



Meeting #4

East Baltimore Regional Stakeholder Meeting



*Maryland Department
of Transportation*



Stakeholder Work Group Meeting #4

Focusing on Workforce and Customer Needs & Priorities

- Welcome/Background
- Purpose of the Meeting
 - Key Themes
 - List of Priorities
 - Listening Session
- Meeting Ground Rules
- MTA Overview (Scope & Function)
- Transit Assessment
- Facilitated Open Discussion on MTA Transit Performance – Focusing on Workforce and Customer Needs and Priorities



Welcome

- Jim Ports, Deputy Secretary, Maryland Department of Transportation (MDOT)
- Philip Dacey, Director, Office of Government Affairs, MDOT
- Jim Knighton, MTA Chief of Staff
- Other Introductions



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 performance data and post online by October 1, 2015.
- To ensure that the concerns and recommendations of MTA's stakeholders are heard, understood, and implemented as appropriate.



Stakeholder Meetings

- Meeting #1 – June 24th Focusing on Business Needs
- Meeting #2 – August 3rd Focusing on Transit Needs
- Elected Official Meeting – August 10th
- Meeting #3 – September 10th Focusing on Workforce and Customer Needs and Priorities in the West Baltimore Region
- Meeting #4 – September 28th Focusing on Workforce and Customer Needs and Priorities in the East Baltimore Region
- Elected Official Facility Tour
- Other Stakeholder Outreach & Participation:
 - Transit Choices Meetings
 - Other



Key Themes

- 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.



Prioritizing Needs

- Requesting your help in prioritizing where to focus our initial needs.
- While we plan to work on all of these objectives, we would like your input on where to place our initial focus by identifying or writing in your top 5 priorities.
- Please fill out and return to us today.



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.

The Maryland Transit Administration

Investing in the future of Maryland

Committed to providing safe, efficient and reliable transit service across Maryland with world-class customer service.



September 28, 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), OPEIU 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.



Data Collection Efforts

- **Internal: Performance Data**

- Daily On-Time Performance Report for All Modes
- Daily Absenteeism Report for All Modes
- Development of Dashboard for All Operations Managers

- **External: Route & System Analysis**

- Bus Network Improvement Project (BNIP) Data
- Bus Stop Optimization Project
- Stakeholder Collaboration:
 - ❖ Baltimore Metropolitan Council
 - ❖ Maryland Department of Planning
 - ❖ Baltimore City Department of Transportation
 - ❖ Elected Officials
 - ❖ MTA Bus Operators



Performance Website



- As required in the budget language, MTA will publish key performance indicators online on October 1, 2015.
- This will ensure transparent disclosure of MTA's level of service and emphasize a culture of accountability.
- The online data will consist of:
 - 1) Ridership by mode;
 - 2) On-time performance by mode; and
 - 3) Farebox recovery data.

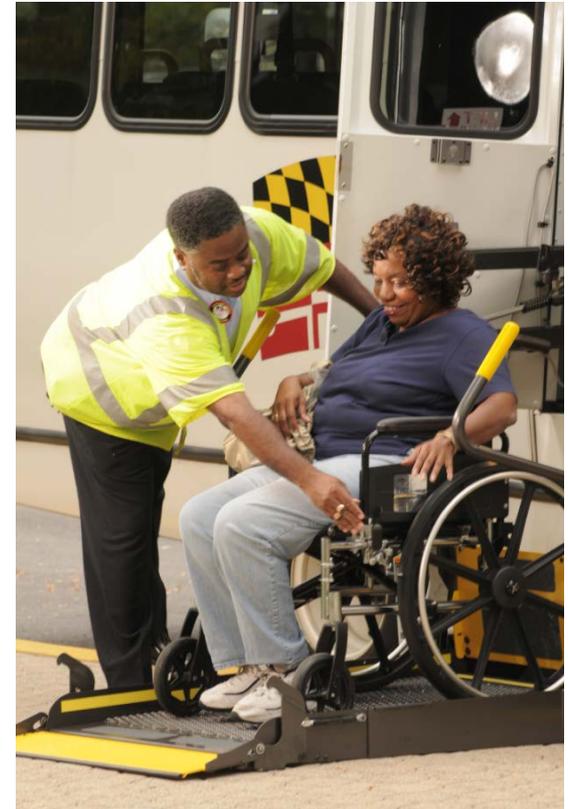


Ridership

Metric Description: MTA ridership is based on unlinked passenger trips.

