

MDOT MTA: Project Updates and Looking Forward

Kevin Quinn, Administrator
12/12/18





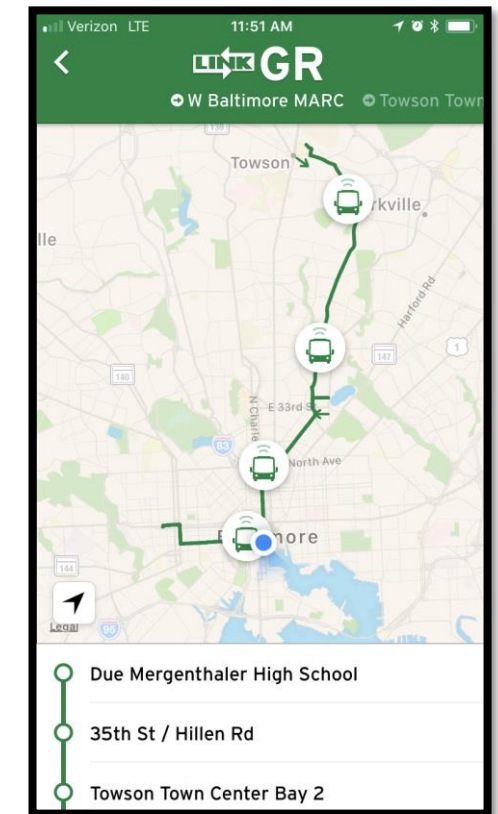
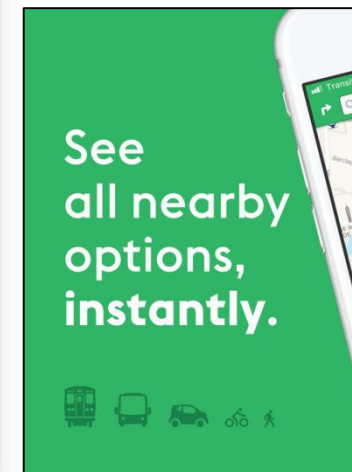
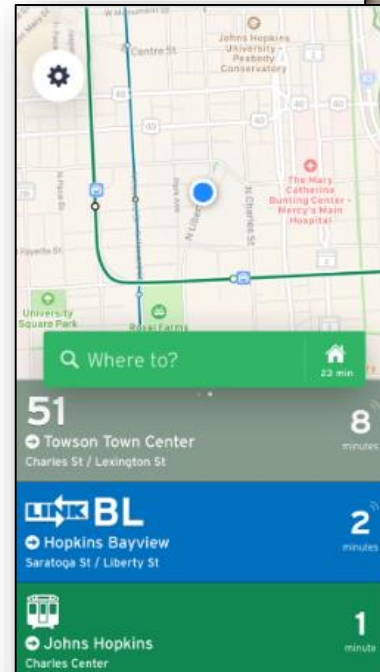
What We've Been Doing



