

# MTA Overview

**Baltimore Regional Transit Commission**

**February 2, 2024**

**MDOT**  
MARYLAND DEPARTMENT  
OF TRANSPORTATION

MARYLAND TRANSIT  
ADMINISTRATION

# Maryland Transit Administration



6

Service Modes

Core Bus, Light Rail, Metro, Mobility, MARC, and Commuter Bus

15<sup>th</sup>

Largest Transit System

Out of all transit agencies in the United States by total ridership in 2022

~3,400

Employees

1,500 operators, 700 mechanics, 80% union

\$12.6B

In Total Asset Value

Includes assets for which MTA has direct capital responsibility

~\$1B

Operating Budget

For FY24, includes contracted service, salaries & benefits, LOTS

~\$4.5B

Capital Budget

For FY24-29, major projects include vehicle overhauls & replacements, transit facilities



## Core Bus

Serves Baltimore region with over 60 routes; largest mode by ridership; network redesign launched in 2017; 10<sup>th</sup> largest bus system in United States



## Light Rail

33 stations from Hunt Valley to Cromwell and BWI Airport; 57 miles of track; mid-life overhaul of vehicles underway



## Metro

Heavy rail service with 14 stations from Owings Mills to Johns Hopkins Hospital; fleet replacement underway



## Mobility

Paratransit service for individuals with disabilities who are unable to use the MTA fixed route system; service is contracted



## MARC

Commuter rail service with 3 lines; 42 stations in MD, WV, and DC; service is contracted



## Commuter Bus

Peak-period limited-stop bus service; 4<sup>th</sup> largest system in United States; service is contracted



# MTA History



BTC becomes Metropolitan Transit Authority (later Mass Transit Administration)



Light Rail service begins



New MTA dedicated school service begins in Baltimore City



Purple Line groundbreaking

Relaunch of Red Line



1935

Insert Photo

1970



Baltimore Transit Company (BTC) forms, replacing United Railways & Electric Company for operations of streetcars, trackless trolleys, and buses

1983

Metro Subway service begins

1992

MTA officially assumes responsibility for MARC

1995

Metro extension to Johns Hopkins opens



1996

2001

Mass Transit Administration is renamed to Maryland Transit Administration

2017

Launch of BaltimoreLink bus network redesign



2023





# MTA Agency Overview

- Headquarters at 6 Saint Paul Street in Downtown Baltimore
- Provides funding and statewide assistance to Locally Operated Transit Systems (LOTS) throughout Maryland
- Serves as primary transportation service for Baltimore City Public Schools
- Operates the MTA Police Force
  - Over 150 officers and 80 civilian employees
- Purple Line under construction in Montgomery and Prince George's Counties



