

MARC Riders Advisory Council Meeting

August 18, 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 4:31
- II. Introductions (Steve Chan)
- III. Review of July minutes (Joseph Conny, RAC Vice Chair and July Acting Secretary):
- IV. Report on MARC Origin and Destination Customer Survey (Danyell Diggs, Deputy Director, MTA Office of Planning and Programing)
 - a. Power Point presentation of survey results is attached.
 - b. 51% of riders have a full fare monthly pass. Question was asked what fraction of MARC revenue comes from each payment type? Didn't have an answer.
 - c. One result of the previous survey was commuter bus riders had the highest income of all MTA modes.
- V. Review of July performance data (Natiya Bennett, MARC Customer Service and Data Analyst)
 - a. Report attached.
- VI. Old Business
 - a. John: New cab cars will be in service in about 3 weeks.
 - b. Installation of new signs along the Brunswick line needs selection of a contractor.
- VII. New Business, including questions and comments from guests
 - a. Labor Day weekend service: Larger train sets will be moved to earlier in the day. 873 to WV, 87? To terminate in Brunswick with bus connection.
 - b. MARC has rented two Amtrak locomotives because of a short term MARC locomotive shortage.
 - c. Monococy station rider complained that sign announced that train canceled, even though the train did run. Aug 1. MARC had not been notified of this issue.
 - d. LED signs in "Alert" mode. Have addressed operations center.
 - e. Columbus and Veteran's Day schedule is still to be worked. Oct will be announced in a few weeks.
- VIII. Meeting adjourned at 5:36

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

September 15, 2016

October 20, 2016

November 17, 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		Howard Carter	X	Joe Lisska	
James Burrows-		Mike Tierney	X	Craig Wietscher	X
Steve Chan	X				
Joe Conny	X	Bombardier		MTA	
Charles Enders		Amika Anderson	X	Natiya Bennet	X
Christopher Field	X	Jeff Gaffney		David Johnson	X
LaToya R. Griffin		Katherine Read	X	Erich Kolig	X
Aviva Glaser	X	Matthew Sturgeon		Dean Del Peschio	
DeMyra Harvey		Tony Cox	X	Ross Turlington	
Jeff Jordan		Christohper Bastic	X	Donna Walsh	
Kelly Kopeikin		Guests		Pat Keller	X
Brian Love	X	John Morris	X		
Dan Sutherland Weiser	P	Raffi Guroian		Danyell Diggs	X
Jaime Streeter Wilson	X				
Matthew Wingerter					
Cheryl Batis-Harris	X				



		July	Year to Date
Brunswick Line	Brunswick	96.8%	94.55%
	Frederick	97.5%	95.59%
	West Virginia	96.67%	96.41%
	Total Brunswick	96.99%	95.52%
Camden Line	Camden	93.33%	93.98%
Bombardier OTP		95.03%	94.69%
Penn Line (weekday and weekend)	Baltimore	91.59%	93.54%
	Perryville	91.11%	92.84%
	Total Penn Line OTP	91.35%	93.19%
MARC SYSTEM OTP		92.79%	93.84%

Penn WEEKDAY – 90.26% month, 93.07% YTD

AM Southbound OTP (Trains 401-523): 94.58%
PM Northbound OTP (Trains 426-448): 85.83%
AM Reverse-flow OTP (Trains 400-412): 95.55%
PM Reverse-flow OTP (Trains 537-579): 80.00%

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

408 (85% month, 94% YTD)	451 (75% month, 92% YTD)
421 (80% month, 90% YTD)	453 (85% month, 92% YTD)
429 (85% month, 96% YTD)	536 (85% month, 77% YTD)
430 (50% month, 86% YTD)	537 (80% month, 90% YTD)
439 (85% month, 90% YTD)	544 (75% month, 89% YTD)
445 (75% month, 84% YTD)	548 (85% month, 92% YTD)
446 (70% month, 86% YTD)	641 (70% month, 88% YTD)
447 (65% month, 84% YTD)	642 (85% month, 95% YTD)
449 (80% month, 88% YTD)	

100% for the month: 400, 401, 403, 412, 413, 415, 418, 426, 427, 435, 502, 520, 532, 554

Penn WEEKEND – 99.40% month, 95.53% YTD

Bombardier Transportation Services OTP (Brunswick & Camden lines) 95.03% month

Brunswick – 96.75% month, 95.52% YTD

AM eastbound OTP: 99.44%
PM westbound OTP: 94.44%

Trains below 90% (late more than twice): None!

100% for the month: 870, 872, 874, 876, 878, 890, 892, 894, 871, 881, 893

Camden – 93.33% month, 93.98% YTD

AM westbound OTP: 98.33%
PM eastbound OTP: 91.42%

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

853 (80% month, 88% YTD)
854 (85% month, 90% YTD)
855 (75% month, 85% YTD)
856 (80% month, 91% YTD)
857 (85% month, 92% YTD)

100% for the month: 840, 841, 842, 844, 845, 846, 848, 849, 851, 860

**MARC Train Service
Breakdown By Delays and Minutes
Friday, July 01, 2016 to Sunday, July 31, 2016**

		Period To Date				Year To Date			
		System	Penn	Camden	Brunswick	System	Penn	Camden	Brunswick
Accident	Delay	0	0	0	0	1	0	0	1
	Minutes	0	0	0	0	0	0	0	0
	% By Delays	0%	0%	0%	0%	0%	0%	0%	1%
	% By Minutes	0%	0%	0%	0%	0%	0%	0%	0%
	Delay	1	0	1	0	20	15	4	1
	Minutes	61	0	61	0	1211	1008	123	80
	% By Delays	0%	0%	3%	0%	1%	1%	2%	1%
	% By Minutes	2%	0%	5%	0%	4%	5%	2%	3%
Communications/Signal	Delay	10	6	3	1	94	61	16	17
	Minutes	98	37	47	14	1392	965	207	220
	% By Delays	5%	4%	8%	9%	7%	6%	6%	10%
	% By Minutes	3%	2%	4%	9%	5%	5%	4%	7%
Crew	Delay	6	5	1	0	66	44	18	4
	Minutes	89	59	30	0	881	558	174	149
	% By Delays	3%	3%	3%	0%	5%	4%	7%	2%
	% By Minutes	3%	3%	3%	0%	3%	3%	3%	5%
Dispatcher/Interference	Delay	115	97	13	5	617	476	99	42
	Minutes	1419	1037	288	94	8378	5953	1589	836
	% By Delays	53%	58%	36%	45%	43%	47%	39%	26%
	% By Minutes	43%	50%	26%	63%	31%	32%	31%	28%
Mechanical	Delay	17	17	0	0	97	83	6	8
	Minutes	365	365	0	0	2570	2134	186	250
	% By Delays	8%	10%	0%	0%	7%	8%	2%	5%
	% By Minutes	11%	18%	0%	0%	10%	11%	4%	8%

