

CARROLL COUNTY TRANSIT DEVELOPMENT STUDY 2012 and proposed action plan

- A. Update on Carroll County Transit
Development Plan – June 13, 2012

- B. Carroll County Transit Development Plan
Presentation – June 29, 2012

**Update on Carroll County Transit Development Plan/
Carroll County Transportation Advisory Committee
Prepared for
Access to Health Care Leadership Team
June 13, 2012**

The Carroll County Transportation Advisory Committee was called together in the fall of 2011 and is composed of community members/leaders. Each represents a portion of the population and has the knowledge to represent the needs, shortfalls, and working resources of those groups. Included in the TAC are persons representing Carroll Area Transit, CC Dept. of Social Services, CC Health Dept., CC Bureau of Aging and Disabilities, CC Planning Office, Carroll Hospital Center, Caring Carroll, Inc., two local colleges, Human Services Programs of Carroll County, two persons who work with MTA, and two KFH Group consultants.

The consultation process as it has progressed: In the first meeting on September 30, 2011, TAC members were familiarized with the Transit Development Plan process (five-year plan), established goals and objectives for the TDP, identified transit issues and needs, and identified strategies for public outreach.

KFH has completed rider and community surveys to gain the community's perspective on services. Through KFH's research Technical Memorandums have been issued. These outline the scope of services offered, successes and areas for improvement. These draft memoranda were reviewed by the TAC at a meeting in March, 2012.

Some information from the survey/ information gathering process outlining some areas of need to try to address:

- Productivity on the existing 4 CATS fixed route shuttles
- There is minimal connectivity from Hampstead area to Westminster
- No evening service makes it hard for 2nd shift workers
- No transit connections to medical and employment destinations outside the County
- Demand for the paratransit service continues to grow (i.e., alternative mode of flexible passenger transportation that does not follow fixed routes or schedules)
- Affordability is an issue for some riders.

Where we are in this process:

Currently KFH is preparing for the next meeting where they have worked up a Development of Service & Organizational Options document. Suggestions on how we can improve the system and better serve our citizens will be

discussed on June 19, 2012. Following that meeting, KFH Consultants, Jason Quan and Jill Stober will be preparing the TDP for finalization as a single draft document that will make up the final draft of a Transit Development Plan for adoption/ affirmation.

What's next?

Everything that has been developed for the TDP process will be shared. The TDP is a short-range plan (5 years) and the implementation takes into consideration the limited amount of currently available state and local funding and at the same time trying to meet local mobility needs with existing resources. Possible grant and funding resources need to be explored along with any other alternatives that will help respond better to citizens' transportation needs. A major concern continues to be local match funds in order to qualify for desired grants and sustainability for expanded services.

Submitted by

Rev. Gerald D. Fuss, Chairperson, Access to Health Care Leadership Team
Member, Carroll County Transportation Advisory Committee
V. P. Caring Carroll, Inc.



Carroll County Transit Development Plan

Presentation to the Transit Advisory Committee
Organizational and Service Alternatives

June 29, 2012





TDP Tasks & Today's Focus

1. Initiate Project

2. Review of Existing Services

– *Tech Memo #1*

3. Transit Needs and Issues

– *Tech Memo #2*

4. Develop Transit Service/Organizational Options

5. Preparation of TDP





Transportation Needs Analysis Informed Development of Alternatives

- **Review of Recent Plans**
- **Demographics**
- **Land Uses**
- **On-Board Rider Survey**
- **General Public Survey**
- **Stakeholder Input**





Summary of Issues from Needs Analysis

- No access to jobs that start early in the morning or end in the evening (2nd and 3rd shifts)
- Patients discharged from Carroll Hospital have no way of getting home – particularly in the evening
- Other than Medicaid transportation, there are no transportation connections to regional medical facilities
- No access to employment outside of the County and to other transit providers in the region
- Underserved areas in Hampstead and Mount Airy
- Limited Saturday service
- Limited alternative transportation options





Summary of Issues (continued)

- Productivity on 3 out of the 4 shuttles are below MTA performance standards
- Growing demand on the demand-response service is unsustainable
- Riders are dissatisfied with the telephone customer service
- Large number of denials during the peak times of the day
- Increasing need and demand combined with flat funding not sustainable





Organizational Alternatives

- **Improve coordination of public transportation, Medicaid, and other transportation program**
- **Stricter eligibility requirements for demand response service within shuttle transit shed**
- **Monthly on-time performance monitoring**
- **Improve performance reports by separating operating statistics and costs by type of service and funding source**





Organizational Alternatives (continued)

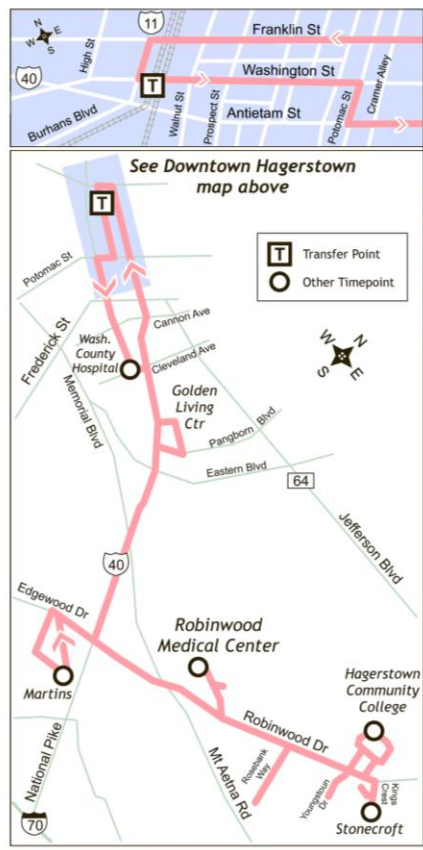
- **Update phone system to generate automated confirmation calls to riders about demand response trips**
 - Include reminder about 30-minute window around scheduled pick-up time
- **Clean out database of subscription riders**
 - i.e., delete if they have not ridden in 1 year
- **Marketing**
 - Promote wireless technology on shuttles
 - Update shuttle schedules to be more user-friendly and to include a shuttle route map





Organizational Alternatives (continued)

Robinwood



Leave Transfer Point	Cleveland & Antietam	Martins	Comm. College	Stonecroft	Comm. College	Robinwood Medical*	Arrive Transfer Point
Monday - Friday:							
6:30 AM	6:35 AM	6:45 AM	6:55 AM	7:00 AM	7:05 AM	7:10 AM	7:30 AM
7:30 AM	7:35 AM	7:45 AM	7:55 AM	8:00 AM	8:05 AM	8:10 AM	8:30 AM
8:30 AM	8:35 AM	8:45 AM	8:55 AM	9:00 AM	9:05 AM	9:10 AM	9:30 AM
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3:30 PM	3:35 PM	3:45 PM	3:55 PM	4:00 PM	4:05 PM	4:10 PM	4:30 PM
4:30 PM	4:35 PM	4:45 PM	4:55 PM	5:00 PM	5:05 PM	5:10 PM	5:30 PM
5:30 PM	5:35 PM	5:45 PM	5:55 PM	6:00 PM	6:05 PM	6:10 PM	6:30 PM

SAMPLE BUS SCHEDULE AND ROUTE MAP

*Robinwood Medical serves Yellow & Blue entrances.

For Saturday HCC service see Smithsburg schedule.

For Saturday Dual Highway service see Funkstown schedule.

Schedule times are approximate. Please be at scheduled location 5 minutes before times listed.

Transfer Point is located in the 300 block of West Washington St., across from the Hagerstown Police Department, under the railroad underpass.

