

MTA Updates

Transit Choices

October 2023 Meeting

Holly Arnold, Administrator & CEO
October 26, 2023

MDOT
MARYLAND DEPARTMENT
OF TRANSPORTATION

MARYLAND TRANSIT
ADMINISTRATION

The Vision for MTA

- Frequent
- Reliable
- Easy

Leave No One Behind



Focusing on Bus Reliability

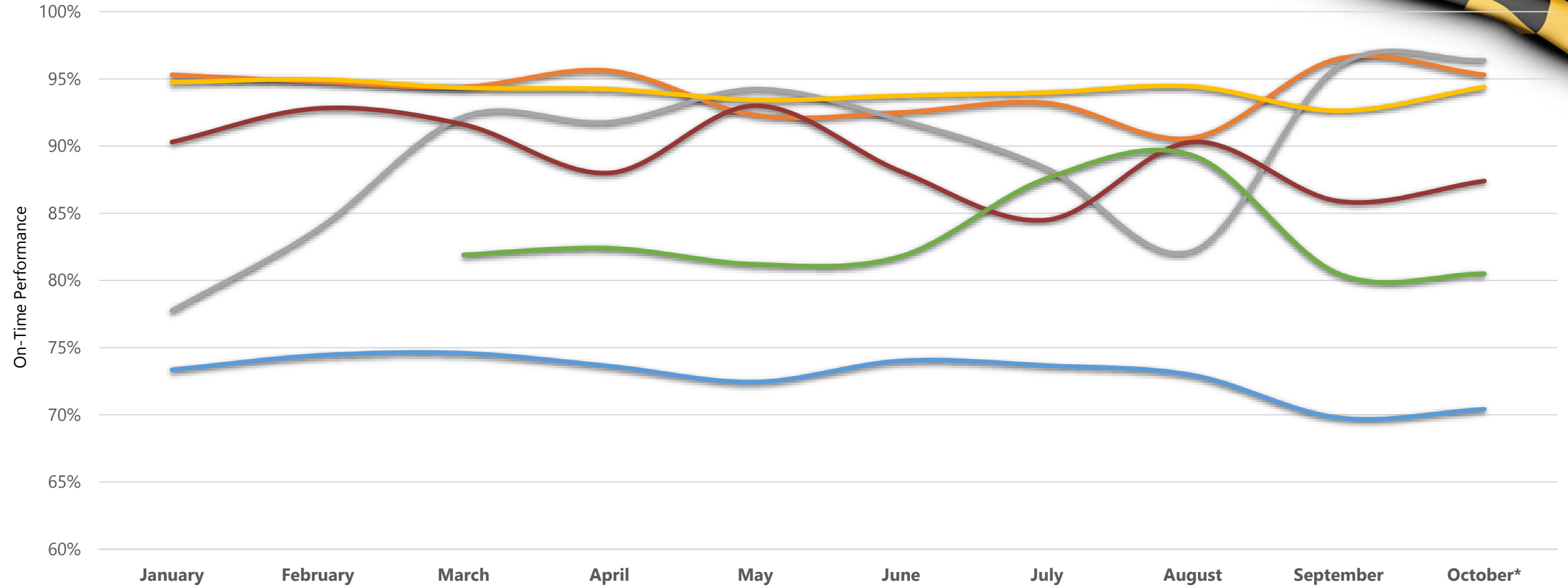


- Bi-weekly bus operations data review
 - Includes Bus Transportation (operators), Bus Maintenance, Operations Control Center, Field Supervision, Performance Management, Human Resources, Training, and others
- Daily reports to senior leadership
- Significant improvements in data analysis and business intelligence capabilities
- Addressing workforce challenges

