

# Howard County

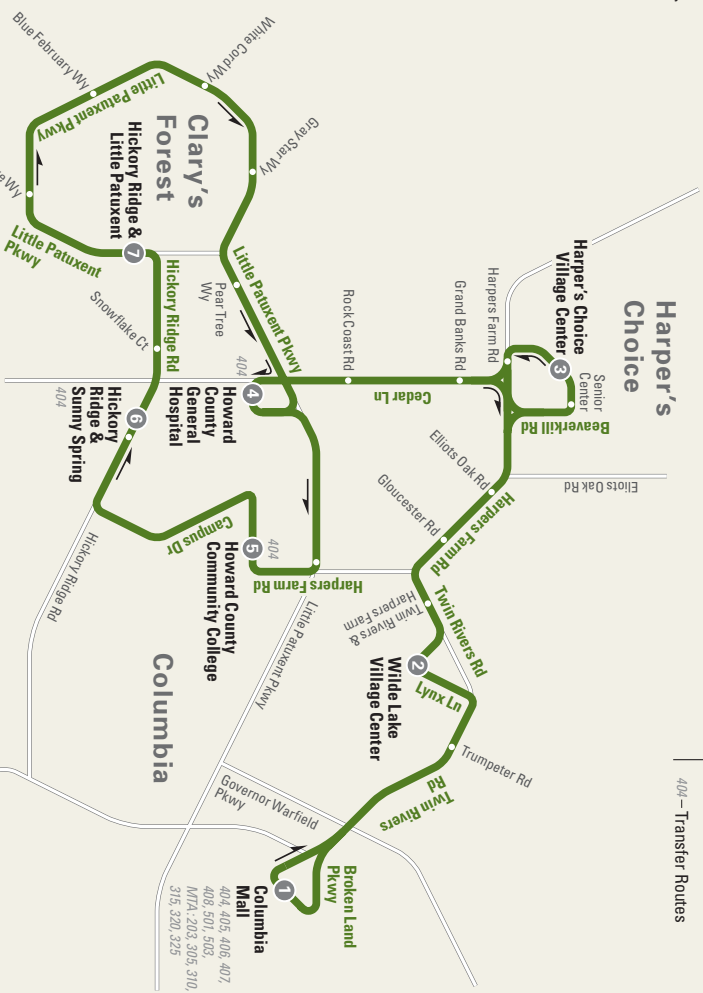
## Title VI Fiscal Year 2018-2020 Implementation Plan

### Appendices

- Appendix A: Schedules and Maps
- Appendix B: Title VI Notice to the public and posting locations
- Appendix C: Title VI Complaint Form
- Appendix D: Title VI Complaint Log
- Appendix E: Public Participation Plan
- Appendix F: Summary of public outreach
  - Examples of public outreach efforts
  - Analyses conducted for fare and route changes
- Appendix G: LEP Language Assistance Plan
- Appendix H: Minority representation on planning and advisory bodies
- Appendix I: Maps of routes with minority and below poverty populations.
  - Map of bus stops with minority and below poverty populations
  - Bus Stops with shelters and benches
  - Bus pullout logs
  - Bus Inventory on 7/2/18

## Appendix A: Schedules and Maps

# Route 401



**Bus Route**  
**Bus Stop & Timepoint**  
**401 - Transfer Routes**

schematic map  
not to scale



**Follow Your Bus!**  
 Routeshour 2.0 Mobile App

- Download the FREE App
- Enable "locate me"
- Select RTA as agency
- Track arrival/departure times

**Inclement Weather**  
 For information on route changes during inclement weather, contact RTA at 800.270.9553 or follow us on twitter @transitRTA.

## Welcome Aboard!

RTA is your connection to all corners of Central Maryland, including Howard County, Anne Arundel County, City of Laurel and Northern Prince George's County. Hop on and let us take you to work, school, shopping or anywhere else you need to go!

### FIXED ROUTE FARES

<b>Fare (Per Trip)</b>	<b>\$2.00 cash</b>
<b>Day Pass (Ride All Day)</b>	<b>\$5.00 cash</b>
* Available for purchase on bus only * Transfers are no longer available	
<b>Monthly Pass</b>	<b>\$40.00</b>
<b>10-Ride Ticket Booklet</b>	<b>\$15.00</b>
<b>Monthly Student Pass</b>	<b>\$20.00</b>
* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride Fixed Route for FREE with valid ID.</b>	<b>Free</b>
Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.	

All customers must pay full fare to board the bus. Exact change only. Please have your fare, ticket or pass ready when boarding. NO refunds or exchanges.

MTA Charm Card and WMATA SmartTrip Cards are accepted at designated transfer points only.  
**For ADA/GPT Certification please call RTA Mobility at 800-270-9553.**  
 \* Prior certification is required to purchase ADA/GPT tickets.  
 \* Rider must show ID to board.  
**To order tickets/passes online or for a list of walk-in locations, go to [www.transitRTA.com](http://www.transitRTA.com).**  
**For more information call 800-270-9553.**

People with a speech or hearing disability, please use Relay 7-1-1.  
 This schedule was printed on recycled paper using recycled ink.

## BUS SCHEDULE



### Route 401

- Columbia Mall
- Wilde Lake
- Harper's Choice
- Howard Co. General Hospital
- Howard Co. Community College
- Hickory Ridge Place
- Clary's Forest

**Monday-Sunday Service**  
 Effective July 1, 2018



**800.270.9553**  
[transitRTA.com](http://transitRTA.com)  
 for RTA transit information

**MONDAY-FRIDAY**

to Hickory Ridge ..... to Columbia Mall .....

6:00	6:05	6:10	6:14	6:18	6:25	6:28	6:36	6:40	6:46	6:52
6:30	6:35	6:40	6:44	6:48	6:55	6:58	7:06	7:10	7:16	7:22
7:00	7:05	7:10	7:14	7:18	7:25	7:28	7:36	7:40	7:46	7:52
7:30	7:35	7:40	7:44	7:48	7:55	7:58	8:06	8:10	8:16	8:22
8:00	8:05	8:10	8:14	8:18	8:25	8:28	8:36	8:40	8:46	8:52
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10:00	10:05	10:10	10:14	10:18	10:25	10:28	10:36	10:40	10:46	10:52
11:00	11:05	11:10	11:14	11:18	11:25	11:28	11:36	11:40	11:46	11:52
12:00	12:05	12:10	12:14	12:18	12:25	12:28	12:36	12:40	12:46	12:52
1:00	1:05	1:10	1:14	1:18	1:25	1:28	1:36	1:40	1:46	1:52
2:00	2:05	2:10	2:14	2:18	2:25	2:28	2:36	2:40	2:46	2:52
2:30	2:35	2:40	2:44	2:48	2:55	2:58	3:06	3:10	3:16	3:22
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On all timetables, bold numerals indicate PM times

**Title VI Information**

The RTA fully complies with Title VI of the Civil Rights Act of 1964. For the full policy, please visit [www.transitRTA.com](http://www.transitRTA.com).

**SATURDAY**

to Hickory Ridge ..... to Columbia Mall .....

8:00	8:05	8:10	8:14	8:18	8:25	8:28	8:36	8:40	8:46	8:52
9:00	9:05	9:10	9:14	9:18	9:25	9:28	9:36	9:40	9:46	9:52
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**HOLIDAYS**

On holidays, RTA follows these schedules:

New Year's Day	No Service
Martin Luther King Jr. Day	Monday-Friday
President's Day	Monday-Friday
Memorial Day	Sunday
Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

**ADA PARATRANSIT**

For ADA paratransit service, please call RTA Mobility at 800.270.9553

**SUNDAY**

to Hickory Ridge ..... to Columbia Mall .....

9:00	9:05	9:10	9:14	9:18	9:25	9:28	9:36	9:40	9:46	9:52
10:00	10:05	10:10	10:14	10:18	10:25	10:28	10:36	10:40	10:46	10:52
11:00	11:05	11:10	11:14	11:18	11:25	11:28	11:36	11:40	11:46	11:52
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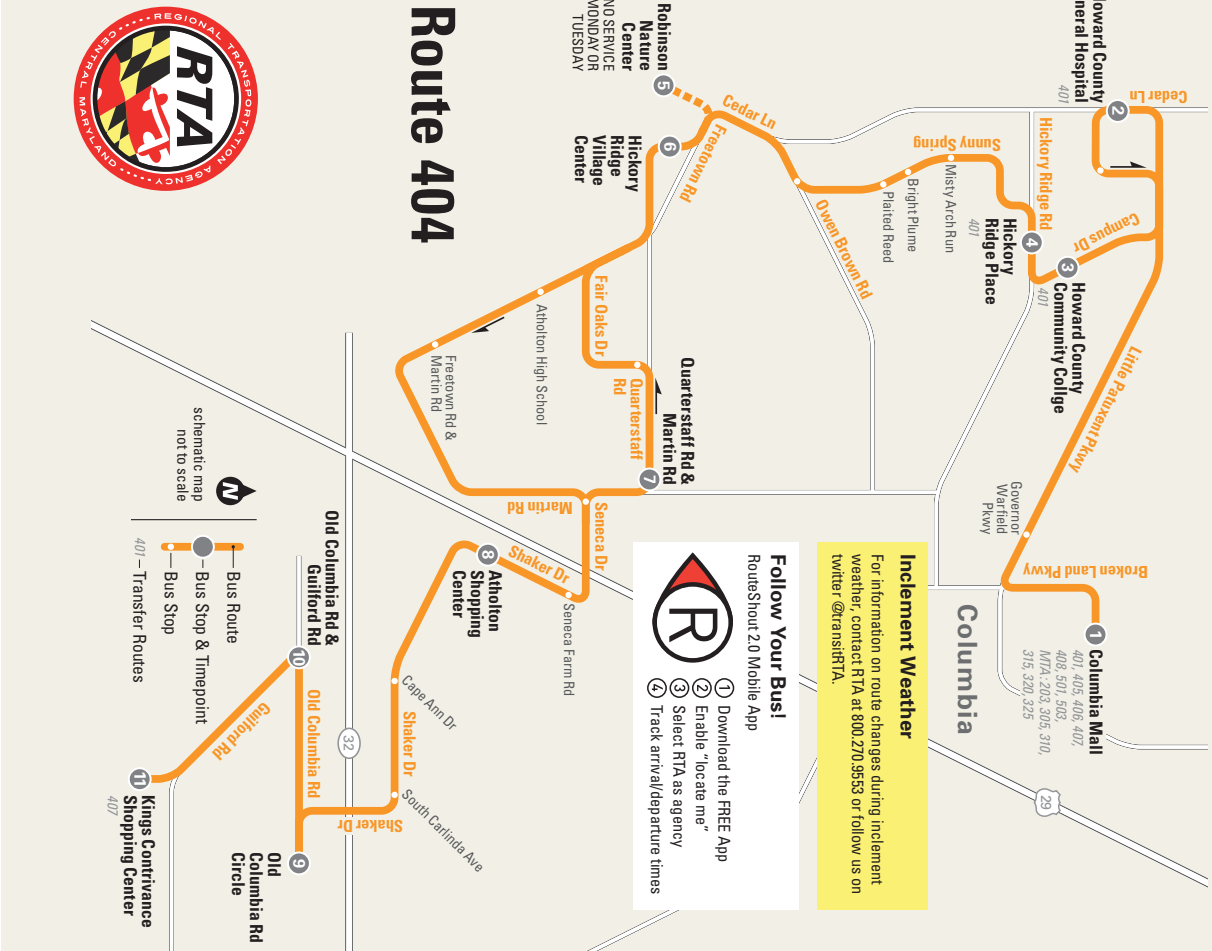
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(Maryland Transportation Resource Information Point)  
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<b>Monthly Student Pass</b>	<b>\$20.00</b>
* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride</b>	<b>Free</b>

### Fixed Route for FREE with valid ID.

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## BUS SCHEDULE

### Route 404

- Columbia Mall
- Howard County General Hospital
- Howard County Comm. College
- Hickory Ridge Village Center
- Atholton Shopping Center
- Old Columbia Rd. Circle
- Kings Contrivance Village Center

### Monday-Sunday Service

Effective July 1, 2018



800.270.9553  
[transitRTA.com](http://transitRTA.com)  
for RTA transit information

## MONDAY-FRIDAY

to Kings Contrivance Village Center ..... to Columbia Mall .....

6:00	6:09	6:13	6:18		6:28	6:36	6:40	6:46	6:50	6:09	6:12	6:15	6:19	6:23	6:28	6:35	6:41	6:46	6:54
7:00	7:09	7:13	7:18		7:28	7:36	7:40	7:46	7:50	8:00	8:03	8:06	8:10	8:14	8:19	8:26	8:32	8:38	8:46
8:00	8:09	8:13	8:18		8:28	8:36	8:40	8:46	8:50	9:00	9:03	9:05	9:10	9:14	9:19	9:23	9:29	9:34	9:38
9:00	9:08	9:12	9:17	<b>9:23</b>	9:27	9:32	9:37	9:42	9:45	10:00	10:03	10:05	10:10	10:14	10:19	10:23	10:29	10:34	10:38
10:00	10:08	10:12	10:17	10:23	10:27	10:32	10:37	10:42	10:45	11:00	11:03	11:05	11:10	11:14	11:19	11:23	11:29	11:34	11:38
11:00	11:08	11:12	11:17	11:23	11:27	11:32	11:37	11:42	11:45	12:00	12:03	12:05	12:10	12:14	12:19	12:23	12:29	12:34	12:38
12:00	12:08	12:12	12:17	12:23	12:27	12:32	12:37	12:42	12:45	1:00	1:03	1:05	1:10	1:14	1:19	1:23	1:29	1:34	1:38
1:00	1:08	1:12	1:17	1:23	1:27	1:32	1:37	1:42	1:45	2:00	2:03	2:05	2:10	2:14	2:19	2:23	2:29	2:33	2:37
2:00	2:08	2:12	2:17	2:23	2:27	2:32	2:37	2:42	2:45	3:00	3:03	3:05	3:11	3:15	3:21	3:25	3:31	3:36	3:43
3:00	3:09	3:13	3:18	3:24	3:28	3:36	3:42	3:48	3:52	4:00	4:03	4:05	4:11	4:15	4:21	4:25	4:31	4:36	4:43
4:00	4:09	4:13	4:18	4:24	4:29	4:36	4:42	4:48	4:52	5:00	5:03	5:05	5:11	5:15	5:21	5:29	5:36	5:43	5:51
5:00	5:09	5:13	5:18		5:29	5:36	5:42	5:48	5:52	7:00	7:03	7:05	7:10	7:14	7:21	7:26	7:31	7:36	7:41
6:00	6:09	6:13	6:18		6:29	6:36	6:42	6:48	6:52	8:00	8:03	8:05	8:10	8:14	8:21	8:26	8:31	8:36	8:41
8:00	8:08	8:12	8:17		8:27	8:32	8:37	8:42	8:45	9:00	9:03	9:05	9:10	9:14	9:21	9:26	9:31	9:35	9:41
10:00	10:08	10:12	10:17		10:27														

Service to Robinson Nature Center Wednesday-Sunday  
(no service on Monday or Tuesday)

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## SATURDAY

to Kings Contrivance Village Center ..... to Columbia Mall .....

6:00	6:09	6:13	6:18		6:28	6:36	6:40	6:46	6:50	6:09	6:12	6:15	6:19	6:23	6:28	6:35	6:41	6:46	6:54
7:00	7:09	7:13	7:18		7:28	7:36	7:40	7:46	7:50	8:00	8:03	8:06	8:10	8:14	8:19	8:26	8:32	8:38	8:46
8:00	8:09	8:11			8:23	8:30	8:35	8:37	8:40	9:00	9:03	9:05	9:10	9:14	9:19	9:23	9:29	9:33	9:37
9:00	9:09	9:11	9:14	9:19	9:23	9:30	9:35	9:37	9:40	10:00	10:03	10:06	10:11	10:14	10:19	10:23	10:29	10:33	10:37
10:00	10:09	10:11	10:14	10:19	10:23	10:30	10:35	10:37	10:40	11:00	11:03	11:06	11:11	11:14	11:19	11:23	11:29	11:33	11:37
11:00	11:09	11:11	11:14	11:19	11:23	11:30	11:35	11:37	11:40	12:00	12:03	12:06	12:11	12:14	12:19	12:23	12:29	12:33	12:37
12:00	12:09	12:11	12:14	12:19	12:23	12:30	12:35	12:37	12:40	1:00	1:03	1:06	1:11	1:14	1:19	1:23	1:29	1:33	1:37
1:00	1:09	1:11	1:14	1:19	1:23	1:30	1:35	1:37	1:40	2:00	2:03	2:06	2:11	2:14	2:19	2:23	2:29	2:33	2:37
2:00	2:09	2:11	2:14	2:19	2:23	2:30	2:35	2:37	2:40	3:00	3:03	3:06	3:11	3:14	3:19	3:23	3:29	3:33	3:37
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5:00	5:09	5:11	5:14		5:23	5:30	5:35	5:37	5:40	6:00	6:09	6:11	6:14		6:23	6:30	6:35	6:37	6:40
6:00	6:09	6:11	6:14		6:23	6:30	6:35	6:37	6:40	7:00	7:03	7:06	7:11	7:14	7:19	7:26	7:31	7:34	7:42
8:00	8:09	8:11	8:14		8:23														

## SUNDAY

10:00	10:09	10:12	10:15		10:23	10:30	10:35	10:37	10:40	9:00	9:03	9:06	9:11	9:14	9:19	9:26	9:31	9:34	9:42
12:00	12:09	12:12	12:15	12:23	12:26	12:33	12:38	12:40	12:42	11:00	11:03	11:06	11:11	11:14	11:19	11:27	11:30	11:34	11:42
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6:00	6:09	6:12	6:15		6:23	6:30	6:35	6:37	6:40										

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## HOLIDAYS

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President's Day	Monday-Friday
Memorial Day	Sunday
Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

# Route 405

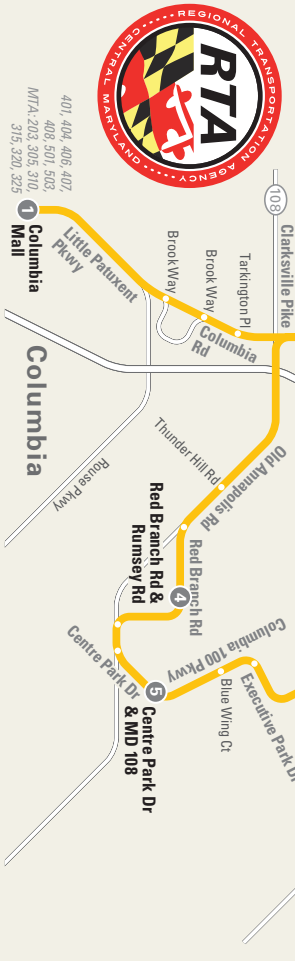


- Bus Route
- Bus Stop & Timepoint
- Transfer Routes

**Incliment Weather**  
For information on route changes during incliment weather, contact RTA at 800.270.9553 or follow us on twitter @transRTA.

**Follow Your Bus!**  
RoutesShout 2.0 Mobile App

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- 2 Enable "locate me"
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401, 404, 406, 407,  
408, 501, 503,  
MTA-203, 305, 310,  
315, 320, 325

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Monthly Pass	\$40.00
10-Ride Ticket Booklet	\$15.00
Monthly Student Pass	\$20.00
Children Age 5 and Under	Free
Seniors 60+ years of age or Persons with a Disability Ride	Free

**Fixed Route for FREE with valid ID.**  
Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.

All customers must pay full fare to board the bus. Exact change only. Please have your fare, ticket or pass ready when boarding. NO refunds or exchanges.

MTA Charm Card and WMATA SmartTrip Cards are accepted at designated transfer points only.  
**For ADA/GPT Certification please call RTA Mobility at 800-270-9553.**  
\* Prior certification is required to purchase ADA/GPT tickets.  
\* Rider must show ID to board.

To order tickets/passes online or for a list of walk-in locations, go to [www.transRTA.com](http://www.transRTA.com).  
For more information call 800-270-9553.

People with a speech or hearing disability, please use Relay 7-1-1.  
This schedule was printed on recycled paper using recycled ink.

# BUS SCHEDULE



## Route 405

- Columbia Mall
- Dorsey's Search Village Center
- Long Gate
- Ellicott City
- Normandy Shopping Center
- Walmart
- Miller Library/EC Senior Center

**Monday-Saturday Service**  
Effective July 1, 2018



**800.270.9553**  
[transRTA.com](http://transRTA.com)  
for RTA transit information



# LOOP A

## MONDAY-FRIDAY

to Ellicott City ..... to Columbia Mall

6:00	6:11	6:22	6:26	6:30	6:37	6:39	6:45	6:48	6:50	7:00	7:11	7:15	7:24	7:28	7:31	7:38	7:40	7:52		
8:00	8:11	8:14	8:22	8:26	8:30	8:37	8:39	8:45	8:48	8:50	9:00	9:03	9:11	9:15	9:24	9:28	9:31	9:38	9:40	9:52
10:00	10:11	10:14	10:22	10:26	10:30	10:37	10:39	10:45	10:48	10:50	11:00	11:03	11:11	11:15	11:24	11:28	11:31	11:38	11:40	11:52
12:00	12:11	12:14	12:22	12:26	12:30	12:37	12:39	12:45	12:48	12:50	1:00	1:03	1:11	1:15	1:24	1:28	1:31	1:38	1:40	1:52
2:00	2:11	2:14	2:22	2:26	2:30	2:37	2:39	2:45	2:48	2:50	3:00	3:03	3:11	3:15	3:24	3:28	3:31	3:38	3:40	3:52
4:00	4:11	4:14	4:22	4:26	4:30	4:37	4:39	4:45	4:48	4:50	5:00	5:03	5:11	5:15	5:24	5:28	5:31	5:38	5:40	5:52
6:00	6:11	6:14	6:22	6:26	6:30	6:37	6:39	6:45	6:48	6:50	7:00	7:03	7:11	7:15	7:24	7:28	7:31	7:38	7:40	7:52
8:00	8:11	8:14	8:22	8:26	8:30	8:37	8:39	8:45	8:48	8:50	9:00	9:03	9:11	9:15	9:24	9:28	9:31	9:38	9:40	9:52
10:00	10:11																			

Howard County Circuit Court  
Call 1-800-270-9553 to schedule a pick-up.  
Service is available until 8:37 pm.

## SATURDAY

### NO SUNDAY SERVICE

### READING THE SCHEDULE & RIDING THE BUS

First, find the schedule for the day of week you wish to travel: **MONDAY-FRIDAY, SATURDAY** or **SUNDAY**.  
Next, find the **TIMEPOINT** closest to your origin and destination. The schedule lists timepoints only; additional stops are available and are not shown in the schedule. **BOLD NUMERALS** indicate **PM** times.

Finally, look below your timepoint to see when buses depart from that location. Arrive at your bus stop 5-10 minutes early so that we don't miss you!

Have your fare ready as the bus approaches. Pay your fare upon boarding and take a seat. Please refrain from eating, drinking and smoking while on the bus. Use earphones if you're listening to music. Enjoy the ride!

### Title VI Information

The RTA fully complies with Title VI of the Civil Rights Act of 1964. For the full policy, please visit [www.transitRTA.com](http://www.transitRTA.com).

### ADA PARATRANSIT

For ADA paratransit service, please call RTA Mobility at **800.270.9553**.

# LOOP B

## MONDAY-FRIDAY

to Ellicott City ..... to Columbia Mall

6:00	6:11	6:22	6:26	6:30	6:37	6:39	6:45	6:48	6:50	7:00	7:11	7:15	7:24	7:28	7:31	7:38	7:40	7:52		
8:00	8:11	8:14	8:22	8:26	8:30	8:37	8:39	8:45	8:48	8:50	9:00	9:03	9:11	9:15	9:24	9:28	9:31	9:38	9:40	9:52
10:00	10:11	10:14	10:22	10:26	10:30	10:37	10:39	10:45	10:48	10:50	11:00	11:03	11:11	11:15	11:24	11:28	11:31	11:38	11:40	11:52
12:00	12:11	12:14	12:22	12:26	12:30	12:37	12:39	12:45	12:48	12:50	1:00	1:03	1:11	1:15	1:24	1:28	1:31	1:38	1:40	1:52
2:00	2:11	2:14	2:22	2:26	2:30	2:37	2:39	2:45	2:48	2:50	3:00	3:03	3:11	3:15	3:24	3:28	3:31	3:38	3:40	3:52
4:00	4:11	4:14	4:22	4:26	4:30	4:37	4:39	4:45	4:48	4:50	5:00	5:03	5:11	5:15	5:24	5:28	5:31	5:38	5:40	5:52
6:00	6:11	6:14	6:22	6:26	6:30	6:37	6:39	6:45	6:48	6:50	7:00	7:03	7:11	7:15	7:24	7:28	7:31	7:38	7:40	7:52
8:00	8:11	8:14	8:22	8:26	8:30	8:37	8:39	8:45	8:48	8:50	9:00	9:03	9:11	9:15	9:24	9:28	9:31	9:38	9:40	9:52
10:00	10:11																			

Howard County Circuit Court  
Call 1-800-270-9553 to schedule a pick-up.  
Service is available until 4:13 pm.

## SATURDAY

### NO SUNDAY SERVICE

### MD TRIP

(Maryland Transportation Resource Information Point)  
The TRIP Program offers trip planning, real time bus information, maps and schedules.  
Please visit [www.MDTRIP.org](http://www.MDTRIP.org) or **877.331.TRIP (8747)**.

On all timetables, **bold numerals** indicate **PM** times

**Guaranteed Ride Home**  
When you take RTA to work and you have an emergency, you are eligible for the Guaranteed Ride Home Program through Commuter Connections.  
To register, call **1-800-745-RIDE (7433)**.

### HOLIDAYS

On holidays, RTA follows these schedules:

New Year's Day	No Service
Martin Luther King Jr. Day	Monday-Friday
President's Day	Monday-Friday
Memorial Day	Sunday
Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service



- Follow Your Bus!**  
RoutesShout 2.0 Mobile App
- 1 Download the FREE App
  - 2 Enable "locate me"
  - 3 Select RTA as agency
  - 4 Track arrival/departure times

**Inclement Weather**  
For information on route changes during inclement weather, contact RTA at 800.270.9553 or follow us on twitter @transRTA.

# Route 406



## Welcome Aboard!

RTA is your connection to all corners of Central Maryland, including Howard County, Anne Arundel County, City of Laurel and Northern Prince George's County. Hop on and let us take you to work, school, shopping or anywhere else you need to go!

