I am pleased to present the Maryland Transit Administration’s Annual Report. Our state is committed to providing easily accessible, high quality public transportation. In today’s economy, transit is a wise and often necessary service that helps create opportunities and a better future for hundreds of thousands of people in Maryland. The Maryland Transit Administration is dedicated to delivering safe, efficient transportation to ensure that Marylanders have the ability to go places. Every day, MTA employees work hard to maintain and operate our existing infrastructure, and plan for the next generation of transit that will greatly impact the future of our state. Equally important are our efforts to replace older, less-efficient equipment with new hybrid powered buses and “green” diesel locomotives. We are also creating transit-oriented development to address growth by building more sustainable, walkable communities around our existing transit stations. These actions are good for the environment and good for our people. Thank you for your interest in Maryland’s transit services. By working together, we can ensure that we continue to make steady progress for safe, clean, efficient transportation.

Every day, people trust the Maryland Transit Administration to get them where they need to go. With average daily ridership up six percent from last year, the agency plays a crucial role in reducing traffic congestion and air pollution by providing safe, convenient and affordable public transit service. To accommodate this increased ridership, the Maryland Department of Transportation supports the MTA’s efforts to secure federal grants and invest in infrastructure, new hybrid buses, bi-level MARC Train cars, and station and facility upgrades. Federal Transit Administration approval for the proposed Red and Purple Light Rail lines in 2011 means we can now move forward with the preliminary engineering and environmental planning that will take us one step closer to construction. Investments and improvements to public transportation and projects like these will help to meet tomorrow’s transportation needs, as well as create tens of thousands of new jobs in the more immediate future. These efforts and those of over 3,000 dedicated employees of the MTA not only address these needs, but are a vital component to enhancing the quality of life in Maryland.
I am pleased to share this year’s “Trends in Transit” 2011 Annual Report with you. The rise in MTA’s ridership reflects not only the increased cost of fuel, but the confidence that our customers have in MTA’s high standards of safety and reliability. The guiding principles for MTA improvements and plans for the future are to meet this ever-increasing demand while addressing the need to minimize costs immediately and over the long term. We’re proud of the progress we’ve made in reaching those challenging goals. For instance, the MTA continues to add hybrid buses that are over 20 percent more fuel efficient than older ones. Each year we save over 400,000 gallons of fuel in this way, for an annual savings of $1,640,000. Solar panels recently installed on the roof of one of MTA’s bus divisions is projected to save an additional $68,200 per year. New energy-efficient LED lighting in the Metro Subway stations and lighting renovations throughout all MTA facilities are saving another $434,000 annually. These are just a few of the many ways MTA continues to meet increased demand while lowering operating costs. Thanks to all of our dedicated employees for the tremendous work they do each day by delivering safe and reliable transportation to the citizens and visitors of Maryland.

We are the face of the MTA. Whether we’re starting each customer’s day with a smile, or just getting every one of them to where they’re going safe and sound, it’s our goal to make every part of their trip as pleasant as possible. That’s a responsibility we take seriously. Of course, customer safety is number one with us, and always will be. But we know – and we’re reminded every day – that extraordinary customer service makes our job rewarding in ways that can’t be measured. Talk to one of us about working at MTA and you’re likely to hear about our “family” atmosphere. That means we support each other in ways large and small, and look for ways to help each other and our customers. Not just because that’s MTA policy. It’s because we know that serving our fellow travelers — our friends, neighbors, families and customers — makes for a more satisfying day, every day.
Ongoing improvements in customer service are an integral part of delivering quality public transportation. In 2011 MTA opened its first satellite customer information booth at the Mondawmin Transit Center, where the second busiest Metro Subway station is located, and which connects with eleven different Local Bus lines. The booth is staffed seven days a week by Transit Information agents, and with an Automatic Vehicle Locator right inside, changes or delays in service can be tracked, offering customers real-time information.