Bus stops include posted locations and most named street corners. Excluded are locations within 2 blocks prior to a left turn from a multi-lane street or where the driver has observed an unsafe situation.

Service will not operate on the following holidays: Independence Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. Modified service is available on Christmas Eve.

For information on County Commuter service changes due to icy roads or inclement weather, call the County Commuter office and follow the menu prompts.

Effective 7/1/08

County Commuter

240-313-2750

www.washco-md.net - Click on bus stop icon





Organizational Alternatives (continued)

- **Develop a one-stop shop for transportation resources**
 - Online resource could be similar to Bureau of Aging & Disabilities' Transportation Options website
(<http://ccgovernment.carr.org/ccg/aging/transportation.asp>)
 - Create Mobility Manager/Coordinator Position
 - ❖ Catalog all transportation options in the County and region
 - ❖ Help riders identify best transportation option





Service Alternatives

- Alternatives aimed to reduce headways, streamline routes and improve productivity
- Meet needs identified in the needs assessment
- Four preliminary packages with new shuttle routes
 - Packages are generally cost neutral (same number of service hours as current shuttles)
 - Mainly differ in Westminster Shuttles
- Routes within packages may be mixed and matched to form preferred network based on TAC input
- Establish timed transfer point at Walmart in Westminster and Carroll Community College





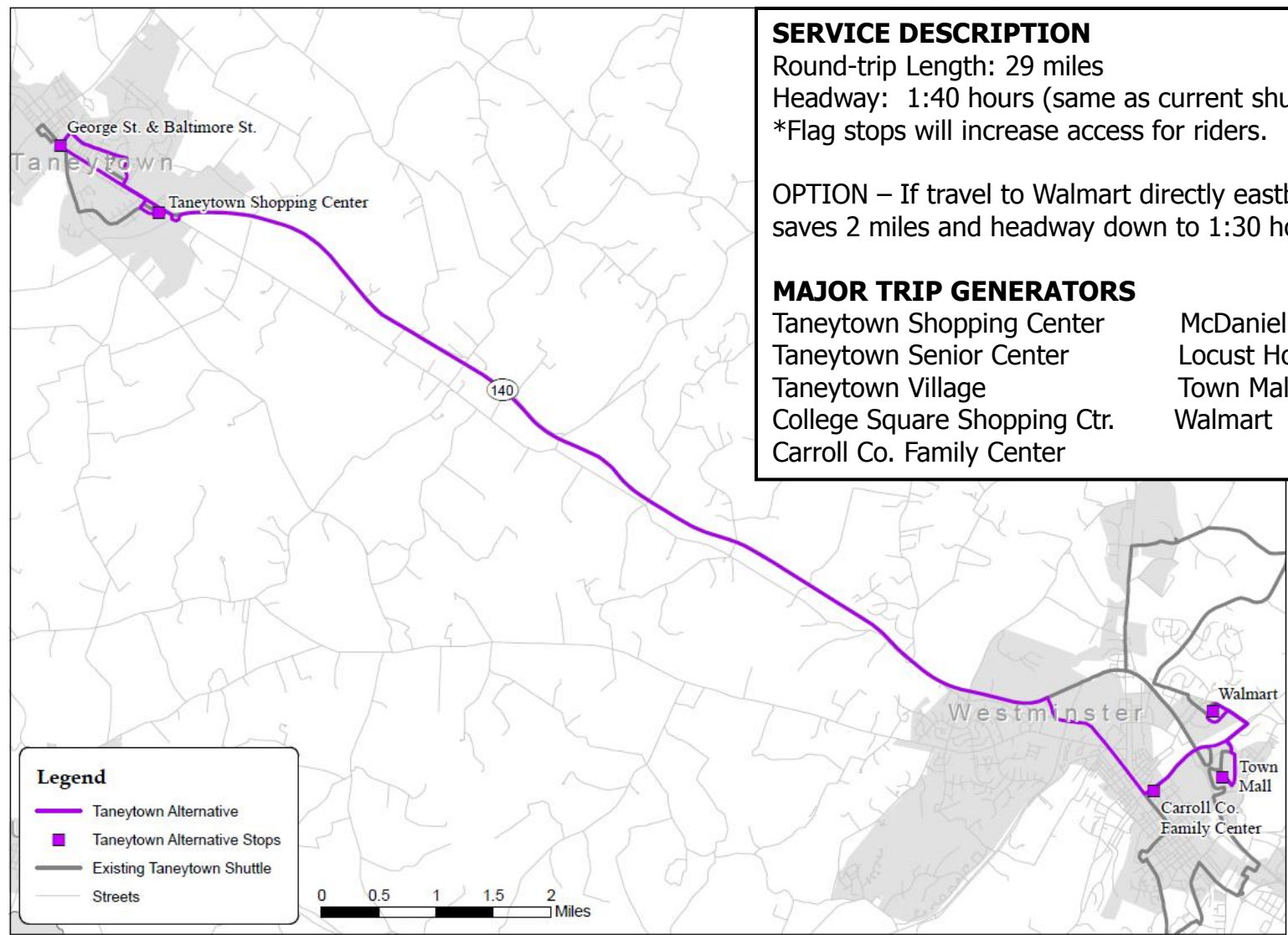
Service Alternatives (continued)

- Implement flag stops along shuttles
 - Pros: Increase access to shuttle service, minimal cost, can be implemented in a short period of time, frequented flag stops can be transitioned to a scheduled stop
 - Cons: Must develop pick-up and drop-off policies, define appropriate stopping locations, train drivers and riders, lack of bus stop signs means limited exposure to transit system





Taneytown Shuttle (All Packages)



SERVICE DESCRIPTION
 Round-trip Length: 29 miles
 Headway: 1:40 hours (same as current shuttle)
 *Flag stops will increase access for riders.

OPTION – If travel to Walmart directly eastbound, saves 2 miles and headway down to 1:30 hours.

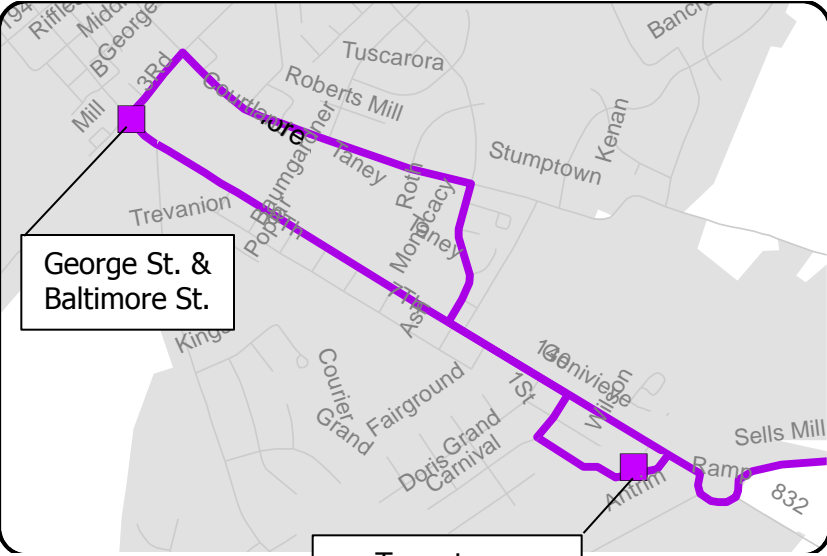
MAJOR TRIP GENERATORS

Taneytown Shopping Center	McDaniel College
Taneytown Senior Center	Locust House
Taneytown Village	Town Mall
College Square Shopping Ctr.	Walmart
Carroll Co. Family Center	





