

BaltimoreLink: Less than 100 Days Away!

Transit Choices
March 23, 2017















Agenda

- 1. Summary of public hearing process
- 2. Preview of significant changes from Draft 1.3 to final plan
- 3. Bus stop optimization update
- 4. New schedule design
- 5. Capital projects update
- 6. Update on public education April 3-June 18



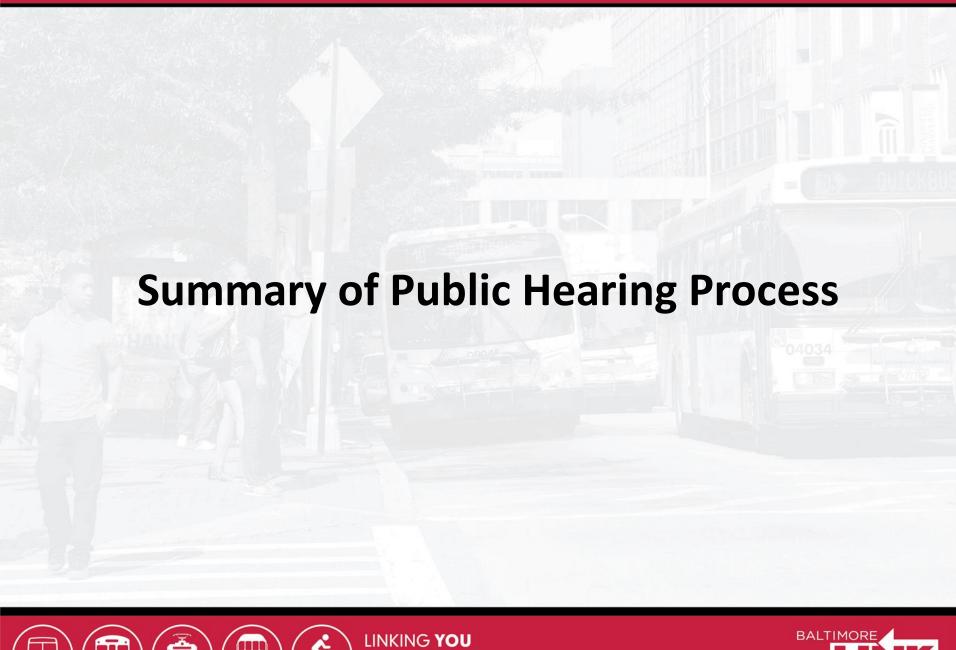


























Public Outreach Recap

Phase One

- Released Oct 22, 2015
- 67 outreach events
 October February
- Gathered over 1,200 comments

Phase Two

- Released Jul 5, 2016
- 103 outreach events
 July September
- Gathered over 1,000 comments















Phase Three: Public Hearings

- Released Draft Three on December 5, 2016 which incorporated comments from phase two outreach
- Gave 30 Day Notice of public hearings through press release, audio announcements, newspaper ads, bus cards, and proposals posted on the website and in the lobby of 6 St. Paul
- 14 public hearings took place from January 4 – 19, 2017

















Public Hearing Summary

Hearing Location and Date	Total Attendees	Testified (non- EOs)	Elected Officials	Observed
North Point - January 4	61	23	4	33
Towson - January 5	19	7	0	12
Southeast Anchor - January 5	23	4	1	18
State Center - January 9	51	13	1 rep	37
White Marsh - January 9	15	3	0	10
Medstar Harbor Hospital - January 10	9	1	0	8
Humanim - January 10	16	0	0	16
Pennsylvania Avenue - January 11	32	8	0	24
Randallstown - January 11	23	8	0	15
Brooklyn Park - January 12	8	3	0	5
Central Church of Christ - January 12	11	6	0	5
Catonsville - January 17	19	5	0	13
Waverly - January 18	112	45	1	65
Pimlico - January 19	34	12	3	19
TOTAL	433	138	10	280















Public Hearing Comments

- Comment period was opened through February 21, 2017
- Received 1,132 comments
 - 148 Testimony
 - 34 comment cards
 - 710 mailed in
 - 51 emailed
 - 6 hotline
 - 183 website submissions

BaltimoreLink Comments				
Phase One	1,200			
Phase Two	1,000			
Phase Three	1,100			
Operators	1,100			
TOTAL	4,400			