### FIXED ROUTE FARES

<b>Fare (Per Trip)</b>	<b>\$2.00 cash</b>
<b>Day Pass (Ride All Day)</b>	<b>\$5.00 cash</b>
* Available for purchase on bus only * Transfers are no longer available	
<b>Monthly Pass</b>	<b>\$40.00</b>
<b>10-Ride Ticket Booklet</b>	<b>\$15.00</b>
<b>Monthly Student Pass</b>	<b>\$20.00</b>
* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride</b>	<b>Free</b>

**Fixed Route for FREE with valid ID.**  
Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.

All customers must pay full fare to board the bus. Exact change only. Please have your fare, ticket or pass ready when boarding. NO refunds or exchanges.

MTA Charm Card and WMATA SmartTrip Cards are accepted at designated transfer points only.

**For ADA/GPT Certification please call RTA Mobility at 800-270-9553.**

\* Prior certification is required to purchase ADA/GPT tickets. \* Rider must show ID to board.

To order tickets/passes online or for a list of walk-in locations, go to [www.transRTA.com](http://www.transRTA.com).

For more information call 800-270-9553.

People with a speech or hearing disability, please use Relay 7-1-1.

This schedule was printed on recycled paper using recycled ink.

## BUS SCHEDULE



### Route 406

- Columbia Mall
- Tamar Dr & Cloudheep Ct
- Parkview Apts
- Columbia Crossing
- Dobbin Center
- Snowden Square
- Howard County Complex

**Monday-Sunday Service**  
Effective July 1, 2018



800.270.9553  
[transRTA.com](http://transRTA.com)  
for RTA transit information



**MONDAY-FRIDAY**

to Howard County Complex, Snowden Square ..... to Columbia Mall

6:00	6:11	6:20		6:25	6:31	6:40	6:51	6:57		7:10	7:17	7:23		7:30	7:40	7:50
6:30	6:42	6:51		6:57	7:03	7:12	7:22	7:29		7:40	7:48	7:56		8:04	8:11	8:23
7:00	7:12	7:21		7:26	7:32	7:41	7:51	7:58		8:10	8:17	8:23		8:30	8:40	8:50
7:30	7:42	7:51		7:55	7:57	8:03	8:12	8:22		8:40	8:50	8:58		9:07	9:16	9:26
8:00	8:12	8:21		8:27	8:33	8:42	8:53	9:00		9:10	9:17	9:23		9:33	9:42	9:52
8:30	8:42	8:51		8:55	8:57	9:03	9:12	9:22		9:40	9:50	9:57		10:06	10:15	10:25
9:00	9:12	9:21		9:29	9:35	9:43	9:53	10:00		10:10	10:17	10:23		10:33	10:42	10:51
9:30	9:42	9:51		9:55	9:57	10:03	10:12	10:22		10:40	10:50	10:57		11:05	11:14	11:24
10:00	10:12	10:21		10:29	10:35	10:43	10:53	11:00		11:10	11:17	11:23		11:34	11:43	11:53
10:30	10:42	10:51		10:55	10:57	11:03	11:12	11:22		11:40	11:50	11:57		12:05	12:14	12:24
11:00	11:12	11:21		11:29	11:35	11:43	11:54	12:01		12:10	12:18	12:23		12:35	12:44	12:54
11:30	11:42	11:51		11:55	11:57	12:03	12:12	12:22		12:40	12:50	12:57		1:05	1:14	1:24
12:00	12:13	12:21		12:31	12:37	12:46	12:57	1:04		1:10	1:18	1:24		1:34	1:43	1:53
12:30	12:42	12:51		12:55	1:03	1:12	1:22	1:29		1:40	1:50	1:57		2:05	2:14	2:24
1:00	1:13	1:22		1:31	1:37	1:45	1:55	2:03		2:10	2:18	2:24		2:34	2:43	2:53
1:30	1:42	1:51		1:55	1:57	2:03	2:12	2:22		2:40	2:50	2:57		3:05	3:15	3:25
2:00	2:13	2:22		2:31	2:37	2:45	2:55	3:01		3:10	3:18	3:25		3:33	3:42	3:52
2:30	2:43	2:52		2:56	2:58	3:04	3:13	3:23		3:40	3:51	3:59		4:08	4:18	4:28
3:00	3:14	3:22		3:32	3:38	3:46	3:56	4:02		4:10	4:19	4:25		4:35	4:44	4:55
3:30	3:43	3:52		3:56	3:59	4:05	4:15	4:25		4:40	4:51	5:00		5:08	5:17	5:27
4:00	4:14	4:23		4:31	4:37	4:45	4:55	5:03		5:10	5:19	5:25		5:35	5:44	5:55
4:30	4:43	4:52		4:56	5:00	5:08	5:18	5:28		5:40	5:50	6:00		6:08	6:17	6:27
5:00	5:14	5:23		5:30	5:37	5:45	5:55	6:02		6:10	6:19	6:25		6:34	6:43	6:54
5:30	5:43	5:52		5:56	6:00	6:08	6:18	6:28		6:40	6:50	7:00		7:08	7:17	7:27
6:00	6:14	6:23		*	6:30	6:36	6:44	6:52		7:10	7:17	7:25		7:32	7:40	7:49
6:30	6:43	6:52		6:56	7:00	7:08	7:18	7:29		7:40	7:49	7:57		8:05	8:14	8:24
7:00	7:13	7:22		*	7:28	7:36	7:43	7:51		8:10	8:17	8:25		8:32	8:40	8:49
7:30	7:42	7:51		7:56	7:59	8:08	8:18	8:27		8:40	8:48	8:56		9:04	9:13	9:23
8:00	8:11	8:20		8:26	8:33	8:40	8:48	8:54		9:10	9:17	9:25		9:32	9:40	9:48
8:30	8:41	8:50		8:58	9:07	9:17										
9:00	9:11	9:20		9:27	9:33	9:40	9:48	9:54		10:10	10:17	10:23		10:32	10:40	10:48
9:30	9:40	9:49														
10:00	10:10	10:19														
11:00	11:10	11:19														

\* Tips serve Longwood Apartments

On all timetables, **bold numerals** indicate **PM** times

**SATURDAY**

to Howard County Complex, Snowden Square ..... to Columbia Mall

8:00	8:11	8:20		8:24	8:29	8:34	8:42	8:49	8:56		9:10	9:17	9:25		9:34	9:43	9:53
9:00	9:11	9:20		9:23	9:28	9:34	9:42	9:49	9:56		10:10	10:18	10:25		10:34	10:43	10:53
10:00	10:12	10:21		10:26	10:30	10:36	10:45	10:51	10:58		11:10	11:18	11:24		11:34	11:43	11:53
11:00	11:12	11:21		11:26	11:30	11:36	11:45	11:52	11:59		12:10	12:18	12:24		12:34	12:43	12:53
12:00	12:12	12:21		12:25	12:29	12:36	12:45	12:52	12:59		1:10	1:18	1:25		1:34	1:43	1:53
1:00	1:12	1:21		1:25	1:29	1:36	1:45	1:52	1:59		2:10	2:18	2:24		2:33	2:43	2:53
2:00	2:12	2:21		2:26	2:30	2:36	2:45	2:51	2:57		3:10	3:18	3:24		3:34	3:43	3:53
3:00	3:12	3:21		3:26	3:29	3:35	3:44	3:51	3:57		4:10	4:18	4:24		4:34	4:43	4:53
4:00	4:12	4:21		4:26	4:29	4:36	4:43	4:50	4:56		5:10	5:18	5:24		5:34	5:43	5:53
5:00	5:12	5:21		5:26	5:29	5:36	5:43	5:50	5:56		6:10	6:18	6:24		6:34	6:43	6:53
6:00	6:12	6:21		6:26	6:31	6:37	6:42	6:49	6:55		7:10	7:18	7:24		7:34	7:43	7:53
8:00	8:12	8:21		8:26	8:29	8:35	8:43	8:49	8:55		9:10	9:17	9:23		9:33	9:42	9:51
10:00	10:12	10:20															

\* Parkview and Longwood Apartments are served as timepoints shown (Saturday/Sunday)

**SUNDAY**

10:00	10:11	10:20		10:25	10:29	10:35	10:43	10:49	10:56		11:10	11:17	11:23		11:33	11:42	11:52
12:00	12:11	12:20		12:24	12:29	12:35	12:43	12:49	12:56		1:10	1:17	1:23		1:33	1:42	1:52
2:00	2:12	2:21		2:26	2:30	2:36	2:44	2:51	2:58		3:10	3:17	3:23		3:33	3:42	3:52
4:00	4:12	4:20		4:25	4:29	4:35	4:43	4:50	4:57		5:10	5:17	5:23		5:33	5:42	5:52
6:00	6:12	6:21															

**READING THE SCHEDULE & RIDING THE BUS**

First, find the schedule for the day of week you wish to travel: **MONDAY-FRIDAY, SATURDAY** or **SUNDAY**.  
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**ADA PARATRANSIT**

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# Route 407



**Incliment Weather**  
 For information on route changes during incliment weather, contact RTA at 800.270.9553 or follow us on twitter @transRTA.

**Follow Your Bus!**  
 RouteShout 2.0 Mobile App

- 1 Download the FREE App
- 2 Enable "locate me"
- 3 Select RTA as agency
- 4 Track arrival/departure times



**Welcome Aboard!**  
 RTA is your connection to all corners of Central Maryland, including Howard County, Anne Arundel County, City of Laurel and Northern Prince George's County. Hop on and let us take you to work, school, shopping or anywhere else you need to go!

**FIXED ROUTE FARES**

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<b>Day Pass (Ride All Day)</b>	<b>\$5.00 cash</b>
* Available for purchase on bus only * Transfers are no longer available	
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* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride</b>	<b>Free</b>

**Fixed Route for FREE with valid ID.**  
 Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.

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 \* Prior certification is required to purchase ADA/GPT tickets.  
 \* Rider must show ID to board.  
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**For more information call 800-270-9553.**

People with a speech or hearing disability, please use Relay 7-1-1.  
 This schedule was printed on recycled paper using recycled ink.

# BUS SCHEDULE



## Route 407

- Columbia Mall
- Oakland Mills Village Center
- Owen Brown Village Center
- Snowden Square
- Guilford Rd & Gerwig Ln
- Clocktower Ln & Murray Hill Rd
- Kings Contrivance Village Center

**Monday-Sunday Service**  
 Effective July 1, 2018



**800.270.9553**  
[transRTA.com](http://transRTA.com)  
 for RTA transit information



## MONDAY-FRIDAY

to Kings Contrivance Village Center ..... to Columbia Mall

6:00	6:10	6:17	6:30	6:36	6:40	6:46	6:50	6:00	6:08	6:12	6:16	6:20	6:30	6:40	6:50
7:00	7:10	7:17	7:30	7:36	7:40	7:46	7:50	8:00	8:08	8:12	8:16	8:20	8:30	8:40	8:50
8:00	8:10	8:17	8:30	8:36	8:40	8:46	8:50	9:00	9:08	9:12	9:16	9:20	9:30	9:40	9:50
9:00	9:10	9:17	9:30	9:36	9:40	9:46	9:50	10:00	10:08	10:12	10:16	10:20	10:30	10:40	10:46
10:00	10:10	10:17	10:30	10:36	10:40	10:46	10:50	11:00	11:08	11:12	11:16	11:20	11:30	11:40	11:50
11:00	11:10	11:17	11:30	11:36	11:40	11:46	11:50	12:00	12:08	12:12	12:16	12:20	12:30	12:40	12:46
12:00	12:10	12:17	12:30	12:36	12:40	12:46	12:50	1:00	1:08	1:12	1:16	1:20	1:30	1:40	1:50
1:00	1:10	1:17	1:30	1:36	1:40	1:46	1:50	2:00	2:08	2:12	2:16	2:20	2:30	2:40	2:50
2:00	2:10	2:17	2:30	2:36	2:40	2:46	2:50	3:00	3:08	3:12	3:16	3:20	3:30	3:40	3:50
3:00	3:10	3:17	3:30	3:36	3:40	3:46	3:50	4:00	4:08	4:12	4:16	4:20	4:30	4:40	4:50
4:00	4:10	4:17	4:30	4:36	4:40	4:46	4:50	5:00	5:08	5:12	5:16	5:20	5:30	5:40	5:50
5:00	5:10	5:17	5:30	5:36	5:40	5:46	5:50	6:00	6:08	6:12	6:16	6:20	6:30	6:40	6:50
6:00	6:10	6:17	6:30	6:36	6:40	6:46	6:50	7:00	7:08	7:12	7:16	7:20	7:30	7:40	7:50
7:00	7:10	7:17	7:30	7:36	7:40	7:46	7:50	8:00	8:08	8:12	8:16	8:20	8:30	8:40	8:50
8:00	8:10	8:17	8:30	8:36	8:40	8:46	8:50	9:00	9:08	9:12	9:16	9:20	9:30	9:40	9:50
9:00	9:10	9:17	9:30	9:36	9:40	9:46	9:50								
10:00	10:10	10:17													
11:00	11:10	11:17													

On all timetables, bold numerals indicate PM times

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Have your fare ready as the bus approaches. Pay your fare upon boarding and take a seat. Please refrain from eating, drinking and smoking while on the bus. Use earphones if you're listening to music. Enjoy the ride!

### Title VI Information

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### ADA PARATRANSIT

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## SATURDAY

to Kings Contrivance Village Center ..... to Columbia Mall

8:00	8:10	8:17	8:30	8:36	8:40	8:46	8:50	8:00	8:08	8:12	8:16	8:20	7:28	7:37	7:55
9:00	9:10	9:17	9:30	9:36	9:40	9:46	9:50	10:00	10:08	10:12	10:16	10:20	10:30	10:40	10:50
10:00	10:10	10:17	10:30	10:36	10:40	10:46	10:50	11:00	11:08	11:12	11:16	11:20	11:30	11:40	11:50
11:00	11:10	11:17	11:30	11:36	11:40	11:46	11:50	12:00	12:08	12:12	12:16	12:20	12:30	12:40	12:50
12:00	12:10	12:17	12:30	12:36	12:40	12:46	12:50	1:00	1:08	1:12	1:16	1:20	1:30	1:40	1:50
1:00	1:10	1:17	1:30	1:36	1:40	1:46	1:50	2:00	2:08	2:12	2:16	2:20	2:30	2:40	2:50
2:00	2:10	2:17	2:30	2:36	2:40	2:46	2:50	3:00	3:08	3:12	3:16	3:20	3:30	3:40	3:50
3:00	3:10	3:17	3:30	3:36	3:40	3:46	3:50	4:00	4:08	4:12	4:16	4:20	4:30	4:40	4:50
4:00	4:10	4:17	4:30	4:36	4:40	4:46	4:50	5:00	5:08	5:12	5:16	5:20	5:30	5:40	5:50
5:00	5:10	5:17	5:30	5:36	5:40	5:46	5:50	6:00	6:08	6:12	6:16	6:20	6:30	6:40	6:50
6:00	6:10	6:17	6:30	6:36	6:40	6:46	6:50	7:00	7:08	7:12	7:16	7:20	7:30	7:40	7:50
8:00	8:10	8:17	8:30	8:36	8:40	8:46	8:50	9:00	9:08	9:12	9:16	9:20	9:30	9:40	9:50
10:00	10:10	10:17													

### SUNDAY

9:00	9:08	9:12	9:16	9:20	9:30	9:40	9:50
10:00	10:10	10:17	10:30	10:36	10:40	10:46	10:50
11:00	11:08	11:12	11:16	11:20	11:30	11:40	11:50
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8:00	8:10	8:17	8:30	8:36	8:40	8:46	8:50
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Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

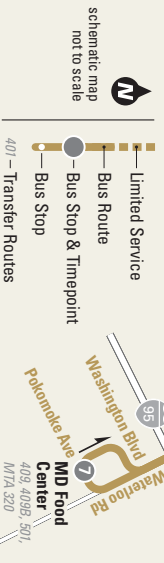


# Route 408



- Follow Your Bus!**  
RouteShout 2.0 Mobile App
- 1 Download the FREE App
  - 2 Enable "locate me"
  - 3 Select RTA as agency
  - 4 Track arrival/departure times

**Inclement Weather**  
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**FIXED ROUTE FARES**

<b>Fare (Per Trip)</b>	<b>\$2.00 cash</b>
<b>Day Pass (Ride All Day)</b>	<b>\$5.00 cash</b>
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<b>10-Ride Ticket Booklet</b>	<b>\$15.00</b>
<b>Monthly Student Pass</b>	<b>\$20.00</b>
* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride Fixed Route for FREE with valid ID.</b>	<b>Free</b>
Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.	

All customers must pay full fare to board the bus. Exact change only. Please have your fare, ticket or pass ready when boarding. NO refunds or exchanges.

MTA Charm Card and WMATA SmartTrip Cards are accepted at designated transfer points only.  
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# BUS SCHEDULE

## Route 408

- Columbia Mall
- Columbia Medical Plan
- Oakland Mills Village Center
- Tamar Dr & Cloudheap Ct
- Snowden River Park & Ride
- Sherwood Crossing (Gateway)
- MD Food Center

**Monday-Saturday Service**  
Effective July 1, 2018

**800.270.9553**  
**[transRTA.com](http://transRTA.com)**  
for RTA transit information

**MONDAY-FRIDAY**

to MD Food Center ..... to Columbia Mall

1	Columbia Mall	2	Columbia Medical Plan	3	Oakland Mills Village Center	4	Tamar Dr & Cloudheap Ct	5	Snowden River Park & Ride	6	Sherwood Crossing	7	MD Food Center arrive	7	MD Food Center depart	6	Sherwood Crossing	5	Snowden River Park & Ride	4	Tamar Dr & Cloudheap Ct	3	Oakland Mills Village Center	2	Columbia Medical Plan	1	Columbia Mall
6:30	6:41	6:48	6:58	7:02	7:12	7:20							6:30	6:39	6:39				5:53	6:04	6:10	6:21					
7:30	7:41	7:48	7:58	8:02	8:12	8:20							7:30	7:39	7:39				6:53	7:04	7:10	7:21					
8:30	8:41	8:48	8:58	9:02	9:12	9:22							8:30	8:39	8:40				7:53	8:04	8:10	8:21					
9:30	9:39	9:45	9:52		10:07	10:17							9:30	8:40					8:53	9:04	9:10	9:21					
10:30	10:39	10:45	10:52		11:07	11:17							11:30	11:40					11:52	12:02	12:09	12:20					
12:30	12:39	12:45	12:52		1:07	1:14							1:30	1:40					1:52	2:02	2:09	2:20					
													2:30	2:37					2:49	2:59	3:06	3:15					
2:30	2:40	2:46	2:58		3:14	3:25							3:30	3:37	3:45	3:57	4:08	4:15	4:45	4:57	5:08	5:15	5:25				
3:30	3:40	3:46	3:58		4:12	4:25							4:30	4:37	4:45	4:57	5:08	5:15	5:45	5:57	6:08	6:15	6:25				
4:30	4:40	4:46	4:58		5:12	5:25							5:30	5:37	5:45	5:57	6:08	6:15	6:45	6:58	7:13	7:24					
5:30	5:40	5:46	5:58		6:12	6:25							6:30	6:40	6:46	6:58	7:13	7:24	7:57	8:08	8:15	8:25					
6:30	6:40	6:46	6:58		7:13	7:24							7:30	7:40	7:46	7:57	8:08	8:15	8:45	8:52	9:07	9:17					
8:30	8:39	8:45	8:52		9:07	9:17							9:30	9:40	9:46	9:52	10:05	10:17									

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**Title VI Information**

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**ADA PARATRANSIT**

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**SATURDAY**

to MD Food Center ..... to Columbia Mall

1	Columbia Mall	2	Columbia Medical Plan	3	Oakland Mills Village Center	4	Tamar Dr & Cloudheap Ct	5	Sherwood Crossing	6	MD Food Center arrive	7	MD Food Center depart	6	Sherwood Crossing	4	Tamar Dr & Cloudheap Ct	3	Oakland Mills Village Center	2	Columbia Medical Plan	1	Columbia Mall
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2:30	2:40	2:46	2:58	3:08	3:18	3:30							3:40	3:40	3:52	4:04	4:10	4:20					
4:30	4:40	4:46	4:58	5:08	5:18	5:30							5:40	5:40	5:52	6:04	6:10	6:20					
6:30	6:40	6:46	6:58	7:08	7:18	7:30							7:40	7:40	7:52	8:04	8:10	8:20					
8:30	8:40	8:46	8:58	9:08	9:18	9:30							9:40	9:40	9:52	10:04	10:17	10:20					

**NO SUNDAY SERVICE**

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President's Day	Monday-Friday
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Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

# Route 409

## Inclement Weather

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## Follow Your Bus!

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- 1 Download the FREE App
  - 2 Enable "locate me"
  - 3 Select RTA as agency
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* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
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## BUS SCHEDULE



### Route 409

- Towne Centre Laurel
- US Route 1
- Perkins Hospital
- MD Food Center
- Dorsey MARC Station
- Elkridge Corners Shopping Center

**Monday-Saturday Service**  
Effective July 1, 2018



**800.270.9553**  
[transRTA.com](http://transRTA.com)  
for RTA transit information

**MONDAY-FRIDAY**

to Elkridge Shopping Center ..... to Towne Center Laurel, .....

6:00	6:06	6:15	6:18	6:23	6:30	6:38	6:50	7:00	7:03	7:14	7:20	7:27	7:35	7:43	7:50	7:55
7:00	7:06	7:15	7:18	7:23	7:30	7:38	7:50	8:00	8:03	8:14	8:20	8:27	8:35	8:43	8:50	8:55
8:00	8:06	8:15	8:18	8:23	8:30	8:37	8:50	9:00	9:03	9:14	9:20	9:27	9:35	9:43	9:50	9:55
9:00	9:06	9:15	9:18	9:23	9:30	9:37	9:50	10:00	10:03	10:14	10:20	10:27	10:35	10:43	10:50	10:55
11:00	11:06	11:15	11:18	11:23	11:30	11:37	11:50	12:00	12:03	12:14	12:20	12:27	12:35	12:43	12:50	12:55
1:00	1:06	1:15	1:18	1:23	1:30	1:38	1:50	2:05	2:07		2:20	2:28	2:30	2:37	2:46	2:55
2:00	2:06	2:15	2:18	2:23	2:30	2:40	2:44	2:57	3:05	3:07	3:20	3:28	3:30	3:37	3:48	3:55
3:00	3:06	3:15	3:18	3:23	3:30	3:40	3:44	3:57	4:05	4:07	4:20	4:28	4:30	4:37	4:46	4:55
4:00	4:06	4:15	4:18	4:23	4:30	4:40	4:44	4:57	5:05	5:07	5:20	5:28	5:30	5:37	5:48	5:55
5:00	5:06	5:15	5:18	5:23	5:30	5:40	5:44	5:57	6:05	6:07	6:20	6:28	6:30	6:37	6:46	6:55
6:00	6:06	6:15	6:18	6:23	6:30	6:40	6:44	6:57	7:05	7:07	7:20	7:28	7:30	7:37	7:48	7:55
8:00	8:06	8:15	8:18	8:23	8:30	8:40	8:44	8:57	9:05	9:07	9:20	9:28	9:30	9:37	9:48	9:55

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**SATURDAY**

to Elkridge Shopping Center ..... to Towne Center Laurel, .....

9:00	9:05	9:14	9:17	9:22	9:30	9:41	9:50	10:00	10:03	10:13	10:24	10:30	10:38	10:45	10:50
11:00	11:05	11:14	11:17	11:22	11:30	11:41	11:50	12:00	12:03	12:13	12:24	12:30	12:38	12:45	12:50
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Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

# Route 409B

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  - 2 Enable "locate me"
  - 3 Select RTA as agency
  - 4 Track arrival/departure times



Bus Route  
Bus Stop & Timepoint  
Transfer Routes

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* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride</b>	<b>Free</b>

**Fixed Route for FREE with valid ID.**  
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## BUS SCHEDULE



### Route 409B

- North Laurel Community Center
- Salvation Army
- MD Food Center

**Monday-Saturday Service**  
Effective July 1, 2018



800.270.9553  
[transitRTA.com](http://transitRTA.com)  
for RTA transit information



## MONDAY-FRIDAY

to MD Food Center ..... to North Laurel Community Center .....

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
North Laurel Community Center	Guilford Rd & Salvation Army	Patuxent Range Rd & Dorsey Run Rd	MD Food Center	Patuxent Range Rd & Dorsey Run Rd	Guilford Rd & Salvation Army	North Laurel Community Center
5:49	5:57	6:04	6:15	6:25	6:29	6:41
6:49	6:57	7:04	7:15	7:25	7:29	7:41
7:49	7:57	8:04	8:15	8:25	8:29	8:41
8:49	8:57	9:04	9:15	9:25	9:29	9:41
9:49	9:57	10:04	10:15	10:25	10:29	10:41
10:49	10:57	11:04	11:15	11:25	11:29	11:41
<b>11:49</b>	<b>11:57</b>	<b>12:04</b>	<b>12:15</b>	<b>12:25</b>	<b>12:29</b>	<b>12:41</b>
<b>12:49</b>	<b>12:57</b>	<b>1:04</b>	<b>1:15</b>	<b>1:25</b>	<b>1:29</b>	<b>1:41</b>
<b>1:49</b>	<b>1:57</b>	<b>2:04</b>	<b>2:15</b>	<b>2:25</b>	<b>2:29</b>	<b>2:41</b>
<b>2:49</b>	<b>2:57</b>	<b>3:04</b>	<b>3:15</b>	<b>3:25</b>	<b>3:29</b>	<b>3:41</b>
<b>3:49</b>	<b>3:57</b>	<b>4:04</b>	<b>4:15</b>	<b>4:25</b>	<b>4:29</b>	<b>4:41</b>
<b>4:49</b>	<b>4:57</b>	<b>5:04</b>	<b>5:15</b>	<b>5:25</b>	<b>5:29</b>	<b>5:41</b>

### NO SUNDAY SERVICE

On all timetables, **bold numerals** indicate **PM** times

## READING THE SCHEDULE & RIDING THE BUS

First, find the schedule for the day of week you wish to travel: **MONDAY-FRIDAY, SATURDAY or SUNDAY**.  
Next, find the **TIMEPOINT** closest to your origin and destination. The schedule lists timepoints only; additional stops are available and are not shown in the schedule. **BOLD NUMERALS** indicate **PM** times.  
Finally, look below your timepoint to see when buses depart from that location. Arrive at your bus stop 5-10 minutes early so that we don't miss you!

Have your fare ready as the bus approaches. Pay your fare upon boarding and take a seat. Please refrain from eating, drinking and smoking while on the bus. Use earphones if you're listening to music. Enjoy the ride!

## Title VI Information

The RTA fully complies with Title VI of the Civil Rights Act of 1964. For the full policy, please visit [www.transitRTA.com](http://www.transitRTA.com).

## ADA PARATRANSIT

For ADA paratransit service, please call RTA Mobility at **800.270.9553**.

## SATURDAY

to MD Food Center ..... to North Laurel Community Center .....

