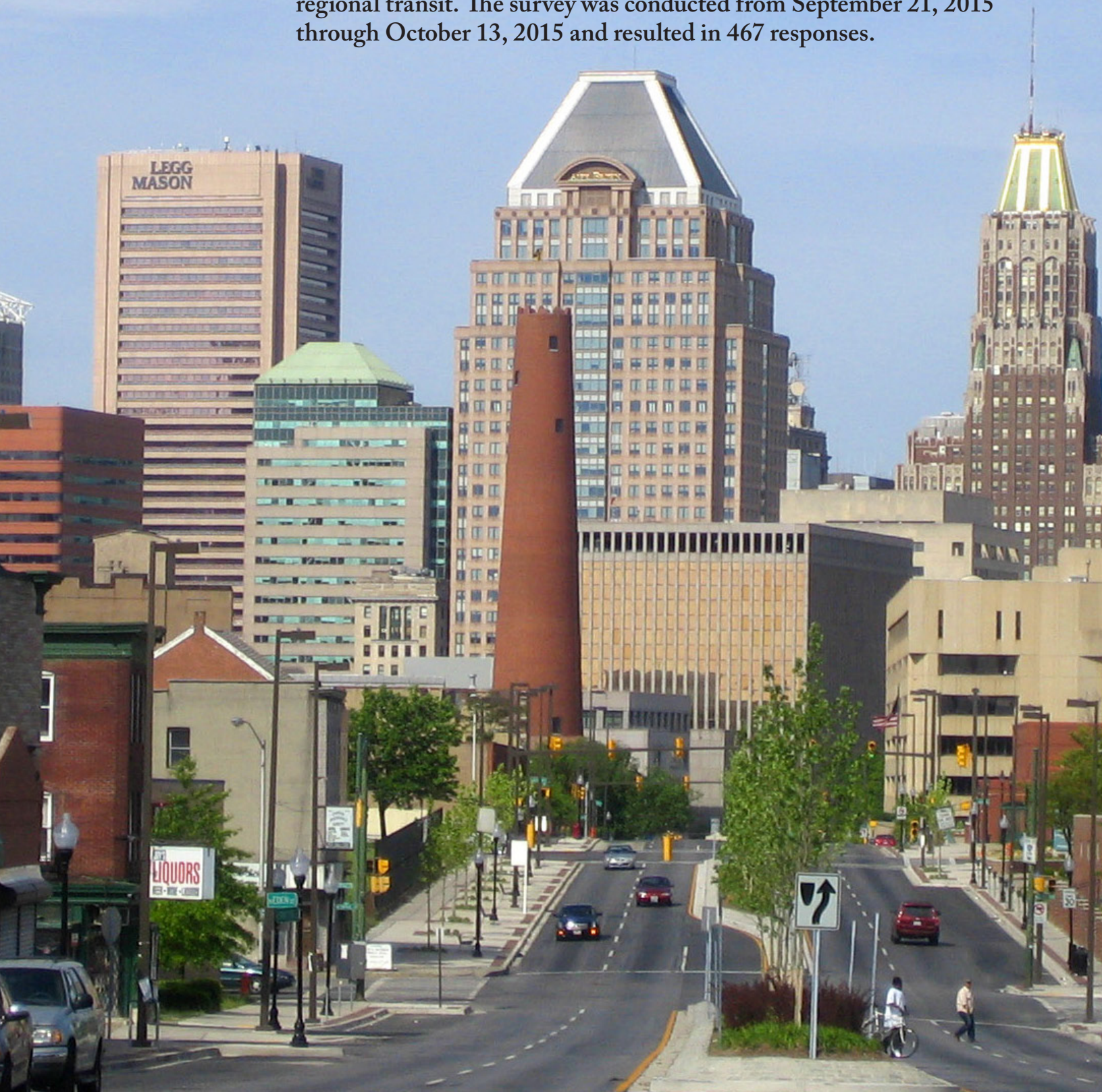


# Appendix A: Public Survey

## What Did People Tell Us They Want?

As part of the Transit Needs Assessment, BMC conducted a 12-question survey to collect public opinion on issues facing Baltimore regional transit. The survey was conducted from September 21, 2015 through October 13, 2015 and resulted in 467 responses.

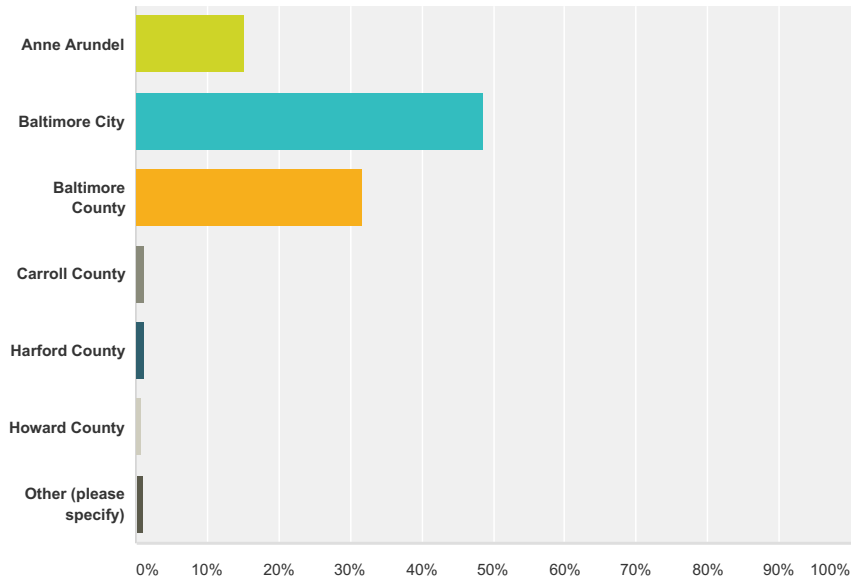


## Survey Responses

### Transit Needs Assessment Survey

#### Q1 What jurisdiction do you live in?

Answered: 467 Skipped: 1

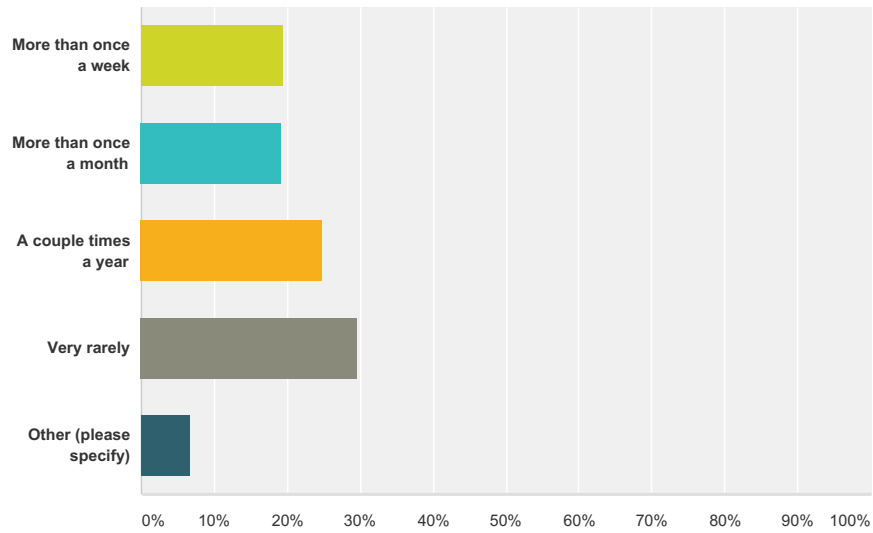


Answer Choices	Responses	Count
Anne Arundel	15.20%	71
Baltimore City	48.61%	227
Baltimore County	31.69%	148
Carroll County	1.28%	6
Harford County	1.28%	6
Howard County	0.86%	4
Other (please specify)	1.07%	5
<b>Total</b>		<b>467</b>

Transit Needs Assessment Survey

**Q2 How often do you ride transit (MARC, metro, light rail, bus, Circulator, water taxi)**

Answered: 462 Skipped: 6



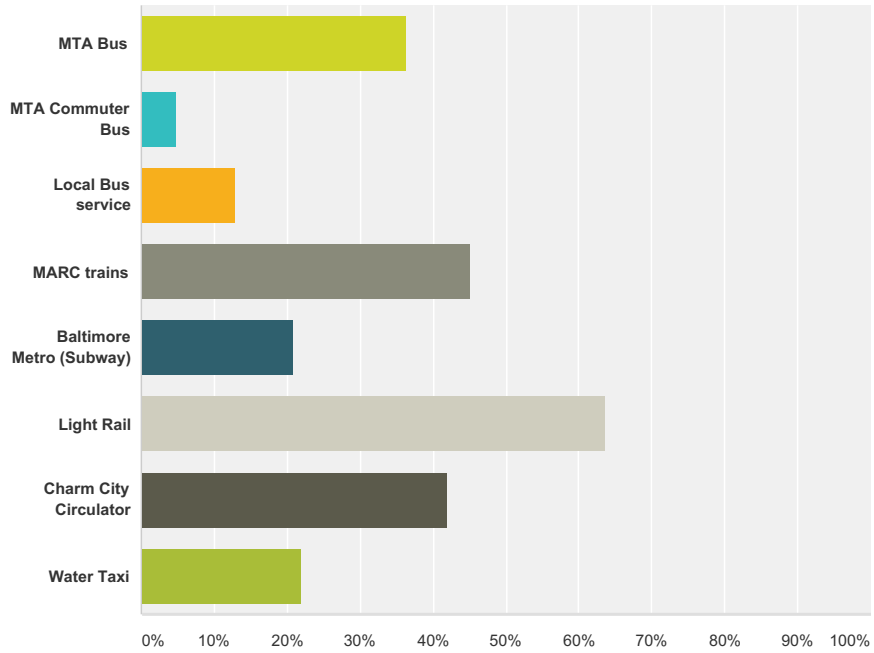
Answer Choices	Responses
More than once a week	19.48% 90
More than once a month	19.26% 89
A couple times a year	24.89% 115
Very rarely	29.65% 137
Other (please specify)	6.71% 31
<b>Total</b>	<b>462</b>



Transit Needs Assessment Survey

Q3 What modes of transit do you use?