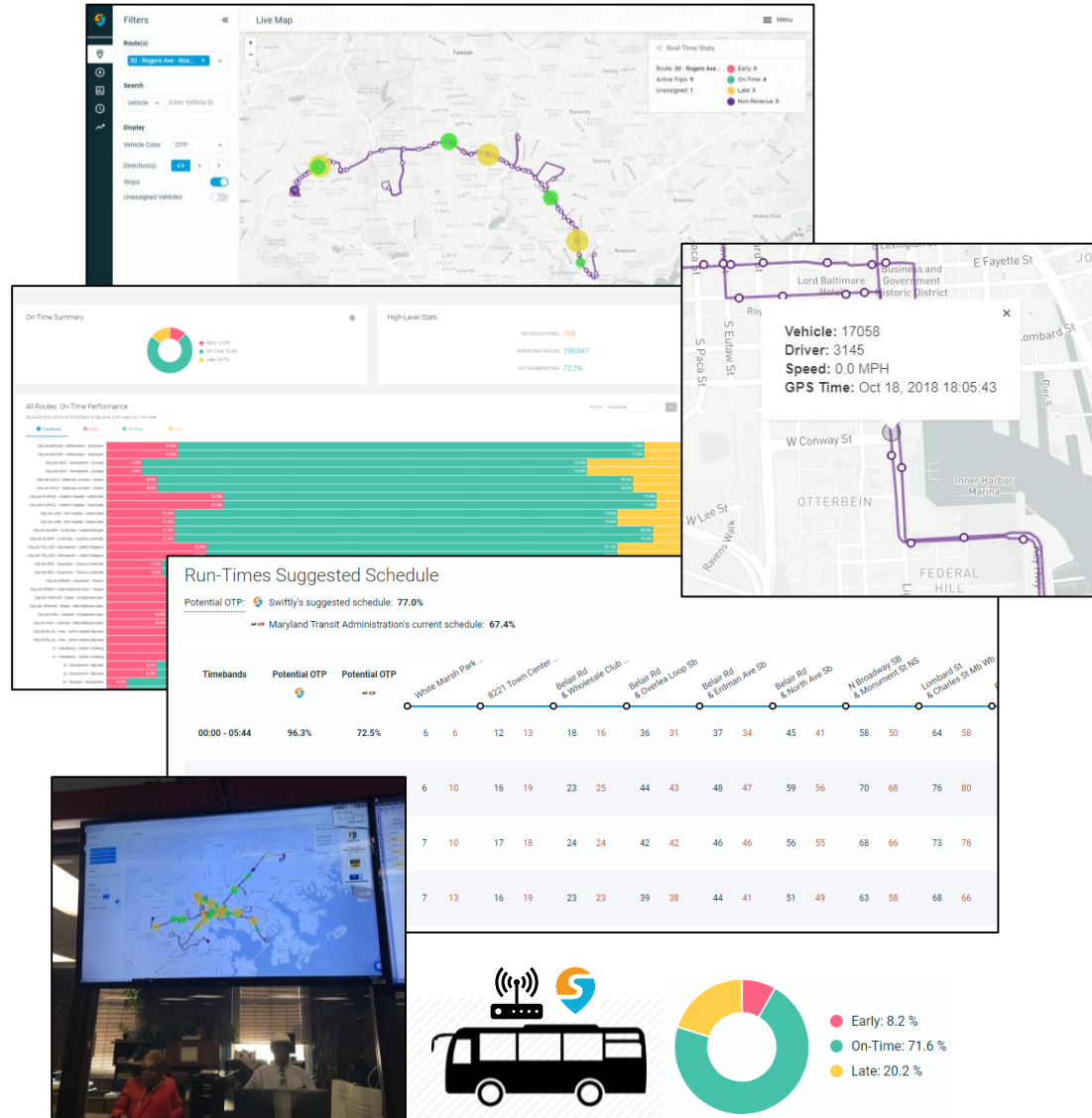
Real-Time Bus Information

External

- Partnership with Transit App
 - Provides real-time transit information, simple trip planning, and step-by-step navigation
- GPS units installed on entire bus fleet
- Significant improvements in trip planning and overall customer experience
- Over 98,000 downloads since launching on 6/18/18



Real-Time Bus Information

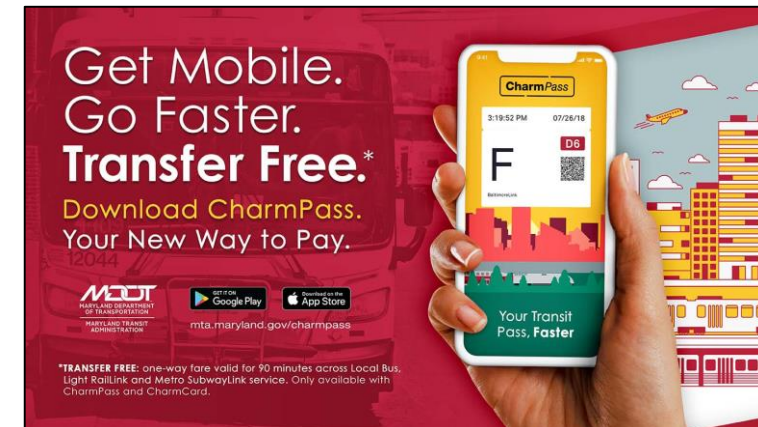
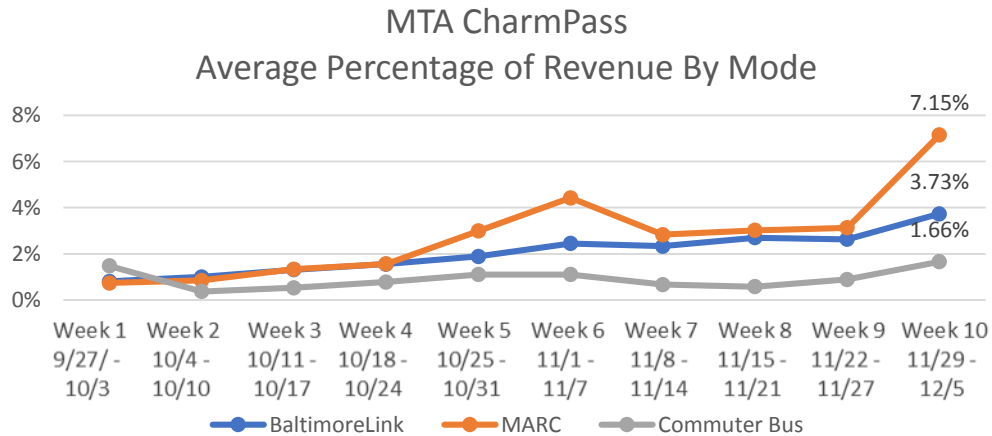
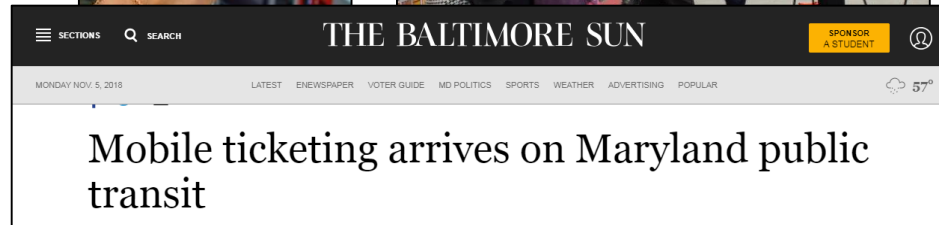


