Maryland Transportation Plan Public Survey Report

June 2013

Maryland Department of Transportation

2035 Maryland Transportation Plan

Prepared for:

Maryland Department of Transportation

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Sharp & Company, Inc. *[logo to be added]*

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Purpose of Report

The Maryland Transportation Plan survey was launched on February 7, 2013 and accessed by over 3100 visitors and completed by over 2100 respondents. This report provides both a quantitative breakdown of the responses and summary of key themes resulting from the comments provided as part of the Survey.

Survey Methodology

The survey went online in early February and remained active for three months. In order to encourage the greatest participation, library systems were notified and requested to provide a link to the survey on their websites and also to display posters and distribute bookmarks promoting the survey. Modal administrations were provided a button link to be put on their websites and a list of 2100 stakeholders were notified by email that the survey was available for participation.

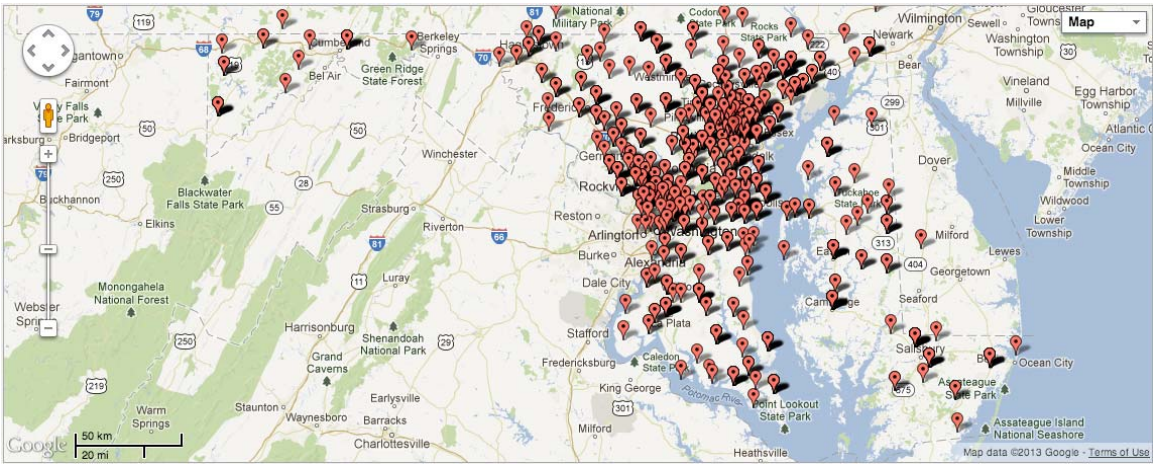
It should be noted that respondents were not screened or otherwise limited – and the survey was 100% voluntary. By design, the survey did not require any personal information as a pre-requisite to completing the survey. Studies have shown that this increases survey response and in this case that proved to be valid. Of the over 3,000 visitors to the site, more than two thirds completed the survey. Any response rate over 50% is considered good.

Total number of visits	3263
Total number of respondents	2183

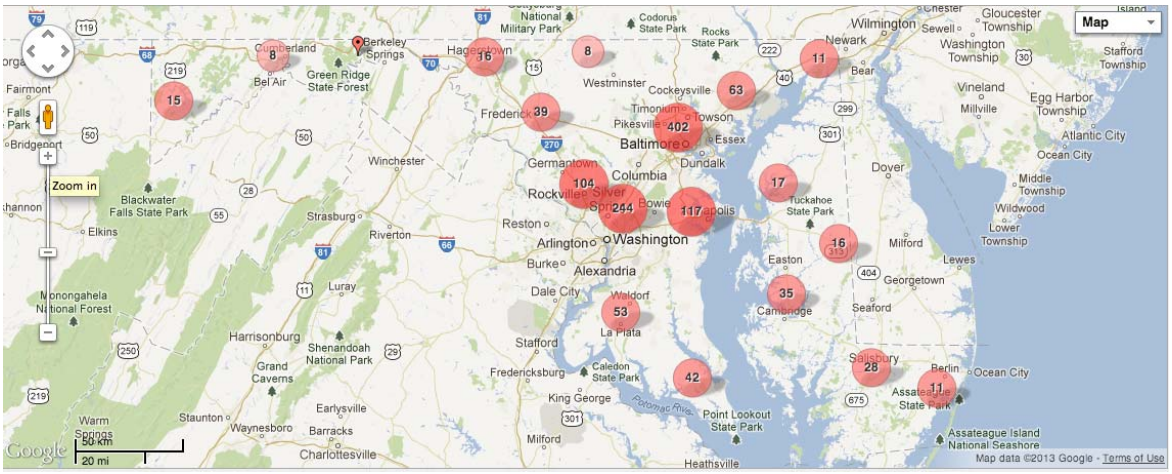
Of the respondents, 618 voluntarily provided their email addresses. These names were added to the stakeholder list and sent updated information when that was available.

Demographic Breakdown of Respondents

1200 respondents (57%) provided their zip code. The distribution is shown in the maps below. Note that these numbers represent those who voluntarily provided this information and are not necessarily indicative of the distribution of respondents across the state. However, these numbers *do* show that respondents were received throughout the state, with a larger concentration in the more populous areas.



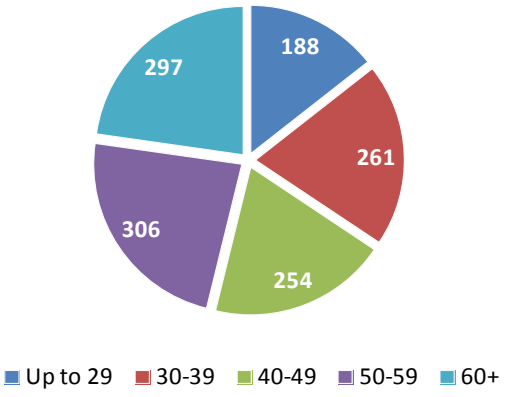
Individual ZIP Code Distribution (one flag per zip code)



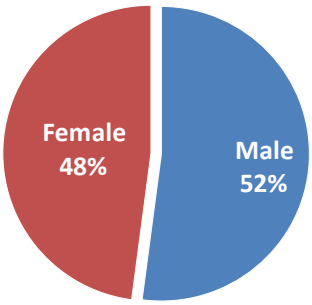
Grouped ZIP Code Distribution

The age and gender breakdown of respondents aligns well with the demographic breakdown of the state as a whole and is summarized below.

Age	Number of Responses	% of Total
Up to 29	194	14.44%
30-39	273	20.31%
40-49	259	19.27%
50-59	315	23.44%
60 and older	303	22.54%
TOTAL	1,344	100.00%



Gender	Number of Responses	% of Total
Female	659	47.55%
Male	727	52.45%
TOTAL	1,386	100.00%

