observation out of eight total hours (day shuttle) and three hours of observation out of eight total hours (evening shuttle).

did not include the FSU Saturday shuttle or the Lonaconing Line. The review was conducted over the course of many weeks and therefore does not represent a true sampling of ACT ridership. However, the findings described below provide a useful record of ACT performance by route and by stop.

To determine the punctuality of each route, actual times were compared to scheduled times at three points: the route origin, mid-point, and destination. For example, the Green Line makes eight roundtrips per weekday. Each roundtrip has three time points: Roses, Country Club Mall, and a return to Roses. These 24 trip segments were then classified as early, on-time (0-5 minutes late), or late (more than 5 minutes late). Trip segments that were more than 15 minutes late (a subset of the late category) were also noted. Table 3-3 portrays ACT's on-time performance by route and for the system as a whole.

Table 3-3: On-Time Performance by Route

	Trip Segments	Early (>0 minutes early)	On Time (0-5 minutes late)	Late (>5 mins. late)	Very Late (>15 mins. late)
Blue Line 1	14	0%	21%	79%	21%
Blue Line 2	15	0%	40%	60%	13%
Gold Line	22	0%	36%	64%	14%
Green Line	24	0%	25%	75%	46%
Red Line 1	12	0%	92%	8%	0%
Red Line 2	6	0%	50%	50%	0%
Red Line 3	6	0%	83%	17%	0%
Red Express	12	0%	58%	42%	0%
White Line	16	0%	31%	69%	0%
Yellow Line	18	0%	50%	50%	0%
FSU Day	24	0%	100%	0%	0%
FSU Evening	10	0%	40%	60%	0%
System Average		0%	51%	49%	11%

Overall, 51% of all trip segments operated on-time. Forty-nine percent were late, with 11% defined as "very late" (more than 15 minutes behind schedule). The FSU day shuttle performed the best, followed by the Red Line 1 and the Red Line 3. Conversely, only 21% of the Blue Line 1's trip segments and 25% of the Green Line's trip segments ran on time. The Green Line also had the highest proportion of very late trips. On the day of observation, the Blue Line 1 lost time detouring to avoid a train during a morning run. In the case of the Green Line, delay compounded throughout the day due to use by three wheelchair passengers. Traffic on National Highway from Old Mt. Savage Road to Long Drive caused further Green Line delays during an afternoon run.

Figure 3-11 displays system wide ridership by stop, and Table 3-4 summarizes the highest ridership by route and stop. Both the map and the table consider ridership to be the total activity at a given stop, or the sum of daily boardings and alightings. The busiest stops were the Queen City Roses, the movie theater entrance at County Club Mall, and Allegany College of Maryland. In contrast, almost thirty percent of observed stops (39 of 135) had zero daily activity. This occurred most frequently on the Green Line (eight stops) and the Red Line 2 (eight stops).

Table 3-4: Greatest Total Daily Activity by Stop

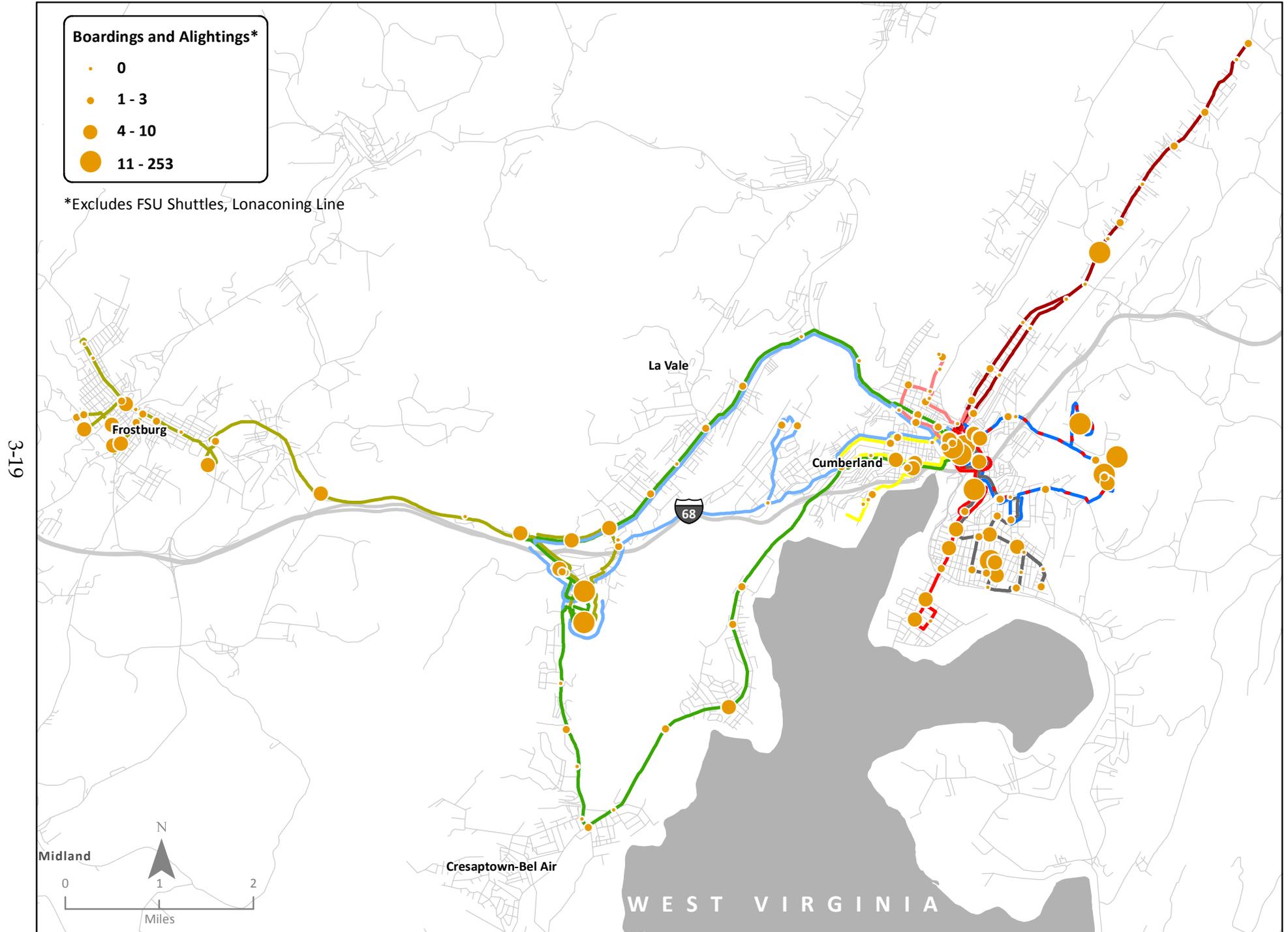
Stops (total number of boardings + alightings)	Routes
Queen City Roses (253)	All Routes
Country Club Mall movie theater entrance (116)	Blue 2, Gold, Green
Allegany College of Maryland (51)	Blue 1, Red Express
Centre Street at Baltimore Street (29)	All except Gold
E. Second Street at Memorial Avenue (21)	White
W. MD Regional Medical Ctr. (19)	Blue 1, Red Express
Western Maryland Recovery Services (18)	Red 2
Martin's Food (18)	Blue 1, Red 1, Red Express, White
Finan Center (17)	Blue 1, Red Express
Country Club Mall Wal-Mart (16)	Blue 2, Gold, Green

Review of Fare Policy

As noted earlier in the report, the regular ACT fare for its fixed-routes is \$2.00. Half fares are available for elderly and disabled individuals, and children 5 or younger ride free. ACT's Alltrans fares range from \$2.00 to \$4.00 one-way, based on zones that radiate from Cumberland outward. These fares were instituted in 2005 in response to recommendations in the 2003 TDP. ACT considered raising fares in 2011, but ultimately decided to postpone any increases due to both the economic climate and the forthcoming TDP process.

In FY 2011, ACT's farebox receipts totaled \$220,300 for fixed-routes (22% farebox recovery ratio) and \$42,715 for ADA and SSTAP services (6% farebox recovery ratio). Its fares are similar to those of neighboring systems. Washington County's County Commuter charges \$1.25 for its fixed-routes and \$2.00 for ADA service. Garrett Transit Service in Garrett County also charges a distance-based fare starting at \$2.00. However, ACT budgeted for a fare increase for FY 2012 and has expressed a desire to raise the base Alltrans fare to \$4.00. ACT also hopes to revisit Archway Station's Freedom Pass Program and the \$1.00 one-way fares for HRDC's Adult Day Care clients. Both of these programs are discussed in more detail later in this chapter.

Figure 3-11: Total Daily Activity By Stop, Allegany County Transit



Marketing

ACT has working relationships with numerous community organizations, whose clients, employees, and students use public transportation. Through these and other relationships ACT has established itself as an active member of Allegany County communities. ACT conducts several modes of outreach including its website, advertising through the newspaper, via radio advertisements, as well as their brochures and signs. Additionally, ACT has an outreach program to teach people how to use the bus system. To increase their digital outreach to an ever growing technology society, they have uploaded their routes and schedules to the Google Transit program. ACT staff often are in engaged in presentations to human service agencies, public schools, and colleges/universities. These marketing efforts aim to educate residents about ACT's services, answer questions, and collect feedback.

Fleet, Facilities, and Technology

As shown in Table 3-5, the ACT vehicle fleet includes a total of 22 revenue vehicles. Two function as backup vehicles, for a spare ratio of 10%. All the vehicles except for one are lift-equipped and have capacity for two wheelchairs. Ten of the vehicles (see highlighted rows) are used for ACT's fixed routes and ten are used for Alltrans. All are equipped with radio communications. The Alltrans vehicles also use RouteMatch software.

ACT's facilities are located at 1000 Lafayette Avenue in Cumberland. The facilities include staff offices, a conference room, a driver break area, and garage/maintenance space. In 2009 and 2010, ACT received American Reinvestment and Recovery Act (ARRA) funding for facility renovation and expansion, roof replacement, an updated electrical system, and a video surveillance system for its vehicles. Approximately \$200,000 in ARRA funding also went towards the construction of a vehicle shelter to protect ACT's fleet from inclement weather.

ACT's bus shelters are interspersed throughout the County, primarily on the FSU campus. Table 3-6 inventories the location of existing bus shelters and signs.

As noted above, ACT has been using RouteMatch software to schedule demand response trips and collect operations data. ACT vehicles are equipped with mobile data terminals (MDTs) and global positioning systems (GPS) that are connected to RouteMatch. ACT staff have set up RouteMatch to facilitate data collection for various purposes, including required reporting and to evaluate the performance of services.

Table 3-5: Allegany County Transit Vehicle Inventory

Fleet #	Vehicle ID #	Year	Make	Vehicle Type	Lift or Ramp	Seating Capacity	WC Capacity	Funding Source	Current Mileage	Average Annual Mileage	Budgeted for Replacement	FY
Revenue Vehicles												
293	1FDXE45P95HB44812	2005	Ford	Small Cutaway	Lift	12	2	5307	89,161	19,803	2013	
294	1FDXE45P05HB44813	2005	Ford	Small Cutaway	Lift	12	2	5307	115,400	8,556	2013	
295	1FDXE45P25HB44814	2005	Ford	Small Cutaway	Lift	12	2	5307	114,297	25,028	2013	
296	1FDXE45P45HB44815	2005	Ford	Small Cutaway	Lift	12	2	5307	115,208	24,641	2013	
297	1FDXE45P65HB44816	2005	Ford	Small Cutaway	Lift	12	2	5307	104,279	6,859	2013	
298	1FDXE45P25HB49365	2005	Ford	Small Cutaway	Lift	12	2	5307	153,843	31,263	2011	
299	1HVBTAAL26H323176	2006	Internat.	Medium < 30'	Lift	24	2	5309	123,877	25,284	2014	
301	1FDXE45P36DB15959	2006	Ford	Small Cutaway	Lift	16	2	5307	153,886	31,749	2014	
302	1HVBTAAL97H512733	2007	Internat.	Medium < 30'	Lift	24	2	Local	72,532	20,663	2016	
303	1HVBTAFL28H637020	2009	Internat.	Medium < 30'	Lift	26	2	5307	44,476	11,559	2018	
304	1HVBTAFL48H637021	2009	Internat.	Medium < 30'	Lift	26	2	5307	37,450	9,883	2018	
305	1HVBTAFLX8H637024	2009	Internat.	Medium < 30'	Lift	16	2	5309	40,940	10,810	2018	
306	1FDXE45S59DA26494	2009	Ford	Small Cutaway	Lift	16	2	5309	35,251	10,929	2016	
307	1HVBTAAM2AH263143	2010	Internat.	Medium < 30'	Lift	24	2	5307	18,131	10,571	2019	
308	1HVBTAAM4AH263144	2010	Internat.	Medium < 30'	Lift	24	2	5309	36,938	16,544	2019	
309	1HVBTAAM6AH263145	2010	Internat.	Medium < 30'	Lift	24	2	5309	30,187	12,381	2019	
400	1GMDX23L05D269741	2005	Pontiac	Minivan	None	6	0	Local	123,035	25,218	2011	
629	1FDWE35L07DA58656	2007	Ford	Medium < 30'	Lift	8	2	Local	109,677	22,691	2015	
630	1FDWE35L27DA58657	2007	Ford	Medium < 30'	Lift	8	2	Local	103,157	17,977	2015	
631	1FD3E35L98DA04972	2008	Ford	Medium < 30'	Lift	8	2	Local	83,620	23,069	2016	
632	1FDDE35L79DA69071	2009	Ford	Medium < 30'	Lift	8	2	5307	40,504	13,501	2016	
633	1FDDE35L99DA69072	2009	Ford	Medium < 30'	Lift	8	2	SSTAP	38,906	12,969	2016	
Non-Revenue Vehicles												
200	1GTHK34N5ME515329	1991	GMC	Other	None	2	0	5309	79,936	8,587	2009	
201	1GBHK44K99E152783	2009	Chevrolet	Other	None	2	0	5307	69,050	1,498	2019	
100	1GNEK13V32J249829	2002	Chevrolet	Other	None	6	0	5309	90,405	1,663	2012	
101	1FMPU18L6WLB87996	1998	Ford	Other	None	5	0	Local	1,792	715	NA	
300	1FAFP52U1XA203086	1999	Ford	Sedan	None	4	0	Local	117,800	4,854	2009	
Vehicles Awarded But Not Yet Received (Grant Award Yr 2011):												
To replace 400				Small Cutaway	Lift	12	2	5307				
To replace 300				Other	None	6	0	5307				

Table 3-6: Bus Stop Sign and Shelter Inventory

Location	Facility	Applicable Routes
Annapolis Hall at University Dr.	shelter	FSU Day, FSU PM
College Ave. Lot (Lowndes Hall) at College Ave. & Maple St.	shelter	FSU Day, FSU PM
Cordts PE Center at Braddock Rd.	shelter	FSU Day
Guild Center at Center St. & Oak St.	shelter	FSU Day
Allegheny County Health Dept. (Brook Bldg)	sign	Blue1, Red Express
Baltimore Ave. at Shades La.	sign	Red Express
Bedford Rd. at Naves Cross Rd.	sign	Red 2
Bedford Rd. at opp. Ellis St. (Peifer Container)	sign	Red 2
Bowery St. at bet. McCulloh St. & Paul St.	sign	FSU PM, Gold
Bowery St. at Oak St.	sign	Gold
College Ave. at Maple St. (FSU North Entrance)	sign	Gold
Columbia St. at Polk St.	sign	Red 3
E. Fourth St. at Memorial Ave. (Cascades Apts.)	sign	White
Food Lion	sign	FSU PM, Gold
Frederick St. at Linden St. (Sheetz)	sign	Red 2
Frostburg Plaza at ACS	sign	Gold
La Vale Plaza (Goodwill Store)	sign	Green, Gold
Lee St. at Paca St. (Queen City Towers)	sign	Yellow
Main St. / Frostburg Freeze at Workman's Laundry	sign	Gold
Main St. at Armstrong Ave.	sign	Gold
Main St. at Barnard St.	sign	FSU PM, Gold
Main St. at Center St. (7-Eleven)	sign	FSU PM, Gold
Main St. at Palace Theatre	sign	FSU PM, Gold
Martin's Food & Drugstore (Queen City Centre)	sign	Blue1, Red 1, Red Express, White
Maryland Ave. at Oldtown Rd.	sign	White
McMullen Hwy. (US 220) at Hickory Ave. (Fire Dept.)	sign	Green
N. Mechanic St. at Bedford St. (JFK Apartments)	sign	Blue2, Red 3
National Hwy at Miller St. (opp. Fratelli)	sign	Blue2, Green
National Hwy. at Vale Summit Rd. (Clarysvl. Motel)	sign	Gold
Oldtowne Manor Apts. at Oldtown Rd.	sign	White
State St. & Broadway at FSU - Baptist Student Ministry	sign	Gold
State St. bet. Lower Consol Rd. & Broadway	sign	Gold
Virginia Ave. at Oldtown Rd.	sign	Red 1
White Oaks Plaza at Family Dollar	sign	White
Winchester Rd. (MD 53) at Trade Winds Mobile Home Park	sign	Green

ACT schedulers use RouteMatch on a daily basis for various tasks:

- Tracking passengers' origins and destinations for demand response trips. The software calculates the distance of each trip and determines the fare for drivers to collect.
- Coordinating trip schedules. RouteMatch is time-based and gives several "best" options (i.e., based on provider costs or passenger wait times) for trip

coordination. Schedulers can also manually adjust trip assignments since they are very familiar with the service areas of the demand response “routes.”

- Changing driver manifests electronically at the ACT headquarters, when passengers cancel reservations for instance, and sending this information in real time to update drivers who are on the road.
- Tracking revenue and deadhead miles to provide data for ACT’s service performance evaluation.

Drivers also use the MDTs to:

- Manually enter their vehicles’ beginning and ending mileage each day, to track vehicle data.
- Track when trips have been completed and automatically notify the schedulers at ACT’s headquarters.
- Change the order of their pick-ups while on the road.

PUBLIC AND STAKEHOLDER INPUT

In addition to drawing on recent studies and plans, KFH Group conducted telephone stakeholder interviews in an attempt to gain information on public transportation needs in Allegany County. KFH Group also attended an ACT in-service day to solicit input from ACT drivers. The following section presents the outcomes of these outreach efforts. Additional stakeholder input from County human service agencies is described later in the chapter.

This section also includes the results of an on-board ACT rider survey and a general public community survey. The on-board survey provides insight on current rider characteristics, route patronage, rider satisfaction, and potential service improvements. The general public survey provides information concerning typical trip patterns, service awareness and attitudes, and need for current or potential services.

Stakeholder Input

An important task within the TDP process was the acquisition of more information about current public transportation trip patterns, rider characteristics, rider satisfaction with the service, and suggestions for service improvements as advocated by stakeholders. The stakeholder input process began by contacting members of the

Transportation Advisory Committee, following up on the initial stakeholder meeting in October 2011 with more detailed, one-on-one phone conversations/interviews. These stakeholders either work within a department of Allegany County Government, or they represent another entity that interacts with or may have an interest in coordinating with ACT.

A variety of organizations and agencies provide services in Allegany County to support the general population. The majority of these stakeholders have a working relationship with the County and/or ACT, though the level of coordination and interaction vary. Stakeholder input provided the following valuable insight and input concerning transportation needs in Allegany County.

- Explore expanded hours of service – start earlier and run later (evenings)
- Weekend service, especially Saturdays
- Ensuring “bus bound” citizens continue to have means to travel to services since they do not have other alternatives available to them
- Improved marketing for the system
- Restore service to Westernport and other rural areas of the County
- Aging population (aging in place) that do not have the local family structure to fall back on when they cannot drive
- More pressure put upon different social service agencies/groups who do not accurately account for the cost of transportation services
- Ensuring the elderly, disabled and autoless households have service, though doing so at a reasonable cost

Driver Input

Input from ACT drivers gathered during an in-service day in January 2012 also highlighted several areas of possible improvement. The drivers noted that the current farebox setup on ACT vehicles makes monitoring collection difficult. The fareboxes could be moved forward, or the drivers themselves could collect fares to ensure payment. The need for shelters along all routes and especially at major hubs was another theme. Shelter vandalism has been a reoccurring problem, but drivers could lock shelter doors after the last run of each day. The drivers also noted increased opportunities for ACT to disseminate information about bus schedules and routes, possibly through advertisements in the Cumberland Times-News or on local television.

Finally, some drivers felt that route adjustments are necessary in order to better account for delays. Wheelchair loading often causes routes to fall behind schedule, impacting subsequent runs and leaving drivers without the flexibility to catch up.

On-Board Rider Survey

The ACT on-board rider survey was administered between December 12 and December 16, 2011 on all of ACT's routes. The purpose was to capture a typical weekday of ACT service. When riders boarded the buses on these days, the operators asked them to complete an on-board rider survey. Shown in Appendix B, the survey consisted of numerous questions that attempted to characterize the persons utilizing the system and their associated travel patterns, as well as examine the quality of the existing service and riders' requests for service changes and improvements.

The survey was completed by 186 passengers, with Appendix B offering an overview of their responses. Most respondents were riding the Blue Line 1 and the White Line in Cumberland, or the FSU day time shuttle. Only about 30% reported that their trip required one or more transfers, primarily to the Gold Line, the Blue Line 1, or the White Line. Most respondents stated that their trips took thirty minutes or less (76%). Common boarding locations were the Cumberland Roses and two FSU student housing complexes, Annapolis Hall and Edgewood Commons. Similarly, Country Club Mall, Edgewood Commons, and the Cumberland Roses were the most popular destinations.

The results of the rider survey illustrate a mixture of students and other riders, many of whom depend on ACT for mobility. Most respondents (30%) were using ACT for shopping, followed by trips to work (26%) and to school (22%). Almost three quarters (74%) described themselves as taking either 2-5 or 6-10 one-way ACT bus trips per week. Though about half had a driver's license, most did not have access to a car. Similarly, only about half would have still made their trip if the bus system was unavailable, relying instead on walking (37%) or taking a taxi (34%). Strikingly, more than three quarters (76%) stated that their ability to live independently would be affected if ACT's services were not available. Almost thirty percent said that they used the bus to get to work and would be unable to continue working without it.

Most respondents reported that they were students (28%), full-time workers (22%), or unemployed (22%). The significant student population was also reflected in rider age brackets; those 18 to 24 years of age led in number of riders (36%), followed by those 25 to 44 (27%). Respondents had either ridden the bus for a long time and were unsure how they had initially found out about the service (42%), or had found out by asking other riders (28%).

Overall, survey respondents rated ACT as satisfactory or above. Only four percent described themselves as unsatisfied or very unsatisfied with the service. In terms of coverage, 76% of survey participants disagreed that there were places in the region where they would like to go but could not due to lack of service. Of those who did document areas or destinations that they would like ACT to additionally serve, the most popular response was to Country Club Mall on the weekends or, in the case of the FSU shuttle, to Country Club Mall later on Saturdays. In addition, riders cited having Saturday service (76%) and service later in the evenings (61%) as the most important potential service improvements. Service on Sundays (39%) ranked as the next most important change.

