

J00H01 - MARYLAND TRANSIT ADMINISTRATION

MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Updates

1. Boarding Decrease in Fiscal 2016

MTA should brief the committees on the factors that contributed to the decreased boarding's in fiscal 2016. (Page 8)

MDOT Response:

Total average weekday transit ridership decreased from 385,892 in FY 2015 to 369,215 in FY 2016. MTA is attributing this decrease to several factors, including increased telecommuting, change in federal workweek to a compressed workweek, increased bike ridership with the implementation of bike lanes, and competing with other modes of transportation like Uber, Lyft and the Charm City Circulator which is free. In addition, lower gas prices and cost of vehicle ownership due to lower interest rates have shifted commuters from public transportation to private vehicles.

Finally, Maryland experienced a record blizzard in January 2016, leading to surrounding agencies not operating any service between two to three days due to safety reasons.

Other peer agencies are also experiencing similar ridership decreases compared to MTA at 4.6%:

- WMATA (Washington, D.C.) is down 4.3%
- SEPTA (Philadelphia) is down 9.26%
- MARTA (Atlanta) is down 3.32%
- PAAC (Pittsburgh) is down 10.43%

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MDOT RESPONSE TO DLS ANALYSIS

Issues

1. Collective Bargaining Agreement Includes Annual Cost-of-living Increases, Requires Employee Pension Contribution

MTA should brief the committees on when it expects to process the budget amendment to cover the retroactive pay or if it intends to request a supplemental deficiency appropriation for this purpose. (Page 26)

MDOT's Response:

The funding will be appropriately reflected in the budget. The method has not yet been determined.

MTA should discuss with the committees the impediments to negotiating a new agreement prior to the expiration of the current one and what actions it can take to remove these impediments.

MDOT's Response:

There are no impediments to negotiating a new agreement prior to the expiration of the current one. The parties have agreed to begin negotiations on a new CBA as soon as reasonably possible; perhaps as early as January 2018.

2. **MTA should inform the committee of when the new rates will be effective and when they will be announced to the public.**

MDOT's Response:

The MTA plans on implementing its fare increase on June 25, 2017 prior to the end of FY17. HB 1515 "Transportation Infrastructure Investment Act of 2013" requires MTA to increase its fares on local service every two years beginning in FY 2015. The last rate increase occurred on June 25, 2015. Announcements of the fare increase to the public will commence on May 1, 2017.

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MDOT RESPONSE TO DLS ANALYSIS

DLS Operating Budget Recommended Actions

1. Concur with Governor's allowance

MDOT's Response:

The MTA concurs with the Analyst's recommendation.

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MDOT RESPONSE TO DLS ANALYSIS

DLS Budget PAYGO Budget Recommended Actions

1. Concur with Governor's allowance

MDOT's Response:

The MTA concurs with the Analyst's recommendation.

MTA FY 2017 Budget Presentation





PAUL COMFORT,
ADMINISTRATOR / CEO

Presentation Overview

- Overview of Core, Commuter and Mobility Services
- Four Cornerstones
 - Safe
 - Efficient
 - Reliable
 - World Class Customer Service
- BaltimoreLink Transit Plan
- Purple Line
- Conclusion



Core Service

Local Bus		
Total Annual Ridership		
Average Weekday Ridership		
# of Coaches		
# of Revenue Miles Traveled		
# of Revenue Hours Operated		
Operating Cost per Revenue Mile		
Light Rail		
Total Annual Ridership		
Average Weekday Ridership		
# of Passenger Cars		
# of Revenue Miles Traveled		
# of Revenue Hours Operated		
Operating Cost per Revenue Mile		
Metro Rail		
Total Annual Ridership		
Average Weekday Ridership		
# of Passenger Cars		
# of Revenue Miles Traveled		
# of Revenue Hours Operated		
Operating Cost per Revenue Mile		

Commuter & Mobility Service

MARC	FY 2016
Total Annual Ridership	8,961,892
Average Weekday Ridership	33,930
# of Passenger Cars	222 (42 locomotives)
# of Revenue Miles Traveled	6,383,099
# of Revenue Hours Operated	165,832
Operating Cost per Revenue Mile	\$22.73



MTA took over suburban bus and commuter rail services in 1973

Commuter Bus	FY 2016
Total Annual Ridership	3,928,069
Average Weekday Ridership	15,544
# of Coaches	220 (66 State owned)
# of Revenue Miles Traveled	6,285,675
# of Revenue Hours Operated	210,768
Operating Cost per Revenue Mile	\$8.91



