

# Charm City Circulator

Baltimore City Department of Transportation



8/15/2019



## Contents

Presenter - Charles Penny, Chief of Transit and Sustainable Transportation

### **This document will summarize:**

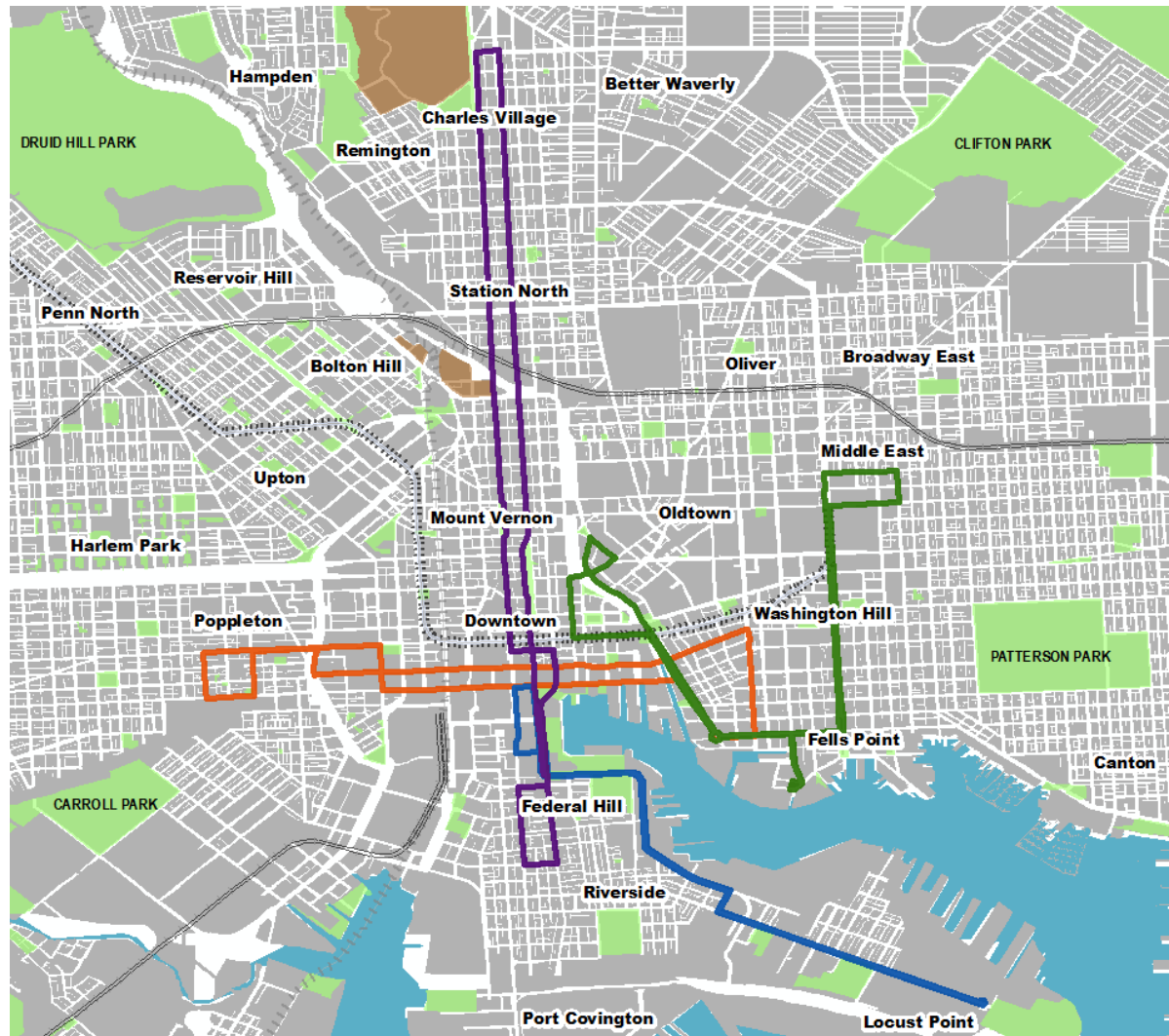
- ❑ The current service coverage
- ❑ Terms of New Contract and New Vendor (RMA Worldwide)
- ❑ Challenges to CCC
- ❑ Future of the CCC