2023 On-Time Performance by Mode

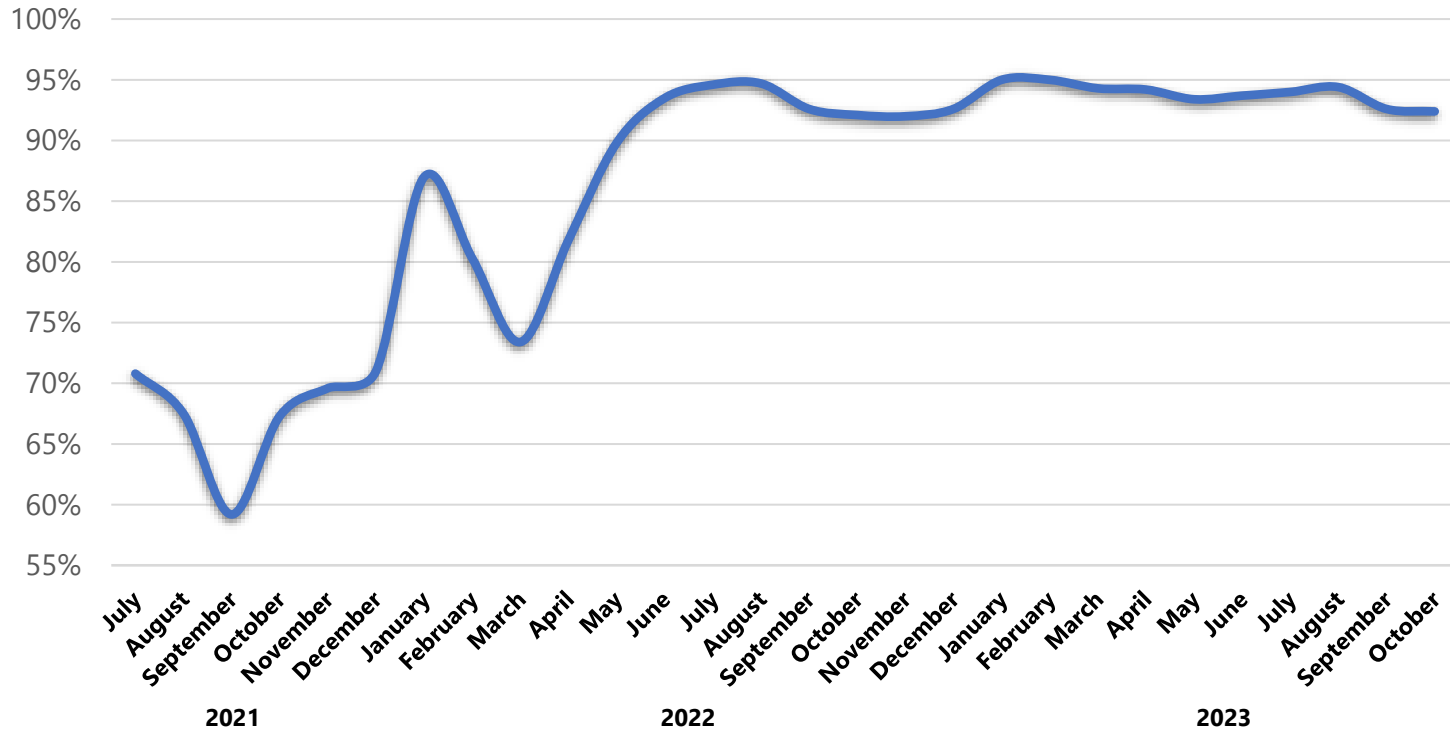


Core Bus Light Rail Metro Mobility MARC Commuter Bus



*All October data is through October 12

Mobility Improvements

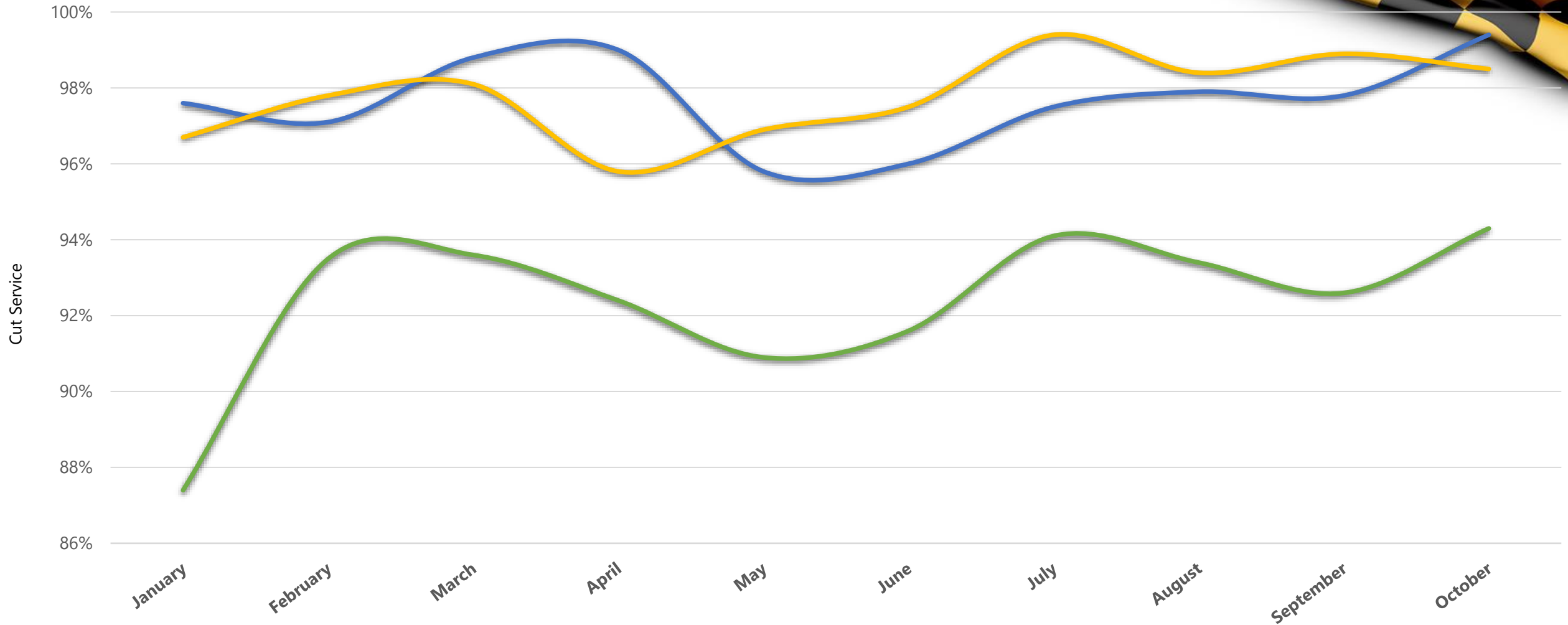


	On-Time Performance	Calls Answered in 3 Minutes
September 2021	59.2%	91.3%
September 2022	92.6%	96.2%
September 2023	92.7%	96.1%

- Recent improvements in performance
- New contracts with a new pricing model that incentivizes proper staffing levels
 - Increased wage requirements for operators and other frontline staff
- Use of supplemental TNC, UZURV, to handle peaks in demand
- Customer-facing mobile app for trip booking and arrival information
 - Positive feedback from riders
- Increased QA and contract oversight efforts