**MARC Train Service
Breakdown By Delays and Minutes
Friday, July 01, 2016 to Sunday, July 31, 2016**

		Period To Date				Year To Date			
		System	Penn	Camden	Brunswick	System	Penn	Camden	Brunswick
Passenger	Delay	13	13	0	0	89	76	5	8
	Minutes	110	110	0	0	954	738	77	139
	% By Delays	6%	8%	0%	0%	6%	8%	2%	5%
	% By Minutes	3%	5%	0%	0%	4%	4%	1%	5%
Secondary Delay	Delay	27	17	9	1	171	139	25	7
	Minutes	395	183	206	6	5601	4559	713	329
	% By Delays	13%	10%	25%	9%	12%	14%	10%	4%
	% By Minutes	12%	9%	19%	4%	21%	24%	14%	11%
Security	Delay	4	2	1	1	33	19	11	3
	Minutes	98	57	41	0	912	604	288	20
	% By Delays	2%	1%	3%	9%	2%	2%	4%	2%
	% By Minutes	3%	3%	4%	0%	3%	3%	6%	1%
Track/Catenary	Delay	11	10	1	0	158	70	47	41
	Minutes	236	211	25	0	3475	1960	958	557
	% By Delays	5%	6%	3%	0%	11%	7%	18%	25%
	% By Minutes	7%	10%	2%	0%	13%	10%	19%	18%
Weather	Delay	11	1	7	3	77	20	25	32
	Minutes	456	8	413	35	1644	372	820	452
	% By Delays	5%	1%	19%	27%	5%	2%	10%	20%
	% By Minutes	14%	0%	37%	23%	6%	2%	16%	15%



**MTA MARC
Origin &
Destination Study
August 18th, 2016**



**Maryland Department
of Transportation**

Objective and Uses of the OD Study

Objective:

The survey enables MTA to develop a profile for MARC riders to understand how to better serve them and to ensure that agency policies do not negatively impact rider populations protected under the Title VI Program of the Civil Rights Act of 1964.

Possible Uses:

- Title VI Fare Equity Analysis
- Short and Long Term Planning
- Service Improvements

Survey Process

- Survey questionnaire was distributed at MARC train stations in November of 2015 and asked riders questions specific to their trip that day.
- More than 7,000 surveys were distributed across 27 one way trips (including both weekday and Saturday).
- Trips were selected to be representative of MARC ridership patterns.
- 3,345 completed surveys were returned (47% response rate).
- A multiplier was developed to expand the data to represent total ridership and actual usage patterns.

Example Survey

Please print your name, home address, and telephone number so we can mail the winning card to you if you are selected. (Optional)

Full Name _____
 Street Address (No PO Boxes Please) _____
 Apt. City State _____
 Zip Telephone _____

GETTING TO MARC

1. Where are you COMING FROM (starting place of this one-way trip)? (Check one)
- 1. Work
 - 2. Job-related business
 - 3. College/University (student only)
 - 4. School (K-12) (student only)
 - 5. Home
 - 6. Shopping/Recreation/Sightseeing/Restaurant
 - 7. Medical/Dental appointments/Hospital visit
 - 8. Social visit/Church/Personal
 - 9. Sporting event
 - 10. Other (specify) _____

2. What is the name of the STARTING PLACE and the NEAREST INTERSECTION or address of where you are coming from? (For example, home or Mondawmin Mall?)
- Name of place/business/building: _____
 Street: _____
Street Number Street Name
 Cross Street 1: _____
 &
 Cross Street 2: _____
 City: _____ ST: _____ Zip: _____
 1. Home address, same as Question 1

3. How did you GET FROM YOUR STARTING PLACE TO the FIRST TRAIN or BUS on THIS ONE-WAY TRIP? (Check one)

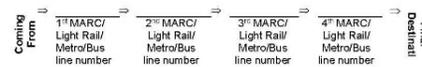
- 1. Walked/Wheelchair only - # of blocks/miles: _____
- 2. Rode with someone
- 3. Bicycle - # of blocks/miles: _____
- 4. Taxi or app based transportation service such as Uber
- 5. Drove a car
- 6. Other (specify): _____

RIDING THE MARC

4. What is the train station or bus stop where you BOARDED your FIRST TRAIN or BUS
- Train Station: Station Name: _____
 Bus Stop: Cross Street 1: _____
 &
 Cross Street 2: _____

5. How many times will you TRANSFER between trains and buses in order to get to your FINAL DESTINATION?
- 1. None
 - 2. Once
 - 3. Three times
 - 4. Four or more times
 - 5. Twice

6. Including this train, LIST ALL of the RAIL LINES (Light Rail, Metro, MARC) AND BUS ROUTES in the EXACT ORDER you will use them to make THIS ONE-WAY TRIP:



GETTING OFF THE MARC

7. What is the train station or bus stop where you will GET OFF your FINAL TRAIN or BUS
- Train Station: Station Name: _____
 Bus Stop: Cross Street 1: _____
 &
 Cross Street 2: _____

8. What is the name of the PLACE and the NEAREST INTERSECTION or address of your final destination? (For example, home or Mondawmin Mall?)

Name of starting place: _____
 Street: _____
Street Number Street Name
 Cross Street 1: _____
 &
 Cross Street 2: _____
 City: _____ ST: _____ Zip: _____
 1. Home address, same as Question 1

9. When you get off your final train or bus, how will you get to your final destination? (Check one)

- 1. Walked/Wheelchair only - # of blocks/miles: _____
- 2. Will ride with someone
- 3. Bicycle - # of blocks/miles: _____
- 4. Taxi or app based transportation service such as Uber
- 5. Drive a car
- 6. Other (specify): _____

10. What TYPE OF PLACE is your FINAL DESTINATION on THIS ONE-WAY TRIP? (Check one)

- 1. Work
- 2. College/University (student only)
- 3. School (K-12) (student only)
- 4. Home
- 5. Recreation/Sightseeing/Restaurant
- 6. Medical appointments/Hospital visit
- 7. Shopping
- 8. Social visit/Church/Personal
- 9. Sporting event
- 10. Other (specify): _____

TRIP INFORMATION

11. What fare type did you use for the MARC trip where you received this survey? (Check one)
- 1. One way, full fare
 - 2. Weekly pass, full fare
 - 3. Monthly Pass, full fare
 - 4. MARC Transit Link Card (TLC)
 - 5. One way, Senior/Disability
 - 6. Monthly pass, Senior/Disability
 - 7. One way, Student Advantage
 - 8. Weekly pass, Student Advantage
 - 9. Monthly pass, Student Advantage
 - 10. MTA Employee, free fare
 - 11. Other (specify): _____

12. Did you have a car available to you to make this trip?
- 1. Yes
 - 2. No

13. If public transit were not available, what mode of transportation would you use to make this trip? (Check one)

- 1. Walked/Wheelchair
- 2. Drive myself
- 3. Driven by someone
- 4. Bicycle
- 5. Taxi or app based transportation service such as Uber
- 6. Other (specify): _____
- 7. Would not make trip

RIDER INFORMATION

14. What is your age?
- 1. Less than 16 years old
 - 2. 16-17
 - 3. 18-24
 - 4. 25-34
 - 5. 35-44
 - 6. 45-54
 - 7. 55-64
 - 8. 65-74
 - 9. 75+ years of age
15. Are you...
- 1. Female
 - 2. Male
 - 3. Other/Gender Neutral

Example Survey

16. What is your race? (Check all that apply)

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

17. Do you speak a language other than English at home?

- Yes (specify) _____ No

18. How well do you speak English?

- Very well Well Not well Not at all

19. Which best describes your annual household income?

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

20. What is your home zip code? _____

- Same as Question 1

21. **OPTIONAL:** What is the ONE thing that could be done to improve public transit service in this area?