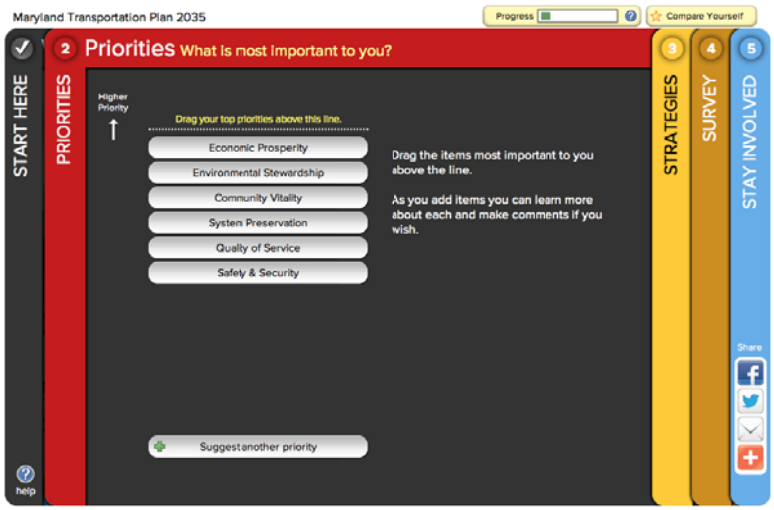


Survey Results

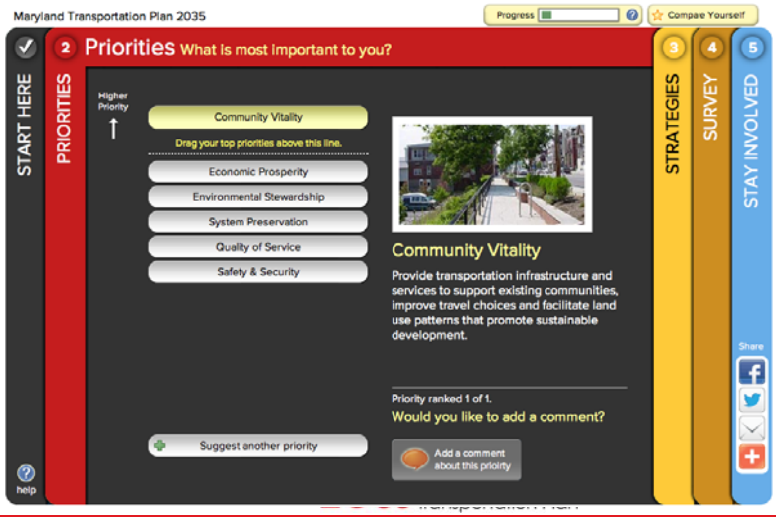
This section of the report provides detail on the results of the survey, organized by question.

Survey Results: Goal Area Priorities

Respondents were asked to rank order a list of potential priorities, or goal areas, by order of importance, as shown below.



As items were ranked, a window popped up to provide more information about each priority.

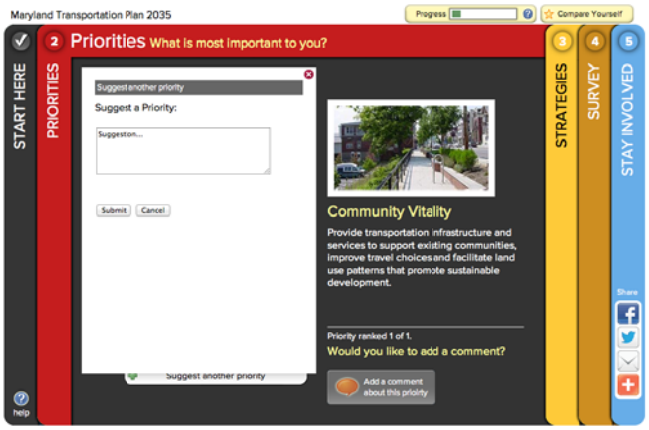


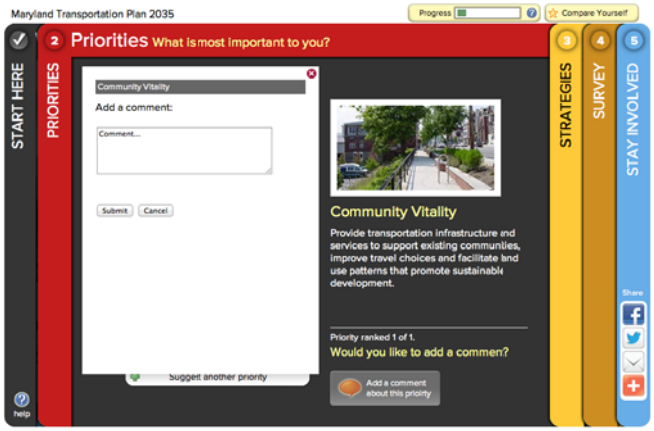
Following is a synopsis of the overall rankings across the six goal areas.

Priority/Goal Area	Overall Rank	Average Position	Times Ranked
Community Vitality	1	2.65	1235
Safety & Security	2	2.69	1205
Quality of Service	3	2.85	1190
Environmental Stewardship	4	2.86	1196
Economic Prosperity	5	3.08	1105
System Preservation	6	3.15	1095

* Overall Rank refers to the order of the rankings based on the average position. Times Ranked describes how many times each item was clicked on and ranked as a priority.

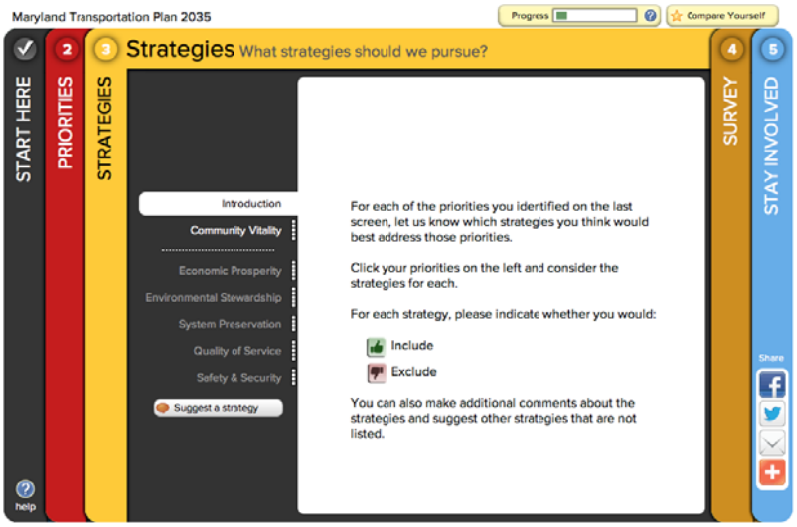
Respondents were also able to suggest another priority, or goal area, and/or provide comments (comments are synthesized later in this report).



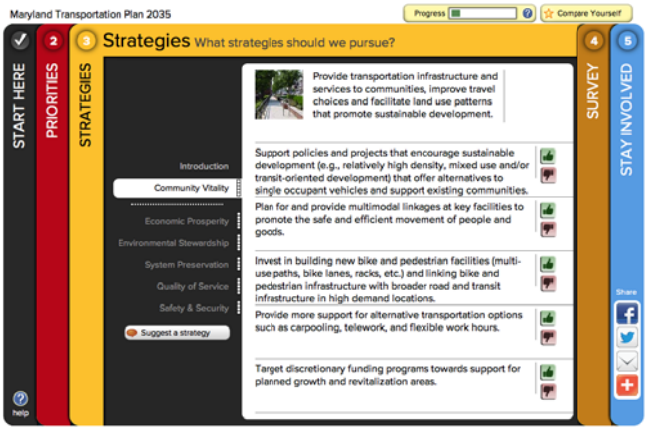


Survey Results: Proposed Investment Strategies

Respondents were asked to identify which strategies would best address the priorities that had been ranked by order of importance.



