KFH GROUP, INC.

TRANSPORTATION DEVELOPMENT PLAN UPDATE FOR ALLEGANY COUNTY

Final Report

November, 2003

Prepared for

Allegany County, Maryland

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CHAPTER 1

INTRODUCTION

The Allegany County Transportation Development Plan (TDP) provides an outline for the development of local public transit services in Allegany County, Maryland for the next five years. The planning process was guided by Allegany County Transit ACT), the Allegany County Department of Community Services, the Transportation Advisory Committee (Appendix A), and the Maryland Transit Administration (MTA). The responsible parties met periodically to review materials, provide input, and guide the direction of this study, which was an update of the previous TDP conducted in 1997.

The function of the TDP is to direct the transit system's evolution in the short-term time frame; and it is the basis for the system's design and operation. This is evident within the previous TDP which resulted in the creation of the Frostburg State University (FSU) Shuttle, as well as other route enhancements. Since the last TDP, ACT has continued to modify both fixed-route and demand-responsive services to keep up with changing demographics, land uses, and transportation grant programs in the County. Specifically, ACT has expanded services to meet the employment transportation needs of lower income families through the Job Access and Reverse Commute Program (JARC). This service was developed in collaboration with the Allegany County Department of Social Services and human service providers.

Allegany County is characterized primarily by rural and suburban areas, along with two nestled urban environments (the Cities of Cumberland and Frostburg). It ranks as the fifteenth most populated County among the 23 counties in Maryland. Data from the 2000 Census reveal that Allegany County has a land area of 425 square miles with a population of 74,390, equating to a population density of 176 persons per square mile. When comparing it to the 1990

population of 74,946, it becomes evident that population growth has stabilized within the County. The Maryland Department of Planning projects that over the next five years the population will remain constant with a total anticipated population of 74,600. Seven municipalities reside within the County, though predominantly the population falls within the City of Cumberland (21,518) and the City of Frostburg (7,873). Combined, these two municipalities account for 39 percent of the total County population. Table 1-1 presents population changes for the seven municipalities located in Allegany County for both 1990 and 2000, and the County's total population. It is apparent from this table that the population declined in every municipality except Barton Town, yet the overall County population remains essentially constant. This suggests that decentralization has continued as people move out of the municipalities.

Table 1-1: MUNICIPAL POPULATIONS IN ALLEGANY COUNTY

Municipality	1990 Population	2000 Population	Percent Change
Barton Town	443	478	7.32%
Cumberland City	24,858	21,518	-15.52%
Frostburg City	9,099	7,873	-15.57%
Lonaconing Town	1,377	1,205	-14.27%
Luke Town	282	80	-252.50%
Midland Town	550	473	-16.28%
Westernport Town	2,645	2,104	-25.71%
Total County Population	74,946	74,930	-0.02%

The current and projected population, along with the County's travel patterns reveal that transit services need to be restructured and improved to meet the existing and future resident needs. Demographics display that the majority of the demand is concentrated within and surrounding the Cities of Cumberland and Frostburg, and points in-between. Based on the composition of the County, the plan proposes a restructuring of services in the urbanized area. It is unlikely that ridership will grow, or even remain constant, if the proposed recommendations are not implemented.

SUMMARY OF ISSUES

The TDP includes elements in a number of areas:

- Service Plan
- Fare Structure
- Marketing
- Capital Plan
- Financial Plan

Each of these areas was explored and detailed throughout the report. The elements together were critical in flushing out the transportation issues faced by Allegany County. Inherit goals that surfaced based on this study included:

- Restructuring existing routes to more accurately reflect changing demand and land uses.
- Improving the performance of services.
- Serving major health facilities and employment locations.
- Improving transit service to make them more convenient and user-friendly.
- Continuing to provide transportation services to outlying regions in the County.
- Ongoing coordination with the human service agencies.

OVERVIEW OF THE PLAN

The chapters that follow present the process and results of the efforts to address these goals in the development of the 2003 TDP. Chapter 2 presents a review of the current transportation services available within the County – fixed-route, paratransit, and other transportation providers (human service agencies). Chapter 3 reviews the land use and demographic characteristics that affect public transit needs and services in the County. Chapter

4 presents route and service alternatives for ACT. Chapter 5 presents the recommended plan for improving public transit services in Allegany County, including a project budget and implementation plan.

CHAPTER 2

TRANSIT SERVICES IN ALLEGANY COUNTY

This chapter provides a description of transportation services available in Allegany County, and an analysis of operating characteristics for Allegany County Transit (ACT). In planning for the development of public transit in Allegany County, it was important that the assessment of current services be evaluated together with previous planning studies to appreciate the history and plans for future growth of transportation within the County. The information gained in this analysis was useful in developing service alternatives to be considered by the Transportation Advisory Committee (TAC), when combined with the Transportation Needs data included in Chapter 3.

PLANNING STUDIES

Allegany County Comprehensive Plan

The Allegany County Comprehensive Plan, updated in 2002, is the central structure and management for all aspects of the County's planning program. It is implemented (in part) by the County's Zoning Ordinance, which specifies the way in which land may be used (and includes design and site planning standards), and in part by the Subdivision Regulations which specify the layout of land subdivision in the County. Other aspects of the Comprehensive Plan, such as Economic Development, Transportation, Housing, Community Facilities, etc. are implemented through other means, but are to be in concert with and supportive of the overall planning program.

The Comprehensive Plan is structured to address the "Visions" established by the State of Maryland in the Economic Growth, Resource Protection, and Planning Act of 1992. These Visions relate not only to new urban development, but also to conservation of resources, protection of sensitive areas, and stewardship of the Chesapeake Bay and its drainage basin. In 1997, the General Assembly passed the Smart Growth Act which added an Eighth Vision that set guidelines for determining Priority Funding Areas.

The transportation element of the Comprehensive Plan highlights all modes, however, most of the emphasis pertains to roads. The transportation Policy Framework does call for an integrated transportation system using both mass transit and personal transportation modes. The transportation policies detailed in the plan are listed below:

- Develop and maintain an integrated transportation system utilizing rail, air, and highway systems using both mass transit and personal transportation modes to meet the overall goal of the Intermodal Surface Transportation Efficiency Act (ISTEA) Program.

- Encourage the use and development of transportation facilities which will minimize growth in automobile use.

- Encourage implementation and use of transportation alternatives to decrease the growth of automobile use.

- Promote the design and development of energy efficient communities and travel patterns.

- Plan for, develop, and encourage the use of alternatives to single-occupant automobiles.

- Promote the use of mass transit, including bus, van, car pooling, rail, air, and related modes of transportation through a public awareness campaign.

- Promote walking, hiking, biking and other human powered transport by supporting walkways, paths, and trails to tie existing urban areas together through a system of Greenways and Trails.

In addition to the 8 Visions established by the State of Maryland, Allegany County has a number of goals and objectives which it has been working toward since the adoption of the 1978 Comprehensive Plan. Paramount to the Allegany County TDP is Goal 3 which calls for the

provision of a quality living environment for the citizens of the County. Specifically it strives to provide a transportation network composed of an adequate road system, and bus, railroad, and air service to move people and goods with maximum efficiency between residential areas, employment centers, and other facilities.

Maryland Comprehensive Transit Plan (MCTP)

The MCTP is a statewide transit plan for the State. It was developed to meet Maryland's commitment to doubling transit ridership by 2020. The MCTP identifies services, projects, programs, and other improvements to increase transit ridership in Maryland. The MCTP is a collaboration among all of Maryland's transit providers, including ACT.

Recommendations from the MCTP fall under themes: system preservation, improved transit quality, improvements to existing services, increased levels-of-service, integrated and coordinated service, and new bus services. "The recommended improvements for Allegany County are designed to expand the current system to provide higher frequencies, longer hours, and more days of service in order to increase usage for employment trips and to address needs for additional connections from rural parts of the County." Table 2-1 displays the projects targeted to accomplish these improvements.

ALLEGANY COUNTY TRANSIT

ACT provides public transportation to the community within Allegany County through a number of programs, which includes fixed-route, paratransit (AllTrans and Job Access), and non-emergency medical (Medtrans) transportation. Fixed service is primarily provided in the Cumberland area with a downtown hub located at Centre Street. ACT also provides service between Cumberland and the western outlying towns. Specifically, there are connections and service within Frostburg, as well as links to LaVale, Cresaptown, Westernport, Lonaconing, and Mt. Savage. There is no existing fixed-route service available to the eastern portion of the County due to the sparse population pockets, which is further discussed in Chapter 3.

Table 2-1: MCTP RECOMMENDATIONS

Theme 1: System Preservation

Short-Term Recommendation:

- System Preservation Analysis—Conduct an analysis of ACT's ten-year capital system preservation needs for existing equipment and services.

Long-Term Recommendations:

- Replace Vehicles—Vehicle and capital funding replacement plan.
- Expansion of the Maintenance Facility—Expansion of the ACT fleet will require some expansion and modernization of the facility.

Theme 2: Transit Quality

Short-Term Recommendation:

- Bus Stop Enhancements—Construct new bus stop shelters based on locally defined needs.

Long-Term Recommendations:

- Bus Stop Enhancements—Additional bus stop shelters as warranted.
- Fleet Conversion—Integrating clean-fuel, low-floor, and lighter-weight buses into ACT's fleet, as appropriate to serve the local transit market.

Theme 3: Existing Bus and Rail Service

Short-Term Recommendations:

- Bus Service Improvements—Increasing the level of service.
- Pedestrian/Bicycle Access Improvements—Improve bicycle and pedestrian access in the region based on locally defined needs.

Long-Term Recommendations:

- Park-and-Ride Lots—Additional park-and-ride spaces constructed. The number, size, and location of the lots will be based on an analysis of current transit system usage patterns, the transit network, road access, and the ability to address mobility and parking needs with transit service from outlying parking areas.
- Pedestrian/Bicycle Access Improvements—Additional pedestrian and bicycle access improvements.
- On-Board Technology—Automatic Vehicle Location (AVL) systems using Global Positioning Systems (GPS) and Mobile Data Terminals (MDTs) be installed on vehicles.

Theme 4: Level-of-Service

Short-Term Recommendations:

- Additional Bus Service—More service should be provided on the existing routes between Cumberland, LaVale, and Frostburg. Weekday service on the Red Line, Seton Drive, and Willowbrook, Cresaptown, Bedford Road, Mount Savage, and North Cumberland routes should offer expanded service hours and increased peak-hour frequencies. This expanded service will increase service to the areas of residential and retail growth in the LaVale and Cresaptown areas, connecting them to the rest of the Cumberland area and to Frostburg and Frostburg State University.
- Add Weekend Service—Additional weekend service on existing routes should be provided.
- Additional ADA Complementary Paratransit Service—The additional service will complement the extended hours of service and the new weekend service.

Long-Term Recommendations:

- Additional Bus Service—Additional service on the Red Line, Seton Drive, Willowbrook, Cresaptown, Mt. Savage, and North Cumberland routes.
- Improved Service to Westernport—Increasing operations from two days a week to six days a week.

Theme 5: Integrated and Coordinated Service

Short-Term Recommendation:

- Bus Transfer Facility—To integrate the countywide routes at major transfer points and destinations, the MCTP calls for developing an improved bus transfer facility in downtown Cumberland and two small-scale transfer

facilities, one at the Country Club Mall in LaVale and one at Frostburg. Feasibility studies should be conducted to address potential alternative sites, conceptual plans, and function, scale, and services needed to make transit attractive and convenient, and to provide the maximum connectivity in the system.

Long-Term Recommendations:

- Bus Transfer Facility—The planned bus transfer facilities should be constructed, which will include site acquisition, architectural and engineering services, and construction.
- Smart Cards—Smart Card readers and other associated equipment be installed on vehicles.

Theme 6: Land Use and Transit

Short-Term Recommendation:

- Transit-Supportive Initiatives—Develop and implement a wide variety of transit-supportive initiatives that could include: joint development opportunities, park-and-ride facilities, and parking lots that can support transit-oriented development projects, seek out transit-oriented development opportunities, create a joint development infrastructure program, and develop transit-oriented development performance standards.

Long-Term Recommendations:

- Transit-Supportive Initiatives—Continue implementing transit-supportive activities listed above.

Theme 7: Information, Marketing, and Advocacy

Short-Term Recommendation:

- Public Awareness Programs—Improve transit information, marketing, and advocacy through the following activities: implementing a comprehensive marketing program, developing a transit route map that is updated at least every two years, and enhancing the existing transit website.

Long-Term Recommendations:

- Public Awareness Programs—Continue improving the public's awareness of transit by: maintaining the marketing, public awareness, and education campaigns initiated in the short-term, include interactive trip planning capabilities on the website, and install information kiosks at bus transfer facilities and transit hubs that display timetables, route maps, and "real time" travel information.

Theme 8: New Bus Service

Short-Term Recommendation:

- The levels of service on existing routes should be increased.

Long-Term Recommendations:

- Route Extension—A route extension to connect Mt. Savage route to Frostburg for weekdays and Saturdays.
- Increase Rural Demand-Response Service—Rural demand-response service should operate seven days a week to help meet the mobility needs of residents in outlying parts of Allegany County.

Administration

The ACT Division is a unit of the Allegany County Government Department of Public Works, 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). ACT operates a maintenance shop with two full-time mechanics and one mechanic helper. Exhibit 2-1 is an organization chart for ACT.

The department is responsible for the fixed-route services funded by Section 5307, Section 5311, the Americans with Disabilities Act (ADA), and the MCTP. Demand-responsive transportation is provided to eligible program recipients under the Statewide Special Transportation Assistance Program (SSTAP), Medical Assistance, and Job Access.

Fleet

ACT currently has a fleet of vehicles that is made up of twelve 11-passenger lift-equipped vans, one 14-passenger lifted-equipped small bus, and nine 19-passenger lift-equipped small buses. A vehicle inventory is contained in Table 2-2. The entire fixed-route and paratransit fleet is wheelchair accessible. Peak service requires 20 vehicles, resulting in a minimal spare fleet of two vehicles, fewer than the 20 percent recommended by the Federal Transit Administration (FTA).

FIXED-ROUTE SERVICE

ACT's fixed route service operates 11 routes Monday through Friday and two routes on Saturday. The system offers transfers in an effort to eliminate paying the base fare when boarding a second bus to complete a trip. Buses follow the printed schedule and make stops at both bus stop signs or through flagstops at any intersection along the route. Fixed routes primarily serve the Cities of Cumberland and Frostburg, as well as points west and south. Figure 2-1 presents a base map of Allegany County with the major roads, along with the existing ACT service routes. For identification purposes of this chapter, the routes will be identified as:

1. Bedford Road
2. Cresaptown
3. Cumberland-Barton-Schwab
4. Frostburg-Lonaconing
5. FSU
6. Mt. Savage
7. North Cumberland
8. Red Line

Allegany County Transit
1000 Lafayette Avenue
Cumberland, Maryland 21502

Chart of Organization

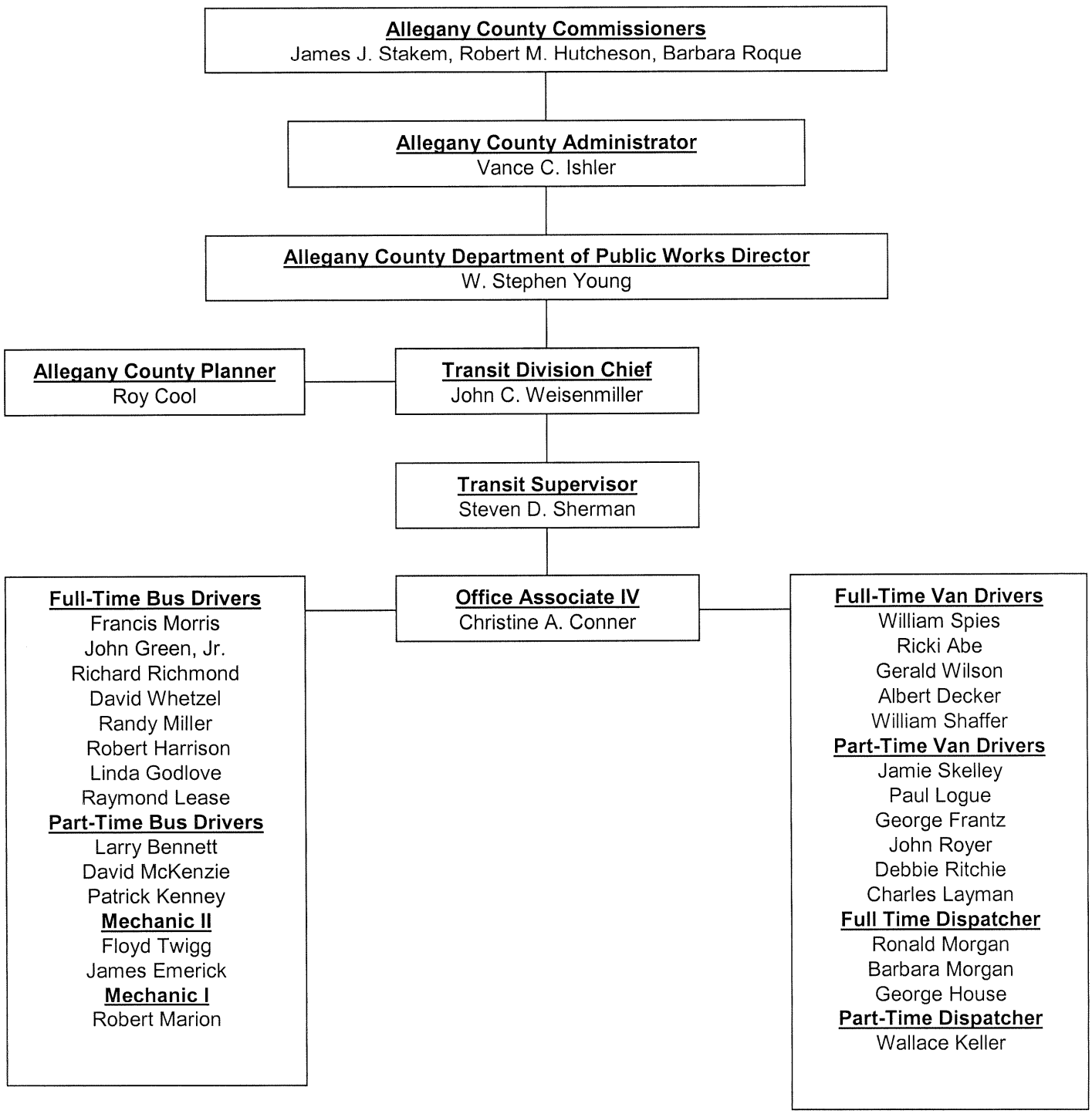

Table 2-2: ALLEGANY COUNTY VEHICLE INVENTORY

Agency Fleet Number	Model Year	Make	Vehicle Type or Model	Equipped with Lift or Ramp? (Y or N)	Seating Capacity		Communi-cations Equipment	Capital Funding Source	Current Mileage	Current Status	Average Annual Mileage	Fiscal Year Budgeted for Replacement	If Replacement, Indicate Vehicle Being Replaced	Current Use
					Ambu-latory	Wheel-chair								
CURRENT VEHICLES:														
271	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	188,414	Active	34,140	2003	n.a.	Fixed
272	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	140,699	Active	24,087	2006	n.a.	Fixed
273	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	155,900	Active	20,348	2006	n.a.	Fixed
274	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	175,162	Active	32,181	2004	n.a.	Fixed
275	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	171,342	Active	27,964	2004	n.a.	Fixed
276	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	215,180	Active	38,061	2003	n.a.	Fixed
277	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	150,334	Active	20,181	2006	n.a.	Fixed
278	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	183,681	Active	30,966	2004	n.a.	Fixed
279	1996	Goshen	Small Bus	Y	19	2	Radio	Section 3	191,677	Active	22,086	2003	n.a.	Fixed
282	1996	Dodge	Van	Y	11	2	Radio	Section 3	173,092	Active	47,823	2004	n.a.	Paratransit
283	1996	Dodge	Van	Y	11	2	Radio	Section 3	183,947	Active	37,837	2004	n.a.	Paratransit
290	2002	Chevrolet	Small Bus	Y	14	2	Radio	Section 3	1,243	Active	30,000	2009	n.a.	Fixed
612	1997	Dodge	Van	Y	11	2	Radio	County	196,737	Active	41,718	2003	n.a.	Paratransit
616	1996	Dodge	Van	Y	11	2	Radio	Section 3	185,396	Active		2003	n.a.	Paratransit
617	1996	Dodge	Van	Y	11	2	Radio	Section 3	198,323	Active	46,329	2003	n.a.	Paratransit
618	1998	Dodge	Van	Y	11	2	Radio	County	148,852	Active	39,590	2005	n.a.	Paratransit
619	1996	Dodge	Van	Y	11	2	Radio	ADA	203,875	Active		2003	n.a.	Paratransit
620	2001	Dodge	Van	Y	11	2	Radio	County	62,489	Active	43,084	2007	n.a.	Paratransit
621	2001	Dodge	Van	Y	11	2	Radio	Section 3	54,087	Active	41,215	2007	n.a.	Paratransit
622	2001	Dodge	Van	Y	11	2	Radio	County	67,069	Active	47,987	2007	n.a.	Paratransit
623	2002	Dodge	Van	Y	11	2	Radio	5307	101	Active	50,395	2008	n.a.	Paratransit
624	2002	Dodge	Van	Y	11	2	Radio	SSTAP	105	Active	41,686	2008	n.a.	Paratransit
VEHICLES AWARDED BUT NOT RECEIVED:														
n.a.	2002	Chevrolet	Small Bus	Y	14	2	Radio	5307	n.a.	on order	n.a.	n.a.	276	n.a.
n.a.	2002	Dodge	Van	Y	11	2	Radio	5307	n.a.	on order	n.a.	n.a.	619	n.a.
n.a.	2002	Dodge	Van	Y	11	2	Radio	SSTAP	n.a.	on order	n.a.	n.a.	617	n.a.
n.a.	2002	Dodge	Van	Y	11	2	Radio	County	n.a.	on order	n.a.	n.a.	Expansion	n.a.
n.a.	2002	Dodge	Van	Y	11	2	Radio	County	n.a.	on order	n.a.	n.a.	Expansion	n.a.

9. Seton Drive
10. Westernport
11. Willowbrook Road

Bedford Road Route

The Bedford Road Route, displayed in Figure 2-2, provides local service from downtown Cumberland north up to the Pennsylvania state line. Service is provided Monday through Friday with five trips a day. The route is basically a line service that begins and ends at Centre Street with a trip duration of 30 minutes. The first morning trip is at 9:00 a.m. with the last trip of the day starting the run at 4:30 p.m. Trips are spaced one and half hours apart, except mid-day where there is a three hour gap.

Cresaptown

The Cresaptown Route, displayed in Figure 2-3, provides local service from downtown Cumberland south to Cresaptown and west of the City to LaVale. Service is provided Monday through Friday with two AM and three PM trips. The route is provided in a loop, beginning and ending at Centre Street. The first a.m. trip begins at 8:05 and the last p.m. trip begins at 5:10, with each trip loop lasting about 45 minutes.

Cumberland-Barton-Schwab

The Cumberland-Barton-Schwab Route, displayed in Figure 2-4, provides service from Cumberland to points west and south of the City. Service is provided Monday through Friday, with one early a.m. (beginning at 5:25) and one late afternoon p.m. (starting at 3:30) trip. The trip traverses from Cumberland to LaVale, Lonaconing, Barton, Midland, just east of Frostburg, and back to western Cumberland. This is primarily an employment route that feeds into the office park housing Schwab, with intermediate boarding and alighting opportunities that include Sacred Heart Hospital. The entire run takes just over one and a half hours to complete.

Frostburg-Lonaconing

The Frostburg-Lonaconing Route, displayed in Figure 2-5, provides service between Cumberland and Frostburg via LaVale. Service is provided Monday through Friday from 7:00 a.m. to 7:00 p.m. consisting of five trips and on Saturday from 8:45 a.m. to 6:00 p.m. on three trips. On Tuesdays, Fridays, and Saturdays service is extended to Midland and Lonaconing. The route is basically a line service that starts and ends at Centre Street.

FSU Shuttle

The FSU Shuttle Route, displayed in Figure 2-6, primarily provides service throughout the City of Frostburg with some limited service to LaVale. Service is provided during the school year Monday through Friday from 7:30 a.m. until 11:30 p.m. Saturday service is provided from 10:00 a.m. until 11:30 p.m., which includes trips to LaVale. Weekday service runs take between 20 minutes (in the a.m. and early afternoon) and 30 minutes (in the late afternoon and evening), which is also the headway times. Saturday service has hour headways and run times.

Mt. Savage

The Mt. Savage Route, displayed in Figure 2-7, provides service from downtown Cumberland northwest to Mt. Savage via Corriganville. Service is provided Monday through Friday with three trips a day. On Tuesdays and Fridays service is extended to Ellerslie. The route is basically a line service that begins and ends at Centre Street with a trip duration of just under an hour. There is one morning trip at 10:30 a.m. and two afternoon trips at 2:00 p.m. and 5:10 p.m., respectively.

North Cumberland

The North Cumberland Route, displayed in Figure 2-8, provides service from downtown to the northern portions of the City. Service is provided Monday through Friday with three trips a day. The route is provided in a loop, beginning and ending at Centre Street, with a travel time

under 30 minutes. There are two morning trips at 9:00 a.m. and 11:30 a.m. and one afternoon trip at 4:00 p.m.

Red Line

The Red Line Route, displayed in Figure 2-9, provides service from downtown to the southern portions of the City. Service is provided Monday through Friday from 8:00 a.m. to 5:45 p.m. consisting of six trips and on Saturday from 8:00 a.m. to 6:20 p.m. on four trips. The route is provided in a loop, beginning and ending at Centre Street, with a travel time of 40 minutes. Service on weekdays operates on a 90 minute headway (except for a three hour mid-day gap). Service is much more spread out on Saturdays consisting of a trip every two and to four hours.

Seton Drive

The Seton Drive Route, displayed in Figure 2-10, provides service throughout greater Cumberland, specifically points south, north and west of downtown. Service is provided Monday through Friday with four a.m. and four p.m. trips. The route is provided in a loop arrangement, beginning and ending at Centre Street. The first a.m. trip begins at 6:30 and the last p.m. trip begins at 4:45, with each trip loop lasting about 30 minutes.

Westernport

The Westernport Route, displayed in Figure 2-11, provides service from Cumberland to points west and south of the City. Service is provided Tuesday and Friday, with one early a.m. (beginning at 7:40) and one early afternoon p.m. (starting at 1:15) trip. The trip traverses from Cumberland to Frostburg, Midland, Lonaconing, Barton, Westernport, Cresaptown, LaVale and back to Cumberland. This loop is reversed for the afternoon trip. The entire run takes about one hour and 45 minutes to complete.

Willowbrook Road

The Willowbrook Road Route, displayed in Figure 2-12, provides service throughout greater Cumberland, specifically points south, north and east of downtown. Service is provided Monday through Friday with four AM and five PM trips. The route is provided in a loop arrangement, beginning and ending at Centre Street. The first a.m. trip begins at 7:00 and the last p.m. trip begins at 4:30, with each trip loop lasting about 30 minutes.

Interlining

Of the eleven documented routes, all but two (Westernport and FSU Shuttle) are interlined. Depending upon the route, there may be as many as three that are interlined. The pairing of routes appears predicated based on scheduling needs due to the varying and irregular levels of service offered for each route. Listed below are the interlined arrangement of Allegany Transit routes:

- Cresaptown, Mt. Savage, North Cumberland
- Red Line, Bedford Road
- Seton Drive, Willowbrook Road
- Westernport, Cumberland-Barton-Schwab

Fares

The fixed-route bus system is divided into seven zones. The base fare for the trip is $1.00 and increases $0.10 for each zone traveled into or through. Ten ride tickets are available for each zone at a discount of $1.00. Reduced fares (half price) are available for individuals with Medicare, disabled, and senior citizens cards and transfers between 10:00 a.m. and 3:00 p.m. Monday through Friday and all day Saturday. The cost of transfers is $0.40. Children five years or younger may ride free when accompanied by a parent or guardian. A summary of zones and fares can be found in Table 2-3 along with a map that displays the zones in Figure 2-13.

Table 2-3: ALLEGANY COUNTY TRANSIT FARE STRUCTURE

Zone Number	Cash Fare	Ticket Cost	Destination
0	$1.00	$9.00	Any Place Within a Zone
1	$1.10	$10.00	State Line, Finan Center, Allegany College, Health Center, LaVale to Police Barracks, Ellerslie, Corriganville, Bowling Green, Potomac Park
2	$1.20	$11.00	Mt. Savage, LaVale Plaza, Country Club Mall, Braddock Square, Cresaptown, Bel Air
3	$1.30	$12.00	Frostburg, Rawlings, Danville
4	$1.40	$13.00	Grahamtown, National, Midland, Hi Rock, Dawson
5	$1.50	$14.00	Lonaconing, Barton
6	$1.60	$15.00	Westernport, Tri-Towns, McCode

DEMAND-RESPONSE SERVICE

ACT operates three separate demand-responsive paratransit services (AllTrans, Medtrans, and Job Access) for the elderly, disabled, and low-income residents depending upon their needs. AllTrans is a county-wide paratransit service that serves the ADA complementary paratransit. It also provides the SSTAP service for the elderly and disabled. Medtrans provides door-through-door transportation service for non-emergency medical appointments. Job Access provides transportation services to meet the mobility needs of welfare recipients and low-income individuals.

AllTrans

AllTrans offers door-to-door service throughout Allegany County. As mentioned above, this service provides ADA complementary paratransit to the fixed-route services, as well as service to the elderly and disabled persons under the SSTAP. ACT provides this service throughout the County, even though ADA service is only required within three quarters of a mile of the fixed-route.

AllTrans service is provided Countywide during the hours that fixed-route service operates, generally between the hours of 5:45 a.m. and 7:00 p.m., plus there are additional

evening trips provided. Since this service is demand-responsive, advance reservation is required and is afforded on a space available basis. Reservations are accepted by AllTrans Monday through Sunday from 8:00 a.m. to 4:30 p.m. The transportation service request must be made at a minimum of one day in advance of the trip, but no greater than five days in advance. Standing appointments (i.e. regular recurring trips with the same pick-up time everyday or week) can also be provided by AllTrans. AllTrans service is available for any type of trip including education, work, shopping, medical appointments, and recreation.

FTA regulations require that each entity providing ADA paratransit service establish a process to determine eligibility. ADA paratransit service is required for persons who are unable, as the result of a physical or mental impairment, and without assistance of another individual on board, ride, or disembark from an accessible vehicle that is used for fixed-route transit services. It is also required for persons with a disability who would be able to ride a fixed-route bus if it was equipped with a wheelchair lift or other boarding device, but who wish to ride at a time and place when the system is unable to provide such a vehicle on the route. ACT has designated the Supplemental Security Income (SSI) determination as the eligibility requirement to utilize AllTrans. The basic requirements to be SSI eligible are for people who are 65 or older, blind, or have a disability or are low-income.

Fare

AllTrans service coverage is divided into eight zones. The base fare for the trip is $2.00 and increases $0.20 for each zone traveled into or through. An AllTrans Punch Pass valued at $30.00 is available from the operators for $27.50. A summary of zones and fares can be found in Table 2-4 and also geographically presented in Figure 2-13.

Table 2-4: ALLTRANS FARE STRUCTURE

Zone Number	Cash Fare	Destination
0	$2.00	Any Place Within A Zone
1	$2.20	State Line, Finan Center, Allegany College, Health Center, LaVale to Police Barracks, Ellerslie, Corriganville, Bowling Green, Potomac Park
2	$2.40	Mt. Savage, LaVale Plaza, Country Club Mall, Braddock Square, Cresaptown, Bel Air
3	$2.60	Frostburg, Rawlings, Danville
4	$2.80	Grahamtown, National, Midland, Hi Rock, Dawson
5	$3.00	Lonaconing, Barton
6	$3.20	Westernport, Tri-Towns, McCode
7	$3.40	Little Orleans, Mile Marker 68
8	$3.60	Sideling, Washington County Line

Medtrans

Medtrans is Allegany County's medical assistance transportation program, providing medical transportation for Medicaid covered services. Transportation service is available for individuals requiring medically necessary treatment to locations where a medical provider has an agreement with the Allegany County Department of Health and Mental Hygiene. Transportation is only for medical assistance recipients who do not have another means of transportation. Both in-County and out-of-County medical transportation are provided. There are numerous eligibility requirements for the Medtrans program, which are highlighted below:

- Current medical assistance card holder.
- Medically necessary treatment to a Medicaid provider which is a Medicaid billable service.
- Not an emergency trip (those that should be handled by 911).
- Residency and/or destination must be more than a quarter mile from the fixed-route.
- Reservations must be made at least 24 hours in advance to the appointment time for local doctor visits.

- Only required to transport to the nearest medical specialist and not necessarily the preferred physician.
- Three days notice is required for out of County trips, plus a confirmation call the day before the appointment after 3:00 p.m., and a referral slip from the physician.

Job Access

Through the Job Access Program, expanded demand-response transportation services to local and out-of-area employment, training, and childcare and support services is provided to welfare recipients and low-income individuals throughout Allegany County. The program was established to assist the labor force consisting of mainly entry-level, minimum wage positions with non-traditional work hours that do not correlate with fixed-route transportation services.

Individuals are referred to the program by the Allegany County Department of Social Services (ACDSS), the Multi-Agency Team (representatives from the County agencies that report to the Local Management Board), and human service providers. All referrals go through ACDSS for data tracking and then are submitted to ACT. Approved participants then independently contact ACT to schedule their personal trips.

Scheduling a Trip

As noted in each of the individual demand-responsive services, reservations are required for paratransit service between the hours of 8:00 a.m. and 4:30 p.m. ACT has a customer service department established to handle all incoming service reservations and inquiries. Each service has a unique phone line which enables the customer service staff to determine in advance the general nature of the transportation request. Upon receiving the call, the customer service representative will fill out a trip request form specific to that program. Data that is required includes:

- Request date
- Appointment date
- Appointment time (return time depending on the service)
- Name, address, and phone number of the patron
- Destination

- Level of assistance (disability)
- Trip purpose

At the end of the day, all the trip requests are sorted and a schedule is made. This process is currently performed manually and takes between 1½ and 2 hours to make. Depending upon the various requirements of the client, AllTrans, Medtrans, and Job Access trips can be combined.

ANALYSIS OF SYSTEM PERFORMANCE

Allegany County has been providing fixed-route service since its inception in 1975 and demand-responsive service since the mid-1980s. Ridership over that time has fluctuated due to the evolving system. To capture the current and most recent conditions, operational data was reviewed for the past three fiscal years. Table 2-5 displays ACT fixed-route operating data. It provides details concerning each individual route in conjunction with the overall system totals. Ridership data is collected by vehicle one week out of every month. The interlined routes were grouped to provide a closer representation of route level ridership and farebox funds AllTrans service data is provided in Table 2-6 and Medtrans service data is provided in Table 2-7. Both tables present service information on clients served, trip purpose, along with vehicle and operational information by fiscal year.

Operating statistics and financial performance indicators for all ACT service, including Job Access, were calculated for Fiscal Years 2000, 2001, and 2002 and can be found in Table 2-8. Unfortunately, statistics for the fixed-route service was only possible for the entire system and not per individual routes.

ACT service declined by almost ten percent from FY 2000 to FY 2002, yet service miles and hours have increased. This has led to a reduction in farebox revenue, but increased operational expenses. Farebox recovery has decreased over the three years from 24.15 percent to 19.90 percent to 20.66 percent, respectively. Cost per passenger has increased during this period from $6.04 to $7.19 to $7.11. This trend indicates a slight reduction in the utilization of the fixed-route service.

Table 2-5: ALLEGANY COUNTY TRANSIT FIXED ROUTES OPERATING DATA

Route Name	Miles Per Trip	Weekdays			Saturday			Annual		
		Trips Per Day	Hours Per Day	Miles Driven	Trips Per Day	Hours Per Day	Miles Driven	Trips Per Year	Hours Per Year	Miles Driven
Cresaptown	18.8	5	3.5	94	0	0	0	1,075	752.50	20,210.0
Mt. Savage	18.6	3	3	55.8	0	0	0	645	645.00	11,997.0
Ellerslie*	4.2	2	0.75	8.4	0	0	0	172	64.50	722.4
North Cumberland	4.5	3	1.5	13.5	0	0	0	645	322.50	2,902.5
Frostburg	29.8	5	7.5	149	3	7.5	89.4	1,204	1,935.00	35,879.2
Lonaconing	16.8	2	2	33.6	2	2	33.6	516	516.00	8,668.8
FSU - A.M.	3.5	21	7	73.5	8	8	28	4,859	1,849.00	17,006.5
FSU - P.M.	17	6	7	102	8	7	136	1,634	1,806.00	27,778.0
Red Line	7.5	5	4.25	37.5	4	3	30	1,247	1,042.75	9,352.5
Bedford Road	11.5	5	2.5	57.5	0	0	0	1,075	537.50	12,362.5
Seton Drive	7.1	8	4	56.8	0	0	0	1,720	860.00	12,212.0
Willowbrook Road	6.5	9	4.5	58.5	0	0	0	1,935	967.50	12,577.5
Westernport**	53.4	2	3.5	106.8	0	0	0	172	301.00	9,184.8
Cumberland-Barton-Schwab	46.9	2	2.75	93.8	0	0	0	430	591.25	20,167.0
Totals		73	50.25	846.7	25	27.5	317	16,254	11,438	180,811

*Ellerslie service is part of the Mt. Savage Route that is provided on Tuesday and Friday only.
**Westernport service is only provided on Tuesday and Friday.

Note: Annual days based on 365 days less Sundays and Holidays = 302 days or about 43 weeks.
Peak vehicles per route = 1

Table 2-5 (continued)

Route Name	FY00 Passengers Transported	FY00 Income (Cash Receipts)	FY01 Passengers Transported	FY01 Income (Cash Receipts)	FY02 Passengers Transported	FY02 Income (Cash Receipts)
Cresaptown Mt. Savage Ellerslie North Cumberland	10,357	$10,492.82	8,255	$7,679.19	7,042	$7,407.07
Frostburg Lonaconing	19,348	$20,124.76	16,930	$16,682.69	16,527	$16,267.24
FSU - A.M. FSU - P.M.	25,598	$69,838.14	26,178	$78,449.14	22,970	$59,462.57
Red Line Bedford Road	15,002	$16,104.10	14,499	$14,789.42	11,847	$13,367.91
Seton Drive Willowbrook Road	13,589	$10,682.69	9,802	$7,623.90	9,455	$8,347.13
Westernport Cumberland-Barton-Schwab	2,284	$3,823.21	2,002	$3,236.98	1,967	$2,835.02
Totals	86,178	$131,065.72	77,666	$128,461.32	69,808	$107,686.94

Table 2-6: ALLTRANS SERVICE DATA

		Clients Served				Trip Purpose							Revenue			
	Vehicle Miles	Elderly Ambul.	Elderly Non Ambul.	Disabled Ambul.	Disabled Non Ambul.	Medical	Employment/ Education	Social/ Recreation	Shopping	Meetings	Total Trips	# Tickets Sold	Ticket	Farebox	Total	Total Hours Worked
FY2000 Yearly Totals	112,465	2,938	1,591	3,249	1,078	3,682	2,957	1,099	993	125	8,856	265	$7,287.50	$11,661.02	$18,948.52	5,612.50
FY2000 Monthly Average	9,372	245	133	271	90	307	246	92	83	10	738	22	$607.29	$971.75	$1,579.04	468
FY2001 Yearly Totals	109,743	2,650	1,397	2,197	642	3,078	2,080	766	831	41	6,796	220	$6,160.00	$8,901.82	$15,061.82	5,111.25
FY2001 Monthly Average	9,145	221	116	183	54	257	173	64	69	3	566	18	$513.33	$741.82	$1,255.15	426
FY2002 Yearly Totals	96,319	3,021	1,610	1,419	725	3,670	1,334	890	798	53	6,775	177	$4,867.50	$6,591.84	$11,459.34	5,612.50
FY2002 Monthly Average	8,027	252	134	118	60	306	111	74	67	4	565	15	$405.63	$549.32	$954.95	468

Table 2-7: MEDTRANS SERVICE DATA

	Vehicle Miles	No Show Miles	Total Miles	Non MA Miles	Loaded Miles	Unloaded Miles	Total Miles	Clients Served	Trips	Out of Town		Wheelchairs		Actual Number of Trips			Ambulance Miles
										Clients Served	Trips	Trips	Miles	Ambulance	Ambulatory	W/C	
FY2000 Yearly Totals	120,385	277	120,664	7,109	78,944	34,611	120,664	2,818	5,203	258	173	1,222	13,440	604	3,881	1,222	7,236
FY2000 Monthly Average	10,032	23	10,055	592	6,579	2,884	10,055	235	434	22	14	102	1,120	50	323	102	603
FY2001 Yearly Totals	109,503	358	109,861	7,963	72,453	29,445	109,861	2,495	4,601	216	141	1,228	18,921	611	3,397	1,228	7,378
FY2001 Monthly Average	9,125	30	9,155	664	6,038	2,454	9,155	208	383	18	12	102	1,577	51	283	102	615
FY2002 Yearly Totals	109,561	449	110,010	4,980	70,351	34,779	110,010	2,765	5,119	184	146	1,118	14,689	516	4,001	1,118	5,592
FY2002 Monthly Average	9,130	37	9,168	415	5,863	2,898	9,168	230	427	15	12	93	1,224	43	333	93	466

Table 2-8: ALLEGANY COUNTY OPERATING STATISTICS

	Passengers	Operating Miles	Service Hours	Farebox	Expenses	Passenger Per Mile	Passenger Per Hour	Expense Per Mile	Expense Per Hour	Cost Per Passenger	Subsidy Per Passenger	Farebox Recovery
FY 2000												
Allegany County Transit	113,283	295,114	15,193.75	$165,331.68	$684,543.42	0.38	7.46	$2.32	$45.05	$6.04	$4.58	24.15%
AllTrans	8,856	112,465	5,605.00	$18,948.52	$187,263.55	0.08	1.58	$1.67	$33.41	$21.15	$19.01	10.12%
Medtrans	5,203	120,664		$0.00	$319,475.85	0.04		$2.65		$61.40	$61.40	0.00%
Job Access	3,734	30,417	1,132.00	$0.00	$71,984.98	0.12	3.30	$2.37	$63.59	$19.28	$19.28	0.00%
FY 2001												
Allegany County Transit	102,299	350,631	15,890.45	$146,419.78	$735,931.87	0.29	6.44	$2.10	$46.31	$7.19	$5.76	19.90%
AllTrans	6,796	109,743	5,111.25	$15,061.82	$240,107.28	0.06	1.33	$2.19	$46.98	$35.33	$33.11	6.27%
Medtrans	4,601	109,861		$0.00	$377,935.22	0.04		$3.44		$82.14	$82.14	0.00%
Job Access	10,157	87,291	3,314.00	$0.00	$141,015.02	0.12	3.06	$1.62	$42.55	$13.88	$13.88	0.00%
FY 2002												
Allegany County Transit	102,827	310,424	15,476.31	$150,966.27	$730,734.34	0.33	6.64	$2.35	$47.22	$7.11	$5.64	20.66%
AllTrans	6,851	97,555	5,590.50	$11,739.62	$239,675.59	0.07	1.23	$2.46	$42.87	$34.98	$33.27	4.90%
Medtrans	3,395	107,392		$0.00	$401,749.55	0.03		$3.74		$118.34	$118.34	0.00%
Job Access	15,477	145,604	5,276.00	$0.00	$123,000.00	0.11	2.93	$0.84	$23.31	$7.95	$7.95	0.00%

Note: FY 2000 AllTrans service hours were only reported for July - May, therefore the average was taken for 11 months and this value was used for June's service hours.

	% Change in Passengers	% Change Operating Miles	% Change Service Hours	% Change Farebox	% Change Expenses	% Change Passenger Per Mile	% Change Passenger Per Hour	% Change Expense Per Mile	% Change Expense Per Hour	% Change Cost Per Passenger	% Change Subsidy Per Passenger	% Change Farebox Recovery
FY 2000 to FY 2001												
Allegany County Transit	-9.70%	18.81%	4.59%	-11.44%	7.51%	-23.99%	-13.66%	-9.52%	2.79%	19.05%	25.73%	-17.62%
AllTrans	-23.26%	-2.42%	-8.81%	-20.51%	28.22%	-21.36%	-15.85%	31.40%	40.60%	67.08%	74.23%	-38.01%
Medtrans	-11.57%	-8.95%		0.00%	18.30%	-2.87%		29.93%		33.78%	33.78%	0.00%
Job Access	172.01%	186.98%	192.76%	0.00%	95.90%	-5.22%	-7.09%	-31.74%	-33.09%	-27.98%	-27.98%	0.00%
FY 2001 to FY 2002												
Allegany County Transit	0.52%	-11.47%	-2.61%	3.11%	-0.71%	13.54%	3.21%	12.15%	1.95%	-1.22%	-2.16%	3.84%
AllTrans	0.81%	-11.11%	9.38%	-22.06%	-0.18%	13.40%	-7.83%	12.29%	-8.74%	-0.98%	0.47%	-21.92%
Medtrans	-26.21%	-2.25%		0.00%	6.30%	-24.52%		8.75%		44.06%	44.06%	0.00%
Job Access	52.38%	66.80%	59.20%	0.00%	-12.78%	-8.65%	-4.29%	-47.71%	-45.21%	-42.76%	-42.76%	0.00%

AllTrans service has dropped about 23 percent over this same time period. Service hours have remained basically the same, though operating miles has decreased each year. AllTrans has experienced a similar trend with regards to farebox revenue and operational expenses. Farebox recovery has declined much more dramatically than for the fixed-route service over the three years – from 10.12 percent to 6.27 percent to 4.90 percent, respectively. Cost per passenger has escalated during this period from $21.15 to $35.33 to $34.98. This trend indicates a sizeable reduction in the utilization of the paratransit service.

Medtrans service has dropped the most dramatically of all the services. Service is down almost 35 percent over the two years. Operating miles for this service is lower, however, operating expenses has increased by just over 25 percent. Fares are not collected for Medtrans service, thus the farebox recovery is not applicable. Cost per passenger has grown rapidly during this period from $61.40 to $82.14 to $118.34. It is difficult to associate a trend for the increased cost of service since performance data is not disaggregated by intra-county and long-distance transportation.

Job Access service is the lone service that has increased over this period. Service has quadrupled over the two years. As to be expected, both operating miles and expenses have increased dramatically. An interesting component of this, though, is that between FY 2001 and FY 2002 the number of passengers are up by 50 percent and operating miles 65 percent, expenses were actually down by almost 13 percent. Fares are not collected for the Job Access service as well, therefore the farebox recovery is not applicable. Cost per passenger has fallen significantly during this period from $19.28 to $13.88 to $7.95, indicating that the service is increasingly being utilized.

The Maryland Transit Administration (MTA) has developed fixed service and demand-responsive service guidelines as a way to measure the success of services in different operating environments. Performance standards are delineated to apply to rural, suburban, and urban services. Route performance is compared to these standards in Table 2-9. It should be noted that Medtrans service was not included in this analysis since it is a Medicaid transportation service. According to the guidelines for the most recent fiscal year reported (FY 2002), ACT fixed-route service meets MTA's guidelines for farebox recovery and operating cost per mile, but needs improvement for passengers per mile and subsidy per passenger. AllTrans service requires assistance in improving all four categories. The Job Access service meets the criteria for

Table 2-9: ALLEGANY COUNTY TRANSIT PERFORMANCE STANDARDS

	Farebox Recovery	Meets/Needs Improvement	Operating Cost Per Mile	Meets/Needs Improvement	Passenger Per Mile	Meets/Needs Improvement	Subsidy Per Passenger	Meets/Needs Improvement
FY2000:								
Allegany County Transit	24.15%	Meets	$2.32	Meets	0.38	Needs Improvement	$4.58	Needs Improvement
AllTrans	10.12%	Meets	$1.67	Meets	0.08	Needs Improvement	$19.01	Needs Improvement
Job Access	0.00%	N.A.	$2.37	Needs Improvement	0.12	Needs Improvement	$19.28	Needs Improvement
FY2001:								
Allegany County Transit	19.90%	Needs Improvement	$2.10	Meets	0.29	Needs Improvement	$5.76	Needs Improvement
AllTrans	6.27%	Needs Improvement	$2.19	Needs Improvement	0.06	Needs Improvement	$33.11	Needs Improvement
Job Access	0.00%	N.A.	$1.62	Meets	0.12	Needs Improvement	$13.88	Needs Improvement
FY2002:								
Allegany County Transit	20.66%	Meets	$2.35	Meets	0.33	Needs Improvement	$5.64	Needs Improvement
AllTrans	4.90%	Needs Improvement	$2.46	Needs Improvement	0.07	Needs Improvement	$33.27	Needs Improvement
Job Access	0.00%	N.A.	$0.84	Meets	0.11	Needs Improvement	$7.95	Meets

operating cost per mile and subsidy per passenger, yet still needs to improve on farebox recovery (no fare is collected so this would be a policy change) and passengers per mile.