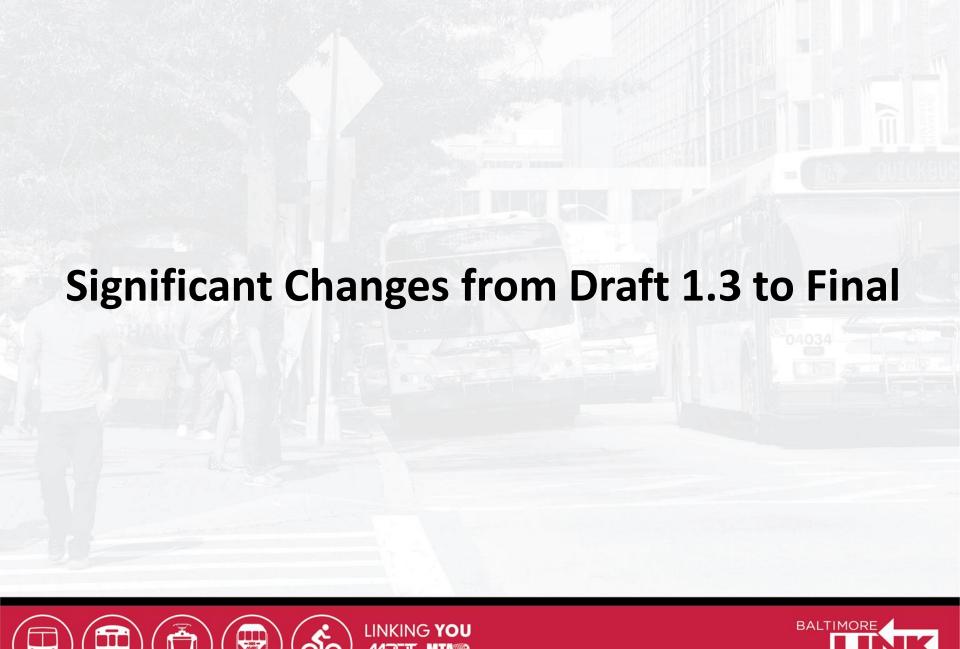












ISSUE: Reverse access to Cromwell Bridge Park and Ride & Brightwood College.

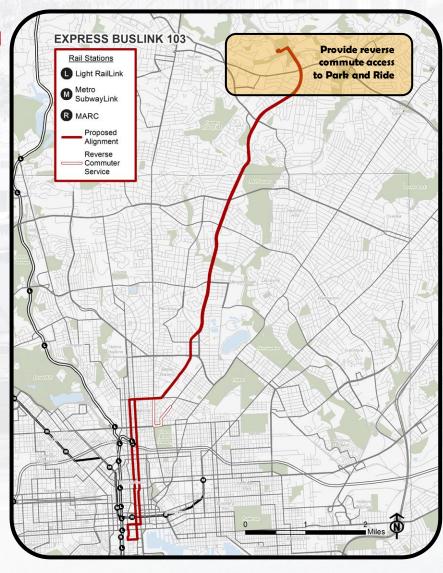
General Comments:

- Many Brightwood College students and faculty submitted comments, some unique and some form letters, about the elimination of service to the school. (103 comments).
- Area has new access to the Express BusLink 102 on Joppa Road, but there is a hill to traverse and some missing sidewalk connections.
- Ridership is low at the college; fewer than 70 people per day on the current No. 3.

Stakeholder & Elected Official Feedback:

None

Solution: Operate peak reverse trips on Express BusLink 103.

















ISSUE: Waverly and Stadium Place residents desired more frequency on 33rd Street.

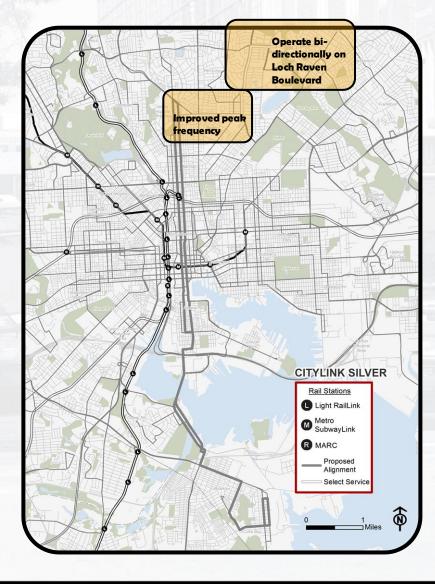
General Comments:

- Desire for more service in Waverly (132 comments).
- Originally proposed a 30-minute peak headway on the Morgan State branch of the Silver in Plan 1.3, this was improved to a 24-minute headway.
- The Silver was consolidated on Loch Raven Boulevard to better overlap with the CityLink Green to maintain connections to Towson and downtown.
- Buses will not operate within Stadium Place as this would cause operational complications (service is within 0.1 mi.)

Stakeholder & Elected Official Feedback:

 Add frequency to the Morgan State branch of the Silver and operate through Stadium Place

Solution: CityLink Silver branch will now have 24-minute headways during peak hours.

















ISSUE: Loss of downtown service along Druid Hill Avenue/McCulloh Street and on the lower portion of Pennsylvania Avenue (below Dolphin Street).

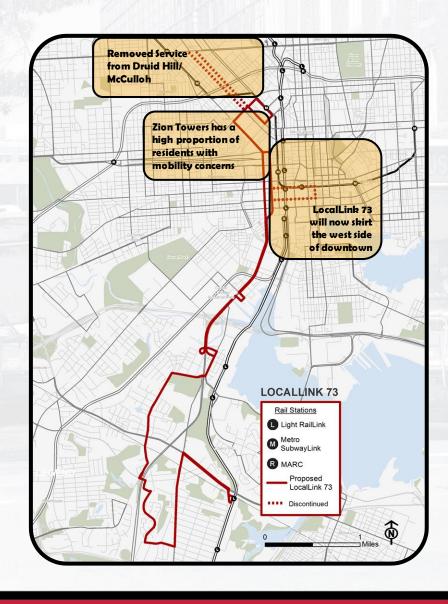
General Comments:

- Originally proposed ending the LocalLink 73 at Charles Center (Hopkins & Pratt).
- Zion Towers and lower Pennsylvania Ave. residents have mobility/safety concerns. Loss of No. 7 through the neighborhood would have forced ¼ mile to ½ mile walk.
 - Requested direct service to downtown, specifically the VA Hospital (17 comments).
- McCulloh/Druid Hill will no longer have bus service, but Eutaw and Pennsylvania will have adequate service for the area's transit demand. Reduces duplication.