Goal: Improve the current system to help increase ridership on all modes.

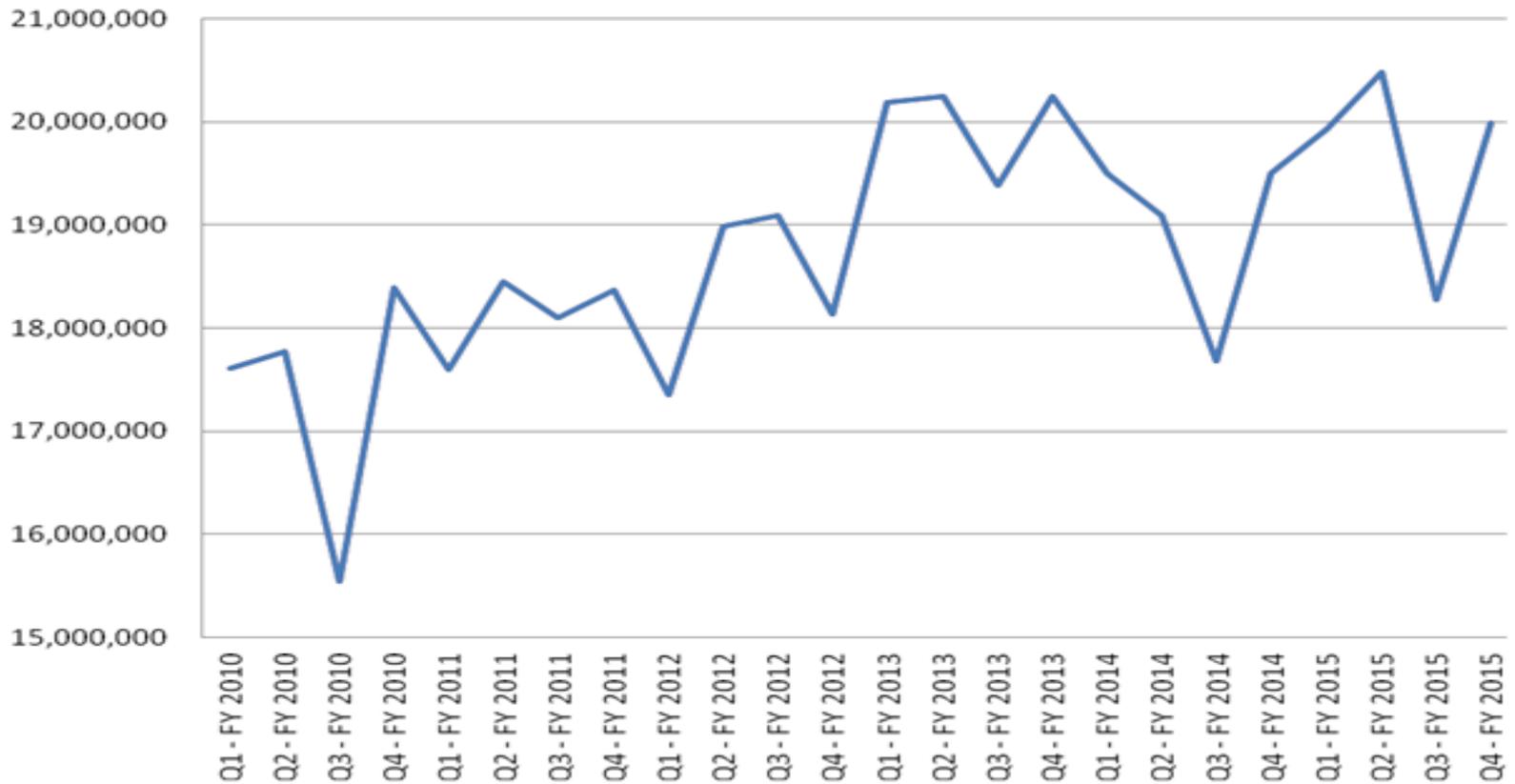
Improvement Plan Elements: Continually enhance the customer experience by increasing on-time performance, improving the accuracy of real-time information, and providing world-class customer service. Focus on connecting more people to jobs and opportunities in the region by meeting the changing needs of new and current job centers and residential developments.





