

Federal Trade Administration Creation

The Job Access and Reverse Commute (JARC) program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new entry-level jobs are located in suburban areas, and low-income individuals have difficulty accessing these jobs from their inner city, urban, or rural neighborhoods. In addition, many entry level-jobs require working late at night or on weekends when conventional transit services are either reduced or non-existent.



Targeted Employment Area

North Branch Industrial Park has been identified as the targeted employment area for this pilot project for Allegany County Transit.

More specifically, Demand Response transit services will be offered to non-daylight shift workers.

Major employers include Berry Global, Hunter Douglas, Schroeder Industries, and the Webstraunt Store.



JARC grant funding allows Allegany County Transit to provide employment related transportation services to elderly, disabled, and lower-income individuals specifically assigned to 2nd and 3rd shift workers employed at North Branch Industrial Park businesses located in Mexico Farms.



Funding provided by
FY2020-2022 MD-JARC



**Allegany County Transit
Demand Response Service
Job Access Reverse Commute (JARC)
to
North Branch Industrial Park**



HOW TO SCHEDULE A TRIP

Call the Demand Response line at 301 -724 -1255.

A dispatcher will be present during hours of operation beginning at 7:30 a.m., Monday – Friday, at least one (1) business day up to 14 days in advance and provide your work schedule.

Hearing-impaired customers can use the Maryland Relay System, 711, to contact ACT to schedule a trip.

THE DISPATCHER NEEDS TO KNOW

When you call, the dispatcher needs the following information.

- Name.
- Address.
- Telephone number.
- Ride date.
- Employer name.
- Shift start time.
- Shift end time.
- Special assistance needed or other considerations (for example, if you use a wheelchair or travel with a PCA or service animal).

Trips will not be scheduled until complete trip information is received. Your scheduled pick up time could be up to one hour (60 minutes) earlier than your requested shift start time in order to serve as many people as possible and use our vehicles in the most efficient manner. The dispatcher will schedule your trip and let you know when you should be ready to be picked up.



HOW TO PAY THE FARE

Each time you board the vehicle you must pay the fare in exact change using cash or punch card. Drivers do not carry change.

JARC punch cards are \$60.00 for 16 rides.

The fare for Demand Response services is \$4.00 each way or \$8 per day.

Transit assistance may be available to you through the Allegany County Department of Social Services, or the Western Maryland Consortium.



HOW TO PURCHASE JARC PUNCH CARDS

By Mail:

Send a check or money order payable to Allegany County Transit, stating the number of JARC punch cards you want to purchase to:

Allegany County Transit
1000 Lafayette Ave.
Cumberland, Maryland 21502

In Person:

Tickets may be purchased at the ACT office at the above address Monday - Friday 8:00 a.m. to 4:00 p.m. Cash or checks payable to Allegany County Transit are accepted.

Online:

It's easier, more convenient and secure! We will ship passes to you at the address you specify within two business days. You should expect to receive your order within 5 - 7 business days. All prices include credit card transaction fee of 2.75%. The flat shipping rate is 50 cents.



ORDER ONLINE

ACT Bus Passes can now be ordered online. [CLICK HERE](#)



<https://squareup.com/market/allegany-county-transit>



DAYS AND HOURS OF OPERATION

JARC Demand Response will operate for all shifts other than daylight/1st Shift. This service **does not** operate on the following holidays: New Year's Eve, New Year's Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve and Christmas Day.

In the event of inclement weather, ACT will announce any delays or cancellations for services on local radio and media outlets.

HOW TO CANCEL A TRIP

If you change your mind or are unable to make your scheduled trip, please let the dispatcher know as soon as possible, at least 1 hour before your scheduled trip for emergencies and by 4 pm the previous day for non-emergent reasons. If you do not cancel your trip in advance, it will be considered a "no-show" (see "No Show" Policy) and could result in suspension of service.

NO SHOW POLICY

A client will be considered a "No-Show" if he/she fails to cancel a scheduled trip at least one hour prior to their scheduled pick up time. At the time of call, detail which part of the trip is cancelled, and if cancelling in both directions. If a client incurs three (3) "No-Shows" with-in a three (3) month period, Alltrans services may be suspended for 30 days, unless the client or his/her representative can show circumstances that were beyond their control.

GEOGRAPHIC AREA SERVED

This service is only available to Allegany County residents who work for an employer located at the North Branch Industrial Park.

