

You Spoke. We Listened.

How Public Feedback Improved the BaltimoreLink Plan

BALTIMORE



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Maryland Department
of Transportation



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How Public Feedback Improved the BaltimoreLink Plan

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By

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JACOBS™

For

the Maryland Transit Administration

and Maryland Department of Transportation



While a variety of datasets were used to inform the decision-making process and planning of the BaltimoreLink route proposals, public feedback can be the most significant and valuable method for revising the transit network. Feedback from everyday users provides un-matched insight into how the system is used today and how the route proposals will impact travel. All comments were read, categorized, and analyzed for use by MTA staff to revise the BaltimoreLink Plan and to address the feedback received during the public outreach period.

The table below displays the top concerns and issues that were identified through the public outreach process, as well as the proposed solutions in the revised BaltimoreLink Plan (July 2016). MTA plans to solicit additional feedback from the public, stakeholders, and elected officials on the revised Plan through additional workshops and other events.

Top Concerns/Issues Raised during October 2015 – January 2016 Public Outreach

#	Commonly Mentioned Issue
1	Lack of North-South Bus Transit along Greenmount Avenue
2	Lack of Bus Transit on Garrison Boulevard
3	Lack of East-West Bus Transit on Eastern Avenue
4	Replacing Express Bus Service with LocalLink or CityLink Service
5	Lack of Bus Transit on Falls Road
6	Lack of Bus Transit on Charles Street
7	Lack of Continuous End-to-End Bus Transit on North Avenue
8	Lack of Bus Transit on Madison and Monument Streets
9	Lack of Bus Transit on 36 th Street, Ellerslie Avenue, and Argonne Drive in Ednor Gardens
10	New Bus Service on Orleans, Baltimore, Milton, and Fleet Streets in the Patterson Park area

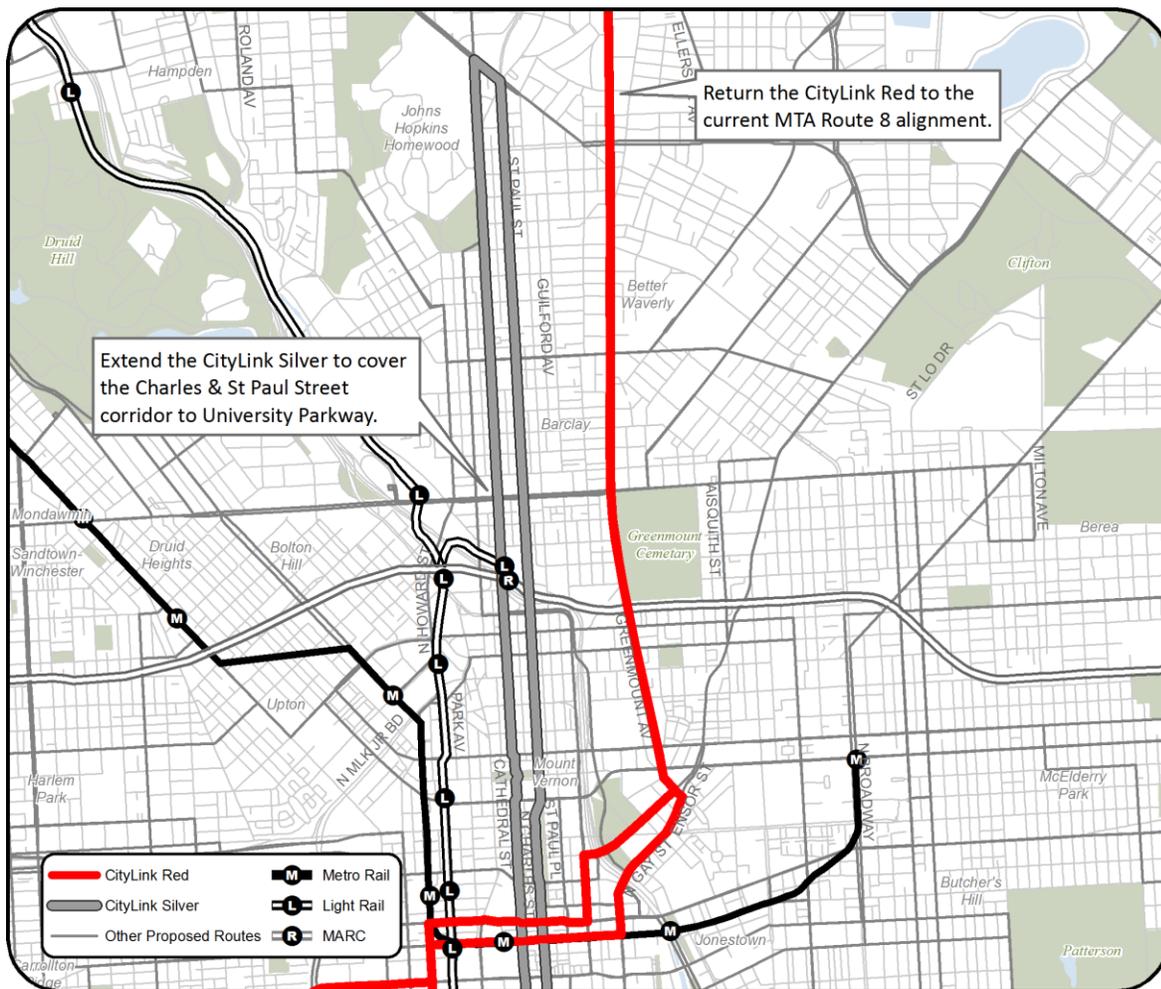
1. Lack of North-South Bus Transit along Greenmount Avenue

Issue

The public expressed concerns over the lack of north-south bus transit along Greenmount Avenue in Waverly to downtown. The original plan consolidated service onto the Charles Street/St Paul Street corridor, which would have forced some Greenmount Avenue riders to walk farther by creating a gap in service.