Taneytown Shuttle: Taneytown Routing Options

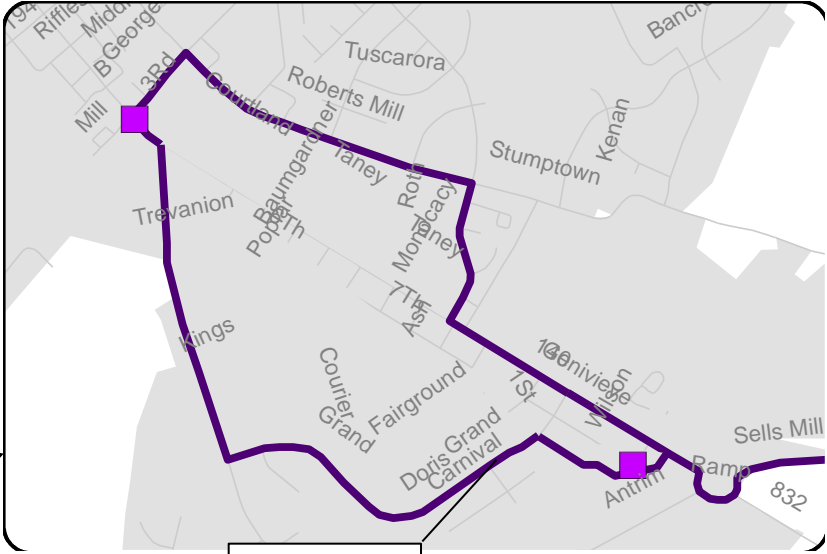


George St. & Baltimore St.

Taneytown Shopping Center

Both options would offer flag stops.

Only adds 0.4 miles (no change in headway)

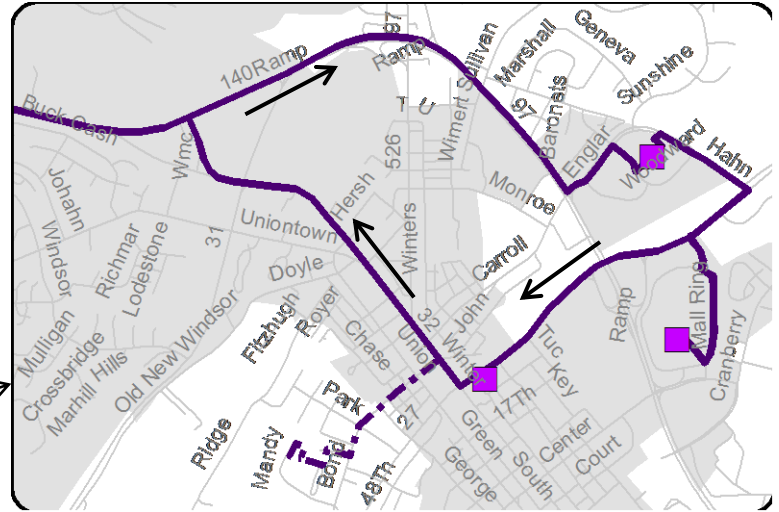
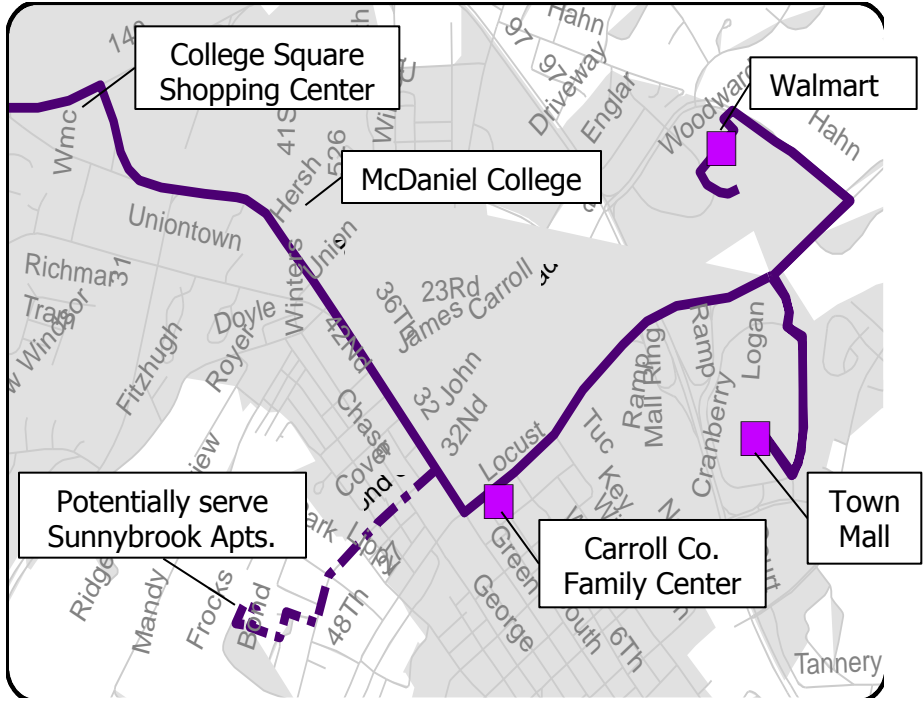


Taneytown Village





Taneytown Shuttle: Westminster Routing Options

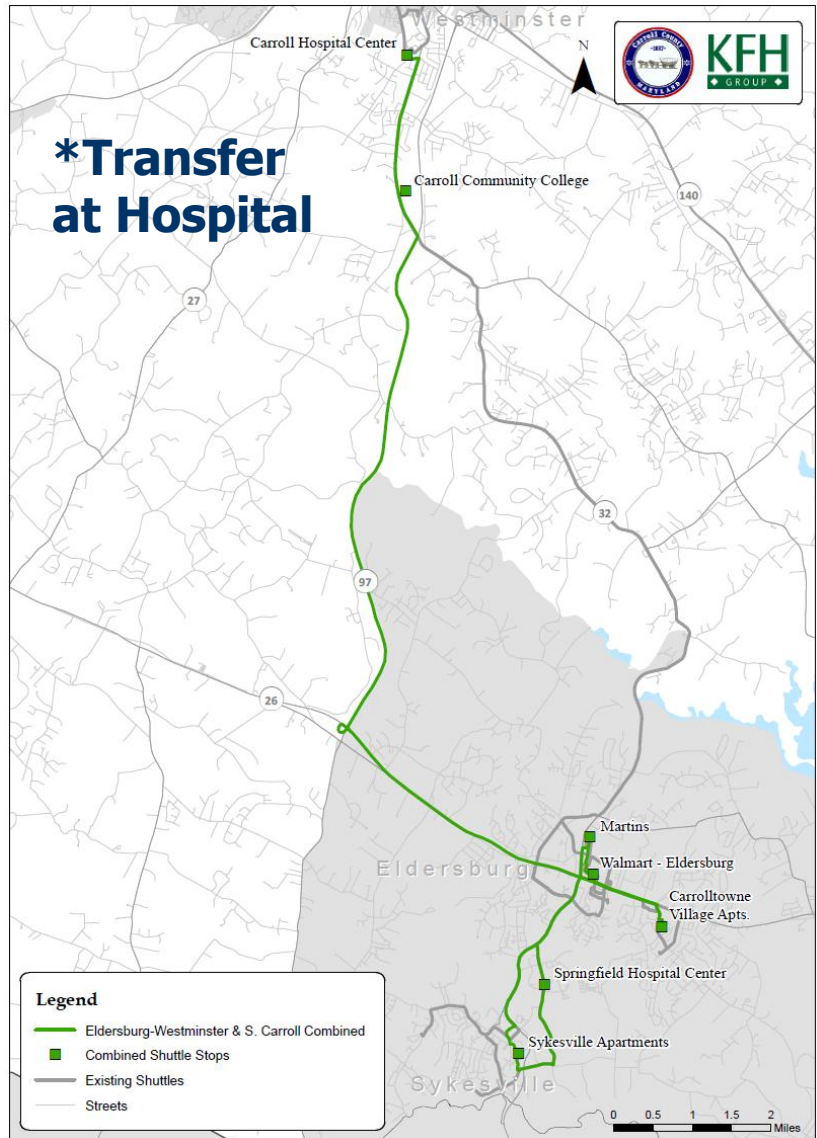


Saves 2.2 miles to go directly to Walmart eastbound (Changes 1:40 headway to 1:30)

