



Baltimore City: Creating a Multi-Modal and Commuter Friendly Community



Pictured to the Right: Nikki Trasmonte, from MDOT Commuter Choice Program and Aniya Smith, from Baltimore City DOT tabling at an event at Per Scholas in Baltimore City.

“Listen to your employees and then figure out the best middle ground to invest properly. Be sure to maximize the value you’re creating for them, because that’s what really helps retain them.”

-Aniya Smith

Transportation Marketing Coordinator, Baltimore City DOT

From free water taxis to better sidewalks and everything in between, Baltimore City is working hard to provide all that commuters, visitors, businesses, residents, and employees need to get around sustainably. Read on to learn how Baltimore City is making informed, strategic investments in its transportation services to build a well-rounded transportation system that benefits everyone.

PROVIDING A WIDE RANGE OF SERVICES

Great cities rely on accessible, reliable, and convenient transportation systems to help people of all ages, backgrounds, and abilities to get where they need to go – quickly and efficiently. Baltimore City has fully embraced this approach. It has made a clear commitment to creating a multi-modal transportation system that offers a wide variety of travel options and valuable programs.

Getting to and around Baltimore using public transportation is convenient and accessible thanks to multiple transit options, including the free Charm City Circulator and the City’s free water taxi, Harbor Connector. Maryland Transit Administration’s local bus routes (CityLink, LocalLink, QuickLink, and Express BusLink), Light Rail, Metro Subway, MARC Train, and Commuter Buses are also available to get around Charm City. To simplify fare payments across these modes, MTA developed [CharmPass](#), a mobile ticketing app that allows riders to transfer seamlessly between local bus, light rail, and metro subway. Complimenting transit, Spin and Lime’s dockless scooters and E-bikes help bridge first and last-mile gaps, supported by the City’s continuous efforts to enhance pedestrian and bicycle infrastructure. Dockless options are popular, with more than 112,000 trips taken in February 2025 alone.

For trip planning and real-time updates, riders can use the [Transit App](#) or the [Passio Go App](#). Baltimore City’s [iRide](#) website hosts comprehensive information on all available transportation options, while the [Baltimore Commutes](#) website offers additional resources including ridesharing assistance, the Guaranteed Ride Home program, and CommuterCash, an app that rewards users with cash incentives for sustainable commuting. The City also provides free support programs for employers and commuters who are interested in making more-sustainable transportation choices.

SUPPORTING CITY EMPLOYEES AND EMPLOYERS

Baltimore City supports both its own employees and local employers through targeted programs that enhance transportation options and workplace benefits.

The newly relaunched [iRide](#) JFA Lot Carpool Program addresses parking challenges at the 400 E. Saratoga Street lot by offering priority discounted parking to carpoolers. As in-person work increases, this program—combined with carpool matching services on [Baltimore Commutes](#) — helps employees save money, find parking more easily, and reduce congestion.

Baltimore City also helps local employers by providing technical support and incentive resources to enhance commuter benefits, including the Maryland Commuter Tax Credit. Recognizing that implementing commuter benefits programs can be complex, especially for small businesses, the City supports Commuter Choice Maryland’s Employer Partner Program, which provides free materials and consulting services to help employers develop programs that can save money for both the business and its employees.

BUILDING AWARENESS & BREAKING BARRIERS

The Baltimore City Department of Transportation has adopted a coordinated “feet on the ground” approach to build awareness of transportation options. The department plans to ramp up marketing efforts through traditional and digital media, including a rebranding campaign for the Harbor Connector. By meeting commuters in person at networking events and festivals, staff provide immediate assistance with transportation challenges while giving residents opportunities to discuss barriers they face. This personal connection offers a vital component of an equitable transportation system.

Many of these services are available throughout Maryland. To learn more about using them for your business, visit the [iRide](#) website, or contact [Commuter Choice Maryland](#) or your local [Rideshare Coordinator](#).

