



Larry Hogan
Governor
Boyd K. Rutherford
Lt. Governor
James F. Ports, Jr.
Secretary

**J00H01 MDOT Maryland Transit Administration
FY 2023 Operating Budget
Response to the Department of Legislative Services Budget Analysis**

Senate Budget and Taxation Committee
Public Safety, Transportation, and Environment Subcommittee
Senator Cory McCray
February 24, 2021

House Appropriations Committee
Transportation and the Environment Subcommittee
Delegate Marc Korman
February 23, 2021

**J00H01 MDOT – MTA
MDOT RESPONSE TO DLS ANALYSIS
FY 2023 BUDGET**

DLS Budget Analysis

1. Light Rail Only Service to Meet On-time Performance Goal in Fiscal 2021 (Page 7)

MTA should brief the committees on the issues contributing to the poor MobilityLink performance and the steps it is taking to address them.

MDOT Response:

During the COVID-19 pandemic, many Mobility drivers left employment with our service delivery contractors. Many factors contributed to this, including health concerns, childcare issues, enhanced unemployment benefits, and lack of service demand. During most of the pandemic, demand was low enough that the staffing issues did not significantly impact Mobility Service. As our area began to recover from COVID-19 and more people were traveling, demand for MTA Mobility rides increased. Despite our best efforts, we have not been able to bring on new drivers fast enough to meet this demand. A sufficient workforce had not yet returned to the labor market following the pandemic to meet the post-surge demand. This continues to be a nationwide issue facing many industry sectors. From restaurants to airlines to school bus companies, labor is in short supply.

In response to these staffing challenges MDOT MTA took the following actions:

MDOT MTA's Mobility contractors took steps to increase staffing by implementing a \$2,000 hiring bonus, offering a recruitment bonus and increasing advertisement of open positions.

- MDOT MTA worked with the contractors to raise their starting wages to \$16 per hour in early summer 2021.
- MDOT MTA entered into a contract modification with the service delivery contractors (First Transit & Transdev) to compensate them for an agreed upon across-the-board wage hike. The new starting wage was set at \$18/hour and employees throughout the program received commensurate increases.
- MDOT MTA partnered with Transdev to bring on as a subcontractor, UZURV, a transportation network company to provide additional trips in our network. UZURV allows the agency to utilize those workers who prefer to work in the gig-economy which provides more flexible hours. This service has scaled to providing nearly 175 trips daily.
- MDOT MTA worked with its dispatch contractor (MV Transportation) to increase vehicle availability through changes to our scheduling processes and software algorithms.
- MDOT MTA raised its subsidy to the Call-a-Ride program to \$37/trip. Customers will pay \$3.00 cash for each one-way ride with a meter reading \$40.00 or less. If the meter amount exceeds \$40.00, the customer pays the difference in addition to the \$3.00 basic Call-a-Ride Fare. This allows riders to travel a much further distance on the Call-a-Ride service.

**J00H01 MDOT – MTA
MDOT RESPONSE TO DLS ANALYSIS
FY 2023 BUDGET**

DLS Budget Analysis (continued)

- MDOT MTA accelerated plans to utilize transportation network companies (TNC) as supplemental service. This is pending the approval of legislation to enable this innovation. MDOT MTA believes the addition of major TNCs such as Uber and Lyft will provide valuable options for our riders and improve the overall efficiency of the system.
- MDOT MTA issued a request for proposals for a new set of Service Delivery Contractors that incentivizes proper staffing, increases the number of contractors to three, and holds those contractors responsible for performance. This contract was approved by the Board of Public Works on February 16, 2022.

As a result of these actions, MDOT MTA has been able to add 50 drivers to the contracted operator pool and improved on-time performance to 87% in January. While ridership continues to increase, MDOT MTA is working with the new and existing contractors to further improve staffing levels. The new contractor, MV Transportation has over 40 operators already in training for the new contract scheduled to go into operation no later than May 15. MDOT MTA is working to accelerate the utilization of this staffing pool. Additionally, MDOT MTA continues to explore all options to deliver safe and reliable service.

**J00H01 MDOT – MTA
MDOT RESPONSE TO DLS ANALYSIS
FY 2023 BUDGET**

DLS Budget Analysis Issues

1. Expenditures on Capital Needs Less than Programmed (Page 30)

MTA should brief the committees on the steps that it is taking to address the gap between programmed capital spending and actual expenditures. (Page 30)

MDOT Response:

Over the past three fiscal years, the COVID-19 pandemic has significantly delayed expenditures on multiple projects as a result of reduced staffing, slowed construction progress, and delayed supply chains.