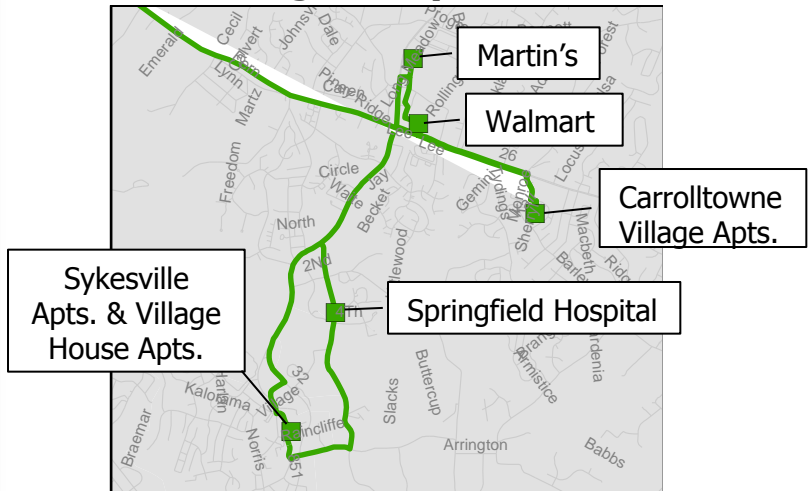




Eldersburg – Westminster & South Carroll Combined First Option



Eldersburg and Sykesville



SERVICE DESCRIPTION

Round-trip Length: 37.5 miles
 Headway: 2 hours (currently 2:45 hours to Westminster, 1:40 hours in South Carroll)
 *Provides 4 trips/day

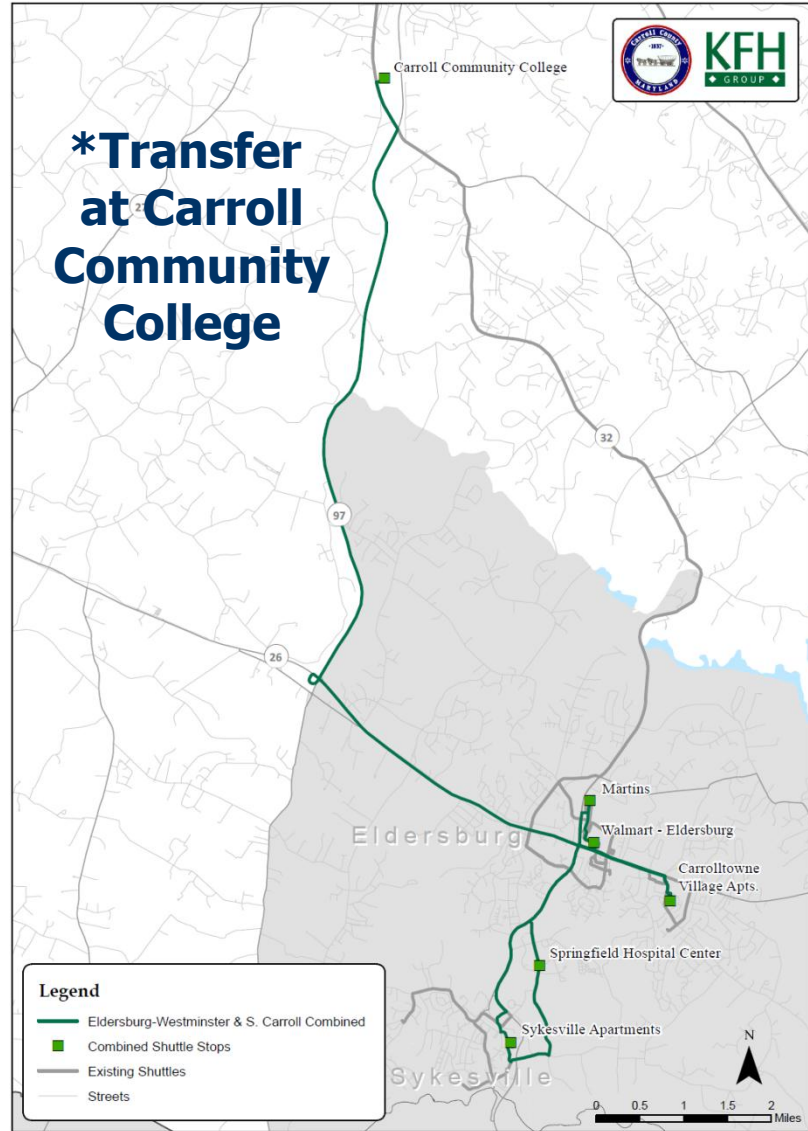
MAJOR TRIP GENERATORS

- Carroll Hospital Center
- Carroll Community College
- Walmart – Eldersburg
- Carrolltowne Village Apts.
- Village House Apts.
- Fairhaven Retirement Community
- Springfield Hospital
- Sykesville Apts.
- Copper Ridge





Eldersburg – Westminster & South Carroll Combined, Second Option



SERVICE DESCRIPTION

Round-trip Length: 33 miles
 Headway: 1:45 hours (currently 2:45 hours to Westminster, 1:40 hours in South Carroll)
 *Provides 5 trips/day