If you have any questions please call
1-800-985-0744
THANK YOU!

Please check that you have answered
all of the questions.

Return the completed survey to the surveyor
or drop it in any mailbox (no postage required).

BRE



MTA MARC

Please take a minute to help us in planning for your transit needs by completing this survey regarding your ONE-WAY TRIP today. (Example, going from home to work is a one-way trip, even if you have to change buses. The return trip home is a different one-way trip).

You may also complete it online at:
<http://survey.wbanda.com/mtamarc>

This survey is confidential. If you have any questions,
please call the MTA at (XXX) YYY-ZZZZ.

For language assistance, please call 1-800-985-0744
Para asistencia en su idioma, por favor llame al 1-800-985-0744

REGISTER TO WIN 1 OF 10 MARC VIP PASSES WHEN YOU ANSWER ALL QUESTIONS!

Para completar la encuesta en español en línea, por favor visite <http://survey.wbanda.com/mtamarc> o utilizar el código QR. Usted necesitará la contraseña en la encuesta para completar en línea.

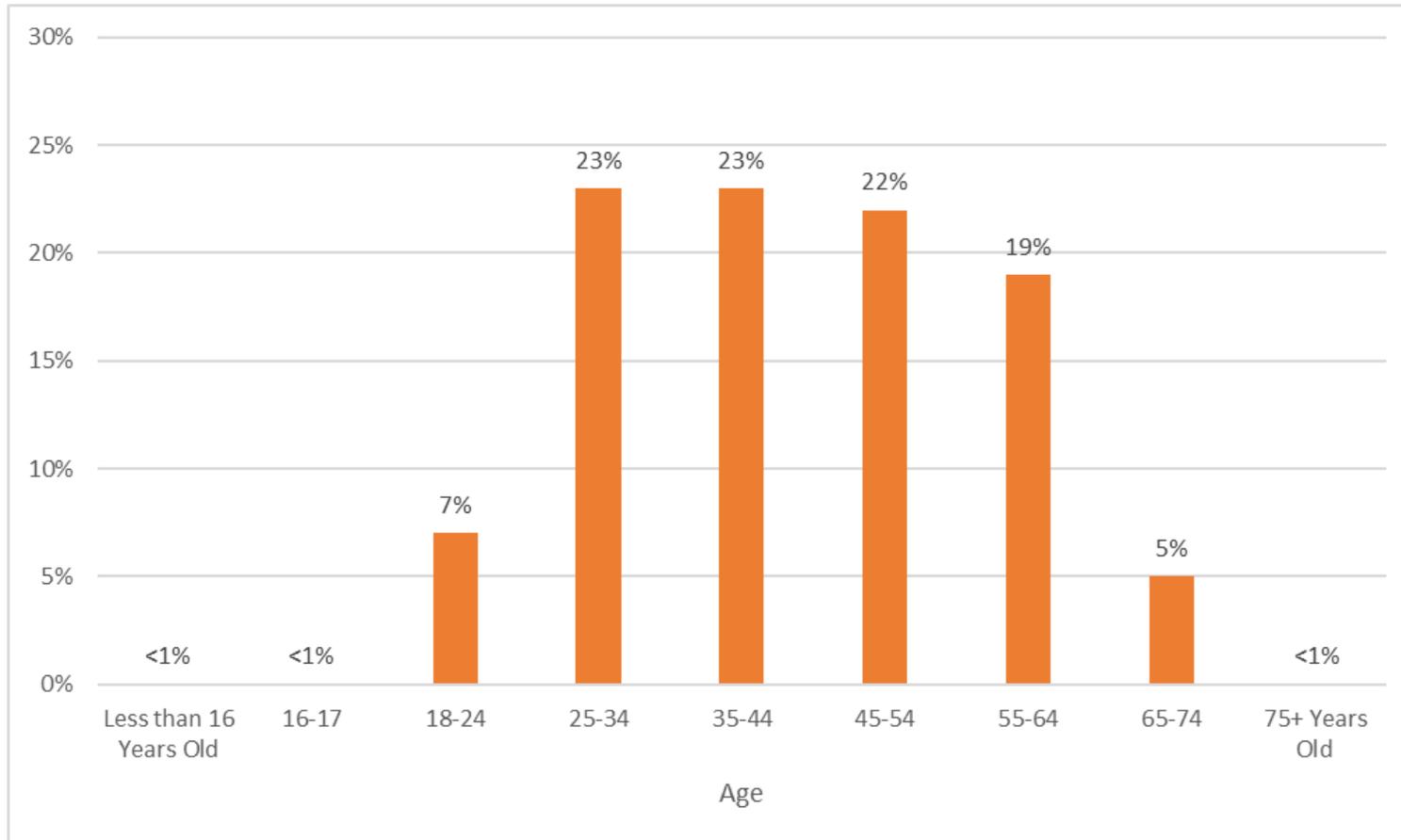
Pour remplir le questionnaire en ligne en français, s'il vous plaît aller à <http://survey.wbanda.com/mtamarc> ou utiliser le QR code. Vous aurez besoin du mot de passe sur l'enquête à compléter en ligne.