Stakeholder & Elected Official Feedback:

None

Solution: Extend and reroute LocalLink 73 from Charles Center to State Center.

















ISSUE: Loss of direct access from Turner Station to CCBC Essex and other points in Essex.

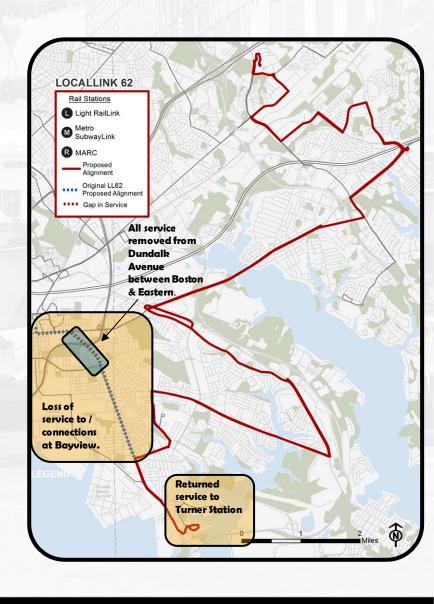
General Comments:

- Turner Station residents requested the LocalLink 62
 maintain the current No. 4 alignment to Turner Station so
 they can access shopping, services, and jobs in Essex
 without transferring (389 comments).
- Turner Station has CityLink Navy service, including frequent peak service (as on the current 10).
- Leaves a ¾ mile gap in service along Dundalk Avenue between Boston and Eastern. Most ridership is within less than ¼ mile walk to CityLink Orange or Navy; zero trip generators on the gap segment.
- Recommend filling Dundalk Avenue gap later when evaluating Sparrows Point service (see Sparrows Point slide).

Stakeholder & Elected Official Feedback from:

- Delegates Bob Long and Ric Metzgar
- Senator Johnny Ray Salling

Solution: Change endpoint for LocalLink 62 from Bayview back to Turner Station.

















Connectivity and Reliability:

Building a Frequent Transit Network

Dramatic Expansion in Accessibility

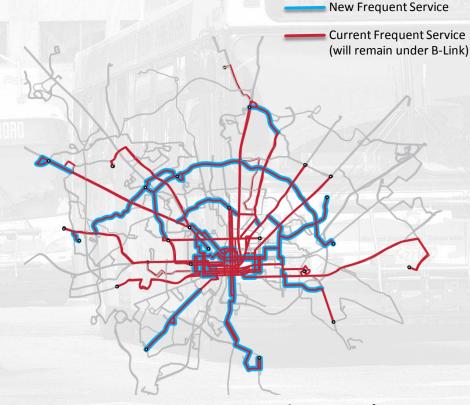
The new network offers frequent service to **30% MORE PEOPLE** across the region: note the new "spokes and rings" at right!

Forget About Schedules

A frequent network permits passengers to travel freely around the region without building their lives around rigid schedules.

No More Missed Transfers

A frequent network permits passengers to transfer from one route to another without arduous timed transfers. If you miss a connection on a frequent route, the next one will be along soon!



















Connectivity and Reliability:

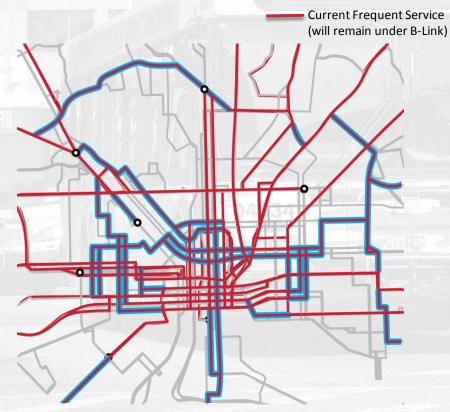
Building a Frequent Transit Network

Dramatic Expansion of Frequent Service in East, West, and South Baltimore

Many corridors on the east, west, and south sides of the city will see frequent "show up and go" service for the first time, such as Lafayette Avenue, Hanover Street, Preston Street, Eutaw Place, and many more!

Frequent Service Means Getting Ahead

The eastern and western sides of the city have historically faced some of the longest transit commute times in the region, and the new frequent network finally breaks that historical deficiency, helping people get to more places, more quickly, more often.



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New Frequent Service

Connectivity and Reliability:

Summary of the Frequent Transit Network

It's a One-Transfer Network

CityLink routes are designed to intersect with each other and with existing rail lines to permit travel between any two points on the frequent transit network with no more than one transfer.

It Forms a Downtown Grid

Many corridors in East and West Baltimore will see frequent transit for the first time ever, helping address poverty by expanding the ability to access more of the region.

It Has Frequent "Spokes" That Extend Further Out From the Grid

Many frequent "spoke" routes radiate further out from the grid than existing frequent routes, making it easier to get to activity centers outside the downtown core.