REVENUES AND EXPENSES

ACT's operating and administrative budgets for FY 2003 are presented in Table 2-10. Funding for public services is provided through Section 5307, Section 5311, Job Access Reverse Commute (JARC), and MCTP programs. Funding for seniors, disabled persons, and Medicaid services is provided through SSTAP and ADA programs. The City of Cumberland has retained its classification as an urbanized area, therefore the City will continue to receive operating funds under the Small Urban programs (population 50,000 < 200,000). Local matches to the programs are provided by the County, passenger fares, and through advertising.

Expenses include direct operating expenses paid for vehicle maintenance along with driver and mechanic salaries. The administrative budget works toward office employee salaries, materials and supplies, and general office utilities.

INVENTORY OF OTHER TRANSPORTATION PROVIDERS

To gain a complete picture as to the breadth of transportation services available within Allegany County, both traditional outside providers as well as non-traditional providers must be explored. The intent of this section is to identify these "other" providers (primarily human service agencies), describe the various issues pertinent to their agency, and ascertains the potential for further coordination.

FIXED-ROUTE PROVIDERS

Potomac Valley Transit Authority (PVTA)

PVTA is the public transit system that provides general public bus transportation for Grant, Hampshire, Hardy, Mineral, and Pendleton Counties in West Virginia. In addition to

Table 2-10: ALLEGANY COUNTY TRANSIT BUDGETS FY 2003

	Section 5307	SSTAP	Section 5311	MCTP	ADA	JARC	Total
Grant Funding	310,242	112,251	123,996	163,000	34,020	184,500	928,009
Local Funding	103,414	37,417	41,333	0	3,780	0	185,944
DHR Funding		0	0	0	0	61,500	61,500
Projected Revenue	135,786	13,500	39,333	24,200	2,500	20,000	235,319
Funding + Revenue	549,442	163,168	204,662	187,200	40,300	266,000	1,410,772
Purchase of Service							**0**
Vehicle Operations:							
Driver Salaries	174,372	55,041	71,085	60,371	15,082	88,000	463,951
Dispatcher Salaries	-	24,531	-	11,631	4,530	43,100	83,792
Fringe Benefits	66,550	29,922	27,137	27,269	7,453	53,700	212,031
Fuel and Oil Fleet	19,842	9,568	8,932	8,436	2,200	8,000	56,978
Tubes and Tires	6,721	568	2,742	1,590	40	1,300	12,961
Vehicle Insurance	38,993	11,835	15,892	13,276	1,716	12,000	93,712
Other	1,281	-	467	250	-	-	1,998
Maintenance Operations:							
Mechanic Salaries	53,443	3,889	14,216	14,772	878	9,500	96,698
Fringe Benefits	27,972	2,265	7,441	8,615	338	4,100	50,731
Maintenance Contract	13,827	-	5,489	2,718	-	1,000	23,034
Materials/Supplies	20,112	5,410	5,191	4,095	804	2,000	37,612
Utilities	8,335	-	2,805	1,638	-	1,100	13,878
Other	10,741	-	2,791	70	-	200	13,802
Administration Operations:							
Administrator Salary	16,411	6,549	11,955	5,001	2,131	3,000	45,047
Manager Salary	13,183	2,006	7,144	4,872	1,154	3,200	31,559
Secretary Salary	9,222	2,007	4,952	3,369	798	2,800	23,148
Other	6,390	1,780	2,862	3,263	588	2,000	16,883
Fringe Benefits	26,896	4,575	9,344	5,721	2,006	4,800	53,342
Materials/Supplies	1,243	1,136	496	785	86	400	4,146
Telephone	2,130	713	710	757	146	800	5,256
Utilities	1,553	719	517	646	125	-	3,560
Other	30,225	654	2,494	8,055	225	5,000	46,653
Total Expenses	**549,442**	**163,168**	**204,662**	**187,200**	**40,300**	**246,000**	**1,390,772**

providing local fixed-route service within each county, PVTA operates two routes into Cumberland from Mineral and Hampshire County.

The Keyser-Cumberland Route (Mineral County – south of Allegany County) operates from Keyser, WV to Cumberland via Rawlings, WV, Cresaptown, and LaVale. Service operates Monday through Friday, offering two round-trips a day. Table 2-11 presents the schedule.

Table 2-11: KEYSER TO CUMBERLAND SCHEDULE

To Cumberland			To Keyser		
Keyser Square	10:00 a.m.	2:15 p.m.	Country Club Mall	10:45 a.m.	3:00 p.m.
Keyser (Downtown)	10:03 a.m.	2:18 p.m.	Wal-Mart	On Demand	On Demand
Rawlings	10:17 a.m.	2:32 p.m.	Cresaptown	10:50 a.m.	3:05 p.m.
Cresaptown	10:25 a.m.	2:40 p.m.	Rawlings	10:58 a.m.	3:13 p.m.
Wal-Mart	On Demand	On Demand	Keyser (Downtown)	11:12 a.m.	3:27 p.m.
Country Club Mall	10:30 a.m.	2:45 p.m.	Keyser Square	11:15 a.m.	3:30 p.m.

The Romney-Cumberland Route (Hampshire County – southeast of Allegany County) operates from Romney, WV to Cumberland via Springfield, Ft. Ashby, Short Gap, Wiley Ford, and Ridgeley WV, as well as LaVale. This service also operates Monday through Friday, offering two round-trips a day. Table 2-12 presents the schedule.

The base fare for PVTA regular route service is $1.00. This fare encompasses the first five miles of the passenger's trip. Beyond the first five miles the rate increases at approximately five cents per mile. A Five Dollar Discount Pass is available on regular route services that entitle the rider to six dollars worth of rides. Senior citizens, disabled individuals, and children between the ages of 6 and 12 (accompanied by an adult) may ride for one half the regular fare. Children under 6 accompanied by an adult may ride buses free.

Table 2-12: ROMNEY TO CUMBERLAND SCHEDULE

To Cumberland			To Romney		
Romney Food Lion	8:35 a.m.	1:05 p.m.	Country Club Mall	10:35 a.m.	3:00 p.m.
Hospital	8:45 a.m.	1:15 p.m.	Sacred Heart Hospital	On Demand	On Demand
School & Birch	8:47 a.m.	1:17 p.m.	Value City	11:00 a.m.	3:25 p.m.
Main & High	8:50 a.m.	1:20 p.m.	Ridgeley	11:05 a.m.	3:30 p.m.
Springfield	9:02 a.m.	1:32 p.m.	Wiley Ford	11:10 a.m.	3:35 p.m.
Ft. Ashby	9:17 a.m.	1:47 p.m.	Short Gap	11:21 a.m.	3:46 p.m.
Short Gap	9:24 a.m.	1:54 p.m.	Ft. Ashby	11:33 a.m.	3:58 p.m.
Wiley Ford	9:35 a.m.	2:05 p.m.	Springfield	11:48 a.m.	4:08 p.m.
Ridgeley	9:40 a.m.	2:10 p.m.	Main & High	12:00 p.m.	4:20 p.m.
Value City	9:55 a.m.	2:25 p.m.	School & Birch	12:03 p.m.	4:23 p.m.
Sacred Heart Hospital	On Demand	On Demand	Hospital	12:05 p.m.	4:25 p.m.
Country Club Mall	10:15 a.m.	2:45 p.m.	Romney Food Lion	12:15 p.m.	4:35 p.m.

PVTA provides a route deviation service on all their regular routes. This provides the passenger the advantage of being picked up or dropped off at locations within three quarters of a mile of the regular route. All PVTA vehicles are lift-equipped for the convenience of disabled individuals. Route deviation service requires a reservation that must be made no later than the end of business day prior to the day of travel (business hours are 4:30 a.m. to 5:00 p.m. Monday through Friday).

HUMAN SERVICE AGENCIES

There is significant evidence that transportation is an essential component of each human service agency's mission. This is reflected by the size of their transportation programs and their commitment to transportation. Transportation services include, but are not limited to:

- transportation for children,
- senior transportation,

- medical transportation,
- transportation service for persons with disabilities, and
- transportation to employment sites.

To gain a Countywide perspective as to the comprehensiveness of existing service, human service agencies were contacted to gather information on their existing transportation services, the need for additional transportation services, and the potential for new and/or additional coordination among the agencies and ACT. Surveys were sent to 15 agencies/departments which 1) provided transportation services utilizing their own vehicles, 2) purchased transportation services from other organizations and/or reimburse staff, volunteers, or clients, and 3) had a vested interest in transportation services, however did not provide, purchase, nor reimburse for transportation services. A listing of the organizations that received a survey is listed below

- Allegany County Health Department – CSA
- Allegany County Human Resources Development Commission
- Adult Day Care
  -- Head Start
  -- Older Americans Act
- Allegany Office for Children, Youth, and Families
- Allegany Department of Social Services
- Archway Station
- Blind Industries & Services of Maryland – Cumberland
- Friends Aware, Inc.
- Goodwill Industries, Inc.
- Moran Manor Nursing Home
- Memorial Hospital & Home Health Services

- On Our Own of Allegany County
- Western Maryland Health Systems Adult Medical Day Care

Specifically, organizations were asked to provide information on the following transportation topics:

- Service type
- Operational procedures
- Budget and funding
- Clients transportation data
- Transportation management and staffing
- Ridership
- Capital inventory
- Duplication of service
- Coordination – existing and potential
- Transportation barriers
- Potential improvements

A copy of the Provider and Non-Providers survey instrument can be found in Appendix B. The discussion that follows summarizes the findings from those agencies who responded to the survey. The review is grouped into two categories, 1) agencies who are transportation providers and 2) non-provider agencies.

Transportation Providers

Allegany County Department of Social Services

ACDSS is a public agency that provides job placement, Medicaid, Transportation, Welfare and Food Stamps, CPS, APS, SSTA, Foster Care, AIDS Case Manager, Family Preservation, Project Home, Respite Care, Child Support, and IHAS services to Allegany

County. The agency is open between 8:00 a.m. and 4:30 p.m. Clients who do not drive themselves, arrive by riding with family or friends, taking a taxi, public transportation, or by another agency transport. These clients often have special needs and require the assistance of a cane, walker, or escort. ACDSS provides demand-responsive service. Clients make reservations through a receptionist, no more than a month ahead of time.

The agency is not able to meet the needs of its special needs clients because they do not have enough drivers. They would like to see more medical transportation services, especially for more out of town service. The agency would like to see transportation opportunities to markets, banks, and other daily errand type locations.

Allegany County Human Resources Development Commission (HRDC) - Adult Day Care Centers Program

HRDC's Adult Day Care Centers Program is a private, non-profit agency program that provides adult day care for approximately 125 adults in Allegany County. These individuals are over the age of 16 and suffer from mental or physical disabilities. The agency provides assistance between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday. There are two centers under this program and they are located in Cumberland and Lonaconing. About 95 percent of clients cannot reach the program themselves. Those who do not drive, ride with family or friends, or in an agency vehicle. Approximately 75 percent of the clients have special needs and use a cane, walker, wheelchair, or escort. The Adult Day Care Centers Program provides transportation to and from the program, as well as to and from medical appointments. The agency provides deviated fixed-route service to clients who schedule a trip at least the day before a desired trip by calling a manager at the agency.

HRDC's Adult Day Care does not have a problem with the current method of getting clients to their program, but would like additional transportation services to be available for clients located in Flintstone. They would like to see road conditions improve. Finally, the agency has budgetary concerns that should be addressed in trying to improve client transportation services.

Allegany County Human Resources Development Commission - Older American Act Program (OAA)

HRDC's OAA Program provides chore services, congregate nutrition, education and training, meal delivery, mental health, recreational, senior center, and transportation, volunteer opportunities and other services to residents of central and western Allegany County who are at least 60 years old. The OAA Program serves over 1,500 clients per year. The agency's service hours are between 8:30 a.m. and 4:30 p.m. Monday through Friday, and occasionally on weekends or evenings. They estimate that about 80 percent of their clients are unable to drive themselves. Of these, about 60 percent of the clients have special needs in that they require the use of a cane, walker, or wheelchair. Clients reach the OAA sites in Cumberland, Lonaconing, Frostburg, and Westernport by riding with family or friends, in agency vehicles, by public transportation, or by walking.

OAA provides transportation assistance via subscription service and special services. Clients schedule trips by calling the manager at the agency. A trip must be called in by 8:30 a.m. the day of the requested trip. To improve transportation service to their clients, they request additional funding to serve the eastern part of the County as well as for "on demand medical transport."

Blind Industries & Services of Maryland

The Blind Industries & Services of Maryland is a private, non-profit organization that provides counseling, education and training, job placement, rehabilitation, residential, and sheltered employment services to the visually impaired in Western Maryland and West Virginia. They currently serve between 65 and 100 people. Their hours of operation are from 7:00 a.m. and 4:30 p.m. Monday through Friday. They reported that around 15 to 17 clients do not drive themselves. These individual's means of transportation is through rides with family or friends, aboard an agency vehicle, or by taking a taxi or public transportation. Blind Industries & Services' programs charge a minimal fee for the subscription and special services they provide. Clients schedule trips through a secretary or drivers 24 hours before the trip. The agency employs one full-time driver and one part-time driver.

A grant from the State of Maryland to purchase a new vehicle would help the agency improve their transportation services to clients. Their current concern is the age of their vehicle.

Non-Providers

Allegany County Health Department – CSA

The Allegany County Health Department Mental Health System's Office (CSA) is the agency in Allegany County responsible for planning, managing, monitoring, and distributing information about public mental health services. The Allegany County Mental Health Clinic is located on Willowbrook Road, a considerable distance from all residential areas. The clinic, one of the larger mental health clinics in the State, is open for operations five days a week from 8:00 a.m. until 6:30 p.m., except on Friday's when they close at 5:00 p.m. Hundreds of appointments are scheduled each week. About half of the people with scheduled appointments depend upon public transportation. Currently, patients and their families invest inordinately long periods of time into keeping their appointments because the public bus system's runs are so infrequent. Some people have frequent appointments and the long waits associated with taking public transportation becomes very disruptive to school work, family, and other daily aspects of life.

Consistently following appointment and medication schedules is essential in order for patients, their families, and their communities to attain maximum benefit from treatment. Patients frequently site "the long bus waits" as discouraging to their efforts to continue in treatment consistently. The agency requests an increase in bus service frequency to the Willowbrook Road location, since a large number of people are negatively affected by the current scheduling. The health department location is also served by other clinics which would benefit from an increase in service.

Allegany Office for Children, Youth, and Families

The Allegany Office for Children, Youth, and Families is a public Multi-Agency Team that provides education and training with an emphasis on systems reform and intervention and prevention. They directly serve about 300 clients per year, although through collaboration, they indirectly serve approximately 2,000. The agency's program hours are Monday through Friday

from 8:00 a.m. to 4:30 p.m., year round. They estimate that about 20 percent of their clients are dependent on transportation assistance. Those who do not drive themselves are transported by: riding with family or friends, agency vehicles, taxi, public transportation, staff, or other agency transports. Although they estimate that only one percent of the clients have special physical needs, probably around 30 to 40 percent have educational and emotional special needs.

Allegany Office for Children, Youth, and Families believe they are able to meet the transportation needs of their special needs clients. They do have suggestions, however, to further improve the accessibility to their site. They highlight that rural areas in the county do not have public transportation (i.e. Georgia Creek, Flintstone, Oldtown). The major concerns they would like addressed to improve client transportation services are: insurance, the regulations from the Board of Education (i.e. no vans), and the families that need their services but cannot reach them.

Archway Station, Inc.

Archway Station is a private, non-profit that works with approximately 400 children with emotional difficulty and adults with serious mental illness in Allegany County. This service is provided daily between 7:00 a.m. and 9:00 p.m. year round. Most of the clients of Archway Station, around 360, are unable to drive themselves, although Archway Station does not provide its own transportation. People who do not drive themselves reach the services by taking a taxi, riding with a family member or friend, using public transportation, on an agency vehicle, rides with staff, and through other agency transports.

Archway Station purchases transportation services from ACT by distributing passes to clients to permit them to participate in the community by using public transportation rather than a separate system. Those clients participating in the program flash their pass to an ACT driver and are able to ride without paying a fare themselves. This relationship has evolved over the years to the point where a monthly remuneration takes the place of daily trip tallies for billing.

Archway Station indicates that there are geographic areas in which extended public bus service could help better serve their clients. Service recommendations that they feel are important to their clients' transportation needs are service after 5:00 p.m., service on Sundays, address the limitations for Georges Creek area residents, and to limit the time gaps on ACT's fixed routes that go to the Health Department. Additionally, Archway Station notes concerns

regarding the AllTrans and Medtrans services where conflicting information has been disseminated and occurrences of excessively late or missed trips completely.

IDENTIFICATION OF ISSUES

Based on the consultant's discussion with administrative, management, and operations staff, as well as observation of the service and a review of reports and records, the following issues were identified for further review.

Riders Guide and Schedules

A Riders Guide should be developed that incorporates all the transit services offered by ACT. Specifically, it would provide eligibility requirements for each service. Included in this Riders Guide would be all the fixed-route schedules along with a map of the route. Fares, important numbers, and educational material would all be in one central place. This would help passengers understand what is expected of them, as well as what service is available.

Frequency

Services for the fixed routes in Allegany County vary by route. Passenger loads are deceiving -- are they the result of need? or do they suffer from schedules that do not meet the requirements of clients? Further analysis of the interlining routes and overall coverage is warranted. Specifically, decisions will need to be made concerning whether it is best to cover a greater geographical area or to have higher concentrated service in areas that traditionally attract higher transit ridership (as discussed in Technical Memorandum #2). Consideration must also be made in transforming existing fixed-route service into deviated fixed-route (allows the vehicle to stray from the fixed-route) service or even demand-responsive service where ridership levels are low.

Coordination of Long Distance Medical Service

Currently Medtrans allows passengers to determine the long distance schedule. The Medtrans program should investigate offering long distance service with formal schedules that designate specific days and times for service to each destination city. Coordination with the human service agencies and hospitals could foster advantageous dates and times for all parties. This would allow for more uniform appointments resulting in greater productivity and lower costs for the service.

Job Access Program

Ensuring the Job Access program's success and existence might be dependent upon future policy decisions. Specifically, financial depletion will occur based on the program's success due to the growing number of clients. Thus, assessing a fee for on-going dependency after a designated duration should be considered. Partnering with employers for either new routes and/or funding support for demand-response trips. This would reward the employer, employee, and the transit agency. Another prospect would be educating employers as to how participation with program costs can lead to transportation tax credits.

Paratransit Software

Paratransit software should be explored to assist the customer service department. A simple software package would enhance operations by reducing data entry time, assist in determining trip availability, provide preliminary schedules for future days operation, which together would allow a greater amount of time to be devoted to the rider.

Human Service Agency Coordination

The research involved with this transportation plan made it evident that there is a critical need for transportation services for clients to reach services and employment all throughout Allegany County. ACT is not able to meet all of these needs, as a result, several agencies have

addressed this gap in service by providing independent transportation options. Continued and additional coordination is necessary to ensure that basic travel needs are met. Expanding the existing public service levels by providing expanded hours, additional days, or even extending routes is the goal of all interested parties. This is not always feasible, primarily due to funding constraints associated with the increase in service options. Additional coordination between ACT and the human service agencies is vital to address duplicative service and unserved locations.

CHAPTER 3

LAND USE PROFILE, POPULATION NEEDS ASSESSMENT, AND TRANSIT ORIGINS AND DESTINATIONS

This chapter presents information in relation to the population of Allegany County and discusses the land use patterns of the County as it affects the feasibility of public transportation. Specifically it targets residential pockets displaying the greatest needs for transportation services. In conjunction to this analysis, major transit destinations were identified and evaluated. Information presented herein should not be considered on its own, rather it should be coupled with Chapter 2 which assesses current transportation services in Allegany County. Collectively this analysis will impart a basic depiction of the linkages most likely needed to support public transportation.

ALLEGANY COUNTY CHARACTERISTICS

Allegany County is located in Western Maryland, about 130 miles from Baltimore. It is situated between Pennsylvania to the north and West Virginia to the south. A map of the county is provided in Figure 3-1. The terrain is mostly hilly, with the grain of the Appalachian Mountains cutting from southwest to northeast across the county, creating linear valleys and limiting east-west access. The southern border of the County is formed by the Potomac River. The main east-west thoroughfare is I-68, which cuts across several mountain ranges from Washington County in the east to Garrett County in the west. This route travels through Cumberland, the County seat and largest city. The topography of the County corresponds with

the natural assembly of the population. Essentially, the area east of Cumberland is primarily rural, thus most of the population in the County resides in the west and south.

POPULATION PROFILE

Demographic and economic characteristics of the population are often a precursor as to the needs for transportation services. The following analysis provides a review of relative transit needs in Allegany County in terms of those population segments that are potentially transit dependent, as well as the overall population distribution. Potentially transit dependent population segments are those segments of the population that, because of demographic characteristics such as age, disability, income, or automobile availability, may potentially require transit service to meet mobility needs (as an alternative to the private automobile). These segments of the population are defined – using Bureau of the Census data – as:

1. Youth (persons age 12 to 17),
2. Elderly (persons age 60 and above),
3. Persons with a disability that limits their mobility,
4. Persons living below the poverty level, and
5. Autoless households.

In order to conduct an analysis of transit needs, it was first necessary to extract the data for the total population for each of the above five variables from the 2000 Census, using SF1 and SF3 files. The analysis was conducted at the Census Block Group level, for which the raw data was summarized for the targeted variables and is displayed in Table 3-1. Figure 3-2 is a map that identifies the locations of the Census Block Groups by number which corresponds to the analysis tables that follow. Using total population data and data on land area for each block group, the density (persons per square mile) and percentage of the population were calculated. This allowed for similar analysis to be undertaken (density and percentage) for each of the five transit "needs" variables within each block group.

Next, each block group was ranked per category relative to the other block groups. Such rankings were performed based on the number, density, and percentage of the population within

Table 3-1: ALLEGANY COUNTY TRANSPORTATION DISADVANTAGED SUMMARY

Block Group	Geographic Area	Land Area (sq. miles)	Population	Population Density	Households	Youth	Elderly	Mobility Limited	Below Poverty Level	Autoless Households
240010001001	Eastern County	45.03	785	17.43	315	13	209	86	80	18
240010001002	Eastern County	83.16	1,738	20.90	605	263	301	35	189	7
240010001003	Eastern County	62.44	1,218	19.51	464	118	243	72	95	24
240010002001	Southeastern	7.59	2,472	325.76	413	84	269	51	51	12
240010002002	Northeastern	18.32	1,224	66.82	476	85	232	49	156	6
240010002003	Southeastern	23.45	1,005	42.86	374	57	214	74	149	14
240010003001	Route 220 North	5.20	1,248	240.00	540	124	282	114	228	55
240010003002	Route 220 North	1.01	733	728.18	282	97	121	84	81	22
240010003003	Route 220 North	2.42	644	265.84	284	34	204	51	64	0
240010004001	North Cumberland	0.10	1,043	10,351.95	442	59	243	82	200	75
240010004002	North Cumberland	1.11	1,532	1,385.45	665	113	458	182	224	71
240010004003	Route 220 North	2.52	675	267.88	281	86	142	34	104	11
240010005001	East Cumberland	4.04	739	182.88	223	72	181	11	57	13
240010005002	South Cumberland	0.43	1,844	4,285.55	851	144	554	229	449	295
240010006001	South Cumberland	1.38	2,318	1,673.73	970	145	678	179	307	111
240010006002	South Cumberland	0.20	961	4,743.76	419	104	260	105	285	68
240010007001	South Cumberland	0.48	1,609	3,367.33	741	161	502	76	372	181
240010007002	South Cumberland	0.22	1,848	8,316.94	817	181	431	128	518	217
240010008001	South Cumberland	1.30	1,313	1,011.96	521	144	276	71	150	64
240010008002	South Cumberland	0.14	1,047	7,701.47	444	70	215	70	318	135
240010010001	North Cumberland	0.22	1,936	8,888.07	808	153	359	192	497	111
240010010002	North Cumberland	0.22	854	3,833.21	567	30	344	124	189	285
240010011001	West Cumberland	0.31	1,629	5,180.80	775	132	398	108	270	166
240010012001	West Cumberland	1.18	1,525	1,290.26	674	163	345	38	69	53
240010012002	West Cumberland	0.69	1,161	1,676.06	468	87	222	57	134	12
240010012003	West Cumberland	0.98	641	651.61	226	37	236	34	35	12
240010013001	Bowling Green	2.63	1,180	448.15	548	110	195	90	78	20
240010013002	Bowling Green	1.21	2,411	2,000.47	355	51	247	56	98	13
240010014011	LaVale	4.82	770	159.79	300	88	178	16	19	6
240010014012	LaVale	6.44	1,324	205.51	540	89	437	136	86	12
240010014013	LaVale	3.42	2,005	585.72	854	102	545	210	154	35
240010014021	LaVale	1.13	1,619	1,427.45	673	132	369	94	141	32
240010015021	Ellerslie/Corriganville	4.99	1,575	315.90	545	129	487	151	163	41
240010015022	Ellerslie/Corriganville	4.15	581	140.07	234	49	83	26	61	18
240010015031	Mount Savage	4.83	819	169.62	314	66	215	67	153	8
240010015032	Mount Savage	3.05	729	239.19	264	75	72	41	33	12
240010015033	Mount Savage	4.07	647	159.14	260	51	162	46	96	17
240010016001	Mount Savage	7.73	1,717	222.26	697	161	402	93	96	44
240010017001	Mount Savage	8.42	624	74.13	238	46	116	14	14	0
240010017002	Frostburg	1.70	2,538	1,495.73	1,127	154	668	154	722	137
240010017003	Frostburg	2.49	1,813	728.56	735	167	387	33	110	9
240010018001	Frostburg	2.69	1,655	614.26	798	104	342	113	341	96
240010018002	Frostburg	0.58	2,090	3,609.20	275	33	172	69	20	7
240010018003	Frostburg	0.33	1,124	3,421.79	503	16	130	28	833	101
240010019001	Midland	14.92	1,432	95.97	554	77	249	64	121	64
240010019002	Midland	9.51	1,116	117.39	437	86	259	78	72	51
240010020001	Cresaptown	3.27	1,575	481.78	665	155	367	79	126	32
240010020002	Cresaptown	4.77	2,595	544.48	1,062	204	588	136	145	40
240010020003	Route 220 South	19.26	1,391	72.22	524	112	349	83	121	43
240010021001	Lonaconing	14.17	2,322	163.85	939	201	618	187	398	122
240010021002	Barton	10.83	1,311	121.05	543	113	363	69	162	38
240010022001	Route 220 South	10.29	1,096	106.51	428	83	192	84	95	6
240010022002	Westernport	1.60	1,337	834.76	550	109	517	117	185	93
240010022003	Westernport	11.96	1,792	149.84	715	136	481	141	235	53

each category. Individual variable rankings were then summed by block group, resulting in three combined rankings that represent relative transportation "need" based on 1) the number of potentially transit dependent persons, 2) the percentage of potentially transit dependent persons, and 3) the density of potentially transit dependent persons. Coupled with this combined analysis, density of autoless households in the region was isolated and examined independently, for this variable is of particular importance in determining transit need due to this populations reliance on others or public services for transportation.

Transit Dependent Summary Rankings

As indicated, three representations of relative need were identified based on the number, density, and percentage of transit dependent populations. These representations were identified by ranking for each of the five variables individually, and then summed for overall rankings. Lastly, the ranking of block groups based on the density of autoless households is discussed separately (note: autoless households are included in the sum rankings) as mentioned above. The results of these rankings are presented in the following discussion.

It is important to recognize that these three rankings should be examined in relation to one another, as individual rankings may be swayed by overall block group characteristics, such as geographic size or population concentrations. For example, a block group covering a large land area with a sizeable population count may give the appearance of elevated need based on the sheer number of potentially transit dependent persons. This is deceiving due to the fact that the larger overall population would naturally include a greater number of potentially transit dependent persons. Likewise, a smaller block group with lower overall population may have fewer transit dependent persons, however, still give the impression of higher need because it encompasses a greater percentage of the overall population in that block group. Finally, areas with higher overall population density may give the impression of greater need in relation to other areas because they would naturally carry larger population densities of potentially transit dependent persons. By examining each of these rankings independently and then comparing them to one another, we can derive a better understanding of the relative potential need for transit services in each block group.

Numeric Ranking of Transit Dependent Populations

The initial summary ranking analyzed each block group based on the total number of potentially transit dependent population for each of the five variables. Each of the five variables were numerically ranked by block group and then summed to provide an overall numeric ranking as displayed in Table 3-2. Accompanying this table is a graphic representation of this ranking that is presented in Figure 3-3. The areas of highest relative need based on this ranking entail parts of Cumberland and LaVale, Frostburg, Cresaptown, Westernport, Lonaconing, Valley Road (north of Cumberland) and Ellerslie. This need identification, however, is heavily swayed by overall population distribution and geographic boundaries of the block groups. When compared to the overall population of each block group, a stronger need can be identified in Westernport, Western Frostburg, Ellerslie, and Valley Road.

Percentage Ranking of Transit Dependent Populations

The second summary ranking undertaken was based on the percentage of potentially transit dependent persons for each of the five variables by block group. As with the numeric ranking, the five variables were ranked separately based on the percentage of potentially transit dependent persons and then summed to create an overall percentage ranking. A graphic representation of this ranking is provided in Figure 3-4 along with the data in Table 3-3. The areas with the highest percentage of transit dependent population are in some cases similar to those with numeric needs, such as Cumberland and Frostburg. High percentage rankings in Westernport and several areas between Cumberland and the state line, such as along Route 35, Route 36, and Valley Road, help explain why these areas of relatively lower overall population have generally high need based on the number of population dependent persons. Additional high needs areas not identified by numeric rankings are located along Route 36 around the towns of Barton and Midland, and some parts of Mount Savage.

Table 3-2: ALLEGANY COUNTY BLOCK GROUPS RANKED BY NUMBERS OF POTENTIALLY TRANSPORTATION DISADVANTAGED PEOPLE

Block Group	Geographic Area	Youth Population	Youth Numeric Rank	Elderly Population	Elderly Numeric Rank	Mobility Limited Population	Mobility Numeric Ranking	Below Poverty Level	Poverty Numeric Ranking	Autoless Households	Autoless Numeric Ranking	Sum of Numeric Rankings
240010021001	Lonaconing	201	3	618	3	187	4	398	6	122	8	**24**
240010005002	South Cumberland	144	13	554	5	229	1	449	5	295	1	**25**
240010017002	Frostburg	154	10	668	2	154	7	722	2	137	6	**27**
240010007002	South Cumberland	181	4	431	13	128	12	518	3	217	3	**35**
240010006001	South Cumberland	145	12	678	1	179	6	307	10	111	10	**39**
240010010001	North Cumberland	153	11	359	20	192	3	497	4	111	9	**47**
240010007001	South Cumberland	161	7	502	8	76	29	372	7	181	4	**55**
240010011001	West Cumberland	132	16	398	15	108	17	270	12	166	5	**65**
240010004002	North Cumberland	113	21	458	11	182	5	224	15	71	15	**67**
240010022003	Westernport	136	15	481	10	141	9	235	13	53	20	**67**
240010020002	Cresaptown	204	2	588	4	136	11	145	27	40	26	**70**
240010022002	Westernport	109	25	517	7	117	14	185	19	93	13	**78**
240010015021	Ellerslie/Corriganville	129	18	487	9	151	8	163	20	41	25	**80**
240010014013	LaVale	102	28	545	6	210	2	154	23	35	28	**87**
240010018001	Frostburg	104	27	342	24	113	16	341	8	96	12	**87**
240010003001	Route 220 North	124	19	282	26	114	15	228	14	55	19	**93**
240010006002	South Cumberland	104	26	260	29	105	18	285	11	68	16	**100**
240010016001	Mount Savage	161	8	402	14	93	20	96	36	44	23	**101**
240010010002	North Cumberland	30	52	344	23	124	13	189	17	285	2	**107**
240010014021	LaVale	132	17	369	17	94	19	141	28	32	29	**110**
240010020001	Cresaptown	155	9	367	18	79	27	126	30	32	30	**114**
240010008001	South Cumberland	144	14	276	27	71	32	150	25	64	17	**115**
240010021002	Barton	113	22	363	19	69	35	162	21	38	27	**124**
240010020003	Route 220 South	112	23	349	21	83	25	121	32	43	24	**125**
240010008002	South Cumberland	70	41	215	38	70	33	318	9	135	7	**128**
240010004001	North Cumberland	59	43	243	34	82	26	200	16	75	14	**133**
240010014012	LaVale	89	30	437	12	136	10	86	40	12	41	**133**
240010001002	Eastern County	263	1	301	25	35	46	189	18	7	48	**138**
240010012001	West Cumberland	163	6	345	22	38	45	69	45	53	21	**139**
240010017003	Frostburg	167	5	387	16	33	49	110	33	9	46	**149**
240010001003	Eastern County	118	20	243	33	72	31	95	39	24	31	**154**
240010019001	Midland	77	38	249	31	64	37	121	31	64	18	**155**
240010019002	Midland	86	34	259	30	78	28	72	44	51	22	**158**
240010013001	Bowling Green	110	24	195	43	90	21	78	43	20	33	**164**
240010018003	Frostburg	16	53	130	50	28	50	833	1	101	11	**165**
240010003002	Route 220 North	97	29	121	51	84	23	81	41	22	32	**176**

Table 3-2: ALLEGANY COUNTY BLOCK GROUPS RANKED BY NUMBERS OF POTENTIALLY TRANSPORTATION DISADVANTAGED PEOPLE

Block Group	Geographic Area	Youth Population	Youth Numeric Rank	Elderly Population	Elderly Numeric Rank	Mobility Limited Population	Mobility Numeric Ranking	Below Poverty Level	Poverty Numeric Ranking	Autoless Households	Autoless Numeric Ranking	Sum of Numeric Rankings
240010012002	West Cumberland	87	32	222	37	57	38	134	29	12	40	**176**
240010002003	Southeastern	57	44	214	40	74	30	149	26	14	37	**177**
240010002002	Northeastern	85	35	232	36	49	42	156	22	6	50	**185**
240010015031	Mount Savage	66	42	215	39	67	36	153	24	8	47	**188**
240010013002	Bowling Green	51	45	247	32	56	39	98	35	13	38	**189**
240010001001	Eastern County	13	54	209	41	86	22	80	42	18	34	**193**
240010022001	Route 220 South	83	37	192	44	84	24	95	38	6	51	**194**
240010002001	Southeastern	84	36	269	28	51	40	51	49	12	42	**195**
240010004003	Route 220 North	86	33	142	49	34	48	104	34	11	45	**209**
240010015033	Mount Savage	51	46	162	48	46	43	96	37	17	36	**210**
240010012003	West Cumberland	37	49	236	35	34	47	35	50	12	43	**224**
240010005001	East Cumberland	72	40	181	45	11	54	57	48	13	39	**226**
240010003003	Route 220 North	34	50	204	42	51	41	64	46	0	53	**232**
240010015032	Mount Savage	75	39	72	54	41	44	33	51	12	44	**232**
240010015022	Ellerslie/Corriganville	49	47	83	53	26	51	61	47	18	35	**233**
240010018002	Frostburg	33	51	172	47	69	34	20	52	7	49	**233**
240010014011	LaVale	88	31	178	46	16	52	19	53	6	52	**234**
240010017001	Mount Savage	46	48	116	52	14	53	14	54	0	54	**261**
TOTAL:		**5,655**		**17,109**		**4,811**		**10,149**		**3,188**		

Table 3-3: ALLEGANY COUNTY BLOCK GROUPS RANKED BY PERCENTAGES OF

Block Group	Geographic Area	Youth Percentage	Youth Percentage Rank	Elderly Percentage	Elderly Percentage Rank	Mobility Percentage	Mobility Percentage Ranking	Poverty Percentage	Poverty Percentage Ranking	Autoless Percentage	Autoless Percentage Ranking	Sum of Percentage Rankings
240010006002	South Cumberland	10.8%	6	27.1%	13	10.9%	6	29.7%	3	16.2%	10	**38**
240010005002	South Cumberland	7.8%	30	30.0%	8	12.4%	2	24.3%	7	34.7%	2	**49**
240010010002	North Cumberland	3.5%	49	40.3%	1	14.5%	1	22.1%	9	50.3%	1	**61**
240010022002	Westernport	8.2%	23	38.7%	2	8.8%	12	13.8%	20	16.9%	9	**66**
240010007001	South Cumberland	10.0%	9	31.2%	6	4.7%	41	23.1%	8	24.4%	5	**69**
240010007002	South Cumberland	9.8%	12	23.3%	24	6.9%	24	28.0%	5	26.6%	4	**69**
240010021001	Lonaconing	8.7%	18	26.6%	16	8.1%	14	17.1%	14	13.0%	12	**74**
240010004002	North Cumberland	7.4%	35	29.9%	9	11.9%	3	14.6%	19	10.7%	19	**85**
240010003001	Route 220 North	9.9%	10	22.6%	32	9.1%	11	18.3%	13	10.2%	20	**86**
240010015021	Ellerslie/Corriganville	8.2%	21	30.9%	7	9.6%	10	10.3%	30	7.5%	25	**93**
240010011001	West Cumberland	8.1%	24	24.4%	22	6.6%	27	16.6%	15	21.4%	6	**94**
240010010001	North Cumberland	7.9%	27	18.5%	43	9.9%	9	25.7%	6	13.7%	11	**96**
240010003002	Route 220 North	13.2%	2	16.5%	48	11.5%	4	11.1%	27	7.8%	23	**104**
240010017002	Frostburg	6.1%	42	26.3%	17	6.1%	28	28.4%	4	12.2%	14	**105**
240010004001	North Cumberland	5.7%	45	23.3%	26	7.9%	17	19.2%	11	17.0%	8	**107**
240010006001	South Cumberland	6.3%	41	29.2%	10	7.7%	18	13.2%	21	11.4%	18	**108**
240010008002	South Cumberland	6.7%	39	20.5%	38	6.7%	26	30.4%	2	30.4%	3	**108**
240010022003	Westernport	7.6%	32	26.8%	14	7.9%	16	13.1%	22	7.4%	26	**110**
240010015031	Mount Savage	8.1%	25	26.3%	18	8.2%	13	18.7%	12	2.5%	45	**113**
240010008001	South Cumberland	11.0%	5	21.0%	36	5.4%	34	11.4%	26	12.3%	13	**114**
240010015033	Mount Savage	7.9%	28	25.0%	20	7.1%	22	14.8%	17	6.5%	28	**115**
240010021002	Barton	8.6%	19	27.7%	11	5.3%	36	12.4%	24	7.0%	27	**117**
240010018001	Frostburg	6.3%	40	20.7%	37	6.8%	25	20.6%	10	12.0%	15	**127**
240010020003	Route 220 South	8.1%	26	25.1%	19	6.0%	29	8.7%	34	8.2%	21	**129**
240010004003	Route 220 North	12.7%	3	21.0%	35	5.0%	38	15.4%	16	3.9%	38	**130**
240010001001	Eastern County	1.7%	52	26.6%	15	11.0%	5	10.2%	31	5.7%	31	**134**
240010014012	LaVale	6.7%	38	33.0%	4	10.3%	8	6.5%	42	2.2%	47	**139**
240010019002	Midland	7.7%	31	23.2%	27	7.0%	23	6.5%	43	11.7%	16	**140**
240010014013	LaVale	5.1%	48	27.2%	12	10.5%	7	7.7%	40	4.1%	37	**144**
240010016001	Mount Savage	9.4%	15	23.4%	23	5.4%	33	5.6%	45	6.3%	29	**145**
240010020001	Cresaptown	9.8%	11	23.3%	25	5.0%	39	8.0%	37	4.8%	34	**146**
240010014021	LaVale	8.2%	22	22.8%	29	5.8%	31	8.7%	33	4.8%	35	**150**
240010003003	Route 220 North	5.3%	47	31.7%	5	7.9%	15	9.9%	32	0.0%	53	**152**
240010001003	Eastern County	9.7%	14	20.0%	39	5.9%	30	7.8%	38	5.2%	33	**154**
240010012001	West Cumberland	10.7%	7	22.6%	31	2.5%	46	4.5%	49	7.9%	22	**155**
240010002003	Southeastern	5.7%	44	21.3%	34	7.4%	21	14.8%	18	3.7%	40	**157**

Table 3-3: ALLEGANY COUNTY BLOCK GROUPS RANKED BY PERCENTAGES OF

Block Group	Geographic Area	Youth Percentage	Youth Percentage Rank	Elderly Percentage	Elderly Percentage Rank	Mobility Percentage	Mobility Percentage Ranking	Poverty Percentage	Poverty Percentage Ranking	Autoless Percentage	Autoless Percentage Ranking	Sum of Percentage Rankings
240010005001	East Cumberland	9.7%	13	24.5%	21	1.5%	54	7.7%	39	5.8%	30	**157**
240010018003	Frostburg	1.4%	54	11.6%	50	2.5%	47	74.1%	1	20.1%	7	**159**
240010012003	West Cumberland	5.8%	43	36.8%	3	5.3%	35	5.5%	47	5.3%	32	**160**
240010015022	Ellerslie/Corriganville	8.4%	20	14.3%	49	4.5%	42	10.5%	29	7.7%	24	**164**
240010013001	Bowling Green	9.3%	16	16.5%	47	7.6%	20	6.6%	41	3.6%	42	**166**
240010015032	Mount Savage	10.3%	8	9.9%	53	5.6%	32	4.5%	48	4.5%	36	**177**
240010001002	Eastern County	15.1%	1	17.3%	46	2.0%	52	10.9%	28	1.2%	52	**179**
240010022001	Route 220 South	7.6%	33	17.5%	44	7.7%	19	8.7%	35	1.4%	49	**180**
240010014011	LaVale	11.4%	4	23.1%	28	2.1%	50	2.5%	51	2.0%	48	**181**
240010020002	Cresaptown	7.9%	29	22.7%	30	5.2%	37	5.6%	46	3.8%	39	**181**
240010012002	West Cumberland	7.5%	34	19.1%	40	4.9%	40	11.5%	25	2.6%	44	**183**
240010019001	Midland	5.4%	46	17.4%	45	4.5%	43	8.4%	36	11.6%	17	**187**
240010002002	Northeastern	6.9%	37	19.0%	41	4.0%	44	12.7%	23	1.3%	50	**195**
240010017003	Frostburg	9.2%	17	21.3%	33	1.8%	53	6.1%	44	1.2%	51	**198**
240010017001	Mount Savage	7.4%	36	18.6%	42	2.2%	49	2.2%	52	0.0%	54	**233**
240010013002	Bowling Green	2.1%	51	10.2%	52	2.3%	48	4.1%	50	3.7%	41	**242**
240010002001	Southeastern	3.4%	50	10.9%	51	2.1%	51	2.1%	53	2.9%	43	**248**
240010018002	Frostburg	1.6%	53	8.2%	54	3.3%	45	1.0%	54	2.5%	46	**252**
TOTAL:		**7.8%**		**23.1%**		**6.5%**		**13.6%**		**9.7%**		

Density Ranking of Transit Dependent Populations

The last summary ranking involved examining the population density of each of the five variables by block group. This ranking identifies and uncovers concentrations of potentially transit dependent persons. Table 3-4 presents the data ranking with Figure 3-5 portraying the graphic representation of this ranking. Areas of high relative need based on the density of transit dependent populations tend to exist in otherwise densely populated areas, such as Cumberland, Frostburg, and Cresaptown. Additionally, areas with lower overall population densities relative to the major towns also show moderate to high need. This is based on density of transit dependent population pockets such as Westernport and areas between Cumberland and the state line along Route 35, Valley Road, and Route 220. The density-based need found in these areas further explains the high numeric need with lower overall populations.

Autoless Households

Concentrations of autoless households are particularly important in identifying transit needs given that without an available automobile, persons in these households must rely on alternative modes of transportation such as public transportation. Table 3-5 details autoless households within Allegany County. For this reason, we have broken out our analysis of the density of autoless households (autoless density totals and ranking are shaded in Table 3-5) from the aggregate rankings of the five variables. The areas with highest need based on this ranking are similar to that of the need based on density of potentially transit dependent persons, such as Cumberland and Frostburg. Additionally, a high need is identified in Westernport, with a moderate need identified throughout most of the western portion of the County. Very little need is identified east of the Cumberland area. A graphic account of the ranking of Allegany County block groups based on the density of autoless households is provided in Figure 3-6.