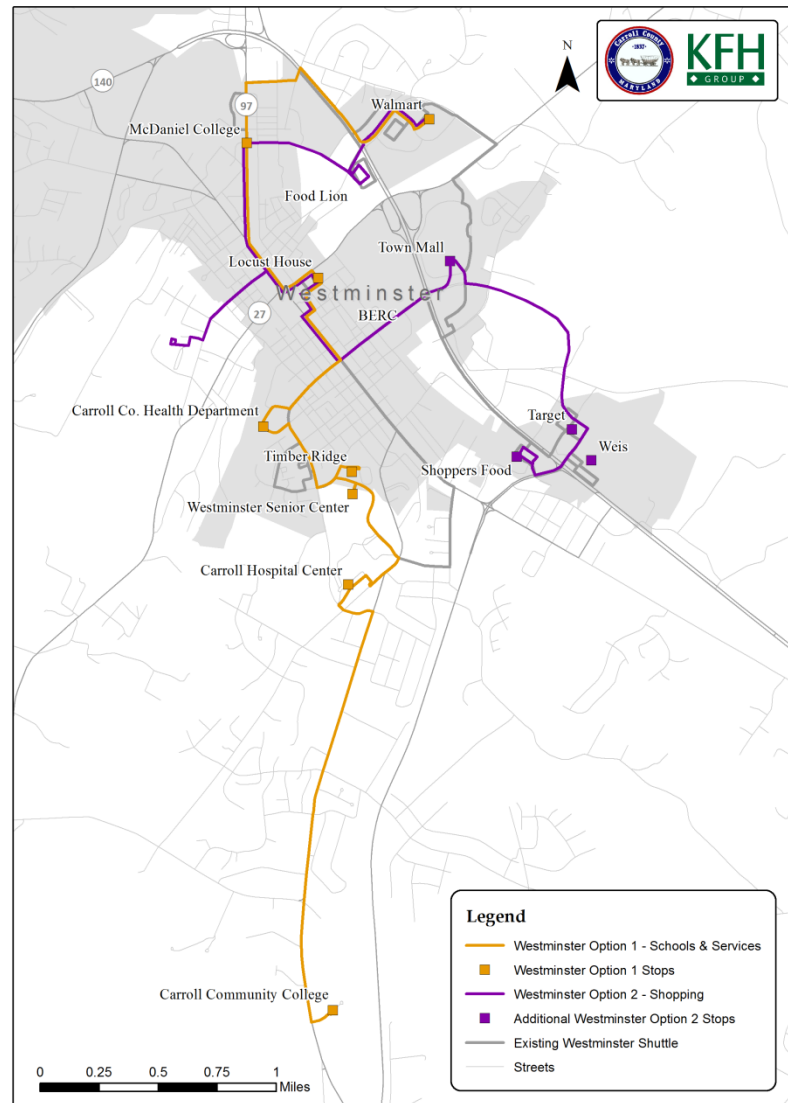
MAJOR TRIP GENERATORS

Same as other alternative except does not provide one-seat ride to Carroll Hospital Center. Riders make timed transfer at Carroll Community College to Westminster Shuttle that serves Hospital.





Package A: Two Westminster Routes



OPTION 1 SERVICE DESCRIPTION

Round-trip Route Length: 14 miles
 Headway: 1:10 hours

*Western route serves schools and human service and medical services.

OPTION 1 TRIP GENERATORS

- | | |
|---------------------------|--------------------------------|
| Walmart | Middlebrooke Apts. |
| Country View Apts. | Timber Ridge |
| McDaniel College | Senior Center |
| Locust House | Carroll Hospital Center |
| Carroll Co. Family Center | Carroll Community College |
| Health Department | Carroll Co. Career & Tech Ctr. |
| CHANGE Vocational Prog. | Westminster High School |

OPTION 2 SERVICE DESCRIPTION

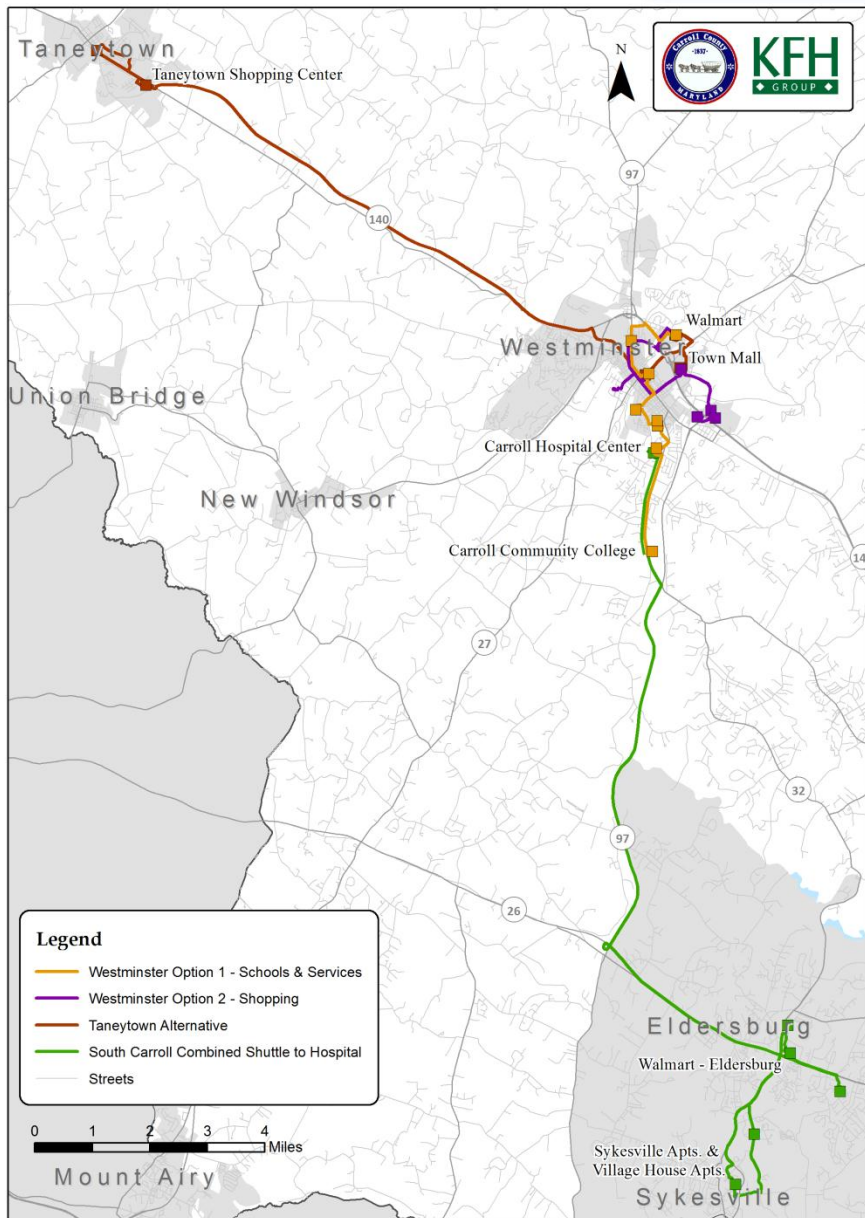
Round-trip Route Length: 9.8 miles
 Headway: 1:10 hour

*Eastern route serves shopping destinations and government buildings.

OPTION 2 TRIP GENERATORS

- | | |
|-------------------------|------------|
| Walmart | BERC |
| Food Lion | Courthouse |
| McDaniel College | Town Mall |
| Locust House | Target |
| Carroll Co. Family Ctr. | Weis |
| Shoppers Food | |