# The Importance of Public Transit

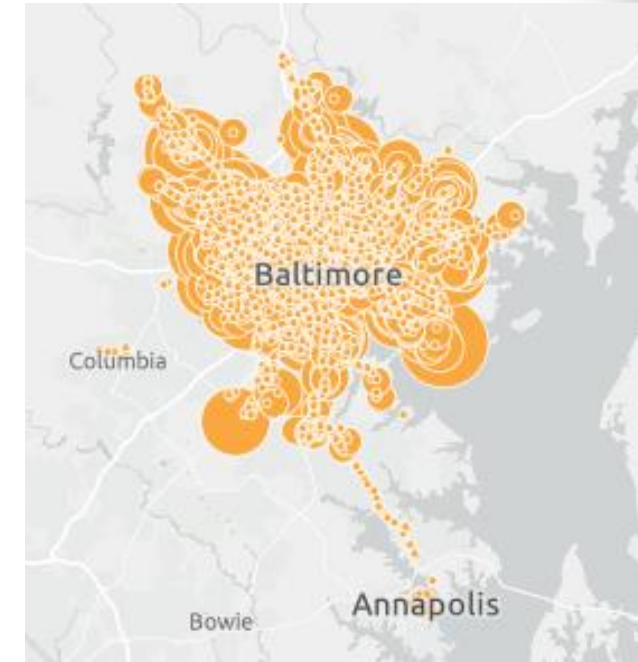


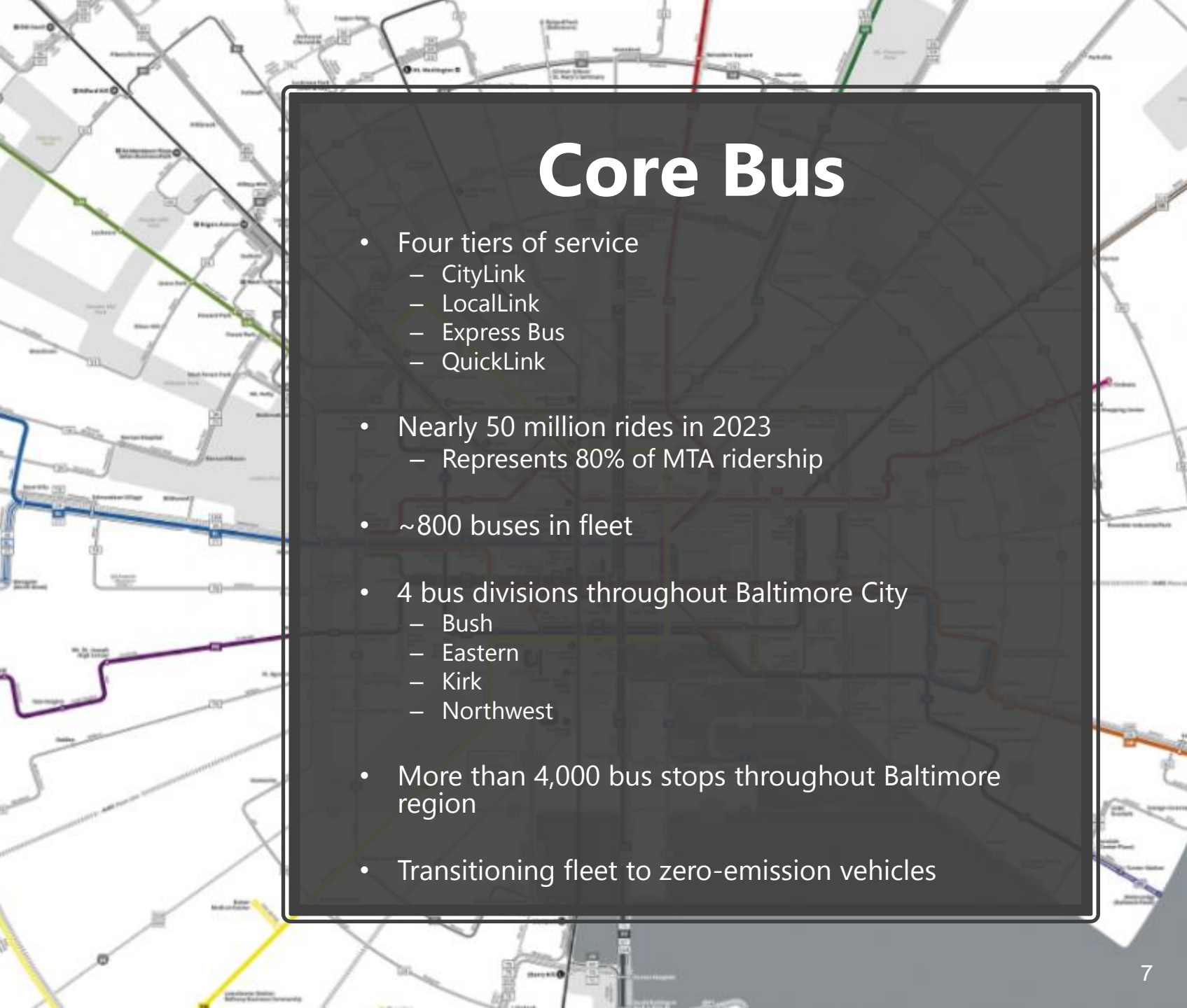
- Economic benefits
  - Nearly 9 out of 10 trips on public transit directly impact the local economy
  - **Every \$1 invested in public transportation generates \$5 in long-term economic returns to the region**
  - For every \$1 billion invested in public transportation, nearly 50,000 jobs are created or sustained across the entire economy
  - Public transit is a key factor in business site selection
- Environmental benefits
  - A typical trip on public transit emits 55% fewer greenhouse gas emission than driving or ridehailing alone
  - Public transit's carbon output has improved over time – emissions per passenger mile in 2018 were 26% lower than 2005
  - **More people riding transit is crucial to meeting Maryland's climate and sustainability goals**
- Safety benefits
  - Public transit is 10 times safer per mile than by car
- Congestion benefits
  - If every weekday MTA trip was a single occupancy vehicle, the length of cars would cover the distance between Baltimore and Atlanta
- Equity benefits
  - Affordable, accessible public transportation can help reduce race and income disparities
- **Public transportation isn't only for those who ride it**



# Public Transit and the Baltimore Region

- Transit represents over 10% of commutes in Baltimore City
- Forty percent of the region's 2.6 million residents live within 1/2 mile of a train station or 1/4 mile of a bus stop
  - 50 percent of the region's 1.2 million jobs are accessible by bus or rail
- MTA serves major points of interest throughout the region and state
  - Includes access to nearly 800,000 jobs and over 200 employment centers
  - Includes access to over 180 grocery stores and 29 hospitals
  - Commuter services and connections to DC
- ~30% of Baltimore households have no access to a vehicle
  - Over 80% of Core Bus riders
  - MTA serves over 94,000 households without access to a vehicle
- Over a third of Core Bus riders have <\$20k household income
- Owning a car in Baltimore costs around \$14,000 a year
  - Since 2019, the average cost of purchasing new cars has increased 30% (used cars have increased 40%)





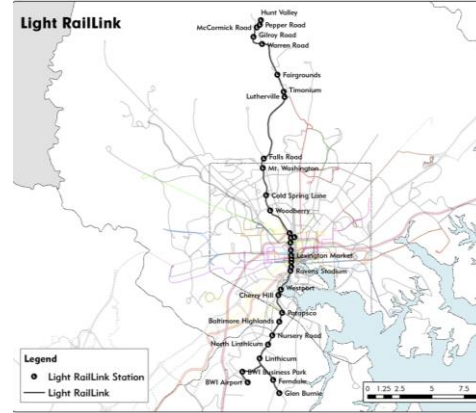
# Core Bus

- Four tiers of service
  - CityLink
  - LocalLink
  - Express Bus
  - QuickLink
- Nearly 50 million rides in 2023
  - Represents 80% of MTA ridership
- ~800 buses in fleet
- 4 bus divisions throughout Baltimore City
  - Bush
  - Eastern
  - Kirk
  - Northwest
- More than 4,000 bus stops throughout Baltimore region
- Transitioning fleet to zero-emission vehicles

