

MARC Riders Advisory Council Meeting

September 21, 2017

4:30 pm – 6:00 pm

Hall of States, Room 235

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:30
- II. Introductions (Steve Chan)
- III. Review of August minutes (Christopher Field, RAC Secretary)
 - a. Minor corrections.
- IV. Review of August performance data (Donna Walsh, MARC Chief Customer Communications Officer)
 - a. Report attached
- V. Updates on new management at MARC/MTA and Bombardier (Erich Kolig, MTA Deputy Chief Operating Officer – Rail)
 - a. Eric is now Deputy Chief Operating Officer in charge of MARC, light rail, and Metrorail.
 - b. DJ now MARC Chief Operating Officer
 - c. Bill Egan (from CSX) has joined Bombardier. He will focus on safety, on time performance, and the customer experience.
 - d. CSX dispatch desks moving to Jacksonville FL.
 - A concern was raised about operations during hurricanes in FL.
 - When bad conditions are expected CSX houses dispatchers in a hotel near the dispatch office. There is an alternate dispatch center, but CSX has not yet had to move dispatch from Jacksonville.
- VI. Station/facilities update (Paul Krysovaty, Chief Facilities Officer, MARC Train)
 - a. Report on elevator status at Halethorpe
 - Steve Chan read his complain letter. Paul Krysovaty responded as below:
 - Inside rated electrical wiring was recently changed to outdoor rated components.
 - The smoke detector in the elevator shaft was installed near equipment that caused it to generate frequent false alarms, which caused the elevator to go into fire recall mode. The situation has been addressed by replacing the smoke detector with a heat sensitive sensor.
 - In response to a statement that some riders feel MARC takes elevator issues lightly, Paul Krysovaty stated that he is the one who gets up to fix things and has not taken the issues lightly.
 - b. Aberdeen station remodel work is finished including bathrooms and station work. The tunnel has new LED lights. The tunnel and similar walls have been painted with graffiti resistant paint.
 - c. Drainage infra-structure and pumps upgraded at several stations, including Seabrook and Bowie. There have been no major reports of flooding since.
 - d. Platform signs installed at all stations.
 - e. Federal grant for bicycle racks across MTA. Some stations received lockers and/or various types of racks.

- f. Expect a new station at Martin Airport with new foundation and new trailer by 1 November.
- g. There was extensive explanation of information in the new information board.

VII. Old Business

- a. Dean Del Peschio reported on bike rack installation
- b. A reconditioned HHP locomotive has been testing without issues. Look forward to improved electric locomotive performance.
 - The remaining HHP locomotives will be upgraded as they cycle through regular work.
- c. MARC expects to receive first, of 8, new diesel locomotives in December. It will undergo extensive testing. They are expected to start service in February. The last one is expected in April.
- d. Restroom that don't operate. Brunswick Line has recently had three trains operate without operating restrooms on one day.
 - Toilets are biological designed only to process human waste and the special, provide toilet paper. When passengers put other stuff in, they will fail.
 - It was requested that when a train departs without a working toilet, the crew be very clear communicating the situation.
 - MARC has two toilets of very similar, but not identical design. Sometimes wrong components have been installed. There is now improved training on the differences between new and old systems, so installation of inappropriate components is expected to be less of a problem.
- e. Leakage of water from HVAC systems. Question how often are the drain tubes cleaned out. Blockage seem to happen suddenly, rather than a gradual blockage buildup.
- f. Track work status: On schedule. Finish 17 November.
- g. 21 October train disaster rehearsal. Working to have hearing, vision impaired individuals.
- h. Union Station renovations: 90% design completion. Final design and what will be done during the 18 to 22 month construction work. Present at February meeting.
- i. Council meetings. Next few on the phone. Will try to have MTA administrator at the January meeting.
- j. Request for November meeting in person with January by phone. Presentation in person in February.

VIII. New Business, including questions and comments from guests

- a. Kensington Station has been painted. A request was made for windows cleaning.
- b. Holiday R schedule set for Columbia and Veterans. Day after Thanksgiving will have a Saturday schedule on Penn Line while there will be no service on the Brunswick or Camden Line.
- c. All line will provide regular service week Christmas week.
- d. A rider noted that Track A is very rough. MARC will follow up with Amtrak to find out where Track A is on the schedule.