Answered: 432 Skipped: 36



Answer Choices	Responses
MTA Bus	36.34% 157
MTA Commuter Bus	4.86% 21
Local Bus service	12.96% 56
MARC trains	45.14% 195
Baltimore Metro (Subway)	20.83% 90
Light Rail	63.66% 275
Charm City Circulator	41.90% 181
Water Taxi	21.99% 95
<b>Total Respondents: 432</b>	

Transit Needs Assessment Survey

**Q4 Maryland Code states that our transit network represents "transportation purposes that are essential for the satisfactory movement of people and goods, the alleviation of present and future traffic congestion, the economic welfare and vitality, and the development of the metropolitan area of Baltimore and other political subdivisions of the State." Does the MTA transit network serve this purpose? Why do you think transit exists?**

Answered: 412 Skipped: 56

Transit Needs Assessment Survey

**Q5 Why do you ride transit or want to ride transit?**

Answered: 436 Skipped: 32

Transit Needs Assessment Survey

**Q6 If you have ridden transit elsewhere, what did you like about it that was different from MTA's system in Baltimore? (Please include the name of the other transit system.)**

Answered: 413 Skipped: 55

Transit Needs Assessment Survey

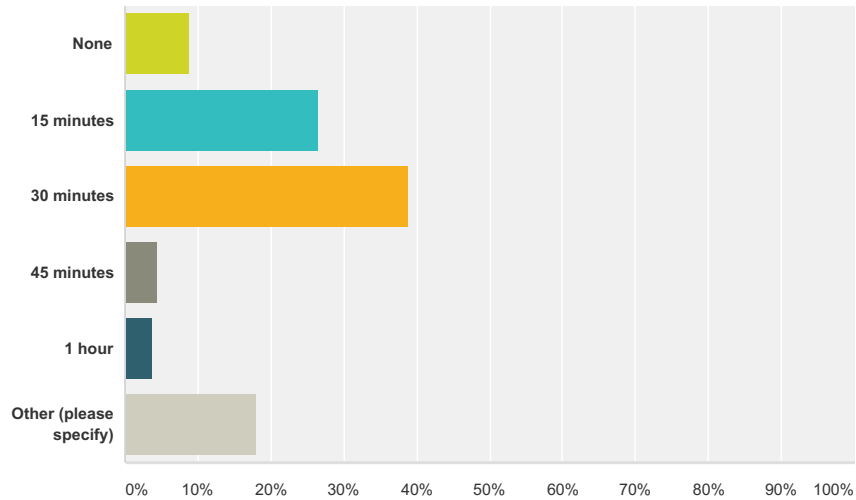
**Q7 When considering whether to take transit, what information helps you make a decision and where do you get it?**

Answered: 411 Skipped: 57

Transit Needs Assessment Survey

**Q8 Transit is rarely faster than car travel.  
How much additional time are you willing to spend on transit to avoid the cost of parking and gas, congestion, safety, etc?**

Answered: 461 Skipped: 7

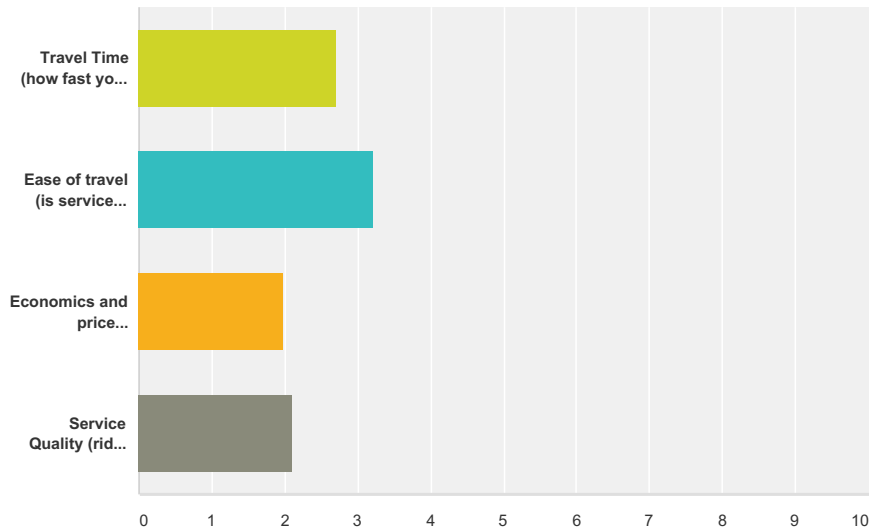


Answer Choices	Responses
None	8.68% 40
15 minutes	26.46% 122
30 minutes	38.83% 179
45 minutes	4.34% 20
1 hour	3.69% 17
Other (please specify)	18.00% 83
<b>Total</b>	<b>461</b>

Transit Needs Assessment Survey

**Q9 Rank, in descending order, the transit travel factors most important to you.**

Answered: 455 Skipped: 13



	1	2	3	4	Total	Score
Travel Time (how fast you can get where you're going)	25.29% 110	35.40% 154	24.83% 108	14.48% 63	435	2.71
Ease of travel (is service available, direct, convenient and accessible)	54.61% 237	22.35% 97	13.36% 58	9.68% 42	434	3.22
Economics and price (affordability of trip)	8.68% 38	21.69% 95	29.91% 131	39.73% 174	438	1.99
Service Quality (ride experience)	12.89% 58	20.22% 91	31.11% 140	35.78% 161	450	2.10



Transit Needs Assessment Survey

**Q10 What factors were missed from the question above?**

Answered: 275 Skipped: 193

Transit Needs Assessment Survey

**Q11 How would you improve the existing transit network?**

Answered: 399 Skipped: 69

Transit Needs Assessment Survey

**Q12 How would you improve the the transit experience?**

Answered: 354 Skipped: 114

**RESPONSES TO QUESTION 4: Maryland Code states that our transit network represents “transportation purposes that are essential for the satisfactory movement of people and goods, the alleviation of present and future traffic congestion, the economic welfare and vitality, and the development of the metropolitan area of Baltimore and other political subdivisions of the State.”**

**Does the MTA transit network serve this purpose? Why do you think transit exists?**

Yes it meets this purpose, but I thought it existed for upward mobility. Give people that cannot afford a car to earn a living so they can later afford one.

Yes for the most part. Transit exist to transport Maryland residents in their commutes in an efficient fashion and to give citizens an affordable and cost effective commute option.

Yes ! The transit exist to transport people in a timely fashion that need to get somewhere for people who don't have ample transportation.

Primarily to move those who can't afford a car

No. The network is only convenient for select trips and is very poorly interconnected... so unless your origin and destination are on the same route (which is very rare), the time it would take is so excessive that it's not a viable option.

The MTA barely serves this purpose. In my view, the agency performs at the bare minimum. It covers the entire city of Baltimore, but does a terrible job of serving the region as a whole effectively, as there is too much political upheaval to make it feasible to craft a long term vision. The structure of the agency must be altered drastically to make this possible.

No - it does get people where they need to go fast enough so people choose to drive (if they are able) or pay to get a hack. Also, it doesn't go to/from enough places in order to be a thorough network. We need a well developed network to serve a majority of the city and suburbs, similar to DC, along with mixed use, transit oriented development at stations.

Not presently. There are many disconnects; late buses, not enough trains, trains sharing rails, inadequate signage, vending ticket confusion, safety, but, when it works, it's great.

The MTA transit network in Baltimore City does not meet this stated purpose. The bus schedule is unreliable, which makes getting to work on time a gamble, and some of the bus shelters are disgusting. The city's network does not move people efficiently enough to entice more people to use it. Additionally, the streets in the city are not capable of handling population growth (which I believe is a stated goal of the city) without leading to more congestion; there needs to be a mass transit overhaul.

No. The lack of reliability, the lack of connectivity, and the lack of access to destinations all prevent the network from serving its purposes. Transit exists to make sure that all people have options to get where they need to go, including options that are affordable and environmentally sustainable.

I don't think MTA serves this purpose. Even though I live right by a Light Rail stop, unless my destination is off of the Light Rail line or the bus line I live by, it is hard to get to my destination. Compared to DC's system, Baltimore's seems very third world. Trips that take 30 minutes by car will take almost 2 hours by bus. (ex- Woodberry to Catonsville) I rarely am able to use transit because it is so inconvenient. MTA's current system is mostly a system for those without any other choice. People with a choice opt to drive and congest roads.

NO. East-West transit in Baltimore city is awful

The current MTA transit network is not extensive or efficient enough to accomplish this. Due to lack of commitment from politicians, it has not had the funding to develop properly. Buses and above ground transit methods get stuck in traffic and negate the entire purpose thus eliminating the desire of people to use it. Also, to use it, you must drive to large parking lots and the locations you can get to are limited. I moved here from Boston where the public transit (subway) system was extensive. It went from the neighborhoods where people lived to the places they worked and traveled. You could easily get from your home to anywhere you needed to go without getting stuck in traffic. It was effective so I used it daily. Here, the light rail and buses regularly are stuck in congestion on the streets and running late. If the goal is to get people out of their cars and reduce traffic congestion the transit system needs to be designed and built so it is unaffected by that issue.

No. It doesn't. It gets treated like a transportation system of last resort only suitable for people who can't afford any other means of transit. Thus the MTA is slow to make investments and improvements, is largely unresponsive, and gets treated like an entitlement/welfare program rather than an economic investment good for all people in the metro area. Transit exists to connect people with one another, to make possible the movement of people essential to employment, commerce, and social good. It is for all people, all communities. It improves the quality of life for all of us by decreasing congestion and improving our environment (especially air quality).

