



MTA Operations Control Center (OCC) Tour

301 N Eutaw Street
Baltimore, Maryland 21201

April 5, 2018
9:00 AM – 11:00 AM

Attendees: Robin Budish (**Transit Choices**), Susan Carlin (**Wexford Science & Technology, LLC**), Art Cohen (**b'more mobile**), Joseph Davis (**MTA OCC**), Anna Ellis (**Get Maryland Moving**), Chris Firehock, (**Center for Mobility Equity**), James Gillece (**MTA**), Kenneth Good (**MTA**), Maurice Good (**Maryland New Directions**), Ann Gordon (**Bus Workgroup 14**), Jeffrey Grigg, (**Johns Hopkins University**), Mike Helta (**MTA**), Tom Hewitt (**MTA**), Jacq Jones (**Bus Workgroup 14**), Jim Leanos, (**Corporate Property Solutions**), Jackie MacMillan (**Bus Work Group 14**), Lamont Marcus (**Maryland New Directions**), Cole McCarren (**Center for Mobility Equity**), Frank Murphy (**Baltimore City DOT**), Joe Nathanson (**Urban Information Associates**), Michelle Pourciau (**Baltimore City DOT**), Kevin Quinn (**MTA**), Jimmy Rouse (**Transit Choices**), Raj Sharma (**Baltimore City DOT**), Leonard Stepney, Jr. (**MTA OCC**), Danielle Sweeney (**City Paper**), Marc Szarkowski (**MTA**), Tim Wilke (**Center for Mobility Equity**), Trevor Wingfield

Robin Budish, on behalf of the Transit Choices BaltimoreLink Committee welcomed everyone and invited participants to introduce themselves. Robin then acknowledged Kevin B. Quinn Jr. (Administrator MDOT MTA), who gave an overview of the OCC and introduced the Director, Joseph Davis.

Overview:

The OCC oversees the bus, metro and light rail service to ensure effective utilization of these services, and initiates appropriate action to correct service problems, when and where necessary.

Meeting Summary:

- Phase 1 of the MTA Operations Control Center (OCC) build out took place in 1983.
- Over 1 million voice and data transmissions are handled yearly in the OCC.
- The OCC manages and directs all Core Services 24 hours a day. All staff are considered management.
- The OCC is also an Emergency Operations Control Center that MTA stands up in emergencies and severe weather events.
- The MTA has installed Transit Signal Priority (TSP) technology on 250 buses. Upgrading the rest of the bus fleet with TSP technology is currently underway and is scheduled to be complete over the summer.
- **Swiftly technology has been installed on all buses.** It is a GPS tracker being utilized as a "bridge" until Bus USA comes online in approximately 2 ½ years. It is a major improvement. Having the data allows the MTA to zero in on particular bus route issues, troubleshoot problems, and coordinate among relevant departments. It will also allow for improved information and updates to riders. It is a new era of communication in the MTA.
- The MTA fare increase every two years, on local bus, Light Rail, and Metro is a state mandate required by the Transportation Infrastructure Investment Act of 2013.

- The enforcement of dedicated bus lanes remains critical to ensure their effectiveness. If you witness a violation and/or obstruction (such as a delivery truck parked in a dedicated lane), please email the MTA and include a photo if possible: buslaneviolations@mta.maryland.gov
- Light Rail is going through a mid-life overhaul. Presently, 53 vehicles are in the process of being overhauled.
- The MTA maintains they have enough bus operators. Most often, service disruptions are the result of an absenteeism problem, which they are currently addressing through a variety of data analysis, management, and policy initiatives.

Closing Remarks:

Jimmy Rouse, on behalf of the Transit Choices BaltimoreLink Committee concluded the meeting discussion by thanking everyone for attending. He also acknowledged and thanked Kevin Quinn and Joseph Davis for the invitation to tour the OCC, and for their generous hospitality.