MTA took over suburban bus and commuter rail services in 1973

Mobility	FY 2016
Total Annual Ridership	1,981,257
Average Weekday Ridership	6,525
# of Vehicles	508
# of Revenue Miles Traveled	17,172,195
# of Revenue Hours Operated	1,239,648
Operating Cost per Revenue Mile	\$4.57



MTA took over Mobility paratransit services in 1978

Four Cornerstones

**Providing safe, efficient and
reliable transit across Maryland
with world-class customer
service.**

Safe Transit

- At a time of increased concern about public safety, MTA Police have maintained a safe system.
 - In 2016, there were zero homicides, rapes, and shootings on MTA's system.
 - From 2015 to 2016, Part I Crimes (violent crimes and serious property crimes) decreased 6%.
 - Since 2007, Part I Crimes decreased 52%.
 - Per Capita rate: 1 crime for every 400,000 riders.
- Workers Compensation injuries have been reduced by 6.27% from FY 2013 to FY 2016.

Efficient Transit

Operating

- FY 2014 to FY 2016 MTA operating expenses have increased slightly less than 2% annual growth rate.
- MTA has maximized resources and implemented cost containment efforts to maintain existing levels of service and to:
 - Reducing overtime and absenteeism
 - New bus procurements and mid-life overhaul for older buses
 - Overhauling railcars to reduce repair costs
 - Replacing and repairing aging rail tracks to reduce service delays
 - More contract oversight
 - Maximizing federal grants
 - First year union employees contributing 2% to the 30-year non-contributory pension plan.
 - First time in over 12 years union agreements were ratified without arbitration/extension and with 75% approval from employees.

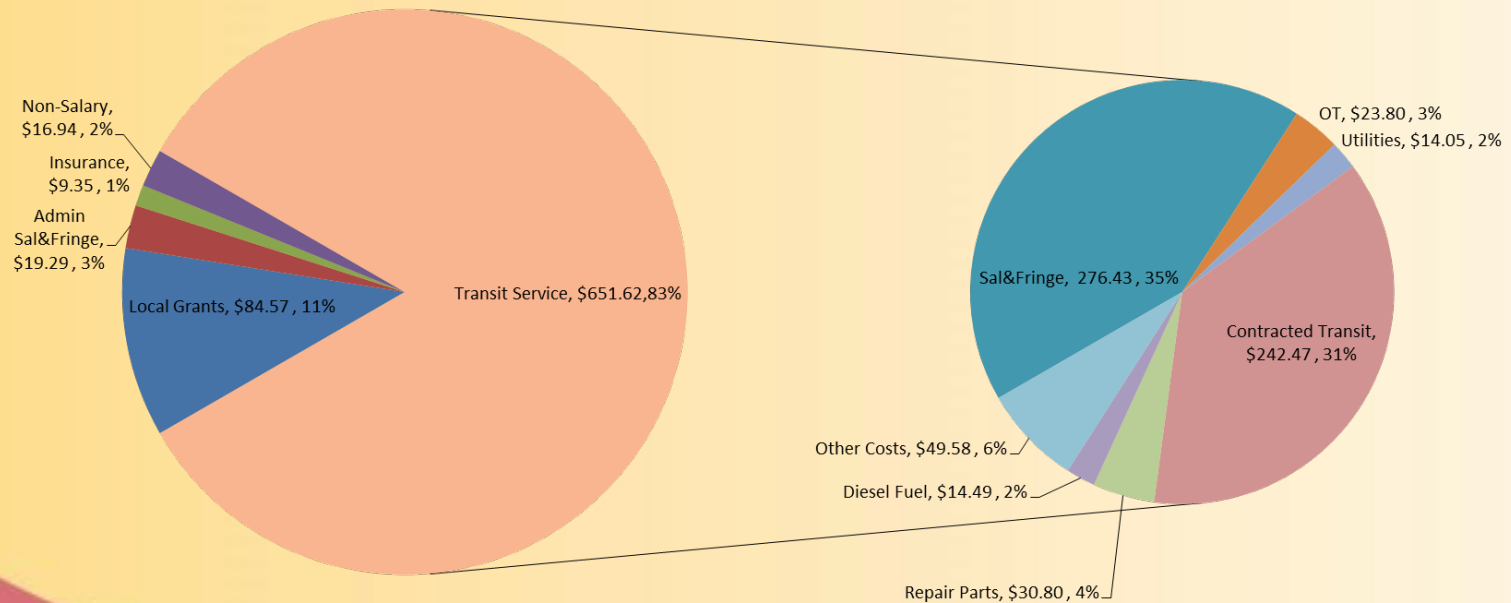
Efficient Transit

- MTA's Operating Budget
 - 94% of the operating budget goes directly to support transit service:
 - 83% for local transit.
 - 11% for grants to locally owned transit systems.
 - 3% of MTA's operating budget is used for administrative salary costs.

