



Meeting #2

MTA Stakeholder Work Group





Stakeholder Work Group Meeting #2

Focusing on the Needs of Transit Users in the Region

- Welcome
- Purpose of the Meeting
- Meeting Ground Rules
- MTA Overview, Vision & Transit System
- Facilitated Open Discussion on MTA Transit Performance – Focusing on the Needs of the Transit Users in the Region
- Review of Key Issues
- Next Meeting(s)



Welcome

- Jim Ports, Deputy Secretary, Maryland Department of Transportation (MDOT)
- Philip Dacey, Director, Office of Government Affairs, MDOT
- Samuel Minnitte, Facilitator, Parsons Brinckerhoff
- Other Introductions

MTA Stakeholder Work Group

June 24, 2015
MTA Stakeholder Work Group Meeting #1
Focusing on Business Needs

September 2015 MTA Stakeholder Work Group Meeting #3 on Draft Recommendation / Draft Transit Performance Improvement Plan

July/August 2015 MTA Stakeholder Work Group Meeting #2 Focusing on Transit Users Needs

October 1, 2015
Submit Transit Performance Improvement Plan





Purpose/Background

- *To provide safe, efficient and reliable transit services across Maryland with world class customer service*
- To respond to 2015 Session Legislative Proposals and FY 2015 Operating Budget Language aimed at improving transit services
- To outreach to stakeholders to seek input on the transit service needs of the business community and transit users in the region
- To identify opportunities to improve transit services in the region
- To develop a Transit Performance Improvement Plan by October 1, 2015
- To ensure that the concerns and recommendations of MTA's stakeholders are heard, understood, and implemented where appropriate



Key Themes - Meeting #1

Business Needs in the Region

- Increase Transit Ridership – Provide a better, more reliable quality experience; affordable transit fares; cool, easily identifiable routes
- Need Safe & Secure Transit – More shelters, lighting, and police presence
- Access to Jobs – Better connections to jobs, school, commerce, especially major employers in the region
- Ease of Use; Transit Experience – Better integration and mapping; use universal fare cards, make transit easy to use, frequent, with next bus info
- Flexibility and Efficiency of the Transit System – Consider the 24 hour needs, new travel patterns, and flex times
- Redesign Bus Routes – Use new data to redesign and consolidate
- Incentivize Transit – Promote programs, shuttle buses, local/private transit access, Transit Oriented Development and bike/pedestrian access



Meeting Ground Rules

- There is effective participation.
- Limits on the time for speakers. Each speaker will be limited to 2 minutes.
- Participants achieve a mutual understanding.
- All contributions are considered and included in the ideas, solutions or decisions that emerge.
- Participants take shared responsibility for the outcome.
- Ensure that outcomes, actions and questions are properly recorded and actioned, and appropriately dealt with afterwards.
- The process: Brainstorming
- During sessions, people should avoid criticizing or rewarding ideas.
- Sessions conclude with the evaluation, “what did we accomplish in today’s session?” Evaluate ideas at the end of the session. A meeting recap, summary and next steps.



Baltimore Transit System Overview

- Paul Comfort, MTA Administrator

The Maryland Transit Administration

Investing in the future of Maryland



Maryland Department
of Transportation



August 3, 2015



SCOPE of the MTA

MTA's mission is to provide safe, efficient and reliable transit services across Maryland with world class customer service.

- **MTA is the 13th largest public rapid transit system* in the nation.**
- Provides services **24/7** and operates over **1,350 vehicles** during peak periods.
- Annual ridership: More than **113 million riders in FY2014.**
- MTA employs over **3,300** people (3/4 of which are union employees).
- MTA has **3 unions**: ATU Local 1300 (Operators and Maintenance), OPEI Local 2 (Schedule Makers, Clerks, and Accountants), and AFSCME Local 1859 (Sworn Police, Security Guards, and Fare Inspectors)

*APTA's most recent ranking.








FUNCTIONS of the MTA

- Operates throughout the State of Maryland, primarily in the Baltimore metropolitan area:
 - **Local Bus, Metro Subway, Light Rail**
 - **MARC Train, Commuter Bus**
 - **Mobility paratransit services**
 - **Freight**
- Contracts with Amtrak and Bombardier to operate MARC Train
- Commuter Bus outsourced to seven private companies throughout Maryland
- Mobility paratransit is a contracted service
- Provides funding and statewide support of Locally Operated Transit Systems (LOTS) in local jurisdictions in Maryland
- Liaison with WMATA in Montgomery and Prince George's Counties



Core Service

Local Bus		Fiscal Year 2014	
Total Annual Ridership		75,780,350	
Average Weekday Ridership		245,121	
# of Coaches		730	
# of Revenue Miles Traveled		20,047,418	
# of Revenue Hours Operated		1,738,160	
Operating Cost per Revenue Mile		\$13.09	
Buses debuted in Baltimore in 1909			
Light Rail		Fiscal year 2014	
Total Annual Ridership		8,105,743	
Average Weekday Ridership		25,183	
# of Passenger Cars		53	
# of Revenue Miles Traveled		3,102,718	
# of Revenue Hours Operated		157,896	
Operating Cost per Revenue Mile		\$14.45	
Light Rail opened for service in 1992			
Metro Rail		Fiscal Year 2014	
Total Annual Ridership		14,632,430	
Average Weekday Ridership		47,322	
# of Passenger Cars		100	
# of Revenue Miles Traveled		5,044,282	
# of Revenue Hours Operated		207,550	
Operating Cost per Revenue Mile		\$12.08	
Metro Subway opened for service in 1983			

