

MARC Riders Advisory Council Meeting

May 19, 2016

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
- III. Election of RAC officers for 2016-2017 (Dave Johnson “DJ”, MARC Assistant Chief Transportation Officer)
 - a. Slate:
 - Steve Chan – Chair
 - Joe Conny – Vice Chair
 - Christopher Field – Secretary
 - b. No nominations from floor. Slate elected by voice vote. One objection.
- IV. Review of April performance data (Donna Walsh, Chief Customer Communications Officer, MARC Train Service). See attached report for details.
 - a. April 1 delays were caused by low pressure required to operate interlockings (switches) at Union Station. Main compressor at Ivy City failed. Backup compressors also failed on startup. MARC, Amtrak, and VRE impacted.
 - b. Railroad terminology and definitions:
 - Interlocking: The infrastructure that permits trains to be moved from one route to another. This includes the switches and signals. At Union Station, the switches are moved by air pressure. When it is too low, the switches must be moved by hand, which reduces capacity and introduces delays
 - K-tower: The facility on the east side of the tracks, north of Union Station, from which all of the interlockings between Union Station and New York Ave are controlled by hand levers.
 - Between New York Ave. and New York City, Northeast corridor interlockings are controlled by computer from an Amtrak facility in Wilmington DE.
 - CSX interlockings are computer controlled from a facility near Halethorpe.
 - Schedule padding: extra time (5 to 8 minutes) added to the schedule between the next to last and last station.
 - One time arrival: Train is “on time” if it arrives at the final station less than 6 minutes after the scheduled arrival time. Train is late if it arrives at the final station 6 or more minutes late.
 - c. There was a quick review of the various reasons recorded for MARC trains to be late. Only the root cause of delay is recorded, although a single train may have several causes if several incidents cause delays. For example a train might depart late because of a late crew (crew) and then have an engine failure (mechanical).
- V. Discussion of May 2, 3, and 4 Brunswick Line service disruptions (CSX, MTA, Bombardier management)

- a. CSX train derailed on the morning of Sunday 1 May. This blocked the line for several days during the cleanup and investigation (which is on going.) MARC ran limited service as close to the closed section of track as it could.
 - b. Questions asked “How was the MARC schedule for Monday derived?”
 - Upon an interruption, management looks at where the problem is, where the crews are, where trains can be turned, and where metro stations are when deciding where to run service.
 - Operational constraints and a desire to balance service to various end points determine how much service to run. There is an effort to keep the current schedule as much as possible.
 - Can’t get substitute busses because it takes about 3 busses to carry the passengers from a single rail car. There are not enough free busses and drivers sitting around to substitute for rail service.
- VI. Penn Line schedule changes/track work update (DJ and Howard Carter, Superintendent Amtrak Commuter Operations)
- a. Next Penn Line schedule change due to track work will become effective 20 June. It will impact weekday and weekend service. Details to be E-mailed to council.
- VII. Washington Metro planned major shutdowns – MARC potential response/assistance (Erich, DJ, and Joe Lisska, Manager-Passenger Operations, CSX Transportation)
- a. MARC is working with CSX and Amtrak to see what, if any, enhanced service can be offered to help carry some Metro load during closure of parts of the Red and Orange Lines.
- VIII. MARC RAC inclusion in MTA Employee newsletter (Natiya Bennett, MARC Data Analyst)
- a. Requesting RAC membership profiles to be on file for possible highlighting in MTA Employee Newsletter and when recognizing good deeds.
- IX. Old Business
- a. MARC 3 cars are all back in service after bushings repair.
 - b. New signs still coming to most stations stating with Brunswick then Camden Stations.
 - c. Results of riders survey may be shared with RAC at June meeting.
 - d. Discussion of the fact that on Bike to Work day, the bike cars will originate at Perryville but terminate on the evening at Martin’s Airport. Reason given was operational constrains hope to do better next year.
 - e. MARC has applied for a grant to provide all trains with bicycle capability. Implementation depends on wining the grant. No schedule offered.
 - f. Comment that double decker cars to Aberdeen are not clean. Noted and will be looked into.
 - g. Question about Union Station pre-boarding ticket inspection.
 - It was a one time only, pilot test. Still deciding if/when to repeat.
 - h. Comment that at Duffies, the crews don’t advise detraining passengers of incoming trains.
 - Bombardier will work with crews to have them communicate this with passengers.
- X. New Business, including questions and comments from guests
- a. Question: What is the status of reduced price ticket sales from machine:

- Will continue to not be offered. Follow through with train crews to ensure reduced fare sales are collected on the train.
- New ticket machines will require a pass code for reduced fare tickets available from Commuter Direct.
- Since elimination of the machine sale of reduced fare tickets, total ticket revenue has increased 19% while ridership has been unchanged.

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

June 16, 2016

July 21, 2016

August 18, 2016

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.

MRAC		Amtrak		CSX	
June Brandt	X	Howard Carter	P	Joe Lisska	X
James Burrows-	X			Craig	X
Steve Chan	X				
Joe Conny	X	Bombardier		MTA	
Charles Enders	X	Amika Anderson	X	Natiya Bennet	X
Christopher Field	X	Jeff Gaffney	X	David Johnson	X
LaToya R. Griffin	P	Katherine Read	X	Erich Kolig	X
Aviva Glaser		Matthew Sturgeon	X	Dean Del Peschio	X
DeMyra Harvey	X			Ross Turlington	
Jeff Jordan				Donna Walsh	X
Kelly Kopeikin	X	Guests			
Brian Love	X	John Morris	X		
Dan Sutherland Weiser					
Jaime Streeter Wilson	X				
Matthew Wingerter	P				

MARC Train Service
On-Time Performance
Thursday, March 31, 2016

	Today	Month To Date	Year To Date	Same Month Last Year
Penn Line				
1831	0.0%	0.0%	0.0%	
B5altimore	0.0%	0.0%	0.0%	
Baltimore	97.6%	95.5%	94.7%	89.2%
Perryville	100.0%	92.2%	93.1%	89.9%
Total Penn Line OTP	98.2%	94.5%	94.2	89.4
Brunswick Line				
Brunswick	100.0%	98.6%	96.8%	85.4%
Frederick	100.0%	99.3%	95.8%	97.5%
West Virginia	100.0%	97.8%	97.2%	93.3%
Total Brunswick Line OTP	100.0	98.6%	96.6	92.0
Camden Line				
Camden	95.2%	92.5%	94.9%	95.1%
Total Camden Line OTP	95.2%	92.5%	94.9	95.1
CSXT OTP	97.4%	95.3%	95.7%	93.7%
MARC SYSTEM OTP	97.9%	94.9%	94.8%	91.0%

Penn WEEKDAY – 94.20% month, 93.83% YTD

AM Southbound OTP (Trains 401-523): 93.11%

PM Northbound OTP (Trains 426-448): 95.28%

AM Reverse-flow OTP (Trains 400-412): 93.71%

PM Reverse-flow OTP (Trains 537-579): 96.19%

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

419 (87% month, 90% YTD)

554 (87% month, 95% YTD)

517 (74% month, 84% YTD)

427 (78% month, 83% YTD)

520 (87% month, 94% YTD)

536 (70% month, 79% YTD)

100% for the month: 400, 401, 403, 409, 413, 424, 426, 440, 445, 447, 544, 634, 642, 448, 451

Penn WEEKEND – 98.33% month, 96.67% YTD

Bombardier Transportation Services OTP (Brunswick & Camden lines) – 95.34% month

Brunswick – 98.56% month, 96.43% YTD

AM eastbound OTP: 99.59%

PM westbound OTP: 97.58%

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

None

100% for the month: 870, 872, 890, 874, 876, 878, 894, 880, 871, 891, 875, 877, 893, 895