To reduce the impact of these delays, MDOT MTA project managers have bundled projects to create efficiencies and avoid service disruptions. The process of efficiently scoping projects has been reinforced in the continuous improvement of the annual CTP process. MDOT MTA initiated training to support project managers in estimating budget and procurement schedules. MDOT MTA's Office of Procurement has extended lead times so that the procurement process begins earlier to address possible supply chain issues. The Office of Procurement has also implemented scheduled deliveries of major items instead of single orders, which allows for more predictable payment schedules. MDOT MTA anticipates that these changes will help to close the gap between programmed funding and actual expenditures.

**J00H01 MDOT – MTA
MDOT RESPONSE TO DLS ANALYSIS
FY 2023 BUDGET**

Operating Budget Recommended Actions

1. **Concur with Governor’s allowance. (Page 35)**

MDOT Response:

MDOT MTA concurs with the DLS recommendation.

PAYGO Budget Recommended Actions

1. **Concur with Governor’s allowance. (Page 35)**

MDOT Response:

MDOT MTA concurs with the DLS recommendation.

Maryland Transit Administration

FY23 Budget Hearing

Holly Arnold, Administrator

MDOT
MARYLAND DEPARTMENT
OF TRANSPORTATION

MARYLAND TRANSIT
ADMINISTRATION

North Avenue Rising



- \$27.3 million project to make improvements along the North Avenue Corridor in Baltimore City
- Joint initiative between MDOT, MTA, and Baltimore City with state, local, and federal funding
 - \$14.7 million from MDOT, \$10 million from USDOT (TIGER grant), \$1.6 million from USFHWA, \$1 million from BCDOT
- Launched seven miles of new dedicated bus lanes in November 2021



- Dedicated Bus Lanes
- Roadway Repaving
- Transit Signal Priority

- Enhanced Bus Stops
- Streetscaping
- Bike Share Docks

- Metro Station Improvements
- Intersection Reconstruction
- Bike Boulevard/Traffic Calming

RAISE Grant Award

- \$50 million East-West Priority Corridor project
 - \$22 million from USDOT, \$18 million from MDOT, and \$10 million from BCDOT
 - 20-mile corridor in Baltimore City and County
- Transit, ADA, pedestrian, and bicycle improvements
 - 10 miles of dedicated bus lanes
 - TSP along Edmonson, Fayette, and Eastern
 - Bus stop amenities
 - Curb bump-outs
 - Signal improvements
 - Real-time signage
 - Bike lanes



Secretary Pete Buttigieg
@SecretaryPete

Big transportation improvements require collaboration at all levels. We're working with @MayorBMScott, @ChrisVanHollen, @MDOTNews' Greg Slater, & @mtamaryland admin Holly Arnold to make it easier for Baltimoreans to get around.



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• PRESS RELEASES & STATEMENTS

NOVEMBER 17, 2021

Baltimore Congressional Delegation Announces \$22 Million in Federal Funding to Support the East-West Priority Corridor Project



East-West Priority Corridor

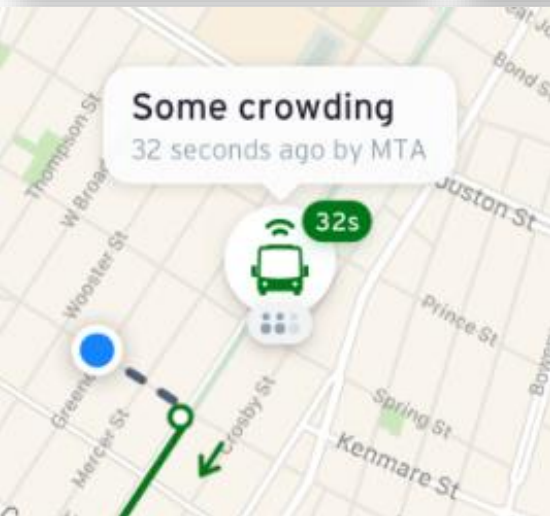
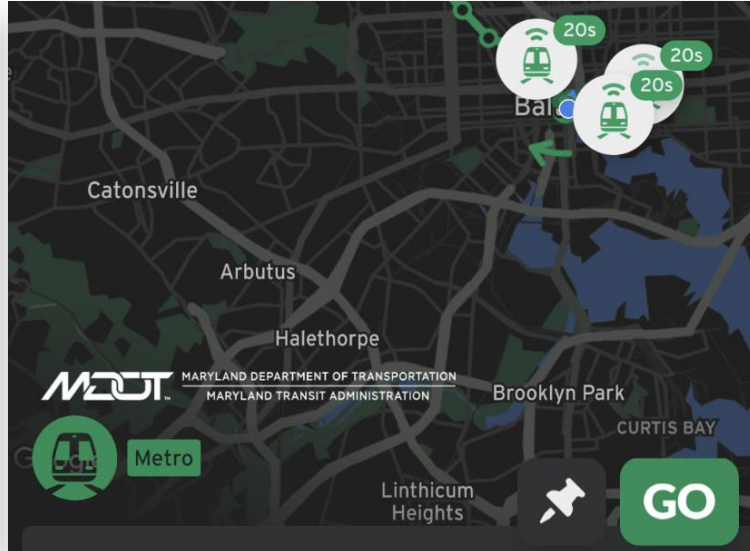
Enhancing multi-modal connections to advance sustainability and equity in Baltimore, MD

