Maryland Transit Administration: An Overview

Four Cornerstones

Providing **safe**, **efficient** and **reliable** transit across Maryland with **world-class customer service**.

About MTA

Scope of the MTA

- ***MTA is the 13th largest public rapid transit system* in the nation***
- Provides services ***24/7*** and operates more than ***1,350 vehicles*** during peak periods
- Annual ridership: More than ***111 million riders in FY 2016***
- MTA employs approx. **3,300** people (3/4 of those are union employees)
- MTA has **three 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

Core Services

Local Bus	Fiscal Year 2016
Total Annual Ridership	75,900,668
Average Weekday Ridership	248,749
# of Coaches	744
# of Revenue Miles Traveled	20,140,861
# of Revenue Hours Operated	1,777,774
Operating Cost per Revenue Mile	$13.87
Buses debuted in Baltimore in 1909	

Light Rail	Fiscal year 2016
Total Annual Ridership	7,475,005
Average Weekday Ridership	22,288
# of Passenger Cars	53
# of Revenue Miles Traveled	3,147,949
# of Revenue Hours Operated	161,735
Operating Cost per Revenue Mile	$14.50
Light Rail opened for service in 1992	

Metro Rail	Fiscal Year 2016
Total Annual Ridership	12,221,949
Average Weekday Ridership	40,432
# of Passenger Cars	100
# of Revenue Miles Traveled	20,140,861
# of Revenue Hours Operated	204,958
Operating Cost per Revenue Mile	$11.49
Metro Subway opened for service in 1983	