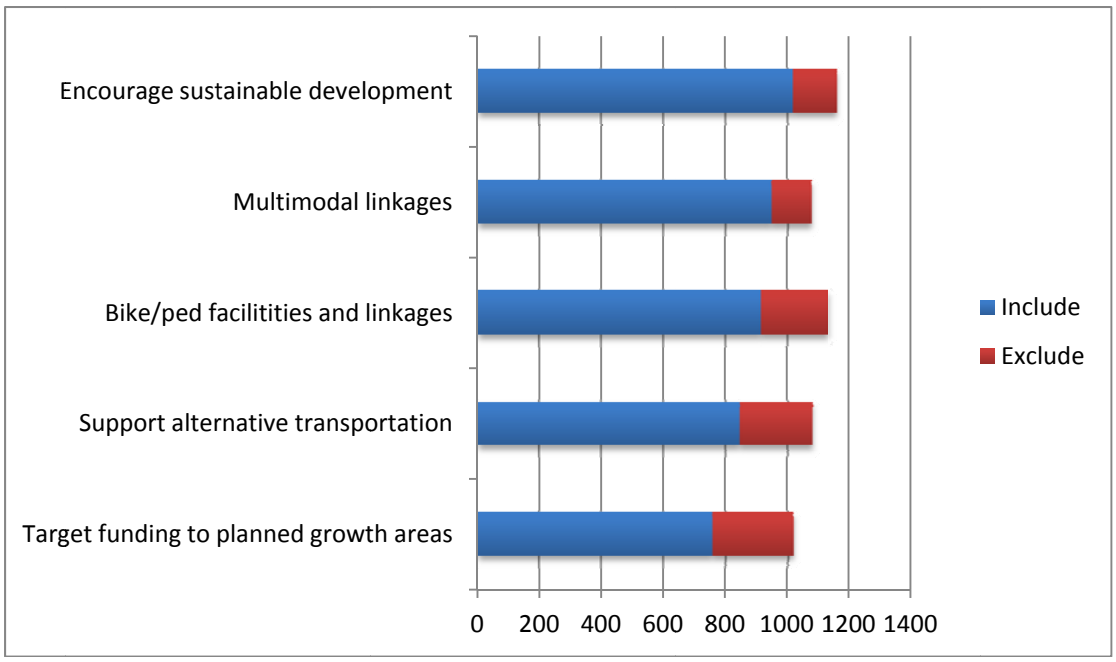
Respondents could select to include or exclude each suggested strategy and could suggest another strategy (additional strategies are synthesized later in this report).



The tables and charts that follow identify the number of respondents that included or excluded each of the proposed strategies.

Priority 1: Community Vitality
Provide transportation infrastructure and services to communities, improve travel choices and facilitate land use patterns that promote sustainable development.

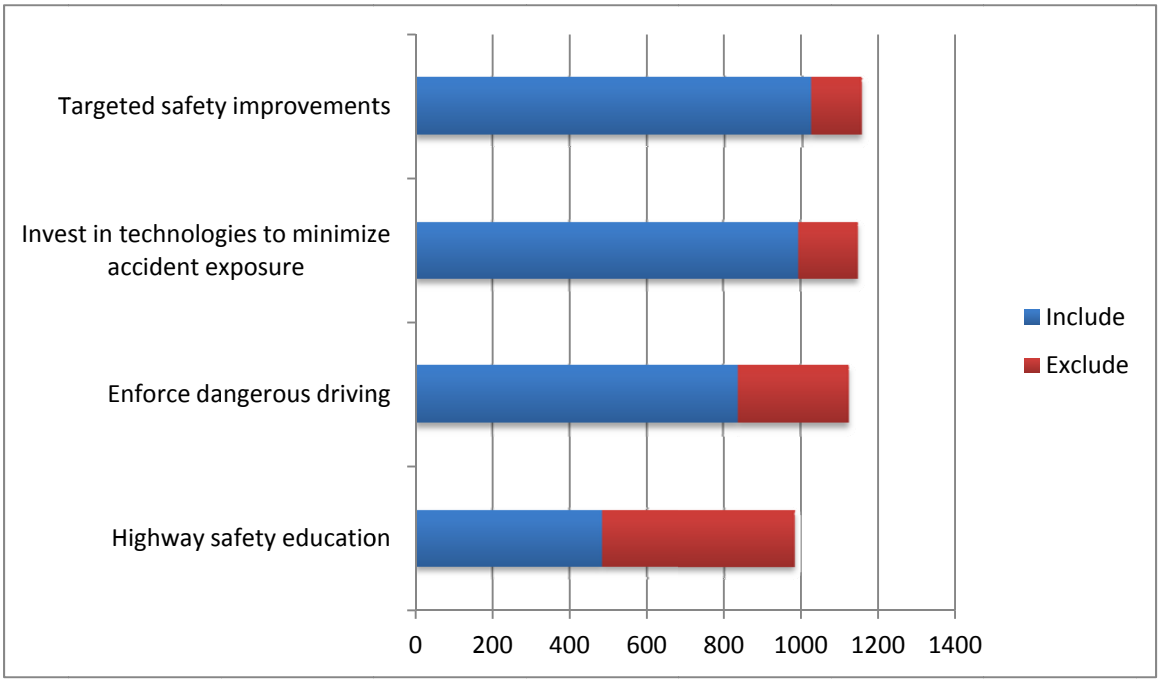
Strategy	Include	Exclude
Support policies and projects that **encourage sustainable development** (e.g., relatively high density, mixed use and/or transit-oriented development) that offer alternatives to single occupant vehicles and support existing communities.	1017	144
Plan for and provide **multimodal linkages** at key facilities to promote the safe and efficient movement of people and goods.	947	129
Invest in building **new bike and pedestrian facilities** (multi-use paths, bike lanes, racks, etc.) and linking bike and pedestrian infrastructure with broader road and transit infrastructure in high demand locations.	914	218
Provide more **support for alternative transportation** options such as carpooling, telework, and flexible work hours.	846	235
Target discretionary funding programs towards support for planned growth and revitalization areas.	757	260



Priority 2: Safety and Security

Reduce the number of lives lost and injuries sustained on Maryland's transportation system, and ensure the security of the system.

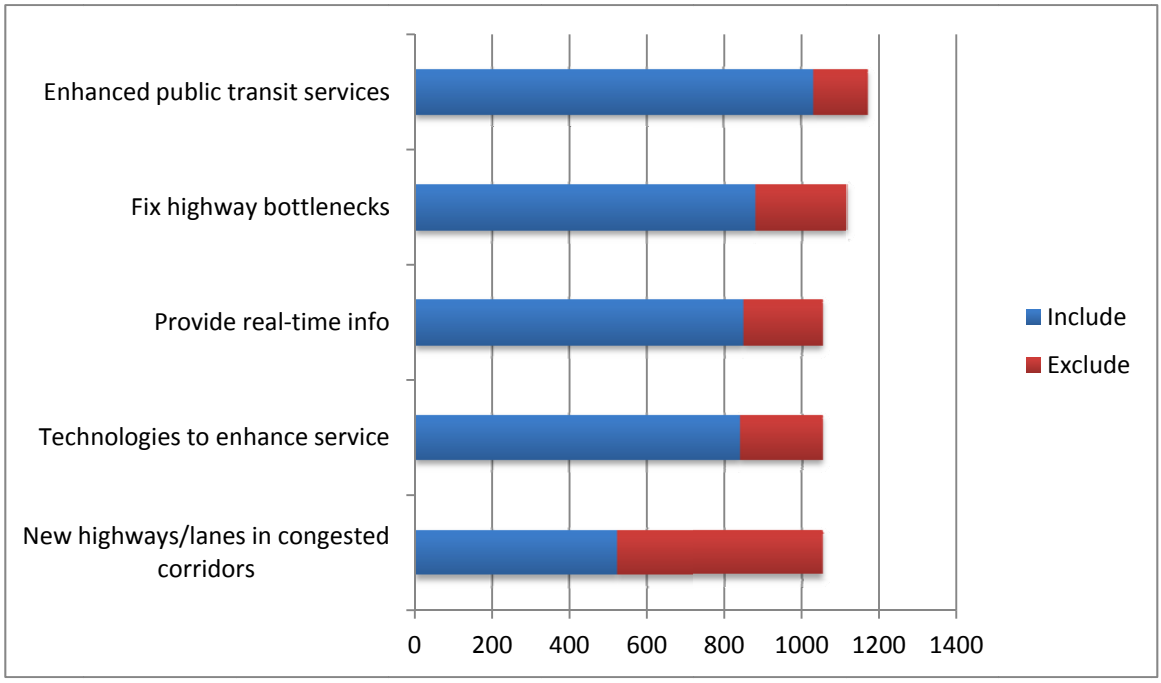
Strategy	Include	Exclude
Invest in targeted safety improvements at high crash locations.	1022	134
Invest in new technologies to minimize travelers' exposure to accident or injury when using Maryland's rail, road, bike, pedestrian, port and airport infrastructure.	994	152
Add enforcement measures to **address dangerous driving** behavior.	838	284
Invest more for highway safety education and awareness.	484	498