Ridership

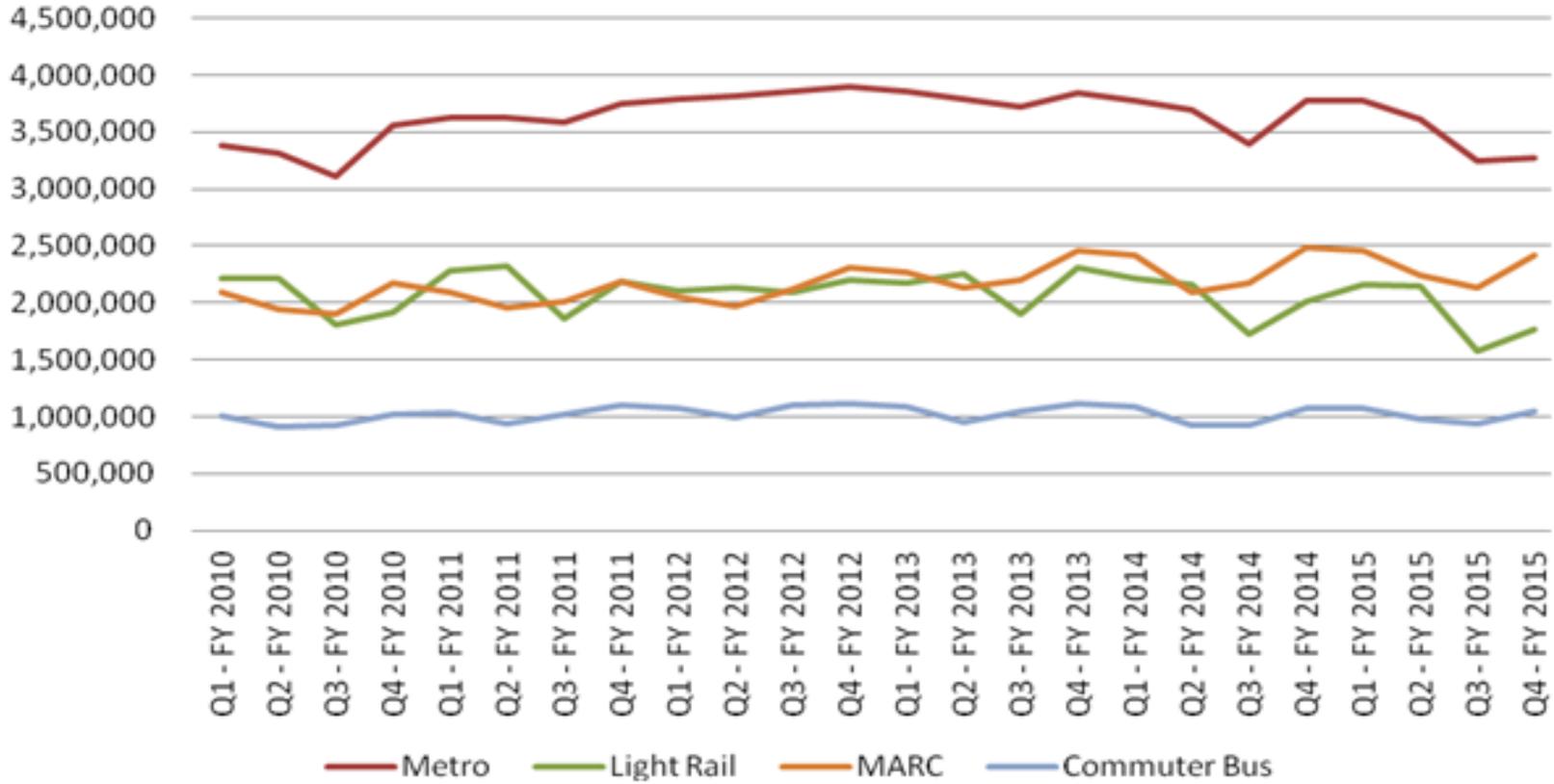
Ridership - Local Bus





Ridership

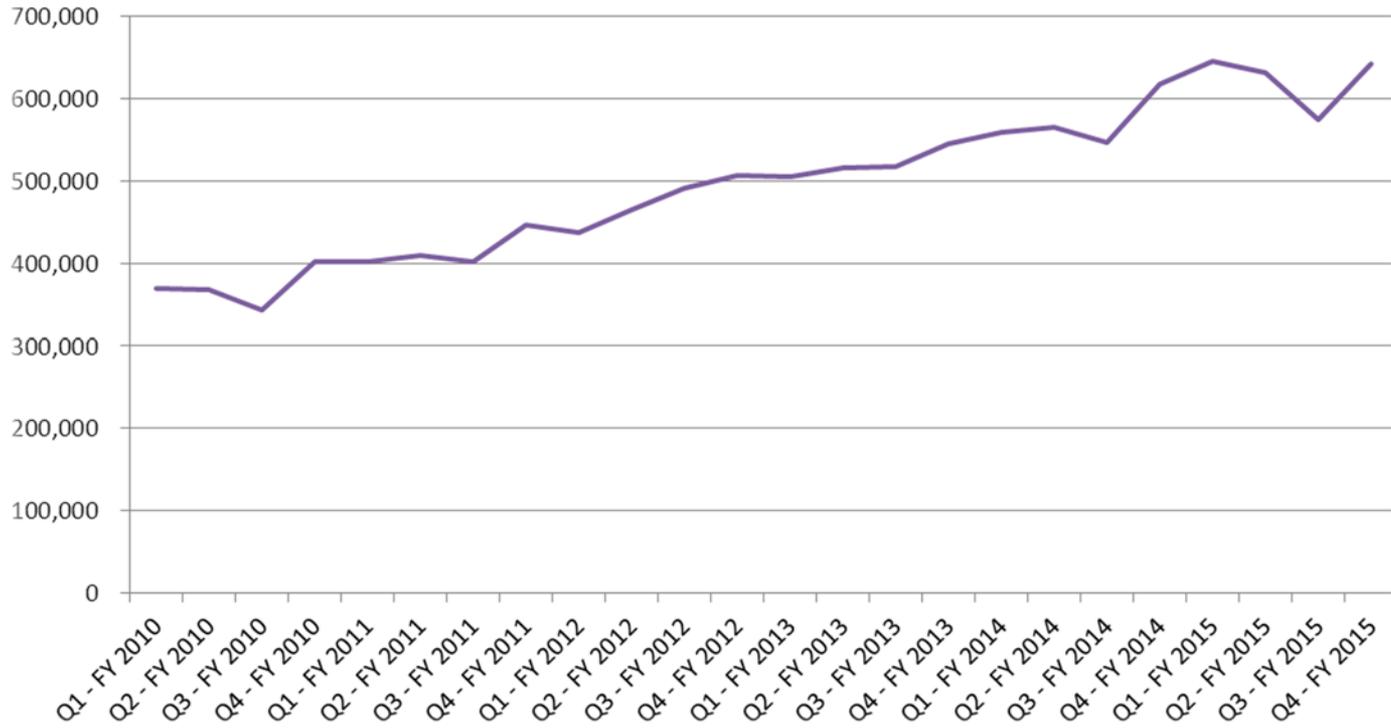
Ridership - Rails and Commuter Bus





Ridership

Ridership - Mobility





On-Time Performance

Metric Description: On-time performance (OTP) rates measure the timeliness of MTA service. The overall percentages of on-time performance are the average performance across all modes for a given fiscal year. In regards to disparities in rates among the different operating modes it's important to note several things:

- Bus routes are impacted by external factors at a greater rate than rail modes are (i.e. weather, road construction, accidents etc.).
- Mobility services are required to wait a full 10 minutes at a stop where the passenger is late or not present which in turn affects the entire scheduled route. Due to the individualized nature of the route, absences and lateness have a significantly greater impact than in other modes of transportation.