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
North Laurel Community Center	Guilford Rd & Salvation Army	Patuxent Range Rd & Dorsey Run Rd	MD Food Center	Patuxent Range Rd & Dorsey Run Rd	Guilford Rd & Salvation Army	North Laurel Community Center
8:49	8:57	9:04	9:15	9:25	9:29	9:41
9:49	9:57	10:04	10:15	10:25	10:29	10:41
10:49	10:57	11:04	11:15	11:25	11:29	11:41
11:49	11:57	12:04	12:15	12:25	12:29	12:41
12:49	12:57	1:04	1:15	1:25	1:29	1:41
1:49	1:57	2:04	2:15	2:25	2:29	2:41
2:49	2:57	3:04	3:15	3:25	3:29	3:41
3:49	3:57	4:04	4:15	4:25	4:29	4:41
4:49	4:57	5:04	5:15	5:25	5:29	5:41
5:49	5:57	6:04	6:15	6:25	6:29	6:41
6:49	6:57	7:04	7:15	7:25	7:29	7:41
7:49	7:57	8:04	8:15	8:25	8:29	8:41

### NO SUNDAY SERVICE

## MD TRIP

(Maryland Transportation Resource Information Point)

The TRIP Program offers trip planning, real time bus information, maps and schedules.

Please visit [www.MDTRIP.org](http://www.MDTRIP.org) or **877.331.TRIP (8747)**.

## Guaranteed Ride Home

When you take RTA to work and you have an emergency, you are eligible for the Guaranteed Ride Home Program through Commuter Connections.

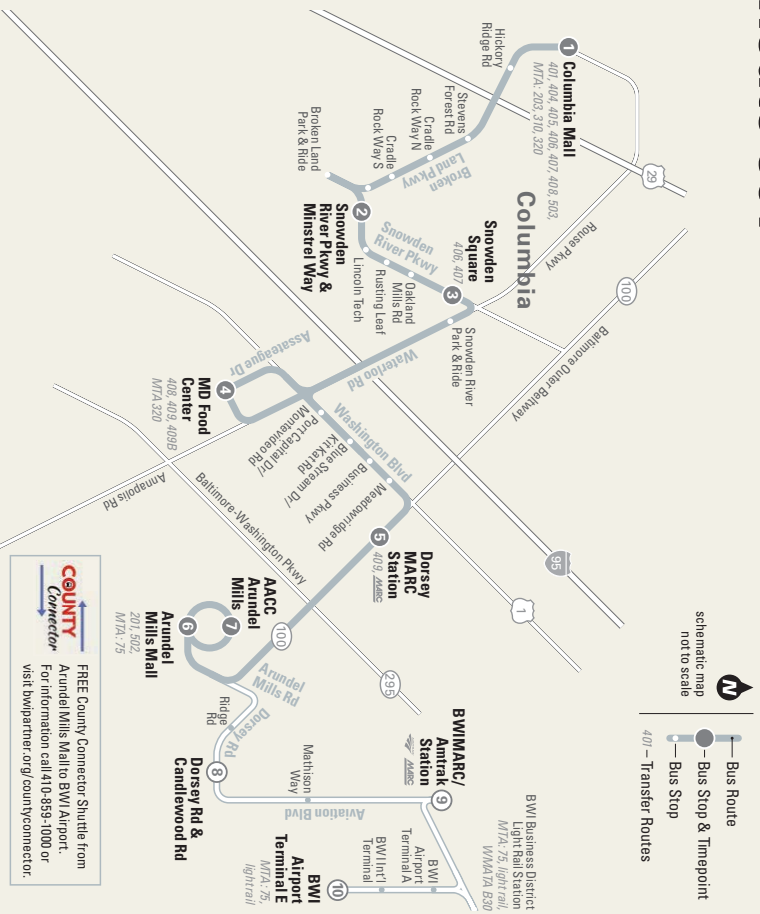
To register, call **1-800-745-RIDE (7433)**.

## HOLIDAYS

On holidays, RTA follows these schedules:

New Year's Day	No Service
Martin Luther King Jr Day	Monday-Friday
President's Day	Monday-Friday
Memorial Day	Sunday
Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

# Route 501



schematic map not to scale  
 Bus Stop & Timepoint  
 401 - Transfer Routes

**REGIONAL TRANSPORTATION AGENCY**  
**RTA**  
 CENTRAL MARYLAND  
 FREE County Connector Shuttle from Arundel Mills Mall to BWI Airport. For information call 410-859-1000 or visit [bwipartner.org/countyconnector](http://bwipartner.org/countyconnector).

**Incliment Weather**  
For information on route changes during incliment weather, contact RTA at 800.270.9553 or follow us on twitter @transRTA.

**Follow Your Bus!**  
RouteShout 2.0 Mobile App

- 1 Download the FREE App
- 2 Enable "locate me"
- 3 Select RTA as agency
- 4 Track arrival/departure times



**Welcome Aboard!**  
RTA is your connection to all corners of Central Maryland, including Howard County, Anne Arundel County, City of Laurel and Northern Prince George's County. Hop on and let us take you to work, school, shopping or anywhere else you need to go!

**FIXED ROUTE FARES**

<b>Fare (Per Trip)</b>	<b>\$2.00 cash</b>
<b>Day Pass (Ride All Day)</b>	<b>\$5.00 cash</b>
* Available for purchase on bus only * Transfers are no longer available	
<b>Monthly Pass</b>	<b>\$40.00</b>
<b>10-Ride Ticket Booklet</b>	<b>\$15.00</b>
<b>Monthly Student Pass</b>	<b>\$20.00</b>
* Must show current student ID	
<b>Children Age 5 and Under</b>	<b>Free</b>
<b>Seniors 60+ years of age or Persons with a Disability Ride Fixed Route for FREE with valid ID.</b>	<b>Free</b>
Accepted forms of ID: State Driver's License, State ID, Passport or Medicare Card. ID must be shown to driver when boarding.	

All customers must pay full fare to board the bus. Exact change only. Please have your fare, ticket or pass ready when boarding. NO refunds or exchanges.  
 MTA Charm Card and WMATA SmartTrip Cards are accepted at designated transfer points only.  
**For ADA/GPT Certification please call RTA Mobility at 800-270-9553.**  
 \* Prior certification is required to purchase ADA/GPT tickets.  
 \* Rider must show ID to board.

To order tickets/passes online or for a list of walk-in locations, go to [www.transRTA.com](http://www.transRTA.com).  
**For more information call 800-270-9553.**  
 People with a speech or hearing disability, please use Relay 7-1-1.

This schedule was printed on recycled paper using recycled ink.

# BUS SCHEDULE

## Route 501

- Columbia Mall
- Snowden Square
- MD Food Center
- Dorsey MARC Station
- Arundel Mills
- FREE County Connector Shuttle from Arundel Mills Mall to BWI Airport
- BWI Airport

**Monday-Sunday Service**  
Effective July 1, 2018



**RTA**  
 CENTRAL MARYLAND  
**800.270.9553**  
[transRTA.com](http://transRTA.com)  
 for RTA transit information

## MONDAY-FRIDAY

to Arundel Mills ..... to Columbia Mall

6:00	6:11	6:16	6:31	6:43	6:52	6:55	6:00	6:09	6:21	6:36	6:41	6:52
7:00	7:11	7:16	7:31	7:43	7:52	7:55	7:00	7:09	7:21	7:36	7:41	7:52
8:00	8:11	8:16	8:31	8:43	8:52	8:55	8:00	8:09	8:21	8:36	8:41	8:52
9:00	9:11	9:16	9:31	9:43	9:52	9:55	9:00	9:09	9:21	9:36	9:41	9:52
10:00	10:10	10:15	10:30	10:42	10:50	10:53	10:00	10:09	10:21	10:36	10:41	10:52
11:00	11:10	11:15	11:30	11:42	11:50	11:53	11:00	11:09	11:21	11:36	11:41	11:52
12:00	12:10	12:15	12:30	12:42	12:50	12:53	12:00	12:09	12:21	12:36	12:41	12:52
1:00	1:10	1:15	1:30	1:42	1:50	1:53	1:00	1:09	1:21	1:36	1:41	1:52
2:00	2:11	2:16	2:31	2:43	2:52	2:55	2:00	2:09	2:21	2:36	2:41	2:52
3:00	3:11	3:16	3:31	3:43	3:52	3:55	3:00	3:09	3:21	3:36	3:41	3:52
4:00	4:11	4:16	4:31	4:43	4:52		4:00	4:09	4:21	4:36	4:41	4:52
5:00	5:11	5:16	5:31	5:43	5:52		5:00	5:09	5:21	5:36	5:41	5:52
6:00	6:11	6:16	6:31	6:43	6:52	6:55	6:00	6:09	6:21	6:36	6:41	6:52
7:00	7:11	7:16	7:31	7:43	7:52	7:55	7:00	7:09	7:21	7:36	7:41	7:52
8:00	8:08	8:13	8:28	8:48	8:48		8:00	8:08	8:20	8:35	8:40	8:48
9:00	9:08	9:13	9:28	9:48	9:48		9:00	9:08	9:20	9:35	9:40	9:48
10:00	10:08	10:13	10:28	10:48	10:48		10:00	10:08	10:20	10:35	10:40	10:48

On all timetables, bold numerals indicate PM times

### READING THE SCHEDULE & RIDING THE BUS

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Have your fare ready as the bus approaches. Pay your fare upon boarding and take a seat. Please refrain from eating, drinking and smoking while on the bus. Use earphones if you're listening to music. Enjoy the ride!

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FREE County Connector Shuttle from Arundel Mills Mall to BWI Airport. For information call 410-859-1000 or visit [dwipartner.org/countyconnector](http://dwipartner.org/countyconnector).

## SATURDAY

to Arundel Mills ..... to Columbia Mall

8:00	8:08	8:13	8:28	8:48	7:00	7:20	7:35	7:40	7:48
9:00	9:08	9:13	9:28	9:48	8:00	8:20	8:35	8:40	8:48
10:00	10:08	10:13	10:28	10:48	9:00	9:20	9:35	9:40	9:48
11:00	11:08	11:13	11:28	11:48	10:00	10:20	10:35	10:40	10:48
12:00	12:08	12:13	12:28	12:48	11:00	11:20	11:35	11:40	11:48
1:00	1:08	1:13	1:28	1:48	12:00	12:20	12:35	12:40	12:48
2:00	2:08	2:13	2:28	2:48	1:00	1:20	1:35	1:40	1:48
3:00	3:08	3:13	3:28	3:48	2:00	2:20	2:35	2:40	2:48
4:00	4:08	4:13	4:28	4:48	3:00	3:20	3:35	3:40	3:48
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7:00	7:08	7:13	7:28	7:48	7:00	7:20	7:35	7:40	7:48
8:00	8:08	8:13	8:28	8:48	8:00	8:20	8:35	8:40	8:48
9:00	9:08	9:13	9:28	9:48	9:00	9:20	9:35	9:40	9:48

### SUNDAY

10:00	10:08	10:13	10:28	10:48	9:00	9:20	9:35	9:40	9:48
12:00	12:08	12:13	12:28	12:48	11:00	11:20	11:35	11:40	11:48
2:00	2:08	2:13	2:28	2:48	1:00	1:20	1:35	1:40	1:48
4:00	4:08	4:13	4:28	4:48	3:00	3:20	3:35	3:40	3:48
6:00	6:08	6:13	6:28	6:48	5:00	5:20	5:35	5:40	5:48

### MID TRIP

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### HOLIDAYS

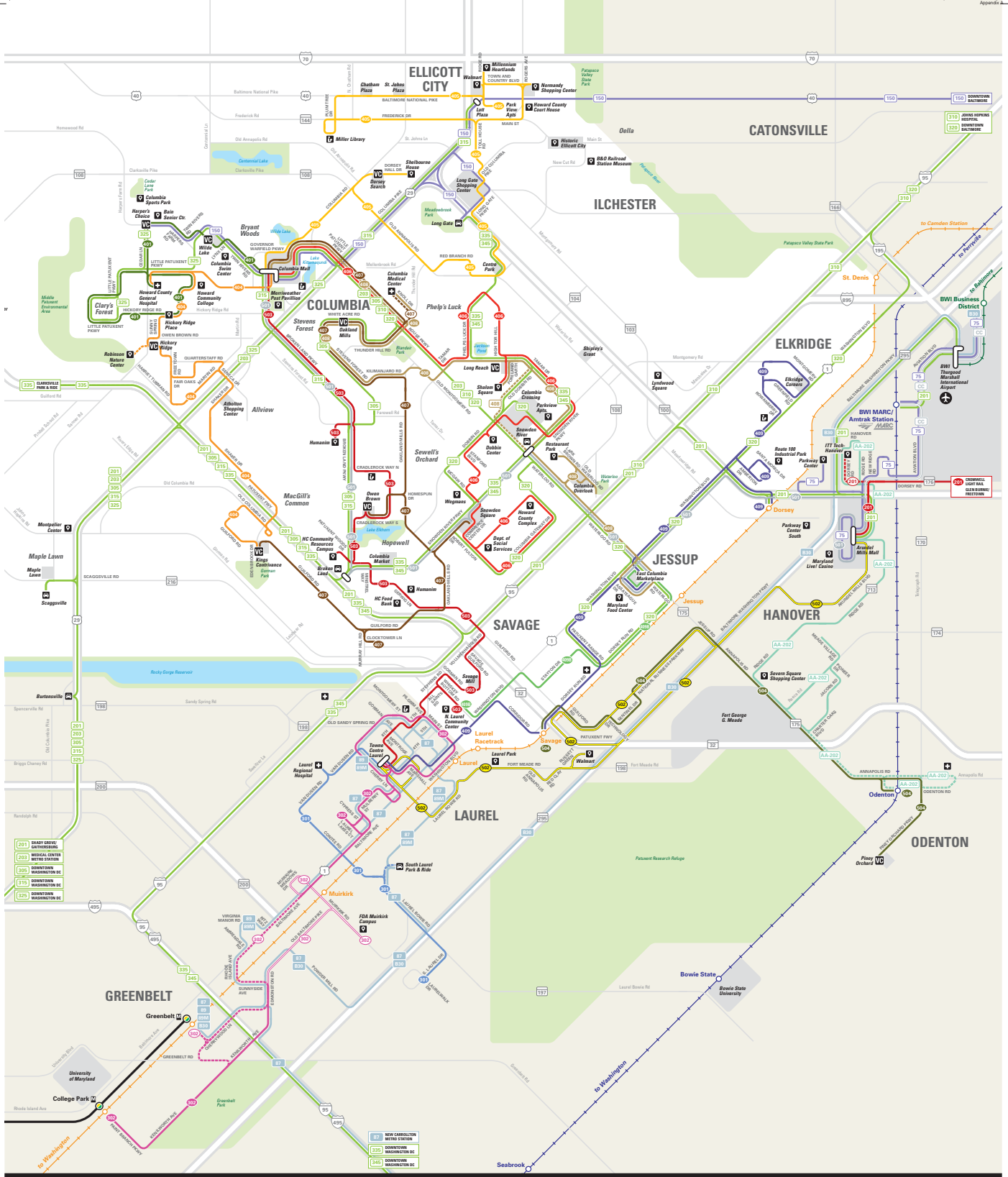
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President's Day	Monday-Friday
Memorial Day	Sunday
Independence Day	Sunday
Labor Day	Sunday
Columbus Day	Monday-Friday
Veterans Day	Monday-Friday
Thanksgiving Day	No Service
Christmas Day	No Service

### Guaranteed Ride Home

When you take RTA to work and you have an emergency, you are eligible for the Guaranteed Ride Home Program through Commuter Connections. To register, call **1-800-745-RIDE (7433)**.





## Regional Transportation Agency of Central Maryland

Serving: Howard County, Anne Arundel County, City of Laurel and Northern Prince George's County

### RTA Route Names

- 201** 201 Arundel Mills – Freetown Village
- 301** 301 Towne Centre Laurel – South Laurel
- 302** 302 Towne Centre Laurel – College Park Metro Station
- 401** 401 Columbia Mall – Howard County Hospital – HCC
- 404** 404 HCC – Howard County Hospital – Kings Contrivance
- 405** 405 Center Park Drive – Ellicott City
- 406** 406 Columbia Mall – Columbia Gateway Drive
- 407** 407 Columbia Mall – Kings Contrivance
- 408** 408 Columbia Mall – MD Food Center

- 409** 409 Laurel Mall – MD Food Center
- 409B** 409B North Laurel Community Center – MD Food Center
- 501** 501 Columbia Mall – Arundel Mills Mall
- 502** 502 Towne Centre Laurel – Maryland City
- 503** 503 Towne Centre Laurel – The Mall in Columbia
- 504** 504 Savage MARC – Fort Meade – Odenton MARC

Routes 201, 302, 404, 407, 408  
Certain trips, see schedule for service details

### Other Operators

- 75** MARYLAND MTA Local/Express
- 87** WMATA Metrobus
- CC** FREE County Connector Shuttle: call 410-222-7440/410-222-0225 or visit: [www.bwipartner.org/countyconnector](http://www.bwipartner.org/countyconnector)
- AA-202** ANNE ARUNDEL COUNTY call 410-222-7440/410-222-0225 or visit: [www.aacounty.org/Transportation](http://www.aacounty.org/Transportation)
- 320** MARYLAND MTA Commuter Bus
- CC** FREE County Connector Shuttle: call 410-222-7440/410-222-0225 or visit: [www.bwipartner.org/countyconnector](http://www.bwipartner.org/countyconnector)

### Rail Service

- MARC TRAIN** Camden Line, Penn Line
- MTA LIGHT RAIL** Hunt Valley – BWI Line
- METRORAIL** Green, Yellow Lines

## System Map

Effective: July 2018



schematic map not to scale

### Map Symbols

- Transfer Point transfer from RTA to Maryland MTA, WMATA Metrosbus at this location
- Point of Interest
- Village Center
- Library
- Medical Center/Hospital
- Park & Ride

Appendix B: Title VI Notice to the public and posting locations

<b>Locations of Title VI Notices</b>	
<b>Location</b>	<b>Type</b>
Interior of all Howard County/RTA buses	Vehicle
Howard County Office of Transportation; 3430 Court House Drive, Ellicott City, MD	Building
RTA Administrative Offices; 8510 Corridor Road, Ste 110, Savage, MD	Building
RTA Operations Facility, 8800 Corridor Road, Savage, MD	Building
<a href="https://www.howardcountymd.gov/Departments/County-Administration/Transportation">https://www.howardcountymd.gov/Departments/County-Administration/Transportation</a>	Website
<a href="http://www.transitrt.com/">http://www.transitrt.com/</a>	Website
East Columbia 50+ Center, 6600 Cradlerock Way, Columbia, MD 21045	Building
Howard County Library System, 10375 Little Patuxent Pkwy, Columbia, MD 21044	Building
Oakland Mills Community Association, 5851 Robert Oliver Place, Columbia, MD 21045	Building
Ellicott City Senior Center, 9401 Frederick Road, Ellicott City, MD 21042	Building
Howard Community College Bookstore, 10901 Little Patuxent Parkway, Columbia, MD	Building
Elkridge Senior Center, 6540 Washington Blvd., Elkridge, MD 21075	Building
Bain Center, 5470 Ruth Keeton Way, Columbia, MD 21044	Building
Kings Contrivance Village Center, 7251 Eden Brook Drive, Columbia, MD 21046	Building
Glenwood 50+ Center, 2400 Route 97, Cooksville, MD 21723	Building
North Laurel 50+ Center, 9411 Whiskey Bottom Road, Laurel, MD 20723	Building
Longwood Senior Center, 6150 Foreland Garth, Columbia 21045	Building
Center for Mobility Equity, 312 Marshall Ave., Ste 100, Laurel, MD 20707	Building

Howard County, its transportation providers and contractors are committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.IB. If you need further information or feel you are being denied participation in or being denied benefits of the transit services provided by Howard County's transportation contractor, Regional Transportation Agency (RTA), or otherwise being discriminated against because of your race, color, national origin, gender/ age, or disability, you may file a complaint up to 180 days from the date of the alleged incident.

To file a complaint or for additional information on Howard County's nondiscrimination policies and procedures contact:

Howard County Title VI Manager  
 Howard County Office of Transportation  
 3430 Court House Drive  
 Ellicott City, MD 20143  
[transportation@howardcountymd.gov](mailto:transportation@howardcountymd.gov)  
 410-313-4312



#### TITLE VI NOTICE

Regional Transportation Agency (RTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination based on your race, color, national origin, you may file a complaint up to 180 days from the date of the alleged incident. To file a complaint or for additional information on RTA's nondiscrimination policies and procedures, contact: Human Resources Manager, 8510 Corridor Road, Suite 110, Savage, MD 20763 or call 800-270-9553.



#### [Howard County/RTA Title VI Policy Statement](#)

Howard County and the Regional Transportation Agency of Central Maryland shall not, on the grounds of race, color, national origin, religion, sex, sexual orientation, marital status, age or disability, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259) exclude any person from participation in, deny any person the benefits of, or otherwise subject any person to discrimination under any transportation program or activity of the RTA. The Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as requested by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21. Additionally, RTA hereby adheres to the complaint procedure as set forth in the RTA policies and procedures, available below. This policy was adopted by Howard County on November 10, 2015.

To file a Title VI Complaint, please fill out the Title VI Complaint Form. Send the completed form to the Title VI Coordinator of the Regional Transportation Agency of Central Maryland at the mailing address below or at [www.transitRTA.com](http://www.transitRTA.com).

Title VI Coordinator

Regional Transportation Agency  
8510 Corridor Road, Suite 110  
Savage, MD 20763  
Phone: 301-957-3602  
Fax: 443-285-0050

#### [Transportation Data](#)

Appendix C: Title VI Complaint Form



## TITLE VI COMPLAINT FORM

<b>Section I:</b>			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
<b>Section II:</b>			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
<b>Section III:</b>			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person (s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			
<b>Section IV</b>			
Have you previously filed a Title VI complaint with this agency?		Yes	No

**Section V**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes                       Yes

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_

State Court: \_\_\_\_\_

State Agency \_\_\_\_\_

Local Agency \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Howard County Title VI Manager  
Howard County Office of Transportation  
3430 Court House Drive  
Ellicott City, MD 20143



Appendix D: Title VI Complaint Log



## Title VI Complaint Log For Public Transit Services Provided for Howard County by the Regional Transportation Agency of Central Maryland

This log must be signed and submitted every quarter to Howard County Office of Transportation

Number	Date Complaint Received	Method of Submission	Name of Complainant	Address of Complainant	Telephone Number of Complainant	Email Address	Witness Name and Address	Date of Incident	Description of Incident	Date Report to RTA	Method of Report to RTA	Language of Complainant	Finding	Response to Complainant	Changes made in response to Complaint
Example	1/1/18	Email	Jane Doe	123 Main Street, Ellicott City, MD 21043	410-555-1212	Jane@internet.com	Bob	12/31/17	XXXXX	2/15/18	Phone	English	None	Called on 3/15/18	None

Period \_\_\_\_\_  
 Name \_\_\_\_\_  
 Date \_\_\_\_\_

**Title VI Complaint Log For Public Transit Services Provided for Howard County by the Regional Transportation Agency of Central Maryland**

This log must be signed and submitted every quarter to Howard County Office of Transportation

Number	Date Complaint Received	Method of Submission	Name of Complainant	Address of Complainant	Telephone Number of Complainant	Email Address	Witness Name and Address	Date of Incident	Description of Incident	Date Report to Howard County	Method of Report to Howard County	Language of Complainant	Finding	Response to Complainant	Changes made in Response to Complaint
1	1/27/18	Phone	Edwina Moses	Columbia, MD	505-450-4316	N/A	None	1/27/18	Passenger said the driver made unwanted advances toward her.	2/15/18	Phone	English	Complaint was not a Title VI violation. Howard County and MTA notified.	RTA contacted the rider to apologize for the incident she experienced. Information regarding the driver was shared with Ms. Moses per her request. The driver was disciplined in response to this incident.	None. Complaint closed.

Period \_\_\_\_\_  
 Name \_\_\_\_\_  
 Date \_\_\_\_\_

## Appendix E: Public Participation Plan

# Howard County Public Participation Plan for Transit July 2018

FTA regulations and guidelines require transit providers develop and implement a plan to provide public outreach and involvement activities. This plan is known as a Public Participation Plan (PPP). The PPP is a guide for ongoing public participation endeavors and ensures that Howard County utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and Limited English Proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations. The regulations also call for transit providers to take reasonable steps to ensure that LEP persons have meaningful access to programs and activities. This means that public participation opportunities normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

Howard County, as part its Title VI plan, has updated its PPP to ensure access to information, programs, activities, and the decision-making process. The PPP is guided by the four factors shown below and the associated findings and insights.

1. Demographic analyses, based on surveys and analysis of census data, of the populations affected by the transit program and services under consideration. The analyses showed:
  - The majority of riders had household incomes of \$40,000 or less
  - 69% of riders are under 49 years of age
  - The three LEP languages are Spanish, Korean, and Chinese
2. Survey information and feedback from riders on their preferences on how they receive information about public transportation. As part of its 2018 Transit Development Plan, Howard County surveyed riders on how they would prefer to receive information about public transportation.
  - Receiving information via a website was the most frequently selected response at 25%, followed by receiving information via email at 18%
3. An assessment of the resources available needed to implement the plan.
  - Howard County reviewed previous PPPs and reviewed budgets and tasks currently performed by Howard County and RTA staff to determine the resources needed to implement the plan
4. Howard County policy for approving fare and service changes and the public input requirements associated with the proposed changes. The policy is presented in Appendix 1 to this plan.

The PPP is divided into three categories of activities based on their frequency: Ongoing; Periodic; and Special Planning Activities. Each of these categories is presented below along with the typical activity associated with each category.