Priority 3: Quality of Service

Maintain and enhance the quality of service experienced by users of Maryland's transportation system.

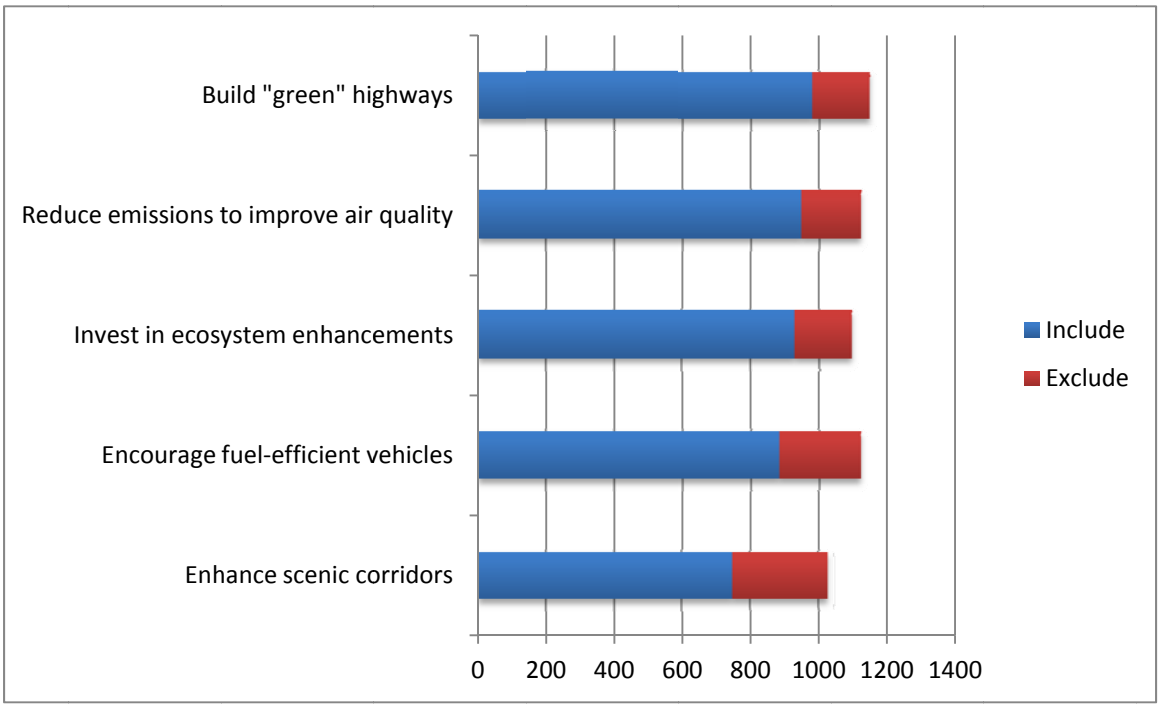
Strategy	Include	Exclude
Invest in **enhanced public transit services** to facilitate access in and around population and employment centers.	1031	138
Invest in **fixing highway bottlenecks** by installing turn lanes, interchange improvements, multiple use lanes, etc.	879	237
Advance efforts to **provide real-time information** to inform route selection and alternatives.	848	204
Invest in innovative **technologies to enhance transportation services** and customer satisfaction (e.g., on-line services, 511 traveler information, electronic tolling, etc.).	839	213
Invest in **building new highways or more highway lanes** on existing roads in the State's most congested travel corridors.	523	531



Priority 4: Environmental Stewardship

Ensure that transportation infrastructure is sensitive to resources and supports efforts to protect wildlife, conserve energy and address climate change.

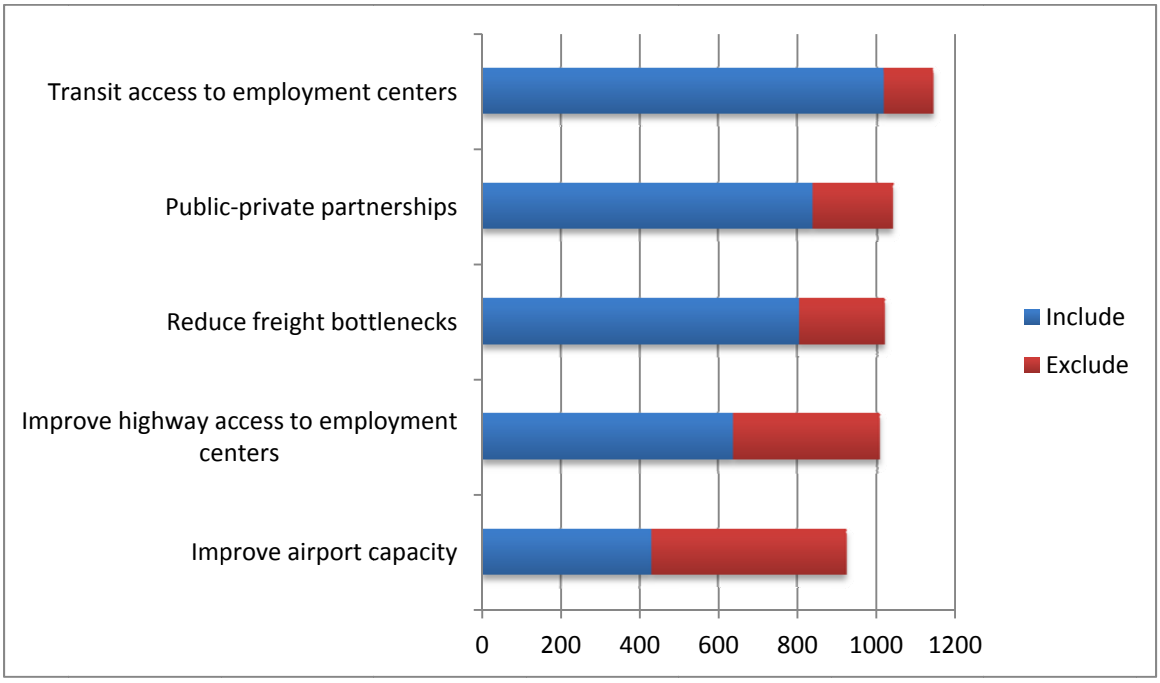
Strategy	Include	Exclude
Invest in **building "green" highways** that include features like recycled pavement, energy efficient lighting or best management practices for improving water quality.	978	169
Invest in strategies that **improve air quality** by helping reduce emissions from autos, trucks, transit, aircraft and port facilities.	946	175
Invest in habitat and ecosystem enhancements that help minimize or mitigate for transportation's impacts to Maryland's environmentally sensitive resources.	928	166
Implement policies to **encourage use of fuel-efficient vehicles** and alternative fuel vehicles.	882	239
Invest in preserving and **enhancing scenic transportation corridors.**	748	279



Priority 5: Economic Prosperity

Provide support for a competitive Maryland economy through an easy-to-use system that helps sustain and grow jobs and businesses statewide.

