

Meeting Summary

Following is a summary of issues discussed at the MDOT (MTA) Stat on July 22, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

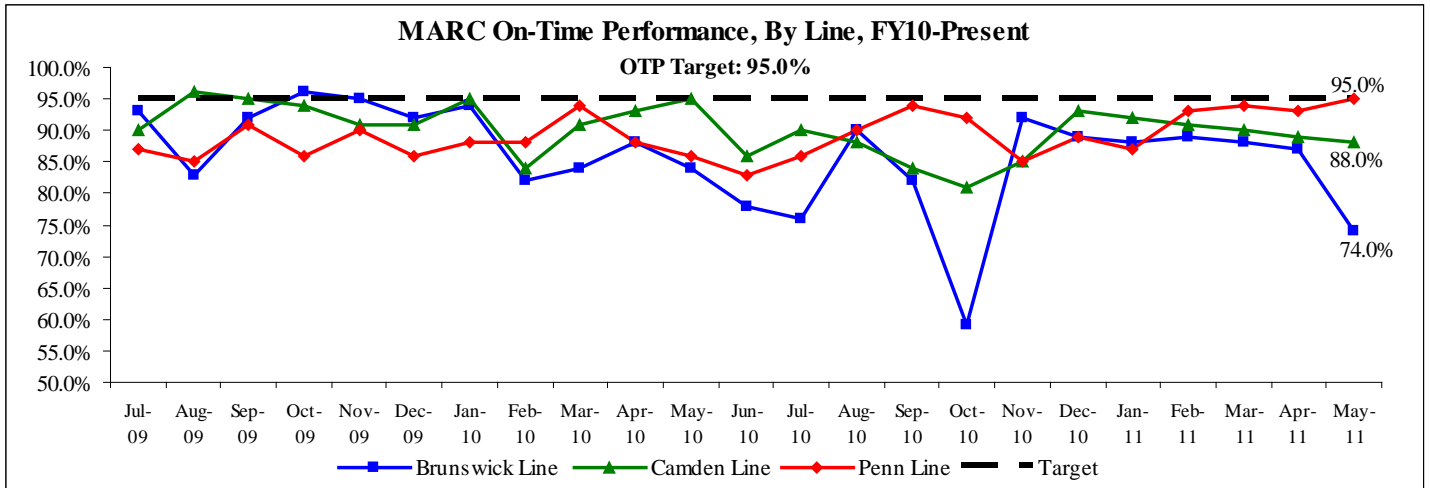
Grand Prix

- **Service Disruptions.** About 20 bus lines will be rerouted during the event and on the Thursday before the weekend (September 1-4). Bus PSAs, website updates, brochures, and signs are up to advertise the changes that will occur that weekend. The Circulator will also be rerouted. Light rail will be disrupted as well. MTA has 100 volunteer ambassadors that will be at the busy stations all weekend to aid passengers in adjusting to the changes. The agency was asked to provide the StateStat team with a copy of their detailed communications plan.
- **Traffic Problems.** Residents and commuters are to expect major traffic from Thursday September 1 through Monday September 5. Street closings will be staggered. Less busy streets will be closed starting Monday August 30, and all affected streets will be closed by Thursday. The agency believes that September 1 will be the day with the most significant traffic issues, as both city and state employees are scheduled for full work days while I-395 and Charles St. will be closed.