**Ongoing Activities** occur on a regular daily, weekly and monthly basis. These include 1) meetings of advisory groups (Multimodal Transportation Board, Transit and Pedestrian Advisory Group, RTA Commission, and Riders Advisory Council), and 2) providing information and updates on transit services, such as delays, snow events, holidays and temporary route changes. The following measures address Title VI accessibility to ongoing activities:

- Ensuring both Howard County and the RTA websites are up to date and include all applicable Title VI information
- Ensuring both Howard County and contractors websites can be translated by Google Translate
- Ensuring capacity to translate relevant documents is provided
- Making translation line services available in Howard County and the RTA offices
- Publishing Facebook pages for the Howard County Office of Transportation and the RTA to provide information to the public including in LEP languages
- Publishing Twitter feeds for the Howard County Office of Transportation and the RTA to provide information to the public including in LEP languages

**Periodic Activities** can occur several times a year and can include: new information on services including fare, route and bus stop changes, longer term route changes etc. The following measures address Title VI accessibility to periodic activities:

- Attending and tabling at public events, including events directly impacting LEP populations
- Ensuring capacity to translate relevant documents is provided
- Following Howard County policy on approval of fare and service changes and public input requirements associated with proposed changes
- Posting bus and vehicle rider announcement sheets to inform riders of any service changes or adjustments on specific routes, and bus stops
- Scheduling and hosting meetings and programs at times that allow the public the ability to attend and in locations that are convenient and accessible for minority and LEP communities, including making translation line services available
- Sending press releases to a wide array of news sources, including news sources that serve LEP populations

**Special Planning** Activities occur infrequently but are often major activities with their own public participation efforts. Such activities can include development of a Transit Development Plan, Title VI Plan, Policy Reviews. The following measures address Title VI accessibility to Special Planning activities:

- Ensuring Special Planning activities have informational websites
- Ensuring Special Planning activities have websites that can be translated by Google
- Translate Ensuring capacity to translate relevant documents is provided
- Posting bus and vehicle rider announcement sheets to inform riders of events and meetings associated with the special planning activity

- Outreach to and involvement of related County boards and commissions such as the Commission on Aging, Commission on Disabilities, Commission on Transitioning Students
- Public surveys, rider surveys
- Outreach to and involvement of non-profit providers of specialized transit services such as Humanim, the Arc of Howard County, and Neighbor Ride



## HOWARD COUNTY DEPARTMENT OF COUNTY ADMINISTRATION

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### *Policy on Fare or Service Changes Affecting Regional Transportation Agency Service Area*

The following policy sets forth the decision-making process, including public input requirements, for approving a fare or service change affecting the Regional Transportation Agency service area.

#### **Preamble**

1. Federal and State of Maryland regulations require that a Locally Operated Transit System (LOTS) have a policy for approval of fare or service changes affecting a transit system, including public comment.
2. Howard County has Memorandums of Understanding with Anne Arundel County, the City of Laurel, and Prince George's County (collectively, the Partners), to inter-alia: 1) establish a bus system in Central Maryland known as the Regional Transportation Agency of Central Maryland (RTA) and 2) create a Central Maryland Transit and Mobility Commission (Commission) to establish bylaws and operating procedures.
3. The Partners are in the process of creating the Commission.
4. Howard County manages an agreement with First Transit, Inc., (Contractor) to oversee Contractor's administration, operations, and maintenance of the RTA.
5. The Memorandums of Understanding acknowledge and agree that Howard County serves as contract manager until such time as an authority or other State-legislated organization is established. Until such changes occur, Howard County is the legal authority for approving fare or service changes affecting the RTA.

#### **Policy**

In the event the RTA seeks a change in fares or a major change in service, the Partners agree to: 1) provide opportunity for public comment on the proposed change, 2) make recommendations to Howard County on changes, including input from each jurisdiction's chief elected official, and, 3) accept Howard County's decision based on public and the Partner jurisdictions' comments on the change.

This policy will apply to a proposed change in fares or to a major change in service. A major change in service is defined as a change that impacts 25 percent or more of vehicle revenue hours of any route or demand-responsive service, including the deletion of a route or major alteration of a portion thereof. Minor changes in fares, such as temporary free fares are excluded from this policy.

Such fare and service changes as may be proposed shall not be implemented until after a public hearing and consideration of any comments received.

RTA staff shall provide support to the Partners for the public input process such as noticing, advertising, meeting scheduling, and accommodations for persons with special needs.



## Procedures

The purpose of these procedures is to ensure adequate and reasonable opportunities for public input with regard to proposed changes.

### *Public Hearing*

1. A minimum of one public hearing shall be conducted on the proposed change or changes. This shall be a regional public hearing, allowing input from the public from all Partner jurisdictions.
2. The Commission shall hold the hearing. The hearing shall be held in a regionally convenient location, accessible via transit. If a hearing is required prior to the creation of the Commission (see Preamble), the Howard County Public Transportation Board shall hold the hearing.
3. The Commission may hold additional public hearings in the Partner jurisdictions if warranted. Such hearings shall be held in timely manner so as to not unduly affect the decision-making process on the proposed change.
4. Notwithstanding the number of public hearings, each Partner jurisdiction's chief elected official shall convey their recommendation on the proposed change to Howard County.

### *Notice*

1. Public notice of the proposed change shall be given at least 30 days in advance of the hearing. Such notices shall be distributed and/or posted as follows:
  - to the Howard, Anne Arundel, and Prince George's County, and Laurel public libraries for posting at branches in the service area
  - to any connecting transit services that may be impacted by the proposed changes (e.g., MTA, WMATA) for posting on its affected routes
  - to local and state elected officials whose districts that would be affected
  - to electronic and print media, in the form of press releases
  - on all transit vehicles operated by the RTA
  - on the RTA web site
  - on Partner jurisdictions' websites, as feasible
  - to each jurisdiction's public information officer or equivalent for dissemination to other interested parties
2. Public notices shall contain the following information:
  - a description of the proposed change in sufficient detail to understand the change, including, if applicable, the area(s) and route(s) to be affected
  - date and /or place where more details on the proposed change can be viewed
  - the proposed effective date of the change (s)
  - a telephone contact number to ask questions or register comments
  - e-mail and street addresses to which to submit questions and comments
  - the date, time, and location of the planned public hearing
  - information regarding how disabled persons may get information and register comments, including a text telephone (TTY) line



3. Howard County will notify the Maryland Transit Administration (MTA) concurrently with announcing proposed fare changes or major service reductions to the public.
4. Partner jurisdictions shall make every effort to ensure they adhere to all notice requirements, but the lack of a specific notification shall not be cause to unreasonably delay the decision-making process on the proposed change.

### **Comments**

1. A log of all comments shall be kept, made available to the public on the RTA website, and presented at the public hearing.
2. If public comment is received which would significantly affect the proposed change, the comment period may be extended for an additional period in order to solicit further public input. Notification of the extension will also be advertised and posted.

### **Recommendation**

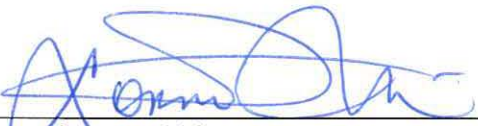
Following the hearing, the entity holding the hearing shall consider all public comments therein made, and transmit its recommendation on the proposed change to the County Executive of Howard County.

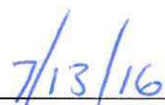
The recommendations shall be posted on the RTA website.

### **Decision**

The County Executive of Howard County will make a final decision on the proposed service and/or fare changes. Before making a decision, the Executive shall consider all recommendations from the Partner Jurisdictions and the public.

The County Executive shall not approve a service or fare change that exclusively affects one or more jurisdictions other than Howard County without the concurrence of the affected jurisdiction(s)' chief elected official.

  
\_\_\_\_\_  
Lonnie R. Robbins  
Chief Administrative Officer

  
\_\_\_\_\_  
Date

Appendix F: Summary of public outreach  
Examples of public outreach efforts  
Analyses conducted for fare and route changes

## Public Outreach Efforts by Howard County and Contractor 2016/2017

The following are Howard County's and the RTA's public outreach events, activities and publications.

Outreach Activity	Date	Department/Staff/Organization	Program Explanation
Fare Media for Fixed Route ticks, free ride tokens	2016/2017	Communications/Marketing/Customer Service	Available at 12 POS centers in HC, online through PayPal, Administration office
RTA Schedule Distribution 4x/year, as needed	2016/2017	Operations Distribution; hand deliver, mail	21 Howard County public locations; senior centers, libraries, POS, buses
Route/Service Change Notifications to the public	2016/2017	Communications/Operations	46 buses/ paratransit vehicles displayed postings, website & twitter postings
Weather Announcements affecting service	2016/2017	Communications/Operations	Maryland Telephone line announcements, email blast to media outlets, PIO, hub service locations, website posting, twitter
Bus Advertising	2016/2017	Operations/Marketing/Advertising	Internal/external advertising; general service promotions
Weekly Twitter Announcements	2016/2017	Communications	Weekly twitter posts
Web updates (ongoing)	2016/2017	Communications	Update web information, postings, public meeting information, job listings
BWI Partnership Monthly Breakfast meetings	2016/2017	Mark Pritchard, Ron Skotz, Sue Poole	Sponsorship, networking
Maryland Chamber of Commerce	2016/2017	Mark Pritchard, Ron Skotz, Sue Poole	Sponsorship, networking
Keep Calm Pay On Campaign	2016/2017	Marketing/Communications	Interior bus advertising to increase revenue
Now Hiring Driver Campaign	2016/2017	Marketing/Communications	Advertising to retain and recruit new drivers, print, web, street signs; (English/Span)
July 4th Holiday Announcement	Jul-16	Communications	Notification to public regarding holiday service hours; web, bus, twitter, print
Baltimore Sun Media Group Advertising	Jul-16	Marketing/Advertising	Online Advertising; Geotarget for HC
Route Match/RM Pay Program	2016/2017	Communications/Operations/Paratransit	Paratransit RM Pay Test Pilot for Flash Card Program; web, card, outreach to users
HC Fair Advertising	Aug-16	Marketing/Advertising	50k distribution, Ad placed in publication for promotion and branding, 1 week
Back to School Advertising	Aug-16	HC Times and Laurel Leader Special School Bus Edition	56k distribution, information ad, 4 weeks
Her Mind Publication Advertising	Aug-16	Marketing/Advertising	58k distribution, 1/2 page ad- branding and information, 2 months
Labor Day Holiday Service Announcement	Aug-16	Communications	Notification to public regarding holiday service hours; web, bus, twitter, print
Commission Meeting Briefing Session	Aug-16	RTA Staff/HC	Public Meeting
PAG Meeting	Aug-16	Mark Pritchard, Andrew Johnson, Sue Poole, Victor Jimenez	Public Meeting
Paratransit Meeting / Dept. of Citizen services (HC)	Sep-16	Victor Jimenez, Andrew Johnson, Sue Poole	Quarterly meeting to discuss RTA initiatives, education
Transit Development Plan (HC)	2016-2017	RTA Staff/ Communications/Marketing	Web hosting, marketing material development, survey assistance, public meetings
Howard County Times/ article	Sep-16	Communications/Paratransit	Interview for article related to RTA/Paratransit services
Commission Meeting Briefing Session	Sep-17	RTA Staff/HC	Public Meeting
TAM Expo Ocean City	Sep-16	RTA Staff	LOTS Networking/Expo
Howard County Parents Guide Magazine Ad	Sep-16	Marketing/Advertising	100k distribution, 12 month magazine
Howard County Guide to Senior Living	2016/2017	Marketing/Advertising	130k distribution, 1/2 page ad distributed to senior centers, libraries, residents
Howard County Housing Fair	Sep-16	Operations/Marketing	Provided bus transportation for event/Marketing Materials/Giveaways
Howard County Housing Fair Bus Advertising	Sep-17	Communications/Office of Housing	Provided Advertising on 4 buses to promote event
Welcome to our Neighborhood	Oct-16	Communications/Print	Promotion and branding, website promotion
Columbus Day Service Announcement	Oct-16	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
Commission Meeting Briefing Session	Oct-16	RTA Staff/HC	Public Meeting
Transit Development Plan (TDP)	Oct-16	HCRTA/KFH Outreach	Hosted 5 public meetings, online survey (RTA web)
RTA Mobility Brochure (English/Spanish)	Oct-16	Communications/Marketing	10k copy distribution; 975 mailing to current riders, organizations, on buses
50+ Howard County Expo- Wilde Lake School	Oct-16	Sue Poole, Stephanie Diltman/promotions	Education to the public, TDP Survey Distribution; Engl, Spanish, Korean
Veteran's Day Service Announcement	Nov-16	Bus postings, email blast, web, twitter, phone line	Announce change in service for holiday
Yellow Pages/white pages	2016/2017	Marketing/Advertising	E and Print listing advertising
Holiday "Free Ride" Campaign	Nov-16	7500 Free Ride Cards distributed/Promotion/Good Will	Distribution: malls, libraries, organizations, POS centers, mailed to Paypal users
Commission Meeting Briefing Session	Nov-16	RTA Staff/HC	Public Meeting
Transit Development Plan (TDP)	Nov-16	Marketing/Advertising	975 Survey mailing to ADA/GPT Riders
Thanksgiving Day Service Announcement	Nov-16	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
Christmas Day Service Announcement	Dec-16	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
New Year's Day Service Announcement	Dec-16	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
Guide to Howard County	Jan-16	Marketing/Advertising	110k distribution, 12 month publication, promotion and branding
Martin Luther King Jr Day Service Announcement	Jan-16	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
TAM Legislative Reception- Calvert House/Annapolis	Jan-16	Mark Pritchard, Andrew Johnson, Ron Skotz, Sue Poole	Transportation Groups from Maryland- promotion, networking
Womensfest Bus Advertising	Jan-17	Communications/HC Dept of Aging	Free Advertising for Womensfest on 4 buses
President's Day Service Announcement	Feb-17	Bus postings, email blast, web, twitter, phone line	Announce change in service for holiday
Armed Forces Directory	2016/2017	Communications/Advertising	Distribution to military, civilians, 1/2 page ad, promotion and ticket/pass sales
Electric Bus Project	2016/2017	RTA Staff, Marketing & Promotion /HC	Web build, branding, promotion, advertising
Baltimore Sun Media Group	2017/2018	Communications/Branding	E Marketing driver retention advertising, branding awareness campaign (4 months)
Fort Meade Project	2016/2017	RTA Staff/HC/AA County/MTA	504 Route Advertising, Host Public Meetings, Marketing Materials, PR announcements, web build, branding, promotion, MARC
Howard County Greenfest @ Howard Comm College	17-Apr		Environmental Health & Sustainability All nationalities Clothing collection for Success in Style
Howard County Autism Event	Mar-17	Communications	Material distributions, promotion, education
Womensfest	Apr-17	Advertising/Marketing	Material distributions, promotion, education
Internal Bus Advertising	planned	Advertising/Marketing	17"monitor screen, advertising/local promotion/PIO initiatives
Foldable System Map	planned	Marketing/Communications	Customer request, pocket size printed map, web host, distribution to organizations
Mail in Columbia Light Box Advertising	planned	Marketing/Communications	System Map for kiosk in food court
RTA Branding Flip Book	planned	Marketing/Communications	POS Center distribution; libraries, organizations (Fare Media & Policy Information)
Business Alliance Partnership Building	planned	Marketing/Communications	Fare Media Advertising, cross-promote businesses, discount opportunities
Route Shout Module for mobile devices	planned	Operations/Mobile Marketing	Real Time identification/mobile users, cross promote; print, web, bus, twitter
CMRT Mobility Matters Conference	May-17	RTA Staff	Regional Event/ networking
HC Commission Meeting on Disabilities	May-17	Sue Poole, Victor Jimenez, Andrew Johnson	HC Organizations, education and service
Howard County Wine in the Woods @ Merriweather	17-May		Transportation services provided
Memorial Day Service Announcement	May-17	Bus postings, email blasts, web, twitter, phone	Announce change in service for holiday
Howard County Bike to Work Day @ Whole Foods	1-Jun		Sponsorship, service advertising, outreach and promotion
Dump the Pump	Jun-17	Communications	Web, twitter
Open Streets Horizon Foundation Event	Jun-17	Operations/Marketing	Provided bus transportation for event
Independence Day Service Announcement	Jun-17	Bus postings, email blasts, web, twitter, phone line	Announce change in service for holiday
Howard County Transition Fair (Youth) @ LRHS, Columbia	17-Oct		125 high school youth; English, Spanish, Chinese and Korean
Howard County OWD, Youth Fair, Columbia	16-Apr		Employment, educational services for youth300 attendees of all nationalities



HOWARD COUNTY OFFICE OF TRANSPORTATION  
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Clive Graham, Administrator

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TDD 410-313-2323

## *Memorandum*

### **2018 Regional Transportation Agency (RTA) Fare Changes**

On March 26, 2018, the RTA opened a 30-day comment period on proposals for systemwide fare changes. An enhancement to the RTA Route 501 was also announced. The proposed changes are summarized on the following page.

Procedures for public notice were followed consistent with the Howard County Department of County Administration's policy on fare or service changes affecting Regional Transportation Agency service area (July 13, 2016).

The Howard County Office of Transportation (OoT) prepared a Title VI Analysis of the proposals.

The Central Maryland Transportation & Mobility Commission (Commission) held a public hearing on the proposals on April 24, 2018. Approximately 40 people attended the hearing.

The Commission held a work session on April 24, 2018 following the hearing. The Commission reviewed the approximately 30 comments received during the comment period and at the hearing, as well as the Office of Transportation's staff recommendations on each proposal. The Commission's recommendations are shown on the attached Recommendations/Decision Matrix

The OoT met with Howard County Executive Kittleman on May 7, 2018 to review the proposals, public comment, and the OoT's and the PTB's recommendations. County Executive Kittleman's decisions on the proposals are shown on the attached Recommendations/Decision Matrix.

## Fixed Route

Type of Fares	Current RTA Fixed-Route Fares		Proposed RTA Fixed Route Fares
	Howard Transit Routes: 401, 404, 405, 406, 407 408, 409, 409B, 501	Connect-A-Ride Routes: 201, 202, 301, 302, 502, 503, 504	Routes: 201, 202, 301, 302, 401, 404, 405, 406, 407, 408, 409, 409B, 501, 502, 503, 504
One Way, Regular Fare	\$2.00	\$2.00	\$2.00
One Way, Reduced Senior or Person with Disability	\$1.00	\$1.00	FREE ride with valid ID or Mobility ID
One Way, Reduced Student	Not Available	Not Available	\$1.00 with current school ID
Transfer	Free	Not Available	Not Available
Day Pass, Regular Fare Cash	Not Available	\$5.00	\$5.00
Day Pass, Reduced Senior or Person with Disability, Cash	Not Available	\$2.50	FREE ride with valid ID or Mobility ID
10 Ride Ticket Booklet, Regular Fare	\$13.50	Not Available	\$15.00
10 Ride Ticket Booklet, Reduced Fare Senior or Person with Disability	\$4.50	Not Available	FREE ride with valid ID or Mobility ID
10 Ride Ticket Booklet, Reduced Student	\$4.50	Not Available	Not Available
Monthly Pass, Regular Fare	\$47.00	\$60.00	\$40.00
Monthly Pass, Reduced Senior or Person with Disability	\$16.00	\$30.00	FREE ride with valid ID or Mobility ID
Monthly Pass, Reduced Student (18 and older)	\$16.00	Not Available	\$20.00 with current school ID
Monthly Pass, Reduced Youth (6 - 17 years)	N/A	\$40.00	\$20.00
Children, ages 5 and under	Free	Free	Free

## Paratransit

### Current Paratransit Fares

Type of Fare	Howard Transit	Connect-A-Ride
One Way Trip, ADA Complementary	\$2.50	\$4.00
One Way Trip, General Paratransit (GPT)	\$2.50	Not Available
10-Ride Ticket Book, ADA Complementary	\$25.00	\$40.00
10-Ride Ticket Book, General Paratransit (GPT)	\$25.00	Not Available

### Proposed Fare Changes

Type of Fare	Howard Transit	Connect-A-Ride
One Way Trip, ADA Complementary effective <b>7/1/2018</b>	\$3.00	\$4.00
One Way Trip, ADA Complementary effective <b>7/1/2019</b>	\$4.00	\$4.00
One Way Trip, General Paratransit effective <b>7/1/2018</b>	\$4.00	Not Available
One Way Trip, General Paratransit effective <b>7/1/2019</b>	\$5.00	Not Available
10-Ride Ticket Book, ADA Complementary - within Howard County (value \$30.00) effective <b>7/1/2018</b>	\$25.00	Not Available
10-Ride Ticket Book, ADA Complementary - outside of Howard County (value \$40.00) effective <b>7/1/2018</b>	Not Available	\$35.00
10-Ride Ticket Book, ADA Complementary RTA System wide (value \$40.00) effective <b>7/1/2019</b>	\$35.00	\$35.00
10-Ride Ticket Book, General Paratransit (within Howard County) effective <b>7/1/2018</b>	\$40.00	Not Available
10-Ride Ticket Book, General Paratransit (within Howard County) effective <b>7/1/2019</b>	\$50.00	Not Available

**2018 RTA Fare and Route Change Recommendations/Decision Matrix**

#	Proposal	Comments/Input	Staff Recommendation	Central Maryland Transportation & Mobility Commission Recommendation	County Executive Decision
1	Fixed Route Fares	Approximately 6 comments received. Generally supportive, especially for free fares. No comments received on the elimination of transfers Questions about types of ID that will be accepted. Recommend that passes be more easily available for sale.	Implement all proposals.	Implement as proposed.	Per Commission.
2	Mobility Fares	Approximately 15 comments received. Many comments opposed the proposed increase for general paratransit. That the increase will be hard on low income persons on fixed incomes, seniors or persons with disabilities. No comments received on changes to ADA fares.	Implement all proposals.	Implement all proposals but phase in the general paratransit increase: \$2.50 to \$4.00 7-1-18; \$4.00 to \$5.00 7-1-20.	Phase in the recommendations as follows: \$2.50 to \$3.00 7-1-18; \$3.00 to \$4.00 7-1-19; \$4.00 to \$5.00 7-1-20.
3	Route 501	Approximately 5 comments received. Most comments did not understand the proposal; how the 501 would connect and be coordinated with the shuttle, e.g., fares, hours of operation, and need to transfer. When explained they were accepting, acknowledging that while Howard County riders have had a one-seat ride to BWI, AA Co riders have not.	Implement as proposed.	Implement as proposed.	Per Commission.

Approved as noted:

 Date 5/8/2018

Allan H. Kittleman, Howard County Executive

Attest:  Date May 8, 2018

Clive Graham, Administrator, Office of Transportation



## Title VI Analysis of Proposed Fare Policy and Route Changes for Regional Transportation Agency (RTA) bus service. May 1, 2018

Analysis prepared by the Howard County Office of Transportation

The Regional Transportation Agency of Central Maryland (RTA) has a Title VI Plan that details how Howard County, through the RTA incorporates nondiscrimination policies and practices in providing services to the public. The Plan includes procedures for ensuring equity in planning service and fare changes. For major service reductions and fare increases the procedures include consideration of the relative impacts on and benefits to, minority and low-income populations, including limited-English proficiency (LEP) populations.

### Proposed Changes

The RTA is proposing a wholesale change to its fare policy in order to integrate its two legacy systems, Howard Transit and Connect a Ride, and simplify the system. In the current system some routes have one fare policy and others a different one, which is confusing to passengers and operators. If approved, the changes will take effect July 1, 2018. The proposed changes are as follows:

### Fixed Route

Type of Fares	Current RTA Fixed-Route Fares		Proposed RTA Fixed Route Fares
	Howard Transit Routes: 401, 404, 405, 406, 407 408, 409, 409B, 501	Connect-A-Ride Routes: 201, 202, 301, 302, 502, 503, 504	Routes: 201, 202, 301, 302, 401, 404, 405, 406, 407, 408, 409, 409B, 501, 502, 503, 504
One Way, Regular Fare	\$2.00	\$2.00	\$2.00
One Way, Reduced Senior or Person with Disability	\$1.00	\$1.00	FREE ride with valid ID or Mobility ID
One Way, Reduced Student	Not Available	Not Available	\$1.00 with current school ID
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Day Pass, Regular Fare Cash	Not Available	\$5.00	\$5.00
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Monthly Pass, Reduced Student (18 and older)	\$16.00	Not Available	\$20.00 with current school ID
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Children, ages 5 and under	Free	Free	Free

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One Way Trip, ADA Complementary	\$2.50	\$4.00
One Way Trip, General Paratransit (GPT)	\$2.50	Not Available
10-Ride Ticket Book, ADA Complementary	\$25.00	\$40.00
10-Ride Ticket Book, General Paratransit (GPT)	\$25.00	Not Available

### Proposed Fare Changes

Type of Fare	Howard Transit	Connect-A-Ride
One Way Trip, ADA Complementary effective 7/1/2018	\$3.00	\$4.00
One Way Trip, ADA Complementary effective 7/1/2019	\$4.00	\$4.00
One Way Trip, General Paratransit effective 7/1/2018	\$4.00	Not Available
One Way Trip, General Paratransit effective 7/1/2019	\$5.00	Not Available
10-Ride Ticket Book, ADA Complementary - within Howard County (value \$30.00) effective 7/1/2018	\$25.00	Not Available
10-Ride Ticket Book, ADA Complementary - outside of Howard County (value \$40.00) effective 7/1/2018	Not Available	\$35.00
10-Ride Ticket Book, ADA Complementary RTA System wide (value \$40.00) effective 7/1/2019	\$35.00	\$35.00
10-Ride Ticket Book, General Paratransit (within Howard County) effective 7/1/2018	\$40.00	Not Available
10-Ride Ticket Book, General Paratransit (within Howard County) effective 7/1/2019	\$50.00	Not Available

In addition to the fare policy changes the RTA proposes one route change:

RTA Route 501 service currently runs between Columbia Mall and Baltimore Washington International Airport (BWI) on a 90-minute headway. Under the proposal, the 501 will run from Columbia Mall to Arundel Mills Mall on a 60-minute headway. Shuttle service on a 30-minute headway at peak hours will be provided by Anne Arundel County between Arundel Mills Mall and BWI. Hours of operation will not change. The shuttle may be free, but if a fare is charged it will be no higher than the current or proposed fares (i.e., \$2.00) and RTA passengers from other routes will be able to transfer for free.

This route change is not a major service reduction and is not analyzed further in this analysis.

### Rationale and objectives

The current system, in which some routes have one fare policy and others a different one, is confusing to passengers and operators. This results in disputes while people are boarding, causes time delays, and stress for both passengers and operators.

The primary objectives of the fare proposal are:

- Transparency; people will be able to easily understand all aspects of the policy.
- Equity; clear, consistent relationships between services provided and their prices.
- Fixed-route ridership; the policy is designed to encourage ridership on the fixed-route system, even at the possible expense of the fare recovery ratio.
- Cost-control on paratransit; the policy is intended to achieve this by increasing the fare-recovery ratio and encouraging paratransit passengers to ride the fixed-route system when possible.
- Reduce use of cash on board; the policy encourages pre-paid multi-trip fare media in order to improve boarding times and operator security.
- Reduce fraud; move towards fare media that cannot be as easily be transferred to another rider.



The objective of the change to the 501 is to provide more frequent service, possibly free, at peak hours between Arundel Mills and BWI.

### Anticipated Impacts on Low-Income and/or Minority Communities

Minority communities are concentrated in the following parts of the RTA service area: eastern Howard County, the Route 1 corridor, northwestern Anne Arundel County. Low income populations are generally in the same areas with concentrations is southeast Howard County and northern Anne Arundel County. Central Maryland residents predominately speak English only (approximately 83%). Spanish is the next most prevalent language, spoken by 6.1 percent of the regional population, though only 2.4 percent are persons with limited English proficiency (see Appendix 1 for additional detail).

Table 1 shows low-income and minority ridership by route. The highest minority and low-income ridership is on Routes 301, 404, and 501.