Package A Network

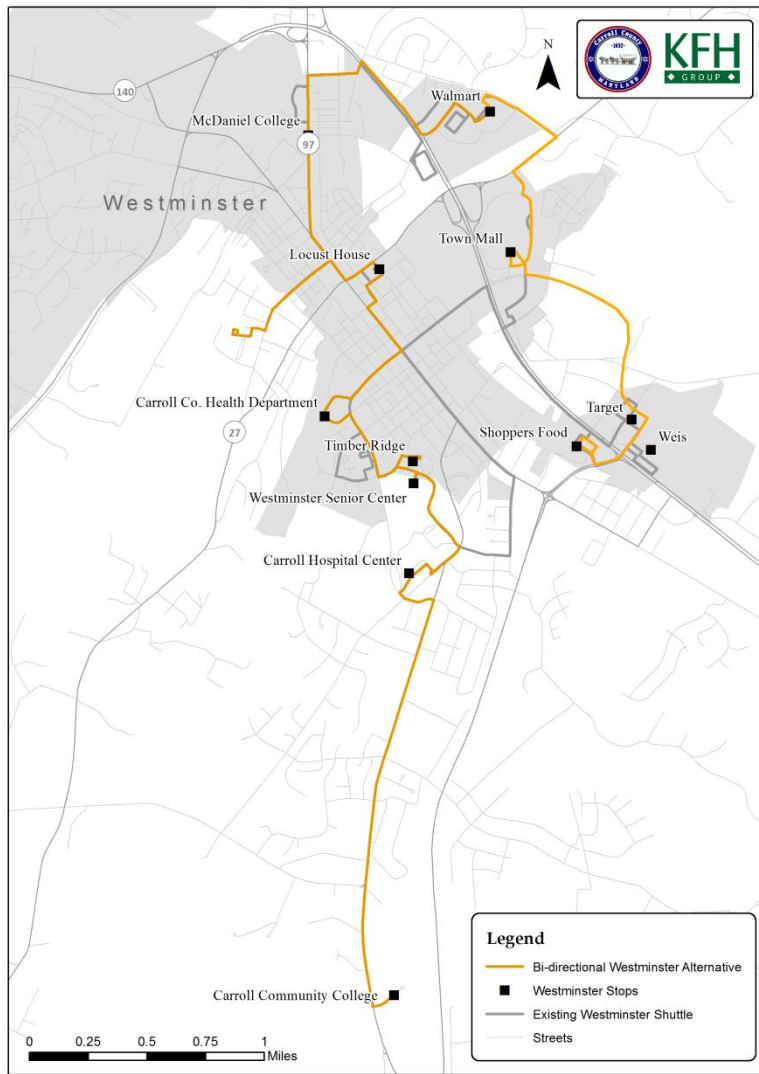
HIGHLIGHTS

- Both Westminister routes provide approximately hourly headways, compared to the current 1:30 hours.
- Two shorter routes provide more direct service and faster trips, with a timed transfer at Walmart to facilitate transfers between the routes.
- In Westminister, direct service to Food Lion, BERC & government offices on North Center St. However, the two Westminister routes duplicate each other for the segment on Pennsylvania Ave. and Main Street.
- Both Eldersburg-Westminister & South Carroll Combined Shuttle options increase frequency to Westminister by 45-60 minutes. For local travel in South Carroll, option to hospital increases current headway of 1:40 to 2 hours; option to Community College maintains current headway of 1:40 hours.





Package B: Bi-directional Westminster Shuttle



SERVICE DESCRIPTION

Round-trip Route Length: 20 miles
 Headway: 60 minutes (currently 1:30 hours)
 *Two vehicles to operate the shuttle.
 *Could get 50 minute headway if don't directly serve Sunnybrook Apts.

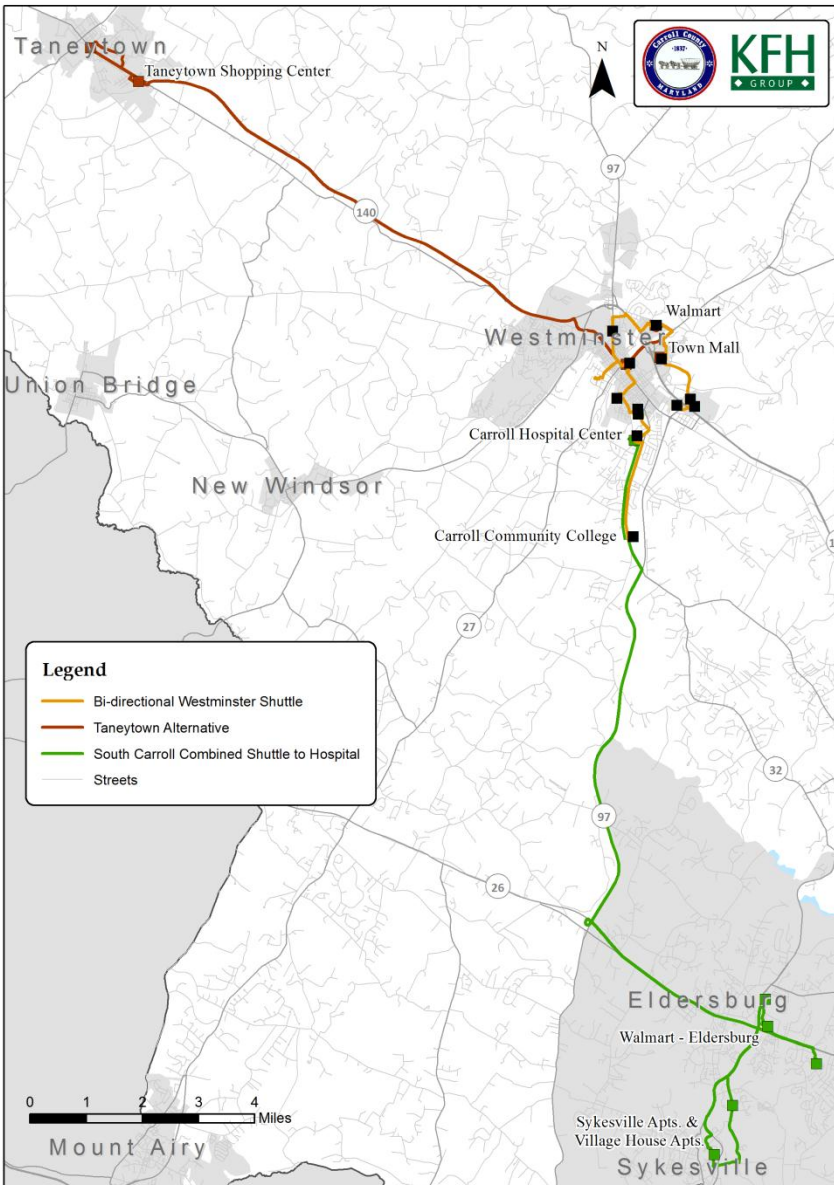
MAJOR TRIP GENERATORS

- Walmart
- Country View/ Apts.
- McDaniel College
- Locust House
- Carroll Co. Family Center
- Health Department
- CHANGE Vocational Program
- Middlebrooke Apts.
- Timber Ridge
- Senior Center
- Carroll Hospital Center
- Carroll Community College
- Westminster High School
- Carroll Co. Career & Tech Center
- Town Mall
- Target (shopping)
- Weis
- Shoppers Food





