

TODAY'S
CHALLENGES

TOMORROW'S
REWARDS



AR10

MARYLAND TRANSIT ADMINISTRATION
2010 ANNUAL REPORT

GOVERNOR'S MESSAGE

MARTIN O'MALLEY



Each day, we strive to improve the lives of the people of Maryland by making the right choices. The public transportation choices that we have made over the past year have helped our state weather the recent economic downturn better than most. Today, we are uniquely positioned to transition into the new economy more quickly than other states. Now, more than ever, public transportation helps people get to work efficiently and cost-effectively. With our emphasis on Transit Oriented Development and a clear focus on important long-term investments like the Red and Purple lines, we have new opportunities to make solid choices that will keep Maryland at the forefront of economic growth. I have no doubt that these are also the choices that will help us achieve our goal of doubling transit ridership by 2020 as we create a more sustainable environment, strengthen families and expand opportunities for future generations.

SECRETARY'S MESSAGE

BEVERLEY SWAIM-STALEY



I am proud of the work that the dedicated employees of the Maryland Transit Administration are doing to improve our statewide transportation system. Over the course of the year, the MTA took advantage of opportunities to improve service throughout the system. To accommodate increased ridership, new buses and routes were added to major residential centers and additional grants secured for our state's 23 Locally Operated Transit systems. New initiatives were developed to improve the MARC service, and throughout the year the entire organization was focused on the safety and security of the system, our passengers and our employees. The agency's dedication to excellence and flexibility in meeting the challenges of one of the nation's largest multi-modal transportation systems are vital components to enhancing the quality of life in Maryland.

ADMINISTRATOR'S MESSAGE

RALIGN T. WELLS



We measure success by our ability to provide safe, efficient and customer-focused public transportation to over 100 million riders yearly. We also measure success by how well we are able to respond to challenges, move forward, and apply the lessons learned. When the February Blizzard of 2010 blanketed the region with nearly two feet of snow, we used the opportunity to fine tune our ability to handle operational challenges. When the summer's heat wave played havoc with equipment, we enhanced our response procedures and sharpened our focus on timely and accurate customer communications. Throughout the year, we have also kept that focus on performance management strategies that have increased efficiency, saving Maryland taxpayers millions of dollars. As we move forward, our planning efforts will continue to be guided by the lessons we learn daily, our commitment to safety, and our ability to provide the best service possible.

MESSAGE

FROM THE EMPLOYEES



All of us at the Maryland Transit Administration work together every day as a diverse team of professionals whose goal is to provide the citizens and visitors to Maryland with the highest quality public transit services. We are proud to have touched so many lives that rely on us throughout the year, and we are united in our commitment to providing safe and reliable public transportation. Each service we offer – Mobility/Paratransit, Commuter Bus, MARC Train, Local Bus, Metro Subway and Light Rail – helps to empower people and connect communities. Many of us have chosen transportation as our lifelong career path, and we can think of no better way to help sustain our economy and ensure a brighter future. The work we do, the people we serve and the industries we support demonstrate that as MTA employees, we are all “Driven by Success!”

ECONOMY



Public Transit a More Valuable Resource Than Ever

Public transportation continues to be the best alternative to driving. Gas prices climbed steadily throughout 2010, and more and more people across Maryland turned to public transit as a way to save money. MTA Local and Commuter Buses, Light Rail, Metro Subway and MARC Trains attracted many new riders from all walks of life who were looking for a way to lower their transportation costs without sacrificing their freedom and mobility. According to the American Public Transportation Association (APTA), people in and around Baltimore and Washington, DC can save over \$800 a month or nearly \$10,000 per year by choosing public transportation over driving.



Metro Subway Partners with U.S. Census Bureau

MTA teamed up with the U.S. Census Bureau in April 2010 by offering the use of five of its Metro Subway stations to help recruit people interested in securing a temporary job with the bureau. This joint effort helped fill many short-term jobs that offered good pay, flexible hours, and paid training. After the initial sign-up, the stations were again used for the actual testing sessions on three consecutive days prior to hiring.

Odenton Stop Added at Ft. Meade

MARC added a stop at Odenton on northbound Train 402 in August 2010 as part of the state's efforts to make commuting to Fort Meade easier, for new jobs associated with BRAC. This provided another early morning Odenton stop for workers heading to Ft. Meade from points south. BRAC is drawing more and more government and contract employees to Fort Meade from the Washington region and Northern Virginia.