<p>The MTA in to reach a level of “satisfactory” movement of people and goods needs to be reliable, safe, and convenient. The MTA and the perception of the MTA, which is just as important, is that it is not reliable, safe, or convenient. Transit exists to connect people. It is vital to connecting people to places of work.</p>
<p>No, because the fixed rail lines are not a true, integrated ‘system’ but rather a series of lines. The MTA is less than flexible in its response to consumer requests/complaints/ suggestions. Also, bus service is often unreliable and does not always serve the needs of populations most in need of transit.</p>
<p>Transit exists to provide individuals with a reliable means of transportation. Good transit systems are not just for the “transit dependent” portion of our population. It is an effective means of moving people to work, recreation, and centers of learning.</p>
<p>No - due to underfunding/under-investment it is not a complete network, nor will it become one without adequate investment. Consequently, the city remains very auto-dependent, despite having a high percentage of citizens who do not have access to a private vehicle (either by choice or not).</p>
<p>There were insufficient return trips on the Commuter bus servicing H and North Capital to Kent Island directly (avoiding the mall). There needed to be many more such trips in the morning for emergencies, as Ridehomefree did not deem spouse doctor visits an emergency for a disabled spouse. The Kent Island transit buses passed by WMATA stops such as NoMA Galluadette without stopping, lengthening the commute to places service was stopped such as Silver Spring to Kent Island. Buses were improperly prepared to deal with traffic jams in the Annapolis region, and were not given enough autonomy to determine the best route going to Kent Island in times of high congestion. The new plans for the Purple Line from Bethesda to New Carrollton should seriously have considered a monorail approach, as the current one will be much slower and add more congestion to areas like University Blvd in Takoma Park. With monorail, it could have been done without taking up right of way, and would have flowed much faster. Kuala Lumpur has an excellent Monorail as an example. See <a href="http://www.monorails.org/">http://www.monorails.org/</a> for other examples. I believe that MTA should seriously consider more monorails in the future to alleviate traffic congestion. I agree with the code, but it is rarely followed.</p>
<p>MTA transit network does not serve this purpose. Transit should be a public good that removes personal automobiles from the street, encourages smart growth, and provides reliable, frequent service to urban commuters in understandable routing. It should not have a focus on monetary ROI because the ROI is in the tangible benefits it provides to citizenry outside of revenue.</p>
<p>No it does not. Transit exists due to the great need to move large numbers of people through a tightly pace region in relatively short amounts of time. The modes, frequency and mix of those components should be based on fulfilling that great need. MTA does not do that. It fails miserably and absolutely.</p>
<p>No of course it does not. Transit exists in the Baltimore region PRIMARILY to serve the transportation needs of the poor and others who cannot afford to or otherwise cannot operate a motor vehicle.</p>
<p>No, the public transport here isn’t fantastic. It doesn’t do much to relieve congestion, but it does do a reasonable job providing transport for those without other options, I guess.</p>
<p>No. Transit should substantially reduce the need for individual cars in the metro area, and the consequent road congestion and pollution. The current MTA transit network fails to accomplish this goal.</p>
<p>No. Any surface-based public transit system that has to contend side-by-side with car traffic (like buses and Light Rail downtown) is inefficient and will never be highly utilized by the public until traffic congestion gets so bad, that surface transit becomes significantly quicker and cheaper (but not overcrowded). Transit should exist to get commuters off the roads to reduce congestion, and to efficiently get the public nearly anywhere they want to go in a metro area. Right now, Baltimore’s transit systems mostly serve low-income populations where cars may not be an option, and the areas served are limited due to 1 Light Rail line and 1 subway line.</p>
<p>The MTA partially serves this purpose. A better system would do more to alleviate congestion and provide more predictable, consistent service. Transit exists to move people more efficiently and with less impact on the environment.</p>
<p>The network is minimally satisfactory. Light rail and subway are generally good quality, but they do not take me where I want to go. Buses have a larger footprint, but they are often so unpleasant and unreliable and infrequent that I often choose not to use them.</p>
<p>Not at all. The metro and light rail provide only direct line transportation between the northwest suburbs and downtown. Fast crosstown connections in the metro area are non-existent. The mass transit system is pathetic compared to other cities.</p>
<p>MTA tries to meet rider needs. It does not get a fair share of the transportation budget. Now even more funds have been shifted to highways, bridges, etc. for motorists. Transit exists for EVERYONE who needs or wants safe, eco-friendly transportation from one place to another.</p>
<p>Parts of it. The MARC train does, but it doesn’t run at hours on the weekend that are useful for people who want to go to DC for the night - you either have to go down terribly early or later than intended and then you have to leave fairly early. The busses just don’t operate properly at all.</p>
<p>I agree that this si why transit exists but I do not think the MTA serves this purpose very well. Different lines and modes of transport don’t meet up. If you have to change bus or to another mode, the time added to the trip is huge.</p>

<p>Bus reliability, while improved from the dismal record of 10 to 12 years ago, still needs to be much better. If one needs to transfer, one has to add lots of additional time due to frequent missed connections. The Light Rail and Metro is much better and has more frequent service; so I try to use the rail modes whenever possible.</p>
<p>Mta network needs to be optimized. Unreliable schedules. Routes that are too long and too convoluted.</p>
<p>MTA does not serve this purpose. Transit exists to make commuting shorter and safer. The MTA fails on both of these.</p>
<p>Not very well. Transit should be the lifeblood of a (real) city, not an entitlement program of last resort</p>
<p>Transit exists to allow people without access to private transportation, whether on a temporary or permanent basis, a means to access essential services. Also, it exists to ease congestion and pollution caused by significant numbers of private vehicles.</p>
<p>No it does nothing to alleviate congestion, and it should exist to move people from different points in a given area safely, timely and affordable.</p>
<p>No, MTA is not currently serving this purpose. the stated purpose is (relatively) fine but it should be more about sustainability, accessibility for everyone and helping the region's stated growth goals without adversely affecting traffic.</p>
<p>MTA needs an overhaul in order to serve the purpose of alleviating traffic congestion. As it stands now, it is quite neglected and therefore not nearly good enough.</p>
<p>No! Traffic is horrible, it's faster to walk or bike east-west than drive or take public transit (exception: metro, but the route is so limited), and is a burden if you're trying to get to a job across town!</p>
<p>No. It does not allow for easy enough and reliable enough access to enough places in the metropolitan area, particularly to job centers. Too many people are served by unreliable and low-quality transit. Transit should exist because it's stupid for a big city to have private cars be the only way to get around. Without transit, lots of people can't get to jobs and a metro area doesn't function correctly. With inadequate transit -- such as our current system --lots of people can't get to jobs and our metro area does not live up to its full potential. Without good transit, metro areas die.</p>
<p>No... the MARC, Light Rail, and Metro run well enough but most places only have bus service. The service we have is often late with too many stops per route length. With these impacts I cannot say that it provides a satisfactory movement of people.</p>
<p>I love the circulator and harbor water commuter service. It serves the people of the downtown area to get us around in an affordable manor, especially when parking is such z premium. We utilize our downtown locales much more often.</p>
<p>If the standard is "satisfactory movement," The MTA transit network meets that purpose. I suggest that it is a relatively low standard. I think transit exists for two main reasons. One, to enable highly reliable, efficient and effective movement of people and goods. Two, to support the strategic vision for how the region will develop.</p>
<p>It barely fulfills those parameters. MTA buses are rarely on time, frequently do not show up at all and even the new tracker is a poor predictor of when s bus will arrive. All of these together make it so unreliable that rider needs to show up significantly early ( often an hour or more) to be insured transportation</p>
<p>The system represents a status of economic development forcasted decades ago. It's current and proposed status is inadequate for future growth.</p>
<p>No...we just do not have a transit system that meets all peoples' needs. I would use transit much more if it was realizable and accessible. I love to travel in D.C... You can go anywhere...all people invited</p>
<p>A public transit system needs to be able to move people efficiently, to where they need to go. A good system reduces pollution and gridlock. It should also be attractive to users.</p>
<p>No. Transit should exist for the above reason, but our transit doesn't serve this purpose. Not sure what purpose it does serve other than to make everyone late.</p>
<p>It helps, but more is needed. Transit helps to alleviate road and parking congestion and is a vital service for those who cannot or choose not to drive.</p>
<p>No. Not only do the transit systems in Baltimore lack interconnectivity, but there are also too few options. Whenever I have used transit in Baltimore City, it has taken me at least an hour to get to my destination (either Towson or Annapolis).</p>
<p>I agree that transit exists for that purpose, but I don't think that it is allowing people to move satisfactorily around the area. In particular, east-west transit is sub-standard. A student from Owings Mills planned to take public transportation to Towson University for an 8:00 a.m. class. She would have needed to leave her house at 5:00 am.</p>
<p>No. Buses are too slow and screw up traffic because they leave he back of the bus hanging out into the travel lanes. Light rail is too slow in the city and doesn't go where anyone lives.</p>

<p>Having used the Metro twice daily prior to my recent retirement and moving out of Baltimore City, it seemed to serve mainly lower income demographics who either did not have cars, or could not afford to park downtown, and schoolchildren. For a period, I rode the 55 bus, which is unmitigated disaster.</p>
<p>No. The transit “network” is limited in coverage, disjointed, unreliable, difficult and time consuming. I agree with the MD code reasons for transit.</p>
<p>No. The MTA still operates with the idea that the majority of people travel in and out of the city. The reality is that most people travel around the city. The MTA does not provide that service well. Just look at 695 in the mornings!</p>
<p>Fails on easing traffic problems.</p>
<p>Not with efficiency. The system is dismal in comparison to other cities: DC, Boston, Portland, and many others.</p>
<p>I don’t think transit alleviates traffic in regards to busses. They are slow and clog narrow streets.</p>
<p>No. Very hard to get around the city by public transit. Bus is late and not dependable. Routes are not planned well and you have to transfer a lot. Most who are able to afford to drive. We could be a greater city if we had functional public transit like NYC.</p>
<p>The transit network is not robust enough to meet its goals of alleviating traffic congestion and ensuring economic welfare and vitality. There are not enough options and existing options are too slow.</p>
<p>Not in its current state. I’m eager for east-west routes that could offer the reliability, predictability, volume, and frequency of LTR or BRT.</p>
<p>It does not properly serve this purpose. Transit exists to provide a network for and promote urban economic vitality.</p>
<p>No, there could be an express bus straight through from Glen Burnie to Annapolis, for workers. I’m a State employee and I would like that.</p>
<p>Moderately serves the purpose. Public transit exists to give a feasible and equitable option of getting from point A to point B for crucial life fictions such as getting to work, shopping, and interviewing for jobs.</p>
<p>I think that the MTA transit network attempts to serve this purpose, but it is underutilized due to a number of things, perhaps including the lack of TOD and perception of ineffectiveness (whether the ineffectiveness exists or not). Transit exists to honor what is outlined in the Maryland Code as stated above. However, I also believe that transit exists to connect people, not just to move them. If riding the light-rail, my only destination is Camden Yards, I’m missing out on what could be many other destinations and opportunities to participate in economic development.</p>
<p>Absolutely NOT in Annapolis, our State Capital, Public transportation is deplorable and does not serve the citizens, especially working folks who do not drive, seniors and the disabled. We do not have any type of rail service and must rely solely on an ancient bus system with poor scheduling and limited routes. In this 21st Century, “transit” in Maryland is just a meaningless word in the vocabulary. Shameful!!!!</p>
<p>The key in this statement is “satisfactory.” While Baltimore Transit does move people from place to place, the experience, effectiveness, and efficiency of transportation must be improved. Also, the system as is, does not provide equal or adequate access to all residents. In order to ensure the continued development of Baltimore, transportation must be improved and expanded.</p>
<p>The MTA’s biggest problem is the inability to maintain a regular schedule. I rely on the Circulator rather than city bus service because I can track buses and it’s usually on time. MTA buses are at best a crap shoot, and can’t be relied on to get you to work on time.</p>
<p>The MTA strives to serve this purpose, but limited metro and light rail lines serve only a small segment of the metro area. Many more people must rely on buses that are less reliable and packed during rush hour.</p>
<p>MTA Transit seems very disjointed and not very seamless. Transit should exist for economic development (move people to jobs centers, shopping, entertainment) but the way the MTA is currently structured, in Baltimore City, it provides a “disincentive” to ride it</p>
<p>Yes. I think the transit exists for people to travel to and from work easily either to avoid traffic or because they do not have access to private transport (do not own a vehicle). People also use the transit system for easy access to events or entertainment sites. There is so much traffic on the roadways that the transit system is a perfect alternative to avoid that and a solution around limited parking in many areas.</p>
<p>No, the bus system is poorly thought out and does not serve the people it intends to serve. The buses themselves contribute to frequent congestion and often go into the suburbs where it is not necessary. Transit exists as a meaningful alternative to cars, but in our County the car mentality is too prevalent so any transit should be focused within town centers.</p>