On-Time Performance

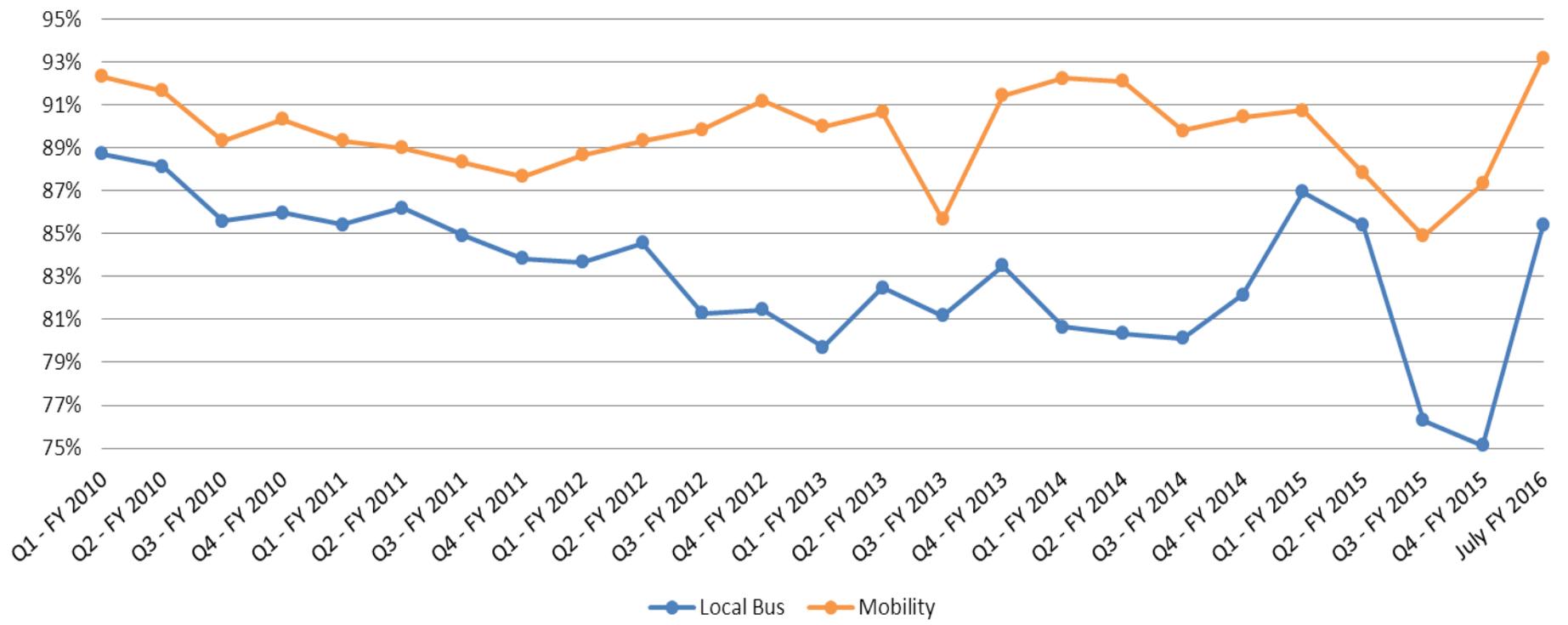
Improvement Plan: Improvements to bus OTP will be the main focus in order to improve service for the largest number of riders. To improve OTP, MTA will be focusing on several areas, including:

- Improvements to transit schedules to make them more realistic to operate and in line with current ridership and traffic patterns.
- Optimizing the placement of bus stops through MTA's Bus Stop Optimization Program.
- Advancing the use of technology to better manage bus services in real-time and use data to make future improvements.