SAFETY/SECURITY

MTA Police Cadet Program

In 2010, MTA started a new recruitment program designed to target and reach out to youth to help them build career plans with the MTA Police Force. The program offers young men and women a chance to experience the challenges and personal rewards of a career in law enforcement, and offers classroom and on-the-job training. Cadets also receive a salary and other benefits as they advance to becoming a full-time officer at 21.

Zero Tolerance Cell Phone Policy Adopted

The MTA adopted a new zero tolerance cell phone policy and took a hard stand against any other distractions that could compromise safety. The new zero tolerance policy clearly states that any employee found using cellular phones and/or other electronic devices while in public service or performing safety sensitive duties will be subject to immediate termination.

The Challenge of Civility

At the 2010 American Public Transportation Association (APTA) Annual Meeting in San Antonio on October 4, the MTA triumphed over all other First Place winners from across the country and won the Grand Prize for their "MTA Civility" campaign in the PR/Awareness Campaign Category. The civility message was also promoted through ads on buses, local magazines, television and radio.



Improved Security for Metro Subway

The safety and security of its riders is the highest priority of the MTA. The new Metro Fire and Security Management System installed in all stations features new fire detection and alarm systems, enhanced swipe card access controls, better intrusion detection systems in all surface stations, and new or refurbished mechanical ventilation equipment. The entire project was executed without interruption to Metro Subway services. The initiative has improved fire safety, security, environmental controls and operational reliability throughout the Metro Subway system.



MTA Police Force Opens New K-9 Facility

A new MTA Police Force K-9 facility opened in October 2010. It features offices, storage areas and locker rooms for the officers, an exercise yard with agility-enhancing gear for the dogs, equipment to properly care for and house them, and indoor/outdoor runs. The MTA K-9 teams travel throughout the MTA system, providing security and law-enforcement services. Prior to being deployed, they must first go through an intensive training course and graduate from the Transportation Security Administration's (TSA) National Explosive Detection Canine Team program.



Rail Safety Campaign Debuts

In June 2010 the MTA launched its "Any Track – Any Direction – Any Time" rail safety campaign as an important part of its commitment to increase safety education and outreach in the wake of a double fatality that occurred on its Light Rail system tracks the previous year. The new multimedia campaign was designed to educate the public as well as its own employees about the importance of commuter train safety, and its underlying theme was designed to remind people to use extra caution and good judgment near train tracks. MTA partnered with the national light rail safety campaign "Operation Life Saver" to develop effective messaging strategies for a wide range of communications vehicles.

OPERATIONAL EFFICIENCY



MARC IIB Car Overhaul

MTA has been overhauling all 34 of its MARC IIB cars that were built from 1991-1993. This project is necessary to ensure that all sub-systems (lighting, draft system, trucks, brakes, HVAC and car body) are overhauled to provide customers with a safe train capable of speeds up to 110 mph on Amtrak's Northeast Corridor, and 79 mph on CSX's Camden and Brunswick lines. The overhaul project will decrease time spent out of service for corrective maintenance, as well as increase comfort by providing more dependable temperature control for passengers.

New MARC Train Locomotives

In 2010 the MTA took delivery of 26 new MP-36 diesel locomotives to replace existing locomotives that were at the end of their service life. The environmentally-friendly locomotives, part of the state's overall program to increase the capacity and reliability of MARC Train service, meet stringent new emissions requirements, have better fuel economy, and are more powerful than those they are replacing.





CharmCard® Debuts

In Fall 2010, MTA introduced CharmCard®, a rechargeable fare payment card for Local Bus, Light Rail and Metro Subway. Overall, the CharmCard project also included the replacement of Local Bus fareboxes, Light Rail and Metro Subway ticket vending machines, and faregates in Metro Subway stations. CharmCard is expected to reduce boarding times, particularly at busy bus stops, and also works with the SmarTrip® card to form an integrated network of transportation agencies in Washington, DC, Northern Virginia, Montgomery and Prince George's counties.

New Mini-Hybrid Unit Saves Money

The MTA is retrofitting all 219 of its 2004 and 2005 model year New Flyer buses with a new thermal product called the “EMP mini-Hybrid” which will help eliminate engine overheating as well as reduce fuel consumption. The modular, fully customizable kit replaces the conventional cooling system on diesel-powered engines, and up to 10 percent fuel economy improvement can be expected.