It Has Frequent "Rings" That Connect Between the Spokes

More frequent "ring" routes run between the spokes to create a web of frequent crosstown service well outside the downtown grid. This makes it easier to travel quickly *around* the region without having to go through downtown.































Bus Stop Optimization

- Originally proposed 331 stops for elimination
- Received 84 comments
- Reversed decision on 25 stops due to public comment or other factors
- Results: 6% reduction in stops







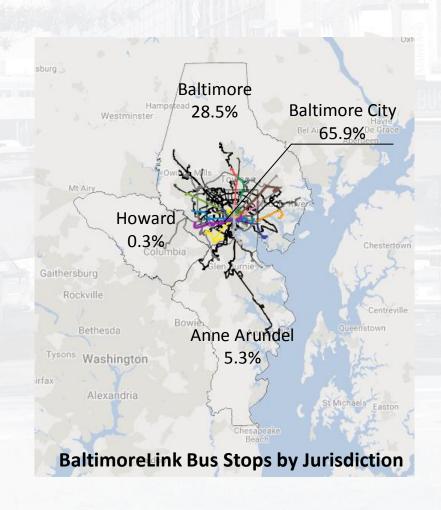






Bus Stop Optimization

- 306 stops removed from service on Feb. 5th
 - Including 25 stops retained but originally proposed for removal
 - Stops removed based on spacing, safety, and/or utilization
 - 99% of residents retain access to bus stop within a ¼ mile
- Roughly 5-9 minutes
 saved per one-way trip

















































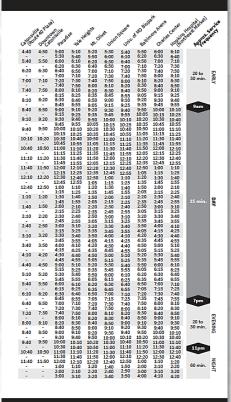
Design Process

We reviewed schedule designs with various stakeholders to add and refine desired features, and we studied international precedents for ideas.

One feature – frequency abridgement – was a direct outgrowth from Transit Choices feedback. Transit Choices noticed that early schedules (left) listed every single trip during frequent service periods, making the entries too difficult to read.

We abridged the frequent portions and enlarged the entries (right), which also gives us flexibility to use Circulator-style "headway management" during frequent service periods. Riders will also easily notice when to just "show up and go" without even having to read through the timetables!

Saturdays Eastbound



p sign to MTAMD (68263).

Weekdays

Northbound to Mondawmin

South	Saltiffice Per	Kallink Salor	out the resident	Offic Hardings	Rothite to	A THE OF BEING	nteite to	Je William Substant
(H) King	O CLIFF	Flight	E Miles	O Pal	C Medical	B 30.00	AMire	ğı.
4:20	4:31	4:36	4:37	4:43	4:50	4:54	5:02	
4:45	4:56	5:01	5:02	5:08	5:15	5:19	5:27	
5:15	5:26	5:31	5:32	5:38	5:45	5:49	5:57	EARLY
5:49	6:01	6:06	6:07	6:15	6:25	6:31	6:40	4
6:14	6:26	6:31	6:32	6:40	6:50	6:56	7:05	
6:41	6:53	6:58	6:59	7:07	7:17	7:23	7:32	

Then every 15 minutes until Luego, cada 15 minutos hasta AM PEAK / MIDDAY / PM PEAK

	7:50	7:42	7:37	7:29	7:22	7:21	7:16	7:05
EVENING	8:05	7:57	7:52	7:44	7:37	7:36	7:31	7:20
	8:35	8:27	8:22	8:14	8:07	8:06	8:01	7:50
	8:55	8:47	8:42	8:34	8:27	8:26	8:21	8:10
	9:15	9:07	9:02	8:54	8:47	8:46	8:41	8:30
	9:35	9:27	9:22	9:14	9:07	9:06	9:01	8:50
	9:55	9:47	9:42	9:34	9:27	9:26	9:21	9:10
	10:15	10:07	10:02	9:54	9:47	9:46	9:41	9:30
LATE NIGHT	10:35	10:27	10:22	10:14	10:07	10:06	10:01	9:50
	10:55	10:47	10:42	10:34	10:27	10:26	10:21	10:10
	11:15	11:07	11:02	10:54	10:47	10:46	10:41	10:30
	11:52	11:44	11:40	11:33	11:27	11:26	11:21	11:10
Γ	12:27	12:19	12:15	12:08	12:02	12:01	11:56	11:45
	1:27	1:19	1:15	1:08	1:02	1:01	12:56	12:45

xt the stop number in the bottom left corner je de texto el número de parada que aparece en la esquina inferior izquierda del le







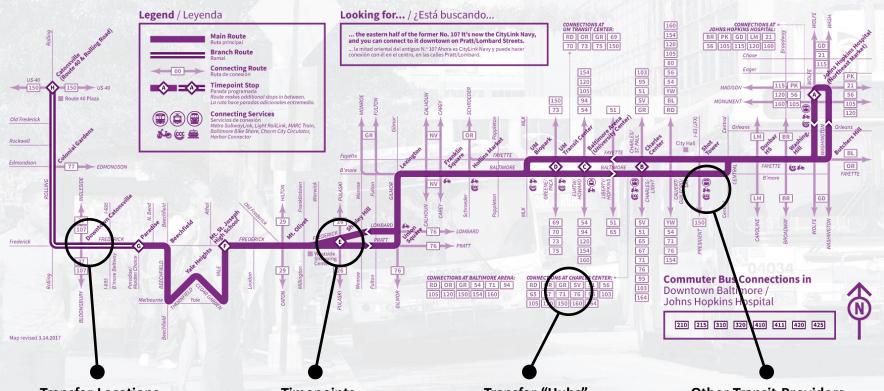








Map Features That Respond to Rider Feedback



Transfer Locations

Given community place names; will match precisely the same locations on the system maps

