



October, 2015

Summary Report

MTA Stakeholder Work Group



*Maryland Department
of Transportation*



Stakeholder Work Group

Focusing on Workforce and Customer Needs & Priorities

- Purpose of Stakeholder Work Group
- Stakeholder Work Group Outreach Meetings
- Key Themes
- Transit Priorities
- MTA Overview of Baltimore Transit Services
- Data Collection Efforts
- Performance Website
- Moving Forward



Purpose

- *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
- Elected Official Facility Tour – September 22nd
- Meeting #4 – September 28th Focusing on Workforce and Customer Needs and Priorities in the East Baltimore Region
- Over 400 Attendees at Four Stakeholder Work Group Meetings
- Other Stakeholder Outreach & Participation:
 - Transit Choices Meetings
 - City School Meetings
 - Other



Key Themes

- Increase Transit Reliability & Ridership – Provide a better, more reliable transit experience; affordable transit fares; cool, easily identifiable routes.
- Need Safe & Secure Transit – More shelters, lighting, and more of a police presence.
- Improve Transit Connections & Access to Jobs – Better connections to jobs, school, commerce, especially major employers in the region (consider Port of Baltimore, universities, hospitals, casino(s), Fort Meade, Arundel Mills, Sparrows Point, Annapolis, etc.).
- Improve Ease of Use; Transit Experience – Better integration and mapping; use universal fare cards, make transit easy to use, frequent, clean, better quality, with next bus info.
- Improve Flexibility and Efficiency of the Transit System – Consider the 24 hour needs, new travel patterns, and flex times.
- Improve the Buses – Add transit vehicles, announce stops, reduce bus crowding, ensure bus operators are polite, friendly, knowledgeable and well-trained.



Key Themes – Continued

- Discourage Cars in Downtown Baltimore – Use shuttle bus services to employment.
- Improve/Redesign Bus Routes – Consider bus only lanes, longer buses, service expansion and redesigning/consolidating bus routes using new employer/land use/other data.
- Consider increased MARC weekend early and mid-day service.
- Incentivize Transit – Promote partnerships and programs, shuttle buses, local/private transit access, Transit Oriented Development and bike/pedestrian access.
- Provide Transit Funding – Provide adequate funding, more resources, dedicated funding, etc.
- Market Transit – Educate the public on transit, transit route changes, and new transit opportunities.
- Work with the Baltimore City School System to find solutions that work for both the students and the other transit riders.



MTA Transit Priorities

- Improve reliability of service (on-time performance)
- Reduce overcrowding on buses
- Improve vehicle speed
- Decrease passenger trip times
- Increase the percentage of population within walking distance of transit.
- Increase the number of jobs accessible by transit by increasing service to major regional job centers
- Align the bus network with current and projected travel patterns and land use
- Improve connections between bus lines and between bus and other transit
- Improve suburb-to-suburb connections without creating lengthy routes through downtown
- Increase the number of passengers carried per hour
- Reduce the operating cost per passenger
- Improve bus stop amenities across the system through an adopt-a-stop program
- Implement a robust and accurate real-time bus arrival application for smart phones, etc.



Stakeholder Transit Priorities

- #1 Improve reliability of service
- #2 Increase the number of jobs accessible by transit by increasing service to major regional job centers
- #3 Improve connections between bus lines and between bus and other transit
- #4 Reduce overcrowding on buses
- #5 Improve bus stop amenities
- #6 Decrease passenger trip times
- #6 Improve suburb-to-suburb connections without creating lengthy routes through downtown
- #6 Implement a robust and accurate real-time bus arrival application for smart phones, etc.



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			



MTA Bus

Bus
Became publicly operated in 1971.
Is the largest of MTA's core modes operating in and around the Baltimore metropolitan area.
Provides 66.5% of MTA's total rides.
Has 4 main Bus divisions and several support shops.



Bus	Fiscal Year 2014
Total Annual Ridership	75,780,350
Average Weekday Ridership	245,121
# of Coaches	730 (363 Hybrid)
# of Revenue Miles Traveled	20,047,418
# of Revenue Hours Operated	1,738,160



MTA Light Rail

Light Rail
Light Rail opened for service in 1992.
Operates on a north-south corridor from Hunt Valley to Cromwell and BWI Airport stations in Glen Burnie.
Provides 1,915 trips on weekly basis and covers 57 miles of track.
2 main Light Rail divisions for railcar maintenance and operations .