请抽出一点时间填写该调查问卷。这可以帮助我们为您的公共交通需要作出计划。如选择上网用中文完成填写问卷，请前往

BAR CODE

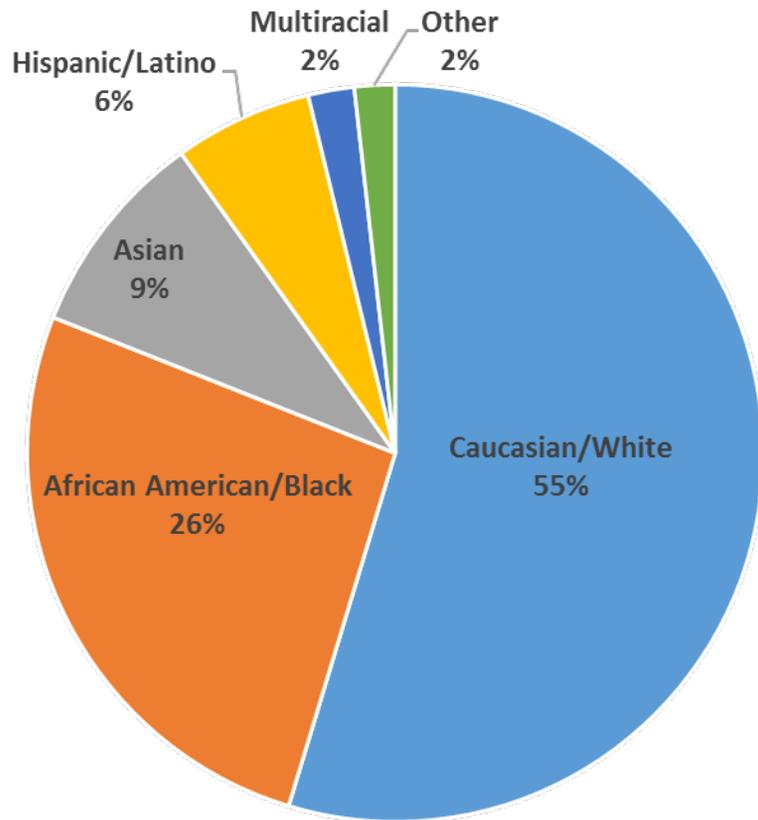
Demographic Profile

Age

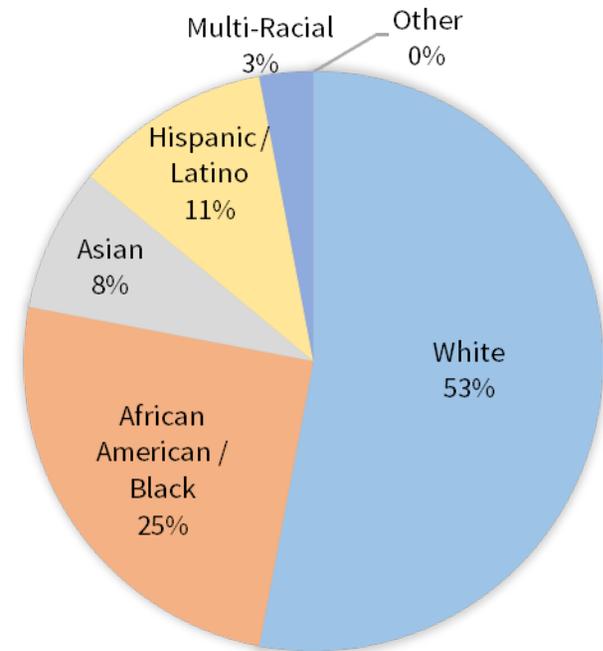


*Respondents under the age of 18 and above the age of 74 did not constitute a statistically significant sample size

