

# J00H01 - MARYLAND TRANSIT ADMINISTRATION

## MDOT RESPONSE TO DLS ANALYSIS

### *DLS Budget Analysis Updates*

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#### 1. Boardings Decrease in Fiscal 2014

*MTA should brief the committees on the actions it is taking to increase transit ridership and the likely impact the pending fare increase will have. (Page 8)*

#### **MDOT Response:**

The MTA is focused on customer service, safety, reliability and adjusting the service based on evolving needs of the community. The MTA has completed several initiatives to increase transit ridership such as, the introduction of MARC weekend service in December 2013, the expansion of Commuter Bus in the Fall of 2014 and service route changes introduced on Local Bus in the Fall of 2014. These changes are a balance of shortening and discontinuing existing routes; as well as new routes that will align our bus system with residential and job growth centers and calibrate our schedules to improve On-Time-Performance. Realigning our system with job and residential density will help attract ridership and the improved schedules will enhance performance leading to even more ridership increase. We also are implementing Next-Vehicle-Arrival systems for Local Bus, Light Rail, and Metro which will improve the quality of our customers' experience.

The pending fare increase is expected to impact each transit mode differently. The Industry standards (National Transit Database) suggest a 3.2% decline in ridership the first year after a change in fares for every 10% fare increase. Therefore, the MTA's 6% fare increase on the base fare would project a 1.9% ridership drop on Core services. However, MTA does not expect this 10 cent increase in the base fare to impact ridership to that degree. MTA does not expect a fare increase will impact MARC and Commuter Bus ridership based on experience of the last fare increase in 2003 noting ridership growth was constant. Modes that are more price sensitive such as Mobility may see a greater drop in ridership.

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## MDOT RESPONSE TO DLS ANALYSIS

### *DLS Budget Analysis Updates (continued)*

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#### 2. On-Time Performance

*MTA should also comment on the steps that it is taking to ensure that on-time performance will meet the minimum standards for each service. (Page 8)*

#### **MDOT Response:**

MTA is taking positive measures to ensure on-time performance is met by improving bus lines, adding field supervisors to monitor the service in real time, developing new technology to aid in real time management and long term planning, and responding to weather damaged incidents quickly. MTA expects on-time performance to continue to improve as routine trackwork and vehicle maintenance is completed.

MTA's service last year was impacted by extreme weather events and capital improvements such as:

- All Modes
  - June 7, 2013 – Tropical Storm Andrea
  - July 3, 2013 – Heavy rain and flooding
  - February 11-17, 2014 – Snow storm
  - March 17, 2014 – Snow storm
- Metro
  - January 2014 – 5 weather related incidents causing mechanical failures
  - August 2013 to November 2013 – Major track work project
- MARC
  - July 2013 – Heavy rain and flooding causing signal and power failure
  - October 1-15, 2013 – Federal Sequestration
  - January 2014 – Track improvement on Hollins Ferry Road crossing
  - April 2014 – Retaining wall landside in Charles Village on April 30, 2014
- Light Rail
  - February 2014 – BWI Stop closed until May 19, 2014 due to Catenary repair work
  - June 2014 – Washouts along Cold Spring tracks

These events caused Bus, Metro and MARC to decrease their on-time performance by 1% From FY 2013 to FY 2014. Light Rail experienced more major incidents due to the weather causing their on-time performance to decrease 2% from FY 2013 to FY 2014.

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## MDOT RESPONSE TO DLS ANALYSIS

### *DLS Budget Analysis Updates (continued)*

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#### **3. Potential Underfunding**

*MTA should brief the committees on the status of the negotiations, when a new contract is likely to be finalized, and the potential magnitude of additional funding that will be required in fiscal 2015 and 2016. (Page 14)*

#### **MDOT Response:**

AFSCME Local 1859, representing sworn and civilian police personnel ratified the current contract on August 14, 2014, for the period January 1, 2012 thru December 31, 2015. OPEI Local 2 representing office and paraprofessional employees ratified the current contract on April 8, 2014 for the period October 1, 2011 through June 30, 2015. Representing the largest segment of the MTA workforce, Local 1300's agreement expired on June 30, 2014. All parties have agreed to an extension pending a new collective bargaining agreement. The negotiating teams have met on several occasions and are currently entertaining a comprehensive financial packet that includes wage increases and employee pension contributions.