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





MTA Metro Subway

Metro Rail

Metro Subway opened for service in 1983.

Operates on an east-west corridor from Owings Mills to Johns Hopkins.

Provides 1,553 trips on weekly basis and covers 30 miles of track.

2 main Metro Rail divisions for railcar maintenance and operations.



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



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		



MTA MARC

MARC
MTA took over suburban commuter rail in 1973.
Operates from Eastern Maryland south through Baltimore to Washington, D.C. and from Washington, D.C. through Western Maryland to West Virginia.
Provides 2,980 trips on weekly basis and covers 203 miles of track.
Contracted service with Amtrak and Bombardier.

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





MTA Commuter Bus

Commuter Bus
MTA took over commuter bus services in 1973.
Operates throughout Maryland with destinations to Baltimore to Washington, D.C.
Provides 496 trips on weekly basis.
Contracted service with multiple bus companies.



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



MTA Mobility

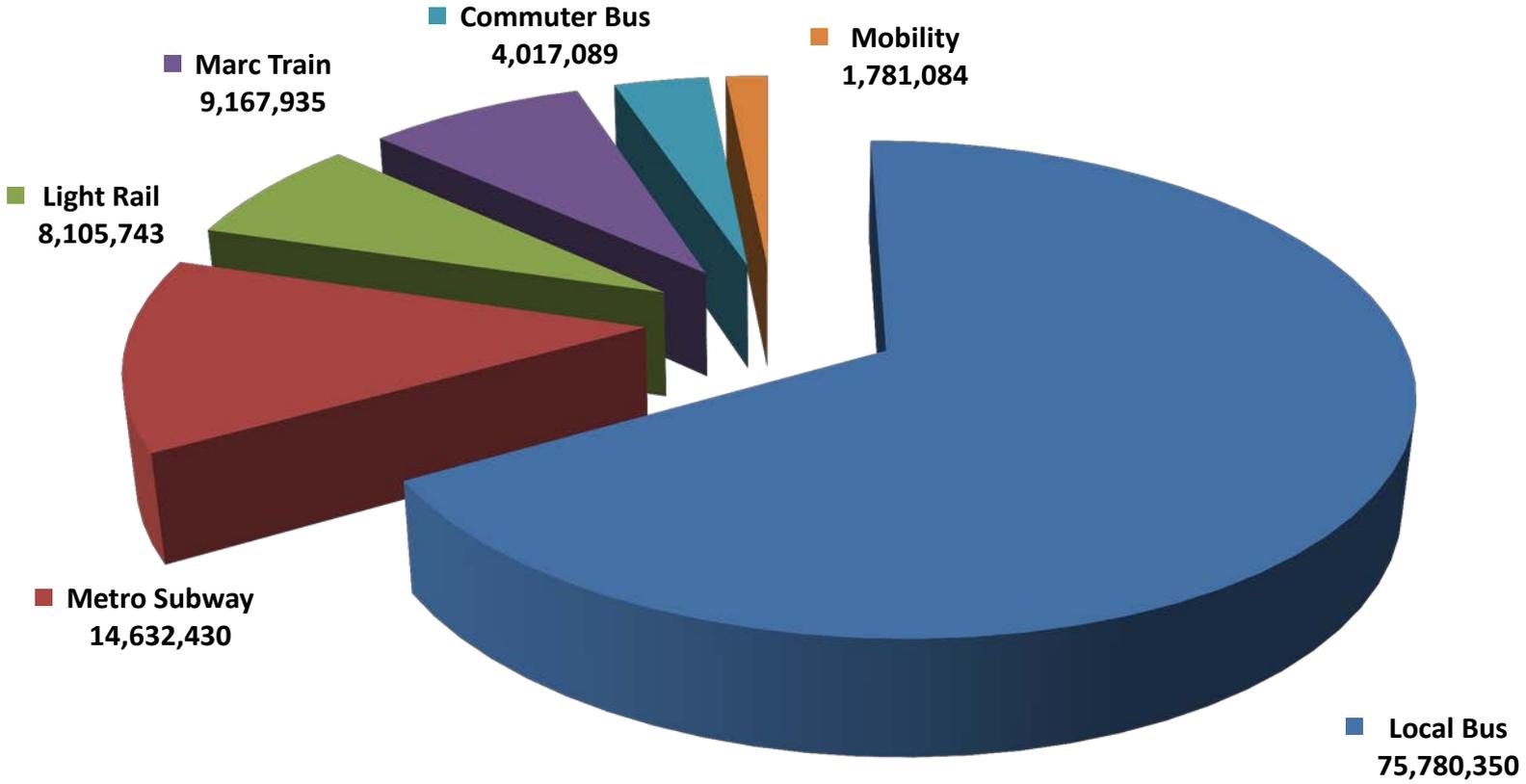
Mobility
MTA took over Mobility paratransit services in 1978.
Operates within ¾ miles of fixed route network throughout the Baltimore metropolitan area.
Provides 31,262 trips on weekly basis, scheduled on a as-needed basis.
Contracted service with First Transit, MV and Veolia.

