



HARFORD TRANSIT LINK *PUBLIC HEARING*



BOB CASSILLY
COUNTY EXECUTIVE

Harford Transit LINK | Department of Housing & Community Services | Barbara W. Richardson, Director



January 30, 2024

Public Comments

- Comments must be relevant to today's presentation and pertain to topic.
- The public comments portion is at the end of the presentation.
- You will have two (2) minutes for your comments.
- There will be no responses to your comments today.
- Written comments can be sent to hcts@harfordcountymd.gov and accepted until **Friday, February 23, 2024**.
- Questions/comments will be categorized; responses will be posted on our website (HarfordTransitLINK.org) **no later than February 28, 2024**.

We will provide this information again prior to the public comment portion.

Public Hearing Announcements

Aegis bi-weekly newspaper

- January 3, 10 - 2024

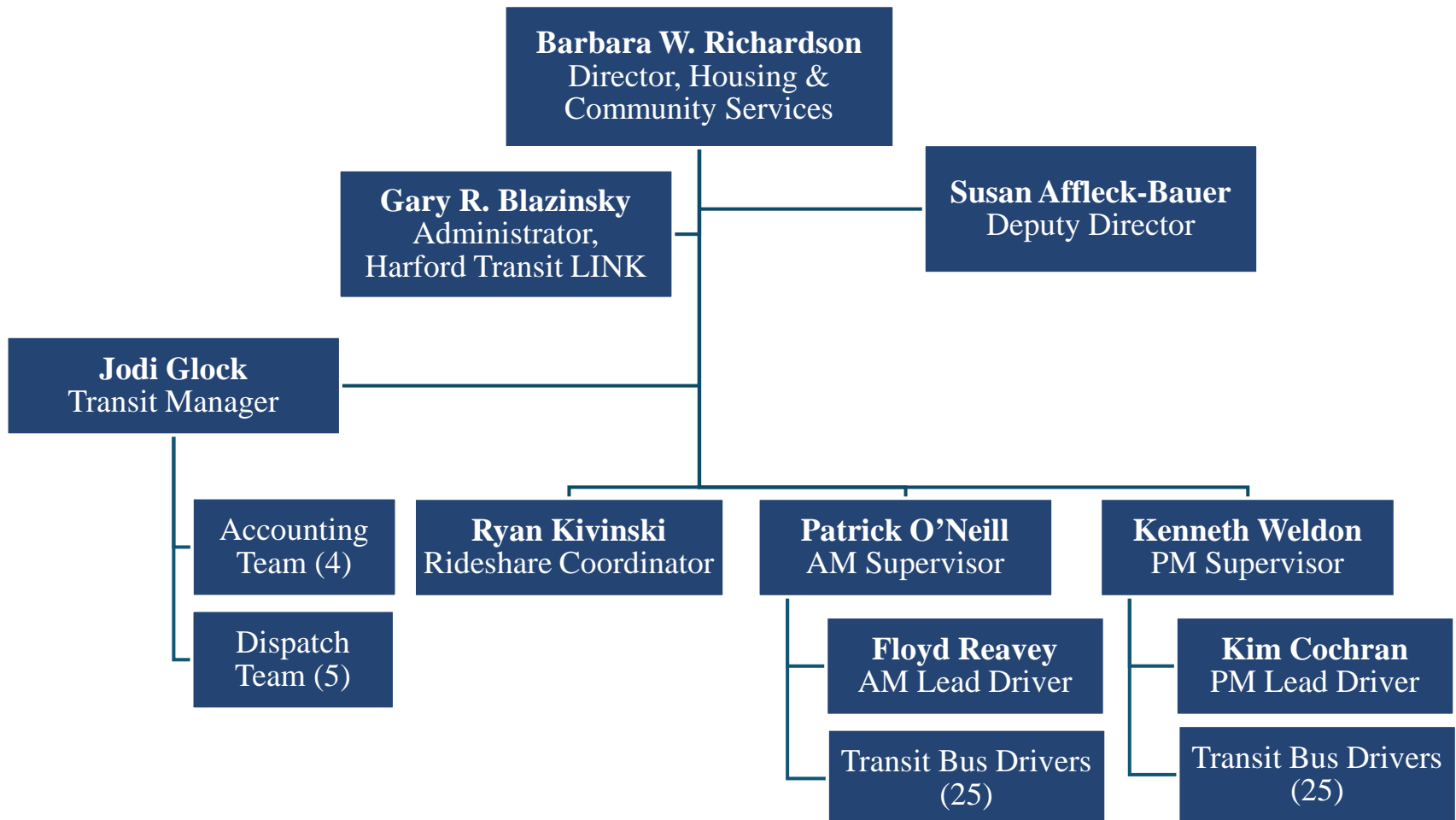
Harford County

- Office of Community and Governmental Relations
- Harford Transit LINK - Buses, website, and calendar
- Harford Transit LINK - CTY System – January 10 & 17
- Facebook postings
- Bus Shelters & Electronic Displays (Aberdeen/Edgewood)



Background

Department Overview



1973



2001



2019



Harford County Government begins transportation service through the Office on Aging.