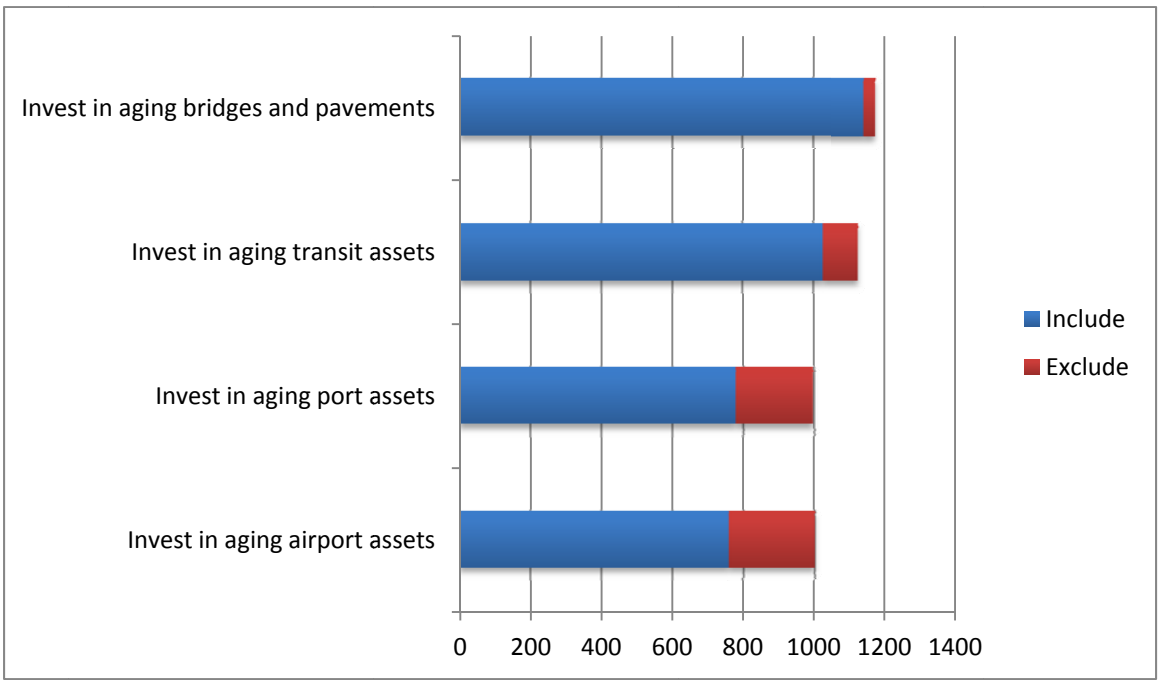
Strategy	Include	Exclude
Invest in **improving transit access** to major employment and commercial centers.	1016	126
Pursue **public-private partnership** opportunities where appropriate.	839	201
Invest to **reduce highway, rail, port, and airport bottlenecks** that hinder reliability of freight travel times.	805	215
Invest in **improving highway access** to major employment and commercial centers.	638	369
Invest in **improving airport capacity** to facilitate air travel.	429	492



Priority 6: System Preservation

Preserve and maintain highways, bridges, public transit facilities and equipment, bicycle and pedestrian facilities, rail, ports, airports, and other facilities.

Strategy	Include	Exclude
Invest in repairing, maintaining or replacing **aging bridges and pavements.**	1138	33
Invest in repairing, maintaining or replacing **aging transit assets**.	1026	97
Invest in repairing, maintaining or replacing **aging port assets**.	778	219
Invest in repairing, maintaining or replacing **aging airport assets.**	758	242

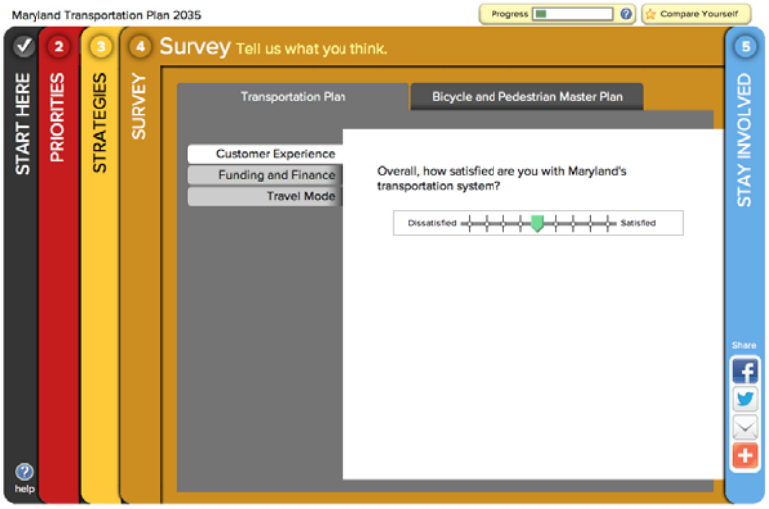


Survey Results: Transportation System Use & Satisfaction

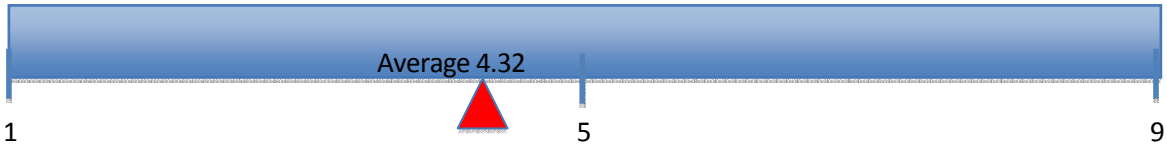
Following is a listing of the additional questions asked of survey participants and a synopsis of responses.

1. Overall, how satisfied are you with Maryland's transportation system?

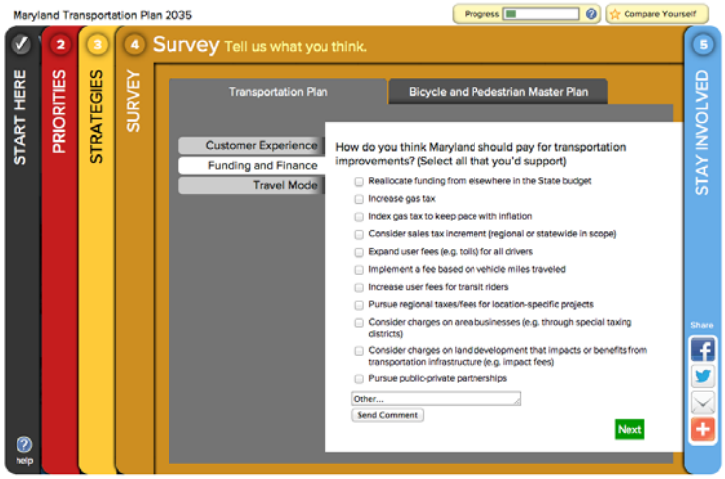
Based on a scale from 1 (least satisfied) to 9 (most satisfied), respondents were asked to rank how satisfied they are with Maryland's transportation system. The table below illustrates the results.



