

BALTIMORE



Transit System Overhauls

APTA Annual Conference

10/11/2017



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MARYLAND DEPARTMENT OF TRANSPORTATION Maryland



MDOT MTA 101

- MTA is the 12th largest public rapid transit system in the nation
- Provides services 24/7 and operates more than 1,350 vehicles during peak periods
- Annual ridership: More than 111 million riders in FY 2016
- MTA employs approx. 3,300 people (3/4 of which are union employees)
- MTA has 3 unions:
 - ATU Local 1300 (Operators and Maintenance)
 - OPEIU Local 2 (Schedule Makers, Clerks and Accountants)
 - AFSCME Local 1859 (Sworn Police, Security Guards and Fare Inspectors)



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Core Services

Local Bus (CityLink, LocalLink, Express BusLink)

Total Annual Ridership
Average Weekday Ridership
of Coaches
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

75,900,668
248,749
744
20,140,861
1,777,774
\$13.87



Light RailLink

Total Annual Ridership
Average Weekday Ridership
of Passenger Cars
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

7,475,005
22,288
53
3,147,949
161,735
\$14.50



Metro RailLink

Total Annual Ridership
Average Weekday Ridership
of Passenger Cars
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

12,221,949
40,432
100
20,140,861
204,958
\$11.49



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Commuter & Mobility Services

MARC

Total Annual Ridership
Average Weekday Ridership
of Passenger Cars
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

8,961,892
33,930
222 (42 locomotives)
6,383,099
165,832
\$23.41



Commuter Bus

Total Annual Ridership
Average Weekday Ridership
of Coaches
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

3,928,069
15,544
220 (66 State owned)
6,285,675
210,768
\$8.94



MobilityLink

Total Annual Ridership
Average Weekday Ridership
of Vehicles
of Revenue Miles Traveled
of Revenue Hours Operated
Operating Cost per Revenue Mile

1,981,257
6,525
508
17,172,195
1,239,648
\$5.17

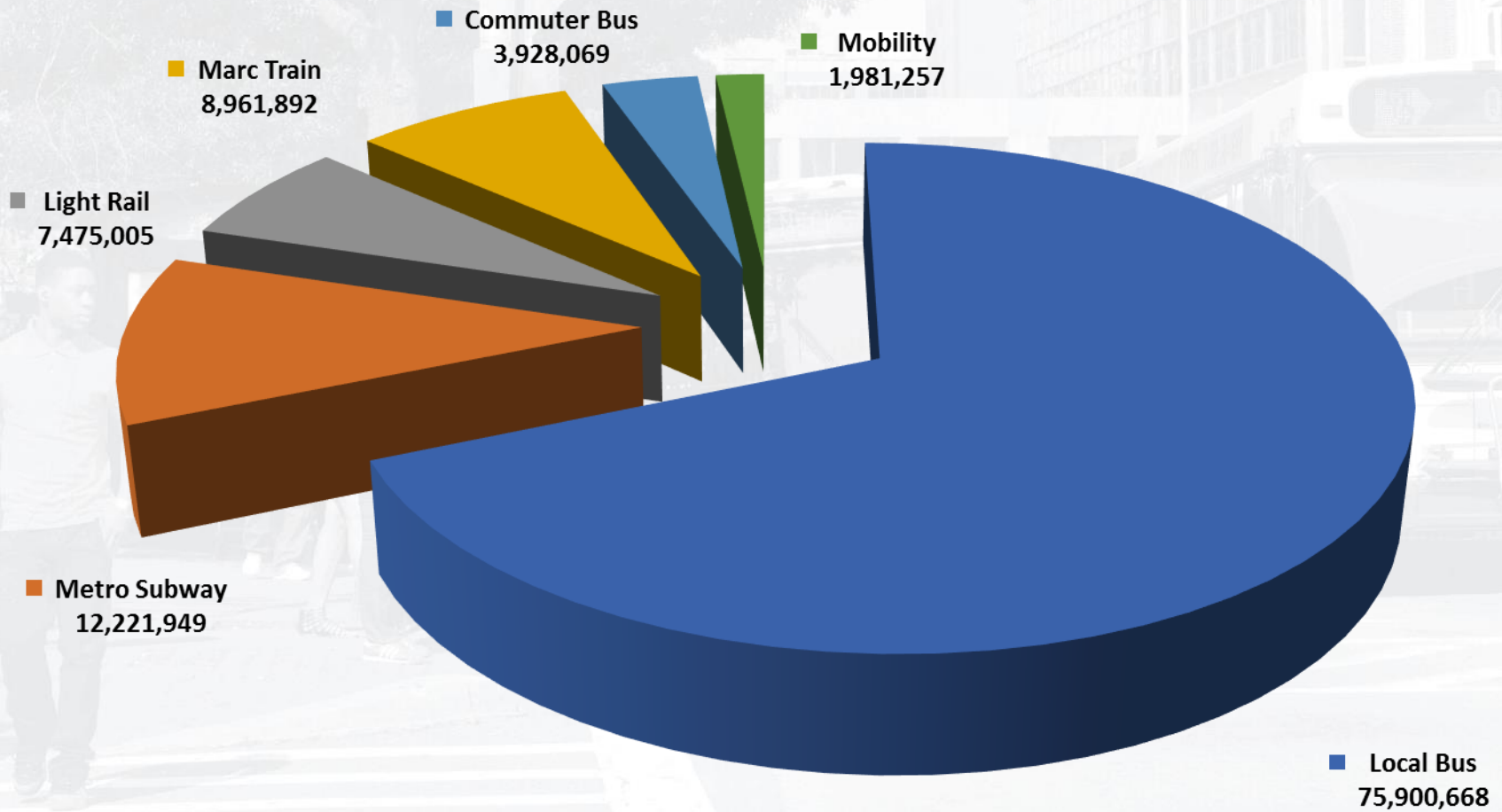


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Ridership



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How is the system serving you today?