*MTA should comment on the disconnect between its ridership projections and mobility contract funding and indicate what actions it is taking to contain costs for mobility services and the impacts, if any, such actions may have on the quality and reliability of mobility services. (Page 15)*

#### **MDOT Response:**

Over 85% of Mobility costs are from the service delivery contracts for Mobility ADA services and Call-A-Ride. Mobility ADA Ridership has increased 8.6% in FY15 (FYTD) while Call-A-Ride trips have increase by 25.5% in the same Year over Year period. Call-A-Ride is a Non-ADA alternative service offered to Mobility riders by the MTA. Call-A-Ride service is provided at approximately 40% of the cost of an ADA trip.

In addition, to help control Mobility costs, MTA has implemented several management initiatives. Mobility is replacing vehicles that have exceeded their life cycle with new fuel efficient vehicles to reduce maintenance and fuel costs. Mobility has increased the number of functional and cognitive assessment to increase the determination of conditional eligibility individuals and improve the accuracy of the eligibility certification process. Mobility has plans to expand travel training for Mobility customers and potential customers who can use fixed route service.

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## MDOT RESPONSE TO DLS ANALYSIS

### *DLS Budget Analysis Issues*

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#### **1. Required Fare Increases Yet to Occur**

*MTA should brief the committees on when it expects to implement the required fare increases. (Page 24)*

#### **MDOT Response:**

MTA will implement the fare increase before June 30, 2015 to comply with House Bill 1515.

#### **2. MTA Implements Route Changes and New Technology to Improve Baltimore Area Transit Services**

*MTA should brief the committees on the remaining phases of BNIP and any other technological improvements being planned to improve MTA transit services . (Pages 24 and 25)*

#### **MDOT Response:**

MTA implemented the 2<sup>nd</sup> phase of its “Year One Plan” of BNIP in February 2015, which altered several bus lines and improved connections to job centers. MTA remains committed to continuing its review of the bus network and improve connectivity to jobs, residences, and activity centers. The remainder of the BNIP plan is still being developed and yet to be finalized and approved for public review; however, we are still working out key details to ensure the plan is ready for public review.

The MTA is taking the following measures to improve MTA transit services through several major technological projects:

- BUS Unified Systems Architecture Project - modernizing 20 year old on-board, on-vehicle communication systems in support of providing real time information to passengers of the bus network.
- Real Time Information System (RTIS) – A software based system for core service that provides real-time vehicle arrival information to passengers rather than scheduled information within 10 minutes of when the bus will be at a particular stop via website, smart phone texting, smart phone applications and MTA’s Interactive Voice Response (IVR) system. Passengers can access this information via myMTAtracker.com or by calling 410-539-5000.

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### MDOT RESPONSE TO DLS ANALYSIS

#### *DLS Budget Analysis Issues (Continued)*

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- Positive Train Control – A new safety system to be implemented in FY 2015 on all three MARC lines to improve safety and reduce the possibility of collision by ensuring proper distance between trains in operation.
- Call Center – Replace/Upgrade the end of life telephone and IVR systems in the Transit Information Center in addition to upgrading the call center's applications. These systems direct calls to the next available agent for reservations and cancellations. These systems also provide touchtone calling for the hearing impaired, speech enabled services (i.e. Spanish), and the ability to make reservations or cancellations through phone text messaging, email and call back requests.
- Automatic Passenger Counter – Advances MTA's capabilities for capturing ridership patterns throughout the Baltimore region. This technology will help the MTA to create a bus network that is better aligned with travel patterns making for a more efficient transit system.

MDOT RESPONSE TO DLS ANALYSIS

*DLS Budget Analysis Issues (Continued)*

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**3. Administration Proposals Would Result in Capital Program Unlikely to Support New Transit Line Projects**

*MDOT should inform the committees on how it would distribute the reductions to the capital program proposed by the Administration, citing specific projects for all modes that would be canceled or delayed. MDOT should also describe for the committees what the department will do if the Administration's various initiatives are not approved by the General Assembly. (Page 28)*

**MDOT Response:**

Any potential reduction in MDOT revenues will be discussed by the Governor and Legislature throughout the course of the General Assembly session. Currently, all of our estimates in our six-year capital budget are based on current law and current funding levels. Should the General Assembly pass proposals that reduce revenues coming in to the Transportation Trust Fund, then we will have less projects going out. Consequently, until legislation is passed, we won't know the exact impact to our budget.

Should the various initiatives not be approved by the General Assembly, the Department will then continue to include those provisions with the traditional updates and revisions normally incorporated into the annual process of developing the Draft FY 2016 – FY 2021 Consolidated Transportation Program (CTP). The provisions will be combined with updates to our revenue and economic forecast assumptions, capital project cash flow revisions, budget changes and other legislative changes that are enacted. MDOT will continue to identify the best opportunities for projects that will provide the most efficient benefit-to-cost ratio and strive to lower the overall costs to the Department.