Resolution

- The CityLink Red has been shifted to the current MTA Route 8 alignment on Greenmount Avenue.
- The CityLink Silver has been extended up the Charles Street and St. Paul Street corridor between University Parkway and North Avenue.



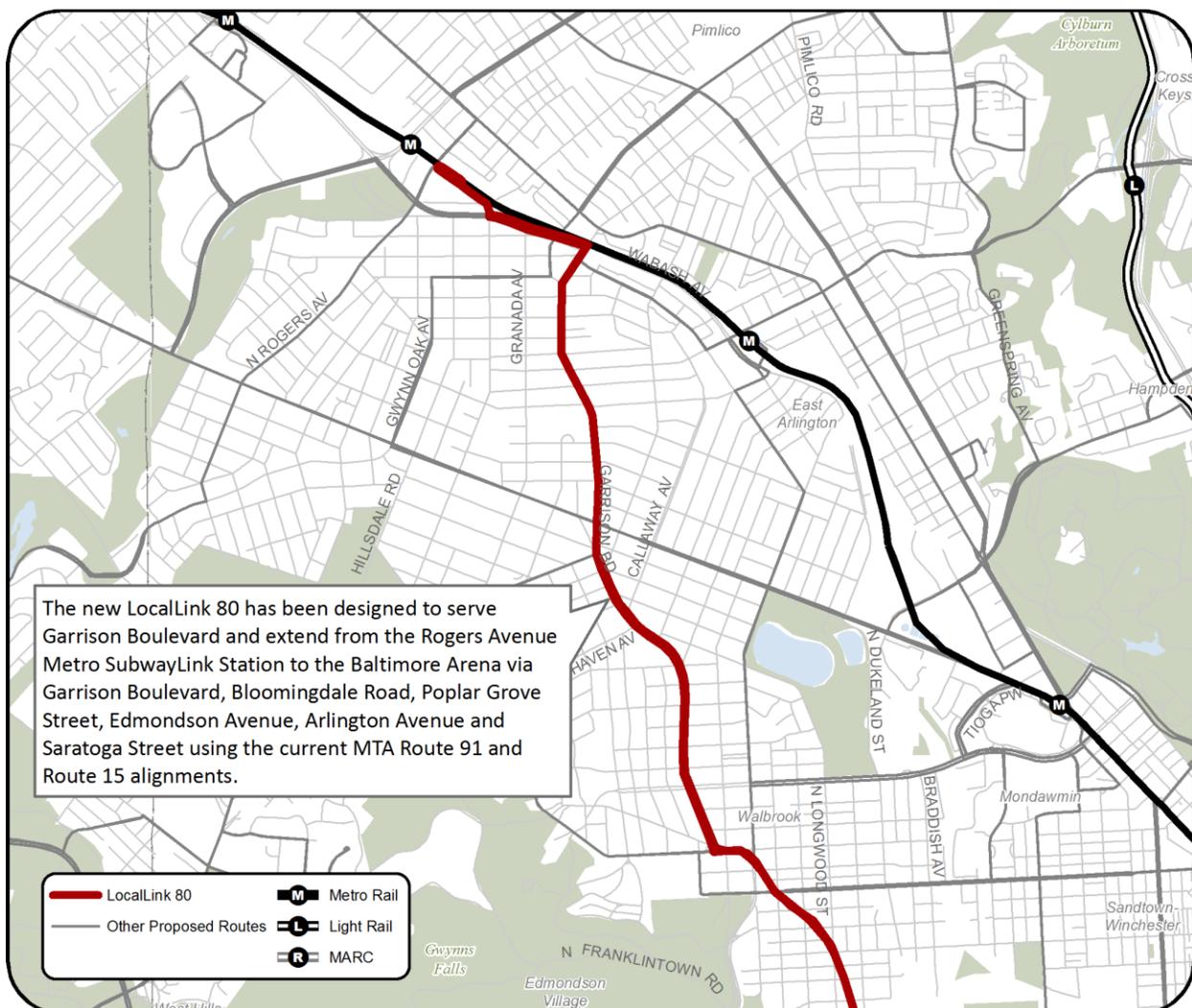
2. Lack of Bus Transit on Garrison Boulevard

Issue

The public had concerns over the lack of bus transit on Garrison Boulevard. The original plan placed crosstown service on Hilton Street, Granada Avenue, and Eldorado Avenue, and passengers who currently board on Garrison Boulevard would have had to walk to these services and then transfer to other routes or to the Metro SubwayLink to reach downtown.