Efficient Transit

FY16 Total Operating Spending: \$781.8M

FY16 Transit Service Spending: \$651.62M



Transit Services including local grants = 94%

Efficient Transit

Capital

- Capital improvements are used to maintain the fleet and ensure proper functionality increasing efficiency and reliability.
 - **Light Rail Vehicle Mid-Life Overhaul: \$125 Million**
 - Complete upgrade of all components and systems of the entire Light Rail fleet
 - **New Metro Railcars and Signal System: \$540 Million**
 - Replacing the entire fleet of railcars and modernizing/upgrading communications and signaling system
 - **BUS-USA Project: \$34 Million**
 - Installation of GPS technology on Local Bus fleet to give accurate, real-time location and arrival information

Reliable Transit

- On-Time Performance for all modes is measured daily
 - Since May 2015, On-Time Performance has steadily improved
 - Metro, Light Rail, and MARC are exceeding their goals in December 2016:

	<u>Goal</u>	<u>Dec 2016 Actual</u>
• Metro	95%	96%
• Light Rail	95%	98%
• MARC	93%	94%
• Mobility	92%	92%
• CB	95%	97%

- Local Bus has improved from 72% on-time in May 2015 to 80% in December 2016

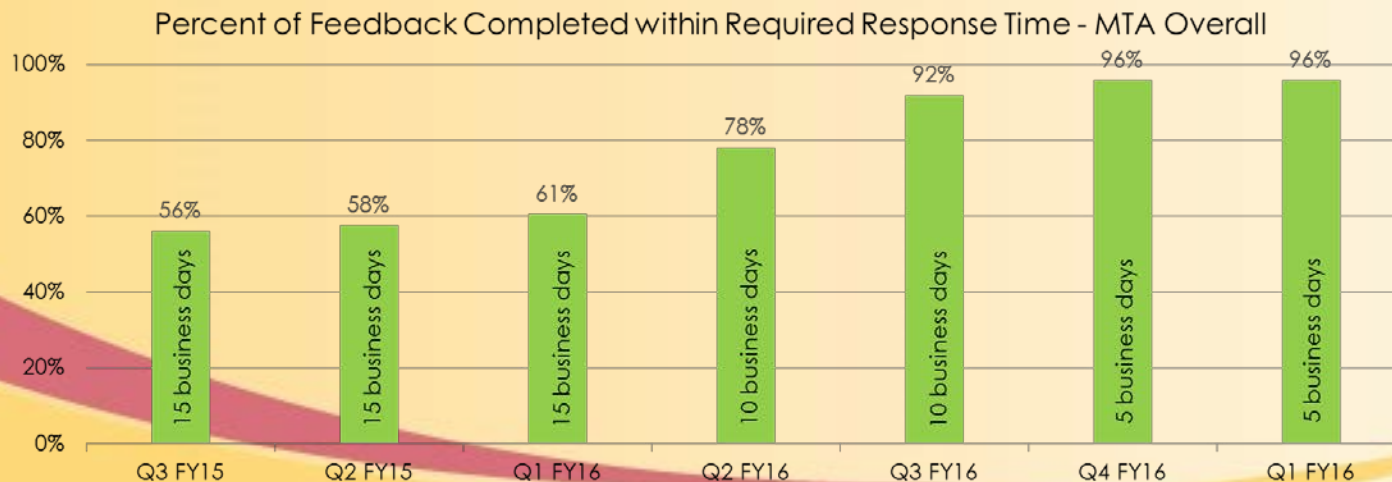
Reliable Transit

- Major improvements to Mobility service:
 - Improved the amount of time to answer Mobility calls
 - Answered within 3 minutes 95% of the time in FY16.
- Reduced the amount of delayed trips:
 - Trips delayed 61-90 minutes reduced by more than 74%
 - Trips delayed 90 minutes and over reduced by 90%.

World Class Customer Service

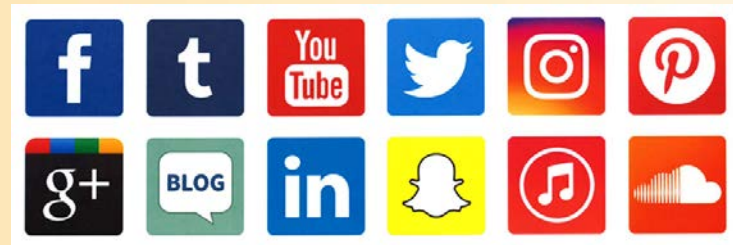
Complaint Resolution

- In FY15, 58% of MTA complaints are resolved with 15 business days.
- Currently 96% of MTA complaints are resolved within 5 business days.



