



BALTIMORE



Summer 2016 Public Outreach Report

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LINKING YOU



BaltimoreLink Summer 2016 Public Outreach Report

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By

Foursquare Integrated Transportation Planning
and Jacobs Engineering Group



JACOBS

For

the Maryland Transit Administration
and Maryland Department of Transportation





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Introduction

The BaltimoreLink Plan is a visionary proposal, developed by the Maryland Department of Transportation's (MDOT) Maryland Transit Administration (MTA), to transform and improve the Baltimore region's transportation network. The BaltimoreLink announcement on October 22, 2015 commenced an extensive outreach program which ensured that public feedback would be a key component of developing the final transit network redesign.



Figure 1: Attendees at the White Marsh Workshop viewing formal BaltimoreLink presentation

The first phase of outreach for the BaltimoreLink network (Draft 1.1), which reached over 800 people through a variety of different events including workshops, popup events, stakeholder meetings took place from October 22, 2015 through January 11, 2016, and included an initial set of service recommendations, based on an analysis of the current MTA bus network and connecting modes. Over 1,000 comments were submitted during this first round of outreach that included a region-wide effort to promote the recommendations of the BaltimoreLink plan and to meet with community stakeholders, business leaders, civic organizations, and communities and ensure the final plan reflected their input.

The second phase of the BaltimoreLink outreach program ran from July 5, 2016 through September 30, 2016. The focus of this outreach phase was to review and comment on the updated BaltimoreLink plan (Draft 1.2) based on the results of the public feedback conducted in phase one. Phase two included over 100 meetings, ultimately reached nearly 1,000 participants at workshops and pop up events throughout the region, and collected over 1,000 comments via stakeholder meetings (i.e., elected officials and community association meetings), pop-up events, workshops, and online via the mySidewalk crowdsourcing website.

In total, over 2,000 comments were captured between the two phases of outreach, and public response indicated that many of the concerns that were noted in the first round of outreach had been resolved with updated service recommendations. The comments received as part of the second phase of outreach were compiled, tagged, categorized, analyzed by MTA's planning staff, and ultimately led to the changes reflected in the updated BaltimoreLink plan.



Outreach Components

Events

There were a number of different event types created for phase two of the BaltimoreLink outreach effort in order to collect as many as comments as possible through both targeted and open outreach strategies. These efforts included public workshops, pop-up events, elected official and stakeholder meetings, Baltimore City Public School meetings, and MTA operator in-reach meetings. These meetings and events produced a wide range of comments on the previous BaltimoreLink plans. This section describes each of the event types, the respective event locations, and, when applicable, the estimated number of event attendees.

Public Workshops

There were 20 public workshops held for phase two of the BaltimoreLink outreach program, seven more than phase one, which were intended to ensure that all communities served within the MTA service area were able to equitably access meetings throughout the region. These workshops provided the opportunity for members of the public to view and discuss revisions to the BaltimoreLink plan with MTA staff and solicit additional feedback. Workshops were held throughout the Baltimore region at transit accessible locations, making it feasible for riders to attend an event and provide comments about routes servicing their communities.



Figure 2: Workshop attendee learning proposed BaltimoreLink Transit Network

Workshops were designed to have two distinct periods: a formal presentation to begin the event followed by an informal “open house” style interactive workshop that provided participants the opportunity to learn more about the specifics of the BaltimoreLink Plan (see **Appendix C** for open house presentation materials). The presentation provided a broad overview of the BaltimoreLink Plan components, touching on the various aspects of the project, relevant timelines, and a custom set of slides on specific bus lines that were particularly relevant to the audience based on the meeting’s location (see **Appendix D**). After the presentation, a short question and answer session was conducted during which participants had the opportunity to raise questions, express concerns, or provide comments on the BaltimoreLink Plan.

The open house portion of the workshops allowed participants to examine the regional system map, reference route sheets with detailed information about the proposals, talk with MTA staff, and submit written or electronic comments. The regional system map provided the proposed BaltimoreLink bus network in a large format, where participants were able to see how the changes affect their daily travel



habits. Route sheet booklets were available so that participants could learn more about proposed routes in greater detail, including the proposed route alignments, frequencies and span of service. The booklet also contained the workshop presentation and other information given out at the workshop, which allowed attendees to share the information with family and friends. Finally, participants were encouraged to provide comments, either via written or electronic submission.

In total, approximately 488 people (**Table 1**) attended one of the BaltimoreLink workshops, with an average of 24 people at each event. Certain events generated high level turn out, such as the communities in Waverly and White Marsh. Overall, there were more opportunities for participants to engage in their neighborhood than in any other outreach effort put out by the MTA in recent years.

Table 1: Workshop Locations, Dates and Times, and Attendance

Location	Address	Date and Time	Approximate Attendance
State Center Office Complex	201 West Preston Street Baltimore, MD 21201	Tuesday, July 5, 2016 11:00am-3:00pm	34
Arbutus Library	855 Sulphur Spring Road Arbutus, MD 21227	Wednesday, July 6, 2016 6:00pm-8:00pm	30
White Marsh Library	8133 Sandpiper Circle Baltimore, MD 21236	Tuesday, July 12, 2016 6:00pm-8:00pm	45
Medstar Harbor Hospital	3001 South Hanover Street Baltimore, MD 21225	Thursday, July 14, 2016 6:00pm-8:00pm	20
Waverly Library	400 East 33 rd Street Baltimore, MD 21218	Monday, July 18, 2016 5:00pm-7:00pm	97
War Memorial	1010 North Gay Street Baltimore, MD 21202	Wednesday, July 20, 2016 11:00am-3:00pm	20
Pimlico Race Course	5201 Park Heights Avenue Baltimore, MD 21215	Thursday, July 21, 2016 6:00pm-8:00pm	14
Baltimore Metropolitan Council	1500 Whetstone Way #300 Baltimore, MD 21230	Tuesday, July 26, 2016 6:00pm-8:00pm	5
Coppin State University	2500 West North Ave Baltimore, MD 21216	Thursday, July 28, 2016 6:00pm-8:00pm	18
Randallstown Library	8604 Liberty Road Randallstown, MD 21133	Wednesday, August 3, 2016 6:00pm-8:00pm	14
Towson Library	320 York Road Towson, MD 21204	Thursday, August 4, 2016 6:00pm-8:00pm	22
North Point Library	1716 Merritt Boulevard Dundalk, MD 21222	Tuesday, August 9, 2016 6:00pm- 8:00pm	28



Location	Address	Date and Time	Approximate Attendance
Northwood Library	4420 Loch Raven Boulevard Baltimore, MD 21218	Monday, August 15, 2016 5:00pm- 7:00pm	15
Humanim American Brewery	1701 North Gay Street Baltimore, MD 21213	Tuesday, August 16, 2016 11:00am-2:00pm	9
Brooklyn Park Community Library	1 East 11th Avenue Baltimore, MD 21225	Thursday, August 18, 2016 6:00pm-8:00pm	17
Owings Mills Library	10302 Grand Central Avenue Owings Mills, MD 21117	Monday, August 22, 2016 6:00pm-8:00pm	35
Community College of Baltimore County Catonsville	800 South Rolling Road Catonsville, MD 21228	Thursday, August 25, 2016 6:00pm-8:00pm	11
Southeast Anchor Library (Highlandtown)	3601 Eastern Avenue Baltimore, MD 21224	Wednesday, September 7, 2016 5:00pm-7:00pm	32
Hamilton Library	5910 Harford Road Baltimore, MD 21214	Thursday, September 8, 2016 5:00pm-7:00pm	8
Perkins Baptist Church	2500 Edmondson Avenue Baltimore, MD 21223	Monday, September 12, 2016 6:00pm-8:00pm	14
Total Estimated Attendees			488



Pop-ups

A total of three pop-up events, listed in **Table 2**, were held throughout the Baltimore region during the Summer Outreach effort. Realizing that many of its existing riders (especially minority and low income communities) may not have the time to attend a full workshop, MTA targeted neighborhoods and engaged riders where they live, work, and travel. Pop-up events were located in outdoor public spaces with access to transit and significant foot traffic.

MTA staff were located in and around a tent set up with route sheet booklets, outreach boards with BaltimoreLink information, and informational pamphlets with the BaltimoreLink website and how to get involved in the comment process. The presence of MTA staff at these high traffic locations presented the opportunity for people to become engaged in the same way as they would at a workshop. Passersby were able to collect pamphlets about the BaltimoreLink plan or stay and talk with MTA staff about changes that were proposed in the most recent revised BaltimoreLink plan. Those who stopped to talk at the tent were also able to submit comments with concerns or commendations to the plan, using the same methods available at the



Figure 3: MTA Staff promoting BaltimoreLink at Pop-up Event

public workshops.

The pop-up events were a success, generating valuable feedback from Baltimore residents who might not have otherwise attended a workshop or submitted feedback on the Plan. All of the comments submitted during pop-up events were considered part of the outreach analysis as an equivalent data point. In total, 20 comments were collected from the pop-up events, but nearly 650 people were engaged in conversation with MTA staff, learning about BaltimoreLink and how it will impact regional transportation. Events were also held at Baltimore City’s ArtScape festival and the Maryland State Fair, where collateral was distributed to build awareness of the program.

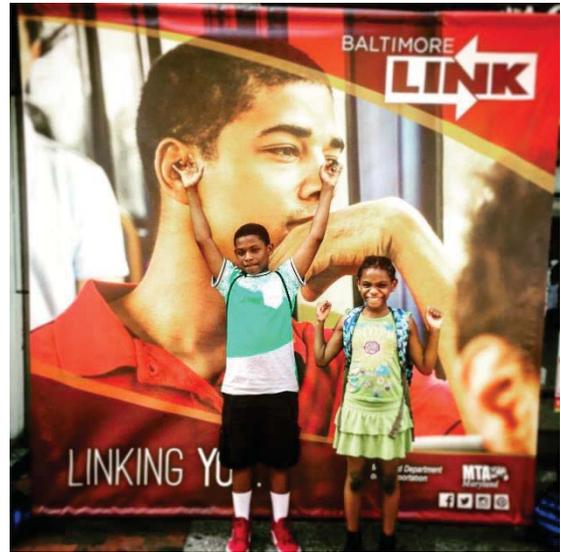


Figure 4: Engaged Students at BaltimoreLink Pop up Event



Table 2: Pop-up Locations, Dates and Times, and Attendance

Location	Address	Date and Time	Approximate Attendance
Mondawmin Metro Station	2307 Liberty Heights Avenue, Baltimore, MD 21215	Wednesday, July 6, 2016, 9:30am-11:30am	200
Lexington Market	400 W Lexington Street, Baltimore, MD 21201	Wednesday, July 27, 2016, 9:30am-11:30am	290
Royal Farms Arena	201 W Baltimore Street, Baltimore, MD 21201	Wednesday, August 10, 2016, 9:30am-11:30am	155
Total Estimated Attendees:			645

Elected Official Meetings

Table 3 shows the various federal, state, and local elected officials who met with MTA staff through scheduled elected official briefings and through attendance at public workshops to discuss BaltimoreLink. During the 2016 Legislative Session, the MTA staff also briefed elected officials including those in the Baltimore County and Baltimore City Delegations. After the close of the official public outreach comment period, MTA staff continued to meet with community groups, elected officials, and other interested parties to provide information on the BaltimoreLink Plan.

Table 3: Elected Official Meeting Details

Meeting	Date and Time
Congressman Elijah Cummings	Monday, June 20, 2016, 11:30am-12:30pm
Mayor Stephanie Rawlings-Blake	Wednesday June 22, 2016, 11:00am-12:00pm
City Council President Jack Young	Wednesday, June 22, 2016, 12:00pm-1:00pm
Baltimore City Elected Official Meeting	Monday, June 27, 2016 4:00pm-5:00pm
Anne Arundel and Other Elected Official Meeting – Delegate Rick Impallaria	Tuesday, June 28, 2016, 10:30am-11:30am
Baltimore County Elected Official Meeting– Delegate Ric Metzgar Delegate Bob Long Delegate Robin Grammer Delegate Pat Young	Tuesday, June 28, 2016, 3:15pm-4:15pm
State Center Workshop – Delegate Cory McCray	Tuesday, July 5, 2016, 11:00am-3:00pm



Meeting	Date and Time
MTA Elected Officials Open House – Delegate Benjamin Brooks Delegate Eric Ebersole City Councilwoman Rikki Spector	Tuesday July 5, 2016, 6:00pm-7:00pm
Arbutus Library Workshop – Senator Edward Kasemeyer Delegate Clarence Lam Delegate Terri Hill Delegate Eric Ebersole Representative of Congressman Sarbanes	Wednesday, July 6, 2016, 6:00pm-8:00pm
Incoming City Councilman Leon Pinkett III	Wednesday July 6, 2016, 11:30am-12:00pm
Incoming City Councilman Ryan Dorsey	Wednesday, July 6, 2016, 1:00pm-1:30pm
Incoming City Councilwoman Shannon Sneed	Wednesday, July 6, 2016, 2:00pm-3:00pm
White Marsh Library Workshop – Representative from Delegate Miele’s office Representative from Senator Klausmeier’s office Future Delegate Joe Cluster	Tuesday, July 12, 2016 6:00pm-8:00pm
Incoming City Councilman John Bullock	Wednesday, July 13, 2016, 10:00am-11:00am
Incoming City Councilman Isaac Schliefer	Wednesday, July 13, 2016, 11:00am-12:00pm
Senator James E. DeGrange, Sr.	Wednesday, July 13, 2016 1:00pm-1:30pm
MTA Elected Officials Open House – Delegate Mary Washington Delegate Brooke Lierman Delegate Chris West City Councilman James Kraft	Wednesday, July 13, 2016, 6:30pm-7:30pm
Medstar Harbor Hospital Workshop – Delegate Antonio Hayes	Thursday, July 14, 2016, 6:00pm-8:00pm
Waverly Library Workshop – City Councilwoman Mary Pat Clark	Monday, July 18, 2016, 5:00pm-7:00pm
Anne Arundel Council Members Briefing – County Councilman Michael Peroutka Representative of County Executive Steve Schuh Representative from County Councilman Andrew Pruski’s office	Monday July 18, 2016, 2:00pm-3:30pm
MTA Elected Officials Open House – Delegate Stephen W. Lafferty	Tuesday, July 19, 2016, 6:30pm-7:30pm



Meeting	Date and Time
Mt. Washington Community Association – Delegate Samuel Rosenberg	Tuesday, July 19, 2016, 6:00pm-8:00pm
Humanim American Brewery Workshop – Delegate Talmadge Branch Delegate Cory McCray City Councilman Brandon Scott	Monday, July 25, 2016 5:00pm-8:30pm
Incoming City Councilman Kristerfer Burnett	Tuesday, July 26, 2016, 10:00am-11:00am
Baltimore Metropolitan Council – Representatives from City Council President Jack Young’s Office	Tuesday July 26, 2016, 6:00pm-8:00pm
North Point Library Workshop – Delegate Bob Long Delegate Ric Metzgar	Tuesday, August 9, 2016, 6:00pm- 8:00pm
MTA Elected Officials Open House- Delegate Christian Miele Delegate Eric Bromwell Representative from Senator Klausmeier’s Office Delegate Dana Stein Delegate Clarence Lam	Thursday, August 11, 2016, 6:30pm-7:30pm
Owings Mills Library Workshop – Senator Delores Kelly Delegate Adrienne Jones	Monday, August 22, 2016, 6:00pm- 8:00pm
Delegate Jalisi’s 2 nd Annual Community Get Together	Saturday, August 27, 2016, 12:00pm-2:00pm
District 46 Delegation– Delegate Brooke Lierman Senator Bill Ferguson	Tuesday August 30 th , 2016, 5:00pm-6:00pm
Incoming City Councilman Zeke Cohen	Tuesday, September 20, 2016, 12:00pm-1:00pm
District 8 Delegation– Senator Katherine Klausmeier Delegate Christian Miele Delegate Eric Bromwell Delegate Joe Cluster	Thursday October 6, 2016, 1:00pm-2:00pm



Community Association Meetings and other Stakeholder Meetings

The MTA performed extensive outreach to nearly 50 regional stakeholder organizations, including community associations, business groups, citizen advisory groups, elected officials, and city agencies. The MTA ensured there was an “open-door policy” to schedule a meeting for any community or business group who expressed an interest in discussing the BaltimoreLink Plan. This policy provided any organization to request a community or stakeholder meeting by request of the MTA Office of Capital Programming and Planning, and the meeting would be scheduled during the outreach comment period.

These meetings were an important step in disseminating information about the BaltimoreLink recommendations to Baltimore residents and stakeholders and for responding to criticism and feedback from communities that were concerned about the plan. These meetings also ensured that underserved and Title VI populations had an enhanced platform to participate in a meaningful manner. The community associations took a lead role in providing valuable feedback to the MTA on the plan’s strengths and opportunities for improvement. The MTA will continue to actively conduct outreach in Baltimore’s neighborhoods, including those without strong community associations, to advocate on their behalf. **Table 4** includes the diverse set of stakeholders and communities that were included in the community engagement process.