Additional Interlockings Improve Reliability on Brunswick Line

Easing track congestion is a major priority of MARC Train service. An “interlocking” is a crossover point that allows trains to cross over to another track to allow other trains to pass. Having multiple interlockings is particularly important on the MARC Brunswick Line, which shares dual tracks with a significant number of freight trains. The addition of new interlockings between Silver Spring and Point of Rocks will reduce the distance between interlockings to five miles apart instead of ten miles, enabling railroad dispatchers to maximize efficiency, train-scheduling accuracy and passenger convenience.

CUSTOMER SERVICE

MARC Improvements

Since Congress passed the American Recovery and Reinvestment Act (ARRA) in 2009, the MTA has been making infrastructure improvements to MARC Train stations, and \$24 million of ARRA money has been allocated to MARC projects. Reconstruction of the deteriorated southbound platform at the Laurel Station was completed in August 2010. At BWI Marshall Rail Station, improvements included replacement of the two 25-year old elevators at either end of the overhead passenger bridge, plus the construction of additional elevators on each side, electrical upgrades and installation of a new generator. The work at Baltimore-Penn Station includes new architecturally appropriate windows and a new HVAC system.

Guaranteed Ride Home Expands

The October 2010 expansion of the Guaranteed Ride Home program, funded by the Maryland Department of Transportation and administered by Commuter Connections, now covers the Baltimore Metropolitan area and Saint Mary's County. Once registered, commuters who bike, walk, take transit, or ride in a carpool or vanpool at least twice a week are eligible for up to four free rides home per year in the event of a personal illness, unexpected emergency or unscheduled overtime.

New Public Address and LED System for MARC Train

In 2010 the MTA began installation of new public address and customer information systems at MARC stations across the state. The new system will interface with the GPS-based MARC Tracker system and display arrival times on LED signs. The new audio and electronic messages will also alert passengers of approaching trains, relay schedule change or delay information as well as important safety messages.

Reaching Out With Social Media

In 2010 MTA developed a presence on Facebook and Twitter as a fast and cost-effective tool to engage ridership in interactive dialogues and offer a friendlier and more personal face to the public. A major benefit of social media is the ability to "tweet" riders when delays might occur and communicate directly with customers in real time.



Revised Mobility Service Improves Efficiency

To help accommodate Paratransit ridership that has nearly doubled in the past five years, MTA Mobility adopted several innovative measures to improve service and allow for more efficient use of its fleet. Effective April 4, 2010 the previous "curb to curb" service was upgraded to "door to door" service, so that instead of requiring customers to wait at a curb, sometimes in inclement weather, the operator could now leave the vehicle and knock on the client's door. Travel training was also enhanced, which instructs clients who qualify for Mobility service on how to best utilize other MTA services, including Bus, Metro Subway and Light Rail.



Mondawmin Metro Subway Transit Center Improvements

In June 2010 the MTA started a \$3.5 million project to upgrade the Mondawmin Metro Subway Transit Center that enhanced its appearance, improved customer communication, and increased safety. MTA applied for and received \$2 million in American Recovery and Reinvestment Act (ARRA) funding to cover part of the cost, and approximately \$1.5 million of state funds were used. The project included new lighting and bus shelters, a refurbished canopy, renovated elevator tower, improved pedestrian pathways and ramps, new signs at pedestrian crosswalks, and a repaving of the bus loop, which serves 11 different routes.

Buses Provide Relief After Tornado

The MTA played a helpful role in the aftermath of the severe weather and tornados that devastated parts of Northeast Baltimore in November 2010, responding with three 40-foot buses immediately after the storm to provide temporary shelter for hundreds of victims and transport them to a temporary shelter at the Mount Pleasant Ice Arena.

Improvements for Commuter Bus Riders

In cooperation with the State Highway Administration, the Park & Ride Lot at Snowden River in Columbia, which serves both Baltimore and Washington, DC with the 310, 320 and 995 MTA Commuter Bus routes, as well as frequent connections with Howard Transit, recently underwent a major renovation. The project included three new bus shelters, a re-striping of the parking lot resulting in 37 additional spaces for a total of 210, and the installation of two bike racks.