Table 3-4: ALLEGANY COUNTY BLOCK GROUPS RANKED BY DENSITY OF POTENTIALLY TRANSPORTATION DISADVANTAGED PEOPLE

Block Group	Geographic Area	Youth Density	Youth Density Rank	Elderly Density	Elderly Density Ranking	Mobility Density	Mobility Density Ranking	Poverty Density	Poverty Density Ranking	Autoless Density	Autoless Density Ranking	Sum of Density Rankings
240010007002	South Cumberland	815	1	1,940	2	576	3	2,331	3	977	3	**12**
240010004001	North Cumberland	586	3	2,412	1	814	2	1,985	5	744	4	**15**
240010010001	North Cumberland	702	2	1,648	3	881	1	2,282	4	510	7	**17**
240010008002	South Cumberland	515	4	1,581	4	515	7	2,339	2	993	2	**19**
240010010002	North Cumberland	135	10	1,544	5	557	4	848	9	1,279	1	**29**
240010005002	South Cumberland	335	8	1,288	6	532	5	1,043	7	686	5	**31**
240010006002	South Cumberland	513	5	1,283	7	518	6	1,407	6	336	9	**33**
240010011001	West Cumberland	420	6	1,266	8	343	8	859	8	528	6	**36**
240010007001	South Cumberland	337	7	1,051	9	159	10	779	10	379	8	**44**
240010018003	Frostburg	49	21	396	12	85	14	2,536	1	307	10	**58**
240010006001	South Cumberland	105	14	490	10	129	11	222	12	80	12	**59**
240010004002	North Cumberland	102	15	414	11	165	9	203	13	64	13	**61**
240010017002	Frostburg	91	17	394	13	91	13	425	11	81	11	**65**
240010014021	LaVale	116	12	325	14	83	16	124	16	28	18	**76**
240010012002	West Cumberland	126	11	320	16	82	17	193	14	17	20	**78**
240010022002	Westernport	68	18	323	15	73	18	116	18	58	14	**83**
240010008001	South Cumberland	111	13	213	20	55	20	116	17	49	15	**85**
240010012001	West Cumberland	138	9	292	18	32	25	58	21	45	16	**89**
240010003002	Route 220 North	96	16	120	26	83	15	80	20	22	19	**96**
240010018002	Frostburg	57	20	297	17	119	12	35	28	12	22	**99**
240010018001	Frostburg	39	26	127	24	42	22	127	15	36	17	**104**
240010013002	Bowling Green	42	24	205	21	46	21	81	19	11	23	**108**
240010012003	West Cumberland	38	27	240	19	35	23	36	27	12	21	**117**
240010014013	LaVale	30	29	159	22	61	19	45	22	10	25	**117**
240010020001	Cresaptown	47	22	112	27	24	28	39	26	10	26	**129**
240010020002	Cresaptown	43	23	123	25	29	27	30	31	8	28	**134**
240010017003	Frostburg	67	19	156	23	13	35	44	23	4	39	**139**
240010013001	Bowling Green	42	25	74	30	34	24	30	32	8	30	**141**
240010003001	Route 220 North	24	32	54	33	22	29	44	24	11	24	**142**
240010015021	Ellerslie/Corriganville	26	30	98	28	30	26	33	29	8	29	**142**
240010004003	Route 220 North	34	28	56	32	13	33	41	25	4	34	**152**
240010021001	Lonaconing	14	36	44	37	13	36	28	33	9	27	**169**
240010016001	Mount Savage	21	33	52	34	12	37	12	41	6	31	**176**
240010015031	Mount Savage	14	39	45	36	14	32	32	30	2	44	**181**
240010014012	LaVale	14	38	68	31	21	30	13	40	2	43	**182**
240010003003	Route 220 North	14	37	84	29	21	31	26	34	0	53	**184**

Table 3-4: ALLEGANY COUNTY BLOCK GROUPS RANKED BY DENSITY OF POTENTIALLY TRANSPORTATION DISADVANTAGED PEOPLE

Block Group	Geographic Area	Youth Density	Youth Density Rank	Elderly Density	Elderly Density Ranking	Mobility Density	Mobility Density Ranking	Poverty Density	Poverty Density Ranking	Autoless Density	Autoless Density Ranking	Sum of Density Rankings
240010022003	Westernport	11	42	40	38	12	38	20	36	4	33	**187**
240010015032	Mount Savage	25	31	24	44	13	34	11	42	4	38	**189**
240010015033	Mount Savage	13	40	40	39	11	39	24	35	4	37	**190**
240010005001	East Cumberland	18	35	45	35	3	49	14	39	3	41	**199**
240010015022	Ellerslie/Corriganville	12	41	20	45	6	44	15	38	4	35	**203**
240010019002	Midland	9	45	27	43	8	40	8	46	5	32	**206**
240010021002	Barton	10	44	34	42	6	43	15	37	4	40	**206**
240010014011	LaVale	18	34	37	40	3	47	4	50	1	46	**217**
240010002001	Southeastern	11	43	35	41	7	42	7	47	2	45	**218**
240010019001	Midland	5	49	17	48	4	46	8	45	4	36	**224**
240010022001	Route 220 South	8	46	19	46	8	41	9	43	1	48	**224**
240010020003	Route 220 South	6	47	18	47	4	45	6	49	2	42	**230**
240010002002	Northeastern	5	50	13	50	3	50	9	44	0	51	**245**
240010002003	Southeastern	2	52	9	51	3	48	6	48	1	47	**246**
240010017001	Mount Savage	5	48	14	49	2	52	2	53	0	54	**256**
240010001001	Eastern County	0	54	5	52	2	51	2	52	0	49	**258**
240010001002	Eastern County	3	51	4	54	0	54	2	51	0	52	**262**
240010001003	Eastern County	2	53	4	53	1	53	2	54	0	50	**263**
TOTAL:		**113**		**365**		**119**		**348**		**137**		

Table 3-5: ALLEGANY COUNTY AUTOLESS HOUSEHOLDS BY BLOCK GROUPS

Block Group	Geographic Area	Autoless Housholds	Autoless Numeric Ranking	Autoless Percentage	Autoless Percentage Ranking	Autoless Density	Autoless Density Ranking
240010010002	North Cumberland	285	2	50.3%	1	1,279.23	1
240010008002	South Cumberland	135	7	30.4%	3	993.03	2
240010007002	South Cumberland	217	3	26.6%	4	976.61	3
240010004001	North Cumberland	75	14	17.0%	8	744.39	4
240010005002	South Cumberland	295	1	34.7%	2	685.60	5
240010011001	West Cumberland	166	5	21.4%	6	527.94	6
240010010001	North Cumberland	111	9	13.7%	11	509.60	7
240010007001	South Cumberland	181	4	24.4%	5	378.80	8
240010006002	South Cumberland	68	16	16.2%	10	335.67	9
240010018003	Frostburg	101	11	20.1%	7	307.47	10
240010017002	Frostburg	137	6	12.2%	14	80.74	11
240010006001	South Cumberland	111	10	11.4%	18	80.15	12
240010004002	North Cumberland	71	15	10.7%	19	64.21	13
240010022002	Westernport	93	13	16.9%	9	58.06	14
240010008001	South Cumberland	64	17	12.3%	13	49.33	15
240010012001	West Cumberland	53	21	7.9%	22	44.84	16
240010018001	Frostburg	96	12	12.0%	15	35.63	17
240010014021	LaVale	32	29	4.8%	35	28.21	18
240010003002	Route 220 North	22	32	7.8%	23	21.86	19
240010012002	West Cumberland	12	40	2.6%	44	17.32	20
240010012003	West Cumberland	12	43	5.3%	32	12.20	21
240010018002	Frostburg	7	49	2.5%	46	12.09	22
240010013002	Bowling Green	13	38	3.7%	41	10.79	23
240010003001	Route 220 North	55	19	10.2%	20	10.58	24
240010014013	LaVale	35	28	4.1%	37	10.22	25
240010020001	Cresaptown	32	30	4.8%	34	9.79	26
240010021001	Lonaconing	122	8	13.0%	12	8.61	27
240010020002	Cresaptown	40	26	3.8%	39	8.39	28
240010015021	Ellerslie/Corriganville	41	25	7.5%	25	8.22	29
240010013001	Bowling Green	20	33	3.6%	42	7.60	30
240010016001	Mount Savage	44	23	6.3%	29	5.70	31
240010019002	Midland	51	22	11.7%	16	5.36	32
240010022003	Westernport	53	20	7.4%	26	4.43	33
240010004003	Route 220 North	11	45	3.9%	38	4.37	34
240010015022	Ellerslie/Corriganville	18	35	7.7%	24	4.34	35
240010019001	Midland	64	18	11.6%	17	4.29	36
240010015033	Mount Savage	17	36	6.5%	28	4.18	37
240010015032	Mount Savage	12	44	4.5%	36	3.94	38
240010017003	Frostburg	9	46	1.2%	51	3.62	39
240010021002	Barton	38	27	7.0%	27	3.51	40
240010005001	East Cumberland	13	39	5.8%	30	3.22	41
240010020003	Route 220 South	43	24	8.2%	21	2.23	42
240010014012	LaVale	12	41	2.2%	47	1.86	43
240010015031	Mount Savage	8	47	2.5%	45	1.66	44
240010002001	Southeastern	12	42	2.9%	43	1.58	45
240010014011	LaVale	6	52	2.0%	48	1.25	46
240010002003	Southeastern	14	37	3.7%	40	0.60	47
240010022001	Route 220 South	6	51	1.4%	49	0.58	48
240010001001	Eastern County	18	34	5.7%	31	0.40	49
240010001003	Eastern County	24	31	5.2%	33	0.38	50
240010002002	Northeastern	6	50	1.3%	50	0.33	51
240010001002	Eastern County	7	48	1.2%	52	0.08	52
240010003003	Route 220 North	0	53	0.0%	53	0.00	53
240010017001	Mount Savage	0	54	0.0%	54	0.00	54
TOTAL:		**3,188**		**9.7%**		**136.58**	

Overall Population Distribution

The final component of the population profile analysis is the distribution of population in the region, particularly in terms of population density. Figure 3-7 illustrate the overall population of each block group in Allegany County and Figure 3-8 displays the overall population density, with the corresponding data found in Table 3-1. As previously noted, the numeric, percentage, and density rankings of potentially transit dependent persons should be looked at in conjunction with the overall population and population density to identify "real" needs. Although we may not be able to identify specific concentrations of population by looking at the overall population within each block group, as seen in Figure 3-7, we can tell that the majority of the population in the county is located south and west of the Cumberland area, which is the area currently served by fixed-route public transit.

Population density, conversely, provides opportunities as to where transit is capable in succeeding. In general, fixed-route/large bus transit is feasible in areas that have substantial corridors with over 2,000 persons per square mile. Transit is feasible for small bus services in areas with densities between 1,000 and 2,000 persons per square mile. Lower densities (below 1,000 persons per square mile) necessitate low frequency, demand-responsive, or subscription services using smaller vehicles.

As can be seen in Allegany County through Figure 3-8 and Table 3-1, there are concentrated areas around Cumberland and Frostburg that display higher density levels. Bowling Green and LaVale, as well as pockets in Cumberland and Frostburg, contain areas with a density between one and two thousand persons per square mile, which is the density level more conducive for small bus or van services. The rest of the County is in the lowest, rural density category where low frequency rural services or demand-responsive services are more appropriate.

Summary of Population Profile Findings

Based on the 1) numeric, percentage, and density rankings, 2) rankings by density of autoless households, 3) overall population, and 4) population density by block group, we acquire a general understanding of where transit needs are situated in Allegany County. Cumberland and

Frostburg have the greatest needs based on their high population density of persons potentially needing public transportation, total population density, as well as the sizeable percentage of their population with potential transit dependence. Total population density for Cumberland and Frostburg falls within the parameters usually associated with small bus services, 1,690 and 1,184 persons per square mile, respectively. More revealing though, is that nine out of the 17 block groups for Cumberland and two out of six block groups for Frostburg have population density greater than 2,000 persons per square mile (as high as 10,350 for Cumberland and 3,600 for Frostburg). This combination of high need and high density suggests that the Cities of Cumberland and Frostburg are the areas most likely to justify fixed-route service.

Westernport, with a high percentage of potentially transit dependent persons and a moderately high concentration of overall population, also warrants continued public transportation, though demand-responsive service offering route deviation may be more appropriate. Cresaptown and LaVale both have lower percentages of potentially transit dependent persons, but both have higher overall population densities, and thus demand-responsive service could potentially provide local public transit services. It may make sense, however, to continue to schedule connectors between these communities and Cumberland. The Route 36 corridor, from Westernport to Frostburg (including the towns of Lonaconing, Barton, and Midland), has moderate population density and relatively high percentages of potentially transit dependent persons, and should be further examined for continued transit service, though similar to other areas in the region, demand-responsive service emerges as the sensible service option. This is also the case for areas north of Frostburg (Mount Savage, Barreville, Corriganville, and Ellerslie), along with locations north of Cumberland (Valley Road and Route 220). Finally, the Route 220 corridor south of Cresaptown, and areas east of Cumberland showed low need and low density, but should still be considered for demand-responsive service if the County intends to provide transit service to all County residents. The development of possible changes to existing transit services followed an assessment of the performance of existing services in Chapter 2.

TRANSIT ORGINS AND DESTINATIONS

To determine the future direction of public transportation within Allegany County, a comprehensive review and assessment of current services and plans was essential. Understanding that notion, a critical component in the design of transit services is the surrounding land uses. Land use determines the success of transit in several ways. The design of transit services is more feasible in areas of high population density as discussed in detail earlier. Consequently, locating common trip origins and destinations in the County helps determine where these services should be located. Additionally, persons most likely to need transit are sometimes concentrated in particular residential areas, thus making transit practical. Another key factor in determining transit feasibility, in addition to where the population resides, is where they are traveling to. It is equally important in identifying significant destination points, which include employment centers, shopping plazas, human service agencies, schools, hospitals, or medical facilities.

MAJOR TRANSIT TRIP DESTINATIONS

Origins and destinations have been identified and mapped to illustrate where transit services should operate based on these attractions. The categories of land uses identified as potential major destinations that will be displayed both in table and map format include:

- Major employers
- School locations (high schools, technical schools, colleges)
- Medical facilities
- Human service agencies
- Shopping centers
- High density housing (apartment complexes)

Figure 3-1 presented a base map of Allegany County, with the major roads, along with the existing Allegany County Transit service routes. Allegany County Transit provides 11 fixed

routes which primarily serve the Cities of Cumberland and Frostburg, as well as points west and south. For purposes of this study, the routes will be identified within the subsequent tables as:

1. Bedford Road
2. Cresaptown
3. Cumberland-Barton-Schwab
4. Frostburg-Lonaconing
5. FSU
6. Mt. Savage
7. North Cumberland
8. Red Line
9. Seton Drive
10. Westernport
11. Willowbrook Road

The intent of this effort is to display geographic coverage of the major destinations. It aided in addressing locations where high concentrations of probable transit riders would travel. These data analyses identifying the conventional travel needs destinations provided insight when exploring service recommendations (for both fixed-route and demand-responsive service) in Chapter 4.

Major Employers

The location of major employers for Allegany County residents is listed in Table 3-6, and Figure 3-9 provides a map of these locations. Employers were identified from the list Manufacturers and Other Major Employers (updated September 2000), that was supplied by the Allegany County Chamber of Commerce. For purposes of this report, only employers with over 100 employees are included. Overwhelmingly, the largest employer in the County is Western Maryland Health System (WMHS) totaling 2,300 employees. The WMHS organization oversees the operation of Memorial Hospital and Medical Center of Cumberland and Sacred Heart Hospital, as well as long-term care services that are provided by St. Vincent de Paul Nursing

Table 3-6: ALLEGANY COUNTY MAJOR EMPLOYERS

Employer	Address	Town	Zip Code	Employees (2000)	Served By ATA Route
Western Maryland Health System	12501 Willowbrook Rd.	Cumberland	21502	2300	Willowbrook Rd.
- Memorial Hospital and Medical Center	600 Memorial Ave.	Cumberland	21502		(Not mapped independently as a major employer)
- Sacred Heart Hospital	900 Seton Dr.	Cumberland	21502		(Not mapped independently as a major employer)
- St. Vincent de Paul Nursing Center	48 Tarn Terrace	Frostburg	21532		(Not mapped independently as a major employer)
Westvaco Corporation	300 Pratt St.	Luke	21540	1500	
CSX Transportation	722 Virginia Ave.	Cumberland	21502	1000	Red Line, Seton Dr.
Frostburg State University	101 Braddock Rd.	Frostburg	21532	825	Frostburg-Lonaconing, FSU
Western Correctional Institution	13800 McMullen Highway, SW	Cumberland	21502	600	Cresaptown
Alliant Techsystems	P.O. Box 210 (WV)	Rocket Center	26726	500	
Hunter Douglas Window Fashions, Inc.	15000 Hunter Douglas Dr., SE	Cumberland	21502	487	
CyberRep.Com	Frostburg Plaza, Route 36, Suite 20	Frostburg	21532	470	
Allegany College of Maryland	12401 Willowbrook Rd,. SE	Cumberland	21502	460	Willowbrook Rd.
Biederlack of America	11501 Bedford Rd., NE	Cumberland	21502	389	Bedford Rd.
Federal Correctional Institution	14601 Burbridge Rd., SE	Cumberland	21502	316	
The S. Schwab Company	Upper Potomac Industrial Park	Cumberland	21502	250	
Superfos Packaging, Inc.	11301 Superfos Dr., SE	Cumberland	21502	250	Cresaptown, Cumberland-Barton-Schwab, Seton Dr.
Bayliner Marine Corporation I	11100 PPG Rd., SE	Cumberland	21502	237	
Rocky Gap Lodge & Golf Resort	16701 Lakeview Rd., NE	Flinstone	21530	210	
Bayliner Marine Corporation II	10801 Day Rd., SE	Cumberland	21502	187	
Spherix, Inc.	3 Commerce Center	Cumberland	21502	174	Bedford Rd.
Cumberland Times News	19 South Mechanic St.	Cumberland	21502	170	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
M & T Bank	118 Baltimore St.	Cumberland	21502	158	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
FAI Industries	1601 Holland St.	Cumberland	21502	150	
Care First Blue Cross Blue Shield	7 Commerce Dr.	Cumberland	21502	114	Bedford Rd.
Motor Vehicle Administration	13300 Winchester Rd., SW	LaVale	21502	109	Cresaptown, Westernport

Note: Western Maryland Health System is comprised of both Memorial Hospital and Medical Center and Sacred Heart Hospital.

Center. The WMHS employee total is a combination of all campuses, however, only the administrative offices are mapped as a major employer (note: Memorial Hospital and Sacred Heart Hospital are mapped separately as both medical facilities and human service agencies, whereas St. Vincent de Paul Nursing Center is mapped as solely a medical facility). The Westvaco Corporation is the second largest employer with 1,500 employees, followed by the CSX Transportation with 1,000 people.

Table 3-6 reveals that almost half of the major employers (10 out of 22) are not served by the current transit routes, including the Westvaco Corporation plant in Luke. Another eight employers are only served by one or two routes. Thus, the majority of employers have no or very limited fixed-route service available to their employees (18 out of 22). As can be seen by Figure 3-9, the locations of the employers are scattered, and therefore becomes a strong rationale for the lack of service coverage. The downtown core of Cumberland is still the location of a number of smaller employers, and because of this employment density, it undoubtedly will continue to be a major transit destination.

Schools

Schools are included as major destinations deserving consideration for transit routes because the youth population is among those most likely to be without a personal vehicle. In addition to young adults who may not have a car at their disposal but are able to drive, pockets of the youth population are not old enough to drive. Yet a number of these individuals are independent enough to travel on their own. Having said this, we must note that very young children are not likely to ride public transportation without their parents (not including school bus transportation). Therefore, we do not list or map elementary or middle schools. Table 3-7 lists the high schools, colleges and universities, and technical schools in Allegany County and Figure 3-10 maps their locations. All of the schools in Allegany County are located along at least one transit route with the exception of Flintstone High School.

Table 3-7: ALLEGANY COUNTY SCHOOLS AND COLLEGES

Education Institution	Address	City	Zip Code	Served By ATA Route
High Schools:				
Allegany High School	616 Sedgwick St.	Cumberland	21502	Seton Dr.
Beall Junior-Senior High	East Main St.	Frostburg	21532	Frostburg-Lonaconing, FSU, Westernport
Bishop Walsh Middle-High School	Bishop Walsh Dr.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Center for Career & Technical Education	14211 McMullen Hwy. SW	Cresaptown	21502	Cresaptown
Flintstone High School	National Pike	Flintstone	21530	
Fort Hill High School	500 Greenway Ave.	Cumberland	21502	Red Line, Willowbrook Rd.
Westmar High School	MD Route 36	Lonaconing	21539	Cumberland-Barton-Schwab, Frostburg-Lonaconing, Westernport
Alternative School Allegany High School	Bishop Walsh Dr.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Colleges and Universities:				
Allegany College	12401 Willowbrook Rd.	Cumberland	21502	Willowbrook Rd.
Frostburg State University	101 Braddock Rd.	Frostburg	21532	Frostburg-Lonaconing, FSU

Medical Facilities

Table 3-8 lists eight prominent medical facilities located in Allegany County. These medical destinations are mapped in Figure 3-11. As noted in the Major Employers section, the Western Maryland Health System has two main campuses, Memorial and Sacred Heart, along with St. Vincent de Paul Nursing Center in Frostburg. In addition to these facilities, the Potomac Valley Hospital in Keyser, West Virginia is another fundamental destination point for a number of Allegany County residents due to its close proximity. Medical facilities are often attractive transit destinations in that service is warranted by clients, as well as employees and visitors. As in the case of other categories of destinations, the preponderance of facilities are situated within the City of Cumberland

Human Service Agencies

AllTrans is a public transportation service to meet the needs of senior citizens and disabled residents of Allegany County. The service is a demand-response, door-to-door, advance reservation service offered on a space available basis. Supplementing this service are human service transportation programs addressing specific clientele needs. Some of these agencies have unmet needs for client transportation which are tackled in some cases by the individual agencies. Concerns arise though when service is duplicative, scarce, or absent. Table 3-9 presents a list of key human service agencies with the locations of these agencies presented in Figure 3-12. Almost all of the human service agencies identified (14 out of 16) are situated in Cumberland. The location of client destinations for human service agencies with respect to the fixed-route network is vital for meeting more client needs with the general purpose transit services.

Shopping Centers

Retail shopping opportunities are unique in the County since the dominant market location is now centered in LaVale, though the City of Cumberland still offers shopping possibilities. The more prominent shopping centers in both LaVale and Cumberland are served by the transit system, as well as Frostburg's Main Street shopping. There are still numerous

Table 3-8: ALLEGANY COUNTY MEDICAL FACILITIES

Medical Facility	Address	City	Zip Code	Served By ATA Route
Western Medical Health System - Sacred Heart Campus	900 Seton Dr.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Western Maryland Health System - Memorial Campus	600 Memorial Ave.	Cumberland	21502	Red Line, Willowbrook Rd.
Finan Center	10102 Country Club Rd.	Cumberland	21502	Willowbrook Rd.
Veterans Affairs Medical Center	710 Memorial Ave.	Cumberland	21502	Red Line, Willowbrook Rd.
Potomac Valley Hospital	167 South Mineral St.	Keyser, WV	26726	
Seton Diagnostic Center	915 Bishop Walsh Rd.	Cumberland	21502	Seton Dr.
St. Vincent de Paul Nursing Center	48 Tarn Terrace	Frostburg	21532	Frostburg-Lonaconing, FSU, Westernport
Frostburg Health Center	10701 New George's Creek Rd.	Frostburg	21532	Frostburg-Lonaconing, FSU

Table 3-9: ALLEGANY COUNTY HUMAN SERVICE AGENCIES

Agency	Address	City	Zip Code	Served By ATA Route
Allegany County Department of Social Services	One Frederick St.	Cumberland	21502	Cresaptown, Cumberland-Barton-Schwab, Seton Dr., Westernport
Allegany County Health Department	12500 Willowbrook Rd.	Cumberland	21502	Willowbrook Rd.
Allegany County Human Resources Development Commission, Inc.	19 Frederick St.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
Allegany County League for Crippled Children	12500 Willowbrook Rd.	Cumberland	21502	Willowbrook Rd.
Archway Station	121 Memorial Ave.	Cumberland	21502	Red Line
Associated Catholic Charities, Inc.	300 E. Oldtown Rd.	Cumberland	21502	Red Line, Seton Dr., Willowbrook Rd.
Blind Industries & Services of MD	322 Paca St.	Cumberland	21502	Cresaptown, Cumberland-Barton-Schwab, Seton Dr., Westernport
Finan Center	10102 Country Club Rd.	Cumberland	21502	Willowbrook Rd.
Friends Aware	1601 Holland St.	Cumberland	21502	
Frostburg Village Adult Medical Day Care	1 Kaylor Circle	Frostburg	21532	
Goodwill Industries, Inc.	9 North Centre St.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
Memorial Services & Home Health Services	600 Memorial Ave.	Cumberland	21502	Red Line, Willowbrook Rd.
Sacred Heart Hospital	900 Seton Dr.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
United Cerebral Palsy of Central Maryland	12101 Winchester Rd.	LaVale	21502	Cresaptown, FSU, Westernport
Western Maryland Area Health Education Center	11 Columbia St.	Cumberland	21502	
Western Maryland Coalition	3 Pershing St.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.

locations, though, that do not benefit from public transportation service. Table 3-10 lists the shopping centers in the County, and Figure 3-13 presents them visually. Country Club Mall is the regional mall and is complemented with "big box retail" (such as Wal-Mart), all situated in LaVale. Other retail concentrations are in downtown Cumberland and along Industrial Boulevard in Cumberland.

Housing Complexes

Pinpointing the location of higher density housing is important in the planning of transit routes due to a number of circumstances. Foremost is that with a higher population density, more people have accessibility to a bus stop/route, thus elevating the exposure to transit which can lead to increased ridership. Another factor when considering apartment locations is the predisposition for tenants to have lower incomes than do residents of single-family dwellings. Furthermore, since those least likely to have personal modes of transportation, often due to the above factors, live in more dense areas, a transit alternative is frequently well received. Table 3-11 presents a listing of apartment complexes in Allegany County broken out by general apartments, subsidized housing, nursing homes, and senior citizen apartments. More than half (31 housing complexes) are located in Cumberland proper, with the next highest concentration in Frostburg (11 complexes). Figure 3-14 shows the general location of these housing complexes within the County, although the exact location for all could not be determined.

Table 3-10: ALLEGANY COUNTY SHOPPING CENTERS

Shopping Center	Address	City	Zip Code	Served By ATA Route
Country Club Mall	1262 Vocke Rd.	LaVale	21502	Cresaptown, Frostburg-Lonaconing, FSU, Westernport
Value City Shopping Centre/Queen City Dr.	Queen City Blvd.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
Giant Eagle Shopping	National Highway	LaVale	21502	
Braddock Square	Vocke Rd.	LaVale	21502	Cresaptown, Frostburg-Lonaconing, FSU, Westernport
Burton's Plaza	National Highway	LaVale	21502	
Downtown Pedestrian Mall	Baltimore	Cumberland	21502	
Hills Plaza	1050 West Industrial Blvd.	Cumberland	21502	Red Line
LaVale Plaza	National Highway	LaVale	21502	Cumberland-Barton-Schwab, Frostburg-Lonaconing, FSU, Westernport
Virginia Avenue	Industrial Blvd.	Cumberland	21502	
White Oaks Plaza	Industrial Blvd.	Cumberland	21502	Red Line
Queen City Center	Williams St.	Cumberland	21502	
Bel Air Plaza		Cumberland	21502	Cresaptown, Westernport
Frostburg Main Street Shopping		Frostburg	21532	Frostburg-Lonaconing, FSU
National Highway		LaVale	21502	
North Cumberland/Centre St		Cumberland	21502	
Tri-Towns Plaza		Westernport	21540	
Gabriel's	10385 Mt. Savage Rd NW	Corriganville	21524	
Super Shoes	10365 Mt. Savage RD NW	Corriganville	21524	

Table 3-11: ALLEGANY COUNTY HOUSING COMPLEXES

Apartment	Street	City	Zip Code	Served By ATA Route
Bel Air Apartments	15819 McMullen Highway	Cumberland	21502	Westernport
Benjamin Banneker Apartments		Cumberland	21502	
Braddock Apartments	Braddock Estates	Frostburg	21532	
Caton Apartments	244 East Main St.	Frostburg	21532	
Cresap Knoll-Yonkers Apartments	12902 North Cresap St.	Cumberland	21502	
Cumberland Monuments	1096 West Industrial Blvd.	Cumberland	21502	Red Line
Eckhart Apartments		Cumberland	21502	
Frostburg Apartments	4 Powells Ln.	Frostburg	21532	Frostburg-Lonaconing, Westernport
Frostburg Village		Frostburg	21532	
Hammond Heights Apartments	421 Hammond St.	Westernport	21562	
Heritage Apartments	Cedarwood Dr.	Cumberland	21502	
Hovatter Christopher	Braddock Estates	Frostburg	21532	
Lana Lu Apartments	Main St. & Ayers Alley	Lonaconing	21539	Cumberland-Barton-Schwab, Frostburg-Lonaconing
Mt Royal Apartments	818 Mount Royal Apartments	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Old Town Manor Apartments	1510 East Oldtown Rd.	Cumberland	21502	Red Line
Orchard Mews Apartments	16116 Orchard Mews Dr.	Cumberland	21502	Cresaptown, Westernport
Seton Apartments	932 Seton Dr.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Valley View Apartments	81 East Mechanic St.	Frostburg	21532	FSU, Frostburg-Lonaconing, Westernport
Washington Ridge Apartments	200 Bishop Murphy Dr.	Frostburg	21532	FSU
Welsh Hill Apartments	Welsh Hill Rd.	Frostburg	21532	FSU
Willowbrook Hall	Willowbrook Rd.	Cumberland	21502	Willowbrook Rd.
Willowbrook Woods	10300 Willow Woods Ct.	Cumberland	21502	Willowbrook Rd.
Subsidized Housing:				
Fort Cumberland Homes		Cumberland	21502	
Jane Frazier Village		Cumberland	21502	

Table 3-11 (continued)

Apartment	Street	City	Zip Code	Served By ATA Route
Senior Citizen Apartments:				
Booth Towers	220 Somerville Ave.	Cumberland	21502	Red Line
Cumberland Arms Apartments	Baltimore St. & Liberty St.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
Cumberland Manor	229 Baltimore Ave.	Cumberland	21502	Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Westerport, Willowbrook Rd.
Frostburg Heights Apartments	100 Honeysuckle Ln.	Frostburg	21532	FSU
Grande View Apartments	25801 Shady Ln. SW	Westernport	21562	Westernport
John F. Kennedy Homes		Cumberland	21502	
Kensington Algonquin	1 Baltimore St.	Cumberland	21502	Bedford Rd., Cresaptown, Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Red Line, Seton Dr., Westerport, Willowbrook Rd.
Willow Valley Apartments	701 Furnace St.	Cumberland	21502	
Nursing Homes:				
Allegany County Nursing Home	730 Furnace Street	Cumberland	21502	
Archway Station	408 N. Centre Street	Cumberland	21502	Cumberland-Barton-Schwab, Frostburg-Lonaconing, Mt. Savage, North Cumberland, Seton Dr., Westerport
Cumberland Nursing Home	512 Winifred Road	Cumberland	21502	Willowbrook Rd.
Devlin Manor Nursing Home	P.O. Box 270	Cumberland	21502	
Egle Nursing Home, Inc.	57 Jackson Street	Lonaconing	21539	Cumberland-Barton-Schwab, Frostburg-Lonaconing, Westernport
Frostburg Village Nursing Home	1 Kaylor Circle	Frostburg	21532	FSU
Good Shepherd Home	520 Holland Street	Cumberland	21502	North Cumberland
Home Away From Home	14913 Railroad Street, SW	Midland	21542	Cumberland-Barton-Schwab, Frostburg-Lonaconing, Westernport
Lions Manor Nursing Home	Seton Drive Ext.	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
Marshall's Care Home	17515 Old Braddocks Trail, SE	Oldtown	21555	
Moran Manor Care Center	25701 Shady Lane SW	Westernport	21562	Westernport
New Hope	12506 Sunshine Drive	Cumberland	21502	
Potomac Haven	30 Potomac Street	Cumberland	21502	Red Line
Raines Home Care	15900 Williams Road, SE	Cumberland	21502	
Richard Way	30 Rear Potomac Street	Cumberland	21502	
Sacred Heart Hospital - ECU	900 Seton Drive	Cumberland	21502	Cumberland-Barton-Schwab, Seton Dr.
St. Vincent De Paul	48 Tarn Terrace	Frostburg	21532	Frostburg-Lonaconing, FSU, Westernport

CHAPTER 4

ROUTE AND SERVICE ALTERNATIVES AND SYSTEM-WIDE RECOMMENDATIONS

This chapter documents the alternatives and service options which were considered for improving services in Allegany County, specifically for the fixed-route service. Changes of varying magnitude affect all of the existing routes except the Frostburg State University (FSU) service. The following service options were developed based on the previous two chapters, input from the Transportation Advisory Committee, Allegany County Transit (ACT), and field observations. Chapter 4 consists of several sections – alternatives for new general public services, general system-wide improvements, a recommended route structure, as well as other recommendations concerning policies and programs operated by ACT.

TRANSIT SERVICE ALTERNATIVES

There are two basic considerations in improving transit services in Allegany County, effectiveness and efficiency. The system is effective if it meets the travel needs of the residents. This means serving the markets for transit identified in previous chapters. A system is efficient if it meets those needs in a manner that maximizes travel, while minimizing resources expended. This means providing a mix of services that are appropriate to the situation. The most challenging aspect of being efficient is to use less expensive fixed-route services in areas which can sustain those services, and then fill in with more expensive demand-responsive services in areas without sufficient population densities or for persons unable to use fixed-route services – to provide a mix of services that are appropriate to the situation and do not compete.

Alternatives for Service Improvements

This section presents alternatives for ACT. The inputs described in Chapters 2 and 3 help to identify areas where improvements are needed in a transit system. The analysis of these inputs identified a need for new services to major trip generators, along with areas where current service provides good geographic coverage, yet improvements could be made in terms of span of service. Although the breadth of service coverage is good throughout the City of Cumberland and Allegany County, there are obvious failures in coverage for daily riders.

The proposed fixed-route service alternatives were designed to better reflect the current population demand in conjunction with the transit origins and destinations identified previously. Each alternative was designed to be cost neutral, that is, the existing fixed-route budget was kept constant. This was possible by designing each route and schedule knowing the maximum hours of service operation possible.

The overriding goal was to extend service hours and reduce the time between headways so that it became a better and more viable option for people to ride the fixed-route service. Each alternative provides service to south, north, and west Cumberland, Frostburg, and Country Club Mall. There are no changes to the FSU service in any of the alternatives.

Three weekday alternatives were originally presented for consideration with a fourth alternative being added based on modifications to Alternatives 1, 2, and 3. Three Saturday alternatives were also developed initially, with a fourth alternative designed to provide an additional service coverage option. For illustration purposes, features, strengths, and weakness of the original three alternatives are discussed. The following concepts were considered in the development and evaluation of each of these alternatives.

- **Increased service frequencies**: Since modifications are being made to the entire fixed-route system, the majority of destinations will receive increased service frequency in all of the alternatives.

- **Span of service**: Each alternative offers increased service hours per day, eliminating gaps within the day.

- **Timed transfers:** Most of the alternatives have routes with widely varying mileages and running times. Timed transfers were implemented within some of the alternatives (not necessarily for each route though).

- **Transfer points:** Centre Street is the central transfer point under each of the alternatives. The Country Club Mall is also a key transfer point.

- **Necessary looping**: Some areas cannot feasibly be served in two directions due to financial constraints, one-way streets, or the operating environment.

Weekday Service Alternatives

The proposed alternatives each share some basic design characteristics. The existing fixed routes have been modified resulting in up to seven fixed routes (depending upon the alternative) – South Cumberland, West Cumberland, North Cumberland, North-West Cumberland, Cumberland-LaVale-Country Club Mall, Cumberland-Country Club Mall, Country Club Mall-Frostburg, and FSU. The specific design for each route network, however, is unique. Again, it should be noted that no service changes or schedule changes are recommended for the FSU service.

Along with each alternative description is a mock schedule. The purpose of the schedule is to display the coverage of the service in terms of hours provided, headways along specific routes, and potential transfer opportunities. It is important to recognize that the proposed service changes do not affect the cumulative hours of fixed-route transit in Allegany County. The intent of the modified routes is to concentrate service in areas with the greatest need.

Alternative 1

Alternative 1 would modify existing fixed-route service resulting in six fixed routes as shown in Figure 4-1. The South Cumberland route incorporates components of the existing Willowbrook Road and Redline Routes. The proposed route is a loop traversing eastern and southern Cumberland that connects major destinations including the Health Department and Memorial Hospital. The West Cumberland Route replaces coverage provided by the Seton Drive Route. The new route also displays loop characteristics. Service continues to be provided to

Sacred Heart Hospital, but now offers a link to the County Office Complex. The proposed North Cumberland Route utilizes route segments found in the existing Bedford Road and North Cumberland Routes. The plan calls for service to be truncated at Biederlack to the north before covering neighborhoods north of Henderson Avenue. The Cumberland-LaVale-Country Club Mall Route follows a portion of the current LaVale-Frostburg-Lonaconing Route. This route would connect Cumberland to the mall via LaVale along National Highway. The Country Club Mall-Frostburg Route is the fifth fixed-route. It too draws from the present LaVale-Frostburg-Lonaconing route. This route provides a link to the City of Frostburg and to FSU. The last route recommended as part of the fixed-route network is the FSU Route which requires no changes to the current design. To gain additional understanding as to how the proposed routes provide coverage to Allegany County, Table 4-1 shows a proposed Alternative 1 weekday schedule.

Advantages

- Longer service hours (from 7:00 a.m. to 8:00 p.m. depending upon the route)
- Hourly service and coverage to the Health Department, Community College, Memorial Hospital, and Industrial Blvd.
- 75 minute headways to Sacred Heart Hospital, County Office Complex, north Cumberland, LaVale, and from Cumberland and Frostburg to Country Club Mall

Disadvantages

- No direct service from Cumberland to Country Club Mall (must travel through LaVale)
- Trips from west Cumberland must travel first to the Transfer Center at Centre Street in order to travel to Country Club Mall
- The majority of the transfers are not timed

Alternative 2

Alternative 2 would modify the existing fixed-route service resulting in seven fixed routes, which are displayed in Figure 4-2. Alternative 2 incorporates the same design of the route network as Alternative 1 with one exception, it adds an additional route that provides direct

Table 4-1: PROPOSED FIXED-ROUTE WEEKDAY SCHEDULE - *ALTERNATIVE 1*

South Cumberland

Centre	Health Dept.	Memorial Hospital	Virginia/Potomac	Centre
7:00 AM	7:17 AM	7:25 AM	7:47 AM	8:00 AM
8:00	8:17	8:25	8:47	9:00
9:00	9:17	9:25	9:47	10:00
10:00	10:17	10:25	10:47	11:00
11:00	11:17	11:25	11:47	12:00
12:00	12:17	12:25	12:47	1:00
1:00	1:17	1:25	1:47	2:00
2:00	2:17	2:25	2:47	3:00
3:00	3:17	3:25	3:47	4:00
4:00	4:17	4:25	4:47	5:00
5:00	5:17	5:25	5:47	6:00
6:00	6:17	6:25	6:47	7:00

West Cumberland

Centre	Sacred Heart Hospital	County Office Complex	Centre
7:00 AM	7:17 AM	7:37 AM	7:45 AM
8:30	8:47	9:07	9:15
9:45	10:02	10:22	10:30
11:00	11:17	11:37	11:45
12:15	12:32	12:52	1:00
1:30	1:47	2:07	2:15
2:45	3:02	3:22	3:30
4:00	4:17	4:37	4:45
5:15	5:32	5:52	6:00
6:00	6:17	6:37	6:45

North Cumberland

Centre	Biederlack	Trost/Holland	Centre
7:45 AM	8:00 AM	8:20 AM	8:30 AM
9:15	9:30	9:50	10:00
10:30	10:45	11:05	11:15
11:45	12:00	12:20	12:30
1:00	1:15	1:35	1:45
2:15	2:30	2:50	3:00
3:30	3:45	4:05	4:15
4:45	5:00	5:20	5:30

Cumberland - LaVale - Country Club Mall

To Country Club Mall

Centre	National Hwy/Park	C.C. Mall
10:00 AM	10:15 AM	10:35 AM
11:15	11:30	11:50
12:30	12:45	1:05
1:45	2:00	2:20
3:00	3:15	3:35
4:15	4:30	4:50
5:30	5:45	6:05
6:45	7:00	7:20

To Cumberland

C.C. Mall	National Hwy/Park	Centre
11:40 AM	12:00 AM	12:15 PM
12:55	1:15	1:30
2:10	2:30	2:45
3:25	3:45	4:00
4:40	5:00	5:15
4:50	5:10	5:25
6:05	6:25	6:40
7:20	7:40	7:55

Country Club Mall - Frostburg

C.C. Mall	F.S.U.	C.C. Mall
10:35 AM	11:10 AM	11:40 AM
11:50	12:25	12:55
1:05	1:40	2:10
2:20	2:55	3:25
3:35	4:10	4:40

FSU - No changes to existing service schedule.

service between Cumberland and Country Club Mall via I-68. Table 4-2 shows a proposed weekday schedule for Alternative 2.

Advantages

- Longer service hours (from 7:00 a.m. to 8:00 p.m. depending upon the route)
- Hourly service and coverage to the Health Department, Community College, Memorial Hospital, and Industrial Blvd.
- 90 minute headways to Sacred Heart Hospital, County Office Complex, north Cumberland, LaVale, and between Frostburg and Country Club Mall
- Greater coverage between Cumberland and Country Club Mall
- Direct service option from Cumberland to Country Club Mall

Disadvantages

- Varying headways for service between Cumberland and Country Club Mall
- Trips from west Cumberland must travel first to the Transfer Center at Centre Street in order to travel to Country Club Mall
- The majority of the transfers are not timed

Alternative 3

Alternative 3 would modify the existing fixed-route service resulting in six fixed routes, which are displayed in Figure 4-3. Alternative 3 also mirrors Alternative 1 utilizing the same route structure. It does provide one modification, however, where the West Cumberland Route now extends farther west, connecting directly to Country Club Mall along Braddock Road. Table 4-3 shows a proposed weekday schedule for Alternative 3.

Advantages

- Longer service hours (from 7:00 a.m. to 8:00 p.m. depending upon the route)
- Greatest number of trips available between Cumberland and Country Club Mall
- Service to Country Club Mall available via both LaVale and west Cumberland
- Trips from west Cumberland can travel directly to Country Club Mall (no transfer is necessary)

Table 4-2: PROPOSED FIXED-ROUTE WEEKDAY SCHEDULE - *ALTERNATIVE 2*

South Cumberland

Centre	Health Dept.	Memorial Hospital	Virginia/Potomac	Centre
7:00 AM	7:17 AM	7:25 AM	7:47 AM	8:00 AM
8:00	8:17	8:25	8:47	9:00
9:00	9:17	9:25	9:47	10:00
10:00	10:17	10:25	10:47	11:00
11:00	11:17	11:25	11:47	12:00
12:00	12:17	12:25	12:47	1:00
1:00	1:17	1:25	1:47	2:00
2:00	2:17	2:25	2:47	3:00
3:00	3:17	3:25	3:47	4:00
4:00	4:17	4:25	4:47	5:00
5:00	5:17	5:25	5:47	6:00
6:00	6:17	6:25	6:47	7:00

West Cumberland

Centre	Sacred Heart Hospital	County Office Complex	Centre
7:00 AM	7:17 AM	7:37 AM	7:45 AM
8:30	8:47	9:07	9:15
10:00	10:17	10:37	10:45
11:30	11:47	12:07	12:15
1:00	1:17	1:37	1:45
2:30	2:47	3:07	3:15
4:00	4:17	4:37	4:45
5:30	5:47	6:07	6:15

North Cumberland

Centre	Biederlack	Trost/Holland	Centre
7:45 AM	8:00 AM	8:20 AM	8:30 AM
9:15	9:30	9:50	10:00
10:45	11:00	11:20	11:30
12:15	12:30	12:50	1:00
1:45	2:00	2:20	2:30
3:15	3:30	3:50	4:00
4:45	5:00	5:20	5:30

Cumberland - LaVale - Country Club Mall

To Country Club Mall

Centre	National Hwy./Park	C.C. Mall
9:30 AM	9:45 AM	10:05 AM
11:00	11:15	11:35
11:45	→	12:05
1:15	→	1:35
1:30	1:45	2:05
3:00	3:15	3:35
3:45	→	4:05
4:25	4:40	5:00
5:35	5:50	6:10
6:45	→	7:05
7:25	5:50	7:45

To Cumberland

C.C. Mall	National Hwy./Park	Centre
11:10 AM	11:30 AM	11:45 AM
12:40	1:00	1:15
1:10	→	1:30
2:40		3:00
3:10	3:30	3:45
4:05	→	4:25
4:40	5:00	5:15
5:00	5:20	5:35
6:10	6:30	6:45
7:05	→	7:25
7:45	→	8:05

Country Club Mall - Frostburg

C.C. Mall	F.S.U.	C.C. Mall
10:05 AM	10:40 AM	11:10 AM
11:35	12:10	12:40
12:05	12:40	1:10
1:35	2:10	2:40
2:05	2:40	3:10
3:35	4:10	4:40

F.S.U. - No changes to existing service schedule.

Table 4-3: PROPOSED FIXED-ROUTE WEEKDAY SCHEDULE - *ALTERNATIVE 3*

South Cumberland

Centre	Health Dept.	Memorial Hospital	Virginia/Potomac	Centre
7:00 AM	7:17 AM	7:25 AM	7:47 AM	8:00 AM
8:00	8:17	8:25	8:47	9:00
9:00	9:17	9:25	9:47	10:00
10:00	10:17	10:25	10:47	11:00
11:00	11:17	11:25	11:47	12:00
12:00	12:17	12:25	12:47	1:00
1:00	1:17	1:25	1:47	2:00
2:00	2:17	2:25	2:47	3:00
3:00	3:17	3:25	3:47	4:00
4:00	4:17	4:25	4:47	5:00
5:00	5:17	5:25	5:47	6:00
6:00	6:17	6:25	6:47	7:00

West Cumberland

To Country Club Mall

Centre	Sacred Heart Hospital	C.C. Mall
7:00 AM	7:17 AM	
8:30	8:47	
10:00	10:17	10:30
11:00	11:17	11:30
12:40	12:57	1:10
2:00	2:17	2:30
3:20	3:37	3:50
4:50	5:07	5:20
6:10	6:27	

To Cumberland

C.C. Mall	Sacred Heart Hospital	County Office Complex	Centre
	7:17 AM	7:37 AM	7:45 AM
	8:47	9:07	9:15
11:35	11:47	12:07	12:15
12:35	12:47	1:07	1:15
2:15	2:27	2:47	2:55
3:35	3:47	4:07	4:15
4:55	5:07	5:27	5:35
5:20	5:32	5:52	6:00
	6:27	6:47	6:55

North Cumberland

Centre	Biederlack	Trost/Holland	Centre
7:45 AM	8:00 AM	8:20 AM	8:30 AM
9:15	9:30	9:50	10:00
10:45	11:00	11:20	11:30
12:15	12:30	12:50	1:00
1:15	1:30	1:50	2:00
2:55	3:10	3:30	3:40
4:15	4:30	4:50	5:00

Cumberland - LaVale - Country Club Mall

Centre	National Hwy./Park	C.C. Mall	National Hwy./Park	Centre
9:35 AM	9:50 AM	10:10 AM	10:30 AM	10:45 AM
11:30	11:45	12:05	12:25	12:40
1:00	1:15	1:35	1:55	2:10
2:10	2:25	2:45	3:05	3:20
3:40	3:55	4:15	4:35	4:50
5:00	5:15	5:35	5:55	6:10
6:55	7:10	7:30	7:50	8:05

Country Club Mall - Frostburg

C.C. Mall	F.S.U.	C.C. Mall
10:30 AM	11:05 AM	11:35 AM
11:30	12:05	12:35
1:10	1:45	2:15
2:30	3:05	3:35
3:50	4:25	4:55

F.S.U. - No changes to existing service schedule.

Disadvantages

- Varying headways to Sacred Heart Hospital, County Office Complex, north Cumberland, LaVale, and to/from Country Club Mall from Cumberland and Frostburg
- No direct service from Cumberland to Country Club Mall (must travel through LaVale or west Cumberland)
- The majority of the transfers are not timed

Alternative 4

Alternative 4 would modify the existing fixed-route service resulting in five fixed routes, which are displayed in Figure 4-4. Alternative 4 also incorporates most of the route structure identified in the previous alternatives. Alternative 4, though, truncates the North Cumberland Route and combines it with the West Cumberland Route to form a new route – North-West Cumberland. Table 4-4 shows a proposed weekday schedule for Alternative 4.

Advantages

- Longest service hours (from 7:00 a.m. to 8:45 p.m. depending upon the route)
- Uniform headways for all routes at 75 minutes
- Timed transfers

Disadvantages

- No direct service from Cumberland to Country Club Mall (must travel through LaVale)
- Trips from west Cumberland must travel first to the Transfer Center at Centre Street in order to travel to Country Club Mall
- Does not provide the greatest number of potential trips to and from Country Club Mall

Recommended Weekday Route Structure

Alternative 4 (Figure 4-4) is recommended as the weekday fixed-route service area alternative. It possesses the strongest combination of improvements and advantages among the alternatives. Specifically, it allows for timed transfers, uniform headways of 75 minutes, and the

Table 4-4: PROPOSED FIXED-ROUTE WEEKDAY SCHEDULE - *ALTERNATIVE 4*

South Cumberland

Centre	Health Dept.	Memorial Hospital	Virginia/Potomac	Centre
7:00 AM	7:25 AM	7:35 AM	8:00 AM	8:15 AM
8:15	8:40	8:50	9:15	9:30
9:30	9:55	10:05	10:30	10:45
10:45	11:10	11:20	11:45	12:00
12:00	12:25	12:35	1:00	1:15
1:15	1:40	1:50	2:15	2:30
2:30	2:55	3:05	3:30	3:45
3:45	4:10	4:20	4:45	5:00
5:00	5:25	5:35	6:00	6:15
6:15	6:40	6:50	7:15	7:30

North-West Cumberland

Centre	Biederlack	Columbia/Valley	Sacred Heart Hospital	County Office Complex	Centre
7:00 AM	7:15 AM	7:30 AM	7:45 AM	8:05 AM	8:15 AM
8:15	8:30	8:45	9:00	9:20	9:30
9:30	9:45	10:00	10:15	10:35	10:45
10:45	11:00	11:15	11:30	11:50	12:00
12:00	12:15	12:30	12:45	1:05	1:15
1:15	1:30	1:45	2:00	2:20	2:30
2:30	2:45	3:00	3:15	3:35	3:45
3:45	4:00	4:15	4:30	4:50	5:00
5:00	5:15	5:30	5:45	6:05	6:15
6:15	6:30	6:45	7:00	7:20	7:30

Cumberland - LaVale - Country Club Mall

To Country Club Mall

Centre	National Hwy./Park	C.C. Mall
9:30 AM	9:45 AM	10:05 AM
10:45	11:00	11:20
12:00	12:15	12:35
1:15	1:30	1:50
2:30	2:45	3:05
3:45	4:00	4:20
5:00	5:15	5:35
6:15	6:30	6:50
7:30	7:45	8:05

To Cumberland

C.C. Mall	National Hwy./Park	Centre
10:10 AM	10:30 AM	10:45 AM
11:25	11:45	12:00
12:40	1:00	1:15
1:55	2:15	2:30
3:10	3:30	3:45
4:25	4:45	5:00
5:40	6:00	6:15
6:55	7:15	7:30
8:10	8:30	8:45

Country Club Mall - Frostburg

C.C. Mall	Frostburg	C.C. Mall
11:25 AM	12:00 PM	12:30 PM
12:40	1:15	1:45
1:55	2:30	3:00

F.S.U. - No changes to existing service schedule.

latest service from Country Club Mall to Cumberland (departs Country Club Mall at 8:10 p.m. and arrives in Cumberland at 8:45 p.m.).

This route changes the existing fixed-route service by concentrating all fixed-route service within and around the City of Cumberland. It also provides connections to both Country Club Mall and the City of Frostburg throughout the entire service day. The goal of this plan, which this alternative tackles, is to maximize the ridership potential with better, easier to use, and more convenient service.

Saturday Service Alternatives

The proposed alternatives each draw upon the base designs established for the weekday alternatives. All four Saturday alternatives establish a route network that provides service coverage in south and west Cumberland, and from Cumberland to Country Club Mall. Depending upon the alternative, areas in north Cumberland and LaVale are also served. Since only one route (vehicle) would operate on Saturdays, transfers would not be required to reach any destination. Again, FSU service remains unaffected by the alternatives offered within this report. As with the case for the weekday alternatives, a mock schedule corresponds with each alternative.