<b>RESPONSES TO QUESTION 5:</b>
<b>Why do you ride transit or want to ride transit?</b>
Save wear on my car, gas, avoid the personal hassle and stress of heavy traffic, environmentally friendly, socially responsible.
In dense urban areas transit can be less a headache and hassle than navigating through traffic and then parking. Public transit also has a reduced environmental impact.
I want to ride transit because I want to lower my spatial impact and participate in the community. What I mean by this is that when I travel by car alone, in a car that holds multiple people, traveling at high speeds, the space required for optimal safety is really much greater than is afforded to me when everyone is driving while disobeying traffic signs etc. Riding on transit keeps my spatial imprint low. I also wish to participate in the community by being engaged and invested. Riding transit achieves this by being afforded the opportunity to engage more with my surroundings, something that is not possible by driving in a car.
Right now, the MTA bus from Annapolis to AACC in Arnold picks up riders at a place with no parking, so you have to either walk, take a local bus or be dropped off - not convenient. Also, the buses don't run often enough to be convenient. And it doesn't have timely service near parking in Severna Park either.
To reduce individual vehicular transport and the congestion, pollution, congestion and hassle that it entails; to save money, vehicle cost, driving tension, parking difficulties, etc; to be freed to see the communities through which I pass and its residents; lastly, to add my vote by my usage to what must be the future of the majority of transport in our country.
I want to ride transit for the following reasons: - To avoid driving in bumper to bumper traffic - To reduce fossil fuel emissions - Convenience - Safety (i.e. so I can go out to a bar and travel safely after drinking)
Cost of parking, cost of gas, environmental reasons, crappy drivers, the savings for not having to have a second car.
1) I grew up taking public transit to school 2) I am sick of the city's congestion 3) I want to ride transit so that I can be connected to other neighborhoods in this city 4) Fossil fuels and individual car ownership is one of the greatest transportation mistakes--the only way to fix it is to create a robust network of public transit so that we can adapt to current times.
I take the MARC trains occasionally to go to Washington. I take the Light Rail to go to the ballgame. I would ride to other places if it went close enough or if I felt I would be safe getting off after dark.
Because I believe in it's use & it helps me to save gas & find out about various destinations along certain routes.
One car in our family so transit is alternative, limited parking at job in city, home and job are both accessible by transit (wouldn't use it if they weren't)
Live by Bay Bridge and work for Social Security Administration on Wabash Ave in Northern Baltimore.
I would like to ride transit to get to central Baltimore or DC or Towson, etc. and not have to drive and worry about finding parking. I would use it for shopping, getting to meetings, etc.
To eliminate parking and traffic problems.
Effective transit avoids traffic jams, is less stressful, and I don't need to spend an hour looking for a parking space.
Because I work downtown and the bus is cheaper than parking.
I ride transit for recreational purposes, not for professional reasons. If there were more options for me, I would consider taking public transport.
I would love to have a transit option from Harford Co to Balt. Co beltway area so that I don't have to worry about falling asleep at the wheel!
To avoid using my car on congested streets or to avoid leaving my car at an unprotected parking facility for an extended period of time (light rail stops)
Riding circulator means not having to use car and pay exorbitant parking fees.
I don't ride transit because it isn't safe, it isn't as fast as my car, it isn't convenient to my home (and, I don't want it to be), and I don't need to.
The only time I use the light rail is when I am going to an event downtown and I think that parking is going to be impossible.
Parking and driving are a hassle in the City and environmental concerns.
There are few, in fact, no bus options from where I live below Annapolis. There is no option for me to travel to work using transit. I use MARC when I'm going to DC.

Driving and parking in downtown Baltimore is awful. A lot of the time, transit is the most convenient way to get around.
I have tried to use the county ride service that takes residents to medical appointments -- can't think of the name; friends told me it was completely unreliable. I couldn't even get details by phone or on the internet.
Reduce traffic, good for the enviroment, less stressful when everything works.
To ball games or other events where I do not want to risk having my car in downtown Baltimore City.
So I don't have to move my car and/or find parking. So I can drink and not worry about walking home or driving
Save on wear and tear on the car, avoid crazy traffic patterns and even more crazy drivers
To alleviate traffic congestion. To eliminate pollution. To get ride to airport and train station. To be free of stress while driving. To save money from using car.
I would want to ride transit if it could get me to my destination without a huge hassle. Right now its easier to drive and park than take transit.
I WOULD ride transit if it was more convenient.
i love the free charm city circular. it is free and for everyone.
Because I hate driving and also looking for parking.
I hate my car, yet I still have to go places. I want to get rid of my car and free up lots of parking spaces for people who need them - but I can't because I'm stuck using Bike/MARC/CCC since MTA is not reliable.

**RESPONSES TO QUESTION 6:**

**If you have ridden transit elsewhere, what did you like about it that was different from MTA's system in Baltimore? (Please include the name of the other transit system.)**

Yes I road the transit system in Chicago. the buss ran every fifteen mins. the drivers were polite and if you were at a transfer corner they waited until you got across the street.

I have ridden transit in both Boston and New York. In both cases transportation can get you anywhere in the city and suburban areas. Baltimore's system is piecemeal and virtually useless for anyone living in Annapolis.

It's tough to be visionary and practical. Transit systems that ring of modern are exemplified on the West Coast, San Fransisco, LA. Denver CO is pretty great. DC is ok but outdated, underfunded and underappreciated. It's tough to demonstrate value to people that don't want to hear it and here on the east coast we seem to be stuck with a notion that short term cheapest is the only goal.

In Boston, and most other cities, there are signs in the subway (and sometimes bus stops) that tell you when the next train is coming. The subway hasn't had too many issues with being late when I take it, but it's always good to know how long to expect to wait. I think that the most striking thing about Baltimore's system is how north-south heavy it is, with less-reliable means to get east-west.

In Indianapolis, IN I could walk a block or two to get to a bus stop. There are no bus stops within a mile or more of where I live in Anne Arundel County.

Simplicity of the ticketing system on lightrail in Seattle is pretty impressive, also really like the shared bus/light rail tunnel downtown

I've used transit systems all over the world. The best ones include NYC, D.C., San Francisco, London, Rome, Berlin, Paris. What these have in common, which Baltimore completely lacks, is a set of modes which are coordinated and aligned, good coverage over a metropolitan area, reliable and timely service, decently-maintained stations and stops, and accurate real-time service information. Basically, these cities have committed planning and funds to creating transit systems that work, rather than Baltimore's patched-together, second- or third-thought network that most people completely avoid unless they have no choice.

NYC subway: out of the cold/weather, predictable, regular, easy to read maps DC subway: Out of the cold/weather, easy to read maps, simple (pick a stop, find the right color line to get on.)

DC/NY/Boston- the transit systems are much better interconnected so that you can get all over the city. The metro systems are not effected by street traffic (unlike busses & the Baltimore light rail), and they move much more quickly

I have ridden 75 transit systems, and many of them are superior to the MTA. The main reasons are better on time performance, better frequency, more modern infrastructure, more direct bus lines, better customer service, and better coverage. Agencies employing these practices include SEPTA, TriMet, the PAAC in Pittsburgh, DART in Dallas, NYC MTA, RideOn, RATP in Paris, TFL in London, Munich's rail and bus system, the Utah Transit Authority, MetroTransit in Minneapolis, the Chicago Transit Authority, the Toronto Transit Commission, the RTD in Denver, and King County Metro in Seattle. Baltimore has a long way to go before it is able to join the ranks of the agencies listed above.

I moved here from Boston where the public transit (subway) system was extensive. It went from the neighborhoods where people lived to the places they worked and traveled. You could easily get from your home to anywhere you needed to go without getting stuck in traffic. It was effective so I used it daily. When I go to DC and New York, I get out of my car as quickly as I can and onto the Metro/Subway. It moves effectively through the city and the extensive network can get you anywhere.

DC--all heavy rail, well-connected routes, huge capacity, great transit-oriented development. Incomparable. Even their buses are better than ours. Philly--again, multi-modal but functional. Excellent commuter rail network, much more robust. The rail lines in the city are variable (surface and underground trolleys, some genuine heavy rail subway) but still good.

I have ridden transit in several other major cities (NYC, Washington DC, Chicago, Bangkok, Atlanta, London). The major difference in these locations is that transit does not rely on the same roadways as the car traffic and therefore is more reliable. Additionally, other transit systems are more robust when it comes to offerings both in routes available and modes available. Another major different in these transit systems is that they connect to one another so that you can easily transfer from the bus system to the subway, etc.

Philadelphia, esp. Media line: moves quickly and unimpeded thru city streets because of signal preemption (in Baltimore, the light rail must wait at every red light just like cars - no incentive to take line - so slow when it goes thru the city).

BART/WMATA/DART/NYC Transit/Long Island RR/MARTA/and many more. I have worked as an engineer in transit for many years. the main difference is that each of the above is a complete system. MTA has been crippled from the failure to build a total system that was envisioned in the 1970's. We have parts of several systems that still not equal a whole system

Toronto - very quick headways, awesome vehicles, wonderfully integrated modes Portland - wonderful wayfinding, great network NYC - great network, quick headways