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





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.



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 published key performance indicators online beginning October 1, 2105.
- This will ensure transparent disclosure of MTA's level of service and emphasize a culture of accountability.
- The online data consists of:
 - 1) Ridership by mode;
 - 2) On-time performance by mode; and
 - 3) Farebox recovery data.

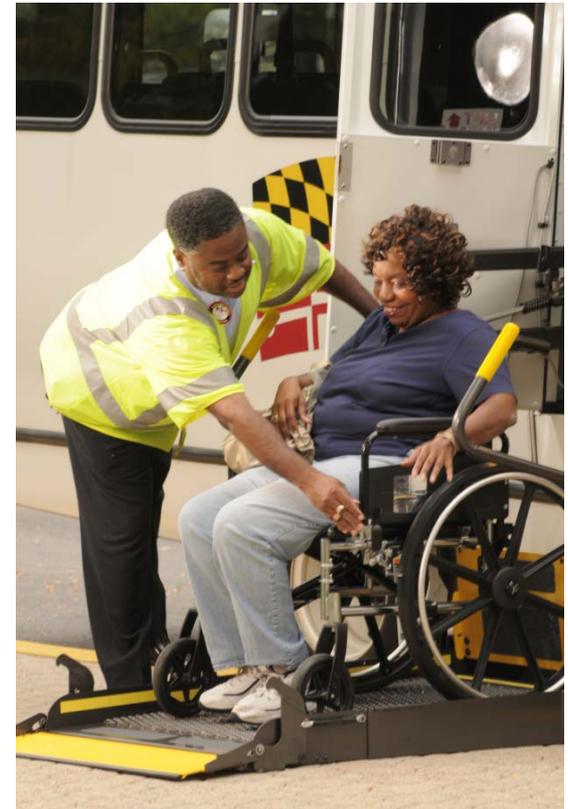


Ridership

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

Goal: Increase ridership on all MTA modes.

