



# 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](mailto: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

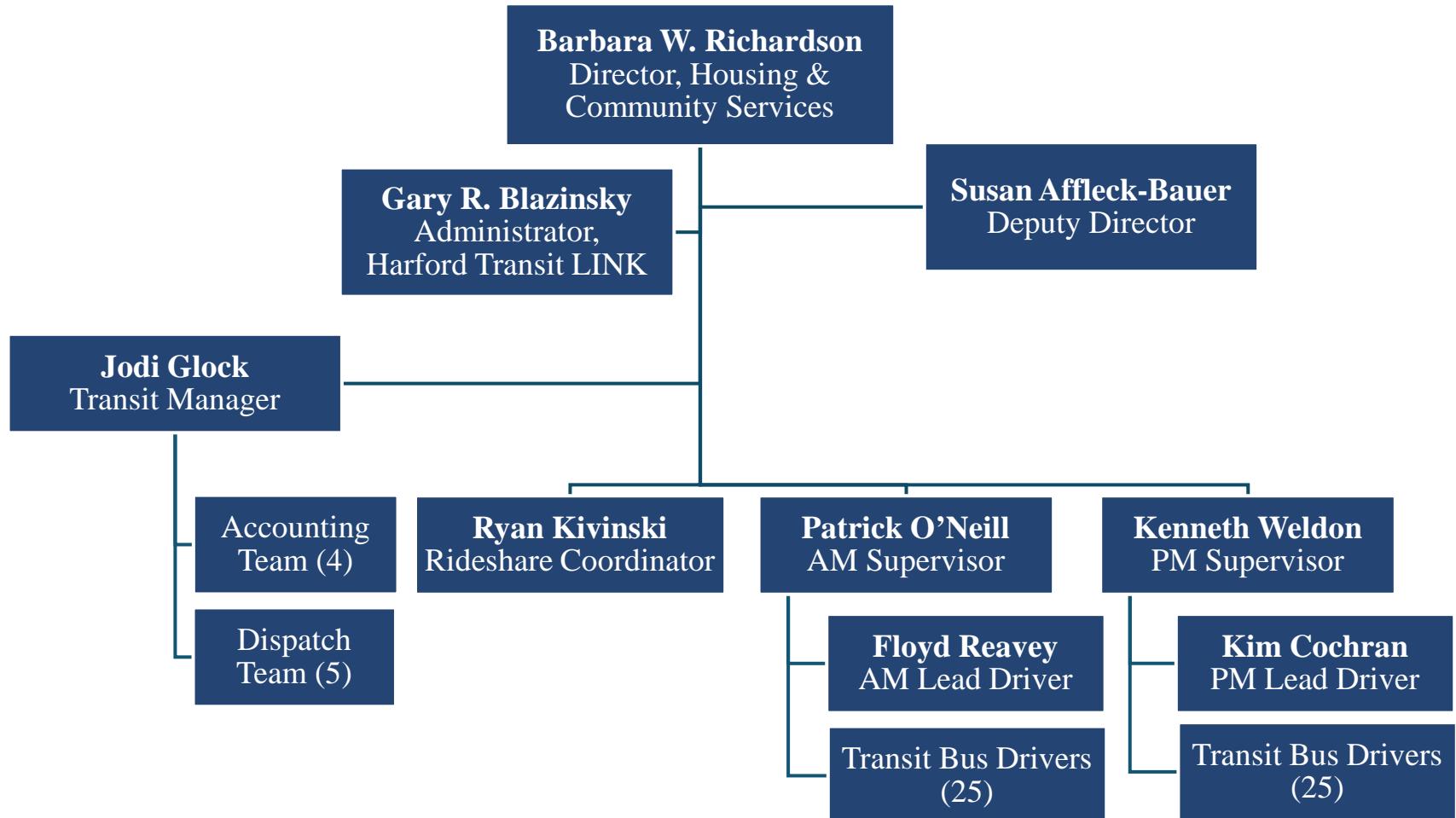
## Harford County

- 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%

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

*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.*



# 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](http://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



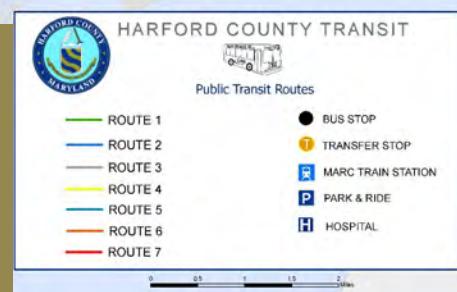
2-bay bus maintenance shop and bus wash



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](http://www.harfordtransitlink.org).*



# Harford Commute Smart



**REDUCE POLLUTION  
MEET NEW PEOPLE  
EASE TRAFFIC CONGESTION  
LOWER YOUR STRESS**

800.924.8646 or [rideshare@harfordcountymd.gov](mailto:rideshare@harfordcountymd.gov)



Robert G. Cassilly  
County Executive

**Harford Commute Smart**  
[harfordcountymd.gov/commuter](http://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](http://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.