What we heard about the system:

1. Buses are late
2. Trip takes too long
3. Buses are dirty
4. Operators are rude



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In order to **fix** the
system, we have to
change the system.



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How is BaltimoreLink fixing the system?

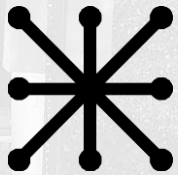
- ✓ **Shorten** some of our longest routes
- ✓ **Increase frequencies** on key routes
- ✓ **Decongest** the downtown corridors
- ✓ **Invest** in layovers, transfer areas, bus lanes



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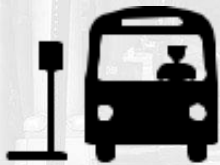
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Why BaltimoreLink is Transformative



New Network Designed for Connectivity and Reliability

Frequent “grid and spoke” routes are split, realigned, and extended with new runtimes to ensure **connectivity** and **reliability**.



Capital Improvements Reinforce Connectivity and Reliability

Bus lanes support the grid downtown, **signal priority** speeds up the spokes radiating out from that grid, and **transfer facilities, real-time and static signs, and clearer maps** make connectivity effortless.



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Connectivity and Reliability:

Building a Frequent Transit Network



- New Frequent Service
- Current Frequent Service (will remain under B-Link)

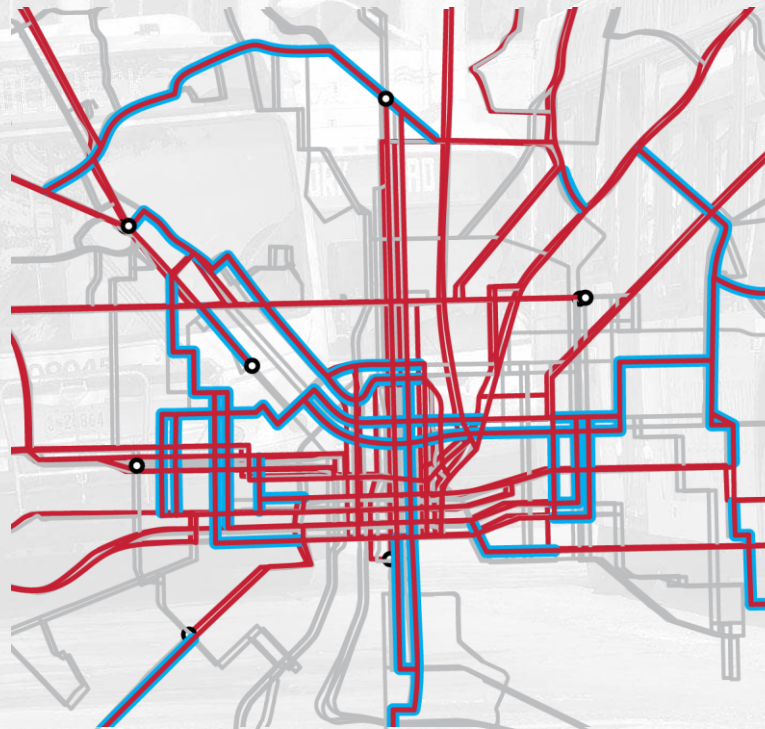
Baltimore Frequent Transit Network



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Connectivity and Reliability: Building a Frequent Transit Network

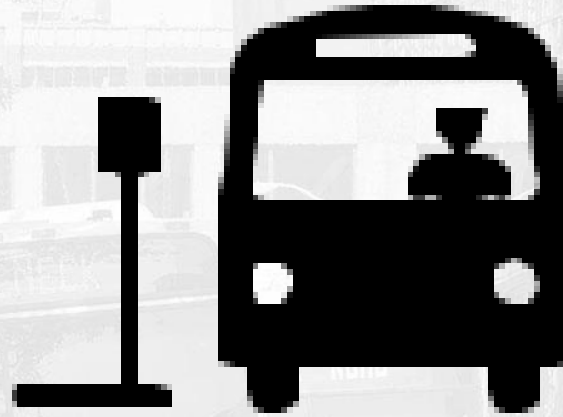


Baltimore Frequent Transit Network



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Capital Improvements Reinforce Connectivity and Reliability



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West Baltimore is a Microcosm of Reinforcing Elements:

Ticket Vending Machines

These permit passengers to buy passes before boarding, speeding up bus routes.

Shelters

These make the transfer experience more comfortable.

Real-Time Signs and Maps

These take the guessing game out of transit.



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Even curbside stops
reinforce the network:

5000+ new signs

Route colors,
destinations, and
frequencies are listed
for the first time ever!

**New shelters and
dedicated bus lanes**

200+ shelters will be
added, and downtown
is getting more bus
lanes to speed up
buses.