Package B Network



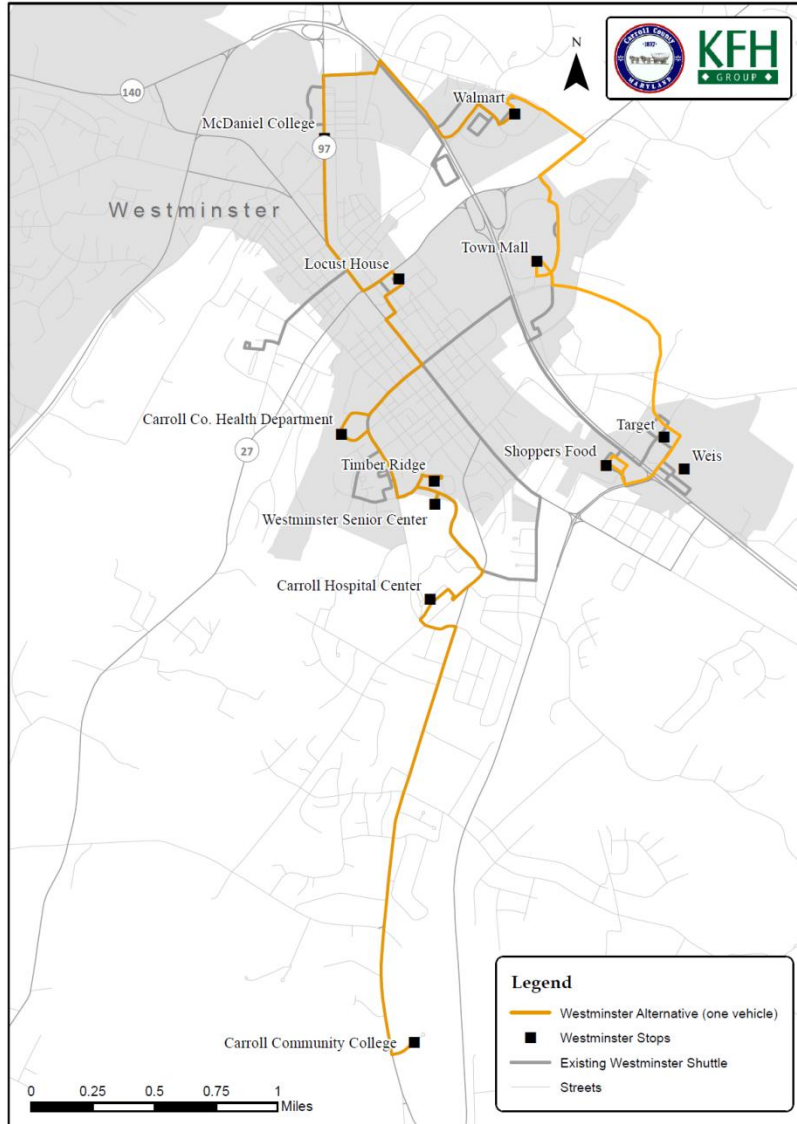
HIGHLIGHTS

- Higher frequency of Westminster service – will be bi-directional with 50-60 minute headways (currently 1:30 hours) by using two vehicles.
- In Westminster, serves nearly same destinations as Package A but no direct service to BERC and government offices on North Center Street.
- Both Eldersburg-Westminster & South Carroll Combined Shuttle options increase frequency to Westminster by 45-60 minutes. For local travel in South Carroll, option to hospital increases current headway of 1:40 to 2 hours; option to Community College maintains current headway of 1:40 hours.





Package C: Westminster Shuttle (one vehicle)



SERVICE DESCRIPTION

- Round-trip Route Length: 20 miles
- Headway: 1:30 hours (same as current shuttle)
- *Operate with one vehicle only.
- *Provides one-seat ride to Carroll Community College, Westminster High School, and Carroll County Career & Technology Center.
- *To maintain headway, cannot directly serve Sunnybrook Apts. or Food Lion.

MAJOR TRIP GENERATORS

- Walmart
- Country View Apts.
- McDaniel College
- Locust House
- Carroll Co. Family Center
- Health Department
- CHANGE Vocational Program
- Middlebrooke Apts.
- Timber Ridge
- Senior Center
- Carroll Hospital Center
- Carroll Community College
- Westminster High School
- Carroll Co. Career & Tech Center
- Town Mall
- Target (shopping)
- Weis
- Shoppers Food