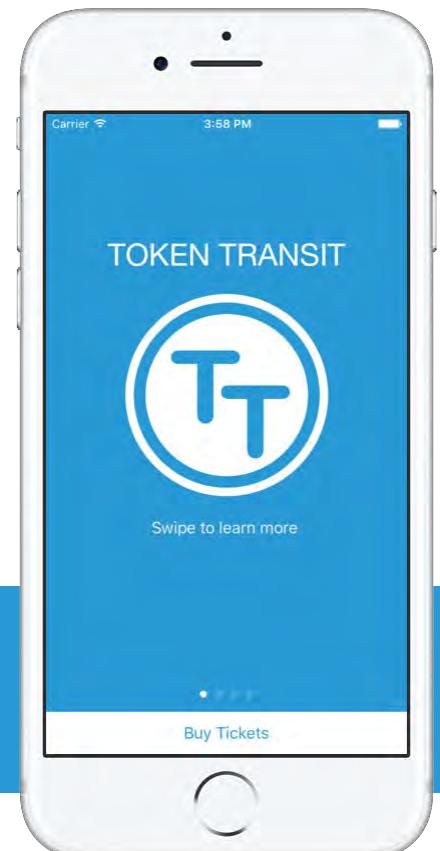
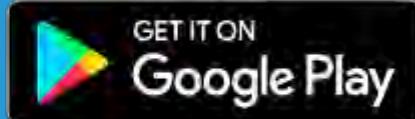
*Ecolane, the replacement for our current Demand Response software, provides a superior technological solution that works to increase productivity, maximize efficiency, and improve the rider's experience*

# 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.

**Valid transfer points are identified with a** 

**ABERDEEN:**

- Aberdeen Train Station
- Shoprite at Beards Hill Shopping Plaza

**HAVRE DE GRACE:**

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

**BEL AIR:**

- Harford Mall
- Mary Ristea District Courts

**PERRYMAN:**

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

**EDGEWOOD:**

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

**PERRYVILLE:**

- Food Lion (Connect to Cecil Transit)

**Route 7 to Route 7 & Route 2 to Route 7 Transfers\***

**Rt 7 to Rt 7 Transfer:** if you are heading from BSC America - Bel Air Auto Auction toward Aberdeen, transfer at ShopRite (Riverside Shopping Center);