Blizzards of 2010 Challenge Service

Back-to-back storms in February 2010 brought over four feet of snow, breaking all previous records and crippling every mode of transit. The following Monday saw very limited service on Local Bus, Metro Subway and Light Rail, and full Commuter Bus and MARC Train service would not be restored for days. Mobility Division, in cooperation with Baltimore City's Department of Health and Department of Transportation, provided transport only for residents who were in need of urgent dialysis. The MTA Customer Information Center opened early each day during the crisis to handle the enormously high call volume.

Summer MARC Train Delays Lead to Improvements

The summer of 2010 set a record in the region for the most days above 90 degrees, impacting service and causing frequent heat restrictions that required trains to slow down as much as 20 M.P.H. The biggest slowdown was the mechanical failure that crippled Train 538 during rush hour at New Carrollton in June. As a result of this incident, MARC is now operating most evening Penn Line trains with diesel locomotives, and Amtrak is placing standby diesel locomotives in strategic locations. The increase in delays resulted in increased coordination with Amtrak and CSX. Other improvements include the placement of MTA shuttle buses on standby, and a commitment from Amtrak and MARC to store emergency drinking water on trains as well as communicate more frequently and effectively with passengers.

SYSTEM GROWTH

Planning Moves Forward on CCT

The Corridor Cities Transitway (CCT) is the proposed transit portion of a multi-modal corridor study to consider transit and traffic improvements in the I-270/US 15 corridor in Montgomery and Frederick counties from Shady Grove Metro Station to Biggs Ford Road. The MTA hosted an Open House and Public Hearing on the CCT Supplemental Environmental Assessment in December 2010 to provide people with an opportunity to learn about and express their opinions about recent project developments, including proposed alignment modifications near Crown Farm, the Life Sciences Center, and Kentlands. As proposed, the CCT includes 18 stations and provides direct access to the MARC Brunswick Line at Metropolitan Grove and the Metrorail Red Line at Shady Grove.

West Baltimore MARC Parking Expansion

Governor Martin O'Malley was joined by Mayor Stephanie Rawlings-Blake and other local officials and community leaders on September 10, 2010 when he officially broke ground on Baltimore's infamous "Highway to Nowhere" to make way for an expansion of parking at the West Baltimore MARC Station. The demolition of the roadway is the first leg of a two-phase improvement project funded by the American Recovery and Reinvestment Act. Phase I involves the \$2.8 million demolition which will be completed in summer 2011. Phase II, valued at \$6.1 million, will see the construction of two new parking lots, doubling the total number of spaces to 660. The parking expansion project will also accommodate the future Red Line as well as Transit Oriented Development in the area.



Two New QuickBus Routes Added

The MTA added two new QuickBus routes in 2010 to provide customers with additional limited-stop express service along some of their busiest routes. QuickBus 46 and 47 went into revenue service in August 2010, along with a range of additional fall service improvements. These buses operate in an east-west direction from heavily populated areas in Northeast Baltimore.



Red Line Planning Gets a Green Light

Significant advancements were made in 2010 in preparation for MTA's Red Line, the proposed 14-mile east-west transit line connecting the areas of Woodlawn, Edmondson Village, West Baltimore, downtown Baltimore, Inner Harbor East, Fells Point, Canton and the Johns Hopkins Bayview Medical Center Campus. Public hearings and outreach events were held throughout the year, Governor Martin O'Malley announced that Light Rail will be the Locally Preferred Alternative and funding applications were submitted to the Federal Transit Administration. Advisory committees were formed to help plan the 20 stations, and the MTA launched a special new Red Line website.



Purple Line Progress

Governor Martin O'Malley made the official decision that the Purple Line will be Light Rail and follow an abandoned railway line through Columbia Country Club. By using this direct route, trains can go from Bethesda to Silver Spring in less than ten minutes. The Governor's newly proposed transportation budget for 2011 through 2017 also adds \$48 million in new money for the Purple Line – enough, when matched with federal funding, to cover the entire cost of engineering and designing the new rail line. The proposed Light Rail line would circle and connect the region's core communities near the Capital Beltway, linking the spokes of Metrorail. The first phase of the inner Purple Line would be Bethesda to New Carrollton, with stops including Silver Spring, Takoma Park, Langley Park, University of Maryland and Riverdale. Another important connection would tie Alexandria with National Harbor, Oxon Hill and Branch Avenue in Prince George's County. Transit Oriented Development near new Purple Line stations would also promote the revitalization of inner-suburban neighborhoods, enhance property values, and bring new housing and business opportunities to the region.