Open-ended questions within the survey sought to determine what riders specifically liked and disliked about ACT's services. Riders overwhelmingly cited the friendly and courteous ACT bus drivers as the aspect of service that they liked the best. The availability of the bus as a means of transportation was also very important, allowing riders to get where they needed to go. Others noted that ACT was reliable and punctual. The qualitative responses also confirmed the priority service improvements discussed above. When asked what they liked the least, riders cited the lack of weekend service, specifically on Saturdays. Limited evening hours was the next most common complaint. Many noted that they were unable to use the bus for employment or appointments because of the service span. Overall, riders on the FSU shuttle were concerned about extending Saturday hours, while riders on other lines expressed concern about a lack of weekend service all together.

General Public Survey

The ACT community survey was completed by 488 respondents, 62 online and 426 in hard copy (see Appendix C). The community surveys were collected between mid-November 2011 and February 1, 2012. More than 20 survey drop boxes were located throughout the County, including at library branches, government buildings, apartment complexes, Country Club Mall, the Western Maryland Regional Medical Center cafeteria, and Allegany College of Maryland. The community survey was also available online at surveymonkey.com, with links on both ACT's and the County's website. The results of the surveys are described in detail below, with Appendix C offering an overview of these findings.

The typical mode choice of the public survey respondents was the private car, with no less than fifty-one percent of respondents stating that they drive themselves for work, medical, social, school, and shopping trips. Respondents traveled by public transportation most frequently for shopping/errands and for medical trips. Most respondents were aware of the public transportation services provided by ACT (85% online, 75% hard copy), but only about thirty percent currently use the services.

Those respondents that do use ACT generally do so two to five times per week. When asked to indicate why they choose not to use public transportation, the most popular responses were that ACT's hours of operation are too limited, no service existed in their area, or that they needed a car for work or school. However, many respondents (85% online, 76% hard copy) stated that they would use public transportation in Allegany County if there was a service that met their travel needs. Very similar percentages indicated that there is a need for additional or improved public transportation in Allegany County. Respondents saw the need for additional or improved service to the Georges Creek region, particularly Westernport and Lonaconing. Respondents also noted the need for better connections between Frostburg and Cumberland, service to Cumberland Meadows Apartments off of Old Willowbrook Road.

In terms of implementing service improvements, the general public survey results highlighted a desire to see service later in the evenings and on Saturdays. Service earlier in the mornings and on Sundays was also noted. Overall, when asked to comment on the need for improved public transportation in Allegany County, respondents stressed the importance of restoring some Saturday service and expanding service later into the evenings. Higher frequency service to the outlying areas of the county like Westernport was also stressed. Several noted the need for better transportation to reach job opportunities, proposing service to the Active Network campus in Frostburg and more comprehensive service for Western Maryland Health System employees. Finally, many older respondents stated that although they do not use ACT now, they anticipate riding in the future when they are no longer able to drive.

OTHER AREA PROVIDERS AND PURCHASERS

Other transportation services are available to Allegany County residents in addition to those offered by ACT. This section profiles and analyzes other area providers and purchasers of transportation services, describing service types, routes, schedules, ridership, fleet information, perceived unmet need, and current or potential coordination with ACT. Providers and purchasers include private companies, public agencies, and human service organizations. The scope and characteristics of these entities vary widely, and they may complement, connect with, or in some cases mirror ACT's services.

Private Providers

Private providers within Allegany County include Allegany Ambulance Service, Allegany Limousine, Valley Medical Transport, WestMar Tours and Travel, and VIP Limousine. The following taxi services also operate within Allegany County: Queen

City Taxi, Yellow Cab Company, and Crown Taxi in Cumberland and Frostburg Taxi in Frostburg. All operate 24 hours a day, 7 days a week.

BayRunner Shuttle is another private provider that operates intercity bus service connecting Grantsville, Frostburg, Cumberland, Hancock, Hagerstown, and Frederick to Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Two round trips occur daily except for Saturday, when one round trip occurs. Stops in Allegany County include Allegany College, the Cumberland Amtrak Station (both \$57 one-way to Baltimore), and FSU's Harold Cordt PE Center (\$62 one-way to Baltimore). Reservations are recommended but not required, and riders can either call or reserve their trip online.

Other Public Providers

Amtrak's Capitol Limited line (Washington, D.C. to Chicago, IL) also offers intercity service, stopping in downtown Cumberland. There is one westbound and one eastbound train daily.

The Potomac Valley Transit Authority (PVRTA) provides fixed-route and demand-response bus service for five counties in West Virginia, with service extending into Allegany County. Base fare for fixed-route service is \$1.25, with \$.07 per mile additional after the first five miles. Children between six and 12, those over 62, and persons with disabilities pay half fare. Children under six are free. Route deviation up to three quarters of a mile from all regular routes is available on weekdays between 5:00 a.m. and 5:00 p.m. Riders must make a reservation for route deviation no later than the end of the business day prior to the day of travel. PVRTA also provides demand-response non-emergency medical transportation throughout its service area with no eligibility restrictions.

PVRTA's fixed routes connecting to Allegany County include the following:

- Two round trips per weekday from Keyser, WV to Country Club Mall via McCoolle, Rawlings, and Cresaptown,
- Two round trips every Thursday from Romney, WV to Country Club Mall via Ridgeley WV, Queen City Plaza, and an on-demand stop at the Western Maryland Regional Medical Center, and
- Four round trips per weekday from Keyser, WV to Piedmont, WV via Westernport.

Another route of note due to its proximity to Cumberland is the two round trips per weekday from Wiley Ford, WV south to Moorefield, WV. At this time, PVTA does not have any interaction or coordination with ACT. Staff could not say if PVTA riders transfer to ACT (or vice versa), or if unmet transit need exists between West Virginia and Maryland. Opportunity for coordination may be limited due to Interstate Commerce Clause restrictions that prevent PVTA from picking up and dropping off out-of-state residents outside of West Virginia.

Human Service Agencies

Human service agencies offer a range of critical services to Allegany County residents, including providing and/or purchasing transportation for clients. Regardless of specific program functions, human service agencies offer insight into the transportation needs of those that may be the most transit dependent. The human service agencies contacted as part of this evaluation are listed alphabetically below, followed by agency summaries segmented by providers of transportation, purchasers of transportation, and others.²

- Abilities Network
- Allegany County Department of Social Services (DSS)
- ARC of Washington County
- Archway Station, Inc.
- Blind Industries & Services of Maryland (BISM)
- Council for Exceptional Children and Adults*
- Cumberland Department of Community Development*
- Developmental Disabilities Administration*
- Family Crisis Center*
- Friends Aware, Inc.
- Horizon Goodwill Industries*
- Housing Authority Allegany County*
- Housing Authority of Cumberland*
- Human Resources Development Commission (HRDC)
- Kensington Assisted Living
- Maryland Division of Rehabilitation Services (DORS)
- Mental Health System's Office (MHSO), Allegany County Health Department
- Ray of Hope, Inc.
- Salvation Army
- Spectrum Support*

²Agencies that KFH Group was unable to interview are noted with asterisks. These include agencies that did not respond to initial contacts.

- Thomas B. Finan Center*
- Union Rescue Mission
- United Cerebral Palsy of Central Maryland*
- Western Maryland Area Health Education Center (AHEC)
- Western Maryland Health System

Human Service Agencies that Provide Transportation

Allegany County Human Resources Development Commission

HRDC is a private, nonprofit organization providing a wide range of programs targeted to youth, low-income, elderly, and disabled community members. Serving approximately one out of three Allegany County residents, its programs include senior, family, and children's services. HRDC's senior programs help over 1,200 individuals annually. HRDC operates four senior centers open Monday through Friday from 8:30 a.m. to 4:30 p.m., located in Cumberland, Frostburg, Lonaconing, and Westernport. Services include congregate and home delivered meals, health education and screenings, recreation, and volunteer opportunities.

HRDC also operates two Adult Medical Day Services programs for approximately 170 individuals. These clients are over the age of 16 and have difficulty with activities of daily living. A center in Cumberland and a center in Lonaconing operate Monday through Friday, 8:15 a.m. to 4:15 p.m. In addition, HRDC's Head Start is a federally funded program that provides preschool development services to 300 Allegany County children annually. Qualifying low-income families of three and four year olds can access these services at five centers throughout the County.

HRDC operates its own vehicle fleet, providing client transportation to and from the senior centers, adult day centers, and head start centers described above. The transportation is in the form of subscription services, i.e. fixed routes based on clients' pickup locations and needs. HRDC also provides some demand response medical transportation for its Adult Medical Day clients and for its homeless services. In FY 2011, HRDC provided 7,029 round trips for its senior programs, 1,815 round trips for Head Start students, and 44,184 round trips for its Adult Day Care.

Since August 2011, HRDC has also partnered with ACT for additional transportation services, with ACT providing grouped trips to and from the Willow Creek Adult Day Center in Cumberland. For the first six months of FY 2012, ACT provided 5,672 round trips to Willow Creek (approximately 70 per day). HRDC provided about three times that amount (17,659 round trips) to Willow Creek during the same time frame. As part of the partnership agreement, ACT employees are responsible for preventative maintenance on HRDC's mid-sized buses and vans. HRDC

is also able to buy replacement parts at ACT's discounted prices. Although the agreement necessitated that HRDC purchase an insurance rider, it is still resulting in significant overall savings for the organization. HRDC has had no complaints from its Adult Medical Day clients about the transition to ACT transportation.

Despite this transportation, HRDC still notes tremendous unmet transit need. HRDC clients are primarily elderly or low-income and dispersed throughout the County. Transit is critical for them to access the public and non-profit services on which they rely. HRDC would like to see ACT address a gap in services in the Georges Creek region, which includes Midland, Lonaconing, Barton, and Westernport. In particular, the weekly Lonaconing route should run more frequently. Another needed service improvement would be reinstating a Saturday run in Cumberland. HRDC has received client feedback that individuals are unable to do basic shopping because they work during ACT's Monday through Friday schedule. Finally, HRDC expresses interest in increasing its partnership with ACT, particularly for its trips to the Lonaconing Adult Day Center.

ARC of Washington County

ARC of Washington County is a private non-profit with a chapter office located on Industrial Park Street in Cumberland. The chapter serves approximately 40 clients with developmental disabilities in Allegany and Garrett County. ARC has seven agency vehicles, but none are wheelchair accessible. The agency provides client transportation to medical appointments, and may pick up clients from job sites. However, ARC clients generally rely on other agencies like Friends Aware for their transportation. Many also use Alltrans, though they do not commonly use ACT's fixed routes. Extending Alltrans service into the evening is one strategy that would improve transportation services for ARC clients. A lack of evening service is problematic for those trying to access employment, and for those who would like to take evening classes. Clients often rely on taxis, paying exorbitant rates to travel to and from minimum wage jobs. ARC staff also expressed the importance of providing Alltrans service to the more rural areas of Allegany County. For many clients, this transportation is crucial for them to remain independent in the community.

Blind Industries & Services of Maryland

BISM is a private, non-profit organization that offers rehabilitation programs and employment opportunities for blind and visually impaired individuals throughout Maryland. BISM's Western Maryland division is located on Paca Street in Cumberland. It currently provides transportation for several clients in its own vehicles. This transportation is a subscription service, picking up clients at their homes for BISM's twice weekly training sessions (approximately six individuals) and monthly support group (approximately ten individuals). According to BISM staff, other clients use

ACT's Alltrans service, particularly for medical appointments. Clients generally have a positive impression of ACT's service and drivers, and staff is unaware of unmet transportation needs. However, BISM staff surmised that many visually impaired and elderly individuals in the County are unaware of ACT's services.

Friends Aware

Friends Aware is a private non-profit that provides residential, respite, transportation, and training to those with developmental disabilities in Allegany County. Friends Aware operates a day program on Holland Street in Cumberland from 9:00 a.m. to 3:00 p.m., Monday through Friday. It also has several round the clock residential sites throughout the County. All of the agency's clients require transportation assistance. Many use wheelchairs and walkers.

Friends Aware provides subscription service client transportation to and from the day program, job sites, medical appointments, shopping, and recreation. It uses 19 agency buses and vans for the day program and another 19 for other trips. The vehicles currently make pick-ups in Frostburg, Mt. Savage, Midland, Lonaconing, Westernport, McCoole, Rawlings, Cresaptown, Bowling Green, LaVale, Cumberland, Flintstone, and Little Orleans. In the last fiscal year, Friends Aware provided approximately 57,000 one-way passenger trips, spending \$500,000 to provide them and \$15,500 to purchase additional transportation.

According to the agency, increasing awareness of ACT bus schedules and the location of stops is the most important step in improving transportation services for its clients. ACT is an asset to Allegany County, but both clients and the general public may be unsure of where to find information on schedules and destinations.

Kensington Assisted Living

Kensington is an 85 bed assisted living facility located at the intersection of Cumberland and Baltimore Street in Cumberland. Country House, located next door, is its sister residence for those with Alzheimer's and other memory loss conditions. Kensington provides both on demand and advanced reservation transportation for its residents, using two cars and one van for eight to ten round trips per day. Kensington staff members were generally unaware of ACT's services and could not comment on possible improvements. However, staff indicated that some of the facility's more independent residents could potentially take advantage of ACT's services.

Mental Health System's Office (MHSO), Allegany County Health Department

The Allegany County Health Department's MHSO Office is responsible for planning, managing, and monitoring publicly funded mental health services in the County. MHSO is located on Willowbrook Road and is open Monday through Friday

from 8:00 a.m. until 5:00 p.m. The office currently serves 134 clients, approximately 15 of whom are unable to drive and are dependent on some sort of transportation assistance. MHSO either distributes Yellow Cab or ACT passes to these individuals, or provides them with its own demand response transportation. MHSO has 11 agency vehicles that made approximately 5,000 one-way client trips in the last fiscal year. In comparison, it purchased about 2,000 one-way ACT trips and about 150 Yellow Cab trips. MHSO spent about \$8,500 last year both providing and purchasing client transportation.

The agency reports that multiple areas of Allegany County are in need of additional transportation services, including Lonaconing, Midland, Westernport, Cresaptown, Bel Air, Rawlings, Flintstone, and Ellerslie. ACT's fares, limited fixed-routes, and limited service hours and days are problematic for MHSO clients.

Ray of Hope, Inc.

Ray of Hope is a private non-profit providing residential, employment, and outreach support services to adults with developmental disabilities within Allegany County. It serves about 55 clients, all of whom are evaluated and funded through Maryland's Developmental Disabilities Administration. Its day program operates Monday through Friday from 8:00 a.m. to 4:00 p.m. at North Mechanic Street in Cumberland, and its residential program operates 24/7 at 17 homes throughout the County. None of Ray of Hope's clients are able to drive themselves, and they typically use canes, wheelchairs, walkers, and child safety seats for mobility assistance. Ray of Hope spends about \$70,000 annually to provide demand response transportation to its clients, using a fleet of about fifteen agency vehicles. It does not purchase client transportation from ACT or any other entities. However, staff indicated that teaching clients to travel independently on public transportation would be an important improvement to the transportation services it currently provides.

Human Service Agencies that Purchase Transportation

Abilities Network

The Abilities Network is a private non-profit assisting people with disabilities throughout Allegany, Garrett, Washington, and Frederick Counties. Its programs include autism and epilepsy services, employment support, and children and senior services. Rather than having clients travel to the agency's location on Beall Street in Cumberland, the Abilities Network works with its roughly 40 clients within the community. It does not have agency vehicles and does not consider transportation to be one of its primary services. However, if clients need assistance for the duration of a medical appointment or other trip, a staff member will transport them in a personal vehicle.

In the past, the Abilities Network had funding sources that allowed it to purchase ACT passes and taxi vouchers for clients. Some clients continue to use either Alltrans or ACT's fixed routes, but according to staff, others hesitate to use Alltrans due to its wide pickup window. Staff also related the importance of increasing awareness of ACT's services, both for its clients and the general public.

Archway Station, Inc.

Archway Station is a private non-profit that provides psychiatric rehabilitation services to over 200 adults and 50 children with mental illness and development disabilities in Allegany County. Archway offers supported housing for those living independently, supported employment, and day programs at its Wellness and Recovery Center on Memorial Avenue. It also provides residential rehabilitation at ten agency housing units throughout Cumberland, including four on the grounds of the Thomas Finan Center.

Most of Archway Station's clients are unable to drive themselves, and the agency promotes the use of ACT's services for transportation. For approximately 15 years, Archway has partnered with ACT through its Freedom Card Program. Archway purchases transportation services from ACT at a flat monthly rate and distributes cards to its clients. The clients use the cards for free, unlimited rides on ACT buses. This system is advantageous to both ACT and Archway as it minimizes duplicative services and allows Archway's clients to remain independent and participate in their community. The Freedom Card Program is unique to Archway Station, and staff could not immediately recall the last adjustment to ACT's monthly fee. To the best knowledge of the study team, ACT has not pursued this type of relationship with any other human service agency.

Archway indicates that the Freedom Card Program is limited by ACT's service duration and frequency, as clients lack transportation options in the evenings and on weekends. The agency does provide its own transportation, primarily when clients require additional assistance or need to make special arrangements for medical appointments. In addition, Archway runs a van on holidays when ACT does not offer service, making a roundtrip through downtown Cumberland to the Wellness and Recovery Center. Archway also has a standing agreement in which they are billed for client taxi rides.

Maryland Division of Rehabilitation Services (DORS)

As an agency of the Maryland State Department of Education, DORS is responsible for programs and services that help people with disabilities go to work and remain independent. This includes career counseling, assistive technology, vocational training, and job placement assistance. Its Cumberland Office on Baltimore Street

serves approximately 200 Allegany County residents. About three quarters of DORS clients are unable to drive themselves, and instead reach the program site by taxi, rides with family and friends, and by ACT.

The chief transportation challenge for DORS is placing clients in jobs that are along ACT's routes and fit ACT's hours. DORS pays for client cab vouchers, gas stipends, and ACT passes, spending over \$28,000 in the last calendar year. Clients generally qualify for lower entry level jobs that offer shifts outside of the traditional 9-5 time frame. They are limited in their employment by ACT's service span, and may be unable to accept shifts at places like Martin's or Walmart. DORS then spends a significant amount of money on cab vouchers to fill the gaps in ACT's service. From the agency's perspective, ACT's buses should run longer hours, seven days a week. ACT should also focus on enabling all County residents, including those in rural areas of Georges Creek and Flintstone.

Human Service Agencies Who Do Not Directly Provide or Purchase Transportation

Allegany County Department of Social Services (DSS)

Allegany County DSS administers a wide range of public assistance programs for low-income individuals as well as families and children in crises. Among other services, the agency collects and distributes child support payments, investigates allegations of abuse and neglect, and helps residents access food stamps, medical care, and temporary cash assistance. DSS only sends its social workers to provide client transportation for rare, special needs cases. Its state vehicles are not intended for regular client transportation.

According to staff, clients generally travel to DSS' Frederick Street location by rides from neighbors, friends, and relatives. Some within Cumberland use taxis, but fares are exorbitant for those coming from longer distances. Clients tend to use ACT services in a limited capacity due to the frequency of service to more remote parts of the County. This is the greatest unmet need from the DSS perspective: residents in rural areas like Westernport and Little Orleans are often unable to access services in Cumberland.

DSS staff described a situation where clients may use ACT's fixed routes for an hour long appointment and then be forced to wait for several hours for a return trip, often while occupying small children. The agency would like to see more routes running to the western and eastern portions of the County. These could be on designated days like the Lonaconing Run, but they would need to operate with significantly shorter headways in order to make travel to and from an hour long DSS appointment feasible. DSS staff sees an opportunity to coordinate with ACT on its

scheduling; in the event that ACT can increase frequencies on routes traveling outside of Cumberland, DSS would be happy to align client appointments to ACT schedules.

The Salvation Army

The Salvation Army runs food, utility, and rent assistance programs, as well as youth outreach at its East First Street Center in Cumberland. Most County residents either walk or share rides when traveling to the Salvation Army, and others drive their own vehicles. Staff were only aware of one client that regularly uses ACT services to access the location. The agency does not provide its own client transportation and is unfamiliar with ACT's fares or routes. This could be an engagement opportunity for ACT given the agency's proximity to the White Line.

Union Rescue Mission

Located in Cumberland just off of Queen City Plaza, Union Rescue Mission provides food and shelter to those in need. Individuals who stay at the Mission face two primary transportation problems. First, many struggle to find employment or hold down jobs in part because of a lack of transportation for evening shifts. Most need employment transportation from Cumberland to LaVale, though some find work at the industrial park off of Route 220. Next, individuals lack transportation for routine medical care at the Allegany County Health Department and the Western Maryland Regional Medical Center on Willowbrook Road. For Union Rescue Mission clients, the most important potential transportation improvement is to address both of these concerns through evening services.

Western Maryland Area Health Education Center (AHEC)

The Western Maryland AHEC is a community-based organization that promotes quality health care in the region through clinical and continuing education programs for health professions and health career education and support for area students. Staff indicated that AHEC strongly recommends that its students have access to personal vehicles. ACT's current schedule does not allow students to travel to a clinical site, work a full day, and return. Specific service improvements important to AHEC include longer service spans to accommodate employment travel, as well as service on holidays.

Western Maryland Health System (WMHS)

WMHS is the result of a 1996 union of Cumberland's Memorial Hospital and Medical Center and Sacred Heart Hospital. WMHS offers general and specialty medical services at the 275-bed Western Maryland Regional Medical Center on Willowbrook Road, which opened in November 2009.

According to responses from nine different outpatient departments within WMHS, most patients travel to the Willowbrook Road location in private vehicles, in taxis, or riding with family members. With the exception of residents at the WMHS-Frostburg Nursing and Rehabilitation Center, WMHS does not provide transportation for its patients. Only under special circumstances will WMHS pay for taxi service, ACT and BayRunner Shuttle fare, or ambulance service to enable a patient to get home. Some patients use ACT's fixed-route service for scheduled appointments or testing, but long wait times for pickup at both ends of the journey are reoccurring problems. Other patients are aware of ACT's services but find it too difficult to read and understand the bus schedule. ACT's limited hours of service are another concern.

WMHS would like to see a return to County-wide Alltrans coverage, as its departments are experiencing a significant increase in patient requests for transportation assistance. WMHS would like to increase coordination with ACT (and decrease patient reliance on taxis), especially if ACT is able to expand its service hours and route coverage. Staff suggested adding a bus stop outside of the Emergency Department and setting up a more convenient way to obtain Alltrans vouchers for patients. Staff also mentioned that some patients may be interested in the option of an ACT monthly pass, indicating that they may be unaware of ACT's 15 pass package.