July 2021

dot
DEPARTMENT OF TRANSPORTATION
BALTIMORE CITY

MOT
MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION

Customer Experience Enhancements



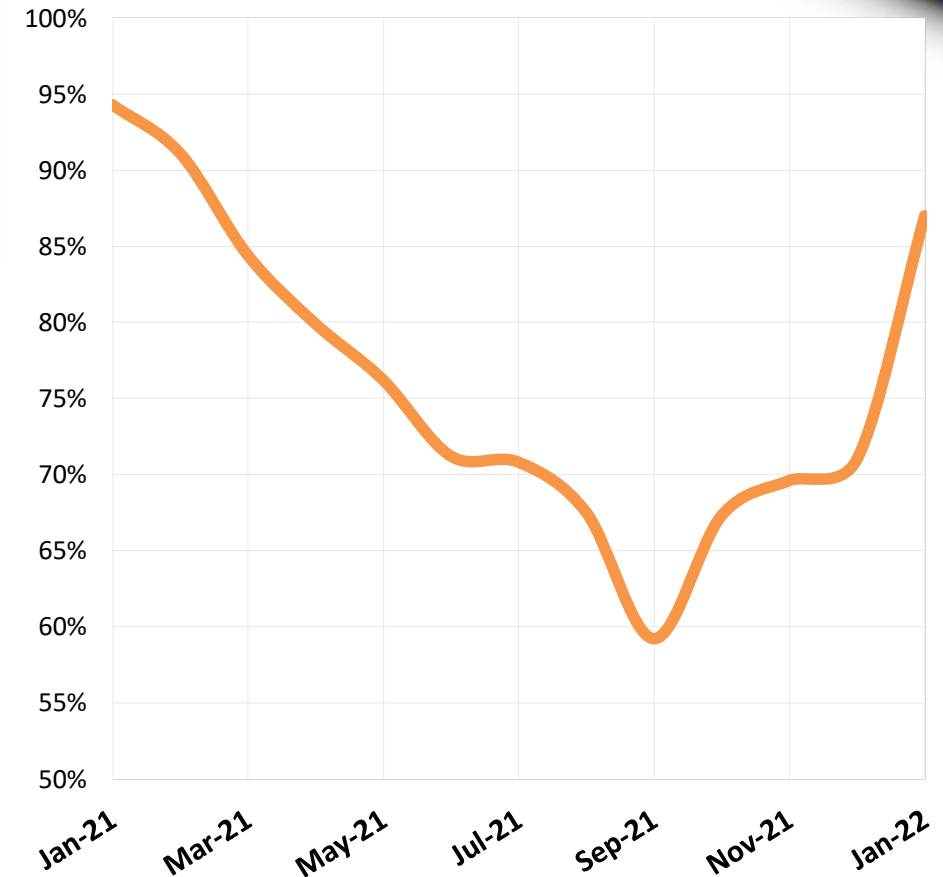
- Advancing real-time information
 - Real-time vehicle tracking available on Core Bus, Commuter Bus, MARC, and Metro
 - Metro launched in December 2021
 - Light Rail testing currently underway, anticipated launch in Spring 2022
 - Real-time bus crowding information launched in December 2021
 - Integration with Transit app
 - Pilot program of real-time digital signage
 - Three locations: Mondawmin and Rogers Avenue Metro stations and the Patapsco Light Rail stop
 - Part of \$3.5 million Beyond the Bus Stop grant from Federal Transit Administration
- E-bikes and scooters policy change
 - Expanded bicycle policy to allow personally owned e-scooters and e-bikes on core service modes and MARC
- CharmFlex – new fare products to adapt to changing travel patterns
 - 3-day and 10-day passes available through CharmPass valid for up to a year
 - Usable on consecutive or non-consecutive days
 - Discounted 15% percent from a single day pass
- Bus lanes
 - Downtown Baltimore City repainting completed in December 2021
 - North Avenue Rising additional 7 miles