**Table 1 Rider Characteristics (Percent)**

Route	Black	Hispanic	Household Income \$20,000 or less	Household Income \$20,000 to \$40,000	Household Income \$40,000 or less
201/J	65	21	35	26	61
202/K	66	10	35	25	60
203/M	56	8	34	28	62
301/A	78	13	40	23	63
302/G	76	8	31	23	54
401/Green	66	10	35	25	60
404/Orange	71	5	44	23	67
405/Yellow	63	2	48	21	69
406/Red	69	8	42	21	63
407/Brown	70	12	36	24	60
408/Gold	56	8	33	29	62
409/Purple	69	7	30	39	69
501/Silver	78	13	40	23	63
502/B	65	7	35	26	61
503/E	69	8	42	21	63
Routes with highest minority and low income ridership (>70%, >40%)					
Routes with next highest minority or low income ridership (>70%, >40%)					

Source: Central Maryland Transit Development Plan, draft January 2018

Analysis of fares receipts indicates that approximately 80 percent of fare revenues are paid by cash (Table 2)

**Table 2 Fare Recovery**

Period	Cash	Fixed Ticket Sales	ParaTransit Ticket Sales	Total	% cash
6/30/2015	\$ 1,419,148	\$ 217,803	\$ 129,149	\$ 1,766,100	80%
6/30/2016	\$ 1,285,575	\$ 207,510	\$ 141,263	\$ 1,634,348	79%
6/30/2017	\$ 1,176,292	\$ 182,761	\$ 142,896	\$ 1,501,949	78%
7 months: 1/31/2018	\$ 577,648	\$ 119,396	\$ 78,073	\$ 775,117	75%

Under the proposed fare policy, the fares on many trips will be lower than the current fares. For example, Seniors (age 60+) or persons with a disability will ride fixed route system for free versus the current \$1 fare. Some fares will increase, for example the 10-ride ticket booklet will increase from \$13.50 to \$15.00, the one-way ADA Complementary fare from \$2.50 to \$3.00, and the one-way general paratransit fare from \$2.50 to \$4.00. However, these increases will be mostly offset by the new free fares on the fixed route, systemwide adoption of the \$5.00 day-pass, and 10 ticket booklet or monthly pass fares.

Because the fare changes will apply system-wide and not to specific routes or geographies, the RTA does not expect that they will have a disproportionately high and adverse effect on the low-income or minority communities in the RTA service area. The RTA expects the changes will make the system run more simply, efficiently, equitably and safely for all communities, including low-income and minority communities.

It should also be noted that these are the first changes to the region's fare policy since 2009.

### **Transit Alternatives Available to Riders Impacted by Proposed Changes**

Alternative transit arrangements do not exist for most of the trips taken by the RTA's riders. However, in those cases where the price of a trip or series of trips might rise, the proposed policy includes alternative ways of paying that may be cheaper. For instance, the loss of free transfers could mean that the cost of a round-trip two-seat ride could be rising from \$4.00 (\$2.00 each way) to \$8.00 (\$4.00 each way). However, routes that are losing free transfers will now be eligible for \$5.00 day passes, mitigating the cost increase. In addition, the cost of monthly passes will be going down, so frequent travelers, who would be expected to be most affected by the increase, will now have an even more attractive alternative fare payment mechanism.

### **Measures to Mitigate Adverse Effects**

As described above, while the price of some fare media will be increasing, prices of more types of fare media will be decreasing. Most riders should be able to find a comparable, if not cheaper, way to pay for their trip. The exception to this is paratransit riders, who will see their fares rise on all trips. However, even in this case, some paratransit riders who are able to use fixed-route for at least some of their trips, may be able to mitigate this fare increase through taking advantage of the new free fares for the elderly and disabled on all fixed-route trips.

If the policy is proposed fare policy is approved the RTA can help mitigate adverse effects by:


- Publicizing the benefits of and facilitating fare purchases by non-cash media.
- Targeting publicity and outreach to routes with the highest minority and low-income ridership: 201/J, 301/A, 302/G, 404/Orange, 405/Yellow, 406/Red, 407/Brown, 501/Silver, and 503/E (see Table 1).
- Directing riders to travel training such as that offered by the Center for Mobility Equity in Laurel.

### **Public Outreach**

A public hearing was held on April 24, 2018. Thirty days' notice was provided in 5 area newspapers, in both English and Spanish, and a Press Release was sent to over 110 media outlets; radio, television, cable, print publications, and public information offices within jurisdictions. Notice was also sent to local and state officials via email blast. Bus rider announcements were posted on all fixed route and paratransit buses. A public information brochure detailing the fare proposal, location of hearing and instructions to submit public comment was placed on all buses and mailed to over 60 community organizations and libraries. The RTA website, [www.transitRTA.com](http://www.transitRTA.com) features all document information, resources to obtain

special accommodations and ways to submit public comment. Public comments were accepted from March 26-April 24, 2018.

March 22, 2018



***PUBLIC HEARING***

Central Maryland Transportation & Mobility Commission (CMTMC) gives notice of a Public Hearing regarding a proposed Fare Policy Change impacting all Regional Transportation Agency (RTA) service routes and RTA Mobility. A proposed service enhancement to Route 501 will also be discussed. Hearing will take place on **Tuesday, April 24th at 6:00 p.m. at the RTA Administration Office, 8510 Corridor Road, Suite 110, Savage, Maryland. The RTA opens a 30-day public comment period on Monday, March 26th through Tuesday, April 24, 2018.**

Written comments can be submitted online, [www.transitRTA.com](http://www.transitRTA.com), email, [consumer@transitRTA.com](mailto:consumer@transitRTA.com), 7-1-1 MD Relay or mail, RTA Administration Office, 8510 Corridor Road, Suite 110, Savage, MD 20763. Proposed changes are scheduled to begin on Sunday, July 1, 2018.

For details, visit [www.transitRTA.com](http://www.transitRTA.com). If you require special accommodations please contact Sue Poole, Director of Communications, Regional Transportation Agency 301-957-3604, [sue.poole@transitRTA.com](mailto:sue.poole@transitRTA.com), or Victor Jimenez, Manager of RTA Mobility at 301-957-3608, [victor.jimenez@transitRTA.com](mailto:victor.jimenez@transitRTA.com).

## Appendix 1 Minority and Low-Income Populations

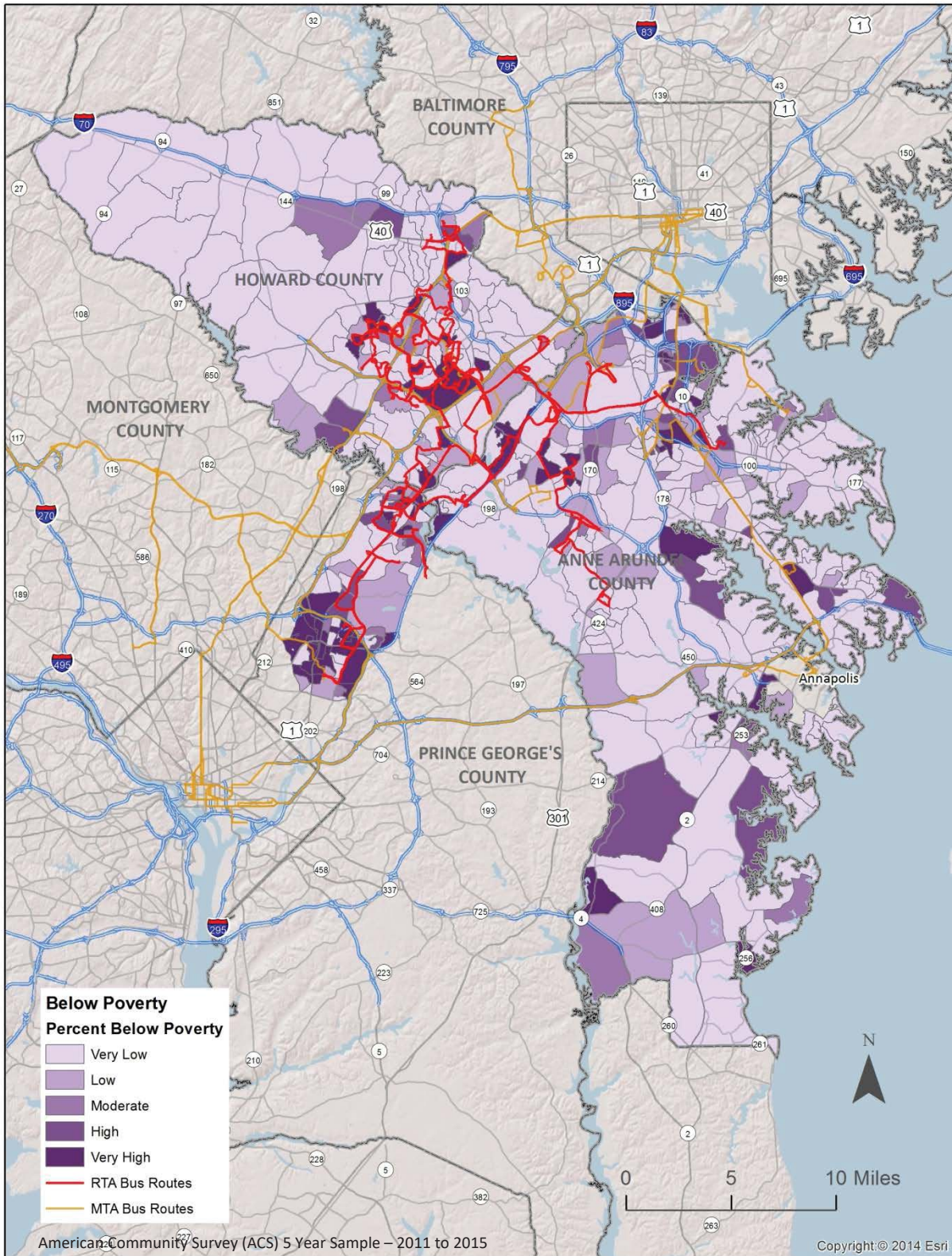
Source: Central Maryland Transit Development Plan, draft January 2018







Figure 2-13: Population Living below Poverty Level



### Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds.

As shown in Table 2-5, Central Maryland study area residents predominately speak English only (approximately 83%). Spanish is the next most prevalent language, spoken by 6.1 percent of the regional population, though only 2.4 percent are persons with Limited English Proficiency (LEP). The next most prevalent language is Korean at 1.48 percent, though in this case there are more Korean speakers who are LEP, 0.9 percent. Of the remaining residents who do not speak English at home, 71 percent are able to speak English well or very well. The remaining 29 percent of Non-English speakers with Limited English Proficiency constitute 2.7 percent of the regional population. Overall, 55,843 individuals (6.0 %) of the regional population are LEP. No population group exceeds the five percent threshold, though there are fifteen language groups each with over 1,000 LEP speakers in the regional population. These results suggest a need to make sure that transit materials are available in Spanish and possibly Korean.

**Table 2-5: Limited English Proficiency**

	Population	Percent of Total Population	
<b>Central MD Study Area Total Population (Ages 5+)</b>	<b>925,314</b>	<b>-</b>	
Speaks English Only	766,740	82.9%	
Speaks Language Other than English	158,574	17.1%	
Non LEP Population	102,731	11.1%	
LEP Population	55,843	6.0%	
Language Spoken by Non-English Speakers	Non-LEP Population	LEP Population	LEP Population as a Percent of Total Population
Spanish or Spanish Creole	33,910	22,423	2.4%
Korean	5,721	7,993	0.9%
Chinese	7,216	5,679	0.6%
African languages	8,389	2,291	0.2%
Vietnamese	1,763	2,051	0.2%
Other Asian languages	6,482	1,831	0.2%
Other Indic languages	3,299	1,752	0.2%
Tagalog	3,450	1,493	0.2%
Urdu	3,210	1,409	0.2%
Hindi	3,317	1,073	0.1%
Gujarati	1,942	961	0.1%



Chapter 2: Demographics and Land Use

French (incl. Patois, Cajun)	5,047	895	0.1%
French Creole	1,377	780	0.1%
Russian	1,759	538	0.1%
German	2,627	534	0.1%
Arabic	1,445	532	0.1%
Portuguese or Portuguese Creole	1,653	480	0.1%
Persian	1,227	462	0.0%
Other Indo-European languages	1,466	320	0.0%
Japanese	802	312	0.0%
Thai	244	260	0.0%
Italian	1,332	250	0.0%
Other and unspecified languages	190	240	0.0%
Polish	540	193	0.0%
Other Pacific Island languages	278	170	0.0%
Greek	1,011	162	0.0%
Armenian	160	153	0.0%
Other Slavic languages	705	151	0.0%
Mon-Khmer, Cambodian	173	140	0.0%
Other West Germanic languages	300	76	0.0%
Serbo-Croatian	318	64	0.0%
Laotian	166	63	0.0%
Hungarian	119	47	0.0%
Hebrew	538	34	0.0%
Yiddish	9	12	0.0%
Scandinavian languages	374	11	0.0%
Other Native North American languages	93	8	0.0%
Hmong	0	0	0.0%
Navajo	79	0	0.0%
<b>LEP and Non-LEP Totals</b>	<b>102,731</b>	<b>55,843</b>	<b>6.0%</b>

Source: 2011-2015 ACS 5-Year Estimates, Table B16001.

## RTA Announcements



**Catch the Bus with RouteShout 2.0 FREE Mobile App!** Riders can access REAL-TIME data on a mobile device or by visiting [www.transitRTA.com](http://www.transitRTA.com). App is available on Google Play and Apple Store.



**Do You Need Transportation to or from the Howard County Circuit Court Building on Route 405?** Call ahead for transportation and schedule a ride: 1-800-270-9553.

**NOW HIRING CDL DRIVERS!** For immediate consideration go to: RTA Operations Facility at 8800 Corridor Road, Annapolis Junction. Location is on RTA Route 409. To fill out an application visit our website [www.transitRTA.com](http://www.transitRTA.com), download and send to [consumer@transitRTA.com](mailto:consumer@transitRTA.com) or call Human Resources at 410-796-6589, press 3.

March 22, 2018

### PUBLIC HEARING

Central Maryland Transportation & Mobility Commission (CMTMC) gives notice of a Public Hearing regarding a proposed Fare Policy Change impacting all Regional Transportation Agency (RTA) service routes and RTA Mobility. A proposed service enhancement to Route 501 will also be discussed. Hearing will take place on **Tuesday, April 24th at 6:00 p.m. at the RTA Administration Office, 8510 Corridor Road, Suite 110, Savage, Maryland. The RTA opens a 40-day public comment period on Monday, March 26th through Tuesday, April 24, 2018.**

Written comments can be submitted online, [www.transitRTA.com](http://www.transitRTA.com), email, [consumer@transitRTA.com](mailto:consumer@transitRTA.com), 7-1-1 MD Relay or mail, RTA Administration Office, 8510 Corridor Road, Suite 110, Savage, MD 20763. Proposed changes are scheduled to begin on Sunday, July 1, 2018.

For details, visit [www.transitRTA.com](http://www.transitRTA.com). If you require special accommodations please contact Sue Poole, Director of Communications, Regional Transportation Agency 301-957-3604 - [sue.poole@transitRTA.com](mailto:sue.poole@transitRTA.com) or Victor Jimenez, Manager of RTA Mobility at 301-957-3608, [victor.jimenez@transitRTA.com](mailto:victor.jimenez@transitRTA.com).

## PLEASE TAKE ONE!

Passengers are invited to join in the discussion on the date listed below

**Proposed Fare Policy Changes:  
All RTA fixed routes and mobility services  
(Howard Transit and Connect-A-Ride)**

**Proposed Service Enhancement to  
existing Route 501**

A public hearing regarding RTA service enhancements will be held on **Tuesday, April 24, 2018 at 6:00 p.m. at the RTA Administration Building located at 8510 Corridor Road, Suite 110, Savage, Maryland.** The Central Maryland Transportation & Mobility Commission opens a 30-day public comment period on March 26, 2018 through Tuesday, April 24, 2018. During this period the public is encouraged to provide feedback regarding proposed changes by submitting written comments either online, [www.transitRTA.com](http://www.transitRTA.com), email, [consumer@transitRTA.com](mailto:consumer@transitRTA.com) or mail, RTA Administration office, 8510 Corridor Road, Suite 110, Savage, MD 20763. Proposed changes are scheduled to begin Sunday, July 1, 2018.

**PUBLIC COMMENT PERIOD DATES: Monday, March 26 to Tuesday, April 24, 2018.**

**PUBLIC HEARING: Tuesday, April 24, 2018, 6:00 p.m.**  
Regional Transportation Agency of Central Maryland, Administration Office  
8510 Corridor Road, Suite 110  
Savage, MD 20763

The meeting location is accessible for people with disabilities. Anyone requiring special assistance or additional accommodations, or who require printed materials in an alternate format should contact RTA in advance at 1-800-270-9553 to make necessary arrangements.

**For More Information or to Comment**

Visit [www.transitRTA.com](http://www.transitRTA.com) or call the RTA, Monday-Friday, 8:30 a.m.-5:00 p.m. at 1-800-270-9553. You may also email your comments to [consumer@transitRTA.com](mailto:consumer@transitRTA.com) with subject heading "Fare Change Proposal," 711 MD Relay or mail comments to 8510 Corridor Road, Suite 110, Savage, Maryland 20763. Your name and postal address must be included with your comments to become part of the public hearing record.

**Title VI Notice**

RTA fully complies with Title VI of the Civil Rights Act of 1964.  
For the full policy, please visit [www.transitRTA.com](http://www.transitRTA.com).

## Why Change the Fare Policy Structure for all RTA Routes?

When the Regional Transportation Agency of Central Maryland (RTA) was created in July 2014, it merged two different transit systems, Howard Transit and Connect-A-Ride. Each of the legacy systems had their own fare policy and pricing. While the base fare is the same in both systems - \$2.00 for a one-way ride, each system offers different types of passes and costs for services. The Central Maryland Transportation & Mobility Commission (CMTMC) is proposing a revised fare structure to simplify the fare structure and provide consistency throughout the RTA service area.

The base fare would remain at \$2.00. Free transfers would no longer be accepted however, a Day Pass, would allow unlimited travel for that day at the cost of \$5.00. Ten-Ride Regular booklets and Monthly Passes would both be available for the entire system. Under the new proposal, Seniors and Persons with a Disability would now be FREE for the fixed-route system.

### RTA Current and Proposed Fixed Route Fares (Regular/Reduced)

Type of Fares	Current RTA Fixed-Route Fares		Proposed RTA Fixed Route Fares
	Howard Transit Routes: 401, 404, 405, 406, 407 408, 409, 409B, 501	Connect-A-Ride Routes: 201, 202, 301, 302, 502, 503, 504	Routes: 201, 202, 301, 302, 401, 404, 405, 406, 407, 408, 409, 409B, 501, 502, 503, 504
One Way, Regular Fare	\$2.00	\$2.00	\$2.00
One Way, Reduced Senior or Person with Disability	\$1.00	\$1.00	FREE ride with valid ID or Mobility ID
One Way, Reduced Student	Not Available	Not Available	\$1.00 with current school ID
Transfer	Free	Not Available	Not Available
Day Pass, Regular Fare Cash	Not Available	\$5.00	\$5.00
Day Pass, Reduced Senior or Person with Disability, Cash	Not Available	\$2.50	FREE ride with valid ID or Mobility ID
10 Ride Ticket Booklet, Regular Fare	\$13.50	Not Available	\$15.00
10 Ride Ticket Booklet, Reduced Fare Senior or Person with Disability	\$4.50	Not Available	FREE ride with valid ID or Mobility ID
10 Ride Ticket Booklet, Reduced Student	\$4.50	Not Available	Not Available
Monthly Pass, Regular Fare	\$47.00	\$60.00	\$40.00
Monthly Pass, Reduced Senior or Person with Disability	\$16.00	\$30.00	FREE ride with valid ID or Mobility ID
Monthly Pass, Reduced Student (18 and older)	\$16.00	Not Available	\$20.00 with current school ID
Monthly Pass, Reduced Youth (6 - 17 years)	N/A	\$40.00	\$20.00
Children, ages 5 and under	Free	Free	Free

#### Proposed RTA Fixed Route Fare Enhancements

- \* NEW: Seniors (age 60+) or Persons with a Disability can ride fixed route system for FREE (valid ID required).
- \* NEW: Regular Day Pass available system wide. Ride all day for \$5.00.
- \* NEW: Reduced cost on all routes for a Regular Monthly Pass. Savings: \$7.00/Howard Transit Routes, \$20.00/Connect-A-Ride

## RTA Current Mobility Fares and Proposed Changes

### Americans with Disabilities (ADA) and General Paratransit (GPT)

#### Current Paratransit Fares

Type of Fare	Howard Transit	Connect-A-Ride
One Way Trip, ADA Complementary	\$2.50	\$4.00
One Way Trip, General Paratransit (GPT)	\$2.50	Not Available
10-Ride Ticket Book, ADA Complementary	\$25.00	\$40.00
10-Ride Ticket Book, General Paratransit (GPT)	\$25.00	Not Available

#### Proposed Fare Changes

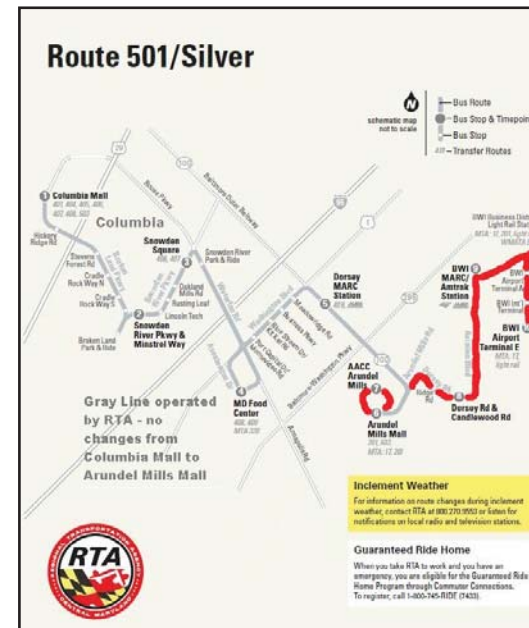
Type of Fare	Howard Transit	Connect-A-Ride
One Way Trip, ADA Complementary effective <b>7/1/2018</b>	\$3.00	\$4.00
One Way Trip, ADA Complementary effective <b>7/1/2019</b>	\$4.00	\$4.00
One Way Trip, General Paratransit effective <b>7/1/2018</b>	\$4.00	Not Available
One Way Trip, General Paratransit effective <b>7/1/2019</b>	\$5.00	Not Available
10-Ride Ticket Book, ADA Complementary - within Howard County (value \$30.00) effective <b>7/1/2018</b>	\$25.00	Not Available
10-Ride Ticket Book, ADA Complementary - outside of Howard County (value \$40.00) effective <b>7/1/2018</b>	Not Available	\$35.00
10-Ride Ticket Book, ADA Complementary RTA System wide (value \$40.00) effective <b>7/1/2019</b>	\$35.00	\$35.00
10-Ride Ticket Book, General Paratransit (within Howard County) effective <b>7/1/2018</b>	\$40.00	Not Available
10-Ride Ticket Book, General Paratransit (within Howard County) effective <b>7/1/2019</b>	\$50.00	Not Available

#### Proposed RTA Paratransit ADA Fare Enhancements

\* NEW: Reduced discount for ADA 10-Ride Ticket Books (savings of \$5.00)

## RTA Route 501 Proposed Enhancement and Service Change

RTA Route 501 service will run from Columbia Mall to Arundel Mills Mall on a 60 minute headway. Shuttle Service will be provided by Anne Arundel County Office of Transportation and will run between Arundel Mills Mall and Baltimore Washington International Airport (BWI). Frequency and hours of operation are to be determined. For more information regarding this proposal please call 410-222-0022 or 410-222-0225.



## Appendix G: LEP Language Assistance Plan

## **HOWARD COUNTY OFFICE OF TRANSPORTATION**

### **LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY**

Limited English Proficient Persons (LEP) is a term used to define any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English.

Howard County, Maryland has procedures and methods in place to provide assistance to non-English speaking persons, however Howard County, Maryland does not have a LEP Language Assistance Plan (LAP).

The Office of Transportation has developed a LAP implementation plan addressing the delivery of information on public transportation services. The plan was developed using the four-factor analysis recommended by the FTA, which allowed Howard County to determine:

- the number LEP persons served by public transit
- which language groups were large enough to warrant services
- which aspect of the transit system that is most important to LEP populations
- what information is critical to deliver those services
- resources needed to provide the information in the applicable languages

Analysis

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

Howard County has reviewed census data on the number of individuals in its service area that have Limited English Proficiency, as well as the languages they speak. Data from the U.S. Census Bureau's American Community Survey (ACS) were obtained through www.census.gov for the transit service area within Howard County. The service area (census tracts within ¾ of a mile of RTA service) includes a total of 21,794 persons with Limited English Proficiency (those persons who indicated that they spoke English less than “very well” in 2016 ACS 5-Year Estimates).

Based on the safe harbor rule, there are 3 language groups represented by more than 1,000 people of LEP: Spanish, Korean, and Chinese. No language group represents more than 5 percent of the service area population.

	Speakers in Howard County	LEP Speakers in Howard County	Percent of Howard County Speakers that are LEP	Speakers in Service Area	LEP Speakers in Service Area	Percentage of LEP Speakers in Service Area	Percentage of Service Area Speakers that are LEP	LEP Share of Ho Co Pop	LEP Share of Service Area Pop	Share of Ho Co LEP	Share of Service Area LEP
English-only	220,209	N/A	N/A	178,430	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Spanish	14,715	4,915	33.40%	13,975	<b>4,734</b>	96.32%	33.87%	1.69%	<b>1.98%</b>	22.55%	<b>24.61%</b>
Korean	9,798	5,635	57.51%	7,892	<b>4,643</b>	82.40%	58.83%	<b>1.94%</b>	<b>1.94%</b>	25.86%	<b>24.14%</b>
Chinese (incl. Mandarin, Cantonese)	7,851	3,396	43.26%	6,243	<b>2,913</b>	85.78%	46.66%	1.17%	<b>1.22%</b>	15.58%	<b>15.15%</b>
Vietnamese	1,932	947	49.02%	1,698	778	82.15%	45.82%	<b>0.33%</b>	<b>0.33%</b>	4.35%	4.04%

French, Haitian, or Cajun	2,778	469	16.88%	2,625	462	98.51%	17.60%	0.16%	<b>0.19%</b>	2.15%	2.40%
Tagalog (incl. Filipino)	1,531	404	26.39%	1,457	393	97.28%	26.97%	0.14%	<b>0.16%</b>	1.85%	2.04%
Russian, Polish, or other Slavic languages	1,970	408	20.71%	1,898	374	91.67%	19.70%	0.14%	<b>0.16%</b>	1.87%	1.94%
Arabic	1,340	302	22.54%	1,154	302	100.00%	26.17%	0.10%	<b>0.13%</b>	1.39%	1.57%
German or other West Germanic languages	1,302	189	14.52%	1,090	153	80.95%	14.04%	<b>0.07%</b>	0.06%	0.87%	0.80%
Other Indo-European languages	14,213	2,741	19.29%	11,552	2,229	81.32%	19.30%	<b>0.95%</b>	0.93%	12.58%	11.59%
Other Asian and Pacific Island languages	7,565	1,420	18.77%	6,686	1,336	94.08%	19.98%	0.49%	<b>0.56%</b>	6.52%	6.95%
Other and unspecified languages	4,831	968	20.04%	4,609	917	94.73%	19.90%	0.33%	<b>0.38%</b>	4.44%	4.77%
<b>Total</b>	<b>290,035</b>	<b>21,794</b>	<b>7.51%</b>	<b>239,309</b>	<b>19,234</b>	<b>88.25%</b>	<b>8.04%</b>				

**Data Source: American Community Survey 2016 5 Year Estimates Table C16001: "Language Spoken at Home for the Population 5 Years and Over"**

As the table shows, LEP persons constitute approximately 7.5 percent of Howard County residents age 5 and over, and approximately 8 percent of service area residents. Nearly 90 percent of LEP persons within Howard County fall within  $\frac{3}{4}$  of a mile of existing transit service, a catchment area that includes about 82 percent of Howard County residents age 5 and over. Thus, transit currently serves nearly all LEP persons in Howard County, at a rate higher than would be expected if transit service was evenly distributed throughout the County.