IX. Meeting adjourned at 5:58 PM.

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

October 19, 2017 (teleconference)

November 16, 2017 (in- person)

January 18, 2018 (to be determined)

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

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

MRAC		Amtrak		CSX	
Aviva Glaser		Beverly Lewis	X	Dan Wagner	X
Brian Love	X			Joe Lisska	
Charles Enders		Howard Carter	P		
Cheryl Batis-Harris		Justin Waldron		MTA	
Christopher Field	L	Mike Tierney	X	Annrea Farmer	
Dan Sutherland Weiser	X			David Johnson	X
DeMyra Harvey		Bombardier		Dean Del Peschio	X
Jaime Streeter Wilson		Bill Egan	X	Donna Walsh	X
James Burrows-McElwain		Amika Anderson	L	Erich Kolig	
Jeff Jordan		Christopher Bastic		Natiya Bennet	
Joe Conny	X	Jeff Gaffney		Pat Keller	
June Brandt		Josh McCorrack		Ross Turlington	
LaToya R. Griffin		Lee Woodward		Paul Kryswaty,	X
Kelly Kopeikin	L	Katherine Read			
Matthew Wingerter		Matthew Sturgeon			
Nicole Wagner	X	Tony Cox			
		Reginald Grant		Andra Dennett	
Steve Chan	X	Guests		Caitlin Hughes	
		John Morris	X	Jade Clayton (visiting)	
		Vince Hodge		Matt Mitchell	
		Jeff Becker			



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

		Month	Year to Date	Same Month 2016
Brunswick Line	Brunswick	91.49%	94.61%	94.52%
	Frederick	95.65%	96.23%	95.10%
	West Virginia	93.48%	95.56%	96.51%
	<i>Total Brunswick</i>	93.54%	95.47%	95.38%
Camden Line	Camden	96.27%	93.70%	93.95%
	BTS OTP	95.00%	94.51%	94.61%
Penn Line	Baltimore	85.86%	88.22%	92.81%
	Perryville	81.86%	87.09%	92.41%
	Amtrak OTP	83.86%	87.66%	92.61%
MARC SYSTEM TOTAL OTP		88.61%	90.40%	93.42%

MARC On Time Performance Summary

July 2017

Penn Line Weekday

83.72% Month **86.99% Year to Date**

85.51% AM Southbound (Trains 401-523)

84.73% PM Northbound (Trains 426-448)

80.19% AM Northbound (Trains 400-412)

79.78% PM Southbound (Trains 537-579)

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

404 (87% month, 90% YTD)	445 (77% month, 73% YTD)
406 (78% month, 81% YTD)	446 (78% month, 84% YTD)
408 (83% month, 84% YTD)	447 (56% month, 67% YTD)
412 (78% month, 89% YTD)	449 (78% month, 78% YTD)
415 (82% month, 92% YTD)	452 (78% month, 86% YTD)
416 (87% month, 95% YTD)	502 (65% month, 83% YTD)
418 (82% month, 81% YTD)	505 (87% month, 84% YTD)
419 (87% month, 84% YTD)	511 (87% month, 79% YTD)
421 (83% month, 86% YTD)	517 (70% month, 74% YTD)
424 (87% month, 89% YTD)	523 (61% month, 78% YTD)
425 (61% month, 77% YTD)	536 (65% month, 86% YTD)
427 (61% month, 77% YTD)	537 (87% month, 89% YTD)
429 (74% month, 86% YTD)	544 (73% month, 80% YTD)
430 (87% month, 79% YTD)	548 (86% month, 92% YTD)
433 (83% month, 77% YTD)	579 (82% month, 87% YTD)
438 (83% month, 91% YTD)	612 (52% month, 83% YTD)
439 (83% month, 80% YTD)	634 (78% month, 90% YTD)
443 (87% month, 90% YTD)	641 (87% month, 78% YTD)