Table 4: Stakeholder and Community Meeting Details

Meeting	Date and Time
The Downtown Partnership of Baltimore	Friday, June 24, 2016, 3:30pm-4:30pm
Transit Choices	Monday, June 27, 2016, 8:00am-11:00am
Baltimore City DOT and Planning	Wednesday, June 29, 2016, 9:00am-11:00am
Local 1300, Local 2, and Local 1859	Thursday, July 7, 2016, 2:30pm-3:30pm
East North Ave Community Development Corporation	Monday, July 11, 2016, 6:00pm-7:00pm
Central Maryland Transportation Alliance	Friday, July 15, 2016, 8:00am-10:00am
Morgan State University	Tuesday, July 19, 2016, 10:00am-11:00am
Citizens Advisory Committee (CAC) Meeting	Tuesday, July 19, 2016, 1:00pm-2:00pm
Mt. Washington Community Association	Tuesday, July 19, 2016, 6:00pm-8:00pm
CAC Accessible Transportation (CACAT) Meeting	Thursday, July 21, 2016, 1:00pm-2:00pm
Amazon	Friday, July 22, 2016, 1:00pm-2:00pm



Meeting	Date and Time
Central Baltimore Partnership	Monday, July 25, 2016, 10:00am-11:00am
Waltherson Improvement & New Broadway East Community Associations	Monday, July 25, 2016, 6:00pm-8:00pm
Turner Station Conservation Teams	Monday, July 25, 2016, 6:30pm-7:30pm
Baltimore Regional Transportation Board	Tuesday, July 26, 2016, 9:00am-10:00am
Abell Foundation	Tuesday, July 26, 2016, 2:00pm-3:00pm
New Psalmist Baptist Church	Wednesday, July 27, 2016, 6:00pm-8:00pm
Baltimore Regional Transportation Board (BRTB) Technical Committee	Tuesday, August 2, 2016, 9:00am-11:00am
Baltimore Development Corporation	Wednesday, August 3, 2016, 12:00pm-1:00pm
Baltimore Regional Transportation Board (BRTB) Public Advisory Committee	Wednesday, August 3, 2016, 5:30pm-6:30pm
York Road Partnership	Wednesday, August 3, 2016, 6:00pm-8:00pm
Corporate Office Properties Trust	Monday, August 8, 2016, 9:00am-10:00am
Bmore Clubhouse	Tuesday, August 9, 2016, 2:00pm-3:00pm
McElderry Park Community Association	Wednesday, August 17, 2016, 6:00pm-7:00pm
Sagamore Development	Thursday, August 18, 2016, 10:30am-12:00am
Park Heights Neighborhood	Wednesday, August 24, 2016, 6:00pm-7:00pm
Brooklyn Branch Library	Monday, August 29, 2016, 6:00pm-7:30pm
BWI Business Partnership	Wednesday, August 31, 2016, 6:00pm-8:00pm
Central Maryland Transportation Alliance	Tuesday, September 6, 2016, 8:00am-9:00am
Waverly Community Association	Tuesday, September 6, 2016, 6:30pm-8:30pm
BWI Business Partnership Board Members	Wednesday, September 7, 2016, 8:00am-10:00am
Opportunity Collaborative Impact Hub	Tuesday, September 13, 2016, 6:30pm-8:00pm



Meeting	Date and Time
Stadium Place (GEDCO)	Wednesday, September 14, 2016, 6:00pm-7:30pm
Enoch Pratt Free Library	Thursday, September 15, 2016, 1:30pm-2:30pm
Baltimore City Community College	Monday, September 19, 2016, 1:00pm-2:00pm
Greater White Marsh Coordinating Council	Monday, September 19, 2016, 7:00pm-9:00pm
Halethorpe Improvement Association	Tuesday, September 20, 2016, 7:30pm-9:00pm
Johns Hopkins Facilities & Real Estate	Thursday, September 22, 2016, 1:00pm-2:00pm
Maryland Hospital Association	Friday, September 23, 2016, 9:00am-10:00am
Anne Arundel Community College	Tuesday, September 27, 2016, 10:00am-11:30am
Charles Village Community Association	Wednesday, September 28, 2016, 7:15pm-8:15pm
Transit Choices	Thursday, September 29, 2016, 8:00am-10:00am

Baltimore City Public School Meetings

Transporting Baltimore City to and from school safely is one of the most important services the MTA provides. MTA currently serves 33 Baltimore City Public Schools and the BaltimoreLink plan will ensure that 100% of schools that currently have transit service will continue to have transit service once the plan goes into effect. Meetings were held throughout the summer and fall months of 2016 (Table 5). MTA officials met with school staff, teachers, parents, and student leaders and student groups. Feedback was utilized to improve connections to school service and school tripper scheduling, which is critical for direct service for students to access schools.

Figure 5: MTA staff meeting with student group to brief them on BaltimoreLink proposal





Table 5: Baltimore City School Meeting Details

Meeting	Date and Time
Baltimore City Public Schools Executives	Friday, July 8, 2016, 1:00pm-2:00pm
Student Government Association (SGA) Student Executives	Thursday, August 18, 2016, 3:00pm-3:30pm
Baltimore City College (Back to School Night)	Tuesday, September 13, 2016, 6:30pm-8:30pm
SGA Student Members	Thursday September 15, 2016, 4:00pm-6:00pm
Green Street Academy (Back to School Night)	Thursday, September 15, 2016, 5:00pm-7:00pm
Alexander Hamilton Elementary (Back to School Night)	Wednesday, September 21, 2016, 3:30pm-4:30pm
Carver Vocational Technical High School (Back to School Night)	Wednesday, September 21, 2016, 5:00pm-7:00pm
Digital Harbor High School	Thursday, September 22, 2016, 9:25am-10:25am
Benjamin Franklin High School	Friday, September 23, 2016, 11:00am-1:00pm
Paul Laurence Dunbar High School (Back to School Night)	Friday September 23, 2016, 5:00pm-7:00pm
Mergenthaler Vocational Technical High School	Monday, September 26, 2016, 10:30am-12:30pm
Edmondson-Westside High School	Tuesday, September 27, 2016, 9:30am-10:30am
Baltimore City Polytechnic Institute	Tuesday, September 27, 2016, 12:00pm-1:30pm
Frederick Douglass High School	Wednesday, September 28, 2016, 9:15am-10:30am



Operator In-Reach

MTA staff sought feedback from bus operators concurrent with public outreach. Outreach boards, route sheets, and other informational material were posted in the operator lounge area (or where space permitted) of each bus division building. In addition to the standard outreach boards present at the workshop and pop-up events, boards targeting MTA Employees were developed to highlight the benefits of the BaltimoreLink Plan from the perspective of a bus operator (e.g., capital improvements, more accurate scheduling, etc). Other materials developed for operator in-reach included an operator pocket guide to the BaltimoreLink changes and the Operator and Customer Service Resource Guide. MTA staff also conducted open-house meetings at each division to talk one-on-one with the operators and solicit comments. Operators made up more than a quarter of phase two outreach feedback, submitting 406 comments that ultimately helped to develop service plans that better reflects the insights of those who know the routes the best, as well as whom will be directly implementing the BaltimoreLink plan in June 2017.

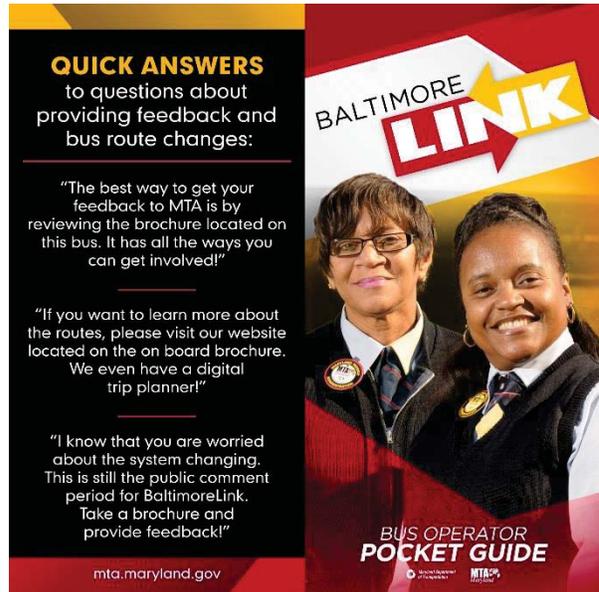


Figure 6: BaltimoreLink Operator Pocket Guide

Table 6: Operator In-Reach Events

Topic	Meeting	Date and Time
BaltimoreLink Public Outreach Process	Eastern Bus Division	Monday, June 13, 2016, 11:30AM-1:30PM
	Northwest Bus Division	Tuesday, June 14 2016, 11:30AM-1:30PM
	Kirk Bus Division	Wednesday, June 15, 2016, 11:30AM-1:30PM
	Bush Bus Division	Thursday, June 16, 2016, 11:30AM-1:30PM
In-Reach Update: Reviewing In-Reach Impact	Eastern Bus Division	Monday, August 1, 2016, 11:30AM-3:00PM
	Kirk Bus Division	Tuesday, August 2, 2016, 11:30AM-3:00PM
	Northwest Bus Division	Wednesday, August 3, 2016, 11:30AM-3:00PM



Topic	Meeting	Date and Time
	Bush Bus Division	Thursday, August 4, 2016, 11:30AM-3:00PM
BaltimoreLink Capital Improvements Program	Eastern Bus Division	Tuesday, September 6, 2016, 11:30AM-3:00PM
	Kirk Bus Division	Wednesday, September 7, 2016, 11:30AM-3:00PM
	Northwest Bus Division	Thursday, September 8, 2016, 11:30AM-3:00PM
	Bush Bus Division	Friday, September 9, 2016, 11:30AM-3:00PM

Feedback Collection

Various methods were used to collect feedback from the public during the BaltimoreLink outreach process. The outreach approach sought to maximize input by providing multiple opportunities for feedback. The public was encouraged to submit comments at all outreach events, online through a form on the BaltimoreLink website, the online public forum mySidewalk, or through a telephone hotline. Comments were also collected in more traditional ways including mail, in-person at the MTA administrative offices, and email.

Digital Comment Forms

At each workshop, laptops equipped with digital comment forms were made available to all participants. Participants were encouraged to log their comments directly into the digital form or to dictate as an MTA staff member entered the individual's comments into a form. The use of the digital form reduced the need for post-processing and data entry, and diminished the instances of misinterpreted hand-written comments. This form was also available on the BaltimoreLink website, providing an alternative opportunity for feedback for those who could not or chose not to participate in a workshop or other event. A total of 180 comments were submitted using the online comment form.

Figure 7: BaltimoreLink Workshop attendee entering feedback into the digital form



The comment form included a space for open-ended feedback on route proposals but also requested respondents answer questions about their race/ethnic background, household income, and how they heard about the BaltimoreLink Plan. The optional race and income demographic questions were used



to help MTA gauge its reach to Title VI populations, to ensure that the BaltimoreLink outreach program was inclusive and equitable.

Paper Comment Forms

In addition to digital comment forms, participants were also given the option of completing a paper comment form at outreach events, including pop up and operator in-reach events. The paper form, which was presented in the same format and design as the digital form, was provided for participants to fill out at the event location or to complete at home and mail back to MTA headquarters. The paper comment form was made available in English and Spanish. All paper comment forms were then entered manually into the master comment database which also housed the digital feedback collected.

mySidewalk

The MTA used mySidewalk, a public outreach forum and online engagement tool, to provide riders and concerned citizens with a platform to provide feedback on the Plan and to ask questions responded to directly by MTA staff. The mySidewalk forum, available at mtamaryland.mysidewalk.com, not only housed an engaged community dialogue about BaltimoreLink but also allowed planning staff to inventory comments, identify key themes, and incorporate feedback into the planning process.

During the second phase of outreach there were only 29 total comments collected from the mySidewalk site. Although the first phase effort received valuable insights from the public with over 29,000 views, 818 total interactions, and 467 unique interactions by participants, the second phase appeared to generate little interest from the public. This may be due to the fact that many of the concerns that were realized through outreach phase one had been successfully addressed, and the active site participants took no major issue with the second phase plan presented on the website. Due to the lack of mySidewalk involvement, MTA Office of Communications and Marketing bolstered their effort on social media to promote events and the online comment form.

BaltimoreLink Hotline

A telephone hotline was set up to allow the public to call in and leave a comment regarding the BaltimoreLink Plan. This method allowed people who do not have internet access to leave feedback on the Plan. This hotline was promoted on the project website and was open for the duration of the program, July 5, 2016 through September 30, 2016. Three comments were left through the hotline and logged into the master database.

Public Feedback

Analysis

The MTA received significant feedback from various outreach components, with over 1,088 survey responses or comments collected regarding the BaltimoreLink Plan. These comments were collected via pop-ups, workshops, online comment form, the mySidewalk page, telephone hotline, and stakeholder meetings with elected officials, community associations, and other community groups.

All comments were compiled and entered into a master database and were analyzed together. These were then reviewed and pertinent comments, scored based on applicability to a series of defined feedback metrics, were incorporated into the final BaltimoreLink Plan. Of the 1,088 comments



collected during the outreach program, 512 comments contained open-ended feedback pertaining to a particular bus route or the transit system overall. The remaining 193 comments were responses that did not contain any written feedback applicable to the BaltimoreLink Project. All percentages shown in the following sections were calculated from a total of the total number of responses with open-ended feedback, unless noted otherwise.

Counts of Mentions by BaltimoreLink Route

While nearly half of the comments were "general comments on the Plan," the remaining comments made specific mention of at least one proposed CityLink, LocalLink, Express BusLink, the Light RailLink, MARC, and Metro SubwayLink.

LocalLink 51 was the route with the largest share of the total comments mentioning it, with 8.5 percent of all submitted comments. CityLink Green was mentioned in 6.4 percent of unique comments, followed by the CityLink Red, which was noted in 4.7 percent of the comments. A large share of comments also mentioned the CityLink Pink, CityLink Navy, and LocalLink 53 routes; each of these was mentioned in at least 3 percent of the unique comments. In addition, Express BusLink Route 102, which launched on June 19, 2016 and is not included in any proposals for future changes at this time, was mentioned in three percent of the unique comments. **Appendix A** shows the total number of mentions for each BaltimoreLink route.

Table 7 shows the count of comments that mention each BaltimoreLink mode. Most comments mentioned a LocalLink route and/or a CityLink route. Approximately eleven percent of the comments offered general feedback about the Express BusLink routes. Less than five percent of all comments specifically mentioned a rail mode.

Table 7: Comment Mentions by BaltimoreLink Mode

Service Type	Count of Comments Mentioning this Service Type	Share of all Mentions
LocalLink	1,054	65.1%
CityLink	424	26.2%
Express BusLink	123	7.6%
Light RailLink	18	1.1%
Metro SubwayLink	0	0.0%

Note: The sum of 'Share of All Mentions by BaltimoreLink Mode' will not equal the number of unique comments submitted (1,088) and the percent of comments will be greater than 100. Many comments mentioned more than one route, and therefore are counted towards every route mentioned.

Counts of Mentions by Current Routes

Many comments mentioned existing MTA local and express bus routes. Of the mentions on the current routes, the No. 3 received 47 mentions, the most of any route. The No. 11 received the second most mentions with 40 unique comments. This correlates to the most frequent mentions of the proposed BaltimoreLink routes; for example, LocalLink 51, which received the most mentions of the

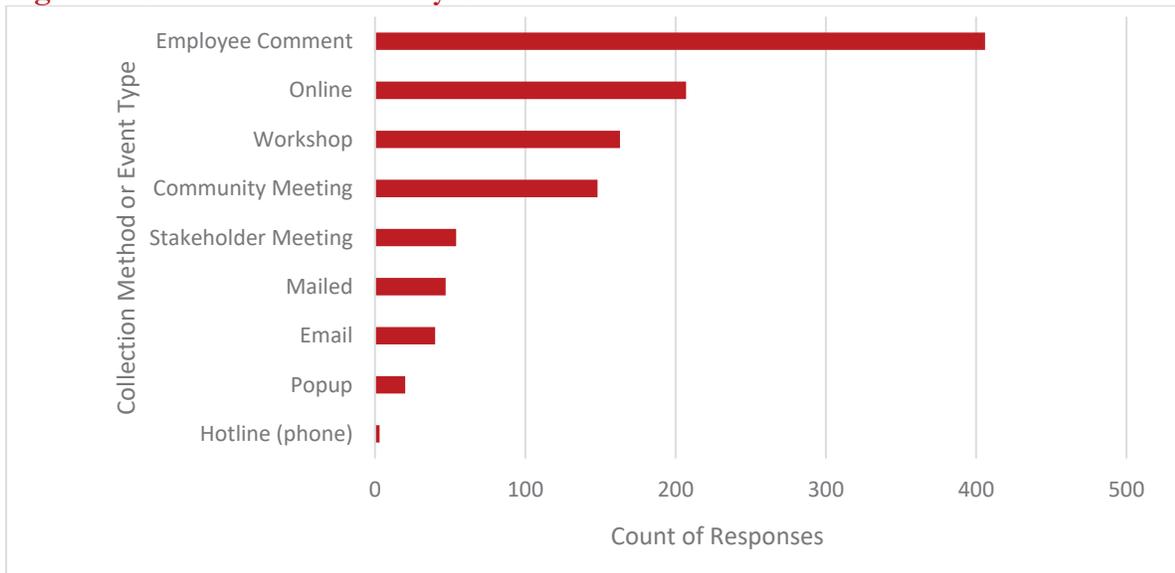


BaltimoreLink routes, would replace the No. 11. The CityLink Green received the second most mentions of the BaltimoreLink routes and would replace much of the No. 3. Other current routes that had at least 30 mentions were No. 15, 8, 5, 35, and 36; these routes' proposed BaltimoreLink replacements were among the most mentioned in the comments received or were among the most mentioned in the Fall 2015 outreach period. **Appendix B** provides a detailed breakdown of how many mentions of each current route were made.