Grand opening of Harford Transit's new home at 1311 Abingdon Road.



Successful completion of TDP, restructuring of all routes. FY19 projected 440,000 riders prior to pandemic.

RIDERSHIP

FY10:	299,518	↑ 22%
FY19:	358,499	
FY21:	118,577	(impacted by COVID)
FY22:	260,195	↑ 74% (post-COVID)
FY23:	319,513	
FY24 Projected:	385,000	↑ 20%

Of the total fares in FY23, 2,463 were children and 64,350 were elderly/disabled, accounting for 24% of riders, not including demand response.



As Harford Transit LINK continues to service Harford County & beyond, ridership data will improve from its pandemic numbers.



GET ALL THE INFORMATION YOU NEED AT:

Bus Routes

Demand Response/ADA
Paratransit

Demand Response/ADA
Frequently Asked
Questions

About: Reduced Fare

Token Transit

RouteShout

Policy Manuals

Ride Guides

Forms

Commuter Assistance

[Home](#) > [Government](#) > [Departments](#) > [Housing & Community Services](#) > [Transportation](#) > [Harford Transit LINK](#)

Harford Transit LINK

[Route 1 Green Line](#) back to full service.



HIRING BUS DRIVERS

CLICK TO APPLY

\$3,000
SIGN ON BONUS
\$21.63/hr
PLUS COUNTY BENEFITS

Contact Us

Harford Transit LINK

[Email](#)

Physical Address
1311 Abingdon Road
Abingdon, MD 21009

Phone: [410-612-1620](#)
Fax: 410-612-1745

Transit Service Hours
Monday - Friday
4 a.m. - 9 p.m.

Office Hours
Monday - Friday
8 a.m. - 4 p.m.
([except holidays](#))

[Directory](#)

www.HarfordTransitLINK.org

Schedules | Forms | Demand Response | Commuter Assistance | and more...

Services

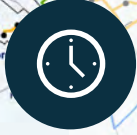
Operations & Fixed Route Service



7 fixed bus routes, 12 buses



10-14 demand response buses, Monday – Friday



Weekday hours: 5 a.m. – 9 p.m.



14,000 sq. ft. operations facility on 2.75 acres



2-bay bus maintenance shop and bus wash



65 employees

Serving Aberdeen, Abingdon, Bel Air, Belcamp, Churchville, Edgewood, Havre de Grace, Joppatowne, Riverside, Perryman & Perryville



Fixed Routes

Route 1 – Green Line (HdG, Aberdeen, Bel Air) – 3 buses

Destinations include employment, housing, community services, medical, Harford Community College, Upper Chesapeake Medical Center Aberdeen Campus, and Aberdeen Train Station (Amtrak & MARC Train service).

Route 2 – Blue Line (Bel Air, Abingdon, Edgewood) – 2 buses

Destinations include employment and community services, Harford Mall, Upper Chesapeake Medical Center, Festival at Bel Air, I-95 Park & Ride, Constant Friendship, and Edgewood Train Station (MARC Train service).

Route 3 – Silver Line (Aberdeen, Edgewood, Joppatowne) - 2 buses

Connects riders with direct access to employment along the Perryman Peninsula business area, Aberdeen Train Station (Amtrak & MARC service), City of Aberdeen, Edgewood, and Joppatowne.

Route 4 – Yellow Line (Aberdeen Circulator) – 1 bus

Connects riders within the City of Aberdeen to community resources, shopping, and services, and the Aberdeen Train Station (Amtrak & MARC service).

Route 5 – Teal Line (Aberdeen, Perryville, HdG, Perryman) – 1 bus

Connects riders to employment, housing, community services, and the Aberdeen and Perryville Train Station (Amtrak & MARC service), VA Medical Center, Amazon, Lidl, Old Bay Lane, Hollywood Casino and Great Wolf Lodge. Connects with Cecil at the Food Lion in Perryville. Deviated fixed route – Cecil County portion only.

Route 6 – Orange Line (Bel Air Circulator) – 1 bus

Serves the Town of Bel Air and provides riders with access to housing, community services, hospital services, Harford Mall, Harford County Public Library, and the Mary Risteau District Court building.

Route 7 – Red Line (Aberdeen, Riverside, Edgewood) – 2 buses

Destinations along this route include Riverside/Belcamp and Eastgate/Perryman business areas along with housing, community services, employment and more. Includes connections to MTA Commuter Bus service.

Demand Response & ADA Paratransit

- Service for pre-approved clients over 60 or persons with disabilities under 60.
- Curb-to-curb origin to destination service.
- Examples of this service includes transport from home to senior centers, medical appointments, shopping, employment, etc.