## Charm City Circulator System

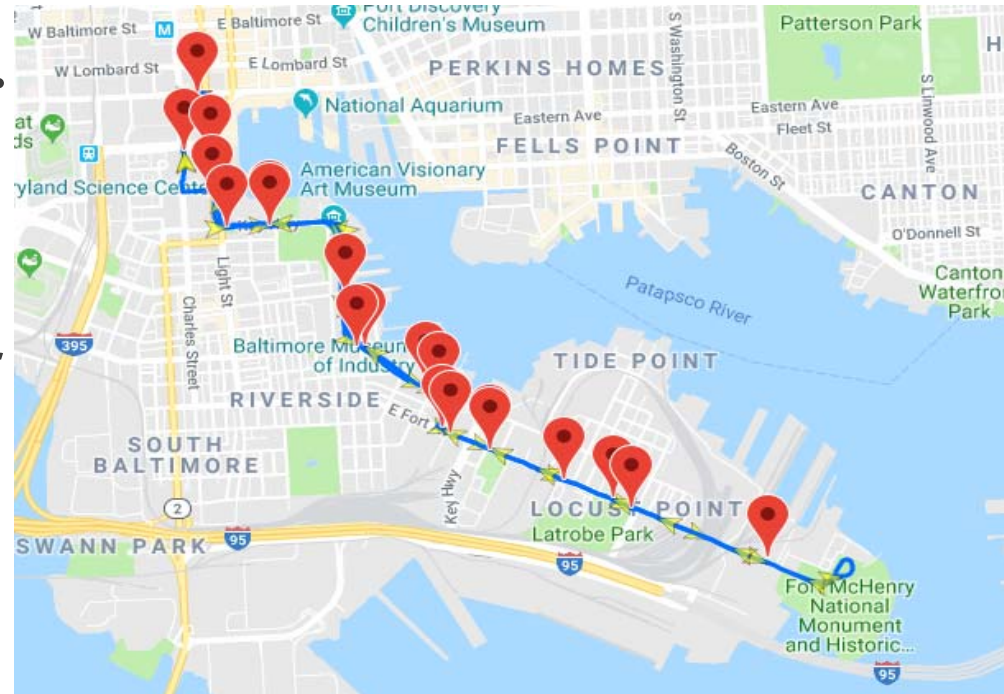
- Current Service
  - ▣ Four routes serving downtown and local neighborhoods
  - ▣ 18 bus fleet
  - ▣ Over 2.4M Passenger Trips (FY 2018)





**Banner Route**

- Route Overview: Ft. McHenry – Inner Harbor
- FY 2012 Passenger Trips-27,786
- FY2018 Passenger Trips- 273,698



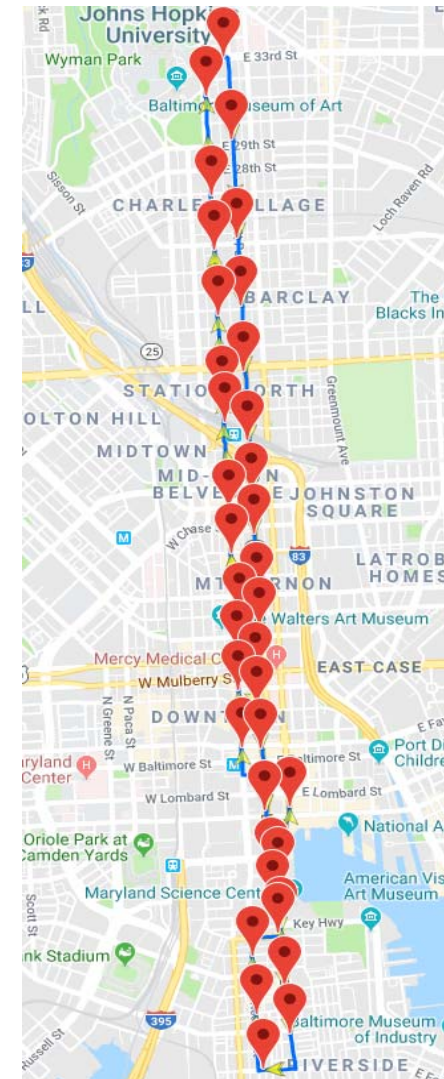
**BANNER ROUTE Inner Harbor - Fort McHenry**