**J00H01 - MARYLAND TRANSIT ADMINISTRATION**

**MDOT RESPONSE TO DLS ANALYSIS**

***DLS Budget Operating Budget Recommended Actions***

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**1. Concur with Governor's allowance**

**MDOT's Response:**

The MTA concurs with the Analyst's recommendation.

***DLS Budget PAYGO Budget Recommended Actions***

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**1. Concur with Governor's allowance**

**MDOT's Response:**

The MTA concurs with the Analyst's recommendation.

# The Maryland Transit Administration

Investing in the future of Maryland



February 2015





# SCOPE of the MTA

- **MTA is the 13<sup>th</sup> largest public rapid transit system\* in the nation.**
- Provides services **24/7** and operates over **1,350 vehicles** during peak periods
- Annual ridership: More than **113 million riders in FY2014**
- Driven by **customer safety, convenience, affordability, and efficiency**
- Committed to **decreasing traffic congestion, reducing citizens' transportation costs and sustaining Maryland businesses and regional job centers**
- **MTA employs 3,364 people**, including 703 TSHRS employees and 2,661 union employees.



\*APTA's most recent ranking.



# FUNCTIONS of the MTA

- Operates throughout the State of Maryland, primarily in the Baltimore metropolitan area:
  - **Local Bus, Metro Subway, Light Rail**
  - **MARC Train, Commuter Bus**
  - **Mobility paratransit services**
- Contracts with Amtrak and Bombardier to operate MARC Train.
- Commuter Bus outsourced to private companies throughout Maryland.
- Mobility paratransit is 100% contracted service.
- Provides funding and statewide support of Locally Operated Transit Systems (LOTS) in all Maryland counties, plus Baltimore City, Annapolis and Ocean City.
- Liaison with WMATA service in Montgomery and Prince George's Counties



# MTA Bus



Bus	Fiscal Year 2014
Total Annual Ridership	75,780,350
Average Weekday Ridership	245,121
# of Coaches	740 (363 Hybrid)
# of Revenue Miles Traveled	20,047,418
# of Revenue Hours Operated	1,738,160

## Bus Improvements

MTA partnered with the Federal government and broke ground on new \$147.4 million Kirk Bus Division facility in 2013; replaces outdated bus depot from 1940s with a state-of-the-art maintenance and transportation facility.

Construction of a new Bus Maintenance Shop underway at the Washington Boulevard Bush Division to enhance the maintenance and servicing 775 buses.

Improved Bus service by maximizing transit access and connectivity.

Introduced service to the newly opened Horseshoe Casino and Amazon Distribution Center.

Bus	FY12	FY13	FY14
Passenger Trips Per Vehicle Revenue Mile	3.86	3.4	3.8
Operating Expenses Per Passenger Trip	\$4.04	\$3.48	\$3.46
Operating Expenses Per Revenue Vehicle Mile	\$15.60	\$11.51	\$13.09

**Buses became publicly operated in 1971**



# MTA Light Rail

Light Rail	Fiscal year 2014
Total Annual Ridership	8,105,743
Average Weekday Ridership	25,183
# of Passenger Cars	53
# of Revenue Miles Traveled	3,102,718
# of Revenue Hours Operated	157,896



## Light Rail Improvements

Replaced the grade crossings at Union Ave & Clipper Road to ensure safe crossing for vehicles and pedestrians.

Mid-life overhaul for Light Rail fleet is underway to improve vehicle performance and increase vehicle life span for an additional 15 years.

Light Rail Operating Costs	FY12	FY13	FY14
Passenger Trips Per Vehicle Revenue Mile	2.84	2.66	2.4
Operating Expenses Per Passenger Trip	\$4.93	\$4.37	\$5.92
Operating Expenses Per Revenue Vehicle Mile	\$14.00	\$11.60	\$14.45

**Light Rail opened for service in 1992**



# MTA Metro Subway



Metro Rail	Fiscal Year 2014
Total Annual Ridership	14,632,430
Average Weekday Ridership	47,322
# of Passenger Cars	100
# of Revenue Miles Traveled	5,044,282
# of Revenue Hours Operated	207,550

## Metro Rail Improvements

Completed 5-year railcar overhaul.

Completed replacement of the Rogers Avenue Metro interlocking and replaced all anchor bolts in the trackway to ensure safe and reliable service.

Preparing solicitation for \$600 million contract to replace Metro rail car fleet with 90 new cars and replace entire signal system.