Package C: Hampstead –Manchester Shuttle

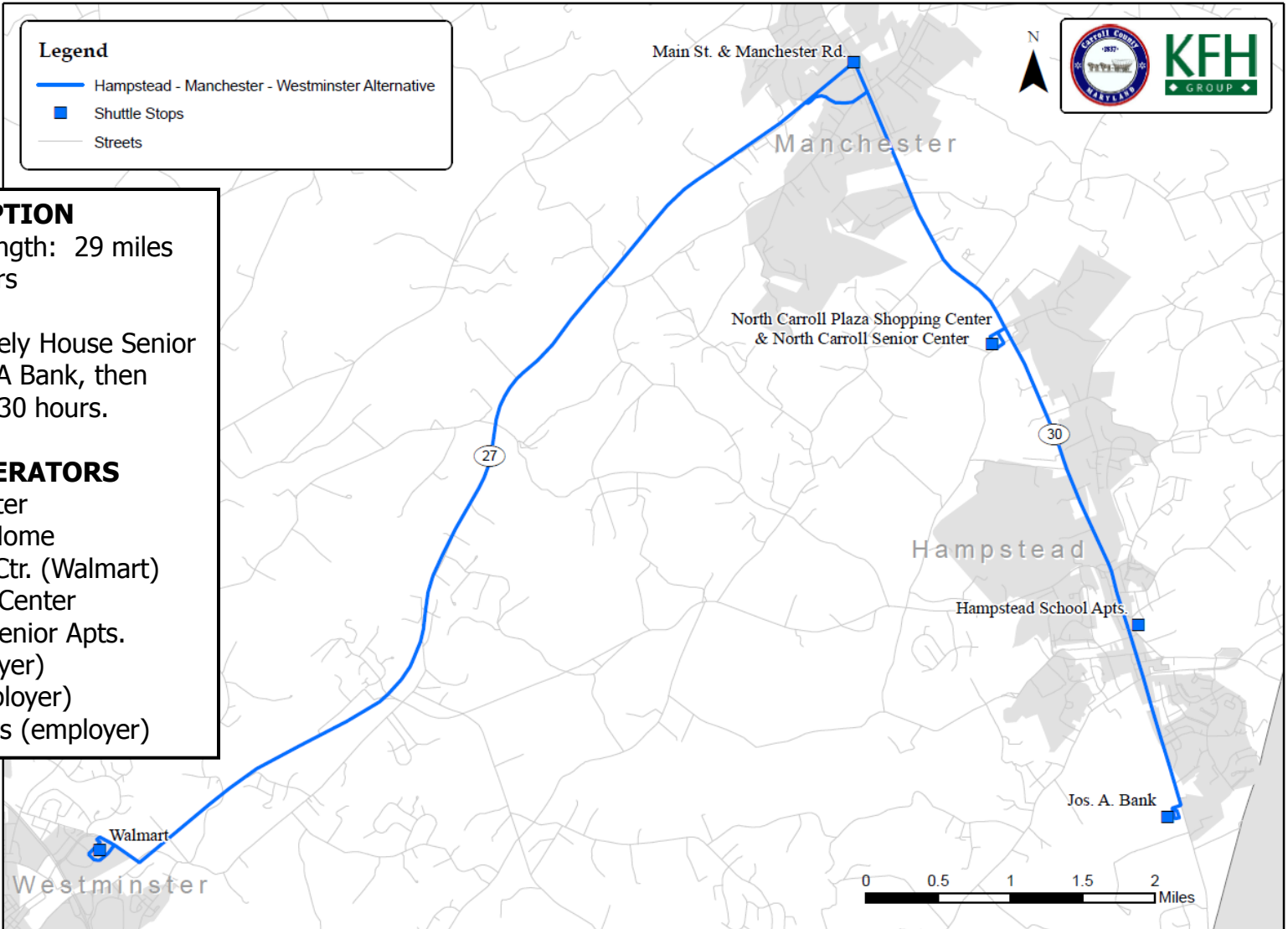
Legend

- Hampstead - Manchester - Westminster Alternative
- Shuttle Stops
- Streets

SERVICE DESCRIPTION
 Round-trip Route Length: 29 miles
 Headway: 1:40 hours

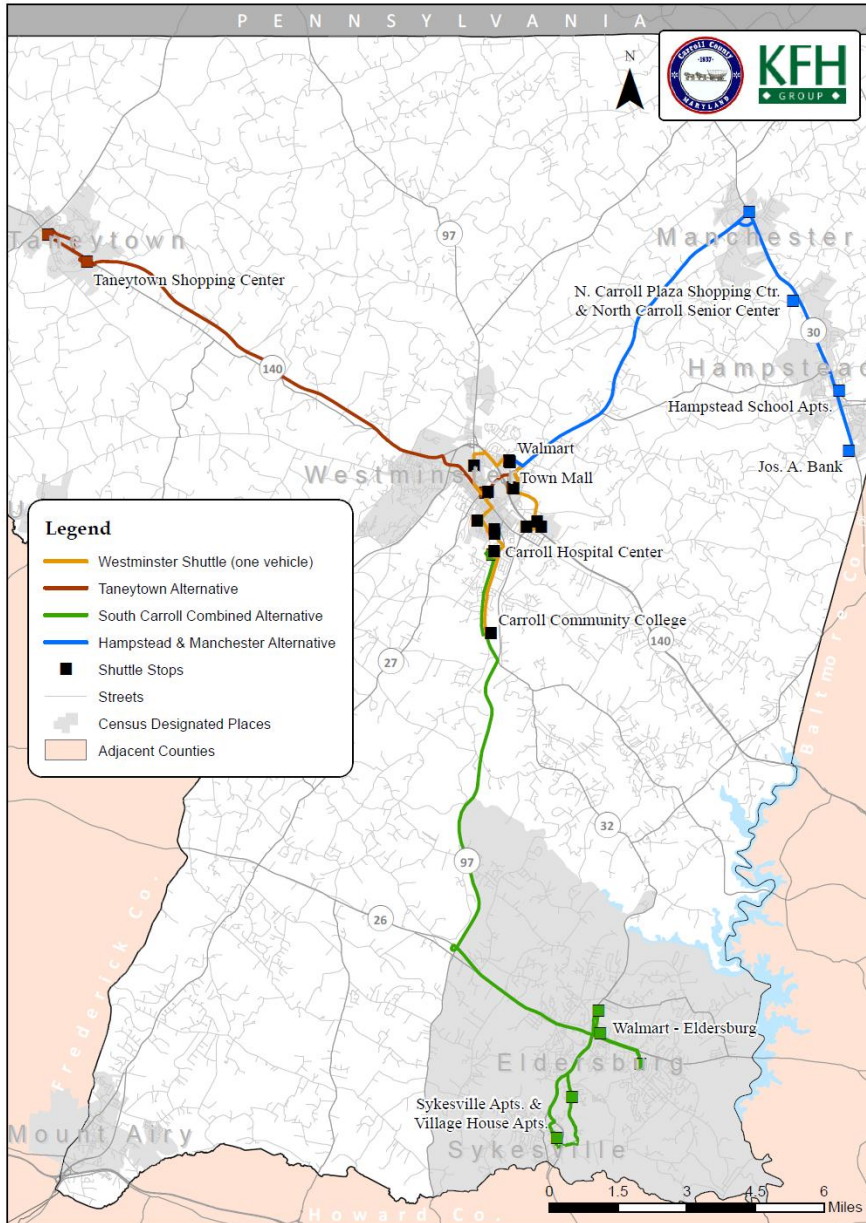
OPTION: Serve Ridgely House Senior Apts. instead of Jos A Bank, then headway down to 1:30 hours.

MAJOR TRIP GENERATORS
 Walmart - Westminster
 Long View Nursing Home
 N. Carroll Shopping Ctr. (Walmart)
 North Carroll Senior Center
 Hampstead School Senior Apts.
 Solo Cup Co. (employer)
 Black & Decker (employer)
 Jos. A. Bank Clothiers (employer)





Package C Network



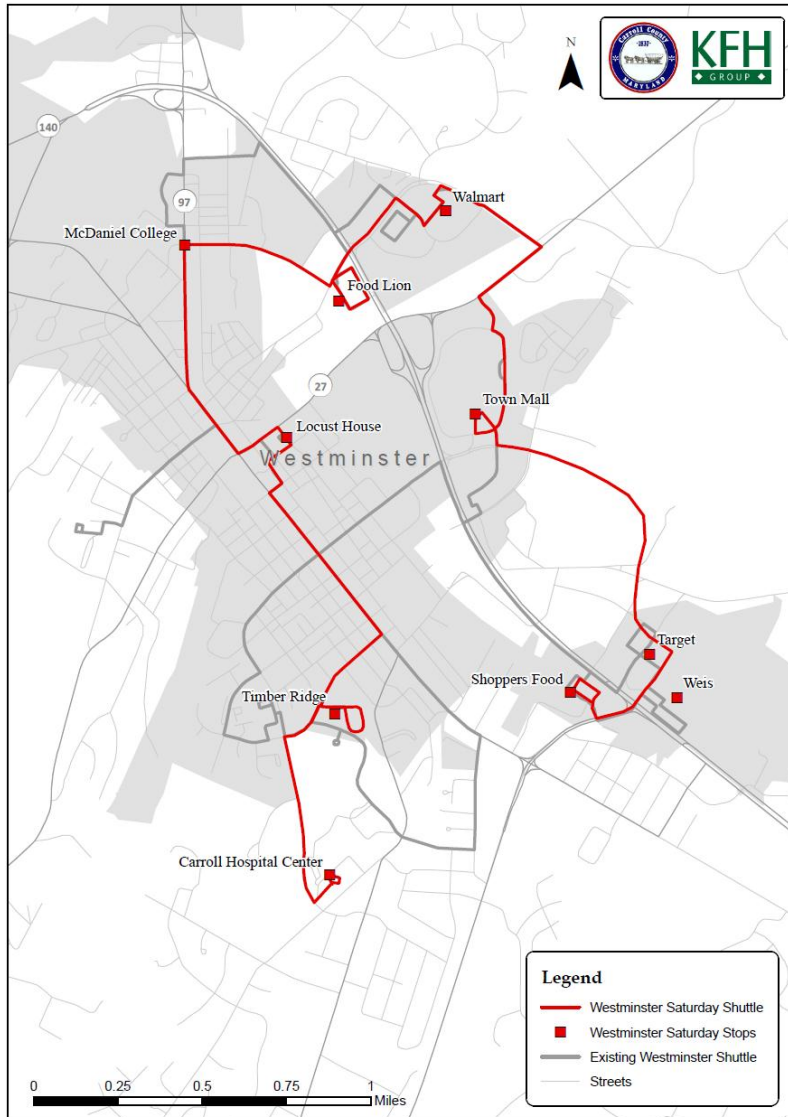
HIGHLIGHTS

- In Westminister, serves nearly same destinations as Package B (no direct service to North Center Street) but only one vehicle, or 1:30 hours headway – same as current service.
- New shuttle to Hampstead and Manchester serves employers & North Carroll Senior Center – hopefully shifts some demand response riders to shuttles & frees up demand response capacity.
- Both Eldersburg-Westminister & South Carroll Combined Shuttle options increase frequency to Westminister by 45-60 minutes. For local travel in South Carroll, option to hospital increases current headway of 1:40 to 2 hours; option to Community College maintains current headway of 1:40 hours.





Saturday Westminster Shuttle (All Packages)



SERVICE DESCRIPTION

Round-trip Length: 13 miles

Headway: 1:15 hours (currently 1:30 hours)

MAJOR TRIP GENERATORS

- Carroll Hospital Center
- Middlebrooke Apts.
- Timber Ridge
- Locust House
- McDaniel College
- Food Lion
- Westminster Crossing Shopping Center
- Walmart
- Town Mall
- Cranberry Square Shopping Center (Giant)
- Target (shopping)
- Weis
- 140 Village Shopping Center/Shoppers





Other Service Options

- **Make Westminster Shuttles fixed-route and implement ADA paratransit service**
 - Pros: Allows the Westminster shuttle to operate more efficiently, new funding source for trips that are provided on the demand response service
 - Cons: Adds another layer of complexity and requirements, policy and procedural changes (must determine ADA eligibility guidelines), must meet all trip requests, one day advance reservation, trip requests must be allowed during all business hours, requires 10% local match
 - Costs: \$54,700 annually
 - ❖ Local share = \$5,470





Other Service Options

- **Evening service, start as subscription service**
 - Available until 10pm to serve second shift employees, community college students & third shift dialysis treatments (could start by extending to 8pm – still serve latter two)
 - Capacity may be available using existing resources if riders shift from demand response to shuttles
 - Costs: \$19,500 - \$30,000 annually
- **Limited subscription service to Owings Mills Subway station**
 - Most feasible opportunity for coordination with other transit systems to provide inter-county connections
 - Cost: \$20,000 (2 roundtrips) - \$30,000 (3 roundtrips) annually





Next Steps

- **Determine preferred shuttle network and service options**
- **Develop implementation plan and timeline**
- **Complete TDP**
 - Technical memoranda will become chapters in final Plan





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