401 Conway Street	407 Fort Avenue	415 Baltimore Museum of Industry
402 Lee Street	408 Whelstone Way	416 Harbor View
403 Federal Hill Park - Maryland Science Center	409 Decatur Street	417 Pierside Drive
404 American Visionary Art Museum	410 Andre Street	418 Rash Field
405 Jackson Street	411 Fort McHenry	419 Otterbein
406 Boyle Street	412 Towson Street	420 Pratt Street
	413 Woodall Street	
	414 Lawrence Street	



## Purple Route

- Route Overview: Federal Hill – 33<sup>rd</sup> Street
- FY 2012 Passenger Trips-1,745,506
- FY 2018 Passenger Trips- 1,322,973

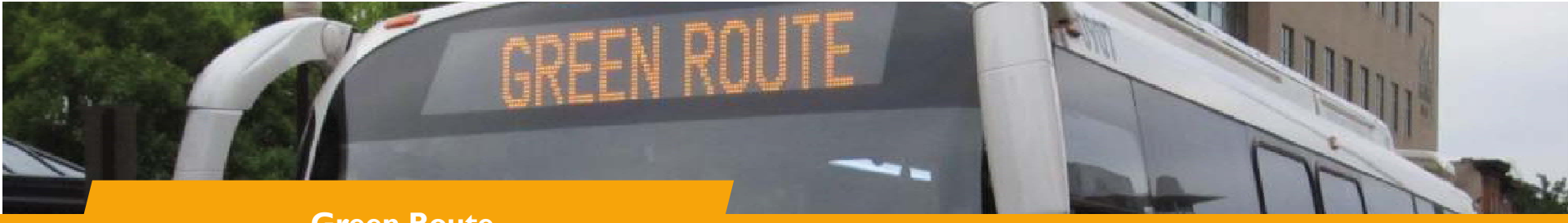


### PURPLE ROUTE Federal Hill - 33rd Street

301	Baltimore Visitor Center	315	31st Street - Baltimore	326	Mulberry Street
302	Inner Harbor	316	Museum of Art	327	Saratoga Street
303	Redwood Street	317	Union Memorial Hospital	328	Fayette Street
304	Fayette Street	318	29th Street	329	Pratt Street - Inner Harbor
305	Pleasant Street	319	25th Street - Southbound	330	Conway Street
306	Hamilton Street	320	22nd Street - Southbound	331	Lee Street
307	Washington Monument	321	North Avenue - Station North	332	Montgomery Street
308	Eager Street	322	Arts District - Southbound	333	Cross Street Market
309	Biddle Street	323	Penn Station - Southbound	334	Ostend Street
310	Penn Station - Northbound	324	Preston Street	335	Fort Avenue
311	Arts District - Northbound	325	Eager Street	336	West Street
312	22nd Street - Northbound		Madison Street	337	Henrietta Street
313	25th Street - Northbound		Centre Street	338	Key Highway - Maryland Science Center
314	27th Street - Northbound				