Internal

- New performance management and scheduling tools in Swiftly
- Improved management of vehicles in service
 - Operations Control Center and Field Supervision
 - Vehicle location for maintenance crews
 - Operator oversight
- Data improvements for Police investigations and Transit Information Contact Center
- Using real-time data for February 2019 Service Change (first time in MTA history)
- Changing culture of operations

CharmPass Mobile Ticketing

- Over 28,000 app downloads
- Over \$630k in revenue in 11 weeks
- Used over 82,000 times since launch on 9/27
- 90-minute free transfer window





Updates

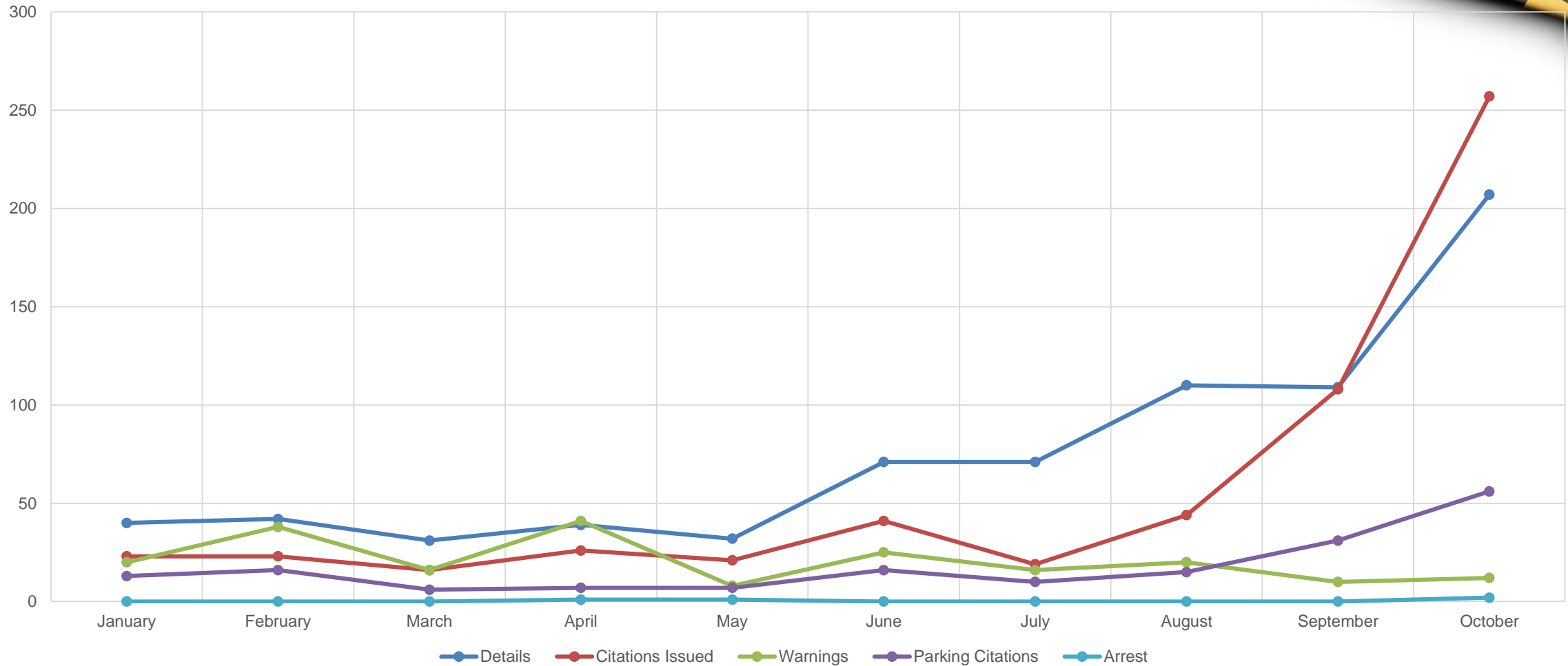
MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

