



BaltimoreLink Ad hoc Committee Meeting Summary

August 8, 2017
8:00 AM – 10:00 AM

Baltimore Community Foundation

2 East Read Street
Levi Conference Room, 8th Floor
Baltimore, MD 21202

Attendees: Roxana Beyranvand (**Baltimore Collegetown**), Father Michael Bishop (**Bus Rider**), Robin Budish (**Transit Choices**), Celeste Chavis (**Morgan State University**), Zach Chissell (**MTA**), Jade Clayton (**MTA**), Art Cohen (**b'more mobile**), Tasha Cornish (**St. Mary's Outreach Center**), Mark Edelson (**Goldman & Goldman, P.A.**), Anna Ellis (**Get Maryland Moving**), Chris Firehock (**Central Maryland Regional Transit**), James Gillece (**MTA**), Ann Gordon (**Get Maryland Moving**), Maurice Good (**Maryland New Directions**), Tom Hewitt (**MTA**), James Holzmeister (**Maryland New Directions**), Jacq Jones, Samuel Jordan (**Baltimore Transit Equity Coalition**), John Land (**Baltimore City Public Schools**), Jim Leanos (**Corporate Property Solutions**), Chanan Lewis (**Office of Congressman Elijah Cummings**), Herbert Malveaux (**Enoch Pratt Free Library**), Steve Marker (**Corporate Office Property Trust**), Joe Nathanson (**Urban Information Associates**), Eric Norton (**Central Maryland Transportation Alliance**), Brian O'Malley (**Central Maryland Transportation Alliance**), Michael Puma (**Loyola University**), Kevin Quinn (**MTA**), Avis Ransom, Michael Romeo (**Transdev**), Minister Glenn Smith (**Baltimore Transit Equity Coalition & Get Maryland Moving**), Jill Sorensen (**BEVI, Inc.**), Sandy Sparks (**Charles Village Civic Association**), Kristin Speaker (**Charles Street Development Corporation**), Marc Stein (**Johns Hopkins University**), Marc Szarkowski (**MTA**), Yolanda Takesian (**Kittelson and Associates**), Raven Thompson (**Baltimore Development Corporation**)

Robin Budish, on behalf of Transit Choices welcomed everyone and opened the meeting. Robin then introduced Kevin B. Quinn Jr. (MTA Acting Administrator and CEO), and explained that the purpose of the meeting was to have Kevin provide a detailed report on BaltimoreLink: Post-Launch Update.

Kevin's responses were supplemented with the following PowerPoint presentation highlights. A copy of his complete presentation will be made available to the full committee.

MTA PowerPoint Presentation Overview: BaltimoreLink: Post-Launch Update

- **Agenda**
 - Launch Overview
 - Public Education Summary
 - Metrics & Operational Adjustments
 - Capital Projects Update
 - Continued Outreach

- **Launch Overview** (Two weeks before launch)
 - Change in Leadership
 - Hosted the APTA International Rail Rodeo & Conference
 - The Day before the Kick-off West Baltimore MARC Station – Police Chase and Car Fire
 - Kick-off Event with Governor Hogan
 - Senior Staff Meeting & Pep Rally

- Transition Conference Call # 1
- Bus Stop Sign Bag Removal Commences
- **Sunday, June 18, 2017 (Launch)**
 - Website Changes Go Live
 - Call Center System Transition Begins
 - Bus Stop Sign Bag Removal Concludes
 - **First BaltimoreLink Run Pull-out**
- **Monday, June 19, 2017 (Launch for Weekday Service)**
- **Metrics & Operational Adjustments**
 - **Metrics and Modeling**
 - MTA partnered with the Baltimore Metropolitan Council and Maryland Department of Planning to analyze the BaltimoreLink system and determine how BaltimoreLink meets its goals.
 - Major tools used for this analysis include Geographic Information Systems (GIS) and travel demand forecasting. BMC maintains an aggregate trip based travel demand model for the region which was used in this analysis.
 - Much of the analysis is measured by calculating the change in performance between the pre-BaltimoreLink system and BaltimoreLink network. The pre-BaltimoreLink network was identified at MTA service operated in fall 2015.

- **BaltimoreLink Goals**

1. Improve service quality and reliability;

Average Transit Travel Time Improves: On average, a transit trip takes 52 minutes under BaltimoreLink, including time to access the bus stop, waiting time, time on the vehicle, and any necessary transfers. This is a 2.1% improvement over the pre-BaltimoreLink average travel time of 53.1 minutes.

Important: The average transit travel time modeled does not include the additional benefits from several capital improvements, including dedicated bus lanes. In a before and after run time comparison that analyzed the impact of dedicated lanes, analysis shows that buses traveling on Pratt Street and Lombard Street are seeing significant time savings.