SUMMARY

Allegany County already has a good foundation in public transportation, with significant geographic coverage in Cumberland and Frostburg. However, Allegany County Transit's existing services have poor on-time performance. This persistent lack of punctuality in operating the services, compounded by the hourly headways, has come to overshadow the convenience of this valuable service. Further limiting the transit dependent population is the lack of weekend service and limited span of service. Another complexity that ACT faces is the operation overtime costs due to the current union contract. The alternatives and recommendations described in the following chapter will attempt to address these issues.

Chapter 4

Service and Organizational Alternatives

INTRODUCTION

This chapter provides a series of service and organizational alternatives that could be implemented to meet identified needs for improving public transit in Allegany County. Conceptual routes were developed based on the initial needs assessment, gaps determined in current services, recommendations from previous studies and proposals, and a physical review of potential routes. Various scenarios were formulated, discussed, and evaluated for potential inclusion in the recommended plan, described in the next chapter.

Through the in-depth review and outreach conducted as part of this TDP process, including input from ACT drivers and a resident and a on-board survey, several specific improvements were developed for consideration. These improvements addressed several issues related to ACT services. The previous chapters provided an evaluation of current ACT services and an analysis of transit needs based on quantitative data and input from riders and other key stakeholders. This chapter draws on that information and proposes service and organizational alternatives focused on the following:

- County-wide route and schedule adjustments;
- Earlier and later hours of service;
- Saturday service;
- Passenger information and amenity improvements;
- Coordination with Allegany College of Maryland;
- Enhanced/additional coordination with human service agencies;
- Service to Westernport;
- Ensuring bus bound citizens continue to have means of travel;
- Shifting ACT within Allegany County government; and
- Increased Alltrans fares.

Each alternative is detailed in this section and includes (where applicable):

- A summary of the service alternative,
- Potential advantages and disadvantages,
- Likely ridership impacts, and
- An estimate of the operating and capital costs.

These alternatives reflect the maturity of the system, relatively slow growth in the region, and the challenging economic conditions. The selected alternatives will need to be included in the Statewide Transportation Improvement Program (STIP) for the anticipated year of implementation. MTA is responsible for including the TDP plan elements in the STIP. If and when the TDP is amended by Allegany County as a result of its annual review of implementation progress, the amendments need to be transmitted to MTA for inclusion in the amended STIP, to ensure that the projects are eligible for federal funding.

KEY AREAS TO SERVE

Based on the transit needs and service analyses described previously, and existing ACT stops with the highest boardings, several major origins and destinations were targeted in developing new services and service improvements:

- Roses
- Country Club Mall
- Western Maryland Regional Medical Center
- Allegany College of MD
- Edgewood Commons
- Annapolis Hall (Frostburg State University)

SERVICE ALTERNATIVES

It should be noted that these alternatives are designed to serve as a starting point and can be modified based on the needs of Allegany County and stakeholder input. In addition, due to challenging economic times, the directive was to create a route network that achieved greater efficiencies while reducing costs. The cost information is expressed as the fully allocated costs, which means we have considered all of the program's costs on a per unit basis when contemplating the operating budget. This does overstate the incremental cost of minor service expansion, as there are likely to be some administrative expenses that would not be increased with the addition of a few service hours.

Service Alternative #1: County-wide Route and Schedule Adjustments

ACT's fixed-route system consists of six main routes, weekly service to Lonaconing, and the FSU shuttles. This alternative proposes county-wide adjustments resulting in four key routes (Blue, Red, Green, and Gold) shown in Figure 4-1, running roughly from 8:00 a.m. to 4:30 p.m., Monday through Friday. Service to Lonaconing is extended to Westernport and operated twice a week. No changes are made to the FSU shuttles. The proposed route and schedule adjustments are intended to improve on-time performance and maximize service in areas of greatest demand. Additionally, the adjustments significantly reduce overall operating costs by allowing ACT to provide service with four buses rather than six.

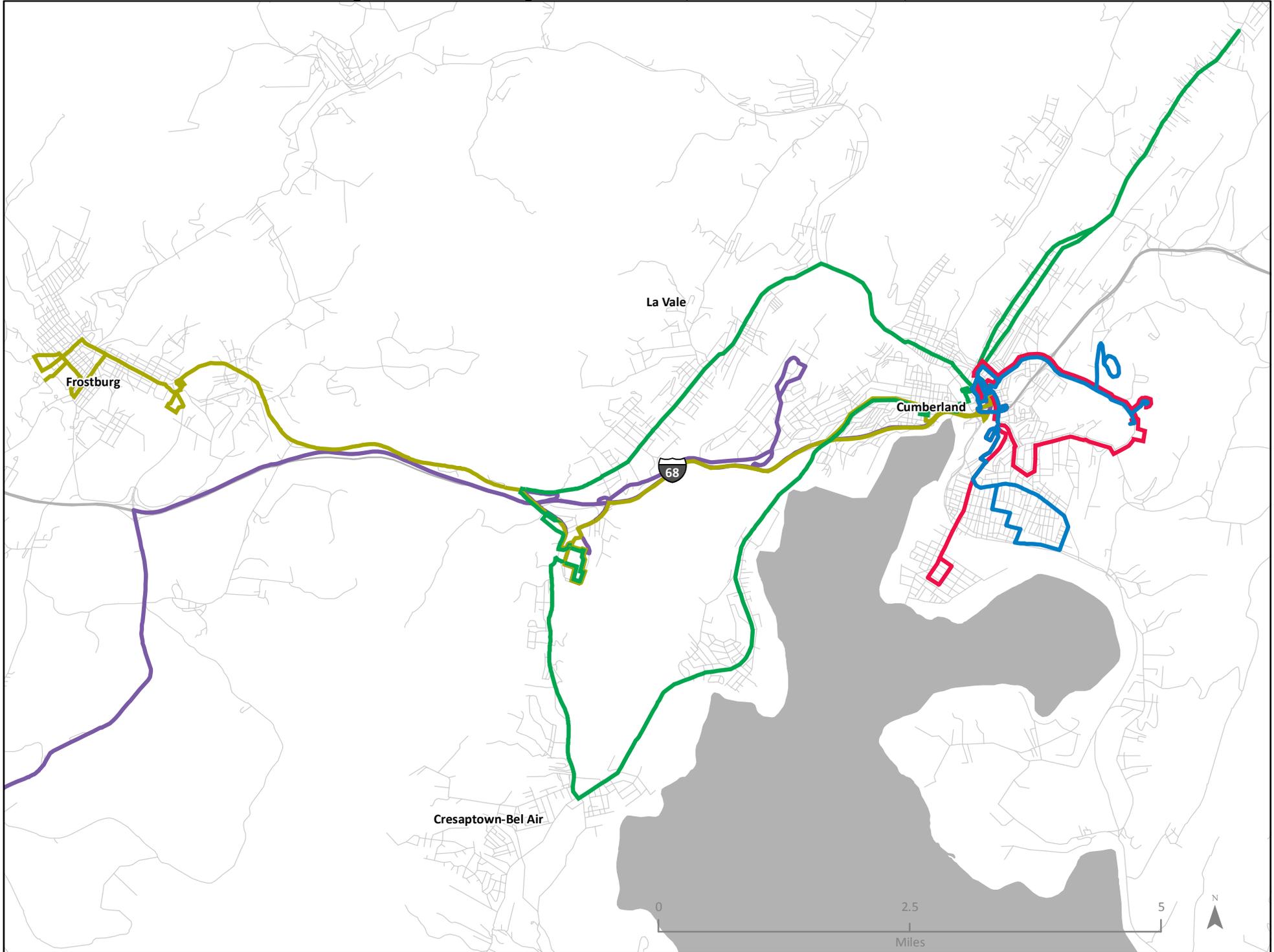
The proposed Blue Line runs hourly, serving Willowbrook Road and the South End. It replaces the current Blue 1, Red Express, and White Lines. The proposed Red Line serves Virginia Avenue, Willowbrook Road, and Williams Street, replacing the current Blue 1, Red Express, and Red 1. The proposed Blue and Red run on alternating schedules, creating service every 30 minutes to Western Maryland Regional Medical Center and Allegany College. It is proposed that current service along Fairview Avenue and Furnace Street (Red 3) be discontinued.

The proposed Green Line runs every 90 minutes, still serving Winchester Road and Country Club Mall. It also incorporates the current Red 2 Line, ending at the Volunteer Fire Station rather than Sunset Memorial Park on Bedford Road. The proposed route adjustments eliminate the current Yellow Line, ending service on Kelly Road to the Allegany Office Complex and along Fayette and Cumberland Streets. However, the proposed Green Line would detour from Greene to Paca Street for one block, ensuring continued service to Queen City Towers.

The proposed Gold Line is similar to the current Gold Line, with a critical change: it extends to Cumberland, creating a direct, one-seat ride to Frostburg every 90 minutes, as well as express service between Cumberland and the Country Club Mall. In Frostburg, the proposed Gold adds a stop at Annapolis Hall while eliminating service north on Main Street to the Frostburg Freeze.

Responding to community requests for restored service to outlying areas of the County, the route adjustments entail twice weekly service to Lonaconing, with an extension to Westernport. This line also takes over service to Seton Drive, currently on Blue 2.

Figure 4-1: ACT Proposed Network (Service Alternative #1)



Advantages

- Uses data from on-off counts to maximize service along high ridership corridors and to/from key origins and destinations.
- Promotes on-time performance by building in time to make up for delays.
- Responds to articulated community need for restored service to Westernport.
- Reduces operating costs by providing service with four buses rather than six.

Disadvantages

- Riders may have difficulty acclimating to the route and schedule changes in the short-term.
- Service to some route segments is eliminated.
- The route and schedule adjustments will require that ACT print and distribute new maps and schedules. ACT will also need to update its website to reflect the changes.

Expenses

- Using ACT's FY 2011 average fixed-route operating cost of \$60.44 per hour, the adjustments would result in a reduction of about \$200,000 annually in operating expenses.¹
- Route map design and printing is estimated at about \$5,000. These costs would be funded through typical operating funding ratios.

Ridership

- The changes will maintain or enhance service in the areas of highest demand, including Willowbrook Road and the Cumberland-Country Club Mall-Frostburg corridor. This along with possible improved on-time performance may increase ridership slightly over time. However, due to the reduction by approximately 3,400 annual service hours, if trips per hour correspond directly to the number of service hours, this may result in about 20,400 fewer trips (assuming the current average of 6 passenger trips per hour).

¹ Costs are based on 245 days of service per year, as opposed to 250 days under current operations. The alternative assumes no service for five weekdays between Christmas and New Year's, with the possibility of introducing limited service during that week in the future (see Service Alternative #4).

Service Alternative #2: Earlier and Later Hours of Service

Currently ACT provides service from roughly 7:30 a.m. to 5:00 p.m. On-board rider and general public survey results indicated that extended hours, particularly in the evenings, is a priority service improvement. In order to address this request (in addition to maintaining ACT's current service span in light of Service Alternative #1), this alternative proposes evening service from 4:30 p.m. to 8:30 p.m. and early morning service from 6:00 a.m. to 8:00 a.m.

Functioning as the new Yellow Line, the service would be composed of one bus operating on three key segments: 1) Virginia Avenue, 2) Willowbrook Road, and 3) Cumberland to Frostburg via Country Club Mall which is displayed in Figure 4-2. Adding two service hours in the morning and four in the evening would result in about 1,400 additional annual service hours for ACT. The morning and evening hours could be implemented independently if necessary.

Advantages

- Provides an extra six hours of service for ACT riders, facilitating employment trips.
- Addresses a need for extended hours articulated via stakeholder interviews and rider and general public surveys.

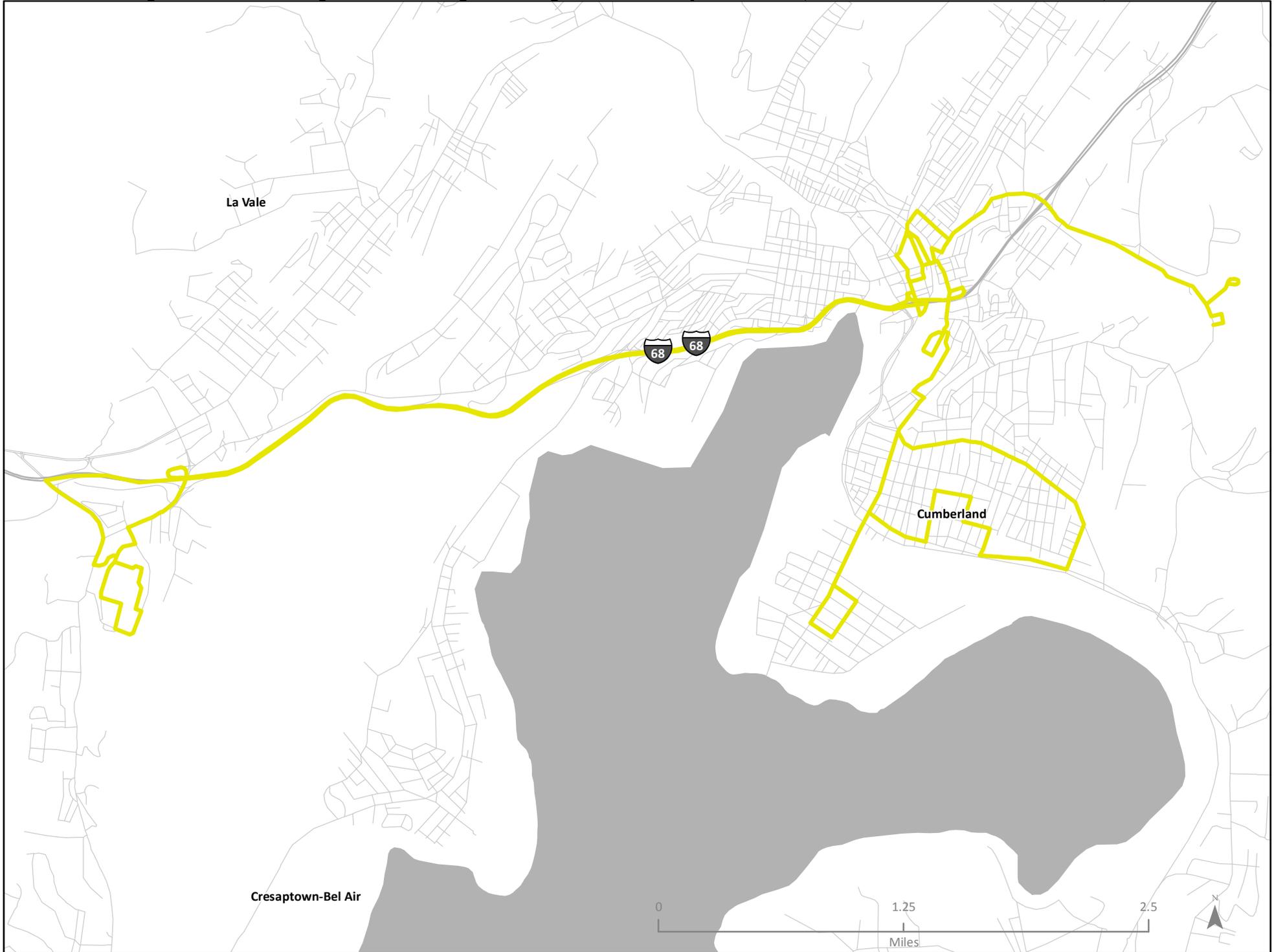
Disadvantages

- Would increase the annual operating expenses as compared to only implementing Service Alternative #1.
- Geographic service coverage would not match the mid-day level.

Expenses

- Using ACT's FY 2011 average fixed-route operating cost of \$60.44 per hour, 470 morning service hours would cost about \$28,000 annually in operating expenses. Approximately 960 evening service hours would cost \$58,000 annually, for a total of \$86,000. No additional capital would be required.
- With an average farebox recovery of 10% (not including the FSU shuttle), the net deficit for this service would be \$77,400. However, provided in conjunction with Service Alternative #1, the additional hours would still represent a reduction in operating expenses compared to FY 2011.

Figure 4-2: ACT Proposed Morning, Evening, and Saturday Network (Service Alternatives #2 and #3)



La Vale

68 68

Cumberland

Cresaptown-Bel Air

0 1.25 2.5
Miles

N

4-7

Ridership

- The current average fixed route ridership is six passenger trips per hour (not including the FSU shuttle). Assuming average ridership, the morning and evening service would generate an estimated 8,400 passenger trips annually.

Service Alternative #3: Saturday Service

ACT does not currently provide weekend service. On-board rider and general public survey results indicated that in addition to extended hours, service on Saturday is one of the most important potential service improvements ACT can implement. Stakeholder input also highlighted the fact that many workers are unable to do necessary shopping throughout the week, and thus would benefit from weekend transportation.

This alternative proposes that ACT offer Saturday service throughout the year. Service would be concentrated on key corridors, following the Yellow Line route proposed for early mornings and evenings in Alternative #2 (Figure 4-2). Adding Saturdays would result in 400 service hours per year.

Advantages

- Offers additional mobility for ACT users, facilitating employment trips and essential shopping.
- Addresses a need for Saturday service articulated in community surveys.

Disadvantages

- Would increase annual operating expenses as compared to only implementing Service Alternative #1 and/or #2.

Expenses

- Using ACT's FY 2011 average fixed-route operating cost of \$60.44 per hour, approximately 400 Saturday service hours would cost about \$24,000 annually in operating expenses. No additional capital would be required.
- With an average farebox recovery of 10%, the net deficit for this service would be about \$21,700. However, provided in conjunction with Service Alternative #1, the additional hours would still represent a reduction in operating expenses compared to FY 2011.

Ridership

- Assuming similar ridership to current weekday service, 400 annual service hours are likely to generate about 2,400 trips.

Service Alternative #4: Minor Holiday Service

ACT does not provide service on the following 11 holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. On minor holidays in particular, lack of service impedes riders using ACT for employment and shopping trips.

This alternative proposes that ACT offer limited service (equivalent to the Yellow Line described above) on the following five holidays: Martin Luther King Day, Veterans Day, the day after Thanksgiving, Christmas Eve, and New Year's Eve. It also proposes reinstating limited service for the week between Christmas and New Year's Day (eliminated in Service Alternative #1). This would be in combination with reducing service (again equivalent to the Yellow Line) on Presidents' Day and Columbus Day. Adding service on the five minor holidays plus Christmas week would result in ten additional days or about 77 additional service hours per year.

Advantages

- Offers mobility for ACT users who follow a non-governmental work schedule.
- Facilitates shopping trips on the day after Thanksgiving and Christmas Eve.
- Reintroduces service during the week between Christmas and New Year's.

Disadvantages

- Would increase annual operating expenses as compared to only implementing Service Alternative #1, #2, and/or #3.

Expenses

- Using ACT's FY 2011 average fixed-route operating cost of \$60.44 per hour, approximately 77 minor holiday service hours would cost about \$4,600 annually in operating expenses. No additional capital would be required.
- With an average farebox recovery of 10%, the net deficit for this service would be about \$4,170.

Ridership

- Assuming similar ridership to current weekday service, 77 annual service hours are likely to generate about 462 trips.

Service Alternative #5: Passenger Information and Amenity Improvements

As detailed in Chapter 3, ACT currently provides bus shelters (four total) and signs (31 total) at selected stops throughout the county. However, these amenities do not fully correspond to the stops recorded as having the greatest daily activity during on-off counts conducted for this TDP. The lack of signage and posted schedules is not an issue for regular riders, but it poses a barrier for new riders who are unfamiliar with the system.

This alternative proposes improving passenger information and amenities by installing signs and simplified schedules at key stops. ACT should begin with stops receiving the most activity, expanding to lesser used stops as resources allow. Key locations include Queen City Roses, the Country Club Mall movie theatre entrance, Allegany College, Centre Street at Baltimore Street, and East 2nd Street at Memorial Avenue, Western Maryland Regional Medical Center, and Western Maryland Recovery.

Another proposed improvement is additional bus shelters and benches beyond those located on the FSU campus. ACT has had difficulties with shelter vandalism in the past, but certain design features can minimize this problem while still providing riders with protection from the elements. Almost a third of on-board survey respondents noted that more bus shelters and benches would be an important ACT service improvement.

Advantages

- Provides riders with specific information regarding transit service stops and routes.
- Improves the visibility of ACT within the community.
- Helps protect passengers during inclement weather.

Disadvantages

- Installation of signs, schedules, shelters, and benches requires capital expenditures.
- Depending on design, shelters may prompt vandalism in certain locations.

Expenses

- Bus stop signs with schedules are generally about \$100 installed. Adding signs to approximately 20 stops within the system would total about \$2,000.
- A stop with a shelter, bench, and sign is typically about \$10,000. Adding these amenities to approximately five stops would total \$50,000.

Ridership

- It is likely that providing more information about ACT for the public and increasing the presence in the community will result in a small increase in ridership.

Service Alternative #6: Coordination with Allegany College of Maryland

Allegany College of Maryland is located off of Willowbrook Road in Cumberland and is currently served by ACT's Blue 1 and Red Express Lines. This alternative proposes that ACT intensify its efforts to coordinate and establish a contractual relationship with Allegany College. Similar to ACT's contract with FSU, an Allegany College shuttle could be free to current students but also open to the public.

Advantages

- Provides additional transit service without the need for county-funded operating expenses.
- Improves awareness of ACT among Allegany College students, faculty, and staff.
- Takes advantage of the opportunity to add riders to the system. College students typically provide a good market for transit.
- Addresses the issue that some Allegany College students currently attempt to ride for free on ACT's routes.
- An Allegany College shuttle could also serve the Cumberland Meadows senior housing adjacent to campus.

Disadvantages

- The only disadvantage is the commitment of staff time to work with Allegany College administrators and clarify the details of the arrangement.

Expenses

- The expenses associated with this alternative would be minimal if Allegany College supports the service financially.

Ridership

- Establishing a contractual relationship with Allegany College would likely result in an increase in ridership, as students would be able to ride for free with their student IDs and become more aware of the service.

Service Alternative #7: Enhanced/Additional Coordination with Human Service Agencies

Feedback from TAC members and other Allegany County stakeholders indicated that ACT should more aggressively pursue partnerships with area human service organizations involved in client transportation. ACT currently accomplishes this in two ways: providing regularly scheduled human service trips and selling ACT passes to human service organizations for client distribution. ACT's partnership with HRDC for trips to the Willow Creek Adult Day Center is an example of the former. The Freedom Card Program coordinated with Archway Station is an example of the latter. Several other organizations also purchase passes from ACT; revenue from these sales totaled \$38,000 in FY 2011.

This alternative proposes that ACT pursue enhanced/additional partnerships through both of the methods described above. Among other actions, ACT can arrange additional trips with HRDC, possibly to the Lonaconing Adult Day Center. ACT can also formalize its sale of passes by replicating the Freedom Card Program. It should reevaluate and possibly increase the monthly fee organizations pay for ACT passes (Archway Station in particular) in order to fully reflect the costs these groups would spend providing the client transportation themselves.

