

## MARC Riders Advisory Council Meeting

May 18, 2017

4:30 pm – 6:00 pm

Hall of States, Room 231

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:52. Start was late because train 435 was an hour late.
- II. Introductions (Steve Chan)
- III. Review of April minutes (Christopher Field Secretary):
  - a. No corrections.
- IV. Review of April performance data (Donna Walsh, Chief Customer Communications Officer, MARC Train Service)
  - a. Report attached.
- V. Washington Metro Safe Track updates (Dave Johnson)
  - a. 200 to 250 extra Camden Line riders during Green Line work. Some still riding.
  - b. Orange Line closure, a few days ago, is 2<sup>nd</sup> of three SafeTrack closures that impact MARC.
  - c. Increase ridership from Bowie (147 people), Seabrook, and New Carrollton (100 to 150) riders. Monthly tickets to New Carrollton will be honored to Union. Morning trains 511 and 413 have an extra car (usually bike car) for more sitting and standing room. Bikes are not permitted except for Bike to Work day.
  - d. Red Line closure 3<sup>rd</sup> week of June. MARC will honor to Union Station monthly commuter bus pass passes from Frederick. MARC passes to Rockville and related stations will be honored to Union Station.
- VI. Mechanical Comments from. (Dean Del Peschio)
  - a. Pre-summer check-up: HVAC, clean filters, and ducts, etc. Should be finished by mid June.
  - b. The MARC III bi-level cars (Kawasaki) are getting new sinks in the bathrooms.
  - c. First prototype bicycle rack to be installed next week on a MARC III bi-level. It is not possible to know where it will go into operation. Expect to install on 2 to 4 cars per month. There are about 90 cars that will receive racks so about 1.5 to 2 years to finish.
- VII. Old Business
  - a. Joe Conny has MARC emergency preparedness booklets to hand out to Council members.
  - b. Cost of a train on standby: Cost of movement (# cars & distance traveled). Crews, base salary (8 hr./day + overtime). Amtrak might charge for additional ticket agents and usurers at Union Station. Pride 10/11 (Sunday political) June. Extra Sunday service may impact Monday (and following Friday) service. Past ridership numbers:
    - Tax March 15 April: 4,659 riders and 53 bikes .
    - Science March: 7317 riders and 6 bikes.
    - Climate March: 7242 riders and 6 bikes.

- c. David Johnson spoke with the operators to remind them to inform the crew to use the internal car number announcements when making announcements. If Council members find this is not being done, please bring this up again.
- d. The first, of six, HHP (electric locomotives) is in the MTA Reliability enhancement program. It is expected to start service in July. The other HHPs are expected to follow.
- e. July 3 (Monday) & 5 (Wednesday) will operate a regular, weekday service. July 4<sup>th</sup> will operate a Saturday schedule.
- f. Automobiles on Maple Ave (in Brunswick West Virginia) are going around the gate when the train stops in the station. Dan Wagner and DJ will look into it. Will likely get local police to enhance enforcement.
- g. There was a complaint about the “one door rule” when boarding train 879 at Union Station. It is causing boarding delays and frustration. DJ will bring that up with the railroad and/or train crew.
- h. There were several complains about the platform music in general, and the Baltimore traffic reports on the Brunswick Line in particular. This has been discussed several times. The music is in place at the request the of MTA Administrator.
- i. There was a comment that a particular light at Halethorpe is still out. Donna recorded the light and will report to maintenance.

VIII. New Business, including questions and comments from guests

- a. Bicycle to work day and bicycle cars on trains 511 and 413: The bicycle car is operating on trains 511 and 413 (and return trips) for additional capacity only, except for bicycle to work day.
- b. On 1 May train 881 operated with no working bathroom. Question was what is the policy. Not well formed, but generally it would be to make a stop along the way to permit restroom use.
- c. The possibility of getting additional parking at Seabrook was brought up.. Christopher Field will send information to DF and Donna, who will follow up.