MODES AT A GLANCE

LOCAL BUS

Facts		In FY 2010 Local (and Express) Buses accounted for nearly 67 percent (69,315,249) of the MTA's total number of passenger trips (104,273,085).
Number of buses	698	
Bus stops	7,500	
Bus shelters	439	
Number of routes	47	
Weekday boardings	231,795	
Gallons of fuel used daily	18,728	
Miles traveled	22,414,441	

LIGHT RAIL

Facts		MTA's 33-stop, 29-mile long Light Rail system serves the north-south corridor of the Baltimore Metropolitan Area from Hunt Valley, through Downtown Baltimore, and south to Baltimore/Washington International Thurgood Marshall Airport (BWI) and Cromwell Station (Glen Burnie).
Number of cars	53	
Stops (stations)	33	
Length of line (miles)	29	
Weekday boardings	26,341	
Busiest station	Lexington Market	

METRO SUBWAY

Facts		The 15.5-mile, 14-station Metro Subway system operates from the Owings Mills corporate and shopping complex in Baltimore County, through the heart of Downtown Baltimore's business, shopping and sightseeing districts to world-renowned Johns Hopkins Hospital.
Number of cars	100	
Stations	14	
Length of line (miles)	15.5	
Weekday boardings	44,970	
Number of escalators	81	
Number of elevators	33	

MARC TRAIN

Facts		MARC Train operates weekday rail service on the Penn, Camden, and Brunswick lines. The 203-mile, 42-station system serves Perryville in northeastern Maryland to Washington, DC (Penn Line); Camden Station Baltimore to Washington, DC (Camden Line); and Martinsburg, WV or Frederick, MD to Washington, DC (Brunswick Line).
Single-level cars	60	
Bi-level cars	63	
Gallery cars	12	
Diesel locomotives	32	
Electric locomotives	10	
Weekday boardings	32,646	
Busiest station	Union Station, Wash., DC	



COMMUTER BUS

Facts

Baltimore routes	5
Baltimore weekday boardings	1,296
Washington routes	13
DC weekday boardings	14,476

MTA Commuter Bus provides express weekday service connecting outlying suburban residential areas to employment and business centers in Downtown Baltimore and Washington. Service is accessible via a number of Park & Ride lots located throughout the state.

MOBILITY PARATRANSIT

Facts

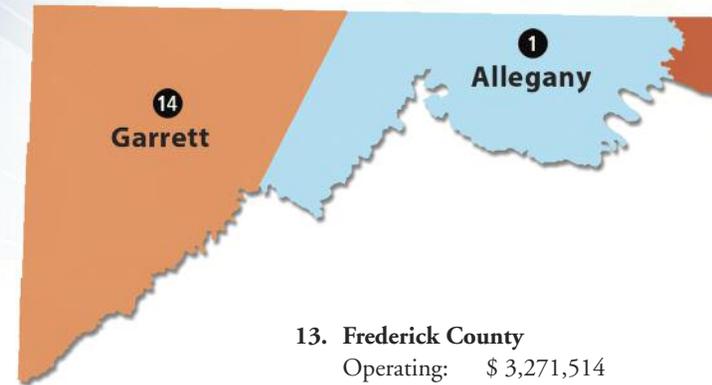
Number of Mobility vans	303
Number of Mobility sedans	124
Total eligible certified riders	17,467
Weekday Mobility ridership	4,038
Weekday Taxi Access ridership	805

Mobility/Paratransit, a shared-ride service for individuals with disabilities who are unable to ride regular fixed-route service most of the time, is provided within three-quarters of a mile of any MTA fixed-route service in Baltimore City and Baltimore and Anne Arundel counties. MTA Mobility also manages Taxi Access, a premium service utilizing local taxi and sedan providers.

MTA Police Force – The MTA Police Force, which has proudly served the citizens of Maryland since 1971, makes the safety and security of MTA customers its top priority. Its mission is to professionally enforce the laws of the State of Maryland and protect the transit community, employees and facilities with dignity and respect.