ACT can begin by investigating potential partnerships with the human service agencies documented in Chapter 3. Some human service agency staff noted that their coordination with ACT is currently limited by ACT's service duration and frequency. However, partnerships may become more appealing with the implementation of service alternatives proposed in this TDP.

Advantages

- Provides a reliable source of private funding for ACT.
- Minimizes duplicative transportation services in the county.
- Offers human service clients additional mobility and allows them to remain independent within the community.
- May result in savings for human service organizations that currently provide their own client transportation.

Disadvantages

- ACT may need to implement a more comprehensive invoicing system for pass payments if the efforts increase in scope.

Expenses

- The expenses associated with this alternative would be minimal.

Ridership

- Establishing formal partnerships with human service organizations could lead to greater awareness of ACT's services and result in a small increase in ridership.

OTHER SERVICE MODIFICATIONS

Currently, fares for Alltrans vary by zone, but never exceed \$4.00 one-way (twice the \$2.00 fixed-route fare). The zones are five concentric circles radiating from Cumberland, with a base fare of \$2.00 within Cumberland city limits. Fare increases by \$.50 for each zone crossed to provide the trip, resulting in \$3.00 fares to Frostburg and \$3.50 fares to Lonaconing. Although Alltrans only extends $\frac{3}{4}$ of a mile from fixed routes, ACT has grandfathered those who previously received service under the county-wide Alltrans. Thus riders in Zone 5 places like Westernport and McCoole pay \$4.00 one-way.

This alternative recommends that ACT increase its Alltrans fare to a flat rate of \$3.00 or \$4.00. Alltrans current distance-based fare is equitable in that riders traveling further pay greater fares. A \$3.00 or \$4.00 flat fare could also be a hardship for some riders, especially those who currently pay \$2.00. However, a flat fare structure may be easier to implement and simpler for riders to understand. ACT's fares have remained the same since 2005, despite increases in operating costs largely due to fuel. An

increased flat fare addresses budgetary constraints and more closely aligns ACT's fares to the actual cost of providing a demand response ride.

The relationship between fares and ridership, or demand elasticity, is a critical consideration for fare policy. In general, ridership decreases as fares increase. Previous research calculates demand elasticity as $-.3$ to $-.4$, meaning that a 10% increase in fares results in a 3% to 4% decrease in ridership.^{2,3,4} Fare elasticity varies in different contexts: riders may be less sensitive to a fare increase if their trip is non-discretionary, or if they have limited access to substitute modes. This analysis uses Spielberg and Pratt's (2004) average of $-.38$, as it is specific to demand response services.

Table 4-1 summarizes ridership and revenue projections based on Alltrans trips and fares from May 2011 to May 2012. The analysis considers service as it currently operates and does not account for any service improvements included in this TDP. A \$3.00 flat fare would result in an estimated 13% increase in farebox revenue, or about \$5,000. Ridership would fall by about 1,100 trips annually. A \$4.00 flat fare would result in an estimated 35% increase in farebox revenue, or about \$13,000. Ridership would fall by about 2,500.

Advantages

- Increases farebox revenue by approximately \$5,000 to \$13,000.
- May encourage some Alltrans riders to switch to fixed routes.

Disadvantages

- Creates a financial hardship for some riders with limited mobility options.

Expenses

- Expenses to implement the fare change would be minimal. ACT would need to advertise the change to the public through various forms of media.
- Revenue for Alltrans would increase, as noted under advantages.

²Hanly, M., and Dargay, J. (1999). Bus Fare Elasticities: A Literature Review. Report to the Department of the Environment, Transport and the Regions.

³Pham, L., and Linsalata, J. (1991). Fare Elasticity and its Application to Forecasting Transit Demand. American Public Transit Association

http://www.apta.com/resources/reportsandpublications/Documents/effects_of_fare_changes.pdf.

⁴Spielberg, F., and Pratt, R. (2004). Demand-Responsive/ADA - Traveler Response to Transportation System Changes. Transit Cooperative Research Program (TCRP) Report 95: Chapter 6.

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_95c6.pdf.

Table 4-1: Ridership and Revenue Projections -- May 2011-May 2012

Zone	Current					Proposed						
	Current Fare	Percent of Trips	Trips, 5/11-5/12	Actual Farebox	Theoretical Farebox	Proposed Fare	Fare Percent Change	Assumed Elasticity	Projected Trips	Trips Percent Change	Projected Farebox	Farebox Percent Change
Zone 1	\$ 2.00	41%	6,248	\$ 12,834	\$ 12,496	\$ 4.00	100%	-0.38	4,843	-22%	\$ 19,372	55%
Zone 2	\$ 2.50	27%	4,077	\$ 10,305	\$ 10,193	\$ 4.00	60%	-0.38	3,420	-16%	\$ 13,678	34%
Zone 3	\$ 3.00	30%	4,543	\$ 13,809	\$ 13,629	\$ 4.00	33%	-0.38	4,075	-10%	\$ 16,301	20%
Zone 4	\$ 3.50	2%	325	\$ 1,141	\$ 1,138	\$ 4.00	14%	-0.38	309	-5%	\$ 1,236	9%
Zone 5	\$ 4.00	0.2%	24	\$ 117	\$ 96	\$ 4.00	0%	-0.38	24	0%	\$ 96	0%
Total			15,217		\$ 37,551				12,671		\$ 50,683	35%

Zone	Current					Proposed						
	Current Fare	Percent of Trips	Trips, 5/11-5/12	Actual Farebox	Theoretical Farebox	Proposed Fare	Fare Percent Change	Assumed Elasticity	Projected Trips	Trips Percent Change	Projected Farebox	Farebox Percent Change
Zone 1	\$ 2.00	41%	6,248	\$ 12,834	\$ 12,496	\$ 3.00	50%	-0.38	5,365	-14%	\$ 16,096	29%
Zone 2	\$ 2.50	27%	4,077	\$ 10,305	\$ 10,193	\$ 3.00	20%	-0.38	3,805	-7%	\$ 11,414	12%
Zone 3	\$ 3.00	30%	4,543	\$ 13,809	\$ 13,629	\$ 3.00	0%	-0.38	4,543	0%	\$ 13,629	0%
Zone 4	\$ 3.50	2%	325	\$ 1,141	\$ 1,138	\$ 3.00	-14%	-0.38	345	6%	\$ 1,034	-9%
Zone 5	\$ 4.00	0.2%	24	\$ 117	\$ 96	\$ 3.00	-25%	-0.38	27	11%	\$ 80	-16%
Total			15,217		\$ 37,551				14,084		\$ 42,253	13%

R2 = Ridership after a fare change

R1 = Ridership before a fare change (current ridership)

F2 = Fare after a fare change

F1 = Fare before a fare change (current fare)

e = Arc elasticity of demand (elasticity)

$$R2 = R1 * \frac{(F1 + F2) + e (F2 - F1)}{(F1 + F2) - e (F2 - F1)}$$

Ridership

- Annual trips are estimated to decrease by about 1,100 to 2,500.

ORGANIZATIONAL ALTERNATIVES

Organizational alternatives include proposals for potential changes that affect the way that transit is administered and managed in Allegany County. These opportunities are discussed below.

Organizational Alternative #1: Shift ACT from Public Works to Community Services

As described in Chapter 3, ACT is a unit of the Allegany County Government under the Department of Public Works. This alternative proposes that the oversight function for ACT be shifted from the Department of Public Works to the Department of Community Services. No change would occur regarding management and operational functions, or ACT's physical location. The County Administrator and the Board of County Commissioners would continue to have ultimate oversight over ACT.

Transit systems in Maryland are organized in a variety of ways, with some housed within Public Works Departments and others within Community Services or Planning Departments. However, in the case of ACT, oversight by Community Services stands out as having the potential to better support current and future transit services in the County. Two ACT staff members are also joint employees of the Planning Services Division under Community Services. Shifting ACT to Community Services provides opportunities for increased coordination with staff responsible for completing ACT's federal and state grant requirements. It may also foster information sharing and enhanced transportation-land use planning efforts.

Advantages

- Allows for enhanced coordination between complementary divisions.

Disadvantages

- Additional oversight duties for the Director of Community Services.

Expenses

- This alternative is cost neutral.

Ridership

- Changing the oversight entity will not have a direct effect on ridership.

SUMMARY

The service alternatives outlined in this chapter were considered as a starting point for the draft plan of the TDP. These alternatives were adjusted based on the deliberations with ACT, Allegany County Officials guidance, a Public Hearing, and MTA staff. The suggested service changes and improvements were developed into the recommended transit plan, described in the next chapter. The peer analysis of organizational structures described above provided insight into other types of transit organizations, should ACT choose to adjust its organizational structure along with implementing the service improvements recommended in this TDP.

Chapter 5

Transit Plan

INTRODUCTION

This chapter presents the transit improvements for the ACT TDP, which will guide implementation of improvements to transit operations over the next five years. The plan was developed from the alternatives developed in Chapter 4 and is based on the review of the current transportation services in the County, the needs analysis, and input of the TAC. Some of the recommendations are presented as stand-alone, while others are dependent upon each other. The plan is composed of two major components: a service plan and a capital plan. In addition, the plan addresses marketing and public information components.

The recommendations follow the analysis of the transportation needs of the region (presented in Chapter 2) and the review of the current transit services (Chapter 3 of this report). Service alternatives were developed to address the identified needs and service issues, and these were presented in Chapter 4. These alternatives were reviewed by Allegany County and have been modified as needed and included here as the Transit Plan.

SYSTEM IMPROVEMENT NEEDS

As demonstrated in Chapter 3, ACT generally already provides a high level of coverage geographically. However, there are several potential areas for change in the service design, routes, and schedules that will help improve the service. The changes will promote greater connectivity by using through routes and timed transfers where appropriate, and by re-aligning existing services. In addition, the plan calls for greater use of marketing materials – schedules and system maps that make it easier to connect from one part of the County to another. Initially, the service changes call for decreased funding levels, with the potential for expansion through later hours of service and increased frequency of service in the later years of the plan.

Finally, this plan includes system improvements that are needed to support the development of the transit operations. These improvements include expanded marketing and promotional materials, such as system maps located at key bus stops. Further, in the future ACT should also provide appropriate passenger amenities, such as benches and shelters at all of the transfer locations.

Plan elements were developed in four general categories of service, along with a marketing component:

- Transit in Cumberland – Revised Service
- Connections to Country Club Mall and Frostburg – Revised Service
- Expanded County Transit – Revised Service
- ADA/Demand-Response (Alltrans) – Same Service Coverage
- Marketing Program

Transit Service in Cumberland – Core Service

This service focuses on the most densely populated areas in the County – the City of Cumberland. Specifically, it addresses the markets in downtown, the Willowbrook Road Corridor (Western Maryland Regional Medical Center and Allegany College), South Cumberland, the Bedford Road corridor, and West Cumberland (along Centre and Greene Streets). The main transfer focal point continues to be situated at Roses. This embodies the core service for the City and the surrounding area. The physical coverage of the existing service predominantly remains in place, with significant route realignments to ensure increased ridership through better service dependability, timed transfers, and more direct service.

Connections to Country Club Mall and Frostburg

The importance of the intercounty connections cannot be understated. Country Club Mall is a primary destination for both workers and shoppers. Additionally, Frostburg is the “hub” of the western portion of the County and is home to FSU. Service to this origin/destination base is a necessity for workers, students, and the general public alike. Connections to Country Club Mall will be provided directly from Cumberland, as well as through LaVale and Cresaptown from the east. Also, service from Frostburg will continue to be provided to Country Club Mall. Additionally, express runs will be provided first thing in the morning and one in the late afternoon between Cumberland and Frostburg, addressing the need to directly connect the two anchors of Allegany County.

Expanded County Transit

Serving outlying destinations beyond Cumberland and Frostburg is important, especially to individuals who have limited mobility options. The Lonaconing Run provides the only public transit link to southwest Allegany County, and connects residents to opportunities at Country Club Mall and Cumberland. However, this route only operates one round trip once a week (Tuesdays). The Proposed Service Plan section, which follows, details the recommended plans to expand this service to Westernport. The new route will operate two round trips twice a week.

ADA/Demand-Response (Alltrans)

As noted in Chapter 4, an issue to consider is raising the fare for the Alltrans service. The ADA requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people who cannot use the fixed-route bus service because of a disability. ACT’s approach to fulfill ADA requirements is to directly provide demand response services, where patrons call ahead (by the close of business the day before the desired trip) to schedule trips, and an accessible van or small bus transports them between a specific origin and destination. Such door-to-door service often provides higher quality transportation, but at higher costs because more vehicles and operators are needed, among other resources, to operate this type of service. The fare for ADA complementary paratransit service cannot be more than twice the fixed-route fare, which is \$2.00 per trip. Since this existing zone fare has not increased since 2005, this plan recommends a moderate fare increase.

Marketing Program

Marketing and public information are important in increasing transit usage in Allegany County. A clear and informative brochure is a critical marketing tool for the transit system. It helps to make transit services real and concrete for users. ACT currently produces a detailed systemwide brochure that provides information on fixed-route schedules, fares, and ADA service. Consequently, additional resources need to be committed to update the current system-wide brochure. The two pieces (system-wide brochure and individual schedules) would allow existing passengers and potential users to easily determine the destinations and origin areas that are served and the specific routes that provide access to those locations.

PROPOSED SERVICE PLAN

The preferred conceptual service plan network was designed and endorsed by ACT, the Allegany County Commissioners, the County Administrator, the County Director of Public Works, and the MTA. The network is arterial in design, with major transfer points at Roses and Country Club Mall. The network was designed to be more passenger-friendly, reducing the need to transfer between buses. The routes offer more direct connections between high density residential areas and major destinations throughout the service area. With the new network design, there is less overlap among the services, which reduces confusion for passengers.

The network is designed to include a set of core routes in Cumberland, connection routes to Country Club Mall and Frostburg, and an expansion route to Westernport. Additional morning and evening routes were designed to provide service for workers and students, as well as for fringe time appointments. The proposed network was designed to meet the budget constraints Allegany County has incurred. The network was designed to use limited resources more efficiently, concentrating service around the most utilized route segments. Critical to this process was addressing on-time performance.

Revised Service Design

The new network offers a more reliable service package due to the streamlined arterial design of the routes. The service focuses on core areas of high demand – Willowbrook Road and County Club Mall. The route network permits the highest connectivity within Cumberland and to/from Country Club Mall and Frostburg. Expanded service to Westernport via Lonaconing was added, and increased to two round trips twice a week. Lastly, early morning and later evening service was designed to support businesses and workers. Service hours for the new network are presented in Table 5-1.

Table 5-1: Proposed Service Hours

Routes	Service Hours
Blue Line	Monday – Friday: 8:00 am – 4:30 pm
Red Line	Monday – Friday: 7:30 pm – 4:00 pm
Green Line	Monday – Friday: 7:30 pm – 4:00 pm
Gold Line	Monday – Friday: 8:00 am – 4:30 pm
Purple Line	Tuesday & Friday: 8:00 am – 10:30 am 1:30 pm – 4:00 pm
Morning Service	Monday – Friday: 5:50 am – 8:30 am
Evening Service	Monday – Friday: 3:50 pm – 8:00 pm

Proposed Network

The proposed network is designed using four core routes, a morning and evening route that both integrated components of the core routes (though unique from one another), and one expanded route to Southwest Allegany County with limited service times.

Figures 5-1 through 5-4 depict the proposed network. Table 5-2 provides a summary of implementation details for this proposed network, and the service characteristics of the individual routes.

STRATEGY AND PHASING

The proposed plan takes into account both the need to improve services, while maintaining expenses at the newly reduced County approved funding levels. Additional service options are included within the proposed Service Plan should funding opportunities become available. The phasing of improvements therefore reflects initial service modifications that could be implemented based on ACT's new budget, and service expansions that could be implemented gradually over the next five years.

The phasing is designed to indicate approximate timing and priority; however, implementation of any component is often a function of funding availability, therefore the plan is broken down into financially constrained and vision categories. The TDP recognizes current financial constraints while allowing Allegany County to adapt to changing circumstances, and consider accelerated implementation during its yearly reviews. Focusing first and foremost on the financially constrained category, Allegany County can better achieve its transportation program goals. Both an annual budget process and MTA grant application process allow for public input and revisions to the anticipated project phasing based on need and funding. Acceptance of this TDP does not obligate Allegany County or the State to fund any particular element at any time.