Alternative 1

Alternative 1, graphically represented in Figure 4-5, concentrates service primarily in south and west Cumberland and out to Country Club Mall. This alternative attempts to focus service around the highest need areas in terms of major trip generators. The proposed service is primarily a loop traversing southern and western Cumberland that connects major destinations including Memorial Hospital, Industrial Boulevard, Sacred Heart Hospital, and Country Club Mall. Table 4-5 depicts a proposed Alternative 1 Saturday schedule, so that a comparison is possible versus the other alternative Saturday coverage.

Table 4-5: PROPOSED FIXED-ROUTE SATURDAY SCHEDULE

Alternative 1

Centre	Memorial Hospital	Booth Towers	Centre	Sacred Heart Hospital	C.C. Mall	Sacred Heart Hospital	Centre
8:00	8:10	8:25	8:40	8:57	→	→	9:15
9:15	9:25	9:40	9:55	10:12	10:32	10:50	11:08
12:00	12:10	12:25	12:40	12:57	1:17	1:37	1:55
1:55	2:05	2:20	2:35	2:52	3:12	3:32	3:50
3:50	4:00	4:15	4:30	4:47	5:07	5:27	5:45
5:45	5:55	6:10	6:25				

Alternative 2

Centre	Memorial Hospital	Booth Towers	Potomac St.	Centre	Sacred Heart Hospital	C.C. Mall	Sacred Heart Hospital	Centre	Bopp	Trost	Centre	Park Ave.	C.C. Mall	Park Ave.	Centre
8:00	8:10	8:25	8:32	8:45	9:02	→	→	9:20	9:30	9:47	10:00	10:15	10:35	10:55	11:10
12:00	12:10	12:25	12:32	12:45	1:02	1:22	1:40	2:00	2:10	2:27	2:40	→	→	→	→
2:40	2:50	3:05	3:12	3:25	3:42	→	→	4:00	4:10	4:27	4:40	4:55	5:15	5:35	5:50
5:50	6:00	6:15	6:22	6:35											

Alternative 3

Centre	Memorial Hospital	Booth Towers	Centre	Sacred Heart Hospital	C.C. Mall	Sacred Heart Hospital	Centre	Park Ave.	C.C. Mall	Park Ave.	Centre
8:30	8:40	8:55	9:10	9:27	→	→	9:45	10:00	10:20	10:40	10:55
11:00	11:10	11:25	11:40	11:57	12:17	1:35	1:55	→	→	→	→
2:00	2:10	2:25	2:40	2:57	→	→	3:15	3:30	3:50	4:10	4:25
4:30	4:40	4:55	5:10	5:27	→	→	5:45	6:00	6:20	6:40	6:55

Alternative 4

Centre	Memorial Hospital	Booth Towers	Potomac St.	Centre	Sacred Heart Hospital	C.C. Mall	Sacred Heart Hospital	Centre	Forster	Valley	Centre	Park Ave.	C.C. Mall	Park Ave.	Centre
8:00	8:10	8:25	8:32	8:45	9:02	→	→	9:20	9:30	9:45	9:55	10:10	10:30	10:50	11:05
12:00	12:10	12:25	12:32	12:45	1:02	1:22	1:40	2:00	2:10	2:25	2:35	→	→	→	→
2:35	2:45	3:00	3:07	3:20	3:37	→	→	3:55	4:05	4:20	4:30	4:45	5:05	5:25	5:40
5:40	5:50	6:05	6:12	6:25											

F.S.U. - No changes to existing service schedule.

Advantages

- Highest number of trips for south and west Cumberland
- Lowest headway (about 2 hours)

Disadvantages

- No service available in north Cumberland
- No service available in LaVale

Alternative 2

Alternative 2, presented in Figure 4-6, provides service coverage in south, west, and north Cumberland, through LaVale, and out to Country Club Mall. This alternative attempts to provide the greatest geographic coverage. The proposed service is mainly three loops traversing south, west, and north Cumberland, in conjunction with a radial route through LaVale connecting the Country Club Mall and Cumberland. Table 4-5 also displays a proposed Alternative 2 Saturday schedule to assist in determining the course of service throughout the day.

Advantages

- Greatest geographic coverage of service
- Provides trips to Country Club Mall via both LaVale and west Cumberland

Disadvantages

- Longest headway time (averages about 3 hours)
- Fewest number of trips available
- Limited trip availability in some directions along the route (i.e. from Country Club Mall directly through west Cumberland – instead of through LaVale)

Alternative 3

Figure 4-7 maps Alternative 3, which provides service coverage in south and west Cumberland, through LaVale, and out to Country Club Mall. This alternative is identical to Alternative 2 minus service in north Cumberland. Alternative 3 focuses service within the

highest need areas, as well as providing two avenues in reaching Country Club Mall. Again, the proposed schedule for Alternative 3 can be viewed in Table 4-5.

Advantages

- A balance between geographic and service hour coverage
- Provides the earliest and latest service to Country Club Mall (10:20 a.m. and 6:20 p.m.)
- Provides trips to Country Club Mall via both LaVale and west Cumberland

Disadvantages

- Also has longer headways (averages about 2.5 hours)
- Limited trip availability in some directions along the route (i.e. from Country Club Mall directly through west Cumberland – instead of through LaVale)

Alternative 4

Alternative 4 mimics the service pattern identified in Alternative 2, except some of the north Cumberland route is truncated, as seen in Figure 4-8. Service, however, is still provided in south and west Cumberland, through LaVale, and out to Country Club Mall. This alternative attempts to streamline areas where lower ridership is anticipated. The accompanying Saturday schedule for Alternative 4 is presented in Table 4-5. When compared to Alternative 2, only minor time savings are realized.

Advantages

- Second greatest geographic coverage of service
- Provides trips to Country Club Mall via both LaVale and west Cumberland

Disadvantages

- Second longest headway time (averages just under 3 hours)
- Fewest number of trips available
- Limited trip availability in some directions along the route (i.e. from Country Club Mall directly through west Cumberland – instead of through LaVale)

Recommended Saturday Route Structure

Alternative 3 (Figure 4-7) is recommended as the Saturday fixed-route service area alternative. Like the weekday recommendation, this alternative provides the optimum blend of coverage among the alternatives. In particular, it offers almost the same route coverage of the recommended weekday alternative, provides the earliest and latest service to Country Club Mall (10:20 a.m. and 6:20 p.m.), and creates links to Country Club Mall both through LaVale and west Cumberland.

The intent of the recommended Saturday service is to provide a moderate version of the recommended weekday service. It is not simply enough to have service available, it must ensure mobility of people most likely to depend upon public transportation. The recommended alternative targeted the highest need areas, while maximizing the number of total trips to each area. Like weekday service, connections are available around Cumberland and to both Country Club Mall and the City of Frostburg.

System Service Hours

As stated in the beginning of this report, each alternative was designed understanding the funding constraints that Allegany County faces. Thus, the current network was analyzed to determine the fixed-route system hours ACT operates. This provided parameters for the alternative fixed-route designs and the associated schedules. Table 4-6 displays the system service hours (revenue and non-revenue) for both the current system and each alternative. The importance of this table is to demonstrate the viability of each alternative in connection with ACT's operational and fiscal constraints.

Table 4-6: FIXED-ROUTE SYSTEM SERVICE HOURS
(Revenue and Non-Revenue)

Weekday Totals – Cumulative					
	Current System	Alternative 1	Alternative 2	Alternative 3	Alternative 4*
System Service Hours	291.407	288	290	290	288
Saturday Totals					
	Current System	Alternative 1	Alternative 2	Alternative 3*	Alternative 4
System Service Hours	18.750	19	19	18	18

*Recommended Alternatives – combined weekly service hours = 306.751 (current system = 310.157)

Note: Maximum allowable weekly service hours = 320.

Demand-Response Service

To meet the need for general public service in outlying rural areas of the County, especially in areas where fixed-route service has been eliminated, ACT should continue providing demand-responsive service through the AllTrans program. This program should continue providing Americans with Disabilities Act (ADA) complementary paratransit to the fixed-route services, as well as to the elderly and disabled persons under the Statewide Specialized Transportation Assistance Program. AllTrans service needs to correspond with the hours of the fixed-route service, which under the proposed scenarios would be between the hours of 7:00 a.m. and 9:00 p.m.

Based on the analysis from the previous chapters, consideration was given to the idea of eliminating all fixed routes and providing demand-response service solely as the means for public transportation. This was largely contemplated due to the declining ridership associated with all ACT services over the previous three fiscal years.

The true composition of the paratransit program in actuality needs to include the Job Access Program. By combining the operating statistics for FY 2002 we see that the performance standards improve as shown in Table 4-7.

Table 4-7: ANALYSIS OF ALLTRANS PERFORMANCE STANDARDS

Performance Standard	AllTrans	Combined (AllTrans + Job Access)
Passengers per Mile	0.07	0.09
Passengers per Hour	1.23	2.05
Expense per Mile	$2.46	$1.49
Expense per Hour	$42.87	$33.38
Cost per Passenger	$34.98	$16.24

However, we must temper the notion that the paratransit program is without fault. While the operating cost per mile now meets the Maryland Transit Administration (MTA) established service guidelines, passengers per mile still do not. Also, when compared to the fixed-route statistics, cost per passenger is more than double, $7.11 versus $16.24. This is largely the result of the general efficiencies captured with a fixed-route program.

Another facet that must be explored when making this analysis is whether a reduction of service hours would be realized if the County solely operated demand-responsive service. This is determined by analyzing the current ridership to determine if fewer vehicles could provide the same coverage. An assumption was made that this type of service would not be conducive to college students so the FSU service would remain operational as a fixed-route. Therefore, the annual service hours provided by the fixed-route service (not including FSU) is 11,893 hours (assumes 254 weekdays and 51 Saturdays). Based on this, passengers per hour was calculated for both fixed-route and demand-responsive (AllTrans and Job Access combined) services. It revealed that currently the fixed-route service (minus FSU) carried 46,838 passengers in FY02, which equates to about four passengers per hour. AllTrans transported 22,328 passengers in FY02 resulting in two passengers per hour. For purposes of this analysis, we assume a maximum of two passengers per hour would be realized. This translates into a minimum of 23,419 annual service hours to carry the same ridership level as reported in FY02, an increase of only 11,526 hours.

This assumes that ridership will stay constant. General ridership will likely decline due to an increase in cost to the average passenger (previous fixed-route rider must now pay the AllTrans fare which is double), the requirement to call in advance for all trips, and the inflexible service times (trips might not be available).

If one-third of the current fixed-route ridership is lost, demand would decline to approximately 31,000 trips. At two boardings per hour, 15,691 service hours would be required, which is still 3,800 more hours annually to carry a third fewer trips – an increase in expense combined with a decline in mobility. Second, the demand-responsive service would likely become the surrogate provider for most of the human service agencies. Since door-to-door service would be available to all residents, the need for these agencies to provide independent service would disappear. Finally, fixed-route ridership is based on the existing fragmented service network. The proposed network would concentrate service routes around the Cities of Cumberland and Frostburg and link the two at Country Club Mall. The frequency of service would greatly increase as well, leading to a more user-friendly and viable trip. If, however, Allegany County Transit decided not to make changes to the current fixed-route network, a strong argument could be made for switching exclusively to demand-responsive service.

Therefore, based on the higher costs associated with demand-responsive service, the higher service hours required of the transit system, and the new concentrated fixed-route service network, it is recommended that Allegany County not change to solely demand-response service.

Zone Area

AllTrans should continue to serve the County under the existing framework. However, if the ridership demand continues to escalate, changes to the program are warranted to ensure operational success and survival. At this point, ACT needs to explore a zone (or area) criteria similar to that used for fares. By establishing set zones, service could be provided on different days of the week utilizing the available vehicle fleet. Five proposed zones are shown in Figure 4-9. Zone 1, which surrounds the City of Cumberland, would receive service daily. The other four zones would receive paratransit service two to four days per week. By focusing service by area and days, greater ridership concentrations will be realized, thus increasing the ability to link passenger trips together.

If trip requests exceed available capacity, ACT may wish to establish a flexible route and schedule where these trips would be accommodated. The factors behind Zone 1 receiving daily service is that it is anticipated, as well as the AllTrans logs reflect, that most trip requests would have Cumberland as a destination. These trips could be grouped to realize higher service

productivity (passengers per mile and hour). Like the previous program efforts, there will be opportunities to coordinate this service with the Job Access and MedTrans programs, as well as the human service agencies.

Fare Policy

One of the ongoing challenges of providing public transit services is determining the most appropriate price for services. Fares affect many aspects of transit performance and operations, including ridership, overall revenue, cost recovery, accessibility of services to persons with limited incomes, relative attractiveness of the mode for choice riders, ease and security of collection, accounting needs, marketing, and community perceptions of service equity. Other factors that come into play when considering fare policy are service quality and travel distance. Two of the most common fare policy structures are:

- *Flat Fare* – The simplest type of structure is the flat fare which means that the same fare is charged for all trips regardless of distance traveled or service quality. It is easy to implement and understand, but is not the best means of maximizing revenue and can have issues of equity for shorter or lower-quality service.
- *Distance-Based Fare* – This type of structure means that fares vary according to the distance traveled. In routed service, geographic fare zones are often established and charges are based upon the number of zones traveled. Zones can be used to determine demand-responsive fares.

In addition to these structures, a policy decision concerning transfer charges is necessary. Transit systems often charge a small fee for transferring between buses. Ideally this reflects a longer travel distance. Depending upon the system's route structure, however, the longer distance may be a function of how the routes are designed. For some customers the distance between their origin and destination may be quite short, but long as a result of the bus routing. Therefore, the customer is paying a higher fare for a less convenient service.

Fixed-Route Fares

ACT currently employs a distance-based zone fare structure for the fixed-route service. It is recommended that the fare structure be changed to a flat fare when the new fixed-route service is implemented. The new policy would also eliminate the transfer fee. This would alleviate confusion as to the cost per trip since unified standards would be recognized. The anticipation with this new fare policy would be to attract more riders and increase transit usage within the County. Table 4-8 presents the advised fare structure for the new fixed-route service:

Table 4-8: FARE POLICY FOR FIXED-ROUTE SERVICES

Route	Fare (Per one-way trip)
South Cumberland	$1.00
North-West Cumberland	$1.00
Cumberland – LaVale – Country Club Mall	$1.00
Country Club Mall – Frostburg	$1.00
Ten Trip Ticket	$9.00
Trips between Cumberland Route and Frostburg	$1.50
Ten Trip Ticket	$14.00
Senior/Disabled	Half fare (off-peak)

Demand-Responsive Fares

ACT currently implements a geographic fare zone approach. The entire service area (County) is divided into a set of eight zones. The fare for each one-way trip varies with the number of zones that must be crossed to provide the trip. The base fare for the trip is $2.00 and increases $0.20 for each zone traveled into or through. It is recommended that this distance-based fares approach be used, however, this report proposes modifications to the existing zones as shown in Figure 4-10. The new zone plan would create six zones. The base fare would stay at $2.00 but would now increase by $0.50 for each zone. Table 4-9 displays the new AllTrans zone fare structure.

Table 4-9: FARE POLICY FOR FIXED-ROUTE SERVICES

Zone	Fare (Per one-way trip)
1	$2.00
2	$2.50
3	$3.00
4	$3.50
5	$4.50
6	$5.00

Out-of-Town Medical

Currently MedTrans is provided in a demand-responsive nature for out-of-county medical trips, requiring ACT to allocate significant resources for sometimes daily trips. These trips are assigned on a first come, first serve basis for trips as far away as Morgantown, Baltimore, and Washington. It is proposed that ACT designate particular days of the week for different destinations. This would require educating passengers on the service. Passengers in turn would know in advance which days have transportation to their desired destination, and could schedule appointments appropriately. This could be coordinated with Garrett County to either improve load factors, or offer more service by sharing trips.

Develop Bus Stop Program

ACT routes are operated on a "flag stop" basis, meaning that bus stops are made at any location along the fixed-route upon customer request and at the discretion of the driver in terms of safety. Customers request stop locations by waiting by the side of the road to board, or by indicating to the driver where they wish to de-board.

Flag stops, commonly used by rural transit operators, have several advantages over fixed stops, include:

- Flag stops are often more convenient for customers.

- Flag stops usually provide better night-time security for customers – some fixed stop systems have "night stop" policies in effect during specific hours.

- No signage or infrastructure is required for flag stops, eliminating the need to finance installation, maintenance, and relocation when routes are changed.

The relative advantages of fixed stops over flag stops include the following:

- Fixed stops eliminate the variable of driver discretion in determining where to stop, thereby preventing potential misunderstandings and perceived unfair or inconsistent treatment between drivers and passengers.

- Fixed stops reduce the need for drivers to scan roadways for potential passengers, which allows drivers to focus more fully on safe operations of the vehicle.

- Flag stops made at unsafe locations have potential liability and ADA issues.

- Fixed stops are simpler to explain to drivers as well as potential passengers.

- Fixed stops give the appearance of a more professionally operated service.

- Bus stop signs at fixed stops are a form of marketing.

- Fixed stops provide the transit system with greater control over adhering to the published schedule.

For these reasons, it is strongly recommended that Allegany County consider establishing fixed stops, at least in the more urban areas of the system, and discontinue allowing flag stops wherever fixed stops are in place. If the County does not want to convert to a completely fixed stop service, it may wish to establish fixed stops in some areas, with designated "flag stop zones" in other areas in which flag stops are permitted. If this approach is implemented, it would be important to provide customers with a map of the zones.

The following recommendations are provided to assist the County in systematically approaching the conversion to fixed stops. The County's bus stop program should include the following components:

- Standards for location and design of bus stops.

- An inventory/database of all bus stops that includes basic location and directional information, physical characteristics, routes served, and map

- A maintenance program.

- An improvement program (which identifies which stops do not meet the minimum design standards and provides a plan for bringing stops into compliance with minimum standards, as well as for installing amenities where appropriate).

Recommendations are provided for each of these elements in Appendix C.

Marketing Initiatives

Marketing and image building is paramount to the success of existing and new services. Marketing efforts can take many paths, however, the main focus at this time should center on making route and schedule information easy to understand and read.

Riders Guide

A Riders Guide brochure should be developed for the ACT system and should detail all operations available to the general public. This brochure would include a system-wide schedule for all ACT routes, including a system-wide map. To supplement this, individual maps and schedule information should be devised to provide more detail and area specific guidance. The brochure must also describe the range of services available from ACT – fixed-route, AllTrans, MedTrans, ADA paratransit, and Job Access. Each service would include detailed information about the program, such as eligibility, fare information, and timetables.

The brochure should not be designed as a "one-time" expensive project, since it will need to be updated periodically to reflect new or adjusted service. The Riders Guide will be extremely useful in advertising and detailing the new fixed-route services, as well as reaffirming the existing policies and procedures.

Intelligent Transportation Technology

ACT will be receiving intelligent technology as part of the MTA's technology improvement program. Specifically, ACT will be eligible for new paratransit software and hardware, including Mobile Data Terminals and Automatic Vehicle Locators. This will allow for advanced scheduling technologies and enhanced reporting capabilities as a result of the improved data collection efforts and automated capabilities.

Another technology that should be explored is on-board vehicle security cameras. Security cameras serve many roles, though two of the more compelling reasons are for the safety of both the passengers and drivers. Security cameras provide both direct and indirect protection to the transit agency. They provide documented evidence when questionable behavior is reported or suspected, as well as becoming a deterrent based on their mere presence.

CHAPTER 5

TRANSIT IMPROVEMENTS

This chapter presents the Allegany County Transportation Development Plan (TDP) that will guide implementation of improvements to transit operations over the next five years. The plan was developed from the alternatives presented to the Transportation Advisory Committee (TAC) 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 three major components: a service plan, a capital plan, and a financial plan. In addition, the plan addresses marketing and public information components.

The recommendations follow the analysis of the current transit services (Chapter 2 of this report), and an analysis of the transportation needs of the region (presented in Chapter 3). Service alternatives were developed to address the identified needs and service issues, and these are presented in Chapter 4. These were reviewed by ACT and the TDP Advisory Committee and based on their input, the alternatives have been modified as needed and included here as the Service Plan (Chapter 5).

SERVICE PLAN

There are two basic considerations in designing an effective and efficient transit system. The system is effective if it meets the travel needs of the residents. This means serving the markets for transit identified in Chapter 3. A system is efficient if it meets those needs in a

manner that maximizes travel, while minimizing resources expended. This means providing a mix of services that is appropriate to the situation. The most challenging aspect of being efficient is to use less expensive fixed-route services in areas which can sustain those services, and then fill in with more expensive demand-responsive services in areas without sufficient population densities or for persons unable to use fixed-route services. Ultimately, to provide a mix of services that are appropriate to the situation and do not compete.

The service plan builds upon and modifies the current ACT services. Yet another cornerstone to the plan for the next five years is marketing ACT service to the public. While expansion to the existing system is not envisioned, major route modifications are warranted and planned for in FY 2005. Suggestions are made for service enhancements and alterations in FY 2006-2009. These services are described by the following categories: 1) fixed routes and 2) demand-responsive services.

Table 5-1 presents a summary of the characteristics of the planned services as well as the number of vehicles required. The table also includes a summary of the annual vehicle hours, miles, and costs required to provide the service. Table 5-2 presents a schematic of the daily times for the different services. The planned services are described in detail below.

Fixed Routes

The existing ACT fixed-route network will be modified to better reflect the travel needs of the County. As noted earlier in the report, the Cities of Cumberland and Frostburg have the greatest needs based on their high population density of persons potentially needing public transportation, total population density, as well as the sizeable percentage of their population with potential transit dependence. This combination of high need and high density suggests that the Cities of Cumberland and Frostburg are the areas most likely to justify fixed-route services.

Currently, fixed-route service attempts to cover all reaches of the County, but as a result there are substantial travel time gaps. Another undesirable component is the fragmented connections between routes, often without timed transfers. To tackle these shortcomings, planned weekday services for five fixed routes and two Saturday routes are described in detail

Table 5-1 - SUMMARY OF SERVICE CHARACTERISTICS AND COST FOR PUBLIC TRANSIT

Service Type	Route Length	No. of Daily Round Trips	Headway	Hours of Service	Deadhead	No. of Vehicles	Days of Service	Daily Vehicle Service Miles	Daily Vehicle Service Hours	Annual Vehicle Service Miles	Annual Vehicle Service Hours	Operating Costs
Fixed-Route Service												
South Cumberland Route	12	10	75 minute	7:00 am - 7:30 pm	20 minute	1	M-F	120	13	31,200	3,337	150,012
North-West Cumberland Route	15	10	75 minute	7:00 am - 7:30 pm	20 minute	1	M-F	150	13	39,000	3,337	155,254
Cumberland-LaVale-Country Club Mall Route	14	9	75 minute	9:30 am - 8:45 pm	20 minute	1	M-F	126	12	32,760	3,142	143,518
Country Club Mall-Frostburg Route	17	3	75 minute	11:25 am - 3:00 pm	30 minute	1	M-F	51	4	13,260	1,062	49,968
FSU Shuttle (15 minute) Route	2	28	15 minute	7:35 am - 2:35 pm	40 minute	1	M-F	56	8	9,240	1,265	55,137
FSU Shuttle (30 minute) Route	6	14	30 minute	4:30 pm - 11:30 pm	40 minute	1	M-F	84	8	13,860	1,265	58,241
Saturday Route	29	4	90 minute	8:30 am - 7:00 pm	20 minute	1	S	116	9	6,032	490	22,993
FSU Saturday Route	18	8	60 minute	3:30 pm - 11:30 pm	40 minute	1	S	144	9	4,608	277	13,823
Countywide Demand-Response												
AllTrans	na	demand-response	demand-response	5:30 am - 7:20 pm		4	M-Sat.	315	18	98,280	5,616	163,490
									18 vehicle hrs/day			
Job Access	na	demand-response	demand-response	5:30 am - 12:00 am		4	M-Sun.	399	14.5	145,145	5,278	179,819
									14.5 vehicle hrs/day			
MedTrans	na	demand-response	demand-response	5:30 am - 12:00 am		3	M-F	413	15	107,250	3,900	132,871
									15 vehicle hrs/day			
TOTAL						19 [1]		1,973	105 [2]	500,635	28,967	$ 1,125,126

[1] Plus 2 spares

[2] Plus 50.5 hours on Saturday and 14.5 hours on Sunday

below and presented in Figure 5-1 and Figure 5-2. Mock draft schedules for the routes are included in Appendix D.

Weekday Service

Weekday service has been modified to maximize the ridership potential with better, easier to use, and more convenient service. Specifically, the reconfigured system allows for timed transfers, uniform headways of 75 minutes, and expanded service hours from Country Club Mall to Cumberland, as well as throughout Cumberland.

South Cumberland Route

The South Cumberland Route connects the downtown transfer point at Centre Street with south and east Cumberland. The route is a loop that connects major destinations including the Health Department, Financial Center, Allegany College, Memorial Hospital, and areas along Industrial Boulevard. The route is approximately 12 miles long and will offer ten daily round trips.

North-West Cumberland Route

The North-West Cumberland Route traverses through north and west Cumberland, and links these communities to the downtown transfer point at Centre Street. The route provides links to Biederlack to the north, and Sacred Heart Hospital, the County Office Complex, and the YMCA to the east. The route is around 15 miles long and will offer ten round trips throughout the day.

Cumberland-LaVale-Country Club Mall Route

The Cumberland-LaVale-Country Club Mall Route connects the City of Cumberland starting at the Centre Street transfer point to Country Club Mall. The route also serves LaVale

and provides a link to Braddock Square. The route is about 14 miles long and will provide nine daily round trips.

Country Club Mall-Frostburg Route

The Country Club Mall-Frostburg Route provides service between the Country Club Mall and the City of Frostburg. Combined with the Cumberland-LaVale-Country Club Mall Route, accessible service is available across County between the two urban areas (Cumberland and Frostburg). This route also incorporates service to Braddock Square, LaVale Plaza, and Frostburg State University (FSU). The Route is roughly 17 miles long and will provide three round trips per day.

FSU Shuttle Route

The FSU Shuttle Route provides service around the FSU campus, as well as through downtown Frostburg throughout the school year. This route will maintain its existing configuration. A 15-minute shuttle, about two miles long, will continue to run during the day around campus, providing 28 round trips. A 30-minute shuttle will run in the late afternoon and evenings around campus and out to Frostburg Plaza. This extended route is approximately six miles in length and offers 14 round trips.

Saturday Service

The Saturday service was designed to provide an intermediate version of the recommended weekday service. The route was put together paying careful attention to the mobility of people that were most likely dependent upon public transportation. This route targets the highest need areas, while maximizing the number of total trips to each area. Since only one Cumberland route (1 vehicle) would operate on Saturdays, transfers would not be required to reach any destination along this route. Saturday service also includes a FSU Shuttle.

Saturday Route

The Saturday Route draws upon the base designs established for the weekday routes. The route concentrates coverage in south, west, and north Cumberland, through LaVale and out to Country Club Mall. The service is primarily three loops traversing south and west Cumberland, in conjunction with a radial route through LaVale. The route connects major destinations including Memorial Hospital, Industrial Boulevard, Sacred Heart Hospital, Braddock Square, and Country Club Mall. The total route length is about 29 miles long and will provide four daily round trips.

FSU Saturday Shuttle Route

The Saturday FSU Shuttle Route provides service around the FSU campus, as well as through downtown Frostburg and out to Country Club Mall throughout the school year. In addition, the shuttle provides accessibility to Frostburg Plaza, Braddock Square, LaVale Plaza, as well as other destinations along National Highway. This route, like the weekday shuttle, will maintain its existing design. The 60-minute shuttle, nearly 18 miles long, will continue to run in the afternoon and evening, providing eight round trips.

Countywide Demand-Responsive Service

ACT will continue to provide ADA complementary paratransit to the fixed-route services. Demand-responsive services will also continue for those areas of the County that are not served by the fixed routes. This service will also assist elderly and disabled riders who are eligible under the SSTAP program. At a minimum, AllTrans service needs to correspond with the hours of the fixed route service, and be provided Monday through Saturday.

Since this service is demand-responsive, advance reservation is required and is afforded on a space available basis. The reservation policy should follow the existing rules – trip requests Monday through Sunday from 8:00 a.m. to 4:30 p.m. The transportation service request must be made at a minimum of one day in advance of the trip, but no greater than five days in advance.

If the AllTrans program patronage continues to climb, policy standards must be modified to stay within financial obligations. If this becomes too arduous, a zone structure should be explored. By establishing set zones, service could be provided by area on different days of the week utilizing the available vehicle fleet.

Out-of-Town Medical

ACT will continue to make medical runs each week through MedTrans. To better control operations of this service, ACT should designate particular days of the week for different destinations (i.e., Morgantown, Baltimore, and Washington, D.C.). The benefit to this arrangement is that passengers would know in advance which days have transportation to their desired destination, and thus could schedule appointments accordingly. To maximize ridership and reduce costs, coordinated service with Garrett County should be assessed.

Job Access

The Job Access Program, which has been designed to be an expanded demand-responsive transportation service to local and out-of-area employment, training, and childcare and support services, should continue to operate in this capacity. The program has done a remarkable job in assisting the labor force consisting of mainly entry-level, minimum wage positions with non-traditional work hours that do not correlate with fixed-route transportation services.

Due to the growing demand for this market, additional policy decisions governing the program are required to ensure its survival. Specifically, financial depletion will occur based on the program's success due to the growing number of clients. Thus, assessing a fee for on-going dependency after a designated duration should be considered. Also, partnering with employers for funding support for demand-response trips that benefit their employees should be breached. Ultimately, a cap needs to be established for the maximum number of eligible trips available per day and a waiting list created to be drawn upon once a patron has "graduated" from the program.

Fare Structure

The following section provides recommendations regarding fare policy for ACT. One of the ongoing challenges of providing public transit services is determining the most appropriate price for services. Fares affect many aspects of transit performance and operations, including ridership, overall revenue, cost recovery, accessibility of services to persons with limited incomes, relative attractiveness of the mode for choice riders, ease and security of collection, accounting needs, fare media sales needs, integration with regional services, marketing, and economic perceptions of service quality.

A system can either raise fares to increase revenues (at the cost of losing ridership), or decrease fares to increase ridership (at the cost of losing some farebox revenue). Other factors that influence the relationship between fares and ridership (demand) are service quality, travel distance, relative availability, and attractiveness of other travel modes. In an effort to increase ridership for Allegany County Transit, the focus will be on streamlining the existing fare structure.

Fixed Fare Policy

The current fare structure, which is described in detail in Chapter 2, reveals a fare structure that is distance-based. There are six zones for the fixed-route system that establish a set base fare for a trip and an incremental increase in cost for each zone traveled through. In an effort to increase ridership, comply with federal regulations, and streamline the current fare structure, a flat fare structure is recommended. The new policy would institute a $1.00 fare for all trips within the urbanized areas, $1.50 fare between the Cities of Cumberland and Frostburg, as well as no transfer fee. A summery of the recommendations is presented in Table 5-3.

Table 5-3: REVISED FARE POLICY

Route	Fare (Per one-way trip)
South Cumberland	$1.00
North-West Cumberland	$1.00
Cumberland – LaVale – Country Club Mall	$1.00
Country Club Mall – Frostburg	$1.00
Ten Trip Ticket	$9.00
Trips between Cumberland Route and Frostburg	$1.50
Ten Trip Ticket	$14.00
Senior/Disabled	Half fare (off-peak)
Children Under 5 Years	Free

Demand-Responsive Fare Policy

The current fare structure for demand-responsive trips is also outlined in Chapter 2. Similar to the existing fixed-route arrangement, a zone-based configuration is followed. The County is broken out into eight zones for demand-responsive service, also with a set base fare and additional costs for each additional zone the trip requires. It is recommended that Allegany County Transit continue to use a zone base fare structure, however, modifications to the zones were made to reflect distance traveled by the patron – six zones extending out from the City of Cumberland as the core. The base fare cost remains the same, though, the increase in cost for each additional zone is raised from $0.20 to $0.50. The summary of these recommendations are displayed in Table 5-4 along with a graphical representation of the new zone boundaries in Figure 5-3.

Table 5-4: FARE POLICY FOR FIXED-ROUTE SERVICES

Zone	Fare (Per one-way trip)
1	$2.00
2	$2.50
3	$3.00
4	$3.50
5	$4.50
6	$5.00

Human Service Agency Coordination

It became clear through this effort that ACT, through financial constraints, is not able to meet all the transportation needs for services and employment throughout the County. As a result, several agencies have addressed this gap in service by providing independent transportation options. However, continued and additional coordination is necessary to ensure that basic travel needs are met. Expanding the existing public service levels by providing expanded hours, additional days, or even extending routes is the goal of all interested parties. The primary obstacle, as in most transit systems, is the lack of funding resources associated with the increase in service options. Additional coordination between ACT and the human service agencies is vital to address these ongoing needs.

Two systems are advised within this plan to tackle this effort. The first is to establish additional joint partnerships where ACT is providing service directly for the human service agency's clients. A model of such a scenario is the relationship between Archway Station and ACT. Archway Station purchases transportation services from ACT by distributing passes to clients to permit them to participate in the community by using public transportation rather than a separate system. Those clients participating in the program flash their pass to an ACT driver and are able to ride without paying a fare themselves. This relationship has evolved over the years to the point where a monthly remuneration takes the place of daily trip tallies for billing.

The second undertaking is the development of a human service transportation committee. This committee would have representation from both transportation providers (including ACT)

and non-provider agencies. The goal is to have quarterly meetings to discuss current and emerging issues that affect transportation within the County. It would also provide direct lines of communication between the agencies and ACT. If applicable, this committee could be structured so that medical and basic demand-responsive transportation are separate, since each offer their own unique challenges. Another advantage of such a committee would be oversight of the current transportation network, thus allowing direct communication regarding recurring issues and concerns.

MARKETING INITIATIVES

Marketing efforts can take many paths. These include consumer information, market research, advertising and promotion, and pricing. If the plan implementation is successful, increased marketing effort will have to be initiated.

Consumer Information

Consumer information includes system maps, brochures, community outreach, and the use of local cable television access and radio stations. A key element of transit improvement for ACT is development of complete route, schedule, and information materials on all transit services available to the general public. Once the materials are developed, they can be produced for distribution to riders and throughout the community. Timing of the development and production of these materials is important, as the information pieces must be available at the time of initiation of any new service.

Other consumer information techniques include the use of local cable access stations or radio stations to distribute information on existing services as well as community outreach activities, including the distribution of schedules to community centers, religious organizations, and retail centers or public meetings with question and answer periods on existing or proposed transit service. These types of techniques will be useful in marketing the new services.

Advertising and Promotion

Like most marketing efforts, the goal of advertising and promotion is ultimately to increase ridership. Advertising and promotion efforts could include free ride days during Try Transit Week or could involve the inclusion of the brochure or a flyer in the local newspaper when new services are initiated. Other efforts could include the distribution of magnets with the system logo and the phone number or pencils/pens with the ACT office phone number. The MTA can provide additional marketing assistance to ACT. The system can also make use of the statewide transit promotional materials and advertisements that have been developed by MTA.

CAPITAL PLAN

Capital needs for ACT to efficiently continue to provide general public transit services in Allegany County are described below.

Vehicles

Vehicles currently used by ACT to provide public transit services in the County are shown in Table 5-5. These vehicles have been funded with MTA administered grant programs and with local funds. Table 5-5 also presents a capital vehicle replacement plan for ACT – including the vehicles needed for public transit, Statewide Specialized Transportation Assistance Program (SSTAP), Job Access, and support. This plan includes the need to replace vehicles only and does not include any vehicles needed to expand in the future.

Plans for requested vehicle replacement, as shown in Table 5-5 are summarized below:

FY 2005

- One replacement 14/2 (# of seats / # of wheelchair securement areas) small bus

FY 2006

- Three replacement 14/2 small buses

Table 5-5: ALLEGANY COUNTY VEHICLE REPLACEMENT PLAN

Agency Fleet Number	Model Year	Make	Vehicle Type or Model	Equipped with Lift or Ramp? (Y or N)	Seating Capacity		Capital Funding Source	Current Mileage	Average Annual Mileage	Replacement Year					Notes
					Ambu-latory	Wheel-chair				2005	2006	2007	2008	2009	
CURRENT VEHICLES:															
271	1996	Goshen	Small Bus	Y	19	2	Section 3	188,414	34,140						
272	1996	Goshen	Small Bus	Y	19	2	Section 3	140,699	24,087		◆				replace with 14/2
273	1996	Goshen	Small Bus	Y	19	2	Section 3	155,900	20,348		◆				replace with 14/2
274	1996	Goshen	Small Bus	Y	19	2	Section 3	175,162	32,181						
275	1996	Goshen	Small Bus	Y	19	2	Section 3	171,342	27,964						
276	1996	Goshen	Small Bus	Y	19	2	Section 3	215,180	38,061						
277	1996	Goshen	Small Bus	Y	19	2	Section 3	150,334	20,181		◆				replace with 14/2
278	1996	Goshen	Small Bus	Y	19	2	Section 3	183,681	30,966						
279	1996	Goshen	Small Bus	Y	19	2	Section 3	191,677	22,086						
282	1996	Dodge	Van	Y	11	2	Section 3	173,092	47,823						
283	1996	Dodge	Van	Y	11	2	Section 3	183,947	37,837						
290	2002	Chevrolet	Small Bus	Y	14	2	Section 3	1,243	30,000					◆	replace with 14/2
612	1997	Dodge	Van	Y	11	2	County	196,737	41,718						
616	1996	Dodge	Van	Y	11	2	Section 3	185,396							
617	1996	Dodge	Van	Y	11	2	Section 3	198,323	46,329						
618	1998	Dodge	Van	Y	11	2	County	148,852	39,590	◆					replace with 14/2
619	1996	Dodge	Van	Y	11	2	ADA	203,875							
620	2001	Dodge	Van	Y	11	2	County	62,489	43,084			◆			replace with 14/2
621	2001	Dodge	Van	Y	11	2	Section 3	54,087	41,215			◆			replace with 14/2
622	2001	Dodge	Van	Y	11	2	County	67,069	47,987			◆			replace with 14/2
623	2002	Dodge	Van	Y	11	2	5307	101	50,395				◆		replace with 14/2
624	2002	Dodge	Van	Y	11	2	SSTAP	105	41,686				◆		replace with 14/2

FY 2007

- Three replacement 14/2 small buses

FY 2008

- Two replacement 14/2 small buses

FY 2009

- One replacement 14/2 small bus

FINANCIAL PLAN

System Budget

Table 5-6 presents the proposed budget for FY 2004. As shown, the total budget is $1,208,472 as compared to the anticipated cost of the planned services which amount to $1.125 million in 2004 dollars.

Revenue

Public transit in Allegany County is supported using Federal, State, and County funding sources. Passenger revenues also support operations. Local match funding is provided through the County and Allegany County DSS (for JARC service). The revenue for FY 2004 include $194,271 in passenger fares, $10,000 in advertising, $61,500 from Allegany County DSS, and $181,423 from Allegany County. Federal and state subsidies total $771,278, including $310,242 from S.5307, $88,771 from SSTAP, $123,996 from S.5311, $63,769 from ADA, and $184,500 from JARC.

Funding Sources

Following is a list of Federal and State funding programs used to support public transit in Allegany County in FY 2004. A discussion of how these funds can be used and likely funding levels for FY 2004 and beyond accompany each program description.

Table 5-6: FY2004 BUDGET - ALLEGANY COUNTY TRANSIT

	Section 5307	SSTAP	Section 5311	ADA	JARC	Total
Federal/State Funding	310,242	88,771	123,996	63,769	184,500	771,278
Local Funding	103,414	29,591	41,333	7,085	-	181,423
DSS Funding	-	-	-	-	61,500	61,500
Projected Revenue	135,786	13,500	39,333	5,652	-	194,271
Passenger Fares	128,498	13,500	36,621	5,652	-	184,271
Advertising	7,288	-	2,712	-	-	10,000
Funding + Revenue	549,442	131,862	204,662	76,506	246,000	1,208,472
Vehicle Operations:						
Driver Salaries	174,372	44,041	71,085	26,082	88,000	403,580
Dispatcher Salaries	-	18,531	-	10,530	43,100	72,161
Fringe Benfits	66,550	26,666	27,137	10,709	53,700	184,762
Fuel and Oil Fleet	19,842	8,568	8,932	4,116	8,000	49,458
Tubes and Tires	6,721	568	2,742	177	1,300	11,508
Vehicle Insurance	38,993	6,835	15,892	6,809	12,000	80,529
Other	1,281	-	467	-	-	1,748
Subtotal Vehicle Operations	307,759	105,209	126,255	58,423	206,100	803,746
Maintenance Operations:						
Mechanic Salaries	53,443	3,389	14,216	1,926	9,500	82,474
Fringe Benefits	27,972	1,515	7,441	1,317	4,100	42,345
Maintenance Contract	13,827	-	5,489	-	1,000	20,316
Materials/Supplies	20,112	4,410	5,191	2,713	2,000	34,426
Utilities	8,335	-	2,805	-	1,100	12,240
Other	10,741	-	2,791	-	200	13,732
Subtotal Maintenance	134,430	9,314	37,933	5,956	17,900	205,533
Administration Operations:						
Administrator Salary	16,411	4,549	11,955	3,870	3,000	39,785
Manager Salary	13,183	2,006	7,144	2,493	3,200	28,026
Secretary Salary	9,222	2,007	4,952	1,403	2,800	20,384
Other	6,390	1,580	2,862	772	2,000	13,604
Fringe Benefits	26,896	4,275	9,344	2,306	4,800	47,621
Materials/Supplies	1,243	936	496	250	400	3,325
Telephone	2,130	713	710	226	800	4,579
Utilities	1,553	619	517	557	-	3,246
Other	30,225	654	2,494	250	5,000	38,623
Subtotal Administration	107,253	17,339	40,474	12,127	22,000	199,193
Total Expenses	**549,442**	**131,862**	**204,662**	**76,506**	**246,000**	**1,208,472**

Section 5307

The Section 5307 program subsidizes public transit capital and operating expenses in urbanized areas (areas with population greater than 50,000). Allegany County receives Section 5307 funds to support operation of the public transit service in the City of Cumberland. Section 5307 funds are used by ACT to operate fixed-route services. The local transit operator is required to provide the matching funds. In Maryland, the minimum local match for this program includes:

Capital	80% Federal/10% state/10% local
Operating	50% Federal/25% state/25% local

The local match on operating funds can include in-kind contributions, agency contracts, or cash. Local share for the capital program must be in cash. Allegany County has been allocated $310,242 for operating baseline services from the Section 5307 program in FY 2004. Operating funding under this program in FY 2005 and beyond is estimated to increase with inflation.

Statewide Special Transportation Assistance Program

SSTAP funds are allocated by the state to the counties to provide general-purpose transportation for persons with disabilities and the elderly. Funds are allocated annually based on a formula – 60 percent equally among the jurisdictions and 40 percent based on combined elderly and disabled populations. These funds can be used to subsidize either operating or capital expenses. The AllTrans service administered by ACT is funded through SSTAP. The local match required for this program includes:

Operating	75% state/25% local (cash or in-kind)
Administrative & Operating (Net Deficit)	95% state/5% local (cash)

Allegany County was allocated $88,771 in SSTAP funds in FY 2004. It can be expected that these funds will increase in future years.

Section 5311

The Section 5311 program subsidizes public transit programs for non-urbanized areas (areas with population under 50,000). Funds can be used for operating, capital, or operating costs. State and Federal funds under the Section 5311 program are distributed based on history and need. Section 5311 funds are used by ACT to operate fixed-route services. In Maryland, the local match required for this program includes:

Capital	80% Federal/10% state/10% local
Operating	50% Federal/25% state/25% local

The requirements for local match on operating funds is identical to Section 5307, where the County can utilize in-kind contributions, agency contracts, or cash. Local share for the capital program must be in cash. Allegany County has been allocated $123,996 for operating baseline services from the Section 5311 Program in FY2004. Operating funding under this program in FY2005 and beyond is also estimated to increase with inflation.

ADA

Maryland annually provides funding on a discretionary basis to transit systems that operate fixed routes to assist with the provision of complementary paratransit service to persons with disabilities, which is required under Federal ADA. This program was developed to assist Locally Operated Transit Systems, like ACT, in complying with federal ADA requirements. This is a state supported program that requires a local match as noted below:

Operating	90% (state)/10% (local)

Allegany County was allocated $63,769 in ADA funds for operating complementary paratransit to the fixed-route services. Operating funding under this program in FY 2005 and beyond is expected to increase based on the demands of the fixed-route system.

Job Access and Reverse Commute Program

The JARC program funds transportation services that provide low income individuals with greater access to employment opportunities, job training sites, and daycare facilities. The program is discretionary and projects are solicited annually. JARC funding may be used to implement new service or extend existing service to address demand that are unmet within the current public transit system. ACT receives JARC funds to support demand-responsive trips for JARC eligible clients. In FY 2004, they were awarded $184,500 for this program. Allegany County DSS has been providing the local match needed since the implementation of the service. In FY 2005, ACT will be requesting a similar level of funding from the state JARC program.

APPENDIX A

TRANSPORTATION ADVISORY COMMITTEE

APPENDIX A

TRANSPORTATION ADVISORY COMMITTEE

Committee Member	Agency
Dan Arnold	Allegany County Board of Education
Anita Blaugh	Frostburg Village Nursing Home
Tom Butler	Allegany County Department of Social Services
Roy Cool	Allegany County Department of Community Services
Robbin Easton	Allegany County Human Resources Development Commission
Butch Hendershot	Archway Station, Inc.
Karen Johnson	Western Maryland Health System Foundation
Teresa Mason	Friends Aware
Nancy Noonan	Maryland Transit Administration
Kathy Rogers	Western Maryland Health System Foundation
Brian Shanley	Frostburg State University
Robert Smith	Allegany County Chamber of Commerce
Bill Walker	Allegany County Department of Social Services
John Weisenmiller	Allegany County Transit
Dave Wollner	Maryland Transit Administration
Steve Young	Allegany County Public Works Division

APPENDIX B

SURVEY FORMS

ALLEGANY COUNTY AGENCY TRANSPORTATION SURVEY

Transportation Providers

Agency Name _____

Contact Person _____

Mailing Address _____

_____

Street Address (if different) _____

Telephone ( ) _____

Fax ( ) _____

Please attach a brochure or any promotional literature you may have on your program.

1. What type of services does your agency provide? (Please check all that apply)

Adult Day Care _____	Job Placement _____	Senior Center _____
Child Day Care _____	Medicaid _____	Sheltered Employment _____
Chore Services _____	Other Medical _____	Supported Employment _____
Congregate Nutrition _____	Mental Health _____	Transportation _____
Counseling _____	Recreational _____	Volunteer Opportunities _____
Education/Training _____	Rehabilitative _____	Welfare/Food Stamps _____
Head Start _____	Religious _____	Other: _____
Meal Delivery _____	Residential _____	

2. Which of the following best describes your agency?

Private, non-profit _____ Public _____

Private, for-profit _____

3. What are the program eligibility requirements for your clients?

_____

_____

_____

4. What geographic areas do you serve?

_____

_____

_____

5. How many unduplicated clients does your agency serve annually?

_____

6. **What are your agency's program hours, days, and seasons of service?**

_____

_____

7. **At what locations are your services provided?**

_____

_____

8. **Can these clients generally reach your program?**

Yes _____ **No** _____

9. **How many of your clients are unable to drive or do not have a car and are dependent on some sort of transportation assistance?**

_____

10. **How do your clients get to your program site(s)? Please check all that apply.**

Drive themselves _____	Taxi _____	Another agency transports _____
Ride with family/friends _____	Car pool _____	Consolidated human _____
Agency vehicles _____	Public transportation _____	Service transportation _____
Volunteers _____	Staff _____	Other _____

11. **To what agency programs do you provide, purchase, or reimburse for client transportation?**

_____

_____

_____

12. **What types of transportation services does your agency provide?**

_____ **Demand-responsive service:**

pick-up times and places vary according to service requests; no specific route or schedule

_____ **Subscription service:**

generally fixed route and schedule based on program hours and clients' pick-up locations; changes based on client/program needs

_____ **Deviated fixed route service:**

published schedule of major stops is fixed, but route varies according to specific service requests

_____ **Fixed route service:**

routes, stops, and schedules do not vary; traditional bus service

_____ **Special services:**

group trips for special events

13. How do clients schedule trips?

Call agency:				**Call outside agency:**	
Please check who:				*Please check type:*	
Dispatcher	_____	Receptionist	_____	Public transit	_____
Scheduler	_____	Driver	_____	Taxi	_____
Secretary	_____	Manager	_____	Other provider	_____
				Social service	_____

14. How far in advance must trips be scheduled? _____

15. How does the agency communicate with drivers while they are on the road?

Trip sheets only	_____	Pager/call in	_____
Mobile radio	_____	Other: _____	_____
Cellular phone	_____		

16. Who drives the vehicles for your agency? (Please check all that apply)

Full-time drivers	_____	How many?	_____
Part-time drivers	_____	How many?	_____
Volunteers	_____	How many?	_____
Staff persons with other primary duties	_____	How many?	_____

16. a. Of the drivers who have other primary job functions, what are their primary duties?