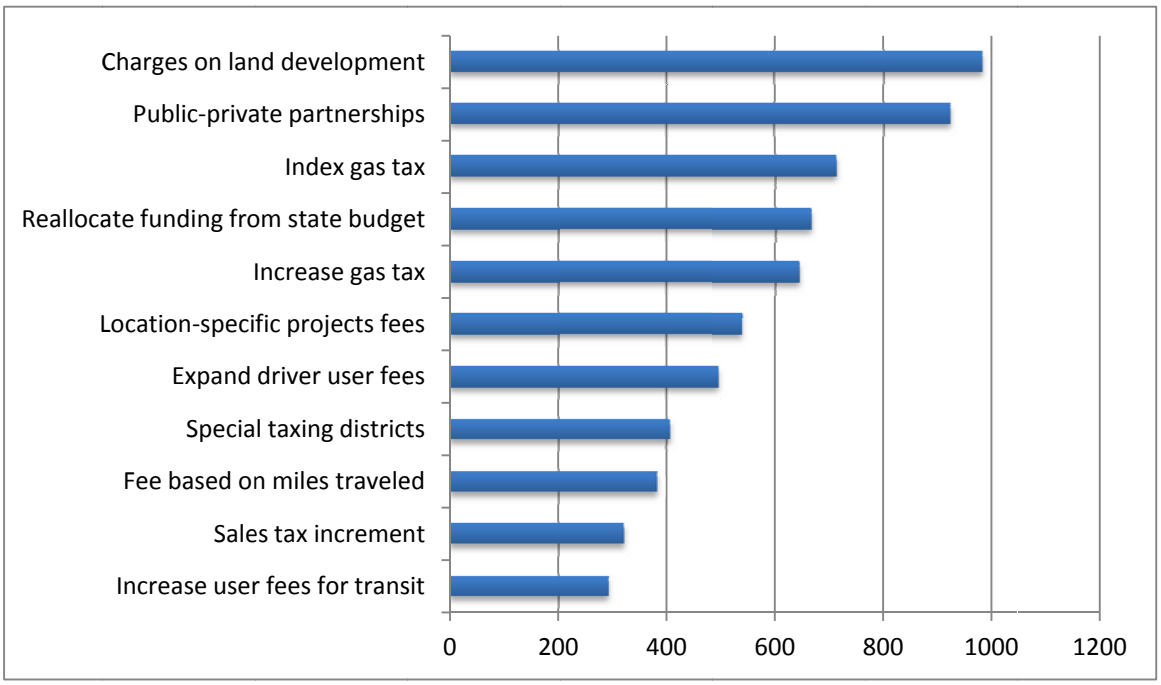
Ranking	# of Respondents	% of Total
9	19	1.28%
8	84	5.68%
7	290	19.61%
6	162	10.95%
5	36	2.43%
4	167	11.29%
3	375	25.35%
2	230	15.55%
1	116	7.84%
TOTAL	1479	100.00%



How do you think Maryland should pay for transportation improvements?
From the list below, respondents were asked to select all the suggestions that they would support. They could also enter suggestions.

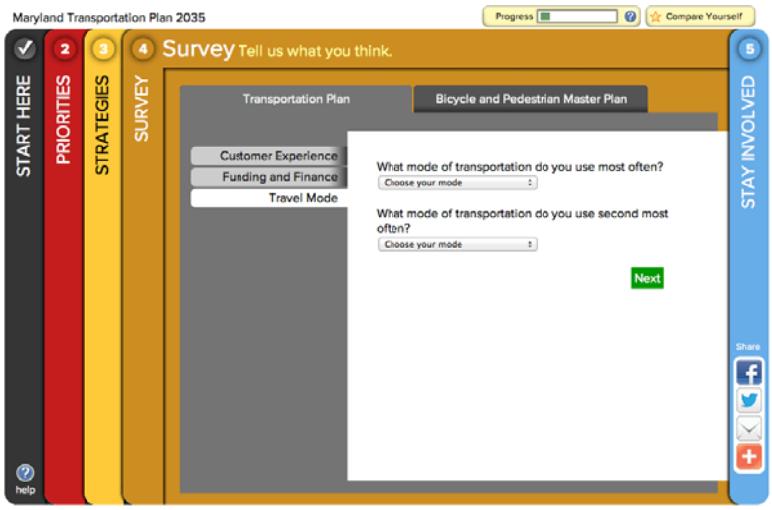


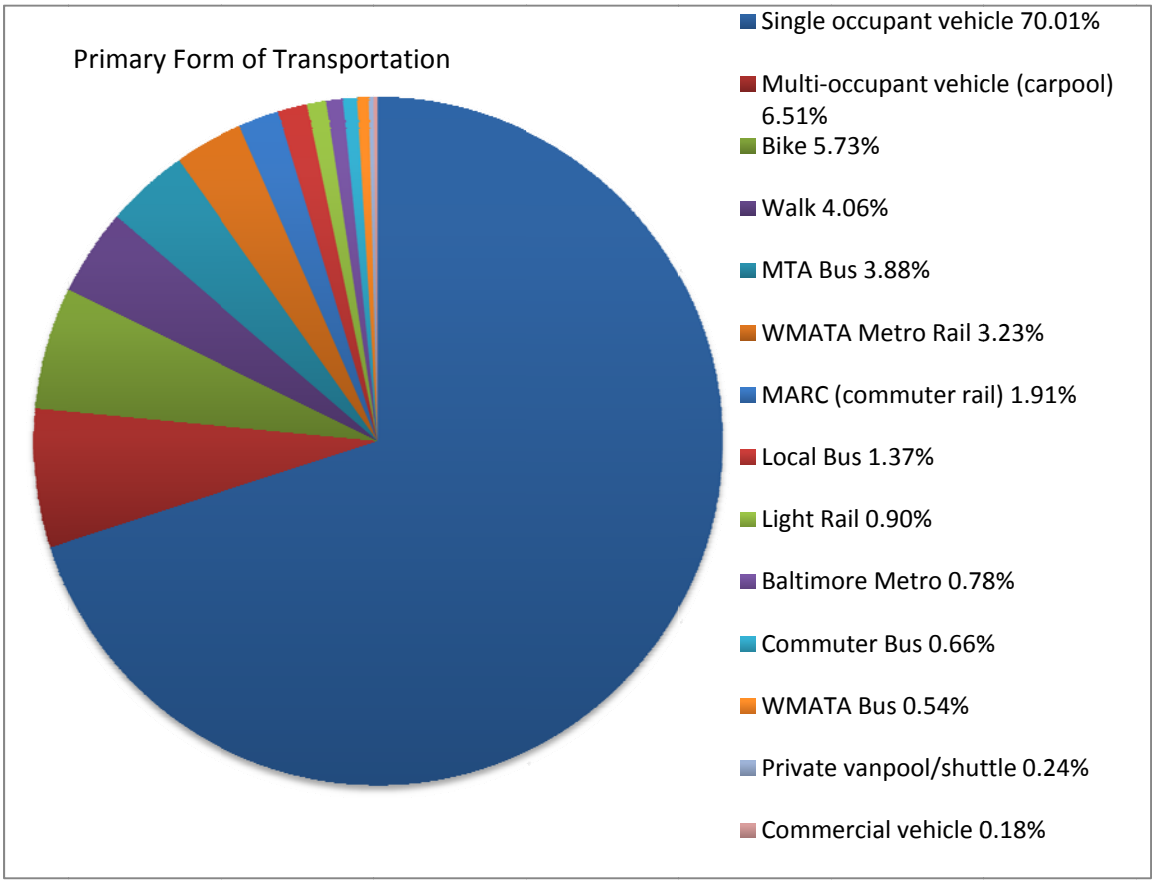
How to pay for improvements	Number of Responses
Consider **charges on land development** that impacts or benefits from transportation infrastructure (e.g. impact fees)	982
Pursue **public-private partnerships**	922
Index gas tax to keep pace with inflation	712
Reallocate funding from elsewhere in the State budget	665
Increase gas tax	644
Pursue **regional taxes/fees for location-specific projects**	539
Expand user fees (e.g. tolls) for all drivers	495
Consider charges on area businesses (e.g. through **special taxing districts)**	406
Implement a **fee based on vehicle miles traveled**	383
Consider **sales tax increment** (regional or statewide in scope)	321
Increase user fees for transit riders	294