Figure 5-1: ACT Proposed Network

5-6

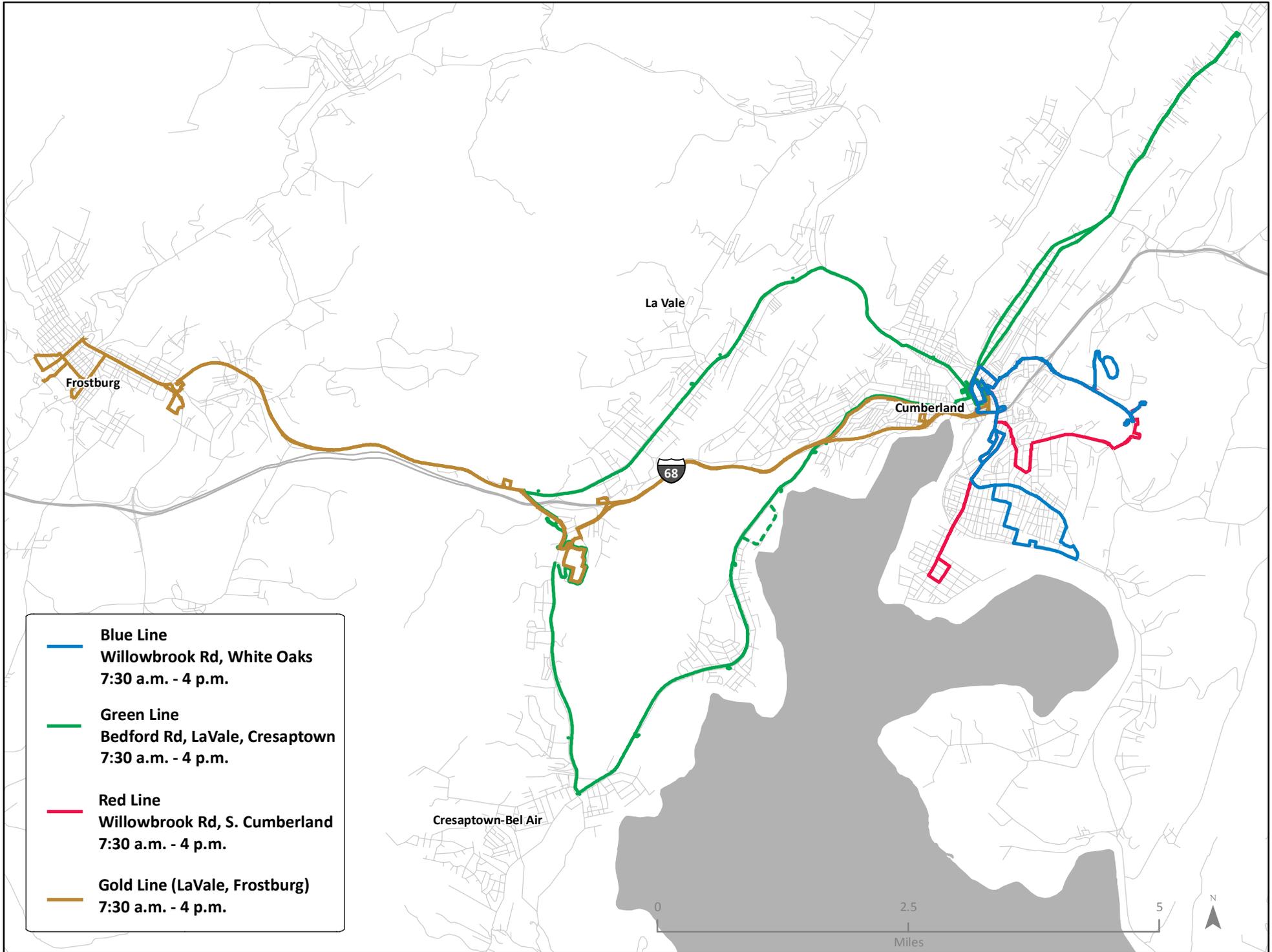


Figure 5-2: ACT Proposed Network, Purple Line

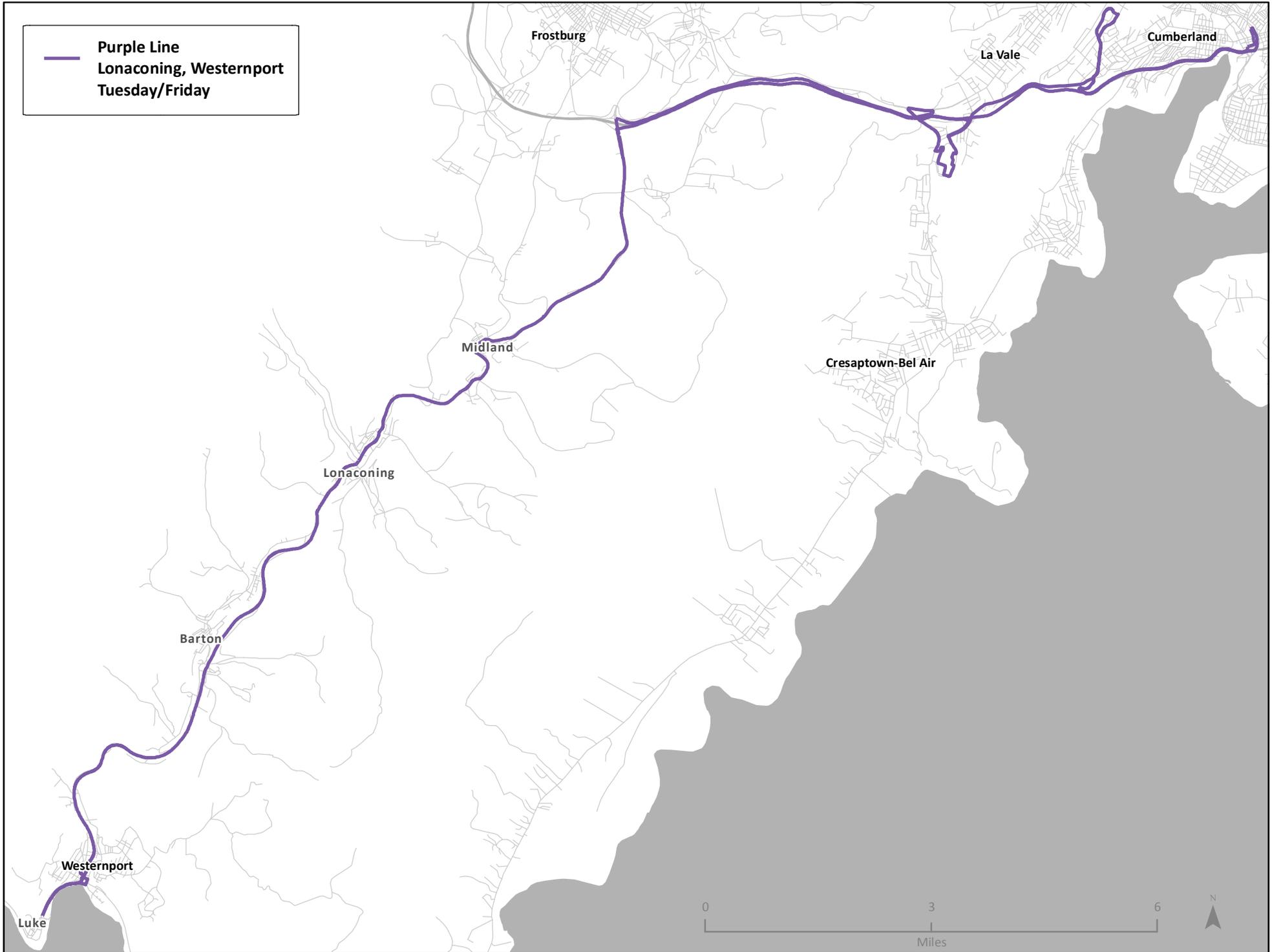


Figure 5-3: ACT Proposed Network, Morning Service

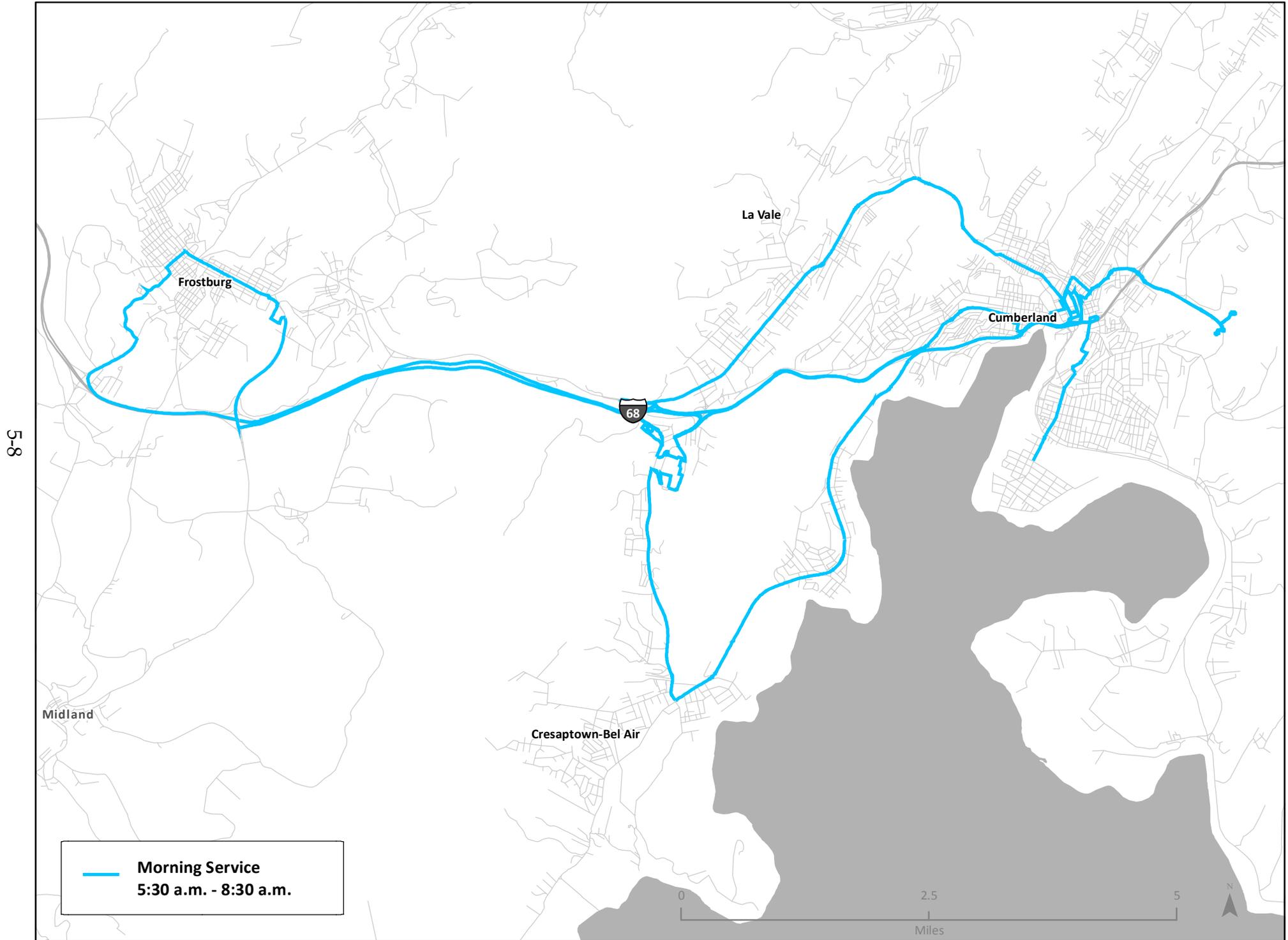
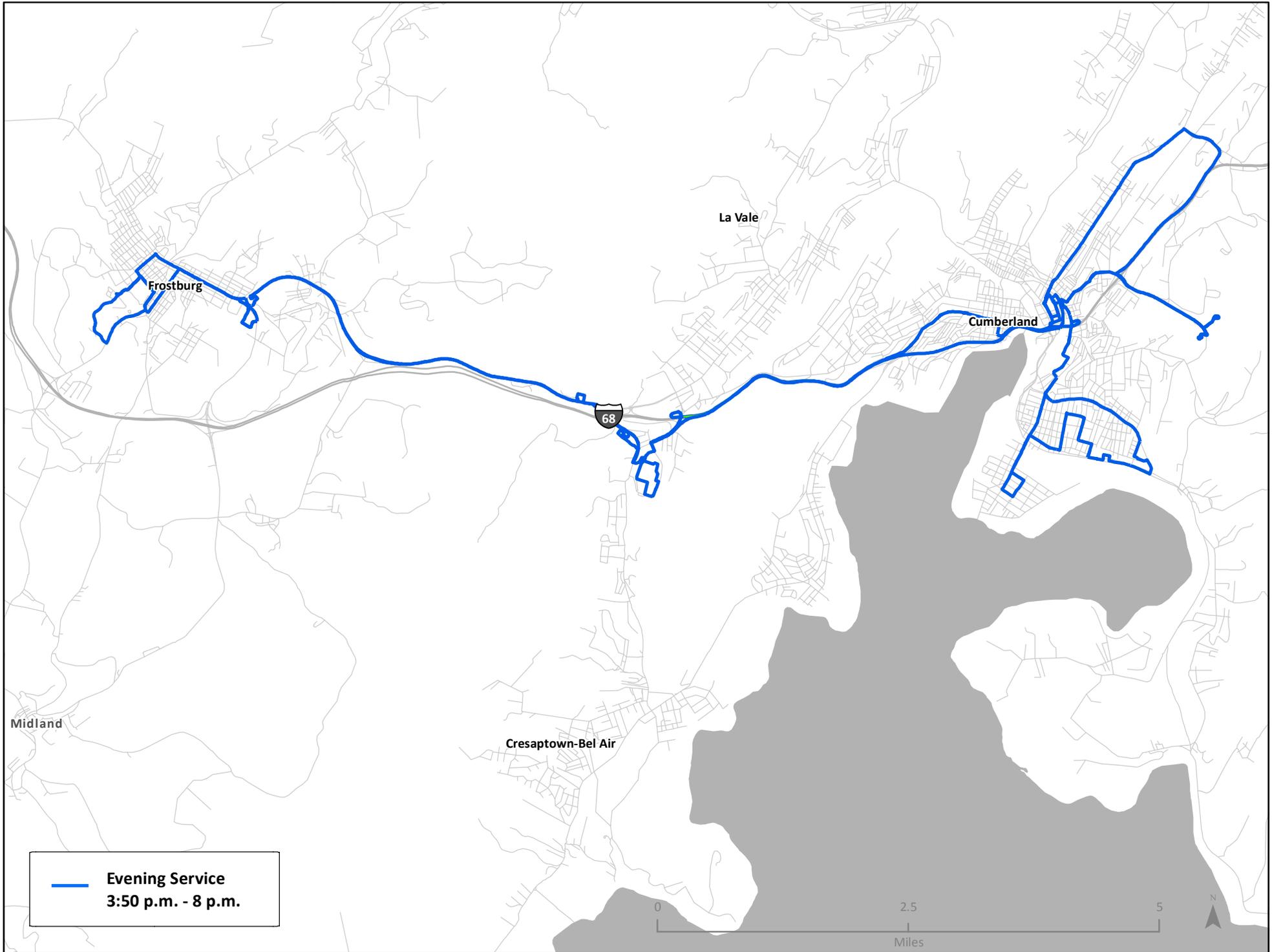


Figure 5-4: ACT Proposed Network, Evening Service

5-9



5-2: Network Service Characteristics

Route	Service Area	Headways*
Blue Line	Two Loops: Loop 1 - Downtown Cumberland to White Oaks Loop 2 - Downtown Cumberland to Willowbrook Road	60 minutes
Red Line	Two Loops: Loop 1 - Downtown Cumberland to Willowbrook Rd. Loop 2 - Downtown Cumberland to South Cumberland	60 minutes
Green Line	Two Loops: Loop 1 - Downtown Cumberland to Bedford Rd. Loop 2 - Downtown Cumberland to LaVale and Country Club Mall to Cresaptown and Cumberland	90 minutes
Gold Line	Four Segments: Segment 1 - Downtown Cumberland to Country Club Mall (via Dingle) Segment 2 - Country Club Mall to Frostburg via US 40 Segment 3 - Frostburg to LaVale via US 40 Segment 4 - Country Club Mall to Downtown Cumberland (express)	90 minutes
Purple Line	Three Segments: Segment 1 - Downtown Cumberland to Seton Dr. to Country Club Mall Segment 2 - Country Club Mall to Lonaconing and Westernport to Country Club Mall Segment 3 - Country Club Mall to Seton Dr. to Downtown Cumberland	Two Runs
Morning Service	Three Loops: Loop 1 - South Cumberland to Downtown Cumberland to Willowbrook Rd. Loop 2 - Downtown Cumberland to Country Club Mall/Walmart (via US 40) to Frostburg to Country Club Mall/Walmart to Cresaptown to Downtown Cumberland Loop 3 - Downtown Cumberland to Country Club Mall/Walmart (via Dingle & I-68) and express to Downtown Cumberland	One Run for Each Loop
Evening Service	Four Loops: Loop 1 - Downtown Cumberland to White Oaks and South Cumberland Loop 2 - Downtown Cumberland to Naves Cross Rd. & Willowbrook Rd. Loop 3 - Downtown Cumberland to Country Club Mall (via Dingle & I-68) Loop 4 - Downtown Cumberland to Country Club Mall to LaVale (via US 40) to Frostburg to LaVale (via US 40) to Country Club Mall to Downtown Cumberland (express)	One to Two Runs for Each Loop

*The amount of time (usually in minutes) that elapses between two vehicles passing the same point traveling in the same direction on a given route.

The costs shown in this chapter are based on current hourly operating costs of \$60.44 per hour (average cost per hour for Allegany County routes captured from the FY 2012 Annual Transportation Plan) and estimates of capital costs. Depending on the timing and the final choices, in any given year the costs could differ due to the effects of inflation and energy prices. For extending service hours, the costs shown are incremental—above the base year funding of the current system. For service restructuring, including the proposed network and associated new routes, the costs are net of the current operating costs of that service. *For each phase, the costs of extending service hours or new programs become part of the base year.* All new services are presented as conceptual services that would need final operational planning of the exact route alignment, stop location, timetable, etc. prior to final implementation. The Service Plan includes the following projects:

- Financially Constrained
 1. Implement New Network Service (FY 2013 and subsequent years)
 2. Increase marketing (FY 2013)
- Vision
 1. Expanded service hours
 2. Reduce headways on morning/evening service
 3. Reduce headways on Gold Line Route
 4. Add Saturday service

FINANCIALLY CONSTRAINED OPERATING PLAN

Operating Plan – Year 1

Implement New Network Service

Modify existing routes for greater connectivity and cost-reduction.

Develop Schedules, System Maps and Riders Guide

Marketing materials, clear and concise system maps, and accurate schedules will also be developed along with the new service. The MTA Locally Operated Transit System’s (LOTS) Program Manual recommends that a system spend at least 1% of their annual budget on a modest marketing program. Therefore, we recommended that ACT budget \$14,700 for the initial year to develop and implement the marketing program.

Estimated Total Additional Operating Cost: \$14,700

Operating Plan – Year 2-5

All Services

Initiate on-going monitoring and planning activities, making minor route adjustments on an annual basis as needed.

Marketing Program

Provide on-going funding support for the promotion of services and printed material. The subsequent years of the plan would require at a minimum 0.5% of the annual budget – \$7,350 annually to continue the marketing program.

Estimated Total Annual Additional Operating Cost: \$7,350

Estimated Operating Costs

Following the plan elements presented above, Table 5-3 details the estimated additional operating costs for each proposed service improvement. The table demonstrates how the incremental annual operating costs were estimated, including the additional hours of service, hourly operating costs, and number of service days per proposed service improvement. The New Network Service incurs no incremental costs since a reduction in service hours was applied when developing the route network. Costs associated with the marketing program are also included in the table.

VISION PROJECTS

The vision projects included in the TDP represents a more ambitious and long-term action for Allegany County. Due to the undetermined timeline, the vision projects reflect FY 2012 budget cost levels per service hour.

Expanded Service Hours

One of the major topics that emerged from the study outreach process was that there is a need for later service into the evening. The focus of this alternative is to extend the hours for the Evening Service Route until 11:00 p.m. The route would continue to operate in the same pattern, adding an additional three hours of service coverage. This would benefit workers, students, and the general public by providing an additional means of travel along the route corridor.

Table 5-3: Operating Cost of Service Improvements/Expansions

Description of Improvement	Proposed Change	Incre- mental Hours	Cost per Hour ¹	Daily Operating Cost	Number of Service Days	Total Annual Cost	Total Incremental Annual Cost
YEAR ONE:							
1) Implement New Network Service	Blue Line	8	\$60.44	\$484	250	\$120,880	
	Red Line	8	\$60.44	\$484	250	\$120,880	
	Green Line	8	\$60.44	\$484	250	\$120,880	
	Gold Line	8	\$60.44	\$484	250	\$120,880	
	Purple Line	6	\$60.44	\$363	100	\$36,264	
	Monring Service	3	\$60.44	\$181	250	\$45,330	
	Evening Service	4	\$60.44	\$242	250	\$60,440	
	<i>Fixed Route Service Total</i>					\$625,554	\$0
2) Marketing Program	Development of Schedules, System Maps and Riders Guide						\$14,700
Total Year One: Additional Operating Cost							\$14,700
YEAR TWO-FIVE:							
1) All Services	On-Going Monitoring and Planning - Minor Route Adjustments						\$0
2) Marketing Program	Annual Upkeep of Schedules, System Maps and Riders Guide						\$7,350
Total Year Two-Five: Additional Operating Cost:							\$7,350

¹Cost per hour is the average cost per hour for Allegany County Transit routes (\$60.44) from their FY 2011 ATP.

- Using the FY 2012 operating cost per hour of \$60.44, one vehicle would be utilized and would operate three additional hours per weekday, roughly from 8:00 p.m. to 11:00 p.m. Assuming 250 days of service, the total annual revenue service hours would be 750. The fully allocated annual operating cost would be \$45,330 annually.

Reduce Headways on Morning/Evening Service

This alternative would supplement the expanded service hours by adding one vehicle to the morning and evening service routes, thereby reducing the headways for each. An additional benefit would be the ability to start the service in the morning a half hour earlier and end in the evening a half hour later, thus extending the service span for each weekday. Both routes would continue to operate in the same pattern, adding an additional three hours of service coverage in the morning and seven hours in the evening. This alternative would also benefit workers, students, and the general public by providing a more user-friendly and reliable transportation option.

- Additional Morning Service Vehicle - Using the FY 2012 operating cost per hour of \$60.44, one vehicle would be utilized and would operate three additional hours per weekday, roughly from 5:00 a.m. to 8:00 a.m. Assuming 250 days of service, the total annual revenue service hours would be 750. The fully allocated annual operating cost would be \$45,330 annually.
- Additional Evening Service Vehicle - Using the FY 2012 operating cost per hour of \$60.44, one vehicle would be utilized and would operate seven additional hours per weekday, roughly from 4:30 p.m. to 11:30 p.m. Assuming 250 days of service, the total annual revenue service hours would be 1,750. The fully allocated annual operating cost would be \$105,770 annually.

Reduce Headways on Gold Line Route

The Gold Line Route is the critical “glue” route which connects the two County hubs (Cumberland and Frostburg) with a one-seat ride every 90 minutes. It also provides additional coverage to Country Club Mall supplementing the Green Line service. This route, however, incorporates varying runs that lead to shifting headways. This alternative recommends a second vehicle to help reduce the headways and provide more enhanced service.

- Using the FY 2012 operating cost per hour of \$60.44, one vehicle would be utilized and would operate eight additional hours per weekday, roughly from 8:30 p.m. to 5:00 p.m. Assuming 250 days of service, the total annual

revenue service hours would be 2,000. The fully allocated annual operating cost would be \$120,880 annually.

Add Saturday service

Currently, ACT does not provide weekend service. Based on the on-board rider and general public survey results, service on Saturday was one of the most important potential service improvements identified. Saturday service would provide workers and the general public a means to shop and enjoy entertainment opportunities in the County. Service would be concentrated on key corridors, likely mirroring the existing evening service route.

- Using the FY 2012 operating cost per hour of \$60.44, one vehicle would be utilized and would operate eight hours on Saturdays. Assuming 50 Saturdays of service, the total annual revenue service hours would be 400. The fully allocated annual operating cost would be \$24,176 annually.

Title VI Requirements

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and responsibility to enhance the social and economic quality of life for people in their communities. As such, public transportation agencies must ensure that changes in services do not have a disproportionately high negative impact on below poverty or minority populations.

Chapter 2 included maps that show the distribution of minority and below poverty populations in Allegany County. In addition, Appendix D outlines each of the recommended service alternatives in light of Title VI requirements. Appendix D also includes maps that depict the distribution of below poverty and minority populations along with proposed ACT route and stop additions and eliminations. Some eliminated stops do occur in areas with above average minority or below poverty populations. However, these changes reflect each stop's daily boardings and alightings, distance to other unaffected stops, and the County's financial constraints. ACT will need to continue its monitoring and evaluation efforts once these service changes are implemented to ensure that below poverty and minority populations do not experience adverse and disproportionate impacts.

CAPITAL PLAN FOR SERVICE IMPROVEMENTS

This section presents the plan to provide the capital infrastructure needed to implement the operating plan presented above, and to maintain the current level of services. The capital plan includes a vehicle replacement plan to improve the quality of service of the existing transit system. No additional vehicles are required to implement the financially constrained and vision plans. It also includes capital for passenger amenities, including bus shelters. A combined budget projection is presented in the next section, showing the estimated future operating cost combined with the capital costs.

Vehicles

The capital plan for the vehicles was developed by applying FTA/MTA vehicle replacement standards to the current vehicle fleet inventory for ACT as presented in Chapter 3. These vehicle replacement standards are as follows:

Buses

- Heavy Duty Bus (over 35'): at least 12 years of service or an accumulation of at least 500,000 miles.
- Heavy Duty Bus (under 35'): at least ten years of service or an accumulation of at least 350,000 miles.
- Medium Duty Bus (under 30', 15,000 lbs. < 23,000 lbs.): at least eight years of service or an accumulation of at least 250,000 miles.
- Light Duty Small Bus (15,000 lbs or less): at least six years of service or an accumulation of at least 200,000 miles.

Raised Roof Vans, Standard Vans, Mini-Vans, and Automobiles

- At least four years of service and an accumulation of 150,000 miles; or
- At least five years of service and an accumulation of 100,000 miles; or
- At least six years of service regardless of mileage.

Applying these standards to the existing fleet provided a baseline estimate of capital needs for the next five years just to maintain the existing level of service. The standards indicate that different types of vehicles have different expected lifespans. The builders of these vehicles are required to designate the projected life-cycle when the vehicles are submitted for testing by the FTA, and the vehicles are designed to meet these standards. Vehicles are not typically designed to greatly exceed the expected life; consequently maintenance costs for over-age vehicles can significantly increase operating costs. In addition, the reliability of vehicles generally declines as they age,

particularly after their design life is exceeded. This decrease in vehicle reliability also affects operating costs and impacts the quality of service for passengers.

Aside from the capital needs for existing services, the additional vehicles needed for each of the service expansion elements were also determined based on the number of additional service hours required, whether the existing fleet had vehicles that were not in use during those periods, or if the service required a different type of vehicle. This analysis determined that the proposed service expansion could be operated with the existing fleet.

Capital assistance is available for financing capital equipment needed for an efficient, effective, and coordinated transportation system. Costs associated with preventive maintenance (consistent with eligible FTA guidelines) are an additional capital expense, eligible for reimbursement as a capital expense. Broadly speaking, preventive maintenance expenses include the costs of maintaining vehicles and facilities, and these expenses occur every year. ACT receives grant funds for preventive maintenance through their annual application to the MTA since FTA will pay 80% of capital costs under these programs.

Passenger Facilities

Another component of the capital plan includes passenger shelters. Each transfer location requires at least one shelter. The cost associated with each shelter includes the costs of site preparation, shelter purchase, and installation. Bus shelters not only provide protection from the sun and weather for users, but also make the transit system visible and give it permanence in the community. Shelters are also excellent locations to provide transit information such as schedules (for service at that stop), routing, and contacts for additional information. Shelters must meet ADA requirements regarding layout, ramps, and clearances, etc.

The capital needs, primarily vehicles and bus shelters, to implement the proposed services are included in the year-by-year capital plan presented below. All amounts shown represent current dollars. Projects and costs are shown in the anticipated year of application; see Table 3-5 for references to existing vehicles (by agency fleet number) that will be replaced as part of the capital plan. The dollar amount required to purchase the vehicles in each year of the plan was based on the ACT grant application to the MTA.