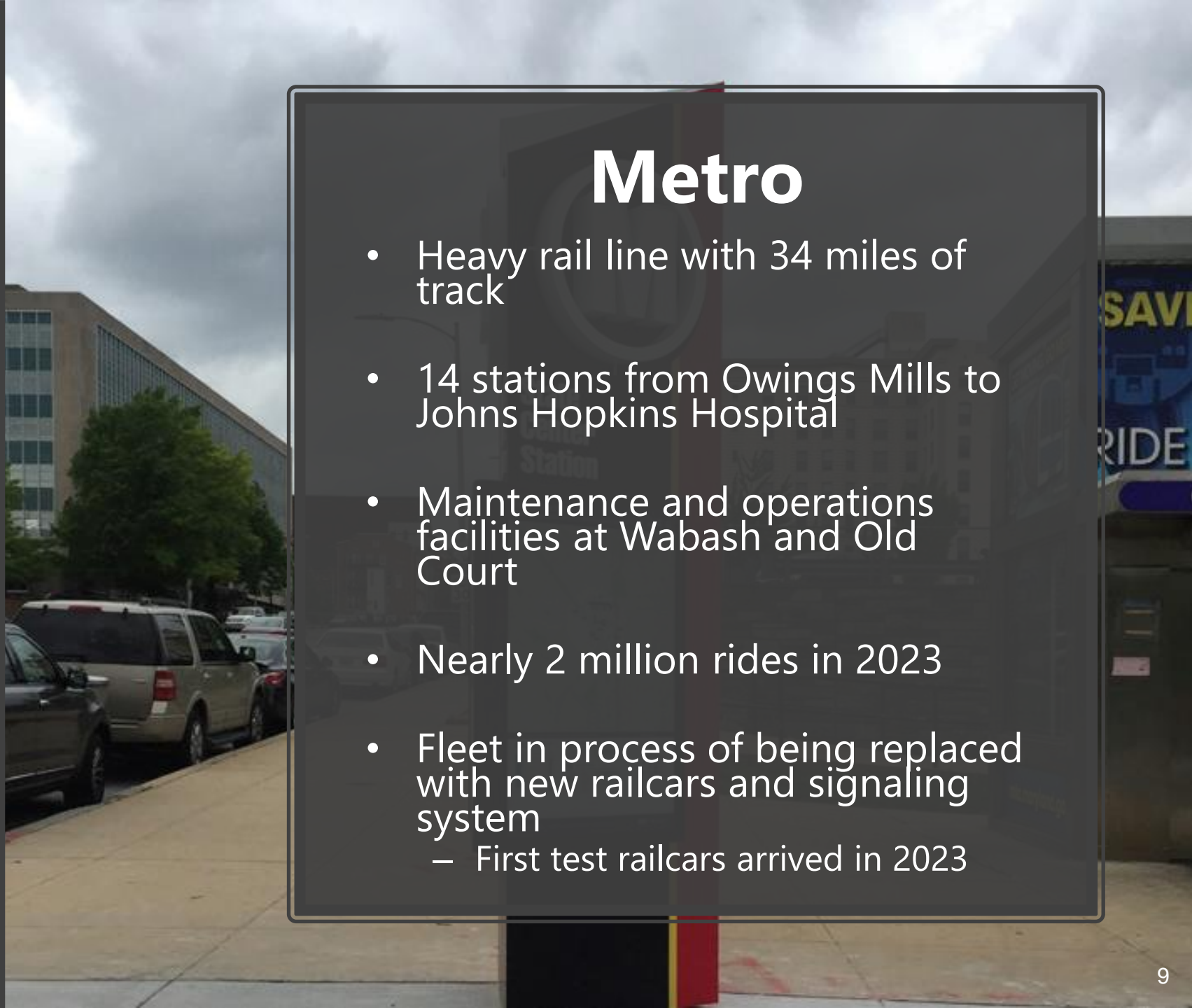


# Light Rail

- Light rail line with 57 miles of track
- 33 stations from Hunt Valley to Cromwell and BWI Airport
- Maintenance and operations facilities at North Ave and Cromwell
- More than 3.5 million rides in 2023
- Mid-life overhaul of 52 vehicle fleet nearly complete
  - Planning underway for new, accessible vehicle replacement







# Metro

- Heavy rail line with 34 miles of track
- 14 stations from Owings Mills to Johns Hopkins Hospital
- Maintenance and operations facilities at Wabash and Old Court
- Nearly 2 million rides in 2023
- Fleet in process of being replaced with new railcars and signaling system
  - First test railcars arrived in 2023



# Mobility

- Paratransit service for individuals with disabilities who are unable to use the MTA fixed route system
- Over 2.6 million rides in 2023
- Service provided by 3 contractors
  - Transdev
  - First Transit
  - MV
- ~550 vehicles in fleet





# MARC

- Three lines
  - Penn Line
  - Camden Line
  - Brunswick Line
- 3.7 million rides in 2023
- Contracted service
  - Penn Line: Amtrak (also owns tracks)
  - Camden & Brunswick: Bombardier (CSX owns tracks)
- 202 route-miles of commuter rail services
- 42 stations in MD, WV & DC