Race

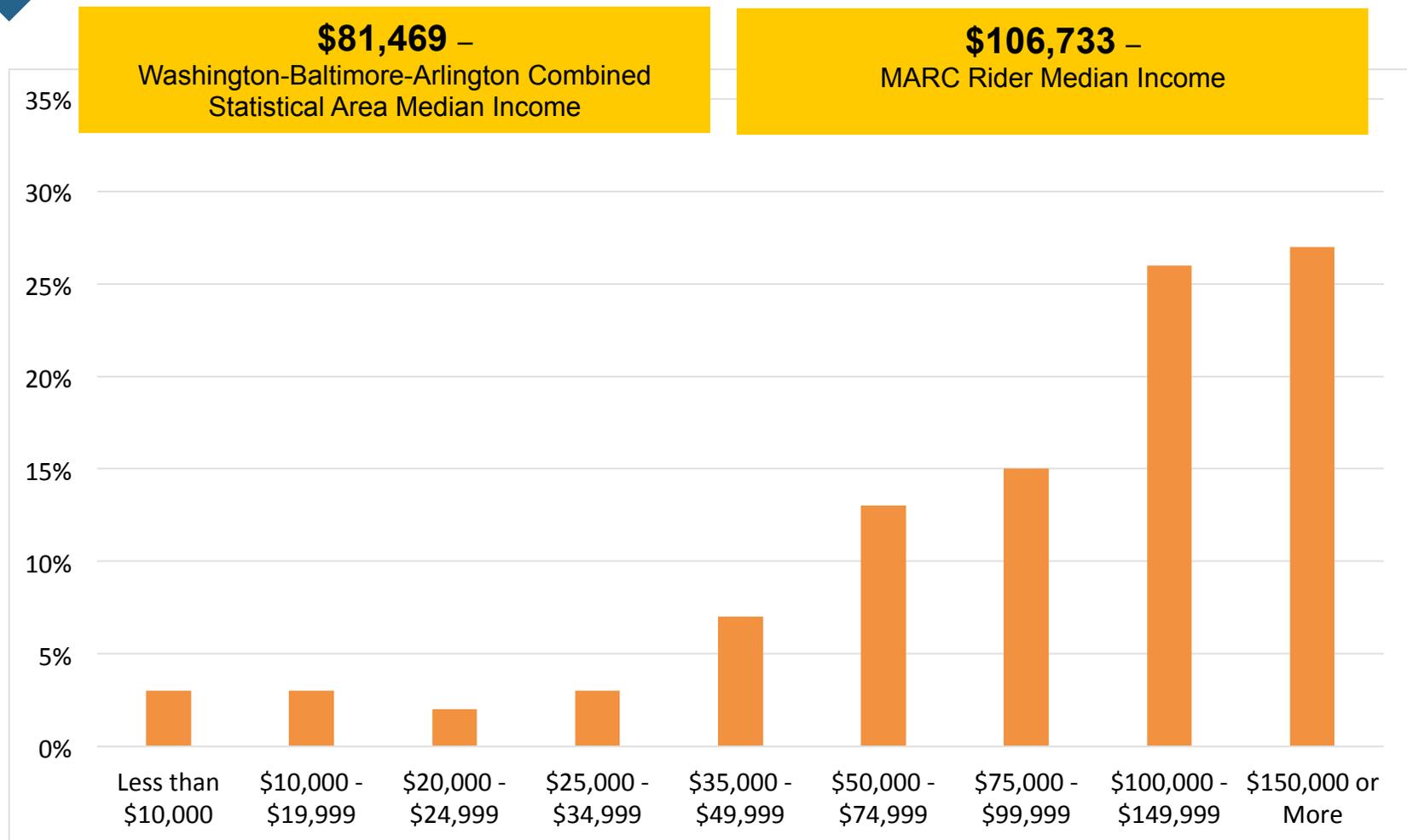


MARC Ridership



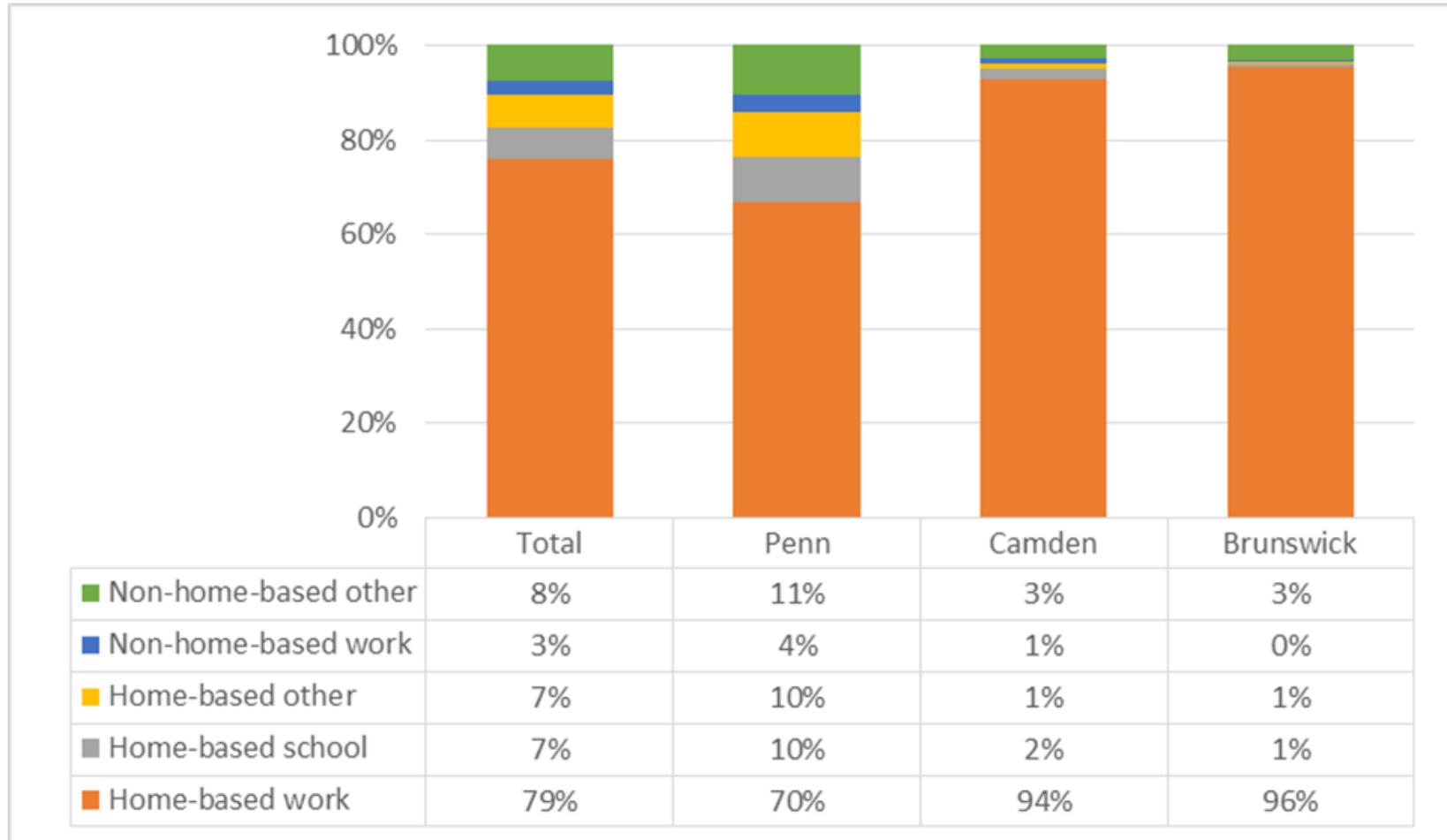
Washington-Baltimore-Arlington
Combined Statistical Area