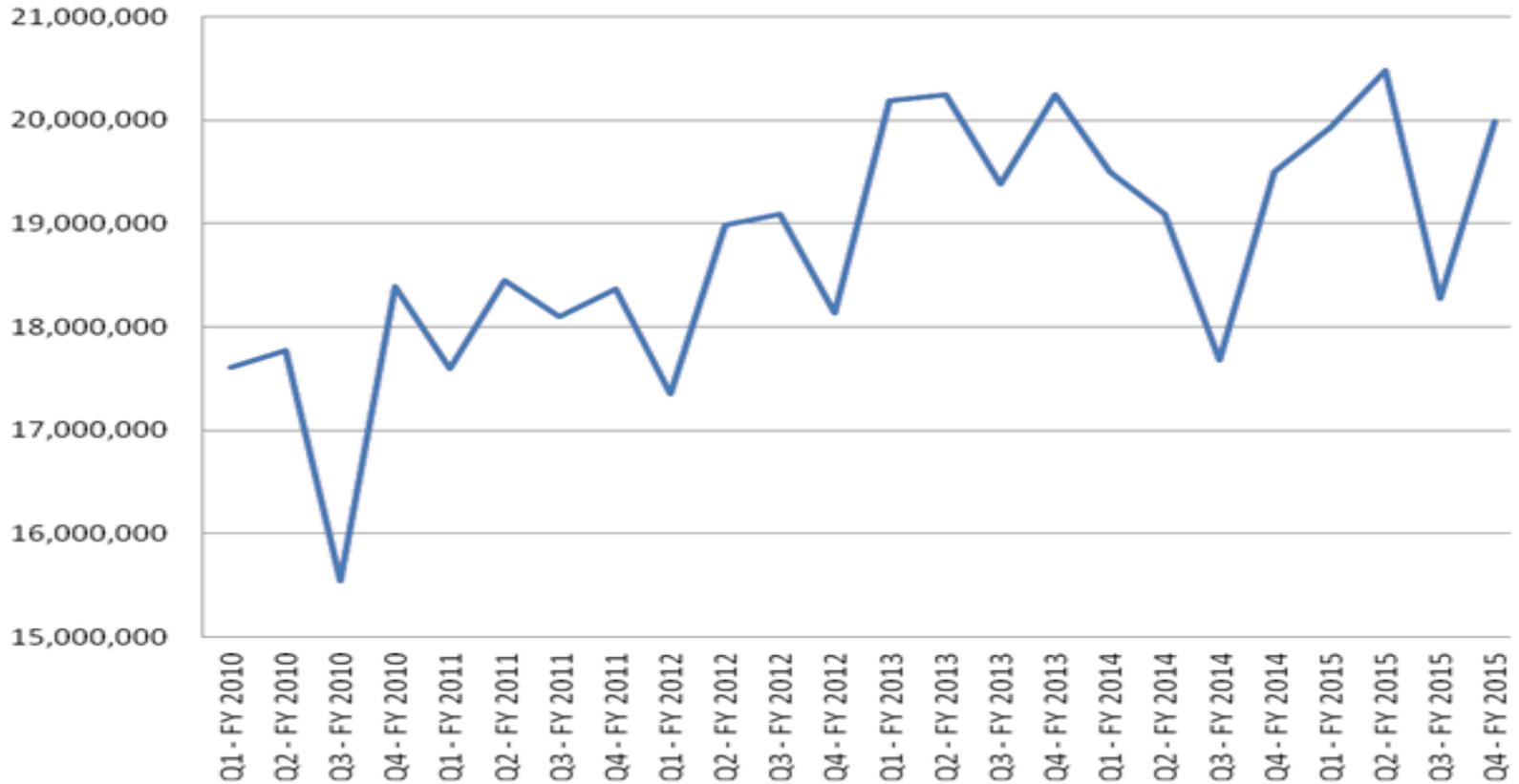
Improvement Plan Elements: Continually enhance the customer experience by increasing on-time performance, improving the accuracy of real-time information, and providing world-class customer service. Focus on connecting more people to jobs and opportunities in the region by meeting the changing needs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