**trends in FY2011**

- Opening of first satellite customer information center at Mondawmin Station
- Rate Your Ride moves to MTA (using cell phone text messages to turn feedback into service improvements)
- Expansion of Guaranteed Ride Home program redefines riders’ relationship to public transit
- Increased use of CharmCard (now includes seniors and disability customers)
- Expanded hours at Call Center during emergencies
- Expanded use of social media as a valued customer service tool
Other improvements included the expansion of the Guaranteed Ride Home program, which now covers the entire MTA service area; management of the Rate Your Ride program in which rider feedback is gathered to help guide improvements; expanded hours of live transit information during major special events and emergencies in the Transit Information Contact Center; expanded use of social media as a customer service tool; the inclusion of seniors and disability customers for the new CharmCard, MTA’s new electronic fare collection system, and the inclusion of an “autoload” feature to help customers easily add value to their card; enhancement of the MTA website enabling customers who have a lost or stolen CharmCard to automatically transfer the remaining value to a new card; the new S-PASS for students, now being tested at select schools, which will make travel for Baltimore’s students more efficient and secure; and the addition of “Audio Now,” which enables customers to hear time-saving radio and television service updates from the MTA Transit Team from the convenience of their own phone.

ONGOING IMPROVEMENTS IN CUSTOMER SERVICE ARE AN INTEGRAL PART OF DELIVERING QUALITY PUBLIC TRANSPORTATION.
Ridership on Local Bus rose four percent in Fiscal Year 2011, and now provides over 240,000 rides a day. To provide better customer service and increase operating efficiency, more hybrid buses were ordered, many routes were streamlined and more articulated buses were added on some of our busiest routes.

**trends in FY2011**

- Increased training for Operators (Bus Mentoring Program)
- Increased number of hybrids on the street ($8.4 million Federal grant/more ordered as more are retired)
- Streamlining of routes (more articulated buses added on busiest routes)
- S-PASS (Pilot program at select schools making travel more secure and efficient for students)
- Replacement of shelters on Howard Street (two-part initiative including new Lexington Light Rail Stop)
- Safety (testing of Safe Turn Alert system to enhance pedestrian safety)
In October 2011 the MTA received an $8.4 million grant from the U.S. Department of Transportation to purchase new hybrid buses. The 57 new “Excelsior” buses ordered represent the next generation of hybrid buses and have greater seating capacity and many new safety features. These new fuel-efficient buses now comprise nearly one-third of the entire local bus fleet, which will be totally hybrid before the end of the decade. To help address the increase in ridership, several new 60-foot articulated hybrid buses were also added to some of MTA’s busiest routes to help alleviate overcrowding. To enhance pedestrian safety, the MTA began testing the “Safe Turn Alert” system, an automated voice system that tells pedestrians, operators and passengers when a bus is turning a corner. A mentoring program was also introduced to help foster a strong internal support system in which bus operators can learn about additional training opportunities, address concerns and discuss strategies for improving interactions with customers.

4% RIDERSHIP ON LOCAL BUS ROSE FOUR PERCENT IN FISCAL YEAR 2011, AND NOW PROVIDES OVER 240,000 RIDES A DAY.
light rail trends

Continuous improvement in the safety and utility of our Light Rail service is more than a trend at MTA. It’s our everyday approach. While many of the improvements made to the Light Rail line and operation were behind the scenes during 2011, Hurricane Irene in August spurred the development of a comprehensive vegetation management program – with the advice and consent of Baltimore’s Cylburn Arboretum – that takes a proactive approach to trimming trees that impede operator vision or threaten overhead catenary power lines.

**trends in FY2011**

- New Public Address communications system installed at all Light Rail stops for clearer announcements
- Installation of new Closed Circuit TV systems begun at Light Rail stops for increased patron safety and better police monitoring
- New safety system and protocols initiated to reduce injuries to maintenance staff
- The North Avenue Switch Project replaced all yard switches with new powered switches as the first step toward full automation of the yard
To improve connectivity between the Light Rail, Local Bus and Metro Subway modes, we initiated the relocation of the southbound Lexington Market stop so it would be directly across from the northbound Light Rail platform and better aligned with the Lexington Market Metro Subway Station. Its new design is a particularly welcome improvement for our disabled patrons. The project included the removal of four arch structures that supported the overhead catenary lines along Howard Street and the installation of several new lighted bus shelters. Finally, to highlight the fact that safety is the number one priority for our customers, an aggressive rail safety public outreach campaign in 2011 also helped to foster a sharp 20 percent decline in accidents near MTA Light Rail tracks.