Counts of Comments by Each Collection Method/Event Type

Online comments, including both those submitted via the comment form on the BaltimoreLink website, were the most popular way for the general public to submit comments; 19 percent of comments were submitted this way. Fifteen percent of comments were submitted at workshops, 14 percent were submitted at community meetings, and 5 percent were submitted at stakeholder meetings. Additionally, MTA operator (employee) comments collected at the MTA's four bus garages accounted for 37 percent of the comments received. **Figure 8** shows the response count by event type.

Figure 8: Count of Comments by Collection Method



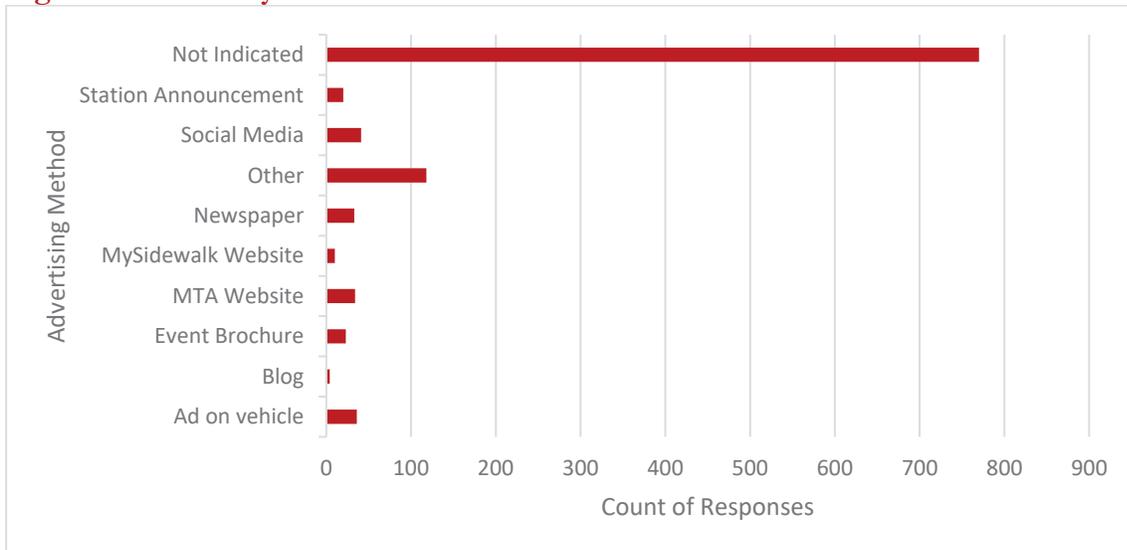


How did you hear about BaltimoreLink?

In order to measure effectiveness of outreach advertising, respondents were asked in the online survey, digital comment form, and paper comment form how they heard about BaltimoreLink. The distribution of responses is shown in

Figure 9: How did you hear about BaltimoreLink?. Of the respondents, 71 did not indicate the method through which they heard about BaltimoreLink. Another 11 percent of respondents indicated “other”, a medium not listed in the responses provided. The remaining 19 percent of respondents heard about BaltimoreLink via Social Media (four percent), an advertisement on an MTA vehicle (three percent), the MTA website (three percent), newspaper (three percent), event brochure (two percent), station announcement (two percent), MySidewalk (one percent), and blogs (less than one percent).

Figure 9: How did you hear about BaltimoreLink?



Title VI Information

In order to ensure that the BaltimoreLink outreach program was inclusive and equitable, all versions of the comment form included demographic questions to help MTA gauge its reach to Title VI populations. Answering these questions was optional, and most respondents did not respond to them. Out of the 1,088 submitted comments, 281 respondents (26 percent) provided their race and 194 respondents (18 percent) offered their annual household income. Of those who provided their race, 59 percent identified as Black or African American, 32 percent identified as Caucasian or White, and the remaining nine percent selected one of the other choices (**Figure 10**). Of those who provided their annual household income, 35 percent reported a household income of less than \$20,000¹, 20 percent reported an income between \$50,000 and \$74,999, and 20 percent reported an income above \$75,000 (**Figure 11**).

¹ MTA’s Title VI Program defines low-income status based on families making \$20,000 or less annually.



Figure 10: Title VI Responses for Race

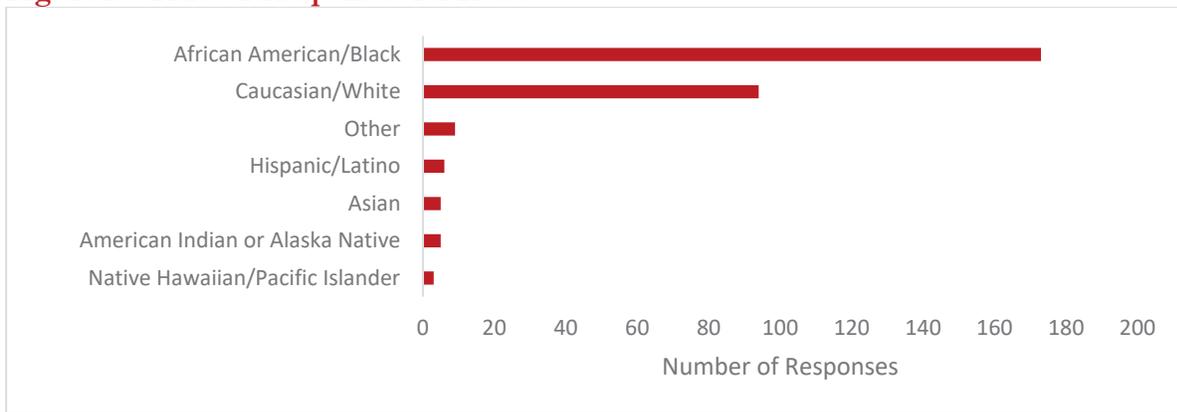
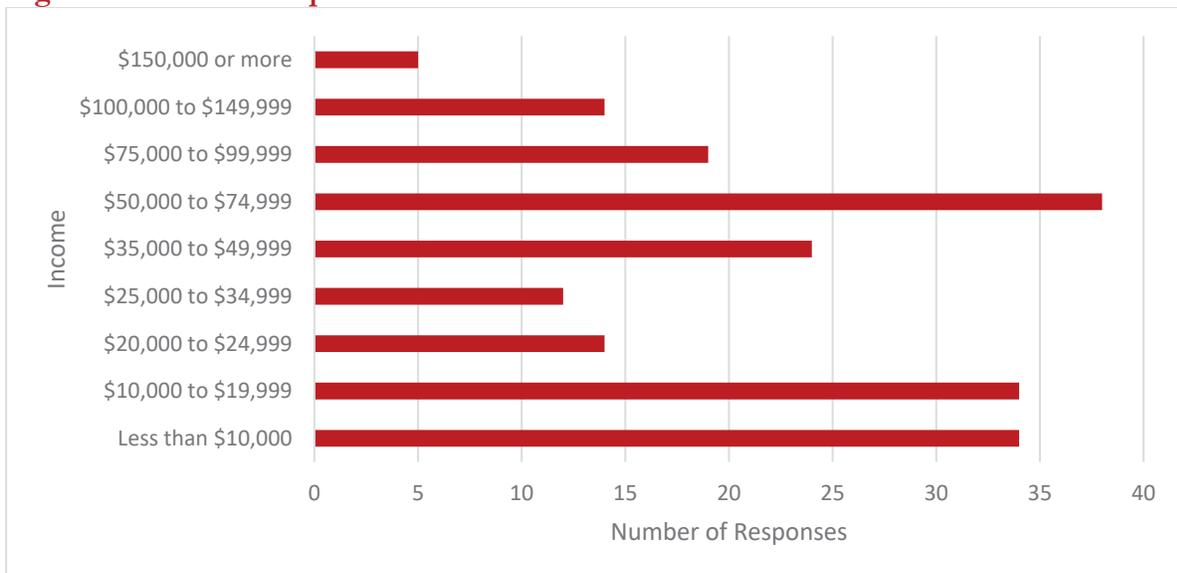


Figure 11: Title VI Responses for Household Income



Responses to Top Public Concerns

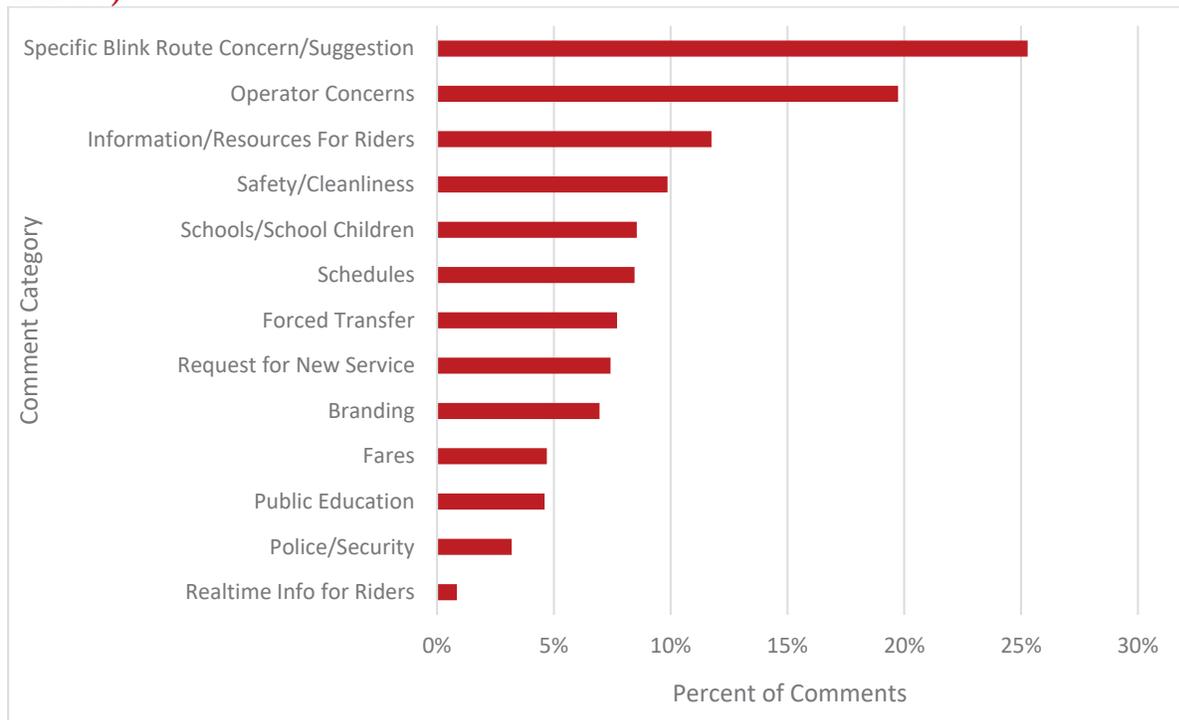
Of the 1,088 comments collected during outreach, 1,064 of the comments contained open ended feedback pertaining to a particular route or the system overall. These open-ended comments submitted from the public were read and key topics that emerged were identified and are summarized in the following sections. For the purposes of analyzing feedback on top concerns and issues in this section, all percentages shown in the following analysis were calculated from a total of these 1,064 comments containing open-ended feedback, unless noted otherwise.



Comments on Route Proposals, Transit Policies, Marketing, and Other Concerns

Figure 12 summarizes comments tagged in the open-ended responses regarding route proposals, transit policies, marketing, and other miscellaneous issues other than infrastructure. The most common non-infrastructure related topics discussed in the comments included the topics outlined in the remainder of this section, each of which has been addressed in the revised plan that will be submitted for review at public hearings taking place in January 2017.

Figure 12: Percent Open-Ended Comments by Topic Mentioned (Non-Infrastructure Related)



Note: The sum of 'Percent of Open-Ended Comments by Topic Mentioned' will not equal the number of unique comments submitted (1,088) and the percent of comments will be greater than 100. Many comments addressed multiple topics and were assigned more than one comment category, and therefore are counted towards every category mentioned.

Concerns raised in the Fall 2015 Outreach Period

A number of comments submitted offered commendations to the MTA for resolving concerns regarding the initial draft of the BaltimoreLink plan. Many comments during the first round of outreach in winter 2015 requested the restoration of service along the entire length of the Greenmount Avenue/York Road corridor, the entire length of North Avenue, the entire length of Falls Road, the entire length of Roland Avenue, and on Charles Street north of Johns Hopkins University. The updated BaltimoreLink plan restored service to all of these corridors

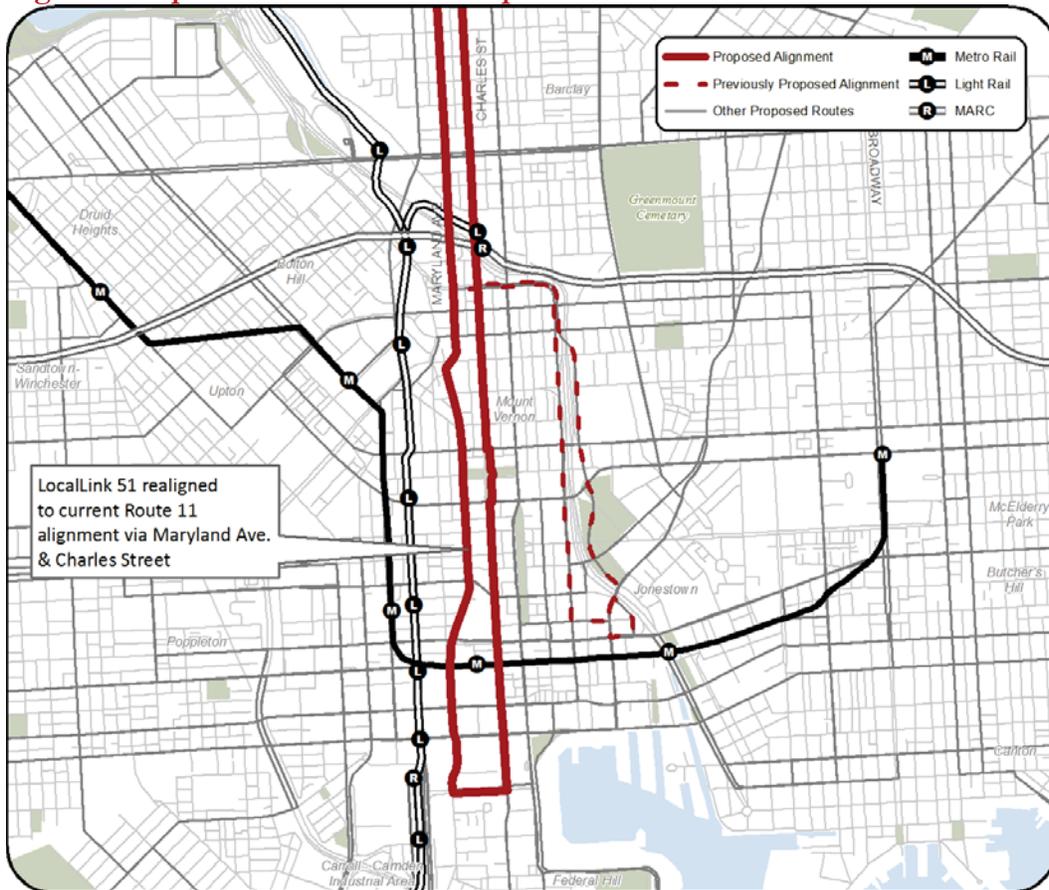


Concerns about retaining the existing connection between Charles Village and Maryland Avenue

The public expressed concerns over the proposed alignment of LocalLink 51 south of Mount Royal Avenue. Under the updated plan proposal, the current No. 11 would be replaced by LocalLink 51, using the same alignment between Towson and Mount Royal Avenue. However, instead of continuing south on Maryland Avenue, LocalLink 51 would use Mount Royal Avenue, Guilford Avenue, and Fallsway and then terminate at City Hall. This would have meant that (without transferring to the CityLink Silver or Green) the bus stops to access public institutions, such as the central branch of the Pratt-Enoch Free Library and the Baltimore Basilica, would be about four blocks east of where they are today.

In response to these concerns, the updated proposal (**Figure 13**) realigns LocalLink 51 so that it uses the current No. 11 alignment for the entire route from Towson to the Inner Harbor, including using Maryland Avenue and Charles Street south of Mount Royal Avenue. The CityLink Yellow has been realigned to serve Guilford Avenue and Fallsway (see [section 6.1.6](#) for details).