<p>Boston has many more commuter rail lines, and more service on each commuter rail line. And it has more commuter bus lines into Boston including the Plymouth Brockton line. While admittedly the commuter rail line very poorly handled snow, the schedule of most lines is both directions all day long. This is one of the best examples of what a commuter line should be doing. It also has more connections with subway stations than MTA. Baltimore itself could use many more subway lines for transit.</p>
<p>Almost every other transit system I've ridden in a city of our density and population (or greater) has been far superior. These systems focus on reliability, professionalism, clear routing, and frequency of service over farebox recovery, which should not AT ALL be a priority in a transit system. These well-functioning systems are a public good that more than pay for themselves in the investment they bring to communities, the health benefits they provide as an alternative to driving, and the support they give to working poor.</p>
<p>Don't get me started. In DC, NYC, San Francisco the systems make sense. For instance, the subway in Baltimore Metro does not make sense. There was a great deal of hope with the Red Line which Gov. Hogan squashed. I mean he and his team didn't have Baltimore City on the map that first came out.</p>
<p>(a) The Toronto Transit Commission operates an integrated bus and rail network where you can easily transfer from one to the other without paying an additional fare. (b) Washington, DC, has an integrated rail system with several lines covering the entire metro area.</p>
<p>I'm a landscape architect and I've travelled to most states in our country. Chicago's system gets you nearly anywhere. The same is true of nearby DC, the BART in San Francisco. As the 5th most densely populated state in the country, we need to shoot for something like that.</p>
<p>New Orleans, respectful passengers and on time service</p>
<p>To use a local example, the DC metro makes DC travel so much more convenient than Baltimore travel. Baltimore does not have a well designed rail system that is connected to various parts of the City and County. I would love to have Baltimore metro that is more expansive and connects to the DC metro.</p>
<p>Trams in Dublin and the UK - it was reliable, punctual, clean, and safe. Buses in Dublin and the UK - they were clean, a bit more reliable than Baltimore buses, and there were multiple routes to take you all over the city, not just concentrated in the downtown area.</p>
<p>I lived in Curitiba Brazil for a year and before I spoke the language, I was able to easily navigate their public transit system. Their system is much more cost effective than traditional subway or metrorails and like Baltimore, they had to build within an existing infrastructure: <a href="https://en.wikipedia.org/wiki/Rede_Integrada_de_Transporte">https://en.wikipedia.org/wiki/Rede_Integrada_de_Transporte</a> <a href="http://www.pbs.org/frontlineworld/fellows/brazil1203/transportation.html">http://www.pbs.org/frontlineworld/fellows/brazil1203/transportation.html</a></p>
<p>Boston's T goes to more places that I would go. In London and Paris, the Underground and Metro go everywhere, are safe, and come frequently.</p>
<p>SEPTA of Philadelphia PA. They have a much better transportation system than Baltimore does because they use subways, trolleys, buses, etc to effectively move people around. Their trolleys run in single car fashion which means more frequent service &amp; they run at street level with vehicular traffic.</p>
<p>I grew up in Pittsburgh and was spoiled by the 3 busways and the light rail that goes under downtown (vs fighting traffic). I used to have to take two modes of transit to get to my job which was over 10 miles away and I could do it in about 40 minutes because of the light rail and busways. Also downtown Pittsburgh has contra-flow bus only lanes that get you through the downtown mess a lot faster. Cars who drive in the bus lanes are pulled over and ticketed quickly so you don't have that issue. Why doesn't Pratt and Lombard have this here? It's insane. Also give the Light Rail the right of way on Howard Street. It shouldn't take it 20-30 minutes to go from Camden Yards to North Ave during rush hour traffic.</p>
<p>Boston's T trackers actually give, you know, tracking information. Every time I look at the 'live tracker' you've provided it shows me scheduled times, which is useless.</p>
<p>I greatly enjoy the ease of both DC and New York's transit systems. Both include a main subway/metro that covers the majority of the city, with offshoots to cover the remainder. Baltimore does not seem to have a convenient "main" method of public transit, with the north/south light rail and east/west metro feeling disjointed.</p>
<p>Pretty much everything in Europe is great. I rode Seattle bus in May and their system seemed to cover a wide area and was fast and didn't have to wait long.</p>
<p>(A) You didn't wait forever. (B) The system was logically laid out - you could get to points easily without numerous transfers and waits (C) Their modes were interconnected -- rail to metro to bus lines, etc. (D) The cars were kept clean (E) You felt fairly safe Close to home: MARC to DC Metro Overseas: Lyon and Paris France, Bonn Germany, London, England... just about anywhere in Europe is better than Baltimore's</p>
<p>Lima, Peru-dedicated bus lanes that cars were physically prevented from entering ensured that bus commuters were not affected by rush hour traffic. Boston, MA and Milan, Italy-trains serviced most areas of the city, making them an efficient way to traverse the city</p>

<p>LA Metro has done some great work on branding and marketing their system. They have also improved service through high frequency corridors, rapid buses, and dedicated lanes. They also continue to invest in building out their rail system.</p>
<p>The metro system in Madrid, Spain is very easy to use (a simple color system) and contains a sufficient number of routes. It includes a circular route that separates it from systems like DC that would otherwise be very similar. It's also very clean.</p>
<p>I grew up in NYC. I feel I need not say anything more.</p>
<p>DC Metro seems to be very well organized and easy to navigate.</p>
<p>Well, Dublin, Ireland captures travelers on light rail, bicycle, car, taxi, and tour bus. I think we need a blend of options to choose from. Cycling in our area is simply not safe.</p>
<p>Boston. It is SAFE, low cost, transfers easily between rail and street transit with the same pass and offers multi-day and commuter pass purchases. Washington DC also but not quite as good. Atlanta is good too.</p>
<p>Transit everywhere else I've ever lived has been better - Seattle, LA, and abroad, and other cities I've visited. It was easy to navigate, had routes that made sense, and buses or trains ran frequently enough that people weren't routinely left waiting for unacceptable lengths of time.</p>
<p>Chicago metro - goes places you actually want to go, frequency on popular routes. DC metro - breadth &amp; depth of access, frequency on popular routes, on-time travel, &amp; coverage now supplemented by the the DC circulator buses. Transit passengers seem less rude on DC than in Baltimore.</p>
<p>All modes of transit were mapped using Google Maps. You always knew when/where the next train or bus was arriving.</p>
<p>Nearly every other transit system I have been on in other cities has had a commitment to running their transit system on a rigid schedule. Not only is this schedule adhered to, but there are means to communicate, using gps and smartphone apps, with the transit rider when they can expect the bus.</p>
<p>I'm from Boston and it feels like there you can get everywhere you need to go on public transit. And you know it will always arrive. Neither of these are the case in Baltimore. I've waited 2 hours for the bus and 3 hours for the light rail.</p>

**RESPONSES TO QUESTION 7:**

**When considering whether to take transit, what information helps you make a decision and where do you get it?**

I don't take transit as often as I would like to, but when I do, maps and estimated train/bus arrival times are the most important information. Usually, I prefer to get it online in real time.

How near the transit stop is to my destination, and I'm okay with walking a little distance as long as I can find my way with ease/a map. Usually I obtain info from the internet in advance.

The only time I take transit is when I am in Baltimore and take the circulator busses, which are the best additions to transit in Baltimore

My considerations are, is it easy to access, does it get me close to where I need to go, will it be safe to ride at night, and will it be running on time. I regularly have trouble with the light rail in Baltimore not running on time.

Google maps to plan trips. Mostly I'm looking to see how long it will take... then I give up and just ride my bike or walk. That's for shorter trips where I'd consider a bus.

1. word of mouth about what is safe and what is not 2. on-line 3. maps I have collected from MTA

- Convenience (i.e. is the transit system close to where I live and work) - Cost (i.e. Can I save money? Is public transportation significantly more expensive than driving? - Travel time (i.e. how much faster or slower will using a transit system be than driving my car?)

Wikipedia - the MTA bus timetables on the MTA website are horrible. Route maps on Google Maps, because again, the MTA website maps are useless.

Word of mouth---who has been mugged on which mode of transit, who has been stranded on a corner waiting for a bus that never comes

Time it takes to get there, amount of walking, weather, what else I have to do that day. I use Google's Transit app to figure out the best way to go.

CCC tracker helps, but it's not great. Thankfully the headway is sufficiently small that even if I miss a bus (because the tracker was wrong) I can just wait for the next one. MARC is usually on time so no worries there - I don't really check, I just show up. MTA? No. Live times always just show the regular schedule, not the tracked times - I'll drive if I need to take the bus somewhere.

I generally use Google as a navigation service, which gives me times if a variety of transit (e.g. Bus, uber, metro, driving) all on one page.

How long it will take me to travel via transit - needs to be about the same amount of time (typically its usually 2-3 times as long currently!). I get info from Google Maps primarily but also now use MTA tracker to check info

Website for MTA is good, lets you know if trains and buses are running on time. Proximity of my destination to the Light Rail station. Safety; some stations are not so safe at night.

I have the charm city circulator app, which is very convenient. I research local bus schedules online but since a live locator for buses is unavailable (or unknown to me), I don't have much faith in the schedules; therefore, I don't ride them as often as I could.

I rely on Transit App and Google Maps, however the pathetic job MTA is doing in assuring buses transmit their RT data prevents effective use of those tools.

MTA website. But frankly when compared to other places MTA has essentially no positive name recognition. Other systems drive transit choices by being a real identifiable and trusted service brand.

The charm city circulator is great, it's route is clearly marked. I'm not really sure about the other buses - at least the stops closest to my home do not have any information about the bus route, nor can I buy tickets at the stops. I could look up information on line from home, but the buses are so very often not on schedule.

Accessibility of desired locations, schedule, and reliability/predictability are the driving factors. I tend to get information online when possible.

When visiting another city, I mostly visit that transit system's website(s), to view routes, rates, schedules, options, etc. Then, I compare it against driving around and parking (and possibly re-parking).

1. Schedule, and in Baltimore the time of day -- the later in the day, the less predictable the schedule is. 2. How close it gets me to my destination. 3. Whether it is faster to bike or walk. 4. Weather (transit as an alternative to walk or bike) 5. Cost I get most of my information from the internet. I have used apps (Charm City Circulator, Transit) but they have not been reliable.



<p>The directness of the route (straight shot, like from my home to my work is good, but if I have to change buses, forget it); the amount of time I have available (if I'm in a hurry, I do not take the bus, I call Uber); and the time of day (if I'm going out at night, I do not use transit). I get information from Google Maps, for the most part. I also refer to the Charm City Circulator online map. I rarely, rarely ever refer to any MTA tools, because they are not very easy to use, especially on mobile devices.</p>
<p>If the embarking transit station is close by, the end station is within walking distance of my final destination, and it takes a reasonable amount of time to get from one end to the other safely.</p>
<p>What routes are needed and their times. MTA web info usually helps. (Much improved over time.)</p>
<p>What time I need to be at my destination and what time the public transit options are available. If I have to take multiple methods of transit to get to my destination.</p>
<p>Next Bus for the Charm City Circulator, or MARC train schedule, both online</p>
<p>How close it is to both starting/ending locations, how many transfers, how much faster it'd be to drive or take uber. Usually use Google maps to find out</p>
<p>This is the only transportation at this time of morning and evening that I can get somewhere in the least amount of time using the lightrail and the metro.</p>
<p>Light rail has improved somewhat but the ticket machines are slow, are only on one side of the track and there is no shelter from the weather. I have seen people miss the train because it came in while they were getting tickets and, because the train was on the track, they could not get to the direction they needed and the train left without them.</p>
<p>Whether I can rely on it to be on time. I am a regular rider of light rail but find that I cannot rely on it to be on time and to run according to its published schedule.</p>
<p>Am I working in DC that day? I might take transit to get there. If I'm working in Baltimore, I'll drive.</p>
<p>How safe is the service? How reliable is the service? Will it come on time? How much does it cost? How crowded will it be? Will it smell? Will it save me time or frustration?</p>
<p>Is the system running? Do I have to change lines? How far from the stop is my destination? Cost vs driving, I.e might be cheaper for one but not for two Get the info on-line</p>
<p>Access to pickup and drop off points. Is there parking? Is it safe? Will it get me close to where I have to go? From Baltimore County the light rail makes sense only to get to the ball parks. It is too far to walk to get to any Bus routes, and I have no reason for, or any interest in, using Baltimore's subway. It's painfully obvious none of MTA transit options alleviate traffic anywhere in the Baltimore Metro area including the Beltway. All of it is a mess during rush hours, events or emergency's.</p>
<p>I find it very difficult to navigate the online information. I ask people who are on the street where to get a bus and then I ask the driver of the bus.</p>
<p>I check the tables for buses, but they're never on time so I usually just go. The only thing I reliably check are the MTA website and Google maps to determine the proper lines to take.</p>
<p>How much it costs. How am I going to get to and from the transit. How long does it take to get me to my destination. Will it be running at appropriate times and late enough.</p>
<p>Time and cost are the most important things most times. I use google maps to estimate time, I know the prices already for the most part.</p>
<p>Can I get from where I am to where I want to go. Most often the alternatives in Baltimore to the automobile are complex and very slow.</p>

**RESPONSES TO QUESTION 11:**

**How would you improve the existing transit network?**

More options for Annapolis to Baltimore

Build adequate time into each bus' run to allow for less than ideal conditions. Buses get behind and then the following bus sometimes catches up so the two buses are traveling in tandem. The last time I went from Joppa Rd & York Rd (in Towson) to Greenmount Ave and E North Ave on the #8, there were three, count 'em three, buses that entered the Towson circle simultaneously. I pity the poor person who just missed those three. Who knows how long before another bus would arrive. Since buses are equipped with GPS there should be a way of notifying an operator to slow down so that arrival times again become staggered.