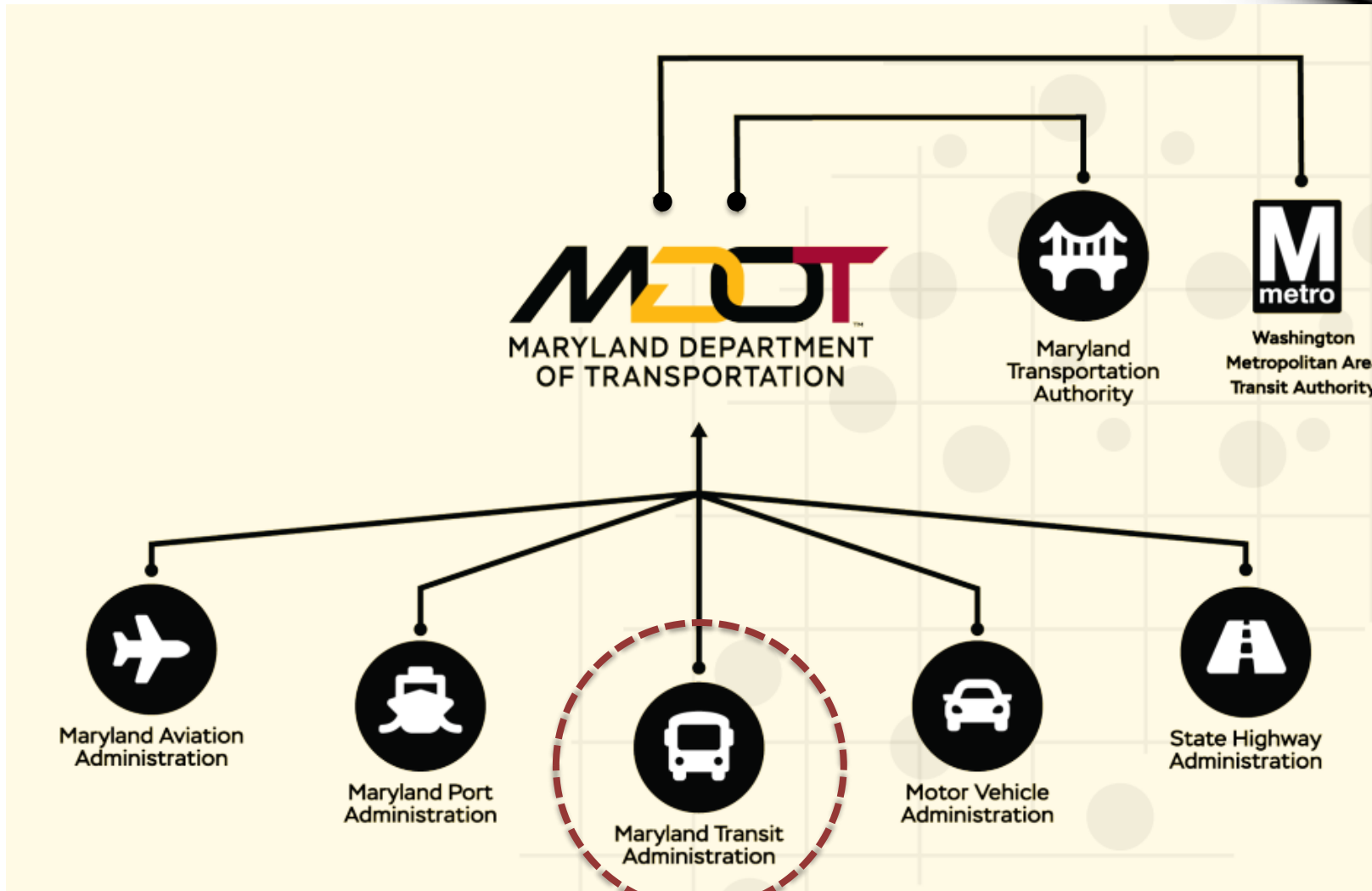


# Commuter Bus

- Peak-period limited-stop bus service
- 36 routes across Maryland
  - 24 routes serving DC
- Contracted service
  - Keller
  - Martz
  - Dillon's
  - Atlantic Coast
  - Academy
  - Eyre
- 1.2 million rides in 2023



# MTA and MDOT



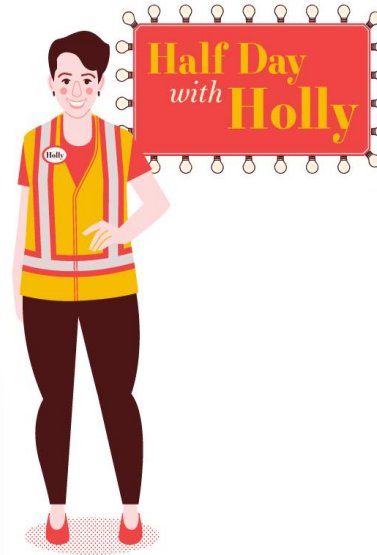
# MTA's Workforce

- Agency has 3,602 PINs
  - 3,425 number filled
  - 177 vacancies
  - ~4.9% vacancy rate
- MTA has collective bargaining agreements with:
  - Amalgamated Transit Union Local 1300 (operators and mechanics)
  - OPEIU Local 2 (administrative)
  - AFSCME Local 1859 (MTA Police)
  - *MCEA (MTA Police Sergeants, currently in negotiations)*
- Recent hiring efforts
  - Increased recruitment
  - On-site hiring events
    - MTA staff available to discuss job opportunities, explain the hiring process and answer questions
- Recent Union agreements
  - Wage increases
    - Nearly 10% increase in the starting wage for all newly hired bus and rail operators
  - Decreased timeline to achieve top pay rate
    - Top rate after 3 years with agency
  - Competitive pay with regular raises and overtime potential





# Employee Engagement

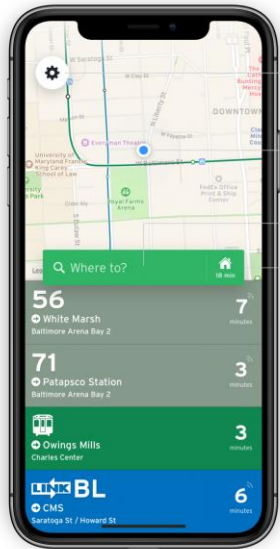


- Inreach program
  - Improved communications between front-line employees and management
- Half Day with Holly
  - Employees invite Administrator to shadow them for a half day
- Employee wellness program
  - Coordinate with our Union's health benefits provider for quarterly events throughout the agency
  - Themes of nutrition, fitness, mental well-being, among others
- Transit Worker Appreciation Week





# Interacting With Our Riders



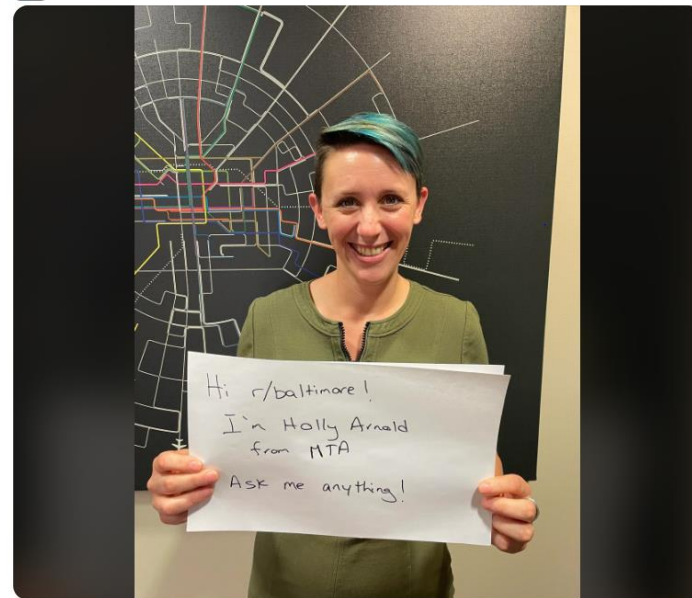
**\$2.00** ONE WAY  
**\$4.60** DAY PASS

**\$1.50** ONE WAY STUDENT Elementary/High school students with approved ID on school days only  
**\$1.00** ONE WAY SENIOR/ DISABILITY  
**\$2.30** DAY PASS SENIOR/ DISABILITY

EXACT FARE REQUIRED - FARES EFFECTIVE JUNE 26, 2022  
Tickets are free up to 10 minutes when using a CharmFlex or CharmPass. Two children under 6 years of age may ride free when accompanied by a full fare paying passenger.

r/baltimore • 3 mo. ago  
MTAMaryland

Hi Reddit! I'm Holly Arnold, Administrator of the Maryland Transit Administration. AMA!