LOCALLY OPERATED TRANSIT SYSTEMS



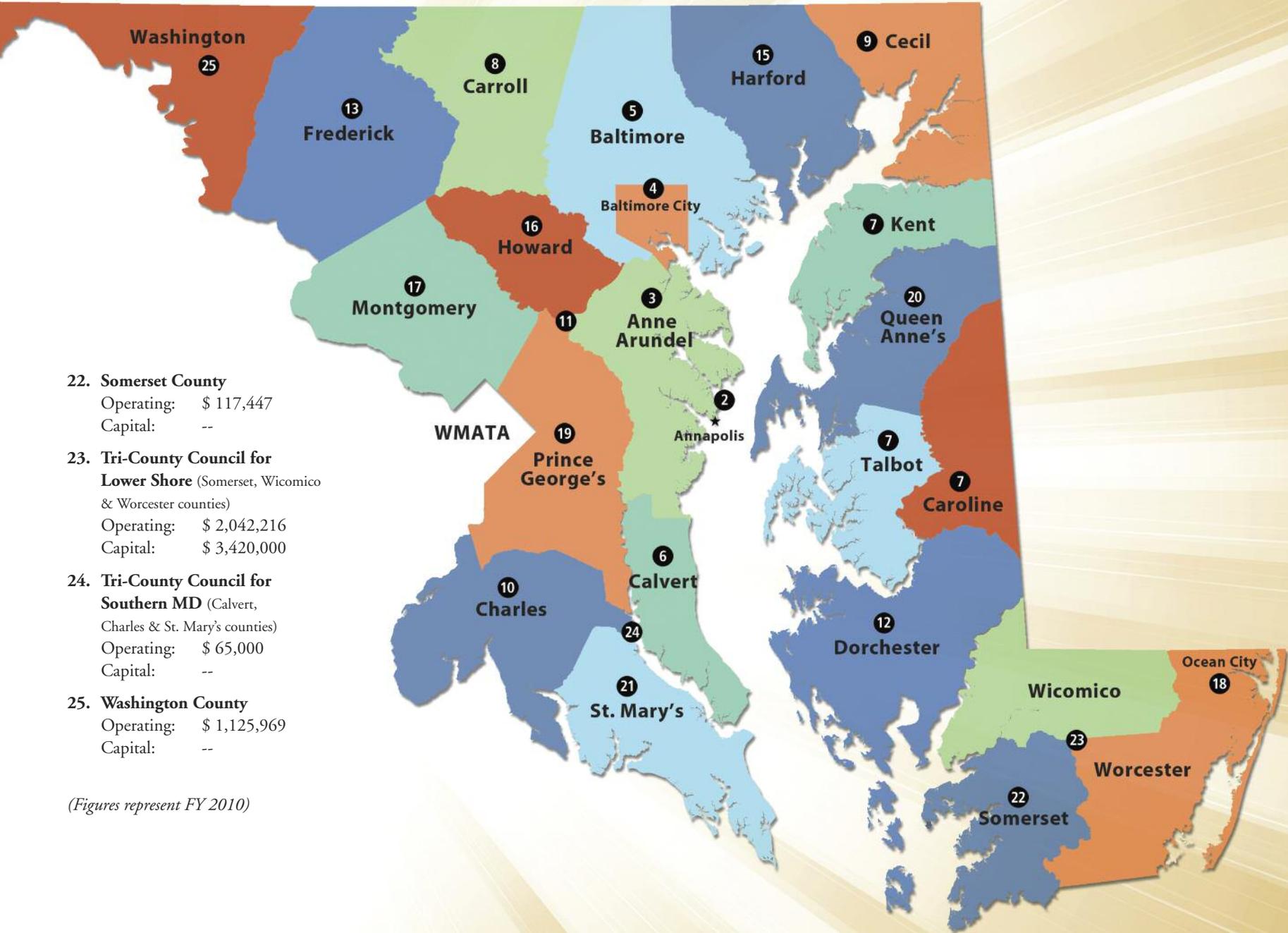
LOTS SERVICES

The MTA supports and operates accessible transit systems throughout the State that are safe, reliable, and affordable. In addition to operating Local Bus, Light Rail, Metro Subway, MARC Train, Commuter Bus, and Mobility services in the Baltimore/Washington Region, the MTA also provides funding and technical assistance for Maryland's Locally Operated Transit Systems (LOTS). These LOTS are located in all 23 Maryland counties and also in Baltimore City, Annapolis, and Ocean City.