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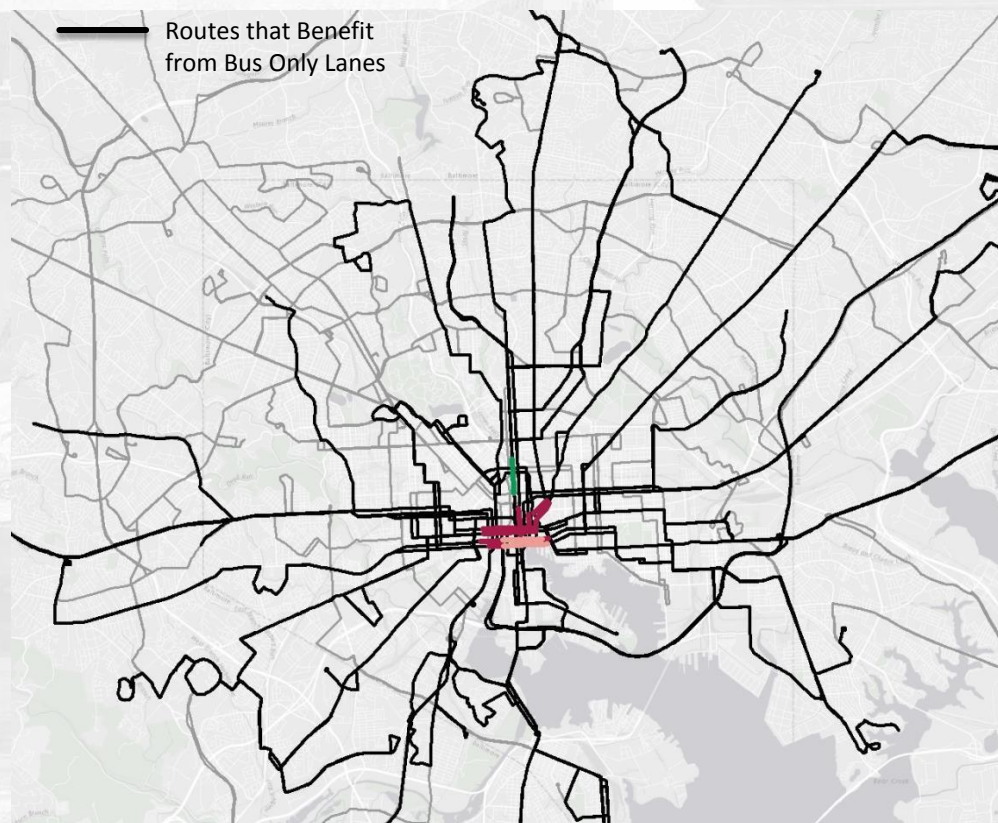
Downtown Bus Lanes Have a Positive Cascading Effect Across the Whole Network!

Downtown Dedicated Lanes

Dedicated lanes have been added to Pratt and Lombard Streets, and will be added to portions of Baltimore, Fayette, Hillen, Gay, Guilford, Charles, and St. Paul Streets.

Entire Network Benefits

Downtown lanes permit faster operations on **75% of the CityLink network, 30% of the LocalLink network, and 7 Express BusLink routes**, creating efficiencies that ripple out to support the entire BaltimoreLink network!



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Transit Signal Priority Also Affects the Whole Network, and Downtown Transit Congestion Will Ease

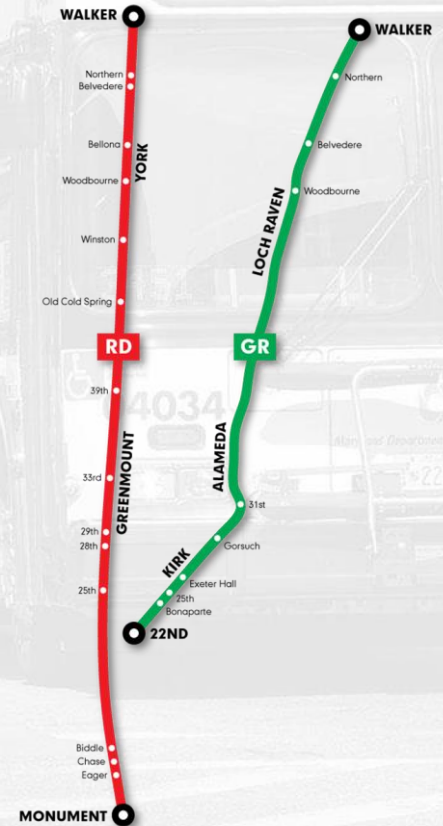
Transit Signal Priority Corridors

All CityLink buses are equipped with TSP controllers, which will be deployed on the initial Greenmount/York and Loch Raven corridors, with more to follow in the future.

Baltimore/Fayette Will No Longer Be a Sluggish “Bus Train”

Some transit trips will shift to Pratt/Lombard and other corridors for a balanced and efficient flow:

Weekday Bus Trips Through Downtown			
Street	Existing System	BaltimoreLink	Change
Baltimore	772	537	-235
Fayette	622	501	-121
Lombard	335	534	+199
Pratt	242	487	+245



New Bus Stop Signs Show Much More Route Information:

Route Identifier

A two-letter abbreviation for CityLinks or a number for all other routes

Route Destination

A list of terminus points for routes

Route Frequency

Indicates if routes are frequent (CityLinks) or peak only

Stop ID

Instructions to text the ID to MTAMD for the next arriving bus

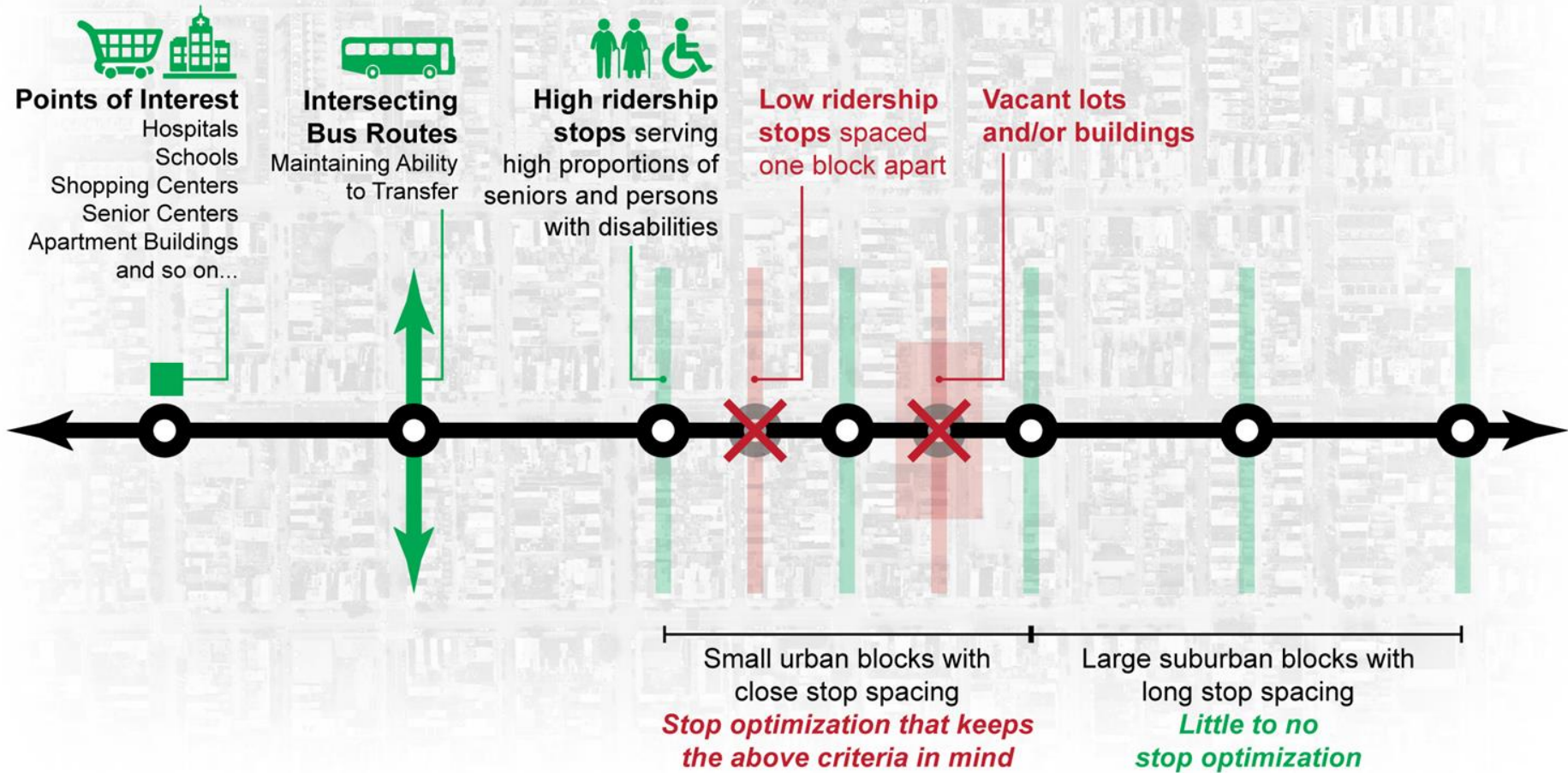
Potential Future Blades

Other transit providers have expressed interest in consolidating signage



Bus Stop Optimization

- 2 Rounds – 900+ stops (20% reduction)



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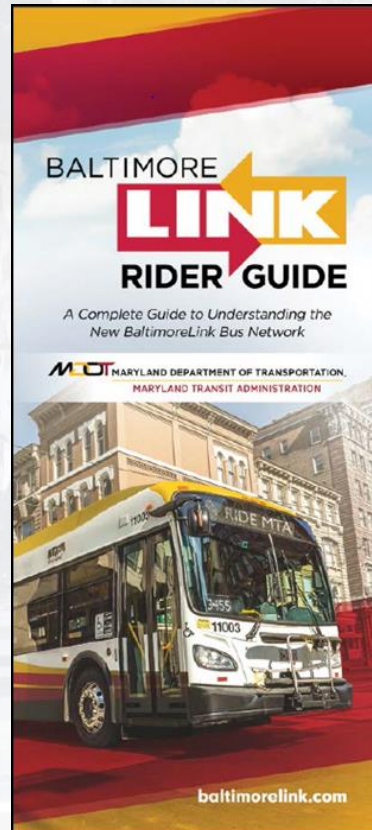


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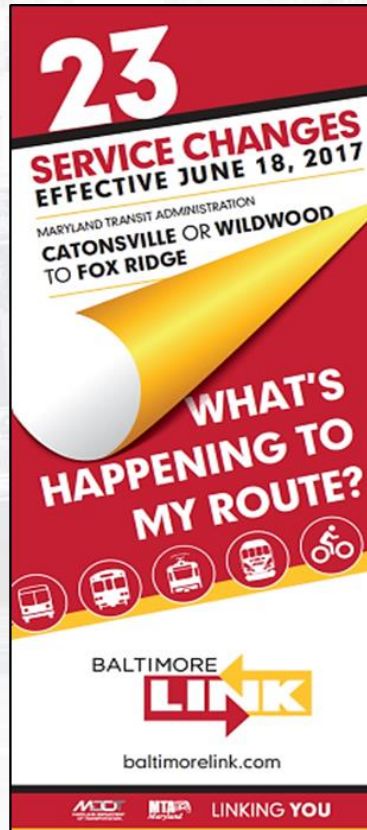