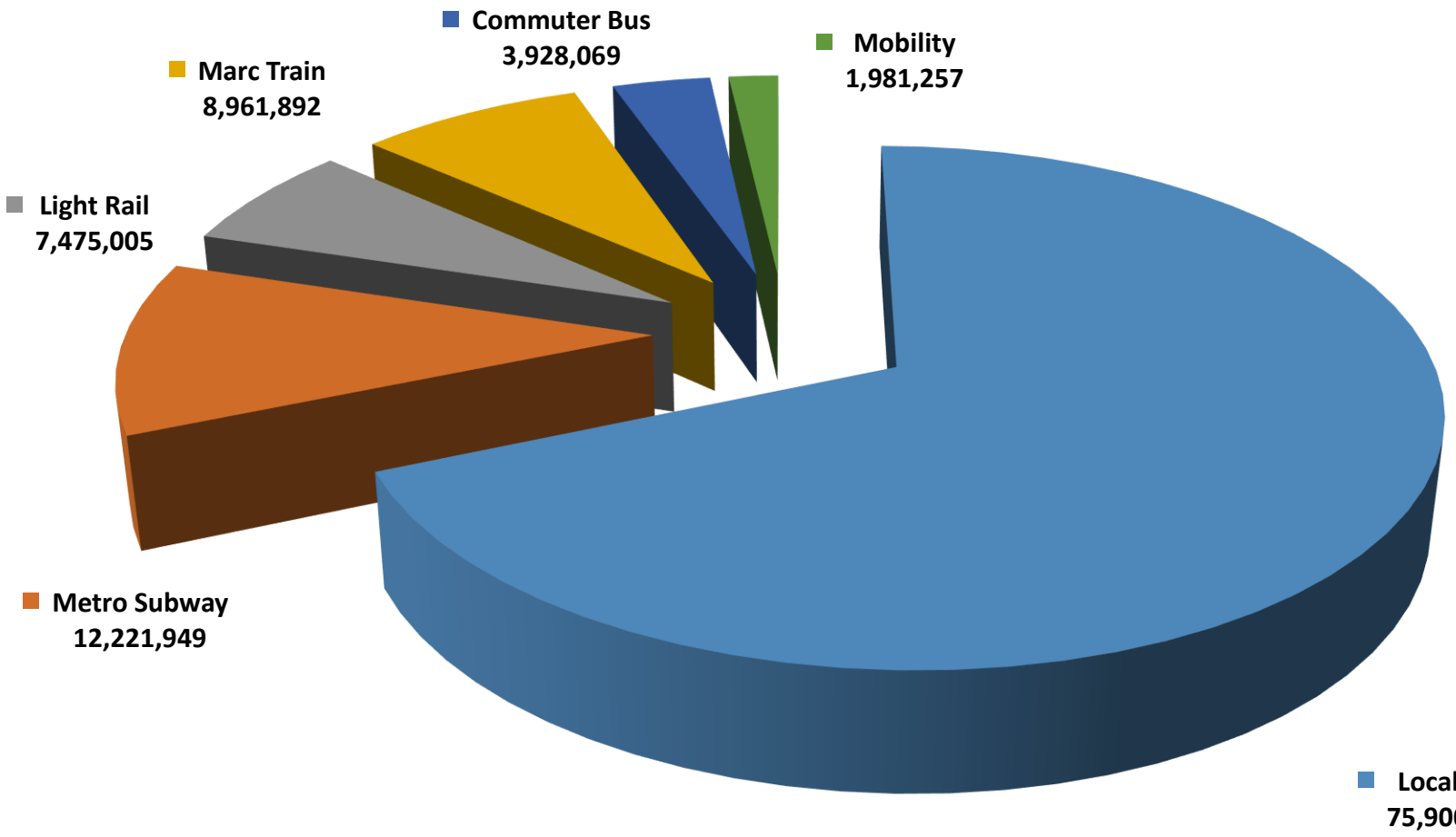
Commuter and Mobility Service

MARC	Fiscal Year 2016
Total Annual Ridership	8,961,892
Average Weekday Ridership	33,930
# of Passenger Cars	222 (42 locomotives)
# of Revenue Miles Traveled	6,383,099
# of Revenue Hours Operated	165,832
Operating Cost per Revenue Mile	$23.41
MTA took over commuter rail services in 1973	

Commuter Bus	Fiscal Year 2016
Total Annual Ridership	3,928,069
Average Weekday Ridership	15,544
# of Coaches	220 (66 State owned)
# of Revenue Miles Traveled	6,285,675
# of Revenue Hours Operated	210,768
Operating Cost per Revenue Mile	$8.94
MTA took over suburban bus services in 1973	

Mobility	Fiscal Year 2016
Total Annual Ridership	1,981,257
Average Weekday Ridership	6,525