Game Day RAVENS TRANSIT SERVICE

MOBILITYLINK/PARATRANSIT SERVICES  
**RIDE GUIDE**

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION MARYLAND TRANSIT ADMINISTRATION  
mta.maryland.gov





# MTA Performance Metrics

## MTA Customer Experience Dashboard



Local Bus



Light Rail



Metro Subway



MARC



Commuter Bus

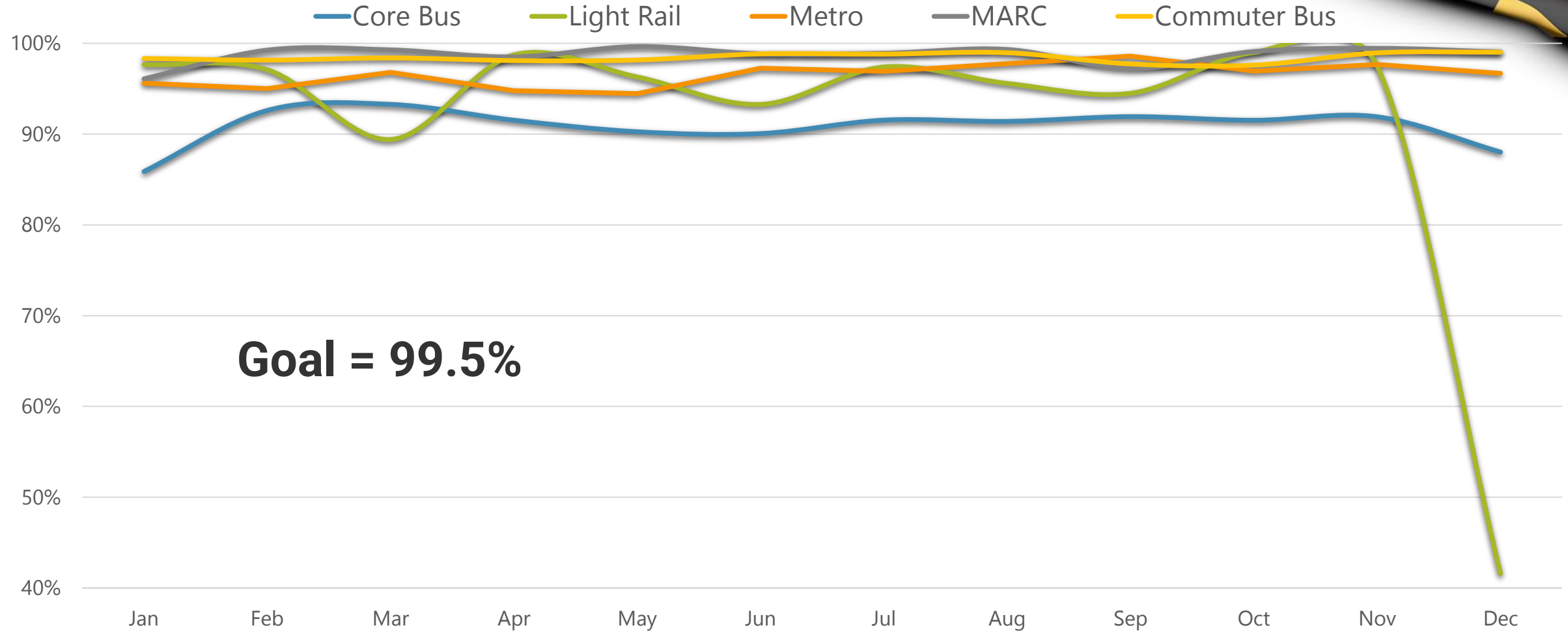


Mobility

- **Service delivery**
  - Percentage of scheduled hours operated
- **On-time performance**
  - Comparison of departures times to published schedules
- **Real-time information availability**
  - Share of trips with real-time information
- **Real-time prediction accuracy**
- **Mobility fixed-route equivalency**
  - Percentage of Mobility trips completed within the same amount of time or less when compared to MTA's fixed-route services
- **Vacancy rate**
- **Ridership**

