

2023 Accomplishments

Transit matters. In 2023, the Maryland Transit Administration continued to keep our region moving forward. Over the past year, the MTA focused on major initiatives designed to improve and expand transit offerings throughout the state; post-pandemic ridership highs were seen on each mode; and we found new and exciting ways to engage with the communities we serve.

We invested in and grew our workforce while making significant progress on modernizing our existing systems. While not without its challenges, 2023 was a year marked by progress and system wide investment.

Transit provides access to 50% of the regions 1.2 million jobs and represents more than 10% of commutes in Baltimore City. Transit serves to connect individuals to jobs, education, healthcare, social experiences, and is an economic driver. Nearly 9 out of 10 trips on public transit directly impact the local economy.



Ridership

Riders continued to rely on MTA service for every type of trip and ridership on each mode grew in 2023.

Ridership
increased by
14%
over 2022

The agency provided more than 60 million rides. Every mode hit post-pandemic ridership highs in 2023.

Local Bus



13% ▲

Light Rail



6% ▲

Metro



40% ▲

MARC



13% ▲

Commuter Bus



25% ▲

Growing the System

We began work on major new transit lines, launched new service, and continued construction on new infrastructure.

- Relunched the Red Line, a major east-west transit project that will provide greater mobility and spur economic development in the region while providing transit options for over 30,000 riders daily
- Completed the Regional Transit Plan North-South Corridor feasibility study and advanced the project into the alternative analysis phase to provide better transit connections between Towson and downtown Baltimore
- Signed framework agreements with Delaware and Virginia to expand MARC Train Service north and south and improve regional connectivity
- Advanced construction on the Purple Line, a 16-mile light rail line connecting Prince George's and Montgomery counties achieving more than 60% completion
- Launched the QuickLink 40 east-west bus route, saving riders 25 minutes in travel time each way

Enhanced the State's Transportation Network

MTA aggressively pursued federal discretionary grants and was awarded more than \$6 billion to benefit the state.

- \$20 million for the Mondawmin Mobility Hub
- \$4.7 billion for the B&P (FDT) Tunnel Replacement Program
- \$1.5+ million for the Warner Street Rail Crossing Elimination
- \$8.8 million for the Penn-Camden Connector
- \$2.081+ billion for the Susquehanna River Bridge Replacement Program
- \$18.8 million for the Bush River Bridge Replacement Program
- \$30 million for the Gunpowder River Bridge Replacement Program
- \$108.3+ million for the Baltimore Penn Station Master Plan

Grew and Invested in Our Workforce

MTA focused on cultivating a diverse, inclusive, and future-ready workforce equipped to meet the needs of the region.

- Reduced overall agency vacancy rate by more than one third, ending 2023 at 5.6%
 - ▶ Reduced operator vacancy rate by more than 40%, ending the year at 2.1%
- Appointed the agency's first Director of Diversity, Equity, and Inclusion and launched employee resource groups
- Advanced bus and rail operator starting wages from \$22.62 to \$25.95 and \$24.62 to \$27.95 respectively and decreased the service years needed to achieve top pay rates
- Held multiple onsite job fairs and hiring events designed to reach communities throughout the core service area
- Graduated MTA's first Emerging Leaders Class, a program developed to grow internal talent

Invested in our Vehicle Fleet

- Received and accepted the agency's first 7 pilot Zero Emission Buses, an important milestone in agency's transition to a zero-emission fleet
- Received the first cars of the new Metro Subway fleet scheduled for service in 2025
- Began work to replace existing Light Rail fleet with modern, accessible vehicles

Focused on the Rider

- Established the Office of Customer Experience to elevate efforts on improving the rider's transit experience
- Improved accessibility for Mobility customers with the launch of the smartphone-compatible All Access app
- Completed implementation of real-time arrival information across all modes, including installation of Metro Subway real-time station signs
- Offered free rides for Transit Equity Day, Veterans Day and the MTA "Car-Free Weekend" to promote the benefits of public transit
- Celebrated with and supported our communities at the Baltimore Pride Parade, Veterans Day Parade, Holiday Parade, AFRAM, Artscape, State Fair and numerous other community events.

Transit Matters.



mta.maryland.gov