10-15 demand response buses for seniors & persons with disabilities

- ADA Complimentary Service: M–F | 4:30 a.m. – 8:30 p.m.
- Demand Response Service: M–F | 9:30 a.m. – 2:30 p.m.
- Riders must pre-register 7-10 days in advance.
- Application available at www.harfordtransitlink.org.



Harford Commute Smart



REDUCE POLLUTION
MEET NEW PEOPLE
EASE TRAFFIC CONGESTION
LOWER YOUR STRESS

800.924.8646 or rideshare@harfordcountymd.gov



Robert G. Cassilly
County Executive

Harford Commute Smart
harfordcountymd.gov/commuter

Harford Commute Smart is an MDOT/MTA funded program - part of the Baltimore Metropolitan Council, Commuter Choice Maryland, and Maryland/Washington Council of Governments region: **Anne Arundel County; Baltimore City; Baltimore County; Carroll County; Harford County; Howard County.** One of **five** Rideshare Coordinators managing similar programs in the region and working to promote ridesharing, improve the environment, and reduce traffic congestion.



Ridematching Services

- Car and vanpools.
- Mass transit (Harford Transit LINK, MTA Commuter Bus, and MARC Train).
- Harford Commute Smart works with individuals and employers looking to change their commute.
- Harford Commute Smart also works with organizations to improve transit connectivity where available.

Riding LINK

Fares – Riding our Fixed Route System

Token Transit

Our new app that allows riders to purchase and store bus passes electronically. The first purchase is discounted 50% and can be utilized on both fixed route and demand response services. Purchases are on your smart phone or smart device. In addition to daily passes, riders may purchase all-day, weekly, and monthly passes. Token Transit allows the rider the convenience and safety of a cash-free and touch-free boarding.

Reduced Fare

To assist our seniors and persons with disabilities riding the fixed route system, qualified persons may receive a reduced fare card. This helps our riders control transportation costs on a fixed budget.

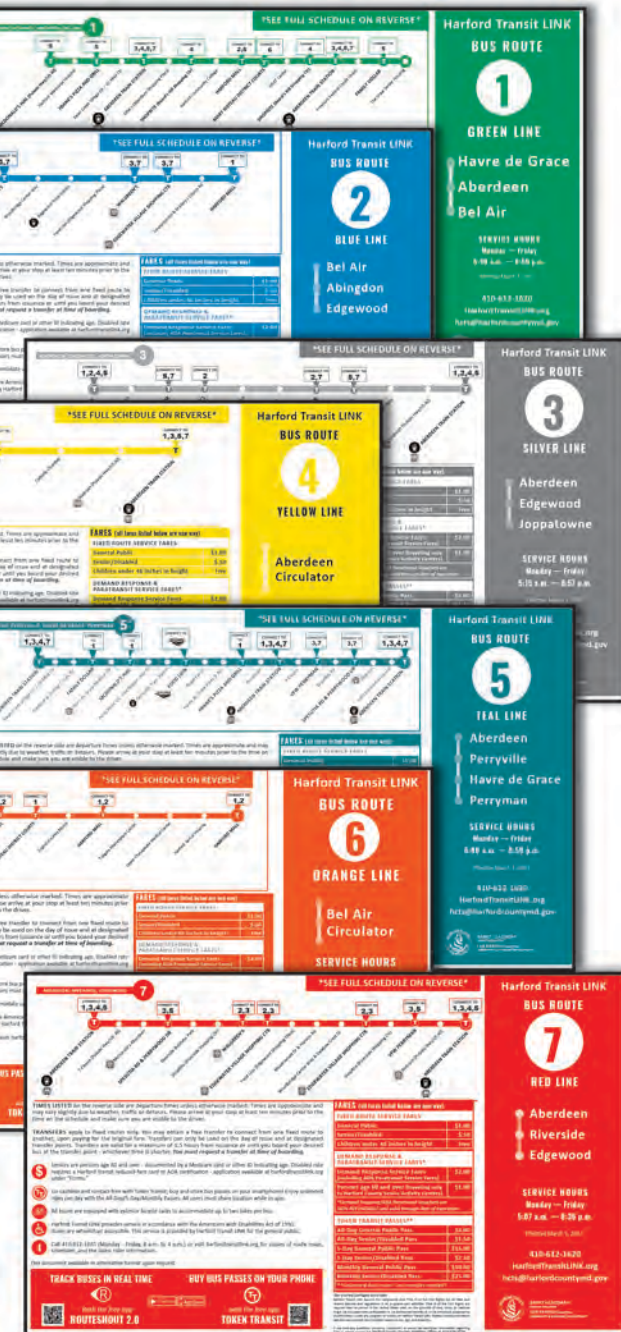
Bus Voucher Tickets

Tickets may be prepaid for by organizations and individuals in larger quantities. This bulk purchase increases the ease of distribution by organizations and eliminates the need for passengers to carry cash.