100% for month: 401, 435, 451

Penn Line Weekend

94.17% Month **95.85% Year to Date**

Camden and Brunswick OTP -- Next Page

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

95.01% Month

94.51% Year to Date

Brunswick Line

93.53% Month

95.46% Year to Date

95.65% AM Eastbound

91.43% PM Westbound

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

873 (82% month, 89% YTD)

876 (87% month, 95% YTD)

875 (87% month, 94% YTD)

100% for month: 878, 894

Camden Line

96.27% Month

93.70% Year to Date

95.65% AM Westbound

96.89% PM Eastbound

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

858 (87% month, 94% YTD)

857 (85% month, 93% YTD)

100% for month: 840, 844, 847, 848, 850, 851, 852, 856



**MARC Train Service
Breakdown by Delays and
Minutes: August 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	21	2	2.3%	6.5%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	19	1	2.1%	3.2%	33	1	7.1%	4.3%	532	30	10.6%	9.8%
CREW	29	1	3.2%	3.2%	0	0	0.0%	0.0%	204	14	4.1%	4.6%
DISPATCHER/INTERFERENCE	387	14	42.9%	45.2%	195	13	41.8%	56.5%	1784	167	35.6%	54.6%
MECHANICAL	329	6	36.5%	19.4%	108	4	23.1%	17.4%	268	9	5.3%	2.9%
PASSENGER	20	1	2.2%	3.2%	0	0	0.0%	0.0%	123	10	2.5%	3.3%
SECONDARY DELAY	13	1	1.4%	3.2%	104	4	22.3%	17.4%	773	28	15.4%	9.2%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	918	14	18.3%	4.6%
TRACK/CATENARY	84	5	9.3%	16.1%	0	0	0.0%	0.0%	394	31	7.9%	10.1%
WEATHER	0	0	0.0%	0.0%	27	1	5.8%	4.3%	15	3	0.3%	1.0%



August 2017 - Terminations and Cancellations

**MARYLAND TRANSIT
ADMINISTRATION**

Train	Date	Delay	Delay Type	Location	Delay Description
406	8/9/2017	--	SECURITY	Bowie	Terminated, railroad closed due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks
408	8/9/2017	--	SECURITY	Bowie	Terminated, railroad closed due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks
418	8/9/2017	--	SECONDARY DELAY	Union Station	Cancelled. No crew or equipment available due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
421	8/9/2017	--	SECONDARY DELAY	Penn Station	Cancelled. No crew or equipment available due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
425	8/9/2017	--	SECONDARY DELAY	Penn Station	Cancelled. No crew or equipment available due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
427	8/9/2017	--	SECONDARY DELAY	Penn Station	Cancelled. No crew or equipment available due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
446	8/3/2017	60	MECHANICAL	Union Station	Cancelled: Electric locomotive failure, passengers accomodated on MARC 448 and Amtrak 188
447	8/3/2017	25	MECHANICAL	Penn Station	Cancelled: Equipment operated non-stop Baltimore to Washington due to failure of electric locomotive on another train. Passengers accomodated on Amtrak 85
517	8/9/2017	--	SECURITY	Halethorpe	Terminated, railroad closed due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks
610	8/9/2017	--	SECURITY	Union Station	Cancelled due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
612	8/9/2017	--	SECURITY	Union Station	Cancelled due to Amtrak Acela striking and killing a person who intentionally placed themselves on the tracks.
677	8/26/2017	60	MECHANICAL	Martin Airpt	Cancelled. Mechanical failure on cab control car
857	8/4/2017	57	MECHANICAL	Dorsey	Terminated: Mechanical failure on cab control car. Passengers transferred to Train 859
858	8/4/2017	50	SECONDARY DELAY	Union Station	Cancelled: No equipment or crew available due to termination of Train 857. Passegners accomodated on Train 860.
870	8/21/2017	64	MECHANICAL	Wash. Grove	Terminated: Diesel locomotive failure. Passengers transferred to Trains 890 and 872.
876	8/29/2017	45	MECHANICAL	Point of Rocks	Terminated: Diesel locomotive failure. Passengers transferred to Train 878.