**Rt 2 to Rt 7 Transfer:** if heading to Macy's (Joppa), transfer at Edgewater Village Shopping Ctr.

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



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

**download today!**

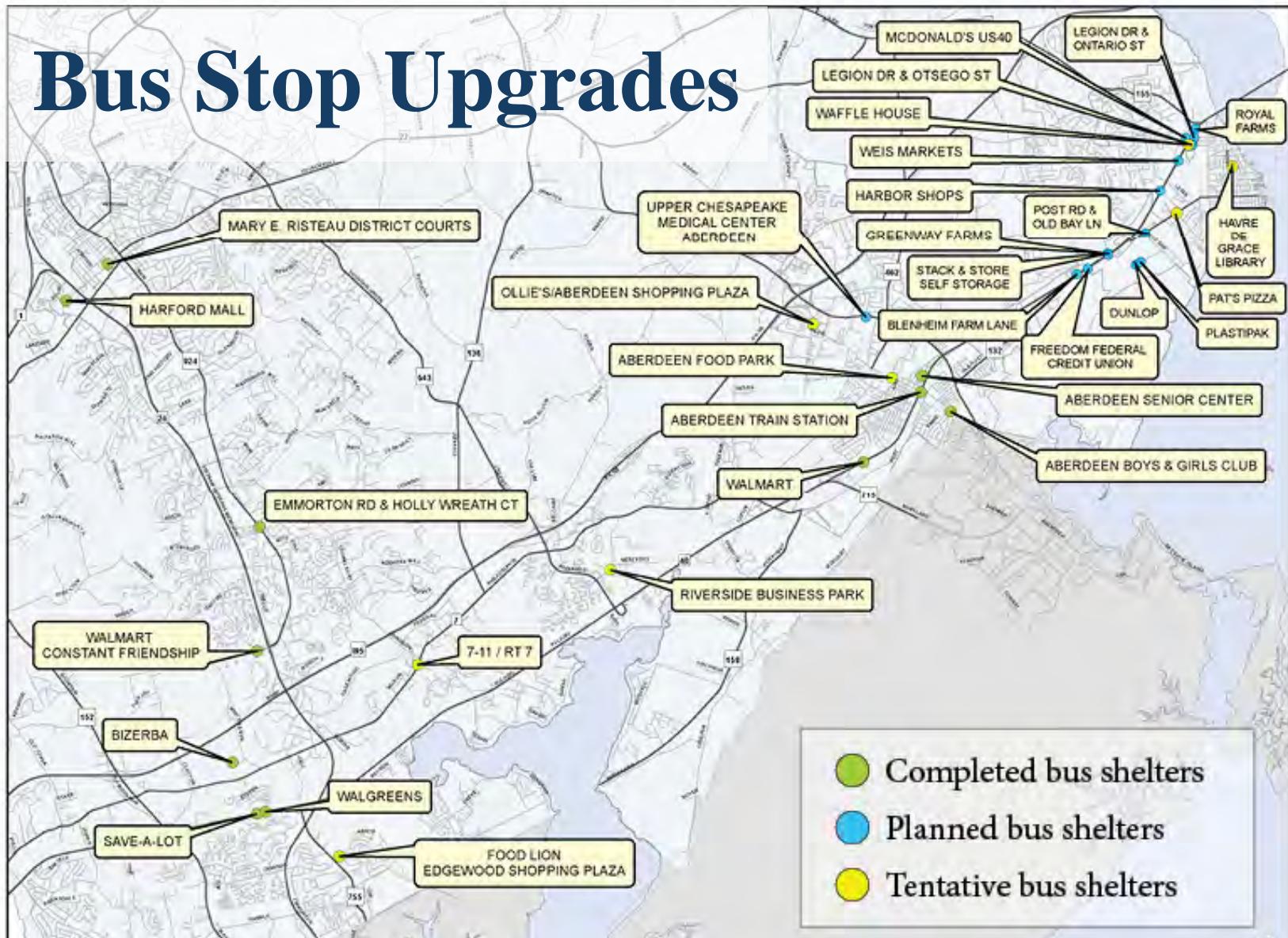
**More information is in our Ride Guide, at [harfordtransitlink.org](http://harfordtransitlink.org) or with your driver.**

**HARFORD TRANSIT LINK**  
410-612-1620, option 2  
[www.harfordtransitlink.org](http://www.harfordtransitlink.org)  
[hcts@harfordcountymd.gov](mailto:hcts@harfordcountymd.gov)