Transit Bus Schedules

Available at multiple locations, including:

- Buses
- Community Partners
- Harford County Public Library
- On HarfordTransitLINK.org
- Contact Communication Center
- *And effective April 2024, the new PassioGo mobile app*



PassioGO! – Our NEW tracking app

Follow your
bus with
Passio
GO!



Download on the
App Store

GET IT ON
Google Play

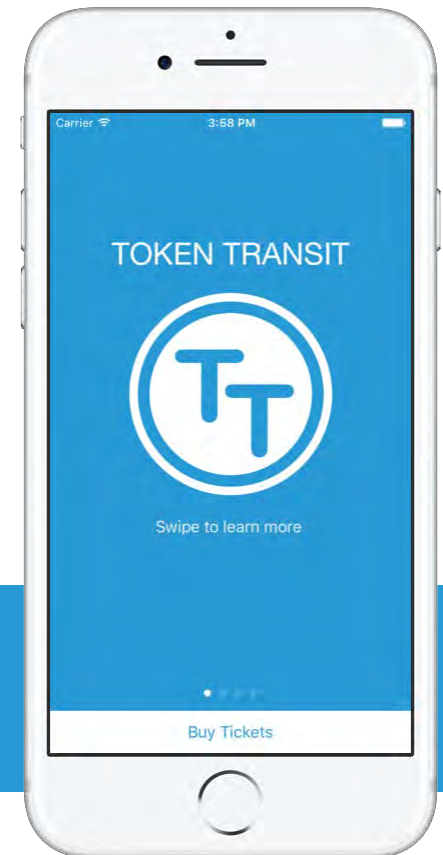
PassioGo (which replaces RouteShout 2.0) represents the next generation of real time vehicle location tools for passengers – fully integrating the best visual tools, public viewers, and smartphone applications into the Passio Transit platform to provide customers with unparalleled access to real time updates for routes and stops.

Ecolane, the replacement for our current Demand Response software, provides a superior technological solution that works to increase productivity, maximize efficiency, and improve the rider's experience

Token Transit

- Free app.
- Buy and store bus passes on your smartphone.
- Onboard validators provide “tap and pay” capability.
- All-day, 5-day and monthly passes.
- Unlimited daily rides, no transfers needed.
- Hop on/hop off anytime, at any stop.
- Compatible with PassioGO app.


Bulk pass options available for organizations to purchase and assign to clients



Route & Stop Improvements

Route Improvements

TRANSFER CONVENIENCE:

- Harford Transit All Day passes via Token Transit can be used *anytime, at any stop*.
- Transferring is made easier utilizing timed transfer points.
- Transfers can only be utilized at bus stops with a “T” emblem 
- New transfer locations have been added to the Edgewood Train Station.
- *Transfers must be requested upon boarding*

OTHER IMPROVEMENTS:

- Increased fixed route and demand response services by 3 hours daily.

HARFORD TRANSIT LINK BUS TRANSFERS

Transfer FREE from one bus to another ONLY at designated transfer points.*



To transfer routes:

1. Ask the driver for a transfer when you board.
2. Give the driver your transfer on the bus you transfer to.



Transfers are valid for an hour and a half from issuance or until connecting with desired bus – whichever time is shorter.

Valid transfer points are identified with a 

ABERDEEN:

- Aberdeen Train Station
- Shoprite at Beards Hill Shopping Plaza

BEL AIR:

- Harford Mall
- Mary Risteau District Courts

EDGEWOOD:

- Edgewood Train Station
- Edgewater Village Shopping Ctr
- Walgreens US40

HAVRE DE GRACE:

- Family Dollar
- McDonald's US40
- Family Dollar
- Frank's Pizza and Grill

PERRYMAN:

- Spesutia Rd & Perrywood Dr
- VFW Post 6054 Spesutia Rd

PERRYVILLE:

- Food Lion (Connect to Cecil Transit)







download today!

Check out our all-day, 5-day, and monthly bus pass options through Token Transit - unlimited daily rides - **no transfer needed!**

