Harford Transit LINK

Connecting you to life’s opportunities.

- Six fixed bus routes Monday – Friday
- Convenient connections to residential, business and shopping areas
- Links to Amtrak, MARC Train and MTA Commuter Bus
- Harford and Cecil Connect Route
- Extended weekday hours 5:30 a.m. – close to 9:00 p.m.
- More frequent service with reduced wait time between buses
- Job connections to Perryman, Riverside and Principio employment areas
- Bike racks on all buses
- Demand Response service

Harford Commute Smart

Contact Harford Commute Smart for information on the Guaranteed Ride HomeProgram and Employer Outreach, including travel and trip training.

harfordcountymd.gov/commuter
Locally Operated Transit System – Harford County, MD

- Operations are grant funded via Federal, State & Harford County local funds. **$4.7 million**
- Oversight monitoring for operations – MDOT-MTA (Maryland Transit Administration)

**Service Area**

- Bel Air, Aberdeen, Havre de Grace, Riverside, Edgewood, Joppatowne (Fixed Route)
- Perryville, Lidl & Amazon (Fixed Route in Cecil County)
- Use Harford Transit service to link with MTA's Flyer and MARC train service to Baltimore and Washington D.C., Cecil County and northbound services

- Operating Hours – 4:00 AM – 9:30 PM – Monday – Friday

**Operational Details**

- 56 Employees w/ 42 consisting of Bus Drivers
- 37 transit vehicles – all wheelchair accessible & bike racks
Transit Metrics – Annual – FY 2018

- Passenger Trips – 330,668
- Miles Traveled in Harford County – 960,504 miles
- 2019 estimated miles 1.25 million

Services – Current

- Operate 12 buses on fixed routes daily – Monday – Friday 5 AM – 9 PM
- Operate 12 – 14 demand response type vehicles for employment, persons w/disabilities and seniors - Monday – Friday 3:30 AM – 9 PM
- Harford Transit provides demand response transit service in accordance with the Americans with Disabilities Act of 1990. Vehicles are wheelchair accessible.
- Converted the “Silver Line” pilot Route 8 to the permanent fixed route, Route 3
- Installed security surveillance cameras on all transit vehicles
- Finalized “Five-Year” Transit Development Plan, required by grant regulations
- Completed 4g hardware & software upgrade for Routematch, 8 transit vehicles, 30 additional upgrades in 2020 Capital Requests
- Upgrade to Transit garage door – 12’ to 16’ clearance
- RFP procurement process for replacement “Transit Bus Wash” system completion date May 15, 2019
- MTA Concurrence received for security “Key Card” system for transit operations, currently being installed
- MTA Concurrence pending for office build-out
  - Create additional office space & Upgrade training room & front office areas for improved functionality
✓ Installed 6 transit bus shelters – Aberdeen & Bel Air
✓ Upgrade Routematch Routing System
  ✓ Upgrade of current VLU units (onboard Wi-Fi) to new 4G capacity, current 3G units will be eliminated
  ✓ Upgrade all tablets to utilize all buses for both fixed and DR routes, current not able
✓ Over the past 12 months reduced fleet by eight (8) Transit
  ✓ Utilized the Harford County disposal policy (public auction) w/MTA approvals
✓ Successful Federal Triennial Audit
  ✓ Two minor infractions – have been corrected and satisfied
  ✓ Received MDOT letter certifying all requirements were met.
✓ Launch Token Transit (pay by smart phone) app
  ✓ Token Transit Fare Validators will be installed by end of April
  ✓ Tap & Pay - improve data tracking for transit – reduce potential of counterfeit tickets
✓ Held multiple “Public Hearings” (afternoon & evening) for route revitalization
  ✓ November 19 & 20, 2019
  ✓ Notice released by Cindy Mumby - Director of Governmental & Community Relations on November 7th
✓ It was released to multiple media outlets and Harford County’s media E-mail distribution list
✓ Three (3) different locations
✓ Bus service available for those interested in attending
Harford Transit LINK Video

Harford Transit LINK Seeks Public Input on Proposed Bus Service Improvements

Click for information

New & Improved Routes & Schedules
Starting Monday, January 14, 2019

1. Added Bus Stops
2. Extended Weekday Hours
3. More Frequent Service
4. Reduced Need to Transfer
5. Easier-to-Read Schedules

Click to view the new routes & schedules.

Buy Link Bus Passes On Your Phone
With the app Token Transit

1. Buy Passes using app
2. Activate Pass when bus arrives
3. Show Driver Pass on phone
4. Relax and enjoy your ride! It's that easy!

Text TOKEN to 41411

*Please present proper ID for discounted passes (senior/disable/college student)

Now Hiring CDL Drivers
Full & Part-Time
Apply Online
HarfordCountyMD.gov/Employment
Here is what we did. . .