MARYLAND TRANSIT ADMINISTRATION



Dedicated Bus Lane Enforcement

MTA Police Bus Lane Details, Citations, Warnings, and Arrests



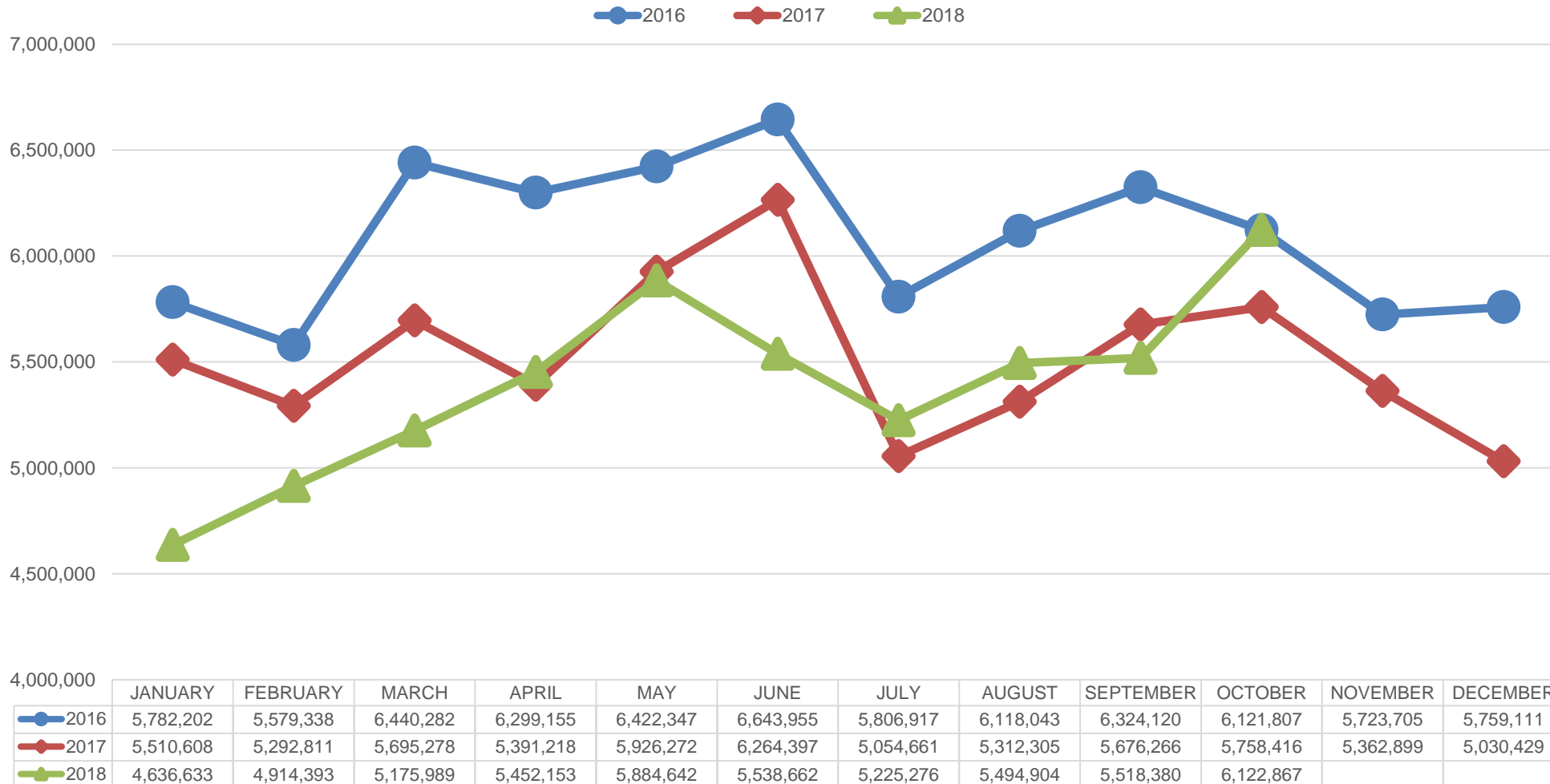
Transit Signal Priority



- TSP equipment installed on entire bus fleet and nearly 50 intersections
- Traffic signal system upgrade included:
 - Replacement of traffic signal controllers
 - Installation of TSP equipment at the intersection to communicate with the bus equipment
 - Software systems for remote monitoring
 - Cellular telecommunications equipment was also installed allowing communications between the intersections and Traffic Management Center (TMC)
- Phase II will include Liberty Heights Ave (CityLink Lime) and Belair Rd (CityLink Brown)

Bus Ridership

TOTAL RIDERSHIP BY MONTH (2016 – 2018)



- October 2018 ridership exceeded October 2016
- July and August 2018 ridership higher than previous year
- Transit ridership falling in 31 out of top 35 major US cities

Using Real-Time Data to Build Better Schedules

Run-Times Suggested Schedule

Potential OTP: Swiftly's suggested schedule: **88.2%**

Maryland Transit Administration's current schedule: **75.6%**

Timebands	Potential OTP	Potential OTP	Towson Town Cent...	Taylor Ave & Loch Raven Blvd ...	Loch Raven Blvd & Belvedere Ave Sb	The Alameda & 33rd St Sb	Kirk Ave & 25th St Sb	Charles St & Pratt St				
00:00 - 05:59	93.2%	91.6%	4	6	5	6	10	8	3	4	18	16
06:00 - 08:44	83.2%	65.1%	6	9	9	9	11	10	4	6	25	28
08:45 - 14:44	88.5%	75.5%	7	10	9	8	9	9	6	6	24	25
14:45 - 18:44	83.8%	76.8%	8	10	9	9	11	9	4	5	25	24
18:45 - 22:59	93.1%	85.1%	5	8	8	7	8	9	5	4	18	18
23:00 - 26:46	93.8%	61.6%	4	8	6	6	8	8	2	4	16	16