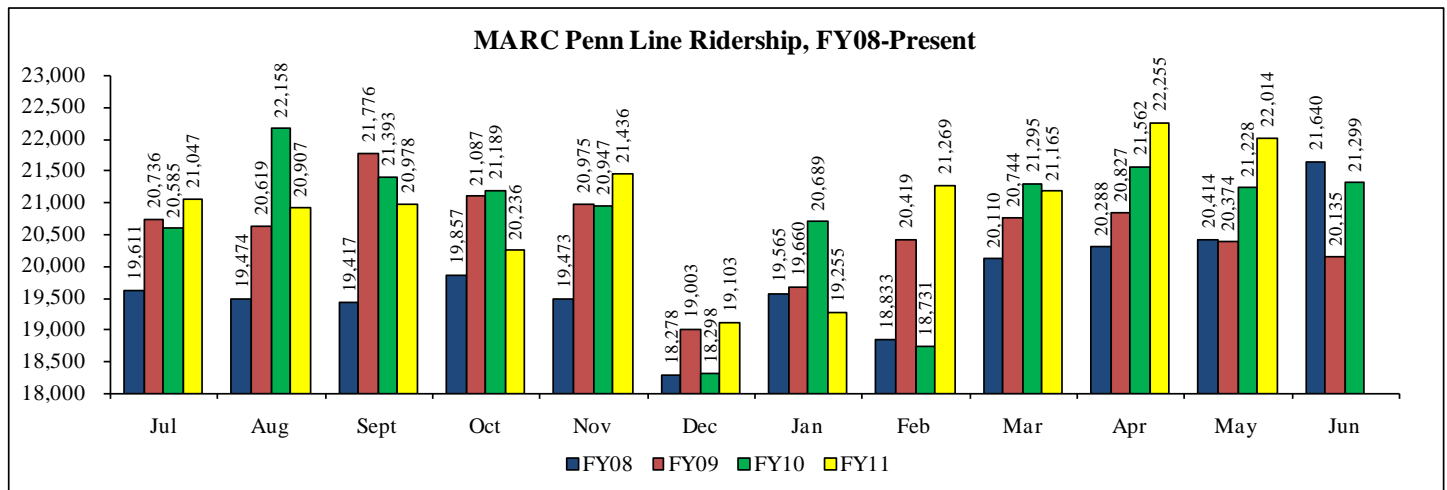
MARC

- **On-Time Performance.** While on-time performance MARC-wide is roughly the same as it was in FY10, both Camden and Brunswick Line on-time performance is down significantly from last year. Penn Line on-time performance has improved in FY11. The agency said that Brunswick Line on-time performance is so far below the Camden and Penn Lines simply because the nature of the line. It's longer and susceptible to flash floods, tree fallings, and increased freight traffic. The line also has signal problems and is only overseen by one person. More than 90% of MARC's fatalities and pedestrian hits are on the Brunswick Line; the agency said this probably is the cause of the extremely high number of 45-60+ minute delays. The agency is to report on the upcoming meeting with MDOT secretary and Brunswick Line managers.

MARC On-Time Performance, FY10 Ave., FY11 Ave., FY11 Min., FY11 Max			
MARC Line	FY10 Average	FY11 Average	FY11 Delays 45-60+ Min
Brunswick Line	88.42%	83.09%	71
Penn Line	91.75%	88.27%	23
Camden Line	87.67%	90.73%	27
Total	88.58%	88.73%	121



- Penn Line Ridership.** Average weekday ridership on the MARC Penn Line has exceeded 22,000 in each of the last two months. This increase is due mainly to the schedule changes that went into effect in mid-March. There are now more seats than 1000 extra seats during rush hour. The increased numbers are also due to expansion at BWI and better reliability.



- Penn Line Breakdowns.** The agency said that no heat related failures have occurred on the Penn Line this summer; they have all been mechanical or other issues. Ironically, train 538 (the train that failed due to the heat and was stranded for 2 hours in June 2010) broke down again in June, but it was due to a mechanical issue. Within 5 minutes, Amtrak had notified MARC, and every part of the emergency response team was dispatched. Within 24 minutes, A/C was restored. The train was moving again within 33 minutes.
- Train 538 Corrective Action Items.** The agency identified a number of corrective action items to implement following last June's meltdown of Train 538. Among these action items was ensuring that there is permanent storage space for bottled water on trains. Other items include having 5 buses on standby at all times, Amtrak trains on standby at Odenton, Perryville, and BWI at all times. On days where the temperature is 90 degrees or higher, Union Station has ice cold bottles of water for all passengers.

- **Bi-Level Rail Cars.** The agency is reporting that it is currently finalizing a deal to acquire 54 Bombardier bi-level rail cars through an option contract that Bombardier has with New Jersey Transit. The bi-level rail cars have a capacity of 137 seats, and would replace many Gallery and IIA cars that have 88 and 117 seat capacities respectively. The agency said that they plan to equip all Penn Line trains with bi-level cars. The Camden and Brunswick Lines will be mostly bi-level, but they are they keeping about 30 MARC IIA single level rail cars. The new bi-level cars could provide an extra 10,000 to 12,000 seats daily. The agency was asked to follow up on how 10,000-12,000 extra will affect MARC ridership.
- **MARC Website.** Several complaints were made in the Baltimore Sun regarding renovations the agency performed on its website. Chief among the complaints were that service status information was moved to the bottom of the page, and that accessing a MARC schedule required several clicks. Updates to the site are on the way but have been delayed due to problems with WMATA switching Federal employee benefits from paper to an electronic form. The agency also reported that a MTA mobile device app will be rolled out in 2 months. They were asked to find out how much the new site cost and then to meet with the Governor’s chief innovation officer. The agency reported that the real time passenger system was ready to go but now has been pushed back a few months.

Light Rail

- **Crime and Prevention.** While criminal activity is generally down or stagnant at most MTA modes, Light Rail service has seen increases in part 1 and part 2 crime, arrests, fare inspections and fare evaders. In April, part 1 crime reached its highest point since April 2008. In May, fare inspections reached their highest mark on record. Despite a recent report in the Arbutus Patch that four people were injured in two separate incidents occurring after 11 pm on Friday, July 15, crimes against persons are down. Crime increases have predominantly been caused by crimes against property. Hotspot crime stations include Pataspc, Cherry Hill, Cromwell, and Linthicum. The agency was asked to provide a crime map for the next meeting. MTA has 2 mobile and fully network License Plate Readers (LPRs), but they are not deployed yet because their officers still need to be trained. They should be deployed by August. Only 5 of the 33 light rail stations have surveillance cameras, but plans are under way to acquire more. They are in Phase 3 which involves submitting the plans to the Board of Public Works for approval. The agency was asked to submit a schedule of camera rollout to Statestat.

Light Rail Crime, Arrests, Fare Inspections and Evaders, FY10 and FY11			
Activity	FY10 Through May	FY11 Through May	Percent Increase
Part 1 Crime	83	107	28.9%
Part 2 Crime	100	148	48.0%
Arrests	239	287	20.1%
Fare Inspections	1,887,225	2,335,634	23.8%
Fare Evaders	24,109	35,833	48.6%