Require real time for every system, more connections between different transit systems (especially Carroll County), more transfers timed together. More transit hubs with shelter, amenities (bathroom, newsstand, etc), park and ride, ZipCars, Bike Shares, secure bike lockers, and security. Stop running multiple buses (JHU, UMD, UMB, Circulator, etc) combine them all into one system to serve ALL residents while still meeting institutional needs.

I would expand the light rail and Metro systems. This would reduce the traffic congestion with buses on the road. The duplication and timing of buses. Countless times there are 2 or more #3 buses at one stop on Charles arriving one after another and one bus may be completely empty, and the other bursting at the seams. Even though the endpoint of the bus varies, the bus arrival times should be better spaced out. The expansion of the circulator into Charles Village is frustrating. The original purpose of the Circulator was for tourist to easily get around with no cost. However, the primary users of the bus are not tourists. The circulator lines follow existing MTA lines. The Circulator users generally can afford the bus fare, but we are not providing the same free options to other communities in which residents struggle to afford fares. In addition, the users of the circulator are less likely to consider using the MTA buses because they are not "for" them. This is because of the experience. The Circulator is relatively timely, are clean, and well lit. The Circulator runs at a deficit and the millions of dollars invested into it can and should be used towards improving the existing MTA lines that are used by the majority of residents.

We need more trains going North to Edgewood in the morning and more going South to the Baltimore and other areas in the afternoon.

I would eliminate almost 50% of stops but keep the routes the same, possibly increase frequency. Any bus stop within 4-5 blocks of the next one is too much. I would ask riders to walk farther but ask drivers to try to be as accomodating of people trying to get on as possible given a schedule.

Have a spur from the Central Light Rail Line into Penn Station so trains can run north or south from Penn Station on to the Central Light Rail Line; extend that service through Penn Station down to Harbor East underneath the JFX. Future extensions can be made from Harbor East via Canton to Bayview; extend the METRO subway from JHU up Broadway to the Amtrak NEC. Build a East Baltimore MARC Station; Extend the METRO Subway out to Bayview by following the Amtrak NEC right of way. If Red Line is rebuilt going out to Woodlawn.. have it travel on the surface to Howard Street where it would join the existing Light Rail Service.. travel south from there to Pratt Street then run out to Harbor East and points East on TBD routes; Consider building a transit hub at Lexington Market for all east west and north south buses along with Communter Buses

More MTA commuter buses serving Annapolis itself. That is, not just park and ride buses out in the county but buses with routes inside the city.

Overhaul the Light Rail so that it is dependable and I think you will get better participation. Reduce the double cars and INCREASE trains. Waiting 15 - 20 minutes during rush hour OR festivals is ridiculous. Do diversity training for the drivers. also stress, 30 seconds longer at a stop is NOT going to wreck the schedule (especially considering it is not reliable anyway)

First, provide more E-W transit to supplement all of the radial lines which dominated transit since the 1930's.(CASE point: find a way to get from Cedarcroft to White Marsh (and points east of) that does not require two correspondences unless you go to center city first and take forever!) Second, expand the shuttle, circulator, loop or "jitney" types of service for more frequent service in circumscribed areas that warrant them, (as in Hamden)

Frequency of buses would help a lot. Why would I bother waiting for a bus that only comes every 30 or 40 minutes? If it came every 15 minutes, it is much easier to go out on a whim without worrying about schedules. Less convoluted routes would help with reliability. Routes should serve a few places and go directly from place to place, not take a seemingly random circuitous route to try and serve everything all at once. More rail transit is needed too, but I suppose that is off the table right now.

New rail lines. I should be able to take rail or light rail from Howard Co. to Baltimore City and County destinations. I live in Elkridge and it's far easier for me to get to DC than my job in Towson via car or transit. Takes less time, too. My husband (a professor) has three jobs in Annapolis, DC and Montgomery Co., which is a lot of traveling. He still spends less time in traffic than I do.

<p>First, we need a subway network that is underground. The Light Rail is often affected by the street congestion as is the bus system. It causes it to run late and be unpredictable. Put what we have underground and then extend the system (also underground) to get from the neighborhoods where people are living to the places they work. People need to be able to walk a few blocks from where they live and work to a station. Yes, it will be expensive but it will also be worth it.</p>
<p>Build a HEAVY RAIL line, or light rail if necessary, from Social Security to Bayview, along Eastern Avenue, with a tunnel all the way to Haven if possible, or only to PP Ave if cost prohibitive to go farther.</p>
<p>- Build a connected metro system that travels around I-695 and to various parts of Baltimore City. Also, connect this metro system to DC. - Provide more bike friendly roads or bike paths. I would love to ride my bike to work or to the grocery store but the roads do not provide adequate shoulder and are too dangerous.</p>
<p>I'd start by getting rid of half of the bus stops in the system. I've seen times where there is a stop and then like, 2-3 bus lengths (not blocks or even football fields) down the road there is another stop. THIS IS RIDICULOUS. Also, get rid of these crazy routes that wind through the city. (Seriously, look at the 27 or 5's routes and tell me that they make sense) At least for the north and west sides of town you should be funneling people to the nearest rail stop in a quick and easy fashion. This will reduce the time it takes to get downtown for a lot of people and reduce congestion even more by not having these long winding bus routes taking 50 minutes to go 3 miles into downtown.</p>
<p>Reboot the bus lines NOW.IMMEDIATELY. Must unfocus on downtown hubs where major congestion is, and design around the topography as best as possible, the necessary East-west lines of travel and more North-South which do not run into the downtown Core. For example, without rail service to the northeast, Parkville to Canton should be a line, as opposed to the 19 to the 22. Both lines are unreliable and transfers long. To assure connections, riders must go downtown so they can have greater options incase a line just no shows for an hour or more (which happens several times a week.)</p>
<p>I would develop an express transit system that connects the region's population/business centers with service rail and busway service and I would fund and operate it through an incorporated public-private partnership that helped shape regional development patterns overtime into more transit-friendly places.</p>
<p>A circulator, free or fairly cheap passes, would be awesome in Towson and maybe cut down on transit. Otherwise, having more frequent service might help, but when I go downtown, I'm much more likely to drive than take a bus.</p>
<p>Reliability and predictability are critical. The current MTA bus network utterly fails in this respect.</p>
<p>More stops throughout city - there are spots where you have to walk at least half a mile to find a spot, which is unacceptable. Also, more direct coverage to avoid constant transfers</p>
<p>Light rail, MARC, the subway and buses need to be fully coordinated so that riders can make the connections they need to make. And, to make that work, the MTA needs to be committed to running its operations as scheduled.</p>
<p>Have many more stops, make Penn Station a hub for many more lines, and get more buses on the road.</p>
<p>Make it more efficient (light rail doesn't have express lines) and reliable. Get rid of lines that don't make sense. Make them work together so it makes sense. And overall make sure it is safe. I am tired of almost getting hit by buses who run red lights and think they should have the right of way above pedestrians in a crosswalk. Almost been hit as a pedestrian and in a car sitting at a stop light.</p>
<p>Easier to get across town. Run on time. Better bus/light rail connections. Available on longer hours on weekends. Parks at more light rail stops and more parking at others.</p>
<p>Map out specific routes for buses that are only for buses using specific streets or at least lanes for buses only. It will remain a mess mixing auto's and taxi's with bus traffic. The light rail is good for the west side, and it's my understanding the subway is good for east side going to the now defunct Owings Mills Mall. I have no idea how to get a buss pass or if exact change is needed, or what bus would take me where if I needed one. Nothing is clear, and there does not seem to be any flow.</p>
<p>Create "hubs" where numerous routes intersect in order to make transfers viable, increase non-road based transportation (either underground or above ground), increase speed of light rail</p>
<p>Dedicated bike/bus lanes with consistent enforcement, signal prioritization if dedicated lanes are not an option, expansion of water connector service, real time bus info.</p>
<p>Institute signal preemption on light rail in Baltimore City. Institute BRT from Ridgely Road, other Timonium area stops to Towson.</p>
<p>Feeder buses to the fixed rail systems / eliminate or absorb the Circulator which is free and compete with MTA service / work with local colleges to absorb and compliment their existing shuttle services</p>
<p>...actually make a network. Currenty, it's a disconnected "system" in which the LR, MR, and B systems don't integreate well. The loss of the Red Line is HUGE and terrible, and yet the state isn't using any of that "Saved" money to invest in transit. BMC needs to be much more vocal about this.</p>