Household Income

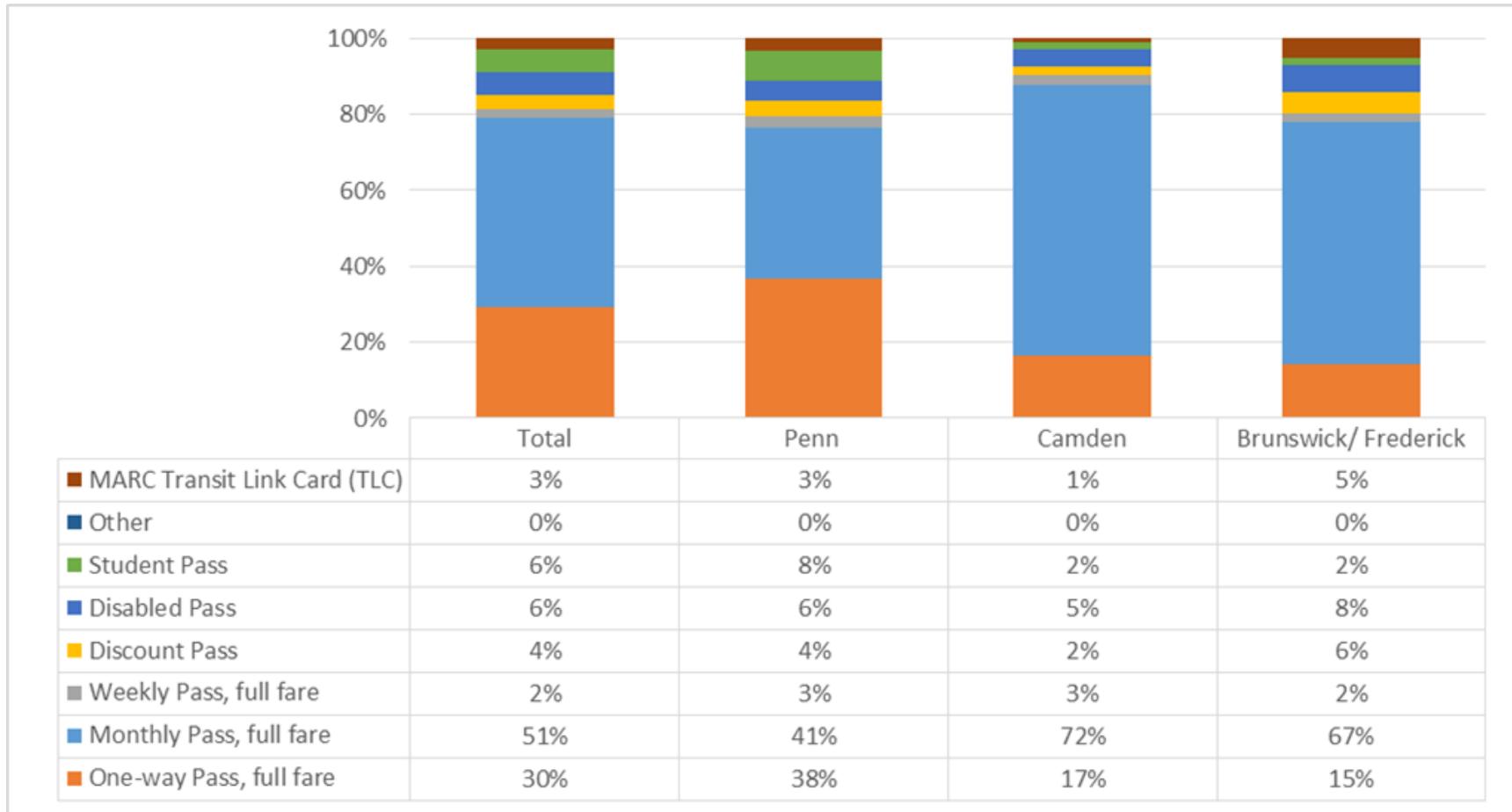


Travel Behavior Characteristics

Trip Purpose

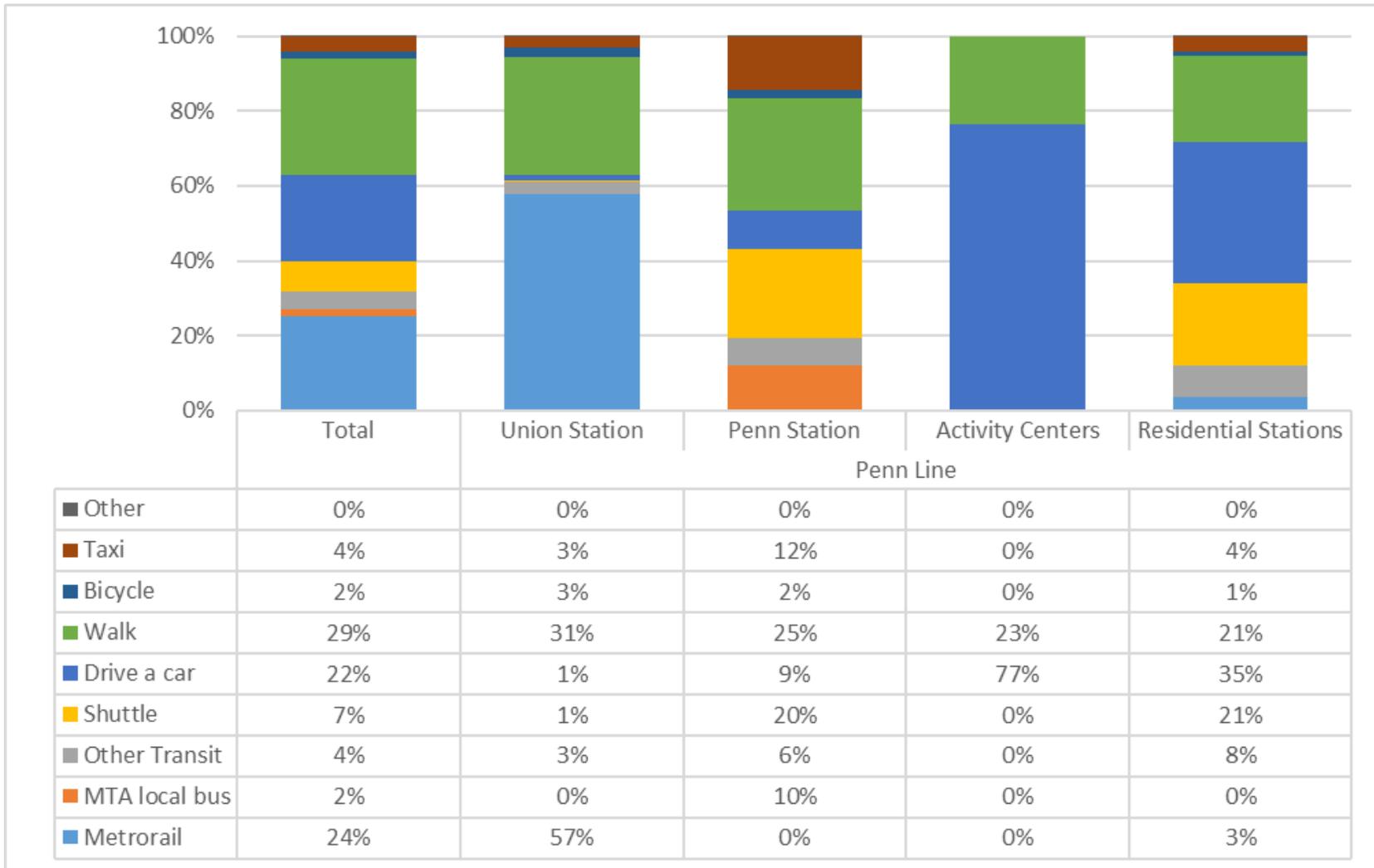


Fare Type



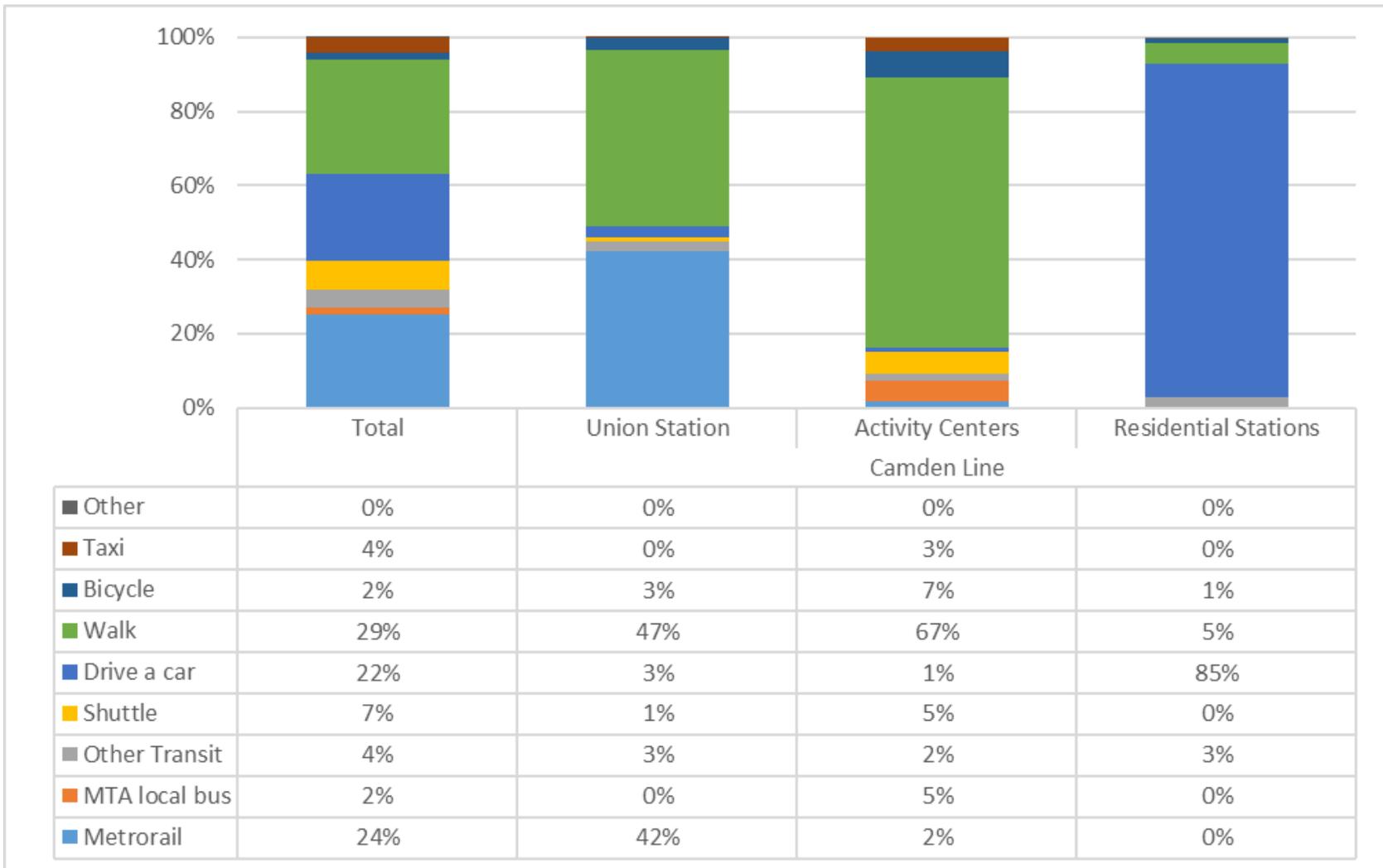
Access Mode Prior to Boarding

Penn Line



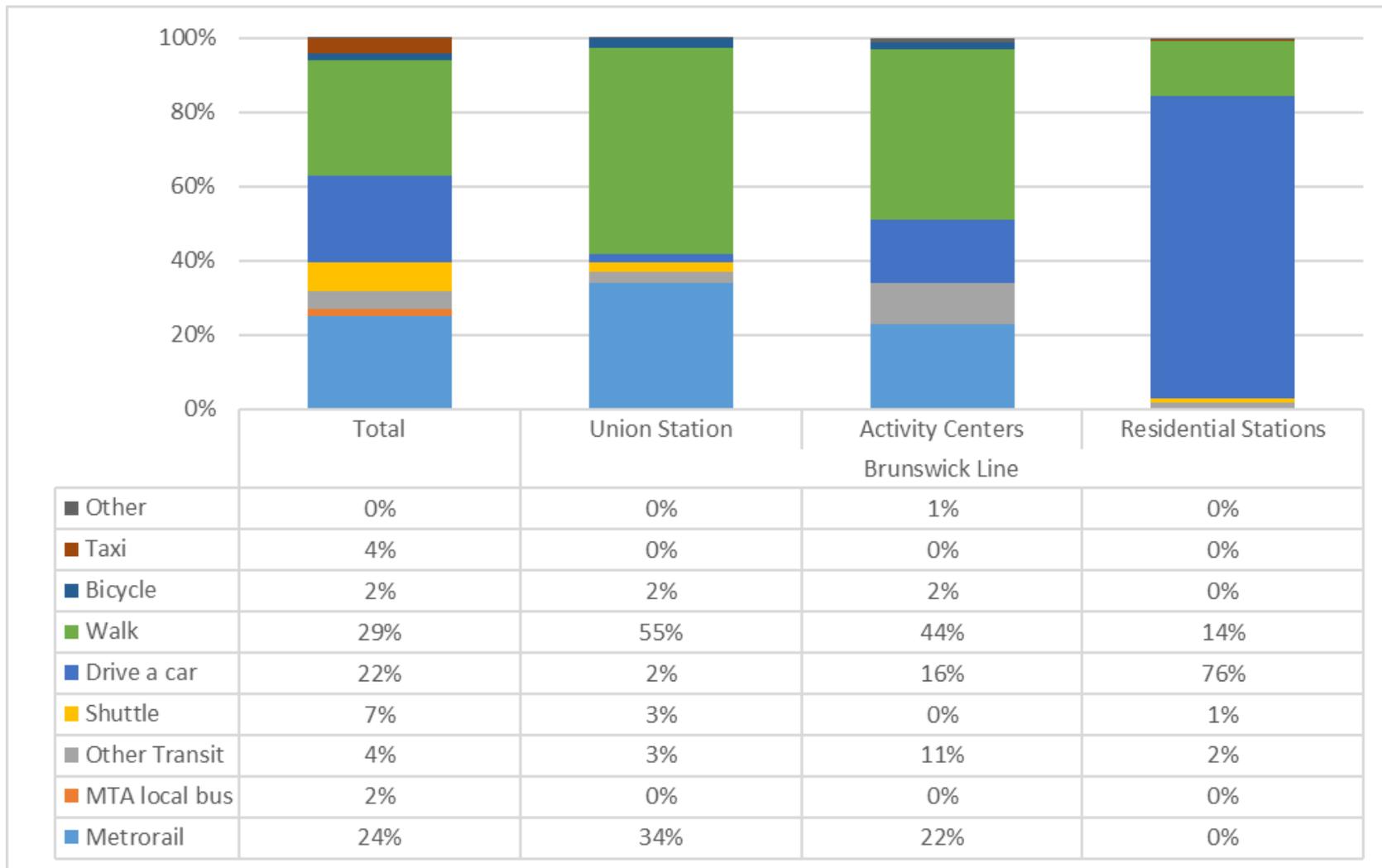
Access Mode Prior to Boarding

Camden Line



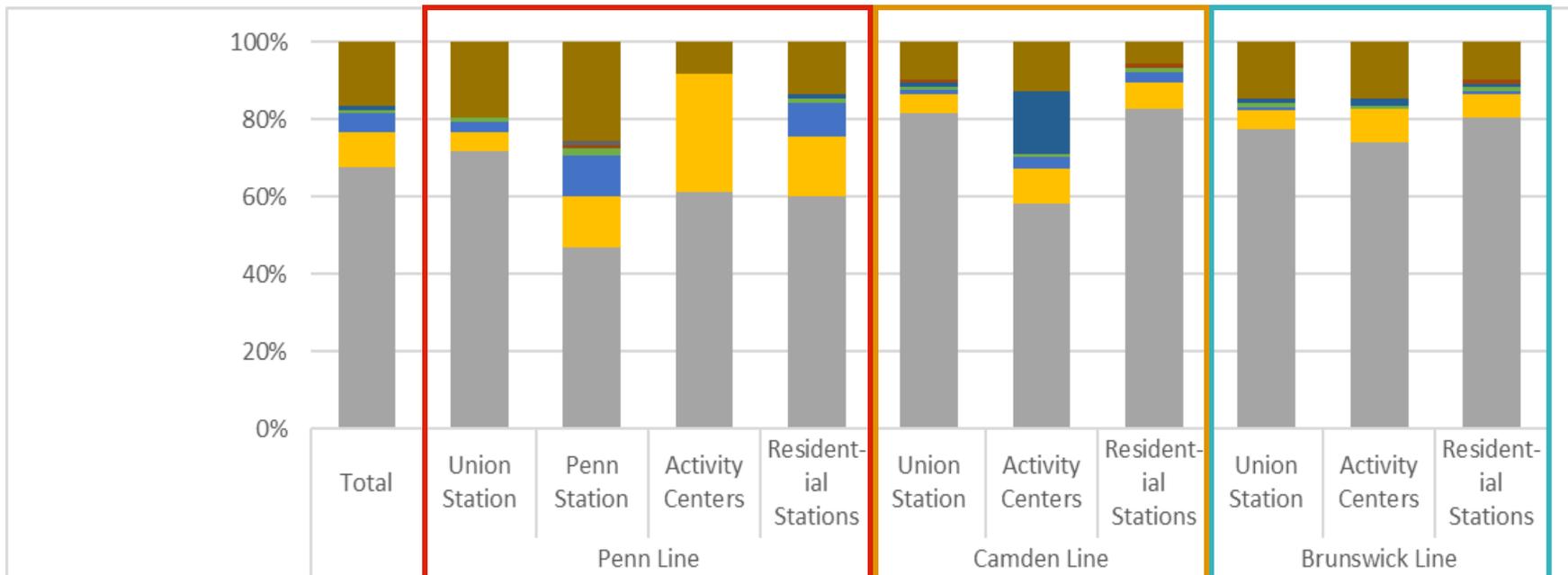
Access Mode Prior to Boarding

Brunswick Line



Alternative Mode

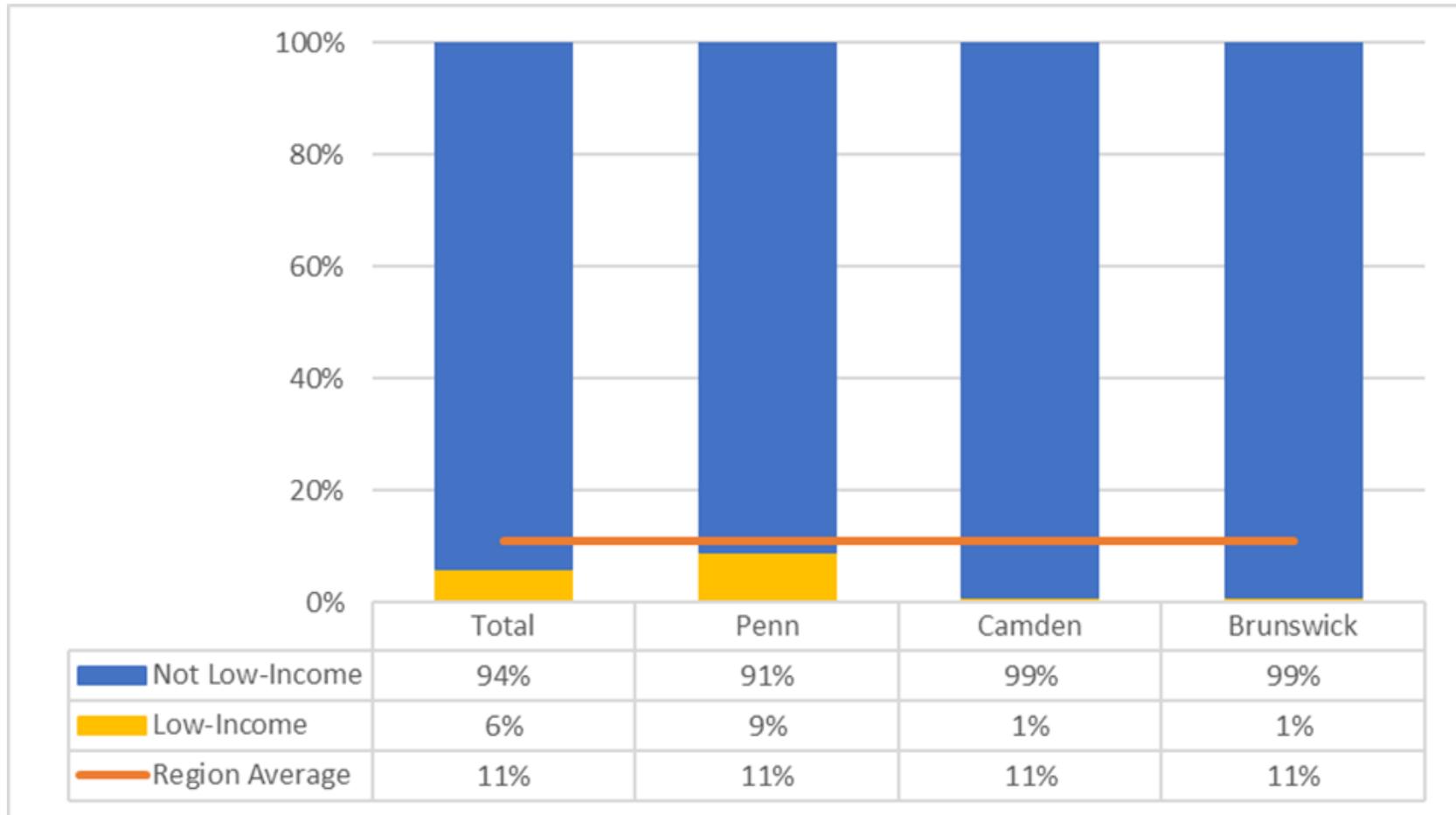
By Boarding Station



- Across the three lines, 70 percent, or 136,017 weekday trips are made by riders who would otherwise drive themselves if MARC were not available. This number suggests that MARC takes more than 17,000 cars off the road each weekday.

Title VI Profile

Income Status