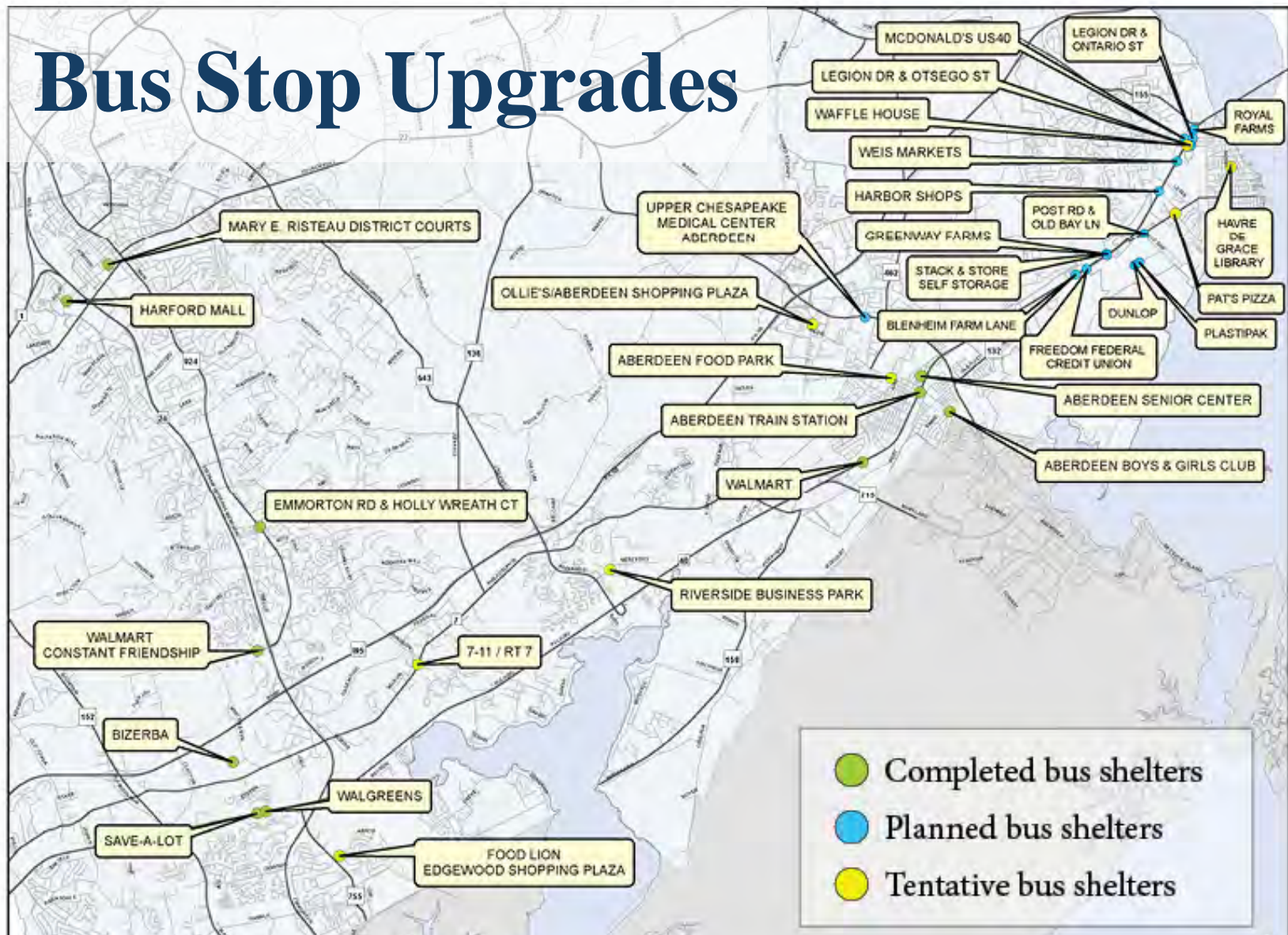
More information is in our Ride Guide, at harfordtransitlink.org or with your driver.

HARFORD TRANSIT LINK
410-612-1620, option 2
www.harfordtransitlink.org
hcts@harfordcountymd.gov



Robert G. Cassilly
County Executive

Bus Stop Upgrades



Twelve (12) locations have been completed, selected and fourteen (14) met funding criteria for future bus stop upgrades with shelters, with nine (9) ones tentative for development.

Bus Shelters completed

- Aberdeen (Train Station)
- Aberdeen (Walmart)
- Aberdeen (Boys & Girls Club)
- Abingdon (Emmorton & Holly Wreath)
- Abingdon (Park and Ride – *new – operated by MDOT*)
- Abingdon (Target/Walmart)
- Bel Air (State Office Building)
- Edgewood (Route 40 Harbor Freight)



Upgrades & Updates



TECH UPGRADES

- Free electronic ticketing app (Token Transit) allows ticket purchases via smartphones and paperless tickets to board, as well as a Send-A-Pass option to buy and send bus passes to another user.
- NEW Free PassioGo app allows you to track a bus in real-time.
- FLEET - New onboard security surveillance cameras, upgraded 4G software, improved GPS tracking, stop announcements, passenger counters.
- Two (2) digital displays installed:
 - Aberdeen Train Station
 - Harbor Freight (Edgewater Village, Edgewood)
- NEW Free Wi-Fi - Available on select buses, look for the green sticker.
Search wi-fi connections for: **“Think_LINK”**





FLEET UPGRADES & UPDATES

SAFETY

- Ongoing CURIS sanitization of fleet and facilities, development and installation of driver barriers, availability of PPE and cleaning supplies for all buses.

VEHICLES

- Improved vehicle maintenance operations:
 - Analyzed and upgraded vendor contract to meet requirements of operational hours.
 - Upgraded contract required due to expanded hours of service operations.