Connect where people are living to places of work. Need new routing system.
More frequent buses. Could use smaller buses rather than the double-length ones if they came more often.
(1) Provide 24 hour service to BWI on the Light Rail (A) I would completely start from scratch -- delete the current Baltimore bus routes and start anew (B) shorten the bus lines (C) increase shuttles / circulators where appropriate (D) improve the pool of vehicles -- buses would be mixed - we do not need 50-seat buses running at 9 pm with one or two riders (E) use electric buses / consider using some trolleys where you can (F) space stops further apart (not only buses, but including the downtown light rail stops) (G) add staff on vehicles - have "conductors" - who could process payments for tickets and keep order in the vehicle - this would help to keep the buses & light rail in better shape, cleaner, etc. (H) include bikes in the mix - better bike lanes; have space on vehicles for bikes / luggage / wheelchairs (I) start funding for capital improvements -- If this area is to be competitive and attractive, it needs a much better mass transit system - ours is embarrassing (J) revamp the light rail ticket machines - too often at least one is not working properly at the station I use (K) clean the vehicles (L) build a "metro" system that is high speed and interconnected with other modes (M) The Bus terminal is a joke -- you can hardly find it; it is extremely inconvenient. If I ride my bike to the nearest light rail station, there is no place to secure it safely and protected from the weather
Improve coverage areas, and increase reliability-have buses tracked so operators know why they are late/overdue
Reconfigure bus routes to better serve employment centers; focus on high frequency corridors; improve on-time performance; signal prioritization for transit vehicles. Build the 2002 Regional Rail Plan or updated version that knits together the existing rail lines.
Expand the Metro or provide another train system (i.e. RED LINE!!! It is ridiculous that a city that is re-developing so quickly does not have an acceptable and reliable transit system.
Focus on significant corridors (e.g., York / Greenmount Road) and providing high-quality, high-frequency service in those areas to form a solid core for the rest of the network.
For the love of all things good, PLEASE add rail lines, or at least a BRT with dedicated lanes. You cannot just local bus your way out of our transit mess. It's absolutely embarrassing to explain to out of towners how to get get around on transit.
better linkage of existing modes. Buses that actually go where they say they go instead of dropping passengers a quarter mile away. More frequent service.
Give transit vehicles priority at signals, create more transit-only lanes, and better bus stops. Cleaner, more secure transfer stations would be welcome.
Simpler shorter bus routes. Identification of frequent service network. Friendlier, more communicative, more professional operators who make a better effort to stay on schedule (eg if you are about to start a shift on the lrt you need to be waiting for the vehicle at North Avenue.)
I would put MTA police officers on buses.
update bus routes, streamline stops, increase the effectiveness of transit police, have them actively enforcing civility, reform labor contracts to bring down costs and get drivers to show up for work
I would expand the networks in the outlying counties and from one area of the county to another. It takes two hours to get from Towson to Catonsville Community College, for example. Most of the traffic during peak drive times are from people in the counties commuting into the city, many taking their children to school.
Offer a few routes that are shorter, within a community so that people don't have to move their cars, perhaps a circulator that just goes through Canton to Bayview, or Johns Hopkins on Wolfe Street, to Fells Point, Canton and Bayview.
More subways or an elevated train. fewer buses, Do day passes for now and again travelers (that isn't \$5 for the day). Consider more bike shares, car shares, maybe more bike lanes, more awareness of where transit can take you (and how fast). Maybe offer parking incentives.
It has to be totally reworked. The current lines are redundant, meanwhile other areas are not served. Stop putting bandaids on it and dare to think different.
Extend the metro or light rail to more universally useful routes. Something to connect east/west. I live by Patterson Park and have to walk to Hopkins if I want to take the metro.
Build the Red Line. I thought the Governor was supposed to answer to you, BMC, not the other way around. Extend the Baltimore Metro beyond North Ave to NE Baltimore. Increase the number and frequency of buses running along the Red Line corridor, at least until the Red Line is built. That includes the 10, the 23 and the 40. Those buses are packed and there's not nearly enough of them.
More frequent transportation. Safety for riders. No tolerance for billigerant or verbally or physically abusive riders.
Dedicated lanes or rails.

A much more expanded subway system is not possible. Dedicated bus lanes that have express and standard service might be possible and economical.
Make the transit system easily accessible in all communities. No bus system should end a mile from where a person has to go for employment. Such as industrial parks. The transportation needed such as trains and some bus lines end at midnight leaving people who get off work at midnight stranded at times.
Break up the # 35 line, it's too long from the west side to White marsh mall. Make sure there is a bus that is accessible from Dundalk to: Amazon and to Canton! We are underserved in the Dundalk area.
Local commuter bus service needed. Neighboring Towson neighborhoods need a safe, clean circulator service.
We need to make the system more cohesive - buses are one thing but we need better rail transit. Killing the Red Line was ill-advised - we either need to revive that plan or work on extending the existing Metro Subway east. Southeast Baltimore in particular definitely needs to be connected.
Better routes, better communication, no shift change during peak hours.
put more buses on the road, more shelters and seats , no buses through neighborhoods
1) Upgrade the train access to the port so that stacked shipping units can pass through. It might be a huge economic bonus to the city if we can get the port back to being a big one. 2) Do what needs to be done to get high speed trains running through Penn Station, taking folks to Philly, NYC, and Boston very quickly. That will be expensive up front but I think it could pay for itself eventually. 3) Restore the subway Hogan killed!
Rail systems need to be integrated. The current Metro and Light Rail systems are not. Then ya'll wanted to build yet another rail line that had NO connectivity to the other two. What gives?
Market the MTA bus and Metro to Millennials and wealthier residents as a cheaper alternative to Uber and as the obvious way to travel in a big city. Make routes that go where people want to go and make them DIRECT. Make transit more reliable!!! On a good day, I can get to my office from my home (one transfer) in 25 minutes. But the time it takes frequently ranges from 25 minutes to well over an hour. That's too unreliable to take to work, so I walk two miles instead.
I have heard that Houston recently redid its whole bus network and has instituted bus rapid transit (you can use credit cards!), and more flexible short buses.
"Package-ize" your service/marketing. For instance: "Towson to Hampden in 10 minutes." "Hunt Valley to the BSO in 14 minutes." ... this presumes the service could support this type of marketing.
More interconnectivity. The network needs to be an intertwined web that covers a large area of the city. not just a line through here and a line through there.
A van model similar to the Uber concept should be explored. Like Super Shuttle or a University shuttle system but available for any point-to-point ride within a set territory. Express buses probably also make sense. Must be consistently on schedule!!!
Don't suppose "build the Red Line" qualifies as a real answer? I don't believe buses are the key to the future.
Baltimore needs an expanded rail system! The number of bus stops needs to be reduced, on East Fayette there are many places with two stops on every block! Smaller busses with more frequent trips, buses travel through my neighborhood that are too large to make turns safely (especially Baltimore St and Linwood Ave)
Have buses run on their actual schedule. Build a light rail/subway system that helps people move East-West and in other directions throughout the city.
Improve on-time reliability. Require tokens/tickets to board Light Rail. Expand Circulator.
1. Be. On. Time. Or. Cancel. The. Route. 2. Distribute buses by volume and time. Cut routes or run vans where volume is low. 3. Target high economic growth areas for new routes. Review and adjust routes biannually
The subway is so limited in service it's practically unusable. More needs to be done to address it.
Need more than just the spoke and axle routes -- more east-west routes, more Towson to Essex or Towson to Pikesville-Randallstown routes.
More accurate time estimates. Having buses actually show up when they're scheduled to.
The buses need to show up on time. I'd like to get to the train station from my neighborhood without transferring. And why doesn't the main light rail connect to the train station? That spur is stupid.
Elevate routes on Howard st.



Priority for MTA commuter buses on highways (ie dedicated lanes). Otherwise, why not sit in your own car if you are going to sit in traffic.
That's your job to figure out using a professional network of industry leaders, not using politicians or basing your decision on political leverage.
I would love the MTA routes to be modified to accommodate where people actually live and work in the modern era. It seems like massive job hubs are overlooked by current routes.
Build more rail, get bus lanes and signal priority for transit
More police on the subway, the baltimore subway is a joke, no one in their right mind would go down there.
Stop prioritizing cars. Better maps, signage, connections, reliable arrival and departure times. Better service to under-served parts of the city like the Northeast.
Red Line, bay view Marc, more Marc service
Improve MARC service to make a true regional rail system in the Baltimore- DC area. Give signal prioritization to Light Rail and Buses. Create more Bus lanes. Expand the Commuter Bus and Express bus routes. Extend the Metro Subway west to West Baltimore and East to Bayview.
I would employ a frequent grid network throughout as much of the system as possible. I would also increase frequency on most lines by acquiring more vehicles. I would create a more robust network of quickbuses which would run from at least 5 AM to midnight 7 days a week, and improve night owl service through increased frequency and coverage. In addition, I would take full advantage of BWI airport as a hub for regional buses, and crate a network of lines serving various communities throughout the region such as Towson, Reisterstown, White Marsh, etc. I would also ensure that there are lines connecting suburbs together so that it would not be necessary to enter the city just to leave it again. These are just some of the things the region needs, and it is more important to focus on the goal of greater connectivity rather than on the specific mode.
More busses to where people actually live and work; a comprehensive system to cover crossing town from any point on the clock face to it's opposite point; actual stations where lines and systems cross where you can switch from one to another without going through sketchy tunnels or wandering a few blocks.
Build an East-West dedicated rail throughway, connect the light rail to BWI rail station, connectivity from BWI to BWI rail so convenient that it feels like another gate, dedicated connection from Baltimore to Towson and Baltimore to White Marsh, light rail into Federal Hill, lower the number of stops on long MTA Bus routes supplement with shorter length circulator routes.
Comprehensive review of where people live who use transit and where they want to go. Eg. North east Baltimore - you cannot get the Charles street corridor or penn station without a change of bus
Make the bus map more understandable - make it more like the charm city circulator - more user friendly, etc. Have nicer busses. Give them signal priority, etc. Get a real-time app (Next Bus).



**RESPONSES TO QUESTION 12:****How would you improve the transit experience?**

My experience is mostly with the LR. As it is now, the conductors are extremely difficult to hear and the ride is particularly bumpy and noisy. It also doesn't help that it seems that in between stations, there's a lot of decay. The stations can be better hubs of economic activity. Nothing can be achieved it seems without significant investment. However, I would argue that it's not just money that needs to be invested...

Clear announcements of transit stops. Post schedules at bus stops. Realistic and reliable schedules.

I live in Anne Arundel County and I am single. If I wanted to go to Baltimore by bus, I'd have to take a local bus downtown and then walk about half a mile to the pickup spot. Once in Baltimore, I'd have to get off and then find another transit option or walk to my office. Only people who have no other choice would do that. Buses should reach Severna Park, Crofton and take them to both Annapolis and Baltimore (Dillon buses already take them to Washington or the Washington Metro). Buses should reach outlying areas and once in Annapolis or Baltimore reach enough of the city so that people aren't changing buses two or three times just to reach work. And they should run frequently so that if you have to work late, you can still get home without having to call a friend to come and get you. Getting to D.C. is already possible in a timely fashion by mass transit. Getting to Baltimore or around Anne Arundel County should be possible, too.

First of all, be on schedule, but never early. Secondly, be constantly aware of sudden fluctuations in rider density in traffic times and be prepared to send unscheduled other buses when a driver signals the problem to base. Thirdly, get the cell phone info system working to provide timely info (and alternatives) to waiting riders

No bus should EVER depart before its scheduled time. Allow light rail vehicles to override traffic signals along Howard Street. Build the Red Line.

Advertise the hell out of CharmCards.

Point out to business groups, educational institutions (schools and colleges), small business owners, etc., that their enterprises will benefit from a better system. Once these groups are convinced, they should be encouraged to pressure their elected officials to take immediate, positive action to get our mass transit infrastructure upgraded. The Baltimore area will never be more than second-rate without a far better transportation network. And, if that requires an increase in taxes, so be it. Right now, we're getting what we're paying for--not much, because we aren't willing to pay for more.