# of Vehicles	508
# of Revenue Miles Traveled	17,172,195
# of Revenue Hours Operated	1,239,648
Operating Cost per Revenue Mile	$5.17
MTA took over Mobility paratransit services in 1978	

Ridership Fiscal Year 2016



Changing Culture

Management Innovation and Accountability

- New management team with private sector, customer-focused experience in the transportation industry
- New positions have been created to oversee contract management, safety compliance and vendor performance
- Managers are in place between finance and operations—breaking down silos and improving internal communications
- Manager of Business and Community outreach has been hired to cultivate and develop partnerships with employers and advocacy groups
- Adopt-A-Stop Program Introduced to strengthen community ties

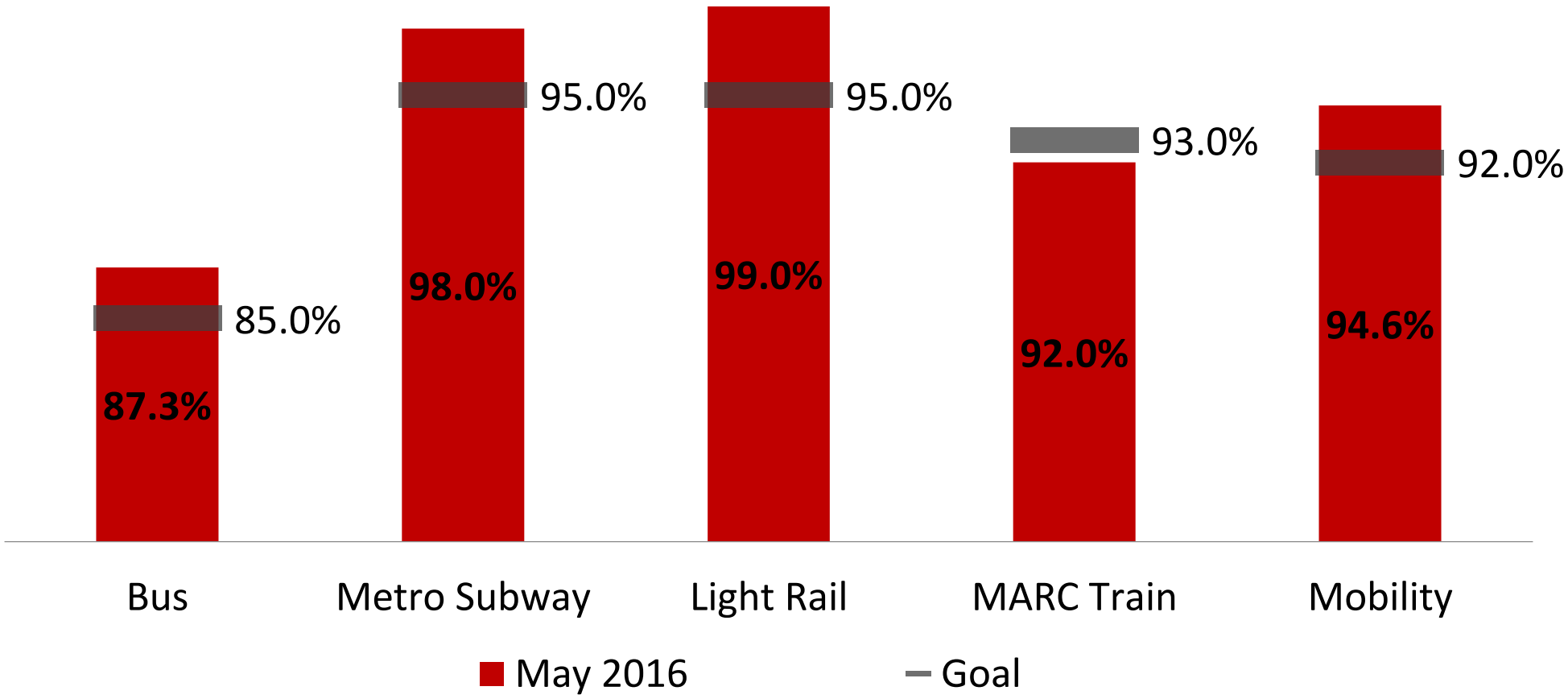
WTTZ 93.5-FM "MDOT RADIO"