AN AGGRESSIVE RAIL SAFETY PUBLIC OUTREACH CAMPAIGN IN 2011 HELPED TO FOSTER A SHARP 20 PERCENT DECLINE IN ACCIDENTS NEAR MTA LIGHT RAIL TRACKS.
The trend to leave the car in the driveway and take transit to work was also felt at MARC Train, where ridership rose about two percent last year. Last November the Board of Public Works gave approval for MARC to invest $153 million for 54 new bi-level passenger cars with delivery planned to begin in spring 2013.

**trends in FY2011**

- New bi-level cars increase seating capacity
- Completion of new platforms, elevators and walkways at BWI Rail Station offers greater customer convenience and increased connectivity with ICC buses
The new cars have greater seating capacity than those they are replacing, and will have a useful life of up to 40 years. When they come online, MTA will replace 38 cars. Overall, the fleet will expand by 16 cars, which will help accommodate rising ridership and relieve overcrowding on some of the busier routes. Revisions in the Penn Line schedule last year also added more frequent service and an additional 1,000 seats during rush-hour service, reducing the number of standees. On-time performance on that line increased to 93 percent.

93%

SCHEDULE REVISIONS ON THE PENN LINE HELPED REDUCE THE NUMBER OF STANDEES. ON-TIME PERFORMANCE ON THAT LINE INCREASED TO 93 PERCENT.
Ridership on Metro Subway increased nearly eight percent in Fiscal Year 2011, providing over 48,000 rides daily. To help communicate better with customers, several new Metro Subway pylons were installed in the 14-station Metro Subway system using high efficiency LED lighting. The modern-style pylons feature two backlit informational signs showing bus and rail connections and a detailed map of the neighborhood showing attractions within walking distance of each station. Many lighting fixtures were also upgraded, renovated or replaced with more efficient ones at Metro Subway stations and facilities, saving MTA thousands of dollars every year in energy costs.

**Trends in FY2011**

- New pylons installed (three completed)
- Better connectivity at Lexington Market Station with Light Rail
- Fire Security System renovated
- Facility lighting renovations save money and energy
Fire Safety Trends

Safety in Metro Subway stations has always been a top priority. Last April the MTA was recognized nationally with the prestigious American Transportation Award for the Northeast Region for our project to replace and upgrade the fire protection system. Panelists representing the business community, police and/or emergency workers and transportation experts from the University Transportation Centers judged entries at both the regional and national levels. The project, completed in December 2010 six months ahead of schedule, refurbished or replaced many of the aging control and ventilation systems in the Baltimore Metro Subway system.

RIDERSHIP ON METRO SUBWAY INCREASED NEARLY EIGHT PERCENT IN FISCAL YEAR 2011, PROVIDING OVER 48,000 RIDES DAILY.
Commuter Bus ridership rose nearly six percent in Fiscal Year 2011 and continues to climb even higher as gas prices remain high. To accommodate new jobs created by BRAC (Base Realignment and Closure) and improve connectivity with MARC Train and Washington area transit services, MTA introduced the new 200-series buses, and usage of these routes has been growing steadily each month. The 200-series Commuter Buses stop at Park & Ride lots and travel along the new Inter County Connector toll road (ICC) to connect commuters in Howard, Prince George’s and Montgomery counties with key employment centers. To assist commuters in the growing Southern Maryland region, MTA introduced the 906 Commuter Bus in November, which offers service between Waldorf and Washington, DC. The Prince Frederick Park & Ride in Calvert County that serves Southern Maryland commuters using the No. 902 Commuter Bus was also enlarged, doubling the parking spaces from 200 to 400.