Robert G. Cassilly  
County Executive

# Bus Stop Upgrades



- Completed bus shelters
- Planned bus shelters
- Tentative bus shelters

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 Roadeo**

**Community Parades**

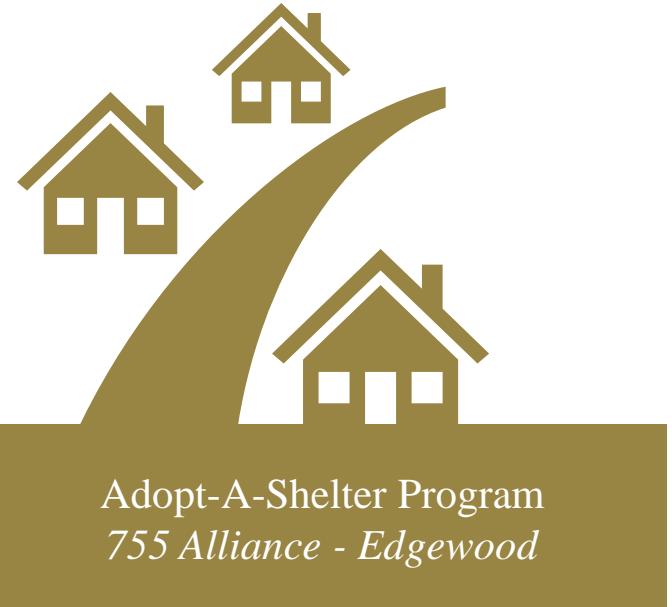
**Annual Dump the Pump Days**

**Project Homeless Connect**

**Ripken Stadium Military Appreciation Nights**

**Attend community meetings**

**Attend county-wide job fairs**



*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

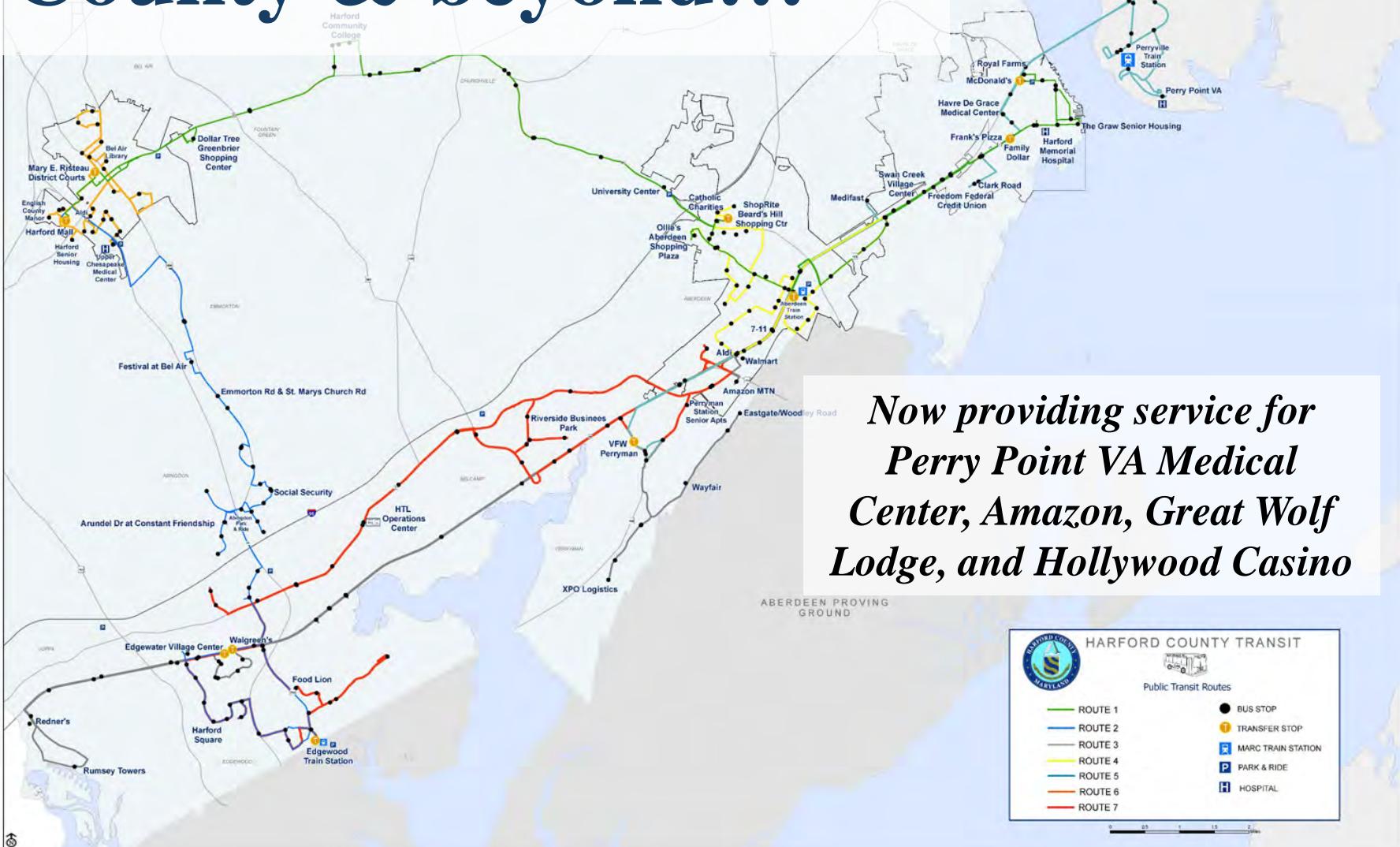
- **MAY** - Clean Commute Month – Bike to Work Week, MARC Commuter Appreciation Days.
- **JUNE** - Dump the Pump Day.
- **JULY** – Harford Transit LINK Independence Day Parade.
- **SEPTEMBER** - Vanpool Appreciation Day and Car Free Day.
- Community Outreach – Resource Fairs, Senior Expos, etc., including 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](mailto:rdkivinski@harfordcountymd.gov)