Ridership

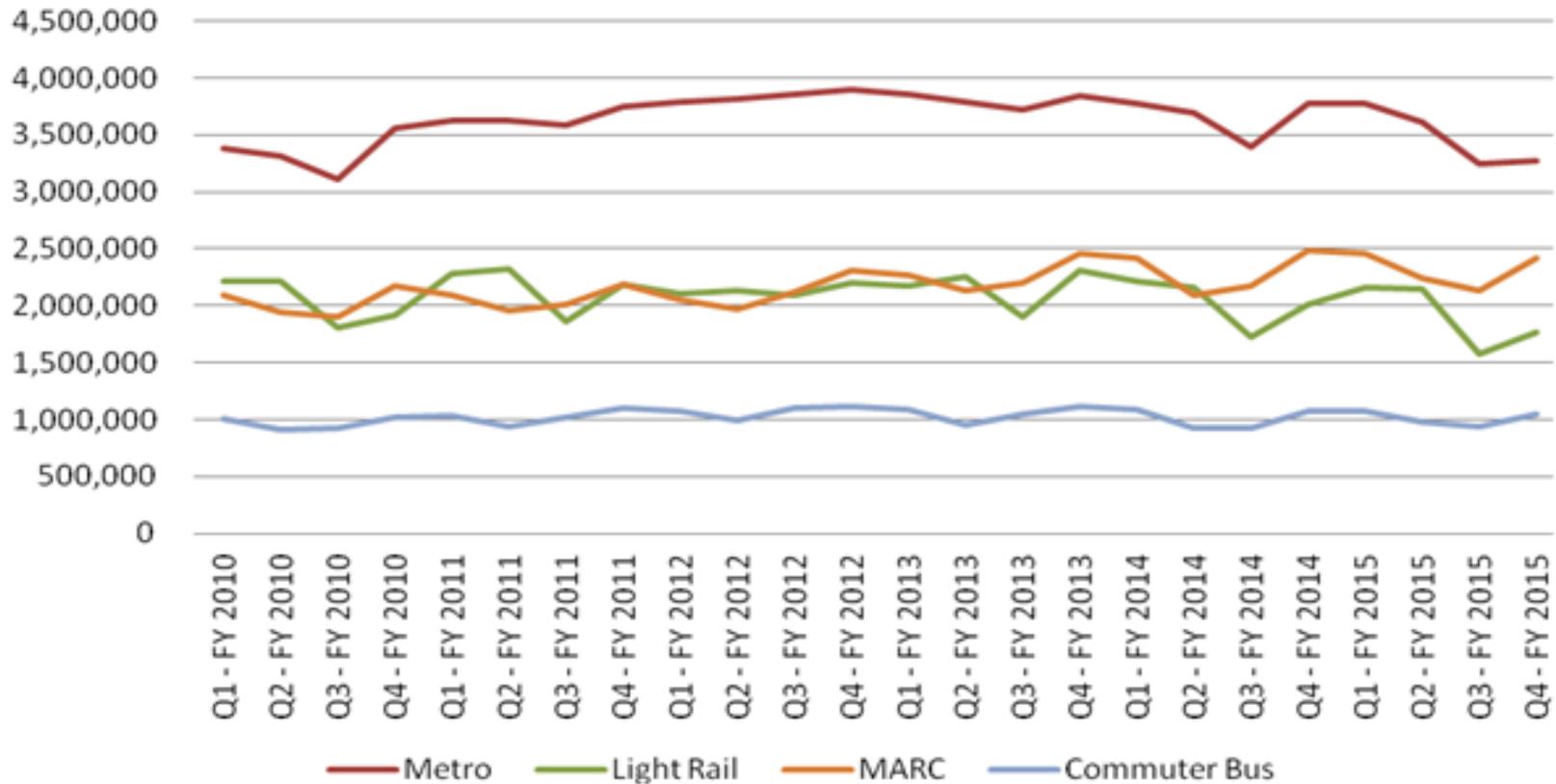
Ridership - Local Bus





Ridership

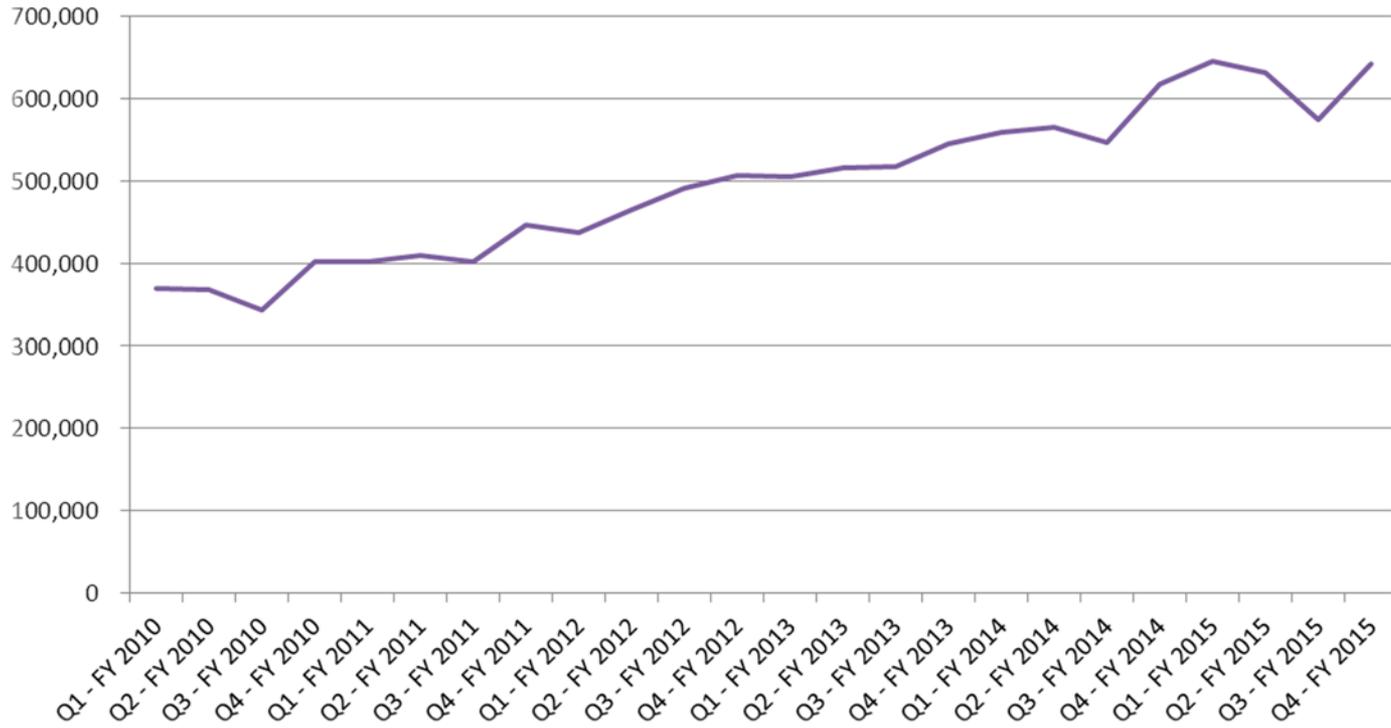
Ridership - Rails and Commuter Bus





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