World Class Customer Service

- Tripled social media platforms to 12 from original 4 since Jan. 2016
- Radio station launched in March 2016
- Monthly print and online columns for Baltimore Afro American and Latin Opinion.



AFRO

LATIN OPINION
BALTIMORE

World Class Customer Service

Adopt-A-Stop

Volunteer program and a meaningful way to get your group involved in the community, be recognized for your hard work, and keep your neighborhood safe and clean for everyone!

Girl Scout Troop #10006



BALTIMORE



Linking You to the Places that Matter Most

Goals of BaltimoreLink



- **Improve** service quality and reliability,
- **Maximize** access to high-frequency transit,
- **Strengthen** connections between MTA's bus and rail routes,
- **Align** the network with existing and emerging job centers, and
- **Engage** riders, employees, communities, and elected officials in the planning process.

Network Redesign

BaltimoreLink is a complete redesign of Baltimore's transit network, offering three types of service that improve connections with existing Metro, Light Rail, and MARC services, and provide improved access to key job centers throughout the region:



CityLink

These color-coded, high-frequency routes offer frequent, 24-hour service, form a downtown grid, and radiate out from the city on major streets.



LocalLink

These operate on neighborhood streets between the CityLinks and form crosstown "rings."

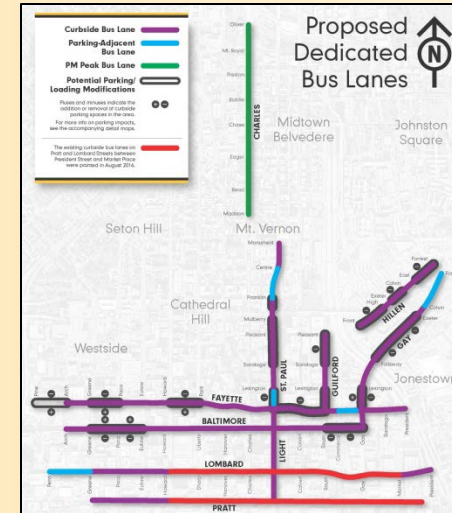
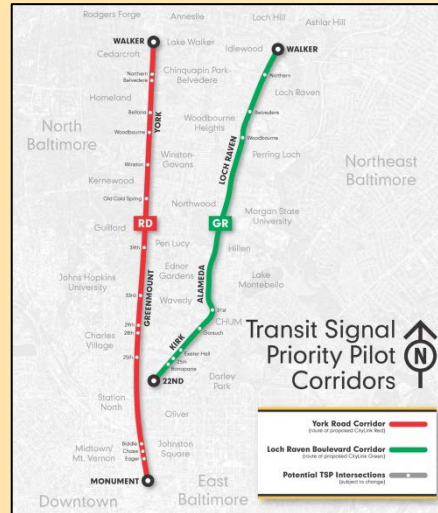


Express BusLink

These offer limited-stop service from suburb-to-suburb, and suburb-to-downtown. In June 2016 an express beltway "ring" was created for the first time ever!



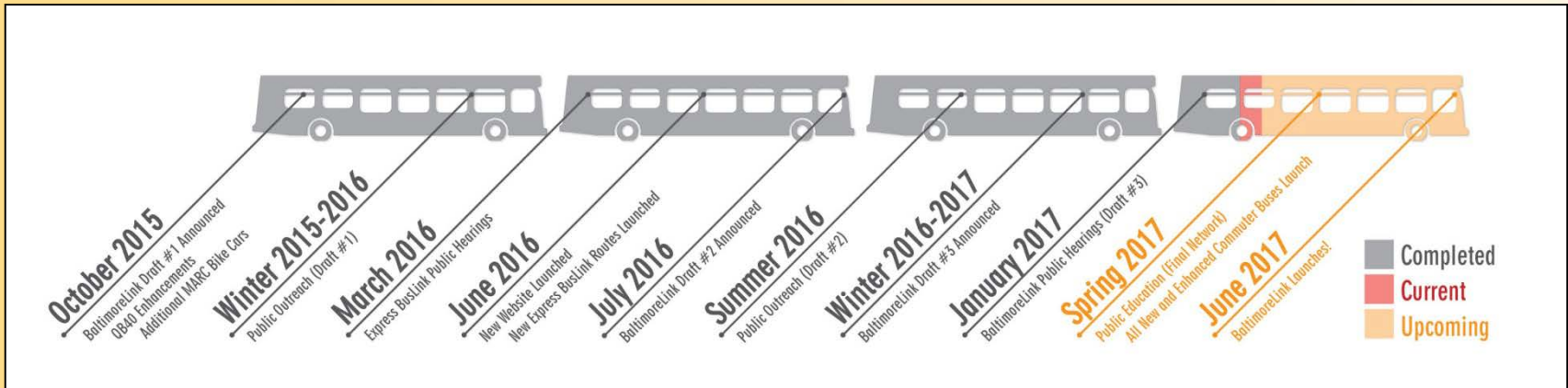
System Improvements



and more...