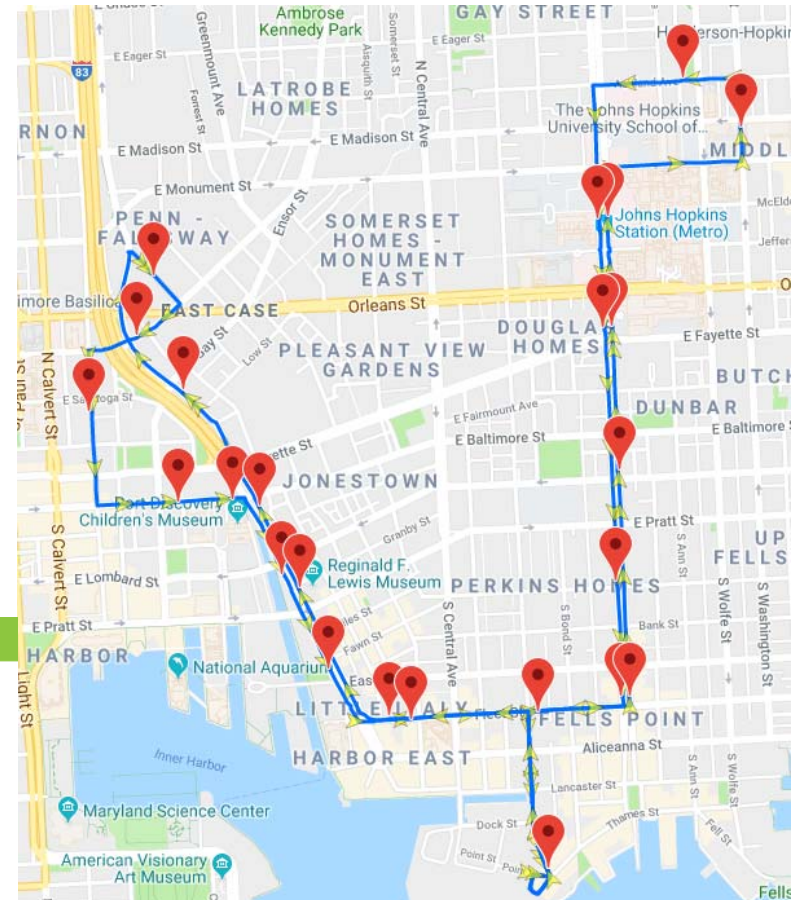


## Green Route

- Route Overview: Fell's Point – JH Hospital
- FY 2012 Passenger Trips- 438,136
- FY 2018 Passenger Trips- 210,075

### GREEN ROUTE City Hall - Fell's Point - Johns Hopkins

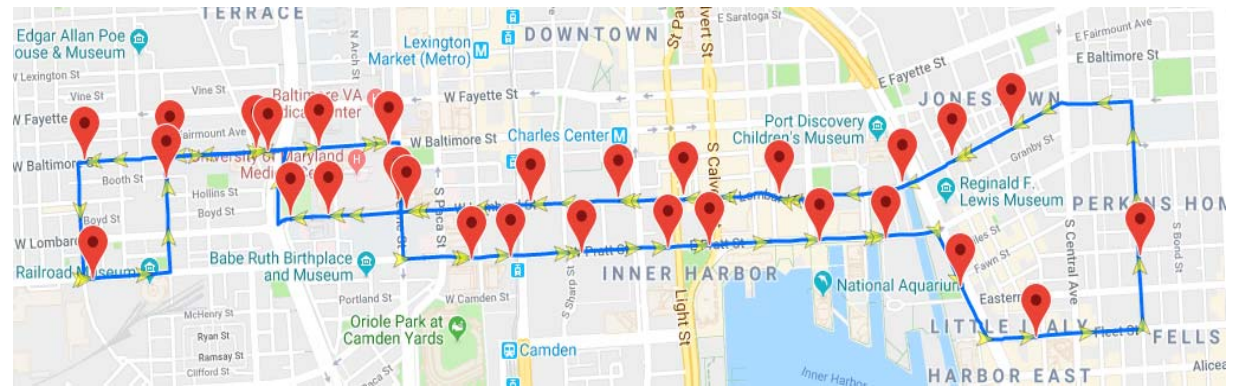
101 Rutland Avenue	109 Market Place	118 Harbor East
102 Johns Hopkins	110 Gay Street	119 Maritime Park - Eastbound
103 Fayette Street	111 High Street	120 Caroline Street
104 Gough Street	112 Fallsway	121 Fleet Street
105 Fell's Point	113 Saratoga Street	122 Lombard Street
106 Maritime Park - Westbound	114 Gay Street	123 Fayette Street
107 Fleet Street	115 Market Place	124 Johns Hopkins
108 President Street - Reginald F. Lewis Museum	116 Lombard Street	125 Madison Street
	117 Little Italy	