On-Time Performance

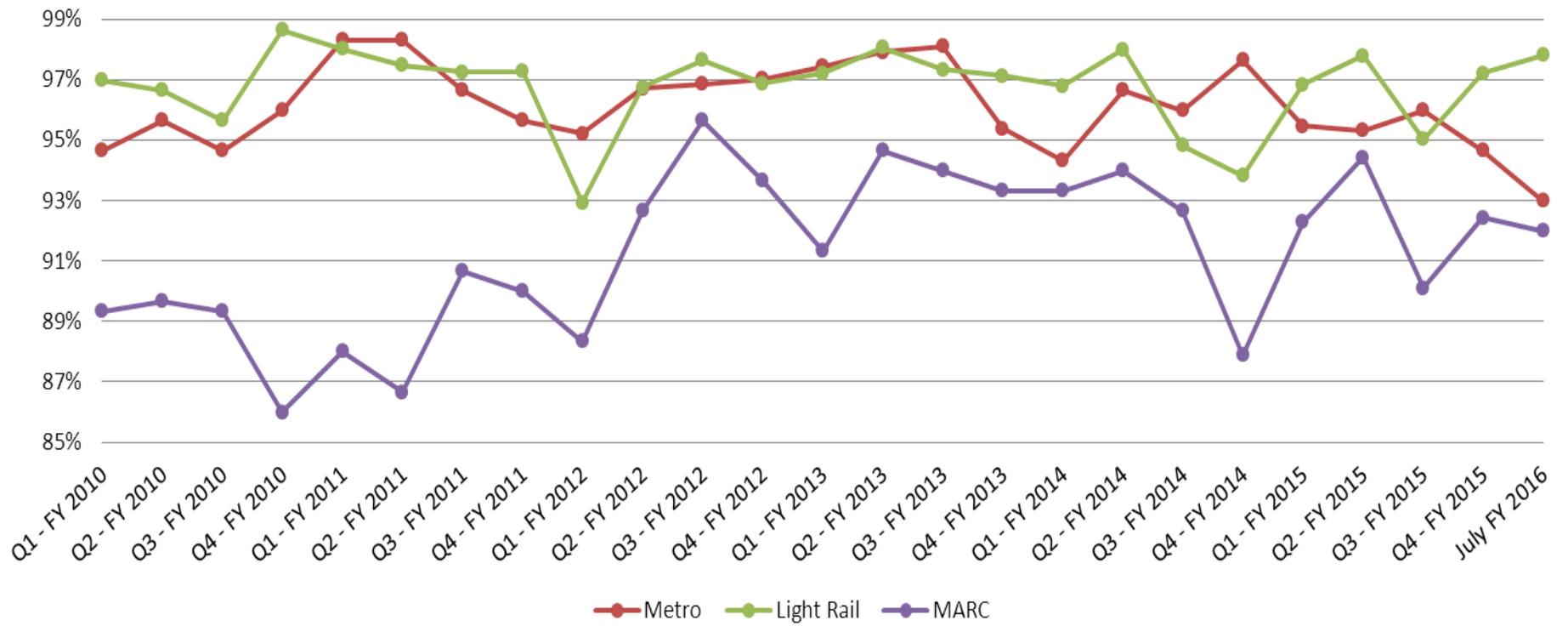
On-Time Performance By Mode Local Bus and Mobility





On-Time Performance

On Time Performance By Mode Light Rail, Metro, and MARC





Farebox Recovery

Metric Description: Farebox recovery ratio is a metric that measures operating costs recovered through fares. This metric depends on fare prices, ridership levels, and operating costs such as: labor costs, fuel costs, and repair costs.