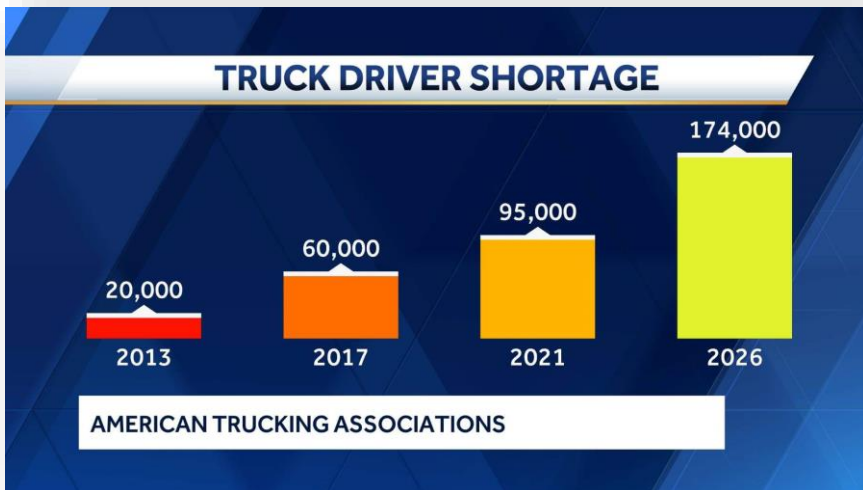
2023 Service Delivery – Core Bus, Light Rail, Metro

— Core Bus — Light Rail* — Metro



*Refers to all unplanned cuts

National Labor Context



Transportation | Special report: RTD can't seem to overcome its labor shortages — a problem that's affecting bus and train riders

Recent service problems show impact of high vacancies as agency works to recover



The Urbanist Transportation Housing Land Use Politics Donate

Metro Gears Up To Tackle Its Worker Shortage

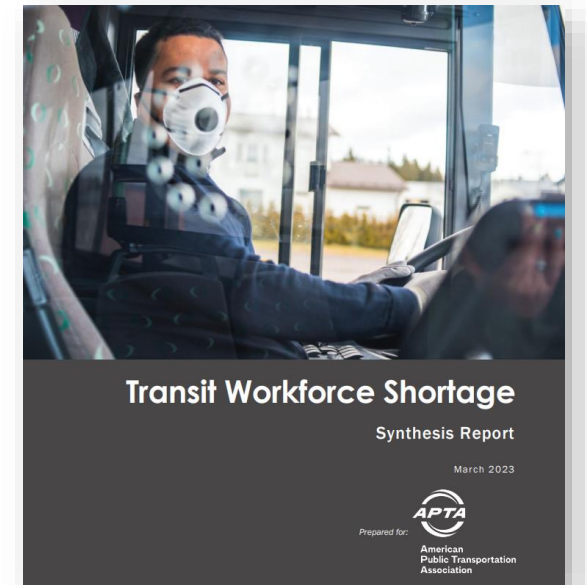
By Doug Trumm - June 7, 2023

Public Transit Workforce Challenges

- Widespread across industry
 - 96% of agencies nationwide experiencing a workforce shortage
- Competition for workers
 - Transit has an applicant rejection rate (35%) more twice the rate for jobs across all industries
 - More departures to other industries than retirements
- Work schedules and compensation are leading reasons for why transit workers quit
- Complex regulatory issues
 - Drug and alcohol testing
 - CDL requirements
 - Age requirements
 - Criminal background checks
 - Extended hiring processes
- Aging workforce
 - 43% of transit workers are over 55



**American
Public Transportation
Association**



MTA Hiring Efforts

- Increased recruitment
 - Outreach through job fairs, advertising and social media
 - Improvements to hiring website
- On-site hiring events
 - MTA staff available to discuss job opportunities, explain the hiring process and answer questions
 - Around 200 people attended first event in May - 86 contingent offer letters given
 - Next event is 10/28 at MTA's Northwest Bus Division
- Accelerated training and onboarding schedule
- Union agreements
 - Wage increases
 - Nearly 10% increase in the starting wage for all newly hired bus and rail operators
 - Cost-of-living adjustments
 - Decreased compression timeline
 - Top rate after 3 years with agency
 - Further increased starting wage
 - Competitive pay with regular raises and overtime potential

