



MTA STAKEHOLDER  
WORK GROUP



**Please Tell Us What Are Your Top 5 Priorities to Improve Transit in the Baltimore Region**  
**September, 2015**

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- Improve reliability of service (on-time performance). This will give customers and their employers confidence that MTA will get them where they need to go on a predictable schedule.
- Reduce overcrowding on buses. This will enhance the customers' "ride experience" and could also improve safety in the event of an incident such as a sudden stop.
- Improve vehicle speed. This will increase the likelihood of adhering to posted schedule times and therefore should improve on-time performance.
- Decrease passenger trip times. This will improve customers' quality of life by giving them better control over their own schedules.
- Increase the percentage of population within walking distance of transit. This will increase usage of the system by "choice" riders, since it gives them an incentive to use MTA to go to work or other activities as opposed to spending time on congested roads.
- Increase the number of jobs accessible by transit by increasing service to major regional job centers. This will lead to greater opportunity for both employees and businesses, leading to economic development and improving access to jobs for those who need them.
- Align the bus network with current and projected travel patterns and land use. This will allow for more efficient allocation of MTA resources to the areas with the highest ridership demand.
- Improve connections between bus lines and between bus and other MTA modes (Light Rail, Metro Subway, MARC Train). This will allow customers more mobility options and greater flexibility in planning work and personal trips.
- Improve suburb-to-suburb connections without creating lengthy routes through downtown/Central Business District. This will connect employees to their places of employment more efficiently, and will help create a system that passengers and employers know they can rely on.
- Increase the number of passengers carried per hour. This will improve the efficient use of MTA resources (buses aren't "running empty") and will result in fewer situations in which passengers are "passed up" or left standing on street corners when full buses pass them by.
- Reduce the operating cost per passenger. This will improve MTA's farebox recovery rate.
- Improve bus stop amenities across the system through an adopt-a-stop program. This will improve customers' overall experience of the system by allowing them to wait in areas that are clean and well-maintained. It will also promote buy-in and advocacy for MTA by entities that participate in the program such as local businesses or civic associations.
- Implement a robust and accurate real-time bus arrival application for smartphones & Internet. This will significantly increase customer satisfaction with and confidence in the system by giving them a way to predictably plan their travel.
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_