Preparing to Launch

Community Outreach



Rider Guide



Rider Alert



Preparing to Launch

Updating Public Information



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Operator Inreach



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Preparing to Launch

The Startup Plan



Sunday, June 18, 2017		
Activity	Lead	Target Time
Orioles Game		1:35 PM
<input type="checkbox"/> Extra schedules present at gate-checks to provide to Operators as needed during pull-out	Bob Bennett	1:45 PM
<input type="checkbox"/> Safety Officers at Bus divisions	Phil Thomas	2:00 PM
<input type="checkbox"/> Safety Officer at Kirk	T. Robb, D. Griffin	
<input type="checkbox"/> Safety Officer at Bush	G. Lynott, M. Morgan	
<input type="checkbox"/> Safety Officer at Northwest	R. Frazier, G. Chapman	
<input type="checkbox"/> Safety Officer at Eastern	F. Freeiland, B. Johnson	
<input type="checkbox"/> Street Supervision shift debriefing	Inmar Lizama	2:00 PM
<input type="checkbox"/> Street Supervision at divisions for gate checks	Inmar Lizama	2:00 PM
<input type="checkbox"/> Gate checks at Kirk Division	Jacquela Davis	
<input type="checkbox"/> Gate checks at Bush Division	Howard Nelson	
<input type="checkbox"/> Gate checks at Eastern Division	Benny Causar	
<input type="checkbox"/> Gate checks at Northwest Division	Nita Rhinehart	
Baltimore Pride Parade (Charles Street reopens)		3:00 PM
<input type="checkbox"/> Cancel diversion that was in place due to Pride Parade and Block Party	James Newton	3:00 PM
<input type="checkbox"/> Bulletins re: sign un-bagging and relief points ready for distribution at divisions and gate check staff reminded to notify Operators to complete new BaltimoreLink route regardless of any signs that are still bagged	Bob Bennett	3:00 PM
<input type="checkbox"/> PM Street Teams meet at Tindale Oliver to prep for deployment	Zach Chissell	3:00 PM
<input type="checkbox"/> Conference Call #8	Transition Management Team	3:00 PM
<input type="checkbox"/> Follow-Up Call with OGA, OCM, and	Jim Knighton	3:30 PM
<input type="checkbox"/> PM Street Teams arrive at assigned locations	Zach Chissell	4:00 PM
<input type="checkbox"/> Street Supervision Superintendent/Division Superintendent phone check-ins	Inmar Lizama	5:00 PM
<input type="checkbox"/> Check-in at Kirk Division	Stacey Hill	
<input type="checkbox"/> Check-in at Bush Division	Danilo Soto	
<input type="checkbox"/> Check-in at Eastern Division	James Smith	
<input type="checkbox"/> Check-in at Northwest Division	Danilo Soto	
<input type="checkbox"/> Street Supervision Superintendent/Division Superintendent phone check-ins	Inmar Lizama	6:00 PM
<input type="checkbox"/> Check-in at Kirk Division	Stacey Hill	
<input type="checkbox"/> Check-in at Bush Division	Danilo Soto	
<input type="checkbox"/> Check-in at Eastern Division	James Smith	
<input type="checkbox"/> Check-in at Northwest Division	Stacey Hill	
<input type="checkbox"/> All managers email performance reports to Kevin Quinn	Kevin Quinn	7:00 PM

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Preparing to Launch

BaltimoreLink Advance & Tabletop Exercise



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Countdown to Launch

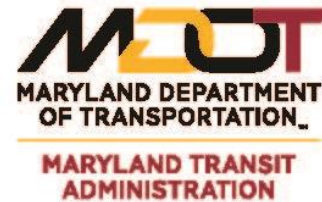


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Tuesday, June 6, 2017 – 4:59PM

Kevin B. Quinn, Jr., AICP
Acting Administrator and CEO



O 410-767-3943
F 410-333-3279

6 St. Paul Street
Baltimore, Maryland 21202
mta.maryland.gov

@ KQuinn@mta.maryland.gov

Change in Leadership



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Wednesday, June 7, 2017 – 3:00PM



Shoot Out on a MTA Bus



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Thur, June 8 – Mon, June 12



**Hosted the APTA
International Rail
Rodeo & Conference**



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Tuesday, June 13 – 3 PM



The Day before the Kick-off
West Baltimore MARC Station – Police Chase and Car Fire



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Wednesday, June 14 – 3:00 PM



Kick-off Event with Governor Hogan



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Friday, June 16, 2017 – 9:00AM



Senior Staff Meeting & Pep Rally



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Friday, June 16, 2017 – 4:00PM



Transition Conference Call # 1



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New Bus Stop Signage

Old Sign



New Sign



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Saturday, June 17, 2017 – 8:00PM