Figure 13: Updated LocalLink 51 Proposal



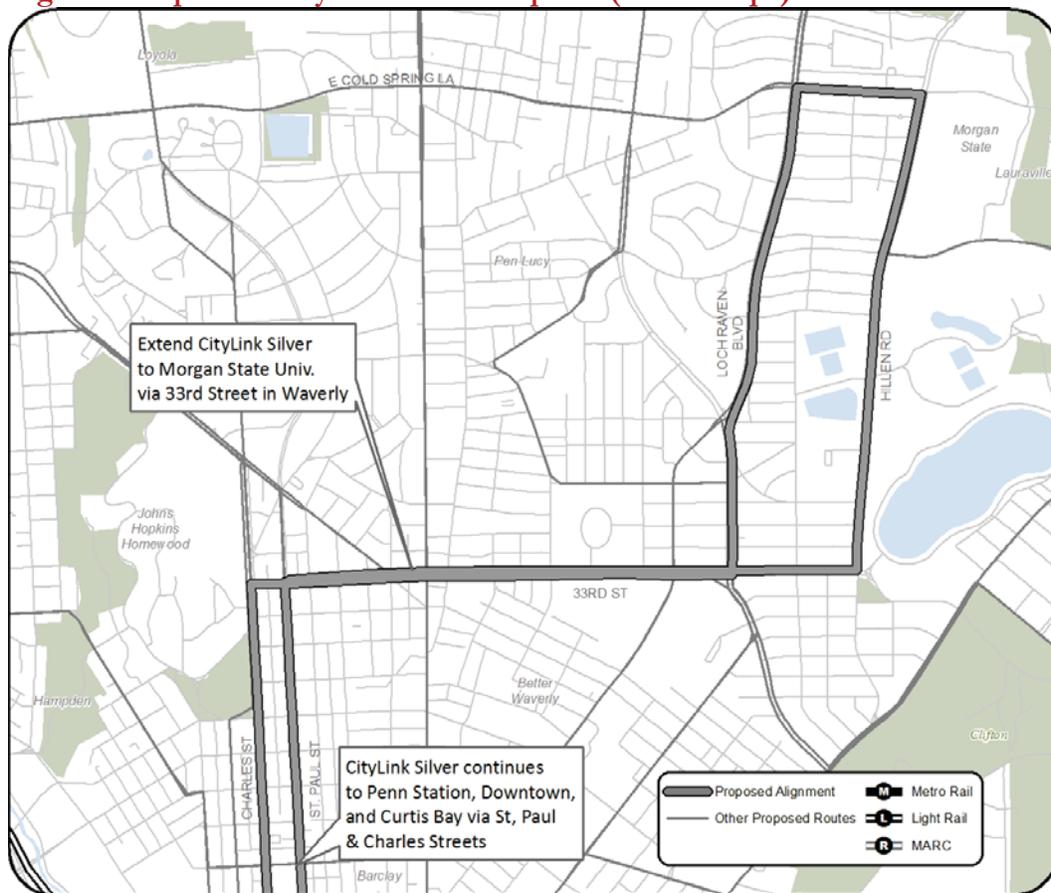


Concerns about retaining the existing connection between Waverly and Downtown

The public expressed concerns over the lack of a bus route providing a one seat ride from 33rd Street in Waverly to Penn Station and Downtown Baltimore. Today, this connection is provided by the current No. 3. Under the updated plan proposal, passengers would have had to walk to north-south transit lines on Loch Raven Boulevard, Greenmount Avenue, or Charles Street. Alternatively, they could use LocalLink 24 on 33rd Street to ride to one of these north-south corridors and then transfer.

In response to these concerns, the updated proposal (**Figure 14**) extends select CityLink Silver trips from Homewood to Morgan State University via 33rd Street, Hillen Road (northbound), and Loch Raven Boulevard (southbound). In addition to establishing a one seat ride from Waverly to Penn Station and Downtown Baltimore, this also establishes a direct connection from Morgan State University to Downtown Baltimore, which was requested by the university administration.

Figure 14: Updated CityLink Silver Proposal (Select Trips)

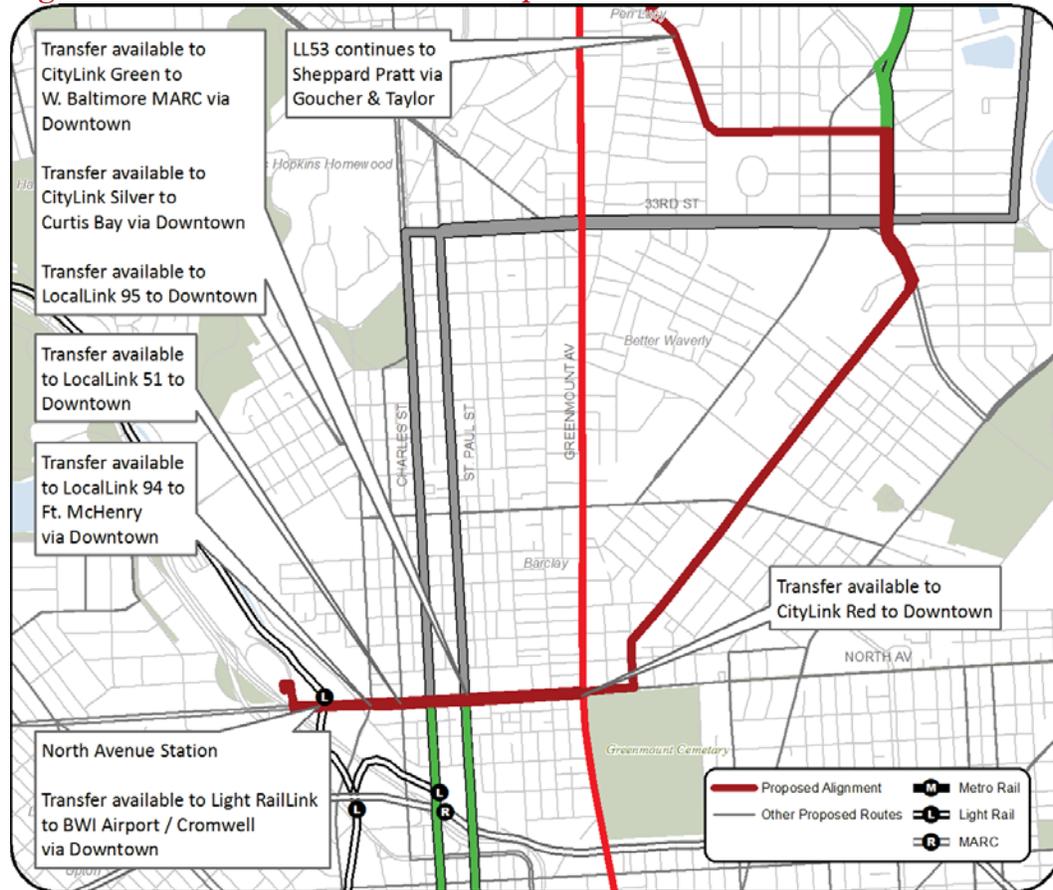




Concerns about retaining the existing connection between The Alameda and Downtown

The revised BaltimoreLink plan restored a single route, LocalLink 53, on The Alameda between Kirk Avenue and Northern Parkway. The current No. 36 continues from The Alameda to Downtown Baltimore, whereas LocalLink 53 is proposed to terminate at the North Avenue Light Rail Station. In order to continue Downtown, riders will need to transfer from LocalLink 53 to the Red, Green, or Silver CityLink, LocalLink 51, the Light Rail. Current No. 36 riders expressed concern about this forced transfer. The planning team evaluated options to extend LocalLink 53 all the way to Downtown and considered the number of passengers forced to transfer and number of buses terminating in Downtown Baltimore, but concluded that North Avenue Station is the most suitable location for this route to terminate (Figure 15).

Figure 15: Sustained LocalLink 53 Proposal



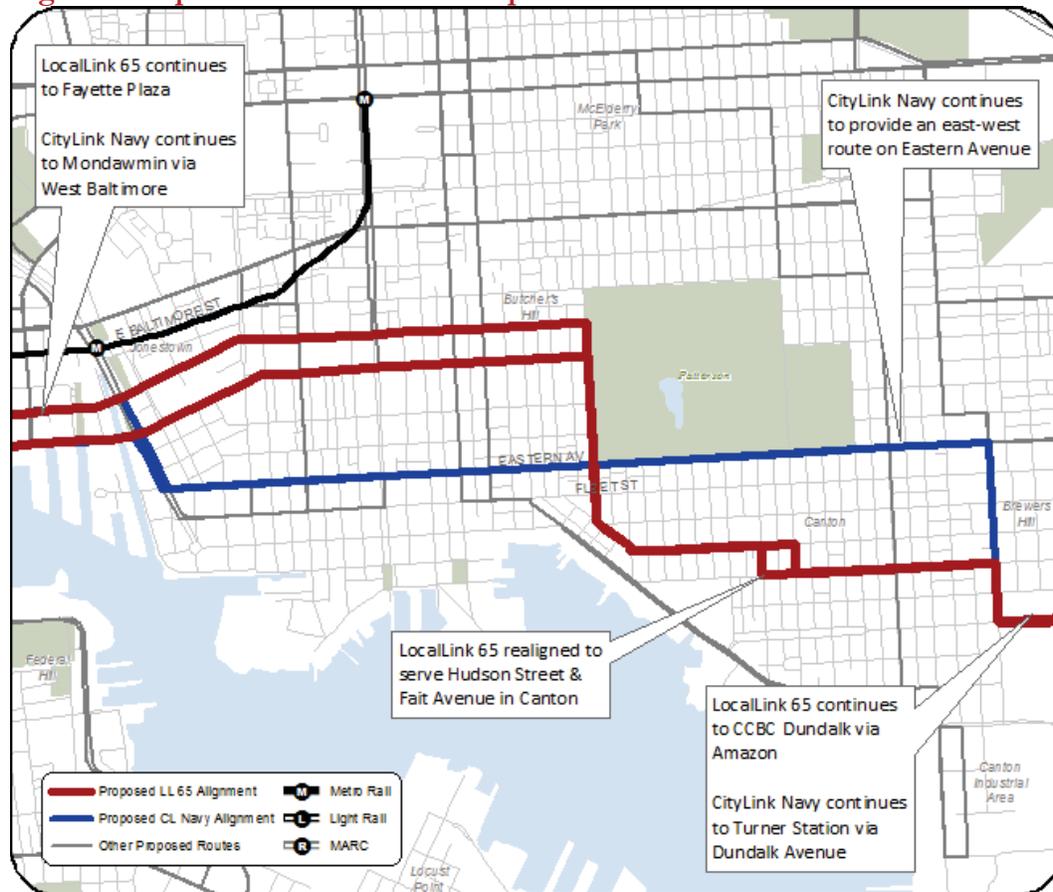


Concerns about retaining the existing connection between Canton/Highlandtown and Downtown

The original BaltimoreLink plan did not include an east-west route on Eastern Avenue in Canton/Highlandtown, a topic that was among the most frequently mentioned in the Fall 2015 outreach period. The updated plan responded to this issue by realigning CityLink Navy from Boston Street and Fleet Street to Eastern Avenue, using an alignment similar to the current No. 10, and removing the one-seat ride from Boston Street and Fleet Street to Downtown. In response to this change, those who supported the original proposed alignment for CityLink Navy requested that a one seat ride be reestablished between Canton/Highlandtown and Downtown Baltimore.

In response to these concerns, the updated proposal (**Figure 16**) retains CityLink Navy east-west service on Eastern Avenue and reestablishes a one seat ride between Canton/Highlandtown and Downtown on a realigned LocalLink 65. LocalLink 65 was realigned to serve Hudson Street, Fait Avenue, Patterson Park Avenue, Lombard Street (northbound), and Pratt Street (southbound), replacing current No. 7. In addition, LocalLink 65 has been extended from City Hall to Fayette Plaza, providing additional connections for employees at the Amazon Distribution Center and other bus routes in Downtown Baltimore.

Figure 16: Updated LocalLink 65 Proposal



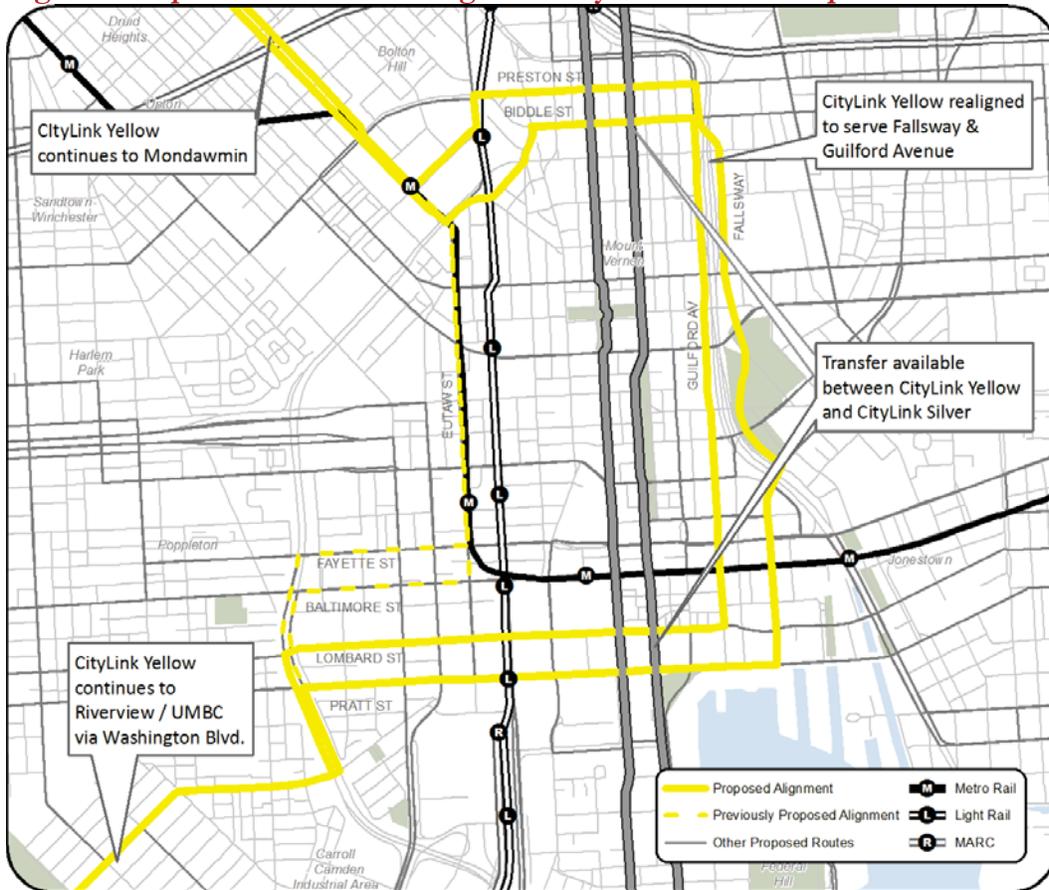


Concerns about retaining the existing connection between Washington Boulevard and destinations/transfer opportunities on the east side of Downtown

Under the updated plan proposal, CityLink Yellow operated on Washington Boulevard from Halethorpe to Downtown Baltimore before continuing on Eutaw Street to Mondawmin. Current No. 36, which serves Washington Boulevard, continues further east through the downtown area to Fallsway and Guilford Avenue, providing transfer opportunities to other routes. The public expressed concerns about losing these transfer opportunities and access to other public institutions in Downtown Baltimore.

In response to these concerns, and due to the realignment of LocalLink 51 (see **section 6.1.4**), CityLink Yellow was realigned in Downtown Baltimore to follow the current MTA 36 alignment along Pratt Street and Fallsway (northbound) and Lombard Street and Guilford Avenue (southbound). The route then proceeds on Biddle Street (northbound) and Preston Street (southbound) before resuming the originally planned alignment to Mondawmin on Eutaw Street (**Figure 17**). This reestablishes the direct connection between Washington Boulevard and Downtown public institutions, and also creates two transfer points with CityLink Silver and other routes in Downtown Baltimore that would not be available under the previous proposed alignment.