BUS PROCUREMENT:

- (16) replacement buses.
- (11) cut-a-way, 18-passenger buses, with four wheelchair positions.
- (5) heavy-duty, 30-passenger buses, with two wheelchair positions



SERVICE UPGRADES

- Implementing new Ecolane Demand Response Software (Improves efficiency, increases passengers, reduces miles/hours of demand response operations)
- Extended weekday hours
- Added bus stops at high volume “flag stops”
- Increased buses on routes
- Consolidated routes to decrease the need for transfers.





MILESTONES & ACCOLADES

ACCOLADES:

- Outstanding Transit System of the Year - 2021, 2019, 2017 - Transportation Association of Maryland (TAM)
- Outstanding Marketing Program - 2022 – TAM
- COVID-19 Innovation Award - Jodi Glock, 2020 – TAM
- Four-time Roadeo Champion - Dave Hall – TAM
- Unsung Transit Hero - Jodi Glock, 2022 – TAM
- Community Transportation Manager - Gary Blazinsky, 2021 - Community Transportation Association of America (CTAA)
- National Leadership Award – Jodi Glock, 2023 – CTAA
- Added to Hall of Fame – 2023 – TAM (one of ONLY FIVE in 30 years)

In the Community

Community Involvement & Partnerships

Speakers at National Transit Conferences

TAM State Conference

TAM Statewide Annual Rodeo

Community Parades

Annual Dump the Pump Days

Project Homeless Connect

Ripken Stadium Military Appreciation Nights

Attend community meetings

Attend county-wide job fairs



Adopt-A-Shelter Program
755 Alliance - Edgewood

City of Aberdeen



Bus Shelter design,
engineering and build;
beautification plans

Town of Bel Air



Bus Shelter
Ribbon Cutting

Edgewood



Bus Shelter
Ribbon Cutting

Havre de Grace



NEW PARTNERSHIP –
tentative plans for
development of 11
Transit Shelters

Harford Commute Smart - Outreach

- **MAY** - Clean Commute Month – Bike to Work Week, MARC Commuter Appreciation Days.
- **JUNE** - Dump the Pump Day.
- **JULY** – Harford Transit LINK Independence Day Parade.
- **SEPTEMBER** - Vanpool Appreciation Day and Car Free Day.
- Community Outreach – Resource Fairs, Senior Expos, etc., including Transitioning Youth, Second Chance Job and Resource Fair, Mini Resource Fairs, Veteran's Expo, and fairs and festivals, all targeting a variety of demographics.
- Coordinate with Susquehanna Workforce Network and Beacon Staffing to promote workforce transportation.