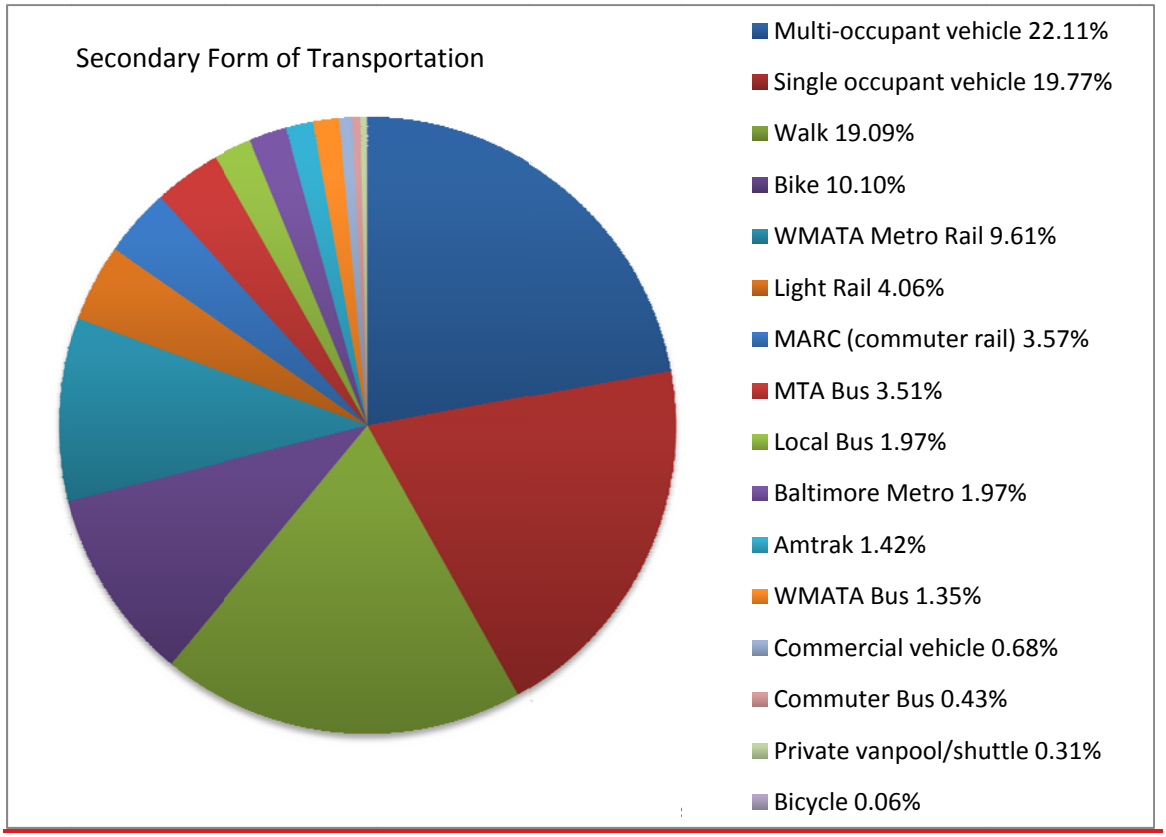


2. What mode of transportation do you use most often?

Respondents were asked to identify their primary and secondary forms of transportation.

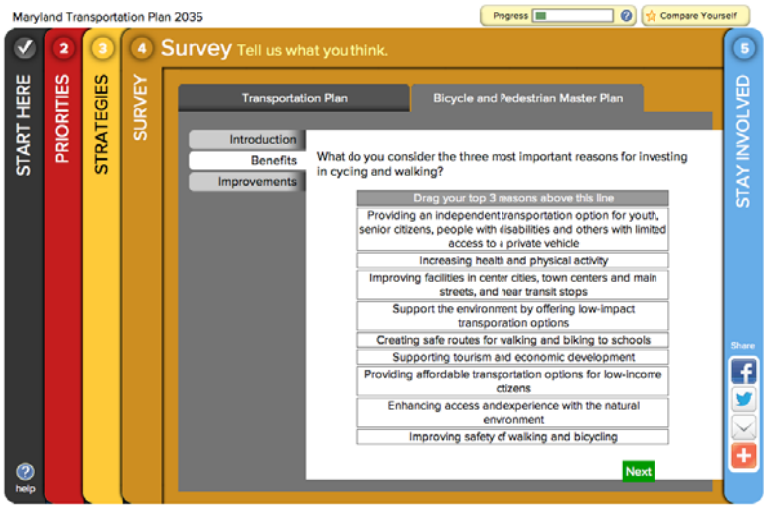



Primary Form of Transportation
Single occupant vehicle 70.01%
Multi-occupant vehicle (carpool) 6.51%
Bike 5.73%
Walk 4.06%
MTA Bus 3.88%
WMATA Metro Rail 3.23%
MARC (commuter rail) 1.91%
Local Bus 1.37%
Light Rail 0.90%
Baltimore Metro 0.78%
Commuter Bus 0.66%
WMATA Bus 0.54%
Private vanpool/shuttle 0.24%
Commercial vehicle 0.18%


Secondary Form of Transportation
Multi-occupant vehicle 22.11%
Single occupant vehicle 19.77%
Walk 19.09%
Bike 10.10%
WMATA Metro Rail 9.61%
Light Rail 4.06%
MARC (commuter rail) 3.57%
MTA Bus 3.51%
Local Bus 1.97%
Baltimore Metro 1.97%
Amtrak 1.42%
WMATA Bus 1.35%
Commercial vehicle 0.68%
Commuter Bus 0.43%
Private vanpool/shuttle 0.31%
Bicycle 0.06%

3. What do you consider the three most important reasons for investing in cycling and walking?

Respondents were asked to select and rank the three most important reasons for investing in cycling and walking.

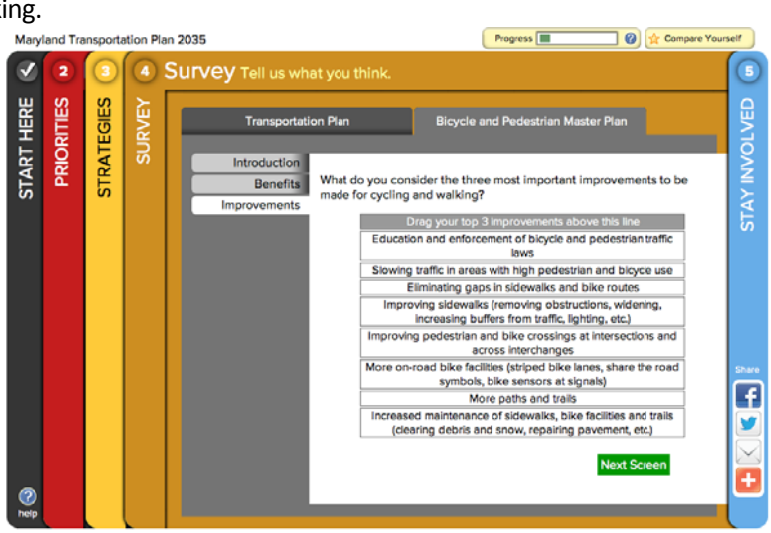


Reason	Overall Ranking	Average Position	Times Ranked
Improving safety of walking and bicycling	1	1.98	778
Providing an independent transportation option for youth, senior citizens, people with disabilities and others with limited access to a private vehicle	2	2.03	488
Support the environment by offering low-impact transportation options	3	2.05	532
Improving facilities in center cities, town centers and main streets, and near transit stops	4	2.08	512
Creating safe routes for walking and biking to schools	5	2.14	489
Increasing health and physical activity	6	2.19	655
Providing affordable transportation options for low-income citizens	7	2.20	299
Enhancing access and experience with the natural environment	8	2.21	225
Supporting tourism and economic development	9	2.22	207

*Overall Ranking refers to the order of the rankings based on the average position. Times Ranked describes how many times each item was clicked on and ranked as a priority.