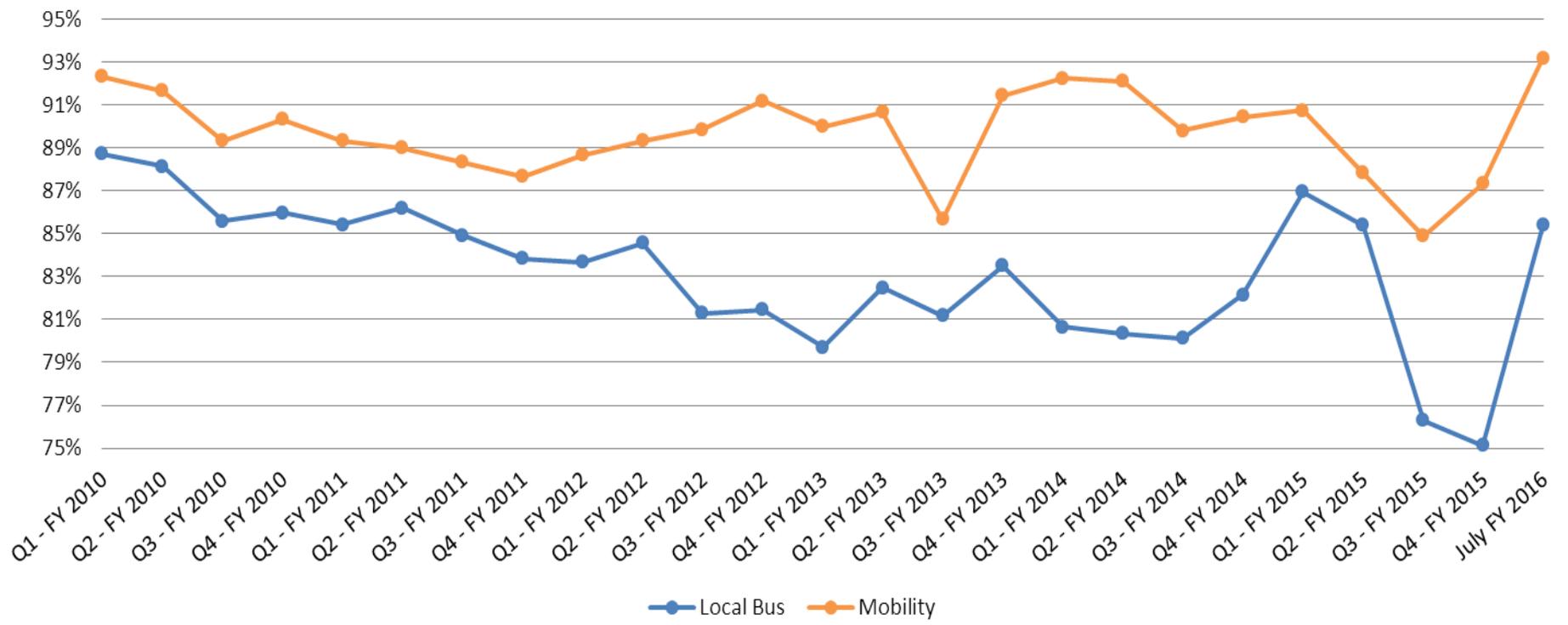
Improvement Plan: Improvements to Bus OTP will be the main focus in order to improve service for the largest number of riders. To improve OTP, MTA will be focusing on several areas, including:

- 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

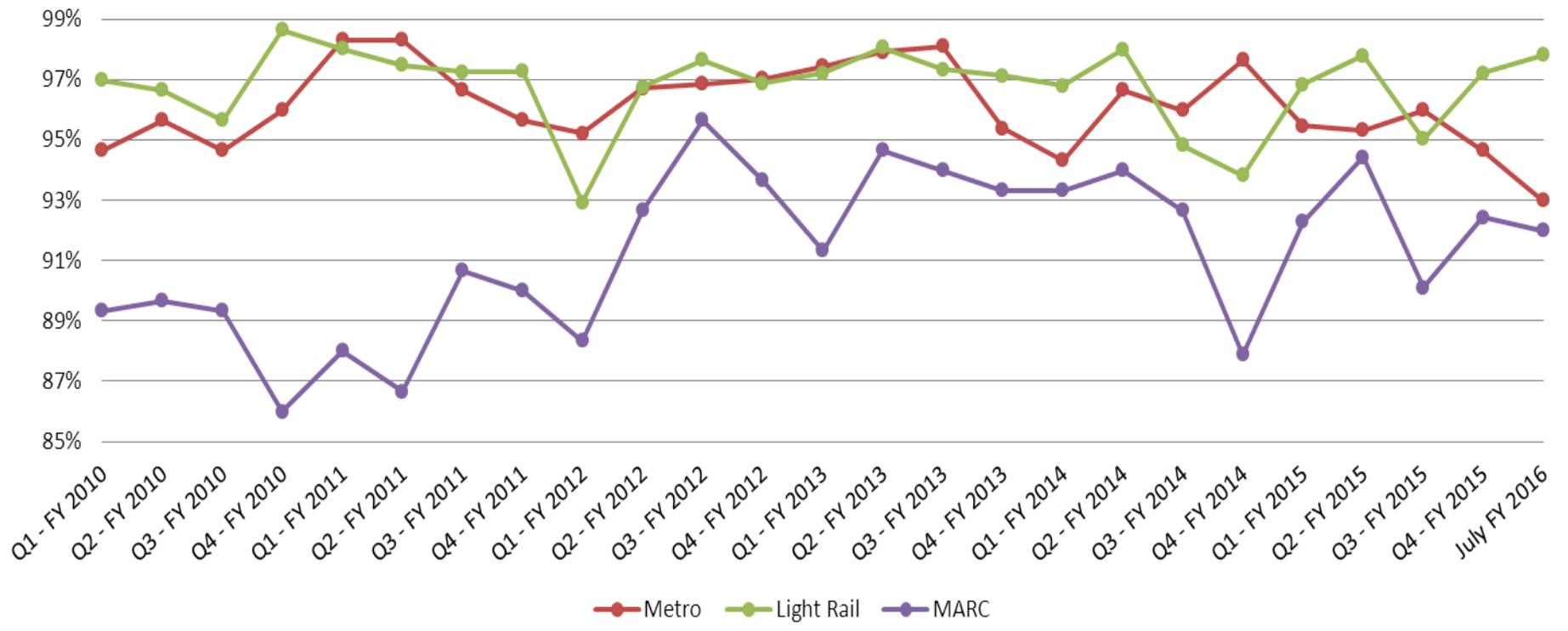
On-Time Performance By Mode Local Bus and Mobility





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.