Timepoints

Assigned letters so the same lettered timepoints can be quickly found at the top of the timetables

Transfer "Hubs"

Locations with lots of transfers have dedicated callouts listing all the routes at those locations

Other Transit Providers

Connections to the Baltimore
Bike Share, Charm City
Circulator, and Harbor
Connector are listed via icons







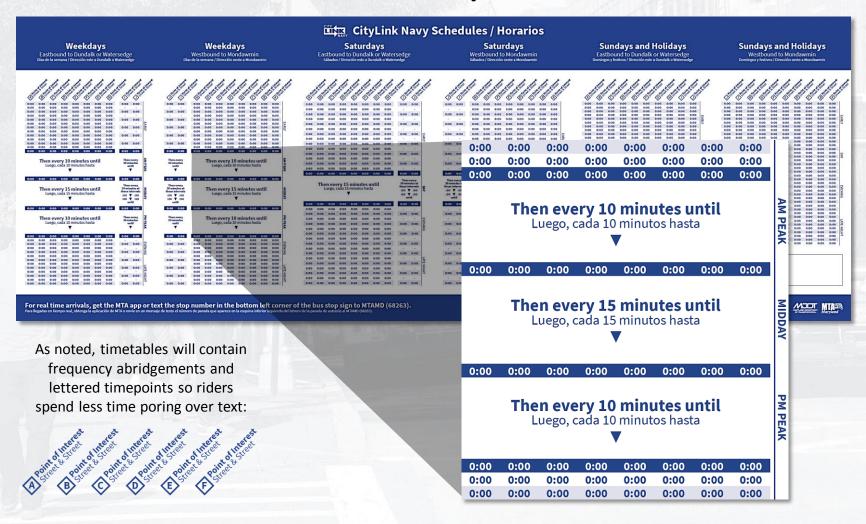








Timetable Features That Respond to Rider Feedback











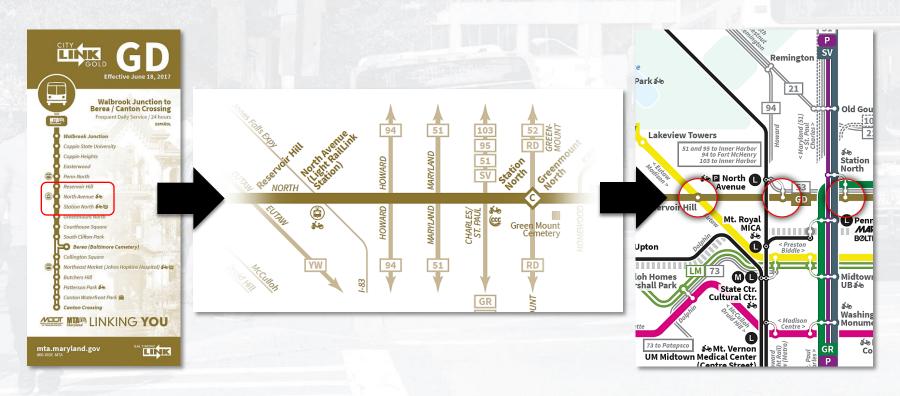






Another Cool Feature!

Schedule covers will contain line diagrams of the routes. The points of interest on these diagrams will match the points of interest on the inside maps and the points of interest on the system maps! Some of these "station" points, like West Baltimore and Penn Station, will see immediate infrastructure improvements, and in the future we can expand to more "station" points.











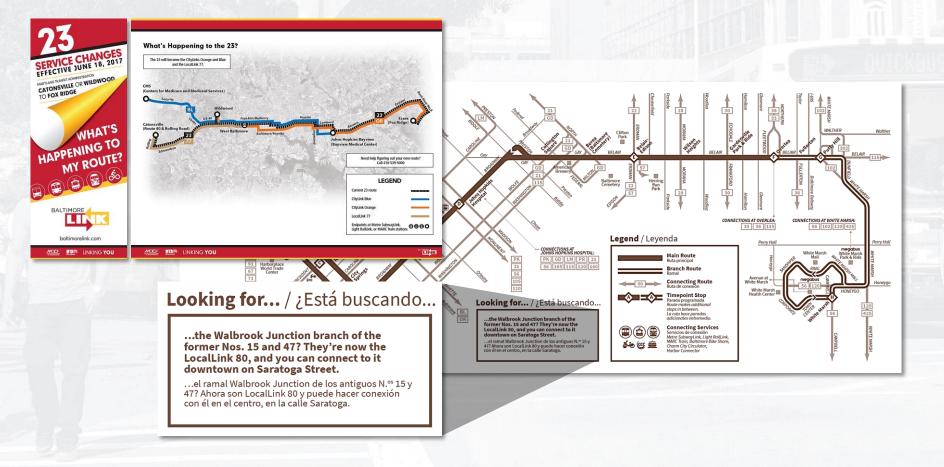






Another Cool Feature!