Resolution

The new LocalLink 80 has been designed to serve Garrison Boulevard and extend from the Rogers Avenue Metro SubwayLink Station to the Baltimore Arena via Garrison Boulevard, Bloomingdale Road, Poplar Grove Street, Edmondson Avenue, Arlington Avenue and Saratoga Street using the current MTA Route 91 and Route 15 alignments.



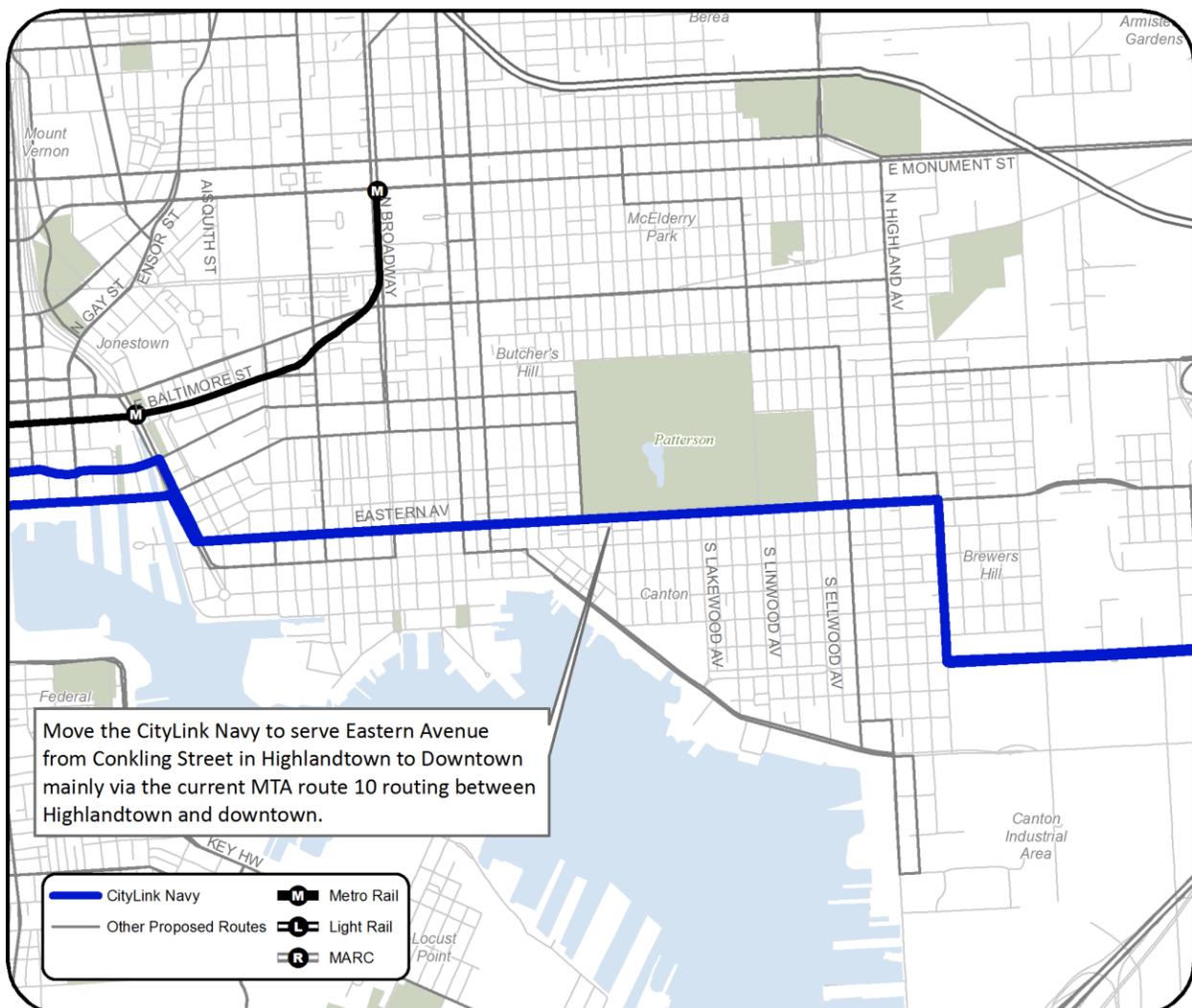
3. Lack of East-West Bus Transit on Eastern Avenue

Issue

The public expressed concerns over lack of east-west bus service from Eastern Avenue in Highlandtown/Canton to downtown.

Resolution

The CityLink Navy has been shifted to serve Eastern Avenue from Conkling Street in Highlandtown to downtown primarily via the current MTA Route 10 alignment between Highlandtown and downtown. Additionally, the CityLink Blue has been shifted to Eastern Avenue east of Conkling Street and will provide service to downtown via Fayette Street.