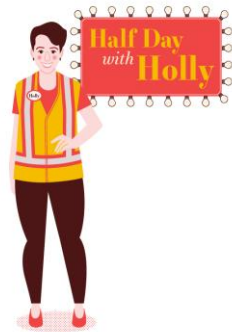


Building Agency Culture



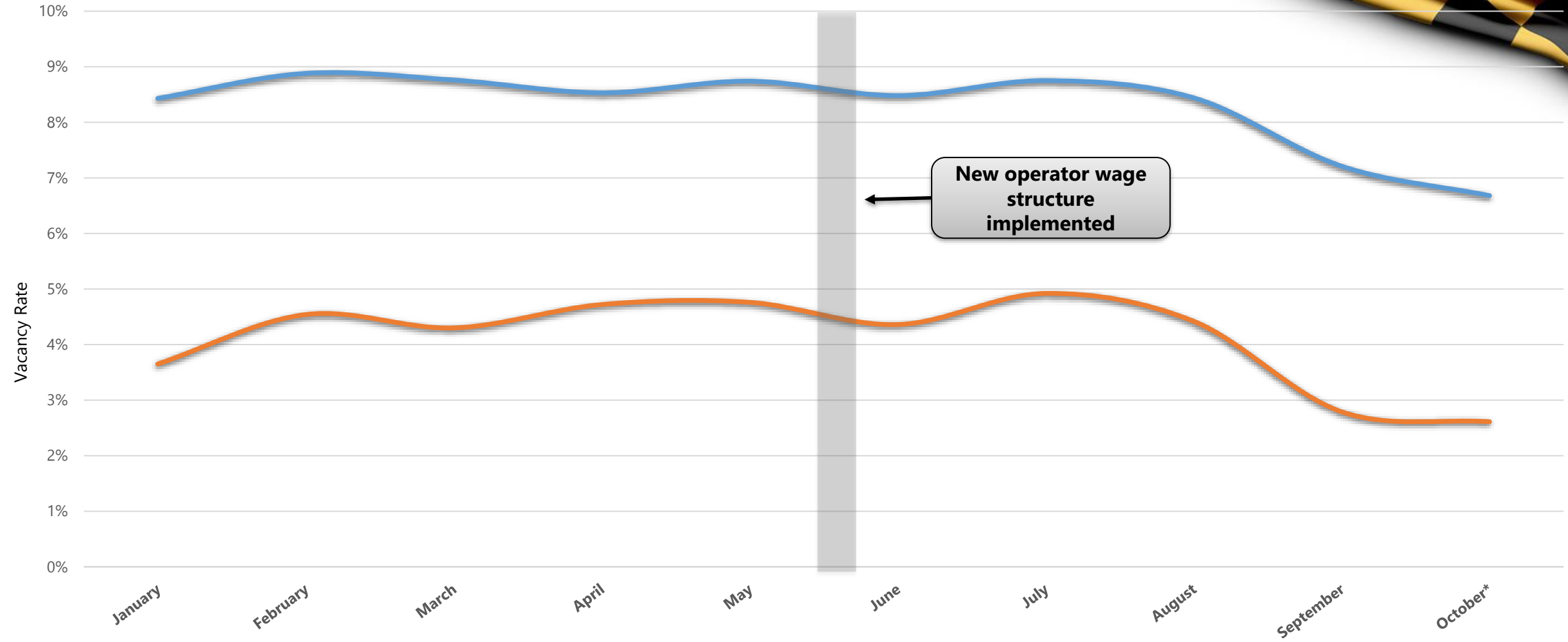
- Employee engagement
 - Inreach program
 - Half Day With Holly
 - Employee wellness program
 - Themes include mental well-being, nutrition, and fitness

• Core Values



2023 MTA Vacancy Rate

— Overall — Bus Operators



*Data through October 12



Project Updates

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

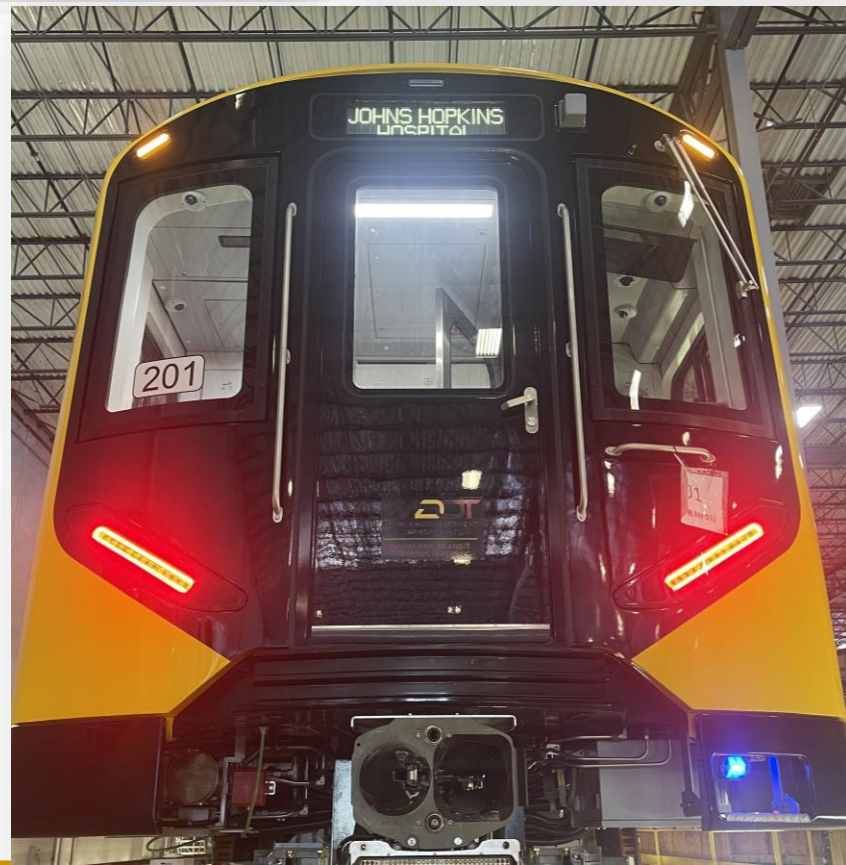
MARYLAND TRANSIT ADMINISTRATION





New Metro Railcars

- Replacement of full fleet with 78 new vehicles and new signaling system
- First two test vehicles arrived on site in September

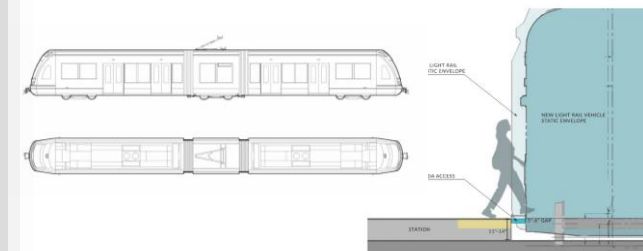


Light Rail Vehicles

- Ongoing overhaul
 - Nearing completion (46 out of 52 delivered)
- Reliability problems continue, despite recent overhaul
 - Performing below FTA and APTA established averages
 - Original fleet is past 30-year useful life
- Developing Fleet Transition Program Management Plan
 - Vehicle specs and RFP development
 - Advertisement of vehicle & system RFP scheduled for next year
- Anticipated benefits:
 - Low-floor vehicles with level boarding and improved ADA accessibility
 - Improved reliability and rider experience
 - Rebuilt stations with modern amenities and high-block removal
 - Potential to increase frequency and service hours
 - Interoperable fleet with Red Line, if light rail is selected
 - State of good repair and life cycle cost savings