During the public education period we will provide "rider alerts" that describe changes to existing routes, but even after the education period ends the changes will live on in the schedule maps!







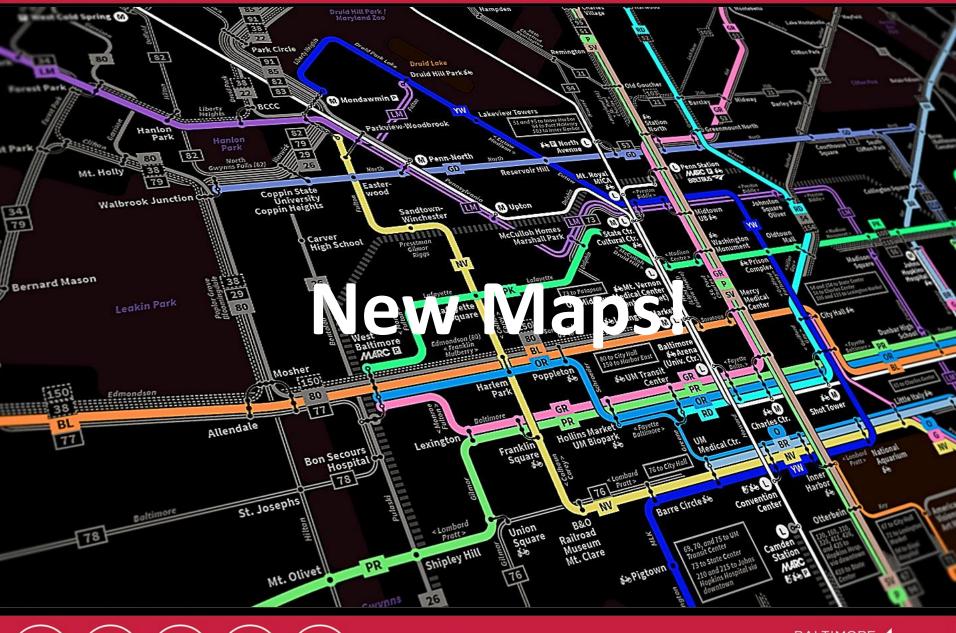


















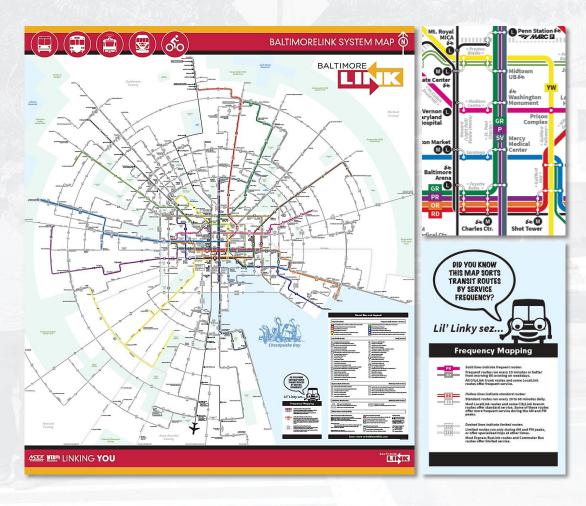








Shelter/Pylon Maps Will Communicate the "Grid and Spoke" Structure of the New Network



Transfer points are clearly communicated, and Lil' Linky explains how the map is frequency coded.



A pocket system map is also in production!