- Commuter Bus
- Fort Meade Shuttle (RTA)
- Charm City Circulator
- Car Sharing
- Bus Wraps
- MARC Bike Cars

Progress to-date



- ✓ QB 40 enhancements
- ✓ MARC Bike Cars on weekends
- ✓ Two rounds of outreach
- ✓ Monthly operator presentations
- ✓ Express BusLink services
- ✓ BaltimoreLink.com
- ✓ Trip planner and interactive maps

- ✓ TIGER Grant – North Avenue Rising
- ✓ Dedicated Bus Lanes
- ✓ Commuter Bus 310/320 and 425
- ✓ Baltimore Bike Share
- ✓ New Bus Wraps
- ✓ Bus Stop Signs
- ✓ TSP installations
- ✓ Public hearings

Next Steps

February 21, 2017	Final Comment Period Ended
March 2017	Finalize BaltimoreLink Network Redesign, begin public education Launch Commuter Bus 210/215 (K.I./Annapolis/Baltimore)
April 2017	Begin Active Public Education Effort and Activities
May 2017	Complete Installation and Testing of TSP, Dedicated Lanes, etc.
June 18, 2017	Launch BaltimoreLink! Continue Public Education while BaltimoreLink is in service



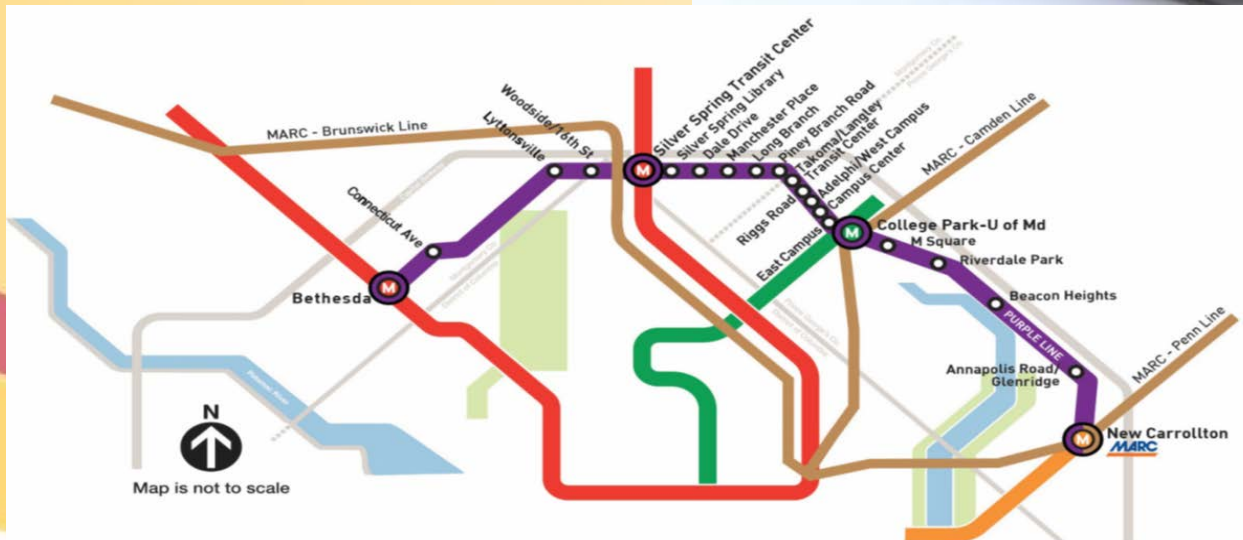
Purple Line Update



Service will begin in 2022

Purple Line Facts

- A 16.2 mile light rail line between Bethesda in Montgomery County and New Carrollton in Prince George's County
- 21 stations with stops in Silver Spring, Takoma/Langley Park and the University of Maryland at College Park
- Will connect with the WMATA Metrorail system and MTA's MARC Commuter rail lines and Amtrak





Transforming the Maryland Transit Administration

A Vision for the Future

- ✓ Be a driver of regional economic development
- ✓ Improve connectivity, frequency and reliability
- ✓ Serve our existing customer base and attract new riders
- ✓ Be a vehicle to help lift the city and region