*All data uses MTA's definition of low-income, which is a household earning \$20,000 or less. The federal poverty line for a family of four is approximately \$24,000.

Rider Recommendations

Rider Recommendations

Recommendation	Total	Penn Line	Camden Line	Brunswick/Frederick Line
More trains/more frequent service	16,248 (13%)	8,558 (11%)	1,931 (15%)	5,759 (17%)
More/restore express trains	13,936 (11%)	9,998 (13%)	201 (2%)	3,737 (11%)
On-time performance/increase reliability	12,490 (10%)	9,529 (12%)	1,236 (10%)	1,725 (5%)
More evening/late train service	8,238 (7%)	4,372 (6%)	901 (7%)	2,966 (9%)
More midday/afternoon train service	6,928 (6%)	1,184 (2%)	2,500 (19%)	3,244 (9%)
More/expanded weekend train service	6,865 (5%)	3,010 (4%)	584 (5%)	3,270 (10%)
Additional seating/cars/double cars during rush hour	6,279 (5%)	3,318 (4%)	477 (4%)	2,484 (7%)
Wi-Fi availability on all trains	5,185 (4%)	3,690 (5%)	249 (2%)	1,245 (4%)
Too expensive/stop raising fares	4,904 (4%)	3,248 (4%)	598 (5%)	1,058 (3%)
More/better parking at stations	4,732 (4%)	2,175 (3%)	400 (3%)	2,157 (6%)
More early/morning trains	4,295 (3%)	1,786 (2%)	677 (5%)	1,833 (5%)
Everything is great/satisfied with MARC	4,051 (3%)	3,119 (4%)	322 (2%)	611 (2%)
Better maintenance/fewer mechanical breakdowns	3,686 (3%)	2,980 (4%)	500 (4%)	206 (1%)
Extend MARC lines/more stations	3,548 (3%)	2,341 (3%)	87 (1%)	1,120 (3%)
Faster/more high speed MARC trains	3,358 (3%)	2,291 (3%)	358 (3%)	709 (2%)
Better coordination between MARC schedules and other transit agencies	3,107 (2%)	2,313 (3%)	189 (1%)	605 (2%)

Next Steps

Next Steps

- MARC Master Plan
- Future Title VI Analysis
- MARC Planning Purposes

Questions?



MTA MARC Origin & Destination Study