## Save the Dates

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

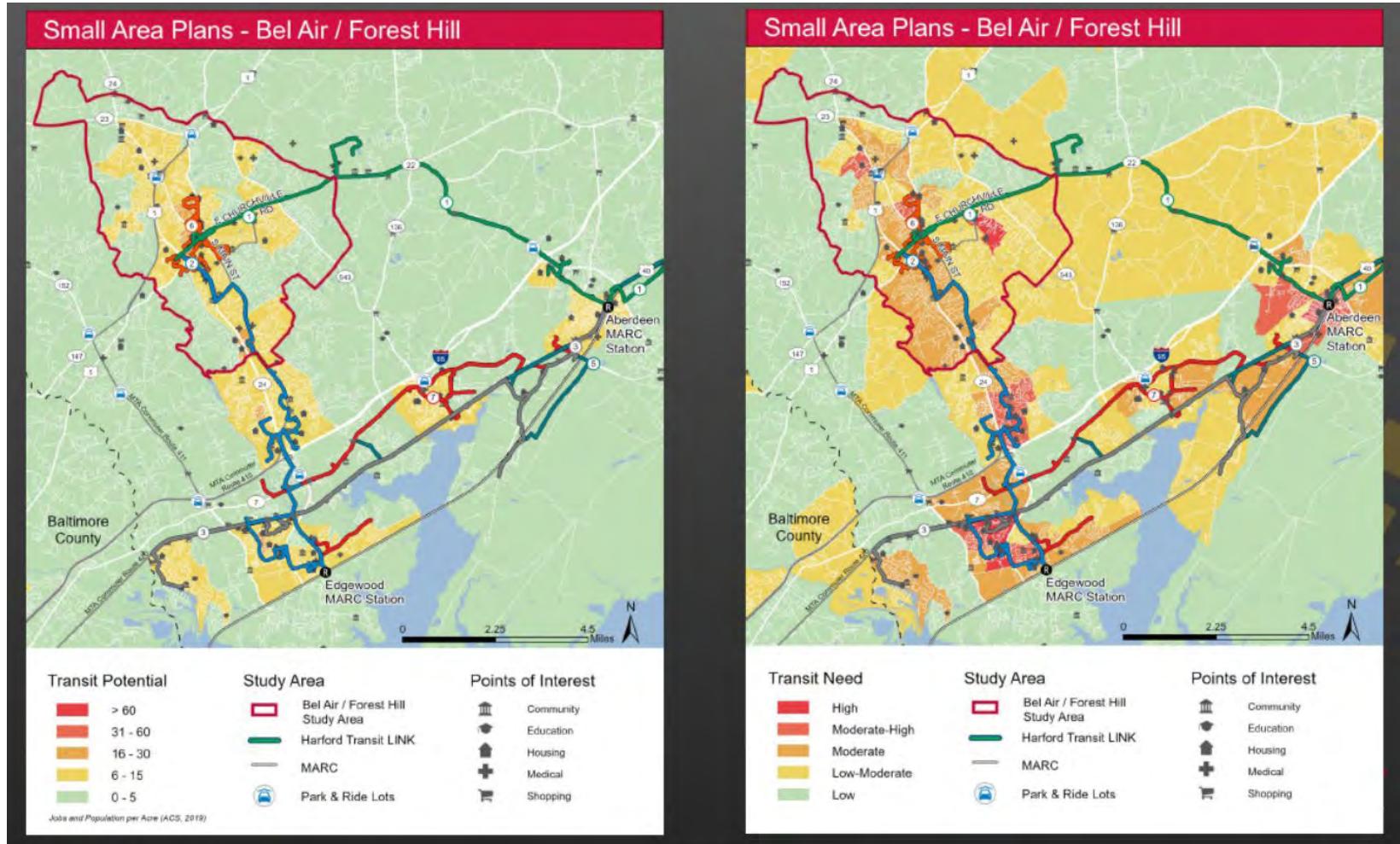
# Servicing Harford County & beyond...