# Service Delivery

Service Delivery by Mode

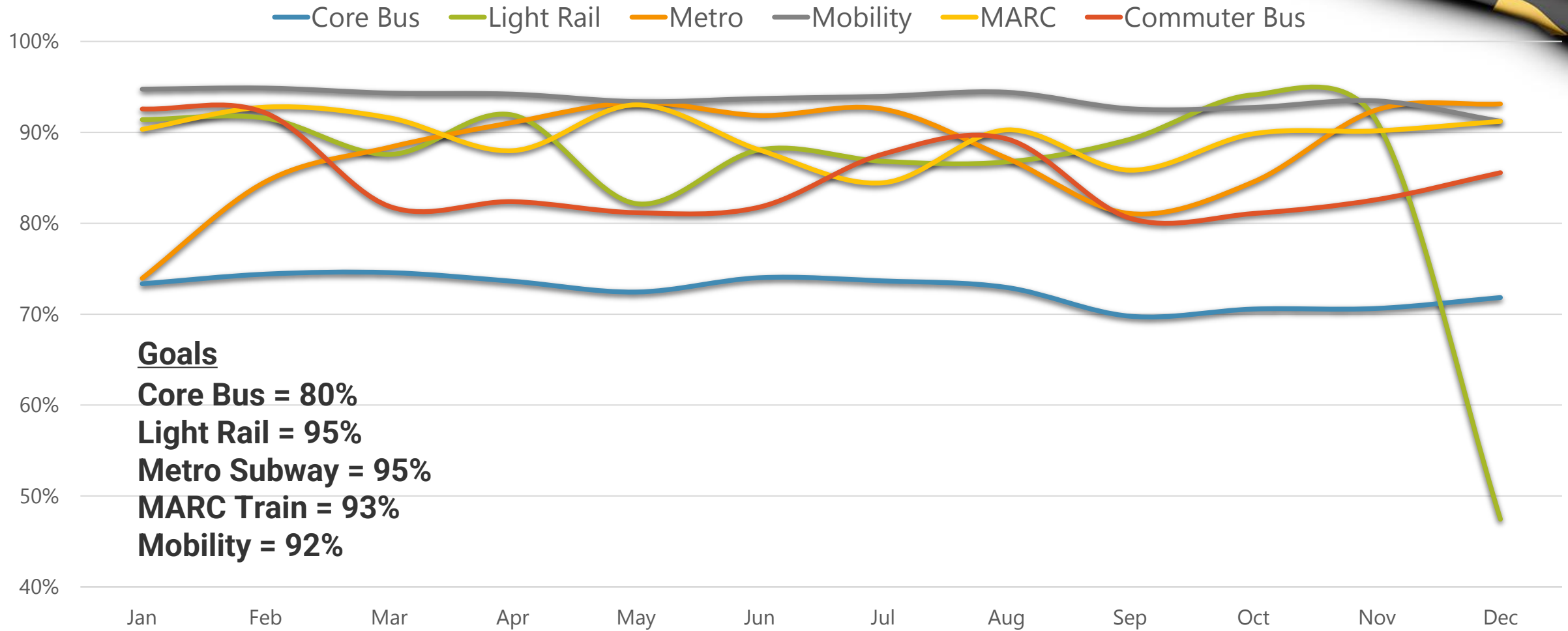


**Goal = 99.5%**



# On-Time Performance

On-Time Performance by Mode

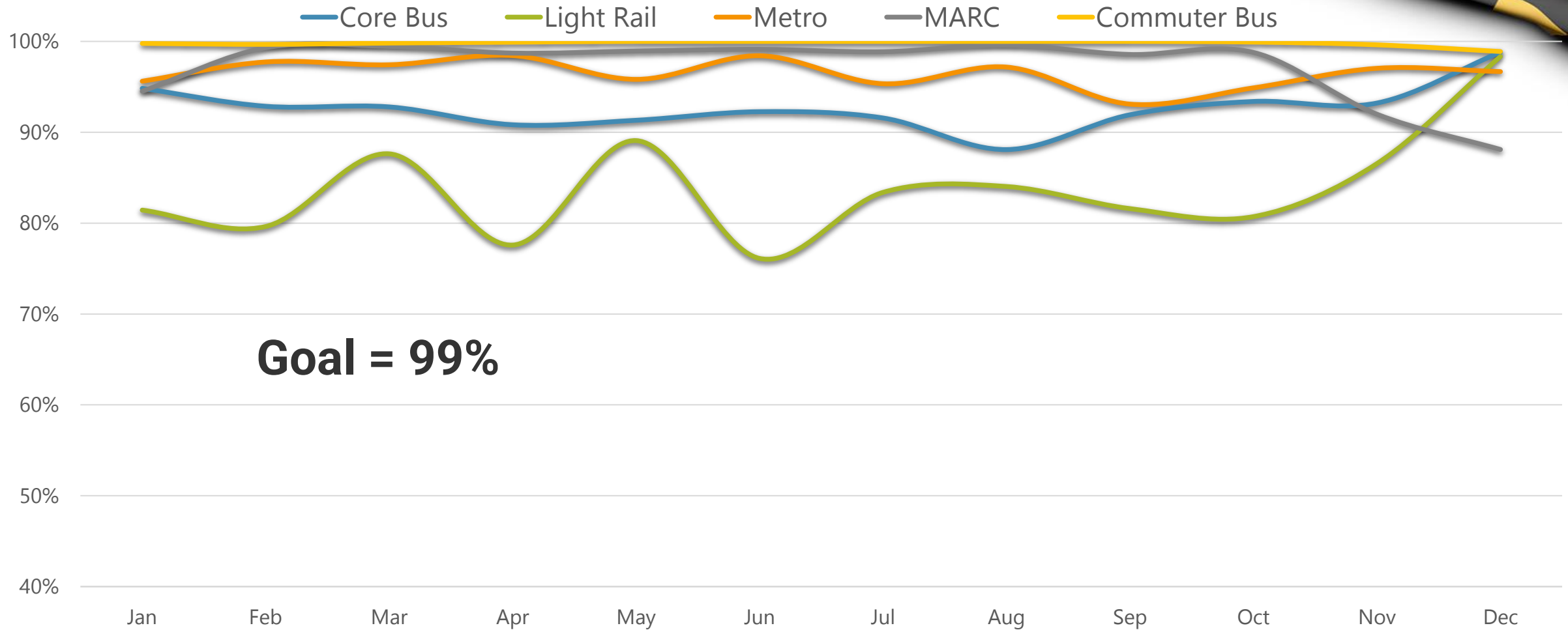


**Goals**

- Core Bus = 80%**
- Light Rail = 95%**
- Metro Subway = 95%**
- MARC Train = 93%**
- Mobility = 92%**