Figure 17: Updated Downtown Segment CityLink Yellow Proposal



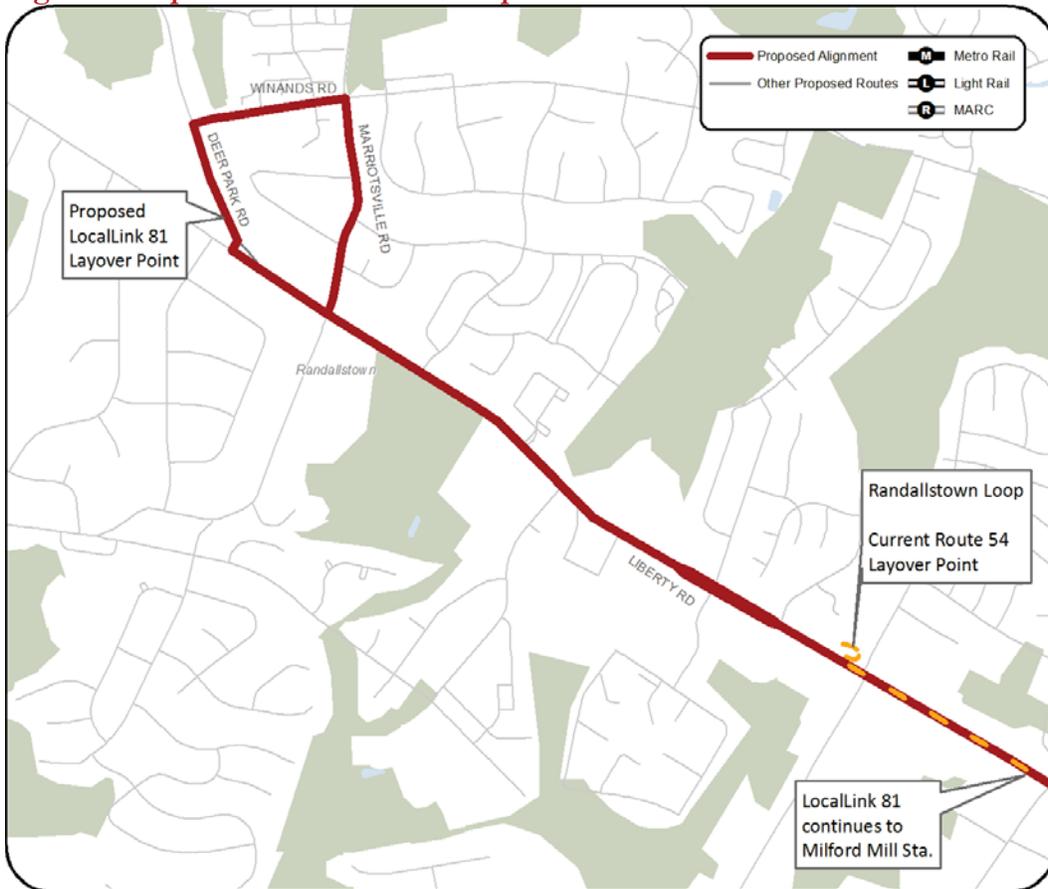


Concerns about extending service past the existing Randallstown Loop to Deer Park Plaza in Randallstown

The current No. 54 terminates at Randallstown Loop, an off-street loop on Liberty Road at Chapman Road. However, there have been many requests to extend bus service further in to Randallstown, and MTA modeling indicates that such an extension would likely be well utilized. The proposed plan includes extending LocalLink 81, which is one of the routes that will replace the current No. 54, from Randallstown Loop to Deer Park Plaza. The public has expressed concerns about where the layover point would be located, and that the bus might use residential streets in order to turn around for the return, inbound trip.

In response to these concerns, an alignment using Marriottsville Road, Winands Road, and Deer Park Road with a layover on Deer Park Road is being proposed for LocalLink 81 (Figure 18). This alignment allows for service to be extended to this area while also addressing the concerns of those concerned that their streets are not suitable for buses.

Figure 18: Updated LocalLink 81 Proposal



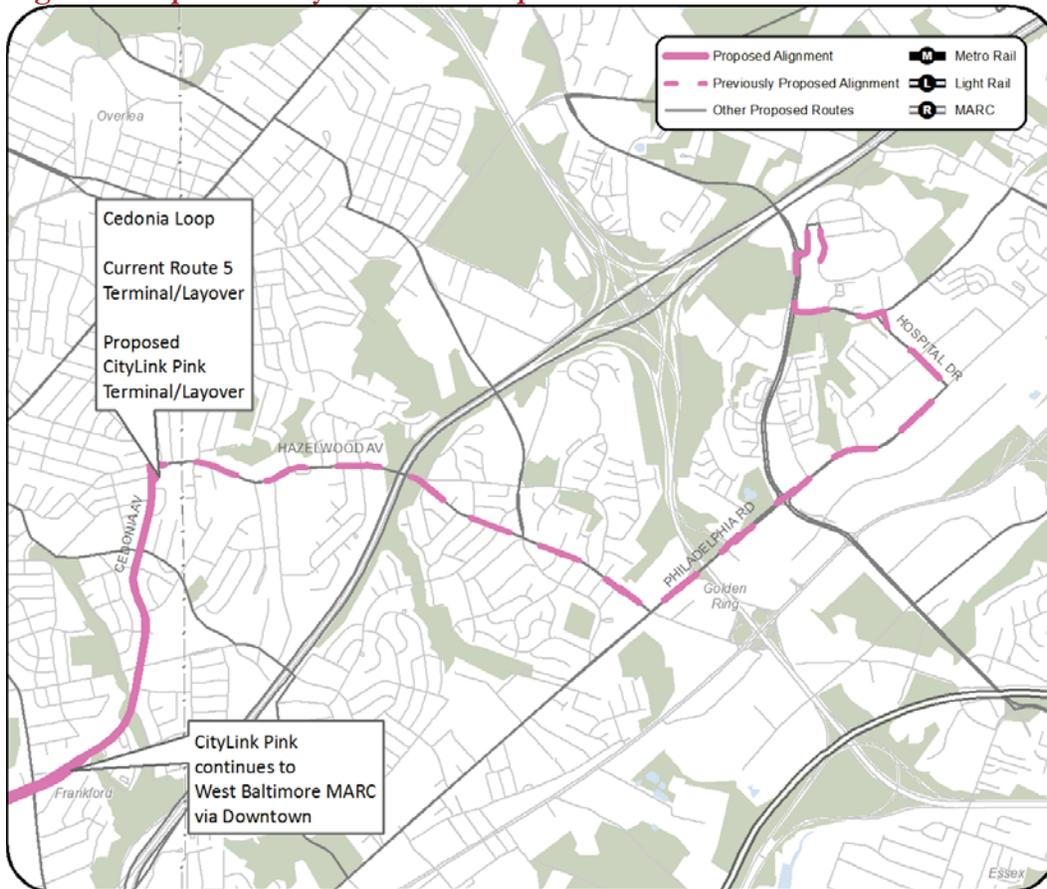


Concerns about introducing bus service on Hazelwood Avenue between Cedonia Avenue and Golden Ring Road

The public expressed concern about Hazelwood Avenue in Baltimore County not being a suitable street for bus service. The proposed plan included CityLink Pink (replacement for current No. 5 between Downtown Baltimore and Cedonia) service on Hazelwood Avenue between Cedonia Avenue and Golden Ring Road in order to establish a bus route connecting Frankford, Moravia, and Cedonia with CCBC-Essex and Franklin Square Hospital. Currently, a trip from Sinclair Lane to Franklin Square Hospital requires a minimum of one transfer in each direction.

In order to have the necessary resources to make the modifications to CityLink Silver (see [section 6.1.4](#)) and LocalLink 65 (see [section 6.1.5](#)) and in response to the concerns of the community around Hazelwood Park East, it was decided to remove the extension of CityLink Pink past Cedonia (the current No. 5 terminal) from the proposed plan. Future planning efforts will consider this extension after BaltimoreLink is implemented (**Figure 19**).

Figure 19: Updated CityLink Pink Proposal



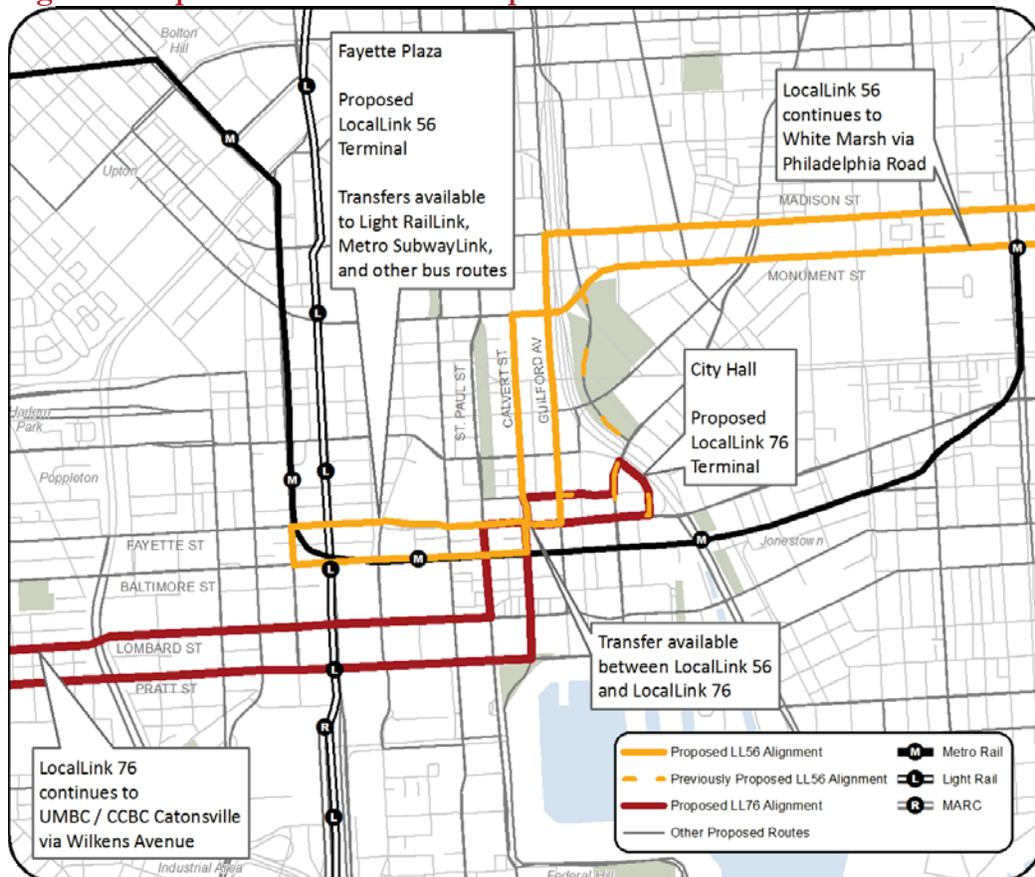


Concerns about the number of forced east-west transfers at City Hall

In the proposed BaltimoreLink plan, current No. 35 will be split into two routes, LocalLink 56 and LocalLink 76. The current No. 35 currently runs from White Marsh Mall to UMBC-Catonsville. Splitting this long route in to two shorter ones will increase reliability and schedule adherence. LocalLink 56 is the proposed replacement for service from White Marsh to City Hall, and LocalLink 76 is the proposed replacement for service from UMBC-Catonsville to Downtown. Passengers needing to continue past City Hall in either direction would need to transfer between LocalLink 56 and LocalLink 76 at that location. The public expressed concerns about the number of forced transfers at this location due to its location on the east end of Downtown, putting popular destinations such as Royal Farms Arena and the Convention Center beyond a reasonable walking distance. Another frequently mentioned concern was the safety of the City Hall transfer point in the evening hours.

In response to these concerns, the Downtown terminal for LocalLink 56 has been relocated from City Hall to Fayette Plaza (Figure 20), which is in a more central Downtown location that provides additional transfer opportunities and destinations within walking distance when compared to the proposed City Hall terminal. In addition, a similar rationale was used to extend LocalLink 65 from City Hall to Fayette Plaza (see section 6.1.5).

Figure 20: Updated LocalLink 56 Proposal



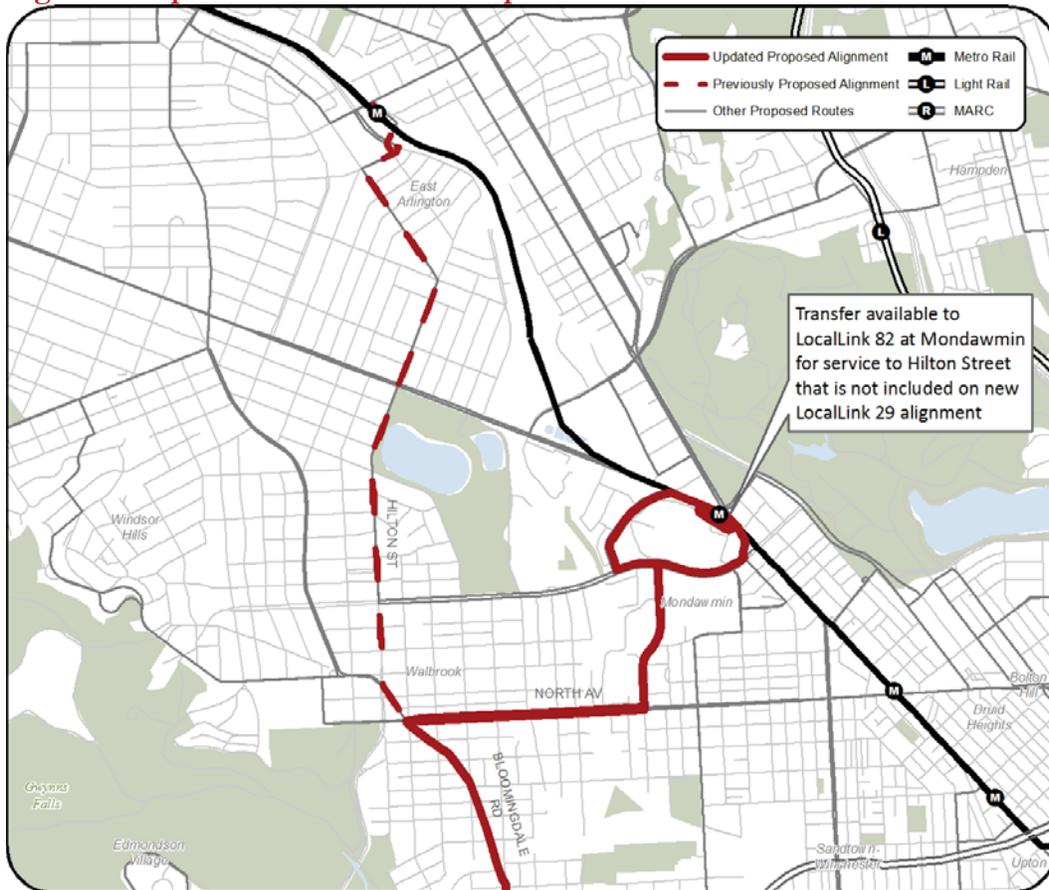


Concerns about retaining the connection between Brooklyn Homes, Walbrook Junction, and Mondawmin

In the proposed BaltimoreLink plan, the current No. 16 will be replaced by LocalLink 29 operating on the same alignment from Brooklyn Homes to Walbrook Junction, and then continuing on a new alignment to the West Coldspring Metro Subway station. This change was initially proposed in order to address capacity issues at the Mondawmin Metro Subway station and to create a one seat ride from Walbrook Junction and other points along the current No. 16 to West Coldspring Metro Subway Station.

The public expressed concerns about the route being shifted from Mondawmin to West Coldspring due to the transfer opportunities that would be discontinued as a result of this alignment change. In response to these concerns, LocalLink 29 has been modified to follow the current No. 16 alignment from Walbrook Junction to Mondawmin (Figure 21). In addition, rerouting LocalLink 29 to Mondawmin will permit the school trippers associated with this route, which also currently terminate at Mondawmin, to follow the same routing as the “base route.”

Figure 21: Updated LocalLink 29 Proposal



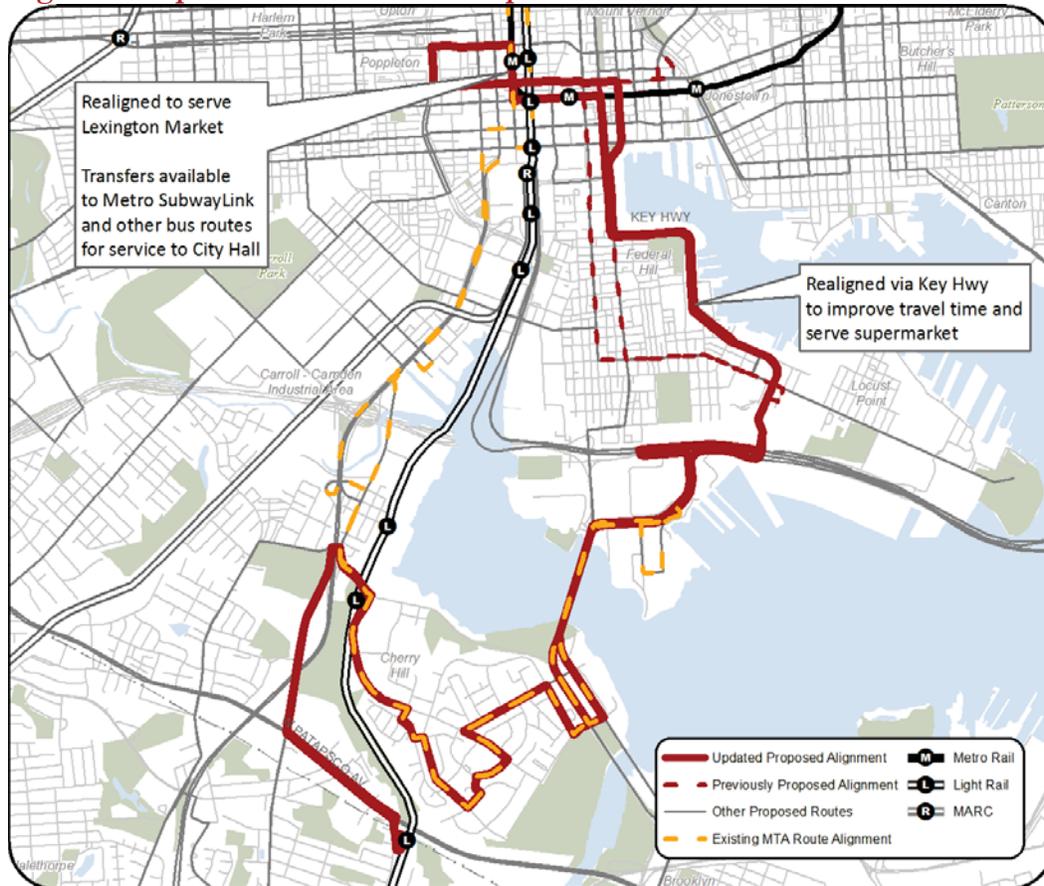


Concerns about retaining the connection between Cherry Hill and Lexington Market

In the proposed BaltimoreLink plan, the routes serving Cherry Hill would be restructured to create more direct alignments between the neighborhood, Downtown Baltimore, and light rail stations. LocalLink 71 was proposed to operate from the Patapsco Light Rail station to City Hall in Downtown Baltimore via Cherry Hill, Port Covington, Federal Hill, and the Inner Harbor. The existing connection between Cherry Hill and Downtown is served by current No. 27, which operates on Howard Street and Eutaw Street, as opposed to the eastern half of Downtown where LocalLink 71 would operate.