## Factor 2: Assessment of Frequency with Which LEP individuals come into contact with the public transit system

Historically, Howard County and its contractors have not collected information regarding specific interactions between LEP persons and transit service. However, after reviewing the relevant benefits, services, and information provided by its contractor, the County now will require collection of data to assess the extent to which LEP persons have come into contact with these functions through the following channels:

- Contact with transit vehicle operators
- Calls to the customer service telephone lines
- Access to the Contractor's or Office of Transportation's website
- Facebook comments and twitter questions
- Attendance at community meetings or public hearings hosted by the contractor and/or Howard County
- Contact with the contractor's ADA complementary para-transit system (including applying for eligibility, making reservations, and communicating with drivers).
- Providing various marketing and public display efforts with various county community partners

Howard County will continue to identify emerging populations as updated Census and American Community Survey data become available for the service area. In addition, Howard County will require the contractor to keep records of LEP contacts, including language, to accurately assess the frequency and success of the contact.

**Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population**

Fixed Route and Paratransit service is a critical component the LEP’s population’s ability to travel to work, school and move around the county. This is clearly demonstrated in work related trips.

ACS data show that LEP residents of Howard County commute by transit at a rate similar to the population at large (3.57 percent and 3.64 percent respectively). However, LEP persons who work within Howard County commute by transit at a rate nearly twice that of non-LEP persons (1.60 percent vs. 0.83 percent).

English Proficiency	Commute Mode	Residents		Workers	
		Commuters	Percentage	Commuters	Percentage
LEP	Transit	409	3.57%	184	1.60%
	Non-Transit	11047	96.43%	11316	98.40%
	Total	11456	100.00%	11500	100.00%
Non-LEP	Transit	5974	3.64%	1354	0.83%
	Non-Transit	158283	96.36%	161650	99.17%
	Total	164257	100.00%	163004	100.00%

*Data Source: American Community Survey 2016 5 Year Estimates Tables B08113 and B08513*

ACS data also show that among residents of Howard County, transit commuters exhibit Limited English Proficiency at a lower rate (6.85 percent) than the total population of commuters (7.22 percent). However, among those who work in Howard County, LEP persons constitute a much larger share of transit users (13.59 percent) than they do of total commuters (7.06 percent).

Commute Mode	English Proficiency	Residents		Workers	
		Commuters	LEP Percentage	Commuters	LEP Percentage
Transit Users	LEP	409	6.85%	184	13.59%
	All Commuters	5974		1354	
Other Mode Users	LEP	11456	7.24%	11316	7.00%
	All Commuters	158283		161650	
Total Population	LEP	11865	7.22%	11500	7.06%
	All Commuters	164257		163004	

*Data Source: American Community Survey 2016 5 Year Estimates Tables B08113 and B08513*

This demonstrates that LEP persons use transit to reach workplaces within Howard

County at a rate higher than would be expected based on their share of the population alone. Therefore, the most critical component in providing transit services to LEP persons is ensuring fare, schedule, delay and safety information is communicated quickly and clearly.

#### Factor 4: Assessment of the Resources Available to the Agency and Costs

The following language assistance measures are currently being provided by Howard County and/or the Contractor:

- Bilingual staff at no additional cost (Spanish, French)
- Interpreters and language services provided by a third-party contractor (\$85 per hour)
- American Sign language interpreters (\$85 per hour)
- Website with Google Translate software compatibility (website development cost)
- Facebook comments translating function (No cost)

Howard County, Maryland is the process of developing a countywide LAP plan, and Office of Transportation will ensure the final plan reflects the outcomes of the four-factor analysis, however, this plan is still under development. In the immediate future funding is limited, therefore Howard County will continue to work with the contractor to ensure compliance and develop partnerships with community organizations and other county departments who may be able to support with language assistance services.

Based on the available resources, the following language assistance measures are feasible and appropriate for Howard County and the Contractor at this time:

- Assistance from bilingual staff members
- Translation services when needed via commercial translation providers
- Translation of vital documents on website/social media via web-based translation functions

## **LANGUAGE ASSISTANCE PLAN IMPLEMENTATION PLAN**

Through the four-factor analysis, Howard County has determined that the following types of language assistance is most needed and feasible:

For documents and written material, Howard County will direct its contractor to translate the following vital documents into Spanish, Korean, and Chinese:

- System Map and Ride Guide
- Application for reduced fares
- All printed materials on ADA Paratransit, including brochure, eligibility application package, and passenger policies and procedures
- Emergency preparedness brochure

When Howard County staff and contractor staff have contact with LEP persons, the following information and resources will be available, including information on how to access the resources. These resources are:

- Language Line Translation Services
- In-person translation for ADA eligibility assessments.
- List of bilingual staff who can assist
- Flashcards to initiate the language line services, or inform the person translation services are available.
- Lists of community organizations that provide language assistance.

### Training for new and current staff

Howard County staff involved in the delivery of transit services, and contractor staff, will undergo training, when first hired and on an annual basis. The training will address the following:

- How to access interpretation and translation services
- How to effectively use interpreters
- The availability and benefits of the training discussed below
- Training on the use the following tools:
  - *Tear-sheets:* Operators are provided with pads of tear-off sheets that will inform the reader in multiple languages of the availability of translation services by phone. This allows operators assisting an LEP client to have something helpful to give the client. The client should be able to read at least one of the languages on the sheet, and then call the number on the sheet to receive further translation services.
  - *Visual Translators:* Operators will be provided with visual translators, cards with universally recognized pictures and symbols that could be pointed to by either the operator or the client in case of a language barrier. These are particularly useful in that they can be utilized not only for LEP clients but also for those who might be deaf, mute, or choose not to speak due to other physical or psychological conditions.
  - *Identification of Bi-lingual Staff*  
Bi-lingual staff are identified and a roster maintained so that they may be called upon to assist with interpretation when available.
  - *Interactive Voice Response System*

The system currently provides the ability to make reservations for paratransit rides via an interactive voice response system.

All new hires will receive additional training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the County and Contractors responsibilities under Title VI regulations
- A summary of the County and Contractors language assistance plan;
- A summary of the number and proportion of LEP persons in the service area, the frequency of contact between the LEP population and the programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the County and Contractors are currently providing and instructions on how agency staff can access these products and services; and

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

#### **Providing Notice to LEP Persons**

LEP persons are notified of the availability of language assistance through the following methods:

- On the Office of Transportation and RTA website, with links to translations of vital documents in other languages.
- Through signs posted on vehicles and in customer service and administrative offices.
- Through ongoing outreach efforts to community organizations, schools, and religious organizations.
- Through the use of an automated telephone menu system in the most common languages encountered.
- By including the contractor's language translation line on all materials.
- By sending translated news releases and public service announcements about the availability of LAP
- By providing information to newspapers, broadcast media and social media channels that target local LEP communities.
- By including LEP persons in all community outreach efforts related to service and fare changes.

#### **Monitoring/updating the plan**

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Howard County will, and direct its contractor to, solicit feedback on the effectiveness of the language assistance provided and unmet needs. In addition, Howard County will, or direct its contractor to, conduct periodic internal meetings with staff who assist LEP persons, and review updated Census data or formal studies to determine the adequacy and quality of the language assistance provided, and any needed changes to the LAP program or LEP needs.



## Appendix H: Minority representation on planning and advisory bodies

<b>Table of Minority Representation on Committees by Race</b>								
	<b>Transit and Pedestrian Advisory Group</b>		<b>Multimodal Transportation Board</b>		<b>Central Maryland Transportation and Mobility Commission</b>		<b>Riders Advisory Council (In formation)</b>	
	Number of Members	Percentage of Members	Number of Members	Percentage of Members	Number of Members	Percentage of Members	Number of Members	Percentage of Members
<b>Black or African American</b>	1	7%	2	22%	0	0%	1	13%
<b>White/ Caucasian</b>	12	86%	5	56%	7	88%	1	13%
<b>Latino/ Hispanic</b>	0	0%	0	0%	0	0%		0%
<b>American Indian or Alaska Native</b>	0	0%	0	0%	0	0%		0%
<b>Asian</b>	0	0%	0	0%	0	0%		0%
<b>Native Hawaiian or other Pacific Islander</b>	0	0%	0	0%	0	0%		0%
<b>Other *Note</b>	1	7%	2	22%	1	13%	6	75%
<b>Totals</b>	<b>14</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>

\*Seat is vacant or unfilled

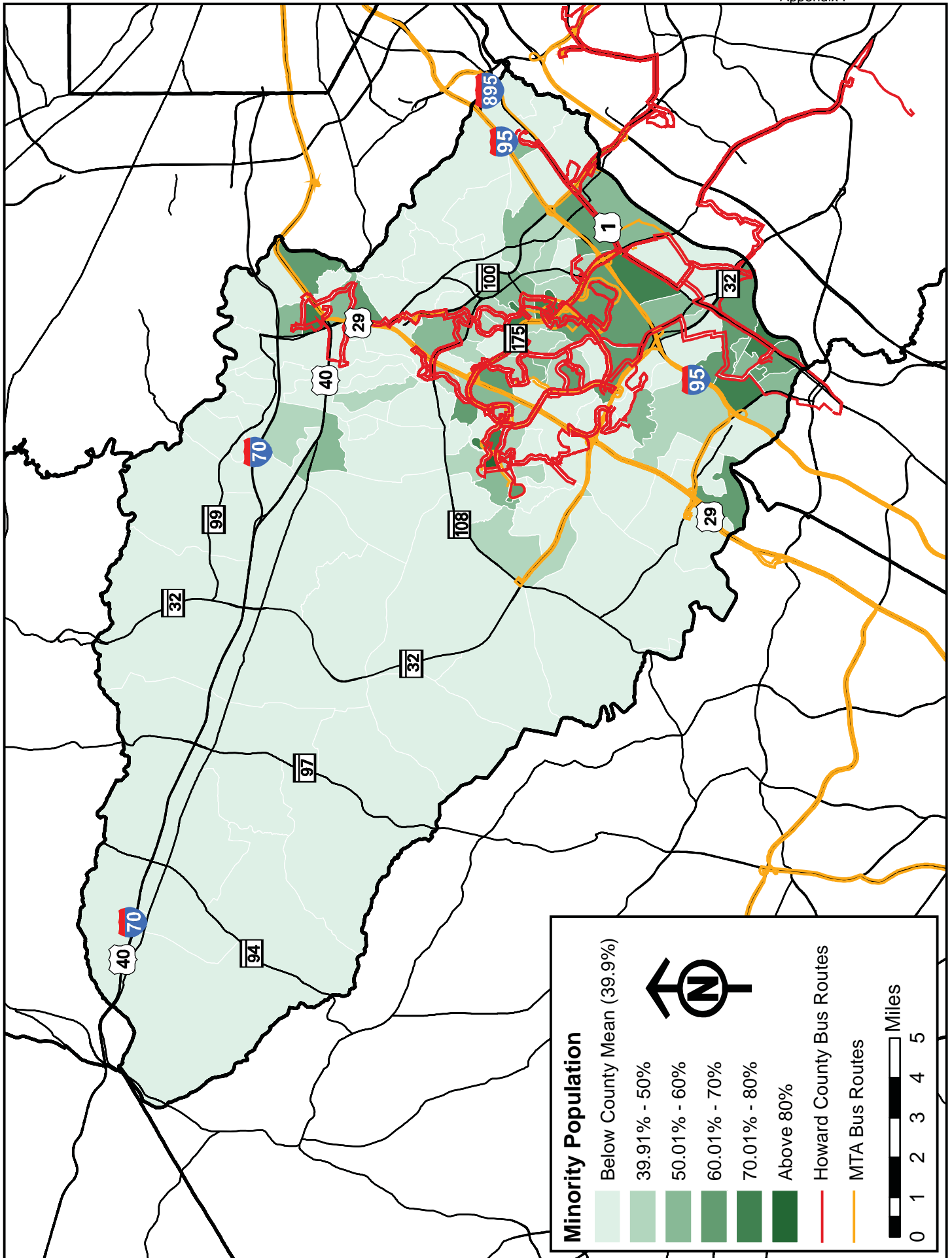
Appendix I: Maps of routes with minority and below poverty populations.

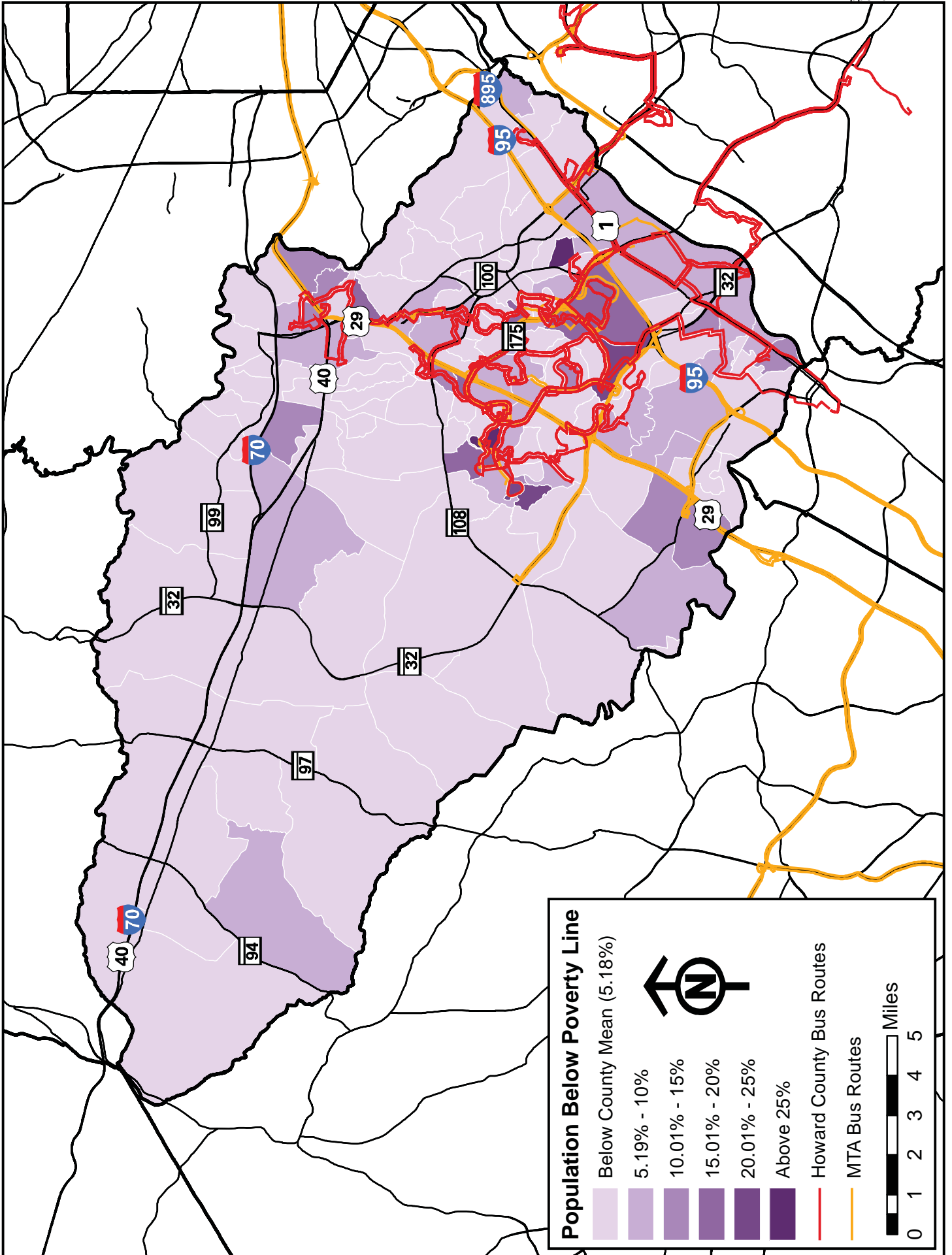
Map of bus stops with minority and below poverty populations