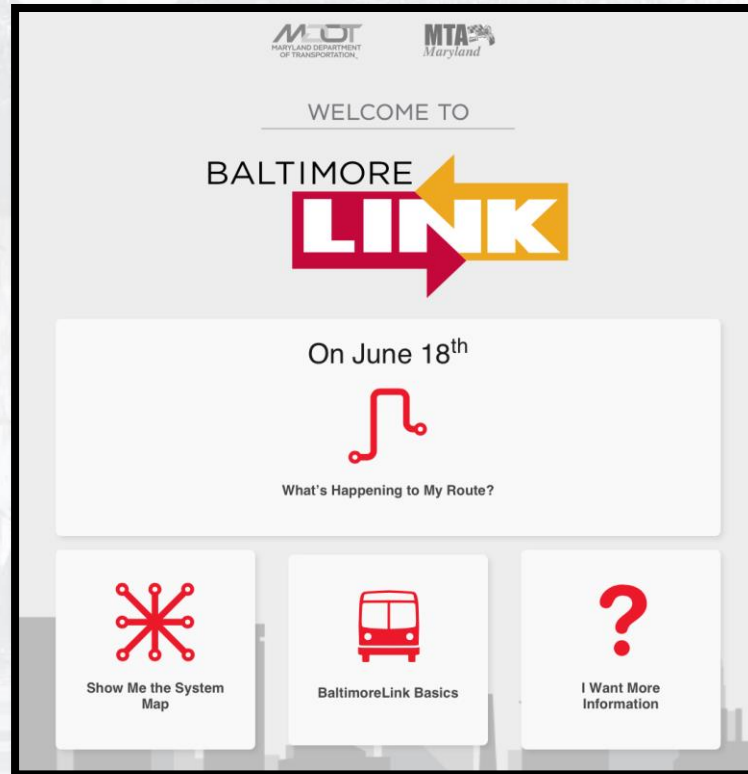
Bus Stop Sign Bag Removal Commences



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Sunday, June 18, 2017 – 12:01AM



Website Changes Go Live



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Sunday, June 18, 2017 – 12:05AM



Call Center System Transition Begins



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Sunday, June 18, 2017 – 3:10AM



Bus Stop Sign Bag Removal Concludes



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Sunday, June 18, 2017 – 3:11AM



First BaltimoreLink Run Pull-out



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Sunday, June 18, 2017 – 5:00AM



Transition Conference Call # 5



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Sunday, June 18, 2017 – 11:00AM

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PRIDE 2017

JUNE 17 & 18, 2017

Street Closures for Parade – Bus Diversions



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Sunday, June 18, 2017 – All Day



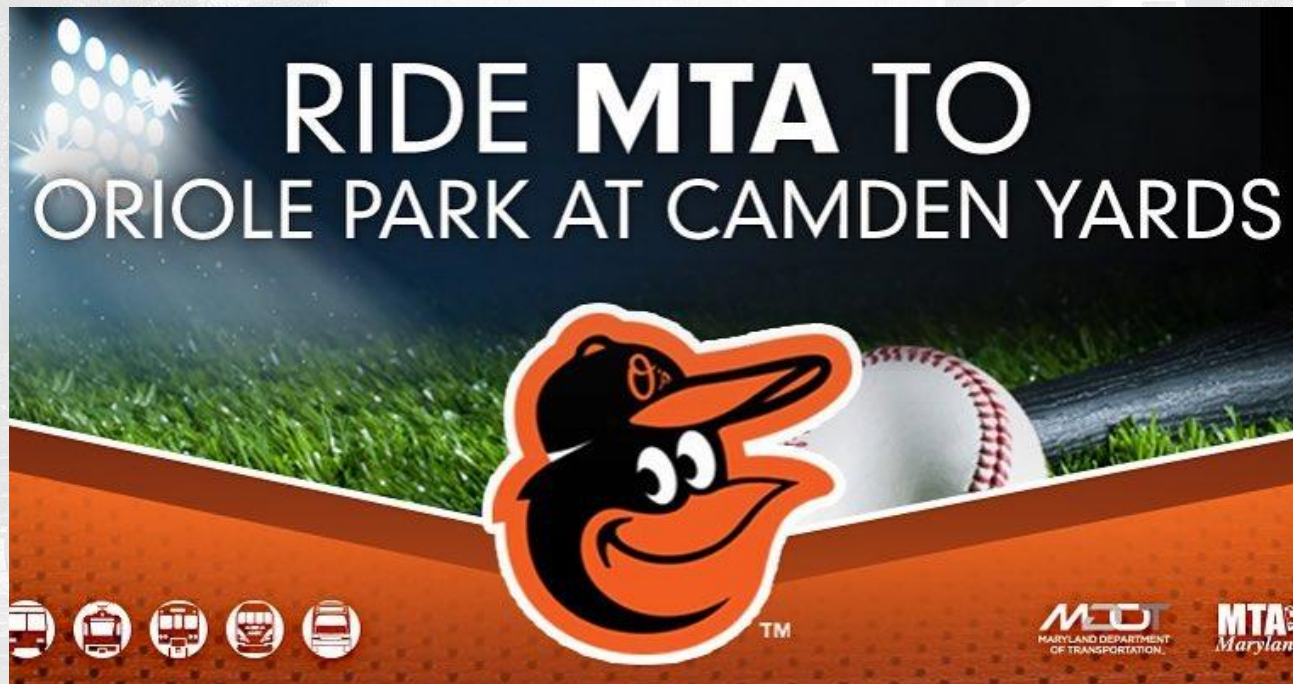
Building Excitement & Supporting our Operators



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Sunday, June 18, 2017 – 1:35PM



O's Game



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Monday, June 19, 2017 – 4:00AM



Launch for Weekday Service



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Monday, June 19, 2017 – 5:27AM