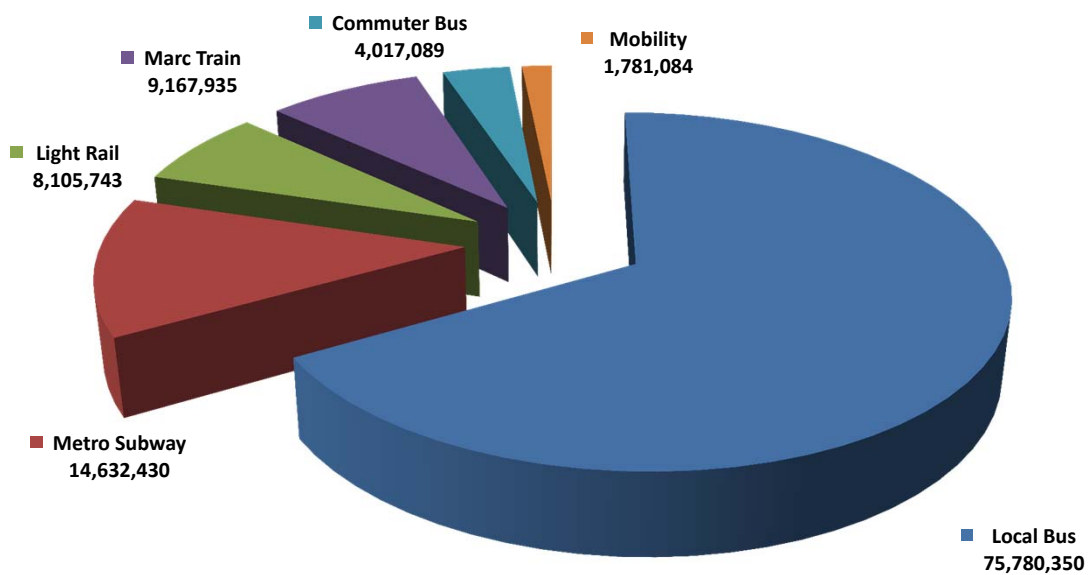


Commuter and Mobility Service

MARC		Fiscal Year 2014	
Total Annual Ridership		9,167,935	
Average Weekday Ridership		35,990	
# of Passenger Cars		177	
# of Revenue Miles Traveled		5,863,505	
# of Revenue Hours Operated		152,638	
Operating Cost per Revenue Mile		\$23.01	
MTA took over suburban bus and commuter rail services in 1973			
Commuter Bus		Fiscal Year 2014	
Total Annual Ridership		4,017,089	
Average Weekday Ridership		15,132	
# of Coaches		220 (66 State owned)	
# of Revenue Miles Traveled		5,409,950	
# of Revenue Hours Operated		186,550	
Operating Cost per Revenue Mile		\$10.81	
MTA took over suburban bus and commuter rail services in 1973			
Mobility		Fiscal Year 2014	
Total Annual Ridership		1,781,084	
Average Weekday Ridership		5,893	
# of Vehicles		483	
# of Revenue Miles Traveled		14,755,042	
# of Revenue Hours Operated		1,110,157	
Operating Cost per Revenue Mile		\$5.03	
MTA took over Mobility paratransit services in 1978			



Ridership Fiscal Year 2014





Ridership Comparison

	FY12 Total	FY13 Total	FY14 Total	FY15 to date through May
Bus	79,535,067	80,070,751	75,780,350	72,126,255
Metro	15,364,164	15,208,352	14,632,430	12,834,813
Light Rail	8,539,996	8,647,381	8,105,743	7,054,350
Mobility	1,554,592	1,651,198	1,781,084	1,727,666
MARC	8,451,695	9,062,254	9,167,935	8,415,790
Commuter Bus	4,289,775	4,187,141	4,017,089	3,671,267
Total Annual Ridership	118,080,758	119,259,611	113,992,349	106,381,493



On Time Performance

	FY12 Average	FY13 Average	FY14 Average	FY15 Average
Bus	82.7%	81.7%	80.8%	80.9%
Metro	96.5%	97.2%	96.2%	95.4%
Light Rail	96.1%	97.5%	95.9%	96.7%
Mobility	89.8%	89.4%	91.2%	87.2%
MARC	92.6%	93.3%	92.0%	92.3%



Farebox Recovery

	FY10	FY11	FY12	FY13	FY14
Bus*	30%	30%	29%	30%	26%
Light Rail	17%	17%	16%	16%	16%
Metro Rail	25%	26%	28%	26%	24%
Core Service**	28%	28%	27%	27%	28%
MARC	48%	50%	56%	55%	50%
* Baltimore commuter bus service is included in the Bus recovery ratio under the budgetary basis					
** Core service is Baltimore Local and Commuter Bus, Light Rail and Metro Subway					

- Fare recovery is the percent of operating cost recovered through revenue.
- Transit modes to be reported are identified in Transportation Article, § 7-208(b)(2).
- MTA uses gross expenses by mode and adjusts the expenses by including insurance, changes in inventory levels, pro-rated share of administrative costs per the proportional size of that mode, and excludes paratransit expenses, past pension service liabilities, new services for the first 36 months of service, and capital costs.
- MTA uses gross revenue and adjusts the revenue to include passenger fares, advertising, lease and rental income and excludes paratransit and new services revenues for the first 36 months.



Aspirations, Vision & Goals for MTA



Questions

- Questions Regarding the Baltimore Transit System Overview Presentation



Facilitated Open Discussion



Review of Key Issues

- MTA Transit Performance – Focusing on the Needs of the Transit Users in the Region
 - Ridership
 - On-Time Performance
 - Farebox Recovery
 - Other



Next Steps

- Meeting #3 – September 10/11 (TBD) – Preliminary Recommendations/Draft MTA Transit Performance Improvement Plan
- October 1 – Submit MTA Transit Performance Improvement Plan



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