# Real-Time Information Availability

Real-Time Information Availability by Mode



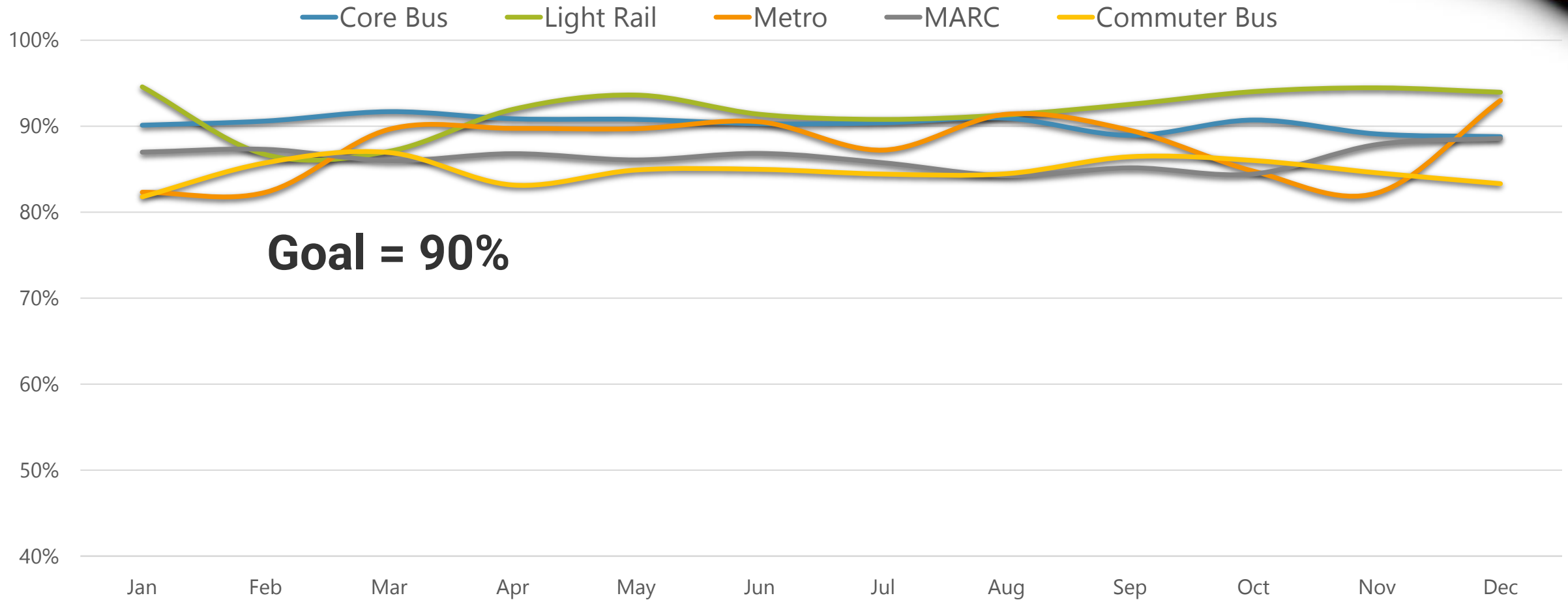
**Goal = 99%**



# Real-Time Prediction Accuracy

Measures every prediction up to 30 minutes out for each stop and compares to actual departure time

### Real-Time Prediction Accuracy by Mode



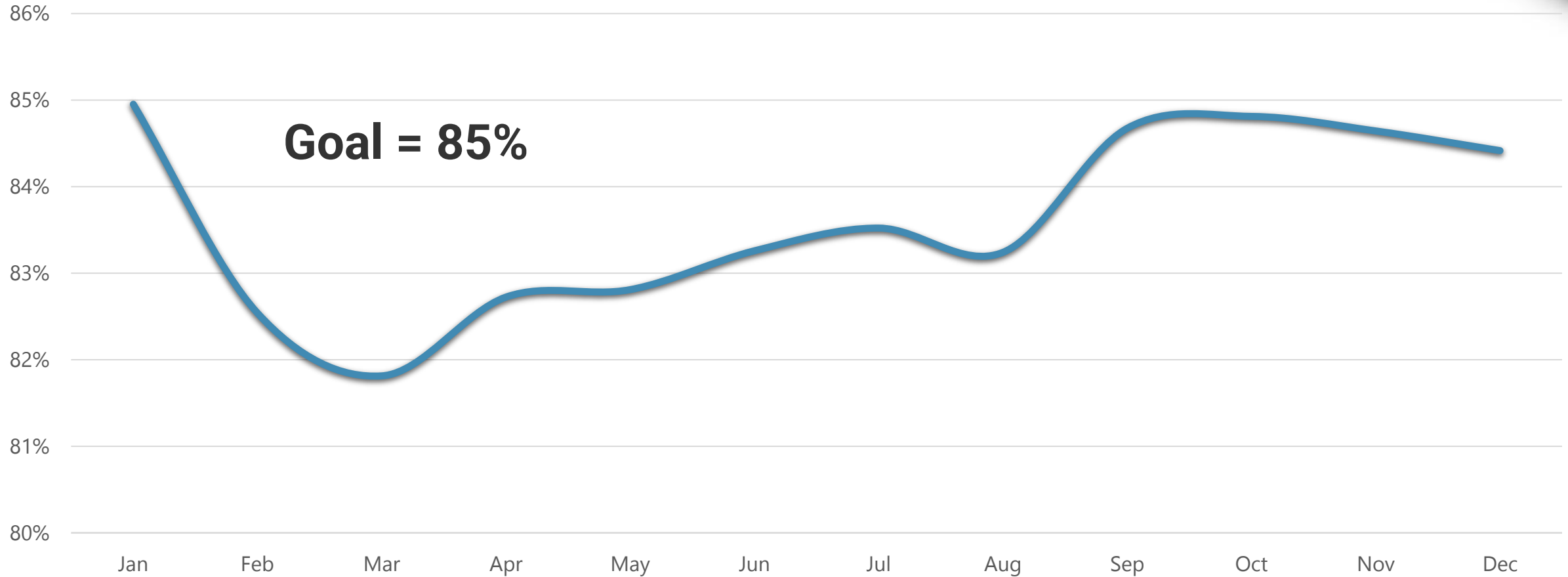
**Goal = 90%**



# Mobility Fixed-Route Equivalency

Measures every prediction up to 30 minutes out for each stop and compares to actual departure time