Server Issues - Website Crashes



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Monday, June 19, 2017 – All Day



Building Excitement & Supporting our Operators



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Monday, June 19, 2017 – 7:00AM



Transition Conference Call # 10



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Tuesday, June 20, 2017 – 6:00PM



A PM Peak Explosion & Road Closure



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After Launch



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After Launch

Operational Tweaks



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After Launch

Schedule Tweaks

 OR Effective June 18, 2017	 BL Effective June 18, 2017	 PK Effective June 18, 2017
  West Baltimore to Essex (Fox Ridge) Frequent Daily Service / 24 hours ESPAÑOL	  Johns Hopkins Bayview to Westgate / CMS Frequent Daily Service / 24 hours ESPAÑOL	  West Baltimore to Cedonia Frequent Daily Service / 24 hours ESPAÑOL



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Metrics & Evaluation



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The Network: Service Quality and Reliability



Average Transit Travel Time Improves

On average, a transit trip takes 52 minutes under BaltimoreLink, including time to access the bus stop, waiting time, time on the vehicle, and any necessary transfers. This is a 2.1% improvement over the pre-BaltimoreLink average travel time of 53.1 minutes.



Minimal Change to Daily Transfer Rate

With the BaltimoreLink system, the average daily transfer rate in the region changes by less than 1% and the percent of trips with transfers remains unchanged.

	Pre-BaltimoreLink	Post-BaltimoreLink
0 Transfers	53.2	53.1
1 Transfer	34.7	34.4
2+ Transfers	12.1	12.4



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The Network: High-frequency Transit

Frequent Transit Network (FTN): Any route that has service at least every 15 minutes between the hours of 7am and 7pm on weekdays



More People with Access to Frequent Transit

Under BaltimoreLink, an estimated 130,000 additional people – a 32% increase over the pre-BaltimoreLink system – is within 1/4 mile of the frequent transit network.



Better Access to Services in the Region

BaltimoreLink provides **more frequent transit** to educational institutions and health services that people need the most. Four hospitals, 10 pharmacies, 13 supermarkets, 22 public schools, and 5 libraries were added to the frequent transit network.



+4

Hospitals



+10

Pharmacies



+13

Supermarkets



+22

Public Schools



+5

Libraries

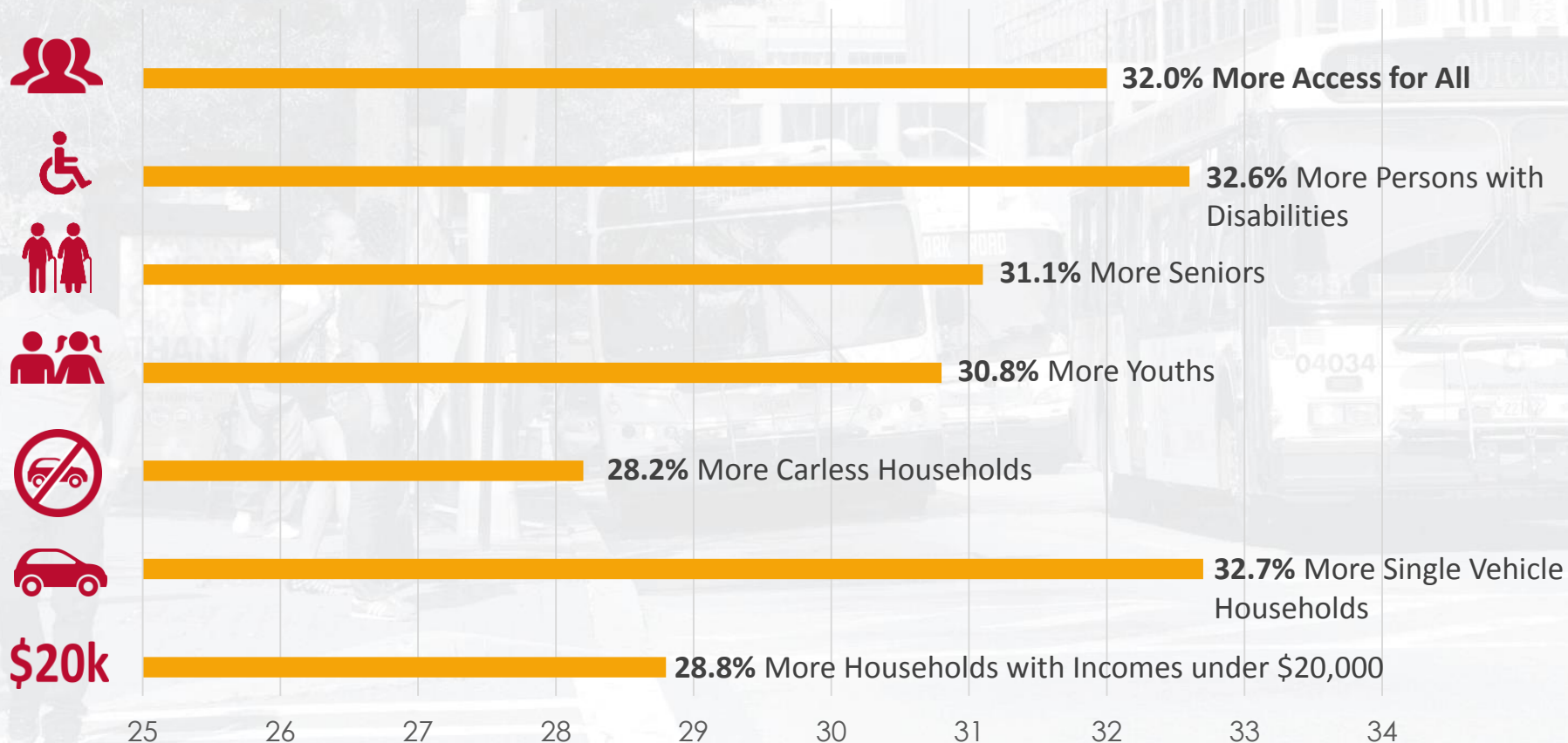


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The Network: High-frequency Transit

Percent of Populations Within ¼ Mile FTN



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In-reach/Outreach: Operator Feedback

1,019 operators were surveyed between June 18th and June 23rd.