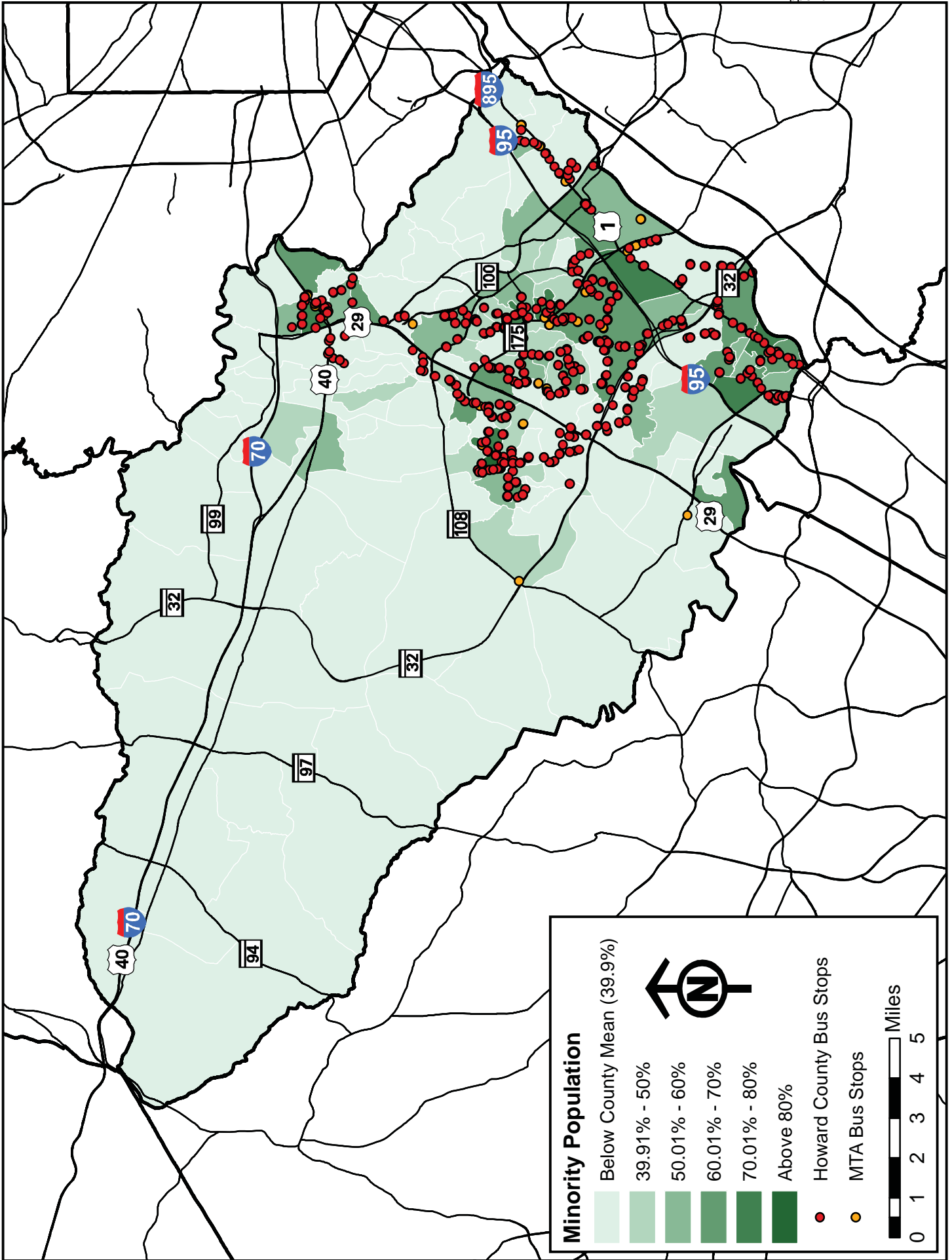
Bus Stops with shelters and benches

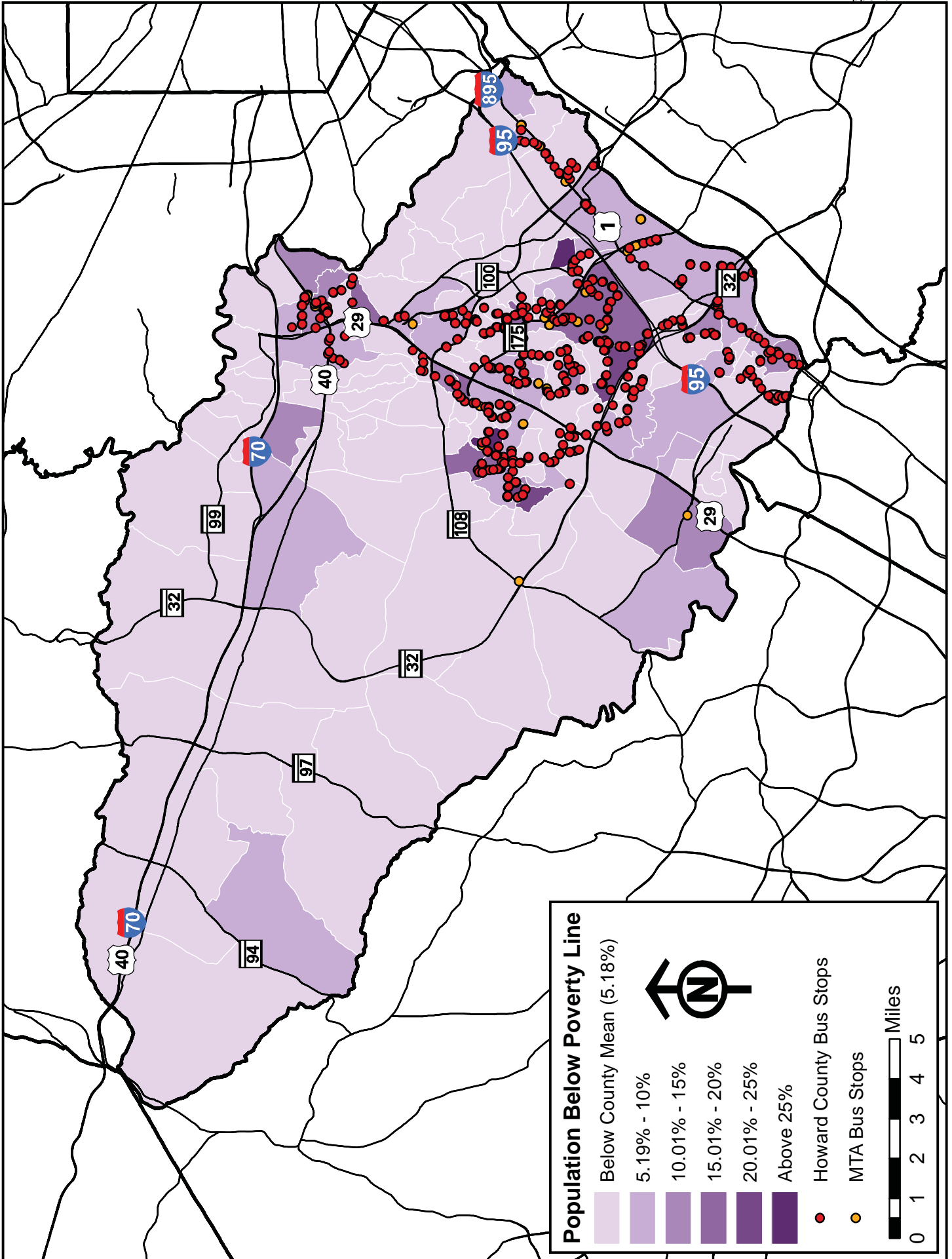
Bus pullout logs

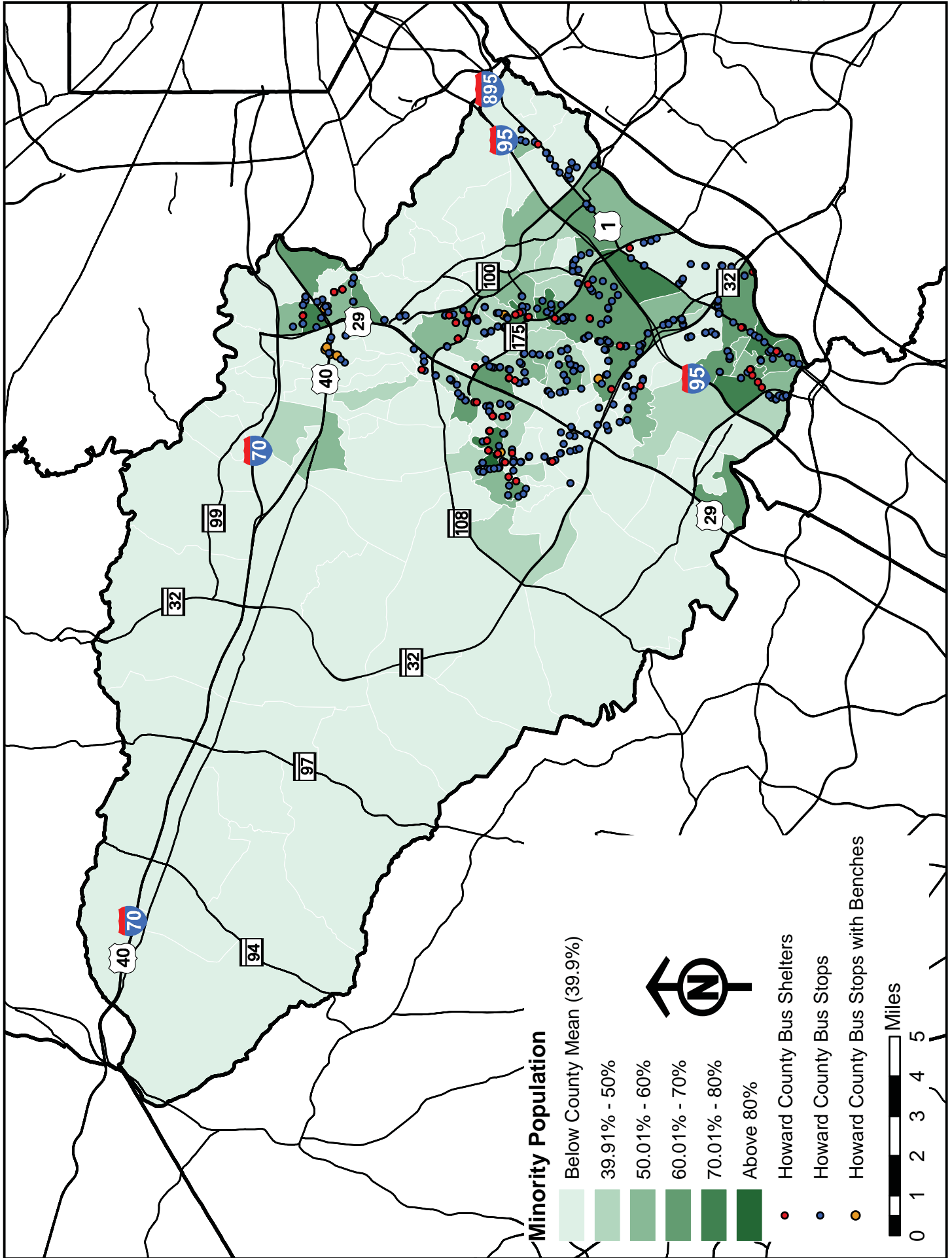
Bus Inventory on 7/2/18



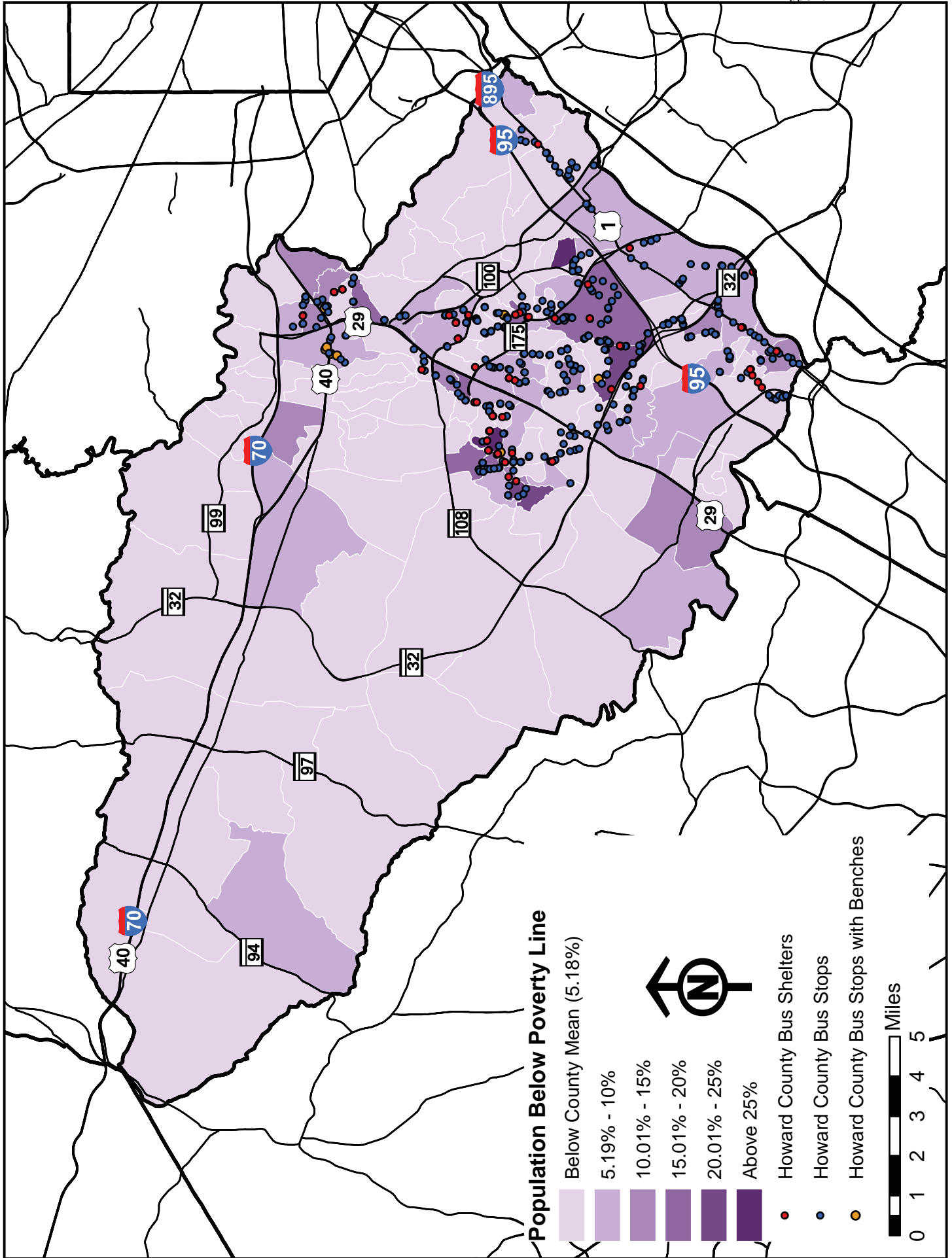












### Howard County Fleet as of 7-2-18

FLEET NUMBER	MODEL YEAR	VEHICLE MAKE	VEHICLE MODEL	Vehicle Identification No. (VIN)	SERVICE TYPE	OWNER	Current Registration	Should be registered	PURCHASE DATE	PLACED IN SERVICE	Vehicle Type	BRAKE TYPE	FUEL TYPE	ENGINE	LENGTH	WEIGHT CLASS GWW	SEATED CAPACITY W/WH	TOTAL CAPACITY	LIFE AGE FT/AMTA	LIFE MILES FT/AMTA	CURRENT LIFE MILES AS OF 4/18	Average Annual Mileage	FISCAL YEAR REPLACEMENT	CURRENT STATUS	
1	9520	2008	Giulia Hybrid	TRANSIT BUS	15GG8301481078749	HCFR	HC	HC	AUGUST 2008	OCTOBER 2008	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	569,401		2020	Active	
2	9521	2008	Giulia Hybrid	TRANSIT BUS	15GG8301081078750	HCFR	HC	HC	AUGUST 2008	OCTOBER 2008	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	448,028		2020	Active	
3	9525	2008	Giulia Hybrid	TRANSIT BUS	15GG830181117850	HCFR	HC	HC	JANUARY 2010	MARCH 2010	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	436,014		2021	Active	
4	9534	2011	Giulia Hybrid	TRANSIT BUS	15GG83017B117850	HCFR	HC	HC	JANUARY 2011	MARCH 2011	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	462,729		2023	Active	
5	9535	2011	Giulia Hybrid	TRANSIT BUS	15GG83019B117850	HCFR	HC	HC	JANUARY 2011	MARCH 2011	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	444,707		2023	Active	
6	9536	2011	Giulia Hybrid	TRANSIT BUS	15GG83018117850	HCFR	HC	HC	JANUARY 2011	AUGUST 2011	HEAVY DUTY	Air	DIESELELECTRIC	Cummins	35	39,600	30	40	12/12	500,000/500,000	339,326		2023	Active	
7	9531	2010	INTERNATIONAL	TRUCK BUS	1WV5TAAMZ8R24348	HCFR	HC	HC	JUNE 2010	AUGUST 2010	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	400,326		2016	Active	
8	9538	2013	INTERNATIONAL	TRUCK BUS	5WEASAMJDJ626340	HCFR	HC	HC	APRIL 2011	MAY 2012	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	314,834		2021	Active	
9	9539	2013	INTERNATIONAL	TRUCK BUS	5WEASAMJDJ626341	HCFR	HC	HC	APRIL 2011	MAY 2012	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	306,969		2021	Active	
10	9540	2013	INTERNATIONAL	TRUCK BUS	5WEASAMJH477269	HCFR	HC	HC	MAY 2013	DECEMBER 2013	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	205,933		2021	Active	
11	9541	2013	INTERNATIONAL	TRUCK BUS	5WEASAMBDH477270	HCFR	HC	HC	MAY 2013	DECEMBER 2013	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	225,939		2021	Active	
12	9542	2013	INTERNATIONAL	TRUCK BUS	5WEASAMXDH477268	HCFR	HC	HC	MAY 2013	DECEMBER 2013	MEDIUM DUTY	Hydraulic	DIESELELECTRIC	International	32	23,500	26	36	7/8	200,000/250,000	231,247		2021	Active	
19	8903	1999	NABI	TRANSIT BUS	1N941610X1140374	HCFR	HC	HC	FEBRUARY 2014	SUMMER 2014	HEAVY DUTY	Air	DIESEL	Cummins	40	40,600	43	53	12/12	500,000/500,000	440,455		2016	Active	
20	8911	2000	NABI	TRANSIT BUS	1N941610Y4140462	HCFR	MTA	MTA	Mar-17	Apr-17	HEAVY DUTY	Air	DIESEL	Cummins	40	40,600	43	53	12/12	500,000/500,000	303,527		2016	Active	
26	1701	2016	BYD	TRANSIT BUS	4B9KAL68G2038011	HCFR	HC	HC	Jul-17	Jul-17	HEAVY DUTY	Air	Electric	N/A	35	40,785	23	32	12/12	500,000/500,000	21,138		2029	Active	
27	1702	2016	BYD	TRANSIT BUS	4B9KAL68G2038012	HCFR	HC	HC	Jul-17	Jul-17	HEAVY DUTY	Air	Electric	N/A	35	40,785	23	32	12/12	500,000/500,000	26,311		2029	Active	
28	1703	2016	BYD	TRANSIT BUS	4B9KAL68G2038013	HCFR	HC	HC	Jul-17	Jul-17	HEAVY DUTY	Air	Electric	N/A	35	40,785	23	32	12/12	500,000/500,000	24,806		2029	Active	
29	1704	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084037	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	34,647		2029	Active	
30	1705	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084038	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	36,874		2029	Active	
31	1706	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084039	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	29,147		2029	Active	
32	1707	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084040	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	31,384		2029	Active	
33	1708	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084041	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	21,879		2029	Active	
34	1709	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084042	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	37,801		2029	Active	
35	1710	2017	ENC (EL DORADO)	TRANSIT BUS	1N8NNA06CJ084043	HCFR	HC	HC	Dec-17	Dec-17	SMALL HD	Air	DIESEL	Cummins	32	34,250	25	27	12/12	500,000/500,000	341,142		2029	Active	
1	8	2014	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJER16187	HCPT	HC	HC	WINTER 2013	SPRING 2014	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	177,109		2019	Active	
2	9	2014	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJER16188	HCPT	HC	HC	WINTER 2013	SPRING 2014	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	188,656		2019	Active	
3	10	2014	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJER16189	HCPT	HC	HC	WINTER 2013	SPRING 2014	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	154,797		2019	Active	
4	11	2014	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJER16190	HCPT	HC	HC	WINTER 2013	SPRING 2014	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	179,437		2019	Active	
5	12	2015	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJF0R307788	HCPT	HC	HC	4/15/2015	5/7/2015	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	131,035		N/A	2020	Active
6	13	2015	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJF0R307787	HCPT	HC	HC	4/15/2015	5/7/2015	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	120,969		N/A	2020	Active
7	14	2015	Ford Fusion Hybrid	Hybrid SEDAN	3FA6P0LJF0R307768	HCPT	HC	HC	4/15/2015	6/30/2015	Sedan	Hydraulic	GASELECTRIC	Ford	16	-3,700	NONE	3	4/5	100,000/100,000	117,126		N/A	2020	Active
8	9543	2014	International/Elor	TRUCK BUS	5WEASAMFH512485	HCPT	HC	HC	NOVEMBER 2013	SUMMER 2014	MEDIUM DUTY	Air	DIESEL	International	32	23,500	26	36	7/8	200,000/250,000	232,220		2022	Active	
9	200	2014	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05566	HCPT	HC	HC	JANUARY 2014	SUMMER 2014	Small Outway	Hydraulic	GAS	Ford	26	14,050	16	19	5/6	150,000/200,000	223,555		2020	Active	
10	201	2014	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05567	HCPT	HC	HC	JANUARY 2014	SUMMER 2014	Small Outway	Hydraulic	GAS	Ford	26	14,050	16	19	5/6	150,000/200,000	251,886		2020	Active	
11	202	2014	Ford Phoenix	CUT-A-WAY	1FDFE4F8S1EDA05568	HCPT	HC	HC	JANUARY 2014	SUMMER 2014	Small Outway	Hydraulic	GAS	Ford	26	14,050	16	19	5/6	150,000/200,000	236,965		2020	Active	
12	203	2014	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05569	HCPT	HC	HC	JANUARY 2014	SUMMER 2014	Small Outway	Hydraulic	GAS	Ford	26	14,050	16	19	5/6	150,000/200,000	233,744		2020	Active	
13	204	2014	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05570	HCPT	HC	HC	JANUARY 2014	SUMMER 2014	Small Outway	Hydraulic	GAS	Ford	26	14,050	16	19	5/6	150,000/200,000	250,580		2020	Active	
14	205	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S1FDA08424	HCPT	HC	HC	AUGUST 2015	SEPTEMBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	151,996		N/A	2021	Active
15	206	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S3FDA08425	HCPT	HC	HC	AUGUST 2015	SEPTEMBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	137,686		N/A	2021	Active
16	207	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A07673	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	138,619		N/A	2021	Active
17	208	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A07674	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	136,990		N/A	2021	Active
18	209	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S2FDA27676	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	144,842		N/A	2021	Active
19	210	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A07675	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	127,821		N/A	2021	Active
20	211	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A07672	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	132,890		N/A	2021	Active
21	212	2015	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A08423	HCPT	HC	HC	OCTOBER 2015	OCTOBER 2015	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	136,150		N/A	2021	Active
22	213	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05328	HCPT	HC	HC	SEPTEMBER2017	OCT-17	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	32,785		2023	Active	
23	214	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S1HDC51330	HCPT	HC	HC	SEPTEMBER2017	SEPTEMBER2017	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	41,986		2023	Active	
24	215	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05329	HCPT	HC	HC	SEPTEMBER2017	OCT-17	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	35,249		2023	Active	
25	216	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05331	HCPT	HC	HC	SEPTEMBER2017	OCT-17	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	48,828		2023	Active	
26	217	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05323	HCPT	HC	HC	SEPTEMBER2017	SEPTEMBER2017	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	43,919		2023	Active	
27	218	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05688	HCPT	HC	HC	SEPTEMBER2017	SEPTEMBER2017	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	30,423		2023	Active	
28	219	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05689	HCPT	HC	HC	SEPTEMBER2017	SEPTEMBER2017	Small Outway	Hydraulic	GAS	Ford	26	14,050	12	15	5/6	150,000/200,000	48,050		2023	Active	
29	220	2017	Ford Phoenix	CUT-A-WAY	1FDFE4F8S0A05690	HCPT	HC	HC	SEPTEMBER2017	SEPTEMBER2017	Small Outway	Hydraulic	GAS												

created by: Andrew Johnson

Wednesday, October 4, 2017

MANAGER APPROVAL: \_\_\_\_\_

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PLEASE PRINT NAME III	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!
82	✓	4:45		or assigned			12:00	15:00		7:15	EXBD		M Bolden	MB				
22	✓	5:00		or assigned			13:30	1330		8:30	EXBD		E Miller	EM				
85	✓	5:30		or assigned			12:30	1430		7:00	EXBD		R Blanks	RB				Diversity Shuttle
86	✓	5:30		or assigned			12:30	12:30		7:00	EXBD		E McLoughlin	EM				GI
44	✓	5:30		or assigned			11:00	1100		5:30	EXBD		E Tillman	ET				
53	✓	5:30		or assigned			12:00	1417		6:30	EXBD		W Greenstreet	WG				Diversity Shuttle
78	✓	4:48	5:03	5:30	14:14	14:29	14:34	14:52	Arundel Mills	9:46	SILVER 1a	8	F Thomas	FT		8903	✓   ✓	
1	✓	4:55	5:10	5:30	14:45	15:00	15:05	1519	C Mall	10:10	E/A 1a	8	G Charles	GC		19531	✓   ✓	
17	✓	4:50	5:05	5:31	13:53	14:25	14:30	1431	C Mall	9:40	BROWN / RED 1a	8	H Tifre	HT		19551	✓   ✓	
63	✓	5:00	5:15	5:35	13:51	14:15	14:20	1429	C Mall	9:32	RED / BROWN 1a	8	C Young	CY	Boyd	19534	✓   ✓	
13	✓	5:00	5:15	5:40	13:52	14:15	14:20	1428	C Mall	9:20	GREEN 1a	8	W Elira	WE		11702	✓   ✓	
72	✓	5:18	5:33	5:53	13:14	13:29	13:34	1342	Md Food Center	8:16	GOLD 1a	8	M Lopez-Carino	ML		19544	✓   ✓	
27	✓	5:20	5:35	6:00	13:54	14:15	14:20	1429	C Mall	9:00	YELLOW 1a (A)	8	S Wise	SW		19538	✓   ✓	
28	✓	5:20	5:35	6:00	13:45	14:10	14:15	1357	C Mall	8:55	E/A 4a	8	L Douglas	LD		19530	✓   ✓	
51	✓	5:20	5:35	6:00	14:49	15:15	15:20	15:26	C Mall	10:00	SILVER 2a	8	B Chadha	BC		8911/9527	✓   ✓	
33	✓	5:20	5:35	5:49	13:15	13:29	13:34	1341	Md Food Center	8:14	409B 1a	8	D Graves	DG		200	✓   ✓	
39	✓	5:23	5:38	5:43	9:30	9:35	9:40	940	GAR	4:17	504 2a	12	N West	NW		222	✓   ✓	
43	✓	5:25	5:40	6:00	13:50	14:10	14:15	1531	Laurel Mall	8:50	G 2a	8	C Exama	CE		7011	✓   ✓	
32	✓	5:25	5:40	6:00	13:41	14:15	14:20	1432	C Mall	8:55	ORANGE 1a	8	A Doug	AD		19533	✓   ✓	
6	✓	5:25	5:40	6:00	12:53	13:15	13:20	1822	C Mall	7:55	BROWN / RED 2a	8	V Mesine	VM		19525	✓   ✓	
64	✓	5:25	5:40	6:00	12:51	13:20	13:25	1325	Laurel Mall	8:00	B 2a	8	OPEN		Brewer	7007	✓   ✓	
67	✓	5:25	5:40	6:00	14:52	15:07	15:12	1530	Arundel Mills	9:47	B 1a	8	D Gilgeous	DG		8908/204	✓   ✓	
34	✓	5:25	5:40	6:00	9:55	10:10	10:15	1015	GAR	4:50	PURPLE 2a	8	V Johnson	VJ		19527	✓   ✓	
62	✓	5:25	5:40	6:06	12:53	13:21	13:26	1849	C Mall	8:01	YELLOW 2a (B)	8	J Altera	JA		19540	✓   ✓	
21	✓	5:34	5:49	6:09	12:41	13:20	13:25	1328	C Mall	7:51	ORANGE 2a	8	S McDowell	SM		19541	✓   ✓	
57	608	5:35	5:50	6:10	14:03	14:18	14:23	1423	Snow Square	8:48	RED / BROWN 2a	8	R Jackson	RJ		19535	✓   ✓	
15	✓	5:40	5:55	6:15	15:09	15:24	15:29	1550	GAR	9:49	K 1a	8	O Ahmed	OA		19711	✓   ✓	

AM Disptach: Pa2

PM Dispatch: Pa2

P18 not 855

created by: Andrew Johnson

Wednesday, October 4, 2017

MANAGER APPROVAL: \_\_\_\_\_

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PLEASE PRINT NAME IIII	PLEASE PRINT NAME IIII	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!	
35	✓	5:43	5:58	6:18	9:53	10:08	10:13	1013	COL. MALL	4:30	504 1a	8	C Duncan	CD			221	✓   ✓		
18	✓	5:50	6:05	6:25	12:45	13:05	13:10	1323	Laurel Mall	7:20	E/A 3a	8	K Elira	KE			9545	✓   ✓		
4	✓	5:50	6:05	6:25	12:50	13:10	13:15	1320	Laurel Mall	7:25	G 1a	8	E Thames	ET			7008	✓   ✓	TILL 1730	
59	✓	5:50	6:05	6:30	10:22	10:42	10:47	11:02	GAR	4:57	GREEN 2a	8	J Bath	J.B.			1703	✓   ✓		
73	✓	5:50	6:05	6:30	13:29	13:44	13:49	1401	Snow Square	7:59	RED 3a	8	J Bienaime				9553	✓   ✓		
80	✓	5:53	6:08	6:13	10:00	10:05	10:10	1010	COL. MALL	4:17	504 3a	12	D Moulden	DM			223	✓   ✓		
3	✓	5:55	6:10	6:30	13:15	13:30	13:35	1349	Laurel Mall	7:40	E/A 2a	8	T Parker	TP			9549	✓   ✓		
8	✓	5:55	6:10	6:30	10:20	10:35	10:40	1052	GAR	4:45	J 2a	8	M Mitchell	MM			2045	✓   ✓		
29	✓	5:55	6:10	6:30	10:17	10:30	10:35	1035	GAR	4:40	GOLD 2a		L Ridley	LR			1000	✓   ✓		
2	✓	6:10	6:25	6:45	15:35	15:50	15:55	1603	Arundel Mills	9:45	J 1a	8	D McNair	DM			9546	✓   ✓		
81	✓	6:23	6:38	6:43	10:30	10:35	10:40	1046	GAR	4:17	504 4a	12	F Milord	FM			224	✓   ✓		
5	✓	6:25	6:40	7:00	13:50	14:10	14:15	1425	GAR	7:50	PURPLE 1a	8	H Mitchum	HM			9548	✓   ✓		
31	✓	6:25	6:40	7:00	11:24	11:39	11:44	1159	GAR	5:19	K 2a	8	B Forster-Jones	BF			2035	✓   ✓		
75	✓	6:50	7:05	7:30	14:29	14:49	14:54	1459	Snow Square	8:04	RED 4a		R Duverneau	RD			2005	✓   ✓		
90	✓	12:30	or assigned				19:30	22:42			7:00	EX BD		P Pierre	PP					
92	✓	12:30	or assigned				19:30	22:45			7:00	EX BD		O Henriquez	OH					
58		12:30					20:30				8:00	EX BD		E Gary						
36		12:30					18:30				6:00	EX BD		D.Jenkins						TILL 9:00
55		13:25	or assigned				18:00				4:35	EX BD		OPEN						
19	✓	12:30	12:35	13:00	20:45	21:00	21:05	21:11	GAR	8:35	E/A 3b		R Murray	RM			9545	✓   ✓		
45	✓	12:30	12:35	13:00	21:53	22:08	22:13	22:16	GAR	9:43	BROWN/RED 2b		K Harris	KH			9525	✓   ✓		
79	✓	12:30	12:35	13:00	17:52	18:17	18:22	1822	GAR	5:52	ORANGE 2b		J Enag	JE			9541	✓   ✓	MESINE, ✓	
68	✓	12:30	12:35	13:00	18:25	18:45	18:50	1850	GAR	6:20	YELLOW 2b		R Carter	RC			9540	✓   ✓	Altema, ✓	
46	EXB	12:35	12:40	13:00	20:15	20:30	20:35	1859	GAR	8:00	G 1b		D Bell	DB			7008	✓   ✓	TILL 1730	
66	✓	12:35	12:40	13:00	22:45	23:00	23:05	2332	GAR	10:30	B 2b		C Hoyte	CH			7007	✓   ✓		
54	✓	12:50	12:55	13:15	17:57	18:07	18:12	1822	GAR	5:22	409 1b		OPEN	BO	Foster-Jones		200	✓   ✓		
AM Disptach: _____							PM Disptach: <i>ry/Ch.D.</i>													

Howard County Title VI Plan: FY 2018-2020 Appendix I

created by: Andrew Johnson

Wednesday, October 4, 2017

MANAGER APPROVAL: \_\_\_\_\_

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PLEASE PRINT NAME!!!	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!
10	13:10	12:50	12:55	13:30	22:17	22:38	22:43	22:45	GAR	10:02	GOLD 1b		D Mendoza	DM		9544/208	✓   ✓	
9	✓	13:00	13:05	13:25	21:15	21:30	21:35	21:35	GAR	8:35	E/A 2b		R Peterson	RP	Jolibois	9549	✓   ✓	
12	✓	13:20	13:25	22:40	21:15	21:30	21:35	21:35	GAR	8:15	G 2b		J Jakachira	JJ		7011	✓   ✓	
74	✓	13:10	13:15	13:40	21:26	21:41	21:46	21:48	GAR	8:36	RED 3b		T Abdul-Baqi	TAB		9553	✓   ✓	
11	EXB	13:25	13:40	14:00	21:55	22:10	22:15	22:42	GAR	8:50	PURPLE 2b		G Moore	GM	Pierie	203	✓   ✓	
38	✓	13:30	13:35	14:00	22:27	22:42	22:47	22:54	GAR	9:17	ORANGE 1b		C McLoughlin	C.M		9533	✓   ✓	
26	EXB	13:30	13:35	14:00	22:11	22:23	22:28	22:45	GAR	8:58	YELLOW 1b		G Woodard	G.W	HENRIQUEZ, D	9538	✓   ✓	C/O 10:41pm 10-3-17
41	✓	13:30	13:35	14:00	23:10	23:30	23:35	23:42	GAR	10:05	GREEN 1b		T Flythe-Harkless	TFH		1703	✓   ✓	
37	✓	13:30	13:35	14:00	23:19	23:34	23:39	23:43	GAR	10:09	BROWN/RED 1b		O Lockwood	OL	T. Johnson	9551	✓   ✓	Bus Being Towed
69	✓	13:30	13:35	14:00	22:19	22:39	22:44	22:44	GAR	9:14	RED/BROWN 1b		E Jones	EJ		9534	✓   ✓	
50		13:30	13:35	14:00	19:15	19:30	19:35	1925	GAR	6:05	E/A 4b		K Tharpe	K.T.			-   -	
42	✓	13:35	13:40	14:03	23:27	23:42	23:47	23:47	GAR	10:12	RED/BROWN 2b		O Ogunditifimi (TAM)	OO	SMO-D-CF	9535	✓   ✓	
29	✓	13:35	13:40	14:05	18:55	19:10	19:15	1932	GAR	5:40	PURPLE 1b		L Ridley	LR		9548	✓   ✓	
47	✓	13:50	13:55	14:18	22:53	23:13	23:18	23:31	GAR	9:28	SILVER 1b		F Handy	F.H.		8903	✓   ✓	
59	✓	13:52	14:07	14:30	18:22	18:42	18:47	1901	COL MALL	4:55	GREEN 2b		J Bath	J.B.		207	✓   ✓	
71	✓	13:55	14:10	14:30	18:54	19:09	19:14	21:47	GAR	5:19	K 2b		OPEN		M Thomas	203	✓   ✓	
34	✓	13:55	14:10	14:30	18:25	18:34	18:39	1841	GAR	4:44	GOLD 2b		V Johnson	VJ			✓   ✓	
76	✓	13:59	14:04	14:40	21:49	22:04	22:09	22:10	GAR	8:10	RED 4b		D Constantine	DC		269	✓   ✓	
81	✓	14:23	14:38	14:43	18:30	18:35	18:40	1900	GAR	4:17	504 4b		F Milord	FM		224	✓   ✓	
25	✓	14:30	14:35	15:00	22:53	23:13	23:18	23:18	GAR	8:48	SILVER 2b		O Rice	OR		9527/1708	✓   ✓	
60	✓	14:30	14:35	15:00	20:15	20:30	20:35	2035	GAR	6:05	E/A 1b		L Garrett	LG		9531	✓   ✓	
56	✓	14:35	14:40	15:00	22:48	23:03	23:08	23:31	GAR	8:33	B 1b		G Metellus	GM		204	✓   ✓	
35	✓	14:43	15:08	15:13	18:06	18:28	18:33	1933	GAR	3:50	504 1b		C Duncan	CD		221	✓   ✓	
23	✓	14:50	14:55	15:15	23:11	23:26	23:31	23:35	GAR	8:41	K 1b		W Armstrong	WA		9711/201	✓   ✓	
39	✓	15:00	15:15	15:30	18:00	18:05	18:10	1815	GAR	3:10	504 2b		N West	NW		222	✓   ✓	
52	✓	15:20	15:25	15:45	23:55	0:10	0:15	0:25	GAR	8:55	J 1b		W Capeheart	WC		9546	✓   ✓	
80	✓	15:23	15:38	15:43	18:50	19:08	19:13	1912	GAR	3:50	504 3b		D Moulden	DM		223	✓   ✓	
8		15:55	16:10	16:30	19:51	20:06	20:11	2027	GAR	4:16	J 2b		M Mitchell	MM		214	✓   ✓	