4. What do you consider the three most important improvements to be made for cycling and walking?

Respondents were asked to select and rank the three most important improvements to be made in cycling and walking.



Reason	Overall Ranking	Average Position	Times Ranked
More on-road bike facilities (striped bike lanes, share the road symbols, bike sensors at signals)	1	1.95	562
Education and enforcement of bicycle and pedestrian traffic laws	2	1.96	394
Improving pedestrian and bike crossings at intersections and across interchanges	3	2.05	498
Improving sidewalks (removing obstructions, widening, increasing buffers from traffic, lighting, etc.)	4	2.05	508
Slowing traffic in areas with high pedestrian and bicycle use	6	2.06	441
More paths and trails	5	2.06	583
Eliminating gaps in sidewalks and bike routes	7	2.07	588
Increased maintenance of sidewalks, bike facility and trails (clearing debris and snow, repairing pavement, etc.)	8	2.07	423

* Overall Ranking refers to the order of the rankings based on the average position. Times Ranked describes how many times each item was clicked on and ranked as a priority.

Conclusion: Write-in Responses & Common Themes

Below is a synopsis of the top themes coming out of write-in comments from the survey. These themes are organized by priority, or goal area, but commonalities across the pre-set areas also are evident.

Community Vitality

Number of Comments	Details
14	**Better coordination between transportation and land use**. Specifically TOD, conscientious planning and communicating with local planning agencies were mentioned.
13	**More transit.** Not only do respondents want to see more transit, but smarter, more convenient transit that is integrated into the community.
9	**Walkability** and **bikeability** were identified as essential to vibrant communities, including walkable links to transit and safe walking and biking routes for school children.
7	**Address the needs of disadvantaged populations and spread services and costs evenly.** Populations mentioned include the elderly, low-income, isolated rural, and students. Equity includes not favoring affluent communities over the economically disadvantaged and being mindful of the gas tax burden on the rural elderly, and connecting rural, isolated areas to more transit.
4	**Streamline regulations, find creative funding, and increasing efficiency** for projects.
3	Some people specifically mentioned wanting **more transit in rural areas.**

Economic Prosperity

Number of Comments	Details
15	Many people felt **transit** was important to a vibrant economy.
11	Increasing investments in and making improvements for Maryland's **ports, airports, and freight and passenger rail** were recommended by many.
6	A number of people highlighted the importance of **promoting Maryland as a place for employers** by investing in areas with industry and adopting business-friendly strategies.
6	While economic prosperity is important, several noted the need to be careful to **avoid sprawl** in the process.

6	Some people wanted to see **more secure funding and strategic investment**.
4	A small number suggested **expanding road capacity.**

Quality of Service

Number of Comments	Details
17	**Alleviating congestion** is a top priority, with six people wanting to see increased transit to address the issue. Other suggested strategies include additional HOV/HOT lanes, promoting teleworking and carpools, and shifting more freight movement to rail.
12	There was considerable focus on a **better transit experience**, including cleaner and better maintained transit vehicles, increased safety measures, and better reliability. Addressing **rude driver/ transit worker behavior** was brought up as a recurring problem.
12	There appears to be a strong desire to see **more frequent and better timed transit service**. Included are suggestions to extend hours of operations, increase the frequency of trains and buses, and make the schedules more convenient, which includes reliability and having service at the times when people most need them.
14	In addition to more frequent service on existing transit lines, many want **more transit** to increase convenience and make the system more usable.
7	Many would like to see **real-time information and intelligent use of technology** to complement service, both on transit and on roadways.
6	**Better planning**, including more in-depth analysis was noted by several respondents.
4	**Better infrastructure for bikes and pedestrians.** This includes better infrastructure and connectivity.

Environmental Stewardship

Overall, there are more comments in support of protecting the environment than not. Nine cited Environmental Stewardship as one of the most important goals, without which other goals cannot be achieved, although seven moderated their support of stewardship with balancing the needs for other goals. Two respondents wanted to limit environmental considerations.

Number of Comments	Details
23	The most frequently cited method to achieve Environmental Stewardship is **increasing public transit.** Many felt that more people would use transit if it serviced more places and were more conveniently time, and that this would reduce the number of cars on the road. Overall there was a desire to see transit more prominently placed in MDOT's thinking.

13	Many people wanted to see more **bike lanes and biking/ walking paths** to encourage people to drive less.
12	There were many requests to **stop building new roads and discourage driving.** Several suggestions were to actively discourage driving through fees and taxes.
9	Related to stopping road construction were numerous comments to **avoiding habitat destruction,** especially in ecologically sensitive or significant areas.
9	There were an assortment of strategies aimed at **limiting harmful substances and using smart construction techniques, planning and technologies** that increase infrastructure life, increase fuel efficiency, or require less harmful inputs.
3	A few pointed out the importance of including **climate change** in transportation planning.
4	Comments on **alternative fuel vehicles** received mixed reviews: two wanted to see more of them, but two warned that other strategies, such as investing in transit and walkable communities, were more impactful than even switching to green vehicles.
4	"Other" unrelated strategies or concerns range from reducing noise pollution to litter control.

Safety

Number of Comments	Details
15	A large number of people want **more enforcement** of distracted driving, speed limits, and other safety laws.
12	**Better infrastructure design**, such as traffic circles, residential roads that discourage speeding, and better planning the locations of MTA bus stops, was mentioned by many.
7	Others want the implications of bad driving to be more severe with **increased license revocation and driver testing.** Some calls for more testing and retraining included the whole population rather than only reckless drivers.
7	Overall **public awareness and education regarding transportation safety** is another strategy called for by many. Suggested targets included bicycle safety for both cyclists and drivers and schools for inexperienced drivers. There also were suggestions regarding how to approach such campaigns, such as getting more creative than billboards and having state personnel conduct more on-the-ground work.
6	Regular transit riders want MDOT to **address crime on public transit.** Many riders claim they do not feel safe and would like to see more patrol officers around transit stations.
4	Some see **more transit** as a means to reduce car crashes.

9	"Other" unrelated strategies or concerns include making blackout windows illegal, increasing road lighting, improving road signs, and focusing on accident prevention.

System Preservation

Overall there were 17 general comments in support of focusing planning and resources on fixing existing infrastructure before expanding and creating new infrastructure. Most of these statements focused specifically on roads rather than new transit infrastructure.

Number of Comments	Details
11	Most respondents want to see **roads and bridges** maintained in a state of good repair, and reject the idea of further expansion of road capacity.
8	A number of comments in this section relate to **increasing and preserving transit**. The desire to preserve before expanding was not carried into the transit arena.
5	Opinions on **funding sources and financing** show a strong desire to keep transportation revenues, such as the gas tax, for transportation projects, with an emphasis on infrastructure repair.