- **73%** of operators surveyed responded **OK, Good, or Great!** when asked “How’s it going out there?”
- **67%** of operators surveyed reported feeling **Somewhat or Well Supported.**
- **62%** of operators surveyed reported hearing mostly **positive, split, or neutral comments/questions** from the public.



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In-reach/Outreach: Community Education

Street Teams

Pop-ups

Community Travel Trainings

Info Bus

Information
Station/BaltimoreLink HQ



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In-reach/Outreach: Community Education

Pre-Launch
(May 8th to June 17th)

- Total of **60,330 interactions**
- Average of **794 interactions** per day

Launch Week
(June 18th to June 24th)

- Total of **24,395 interactions**
- Average of **3,485 interactions** per day

Post-Launch Week
(June 25th to present)

- Over **7,300 interactions**
- Average of approximately **1,800 interactions** per day

Cumulative Total

- **over 90,000 interactions** since April 3rd

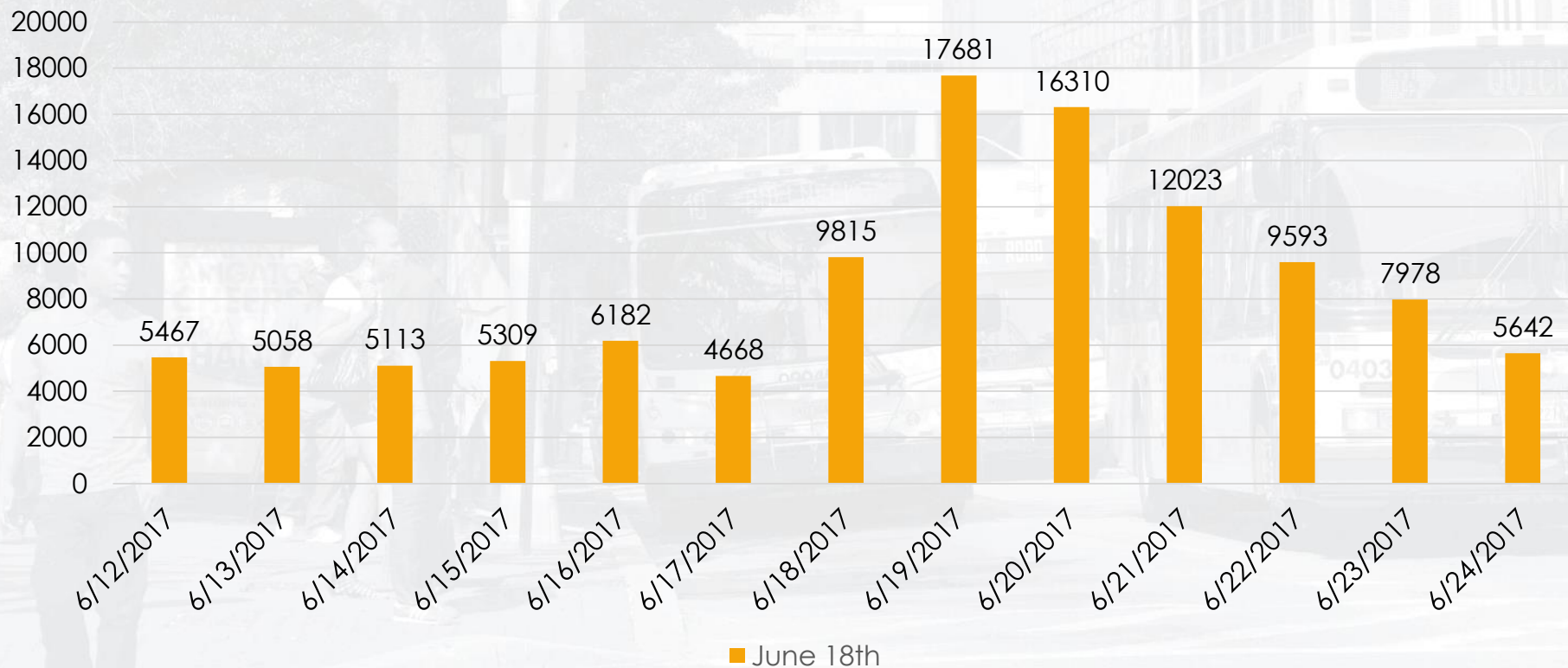


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In-reach/Outreach: Customer Service

Total Number of Calls



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In-reach/Outreach: Customer Service

Over the
two-week
period,
112,851
calls
were
received.

336 calls
were
answered
per hour.

The IVR
system
answered
65% of
calls.

TICC
Agents
answered
54% of
calls.



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Key Takeaways

- Be Prepared
- Be Flexible
- Anticipate Everything



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