_____

17. Do your drivers receive formalized driver training? Yes _____ No _____

Please describe your training program in terms of topics covered, length of training, certifications received, etc.

_____

_____

_____

18. How many of your clients have special needs? _____

19. Please indicate what types of assistance/equipment your special needs clients use:

Cane	_____	Wheelchair	_____	Child Safety Seat	_____
Walker	_____	Escort	_____	Other: _____	_____

20. Are you able to meet the agency-related transportation needs of your special needs clients? Yes _____ No _____ If not, please explain:

_____

_____

_____

21. If your agency owns/leases vehicles, where are they maintained?

In-house garage _____
Private garage/dealership _____
Governmental agency _____

22. How many one way passenger trips did your agency provide in the last fiscal year?
(a one-way passenger trip refers to each time a passenger boards the vehicle; return trips are counted as a second trip)

Passenger trips _____
Is this an estimate? _____

23. How many vehicle miles did your agency vehicles travel in the past fiscal year?

Revenue/service miles _____ (miles operated while the vehicle was transporting passengers)
Is this an estimate? _____

Total vehicle miles _____ (total vehicle miles, including "deadhead" miles)
Is this an estimate? _____

24. During how many hours did your agency's vehicles operate in the past fiscal year?

Revenue/service hours _____ (hours during which the vehicle was transporting passengers)
Is this an estimate? _____
Total vehicle hours _____ (total hours of vehicle use, including non-revenue hours)
Is this an estimate? _____

25. Does your agency charge a fare or request a contribution for transportation?

Yes _____ **No** _____

Fare: _____
Requested Contribution: _____

26. Does your agency transport clients of any other agencies or organizations?

Yes _____ **No** _____

If yes, please fill out the table below.

Organization & Contact	Annual One-way Pass. Trips	Unit Charge (per mile, per pass.)	Total Charges for the Past Fiscal Year

27. **Does your agency reimburse *staff or volunteers* to transport clients using personal vehicles?**

Staff _____ Volunteers _____ Neither _____

28. **What is your staff/volunteer reimbursement rate?** $_____ per mile

29. **How many miles of client transportation did you reimburse for during the past fiscal year?**

Staff _____ Volunteers _____

30. **What was the total amount spend on staff/volunteer reimbursement during the past fiscal year?**

Staff $_____ Volunteers $_____

31. **How many one-way passenger trips were provided by staff or volunteers during the past fiscal year?**

Staff _____ Volunteers _____

Is this an estimate? _____ **Is this an estimate?** _____

32. **Does your agency reimburse *clients* for providing their own transportation?**

Yes _____ **No** _____

33. **What is your client reimbursement rate?** **$_____ per mile**

34. **How many miles of self-provided transportation did you reimburse in the past fiscal year?** _____

Is this an estimate? _____

35. **What was the total amount spent on client reimbursement during the past fiscal year?**

$_____

36. **Does your agency purchase client transportation from another organization?**

Yes _____ **No** _____ **If yes, please complete the table below.**

Name of Organization, Contact Person, & Phone Number	Type (taxi, transit, etc)	Description of Service (ex: subscription to nutrition, etc.)	Unit Cost (per trip or mile)	Total Cost During Past Fiscal Year	Annual Total One-way Trips

37. **Are you having problems with your current method of getting clients to your program?**

Yes _____ **No** _____

If yes, please explain:

_____

_____

_____

38. **Are additional transportation services needed in order for your clients to have full access to the services your agency provides?**

Yes _____ **No** _____

If yes, please describe:

_____

_____

_____

39. **Are there geographic areas in or out of your county which need additional client or public transportation services?**

Yes _____ **No** _____

If yes, which areas/communities?

_____

_____

_____

40. **Is there duplication of transportation services in your area?**

Yes _____ **No** _____

If yes, please describe the agencies involved, and the areas and times of duplication.

_____

_____

_____

_____

41. **Would you like to see more coordination of services among the agencies described in in question #40?**

Yes _____ **No** _____

42. **What is the most important thing that could be done to improve transportation services for your clients?**

_____

_____

_____

43. **What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?**

_____

_____

44. Please add any comments you may have in the space below.

The next section of the survey is in tabular format.

45. Please identify the expenses your agency incurs to transport your clients. Allocate salaries and other expenses attributable to transportation in the table below. For example, if your bookkeeper spends one day per week on transportation tasks, list 20 percent of his/her salary and fringe. Also, if a staff member with other primary job duties drives, allocate a portion of his/her time to drivers' salaries.

If your agency tracks this information on other forms (for example for your state DOT, or for your auditor), you may submit those forms instead of completing the table below.

Expense Category	Dollar Costs Fiscal Year: _____
Administrative and Indirect Expenses Director's salary	
Director's fringe	
Other Managerial salaries	
Other Managerial fringe	
Secretarial salaries	
Secretarial fringe	
Bookkeeper's salary	
Bookkeeper's fringe	
Office rent	
Office supplies	
Utilities	
Administrative travel	
Non-vehicle insurance (casualty/liability)	
Other, please specify:	
ADMINISTRATIVE EXPENSES TOTAL	
Operating Expenses Drivers' salaries *	
Drivers' fringe*	
Dispatchers' salaries*	
Dispatchers' fringe*	
Fuel and oil	
Maintenance and repairs	
Tires, parts, materials and supplies	
Titles, fees, and licenses	
Taxes	
Vehicle and equipment leases and rentals	
Vehicle insurance	
Staff/Volunteer mileage reimbursements	
Client reimbursements	
Purchased transportation	
Other, please specify: _____	
OPERATING EXPENSES TOTAL	
GRAND TOTAL TRANSPORTATION EXPENSES	

* Include pro-rated salaries and fringe for staff with other primary duties.

46. What are the funding sources for the expenses identified in question 45? Please identify the major sources of funds for your agency's transportation services and the amounts contributed by each in the past fiscal year. If transportation is funded from several programs, list each program and estimate the approximate amount attributed to client transportation. ***Do not include capital purchases.***

Funding Source		Amount of Funding Used for Client Transportation
Federal/State:	Section 18 Public Transit	
	Section 16 E & D Transportation	
	Title IIIB Older Americans	
	Title XIX Medicaid/Medical Assistance	
	Title XX Social Services Block Grant	
	Head Start	
	Job Training Partnership Act (JTPA)	
	Community Services Block Grant (CSBG)	
	Adult Developmental Activities Program	
	Mental Health/Mental Retardation	
	SSTAP	
	Other Federal/State funding sources-- please specify:	
	Federal/State Total:	
Local:	City/town/township, please specify:	
	County(ies), please specify:	
	Client fees	
	Contracted Service, please specify:	
	Donations/Contributions	
	Fares	
	United Way	
	Workshop Revenue	
	Other local revenue sources, please specify:	
	TOTAL LOCAL FUNDS FOR TRANSPORTATION	
	GRAND TOTAL TRANSPORTATION FUNDING SOURCES	

Please return the survey and tables in the enclosed envelope or send to:

Paul Nabti
KFH Group
4920 Elm Street, Suite 350
Bethesda, MD 20814
Phone: (301)951-8660
Fax: (301)951-0026

If you need assistance in completing this survey, please call Paul Nabti or Joel Eisenfeld at (301)951-8660.

ALLEGANY COUNTY AGENCY TRANSPORTATION SURVEY

Transportation Non-Providers (do not contract, do not reimburse)

Agency Name _____

Contact Person _____

Mailing Address _____

_____

Street Address (if different) _____

Telephone ( ) _____

Fax ( ) _____

Please attach a brochure or any promotional literature you may have on your program.

1. What type of services does your agency provide? (Please check all that apply)

Adult Day Care _____	Job Placement _____	Senior Center _____
Child Day Care _____	Medicaid _____	Sheltered Employment _____
Chore Services _____	Other Medical _____	Supported Employment _____
Congregate Nutrition _____	Mental Health _____	Transportation _____
Counseling _____	Recreational _____	Volunteer Opportunities _____
Education/Training _____	Rehabilitative _____	Welfare/Food Stamps _____
Head Start _____	Religious _____	Other: _____
Meal Delivery _____	Residential _____	

2. Which of the following best describes your agency?

Private, non-profit _____ Public _____

Private, for-profit _____

3. What are the program eligibility requirements for your clients?

_____

_____

_____

4. What geographic areas do you serve?

_____

_____

_____

5. How many unduplicated clients does your agency serve annually?

_____

6. What are your agency's program hours, days, and seasons of service?

_____

_____

_____

7. **At what locations are your services provided?**

_____

_____

8. **How do your clients get to your program site(s)? Please check all that apply.**

Drive themselves _____	Taxi _____	Another agency transports _____
Ride with family/friends _____	Car pool _____	Consolidated human
Agency vehicles _____	Public transportation _____	service transportation _____
Volunteers _____	Staff _____	

9. **How many of your clients are unable to drive or do not have a car and are dependent on some sort of transportation assistance?**

_____

10. **Can these clients generally reach your program?**

Yes _____ **No** _____

11. **How many of your clients have special needs?** _____

12. **Please indicate what types of assistance/equipment your special needs clients use:**

Cane _____	Wheelchair _____	Child Safety Seat _____
Walker _____	Escort _____	Other: _____ _____

13. **Are you able to meet the agency-related transportation needs of your special needs clients? Yes _____ No _____ If not, please explain:**

_____

_____

_____

14. **How many of your clients need some other sort of specialized transportation assistance or equipment (such as escorts or child safety seats)?** _____
Is your agency able to meet these needs? Yes_____ No_____
If no, please indicate how these needs are being met:

_____

_____

_____

_____

_____

_____

15. **Are you having problems with your current method of getting clients to your program?**

Yes _____ **No** _____

If yes, please explain:

_____

16. **Are additional transportation services needed in order for your clients to have full access to the services your agency provides?**

Yes _____ **No** _____

If yes, please describe:

17. **Have clients of your agency been provided service under the E&DTAP?**

Yes _____ **No** _____ **If yes, please describe the nature of the service.**

18. **Are there geographic areas in or out of your county which need additional client or public transportation services?**

Yes _____ **No** _____

If yes, which areas/communities?

19. **Is there duplication of transportation services in your area?**

Yes _____ **No** _____

If yes, please describe the agencies involved, and the areas and times of duplication.

20. **What is the most important thing that could be done to improve transportation services for your clients?**

21. **What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?**

22. **Please add any comments you may have in the space below.**

Please return the survey in the enclosed envelope or send to:

Paul Nabti
KFH Group, Inc.
4920 Elm Street, Suite 350
Bethesda, MD 20814
Phone: (301)951-8660
Fax: (301)951-0026

If you need assistance in completing this survey, please call Paul Nabti or Joel Eisenfeld at (301)951-8660.

APPENDIX C

STANDARDS FOR LOCATION AND DESIGN OF BUS STOPS

APPENDIX C

STANDARDS FOR LOCATION AND DESIGN OF BUS STOPS

These standards should be written policies that guide all decisions made on where to locate bus stops and what kinds of characteristics they should have.

BUS STOP PLACEMENT

Selecting new bus stop locations along a route should take into account the following factors, at a minimum:

- Spacing along the route -- the recently published *Maryland Transit Guidelines* recommends that five to ten stops per mile be placed in urban areas (with a typical spacing of 750 feet between stops), four to six stops per mile be placed in suburban areas (with a typical spacing of 1,000 feet), and that stops be located "as needed" in rural areas
- Location of the expected passenger traffic generator for the stop.
- Traffic safety.
- Pedestrian safety and access.
- Availability of adequate right-of-way to ensure that the bus stop meets the Americans with Disabilities Act (ADA) accessibility standards (discussed under Minimum Physical Characteristics).
- Curb clearance (i.e., clear access of the bus to the curb or adjacent property, not blocked by on-street parking).
- Operational effectiveness issues (including relation to the nearest intersection, bus turning requirements, and re-entering the travel lane).

The *Maryland Transit Guidelines* recommends placement of bus stops as close as possible to signalized intersections, with 250 feet recommended as a maximum distance on streets with heavier traffic volumes and higher speeds. Bus stops can be located before crossing the intersection—on the nearside, or after crossing an intersection—on the far side. The decision to locate a bus stop nearside or far side of an intersection has both operational and safety implications. In general, mid-block bus stops are discouraged as they encourage jaywalking. Where a mid-block crosswalk exists, the bus stop should be located on the far side of the crosswalk to maximize visibility to approaching traffic of crossing pedestrians. In rural areas and other areas where traffic conditions are dangerous to crossing pedestrians, it may be desirable to design the route to eliminate the need for passengers to cross streets, such as the use of off-street stops. Off-street stops are also appropriate for destinations set far back from the roadway, such as hospitals and shopping malls.

Because of the number of factors involved, each new or relocated stop should be examined on a case-by-case basis. However, general guidelines for stop spacing and placement should be established.

MINIMUM BUS STOP ELEMENTS

The standards should define the minimum elements needed in order for a bus stop to be functional for bus and customer use, including customers with disabilities.

Landing Area. To meet minimum ADA standards, in order for a bus wheelchair lift or ramp to be usable at a stop, an accessible "landing area" is needed. The landing area is the area from which passengers board the bus and onto which passengers de-board from the bus. At a minimum, the landing area requirement for an accessible bus stop is a continuous, unobstructed solid area contiguous to the curb that measures at least five feet parallel to the street and at least eight feet perpendicular to the street. These are the minimum dimensions needed to deploy a lift or ramp and allow a customer in a wheelchair to maneuver on and off of the lift or ramp. All new, improved, or relocated bus stops must meet these minimum requirements to comply with facility accessibility requirements of the ADA. It is also critical that the landing area be connected to an accessible pedestrian pathway, such as a sidewalk, that connects to the destination and/or nearest intersection.

Curb Clearance. In order for the bus to be able to reach the accessible landing area, there must be adequate curb clearance (i.e., no parking area) to allow the bus to be stopped parallel to the curb with the lift door positioned at the landing area. If the stop is made off-street, enough space to safely pull out of and back into the travel lane is also needed.

Signage. Fixed bus stops should be designated with permanently installed signage. The standards should specify sign contents, placement, installation, and design characteristics. Bus stop signs indicate to passengers and drivers where buses stop, as well as publicize the availability of the service, and should include the name and telephone number of the transit system as well as the name of the route(s) that serves the stop.

The sign should be securely mounted on its own post, a light standard, or a shelter, at an angle perpendicular to the street. (For pilot routes, temporary signage may be used until the route is finalized.) The sign must be easily visible to the approaching bus driver, ideally within four feet of the edge of the street. The bus stop sign should neither block nor be blocked by other jurisdictional signs. To prevent the sign from being struck with the bus mirrors, it must be positioned no closer than two feet from the street. The header sign is the point at which the front of the bus should be aligned when the bus is servicing passengers and thus should be placed approximately one foot beyond the far side of the landing area for stops served by front-lift buses.

The bottom edge of the sign should be positioned at a height of at least 80 inches from the ground. To meet ADA signage standards at this height, letters and numbers should be at least 3" tall with a width-to-height ratio between 3:5 and 1:1 and a stroke-to-height ratio between 1:5 and 1:10. Bus stop signage must also adhere to local signage ordinances.

Lighting. For passenger safety, lighting is strongly recommended at stops which are served during non-daylight hours. This can be addressed by locating stops in areas illuminated by streetlights, or by installing lighting. Bus stops should be located so that they will be illuminated by existing street lights. At bus stops where additional light is needed, options include installation of ornamental streetlights, interior lighting installed in bus shelters, and security lights or "stop call light" installed on the bus stop pole. If new lighting is to be installed, on-demand solar technology could be an alternative to hardwiring.

Passenger Amenities

These can include benches, shelters, trash receptacles, attractive landscaping, static information (such as a route map and schedule), and real-time information available through Intelligent Transportation Systems (ITS) technology. These additional features enhance the attractiveness of transit as a transportation alternative to the automobile. Installation of such amenities should not block the accessible landing area or pedestrian pathway around the stop. The standards should address accessibility of transit shelters to persons in wheelchairs, with adequate space for persons in wheelchairs to maneuver into the shelter and remain there fully covered.

The standards should also designate the minimum criteria for installing amenities to guide the transit system in prioritizing use of limited capital resources. For example, it may be appropriate to require a minimum number of passenger boardings per day at a stop before installation of a bus shelter is warranted. Transfer points are also good candidates for shelters.

Bus Stop Inventory

Database

A database of all bus stops in the system should include, at a minimum:

- Basic location—on street, cross street, and location in relation to the intersection (nearside or far side and northeast, northwest, southeast, or southwest)
- Directional information—in what direction is the bus traveling the "on street" (northbound, southbound, eastbound, westbound, inbound, outbound, etc.)
- Basic physical characteristics—is the landing area accessible? Is there a bench, shelter, and/or other amenities installed?
- Route(s) that serve(s) the stop
- Snow emergency service
- Ridership data as available (such as daily passenger boardings and de-boardings)
- Additional comments

It is also recommended that a unique identification number be assigned to each stop to ensure consistent reference. The inventory should be created in an electronic database or spreadsheet format.

Map

A map should be maintained displaying the location of all bus stops as well as the fixed routes, for easy reference by staff responsible for answering public inquiries, dispatching maintenance road calls, training drivers, and planning services. Ideally, this map should be maintained in a GIS format linked to the database.

Maintenance Program

A program should be developed for maintenance of bus stops, including routine and as-needed trash removal, graffiti removal, shelter cleaning, bench and shelter repair and refurbishment, landscaping, snow removal, and de-icing. Responsible parties and schedules should be developed for each aspect.

"Adopt-A-Stop" Program

Bus stops may be "adopted' by individuals or organizations, much in the same way highways are adopted. The adoptive entity is then publicly recognized through an identification name plate or signage affixed to the shelter or bus stop sign pole. An example of suggested wording for this plate or sign is "Downtown Cumberland Stop #1, Adopted by John Doe Associates." "Adopted" bus stops are cleaned by the adoptive entity. An agreement or memo of understanding should be developed for each adopted stop so that the adoptive entity is aware of their responsibilities. Stops with or without shelters may be adopted.

Improvement Program

A bus stop improvement program would develop and implement a plan for bringing any substandard bus stops into compliance with standards[1] as well as for installing amenities at stops at which they are warranted. Establishment of such a plan would provide a basis for projecting future funding needs and requesting capital funding for bus stop improvements.

Development of the program would require a needs assessment (reviewing each stop in the inventory in terms of how well they meet the minimum standards, establishment of criteria for prioritizing improvements, securing funding, and constructing improvements including procurement of materials and services as needed).

One option for financing shelter installations, as well as maintenance, is to procure an advertising shelter vendor. This type of program typically provides shelter installation and maintenance at no cost to the transit system; the vendor sells advertising space on the shelters and typically returns a percentage of the profits to the transit system.

Steps for Transitioning from a Flag Stop to a Fixed Stop System

If Allegany County decides to implement a fixed stop system, the following steps are recommended:

1. Adopt bus stop standards, including design of bus stop signs.

2. Determine route changes (if any).

3. Select stop locations, including time points which can serve as layover points if drivers are ahead of schedule. Soliciting input from drivers, driver trainers, and customers is strongly recommended to ensure ADA accessibility of all new stops.

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[1] This type of improvement would only be needed for existing fixed bus stops, as any newly established bus stops must meet minimum ADA accessibility requirements.

4. Develop bus stop inventory.

5. Fabricate signs.

6. Provide public notice for stop establishment—notice should be given to both customers and community members, particularly those who own the property adjacent to the proposed bus stops.

7. Install signage.

8. Monitor and assess locations (including ridership, lift usage, customer feedback, and safety issues experienced by drivers); modify as needed after providing adequate public notice.

9. Develop improvement plan.

10. Procure and install amenities at key stops/transfer points.

A Special Note on ADA Accessibility Implications

With a flag stop system, stopping locations can be adjusted to accommodate use of the wheelchair lift. If Allegany County Transit decides to establish any fixed stops, all newly established bus stops must be accessible to wheelchair users. This means that as a minimum, there must be a solid, level landing area of at least five feet wide (measured parallel to the street) and eight feet deep (measured perpendicular to the street) upon which the wheelchair lift can be deployed and the customer can maneuver on or off the lift. This landing area must be connected to the sidewalk if one exists. If a shelter is installed at a stop, it must have an opening that a wheelchair user can pass through and must completely cover the user. Also, any stop which is moved or improved upon (i.e., a shelter is installed) must be made accessible.

Bus Stops in Other Community Planning

While it is critical to develop an internal bus stop improvement program, it is also advised that transit systems have a place at the table in planning future land uses and roadway designs in the community served by the transit system. The ability to efficiently and effectively serve a growing community with public transit is in large part determined by the land use patterns that emerge as a result of growth. Public transit is a critical component of a "livable community," but without good land use planning, transit cannot stand on its own. Land use planning and development reviews are needed to make sure new development is transit-friendly, including easy access by the bus as well as the pedestrian. Whenever a site design involves an existing or potential bus stop, the transit system needs to be consulted in the location and design of the stop. Bus stop improvements should be built into the larger site improvement whenever feasible.

The quality of the surrounding pedestrian environment is particularly important in relation to bus stops, including walking distances and safe and accessible sidewalks and other linkages. Retail and commercial buildings should be built so that entrances are close to sidewalks and streets, providing convenient access for transit users. Sidewalks are needed on major roads linking destinations along transit routes to provide safe and convenient access to areas between transit stops. In addition, sidewalks needed to reach neighborhood destinations and arterials from residential areas, particularly in higher density areas. Pedestrians need adequate time and visible signals at traffic lights to allow safe crossing of major roads, and islands on wide boulevards to allow a safety zone to pedestrians who cannot cross in one cycle. Most transit trips involve crossing the street to catch the bus, or to reach one's destination and customers must be able to do so safely.

Other transit-friendly design features include location of major trip generators along arterials, installation of pull-out lanes or shoulders allowing buses to stop without impeding traffic sidewalk "nubs" where pull-outs are not feasible (particularly where there is street parking), and site layouts with through streets.

Additional Resources

The following resources are available from the Maryland RTAP library:

- "The Bus Stops Here! Selecting a Good Bus Stop Location: A Primer for Those Who Are New to Fixed-Route Service Planning," *Maryland RTAP Update*, Vol. I, Issue 3 (Fall 2002), pp. 3-6.

- *Maryland Transit Guidelines*, Maryland Transit Administration, May 2002.

- *Guidelines for the Location and Design of Bus Stops* (Transit Cooperative Research Program Report 19), Texas Transportation Institute, 1996.

- *Accessibility Handbook for Transit Facilities*, prepared by the KETRON Division of the Bionetics Corporation for the Federal Transit Administration, July 1992.

APPENDIX D

MOCK DRAFT FIXED-ROUTE SCHEDULE

APPENDIX D - MOCK DRAFT FIXED-ROUTE SCHEDULE - WEEKDAY SERVICE

South Cumberland

Centre	Health Dept.	Memorial Hospital	Virginia/Potomac	Centre
7:00 AM	7:25 AM	7:35 AM	8:00 AM	8:15 AM
8:15	8:40	8:50	9:15	9:30
9:30	9:55	10:05	10:30	10:45
10:45	11:10	11:20	11:45	12:00
12:00	12:25	12:35	1:00	1:15
1:15	1:40	1:50	2:15	2:30
2:30	2:55	3:05	3:30	3:45
3:45	4:10	4:20	4:45	5:00
5:00	5:25	5:35	6:00	6:15
6:15	6:40	6:50	7:15	7:30

North-West Cumberland

Centre	Biederlack	Columbia/Valley	Sacred Heart Hospital	County Office Complex	Centre
7:00 AM	7:15 AM	7:30 AM	7:45 AM	8:05 AM	8:15 AM
8:15	8:30	8:45	9:00	9:20	9:30
9:30	9:45	10:00	10:15	10:35	10:45
10:45	11:00	11:15	11:30	11:50	12:00
12:00	12:15	12:30	12:45	1:05	1:15
1:15	1:30	1:45	2:00	2:20	2:30
2:30	2:45	3:00	3:15	3:35	3:45
3:45	4:00	4:15	4:30	4:50	5:00
5:00	5:15	5:30	5:45	6:05	6:15
6:15	6:30	6:45	7:00	7:20	7:30

Cumberland - LaVale - Country Club Mall

To Country Club Mall

Centre	National Hwy./Park	C.C. Mall
9:30 AM	9:45 AM	10:05 AM
10:45	11:00	11:20
12:00	12:15	12:35
1:15	1:30	1:50
2:30	2:45	3:05
3:45	4:00	4:20
5:00	5:15	5:35
6:15	6:30	6:50
7:30	7:45	8:05

To Cumberland

C.C. Mall	National Hwy./Park	Centre
10:10 AM	10:30 AM	10:45 AM
11:25	11:45	12:00
12:40	1:00	1:15
1:55	2:15	2:30
3:10	3:30	3:45
4:25	4:45	5:00
5:40	6:00	6:15
6:55	7:15	7:30
8:10	8:30	8:45

Country Club Mall - Frostburg

C.C. Mall	Frostburg	C.C. Mall
11:25 AM	12:00 PM	12:30 PM
12:40	1:15	1:45
1:55	2:30	3:00

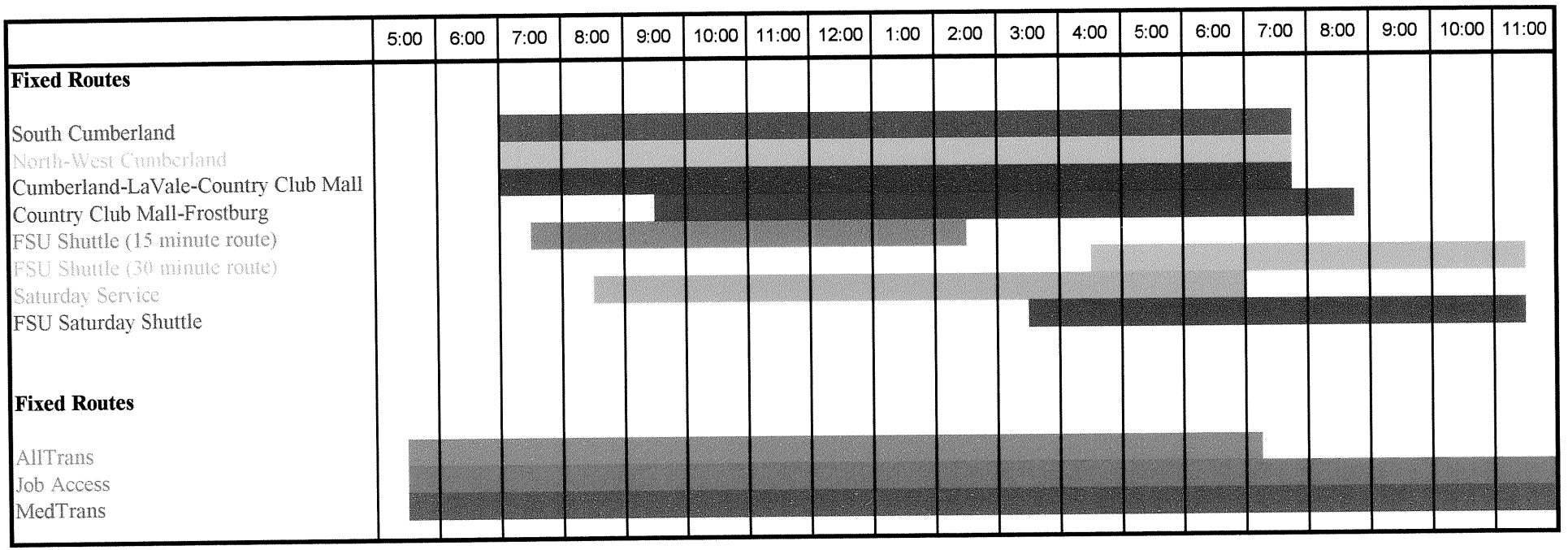
F.S.U. - No changes to existing service schedule.

APPENDIX D - MOCK DRAFT FIXED-ROUTE SCHEDULE - SATURDAY SERVICE

Centre	Memorial Hospital	Booth Towers	Centre	Sacred Heart Hospital	C.C. Mall	Sacred Heart Hospital	Centre	Park Ave.	C.C. Mall	Park Ave.	Centre
8:30	8:40	8:55	9:10	9:27	→	→	9:45	10:00	10:20	10:40	10:55
11:00	11:10	11:25	11:40	11:57	12:17	1:35	1:55	→	→	→	→
2:00	2:10	2:25	2:40	2:57	→	→	3:15	3:30	3:50	4:10	4:25
4:30	4:40	4:55	5:10	5:27	→	→	5:45	6:00	6:20	6:40	6:55

F.S.U. - No changes to existing service schedule.

Table 5-2: PLANNED ALLEGANY COUNTY TRANSIT SERVICES



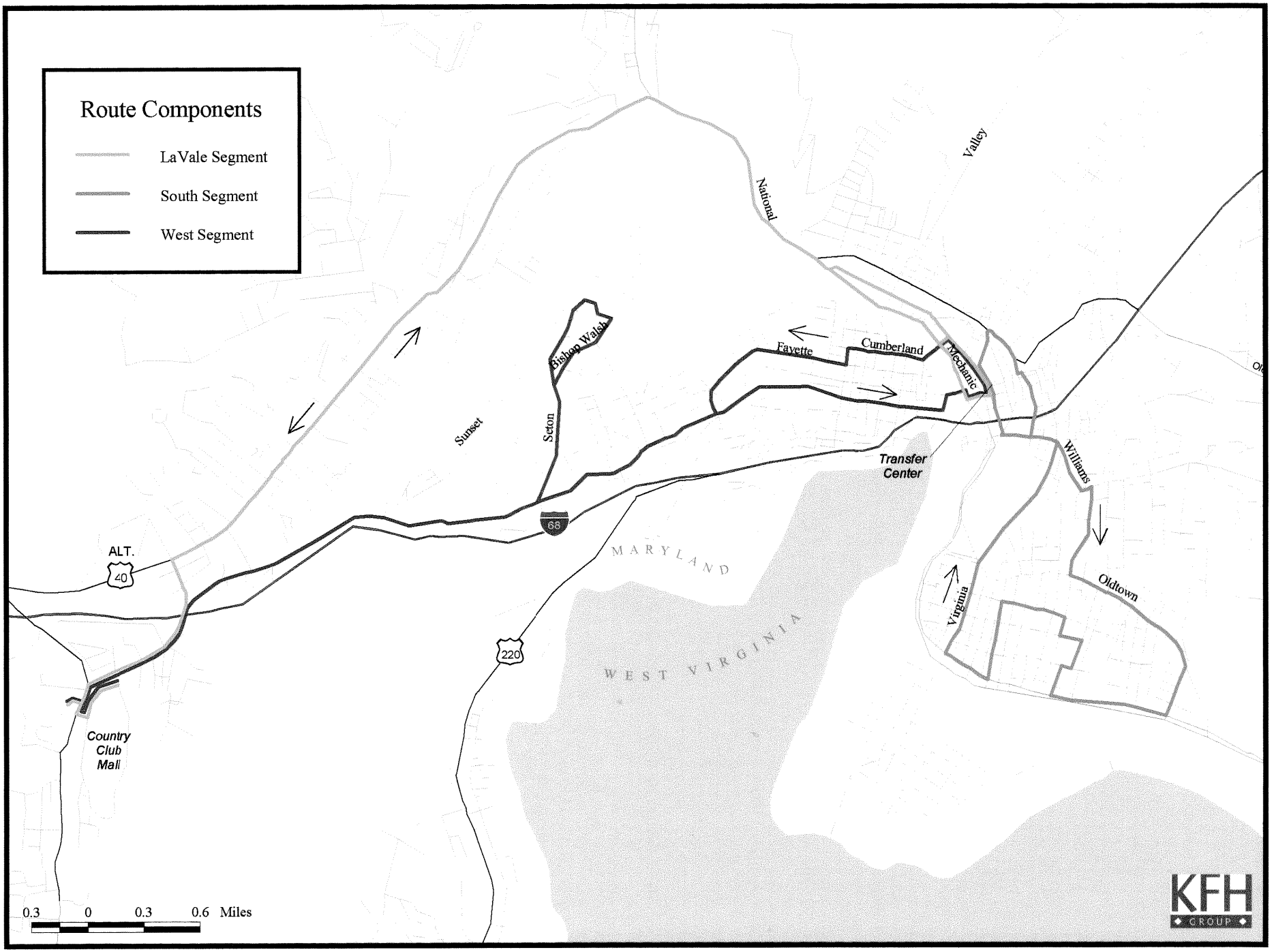


Figure 5-2: RECOMMENDED SATURDAY SERVICE

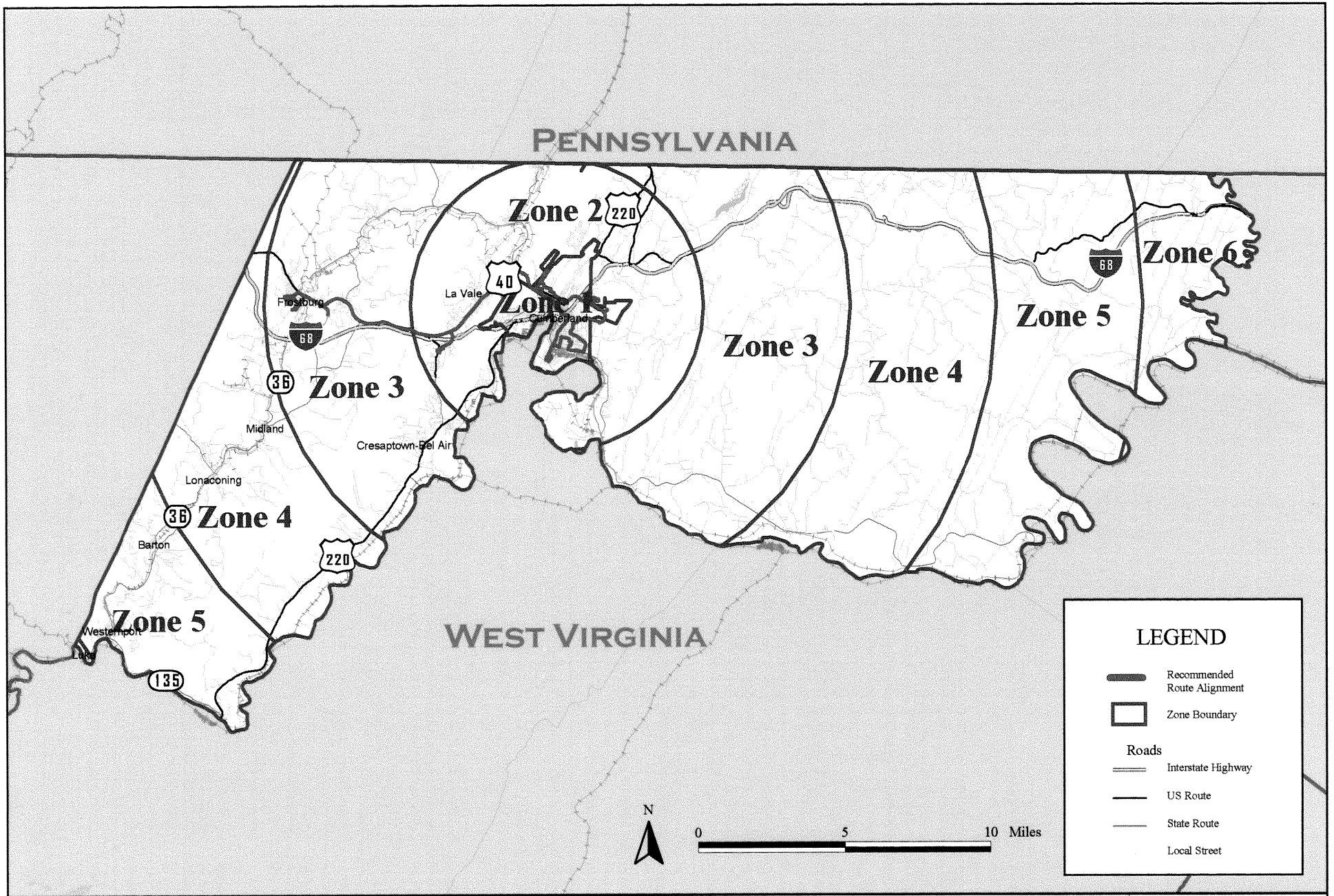
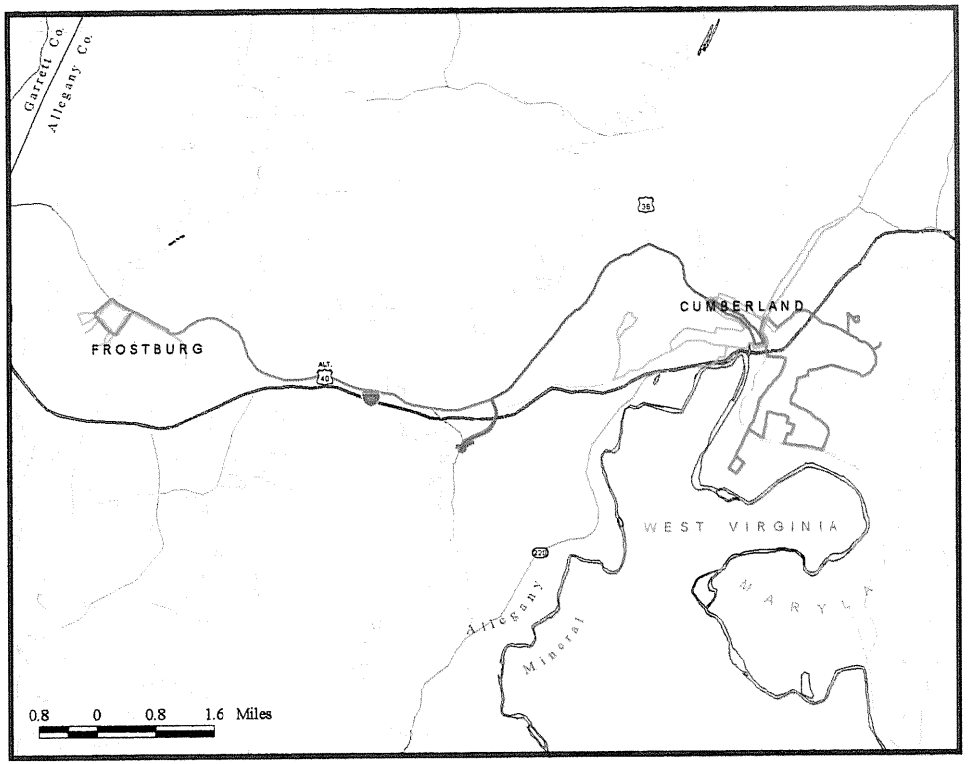
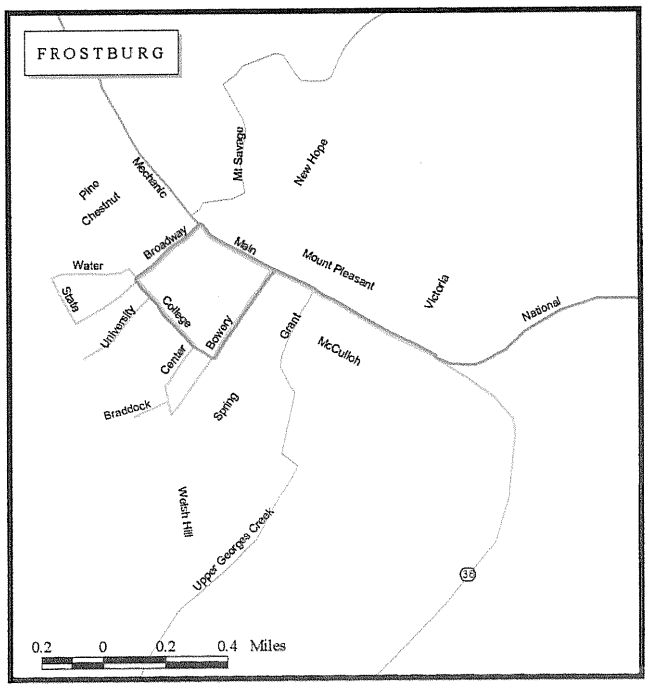
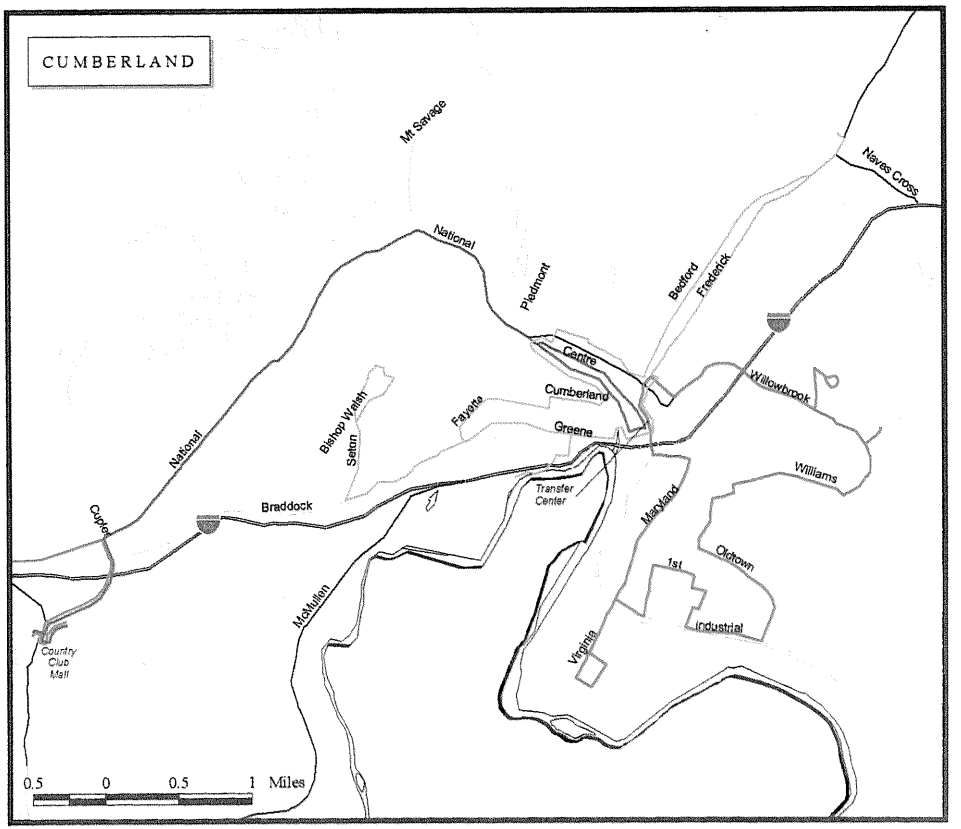


Figure 5-3:
RECOMMENDED ACT ALLTRANS
FARE ZONES

Figure 4-4:
WEEKDAY SERVICE: ALTERNATIVE 4



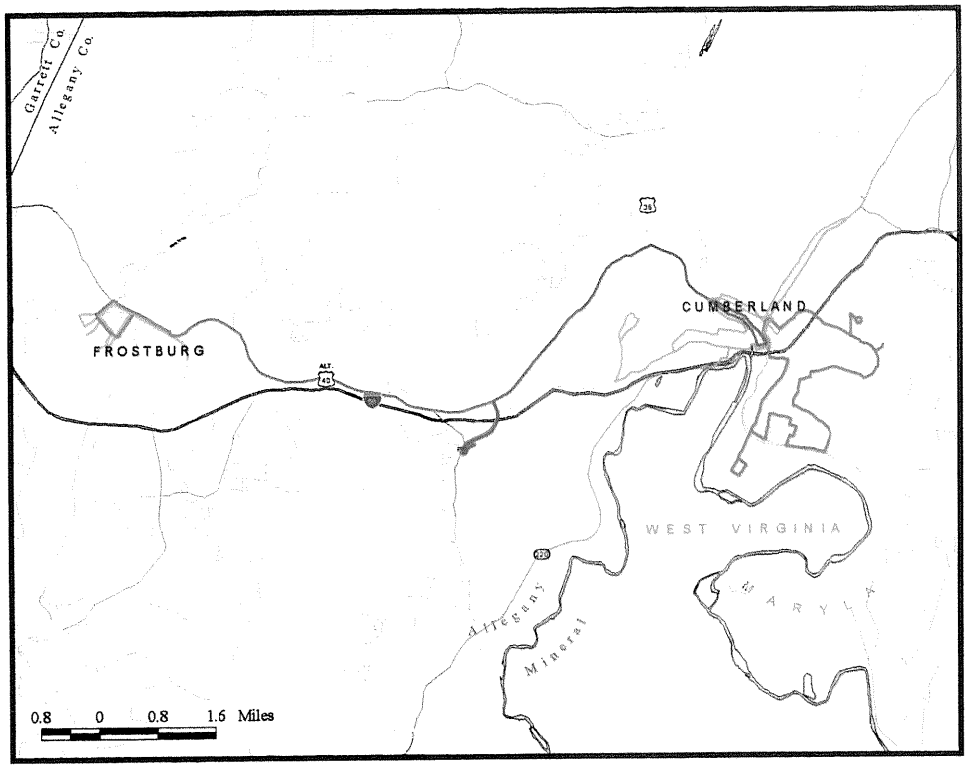


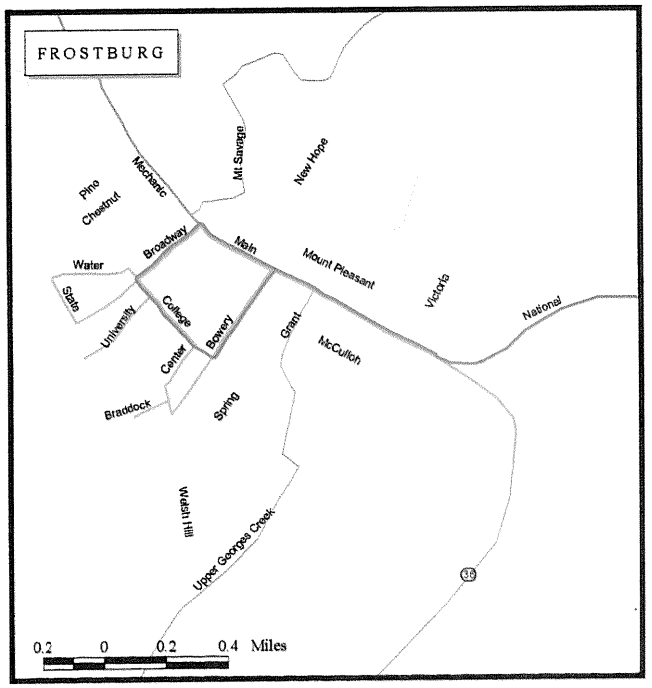


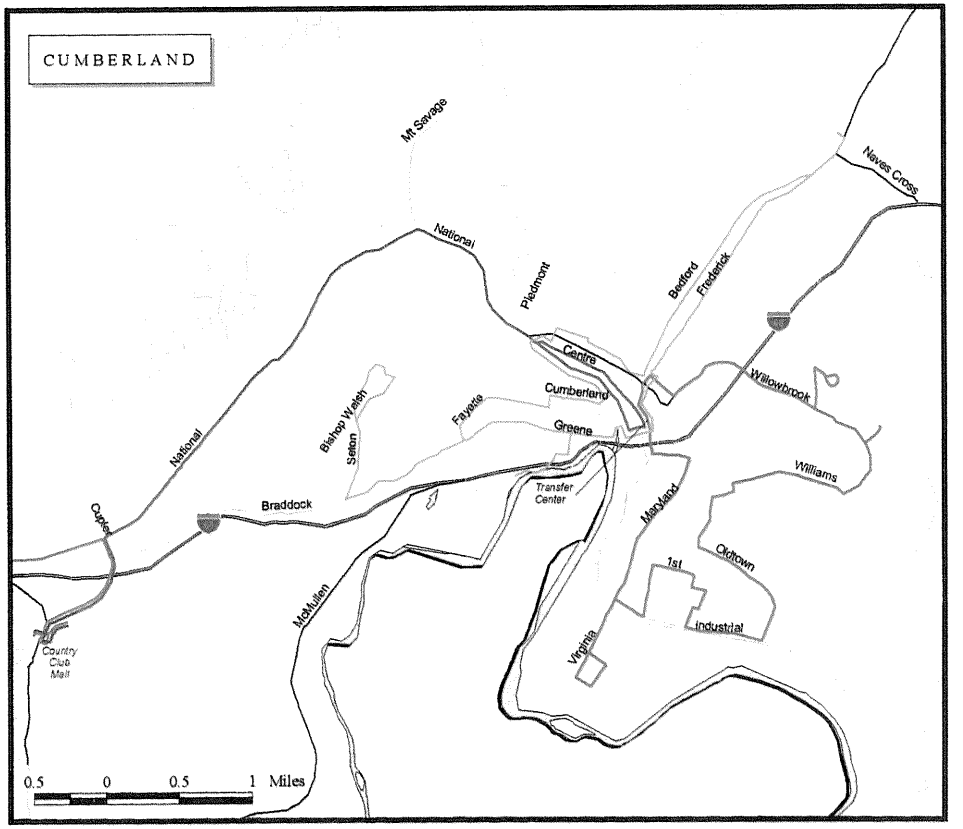
LEGEND

- FSU Route
- Frostburg - CC Mall Route
- North - West Cumberland Route
- South Cumberland Route
- Cumberland - LaVale - CC Mall Route