Low-Floor LRV Example



Purple Line



- Project continues to advance
 - Nearly 60% complete
 - More than 1,100 workers at 60 active construction sites
- Fall round of Community Advisory Team meetings underway
 - Forum for residents and other community stakeholders to engage in open dialogue with project team
- Revenue service in Spring 2027

Launch of QuickLink 40

- New limited-stop east-west bus service
 - Key stops include Bayview Medical Center, Johns Hopkins Hospital, Lexington Market and West Baltimore MARC
 - Connections to the Metro at Charles Center and Light Rail at Baltimore Arena
- 6am to 6pm on weekdays
- Reduction of 25 minutes of travel time for CityLink Blue and Orange riders

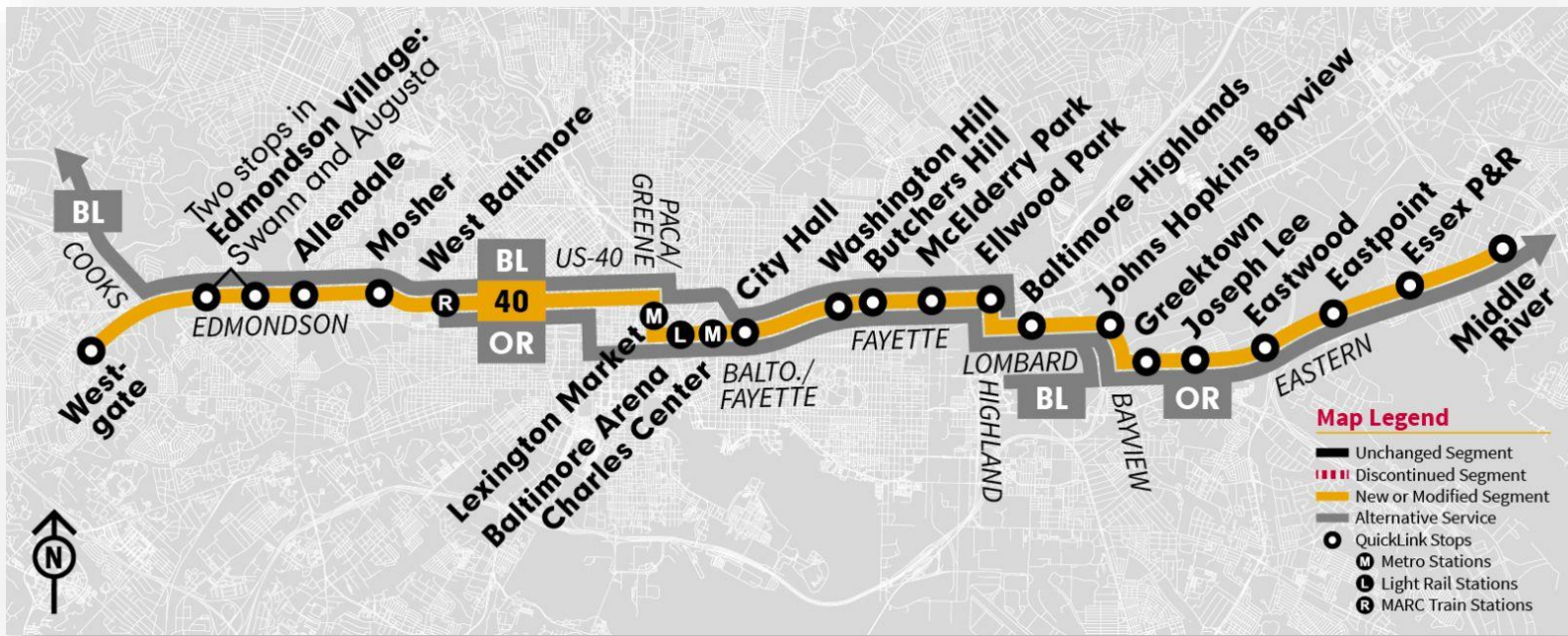
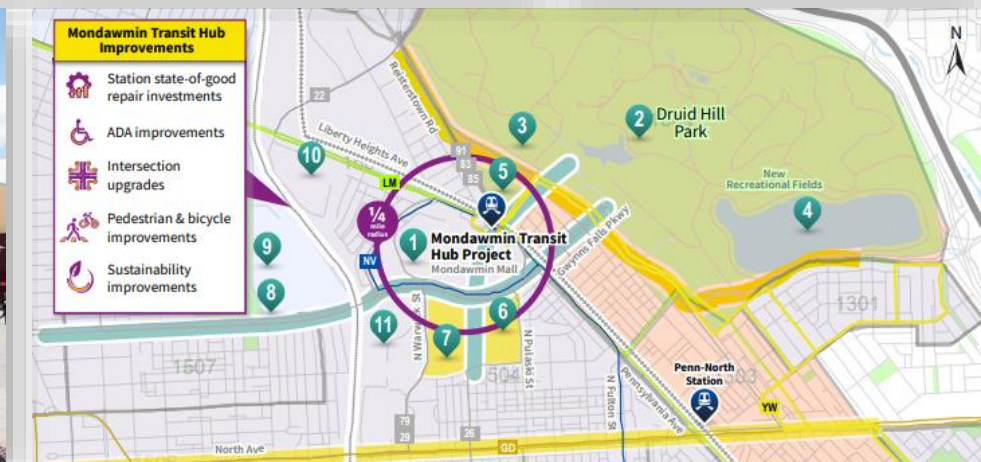
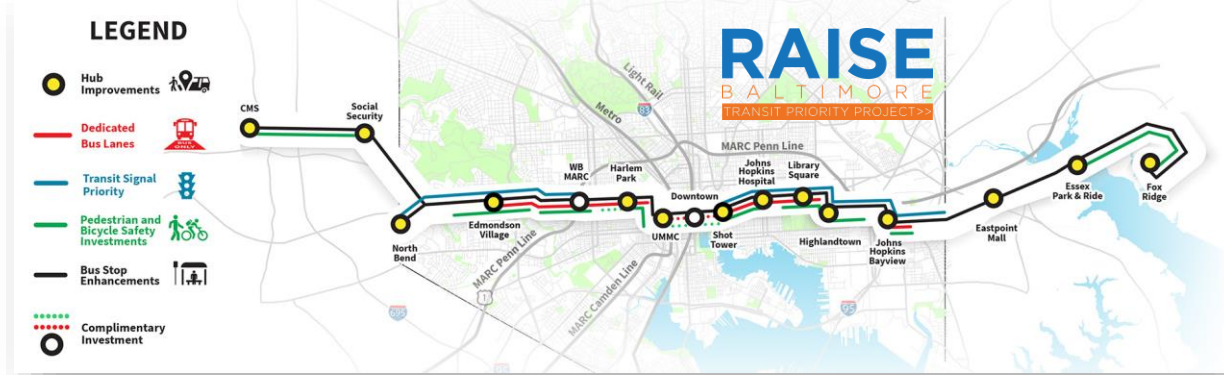