Improving Mobility Service

- Addressing service impacts due to staffing issues as paratransit demand recovers
- Recruitment and training
 - Wage increase for operators effective October 1, 2021
 - Signing and recruitment bonuses
 - Increased advertising of open positions
- Increased Call-a-Ride fare limit to \$40
- Mobility app in development
 - Mobile booking and cancellations
 - Real-time vehicle location tracking
 - Expected launch in late spring 2022
- New operations & maintenance contract subject to BPW approval
 - Three providers over current two
 - Incentivizes proper staffing and timely service
 - Additional wage increases
- January 2022 saw highest on-time performance since February of 2021



Mobility On-Time Performance by Month



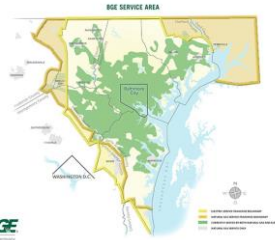
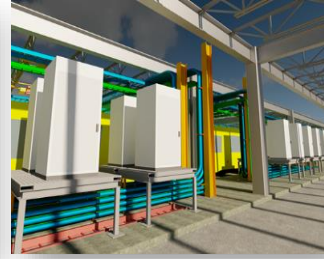
Overhauling Our Rail Fleet

- Metro Railcar and Train Control Replacement Project
 - \$400+ million for 78 new vehicles and comprehensive replacement of train control system

- Light Rail Mid-Life Overhaul
 - Over halfway done with \$162 million overhaul program for current LRV fleet
 - Planning for modern, low-floor vehicle replacement underway



Zero-Emission Bus Transition



Charging

Buses will charge at MTA facilities. Major utility upgrades are needed.



Buses

Technology is advancing rapidly; however, range and reliability are key issues to monitor.



Workforce

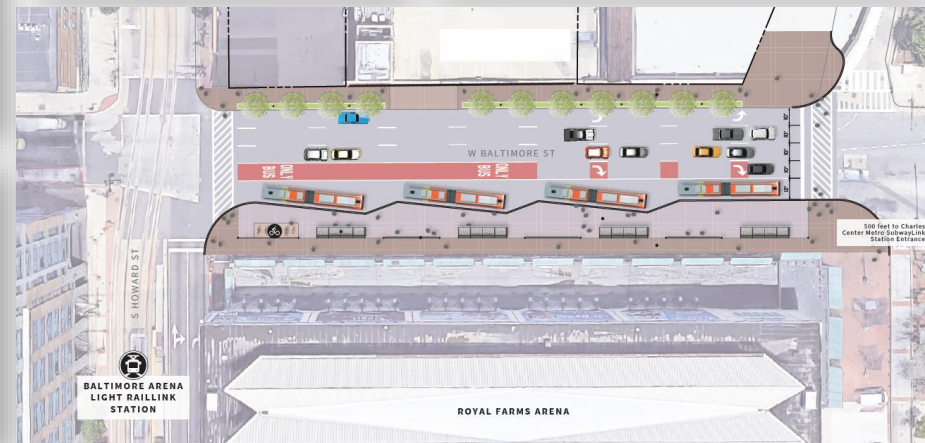
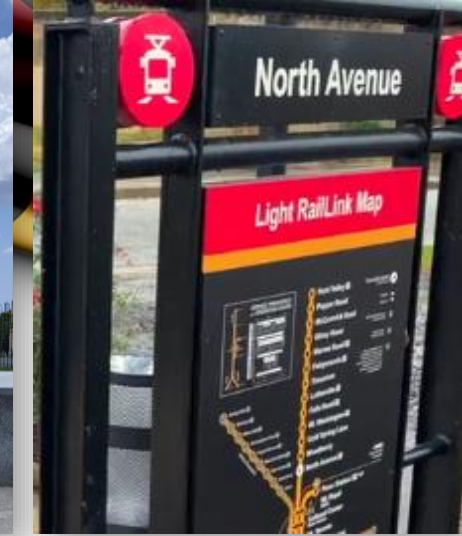
Training, New job descriptions (e.g. mechanics move toward IT technicians).