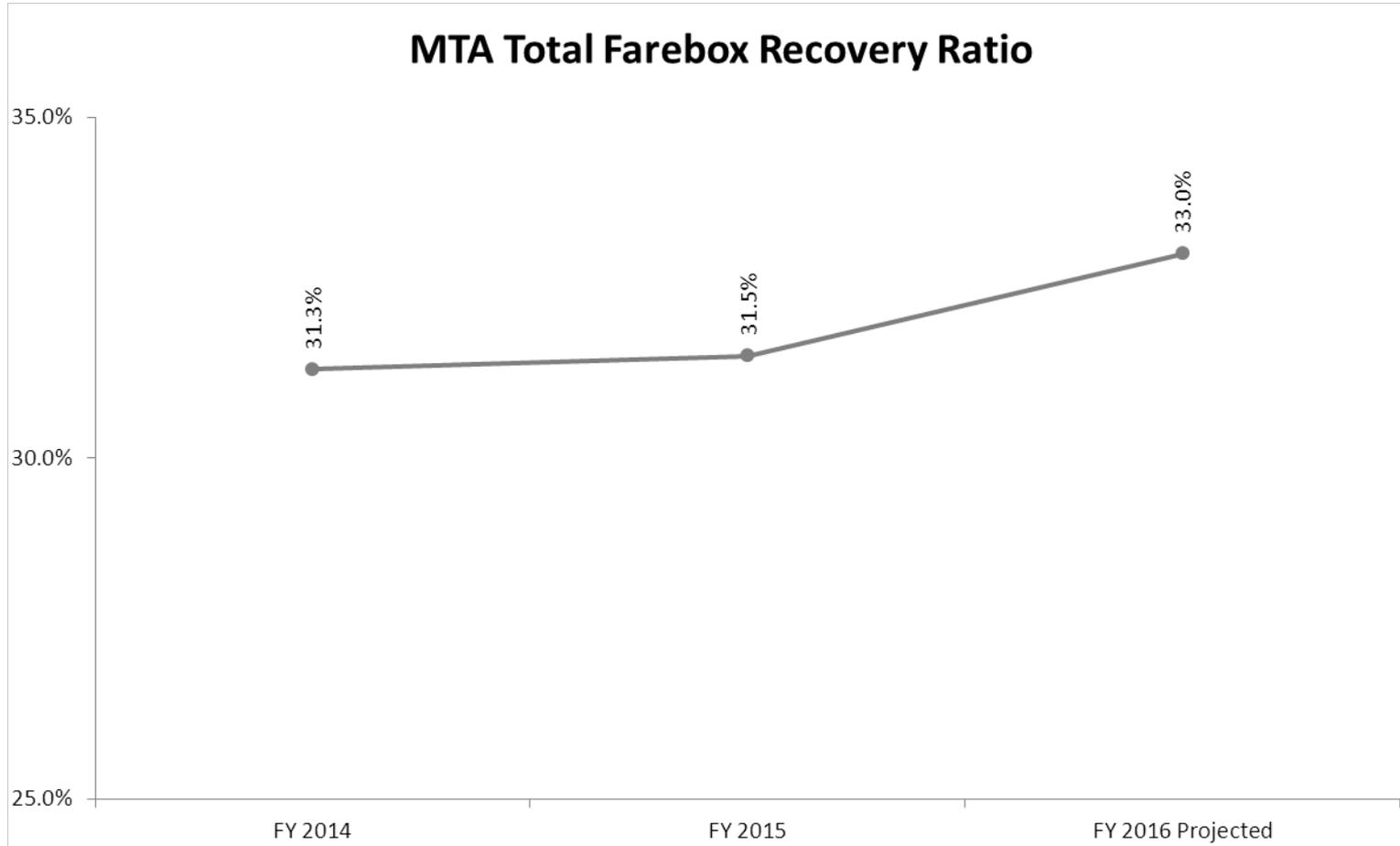
Goals: Achieve a farebox recovery ratio of at least 35% of the total operating costs for Bus, Light Rail, Metro and MARC (Maryland Transportation Article §7-208).

Plans: Fares for all MTA modes increased on June 25, 2016. The fare increase will contribute marginally to a higher farebox recovery ratio. By law Core Service fares can only increase every two years by the amount of CPI inflation.





Farebox Recovery





Facilitated Open Discussion



Next Steps

- October 1 – Submit MTA Transit Performance Improvement Plan



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