The public expressed concern about the loss of a one seat bus connection between Cherry Hill and Lexington Market, which exists on the current No. 27 but not the proposed LocalLink 71, and that the trip via Federal Hill would increase travel times from Cherry Hill to Downtown. In response to these concerns, the Downtown portion of LocalLink 71 has been modified so the route terminates at Lexington Market instead of at City Hall and operates via Key Highway instead of Federal Hill between Port Covington and Downtown (**Figure 22**). In addition, this realignment provides a one-seat ride from Cherry Hill to a Shoppers Food Warehouse supermarket that Cherry Hill residents indicated they wanted to be able to access by transit.

Figure 22: Updated LocalLink 71 Proposal

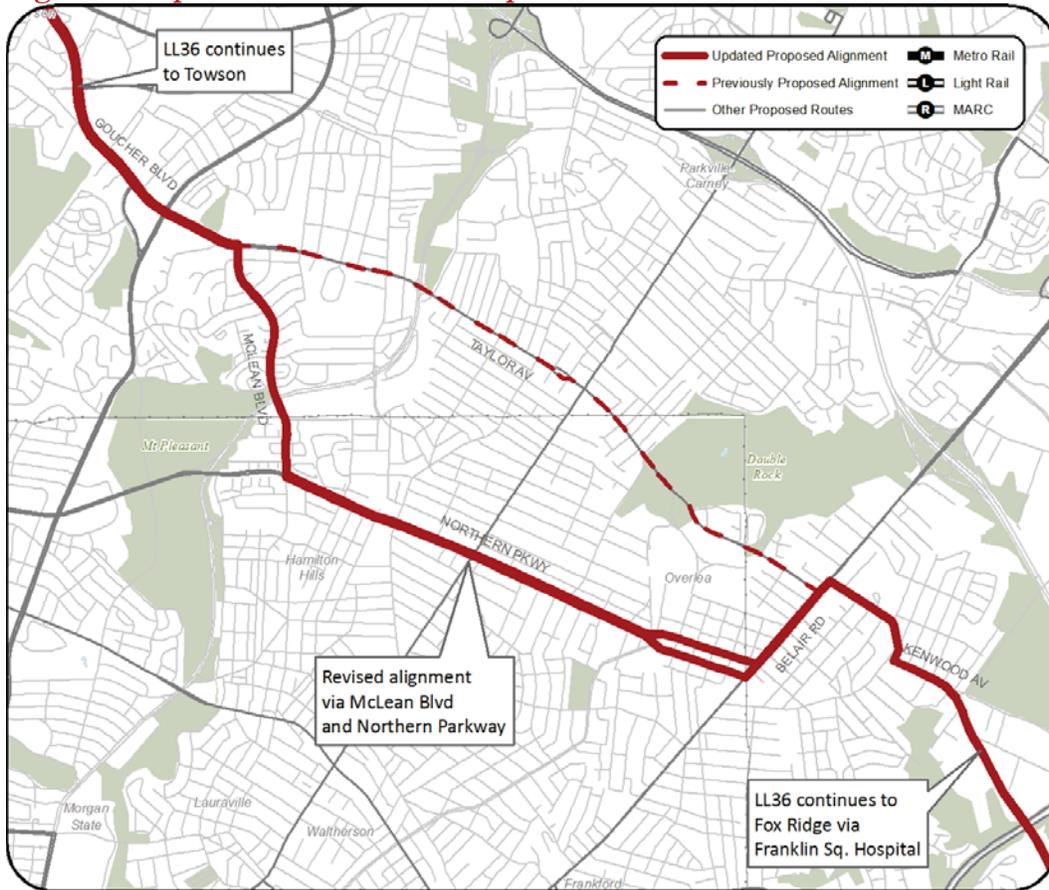




Concerns about retaining the connection between Northern Parkway and Towson, Franklin Square Hospital, and Fox Ridge

In the proposed BaltimoreLink plan, LocalLink 36, replacement for most of the current No. 55, was to run on Taylor Avenue between McLean Boulevard and Belair Road. This section of Taylor Avenue does not currently have bus service. The public expressed concerns about the suitability of this section of Taylor Avenue for bus service, and passengers who currently use the No. 55 on McLean Boulevard and Northern Parkway would no longer have a one-seat ride to Towson, Franklin Square Hospital, Fox Ridge, and other destinations. In response to these concerns, LocalLink 36 has been modified to follow the same alignment as the current No. 55, serving McLean Boulevard and Northern Parkway (Figure 23).

Figure 23: Updated LocalLink 36 Proposal



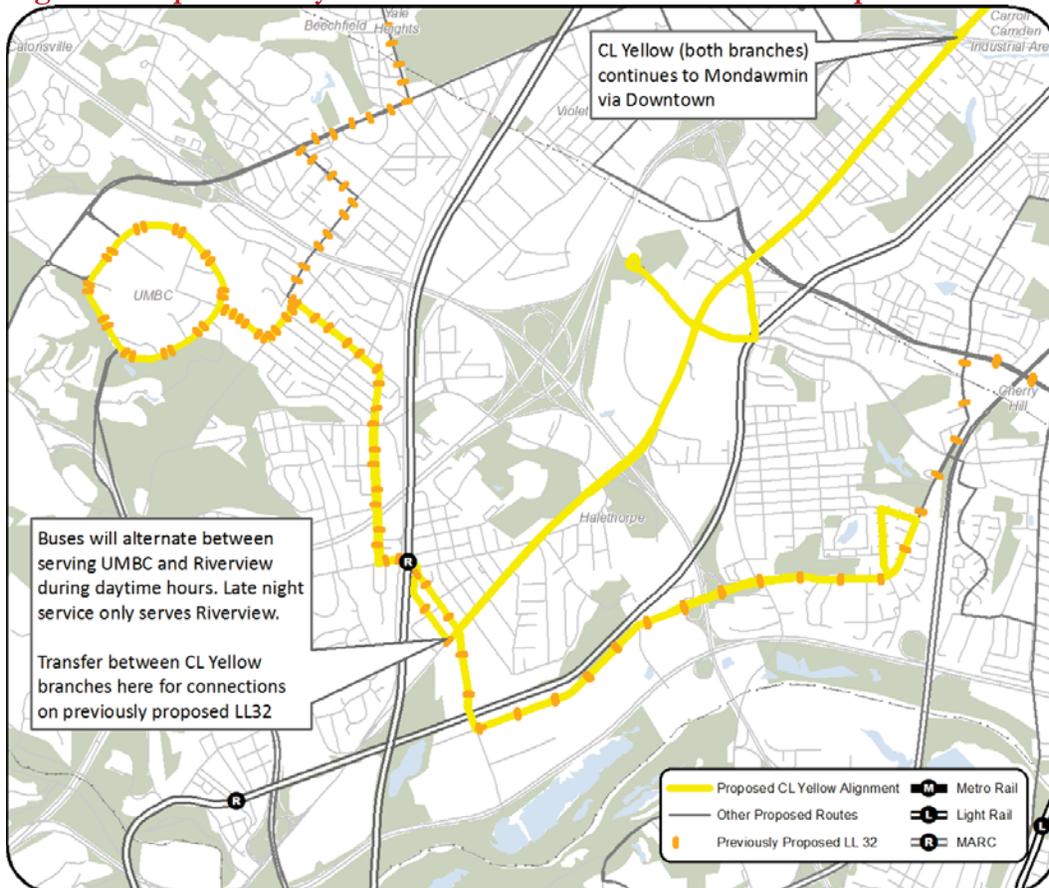


Concerns about retaining the connection between Riverview and Downtown

In the proposed BaltimoreLink plan, Riverview would be served by LocalLink 32, a crosstown route that would connect to multiple LocalLink and CityLink services, as well as the Light Rail, that do serve downtown. LocalLink 32 riders would however have had to transfer to one of these other routes in order to get Downtown under the current plan. Riverview, a community on the proposed LocalLink 32, is currently served by the No. 36, which offers a one-seat ride to Downtown Baltimore and to Blind Industries of Maryland. The public expressed concerns about losing the existing one-seat rides between Riverview and these destinations, especially for riders who are blind or visually impaired.

In response to these concerns, CityLink Yellow was modified to have two branches (Figure 24). One branch will serve Riverview and the other branch will serve UMBC; both branches will then continue to Downtown Baltimore and Mondawmin. In addition, since the two branches of CityLink Yellow duplicate the longest, non-duplicative portion of the proposed LocalLink 32, LocalLink 32 was removed from the BaltimoreLink proposal.

Figure 24: Updated CityLink Yellow Modified Two Branch Proposal



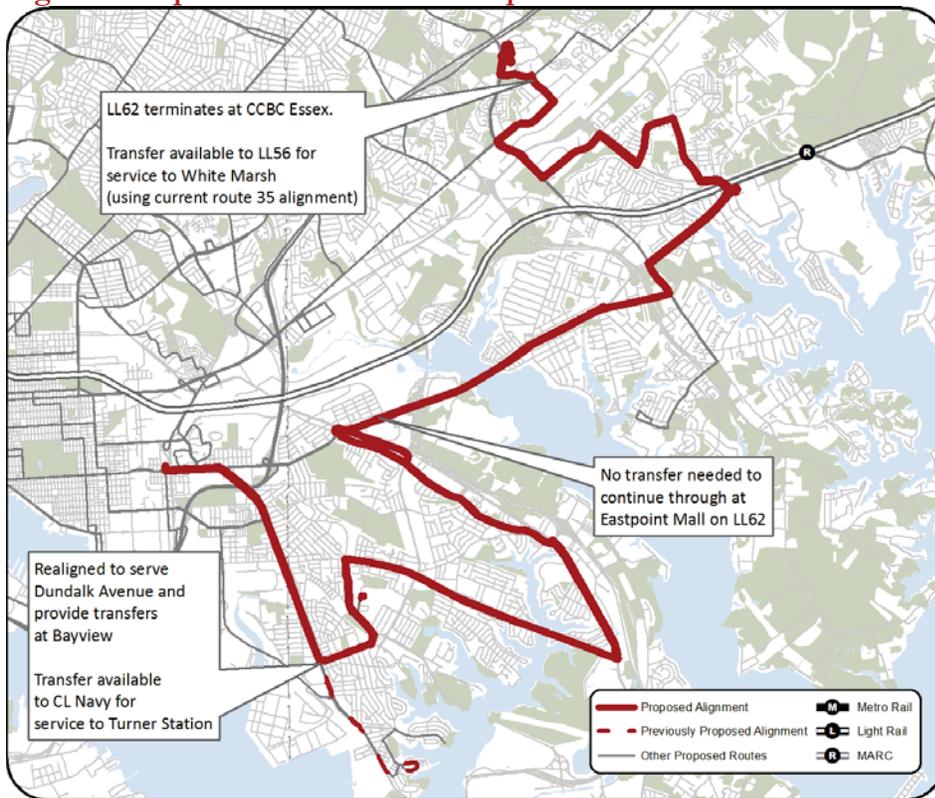


Concerns about retaining the connection between Essex, Middle River, and Dundalk

In the proposed BaltimoreLink plan, current No. 4 would have been split in to two, separate routes. LocalLink 61 would run from White Marsh Mall to Eastpoint Mall, using a currently unserved alignment from White Marsh to CCBC Essex and then following the current No. 4 to Eastpoint Mall. LocalLink 62 would run from Eastpoint Mall to Turner Station using the current No. 4 routing. Riders wishing to continue past Eastpoint Mall in either direction would have had to transfer between LocalLink 61 and LocalLink 62 in order to complete their trips. However, a new one-seat ride that does not currently exist would have been established between CCBC Essex and White Marsh Mall.

In response to public concerns about this forced transfer, LocalLink 62 was extended from Eastpoint Mall to CCBC Essex, and LocalLink 61 was removed from the BaltimoreLink plan (Figure 25). The section of LocalLink 61 that does not currently have bus service will remain unserved; riders wishing to reach White Marsh can transfer to LocalLink 56, which will operate on the same alignment as the current No. 35, as they do from the current No. 4 today. In addition, to improve connectivity between the current No. 4 and the rest of the bus network, LocalLink 62 has been modified to terminate at the MTA Eastern Bus Division, creating transfer opportunities to two proposed CityLink routes and two proposed LocalLink routes at Johns Hopkins-Bayview that do not exist today.

Figure 25: Updated LocalLink 62 Proposal





Concerns about renumbering routes as part of the BaltimoreLink program

The public expressed concern about the renumbering of bus lines upon the implementation of BaltimoreLink. For example, the current No. 22 is proposed to become LocalLink 24, but there is no change to the route alignment. The proposed numbering scheme was reevaluated, and LocalLink 24 and LocalLink 22 were renumbered to LocalLink 22 and LocalLink 21, respectively, in order to minimize rider confusion for current route 22 passengers. Additionally, LocalLink 19 was renumbered as LocalLink 54 and Express BusLink 119 was renumbered as Express BusLink 154 in order to better fit the proposed BaltimoreLink numbering scheme.

Concerns about safety on board buses

There were 34 comments mentioning safety and security concerns. Half of these comments came from bus operators, who often requested additional police presence on their buses or expressed concerns about school age children riding the buses in the afternoons. Many of the riders who commented about safety concerns also mentioned rowdy school age children.

Comments on Transportation/Transit Infrastructure

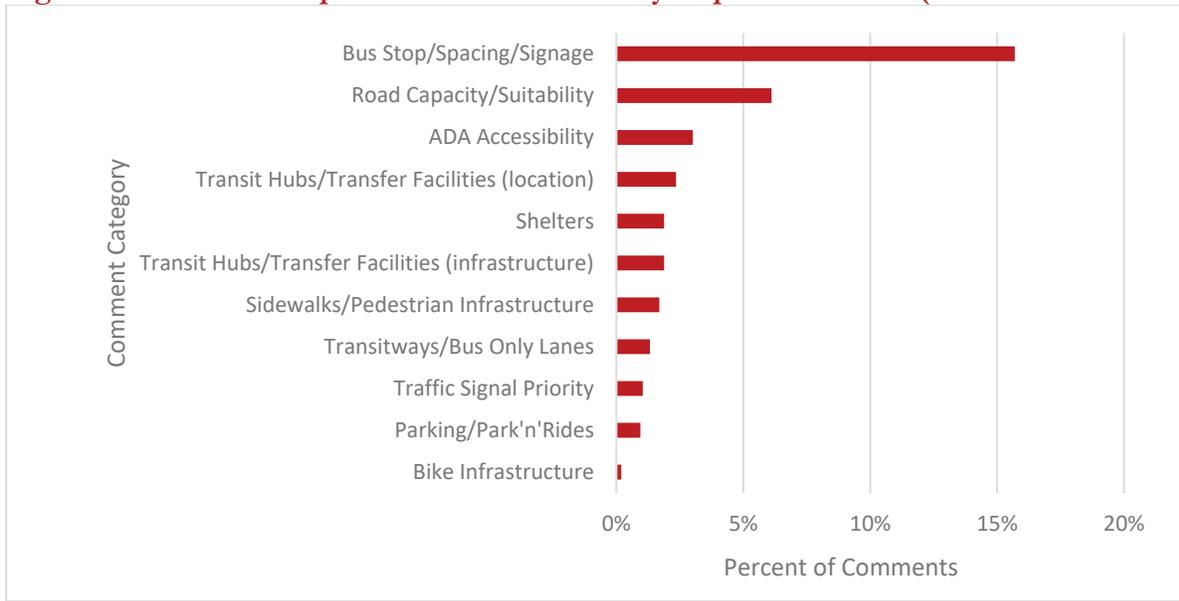
Figure 26 describes key topics that were discussed in the open-ended comments as they relate to transit infrastructure. The most commonly discussed topic was bus stop placement, spacing, and signage, which was mentioned in 167 comments. Roadway capacity and suitability was the second most commented on topic, mentioned in 5 comments. Thirty-two comments addressed ADA accessibility and twenty-five comments addressed transit hubs and transfer facilities. The remaining topics each received twenty comments or fewer.