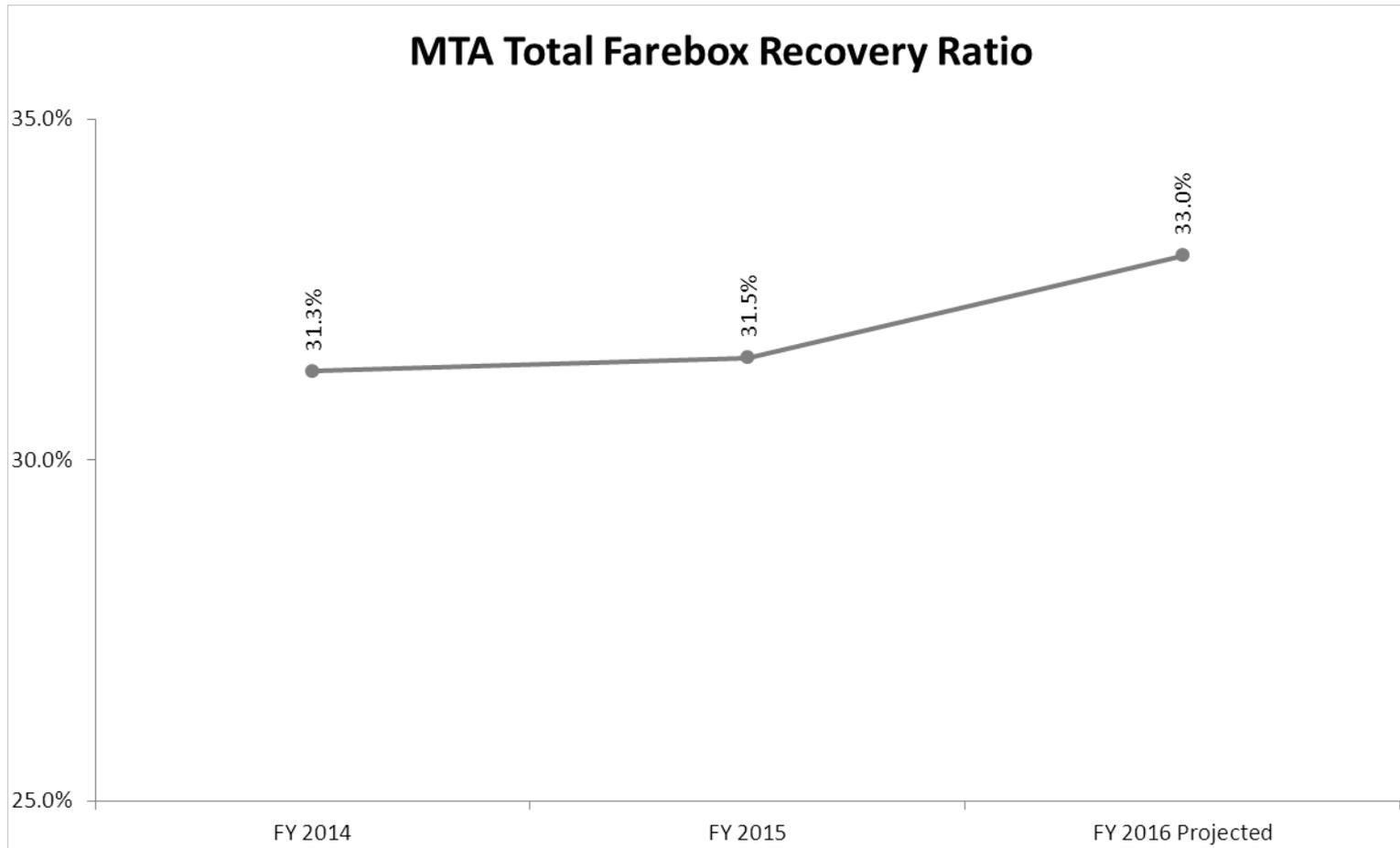
Goals: Achieve a farebox recovery ratio of at least 35% of the total operating costs for Bus, Light Rail, Metro and MARC (Maryland Transportation Article §7-208).

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





Moving Forward

- October 1, 2015 – Post Performance Website
- Quarterly Updates of Performance Website
- Assess Stakeholder Key Issues, Priorities and Needs
- Assess Employment Nodes and Key Origins and Destinations
- Identify Baltimore Transit Improvements
 - Determine Short, Mid and Long Term Improvements
 - Budget Short and Mid Term Improvements that Address Stakeholder Priorities & Needs, as appropriate
- Implement Baltimore Transit Improvements



Contacts

Mr. Philip Dacey, Director
Office of Government Affairs
Maryland Department of
Transportation
7201 Corporate Center Drive
Hanover, MD 21076
410-865-1090
pdacey@mdot.state.md.us

Jim Knighton
Chief of Staff
Maryland Transit Administration
6 St. Paul Street
Baltimore, MD 21202
410-767-8769
Jknighton@mta.maryland.gov

Stakeholder Website: <http://www.mdot.maryland.gov/MTAStakeholderGroup>

Performance Website: <http://mta.maryland.gov/mta-performance-improvement>