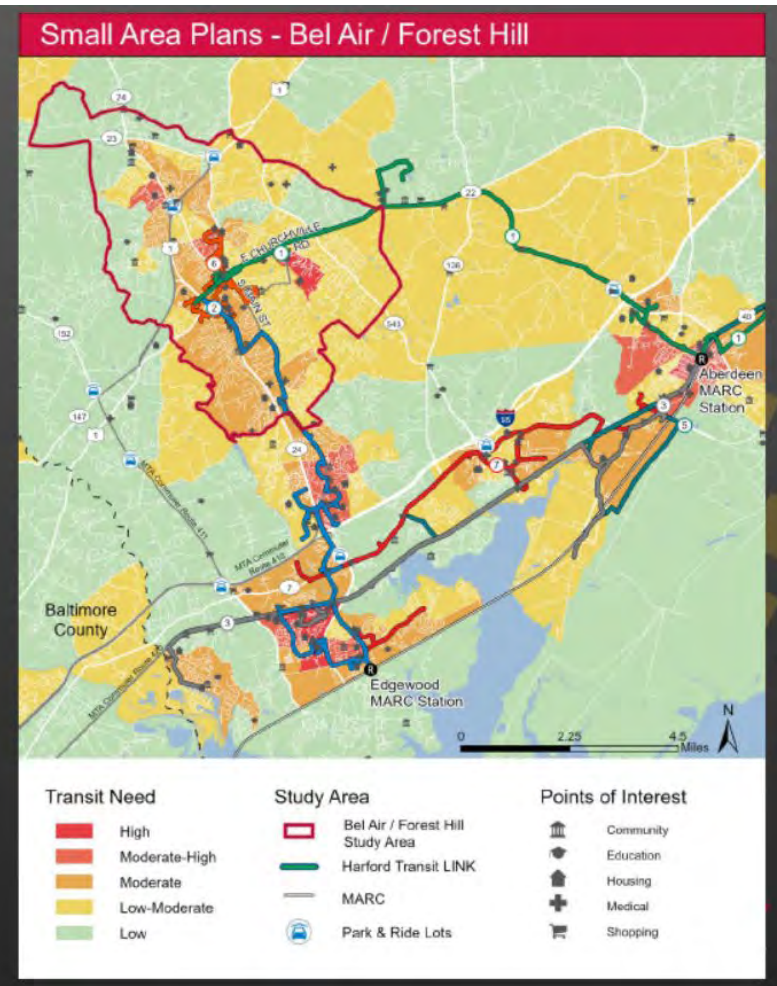
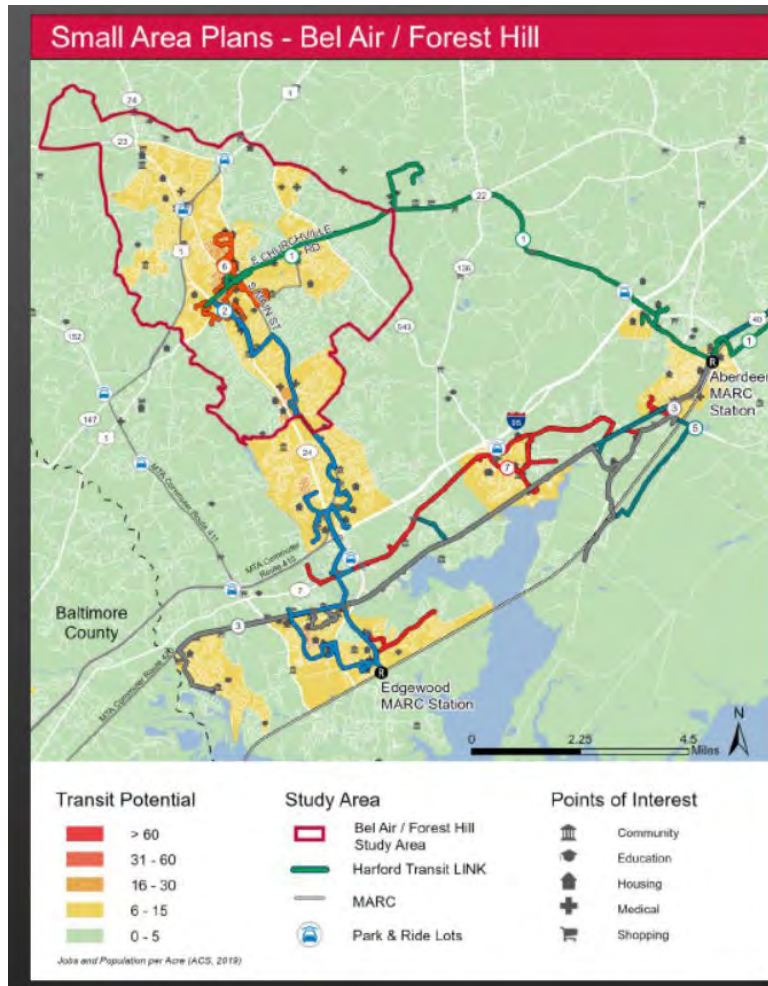
Ryan Kivinski | Rideshare Coordinator
410-816-8992 (cell) | 410-612-1620 x7474 (office)
rdkivinski@harfordcountymd.gov

Save the Dates

- Bike to Work Week | May 15-21
- Dump the Pump Day | June 15
- Car Free Day | September 22