*Road* ***Now providing service for  
Perry Point VA Medical  
Center, Amazon, Great Wolf  
Lodge, and Hollywood Casino***

# *Planning for the Future*

# Future planning

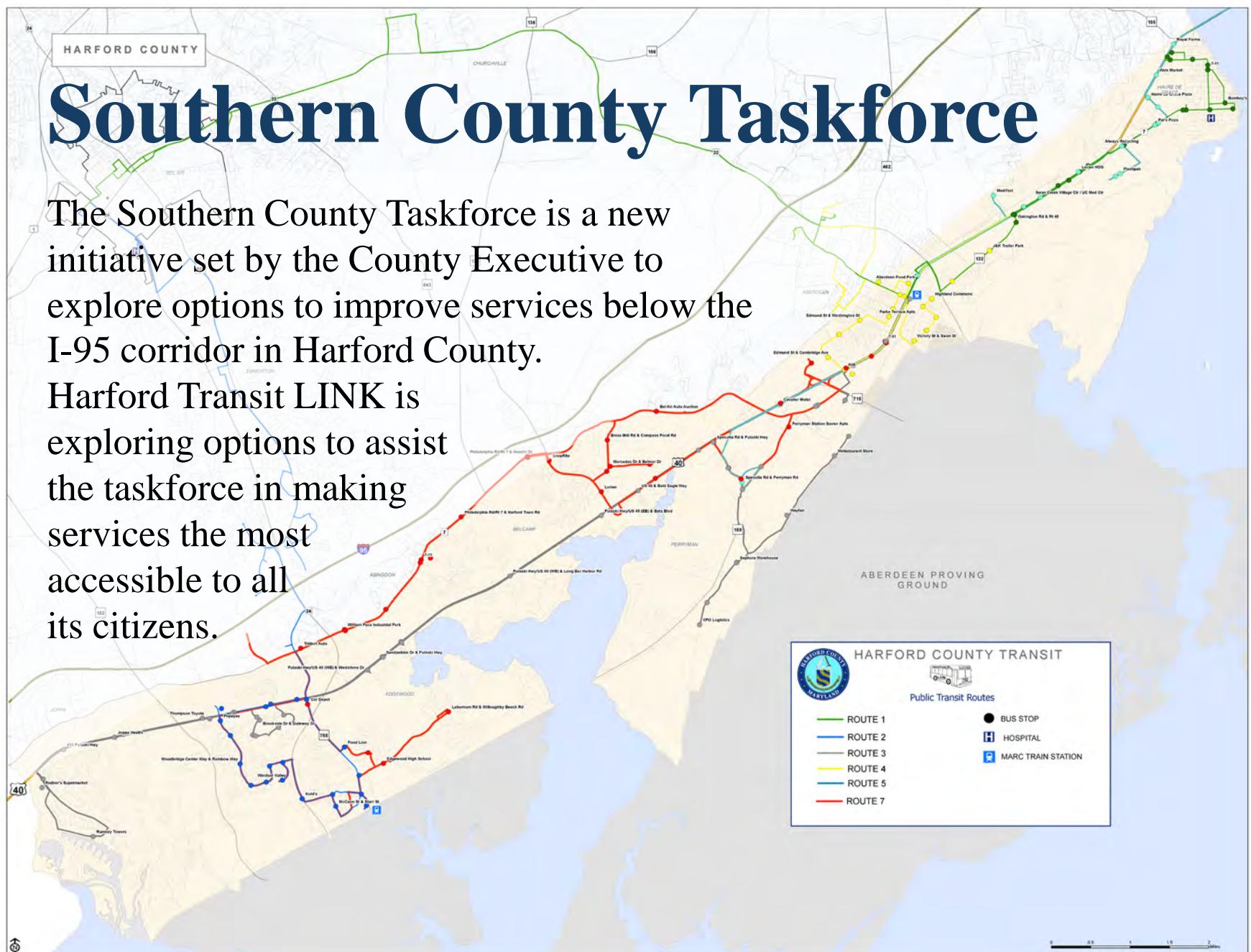


- Small area study / potential micro-transit service to the northern Bel Air & Forest Hill areas
- 5-Year Transit Development Plan – currently in progress.

# 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



*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 (growing annually)
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](mailto:grblazinsky@harfordcountymd.gov)



410-612-1620 x7475

## **Jodi Glock**

Transit Manager, Harford Transit LINK



[jmglock@harfordcountymd.gov](mailto:jmglock@harfordcountymd.gov)



410-612-1620 x7473



*Thank you for your time.*

# Harford Transit LINK



*Connecting you in Harford County & beyond!*

**HarfordTransitLINK.org**

ROBERT G. CASSILLY  
County Executive