Non-Cumulative Current Schedule

On-Time Summary

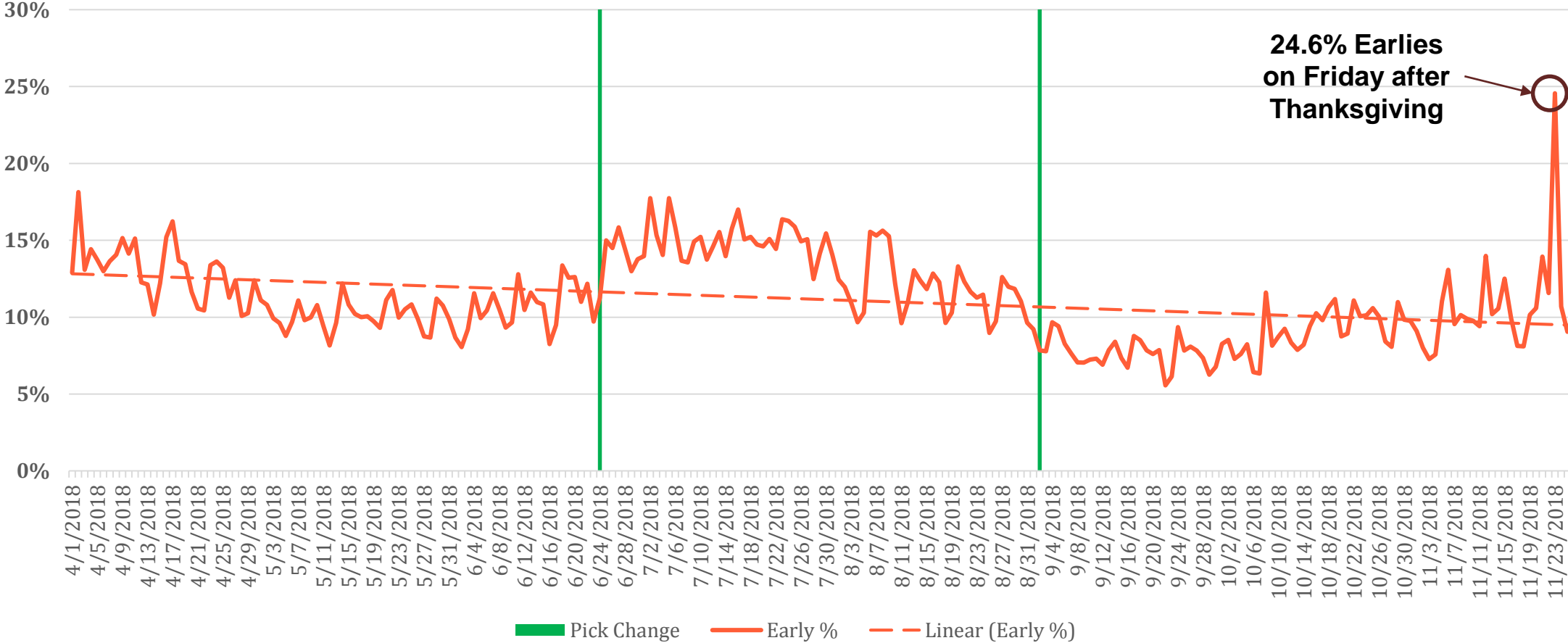
Stops Tracked: 57,350



Route Name	Trip Headsign	Trip Start	Trip Length	Trip End	Minimum Layover	Layover Length	Visual
1800	BR White Marsh Park & Ride	7:13 AM	71	8:24 AM	8	20	
	BR Um Medical Center	8:44 AM	78	10:02 AM	8	16	
	BR Overlea	10:18 AM	45	11:03 AM	5	17	
	BR Um Medical Center	11:20 AM	53	12:14 PM	6	19	
	BR White Marsh Park & Ride	12:33 PM	71	1:45 PM	8	25	
	BR Um Medical Center	2:11 PM	77	3:29 PM	8	11	
	BR Overlea	3:40 PM	47	4:27 PM	5	12	
	BR Um Medical Center	4:40 PM	53	5:34 PM	6	10	
	BR Overlea	5:44 PM	47	6:31 PM	5	9	