The most common infrastructure-related topics discussed by respondents included:

- 81 comments from riders addressed issues related to bus stops, including concerns about the placement of bus stops along CityLink routes, especially Red CityLink, concerns about bus stops being eliminated as part of the bus stop optimization project, and issues with signage.
- 19 comments made requests for shelters to be installed in at least one location.
- 87 bus operators submitted comments expressing concerns about the placement of bus stops and their ability to serve certain existing stops safely.
- 47 bus operators wrote comments about the location and suitability of proposed and existing layover and relief points.



Figure 26: Percent of Open-Ended Comments by Topic Mentioned (Infrastructure Related)



Note: The sum of 'Percent of Open-Ended Comments by Topic Mentioned' will not equal the number of unique comments submitted (1,088) and the percent of comments will be greater than 100. Many comments addressed multiple topics and were assigned more than one comment category, and therefore are counted towards every category mentioned.



Appendix A

Table 8: Comment Mentions by BaltimoreLink Route

BaltimoreLink Route	From	To	Count of Comments Mentioning this Issue	Percent of Comments Mentioning this Issue	Service Type
General Comment	N/A	N/A	513	47.2%	General Comment
51	Towson	Downtown	92	8.5%	LocalLink
Green	W. Baltimore Marc	Towson	70	6.4%	CityLink
Red	Towson / Lutherville LR	Downtown	51	4.7%	CityLink
Pink	CCBC Essex / Cedonia	W. Baltimore MARC	42	3.9%	CityLink
53	Hillendale / Sheppard Pratt	North Avenue LR	38	3.5%	LocalLink
Navy	Dundalk / Watersedge	Mondawmin Metro	36	3.3%	CityLink
102	White Marsh	Towson	33	3.0%	Express BusLink
Silver	Curtis Bay	Hopkins University	31	2.8%	CityLink
94	Sinai Hospital	Fort McHenry	28	2.6%	LocalLink
Blue	CMS	Hopkins Bayview	27	2.5%	CityLink
150	Columbia	Downtown / Harbor East	26	2.4%	Express BusLink
Yellow	Halethorpe MARC	Mondawmin Metro	23	2.1%	CityLink
81	Deer Park	Milford Mill Metro	22	2.0%	LocalLink
Gold	Walbrook Junction	Berea / Canton Crossing	22	2.0%	CityLink
Orange	Essex	W. Baltimore MARC	22	2.0%	CityLink
24	Mondawmin Metro	Hopkins Bayview	21	1.9%	LocalLink
29	Brooklyn	Mondawmin Metro	21	1.9%	LocalLink
19	Hillendale / Carney	State Center Metro	20	1.8%	LocalLink
36	Towson	Essex	20	1.8%	LocalLink



BaltimoreLink Route	From	To	Count of Comments Mentioning this Issue	Percent of Comments Mentioning this Issue	Service Type
Brown	Overlea / White Marsh	Downtown	18	1.7%	CityLink
Light RailLink	Hunt Valley	BWI Airport/Cromwell	17	1.6%	Light RailLink
Metro SubwayLink	Owings Mills	Johns Hopkins Hospital	17	1.6%	Metro SubwayLink
26	Brooklyn	Mondawmin Metro	16	1.5%	LocalLink
31	Social Security / Security Square	Sinai Hospital	16	1.5%	LocalLink
106	Owings Mills Metro	Towson	14	1.3%	Express BusLink
107	Old Court Metro	BWI Airport	14	1.3%	Express BusLink
65	Downtown	Dundalk	14	1.3%	LocalLink
76	CCBC Catonsville	Downtown	14	1.3%	LocalLink
77	W. Baltimore MARC	Catonsville	14	1.3%	LocalLink
22	Woodberry	Canton Crossing	13	1.2%	LocalLink
80	Rogers Ave. Metro	Downtown	13	1.2%	LocalLink
Lime	Northwest Hospital	Harbor East	13	1.2%	CityLink
56	White Marsh	Downtown	12	1.1%	LocalLink
70	Annapolis	Patapsco LR	12	1.1%	LocalLink
71	Patapsco LR	Downtown	12	1.1%	LocalLink
85	Milford Mill Metro	Penn-North Metro	12	1.1%	LocalLink
91	Greenspring Station	Mondawmin Metro	12	1.1%	LocalLink
28	Moravia	Rogers Ave. Metro	11	1.0%	LocalLink
30	Rogers Ave. Metro	Rosedale	11	1.0%	LocalLink
32	Walbrook Junction	Patapsco LR	11	1.0%	LocalLink
64	Riviera Beach	Downtown	11	1.0%	LocalLink
82	Park Circle	Reisterstown Plaza Metro	11	1.0%	LocalLink
69	Jumpers Hole	Patapsco LR	10	0.9%	LocalLink



BaltimoreLink Route	From	To	Count of Comments Mentioning this Issue	Percent of Comments Mentioning this Issue	Service Type
79	CMS	Mondawmin Metro	10	0.9%	LocalLink
103	Cromwell Bridge	Downtown	9	0.8%	Express BusLink
25	Mondawmin Metro	Hopkins Bayview	9	0.8%	LocalLink
35	Mt. Washington LR	Security Square	9	0.8%	LocalLink
61	White Marsh	Eastpoint Mall	9	0.8%	LocalLink
Purple	Paradise / Catonsville	Hopkins Hospital	9	0.8%	CityLink
78	CMS	W. Baltimore MARC	8	0.7%	LocalLink
115	Perry Hall	Downtown	7	0.6%	Express BusLink
33	Mt. Washington LR	Rosedale	7	0.6%	LocalLink
37	UMBC	Old Court Metro	7	0.6%	LocalLink
62	Eastpoint Mall	Dundalk	7	0.6%	LocalLink
75	Arundel Mills / Parkway Center	Patapsco LR / Downtown	7	0.6%	LocalLink
89	Owings Mills Metro / Redland Court	Rogers Ave. Metro	7	0.6%	LocalLink
34	Westview	Falls Road LR	6	0.6%	LocalLink
57	White Marsh	Belair-Edison	6	0.6%	LocalLink
95	Roland Park	Downtown	6	0.6%	LocalLink
67	Marley Neck	Downtown	5	0.5%	LocalLink
73	Patpasco LR	Downtown	5	0.5%	LocalLink
93	Hunt Valley	Towson	5	0.5%	LocalLink
120	White Marsh	Downtown / Hopkins Hospital	4	0.4%	Express BusLink
160	Essex / Whispering Woods	Downtown / Hopkins Hospital	4	0.4%	Express BusLink
59	Whispering Woods	Moravia	4	0.4%	LocalLink



BaltimoreLink Route	From	To	Count of Comments Mentioning this Issue	Percent of Comments Mentioning this Issue	Service Type
52	Stella Maris	Greenmount North	3	0.3%	LocalLink
83	Old Court Metro	Mondawmin Metro	3	0.3%	LocalLink
119	Hillendale / Carney	State Center Metro	2	0.2%	Express BusLink
39	Curtis Bay	UMBC	2	0.2%	LocalLink
87	Glyndon	Owings Mills Metro	2	0.2%	LocalLink

Note: The sum of 'Count of Comments Mentioning this Route' will not equal the number of unique comments submitted (1,088) and the percent of comments will be greater than 100. Many comments mentioned more than one route, and therefore are counted towards every route mentioned.



Appendix B

Table 9: Comment Mention by Current MTA Route

Current Route Number	From	To	Count of Comments Mentioning this Route	Percent of Comments Mentioning this Route	Service Type
3	Sheppard Pratt	Inner Harbor	47	4.3%	Local Route
11	Towson Town Center	Downtown Baltimore	40	3.7%	Local Route
15	Security Square Mall	Overlea / Perry Hall	37	3.4%	Local Route
8	Lutherville Light Rail	University of Maryland TC	34	3.1%	Local Route
5	Mondawmin Metro	Cedonia	33	3.0%	Local Route
35	White Marsh Mall	UMBC / Blind Industries	31	2.8%	Local Route
36	Northern Parkway & York Road	Riverview / Monroe Street	31	2.8%	Local Route
22	Mondawmin Metro	Hopkins Bayview	27	2.5%	Local Route
44	Security Square Mall	Rosedale Industrial Park	26	2.4%	Local Route
4	Turner Station	CCBC-Essex	24	2.2%	Local Route
55	Fox Ridge	Towson Court House	20	1.8%	Local Route
27	Reisterstown Plaza Metro	Port Covington	18	1.7%	Local Route
150	Columbia	Downtown Baltimore	18	1.7%	Express Route
48	Towson Town Center	University of Maryland TC	17	1.6%	Local Route
40	Security Blvd. at CMS	Middle River	15	1.4%	Local Route
7	Mondawmin Metro	Canton	14	1.3%	Local Route
20	Security Square Mall	CCBC-Dundalk / Marine Term.	14	1.3%	Local Route
64	Curtis Bay / Energy Parkway	North Avenue	14	1.3%	Local Route
19	State Center	Carney / Goucher and Taylor	13	1.2%	Local Route
54	Randallstown	Penn-North Metro	13	1.2%	Local Route
91	Sinai Hospital	City Hall	13	1.2%	Local Route



Current Route Number	From	To	Count of Comments Mentioning this Route	Percent of Comments Mentioning this Route	Service Type
10	Rolling Road / Paradise	Dundalk / Bullneck Road	11	1.0%	Local Route
13	Walbrook Junction	Canton / Fells Point	11	1.0%	Local Route
16	Mondawmin Metro	Brooklyn Homes	11	1.0%	Local Route
31	State Center	CCBC-Dundalk	11	1.0%	Local Route
77	Old Court Metro	Patapsco Light Rail	11	1.0%	Local Route
14	Patapsco Light Rail	Annapolis	10	0.9%	Local Route
33	Rogers Avenue Metro	Moravia	10	0.9%	Local Route
23	Route 40 / Rolling Road	Fox Ridge	9	0.8%	Local Route
51	Rogers Avenue Metro	Patapsco Light Rail	8	0.7%	Local Route
1	Sinai Hospital	Fort McHenry	7	0.6%	Local Route
17	Patapsco Light Rail	BWI / Arundel Mills / Parkway Center	7	0.6%	Local Route
99	Old Court Metro	BWI Airport	7	0.6%	Local Route
21	Mondawmin Metro	Fells Point	6	0.6%	Local Route
57	Security Square Mall	Rogers Avenue Metro	6	0.6%	Local Route
61	Lake Avenue	Inner Harbor	6	0.6%	Local Route
26	Downtown Baltimore	Dundalk Marine Terminal	5	0.5%	Local Route
97	Mondawmin Metro	Mondawmin Metro	5	0.5%	Local Route
9	International Circle	Lutherville Light Rail	4	0.4%	Local Route
59	Owings Mills Town Center	Reisterstown Plaza Metro	4	0.4%	Local Route
58	White Marsh Mall	Reisterstown Plaza Metro	3	0.3%	Local Route
115	Perry Hall	Downtown Baltimore	3	0.3%	Express Route
29	Cherry Hill Light Rail	Cherry Hill	2	0.2%	Local Route
46	Cedonia	Paradise	2	0.2%	Local Route
47	Walbrook Junction	Overlea	2	0.2%	Local Route



Current Route Number	From	To	Count of Comments Mentioning this Route	Percent of Comments Mentioning this Route	Service Type
50	Erdman & Belair	Erdman & Belair	2	0.2%	Local Route
52	Milford Mill	Mondawmin Metro	2	0.2%	Local Route
98	Woodberry Light Rail	Woodberry Light Rail	2	0.2%	Local Route
160	Whispering Woods / Fox Ridge	Downtown Baltimore	2	0.2%	Express Route
12	Kirk & Bartlett	Stella Maris	1	0.1%	Local Route
24	Whispering Woods	Moravia	1	0.1%	Local Route
53	Old Court Metro	Mondawmin Metro	1	0.1%	Local Route
60	Stevenson University	Reisterstown Plaza Station	1	0.1%	Local Route
103	Cromwell Bridge	Inner Harbor	1	0.1%	Express Route
104	Cromwell Bridge	Johns Hopkins Hospital	1	0.1%	Express Route
120	White Marsh Park and Ride	Downtown Baltimore	1	0.1%	Express Route

Note: The sum of 'Count of Comments Mentioning this Current Route' will not equal the number of unique comments submitted (1,088) and the percent of comments will be greater than 100. Many comments mentioned more than one route, and therefore are counted towards every route mentioned.

Appendix C

Figure 27: Informational Boards for Workshops

BALTIMORE LINK

BaltimoreLink is a complete overhaul and rebranding of the MTA's core transit system, designed to better link you to the places that matter most.

CITY LINK

High-frequency routes into and throughout downtown

- Color-coded routes
- All lines access Downtown
- Service every 10 minutes during peak periods
- 24 hours of service on weekdays, 24 hours on weekends
- Each CityLink route connects to all other CityLink Routes, the Metro SubwayLink and the Light RailLink

BALTIMORE LINK

The BaltimoreLink Plan has five major goals:

- Improve service quality and reliability
- Maximize access to high-frequency transit
- Strengthen connections between the MTA's bus and rail routes
- Align the network with existing and emerging job centers
- Engage riders, employees, communities, and elected officials in the planning process

LOCAL LINK

Local routes connecting to CityLinks, downtown, and suburban communities

- Providing connections between the CityLink, Metro SubwayLink, and Light RailLink networks
- Service typically every 30 minutes during peak periods
- Provides neighborhood connectivity

EXPRESS BUS LINK

Limited stop routes into downtown and suburb-to-suburb destinations

- Three new routes linking Towson to White Marsh, Towson to Owings Mills, and BWI to Pikesville
- Existing Express BusLink 150 has been extended to Harbor East
- Maintaining most existing Express Bus services

BALTIMORE LINK

LINKING YOU

MTA Maryland Maryland Department of Transportation

Where We've Been. Where We're Going.

This phase of outreach is one of many opportunities to shape the BaltimoreLink Plan.

Although you will have another chance to submit public comments at the hearings beginning in November 2016, these hearings will be focused on finalizing bus routes before eventual implementation in June 2017. **This is your chance to have your voice heard and support the process before the plan becomes a reality.** Please review the timeline and consider how you can impact the final plan!



LINKING YOU





You Spoke. We Listened.

MTA released the first draft of the BaltimoreLink Plan on October 22, 2015

- An extensive Phase One outreach effort was held from October 2015 to January 2016.
- 13 public workshops, 4 pop-up events, 26 stakeholder and community association meetings, and 24 elected officials briefings.
- Roughly **800** participants submitted over **1,200** comments, helping to shape a plan that works for you.



Here's what you told us:

- The majority of comments were focused on improvements or modification to the route recommendations in the first draft of the Plan.
- The second greatest concern noted by the public was a desire to reduce the number of transfers needed to complete your trip.

Your comments matter!

- **86%** of Draft No. 1 routes amended as a direct response to public feedback.
- We heard what you liked and what you didn't like.
- Thanks to your input, BaltimoreLink is a stronger plan.

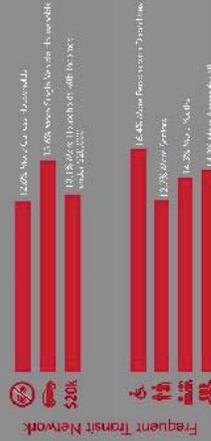


Impact of BaltimoreLink

Access to Jobs Comparison

Households will have Better Access to Jobs
 Within the MTA service area, the average number of jobs accessible within 30 minutes on transit increases by 20%. The average number of jobs accessible within 45 minutes increases by 12%, and the average number of jobs accessible within an hour increases by 8%.

34,400 More Jobs will have Access to Frequent Transit
 Under BaltimoreLink, an estimated 34,400 additional jobs, a 14% increase over the existing system, will be within one quarter mile of the Frequent Transit Network.



Increasing Access to Transit

33,600 More People with Access to Transit
 Under BaltimoreLink, an estimated 33,600 additional people, a 4% increase over the existing system, will be within 1/4 mile of transit.

60,700 More People with Access to Frequent Transit
 Under BaltimoreLink, an estimated 60,700 additional people, a 15% increase over the existing system, will be within 1/4 mile of the frequent transit network. The Frequent Transit Network is defined as any BaltimoreLink route that operates every 15 minutes or less during peak and midday periods.

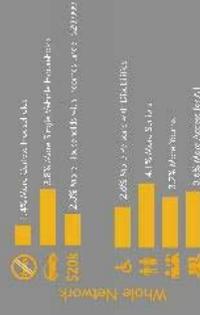
What Will Stay the Same

Minimal Change to Daily Transfer Rate
 With the BaltimoreLink system, the average daily transfer rate in the region changes by less than 2%. Some of this increase in transfers will be offset by additional in-ridership.