- On March 17, 2016, MTA launched WTTZ-FM 93.5 FM, the first new FM radio station in Baltimore since 1988
- 24/7 Smooth Jazz format, with transit and transportation announcements during peak commute hours
- Public Service Announcements from MDOT business units, Baltimore Metropolitan Council and others
- Strong reception throughout MTA's core service area

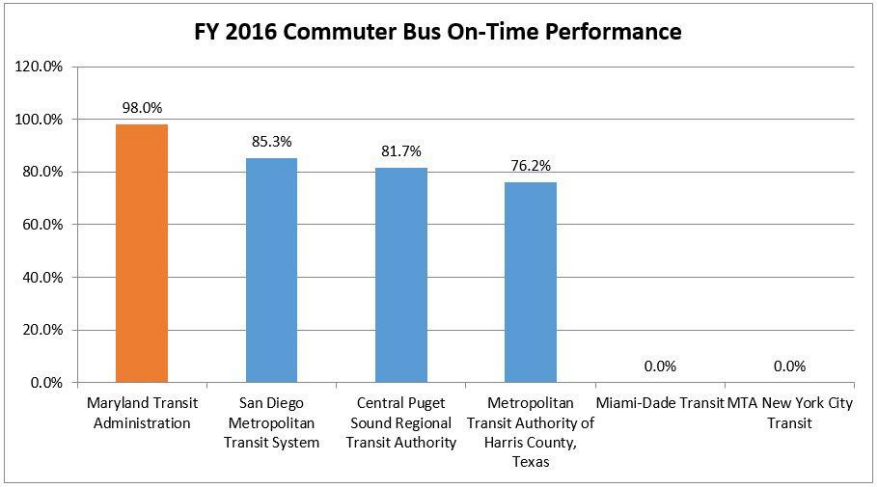
Changing Culture

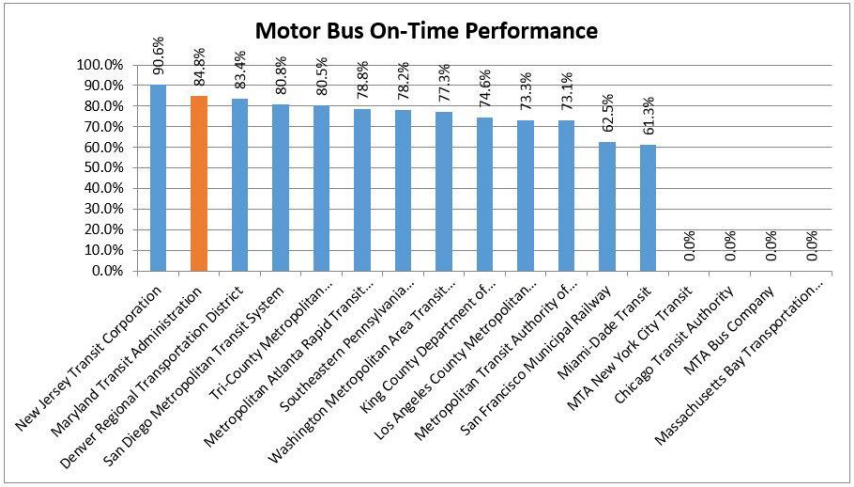
Getting Results

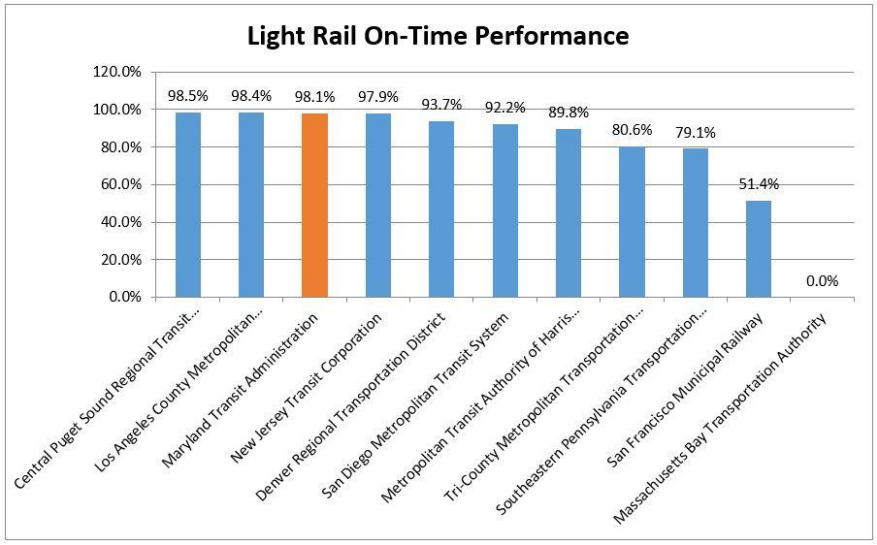
On-Time Performance by Mode

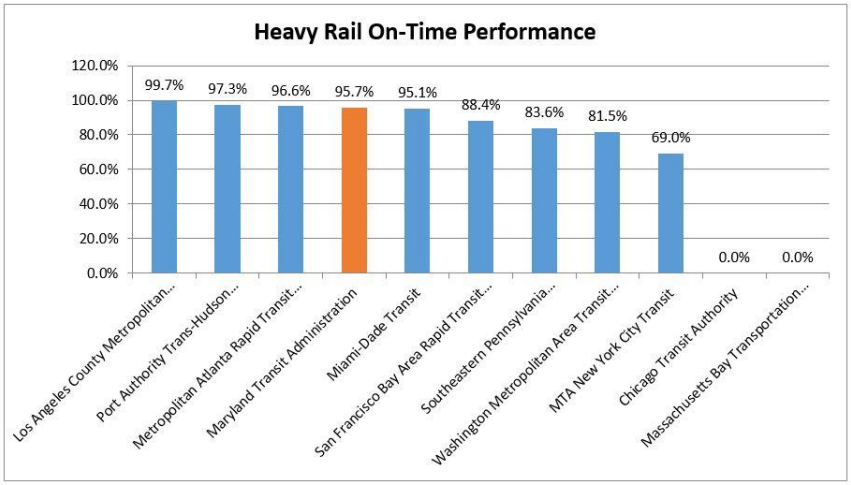


Performance Comparisons









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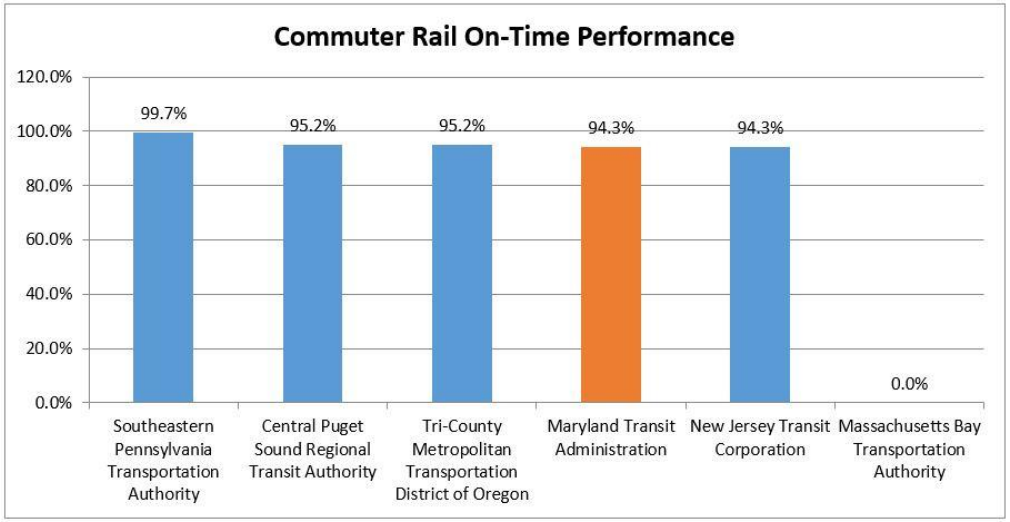
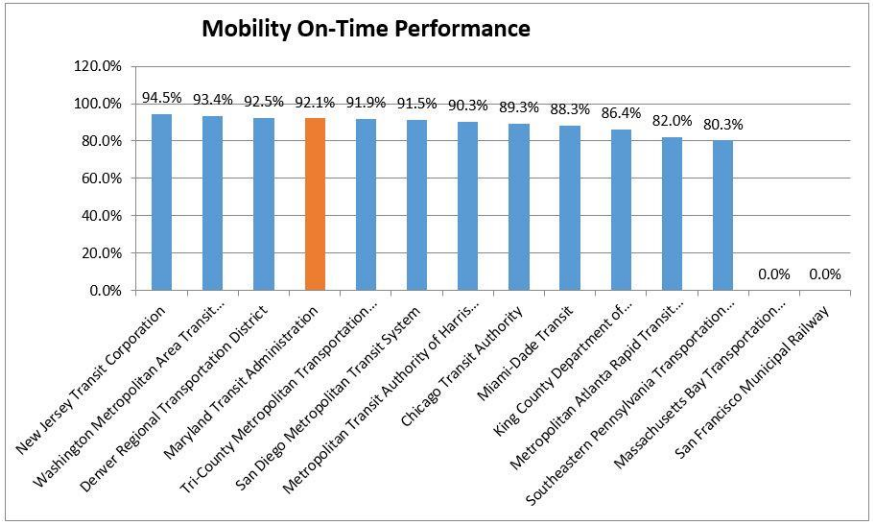




Improving Customer Service

	July 2015	February 2016	September 2016
Complaint Backlog	14K	**0**	**0**
Complaint Resolution	15 days	**10 days**	**5 days**

Over 1,000 employees provided with advanced customer service training.

Dramatic Capital Investments

$98m	Bus Fleet Replacement
$600m	New Metro Railcars
$125m	Light Rail Mid-Life Overhaul of Entire Fleet
$36.8m	MARC Bi-Level Rail Car Overhaul
$5.3m	Mobility Sedan Replacements
$34m	Accurate, Real-time Location and Arrival Information

Changing The System

BALTIMORE LINK

A Plan to Connect Baltimore

MTA Maryland

Maryland Department of Transportation

BaltimoreLink Transit Plan