- 1. **Allegany County**
Operating: \$ 958,354
Capital: --
- 2. **Annapolis**
Operating: \$ 1,238,625
Capital: \$ 482,814
- 3. **Anne Arundel County**
Operating: \$ 245,996
Capital: --
- 4. **Baltimore City**
Operating: \$ 379,335
Capital: --
- 5. **Baltimore County**
Operating: \$ 495,452
Capital: --
- 6. **Calvert County**
Operating: \$ 454,215
Capital: \$ 743,481

- 7. **Caroline, Kent, Talbot counties**
Operating: \$ 718,187
Capital: --
- 8. **Carroll County**
Operating: \$ 519,338
Capital: \$ 581,400
- 9. **Cecil County**
Operating: \$ 471,034
Capital: \$ 282,334
- 10. **Charles County**
Operating: \$ 2,239,905
Capital: \$ 475,718
- 11. **Central Maryland Regional Transit**
Operating: \$ 2,439,650
Capital: --
- 12. **Dorchester County**
Operating: \$ 596,863
Capital: --

- 13. **Frederick County**
Operating: \$ 3,271,514
Capital: \$ 243,000
- 14. **Garrett County**
Operating: \$ 335,016
Capital: --
- 15. **Harford County**
Operating: \$ 1,260,441
Capital: \$ 90,000
- 16. **Howard County**
Operating: \$ 2,348,361
Capital: \$ 315,900
- 17. **Montgomery County**
Operating: \$ 23,361,055
Capital: \$ 5,135,737
- 18. **Ocean City**
Operating: \$ 825,782
Capital: \$ 1,901,700
- 19. **Prince George's County**
Operating: \$ 8,485,976
Capital: \$ 992,278
- 20. **Queen Anne's County**
Operating: \$ 344,926
Capital: --
- 21. **St. Mary's County**
Operating: \$ 1,061,292
Capital: --

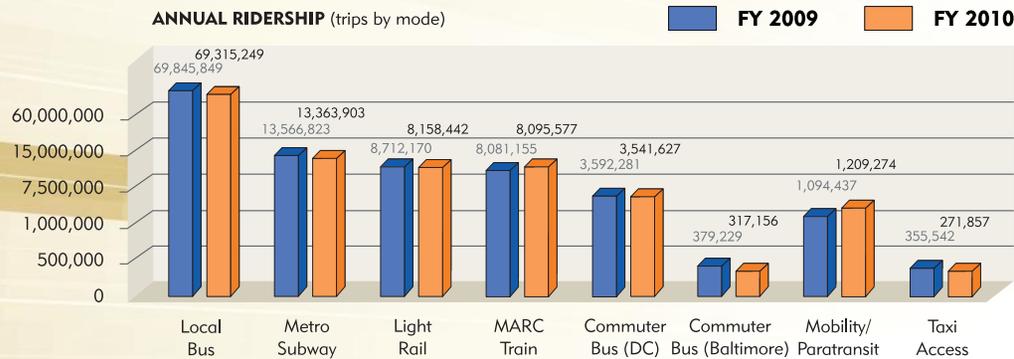


- 22. **Somerset County**
 Operating: \$ 117,447
 Capital: --
- 23. **Tri-County Council for Lower Shore** (Somerset, Wicomico & Worcester counties)
 Operating: \$ 2,042,216
 Capital: \$ 3,420,000
- 24. **Tri-County Council for Southern MD** (Calvert, Charles & St. Mary's counties)
 Operating: \$ 65,000
 Capital: --
- 25. **Washington County**
 Operating: \$ 1,125,969
 Capital: --

(Figures represent FY 2010)

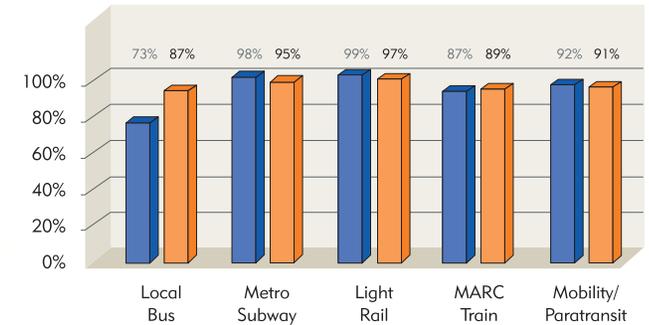
2010 FINANCIALS

ANNUAL RIDERSHIP (trips by mode)