Capital Plan – Year 1:

- Replacement Vehicles
 - Six Small Cutaway Vehicles (Replace 294, 295, 296, 297, 298, and 301): \$300,000
- ITS Automated Passenger Counters: \$125,000
- ITS Automated Vehicle Locators: \$125,000
- Three Shelters: \$30,000
- Preventive Maintenance: \$300,000

Estimated Total Capital Cost: \$880,000

Capital Plan – Year 2:

- Replacement Vehicles
 - Two Small Cutaway Vehicles and One Medium-Duty Transit Bus (Replace 299, 629, and 630): \$270,000
- ITS Vehicle Surveillance Cameras: \$200,000
- Two Shelters: \$20,000
- Preventive Maintenance: \$300,000

Estimated Total Capital Cost: \$790,000

Capital Plan – Year 3:

- Replacement Vehicles:
 - Two Small Cutaway Vehicles (Replace 302 and 631): \$110,000
- Preventive Maintenance: \$300,000

Estimated Total Capital Cost: \$410,000

Capital Plan – Year 4:

- Replacement Vehicles
 - Four Small Cutaway Vehicles (Replace 633, 306, 632, and 400): \$210,000
- Preventive Maintenance: \$300,000

Estimated Total Capital Cost: \$510,000

Capital Plan – Year 5:

- Replacement Vehicles
 - One Small Cutaway Vehicles and Three Medium-Duty Transit Buses (Replace 304, 305, 306, and 634): \$500,000
- Preventive Maintenance: \$300,000

Estimated Total Capital Cost: \$800,000

Estimated Capital Costs Over TDP Timeframe

Table 5-4 presents a summary of the capital program, by type of project and year.

Table 5-4: Five-Year Capital Plan

Year	Replacement Vehicles	Expansion Vehicles	Other Capital	Preventive Maintenance	Total
1	\$300,000	\$0	\$280,000	\$300,000	\$880,000
2	\$270,000	\$0	\$220,000	\$300,000	\$790,000
3	\$110,000	\$0	\$0	\$300,000	\$410,000
4	\$210,000	\$0	\$0	\$300,000	\$510,000
5	\$500,000	\$0	\$0	\$300,000	\$800,000

Note: Amounts shown in current dollars.

COMBINED BUDGET PROJECTION

Table 5-5 presents the combined cost summary by year, including both the operating and capital programs. The estimated total operating budget for each year assumes all modifications and capital purchases take place in the year planned, and at the level of service planned.

It should be noted that ACT develops an annual grant application to the MTA that includes capital and operating grant requests. This grant application has to be approved by the County Commissioners each year. Maryland's transit program combines available federal and state funds to provide local assistance, and the allocation to the different localities is not strictly formula driven, so estimating the amount available to Allegany County is not easily done. ACT's annual proposals will have to compete in a discretionary program. The financially constrained financial plan holds the service level constant, only adding marketing dollars to the budget. The

vision service plan explores expansion opportunities within this chapter and represents a financially-unconstrained plan for growth to increase transit usage.

Table 5-5: Projected Operating and Capital Plan Summary

	Operating Budget	TDP Planned Expansion	Total Operating Budget	Total Capital	Total
Base	\$1,469,642				
Plan Year 1	\$1,528,000	\$14,700	\$1,542,700	\$880,000	\$2,422,700
Plan Year 2	\$1,604,000	\$7,350	\$1,596,650	\$770,000	\$2,366,650
Plan Year 3	\$1,661,000	\$0	\$1,661,000	\$410,000	\$2,071,000
Plan Year 4	\$1,727,000	\$0	\$1,727,000	\$510,000	\$2,237,000
Plan Year 5	\$1,796,000	\$0	\$1,796,000	\$800,000	\$2,596,000

(Assumes 4% annual inflation).

OTHER RECOMMENDATIONS

Increase Alltrans Fare

As detailed in Chapter 3, fares for Alltrans vary by zone, but never exceed \$4.00 one-way (twice the \$2.00 fixed-route fare). This alternative recommends that ACT increase its Alltrans fare to a flat rate of \$3.00. A flat fare structure is easier to implement and simpler for riders to understand. ACT's fares have remained the same since 2005, despite increases in operating costs largely due to fuel. An increased flat fare addresses budgetary constraints and more closely aligns ACT's fares to the actual cost of providing a demand response ride.

By instituting a \$3.00 flat fare, an estimated 13% increase in farebox revenue would be realized, or about \$5,000. Though it should be noted that ridership would be projected to fall by about 1,100 trips annually.

Evaluate Bus Stop/Shelter Improvements

As noted in Chapter 3 by the TAC, ACT needs to improve transit-related amenities. ACT currently provides bus shelters (four total) and signs (31 total) at selected stops throughout the county. As discovered during the TDP analysis, these

amenities do not fully correspond to the stops recorded as having the greatest daily activity. The lack of signage and posted schedules is a barrier for new riders who are unfamiliar with the system.

This alternative proposes improving passenger information and amenities by installing signs and simplified schedules at key stops. Key locations that should be explored include: Queen City Roses, the Country Club Mall movie theatre entrance, Allegany College, Centre Street at Baltimore Street, and East 2nd Street at Memorial Avenue, Western Maryland Regional Medical Center, and Western Maryland Recovery. As noted in the Capital Plan, three shelters are recommended the first year and two the second year. Typical costs for a shelter is \$10,000. Additionally, adding bus stop signs with schedules at other central locations would also benefit riders. Adding signs to approximately 20 stops within the system would total about \$2,000 (bus stops signs generally cost \$100 installed).

Expanded Fare Options

ACT should explore expanding the fare options passengers have available to them. Under the current fare structure, riders have the opportunity to purchase a one-way trip at \$2.00 with no transfer fees (passengers 5 and under ride free with a fare paying passenger and half fares are available for those with Medicare and qualifying ACT-issued half fare cards). Starting in 2013, the Alltrans fare will change from the current zone structure to a flat rate of \$3.00 per trip. ACT should explore a Pass Program that would allow riders the option of purchasing an all day pass for a set price (i.e. \$4.00 - an incentive for riders typically traveling beyond a standard round trip). Currently, other Maryland locally operated fixed-route systems that offer a day pass (in addition to one-way fares) include:

- St. Mary's County - \$3.00
- City of Annapolis - \$4.00
- Calvert County - \$3.00
- Charles County - \$2.00

One way to support and encourage this effort is to offer online payments for both the all day pass, as well as the one-way trip fares. However, most systems do not offer online payments if they do not have electronic fareboxes and/or smartcards. An example of a system that does offer online ticket booklet sales and ships the booklets to riders is PVRTA in Massachusetts (<http://www.pvta.com/cart.php>).

It is recommended that a formal study evaluating expanded fare options be considered. The study would confirm riders' desire for a day pass as well as an online payment option. In addition, the study would provide estimates of the revenue and ridership impacts of the increased price for the day pass.

Potential Technology

In considering transit technology applications, it is important to understand the existing organizational structure, how functions are executed, and the organizational (personnel and equipment) capacity to implement any potential transit technology. Based on the overall mission of providing efficient transportation service, ACT identified the need to improve schedule adherence, streamline fare collection processes, and achieve improved ridership reporting. Table 5-6 presents transit technology and is accompanied by a description of the technology's function, the need it would address, the kind of infrastructure required - personnel, equipment, or both, and the unit cost. Other costs such as training, maintenance, additional staff, etc. are not included here.

The investment in transit technology is sizeable, and it is important to understand the associated impacts, not accounted for in the unit cost estimate, prior to seriously committing to a potential option. In addition to price estimates, ACT should consider other factors like current staff capacity to implement and monitor the new technology, training, and maintenance, compared with the overall objective of improving service and convenience.

Coordination with Allegany College of Maryland

Allegany College of Maryland is located off of Willowbrook Road in Cumberland and is a high usage destination. This alternative proposes that ACT further explore a contractual relationship with Allegany College. The relationship would be modeled similar to ACT's contract with FSU, where an Allegany College shuttle could be free to current students, but also open to the public.

Additional Coordination with Human Service Agencies

ACT should continue to explore partnerships with area human service organizations involved in client transportation. Through existing ACT partnerships the transit agency provides regularly scheduled human service trips and sells ACT passes to human service organizations for client distribution. There are many benefits to forging additional partnerships. Specifically, partnerships provide ACT with a reliable source of funding, minimize duplicative transportation trips, and offer greater mobility options for the human service agency client.

Table 5-6: Potential Technology

Technology Tool	Function	Need	Infrastructure Required	Estimated Unit Cost
Automatic Vehicle Location (AVL)	Offers most current location of a vehicle and allows for more effective real-time dispatching and routing and supports automated dispatching.	ACT operations experience delays of buses in the past requiring additional buses to be deployed to keep up with the schedule.	GPS equipment on vehicle, and computer software for base station.	\$1,000 - \$20,000
Automatic Passenger Counter (APC)	Counts passengers as they board and alight a vehicle at a stop. Downloads data to computers to support reporting and planning tasks. There are various types of counters in the market.	ACT has identified that drivers have difficulty conducting passenger counts and the agency would like to achieve improved ridership reporting.	Depends on the type of technology; software, maintenance, and staff.	\$7,500
Mobile Data Terminals (MDT)	Serves as information link between control center and driver to relay relevant information, such as dispatch, trip purpose, route, and rider data.	ACT has expressed need in reducing the amount of time spent in compiling and reporting operating ridership statistics.	Data terminal, software and staff to maintain equipment and analyze data.	\$1,000 - \$4,500
Electronic Farebox	Allows for non-cash media to circumvent cost and security issues associated with handling cash. Non-cash media include a type of ticket or card that contains printed or stored information.	ACT has mentioned need to establish revenue control and keep any associated disruptions in operations to a minimum.	Card swiper, printer, wireless or USB connection.	\$12,000 - \$15,000
(Smart) Card	Automatically identifies passengers, processes and stores trip data, and deducts fare from cash value stored on embedded microchip.	ACT has mentioned need to implement additional revenue control, and obtain information about ridership and patterns boarding time at stops.	Depends on the type of equipment, closed loop vs. open loop, maintenance, software, staff.	\$28,000 - \$30,000
Traveler Information System - Variable Message Signs	In-Vehicle or External, provide current arrival/departure information.	Display stop and schedule information so customers are aware of their location.	Two line LED display installed at transit terminal that provides status information on transit arrival, built in mobile radio.	\$4,000 - \$8,000

Organizational Alternative: Shift ACT from Public Works to Community Services

As described in Chapter 3, ACT is a unit of the Allegany County Government under the Department of Public Works. This alternative proposes that the oversight function for ACT be shifted from the Department of Public Works to the Department of Community Services. No change would occur regarding management and operational functions, or ACT's physical location. The County Administrator and the Board of County Commissioners would continue to have ultimate oversight over ACT. Shifting ACT to Community Services provides opportunities for increased coordination with staff responsible for completing ACT's federal and state grant requirements. It may also foster information sharing and enhanced transportation-land use planning efforts.

BENEFITS OF THE TRANSIT PLAN

This TDP presents a new vision for transit in Allegany County that would:

- Improve service through progressive route modifications to make transit attractive and usable;
- Improve connectivity between key hubs within the County; and
- Provide transit infrastructure improvements to support continued growth in transit services.

The phasing of this plan is based on the notion that continuing development, tough economic times, and the high cost of gasoline will drive ridership increases on transit. Additional geographic coverage is another draw of the plan, which aims to make transit an attractive mobility option to more residents and employees. The recommended transit improvements will help transit become a more convenient and natural form of transportation for those living in, working in, and visiting Allegany County.

Appendix A

MTA Performance Standards

Appendix A: MTA Performance Standards

Table A-1 shows the modified MTA performance standards, including those that apply to small urban fixed-route services; as well as those for demand response and rural fixed-route services.

Table A-1: MTA Performance Standards

Lots Small Urban Fixed-Route Service	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$54	\$54-\$60	> \$60
Operating Cost per Mile	< \$3.00	\$3.00-\$4.15	>\$4.15
Operating Cost per Passenger Trip	< \$4.75	\$4.75-\$7.15	> \$7.15
Local Operating Revenue Ratio	> 50%	40% -50%	< 40%
Farebox Recovery Ratio	> 25%	20-25%	< 20%
Passenger Trips per Mile	> 0.75	0.65-0.75	< 0.65
Passenger Trips per Hour	> 12	8 - 12	< 8

Lots Rural Fixed-Route Service	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$36	\$36-\$48	> \$48
Operating Cost per Mile	< \$1.80	\$1.80-\$3.00	>\$3.00
Operating Cost per Passenger Trip	< \$10.75	\$10.75-\$15.50	> \$15.50
Local Operating Revenue Ratio	> 40%	30% -40%	< 30%
Farebox Recovery Ratio	>15%	7-15%	< 7%
Passenger Trips per Mile	> 0.25	0.15-0.25	< 0.15
Passenger Trips per Hour	> 4	2.5 - 4	< 2.5

Route Performance

Tables A-2 and A-3 outlines ACT's service performance in FY 2011 by route, according to the agency's MTA Form 2a. Numbers are highlighted in green, blue, or red to indicate their performance as "successful," "acceptable" or "needs review," respectively, based on MTA's LOTS performance indicators for small urban fixed-route service and rural fixed-route service accordingly.

Table A-2: Small Urban Service Performance of ACT Routes in FY 2011

Route	Operating Cost/Hour	Operating Cost/Mile	Operating Cost/ Passenger Trip	Local Operating Revenue Ratio	Farebox Recovery Ratio	Passenger Trips/Mile	Passenger Trips/Hour
Red Line	59.57	4.79	11.03	36.6%	9.5%	0.43	5.40
Green Line	58.71	4.32	7.93	39.3%	12.8%	0.55	7.41
Blue Line	59.25	4.35	10.13	36.7%	9.6%	0.43	5.85
FSU Shuttle	66.96	3.76	1.88	98.5%	83.8%	2.00	35.66
Gold Line	58.17	4.13	9.67	45.6%	9.8%	0.43	6.01
White/Yellow Line	59.48	5.74	10.23	37.4%	10.5%	0.56	5.81
Purple Line	95.35	5.74	17.53	56.4%	6.5%	0.33	5.44
Total Public	60.44	4.46	5.78	48.8%	22.4%	0.77	10.45
without FSU			11.09	42%	10%	0.45	5.99
Red = 'Needs Review', Blue = 'Acceptable', Green = 'Successful' based on MTA Standards for LOTS Performance Indicators of Small Urban Fixed-Route Service.							
Source: ACT's FY 2011 Form 2a							

Table A-2: Rural Service Performance of ACT Routes in FY 2011

Route	Operating Cost/Hour	Operating Cost/Mile	Operating Cost/ Passenger Trip	Local Operating Revenue Ratio	Farebox Recovery Ratio	Passenger Trips/Mile	Passenger Trips/Hour
Red Line	59.57	4.79	11.03	36.6%	9.5%	0.43	5.40
Green Line	58.71	4.32	7.93	39.3%	12.8%	0.55	7.41
Blue Line	59.25	4.35	10.13	36.7%	9.6%	0.43	5.85
FSU Shuttle	66.96	3.76	1.88	98.5%	83.8%	2.00	35.66
Gold Line	58.17	4.13	9.67	45.6%	9.8%	0.43	6.01
White/Yellow Line	59.48	5.74	10.23	37.4%	10.5%	0.56	5.81
Purple Line	95.35	5.74	17.53	56.4%	6.5%	0.33	5.44
Total Public	60.44	4.46	5.78	48.8%	22.4%	0.77	10.45
without FSU			11.09	42%	10%	0.45	5.99
Red = 'Needs Review', Blue = 'Acceptable', Green = 'Successful' based on MTA Standards for LOTS Performance Indicators of Demand Response/Rural Fixed Route Service.							
Source: ACT's FY 2011 Form 2a							

As seen in the tables, ACT's routes are in need of review in multiple categories when classified as small urban, though not when the rural fixed-route service standards are applied. In terms of operating cost per hour only the Purple Line (\$95.35) and the FSU Shuttle (\$66.96) need review under the small urban classification. Operating cost per mile, however, only two routes (FSU Shuttle and Gold line) fall within the acceptable range for small urban fixed-route. For the indicators of operating cost per passenger trip, farebox recovery ratio, passenger trips per mile, and passenger trips per hour, all routes except the FSU Shuttle are in need of review under the small urban criteria.

Overall, the system operates at a successful or acceptable level. Operating cost per passenger trip (\$5.78), local operating revenue ratio (48.8%), farebox recovery ratio (22.4%), and passenger trips per hour (10.45) are all classified as successful. Passenger trips per mile (0.77) falls within the acceptable range. The only two standards that fall under the needs review classification are operating cost per hour (\$60.44 - just over the \$60 threshold) and operating cost per mile (\$4.46).

Appendix B

On-Board Rider Survey and Responses to Survey

Appendix B -- ACT On-Board Rider Survey

*Percentages based on those responding to each question (varies from 185 to 55 respondents)

Q1: What route are you currently riding?

Blue Line 1 (Cumberland)	18%	Yellow Line	6%
Blue Line 2 (Braddock Rd/LaVale)	5%	Gold Line	14%
Red Line 1 (S. Cumberland)	10%	Lonaconing	1%
Red Line 2 (Bedford Rd/State Line)	7%	FSU Shuttle Day	16%
Red Line 3 (N. Cumberland)	5%	FSU Shuttle Evening	9%
Red Line Express	6%	Green Line	8%
White Line	16%		

Q2: What was the location where you boarded the bus?

#1	Roses (41)
#2	Annapolis Hall (14)
#3	Edgewood Commons (12)

Q3: Did you or will you have to transfer buses in order to complete this trip?

Yes, 1 transfer :	24%
Yes, 2 or more transfers:	5%
No:	71%

Q4: What bus route(s) will you transfer to or did you transfer from?

Blue Line 1 (Cumberland)	20%	Yellow Line	5%
Blue Line 2 (Braddock Rd/LaVale)	11%	Gold Line	27%
Red Line 1 (S. Cumberland)	9%	Lonaconing	2%
Red Line 2 (Bedford Rd/State Line)	9%	FSU Shuttle Day	0%
Red Line 3 (N. Cumberland)	7%	FSU Shuttle Evening	0%
Red Line Express	4%	Green Line	0%
White Line	15%		

Q5: What is your final destination?

#1	Country Club Mall (20)
#2	Edgewood Commons (17)
#3	Roses (15)

Q6: Approximately how long will it take you to make this bus trip?

30 minutes or less	71%	46-60 minutes	10%
31-45 minutes	15%	More than 60 minutes	4%

Q7: What is the purpose of your bus trip today?

Work:	26%	Dine:	5%
Shopping:	30%	Gov't Service Agency:	2%
School:	22%	Other:	9%
Social/Recreation:	11%	#1 Other:	Archway Station
Medical:	18%		

On-Board Rider Survey (continued)

Q8: How many one-way trips do you generally take on the bus per week?

Once a week:	<u>9%</u>	More than 10 times a week:	<u>9%</u>
2-5 times a week:	<u>54%</u>	Less than once a week:	<u>8%</u>
6-10 times a week:	<u>20%</u>		

Q9: Are there places in the County where you would like to go on a regular basis, but cannot because no public transportation is available?

Yes:	<u>24%</u>	No:	<u>76%</u>
If Yes, #1: <u>Country Club Mall on the weekends, or later on Saturday</u>			

Q10: If the bus system was not available, would you still have taken this trip?

Yes:	<u>53%</u>	No:	<u>47%</u>
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Q11a: If you still would have taken this trip, how would you have traveled?

Taken my car:	<u>7%</u>	Called a social service agency:	<u>3%</u>
Taken a taxi:	<u>34%</u>	Ridden with a friend:	<u>22%</u>
Walked:	<u>37%</u>	Had a family member drive me:	<u>16%</u>

Q11b: What is the approximated cost of traveling by this other method (taxi fare, gas, parking)?

#1	<u>Zero</u>
#2	<u>\$5.00</u>
#3	<u>\$10.00</u>

Q12: If the bus system was not available, would it affect your ability to live independently?

Yes:	<u>76%</u>	No:	<u>24%</u>
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Q13: If ACT were to make service improvements, please indicate with would be most important to you (top 3):

Cleaner buses	<u>1%</u>
Safer buses	<u>2%</u>
Lower fares	<u>6%</u>
Earlier morning hours	<u>15%</u>
Saturday service	<u>76%</u>
Sunday service	<u>39%</u>
Later evening hours	<u>61%</u>
More informative website	<u>2%</u>
Improved on-time performance	<u>7%</u>
More bus shelters and benches	<u>31%</u>

Q14: Please rate your overall satisfaction with ACT:

Very Satisfied	<u>45%</u>
Satisfied	<u>46%</u>
Neither Satisfied or Unsatisfied	<u>6%</u>
Unsatisfied	<u>2%</u>
Very Unsatisfied	<u>2%</u>

Q15: Do you have a car?

Yes:	<u>15%</u>	No:	<u>85%</u>
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On-Board Rider Survey (continued)

Q16: If yes, was a car available today for this trip?

Yes: 50% No: 50%

Q17: Do you have a driver's license?

Yes: 48% No: 52%

Q18: Please indicate your age group:

Under 12:	<u>0%</u>	25-44:	<u>27%</u>
12-17:	<u>2%</u>	45-59:	<u>17%</u>
18-24:	<u>36%</u>	60 & older:	<u>17%</u>

Q19: Which of the following best describes your current employment status?

Full-time:	<u>22%</u>	Student:	<u>28%</u>
Part-time:	<u>19%</u>	Unemployed:	<u>22%</u>
Retired:	<u>17%</u>	Homemaker:	<u>4%</u>

Q20: If you use the bus to get to work, would you be able to continue working without it?

Yes: 15% No: 29% N/A: 56%

Q21: How did you find out about ACT's services?

Not sure, have ridden for a long time:	<u>42%</u>
Asked someone who rides the bus:	<u>28%</u>
ACT Website:	<u>6%</u>
Senior Center Staff:	<u>1%</u>
Other Agency Staff:	<u>14%</u>
Brochure:	<u>7%</u>
Telephoned ACT:	<u>7%</u>

Q22: Family income:

Under \$9,999:	<u>42%</u>	\$40,000-49,999:	<u>3%</u>
\$10,000-19,999:	<u>23%</u>	\$50,000-59,999:	<u>2%</u>
\$20,000-29,999:	<u>16%</u>	\$60,000-69,999:	<u>5%</u>
\$30,000-39,999:	<u>5%</u>	Over \$70,000:	<u>5%</u>

Q23: What do you like best about the service?

#1:	<u>The drivers (73)</u>
#2:	<u>The availability of the service itself (41)</u>
#3:	<u>On-time/reliable (20)</u>

Q24: What do you like least about the service?

#1:	<u>No Saturday/Sunday service (58)</u>
#2:	<u>Limited hours (evenings) (27)</u>
#3:	<u>Not on time (8)</u>

Appendix B - Qualitative Responses to On-Board Survey

Q23: What do you like best about the service?