Photo Credit: Daniel Zawondy, Baltimore Banner

RAISE Awards

- East-West Priority Corridor (2021)
 - \$22 million award (\$50 million project)
 - Infrastructure improvement along CityLink Blue and CityLink Orange lines
- Building Baltimore Penn Station Connections (2022)
 - \$6 million award (\$12 million project)
 - Multi-modal enhancements including transit, bicycle, and pedestrian infrastructure
 - Supports significant investments planned with station redevelopment
- Mondawmin Transit Hub (2023)
 - \$20 million award
 - Station upgrades
 - Pedestrian safety, ADA, and bike improvements
 - Most-used transfer point of system



Fast Forward

- \$43 million program of accelerated projects that creates a transit system that is more reliable, accessible, and easier to use
- Projects include:
 - 45 new bus shelters across the Baltimore region
 - 200+ bus stops in transit-dependent communities to be ADA accessible
 - Wayfinding signs at all Light Rail Stations and Charles Center Metro
 - “E-paper” solar powered Real-Time Information Signs at 27 bus stops
 - Bike racks at every MTA rail station
 - 14 MARC Bike cars
 - Will equip each peak-period Penn Line train
 - Dedicated Bus Lanes
 - 3 pilot bus lanes (York Road, Harford Avenue, Charles/Light Streets)
 - 2 new bus lane corridors are currently in design on Pratt Street and Lombard Street from President Street to Broadway
 - Coordinating with Baltimore City DOT automated enforcement program likely to begin in 2025

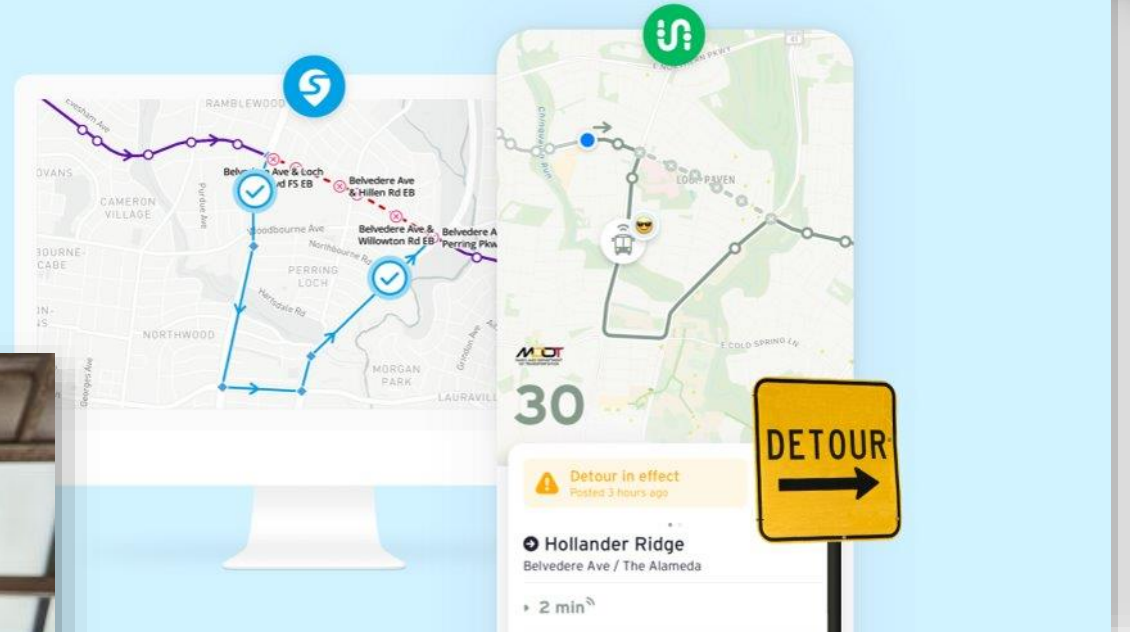
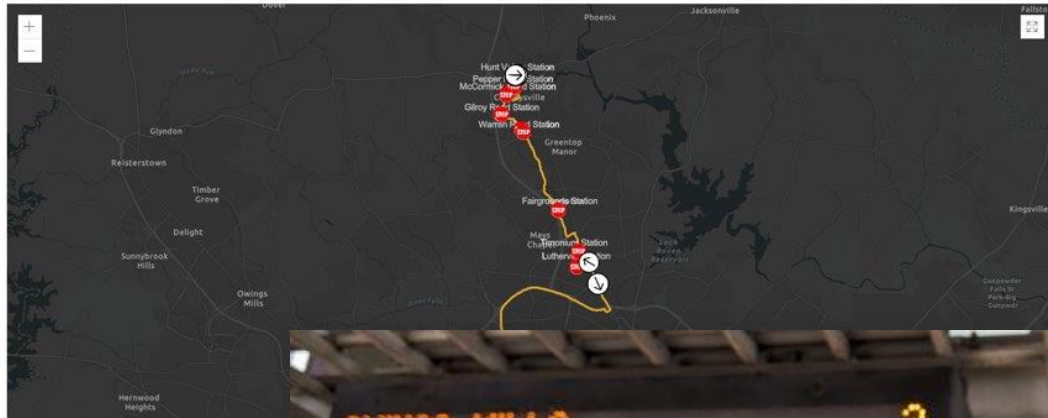