**trends in FY2011**

- ICC Bus ridership trend shows increase each month since inception; three new routes added
- Prince Frederick Park & Ride doubles parking spaces for commuters using the No. 902
- Base Realignment and Closure Planning improves access to Fort Meade
- Expansion of Guaranteed Ride Home Program now covers entire service area
“I like taking MTA Commuter Bus because I work in the city and it takes me from the Park & Ride in Columbia right to the front door of my building. I also like the fact that it is affordable and saves me a lot of money that I would normally have to spend on gas and parking if I drove in. It is reliable and always on time, and with a young child this is especially important to me so I can plan my schedule around his.”

– Anita O.

6% COMMUTER BUS RIDERSHIP ROSE NEARLY SIX PERCENT IN FISCAL YEAR 2011 AND CONTINUES TO CLIMB EVEN HIGHER.
Ridership on Mobility, combined with Taxi Access service, rose over 12 percent in Fiscal Year 2011. To help accommodate this increased demand for paratransit services and improve customer service, MTA Mobility launched Mobility Direct in March 2011. Mobility Direct is an Interactive Voice Response (IVR) system that allows Mobility customers to manage their account any time of day or night.

### Trends in FY2011

- **New IVR Mobility Direct phone system** helps patrons to better manage their accounts

- **Increased community outreach activities** help customers understand new geographic service changes and other improvements

- **Conditional Eligibility defined to help lower operating cost**

- **Individually tailored travel training program enhanced to encourage use of fixed-route service**
Mobility Direct is a new interactive voice response telephone option that helps patrons manage their accounts, receive reminder calls, and cancel scheduled pickups. This new service is available by touch-tone telephone 24 hours a day, and is offered in addition to live operator assistance from Call Center agents. An outreach campaign to all Mobility customers in 2011 also helped define new guidelines on eligibility and geographic service area changes since many Local Bus routes had changed. Another outreach campaign was focused on travel training to help individuals with disabilities and older adults become more familiar with and aware of the flexibility and accessibility of fixed-route transit, including Local Bus, Metro Subway and Light Rail.

12% RIDERSHIP ON MOBILITY, COMBINED WITH TAXI ACCESS SERVICE, ROSE OVER 12 PERCENT IN FISCAL YEAR 2011.

“Travel Training helped me to better navigate through all the various MTA options. To get to my job at Social Security, I first take either paratransit or a local Howard County bus to the Park & Ride to board a Commuter Bus to Baltimore. Then I transfer to the 40 QuickBus downtown which then takes me the rest of the way to Woodlawn. I recommend Travel Training to anyone who is sight-impaired who wishes to learn more about riding MTA services.”

– Darlene B.
Thanks in large measure to the extraordinary efforts of the men and women of the MTA Police Force, by the end of 2011 there was a 10 percent reduction in Part 1 crimes. Additionally, over a five-year period, crime has been reduced by 40 percent on the MTA transit system.

This downward trend in criminal activity is a result of the MTA Police Force’s use of enhanced technologies, such as the new Police Monitoring Facility; the Police Department’s use of computer statistics (CompStat) that is used on a weekly basis to manage resources and deter crime; and the deployment of Operation ZEUS, a nationally-recognized program instituted to target-harden facilities to mitigate the possibility of a terrorist attack and suppress crime. Several capital projects were also completed: new 36,000 square foot Police Headquarters and Northern Complex that houses the Police Monitoring Facility and Emergency Operations Center; new structure to house the Mobile Communication & Command Vehicle; a modern Canine Facility with indoor and outdoor kennels; and the renovation of its Southern Police District. There was also a downward trend in departmental vehicle accidents by 24 percent compared to 2010, due in large part to an emphasis on training and an increased level of accountability by police supervisors.
Use of the MTA website is strong and growing, with over 2.5 million page views per month. Our social media audience numbers continue to grow steadily as well. The MTA Facebook and Twitter sites serve over 4,300 actively engaged users who follow and respond to MTA feeds each month. “Re-tweets” and re-postings by news organizations and other media outlets that count on MTA social media for the latest and most accurate transit information have been shown to increase that number significantly. One indication of the success of our approach is that transit agencies across the nation have contacted MTA for advice regarding implementation of their own social media programs.
In 2011 a massive project to replace electric fixtures and bulbs with greener, more energy-efficient components was undertaken in 54 different MTA locations. Areas addressed include bus and rail facilities and maintenance shops, the Frederick fueling facility, the two MARC garages at BWI Rail Station and the Operations Control Center in Baltimore City. Fluorescent fixtures were retrofitted and upgraded, incandescent lamps were replaced with compact fluorescents, and many Metro Subway exit signs were replaced with new LED signs with battery backups. The energy saved from these 14,144 individual lighting renovations translates to a combined savings of over $434,000 per year.