2. Maximize access to high-frequency transit; Frequent Transit Network (FTN): Any route that has service at least every 15 minutes between the hours of 7am and 7pm on weekdays.

More People with Access to Frequent Transit Under BaltimoreLink, an estimated 130,000 additional people – a 32% increase over the pre-BaltimoreLink system – is within 1/4 mile of the frequent transit network.

Better Access to Services in the Region BaltimoreLink provides more frequent transit to educational institutions and health services that people need the most. Four hospitals, 10 pharmacies, 13 supermarkets, 22 public schools, and 5 libraries were added to the frequent transit network.

3. Strengthen connections between MTA's bus and rail routes:

MARC

- Penn Station and West Baltimore MARC connect with 10 CityLink lines
- Construction of new West Baltimore Hub
- Real Time Signage – Penn Station, West Baltimore
- Bike Share Locations – Camden Station, Penn Station

Light Rail

- Connects with all 12 CityLink lines
- Real Time Signage – North Ave Light Rail
- Bike Share Locations
 - University Center/Baltimore Street
 - Convention Center/Pratt Street
 - Centre Street ▪ Camden Station
 - Mt. Royal Light Rail

Metro

- Connects with all 12 CityLink lines
- Real Time Signage – Charles Center, Lexington Market, Penn North
- Bike Share Locations:
 - Shot Tower
 - Lexington Market
 - Johns Hopkins Hospital
 - State Center Metro
 - Charles Center
- 4. Align the network with existing and emerging job centers:
 - Amazon (14%): LocalLink 65 was implemented to connect Amazon to downtown and enough trips were scheduled to properly meet Amazon’s shift times and passenger loads. This resulted in an increase in service over the old MTA Routes 26 and 31.
 - Canton Crossing (40%): CityLink Gold and LocalLink 22 were implemented and combined provide more trips to Canton Crossing than the old MTA Routes 7, 13, and 31 since this is a growing destination.
 - Coca Cola Dr/Arundel Mills (-13%): LocalLink 75 replaced the old MTA Route 17 and provides slightly less trips on weekends, to better meet demand.
 - JHU/Bayview (18%): Bayview will be directly served by two CityLinks (Blue and Orange) and two LocalLinks (22 and 59) to better match demand. LocalLink 59 replaces the old MTA Route 24, which bypassed Bayview. Census data showed that many Bayview employees and seniors live along the old Route 24 alignment.
 - Woodlawn/Social Security (11%) Woodlawn will now be served by the CityLink Blue, LocalLinks 31, 37, 78, and 79, and Express BusLink 107. This provides more trips than were provided on the old MTA Routes 15, 20, 40, 44, 57, 77, and 99 in order to better match demand in the area.
- 5. Engage riders, employees, communities, and elected officials in the planning process:
 - Over 3,300 public comments collected + Over 1,100 Operator comments collected
 - Over 4,400 comments collected in public outreach
- **Operational Adjustments (Post Launch)**
 - CityLink Blue, Orange, and Pink
 - LocalLink 34 and 76
 - Bus stop changes
 - Relocating stops
 - Adding routes
 - Removing routes
- **Capital Projects Update**
 - Ride along checkup on route and bus stop issues
 - Dedicated Bus Lanes
 - Transit Signal Priority
- **Continued Outreach**
 - Operators
 - BCPS Students
 - Student Outreach Plan Components
 - Student Outreach Events & Resources

Discussion Summary:

- The number of people with access to high-frequency transit has increased by 32%.
- The before and after projections show an increase in job access. The fall 2015 schedule was used as the baseline and the results are based on the schedule.
- BaltimoreLink is an iterative process.
- Improved Charm Card usage would provide better origination data.
- Student outreach regarding the new BaltimoreLink schedule is extremely important to ensure that students get to school in a timely matter.
- During the BaltimoreLink rollout, employers should be contacted to discuss a leniency policy for employees who may arrive late.
- For the first week of school, MTA will have “on street” transit ambassadors to answer questions.
- The MTA has produced a student rider guide and there will be a new website page dedicated to students.

- There are some post-launch operational adjustments the MTA is working to address through operation ride alongs.
- The MTA is manually collecting data regarding bus bunching issues.
- Select Neighborhoods' Transit Access to Jobs Before & After BaltimoreLink: clarification on what the MTA used as the pre-BaltimoreLink baseline and what times they used for the off-peak comparison.
- Origin destination data will be available in the spring/summer of 2018.

Next Steps:

- The MTA will make another presentation to the committee in October/November 2017.

Robin Budish, on behalf of Transit Choices concluded the meeting by thanking everyone for attending. She also acknowledged Kevin Quinn and his colleagues for their continued spirit of collaboration and cooperation. The Baltimore Community Foundation was recognized for providing meeting space.