MARYLAND TRANSIT
ADMINISTRATION

MARC Train Service
Brunswick Line Station Boardings Report
Wednesday, August 09, 2017

Station	East	West	Total	Line Percent	System Percent
Washington, Union Station	0	2,964	2,964	38%	11%
Silver Spring	38	441	479	6%	2%
Kensington	193	19	212	3%	1%
Garrett Park	55	0	55	1%	0%
Rockville	225	311	536	7%	2%
Washington Grove	47	1	48	1%	0%
Gaithersburg	518	35	553	7%	2%
Metropolitan Grove	290	11	301	4%	1%
Germantown	951	19	970	13%	3%
Boyds	18	0	18	0%	0%
Barnesville	75	0	75	1%	0%
Dickerson	32	0	32	0%	0%
Point of Rocks	432	1	433	6%	2%
Monocacy	212	0	212	3%	1%
Frederick	92	0	92	1%	0%
Brunswick	464	0	464	6%	2%
Harpers Ferry	62	0	62	1%	0%
Duffields	109	0	109	1%	0%
Martinsburg, WV	111	0	111	1%	0%
Totals	3,924	3,802	7,726	100%	28%



MARYLAND TRANSIT
ADMINISTRATION

MARC Train Service
Camden Line Station Boardings Report
Wednesday, August 09, 2017

Station	East	West	Total	Line Percent	System Percent
Camden	0	455	455	8%	2%
St. Denis	0	42	42	1%	0%
Dorsey	15	661	676	12%	2%
Jessup	0	0	0	0%	0%
Savage	17	400	417	8%	1%
Laurel Race Track	0	1	1	0%	0%
Laurel	49	693	742	14%	3%
Muirkirk	28	392	420	8%	2%
Greenbelt	36	37	73	1%	0%
College Park	149	49	198	4%	1%
Riverdale	22	38	60	1%	0%
Washington, Union Station	2,386	0	2,386	44%	9%
Totals	2,702	2,768	5,470	100%	20%

Train Number	Comments

Camden Line ridership higher due to Penn Line shut down at 7:20am



MARYLAND TRANSIT
ADMINISTRATION

MARC Train Service
Penn Line Station Boardings Report
Friday, August 18, 2017

Station	North	South	Total	Line Percent	System Percent
Perryville	0	105	105	0%	0%
Aberdeen	0	151	151	1%	0%
Edgewood	2	185	187	1%	1%
Martin Airport	6	296	302	1%	1%
Penn	174	3,582	3,756	17%	12%
West Baltimore	1	635	636	3%	2%
Halethorpe	0	1,099	1,099	5%	4%
BWI	89	1,822	1,911	9%	6%
Odenton	139	1,877	2,016	9%	7%
Bowie	95	515	610	3%	2%
Seabrook	40	389	429	2%	1%
New Carrollton	538	432	970	4%	3%
Washington, Union Station	9,497	0	9,497	44%	31%
Totals	10,581	11,088	21,669	100%	70%

Train Number	Comments
	Reported Friday, August 18 ridership due to service disruption on scheduled count day (Wednesday, August 9)



MARC Train Service
 Penn Line Station Boardings Report
 Saturday, August 12, 2017

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	18	18	0%	0%
Penn	1	1,273	1,274	35%	35%
West Baltimore	0	75	75	2%	2%
Halethorpe	0	87	87	2%	2%
BWI	4	345	349	10%	10%
Odenton	25	149	174	5%	5%
Bowie	15	20	35	1%	1%
New Carrollton	125	12	137	4%	4%
Washington, Union Station	1,498	0	1,498	41%	41%
Totals	1,668	1,979	3,647	100%	100%



MARYLAND TRANSIT
ADMINISTRATION

MARC Train Service
Penn Line Station Boardings Report
Sunday, August 13, 2017

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	8	8	0%	0%
Penn	0	829	829	29%	29%
West Baltimore	0	69	69	2%	2%
Halethorpe	0	76	76	3%	3%
BWI	5	347	352	12%	12%
Odenton	13	102	115	4%	4%
Bowie	12	9	21	1%	1%
New Carrollton	96	7	103	4%	4%
Washington, Union Station	1,326	0	1,326	46%	46%
Totals	1,452	1,447	2,899	100%	100%