	BR Um Medical Center	6:40 PM	53	7:34 PM	0	0	
1801	BR Overlea	4:08 AM	39	4:48 AM	4	7	
	BR Um Medical Center	4:55 AM	41	5:37 AM	5	18	
	BR Overlea	5:55 AM	46	6:41 AM	5	11	
	BR Um Medical Center	6:52 AM	54	7:47 AM	6	9	
	BR White Marsh Park & Ride	7:56 AM	71	9:07 AM	0	0	
	BR Um Medical Center	4:35 AM	41	5:17 AM	5	21	
	BR White Marsh Park & Ride	5:38 AM	56	6:35 AM	6	25	
	BR Um Medical Center	7:00 AM	80	8:20 AM	8	12	
	BR White Marsh Park & Ride	8:33 AM	72	9:45 AM	8	25	

What We Can Control: Early Departures

Overall Earlies by Day (4/1/2018 - 11/23/2018)



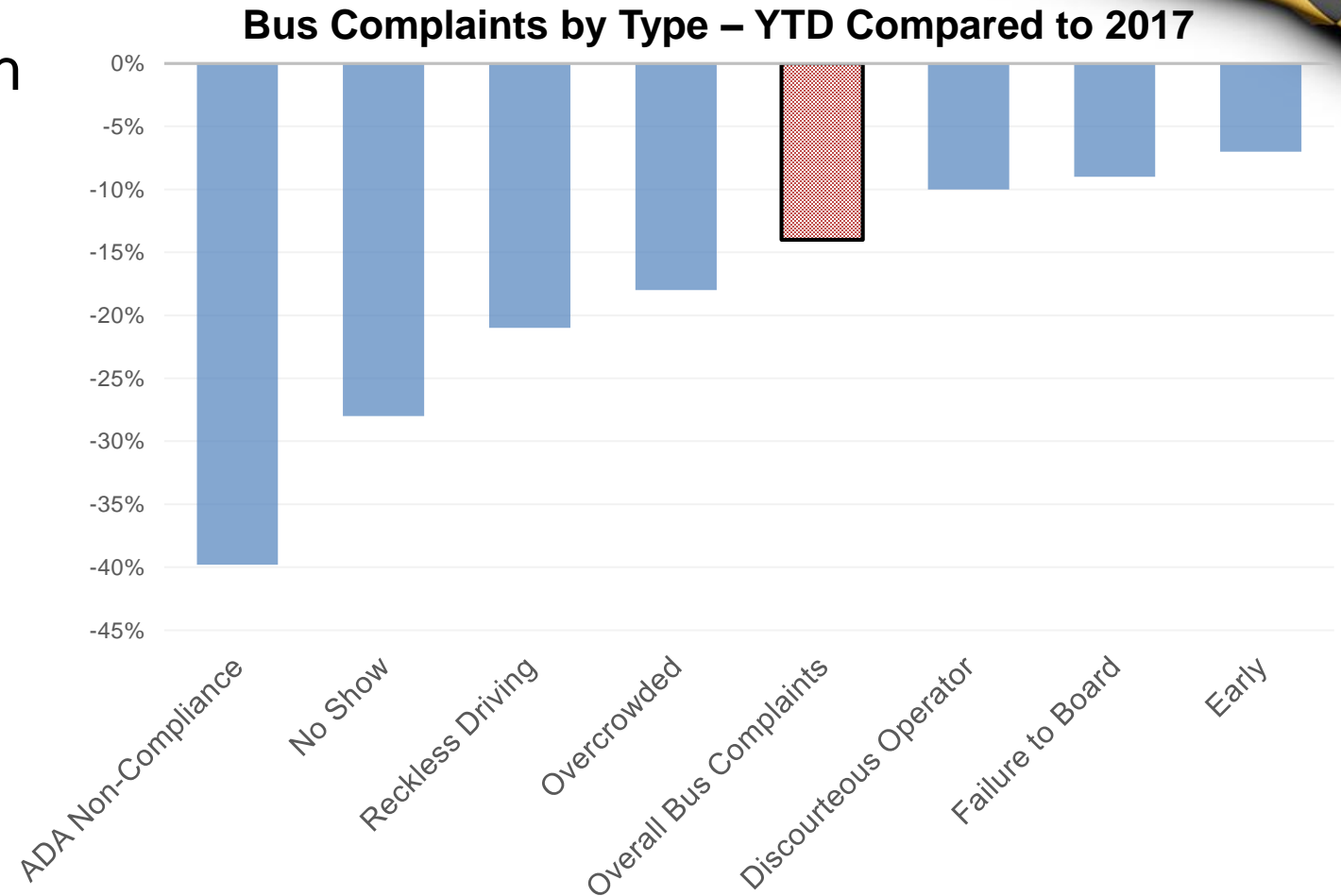
What We Can Control: First Trip Second Stop