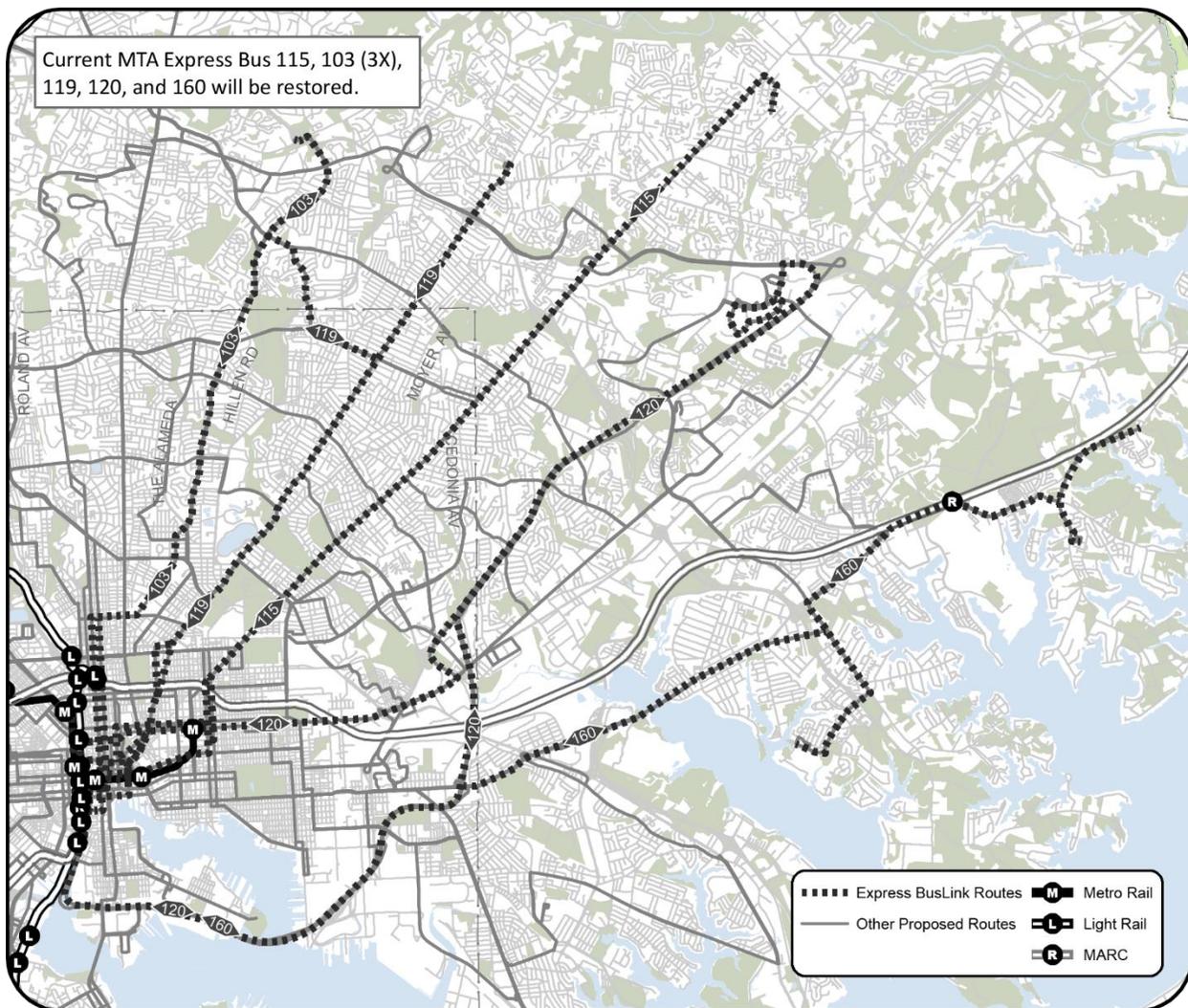
4. Replacing Express Bus Service with LocalLink and CityLink Service

Issue

The public expressed concerns over the replacement of current MTA Express Bus Routes 103, 115, 119, 120, and 160 with LocalLink or CityLink services. The primary concern was that the CityLink and LocalLink routes would not provide the quicker trip times that these Express Bus routes currently provide.

Resolution

Current MTA Express Bus Routes 103, 115, 119, 120, and 160 will remain and will not be shifted to other service types.