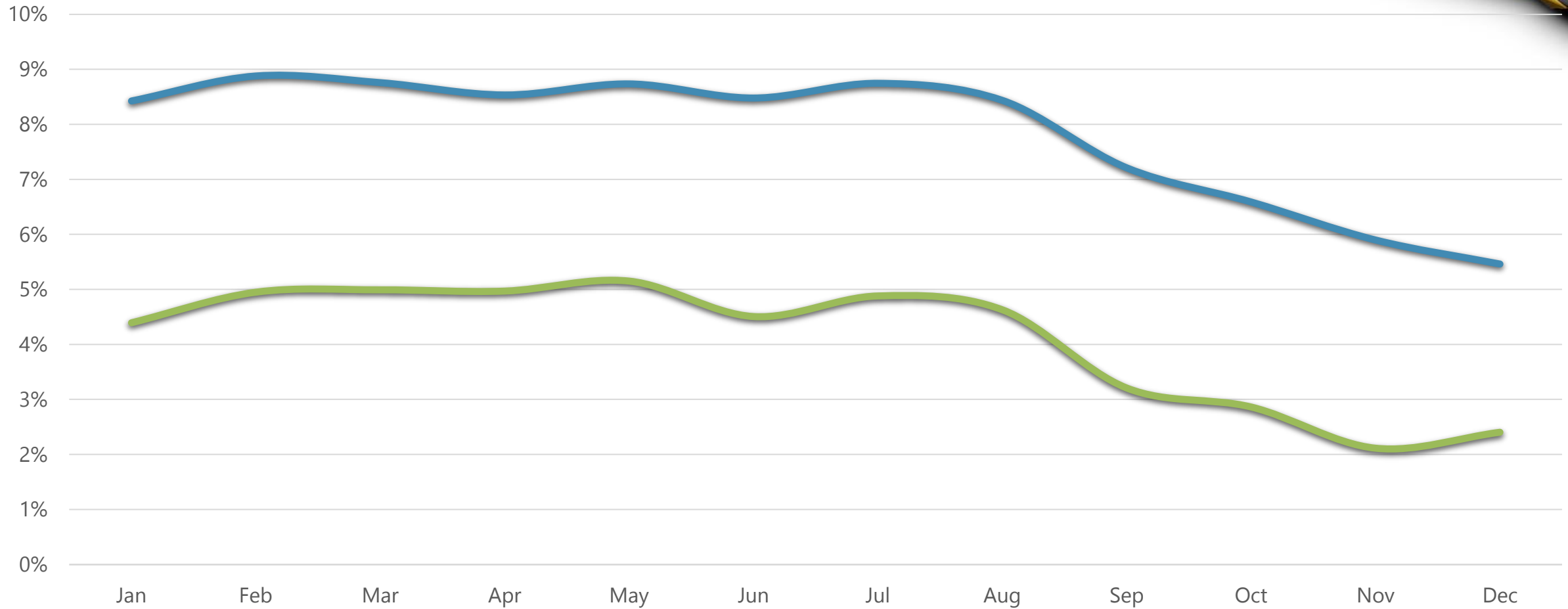
Mobility Fixed-Route Equivalency by Month



# Vacancy Rate

Vacancy Rate by Month

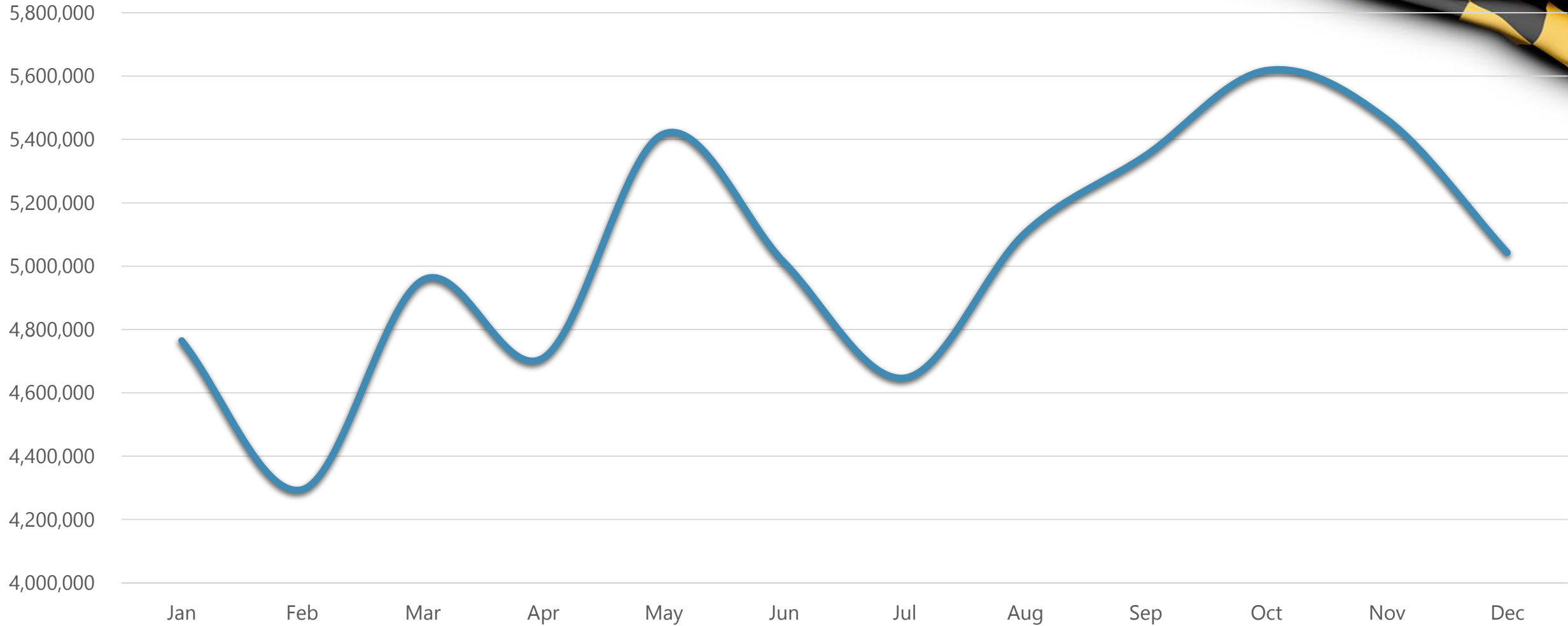
Overall Operators





# Ridership

Total MTA Ridership by Month



# Recent MTA Accomplishments



## Growing the System

- Red Line relaunch
- North-South feasibility study
- Delaware and Virginia MOUs
- Purple Line construction
- QuickLink 40



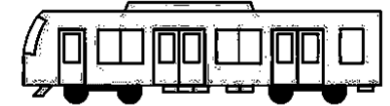
## Investing in our Workforce

- Reduced vacancy rate
- Increased operator wages
- Onsite job fairs
- Internal leadership program



## Pursuing & Receiving Discretionary Grants

- More than \$6 billion awarded



## Modernizing Our Fleet

- Zero-emission buses
- First new Metro railcars
- Planning for Light Rail

**Ridership is up on all modes**