Having more trains going to Cromwell and to BWI especially in the evenings and to have Sunday service earlier in the day starting at 5:00 am. Also having more pass inspections especially at patscapo and leaving Cromwell. I have seen a number of people not having passes and talking about it saying that they never check the passes. You have a lot of people first thing in the morning between 5am and 8 am not having there passes.

Let's have the tracker really work! Let's have the buses arrive on time. I get tired of being yelled at because the bus is late! I give myself an extra hour and sometimes that's not enough!. When we had our last big snowstorm on a Saturday the Buses ran! I was so happy and grateful!

1. Simply...MTA should clean its bus stops...in Towson the surest way to degrade the quality of a streetscape with trash and debris is to place a bus stop there.It send the signal that bus travel is not pleasant and MTA is incompetent (even though it is not of course) 2. MTA should space its stops further apart on all major roadways and provide more express service over light rail routes.

Clean it up, add more safety officers, and make sure it runs on time. I once missed the start of a 5K downtown because I waited over 1.5 hours for a light rail train on a weekend. It was so overcrowded that weekend and running so far behind schedule. Plan accordingly for big events and add trains to accommodate the increased demand.

More buses, more reliable, re-route them to actually serve growing population and employment centers. Oh--and get the MTA out of the hands of the state and into a regional transit authority like WMATA.

Fire rude operators. Use a complaint tracking system like Baltimore city's 311 app. MAKE THE BUSES RUN ON TIME. This means abandoning all the unrealistic travel times and shorten some of the lines.

1. Simply...MTA should clean its bus stops...in Towson the surest way to degrade the quality of a streetscape with trash and debris is to place a bus stop there.It send the signal that bus travel is not pleasant and MTA is incompetent (even though it is not of course) 2. MTA should space its stops further apart on all major roadways and provide more express service over light rail routes.

I would emphasize to the MTA employees that their job is to serve the customer and that the system has to serve the needs of its customers instead of having the customers conform to the wishes of the employees.

Covered bus/water transit shelters, clearer markings for bike lanes (and bus lanes), bike lanes to the right of parked cars, bike mounts on the Charm City Circulator buses.

Check for light rail tickets more often. I didn't have to show my ticket once this Orioles season.
Building out bus stop infrastructure (shelters, display boards, etc.); using off-board fare collection; reducing overcrowding.
Buses staying on schedule but being given a schedule they can actually maintain. If a bus is running ahead, it should slow down to get back on the time.
Make sure the vehicles, stations and stops are clean and cheerful. Improve reliability to acceptable levels.
Clean the vehicles more often. Wash the windows. Announce the stops.
Random police safety checks. Especially, on heavy student ridden buses.
More, better signage. Ability to buy tickets at stations outside of vehicles. Mobile app with live timing and ride mapping.
First I must say that I think the staff of the MARC are really great. They are always upbeat and pleasant, and I appreciate that. For an improvement I would suggest that vendors move through carrying snacks for sale. The two-story cars make pushing a cart impossible, unfortunately, but still someone might be able to walk through. Alternatively a small amount of space in the ends of the cars might be turned into mini kiosks. I want MARC to be financially sustainable!
Make me the top dog at the MTA! For one, I'll spearhead an effort to turn Lexington Street into a transit mall to make transfers easier and safer, build a red line that runs partially on either the Metro or Light Rail line, integrate Metro with the Light Rail so the equipment can run on each others lines-eliminating the transfer issues, create a "free" downtown CBD zone like Buffalo has
1) Information! You can never have too much. I have never heard an emergency or delay announcement in a Metro station, but I often have been in emergencies (flooding) and delays. Tell people what's going on! Tweet, text, shout out over a PA system, but talk to folks in real time. Train agents and drivers to volunteer information -if the light is out on the MTA bus, the driver should be shouting out the bus number for the folks at the stop (this happens constantly at Charles Center - the bus number is obscured and often pulls away before the folks waiting can find out if it's their bus). 2) More ridership. 3) More "hubs" - subway stops and MTA stops that link lots of people to places and things. Planned developments with restaurants, events, JOBS. But really, the ability to get to places directly would be huge. 4) Listen to lots of people who aren't like me. I own a car and I have tons of options. My job is close to my house. I ride transit because it's my choice to do so. Please also listen to people who have no choice, especially people in West Baltimore, where average commute times are some of the worst in the state.
This is my answer to #10 but it applies here: I have heard that if you want to make the trip more appealing to people, you should add wi-fi so that people can work or entertain themselves during the commute. I'm not sure how much that would cost, but it would certainly make long commutes more bearable.
"Package-ize" your service/marketing. For instance: "Towson to Hampden in 10 minutes." "Hunt Valley to the BSO in 14 minutes." ... this presumes the service could support this type of marketing. If you'd like more input from my experience as a non-customer who wants to be a customer, feel free to email me. Brody Bond -- brody@blueoceanideas.net
Improve performance - I don't ride often, but I always have to plan for a bus (#11) to be up to 30 minutes behind schedule in order to get where I'm going on time. I have also encountered major delays on the light rail coming home from the airport which is frustrating because it is such an easy ride and so much more affordable than a taxi service.
I would keep reinforcing better customer training for operators, ensure that there are waste receptacles on transit vehicles for customers to discard trash, begin to implement better amenities such as realtime signage, and improve accessibility features.
Get schoolkids and drunks/addicts/violently insane people off public busses and trains, or allow drivers to enforce behavior rules and kick disruptive people off the bus.
Make sure the subway lines are clean, safe, and well-maintained, with well laid-out and easy-to-use routes. Must be convenient and fast.
See above. Particularly the app. Usually the reason I don't ride the bus is because I don't want to be standing out on the sidewalk waiting for a bus without knowing how long it will be (often I can walk to work in 30 minutes and get there before a bus passes me -- on Charles St in the morning)
Having more trains going to Cromwell and to BWI especially in the evenings and to have Sunday service earlier in the day starting at 5:00 am. Also having more pass inspections especially at patscapo and leaving Cromwell. I have seen a number of people not having passes and talking about it saying that they never check the passes. You have a lot of people first thing in the morning between 5am and 8 am not having there passes.
If people are cursing and acting out, they should be asked to leave.

<p>Ensure all bathrooms are clean, including enough toilet paper, clean trash bins, and sanitizer in every one. Find a way to offer drinking water on buses during the summer, as well as on trains. Inspect air conditioners to ensure they don't break down as frequently. Have more buses on stand by for Kent Island buses, as they take very long to get replacement buses when one breaks down. Add WiFi to all services. Add more lines to the Baltimore subway. Ensure bus services that get full have additional runs to take more passengers. Extend the Kent Island Commuter bus to Easton Maryland and offer more services on that bus line.</p>
<p>MTA bus loops need to be well spaced. Overlea's bus loop is very overcrowded, creating an environment for crime, traffic problems with people crossing the street regardless of the traffic signals in order to catch their transfer, and trash. Transfer spots should be monitored and evaluated for these problems.</p>
<p>Less congestion during school hourd.</p>
<p>What ever could be done to make the ride more desirable to want to ride. Maybe give City employee free riding privileges like state employees. That may be more of an incentive to ride the transit. Most importantly make it as safe as possible for both the driver and the passenger.</p>
<p>Make certain professionals' transfers are not stressful to them so that they can feel confident they will get to work on time. Thank you.</p>
<p>increase service areas, increase number of assets on the road so that scheduling options are increased</p>
<p>Improve MTA service and accountability. This isnt just the busses but the Mobility Transit system that essentially holds seniors hostage with their poor and offer times lazy service. If a senior complains, they are terrified that their service will be compromised later on. The fear is real and there is no recourse for them. And the fear is real becasue the drivers and dispatchers TELL them as much.</p>
<p>Point out to business groups, educational institutions (schools and colleges), small business owners, etc., that their enterprises will benefit from a better system. Once these groups are convinced, they should be encouraged to pressure their elected officials to take immediate, positive action to get our mass transit infrastructure upgraded. The Baltimore area will never be more than second-rate without a far better transportation network. And, if that requires an increase in taxes, so be it. Right now, we're getting what we're paying for--not much, because we aren't willing to pay for more.</p>
<p>Better training and supervision of drivers. Many bus drivers do not drive safely. I have seen drivers texting while driving. I have seen drivers be rude to passengers with disabilities.</p>
<p>Paying on the bus is slow, need to increase ways to buy a pass before stepping on the bus</p>
<p>Clear signage at all stops.</p>
<p>Rapid Bus Transit doesn't work. Baltimore City doesn't have streets wide enough to do this. Red Line was a dumb plan. Plan lost half of riders south of Boston Street since no one lives in water except fish and crabs and the occasional mermaid. Improve experience by making modes of transportation people are willing to take easily accessible.</p>
<p>Don't let people with no experience in providing public service run the State!</p>
<p>Simpler ticket machines</p>
<p>Stop having buses that stop every block. The countdown clocks are great if they work. Get a real time transit app. Encourage development at stations particularly on the METRO, MARC, and lightrail. Add dedicated bike lanes connecting to stations and have secure bike parking.</p>
<p>Install "time to next train" information in all metro and light rail stations</p>
<p>offer free transfers for those riders taking more than 1 bus on their commute.....</p>
<p>get away from the bus mentality. no middle class person in the Baltimore region is going to ride the buss if they don't have to.</p>
<p>More transit police</p>
<p>By having light rail and metro connect and work as a single system</p>
<p>We need more limited stop options such as Light Rail, Metro and the Quick Buses. Riding on buses that stop every three blocks is just painful.</p>
<p>Strictly enforced anti-food policies to make transit cleaner and prevent rats, less dark subway (scary!), more security in subway, on time buses, more benches and/or enclosures at bus stops, bus stops in clear locations (this seems to be the only city where bus stops are at the end of blocks instead of at the beginning, that makes NO sense)</p>
<p>A card similar to the Smartrip card is so essential. An app that can tell me what bus to catch and where. Make the buses fast, safe, and quiet. Make schools responsible for their student's behavior on the bus.</p>

Deal with traffic into/out of Harbor East & Harbor Point NOW. It's already debilitating and going to get SO MUCH WORSE so quickly as Exelon is developed and other buildings spring up.
We have to connect the subway, buses, light rail and marc.
more transit cops security, cameras,
1) On time and/or live tracked buses (for realies, not this fake shit you have now) 2) rail projects that make sense - not plans that are result of 30 years of compromises between special interest groups, community NIMBYs, and sweet-heart deals for real estate developers. Pick a route and build it, eminent domain exists for a reason. 3) Water taxis that don't cost \$8 to ride. Or, at a minimum, water taxis that take charm card.
Amenities such as free wi-fi; improved real-time travel info; transit-oriented development at stations - make PLACES that people want to go.
My preference would be a subway system but that seems out of the question.
better connections. build an elevated rail system, since we said no to the subway.