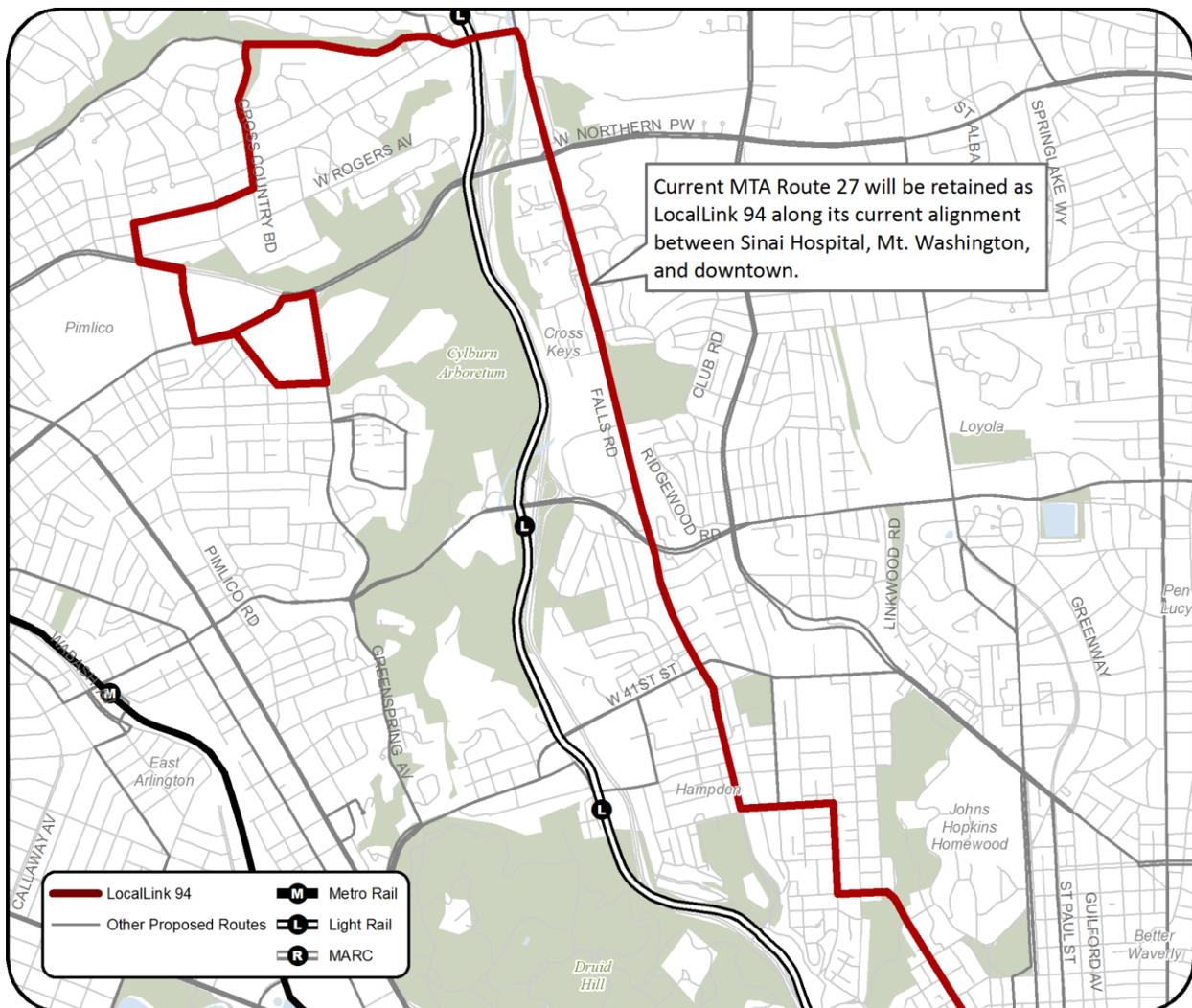
5. Lack of Bus Transit on Falls Road

Issue

The public expressed concerns over the proposed lack of bus service on Falls Road between Northern Parkway and Hampden (41st Street), and over the lack of bus service from Hampden to downtown via Remington Avenue and Howard Street. Under the original plan, only the higher ridership stops at Northern Parkway and Falls Road and Cold Spring Lane and Falls Road had service, and this service did not connect directly to downtown.

Resolution

The current MTA Route 27 has been retained as LocalLink 94 along its current alignment between Sinai Hospital, Mt. Washington, and downtown.



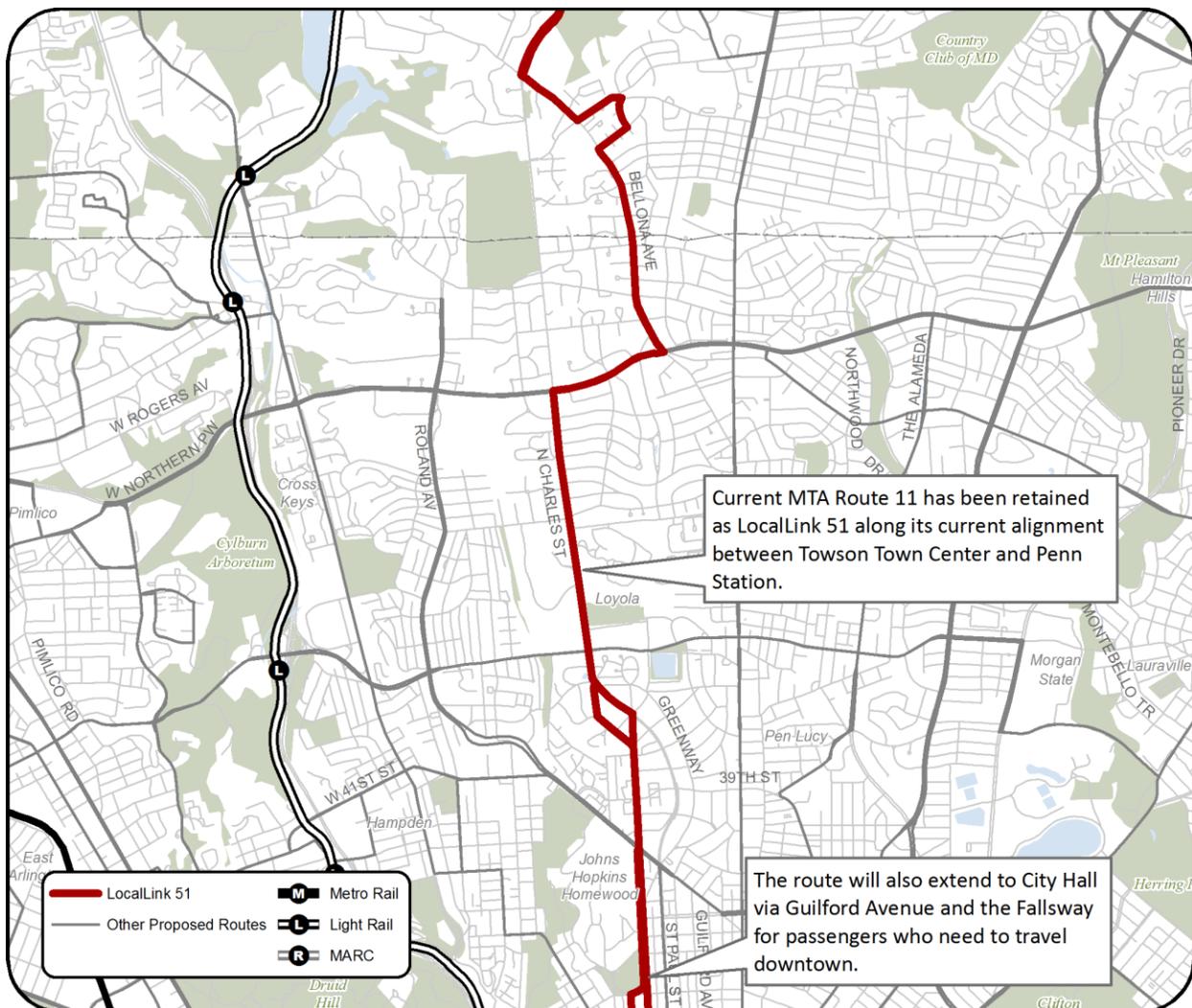
6. Lack of Bus Transit on Charles Street

Issue

Concerns were expressed over the proposed lack of bus service on Charles Street between 39th Street and Northern Parkway, where Loyola and Notre Dame Universities are located. Under the original plan, passengers in this area would have had to walk to services on York Road, Roland Avenue, or Northern Parkway.

Resolution

Current MTA Route 11 has been retained as LocalLink 51 along its current alignment between Towson Town Center and Penn Station. The route will also extend to City Hall via Guilford Avenue and the Fallsway for passengers who need to travel downtown.



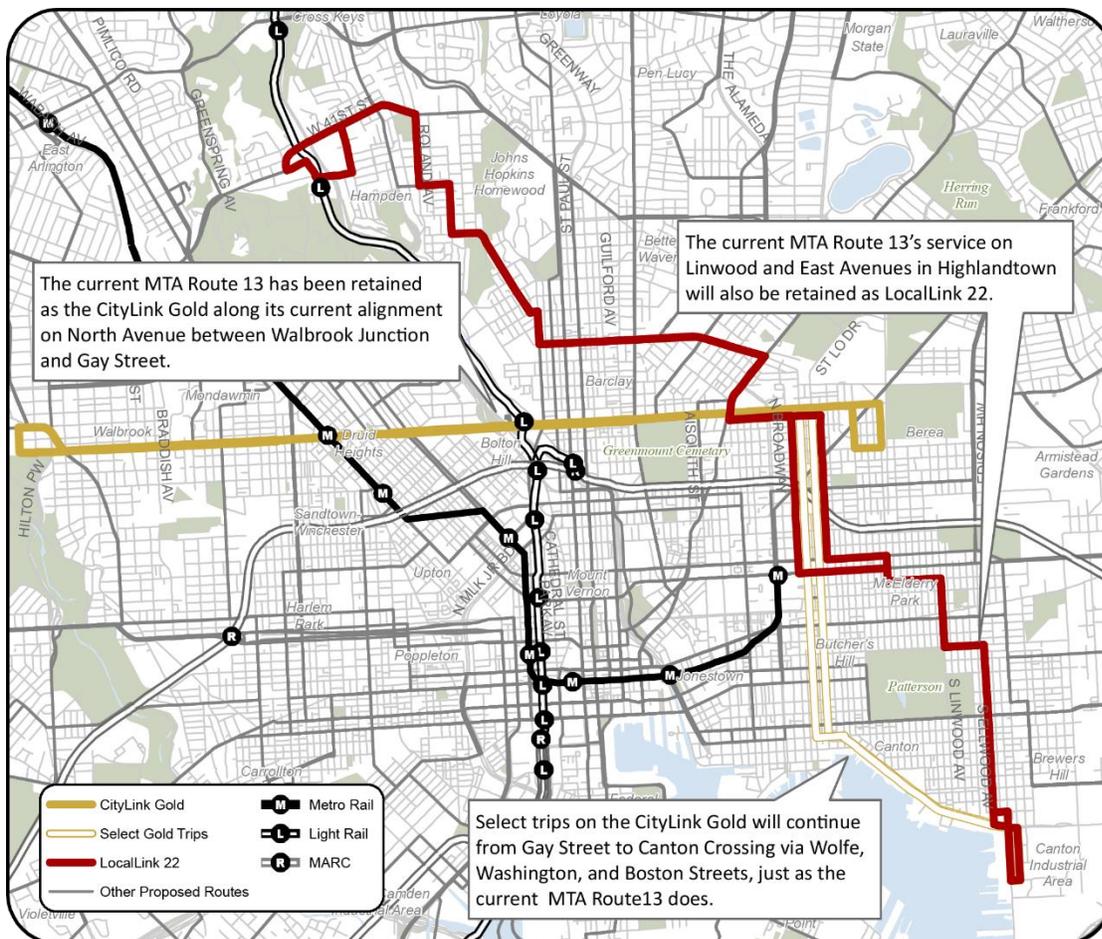
7. Lack of Continuous End-to-End Bus Transit on North Avenue

Issue

Concerns were raised over the lack of continuous, single-seat bus service on North Avenue between Walbrook Junction and Gay Street. Under the original plan, passengers who wished to travel from one end of North Avenue to the other would have had to take two bus routes (LocalLink 23 and CityLink Lime) and transfer between the two at a point between Penn-North Metro Subway Station and Mt. Royal Avenue.