Real-Time Improvements

Light Rail Bus Bridge

Due to a downed tree north of Cold Spring station, Light Rail service from Hunt Valley to North Avenue is currently suspended. Shuttle buses are in place from Hunt Valley to North Avenue with buses stopping at every station in between. Below is a map showing real-time locations of shuttle buses operating on the bus bridge. Arrows indicate the direction of bus travel. Shuttle bus stops are indicated by the Stop Sign symbol on the map.

Tell us about your experience with this bus bridge.



MARC Growth & Transformation Plan

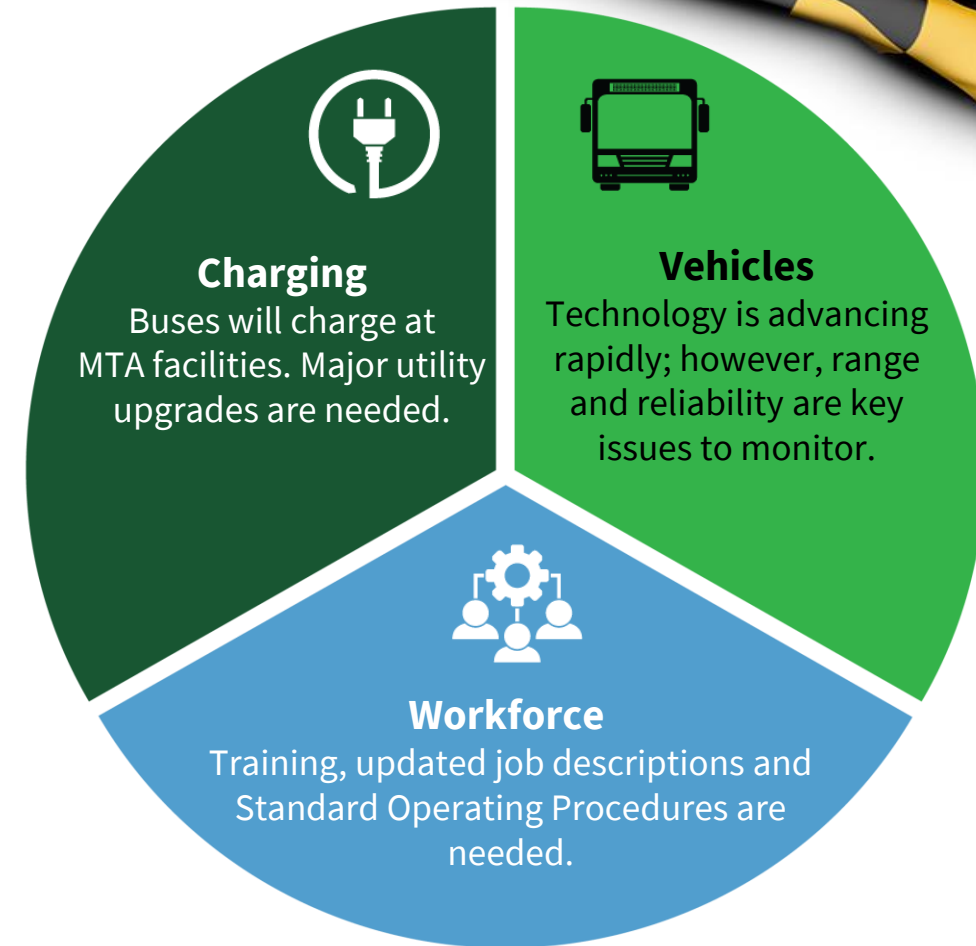
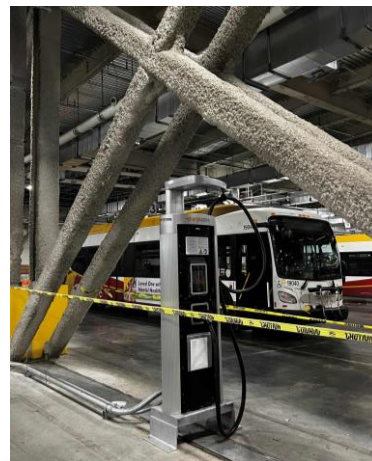