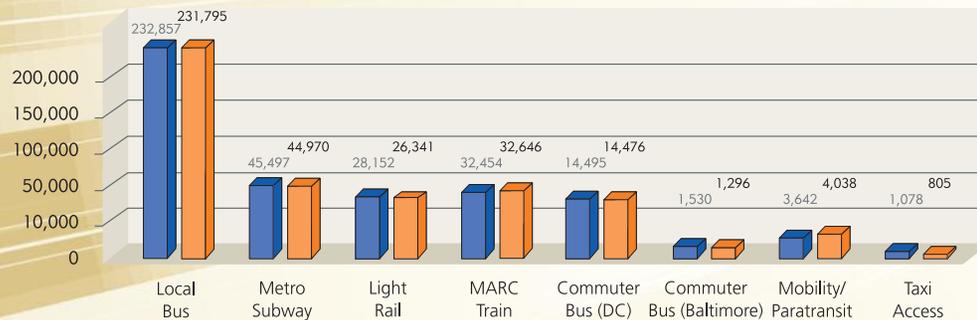


ANNUAL TOTAL: **FY 2009: 105,627,487** **FY 2010: 104,273,085**

ON-TIME PERFORMANCE BY MODE

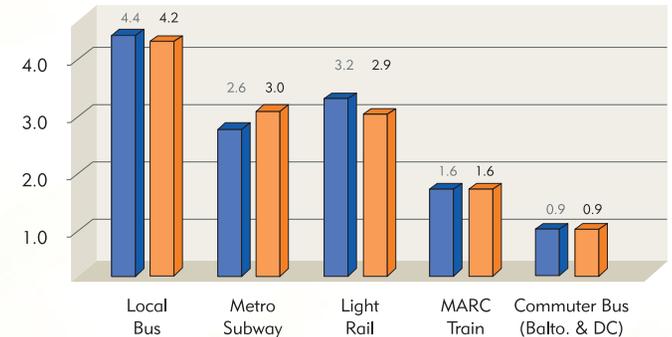


WEEKDAY RIDERSHIP (trips by mode)



DAILY TOTAL: **FY 2009: 359,705** **FY 2010: 356,367**

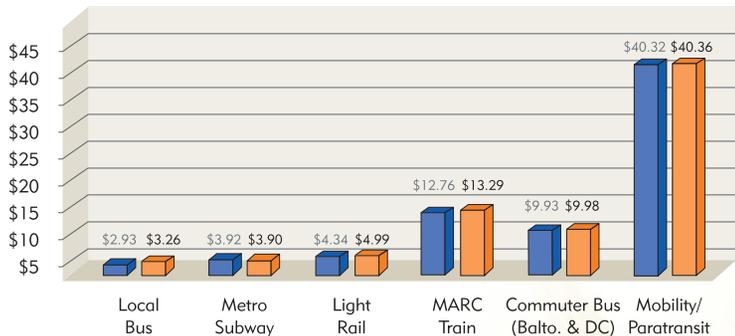
PASSENGER TRIPS PER REVENUE VEHICLE MILE



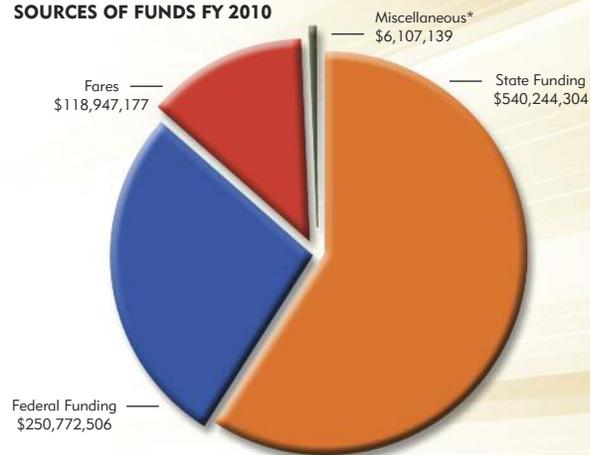
OPERATING COST PER REVENUE VEHICLE MILE



OPERATING COST PER PASSENGER TRIP



SOURCES OF FUNDS FY 2010



TOTAL: \$916,071,127

*Includes non-passenger revenues such as advertising on buses and in Metro Subway stations, leases of land by MTA to private companies, tickets for illegally parking at MTA bus stops, and parking revenues from the MTA's parking garage adjacent to BWI/MARC Rail Station.

OPERATING COSTS / CAPITAL COSTS



**TOTAL: FY 2009: \$860,243,931
FY 2010: \$916,071,127**



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Martin O'Malley, Governor | Anthony G. Brown, Lt. Governor

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