Badge Number	Driver Name	Block ID	Vehicle ID	Trip ID	Driver ID	Route Name	Scheduled Date	Scheduled 2nd Stop Time	Actual 2nd Stop Time	Scheduled Pull Out Time	Schedule adherence (mins)	Late
		1927	11003	2253804	1351	CL SILVER	12/3/2018	4:25:15 AM	4:33:45 AM	3:57:00 AM	9	Late
		1994	10016	2253004	1351	CL PURPLE	12/3/2018	2:27:44 PM	2:41:20 PM	2:06:00 PM	14	Late
		1927	10035	2254087	1351	CL SILVER	12/9/2018	5:04:38 AM	5:19:39 AM	4:30:00 AM	15	Late
		1335	12048	2237825	623	70	12/4/2018	3:00:53 PM	3:16:09 PM	2:49:00 PM	15	Late
		1505	18002	2239042	623	78	12/4/2018	6:14:10 AM	6:38:33 AM	5:51:00 AM	24	Late
		1335	12005	2237825	623	70	12/5/2018	3:00:53 PM	3:09:23 PM	2:49:00 PM	9	Late
		1335	14002	2237825	623	70	12/7/2018	3:00:53 PM	3:13:11 PM	2:49:00 PM	12	Late
		1433	17058	2237949	1030	71	12/4/2018	4:50:22 PM	5:16:52 PM	4:40:00 PM	27	Late
		1327	16044	2237834	1030	70	12/6/2018	5:45:17 AM	5:54:35 AM	5:02:00 AM	9	Late
		1327	17057	2237834	1030	70	12/7/2018	5:45:17 AM	5:56:43 AM	5:02:00 AM	11	Late
		1826	12042	2251120	675	CL GREEN	12/5/2018	4:38:03 AM	4:45:53 AM	4:20:00 AM	8	Late
		1826	14005	2251120	675	CL GREEN	12/6/2018	4:38:03 AM	4:48:49 AM	4:20:00 AM	11	Late
		1826	12040	2251120	675	CL GREEN	12/7/2018	4:38:03 AM	4:48:42 AM	4:20:00 AM	11	Late
		1903	13007	2254265	759	CL YELLOW	12/3/2018	5:04:17 AM	5:17:31 AM	4:45:00 AM	13	Late
		1601	10013	2241589	759	94	12/6/2018	3:57:24 AM	4:06:03 AM	3:41:00 AM	9	Late
		1601	10020	2241589	759	94	12/7/2018	3:57:24 AM	4:07:05 AM	3:41:00 AM	10	Late
		1756	11083	2249792	1951	CL BLUE	12/3/2018	6:22:06 AM	6:32:30 AM	5:59:00 AM	10	Late
		1756	12047	2249792	1951	CL BLUE	12/4/2018	6:22:06 AM	6:38:29 AM	5:59:00 AM	16	Late
		1945	10020	2255021	1951	CL SILVER	12/5/2018	7:23:48 AM	7:37:09 AM	7:07:00 AM	13	Late
		1234	8005	2253478	2274	CL RED	12/4/2018	2:57:00 PM	3:30:09 PM	2:49:00 PM	33	Late
		1907	8001	2254279	2274	CL YELLOW	12/4/2018	7:26:47 AM	7:35:46 AM	7:15:00 AM	9	Late
		1234	12085	2253478	2274	CL RED	12/5/2018	2:57:00 PM	3:05:05 PM	2:49:00 PM	8	Late
		1234	12083	2253478	2274	CL RED	12/7/2018	2:57:00 PM	3:06:37 PM	2:49:00 PM	10	Late