IX. Meeting adjourned at 5:55 PM.

Upcoming meetings (Third Thursday of each month 4:30 to 6:00

June 15, 2017

July 20, 2017

August 17, 2017

Reminder: E-mail rail car or station defects to Donna Walsh – [Dwalsh@mta.maryland.gov](mailto:Dwalsh@mta.maryland.gov)

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

<b>MRAC</b>		<b>Amtrak</b>		<b>CSX</b>	
Aviva Glaser		Howard Carter		Dan Wagner	X
Brian Love	X	Mike Tierney		Joe Lisska	P
Charles Enders	P				
Cheryl Batis-Harris	P	<b>Bombardier</b>		<b>MTA</b>	
Christopher Field	X	Amika Anderson	X	Annrea Farmer	
Dan Sutherland Weiser		Christopher Bastic		David Johnson	X
DeMyra Harvey		Jeff Gaffney		Dean Del Peschio	X
Jaime Streeter Wilson	X	Josh McCorrack		Donna Walsh	X
James Burrows-McElwain		Katherine Read	X	Erich Kolig	
Jeff Jordan		Matthew Sturgeon		Natiya Bennet	
Joe Conny	X	Tony Cox		Pat Keller	
June Brandt	P			Ross Turlington	
LaToya R. Griffin	P	<b>Guests</b>			
Kelly Kopeikin		John Morris	X		
Matthew Wingerter		Vince Hodge			
Steve Chan	X				



**MARC Train Service  
On-Time Performance  
April 2017**

		Month To Date	Year to Date	Same Month 2016
<b>Brunswick Line</b>	Brunswick	93.55%	94.80%	96.46%
	Frederick	95.83%	95.89%	96.28%
	West Virginia	96.67%	94.50%	97.33%
	<i>Total Brunswick</i>	<b>95.35%</b>	<b>95.06%</b>	<b>96.69%</b>
<b>Camden Line</b>	Camden	<b>93.57%</b>	<b>93.57%</b>	<b>94.59%</b>
	<b>BTS OTP</b>	<b>94.39%</b>	<b>94.26%</b>	<b>95.56%</b>
<b>Penn Line</b>	Baltimore	93.74%	90.87%	94.30%
	Perryville	93.17%	90.61%	93.20%
	<b>Amtrak OTP</b>	<b>93.46%</b>	<b>90.74%</b>	<b>93.75%</b>
<b>MARC SYSTEM TOTAL OTP</b>		<b>93.87%</b>	<b>91.53%</b>	<b>94.56%</b>

# MARC On Time Performance Summary

April 2017

## Penn Line Weekday

**93.24% Month**                      **90.01% Year to Date**

92.50% AM Southbound (Trains 401-523)

94.17% PM Northbound (Trains 426-448)

91.11% AM Northbound (Trains 400-412)

90.63% PM Southbound (Trains 537-579)

*Trains below 90% (late more than twice, red-bold lower than 80%):*

408 (80% month, 85% YTD)                      430 (80% month, 81% YTD)

412 (80% month, 92% YTD)                      439 (80% month, 81% YTD)

418 (80% month, 90% YTD)                      449 (80% month, 73% YTD)

419 (85% month, 82% YTD)                      523 (70% month, 86% YTD)

425 (75% month, 84% YTD)                      579 (85% month, 92% YTD)

*100% for month:*     400, 401, 403, 409, 415, 416, 422, 424, 429, 431, 438,  
440, 443, 448, 451, 453, 520, 537, 548, 634

## Penn Line Weekend

**96.00% Month**                      **97.84% Year to Date**

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

**94.39% Month**                      **94.26% Year to Date**

## Brunswick Line

**95.33% Month**                      **95.06% Year to Date**

98.89% AM Eastbound                      91.85% PM Westbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*                      None

873 (85% month, 88% YTD)