Figure 5-1:
RECOMMENDED WEEKDAY SERVICE







LEGEND

- FSU Route
- Frostburg - CC Mall Route
- North - West Cumberland Route
- South Cumberland Route
- Cumberland - LaVale - CC Mall Route

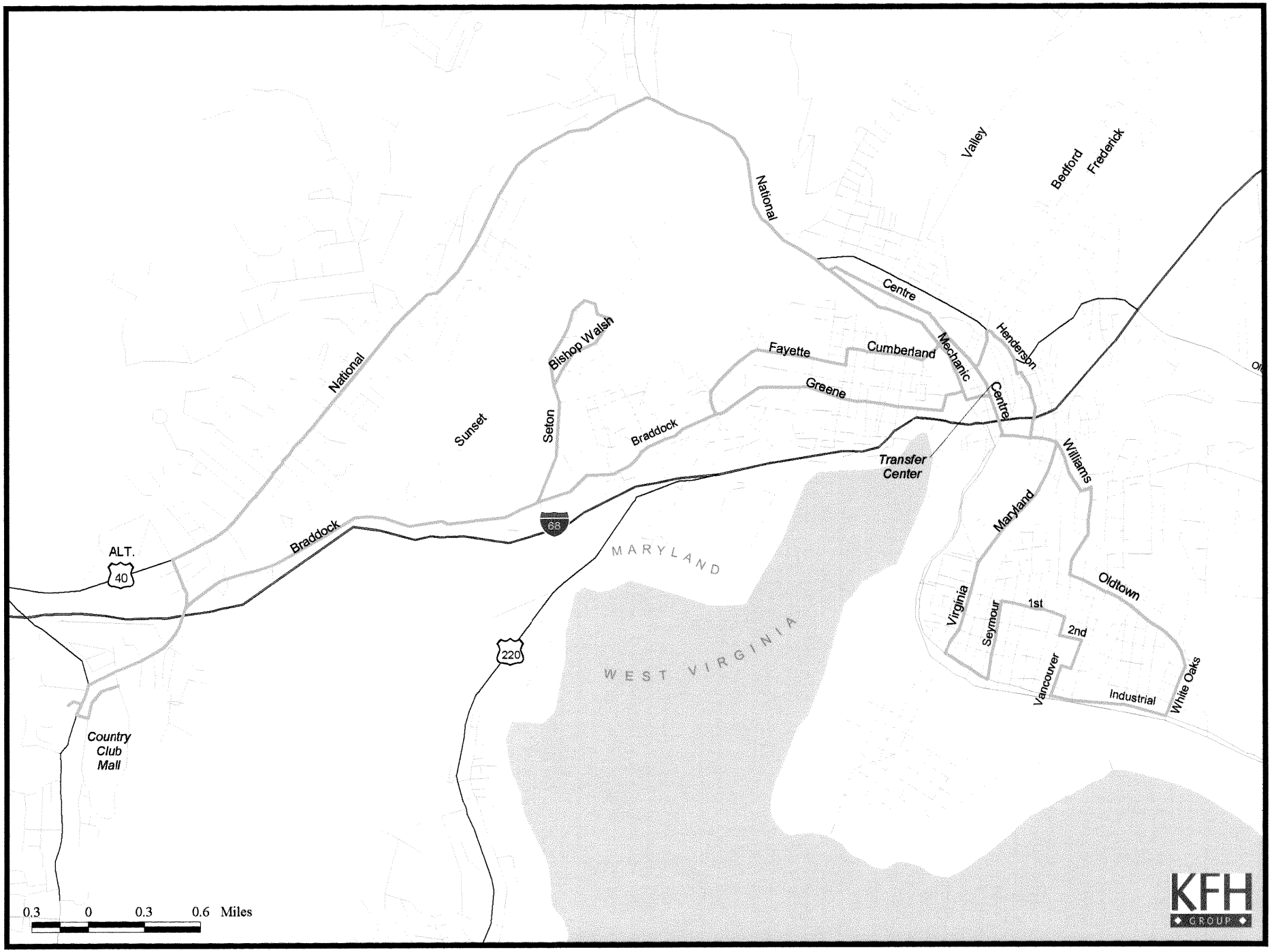
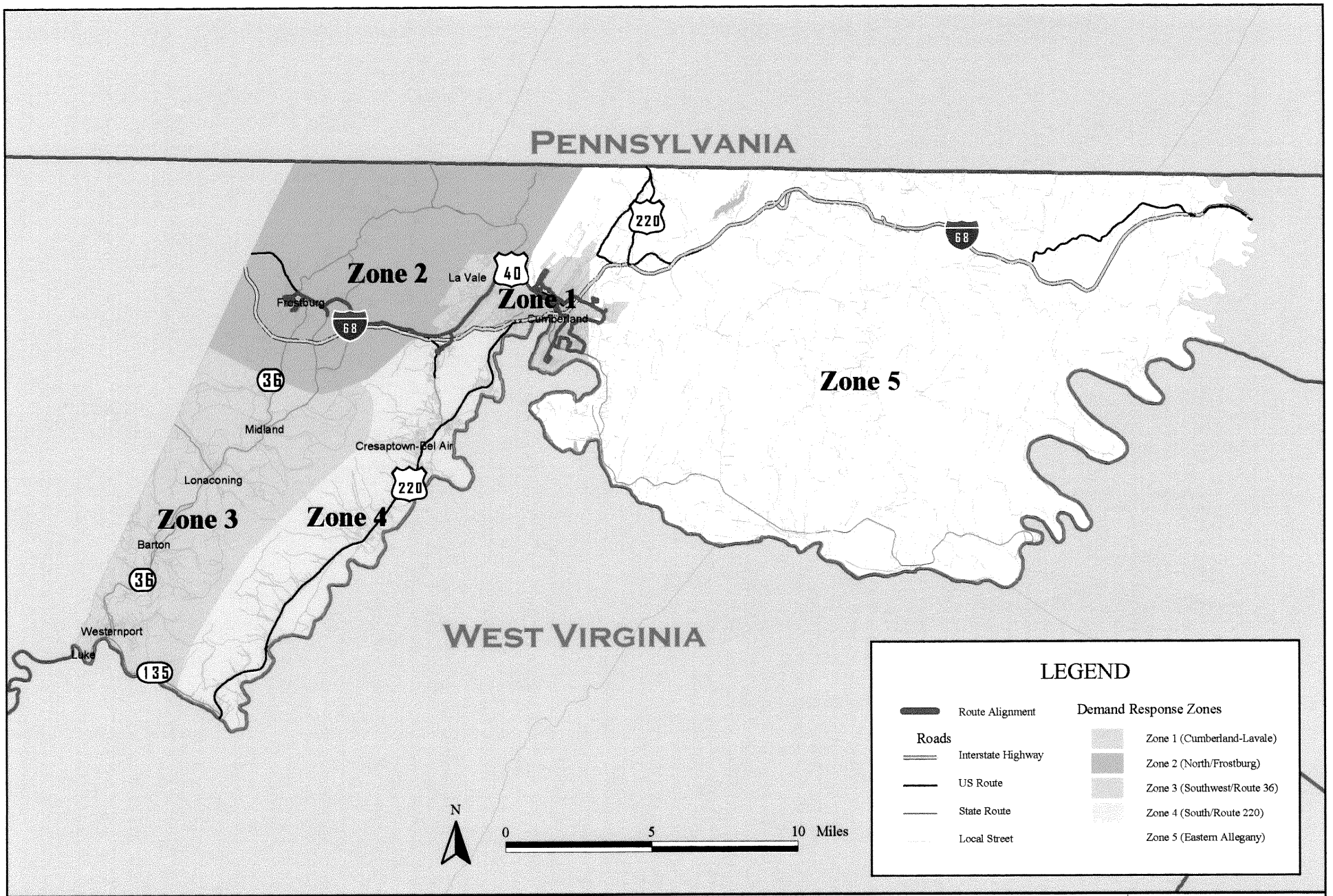


Figure 4-7: SATURDAY SERVICE: ALTERNATIVE 3



KFH GROUP

Figure 4-9:
ACT POTENTIAL DEMAND RESPONSE
SERVICE ZONES

ALLEGANY COUNTY MARYLAND

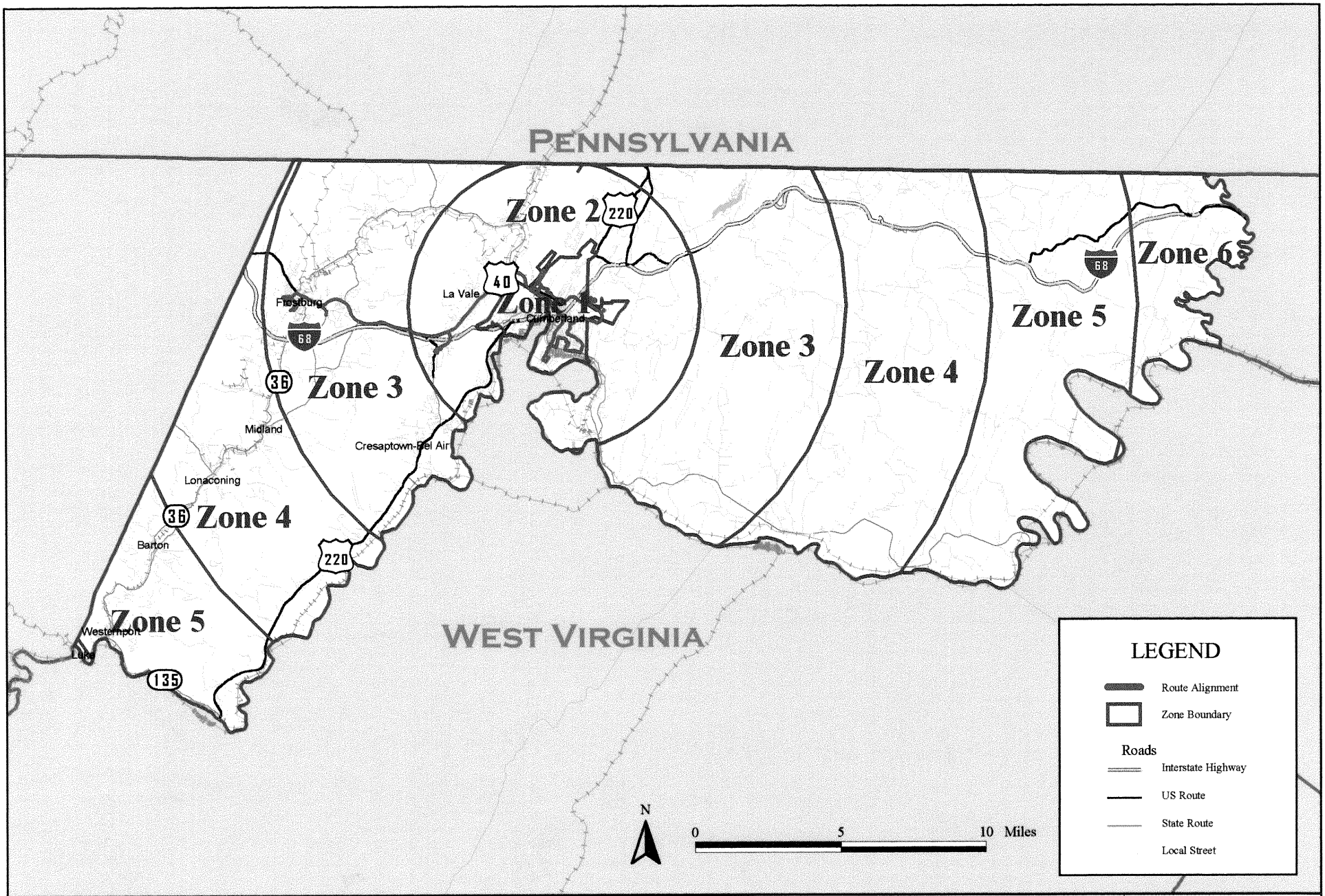


Figure 4-10:
ACT POTENTIAL ALLTRANS
FARE ZONES

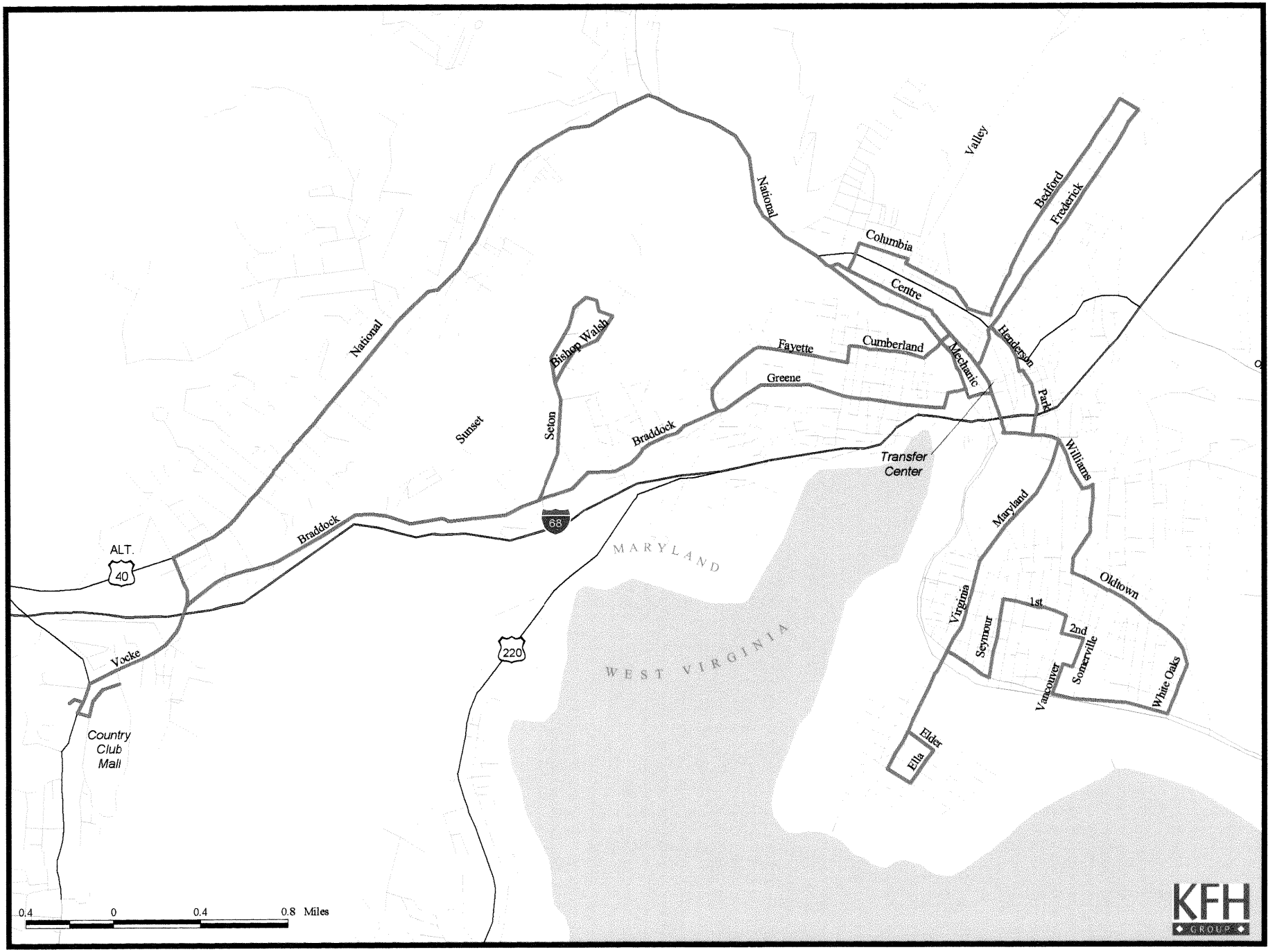


Figure 4-8: SATURDAY SERVICE: ALTERNATIVE 4

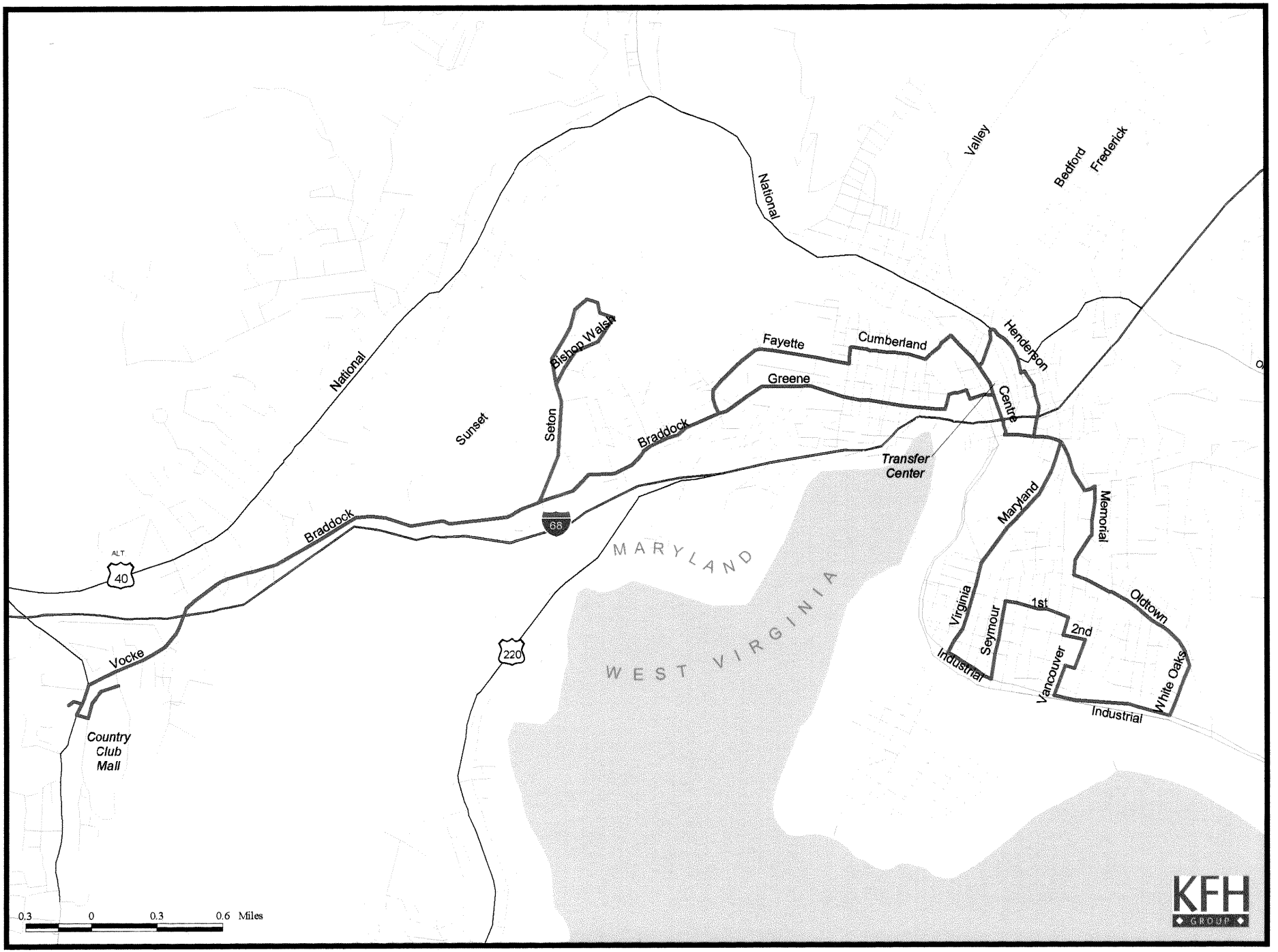


Figure 4-5: SATURDAY SERVICE: ALTERNATIVE 1

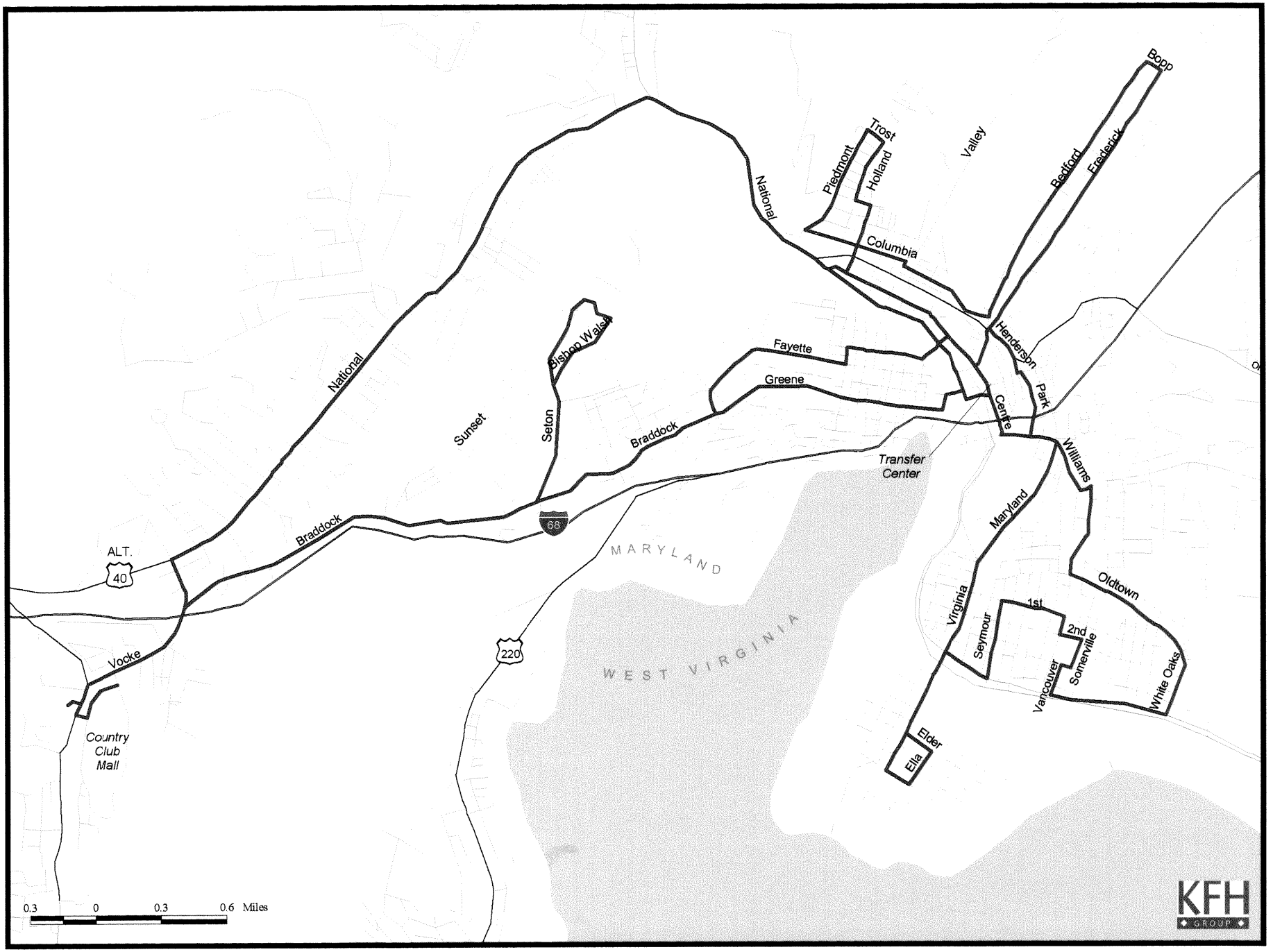
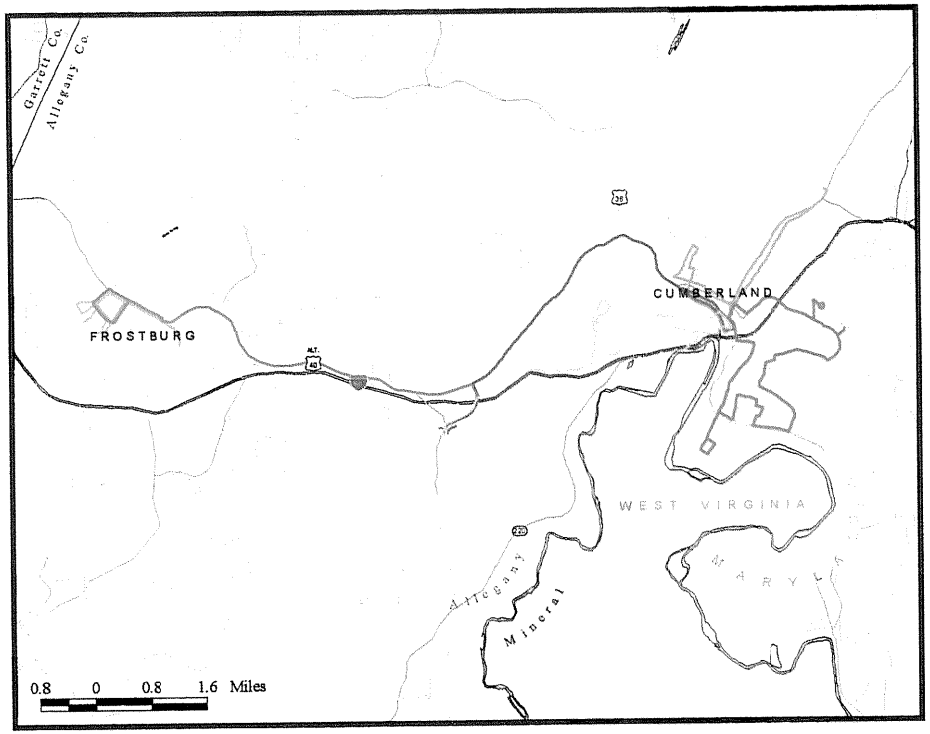
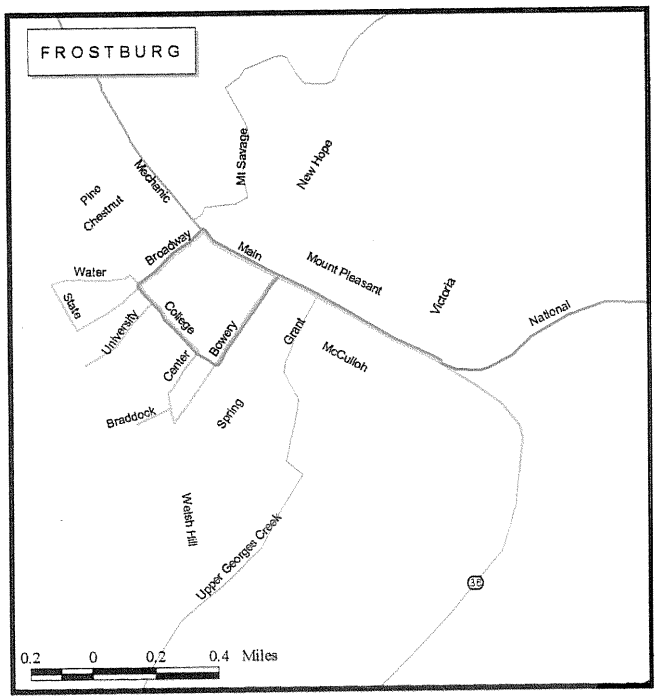
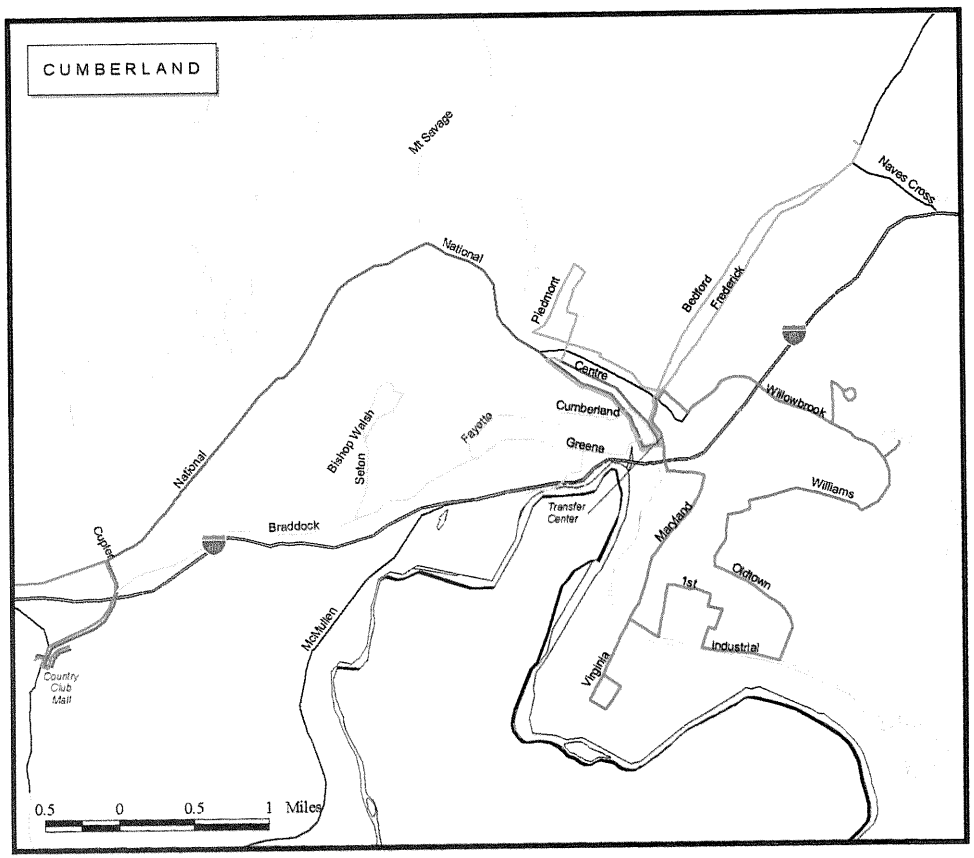


Figure 4-6: SATURDAY SERVICE: ALTERNATIVE 2

Figure 4-3:
WEEKDAY SERVICE: ALTERNATIVE 3



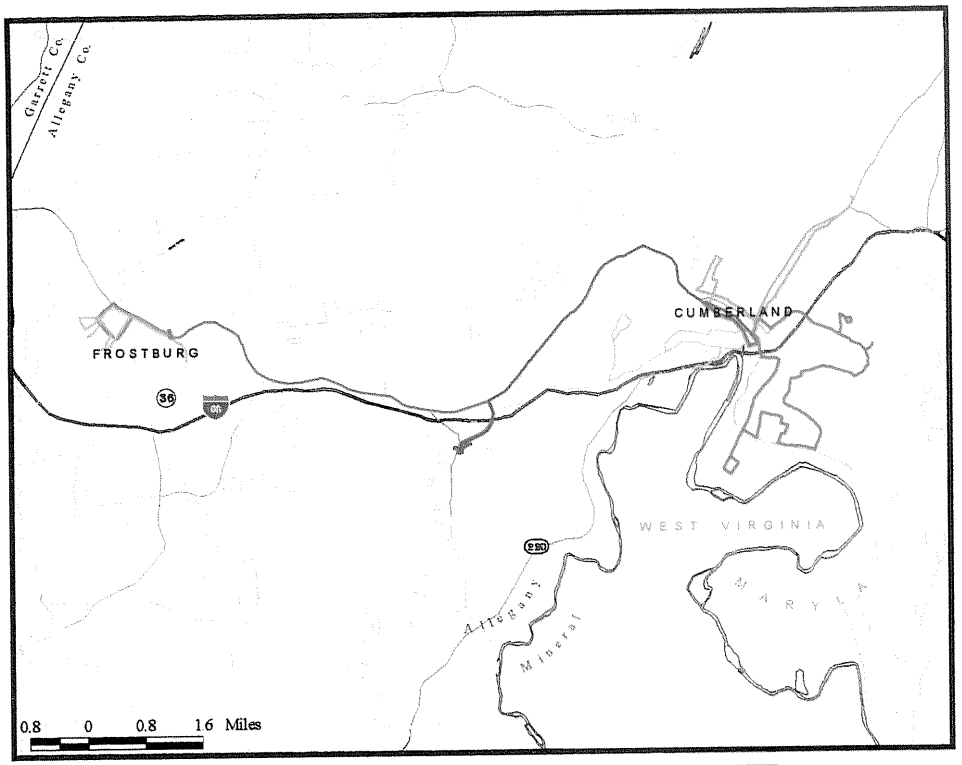


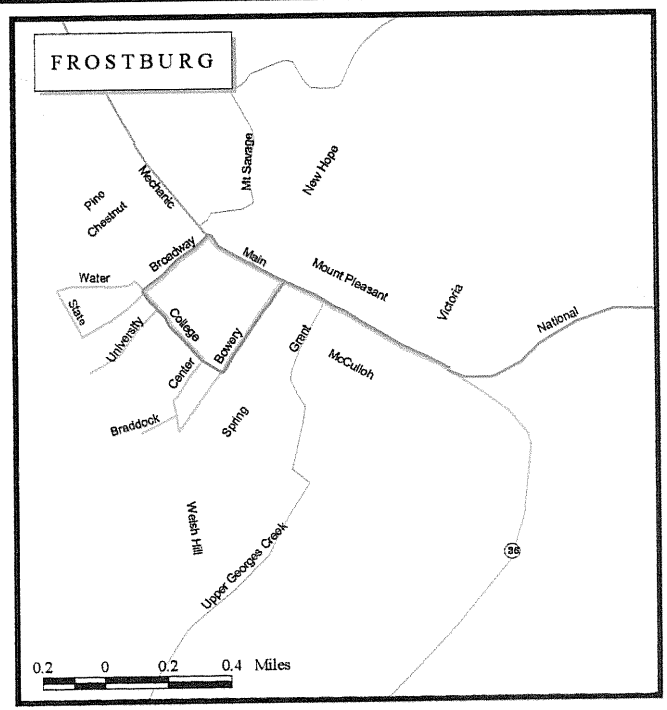


LEGEND

- FSU Route
- Frostburg - CC Mall Route
- North Cumberland Route
- South Cumberland Route
- Cumberland - LaVale - CC Mall Route
- West Cumberland & CC Mall Route

Figure 4-1:
WEEKDAY SERVICE: ALTERNATIVE 1





LEGEND

- FSU Route
- Frostburg - CC Mall Route
- North Cumberland Route
- West Cumberland Route
- South Cumberland Route
- Cumberland - LaVale - CC Mall Route

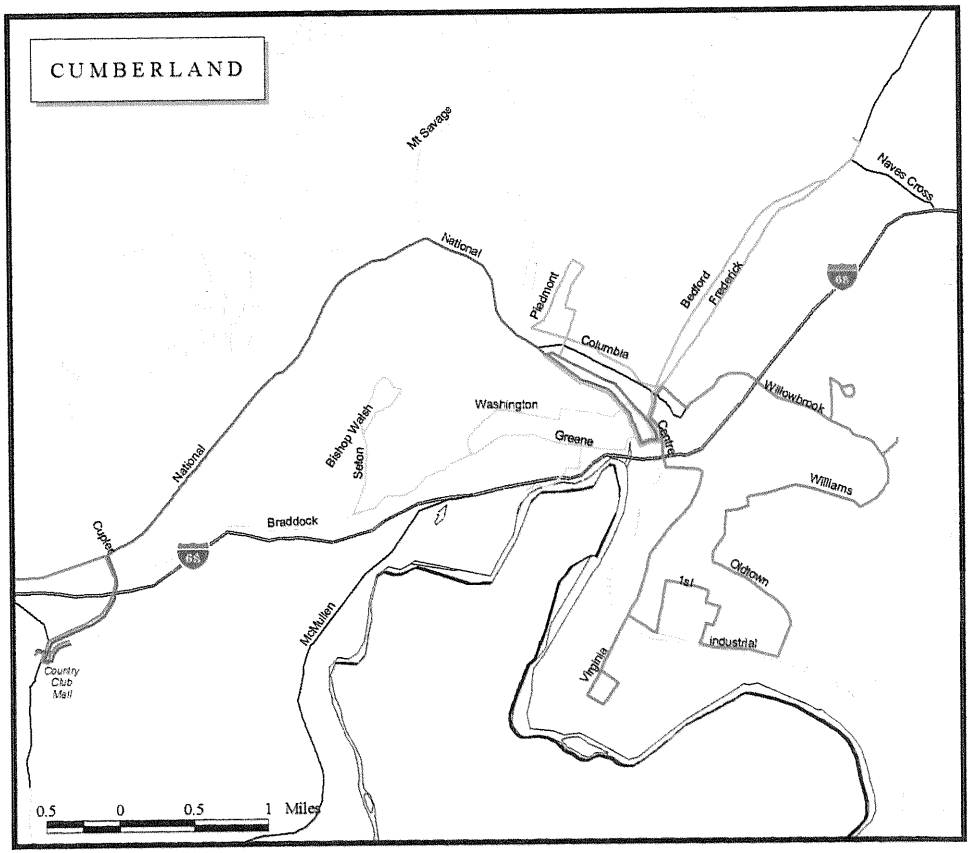
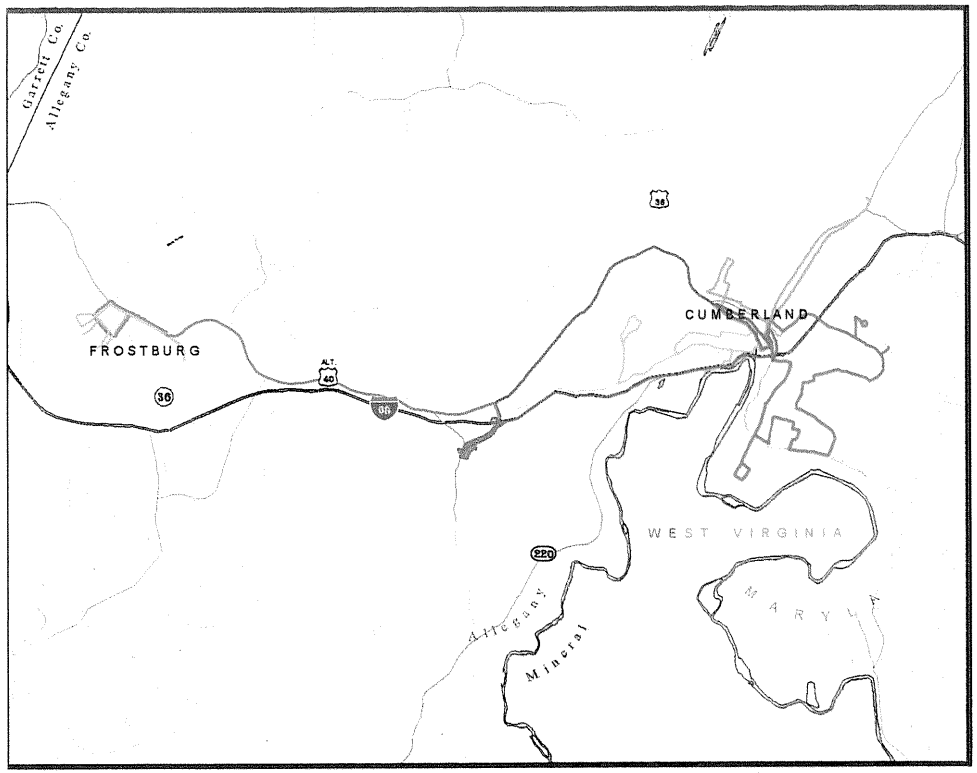
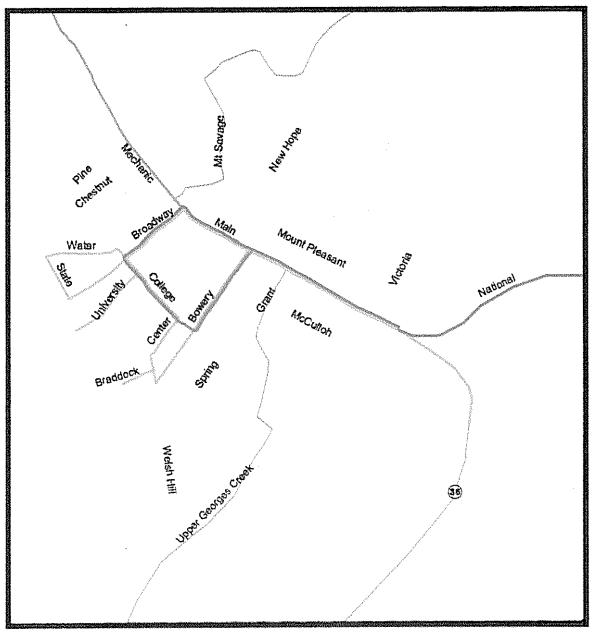
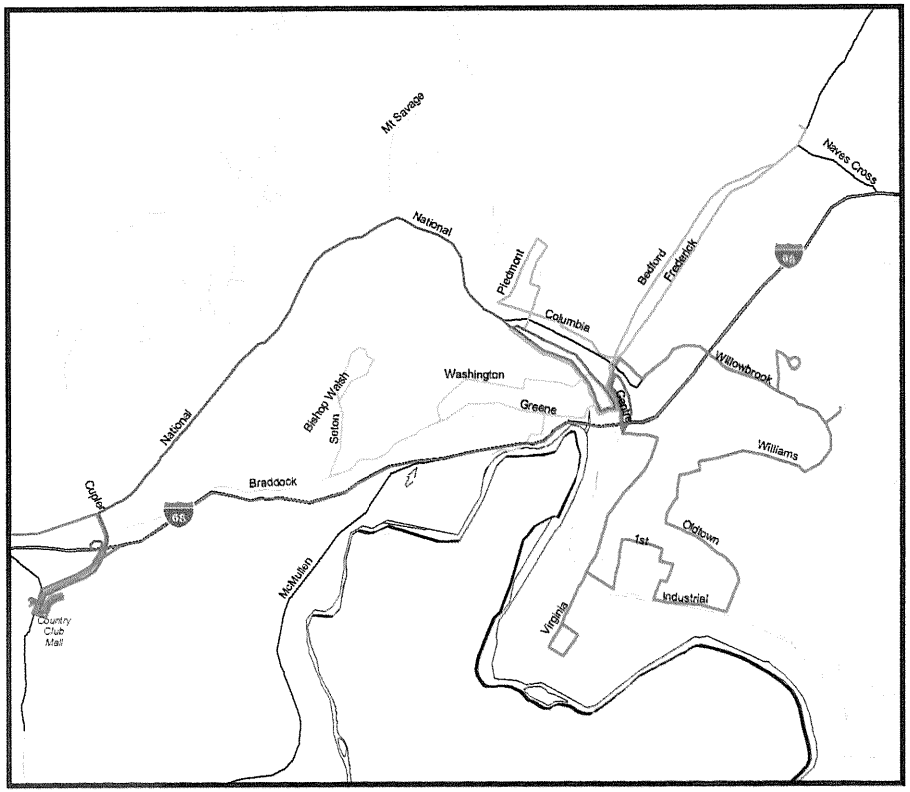


Figure 4-2:
WEEKDAY SERVICE: ALTERNATIVE 2







LEGEND

- FSU Route
- Frostburg - CC Mall Route
- North Cumberland Route
- West Cumberland Route
- South Cumberland Route
- Cumberland - LaVale - CC Mall Route
- Cumberland - CC Mall Route