Resolution

The current MTA Route 13 has been retained as the CityLink Gold along its current alignment on North Avenue between Walbrook Junction and Gay Street. Additionally, select trips on the CityLink Gold will continue from Gay Street to Canton Crossing via Wolfe, Washington, and Boston Streets, just as the current 13 does. The current 13's service on Linwood and East Avenues in Highlandtown will also be retained as LocalLink 22.



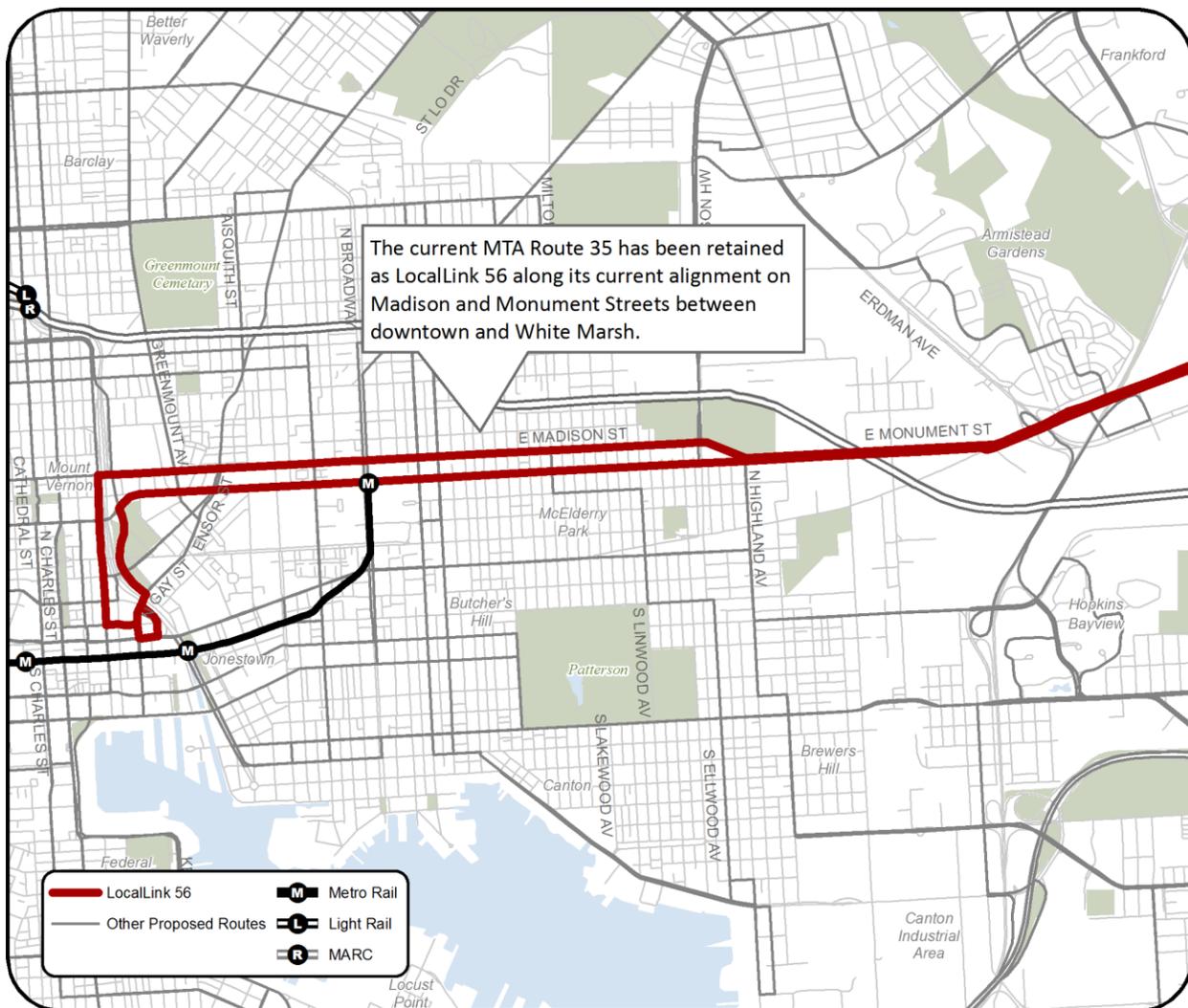
8. Lack of Bus Transit on Madison and Monument Streets

Issue

Concerns were raised over the lack of bus service on Madison and Monument Streets between Johns Hopkins Hospital and Erdman Avenue, which is a prominent commercial corridor. Under the original plan, passengers in this area would have had to walk to Orleans Street for the closest east-west service.

Resolution

The current MTA Route 35 has been retained as LocalLink 56 along its current alignment on Madison and Monument Streets between downtown and White Marsh.