*100% for month:*     870, 872, 874, 876, 878, 880, 894, 895

## Camden Line

**93.57% Month**                      **93.57% Year to Date**

93.33% AM Westbound                      93.57% PM Eastbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

850 (85% month, 94% YTD)                      853 (85% month, 91% YTD)

*100% for month:*     844, 847, 856, 857



**MARC Train Service  
Breakdown by Delays and Minutes April  
2017**

	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	90	1	11.1%	3.4%	65	2	4.6%	1.8%
COMMUNICATION/SIGNALS	0	0	0.0%	0.0%	60	1	7.4%	3.4%	40	2	2.8%	1.8%
CREW	120	1	18.9%	4.8%	0	0	0.0%	0.0%	52	5	3.6%	4.6%
<b>DISPATCHER/INTERFERENCE</b>	389	14	<b>61.4%</b>	<b>66.7%</b>	416	17	<b>51.3%</b>	<b>58.6%</b>	734	68	<b>51.4%</b>	<b>62.4%</b>
MECHANICAL	67	1	10.6%	4.8%	24	1	3.0%	3.4%	128	5	9.0%	4.6%
PASSENGER	0	0	0.0%	0.0%	11	1	1.4%	3.4%	170	12	11.9%	11.0%
SECONDARY DELAY	0	0	0.0%	0.0%	180	6	22.2%	20.7%	141	8	9.9%	7.3%
SECURITY	38	3	6.0%	14.3%	20	1	2.5%	3.4%	49	3	3.4%	2.8%
TRACK/CATENARY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	49	4	3.4%	3.7%
WEATHER	20	2	3.2%	9.5%	10	1	1.2%	3.4%	0	0	0.0%	0.0%



**MARC Train Service  
Brunswick Line Station Boardings  
Wednesday, April 12, 2017**

Station	East	West	Total	Line Percent	System Percent
Washington, Union Station	0	2,861	2,861	41%	8%
Silver Spring	21	427	448	6%	1%
Kensington	128	23	151	2%	0%
Garrett Park	36	2	38	1%	0%
Rockville	186	307	493	7%	1%
Washington Grove	41	3	44	1%	0%
Gaithersburg	432	43	475	7%	1%
Metropolitan Grove	230	7	237	3%	1%
Germantown	676	14	690	10%	2%
Boyd's	15	0	15	0%	0%
Barnesville	82	0	82	1%	0%
Dickerson	21	0	21	0%	0%
Point of Rocks	349	0	349	5%	1%
Monocacy	134	0	134	2%	0%
Frederick	65	0	65	1%	0%
Brunswick	560	1	561	8%	2%
Harpers Ferry	68	0	68	1%	0%
Duffields	128	0	128	2%	0%
Martinsburg, WV	132	0	132	2%	0%
<b>Totals</b>	<b>3,304</b>	<b>3,688</b>	<b>6,992</b>	<b>100%</b>	<b>20%</b>

Train Number      Comments



**MARC Train Service  
Camden Line Station Boardings Report  
Wednesday, April 12, 2017**

Station	East	West	Total	Line Percent	System Percent
Camden	0	325	325	7%	1%
St. Denis	0	11	11	0%	0%
Dorsey	21	511	532	12%	1%
Jessup	0	0	0	0%	0%
Savage	23	348	371	8%	1%
Laurel Race Track	0	3	3	0%	0%
Laurel	52	625	677	15%	2%
Muirkirk	34	377	411	9%	1%
Greenbelt	33	15	48	1%	0%
College Park	130	27	157	3%	0%
Riverdale	16	47	63	1%	0%
Washington, Union Station	1,937	0	1,937	43%	5%
<b>Totals</b>	<b>2,246</b>	<b>2,289</b>	<b>4,535</b>	<b>100%</b>	<b>13%</b>