Route 1 and 1A
- Green Line
  - 3 buses

Route 2 and 2A
- Blue Line
  - 4 buses

Route 3
- Orange Line
  - 2 buses

Route 4
- Yellow Line
  - 1 bus

Route 5
- Red Line
  - 1 bus

Route 6 and 6A
- Purple Line
  - 1 bus

Route 7
- Teal Line

Route 8
- Silver Line
PROPOSED ROUTE UPGRADES

Reducing time between buses from 1.5 hours to 1 hour on proposed Routes 1, 2 and 3

Extending weekday service hours until close to 9 p.m. on most routes

Converting high volume “flag stops” to standard bus stops

Reducing the need for transferring

Making schedules easier to navigate

No stops have been eliminated
Benefits of the Change

- Improve on-time performance
- Passenger wait time for the next bus reduced 33%
- Converting higher volume “flag stops” to regular bus stops
  - All Fixed Route vehicles will only stop at regular bus stops
  - Flag stop requests will not be honored starting January 14th
- Schedules are easier to use and read
- The redesigned route network reduces transfers
- Expanded weekday evening service to 9:00 PM
- Reduced and made transferring easier utilizing timed transfer points
  - At major transfer points, 2-5 buses arrived and departed within 10 minutes to reduce transit rider delay times at transfer points
“Fixed Route” Transit Review Team:

- ✔ Mark A
- ✔ Wilma B
- ✔ Trish D
- ✔ Dave H
- ✔ Robin R
- ✔ Ashley B
- ✔ Alan D
- ✔ Jodi G
- ✔ Doug T

Associate
Buy-in. . .
Super Job ! ! !
RouteShout 2.0
✓ App for smart phone
✓ Apple Store & Play Store – Free

Dump the Pump Day
✓ Occurred on Wednesday, June 20, 2018 (3rd Thursday in June - 13th annual nationwide)
✓ Plan to complete additional survey September when Harford Community College is back in session
✓ 1,150 passengers
✓ 500 surveys completed
Bus Passes On Your Phone
Get the **Token Transit** App

Text “TOKEN” to 41411 for a download link

In Mid-November started... Token Transit
What is Token Transit?

✓ Token Transit is a mobile ticketing app that lets passengers pay for and ride public transit using their phone or iPad. It is Apple (iOS) and Android compatible.
✓ All of the passes are stored in the cloud and retrievable on any mobile device or iPad.

How it works…

✓ Passengers download the app onto their mobile device and set up their account using their cell number. Token Transit uses the device’s GPS to select the nearest transit agency when passengers open the app. After going “live”, Harford Transit will appear first on any passenger’s list in this area. Tickets are then purchased using the app.

✓ To board the bus, the passenger brings up the digital ticket on their phone, which has a specific image of the day, special color and the fare type (i.e., Senior, Senior Disabled, General, etc.). The driver verifies fare type and records this accordingly. Valid ticket will show time count-down and other movement.

(Note: The ticket expires 15 minutes after the passenger activates it on their mobile device or when the passenger boards the bus and taps their phone on the TT ticket validator.)
What hasn’t changed…

✓ Cash payment is still accepted.
✓ Passengers still need to provide proof of age, disability, etc., for discounted/special fares.
✓ Handling of transfers and vouchers remains the same.

Other facts…

✓ Multiple passengers can board using a single device, which utilizes the Token Transit app.
✓ In order to board with multiple people, the individual would activate multiple passes.
✓ There is no limit to the number of passes a passenger can have at one time in the app, but all tokens would need to be activated and presented to the driver for verification.
Choose Civility
Harford County

Choose Civility
HARFORD COUNTY, MD

what
Promoting respect, empathy and tolerance everywhere in Harford County - especially on the internet!

why
Civility reduces stress, anger and the potential for violence; civility makes life better by improving our social interactions.

who
Individuals, businesses and community organizations are welcome.

how
- Participate in activities & events
- Like us on Facebook; invite your friends
- Display our FREE car magnet
- Register for free as an alliance partner
- Become a sponsor!

LEARN MORE:
HCPLonline.org/choosencivility
Choose Civility Harford County
Choosecivility@hcplonline.org

15 PRINCIPLES OF CIVILITY

pay attention
take responsibility; don’t blame

speak kindly
actively listen
assume the best

respect others’ opinions
respect others’ time & space
be inclusive

be a considerate guest
acknowledge others

apologize earnestly
accept and give praise
assert yourself

accept/give constructive criticism
refrain from idle complaints
✓ Complete procurements for the following:
  ✓ Thirteen (13) transit vehicles
    ✓ 8 cut-a-ways 20 passenger – 4 WC position transit vehicles
    ✓ 5 medium 30 passenger – 3 WC position transit vehicles
  ✓ Capital Grant for Facilities Feasibility Study
    ✓ Potential future location or upgrade of existing transit facility
    ✓ As example, currently 36 associate parking spaces short...
  ✓ 2 Electronic Depot Display Signs
  ✓ Bus stop Benches
✓ Applied for grant funding through the Volkswagen settlement
  ✓ Replace fixed route vehicles with CNG powered mid-size transit vehicles
Start groundwork for Saturday “Fixed Route” Service

Become the “Benchmark” Locally Operated Transit System in the State of Maryland

Develop a Coordination Transportation Plan with community partners

Build Harford Transit succession plans for successful associate progression for our growing and award winning organization

Research, plan and develop software upgrades for Demand Response service for improved customer experience from 2-7 day advanced reservation to “Same-Day!”

Develop, maintain and implement all federally required plans and programs as required by the grant as final rulings are posted
encouraged risk taking

What if We...
Thank You . . . for your time today!

Questions ? ? ?