AM Disptach:

PM Dispatch: *[Signature]*



created by: Andrew Johnson

Saturday, November 18, 2017

MANAGER APPROVAL:

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Full In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT OPERATOR: PLEASE PRINT NAME!!!!	BUS #VIR	NOTES - PLEASE USE APPLICABLE CODES!	
84	✓	6:20		or assigned			14:20	19:05	GAR	8:00	EX BD		M Robinson	MR			SILVER 42A	
85	✓	6:20		or assigned			14:20	15:26	GAR	8:00	EX BD		R Blanks				GREEN 41A	
	1:00	<del>6:20</del>		or assigned			14:20	19:40	GAR	8:00	EX BD		OPEN		Ridley	9543	G42A	
30	✓	7:30		or assigned			12:30	17:03		5:00	EX BD		Boyd, W	WB			Red/Brown	
61	✓	6:23	6:38	7:03	13:53	14:15	14:20	14:38	GAR	7:57	SILVER 41a	8	OPEN	OMN	MCNAIR, D	9546	✓✓	AWARDED
63		6:48	7:03	7:28	13:55	14:15	14:20	14:34	GAR	7:32	BROWN/RED 41a	8	OPEN		BIENAFE, J	9520	✓✓	AWARDED
32	✓	6:50	7:05	7:27	13:42	14:02	14:07	14:28	GAR	7:17	ORANGE 41a	8	A Doud	AD		9540	✓✓	
57	✓	6:57	7:12	7:36	13:55	14:15	14:20	14:34	GAR	7:55	RED/BROWN 41a	8	R Jackson	J.A	ALTEMAJ	9535	✓✓	NO CALL, NO SHOW
44	✓	7:00	7:15	7:40	14:52	13:12	15:17	15:26	GAR	8:17	GREEN 41a	8	E Tillman	ET	BLANKS, R	9542	✓✓	C/O 4:35 AM
78	✓	7:05	7:20	7:40	13:55	14:15	14:20	14:28	GAR	7:15	YELLOW 41a	8	F Thomas	F.T		9548	✓✓	
64	✓	7:05	7:20	7:45	14:55	15:15	15:20	15:27	GAR	8:15	YELLOW 42a	8	OPEN	SM	MCDOWELLS	9549	✓✓	AWARDED
47	✓	7:25	7:40	8:00	17:21	17:40	17:45	17:54	GAR	10:20	BROWN/RED 42a	8	F Handy	F.H		9525	✓✓	
86	✓	7:20	7:35	7:49	15:14	15:24	15:29	15:46	GAR	8:09	409B 41a	8	E McLoughlin			821,	✓	
72	✓	7:20	7:35	7:53	14:16	14:36	14:41	15:00	GAR	7:21	GOLD 41a	8	M Lopez-Carino	ML		220,	✓✓	
34	✓	7:23	7:38	8:03	17:59	18:18	18:23	19:05	GAR	11:00	SILVER 42a	8	V Johnson	VR	ROBINSON, N.	9536	✓✓	do 6:35 AM 11/18/17, H2
14	✓	7:25	7:40	8:00	17:40	18:00	18:05	18:09	GAR	10:40	ORANGE 42a	8	G Felizzola			9541	✓✓	
48	✓	7:25	7:40	8:00	14:40	14:55	15:00	15:14	GAR	7:35	K 41a	8	J Jolibois	JJ		219	✓✓	
24	✓	7:35	7:05	8:10	17:54	18:10	18:15	18:19	GAR	10:40	RED/BROWN 42a	8	T Johnson	TJ	BOYD, W.	9534	✓✓	do 6:35 AM 11/18/17, H2
16	✓	7:51	8:06	8:36	15:35	15:55	16:00	16:07	ARUNDEL MILLS MALL	8:35	J 41a	8	OPEN	CT	EXANA, C.	9531	✓✓	AWARDED
31	✓	7:55	8:10	8:30	13:50	14:15	14:20	14:20	C Mall	6:25	EIA 41a	8	B Forster-Jones	BFJ		201	✓✓	
53	✓	8:25	8:40	9:00	17:50	18:10	18:15	18:15	GAR	9:50	B 41	8	W Greenstreet	WG		9538	✓✓	
13	✓	8:25	8:40	9:00	12:45	13:15	13:20	1:34	C Mall	4:55	EIA 44a	8	W Elira	W.E		202	✓✓	
4	✓	8:25	8:40	9:00	18:50	19:05	19:10	19:52	GAR	10:45	G 41a	8	E Thames			9552	✓✓	
67	✓	8:25	8:40	9:00	14:52	15:07	15:12	15:38	GAR	6:47	PURPLE 41a	8	D Gilgeous	DG		203	✓✓	
22	✓	8:50	9:05	9:25	14:20	14:40	14:45	14:46	L Mall	5:55	EIA 43a	8	E Miller	E.M		204	✓✓	
17	✓	8:55	9:10	9:30	14:45	15:15	15:20	15:24	C Mall	6:25	EIA 42a		H TiFrere	HT		207	✓✓	
41	✓	9:25	9:40	10:00	19:15	19:30	19:35	19:40	GAR	10:10	G 42a		T Flythe-Harkless	LHR	BOYD/RIDLEY	9545 9543	✓✓	do 6:02 AM, 11/18/17, H2

AM Disptack: *AK*

PM Dispatch: *RB*

Howard County Title VI Plan: FY 2018-2020

created by: Andrew Johnson

Saturday, November 18, 2017

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATORS	OPERATOR INITIALS	REPLACEMENT OPERATOR PLEASE PRINT NAME IIII	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!	
90	✓	12:30	or assigned					21:30	22:00		9:00	EX BD		P Pierre	WP				
93		13:25	or assigned					21:25	21:51	GAR	8:00	EX BD		Fisher, K	KP				
91	✓	13:30	or assigned					21:30	21:37	GAR	8:00	EX BD		OPEN	WJ Young, C			✓	AWARDED
50	12:45	12:30	12:35	13:00	20:45	21:00	21:05	21:13	GAR	8:35	E/A 44b		K Tharpe	K.T.		202	✓		
71	✓	13:30	13:35	14:00	19:15	19:30	19:35	19:35	GAR	6:05	E/A 41b		J McCoy	JH		301	✓		
60	✓	13:30	13:35	14:00	20:11	20:31	20:36	20:39	GAR	7:06	YELLOW 41b		L Garrett	ZJ		212	✓		
70	✓	13:30	13:35	14:00	22:20	22:40	22:45	22:45	GAR	9:15	RED/BROWN 41b		Z Copper	BC		9535	✓		
77	✓	13:30	13:35	14:00	22:20	22:40	22:45	22:37	GAR	9:31	BROWN / RED 41b		OPEN	O.H HENRIQUEZ, C		9520	✓	AWARDED	
66	✓	13:30	13:35	14:00	22:59	23:19	23:24	23:59	GAR	9:54	SILVER 41b		C Hoyte	C.H		9530	✓		
69	1:41	13:30	13:35	14:00	20:23	20:23	20:48	20:49	GAR	7:18	ORANGE 41b		E Jones	EJ		9540	✓		
54	✓	14:00	14:05	14:30	22:17	22:37	22:42	22:47	GAR	8:42	GOLD 41b		S Green	SG		200	✓		
52	✓	14:00	14:05	14:30	19:45	20:00	20:05	20:27	GAR	6:05	E/A 43b		W Capeheart	W.C		204	✓		
55	✓	14:20	14:25	14:45	23:03	23:23	23:28	23:28	GAR	9:08	K 41b		N Busey	NB		219	✓		
37	✓	14:30	14:35	15:00	20:15	20:30	20:35	20:37	GAR	6:05	E/A 42b		OPEN	F.M MILORD, F		207	✓	AWARDED	
27	✓	14:30	14:35	15:00	18:11	18:30	18:35	18:53	GAR	4:05	YELLOW 42b		OPEN	BTJ Foster, James B.		9549	✓	AWARDED	
68	✓	14:30	14:35	15:00	22:10	22:25	22:30	22:39	GAR	8:00	GREEN 42b		R Carter	RC		9542	✓		
56	✓	14:35	14:40	15:00	21:45	22:00	22:05	22:28	GAR	7:30	PURPLE 41b		G Metellus	GM		203	✓		
87	✓	14:50	14:55	14:14	20:41	20:51	20:56	21:00	GAR	6:06	409B 41b		M Thomas	MTS		221	✓		
49	✓	15:20	15:25	15:45	22:58	23:24	23:29	23:34	GAR	8:09	J 41b		S Myers	SM		9531	✓		

PARA TRANSIT DRIVERS SATURDAY: Date \_\_\_\_\_ Route Match computer: Log in as first transit --- password 5315 select Route Match from desk top; Log in as Weekend Dis password \_\_\_\_\_

Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	RUN #	OPERATOR	OPERATOR INITIALS	REPLACEMENT OPERATOR PLEASE PRINT NAME	BUS #	VIR	Fuel: mileage and gallons	
✓	8:00	8:15				16:30	15:02	GAR	8:30	330	C Lovick	CL		211		105262	
✓	12:30	12:45				20:30	21:49	GAR	8:00	360	J Winters	JW		205		117596	
✓	7:30	7:45				15:30	18:57	GAR	8:00	370	J Swann	JS		209		116609	
	9:00					17:30			8:30	Exb - 2	J Taylor						
✓	8:00						14:44			EXB	HUTSAREN,	BH		206		108364	
✓	8:00					16:30				380/213	GARTHER,	D.G		208		103792/16474	
AM Disptach: <u>Dr. (1)</u>							PM Dispatch: <u>JS</u>										

Howard County Title VI Plan: FY 2018-2020 Appendix I



created by: Andrew Johnson

Friday, December 29, 2017

MANAGER APPROVAL: \_\_\_\_\_

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PLEASE PRINT NAME IIII	PLEASE PRINT NAME IIII	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!	
82	✓	4:45		or assigned			12:00	16:01		7:15	EXBD		M Bolden	MB						
84	✓	5:00		or assigned			12:00	17:39		7:00	EXBD		Here M Robinson	MR					409B 1A	
22	✓	5:00		or assigned			13:30	14:27		8:30	EXBD		E Miller	E.M.						
85	✓	5:30		or assigned			12:30	13:30		7:00	EXBD		O Henriquez	O.H						
86	SDS	5:30		or assigned			12:30			7:00	EXBD		E McLoughlin							
51	✓	<del>5:30</del> 5:30		or assigned			11:30	18:01		6:00	EXBD		B Chadha	BC					RED 4A	
64	✓	5:00		or assigned			9:30	14:27		4:00	EXBD		J Yearby	JY					RED BR 1A TRAM	
32	✓	4:48	5:03	5:30	14:14	14:29	14:34	14:46	Arundel Mills	9:46	SILVER 1a	8	A Doug	A.D			8911	✓	✓	
1	✓	4:55	5:10	5:30	14:45	15:00	15:05	15:17	C Mall	10:10	EIA 1a	8	G Charles	J.B.	BATHW		953/955	✓	✓	AWARDED
24	✓	4:50	5:05	5:31	13:53	14:25	14:30	14:21	C Mall	9:40	BROWN / RED 1a	8	T Johnson	TJ			9551	✓	✓	
14	XB	5:00	5:15	5:35	13:51	14:15	14:20	14:27	C Mall	9:32	RED / BROWN 1a	8	G Felizzola	E.M.	MILLER, E		9521	✓	✓	C/O 4:25 PM 12/28/17 Yearby
44	✓	5:00	5:15	5:40	13:52	14:15	14:20	14:21	C Mall	9:20	GREEN 1a	8	E Tillman	ET			9536	✓	✓	
28	✓	5:18	5:33	5:53	13:14	13:29	13:34	13:37	Md Food Center	8:16	GOLD 1a	2	Here L Douglas				204	✓	✓	
27	✓	5:20	5:35	6:00	13:54	14:15	14:20	14:23	C Mall	9:00	YELLOW 1a (A)	8	BOYO, A OPEN		JOHNSON, V		9538	✓	✓	AWARDED
18	SDT	5:20	5:35	6:00	13:45	14:10	14:15	14:24	C Mall	8:55	EIA 4a	8	K Elira	KE			9530	✓	✓	
31	✓	5:20	5:35	6:00	14:49	15:15	15:20	15:28	C Mall	10:00	SILVER 2a	8	B Forster-Jones	BFJ			8903	✓	✓	
33	XB	5:20	5:35	5:49	13:15	13:29	13:34	13:34	Md Food Center	8:14	409B 1a	12	D Graves	MG	ROBINSON, M		200	✓	✓	
39	✓	5:23	5:38	5:43	9:30	9:35	9:40	9:42	GAR	4:17	504 2a	12	N West	NW			222	✓	✓	
5	✓	5:25	5:40	6:00	13:50	14:10	14:15	14:44	Laurel Mall	8:50	G 2a	8	H Mitchum	HM			7007		✓	
48	✓	5:25	5:40	6:00	13:41	14:15	14:20	14:22	C Mall	8:55	ORANGE 1a	8	J Jolibois	JJ			9540	✓	✓	
6	✓	5:25	5:40	6:00	12:53	13:15	13:20	13:32	C Mall	7:55	BROWN / RED 2a	8	V Mesine	VM			9535	✓	✓	
21	✓	5:25	5:40	6:00	12:51	13:20	13:25	13:34	Laurel Mall	8:00	B 2a	8	S McDowell	SM			9552	✓	✓	
7	✓	5:25	5:40	6:00	14:52	15:07	15:12	15:17	Arundel Mills	9:47	B 1a	8	B Brewer	BG	GILGEOUS, D		7005	✓	✓	AWARDED
60	✓	5:25	5:40	6:00	9:55	10:10	10:15	10:21	GAR	4:50	PURPLE 2a	10	L Garrett	LG			9539	✓	✓	
62	✓	5:25	5:40	6:06	12:53	13:21	13:26	13:28	C Mall	8:01	YELLOW 2a (B)	8	J Altera	JA			1710	✓	✓	
78	✓	5:34	5:49	6:09	12:41	13:20	13:25	13:25	C Mall	7:51	ORANGE 2a	8	F Thomas	FT			1705	✓	✓	
16	✓	5:35	5:50	6:10	14:03	14:18	14:23	14:28	Snow Square	8:48	RED / BROWN 2a	8	D Moyd	DM			9534	✓	✓	
15	✓	5:40	5:55	6:15	15:09	15:24	15:29	15:43	GAR	9:49	K 1a	8	O Ahmed	O.A			9544	✓	✓	

AM Disptach: P-2

PM Disptach: HT / R

created by: Andrew Johnson										Friday, December 29, 2017				MANAGER APPROVAL: _____				
BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PLEASE PRINT NAME!!!!	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!
35	XB	5:48	5:58	6:18	9:53	10:08	10:13	10:13	COL. MALL	4:30	504 1a	12	7:00 C Young	CY	BOLAND, M	201	✓   ✓	
53	✓	5:50	6:05	6:25	12:45	13:05	13:10	13:15	Laurel Mall	7:20	EIA 3a	8	W Greenstreet	WGS		9542	✓   ✓	DOWN
43	✓	5:50	6:05	6:25	12:50	13:10	13:15	13:29	Laurel Mall	7:25	G 1a	8	C Exama	CE		9553	✓   ✓	
4	✓	5:50	6:05	6:30	10:22	10:42	10:47	11:00	GAR	4:57	GREEN 2a	8	E Thames	ET		1701	✓   ✓	
73	✓	5:50	6:05	6:30	13:29	13:44	13:49	14:07	Snow Square	7:59	RED 3a	8	J Bienaime	JB		9550	✓   ✓	
80	✓	5:53	6:08	6:13	10:00	10:05	10:10	10:11	COL. MALL	4:17	504 3a	12	D Moulden	DM		223	✓   ✓	
63	✓	5:55	6:10	6:30	13:15	13:30	13:35	13:50	Laurel Mall	7:40	EIA 2a	8	B Johnson	BJ		9541/9543	✓   ✓	
8	✓	5:55	6:10	6:30	10:20	10:35	10:40	10:43	GAR	4:45	J 2a	12	M Mitchell	MM		203	✓   ✓	
3	✓	5:55	6:10	6:30	10:17	10:30	10:35	10:47	GAR	4:40	GOLD 2a	8	T Parker	TP		1702	✓   ✓	
13	✓	6:10	6:25	6:45	15:35	15:50	15:55	15:06	Arundel Mills	9:45	J 1a	8	W Elira	WE		9546	✓   ✓	
81	✓	6:23	6:38	6:43	10:30	10:35	10:40	10:40	GAR	4:17	504 4a	12	F Milord	FM		224	✓   ✓	
30	✓	6:25	6:40	7:00	13:50	14:10	14:15	14:43	GAR	7:50	PURPLE 1a	8	W Boyd	WB		9549	✓   ✓	
65	✓	6:25	6:40	7:00	11:24	11:39	11:44	11:44	GAR	5:19	K 2a	12	J Amazan	JA		202	✓   ✓	
75	XB	6:50	7:05	7:30	14:29	14:49	14:54	14:54	Snow Square	8:04	RED 4a	8	R Duverneau	RD	Chadha, B	7011	✓   ✓	
38	✓	12:25	or assigned				15:00	22:24		2:35	EX BD		C McLoughlin	CM				Brown-RED 2B
90	✓	12:30	or assigned				19:30	22:53		7:00	EX BD		P Pierre	PP				YELLOW 1B
91		12:30	or assigned				19:30			7:00	EX BD		OPEN					
92		12:30	or assigned				19:30			7:00	EX BD							
79		12:30	or assigned				20:00			7:30	EX BD		J Enang					
87	✓	13:25	or assigned				20:25	22:24		7:00	EX BD		M Thomas	MT				E44 B
93	✓	13:30	or assigned				20:30	23:22		7:00	EX BD		K Fisher	KF				SILVER 1
69		12:30	12:35	13:00	20:45	21:00	21:05		GAR	8:35	E/A 3b		E Jones			9542	✓   ✓	NO BUS (NO STREET)
55	EXB	12:30	12:35	13:00	21:53	22:08	22:13	22:24	GAR	9:43	BROWN/RED 2b		OPEN	CM	McLoughlin, C	9535	✓   ✓	
56	✓	12:30	12:35	13:00	17:52	18:17	18:22	18:26	GAR	5:52	ORANGE 2b		G Metellus	GM		1705	✓   ✓	
19	✓	12:30	12:35	13:00	18:25	18:45	18:50	18:53	GAR	6:20	YELLOW 2b		R Murray	RM		1710	✓   ✓	
37	✓	12:35	12:40	13:00	20:15	20:30	20:35	21:18	GAR	8:00	G 1b		BRANDY, A	MC	Lopez-Carino, M	9553	✓   ✓	
66	✓	12:35	12:40	13:00	22:45	23:00	23:05	23:27	GAR	10:30	B 2b		C Hoyte	CH		9552/9541	✓   ✓	
AM Disptach: <u>12</u>							PM Dispatch: <u>HTJ 12</u>											

created by: Andrew Johnson

Friday, December 29, 2017

MANAGER APPROVAL: \_\_\_\_\_

BID #	Actual Report Time	REPORT	Dep. Base	Begin Rev	End Rev	Pull In	Sign Off Time	Actual Sign Off Time	Route Ends	HOURS	ROUTE	Lift	OPERATOR	OPERATOR INITIALS	REPLACEMENT PRINT NAME III	PLEASE	BUS #	VIR	NOTES - PLEASE USE APPLICABLE CODES!
36	✓	12:50	12:55	13:15	17:57	18:07	18:12	18:17	GAR	5:22	409B 1b		T Flythe-Harkless	TFH			200	✓/✓	
49	✓	12:50	12:55	13:30	22:17	22:38	22:43	22:43	GAR	10:02	GOLD 1b		S Myers	SM			204	✓/✓	
50	✓	13:00	13:05	13:25	21:15	21:30	21:35	21:40	GAR	8:35	E/A 2b		K Tharpe	KT			9543	✓/✓	
12	✓	13:20	13:25	22:40	21:15	21:30	21:35	21:35	GAR	8:15	G 2b		J Jakachira	JJ			7007	✓/✓	
74	✓	13:10	13:15	13:40	21:26	21:41	21:46	21:46	GAR	8:36	RED 3b		T Abdul-Baqi	TAB			9550	✓/✓	
52	✓	13:25	13:40	14:00	21:55	22:10	22:15	22:23	GAR	8:50	PURPLE 2b		W Capeheart	WCE	THOMAS, M		9539	✓/✓	610 850
40	✓	13:30	13:35	14:00	22:27	22:42	22:47	22:55	GAR	9:17	ORANGE 1b		L Gatling	L.G.			9540	✓/✓	
68	✓	13:30	13:35	14:00	22:11	22:23	22:28	22:53	GAR	8:58	YELLOW 1b		R Carter	RC	PIERRE, P		9538/219	✓/✓	10716
71	✓	13:30	13:35	14:00	23:10	23:30	23:35	23:35	GAR	10:05	GREEN 1b		J McCoy	JM			9536/203	✓/✓	
77	✓	13:30	13:35	14:00	23:19	23:34	23:39	23:41	GAR	10:09	BROWN/RED 1b		OPEN		Copper, Z		9551	✓/✓	
46	✓	13:30	13:35	14:00	22:19	22:39	22:44	22:47	GAR	9:14	RED/BROWN 1b		D Bell	DB			9520	✓/✓	
10	✓	13:30	13:35	14:00	19:15	19:30	19:35	19:30	GAR	6:05	E/A 4b		D Mendoza	DM	EXAM, C		9530	✓/✓	TILL 1300
42	✓	13:35	13:40	14:03	23:27	23:42	23:47	23:47	GAR	10:12	RED/BROWN 2b		O Oginditifimi (TAM)	O.O			9534	✓/✓	
60	✓	13:35	13:40	14:05	18:55	19:10	19:15	19:30	GAR	5:40	PURPLE 1b		L Garrett	LG			9549	✓/✓	
54	✓	13:50	13:55	14:18	22:53	23:13	23:18	23:22	GAR	9:28	SILVER 1b		S Green	SG	Fisher, K		8911	✓/✓	
26		13:52	14:07	14:30	18:22	18:42	18:47		COL. MALL	4:55	GREEN 2b		G Woodard				1701	✓	L/O 12:16pm
65	✓	13:55	14:10	14:30	18:54	19:09	19:14	23:38	GAR	5:19	K 2b		J Amazan	JEA	Robinson, M		202	✓/✓	
11	✓	13:55	14:10	14:30	18:25	18:34	18:39	19:00	GAR	4:44	GOLD 2b		G Moore	GM			9542	✓/✓	
76	✓	13:59	14:04	14:40	21:49	22:04	22:09	22:18	GAR	8:10	RED 4b		D Constantine	DC			7011	✓/✓	
81	✓	14:23	14:38	14:43	18:30	18:35	18:40	19:12	GAR	4:17	504 4b		F Milford	FM			224	✓/✓	
25	✓	14:30	14:35	15:00	22:53	23:13	23:18	23:18	GAR	8:48	SILVER 2b		A Barnaby	AB			8703	✓/✓	
70	✓	14:30	14:35	15:00	20:15	20:30	20:35	18:07	GAR	6:05	E/A 1b		Z Copper	ZC	CHADHA, B		9531	✓/✓	TILL 1720
58	✓	14:35	14:40	15:00	22:48	23:03	23:08	23:25	GAR	8:33	B 1b		D Edwards	DE			7005	✓/✓	ROBINSON TEAM TILL 1800
35	✓	14:43	15:08	15:13	18:06	18:28	18:33		GAR	3:50	504 1b		C Young				201	✓	
9	✓	14:50	14:55	15:15	23:11	23:26	23:31	23:40	GAR	8:41	K 1b		R Peterson	RP	AMAZON		9544/202	✓/✓	
39	✓	15:00	15:15	15:30	18:00	18:05	18:10	18:14	GAR	3:10	504 2b		N West	NW			222	✓/✓	
23	✓	15:20	15:25	15:45	23:55	0:10	0:15	0:32	GAR	8:55	J 1b		W Armstrong	WA			9546/203	✓/✓	
80	✓	15:23	15:38	15:43	18:50	19:08	19:13	19:13	GAR	3:50	504 3b		D Moulden	DM			223	✓/✓	
8	✓	15:55	16:10	16:30	19:51	20:06	20:11	20:22	GAR	4:16	J 2b		M Mitchell	MM			203	✓/✓	

AM Disptach: RZ

PM Dispatch: NT / R