Train Number      Comments





**MARC Train Service  
Penn Line Station Boardings Report  
Wednesday, April 12, 2017**

Station	North	South	Total	Line Percent	System Percent
Perryville	0	159	159	1%	0%
Aberdeen	0	185	185	1%	1%
Edgewood	1	224	225	1%	1%
Martin Airport	8	367	375	2%	1%
Penn	95	3,463	3,558	15%	10%
West Baltimore	4	703	707	3%	2%
Halethorpe	20	1,252	1,272	5%	4%
BWI	70	1,997	2,067	9%	6%
Odenton	126	2,523	2,649	11%	7%
Bowie	140	570	710	3%	2%
Seabrook	49	367	416	2%	1%
New Carrollton	607	369	976	4%	3%
Washington, Union Station	10,962	0	10,962	45%	31%
<b>Totals</b>	<b>12,082</b>	<b>12,179</b>	<b>24,261</b>	<b>100%</b>	<b>68%</b>

Train Number      Comments



**MARC Train Service**  
**Weekday Station Boardings Comparison Report**  
**April 2017 vs. April 2016**

Penn Line	North 2017	South 2017	Total 2017	North 2016	South 2016	Total 2016
Perryville	0	159	159	0	207	207
Aberdeen	0	185	185	0	261	261
Edgewood	1	224	225	2	239	241
Martin Airport	8	367	375	5	332	337
Penn	95	3,463	3,558	149	3,437	3,586
West Baltimore	4	703	707	0	760	760
Halethorpe	20	1,252	1,272	19	1,051	1,070
BWI	70	1,997	2,067	87	1,653	1,740
Odenton	126	2,523	2,649	159	2,264	2,423
Bowie	140	570	710	143	547	690
Seabrook	49	367	416	47	365	412
New Carrollton	607	369	976	676	449	1,125
Washington, Union Station	10,962	0	10,962	10,963	0	10,963
<b>Totals</b>	<b>12,082</b>	<b>12,179</b>	<b>24,261</b>	<b>12,250</b>	<b>11,565</b>	<b>23,815</b>

Camden Line	East 2017	West 2017	Total 2017	East 2016	West 2016	Total 2016
Camden	0	325	325	0	339	339
St. Denis	0	11	11	0	10	10
Dorsey	21	511	532	14	489	503
Jessup	0	0	0	0	0	0
Savage	23	348	371	6	355	361
Laurel Race Track	0	3	3	0	7	7
Laurel	52	625	677	42	548	590
Muirkirk	34	377	411	26	306	332
Greenbelt	33	15	48	45	13	58
College Park	130	27	157	134	22	156
Riverdale	16	47	63	17	39	56
Washington, Union Station	1,937	0	1,937	1,849	0	1,849
<b>Totals</b>	<b>2,246</b>	<b>2,289</b>	<b>4,535</b>	<b>2,133</b>	<b>2,128</b>	<b>4,261</b>

<b>Brunswick Line</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2017</b>	<b>East 2016</b>	<b>West 2016</b>	<b>Total 2016</b>
Washington, Union Station	0	2,861	2,283	0	3,103	3,103
Silver Spring	21	427	320	10	506	516
Kensington	128	23	172	144	21	165
Garrett Park	36	2	44	45	2	47
Rockville	186	307	384	144	300	444
Washington Grove	41	3	25	36	2	38
Gaithersburg	432	43	453	498	54	552
Metropolitan Grove	230	7	271	282	13	295
Germantown	676	14	748	740	20	760
Boyd's	15	0	9	23	0	23
Barnesville	82	0	65	61	0	61
Dickerson	21	0	20	34	0	34
Point of Rocks	349	0	255	313	0	313
Brunswick	560	1	561	459	0	459
Harpers Ferry	68	0	68	83	0	83
Duffields	128	0	128	100	0	100
Martinsburg, WV	132	0	132	138	0	138
Monocacy	134	0	134	227	0	227
Frederick	65	0	65	126	0	126
<b>Totals</b>	<b>3,304</b>	<b>3,688</b>	<b>6,992</b>	<b>3,463</b>	<b>4,021</b>	<b>7,484</b>