Camden – 92.54% month, 94.83% YTD

AM westbound OTP: 89.85%

PM eastbound OTP: 93.78%

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

842 (87% month, 95% YTD)

843 (87% month, 95% YTD)

847 (87% month, 93% YTD)

849 (87% month, 92% YTD)

851 (87% month, 87% YTD)

848 (87% month, 93% YTD)

100% for the month: 845, 853

**MARC Train Service
Breakdown By Delays and Minutes
Tuesday, March 01, 2016 to Thursday, March 31, 2016**

		Period To Date				Year To Date			
		System	Penn	Camden	Brunswick	System	Penn	Camden	Brunswick
	Delay	0	0	0	0	1	1	0	0
	Minutes	0	0	0	0	0	0	0	0
	% By Delays	0%	0%	0%	0%	0%	0%	0%	0%
	% By Minutes	0%	0%	0%	0%	0%	0%	0%	0%
Accident	Delay	11	11	0	0	17	14	3	0
	Minutes	779	779	0	0	1070	1008	62	0
	% By Delays	7%	10%	0%	0%	3%	3%	3%	0%
	% By Minutes	24%	31%	0%	0%	9%	11%	3%	0%
Communications/Signal	Delay	4	1	1	2	32	23	4	5
	Minutes	65	17	12	36	462	348	54	60
	% By Delays	3%	1%	3%	22%	5%	6%	4%	8%
	% By Minutes	2%	1%	2%	25%	4%	4%	3%	5%
Crew	Delay	15	4	11	0	34	20	12	2
	Minutes	104	38	66	0	346	234	82	30
	% By Delays	10%	4%	28%	0%	6%	5%	11%	3%
	% By Minutes	3%	2%	11%	0%	3%	3%	4%	2%
Dispatcher/Interference	Delay	54	38	12	4	215	161	39	15
	Minutes	774	509	223	42	2707	1925	637	145
	% By Delays	35%	36%	31%	44%	37%	39%	37%	25%
	% By Minutes	24%	20%	37%	30%	22%	21%	31%	11%
Mechanical	Delay	11	10	1	0	42	35	3	4
	Minutes	368	346	22	0	1197	985	108	104
	% By Delays	7%	9%	3%	0%	7%	8%	3%	7%
	% By Minutes	11%	14%	4%	0%	10%	11%	5%	8%

**MARC Train Service
Breakdown By Delays and Minutes
Tuesday, March 01, 2016 to Thursday, March 31, 2016**

		Period To Date				Year To Date			
		System	Penn	Camden	Brunswick	System	Penn	Camden	Brunswick
Passenger	Delay	19	15	3	1	47	38	4	5
	Minutes	182	96	62	24	532	401	69	62
	% By Delays	12%	14%	8%	11%	8%	9%	4%	8%
	% By Minutes	6%	4%	10%	17%	4%	4%	3%	5%
Secondary Delay	Delay	21	19	2	0	70	64	4	2
	Minutes	669	640	29	0	2569	2266	113	190
	% By Delays	14%	18%	5%	0%	12%	15%	4%	3%
	% By Minutes	21%	25%	5%	0%	21%	25%	5%	14%
Security	Delay	9	0	9	0	21	10	9	2
	Minutes	184	0	184	0	633	429	184	20
	% By Delays	6%	0%	23%	0%	4%	2%	8%	3%
	% By Minutes	6%	0%	31%	0%	5%	5%	9%	2%
Track/Catenary	Delay	7	6	0	1	73	38	22	13
	Minutes	91	56	0	35	2178	1065	644	469
	% By Delays	5%	6%	0%	11%	13%	9%	21%	21%
	% By Minutes	3%	2%	0%	25%	18%	12%	31%	36%
Weather	Delay	4	3	0	1	32	13	6	13
	Minutes	45	40	0	5	666	318	107	241
	% By Delays	3%	3%	0%	11%	5%	3%	6%	21%
	% By Minutes	1%	2%	0%	4%	5%	4%	5%	18%