- Transitioning to 50% ZEB by 2030
 - 95% by 2045
 - No diesel procurement after FY23
- Significant infrastructure, workforce, and service planning considerations
 - Charge management
 - Workforce considerations
 - Training
 - Maintenance SOPs
 - Coordination with Union
 - Communications
 - Service and scheduling impacts
 - Utilities and infrastructure
- Kirk pilot with revenue service
 - Vehicle purchases approved by BPW in January 2022
 - Four 40' and 3 60' battery electric buses to arrive later this year
 - Five overhead 150 kilowatt chargers
 - Work underway on utility upgrades and facility design

Fast Forward

Customer Experience Enhancement Project

- Launched \$43 million initiative to improve service reliability, reduce travel times, and increase safety and access
 - Goal to enhance overall transit experience
- Faster
 - Dedicated bus lanes
 - Other street-level and infrastructure modifications for faster, more efficient transit
- More accessible
 - ADA and pedestrian improvements near bus stops
 - More bus shelters
 - New and enhanced transit hubs
- Easier to use
 - Better signage and wayfinding
 - Real-time information



MTA Strategic Plan



Centering Equity

Equity must continue to be a focus of everything we do. Our work to rebuild better will center around providing full and equitable transportation for Marylanders of diverse races, ethnicities, ages, genders, abilities, and incomes.



Addressing Safety and Security

Keeping our employees and customers safe and secure throughout their complete trip.



Providing Reliable, Efficient Transit Service

Providing transportation that our customers can count on and being prepared to adapt to changes beyond our control.



Communicating with Our Stakeholders

Ensuring riders and employees receive the information they need to build a more trusting relationship.



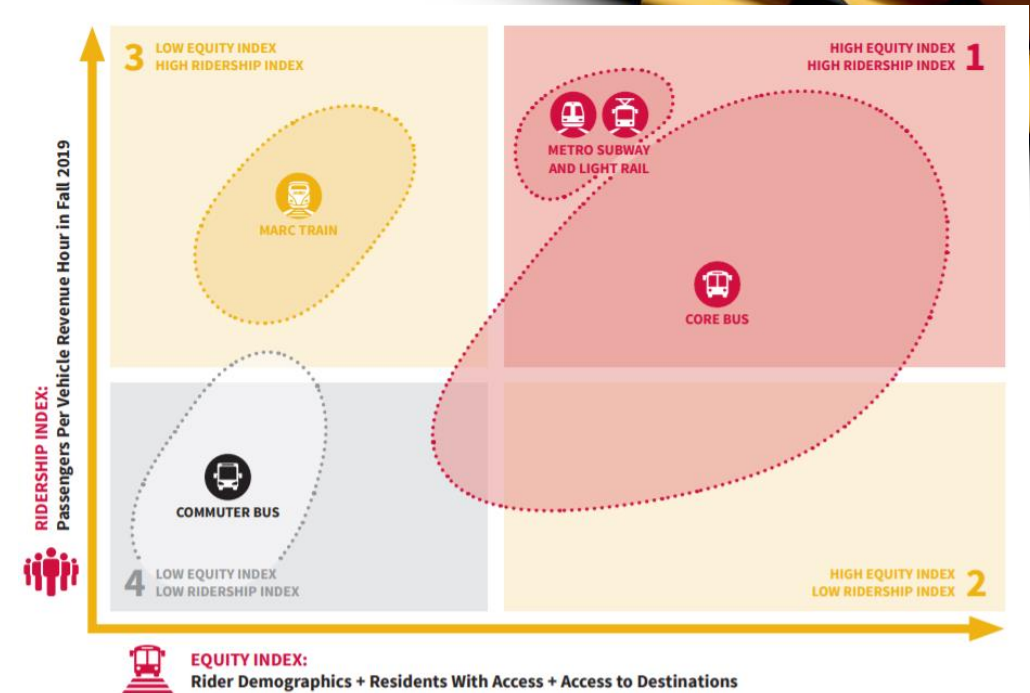
Planning for a Sustainable Future

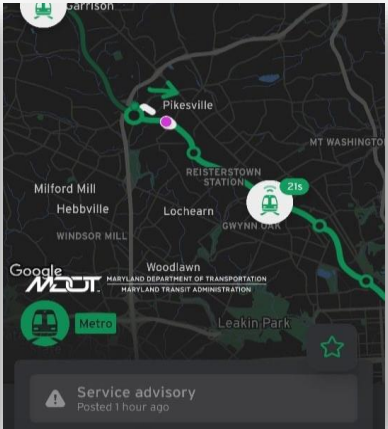
Balancing the needs of people, planet, and prosperity with the financial resources available to MDOT MTA.



Centering Equity

- Key component of Strategic Plan
- Agency goal of prioritizing equity in service planning and resource allocation
 - Equity framework
 - Project prioritization
- Equity, Diversity, & Inclusion Committee (EDIC)
 - Launched internally in October 2020
- Chief Diversity, Equity & Inclusion Officer position in development
- M/DBE efforts
 - Committed to encouraging minority-owned and disadvantaged firms to participate in State procurement process
 - Monthly outreach events





Rebuilding Better: Committed to an Equitable Transit Future

September 2021

MOT MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION