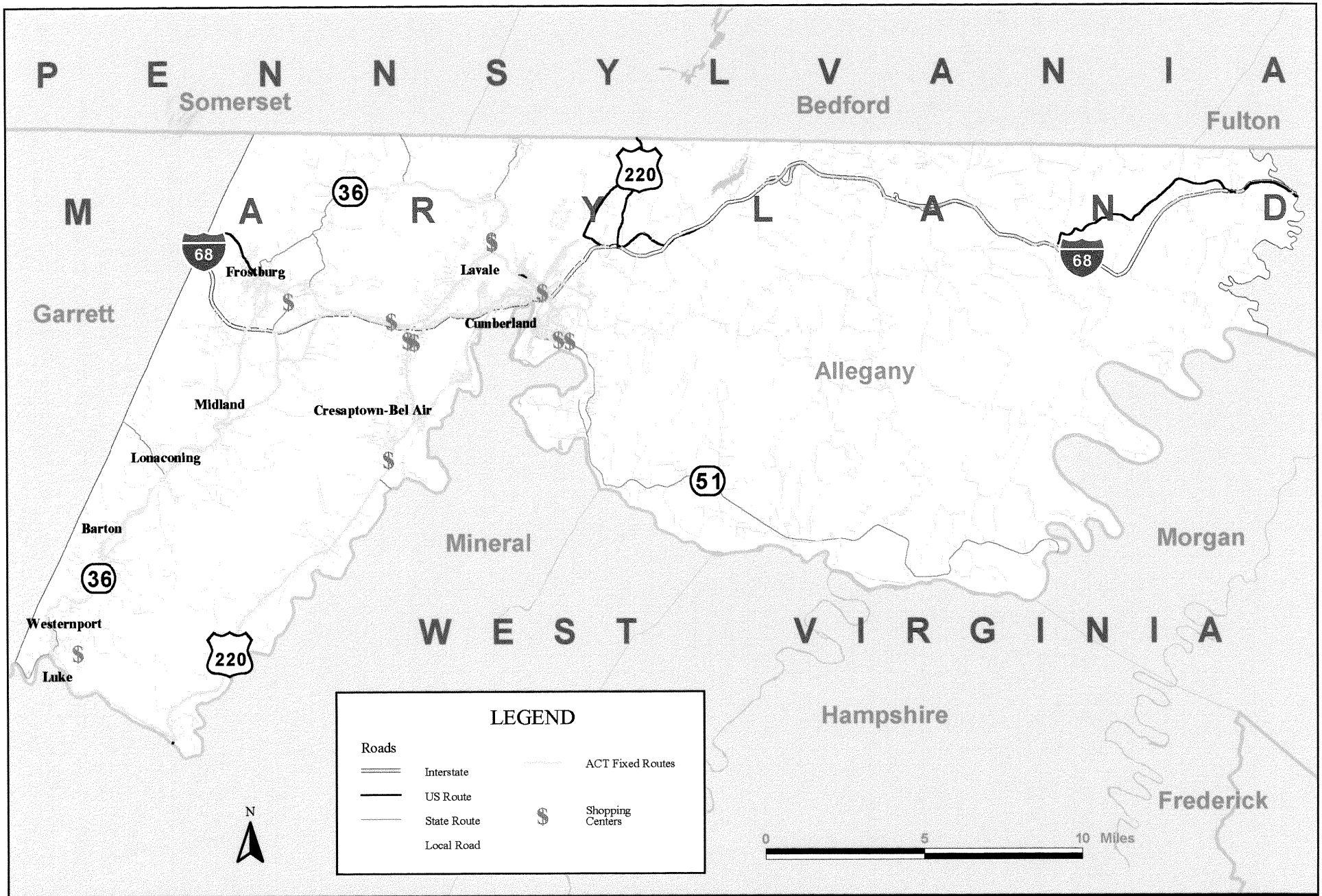


Figure 3-13: MAJOR SHOPPING CENTERS IN ALLEGANY COUNTY

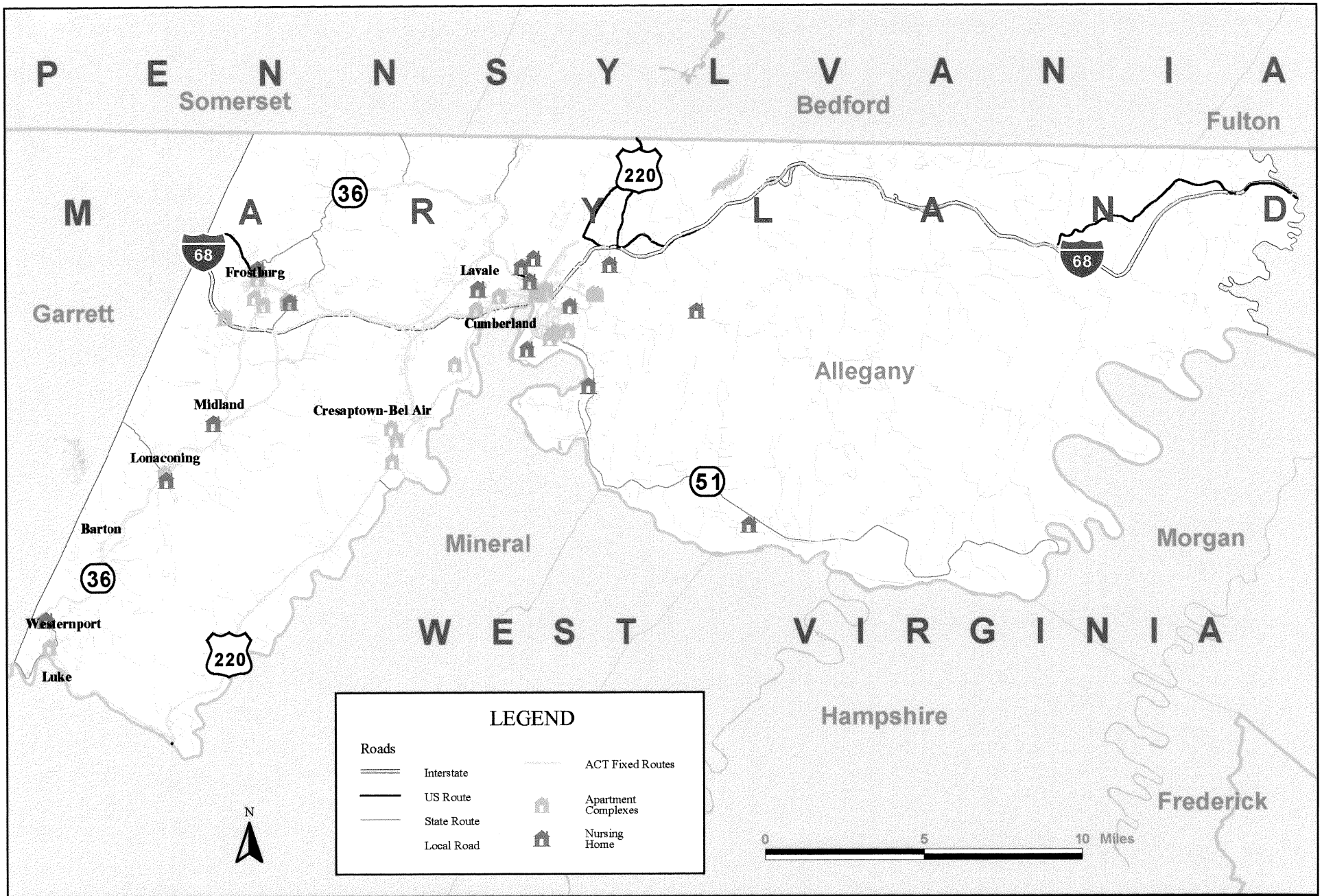


Figure 3-14: MAJOR APARTMENT COMPLEXES IN ALLEGANY COUNTY

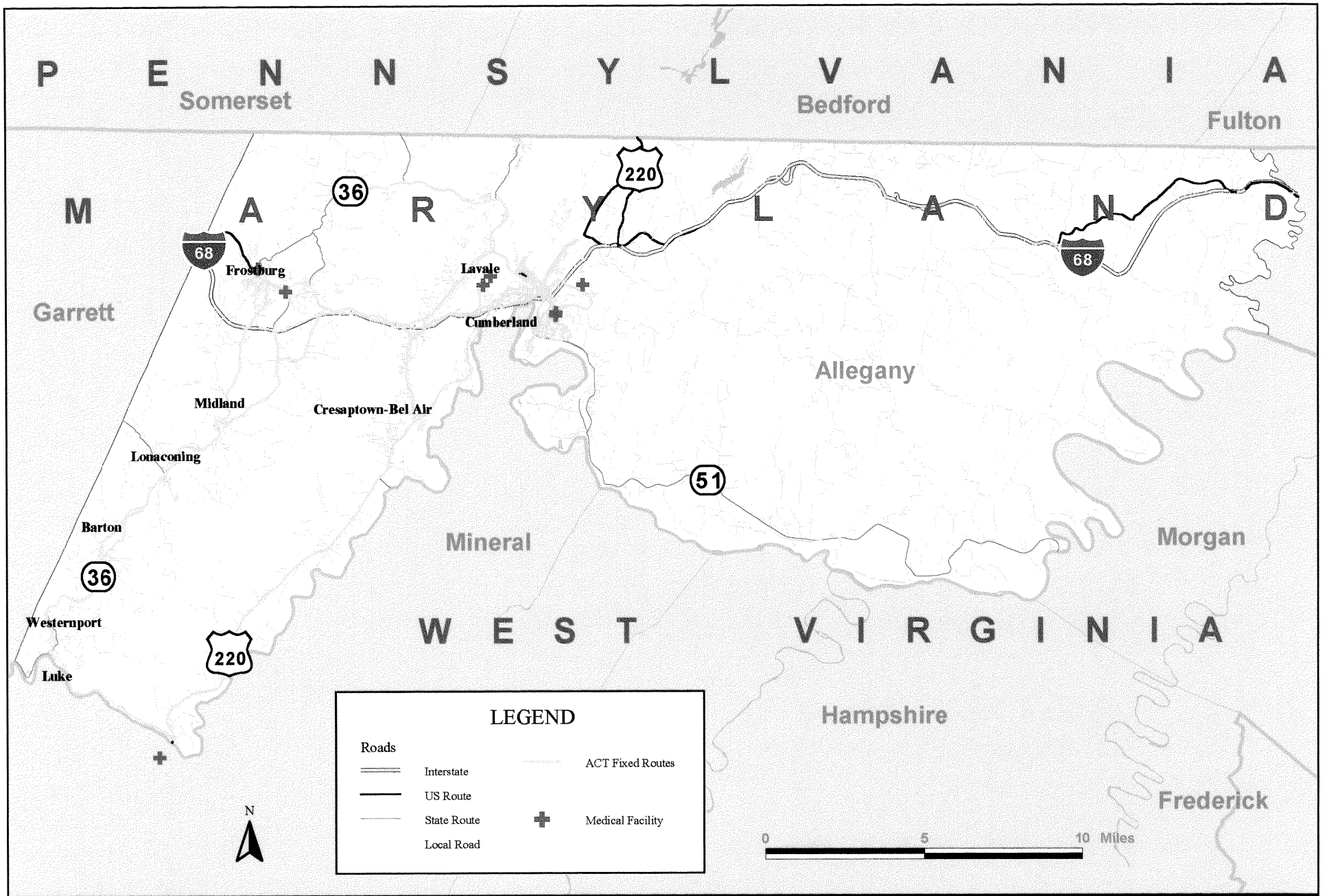


Figure 3-11: MEDICAL FACILITIES IN ALLEGANY COUNTY

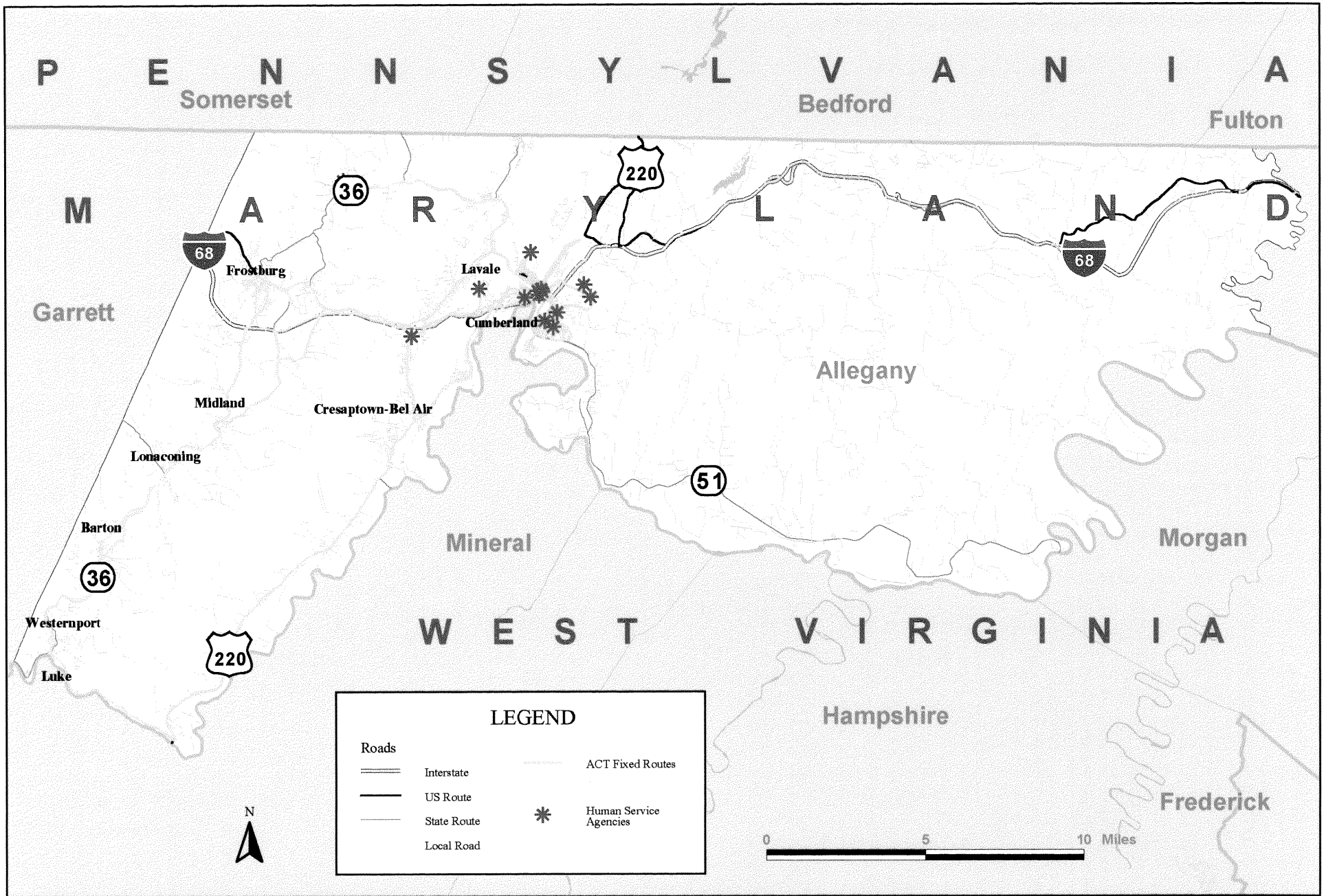


Figure 3-12: HUMAN SERVICE AGENCIES IN ALLEGANY COUNTY

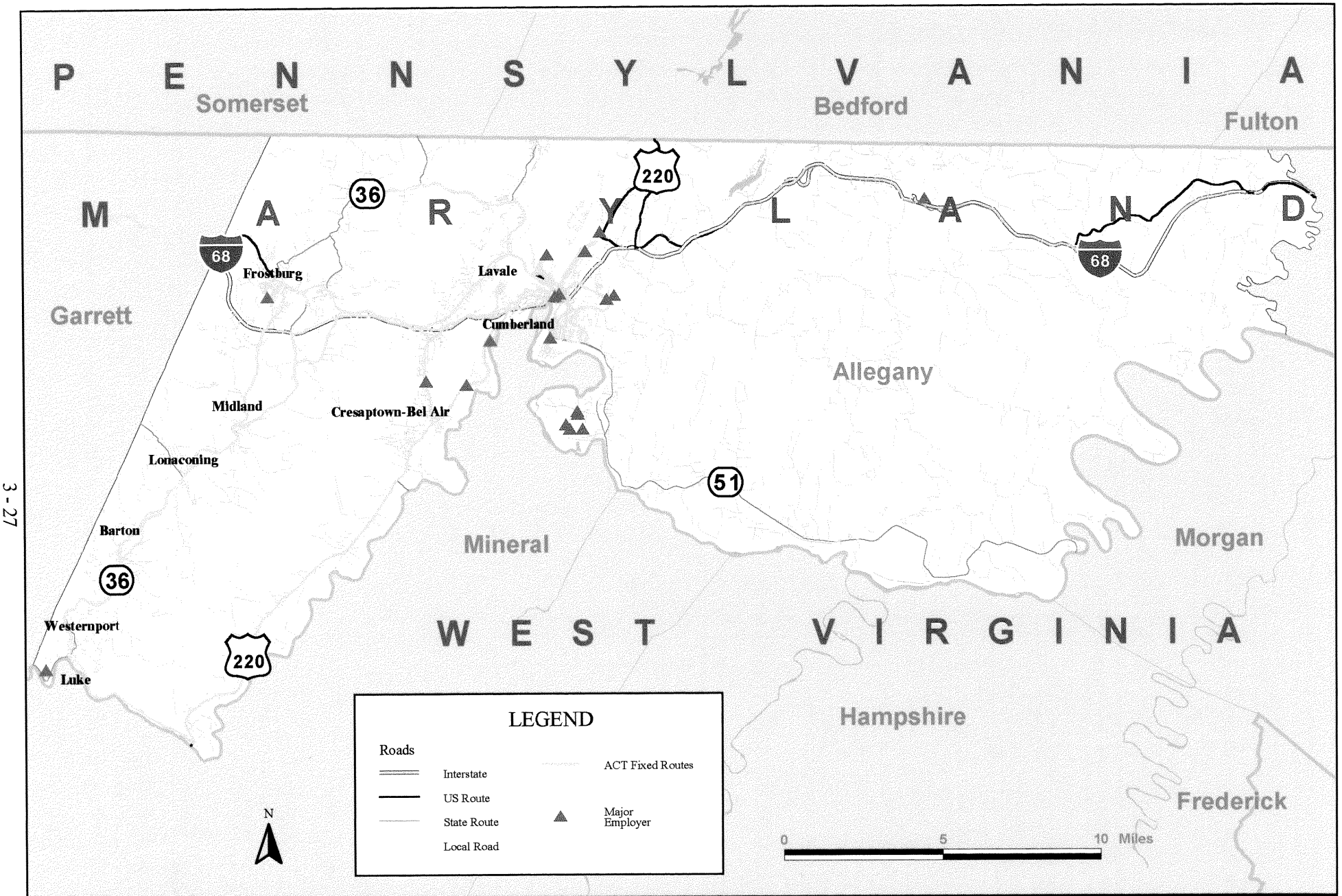


Figure 3-9: MAJOR EMPLOYERS IN ALLEGANY COUNTY

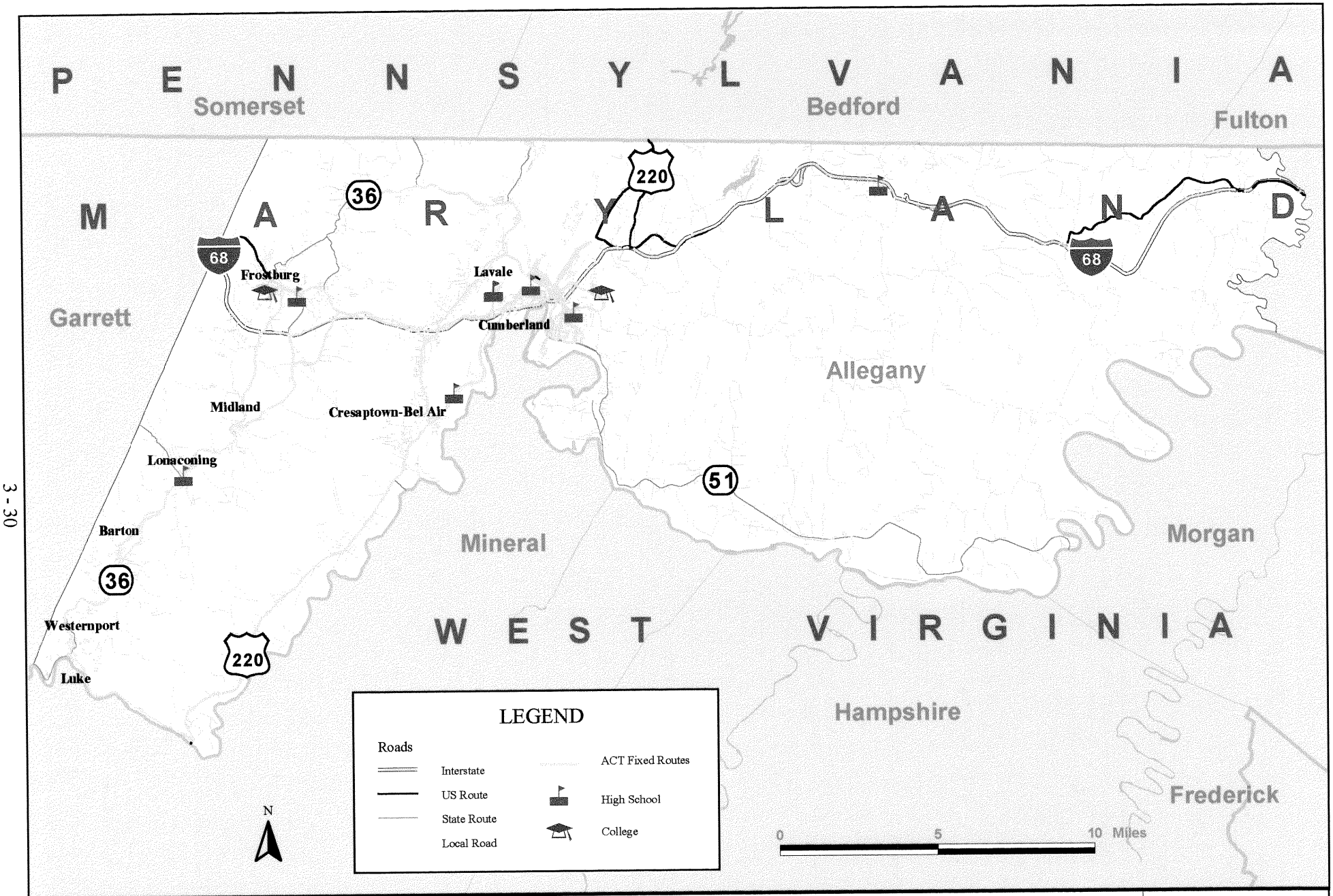


Figure 3-10: EDUCATIONAL FACILITIES IN ALLEGANY COUNTY

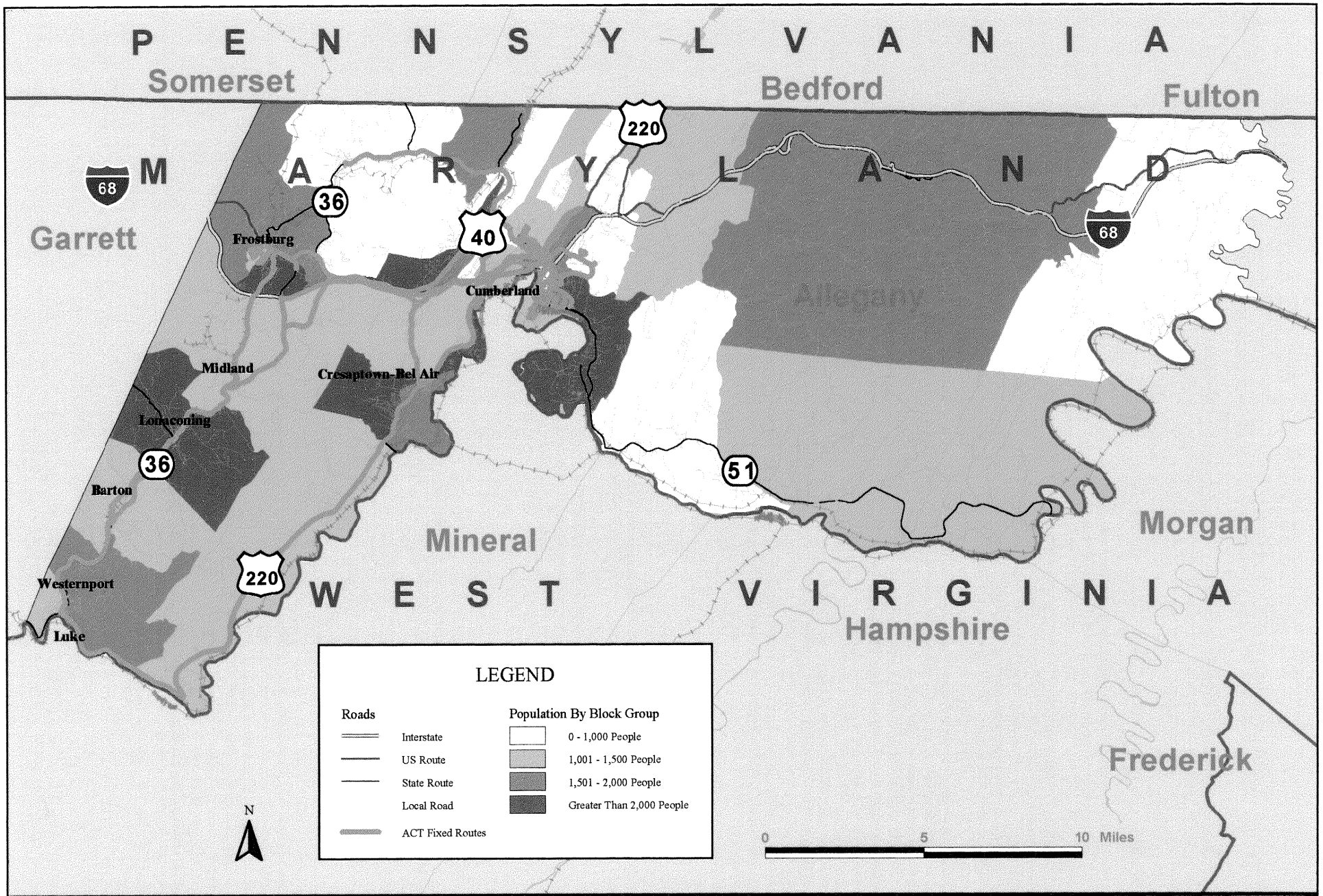


Figure 3-7: TOTAL BLOCK GROUP POPULATION
IN ALLEGANY COUNTY - 2000 CENSUS

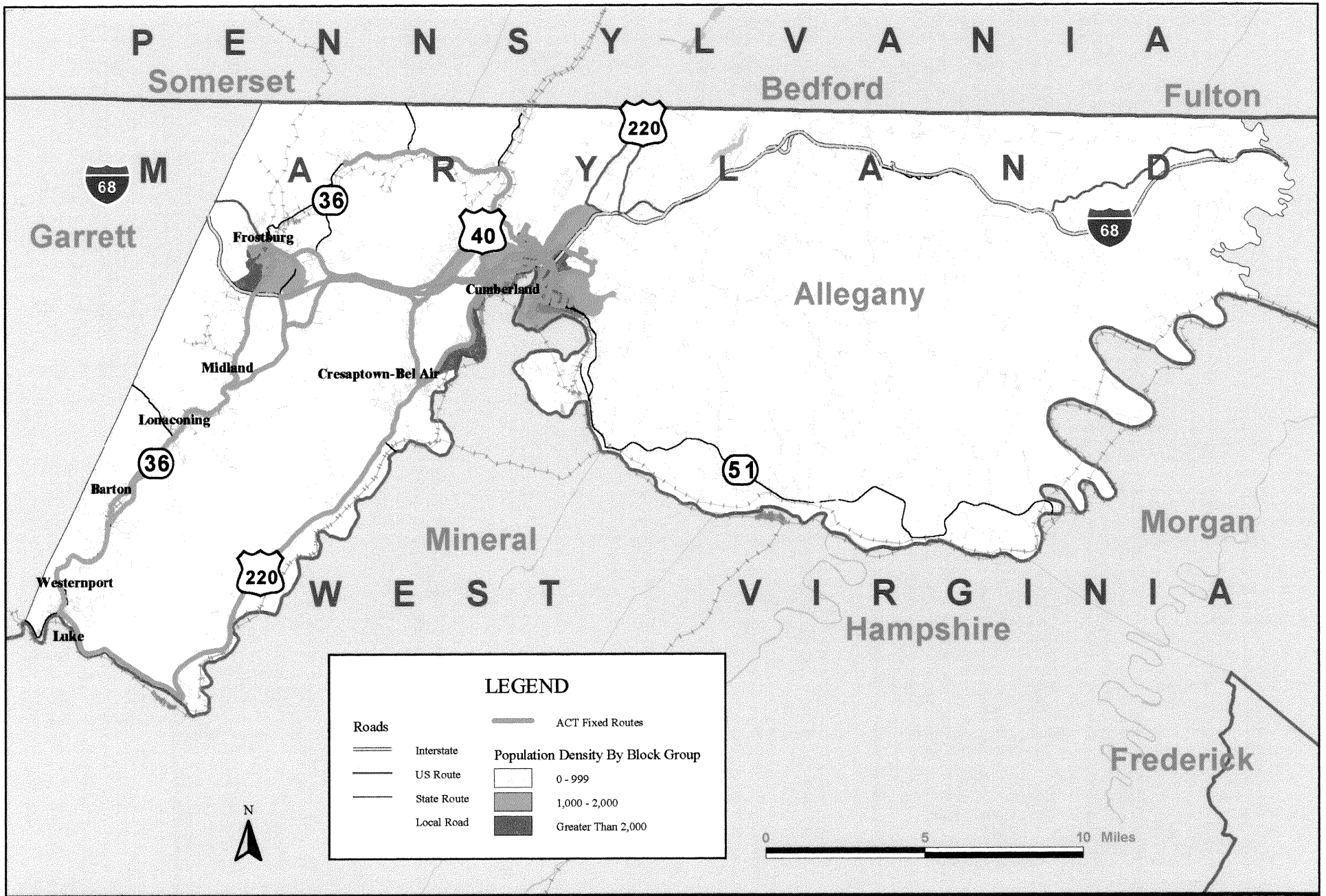


Figure 3-8: TOTAL POPULATION DENSITY BY BLOCK GROUP
ALLEGANY COUNTY - 2000 CENSUS

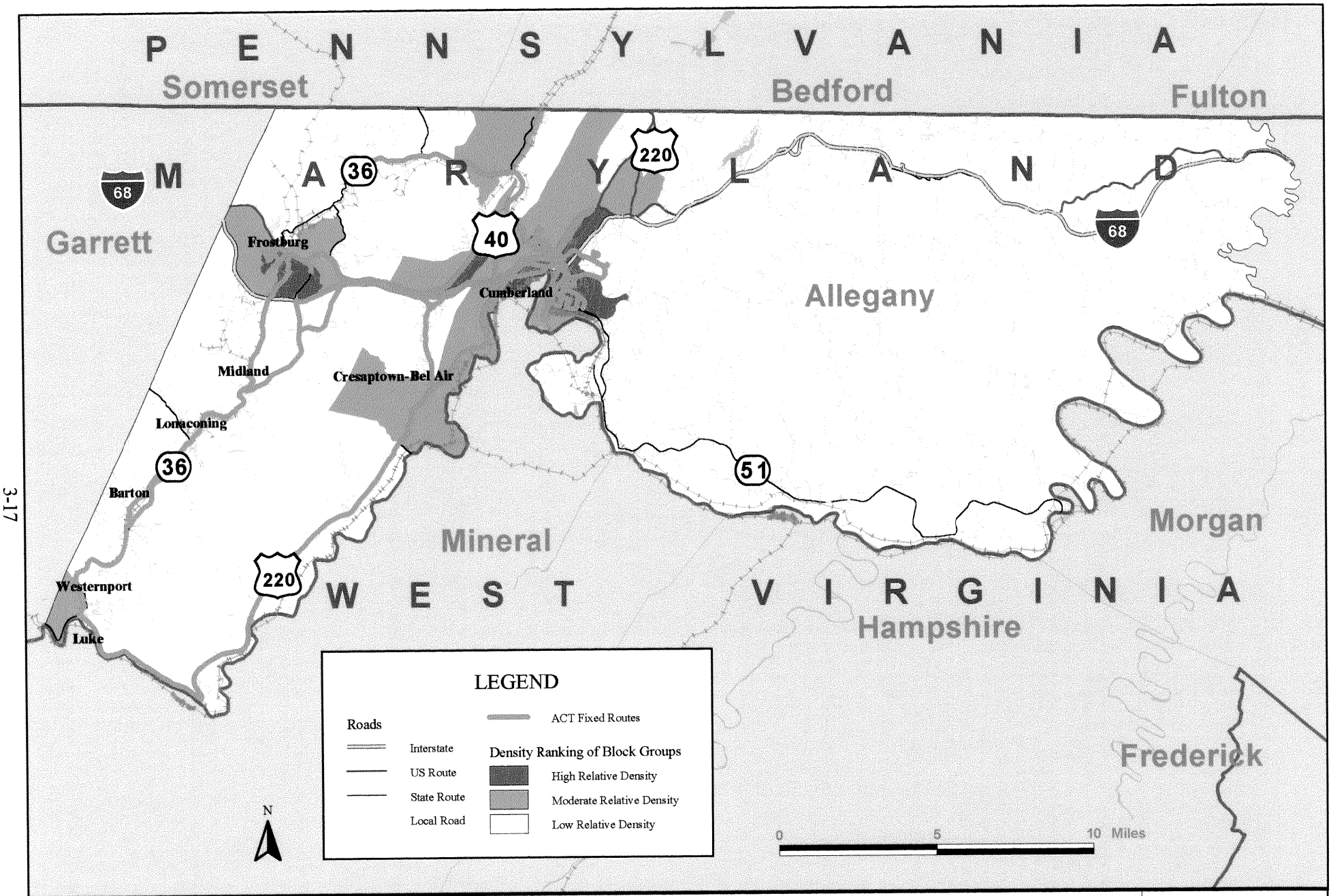


Figure 3-5: BLOCK GROUPS RANKED BY THE DENSITY OF POTENTIALLY TRANSIT DEPENDENT PERSONS ALLEGANY COUNTY - 2000 CENSUS

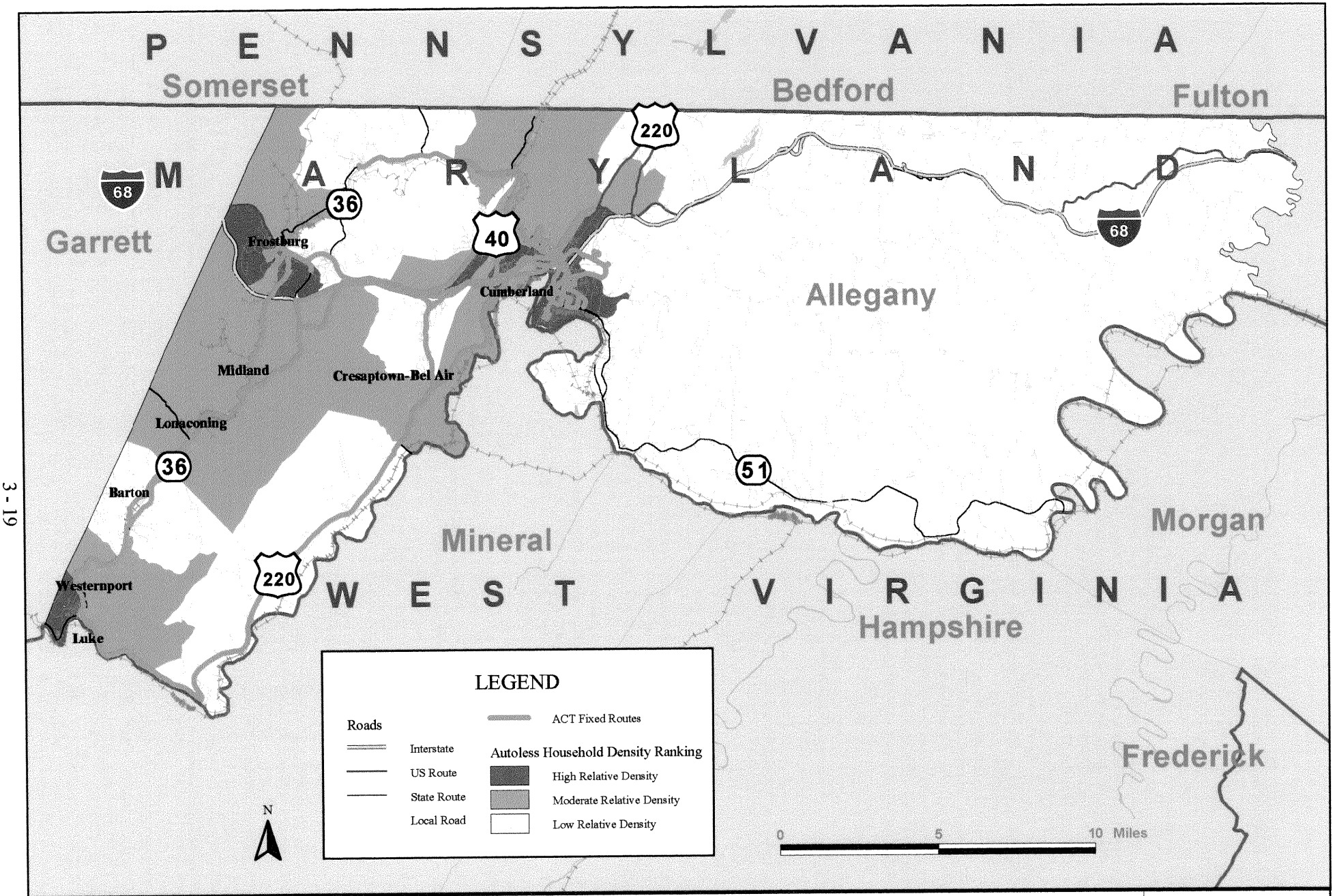
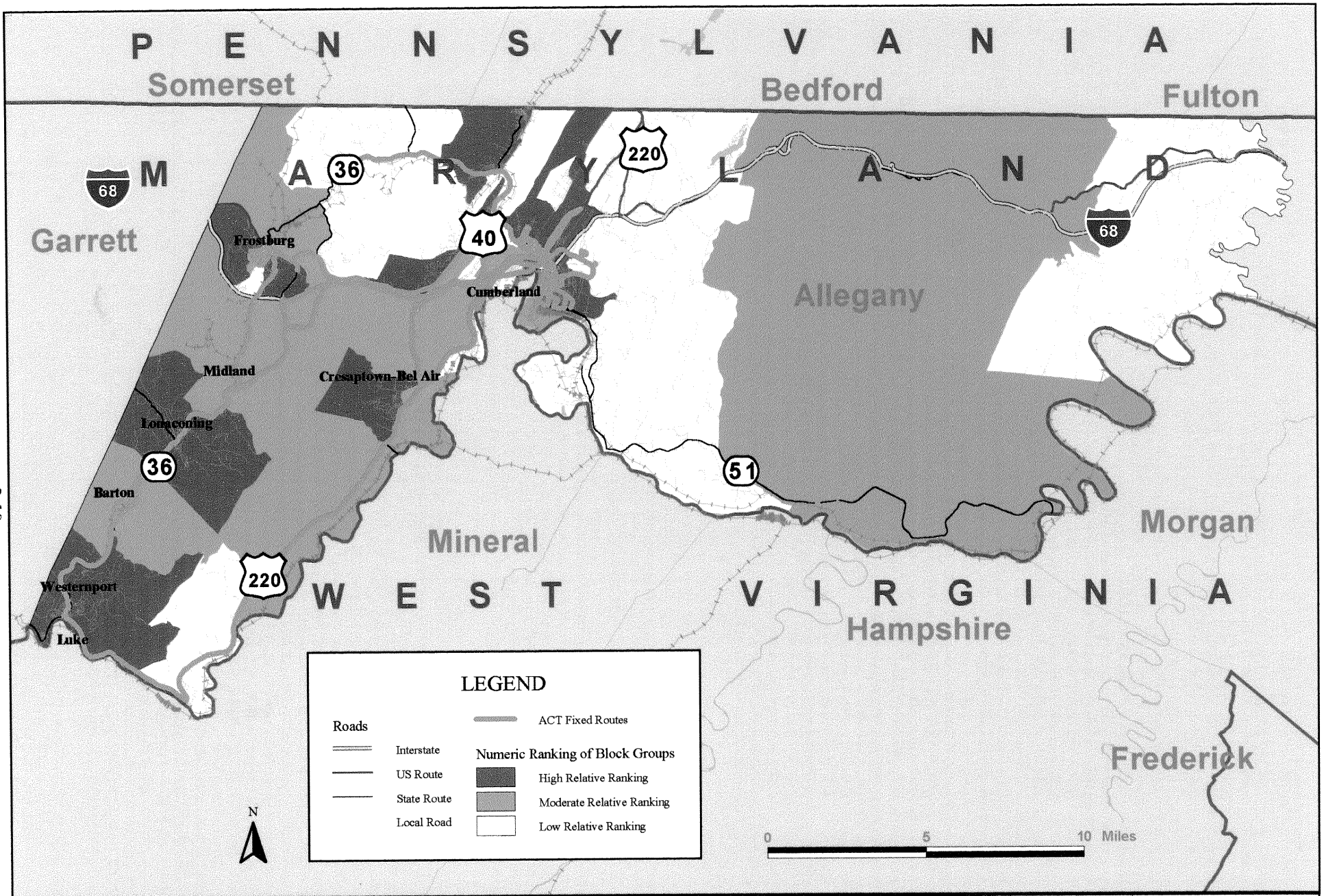


Figure 3-6: BLOCK GROUPS RANKED BY THE DENSITY OF AUTOLESS HOUSEHOLDS ALLEGANY COUNTY - 2000 CENSUS



KFH GROUP

Figure 3-3: BLOCK GROUPS RANKED BY THE TOTAL NUMBER OF POTENTIALLY TRANSIT DEPENDENT PERSONS ALLEGANY COUNTY - 2000 CENSUS

ALLEGANY COUNTY MARYLAND

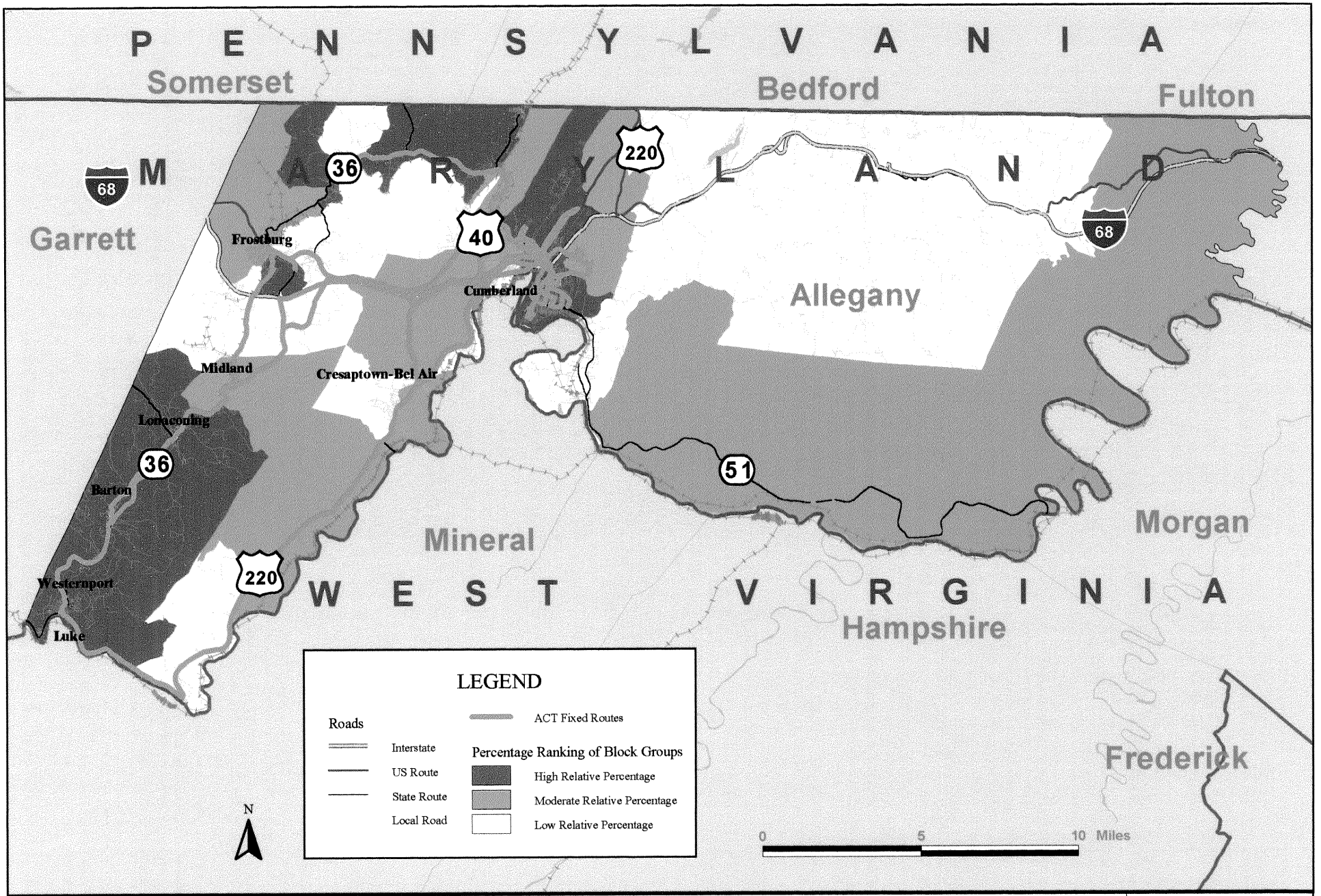


Figure 3-4: BLOCK GROUPS RANKED BY THE PERCENTAGE OF POTENTIALLY TRANSIT DEPENDENT PERSONS ALLEGANY COUNTY - 2000 CENSUS

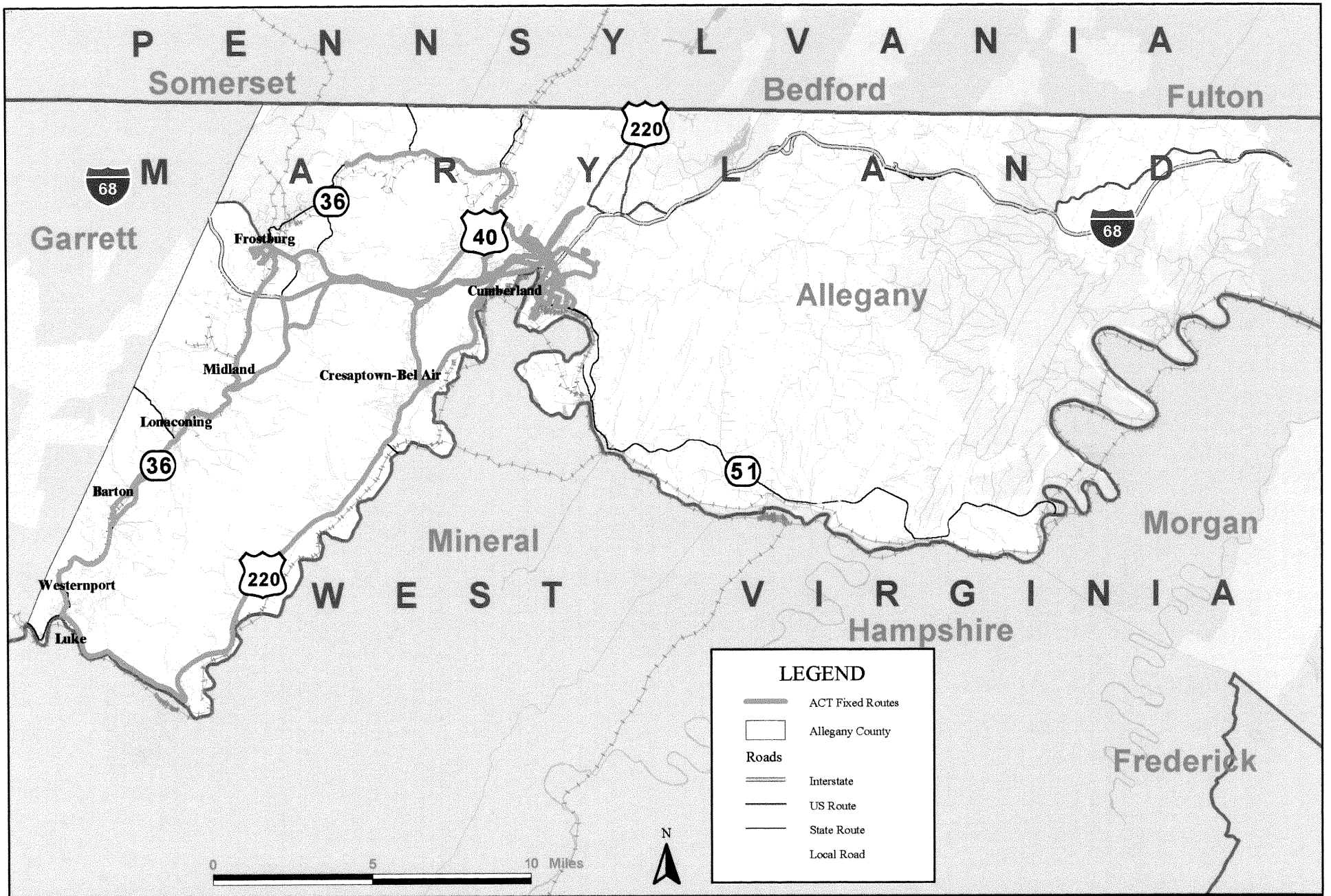


Figure 3-1: ALLEGANY COUNTY, MARYLAND

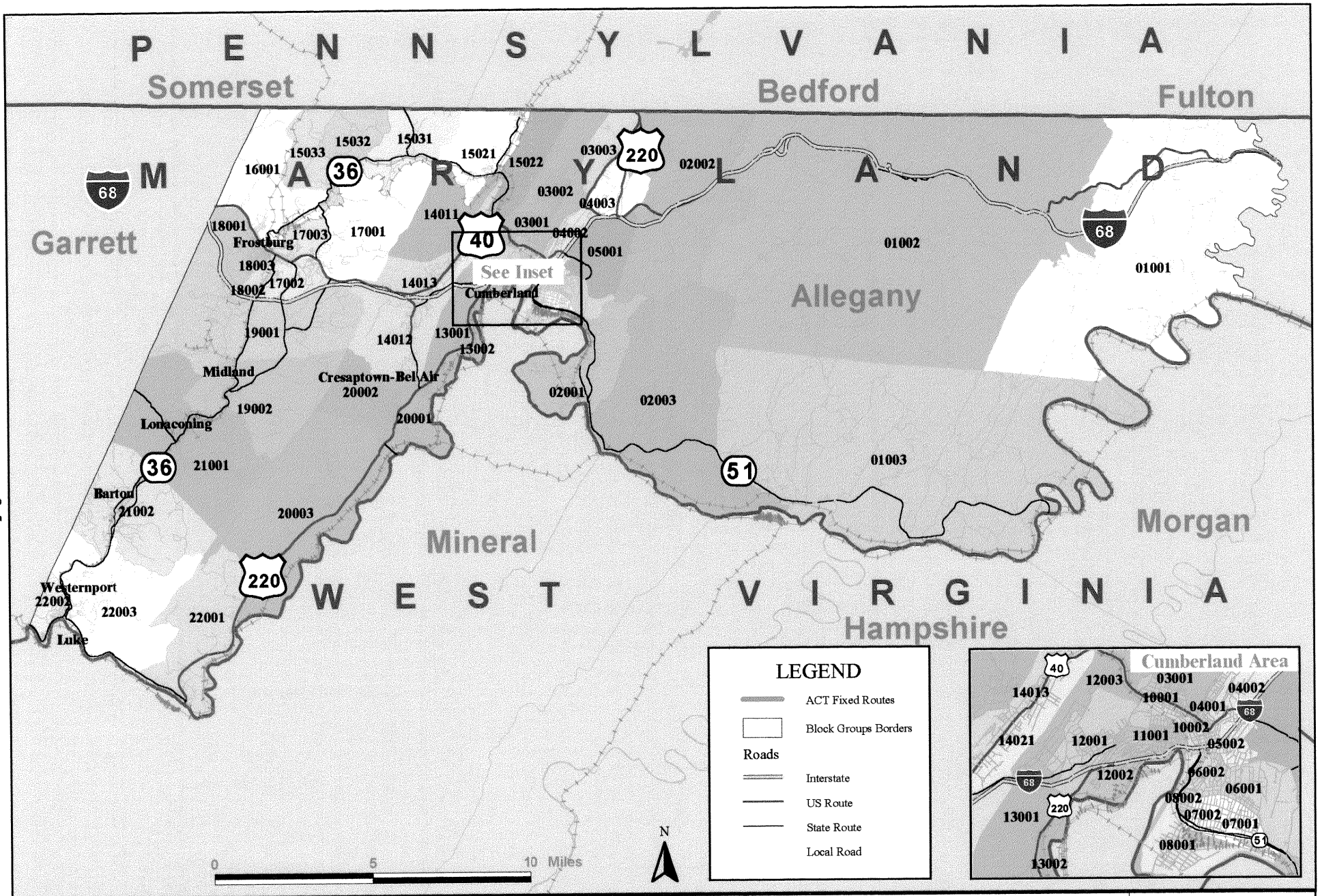


Figure 3-2: ALLEGANY COUNTY YEAR 2000 BLOCK GROUPS

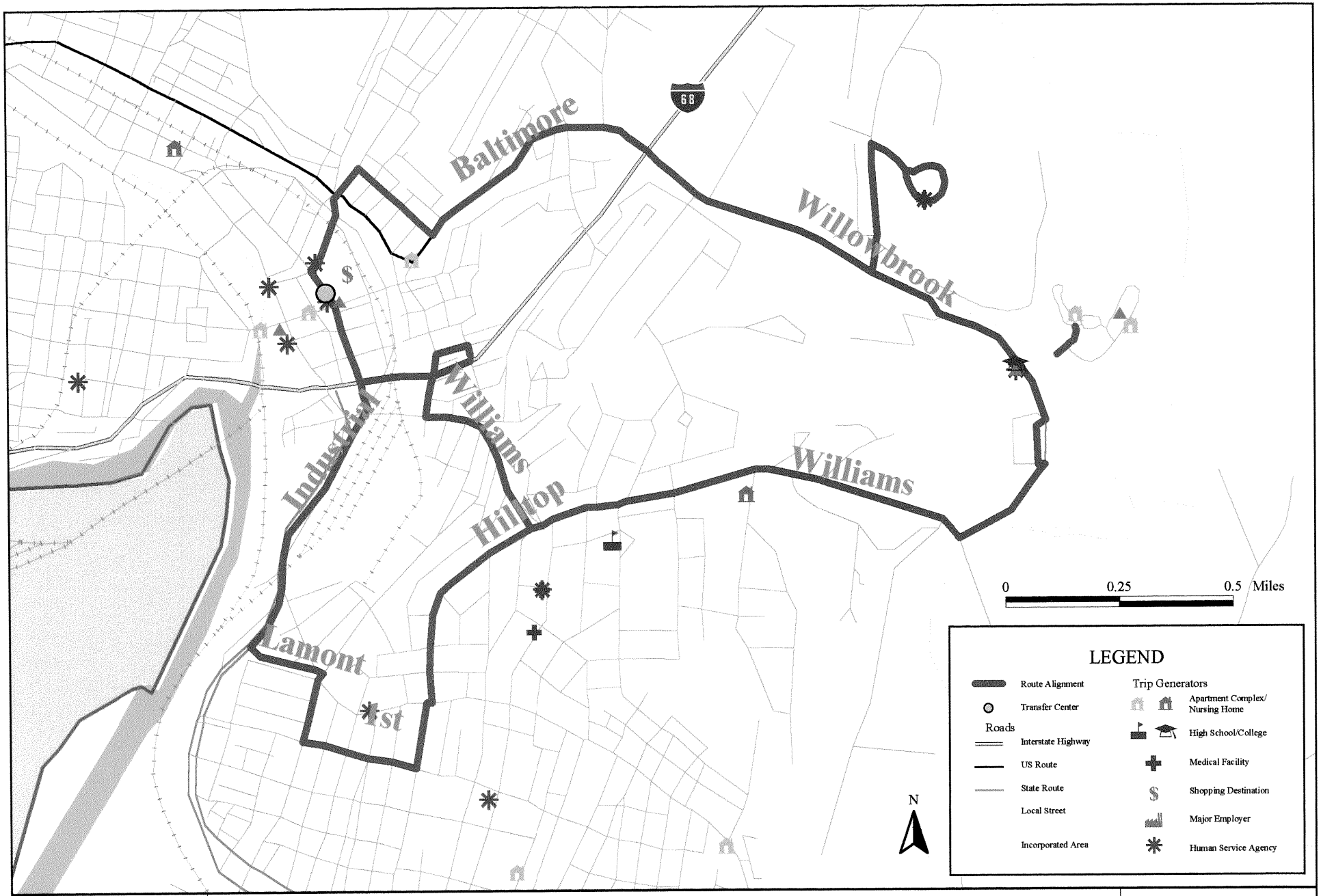


Figure 2-12: ACT WILLOWBROOK ROAD ROUTE

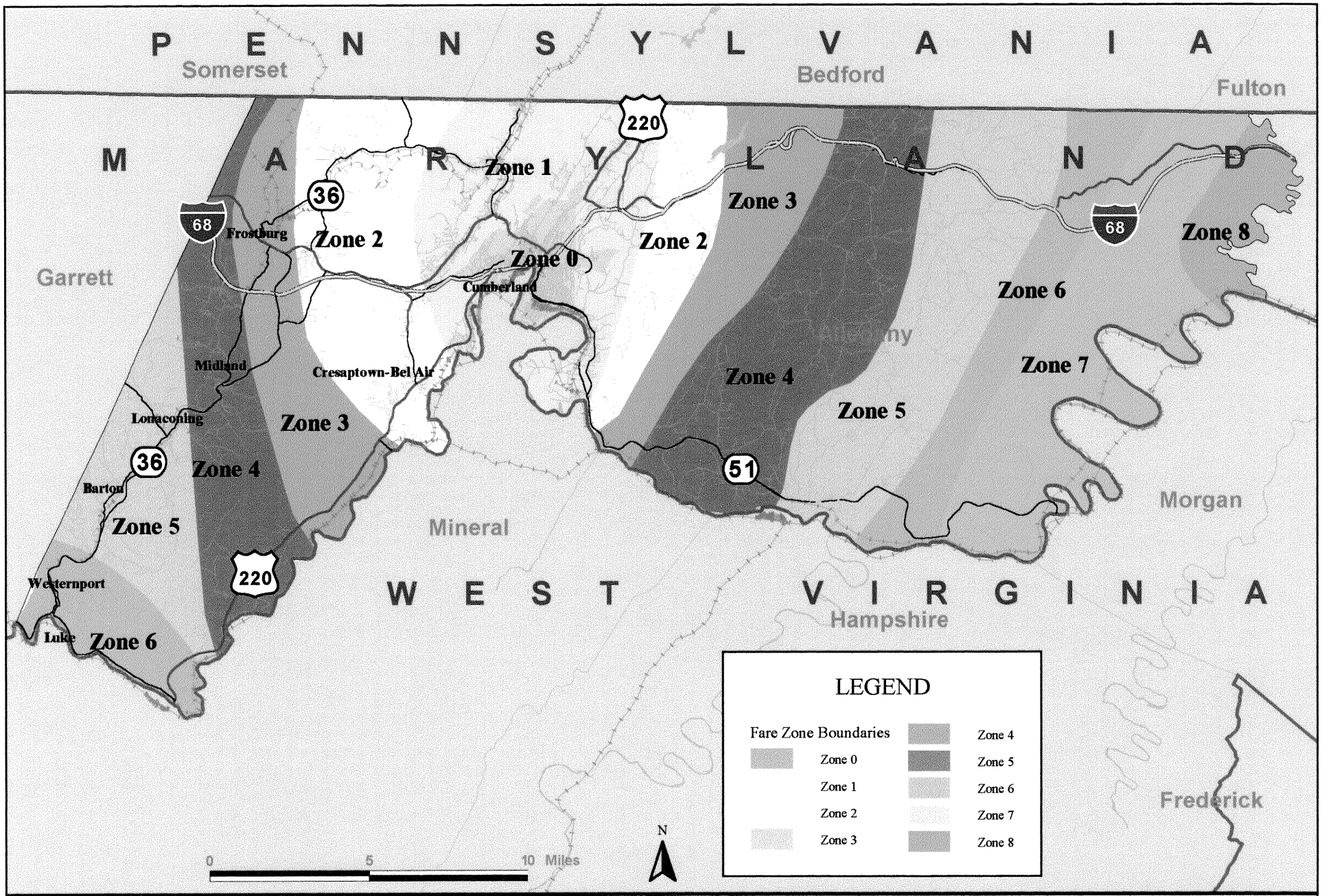


Figure 2-13: ALLEGANY COUNTY TRANSIT FARE ZONE BOUNDARIES

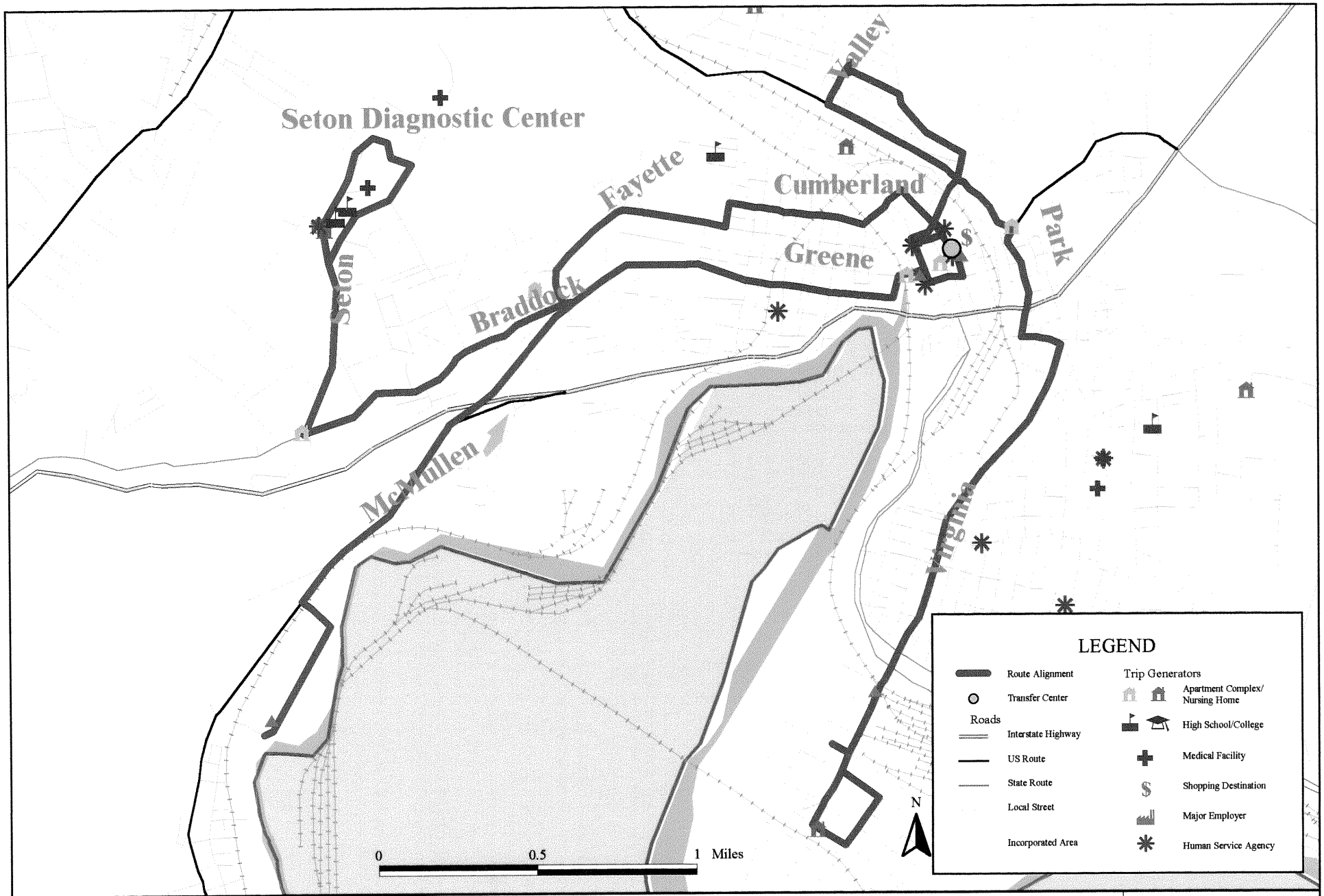


Figure 2-10: ACT SETON DRIVE ROUTE

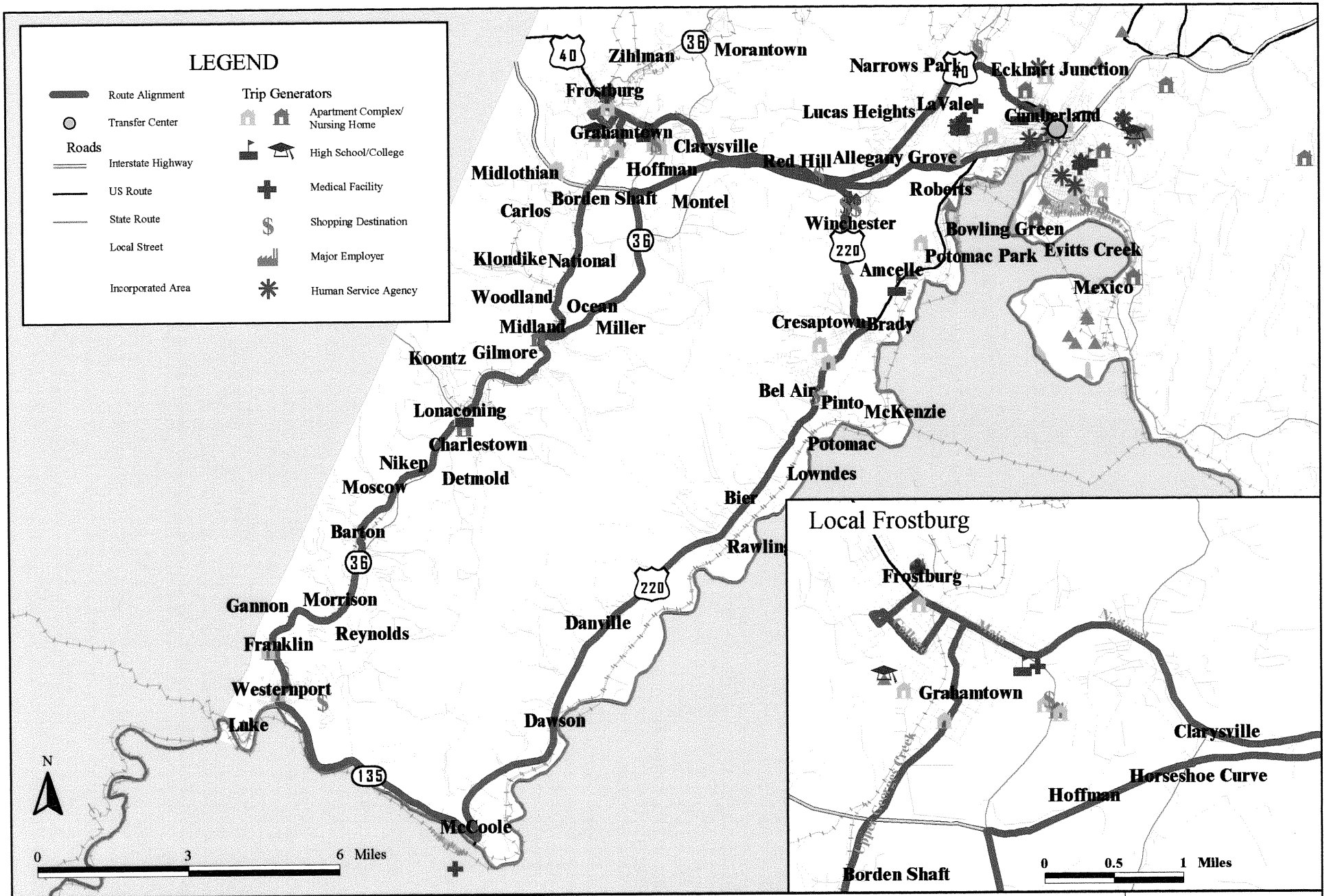


Figure 2-11: ACT WESTERNPORT ROUTE

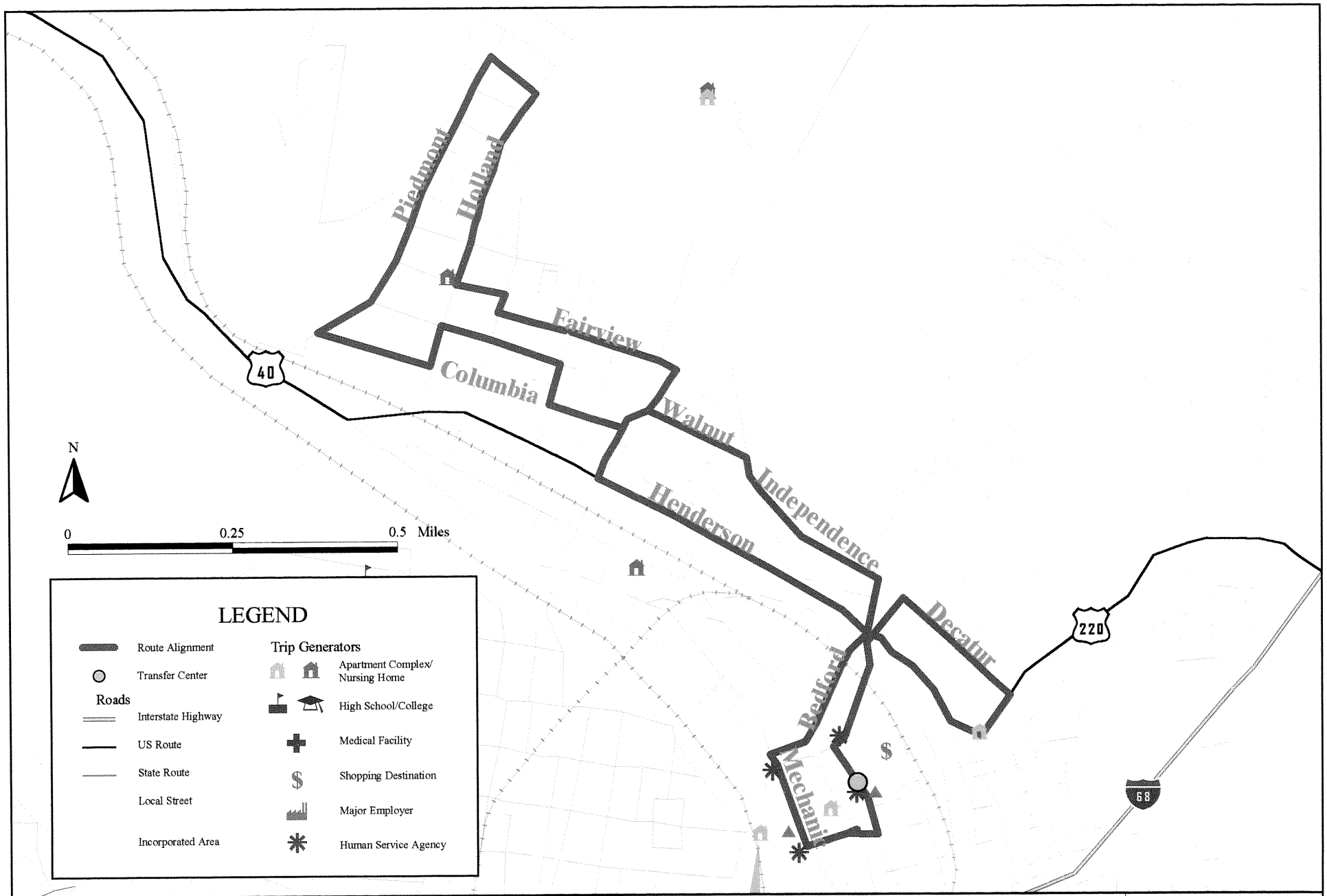


Figure 2-8: ACT NORTH CUMBERLAND ROUTE

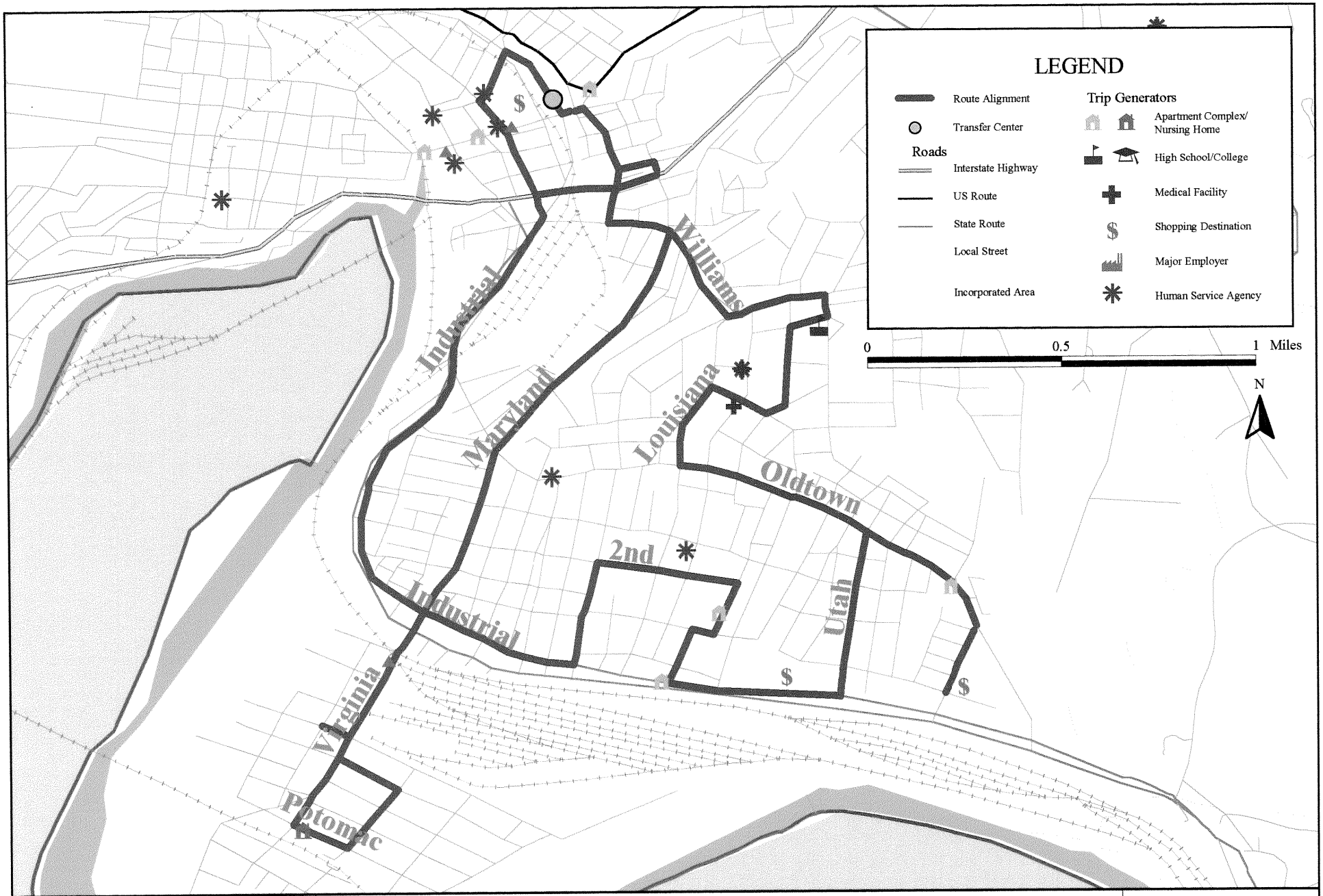


Figure 2-9: ACT RED LINE ROUTE

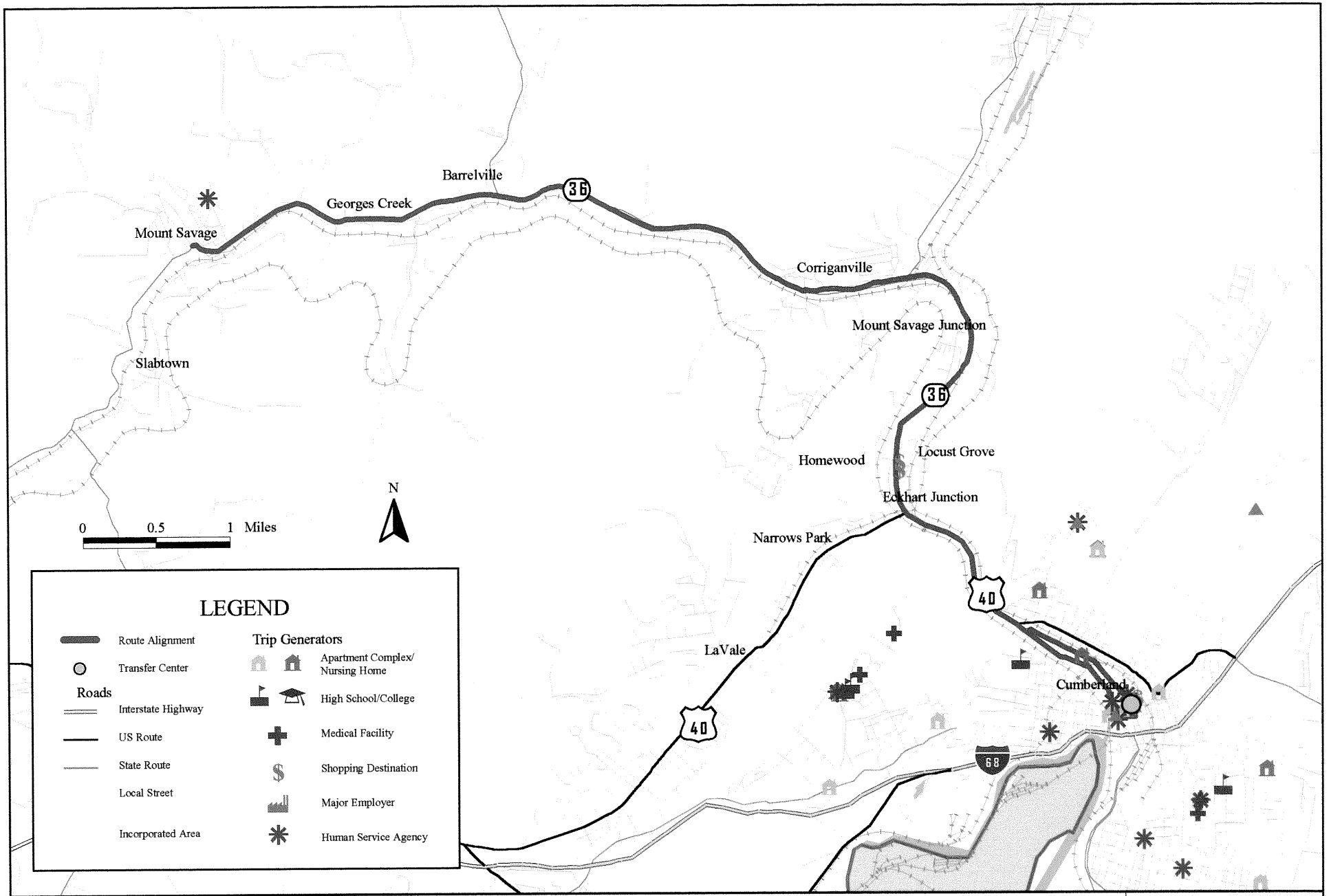


Figure 2-7: ACT MOUNT SAVAGE ROUTE

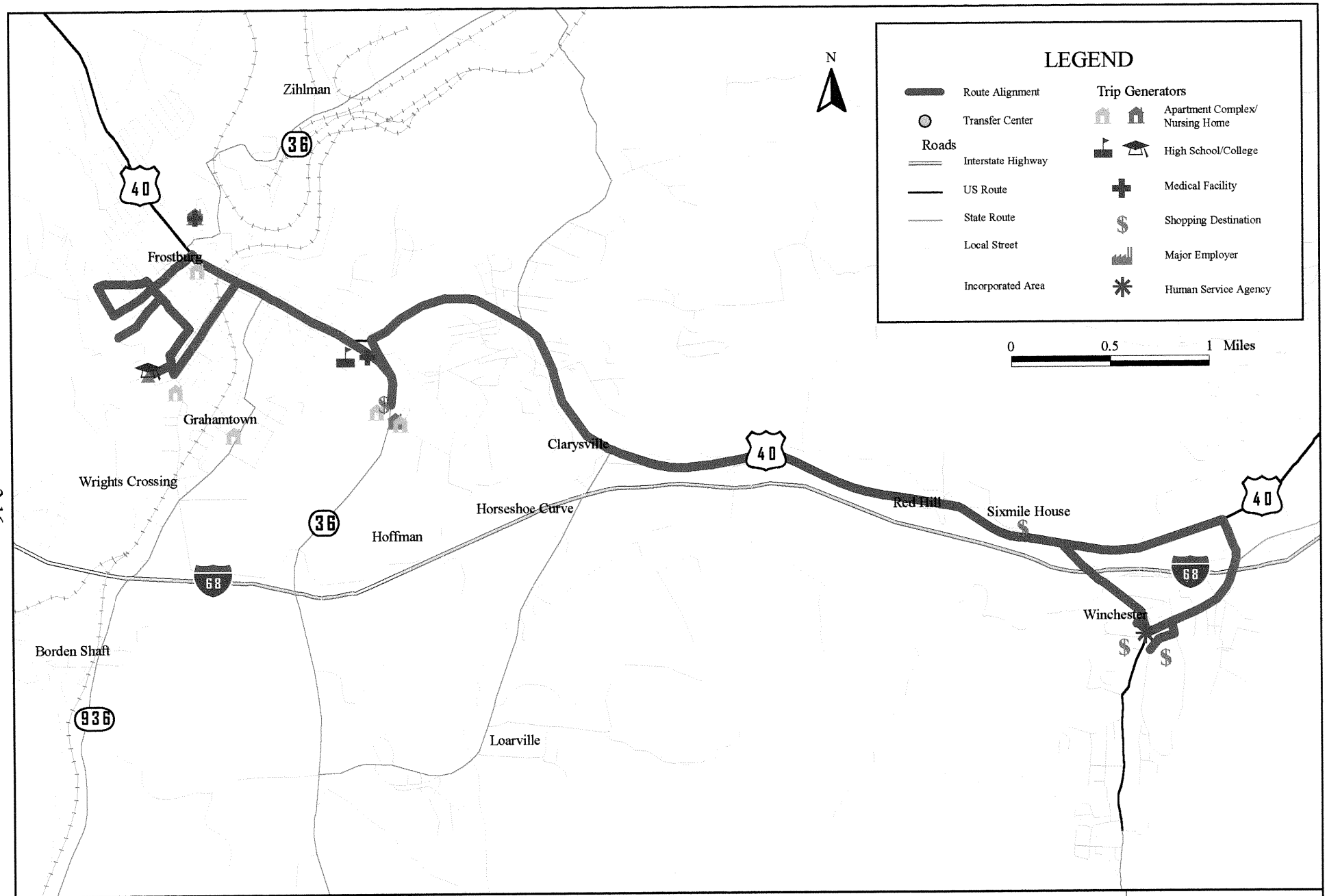


Figure 2-6: ACT FROSTBURG STATE UNIVERSITY

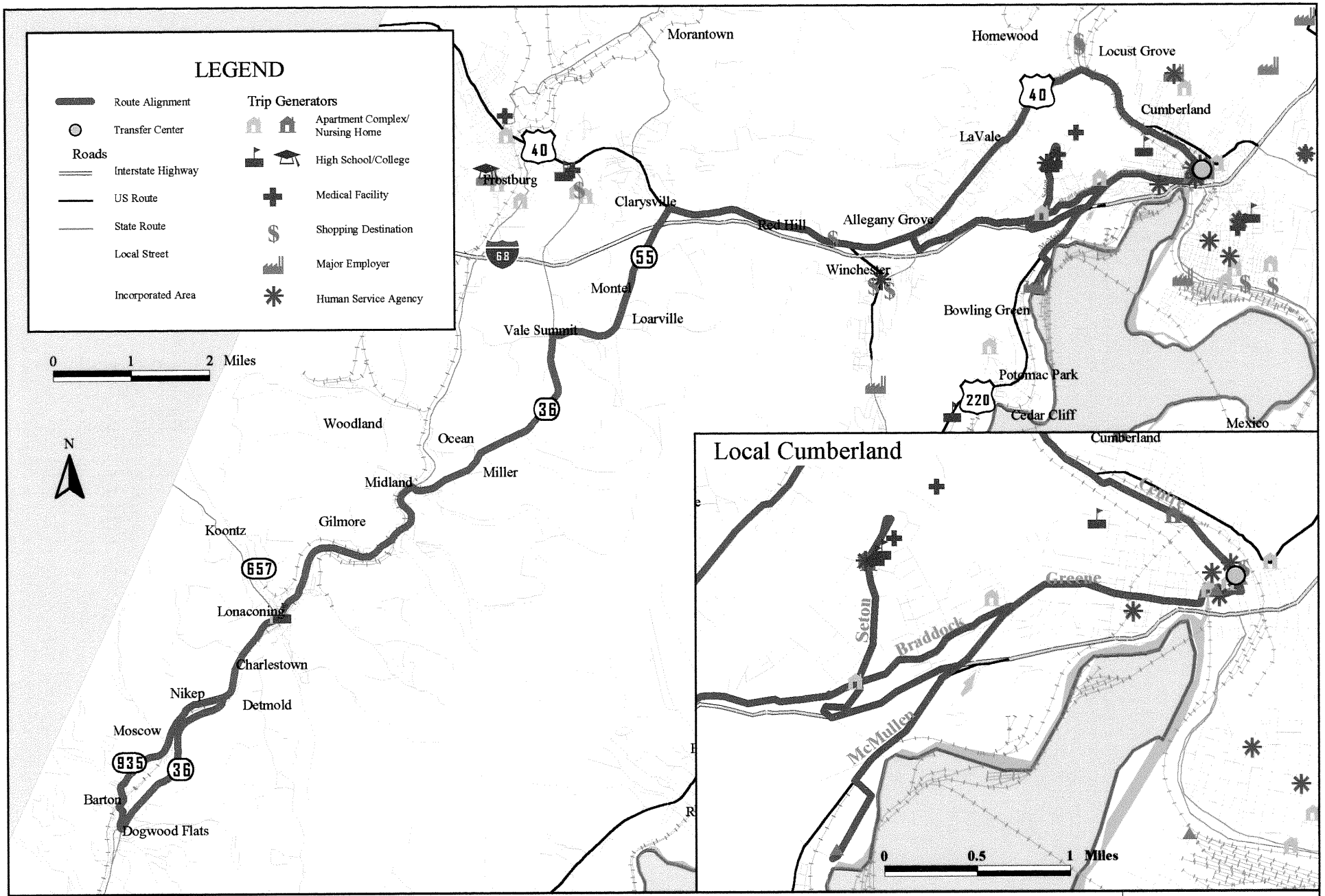


Figure 2-4: ACT CUMBERLAND-BARTON-SCHWAB ROUTE

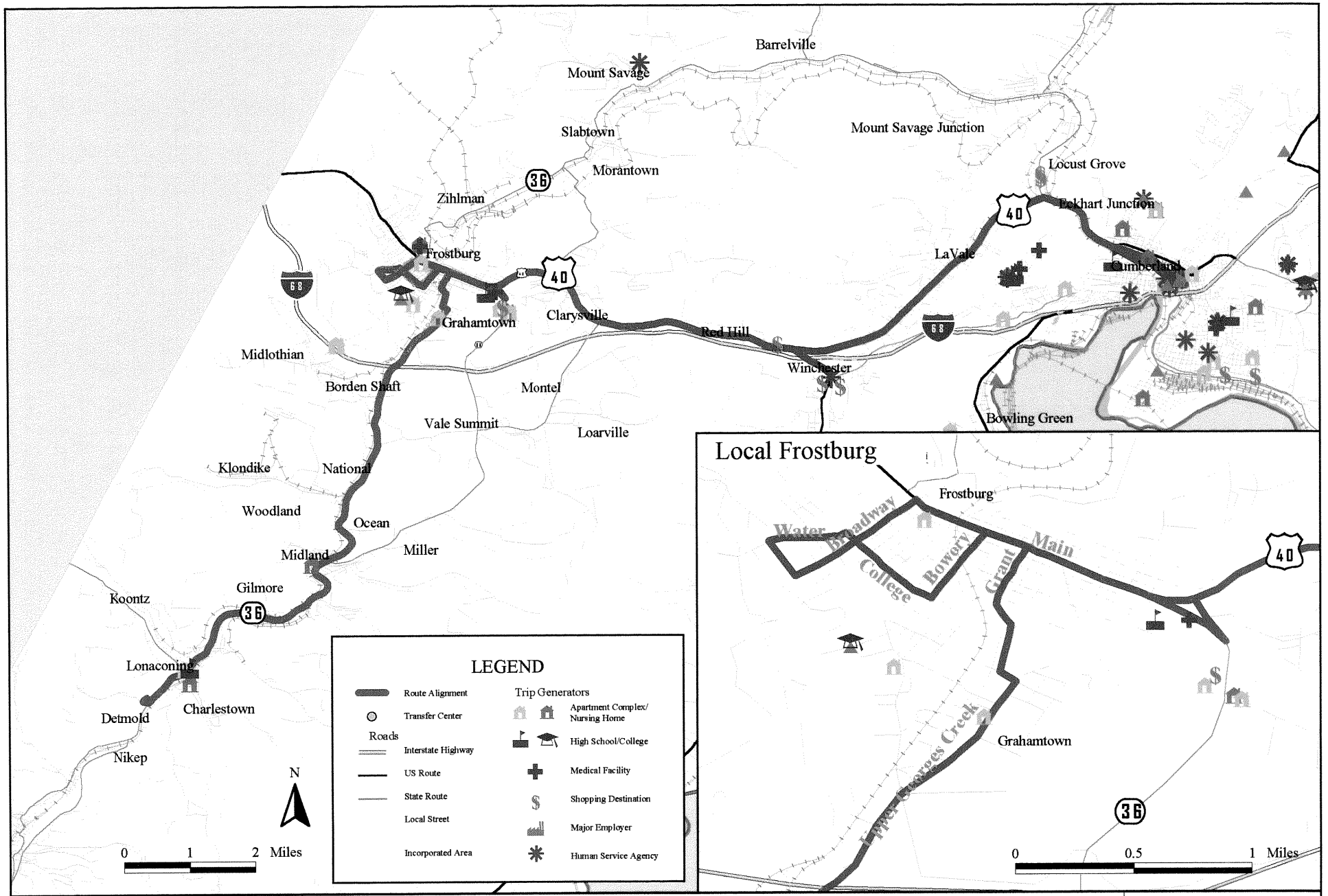


Figure 2-5: ACT FROSTBURG-LONACONING

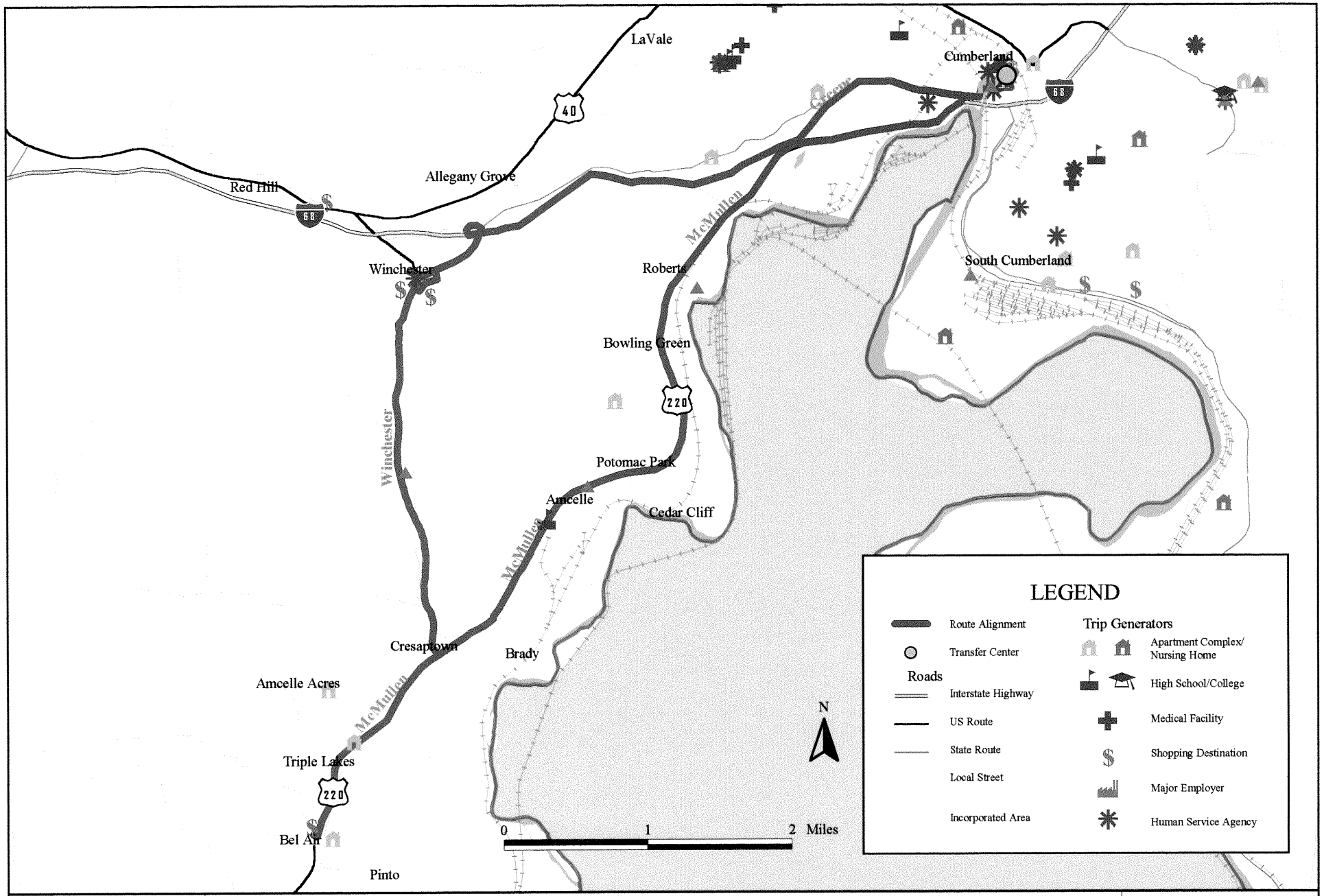


Figure 2-3: ACT CRESAPTOWN ROUTE

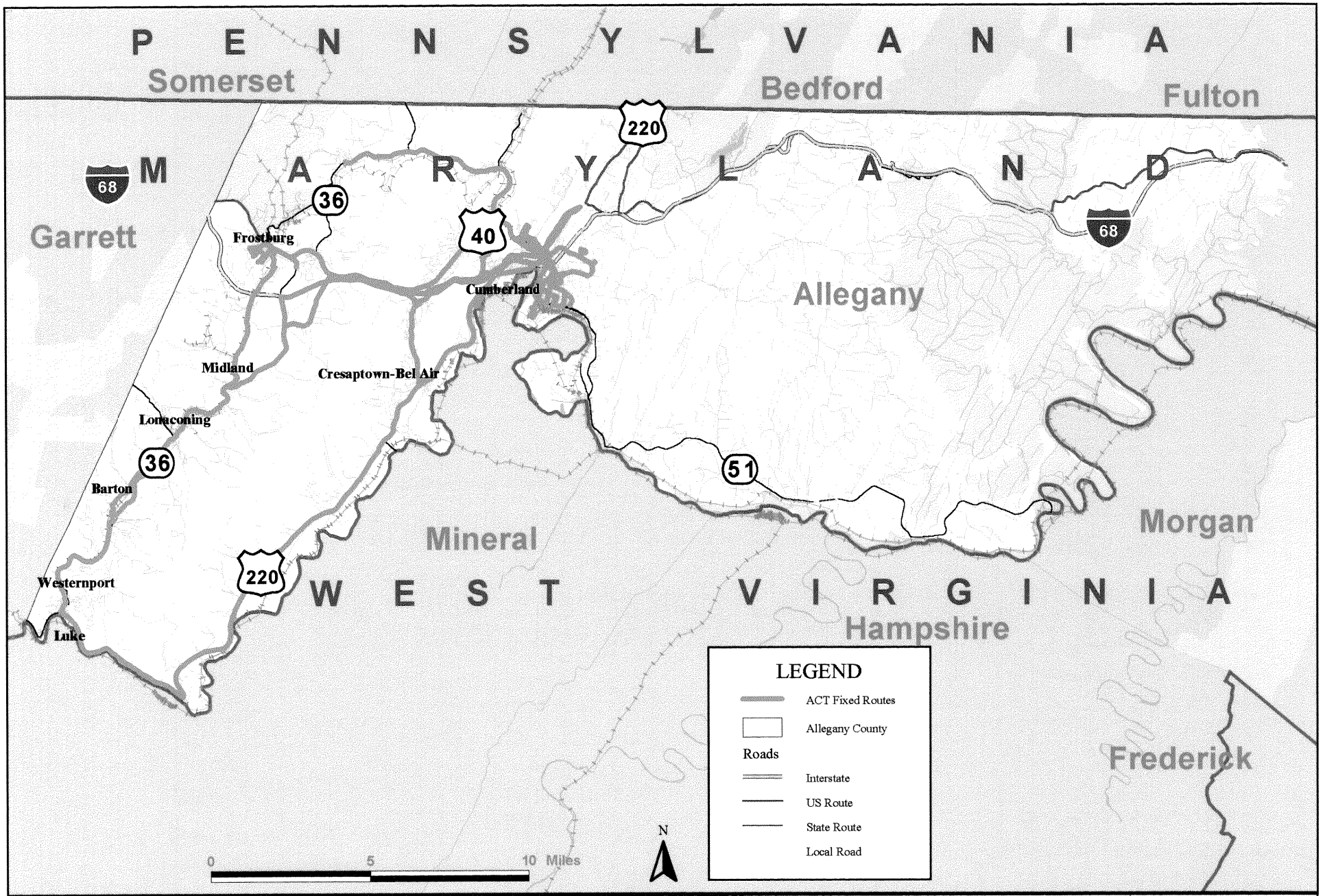


Figure 2-1: ALLEGANY COUNTY, MARYLAND

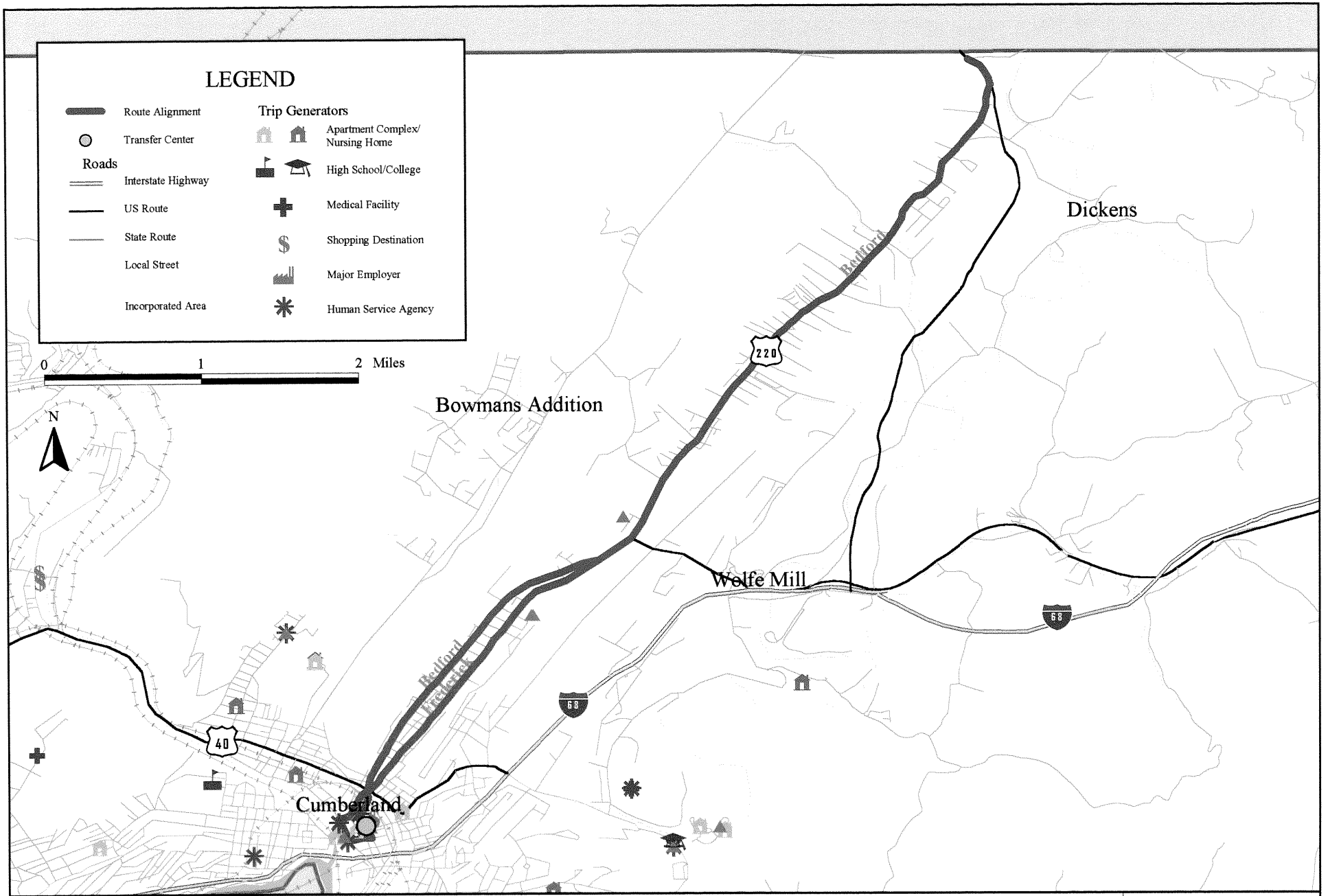


Figure 2-2: ACT BEDFORD ROAD ROUTE