- Schedule adherence for the 2nd stop of the 1st trip of each block
- Blocks with 3 or more days not on time

Analyzing Bus Complaints

- YTD total bus complaints down 14% compared to 2017 (through November)
 - No Show complaints down 28%
 - Early complaints down 7%
 - Discourteous operator down 10%
 - Overcrowded down 18%
 - Reckless driving down 21%
 - Failure to board down 9%
 - ADA non-compliance down 40%



Winter 2019 Service Change

- Focused on reliability improvements
 - Schedule adjustments, layover requirements, and other operational changes
- Using real-time data for first time
 - Methodology uses most samples within window and selects the median
 - Runtime changes by service day: 43 weekday, 26 Saturday, and 24 Sunday
 - Runtime changes by service type: 11 CityLink, 32 LocalLink, and 9 Express BusLink
- Trip Changes
 - 10 routes with additional trips
 - BR, NV, OR, PK, PR, RD, 54, 80, 85, and 87
 - 8 school trips added
 - PR, 21, 22, 29, 31, 91, 94, 95



Winter 2019 Service Change

Deadhead and Other Operational Changes

- Eleven (11) changes of deadhead route instructions and/or timing
- Based on operator feedback, there will be multiple operator relief changes that will be effective for the Winter 2019 Pick:
 - Eliminate all reliefs at Penn North for the LocalLink 85 (Northwest)
 - Reduce/eliminate all reliefs after 6pm at Kirk & 25th (Kirk)
 - Relocate relief at O'Donnell & Macon to Eastern & Highland and Fayette Plaza (Eastern)
 - Reduce/eliminate all reliefs after 6pm at Greenmount & 25th (Kirk)
 - Relief location at Northern Parkway & York Road will be discontinued and all LocalLink 33 service will operate PO/PI



Service Request Forms

- Total number of changes: 121
- Changes initiated by operators: 39 (32% of changes)

MOT		SCHEDULE CONCERNS OR COMMENTS	
MONTGOMERY DEPARTMENT OF TRANSPORTATION		PUBLIC TRANSPORTATION	
DATE	10-24-18	DIVISION	6056
NAME	R. Strattors	POSITION	bus driver
LINE #	616	BLOCK #	1166
DAY	WEEKDAY	SATURDAY	SUNDAY
REQUEST FOR	HEADWAY	TIME	NOTES
	ROUTINE		
	ADJUSTMENT		
	CHANGE IN ROUTE		
	OTHER		
NATURE OF REQUEST		TIME OF DAY	
ADDITIONAL SERVICE NEEDED		AM-PM	
INSUFFICIENT TIME FOR PICK-UP/DROP-OFF		DIRECTION	
INSUFFICIENT RUN TIME		STREET/ROAD	
TOO MUCH RUN TIME		INTERSTATE	
ADJUSTMENT OF TRIP TIME		CONTACT #	
CHANGE IN ROUTE			
OTHER			
COMMENTS			
The run starts at 9:30am, not enough time to get to my bus at 9:30 the yellow lets me off at Pratt on Howard and I have to walk to Greenleaf. My wife and I need time from Howard to walk to my house. I don't have time to make it there also the trip I do leaving LMS at 9:34. I normally pick up at 9:34 to 9:35am. There are NO school bus up there picking up the school kids. Bring back the 40's lines 48, 49, 47, 46 etc			
RESPONSE			
ASSIGNED TO: _____ RESPONSE DATE: _____			

The Year Ahead

- More real-time!
- Downtown bus shelters
- North Avenue Rising
- Microtransit Pilot
 - LocalLink 75
 - Technical assistance from the Shared Use Mobility Center
- New service alerts system
- Sustainability Plan
- Regional Transit Plan