- **High-frequency** routes into and throughout urban core
  - Color-coded routes
  - All lines access Downtown
  - 24 hours of service per day
  - Designed to connect to all other CityLink routes and to Rail Stations

- **Local** routes connecting to CityLink routes
  - Neighborhood connectivity
  - Suburb-to-urban core connectivity

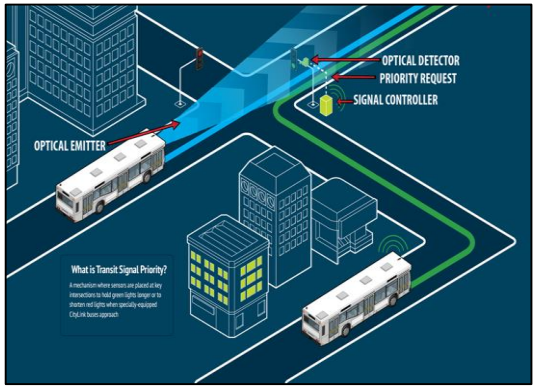
- **Limited stop** routes into urban core and suburb-to-suburb
  - Connecting to Regional Job Centers and Downtown

To be integrated seamlessly with:

Changing The System

BaltimoreLink Transit Plan

Transit Signal Priority



- Hardware and software to enable active priority for buses
- Approaching buses can trigger a shorter red light or longer green light
- Focusing on CityLink corridors and major pinch points

Dedicated Lanes

- Red painted lanes and “BUS LANE” striping
- Focusing on corridors with multiple CityLink routes to keep people moving

Transfer Facilities

- Transit facilities, transfer areas, layovers, and optimized bus stops
- Improved or new signs, schedules, trash bins, benches, shelters, canopies, TVMs, and other amenities

Increasing Transportation Options

New & Enhanced Commuter Bus

CHARM CITY CIRCULATOR

RTA

Locally Operated Transit Support

Bike Share

Car Share

Microtransit

Get social with MTA.

mta.maryland.gov

@mtamaryland

@themtamaryland

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