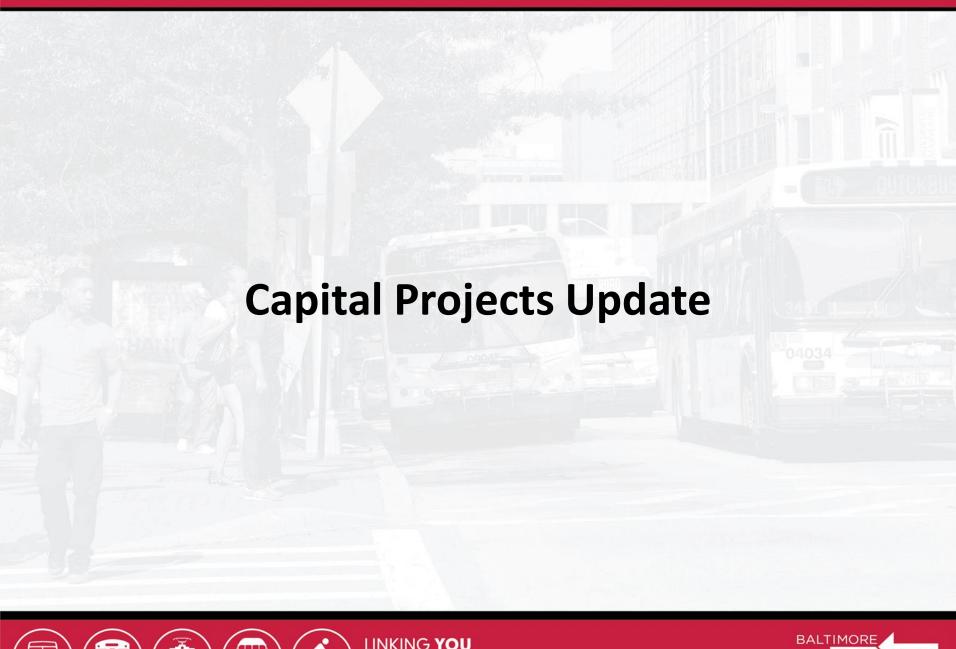






















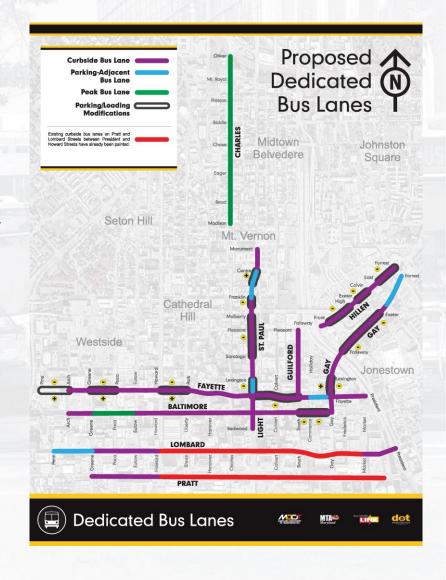




Dedicated Bus Lanes

- Approval received from City
- Construction starts May 2017
- Public education and targeted outreach to business community
- Priority corridors:

 Fayette/Baltimore and
 Hillen/Ensor/Gay
- Parking impact: spaces are either removed, relocated, or in some cases added or upgraded to full-time parking spaces.

















Transit Signal Priority

- 250 CityLink buses have TSP software installed
- Hardware and communications upgrades at 36 intersections began March 1st
- Operation and testing of pilot corridors begins in May and continues through summer

















Bus Stop Signs

- Began installation on January 4, 2017
- 225 signs and covers are installed per week
- Nearly 2,500 signs (50%)
 installed to-date
- MTA is asking operators and the public to notify us if a cover is removed:



















Transfer Facilities

West Baltimore

- Construction began January 9th
- On schedule for completion by June 18th
- Served by MARC Penn Line; CityLinks Blue, Green, Orange, and Pink; LocalLinks 26, 77, 78, and 80, and Express BusLink 150
- 4 bus bays, 4 layovers, operator restrooms, new shelters, new lighting, ticket vending machines, realtime signage, blue light cameras, and CCTV

On-Street Improvements

- Real-time signs at West Baltimore, North Avenue, Lexington Market, Penn North, Penn Station, Charles Center, and State Center
- New metro pylons and station area branding for Light RailLink and Metro SubwayLink
- New bus shelters, signage, and other amenities to improve the rider experience











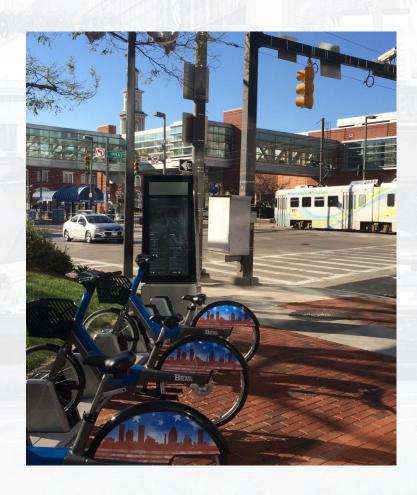






Bike Share

- Fall 2016 5 locations at or near MTA rail stations
 - Shot Tower
 - University Center/Baltimore Street
 - Lexington Market
 - Convention Center/Pratt Street
 - Centre Street
- May 2017 6 more locations
 - Charles Center Metro
 - Penn Station
 - Johns Hopkins Metro
 - State Center Metro
 - Mt. Royal Light Rail
 - Camden Station