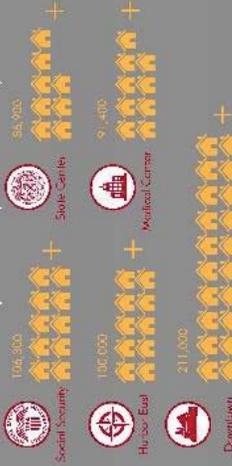
Average Transit Travel Time of 52 Minutes
 On average, a transit trip will take 52 minutes under BaltimoreLink, including time to access the bus stop, waiting time on the vehicle, and any necessary transfers. This is the same average transit travel time as on the current MTA system. This figure does not take into account performance-enhancing measures such as dedicated lanes and TSP that will reduce travel time.

Better Access to Places and Services in the Region

Increased Level of Access within 1/4 Mile of BaltimoreLink



Households with Direct Access to Activity Centers (No Transfers)



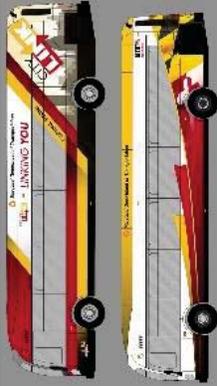
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A New Look for Transit in Baltimore

The Built World



The most visible elements of the new BaltimoreLink brand "on the street" will be our new bus stop signs, shelters, and bus wraps.

A new MTA brand

- The BaltimoreLink brand will become the MTA **core service brand**.
- The BaltimoreLink brand will have a **unified theme** with clean graphics inspired by the Maryland flag colors.
- The BaltimoreLink brand will be supported by **new bus stop signs, bus wraps, and other key elements**.

The Printed World



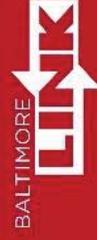
The most visible elements of the new BaltimoreLink brand "in your hands" will be our new maps, schedules, forecards, and shelter/bus advertisements.

Redesigning the "look" of transit in Baltimore

- Make it **easier to use**, especially for spontaneous trips unrelated to commuting for work
- **Unite** the bus, light rail, Metro Subway, and other modes under a **common brand**
- **Improve** bus stop signage, wayfinding, and maps
- Create an **integrated network**, rather than a set of distinct, unrelated services



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Maryland Department of Transportation



A Better Bus Stop

BaltimoreLink will include a complete overhaul of all bus stops across the region.

New bus stop signage will:

- Prominently display which routes serve each stop, origin and destination of routes, as well as how often the bus runs and the hours of operation
- Make the bus system more user-friendly and easier to understand
- Improve the signs' visibility, making them easier to see at night
- Reduce confusion over illegal parking in the bus stop area

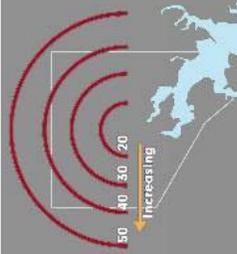
In addition to new signage across the system, the MTA will invest in high-ridership bus stops with new shelters, benches, and trash cans



Will my bus number change? (PROPOSED)

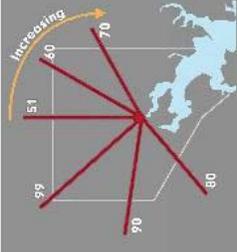
Route Designation	Type of Service
Colors	CityLink
20-50	LocalLink routes providing crosstown service (see map)
51-99	LocalLink routes providing feeder service (see map)
100+	Express BusLink

How are "crosstown" routes numbered?



"Crosstown" routes are numbered from 20 to 50. Route numbers increase as they get further from downtown.

How are "feeder" routes numbered?



"Feeder" routes are numbered from 51 to 99. Route numbers increase as they move clockwise around the city.

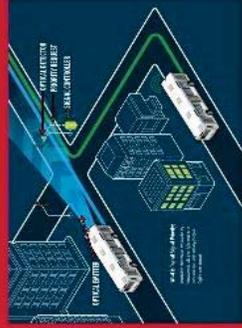


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BALTIMORE **LINK**

Investments in Our Infrastructure

Transit Signal Priority



- Hardware and software to enable priority for buses
- Approaching buses can trigger a shorter red light or longer green light

Dedicated Lanes



- Will help move buses more quickly and reliably, especially on congested downtown roadways
- Focusing on corridors with multiple CityLink routes
- Prioritizing transit on city streets

Transfer Facilities



- New investment in high ridership stops and transfer points
- Will make transfers safe, seamless, and enjoyable
- Improved or new signs, schedules, trash cans, benches, shelters, bike storage facilities, pedestrian improvements, and other amenities

Transfer Facility Locations

- West Baltimore MARC Station
- North Avenue between Charles Street and St. Paul Street
- Penn-North Metro Station
- Courthouse (Broadway/Harford)
- Johns Hopkins Bayview Medical Center
- Charles Center Metro Station
- Lexington Market (Eutaw Street)
- Penn Station
- State Center
- North Avenue Light Rail Station



Expanded Express BusLink Service

Express BusLink Routes 102, 106, 107

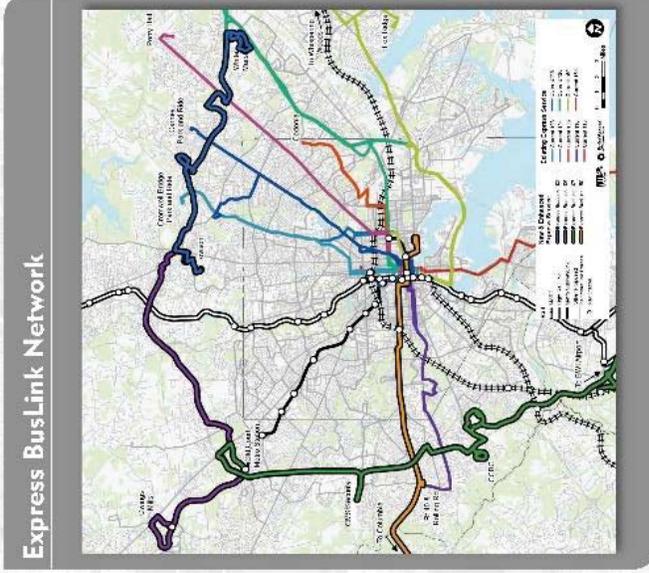
- MTA introduced three new Express BusLink routes – 102, 106, and 107 – this past June.
- These routes provide significantly faster connections and a one-seat ride from BWI Thurgood Marshall Airport Train Station to Old Court Metro Station, from Owings Mills to Towson, and from Towson to White Marsh.
- These direct suburb-to-suburb connections will improve access to regional job centers.

Express BusLink 150

- The existing Express BusLink 150 that connects Columbia to Downtown Baltimore City has been extended to connect to the growing job center of Harbor East.
- MTA is now providing additional peak-period trips on MTA Local Route 17, which also runs between Patapsco Light Rail Station and BWI Marshall Light Rail Station.

Preserving the Service you Know and Love

- Beyond the expanded service that was recently launched, through strong community coordination, MTA will retain most of the current Express Bus routes – 103, 115, 119, 120 and 160 – as components of the Express BusLink system.



LINKING YOU





How Can I Get More Involved?

We depend on your feedback to further refine BaltimoreLink. Here's what you can do to help:

- Tell us what you think at any of the 20 workshops. Don't forget to tell your neighbors!
- Call the Hotline: **410-454-1998** and leave us a message.
- Engage with your neighbors and MTA staff on www.mta.mysidewalk.com.
- Check out an **interactive Google Map** of the proposed system (link on our website).
- Visit www.baltimorelink.com and submit your feedback.

BaltimoreLink Comparative Trip Planner:

- Go to www.baltimorelink.com to compare your trip under the current system versus what it will be in the proposed new system.
- This tool will help you to identify your new route. If you have any comments, let us know!

Stay Involved!



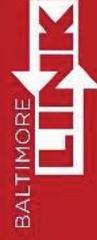
BaltimoreLink Website



Trip Planner



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Maryland Department of Transportation





Appendix D

Figure 28: Sample "Local Analysis" Slides for Workshop Presentation



A Plan to Connect Baltimore



Local Analysis – Mondawmin Area

Current Service

- MTA 52**
(Milford Mill Rd to Mondawmin)
- MTA 53**
(Old Court Metro to Mondawmin)
- MTA 54**
(Randallstown or Milford Mill Metro to Penn-North)

Proposed Service

- MTA 52 → CL Lime**
(Harbor East to Northwest Hospital)
- MTA 53 → LL 83**
(Mondawmin to Old Court)
- MTA 54 → LL 85 and 81**
(Milford Mill to Penn-North)
(Milford Mill to Deer Park)



22





Local Analysis – Mondawmin Area

Current Service

- MTA 5 (Mondawmin to Cedonia)
- MTA 7 (Mondawmin to Canton)
- MTA 15 (Woodlawn to Overlea/Perry Hall)
- MTA 47 Quickbus (Walbrook to Overlea)

Proposed Service

- MTA 5 → **CL Yellow** (Mondawmin to Kaiser Medical Center or Halethorpe)
- MTA 7 → **CL Lime** (Harbor East to Northwest Hospital)
- MTA 15 → **LL 79 and LL 80**
 LL79: Mondawmin to CMS
 LL80: Downtown to Rogers Avenue
- MTA 47 → **LL 80** (Downtown to Rogers Avenue)



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Local Analysis – Mondawmin Area

Current Service

- MTA 16 (Mondawmin to Brooklyn)
- MTA 21 (Mondawmin to Harbor East)

Proposed Service

- MTA 16 → **LL 29** (West Coldspring to Brooklyn)
- MTA 21 → **CL Lime** (Harbor East to Northwest Hospital)



24





Local Analysis – Mondawmin Shuttle Bug

Current Service

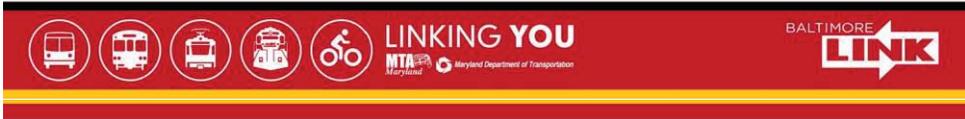
- MTA 97
(Mondawmin Shuttle Bug)

Proposed Service

- MTA 97 → LL 82
(Reisterstown Plaza to Park Circle)



26



Local Analysis – North Avenue

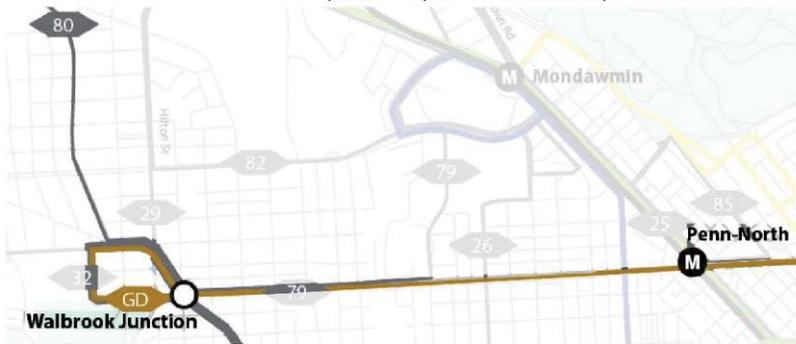
Current Service

- MTA 13 (Walbrook Junction to Gay Street or Canton Crossing)
- MTA 91 (Sinai Hospital to Downtown)



Proposed Service

- MTA 13 → CL Gold (Walbrook Junction to Gay Street or Canton Crossing)
- MTA 91 → LL 80 and LL 31 (Downtown to Rogers Avenue) (Sinai Hospital to Woodlawn)



25



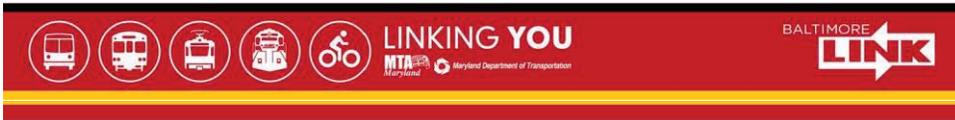


Local Analysis – Proposed Services

Highlights of improvements upon existing MTA bus service:

- Two-way service on LL 82 (replacement for Shuttle Bug 97)
- Frequent end-to-end service along Fulton Avenue via CL Navy
- More frequent service on Pennsylvania with CL Lime (current 7)
- More frequent service on Carey with LL 25 (current 1)

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Local Analysis – Proposed Services

Major Changes since Draft 1 in response to Your Feedback:

- Service along Garrison Blvd reintroduced via LL 80
- Service along Reisterstown Road reintroduced via LL 83
- Reservoir Hill now served by frequent CL Yellow to downtown
- Service along entire North Avenue corridor via CL Gold
- Service to downtown along Poplar Grove, Bloomingdale, and Edmondson reintroduced via LL 80

Concerns We've Heard:

- Access to Gilmore St (Gilmore Homes) and Riggs Ave

28





1 Appendix E

Figure 29: Comment Card -- English Version

BALTIMORE LINK

Comment Card

Instructions: Please complete this survey to leave feedback on the Transit Improvement Plan. All information provided is confidential and will not be shared. Continue onto the back if more space is needed.

Tell us about yourself. (Optional)
All information provided is confidential and will not be shared. These questions assist MTA in ensuring that the public engagement process is inclusive and equitable.

Name: _____ **Date:** _____

What is your race? (Check all that apply):

African American/Black Hispanic/Latino
 American Indian or Alaska Native Native Hawaiian/Pacific Islander
 Asian Other (please specify) _____
 Caucasian/White

What is your Annual Household Income?

Less than \$10,000 \$50,000 to \$74,999
 \$10,000 to \$19,999 \$75,000 to \$99,999
 \$20,000 to \$24,999 \$100,000 to \$149,999
 \$25,000 to \$34,999 \$150,000 or more
 \$35,000 to \$49,999

Leave us feedback:
Provide input on the Transit Improvement Plan. This feedback will help MTA refine the plan.

How did you hear about the Transit Improvement Plan?

Event Brochure Ad on Vehicle Station Announcement Newspaper
 MTA Website MySidewalk Website Social Media Blog Other

Specify the new route(s) you are commenting on:

Comments:

Continue on reverse side

Be sure to complete reverse side

Comments continued:

To submit your comments, please return this form to MTA staff at public workshops. Alternatively, you can mail or drop-off this form at the address printed below:

Maryland Transit Administration
 Office of Customer Information
 6 St. Paul Street
 Baltimore, MD 21202

MTA will accept comments concerning the Transit Improvement Plan until 5:00 PM on Friday, September 30, 2016.



Figure 30: Comment Card -- Spanish Version

BALTIMORE LINK Formulario de Comentarios

Instrucciones: Le agradeceremos que llene esta encuesta para que envíe su opinión sobre el Plan de Mejoramiento de Transporte Público (Transit Improvement Plan). Toda la información es confidencial y no se va a compartir. Continúe escribiendo en la contracara si necesita más espacio.

Díganos sobre usted (opcional)
Toda la información es confidencial y no se va a compartir. Estas preguntas ayudan a MTA para asegurarse que el proceso de alcance público es inclusivo y equitativo.

Nombre: _____ Fecha: _____

Seleccione su raza (todas las que apliquen):

<input type="checkbox"/> Negro/Afroamericano	<input type="checkbox"/> Hispano/Latino
<input type="checkbox"/> Indio Americano	<input type="checkbox"/> Nativo de Islas del Pacífico
<input type="checkbox"/> Asiático	<input type="checkbox"/> Otro (por favor especifique): _____
<input type="checkbox"/> Blanco/Caucásico	

¿Cuál es el ingreso anual de su hogar?

<input type="checkbox"/> Menos de \$10,000	<input type="checkbox"/> \$50,000 to \$74,999
<input type="checkbox"/> \$10,000 to \$19,999	<input type="checkbox"/> \$75,000 to \$99,999
<input type="checkbox"/> \$20,000 to \$24,999	<input type="checkbox"/> \$100,000 to \$149,999
<input type="checkbox"/> \$25,000 to \$34,999	<input type="checkbox"/> \$150,000 o más
<input type="checkbox"/> \$35,000 to \$49,999	

Déjenos comentarios.
Contribuya sus ideas sobre el Plan de Mejoramiento de Transporte Público (Transit Improvement Plan). Estos comentarios nos ayudarán a MTA a refinar el plan.

¿Cómo que usted se enteró del plan?

<input type="checkbox"/> Postal	<input type="checkbox"/> Anuncio sobre un vehículo	<input type="checkbox"/> Anuncio en la estación	<input type="checkbox"/> Periódico
<input type="checkbox"/> Sitio Web MTA	<input type="checkbox"/> Sitio web MySidewalk	<input type="checkbox"/> Medios sociales	<input type="checkbox"/> Blog
<input type="checkbox"/> Otra			

Especifique la nueva ruta (s) en que está comentando:

Comentarios:

Continúa en el reverso

Comentarios continuaron:

Para entregar sus comentarios, por favor devuelva este formulario al personal de la MTA durante los talleres públicos. Alternativamente, se puede enviar por correo o entregarlo a la dirección escrito abajo:

Maryland Transit Administration
Office of Customer Information
6 St. Paul Street
Baltimore, MD 21202

MTA aceptará comentarios sobre el Plan de Mejoramiento de Transporte Público (Transit Improvement Plan) hasta las 5:00 PM Jueves, 21 de diciembre 2015.



BALTIMORE

LINK

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