## Orange Route

- Route Overview: Hollins Market—Harbor East
- 2012 Passenger Trips - FY 1,401,097
- FY 2018 Passenger Trips- 620,198



ORANGE ROUTE Hollins Market - Harbor East					
201	President Street - Reginald F. Lewis Museum	210	Univ. of MD BioPark Garage	220	Convention Center
202	Commerce Street	211	Hollins Market	221	Pratt Street
203	Light Street	212	ML Clare Street	222	Inner Harbor
204	Hanover Street	213	Baltimore Street	223	National Aquarium
205	Howard Street	214	Fremont Avenue - Univ. of MD BioPark	224	Market Place
206	Museum of Dentistry	215	Pine Street	225	Little Italy
207	Penn Street	216	Univ. of MD Medical Center	226	Harbor East
208	Martin Luther King, Jr. Blvd.	217	Univ. of MD Medical Center	227	Bank Street
209	Fremont Avenue - Univ. of MD BioPark	218	Eutaw Street - Camden Yards	228	Jewish Museum of MD
		219	Howard Street	229	Albemarle Square



## New 3 Year Contract Highlights

- Contract Terms: Three-Year Contract and Two (1) Year Renewals
- Bus Purchase: DOT will purchase 12 new 40' transit style buses in 2 phases of 6. The first set of 6 will arrive in late fall of 2019.
- Bus Rehab: Up to 1M Dollars has been set aside to rehab the existing city owned fleet to include: New Seats, Engine Replacement, Hybrid Battery, Body Repairs, and Paint.
- Re-Branding Campaign: In an effort to celebrate the upcoming 10<sup>th</sup> Anniversary of the Circulator Service DOT will engage the public in a marketing campaign to rebrand the logo and slogan of the Circulator.





## New Vendor – RMA Worldwide

Errands Plus, Inc. dba RMA Worldwide Chauffeured Transportation has been in business for over 30 years and is headquartered in Rockville, Maryland. RMA employees 250 staff members and facilitate hundreds of thousands trips each year on six continents through its Chauffeured Service.

- RMA operates the following shuttle services in the region:
- Bethesda Circulator
- Rock Spring Business Park Express
- Capital One Financial Employee Shuttle
- Friendship Heights Village Shuttle
- George Washington University Shuttle



# Challenge

## Challenges to the CCC

- ❑ Bus Availability
- ❑ Traffic Incidents
- ❑ Aging Fleet
- ❑ Maintenance
- ❑ Operating Environment (Urban Core)
- ❑ Budget Constraints
- ❑ Competition
- ❑ Land Use / Development





## Future of the CCC

- ❑ Fully restore fleet of buses to 24.
- ❑ Provide the amount of service specified at 10-15 Minute Headways.
- ❑ Restore consistency in service and provide outstanding customer service.
- ❑ Coordinate Transit Service Planning with other service providers in the area. MTA, University Shuttles, Shared Mobility.



## Contact Information

CCC Customer Service: 410-545-1956

Website: [charmcitycirculator.com](http://charmcitycirculator.com)

App: Charm City Circulator

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