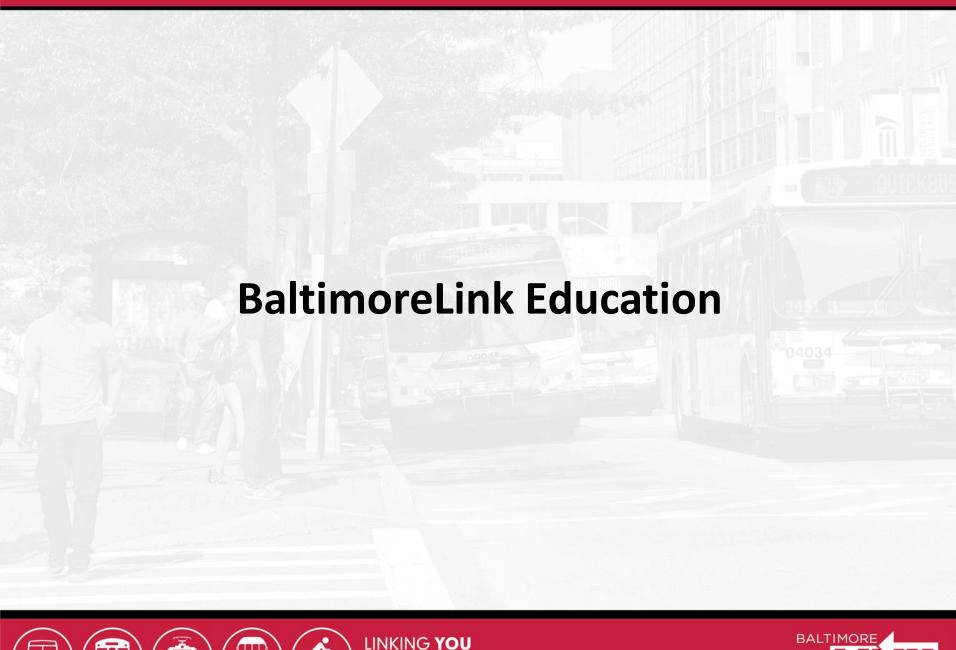












































MTA Inreach

- Operations Staff
 - Operator Inreach Program
 - Brief bus operators each month and collect comments (over 1,100)
 - Staff in each bus division weekly now until launch
 - Scheduled sessions with Light Rail and Metro operations
 - Bus Operator Training
 - 50% of bus operators have been trained on BaltimoreLink routes so far
 - MTA Police Training every week
- Non-Operations Staff
 - Focus Groups
 - Meetings with back-office departments (Procurement, Finance, IT)
 - Brief on BaltimoreLink
 - Collect non-technical information "What are we missing?"
 - MTA BaltimoreLink Video















Active Rider Outreach

- BaltimoreLink Info Bus
 - Will ride every route from final network release until launch day
 - Will pick up riders for free
 - Hand out "Rider Alert" brochures, detailing the changes to that specific route











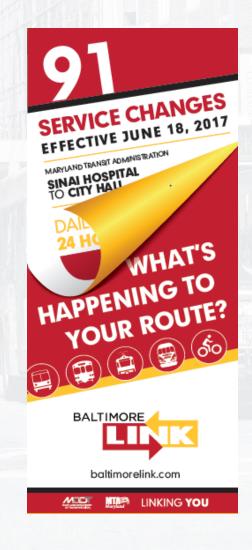






Active Rider Outreach

- Street Teams
 - Deployment of 30 BaltimoreLink
 Ambassadors to high-ridership bus
 stops and on high-ridership buses
 - One-on-one training on BaltimoreLink routes and distribution of informational Rider Alerts for each current route
 - 8 week deployment from May to July

















Active Rider Outreach

- Pop-up Events
 - Tents at highest ridership stops throughout the city
 - BaltimoreLink ambassadors will hand out Rider Alert notices of route changes and answer questions
 - Will deploy 2-3 events per week in April and May, and 5 per week in all of June

















- BaltimoreLink Stakeholders
 - Transit Choices
 - The Downtown Partnership of Baltimore
 - City DOT & Planning
 - Citizens Advisory Committee
 - Citizens Advisory Committee for Accessible Transportation
 - Baltimore Regional Transportation Board
 - Greater Baltimore Committee
 - Baltimore Development Corporation
 - BWI Business Partnership
 - Central Maryland Transportation Alliance

















- Neighborhood Associations
 - Neighborhoods that are impacted by changes from existing service to BaltimoreLink service
 - Distributing information to their membership

















- Travel Training
 - Facilitated by Center for Mobility Equity (formerly CMRT)
 - Empowers riders to use the new system with ease and confidence
 - Hosting up to 2 community travel trainings per week leading up to launch
 - Attendees can sign up for postlaunch train-the-trainer or one-onone training with CME



















- Calling and distributing BaltimoreLink brochure, guides and schedules to education, community and health providers
 - Hospitals
 - Dialysis Centers
 - Senior Centers
 - Community Centers
 - Libraries
 - College & Universities
 - Correctional Facilities
 - Churches
 - Welcome Centers
 - Hotels
 - Convention Center
 - BWI Airport

















- Business Outreach
 - Proactive outreach with businesses/employers to provide materials explaining BaltimoreLink
 - Brief Chambers of Commerce and reach their membership
 - Utilize relationships with Orioles and Ravens to promote BaltimoreLink

















- Baltimore City Public Schools
 - Continued 'Pop-Up' Sessions in schools across the district
 - Hiring Baltimore City teenagers over the summer through YouthWorks to assist with public education
 - Mayor's Back to School Day (Summer 2017)
 - BaltimoreLink booth at the annual event location at the Convention Center to provide information and walk through the trip planner

















Elected Official Outreach

- Briefings to Anne Arundel County, Baltimore County, and Baltimore City Delegations
- Additional elected official briefings in the core service area
- Distribute informational materials and tools to educate the elected officials and their constituents, including district specific maps and posts for social media
- Hosted a BaltimoreLink
 Educational Breakfast during the
 2017 Session

















Advertising

- BaltimoreLink website
- Audio Announcements on Bus, Metro, and Light Rail
- Platform advertisements
- Cards on Bus, Metro, and Light Rail
- Bus Shelter advertisements
- Info Box advertisements















Media

- TV Broadcast and Cable
 - WBAL, WJZ, BET, ESPN, etc
- Radio Broadcast and Internet
 - WERQ, WJZ, WLIF, WPOC, etc
- Print Advertising
 - Baltimore Sun, Baltimore City Paper, Afro News, etc.
- Social and Digital / Mobile















