

MTA Updates

Baltimore Regional Transit Commission

Holly Arnold, Administrator & CEO
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MDOT
MARYLAND DEPARTMENT
OF TRANSPORTATION

MARYLAND TRANSIT
ADMINISTRATION

State of Good Repair Progress

- Metro railcars and signal system testing
- Replacement of West Cold Spring pedestrian bridge and Aerial Pier 2720
- Mondawmin elevator replacement
- Track upgrades and replacements



Workforce Improvements

- Reduced overall agency hiring time by 40%
- Hired more than 400 new operators for second year in a row
- Launched bus maintenance apprenticeship program

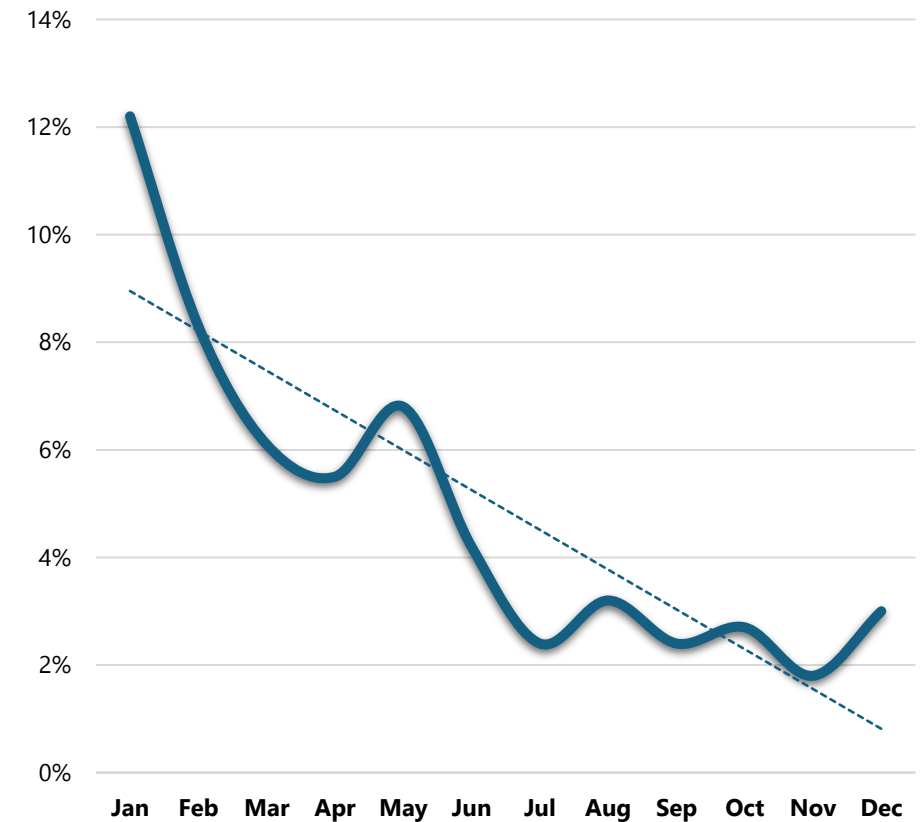


Performance Improvements

- Significant reductions in Core Bus service cuts
 - Down from more than 12% in January to less than 2% in November
- Preventable incidents down 10% year-over-year
- Ridership up 14% this year
 - Post-pandemic highs for all modes



Core Bus Service Cuts by Month



MARC Growth & Transformation Plan

- Hosted virtual public meeting on December 12
- More than 160 attendees
- Topics included plans for future MARC service and improved system connectivity
- Breakout rooms were used to encourage comments and conversations on proposed service
- Meeting recording available online
 - <https://www.youtube.com/watch?v=-qEXqPKLLTQ>



Agenda

Welcome and Introductions

Project Overview

What We Heard and Learned

Future Service Plan

Schedule and Next Steps

Breakout Rooms for Facilitated Discussions

Breakout Room 1:
Penn Line Focus

Breakout Room 2:
Camden Line Focus

Breakout Room 3:
Brunswick Line Focus

Breakout Room 4:
Statewide/Systemwide Focus

SESSION 1

SESSION 2

Future Service Plan: Systemwide

The Future MARC System









- **Transformational, market-oriented service** that recognizes constraints
- **More equitable, frequent, all-day service** (including weekends) across the system to serve changing and new travel markets
- **Improved system connectivity** between MARC lines, other MTA services, Amtrak, WMATA, VRE, and SEPTA
- **Expansions into Virginia, Delaware, and Western Maryland**



Transit Merch



- Launched online merchandise store on November 26
- Held Holiday Pop-Up Shop on December 12
- MDTransitMerch.com

 <p>Get One to Go T-Shirt C/D MTA14000 \$24.95</p>	 <p>Charles Center Art T-Shirt C/D MTA14000 \$24.95</p>	 <p>MARC, Get Set, Go! T-Shirt C/D MTA14000 \$24.95</p>	 <p>Charles Center Art Hoodie S/M/L MTA14000 \$39.95</p>
 <p>Get One to Go Ceramic Mug, 11oz Made@Dent MTA11000 \$19.95</p>	 <p>Retro Bus Ceramic Mug, 11oz Made@Dent MTA12000 \$19.95</p>	 <p>Retro Light Rail Ceramic Mug, 11oz Made@Dent MTA13000 \$19.95</p>	 <p>Retro Metro Ceramic Mug, 11oz Made@Dent MTA14000 \$19.95</p>



Women In Transportation Recognition

- Four employees recognized at WTS Baltimore Chapter annual awards ceremony
- MTA Police Chief Jerome Howard received the Honorable Ray LaHood Man of the Year Award
- The Rosa Parks Diversity Leadership Award was presented to Aesha Darby
 - Leader of newly founded Women in Transit Employee Resource Group
- Suzette Barron, Light Rail Field Supervisor, and Mobility operator Tavon Richard-Laird also honored



Engagement Updates

- Holiday Bus
- Mayor's Holiday Parade
- Adopt-A-Family
- Sundays with Santa
- Train Garden at Mondawmin Metro Station
- Youth Transit Council
- MLK Parade on January 20



End of Year Wrap-Up Video

- <https://www.youtube.com/watch?v=Xbtlx0iWNgk>