Metro Operating Costs	FY12	FY13	FY14
Passenger Trips Per Vehicle Revenue Mile	3.28	2.98	2.90
Operating Expenses Per Passenger Trip	\$3.52	\$3.40	\$4.17
Operating Expenses Per Revenue Vehicle Mile	\$11.58	\$10.12	\$12.08

**Metro Subway opened for service in 1983**



# MTA MARC

MARC	Fiscal Year 2014
Total Annual Ridership	9,167,935
Average Weekday Ridership	35,990
# of Passenger Cars	177
# of Revenue Miles Traveled	5,863,505
# of Revenue Hours Operated	152,638



## MARC Improvements

MARC weekend service from Baltimore to Washington was introduced in December 2013 and averages over 6,500 riders per weekend, more than three times initial expectations.

New contract implemented for MARC service on Camden and Brunswick Lines in FY14 - largest single procurement in Maryland history, resulting in smooth transition of rail operations and locomotive maintenance.

Planning and design continues for Northeast Maryland MARC Maintenance Facility. new facility will save costs of storing equipment at Penn Station; allows MTA to perform its own maintenance, and opens possibilities for future Penn Line service expansion north.

New MARC Camden service (2 roundtrip trains) to be implemented in March 2015.

**MTA took over suburban commuter rail in 1973**



# MTA Commuter Bus



Commuter Bus	Fiscal Year 2014
Total Annual Ridership	4,017,089
Average Weekday Ridership	15,132
# of Coaches	270(64 State owned)
# of Revenue Miles Traveled	5,409,950
# of Revenue Hours Operated	186,550

## Commuter Bus Improvements

Restructured Southern Maryland Commuter Bus service to Washington, DC to add trips and make commute times faster in FY14 .

Streamlined Commuter Bus service on the ICC to meet ridership demand and reallocated resources from low-ridership routes.

Construction of a 500-space Commuter Bus park-and-ride lot in Dunkirk, Calvert County; opened in December 2014.

**MTA took over commuter bus services in 1973**



# MTA Mobility

Mobility	Fiscal Year 2014
Total Annual Ridership	1,781,084
Average Weekday Ridership	5,893
# of Vehicles	483
# of Revenue Miles Traveled	14,755,042
# of Revenue Hours Operated	1,110,157



## Mobility Improvements

Acquired 84 new MV-1 paratransit vehicles to enhance operational flexibility on city streets and meet increased demand on a service that has grown over 100% since 2007.

Implemented a Customer First service model for Mobility to expedite resolution of service issues and empowering managers to resolve situations swiftly.

New phone system implemented in FY15 to enhance customer service and lesson call wait times.

**MTA took over Mobility paratransit services in 1978**



# COMMITMENT TO SAFETY

- MTA provides a safe ride with only one serious crime committed for every 400,000 trips.
- Part 1 crime\* has decreased 33% for Calendar Year 2014 compared to Calendar Year 2013, with a reduction of 52% since Calendar Year 2007.
- A state-of-the-art Police command center integrates Automatic Vehicle Locator (AVL), communications, and Closed Circuit Television (CCTV) cameras which are deployed throughout MTA's system to enhance passenger safety and security.
- MTA received American Public Transportation Association (APTA) GOLD Award for Safety in June 2014.



\*Part 1 crimes include: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny-theft (except motor vehicle theft), Motor Vehicle Theft and Arson



# ACCOMPLISHMENTS

- Use of Automatic Passenger Counters (APCs) to get robust, reliable data on system usage to better schedule routes and manage service
- Procured 50 40' hybrid-electronic buses, 84 new Mobility vans, and 54 new MARC bi-level cars which are being tested and commissioned for service
- Replaced grade crossing at Light Rail Union Avenue & Clipper Road
- Completed 5-year Metro railcar overhaul extending vehicle life span
- Completed replacement of Metro Rogers Avenue interlocking and replaced all anchor bolts across length of entire tracks ensuring safe, reliable service
- Implemented MARC weekend service on December 7, 2013
- Completed improvements to MARC Halethorpe Station
- Positive Train Control, an FRA requirement and safety measure to prevent collisions, signal running, and ensure proper train spacing
- Construction of a 500-space Commuter Bus park-and-ride lot in Dunkirk, Calvert County which opened in December 2014
- Installed new telephone systems for MTA Customer Call Center and Mobility Call Center improving customer service and reducing call hold times
- Next vehicle arrival system for all modes
- Photo issued Student CharmCard®



# FEEDBACK & QUESTIONS