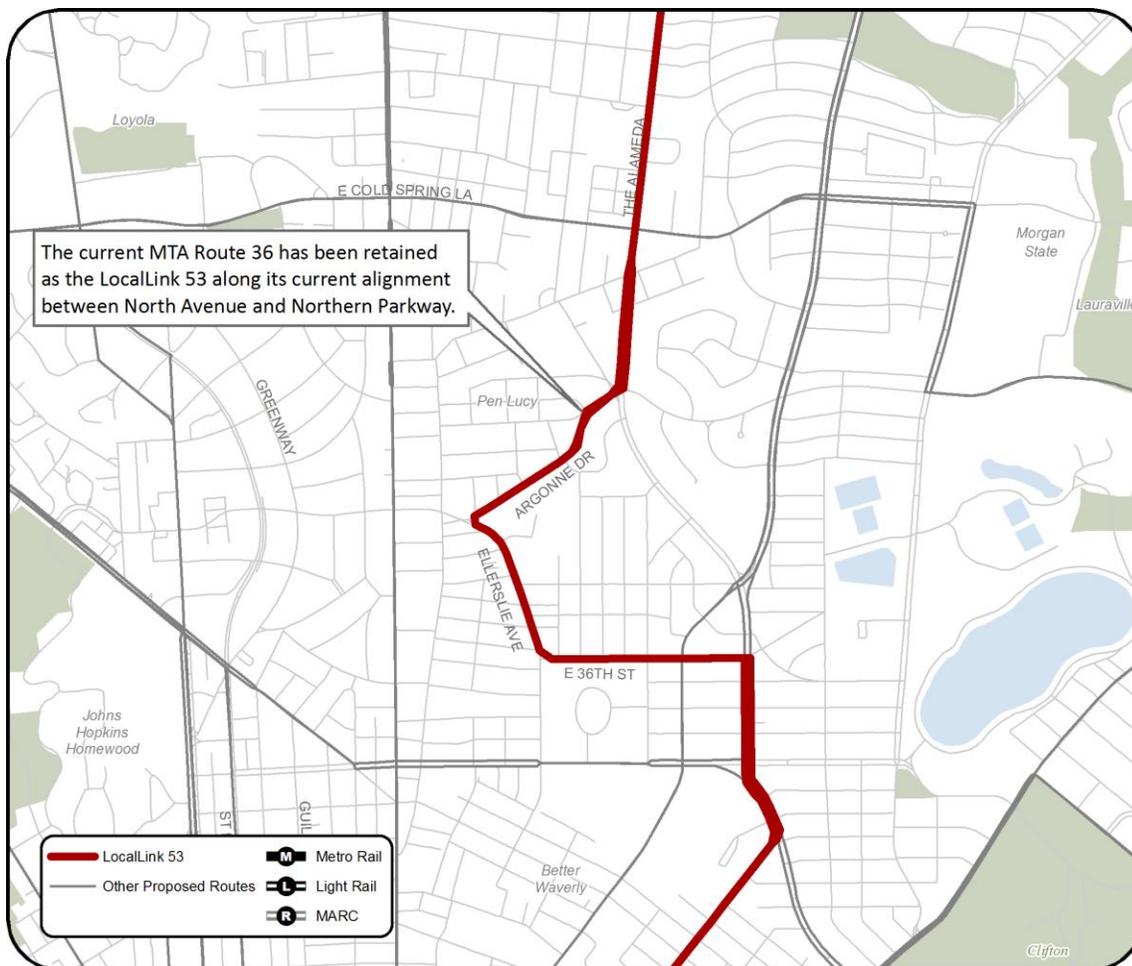
9. Lack of Bus Transit on 36th Street, Ellerslie Avenue, and Argonne Drive in Ednor Gardens

Issue

Concerns were raised over the lack of bus service on 36th Street, Ellerslie Avenue, and Argonne Drive in the Ednor Gardens neighborhood. This service is currently provided by MTA Route 36. In the original plan, passengers who board on these streets would have had to walk to services on nearby York Road, 33rd Street, or the Alameda.

Resolution

The current MTA Route 36 has been retained as the LocalLink 53 along its current alignment between North Avenue and Northern Parkway. At North Avenue, riders will be able to transfer to the CityLink Red, CityLink Green, CityLink Silver or to the Light RailLink to continue downtown.



10. New Bus Service on Orleans, Baltimore, Milton, and Fleet Streets in the Patterson Park Area

Issue

The introduction of bus service on Orleans Street, Baltimore Street, Milton Street, and Fleet Street near Patterson Park was done to evenly space transit service in the area, but raised some concerns. The original plan placed the CityLinks Blue and Orange on Baltimore Street and Orleans Street, respectively, the LocalLink 23 on Milton Avenue, and the LocalLink 22 on Fleet Street.

Resolution

The above routes were realigned from Orleans, Baltimore, Milton, and Fleet Streets back to streets with current services to address neighborhood concerns and reduce rider confusion.

- CityLinks Blue and Orange were realigned to Fayette Street, where the current MTA Routes 23 and QuickBus 40 have heavy ridership.
- LocalLink 23 was removed from the plan and consolidated into LocalLink 22, which will operate along the Canton branch of the current MTA Route 13 between Washington and Wolfe Streets and Canton Crossing.