DRIVERS (73)

drivers (6)
driver dave
driver is always on time and doesn't miss stops
driver is nice
driver Ray
drivers are congenial
drivers are courteous
drivers are courteous
drivers are friendly
drivers are friendly and courteous
drivers are friendly
drivers are nice
drivers are very nice (4)
drivers are very nice
driver's attitude
drivers seem helpful
drivers, convenient
drivers, great people
drivers, on time
nice drivers (4)
friendly courteous drivers
friendly driver (8)
friendly drivers, convenient
friendly drivers, pick you up any where on the route
friendly drivers/staff
friendly helpful drivers
Randy
Randy, Tim, Dave
Ray
Ray helps me often
Ray the morning driver
good drivers (2)
great driver, very nice
nice drivers
drivers are friendly
tim
tim driver on time
Tim, he is a very good guy, friendly
excellent drivers
evening bus driver
courtesy of drivers
Dave, he's awesome
bus driver
certain drivers

most drivers are nice
friendly service
friendly, helpful staff
personal attention from drivers
the regular evening FSU driver
happy bus drivers greet you
helpful drivers
the drivers tim and randy
nice people
kind and courteous personel

THE SERVICE ITSELF, Availability of transit (41)

availability (3)
available when I need it
able to get to work to support my family
helps me be independent
takes me where I need to go
I can get out
gets me to doctors 3x a week
gets me to work
gets me where I need to go
gets you where you need to be
getting to town easy
gives me transportation
gives people who don't have a way to get out
go to Archway
goes and comes back from clinic
goes to the mall
goes where I need to go
takes you where you need to go (2)
being able to get places
can get to and from places
can go to Frostburg m-f
can take me to work
buses are available for customers' needs
helps me to go to Lion's Manor Nursing home to visit my husband
I can get to my appointments
I can get to place I want
I get there and back (2)
it allows me to travel I wouldn't have otherwise
I'm able to do my shopping and appts
it has my destinations on the route
just being able to go places that I need to like drs appts
it picks me up
it stops by my house
it takes me everywhere on campus
it takes me to class
it takes where I'm going
it's available with many routes

COST (9)

convenience, cost
cheap
cheap fare
cheap
cost
it's cheap
low cost
low rates
it's free for college students

ON TIME/RELIABLE/DEPENDABLE (20)

always on time
always on time
on time (5)
on time 90% of time
usually on time (3)
reliable
punctual
they are on time
reliability
reliable
dependable
punctual
it is always on schedule
comes every 20 min

OTHER

beats walking
clean buses (2)
easy access, smooth rides
everything (2)
great pickup stops
fast service
free for students
FSU shuttle
don't have to walk
I'm pretty satisfied
n/a (2)
it's quiet
on red line I like everything
the ease
they help out
very good and pleasant
very helpful
runs on the hour
the different times that the bus can pick you up
my bus

CONVENIENCE (7)

convenience (5)

convenience, cost

convenient

Appendix B: Responses to On-board Survey (continued)

Q24: What do you like least about the service?

NO WEEKEND SERVICE (58)

no weekend service (8)

no Sunday service (4)

no Saturday service (28)

it doesn't run on Sat. or holidays

no bus Sat xmas eve to mall

and sat/sun. missed shopping on black fri and probably christmas eve

no service Sat/Sun. We ride to work but cannot get around the region on days off to shop, etc
weekend service

no/poor weekend service

no Sat, Sun, xmas shopping days

no Saturday service, 4 day holidays and evening bus runs.

HOURS OF SERVICE (27)

need more hours in frostburg, 10am-1am

need later hours

need later evening times for late appts

no 12-1 service

Stops at 4pm. People who have cars tell me if it ran past 7pm they'd take the bus

no evening

hours (2)

hours and days

hours are not that long

hours it runs. Wish it ran longer

hours need to run later

limited hours

limited hours on weekends

no noon service

stops at 5pm

does not run late Saturday

doesn't run late on Sat

can't go to shows on Sat-Sun unless I walk

can't use for nightlife

short Saturday service

buses don't run early or late enough for full time employed people

no nights

not enough later times

evening times

How it runs for an hr after 3:30

no service late night.

NOT ON TIME (8)

not on time
sometimes late (2)
tardiness
the shuttle in the afternoons is late
never on time, sometimes wait 30 min in the cold
evening shuttle is often late
evening is late

WAITING IN ELEMENTS (3)

waiting in the cold or heat
standing in the rain, no shelter
have to wait in the cold

CROWDED BUSES (3)

very crowded on weekday mornings
bus overcrowded
buses are often overcrowded

NOTHING (32)

nothing (16)
n/a (16)

TOO INFREQUENT (7)

not often enough
not enough bus runs
not enough stops @ health dept per day
more red line to north end
evening is too spaced out
spotty and limited service
stop times

OTHER

where I live there are not enough buses and I walk home a lot it takes me about 1.5 hrs and I'm disabled
they don't always go to willow creek in the afternoon
time
too many trips to Mall per day and no buses for activities at fairgrounds. Not enough service to state line
some riders behave badly
when tim isn't driving
smell on the Blue and Green line
I have been stranded at Lions View by driver Bob b/c he did not follow his regular route
small buses (2)
stops at Annapolis Hall- classes end and then you have to wait 20 min

cost of fare

all the stops but that's the purpose of the bus

answer would be politically incorrect

christian radio

drivers

Drivers (besides Tim) are 15-20 min late and don't know how to drive. I suggest driving lessons.

limited stops

not enough shelters

evening route

Appendix C

ACT General Public Community Survey and Responses to Survey

Appendix C (continued)

Q9: What other improvements do you think are needed to Allegany County Transit?

Service later in the evenings	<u>70%</u>
Service earlier in the mornings	<u>42%</u>
Saturday service	<u>67%</u>
Sunday service	<u>42%</u>
Cleaner buses	<u>10%</u>
Improved on-time performance	<u>18%</u>
Improved access to transit information	<u>30%</u>
Other	<u>13%</u>

Q10: Please indicate your zip code of residence.

#1	<u>21502 (Cumberland)</u>
#2	<u>21562 (Westernport)</u>
#3	<u>21532 (Frostburg)</u>

Q11: Please indicate how many individuals in your household have a driver's license.

Zero	<u>30%</u>	Three	<u>7%</u>
One	<u>36%</u>	Four or more	<u>4%</u>
Two	<u>24%</u>		

Q12: How many working cars/trucks/SUVs/motorcycles are there in your household?

Zero	<u>46%</u>	Three	<u>7%</u>
One	<u>25%</u>	Four or more	<u>4%</u>
Two	<u>18%</u>		

Q13: Which of the following best describes your current employment status?

Full time	<u>22%</u>	Student	<u>4%</u>
Part time	<u>11%</u>	Unemployed	<u>25%</u>
Retired	<u>37%</u>	Homemaker	<u>13%</u>

Q14: What is your annual household income level?

Under \$9,999:	<u>35%</u>	\$40,000-49,999:	<u>4%</u>
\$10,000-19,999:	<u>26%</u>	\$50,000-59,999:	<u>2%</u>
\$20,000-29,999:	<u>18%</u>	\$60,000-69,999:	<u>1%</u>
\$30,000-39,999:	<u>8%</u>	Over \$70,000:	<u>6%</u>

Q15: How would you classify yourself?

African American	<u>4%</u>
Asian	<u>0%</u>
Caucasian	<u>85%</u>
Hispanic/Latino	<u>1%</u>
Native American	<u>7%</u>
Other	<u>4%</u>

Appendix C: Responses to General Public Community Survey

Q17 Please provide comments regarding the need for public transportation in Allegany County:

although I don't need to use the bus often, it is a lifesaver when I do need it. The schedules and routes are very good- smooth connections and a wide area of service

am 83, so may need transportation soon

at present I prefer driving. If the time comes later, I may need bus service

awesome, but you should run on weekends. Cabs are making bank on Saturdays. Shelter at Roses is needed and other stops

b/c of my work schedule if there was a later bus I would be able to use it even more. A Saturday service would help also

better if we had later routes and on Saturday, possibly sub buses during lunch hours

bus services are great but times are sometimes inconvenient. Also weekends would be great for family use since most children are in school through the week. There should be regular trips to and from different job services and events such as job fairs

buses need to run more often. Now it's at least an hr or so b/w times of pick up. They need to go further, ie Industrial Blvd to Save A lot instead of just 1 line which is not accessible to me

consider nights and weekends. My finance in a wheel chair and we can't go shopping or mall on nights and weekends, very important and I know lots of people in my situation agree.

Cumberland Meadows is a community residence not near stores or with medical centers within walking distance- public transportation should be available to the residents who don't have vehicles or don't wish to drive more than necessary do not use

either the pickup location or my destination would not coincide with available locations

elderly and medical transportation needed for nonmedical assistance clients. Need for more availability to pick up elderly/disabled people at locations off the usual routes

elderly in luke, westernport, barton area need it expand to outlying area

fares are too much and the buses are late sometimes... [story about blue line driver, not dropped off at health dept when she asked to be]

for me I still drive

for medical reasons, going to the drs, and hospital, and shopping. Thank you for your good services and very nice drivers

For people on disability

great

have more awareness and education on public transportation to all that need it

have you ever considered partnering with PA and/or WV for additional funding/services to meet TriState area instead?

help is needed

I am frightened to ride the bus

I am wheelchair bound, at this time the only time I leave my home is by alltrans for dr appts. I have no means of transportation on the weekend or later in the evening for anything else

I do not need bus service at this time

I do not need it but I do know people that do not have a license that could use the resource on a regular basis

I don't use it now. But later I will when I don't drive

I have friends that use ACT and their concerns are there should be more pickup and drop off spots. Also time is sometimes hard to work around

I have macular degeneration and it is better for me to use the bus rather than drive

I haven't used it for a long time, I could use it when I have doctors appts

I hope ACT can continue, I will use when I am not able to drive

I live in Cumberland Meadows (12500 Old Willowbrook Rd). There are more than 30 residents, many would like to use ACT, the bus service does not stop here. I have included a request from residents have expressed interest in occasional use of the service

I live on big savage mountain, about 1 mile from frostburg. I have difficulty getting rides to work. The cab service is gone. Would like to see the bus go up national hwy to Garrett County line. I would take the bus to work and it would be helpful...

I recently moved from PA and am uniformed about public transportaiton here

I ride alltrans when I have tests at hospital I have to ride if wife can't get off

I take Red Line from Sheetz out to Bedford Rd. The driver is very considerate, patient. I'm disabled. I'd like for it to stay on the same route from Sheetz-Bedford Rd back get off right in front of my house on Columbia St. A bench at Sheetz on Fred. St.

I think the senior population depends on it

I used to get the bus when I lived in Cumberland

I used to use public transit all the time in cumberland and frostburg. It was sad moving here and never having a bus option for shopping needs

I was full time at my job until they changed so I had to go part time and change I work at an agency where the majority of clients ride the bus- it's hard for them to get/keep employment b/c of lack of transportation- if the bus ran more frequently maybe they could

I would be very nice for those who can't drive or have no other means of transportation

I would use ACT to work everyday if service was available for daylight shift in my area. I previously used public transit, but had to stop due to limited service and times

I'd like to be able to go places Saturdays. Altrans should be there for all people as long as they are willing to pay cabs too much. There also should be drivers in cabs that help unload.

if we had bus service we would definitely use it

it is good for people that need it. Very helpful

it is needed and good service for those who need/want it, but I personally have no need or want to utilize it

it is very important to those w/out alternatives and that if it is convenient and low cost, it might/could keep those of us who need to cut fuel expenditures it would be better not to have to walk .5 mile to bus stop, it only runs every 1.5 hrs, too long to wait for a bus, bus having to walk too far

it would be great to have bus service for weekends and later in the evening

it would be nice to have the help

it would be nice to see buses at more places and later in the evening. People wish they could go to special events and can't like fri after 5. People w/ SSI shouldn't have to pay every time...

it would help if people had a way to go to malls and other means than walking to bus stops way down in the middle of town. It's very hard on children and elderly

Just to be able to leave your apt once in a while to go shopping without begging for a ride and having to wait for someone to get time to take you anyplace later evening runs, better connection between FSU and Cumberland later hours 6am to 1130pm. AA meetings start at 8pm to 930pm and people live long distances from Cumberland too close home drop offs plus hospital runs. Everybody relies on the bus...

Lonaconing needs transportation more than once a week. I would use the service if there were more than one time a week

maybe all day fares and also bus service to hospital area in evening/night when not so safe for walking

more locations

more time for on/off wheelchairs and drivers sensitive to needs rather than fitting their schedules. Transferring to other runs and back for an appt to health dept at 11am, don't get back til late afternoon. I don't always know 24hr ahead to book alltrans

My sister runs me anywhere

Need more buses to go to eye doctor, other doctor

need more transportation in Lonaconing? Area. Weekend transportation, late evening too

need the ability to transport riders and bikes around Cumberland

need to go to the drs

needed

never used public transit, but have friends who do. According to them more locations need to be available and better timing.

no transportation on weekends affects my way of life. I have no other means and I cannot afford any other transportation

not right now
people are getting older, no longer drive
people need free transportation
people who don't drive depend on public transportation getting us to much
need dr appts, market, mall, hospital, etc. please let us know the bus number
and driver name. we have 1 driver in the house and she is very elderly so her
driving will be limited
people who don't own a car or not able to drive should have more ways to get
around
provide more assistance with the elderly
public transportation is needed in areas they normally don't go
published route map where the stops are located
run on time, cleaner
Sat or weekend trip to the fairgrounds to attend summer fairs, car shows, fall
festivals, music shows, etc
Saturday bus run would be nice
Saturday run to lavale and mall is needed for restaurant workers and mall
shoppers.
Saturdays are very needed
senior citizens including myself could use if necessary in the future
service to other counties for medical appts . All pets in carriers
some people do need transportation
tell drivers that passengers are tired of listening to WCBC. No radio should be
allowed.
the amount of time it would take me to get to the destination was excessive. Felt
there were too many transfers necessary
the biggest need is for people to get to services and work. This barrier alone is
responsible for the increase in the selfare roles. This affects all residents because
they each pay taxes.
The dispatchers are rude and threaten not to get you picke up if you schedule
after 2pm
there are many people in the community who need the bus service- retired, high
school/college students, minimum wage employees and those displaced by the
economic turn down....people hesitate to take the bus for the 1st time b/c they
don't know how....

there are so many people that don't have their own vehicle and gas is very high.
If we had service where we lived or had access to it we definitely ride the bus

there is great need for transportation in Westernport/Lonaconing, as well as
more eveing hrs. I was very disappointed to hear the job access program ended
there is need for public transportation. We are getting older
those that are hired in public transportation need to be knowledgable about
schedules and locations. It would help if individuals didn't have to switch buses
to get to their desired location.
times the bus is available, the wait, Sat. service once again

transportation is needed evenings/weekends from Cumberland to CCM. My son used ACT for years...he was able to get to work at CCM but always needed a ride home. Local shoppers may be more likely to shop at our mall if there were bus rides home later...

use it when younger now too far to walk. I understand when going to cumberland you need to transfer at mall to another bus and wait again very valuable service for people who need it

we are not serviced by ACT, there is a great need for elderly and disabled communities, for shopping, doctor appts.

we do not want to lose this service

we have a lot of senior citizens in the westernport area

we have to rely on PVTA to connect w/ ACT, and it is too expensive and complicated

we live in Luke. We are able to drive now but may need it in the future. My mon lives at Hammond heights in westernport, might really be able to make use of this transportation

we need transportation from cumberland to romney and frostbury about 2xs per day both ways at a good price

We need your transportation for people in our apartment building for people who have no other way to get to the doctor or market or shopping. We would appreciate anything you can do for us. Thank you very much for caring.

We only have one bus a week here in Lonaconing

weekend service

westernport, Barton, lonaconing, midland

westernport, lonaconing, barton

when appts are in lavale and certain time it is hard when you have to take the bus into cumberland then back into lavale and cresaptown area

while I do not need mass transit, there are many in the county who do to access services

would ride more but too far to walk to the stop

bring the buses back to link with cumberland

definitely need public transportation for people who do not drive

food shopping and downtown. I have limited mobility and can stand or sit out

in the cold. Need bus schedule on times of pickup/drop off so you're not

waiting too long. Want to go to ymca have no way there. Frustrating when have to wait .5 hr for pickup

get buses that are easier for older people to get on, steps are too high. Most

inexpensive way for people to get around on a fixed income

good service, courteous helpful drivers. Give holiday time off during the less

peak times. Other cities area subsidizing by government grants in part. Can we

do this too?

I take EMT to all my appts. They are great. I love them w/ public transportation.

I could never walk to the bus stop. I have to wait too long b/w trips. When I was

working the bus wouldn't have been able to get me to my appt and back home

in time...

if there was a later bus or a bus on weekends a lot more people could be able to get to work...the bus stops too early. It makes it hard for people that do work in the outlying area better hours of pickup times are needed so people aren't on the bus for hours trying to get to and from appts, shopping, etc it is good for other people in need. Although I myself am provided for by Archway

need more transportation in outlying areas. Need more pickup times in town (north end/bedford rd). Children should ride free or reduced with paying adult need runs on sat. need bus fri and sat on holidays and mon for dr appts on holidays. I paid for taxi on Monday after holiday. No bus...

need to get to job interviews and possibly to job site when employed
need weekend service, earlier and later service for work

Run 1 bus to the mall on Saturdays. Run black Friday, Friday before christmas, give staff extra days later. Run expanded hrs during special events when there is no trolley or other transportation available. IE fair week- you can get there but not back..

since I don't need public transportation I don't know much about it

transportation to go to drs appts in Cumberland, also outside of cumberland.
Going to see loved ones in prison. Going shopping at nearby stores or in LaVale shopping malls. Just to have good mobility b/c can't afford cars or gas.
we need transportation badly and can't afford the bus. Please help.

Appendix D

Title VI of the Civil Rights Act of 1964

APPENDIX D

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and the responsibility to enhance the social and economic quality of life for people in their communities. The FTA provides guidance to help agencies verify that service and fare changes are not discriminatory in nature. When contemplating a service change, transportation agencies must:

1. Describe proposed changes and the rationale behind them.
2. Provide a list of modes the service changes would impact.
3. Describe the impacts of service changes on below poverty and/or minority communities. In particular, establish why the proposed service would not have a disproportionately high and adverse effect on below poverty and/or minority populations.
4. Describe transit alternatives available to riders impacted by proposed changes.
5. Identify measures, if any, that would be taken to avoid, minimize, or mitigate any adverse effects of the service, or enhancements or offsetting, if any, that would be implemented in conjunction with the service.
6. Describe how the agency intends to reach out and involve minority and below poverty populations to make sure their viewpoints are considered.
7. Determine whether it is necessary to disseminate information that is accessible to Limited English Proficient (LEP) persons. If so, describe the steps that will be taken to provide information in languages other than English.

Items one through five will be addressed for each proposed service change. Items six and seven are addressed below.

MINORITY AND BELOW POVERTY INVOLVEMENT

To satisfy the requirements of Title VI, ACT reached out to minority and below poverty populations to make sure their viewpoints were considered. ACT advertised the June 2012 public hearing on proposed route and fare adjustments in the newspaper and on all ACT vehicles. Given the economic characteristics of the vast majority of ACT's clientele, alerting current riders was an effective method to reach many of Allegany County's below poverty residents. In response to concerns voiced at the hearing, ACT modified several of its route and fare proposals (resulting in Chapter 5's final plan).

LIMITED ENGLISH PROFICIENCY

ACT must determine whether it is necessary to disseminate information accessible to persons with LEP. According to the 2005-2009 American Community Survey, 2,513 Allegany County residents five years and older speak non-English at home (3.6%). Only 547 individuals (0.8%) are able to speak English less than very well. The need for resources to address the LEP population is therefore relatively low. Despite this, ACT accommodates LEP individuals through telephone communications. Staff answers schedule and route questions for those unable to read, and refers non-English speakers to a free County translation service.

PROPOSED SERVICE CHANGES

As required under Title VI, maps of Allegany County's minority and below poverty populations are shown in Chapter 2. In Census block groups where the population in question is greater than the average for all block groups, ACT must demonstrate that the proposed service and fare changes avoid discrimination. The service and fare changes are listed below, including responses to the FTA's guidance to help verify that the changes are not discriminatory in nature, and therefore comply with Title VI requirements.

The proposed service changes include both financially constrained and vision options. Twice weekly service to Westernport, the reconfiguration of the network to eliminate 26 stops, and a modification of the Alltrans fare structure all fall under the financially constrained options. Minor proposed route changes in Frostburg, South Cumberland, and along Naves Cross Road are considered adjustments rather than additional service, and are therefore not discussed in this context. Similarly, the proposed morning and evening service hours will have nearly the same geographic coverage as the core daily service and are not discussed below. However, ACT will continue to evaluate these routes to ensure equality of service for below poverty and minority populations.

Figures D-1 and D-2 overlay the proposed Westernport extension on the distribution of below poverty and minority populations by block group. Figures D-3 and D-4 display the affected and unaffected stops in the same manner. Table D-1 also lists the affected stops by geographic area and provides additional information on ridership and location.

The proposed service changes categorized as vision options consist of expanded service hours, reduced headways on the Morning, Evening, and Gold Line routes, and Saturday service. These changes would provide riders with more opportunities for employment (second shift workers), as well as more flexibility for errands and social activities. They would mirror the coverage of the financially constrained proposals.