Planning for the Future

Future planning

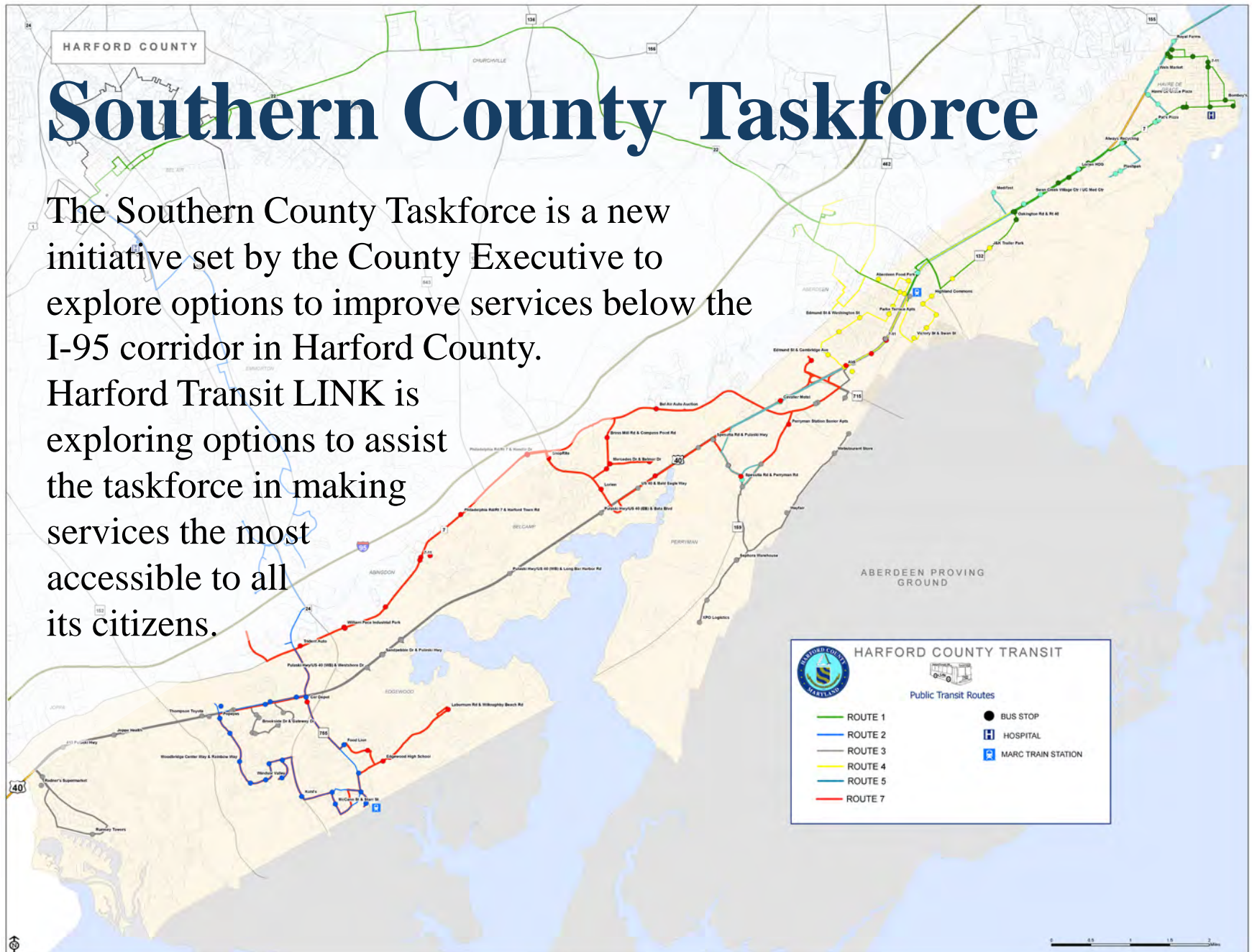


- Small area study / potential micro-transit service to the northern Bel Air & Forest Hill areas
- 5-Year Transit Development Plan – currently in progress.

Southern County Taskforce

The Southern County Taskforce is a new initiative set by the County Executive to explore options to improve services below the I-95 corridor in Harford County.

Harford Transit LINK is exploring options to assist the taskforce in making services the most accessible to all its citizens.



FY24 Secured Funding

We are required to hold this informational session under Federal/State grant guidelines to inform the residents of Harford County we are applying for Federal, State and Local funding for our Annual Transportation Plan submission for operating, capital and commute smart funding.

- Our FY2024 Annual Transportation submission for Federal, State & Local funds of approximately \$8.1M operating, plus \$1M capital = \$9.1M total was submitted in March 2024.
- Our FY2024 approved funding is approximately \$6.7M in operating, plus \$1.9M capital = **\$8.6M total**.
- *Our FY2025 Annual Transportation operating funding request will be like our FY2024 funding requests, with additional capital requests for replacement equipment.*
- Our FY2025 proposed operating budget is \$8.7M and proposed capital is \$1M; for a total of **\$9.7M** in anticipated operating and capital expenses.

FY25 Requested Funding

FY25 Budget

County

- Provides funding for identified fixed costs
- Matching Funds to secure grants

5307

- Fixed Routes
- ADA Complimentary Paratransit

SSTAP

- Demand Response
 - Seniors
 - Persons With Disabilities

Fixed Route

Funding

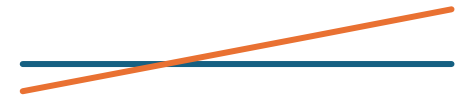
Need

5307
County

Fixed
Routes

To note: the State of Maryland is in the process of determining budget. A portion of Harford Transit LINK's funding is subject to their decision.

ADA & Demand Response



— Funding — Need

FUNDING	NEED <i>(growing annually)</i>
SSTAP (County)	Human Service Programs
5307 (County)	Demand Response
	ADA Paratransit

Stay Informed

Stay in the know

Communications Team

Our team of talented Communications Specialists can assist you with anything from service questions to scheduling trips.

Finalsite Connect

Sends text/email messages to specific riders with critical service information.

Travel Training

For individuals or groups who face difficulties in navigating the public transit system, we offer training to help riders plan their routes.

Rideshare/Commuter Connections

A designated Rideshare Coordinator is a resource to help riders who wish to secure an alternate method of work commuting. This resource also can provide information and assistance in signing up for the Guaranteed Ride Home program as well as several other programs.



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no later than February 28, 2024.

contact

Gary Blazinsky

Administrator, Harford Transit LINK



grblazinsky@harfordcountymd.gov



410-612-1620 x7475

Jodi Glock

Transit Manager, Harford Transit LINK



jmglock@harfordcountymd.gov



410-612-1620 x7473



Thank you for your time.

Harford Transit LINK



Connecting you in Harford County & beyond!

HarfordTransitLINK.org