Link to survey: →

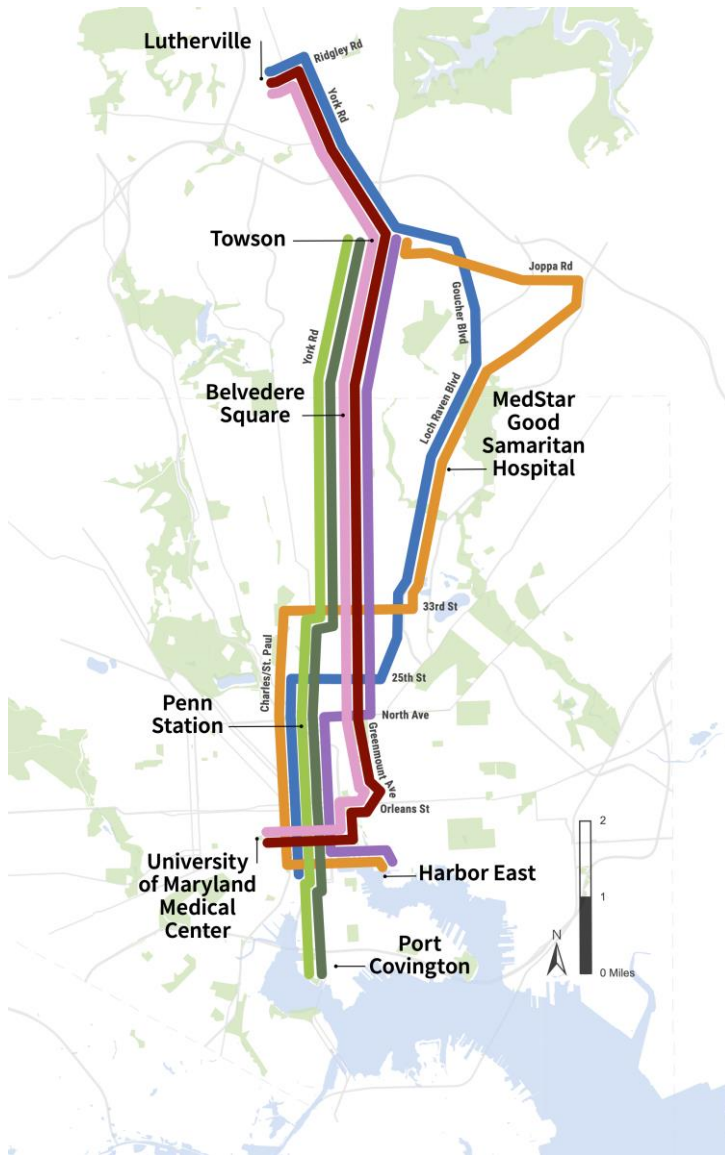
- Update to MARC long range plan underway
 - Will update and expand upon the MARC Cornerstone Plan, published in 2019
 - Vision and goals, equity assessment, service objectives, modeling, and 5-year capital investment program
 - Roadmap for working with host railroads on service opportunities
 - Outline of major investments needed to reach desired MARC service levels
 - A vision that reflects current travel patterns, critical needs, and available federal funding opportunities
- Survey available now at <https://www.surveymonkey.com/r/MARCGrowthPlan>
- Engagement with the public, elected officials, host railroads, and other stakeholders
- Will establish six investment programs as outline in the 2022 Maryland Regional Rail Transformation Act
 - Brunswick Line
 - Camden Line
 - Penn Line
 - New regional service between Perryville, MD, and Newark, DE
 - New regional run-through service to Alexandria, Virginia
 - Extending the Brunswick Line to better serve Western MD

Bus Electrification

- MD GGRA (Greenhouse Gas Reduction Act) set 50% fleet transition target by 2030
- ZEB Act prohibits new ICEB procurements after FY 2023
 - Only ZEBs can be delivered after current order is completed in 2024
- Reconstruction of Eastern Division to purpose-built BEB division underway
 - Currently in design, ground-breaking in 2025 and opening in 2028
- Vehicles currently road testing, revenue service pilot later this year



N-S Corridor Study



Alternative 1

Light Rail Transit from Lutherville to University of Maryland Medical Center (UMMC) via York Road/Greenmount Avenue.

Alternative 2

Bus Rapid Transit from Lutherville to University of Maryland Medical Center (UMMC) via York Road/Greenmount Avenue.

Alternative 3

Bus Rapid Transit from Towson to Harbor East, via York Road/Greenmount Avenue.

Alternative 4

Heavy Rail Transit (Subway) from Towson to Port Covington, via York Road/Greenmount Avenue.

Alternative 5

Bus Rapid Transit from Towson to Port Covington, via York Road/Greenmount Avenue.

Alternative 6

Light Rail Transit from Lutherville to Otterbein, via Goucher Boulevard, Loch Raven Boulevard.

Alternative 7

Bus Rapid Transit from Towson to Harbor East, via Joppa Road, Loch Raven Boulevard.

- Part of RTP implementation
- Using public feedback to compare options and develop alternatives for further study
- Final feasibility report scheduled to be released in December

Transit and Regional Development

- TOD
 - MDOT study
 - Red Line opportunities
 - Land use policy
- Reimagining Downtown Baltimore
 - Complete Streets and walkability
 - Revitalization of Harborplace
- Penn Station redevelopment
- For every \$1 invested, \$4 in return
- Growing stakeholder alignment
 - Ongoing and changing public conversation