Figure D-1: Allegany County Percentage Below Poverty Population

D-3

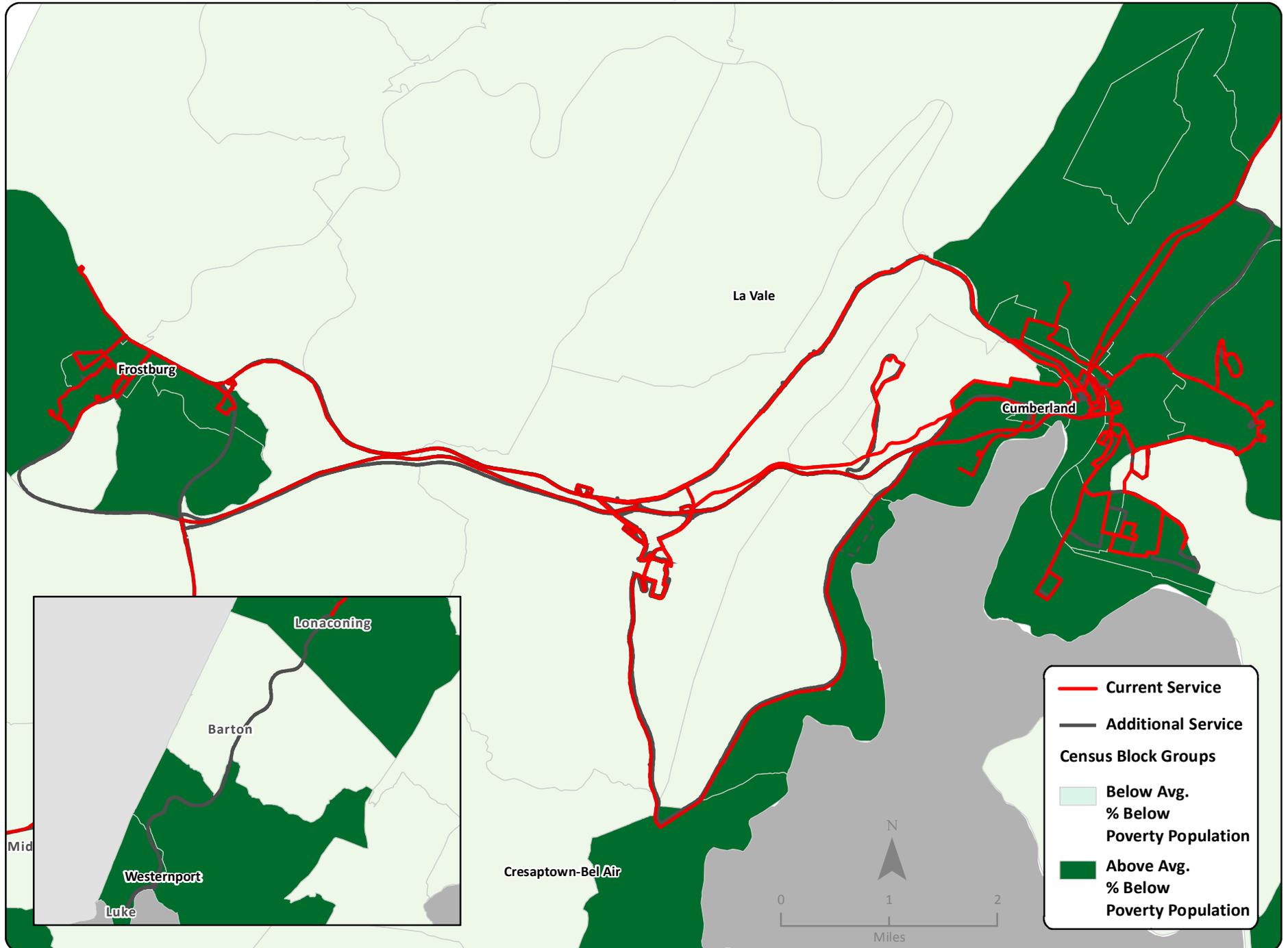
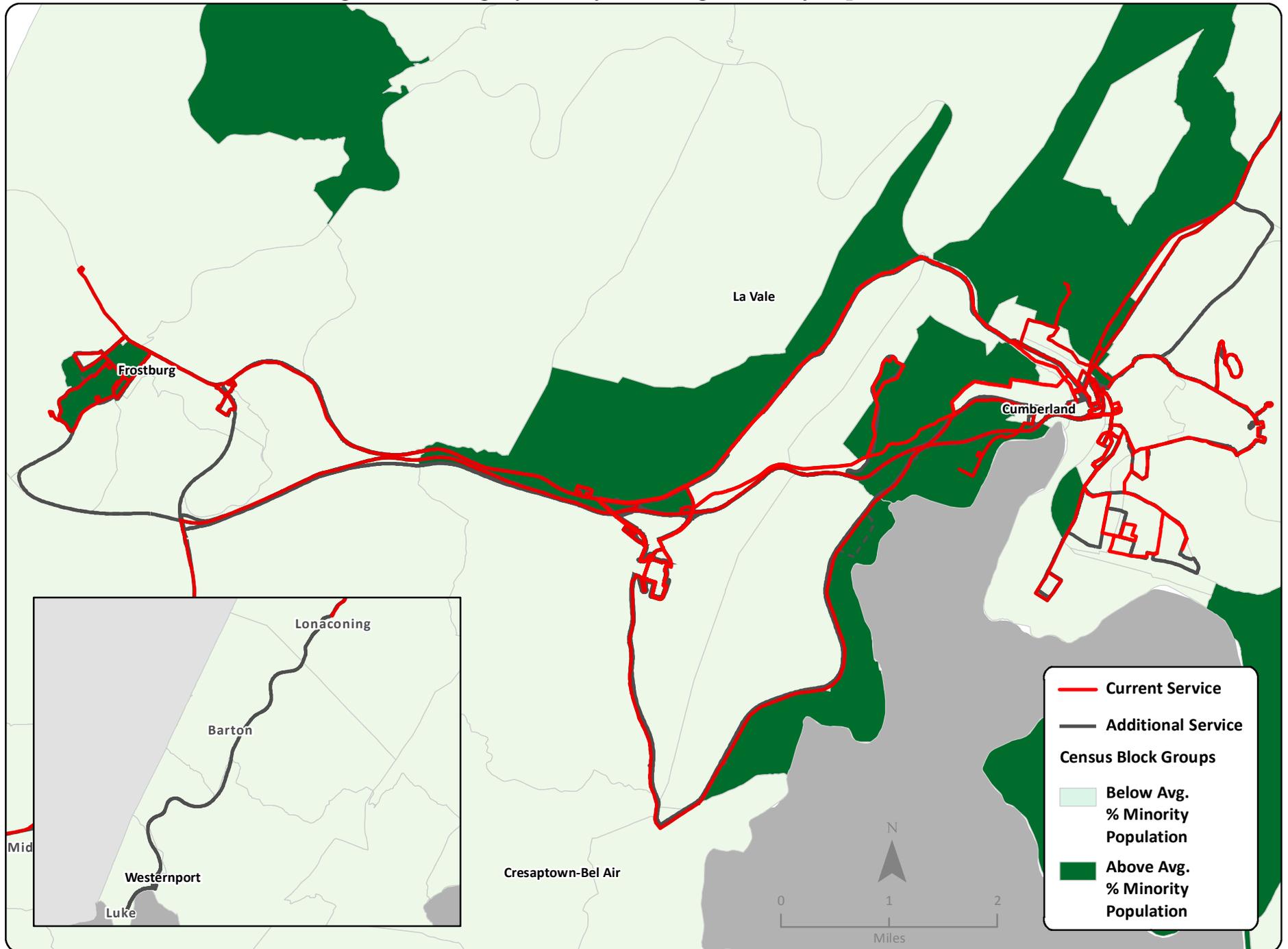


Figure D-2: Allegany County Percentage Minority Population



D-4

Figure D-3: Allegany County Percentage Below Poverty Population

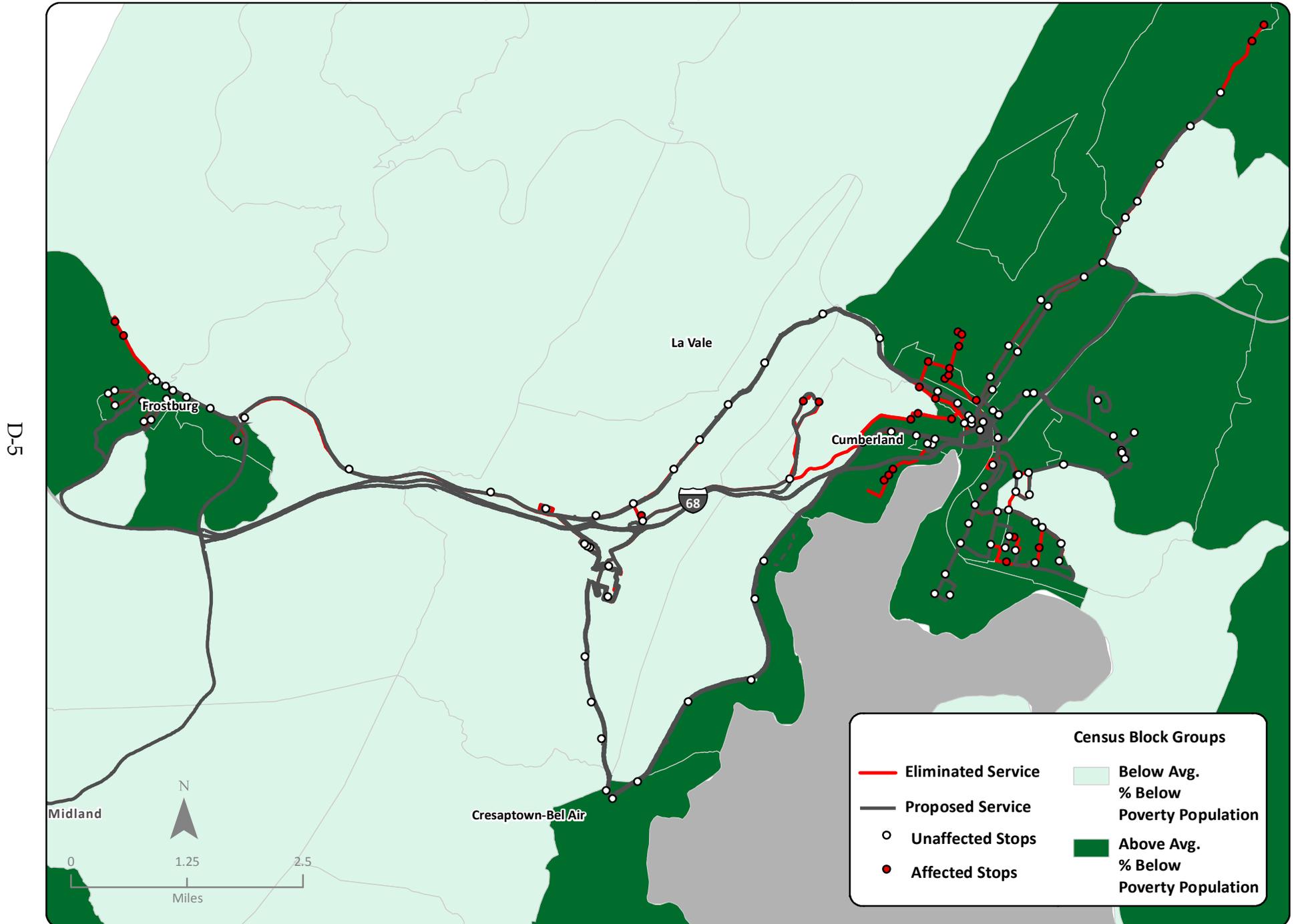
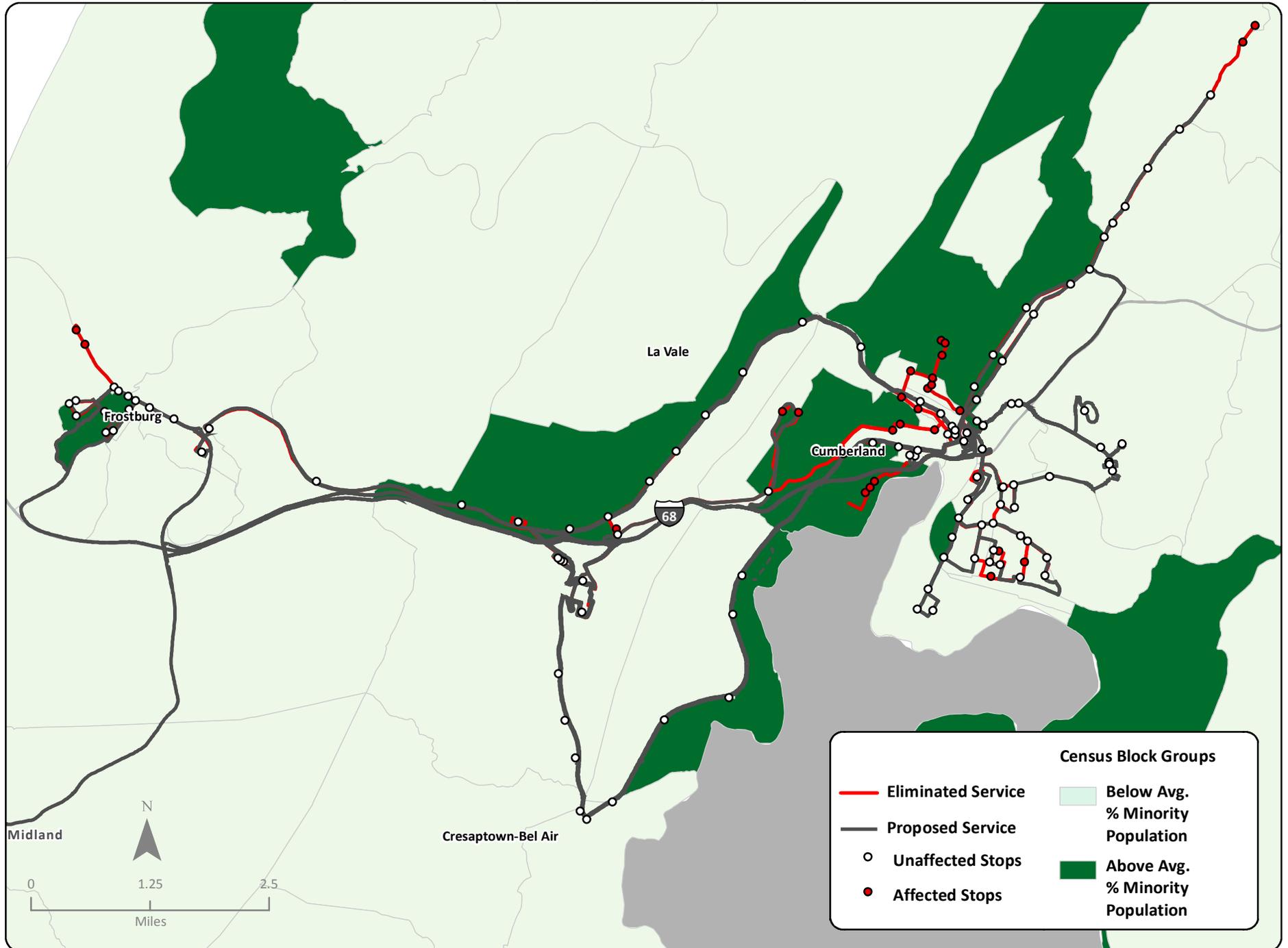


Figure D-4: Allegany County Percentage Minority Population



D-6

Table D-1: Affected Stops Under Proposed Service Changes

Stop	Current Line	Estimated Daily Ridership	< 1/4 mi. to unaffected stop?	In above ave. % minority block group?	In above ave. % below poverty block group?
Main at Tasty Freeze	Gold	0	N	N	Y
Main at Armstrong	Gold	0	N	N	Y
Campground at Simpson	Gold	0	Y	N	N
Bedford at Sunset Mem Park	Red 2	0	N	N	Y
Bedford at Mtn View	Red 2	1	N	N	Y
Kelly Rd Tri-State Health	Yellow	0	N	Y	Y
Kelly Rd YMCA	Yellow	1	N	Y	Y
Allegheny Co. Office Complex	Yellow	0	N	Y	Y
Lions Center Rehab	Blue 2	2	N	Y	N
Bishop Walsh at Seton	Blue 2	2	N	Y	N
Allegheny Nursing and Rehab	Red 3	0	N	Y	Y
Furnace at Willow Valley	Red 3	0	N	Y	Y
Furnace at Willow Creek	Red 3	3	N	Y	Y
Valley at Walnut	Red 3	0	Y	N	Y
Columbia at Polk	Red 3	0	Y	N	Y
Columbia at Valley	Red 3	1	Y	N	Y
Fairview at Franklin	Red 3	1	N	N	Y
Fairview at Furnace	Red 3	0	Y	N	Y
Franklin at N Mechanic	Blue 2, Red 3	0	Y	N	Y
N Mechanic at Valley	Blue 2, Red 3	2	Y	N	Y
Utah at Grant	White	0	Y	N	Y
Industrial at Vancouver	White	0	Y	N	Y
Jane Frazier Village	White	6	Y	N	Y
Market at Cumberland	Blue 2, Yellow	0	Y	N	Y
Cumberland at Saratoga	Blue 2, Yellow	3	Y	Y	N
Tighman at Fayette	Blue 2, Yellow	1	Y	Y	N

Minority and below poverty individuals would share proportionately in the benefits of the vision changes because an increased level of service would positively affect all service area populations. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Westernport Route

1. The proposed change is to extend service from Lonaconing to Westernport (and on request to Luke) on Tuesdays and Fridays. The basis for this service is to increase mobility of residents in outlying areas of the County.
2. This change would impact ACT's fixed-route and demand response service.
3. The Westernport route is likely to benefit rather than adversely affect minority and below poverty individuals, as it extends through two block groups classified as having above average below poverty populations.
4. ACT currently provides Alltrans service to a very limited number of Westernport residents whose service was grandfathered after cuts in 2005. Almost no other transit alternatives exist for other individuals seeking to travel within the County.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Current Gold Stops Eliminated

1. The proposed reconfiguration of the Gold Line includes eliminating three stops: the two most western stops along Main Street in Frostburg and the Campground Road & Simpson Avenue stop in La Vale. This would allow for more reliable, on-time service to higher ridership stops along the route.
2. This change would impact ACT's fixed-route and demand response service.
3. The service change would not have a disproportionately high and adverse effect on below poverty or minority populations. Though the Main Street stops are located in above average below poverty population block groups, all three stops currently have an estimated average daily ridership of zero. None of the stops fall in block groups classified as having above average minority populations.

4. Impacted riders could still board the Gold Line at the Main Street and Broadway stop. Riders could also access stops serving the Green and Purple line less than a quarter mile from the Campground Road & Simpson Avenue location.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Current Red 2 Stops Eliminated

1. This proposal truncates current Red 2 service at the Bedford Road Fire Station and eliminates the two northeastern most stops. The change allows ACT to incorporate the Bedford Road service into the proposed Green Line and make more efficient use of its vehicles in high demand areas closer to downtown Cumberland.
2. This change would impact ACT's fixed-route and demand response service.
3. The service change would not have a disproportionately high and adverse effect on minority populations. It may impact below poverty populations, as both stops are in areas with an above average percentage of people living in poverty. However, stops currently have estimated average daily riderships of 0 and 1. This level of demand does not warrant fixed-route service along the entirety of Bedford Road.
4. Impacted riders may still be able to use ACT's Alltrans service. The Bedford Road and Sunset Memorial Park stop would be within a $\frac{3}{4}$ mile of the new network, allowing elderly and disabled persons to utilize Alltrans.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service- Current Yellow Stops Eliminated

1. The proposed consolidation of the current Yellow Line eliminates fixed-route service to three stops along Kelly Road: Tri-State Health, the YMCA, and the Allegany County Office Complex. The change reflects very low current daily ridership estimates (0, 1, and 0, respectively).
2. This change would impact ACT's fixed-route and demand response service.

3. The three Kelly Road stops are located in above average minority and below poverty areas. However, given current ridership, the service change is not anticipated to have a disproportionately high and adverse effect on minority and below poverty populations.
4. Impacted riders are still able to access the stops by requesting that drivers on the proposed Gold and Green Lines deviate to Kelly Road. Riders will also be able to call ACT to arrange for pickups at the stops.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Current Blue 2 Stops Eliminated

1. This proposal ends daily Blue 2 service to Seton Drive (Bishop Walsh at Seton and the Lions Rehabilitation Center). By shifting the Seton Drive stops to service twice a week on the proposed Purple Line, ACT is able to provide quicker, more frequent service between high demand origins and destinations in Cumberland and LaVale.
2. This change would impact ACT's fixed-route and demand response service.
3. The service change would not have a disproportionately high and adverse effect on below poverty populations. It may impact minority populations, as both stops are in areas with an above average percentage of minority residents. However, both stops currently have an estimated average daily ridership of 2. ACT can accommodate this level of demand through the Purple Line Service.
4. Impacted riders are still able to use the proposed Purple Line on Tuesdays and Fridays.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Current Red 3 Stops Eliminated

1. The proposed consolidation of the current Red 3 Line eliminates service to ten stops to the northwest of downtown Cumberland in the Furnace/Mechanic Street area. Many are in close proximity to stops along the proposed Green

- Line. The change addresses a situation of overlapping service to an area of relatively low demand.
2. This change would impact ACT's fixed-route and demand response service.
 3. All ten stops are located in areas exhibiting an above average percentage of below poverty residents. Two of the ten stops are also located in areas exhibiting an above average percentage of minority residents. However, only four of the ten have an estimated average daily ridership above zero (Furnace Street at Willow Creek, Fairview Avenue at Franklin Street, Columbia Avenue at Valley Street, and N. Mechanic Street at Valley Street). Further, six of the stops (including the two Valley Street stops) are within a ¼ mile of other stops unaffected by the service changes.
 4. Impacted riders will have the alternative of accessing stops along Centre Street on the proposed Green Line. It is anticipated that some riders may also be able to use ACT's Alltrans service, especially given the nature of the stops along Furnace Street (Allegany Nursing and Rehabilitation, Willow Creek Adult Day Care, and Willow Valley Senior Living).
 5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service - Current Blue 2/Yellow Stops Eliminated

1. The proposed consolidation of the Blue 2 and Yellow Lines eliminates service to these stops near Cumberland Street: Market Street at Cumberland, Cumberland at Saratoga Street, and Tighman Street at Fayette Street. The change addresses a situation of overlapping service with the current Green Line.
2. This change would impact ACT's fixed-route and demand response service.
3. The Market Street at Cumberland Street stop is located in an above average below poverty population block group, and the Cumberland Street at Saratoga Street and Tighman Street at Fayette Street stops fall on the border of a block group classified as having above average minority populations. However, all three stops are within a ¼ mile of other stops unaffected by the service changes.

4. Impacted riders will have the alternative of accessing stops along Greene Street on the proposed Green and Gold Lines. Some riders may also qualify to use ACT's Alltrans service.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Implement New Network Service- Current White Stops Eliminated

1. The proposed reconfiguration of the White Line includes eliminating three stops in South Cumberland: Utah Avenue at Grant Street, Industrial Boulevard at Vancouver Street, and Jane Frazier Village on E. 2nd Street. The basis for this change is to allow the proposed Blue Line to keep to its schedule and to increase on-time performance in comparison to current service.
2. This change would impact ACT's fixed-route and demand response service.
3. The three stops are located in areas exhibiting an above average percentage of below poverty residents. They are not located in areas exhibiting an above average percentage of minority residents. However, below poverty populations are unlikely to be disproportionately and adversely affected due to the proximity of the stops to other unaffected stops (within a ¼ mile). Jane Frazier Village is also the only stop of the three with an estimated daily ridership above zero. This change in particular functions as a stop adjustment rather than an elimination, as riders will still be served less than a block away at E. 2nd Street and Memorial Avenue.
4. Impacted riders will have the alternative of accessing stops along on the proposed Blue Line. Some riders may also qualify to use ACT's Alltrans service.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Adjust Alltrans Fare Structure

1. This proposal adjusts Alltrans fares from the current distance-based structure (\$2.00-\$4.00) to a flat rate of \$3.00. ACT's fares have remained the same since 2005. An increased flat fare addresses budgetary constraints and more closely aligns ACT's fares to the actual cost of providing a demand response ride.

2. This change would impact ACT's demand response service.
3. The flat \$3.00 fare may adversely affect minority and below poverty individuals, particularly those who live within Cumberland city limits and currently pay the base fare of \$2.00. Fifteen of the 18 block groups covering the City of Cumberland exhibit an above average percentage of people living in poverty. Conversely, those minority and below poverty individuals who live further from Cumberland and currently pay \$3.00 or more would not be adversely affected and may benefit from the change.
4. Impacted riders may be able to utilize transportation provided through the County's human service agencies. Some may also be able to ride ACT's fixed routes as an alternative to Alltrans.
5. To minimize the adverse effects of raising the fare to \$4.00, ACT reduced the fare increase to \$3.00.