More hybrid buses were added, reducing pollution and saving significant amounts of fuel each year.

Solar panels added to roof at Northwest Bus Division with grants from MD Energy Program.

Increased use of CharmCard cuts down on paper/magnetic tickets.

Electrical renovations throughout MTA system saves money and energy.
Solar Panels at Northwest Bus Division

Going green saves some green too! A project that began in November 2010 to install a series of 3,707 “thin film” solar panels on the roof of Northwest Bus Division is now complete. The solar energy generated by the panels supply 18 percent of the electricity needed at Northwest and help supplement power used for lights, HVAC, outlets and more. The solar power is directed to a bi-directional meter and subtracted from the monthly electric bill. Expected savings for the MTA will be $68,200 per year.

THE ENERGY SAVED FROM THESE 14,144 INDIVIDUAL LIGHTING RENOVATIONS TRANSLATES TO A COMBINED SAVINGS OF OVER $434,000 PER YEAR.
Moving Forward with the Red Line

Last October the proposed Red Line, a 14.1-mile, 19-station Light Rail system that will run from the Johns Hopkins Bayview Medical Campus east of Baltimore to the Social Security Administration and CMS/Centers for Medicare and Medicaid Service west of Baltimore, was named by President Obama as one of 14 infrastructure projects across the country that would receive expedited environmental review to help create new jobs quickly. By engaging and optimizing early negotiations with all necessary federal agencies, the Red Line could potentially begin construction earlier than planned. The Red Line would connect all forms of Baltimore City transit routes, including MARC Train, Metro Subway, Local and Commuter Bus, Light Rail and the Charm City Circulator.

future trends

trends in FY2011

▲ FTA approval for Red and Purple Line (moving forward with preliminary engineering)
▲ Consolidation of Operations Control Center for better monitoring of vehicles
▲ Planning moves forward for the Corridor Cities Transitway and materials sent to FTA for review and consideration
FTA Approval for the Purple Line

The Federal Transit Administration (FTA) gave MTA approval in October 2011 to move forward with preliminary engineering on the proposed Light Rail Purple Line, meaning that the project can now prepare more detailed plans, cost estimates and environmental studies. Besides linking both branches of Washington Metro’s Red Line at Bethesda and Silver Spring, the Green Line at College Park and the Orange Line at New Carrollton, the Purple Line would also connect with all three MARC Train lines, Amtrak and Local Bus services. In November the MTA held a series of Open Houses during which community members learned about the benefits of the Purple Line, got status updates, and were invited to offer input and find out about future plans.

New Center Will Consolidate MTA Operations

In October 2011 the Board of Public Works approved a $15.4 million contract for a project to consolidate the electronic control systems for Local Bus, Light Rail and Metro Subway under one roof on the second floor at the current Operations Control Center building at Eutaw and Saratoga streets. With sophisticated vehicle monitoring systems, signals can be sent out to the divisions about faulty equipment, which means that disabled buses can be pulled from service and replaced more quickly than previously possible, thus improving on-time performance. Plans call for managing Metro Subway operations from the downtown location by early 2013, and consolidating Local Bus and Light Rail operations by the end of that year.
Performance Measures

ANNUAL RIDERSHIP (trips by mode)

- Local Bus: FY 2010: 69,315,249, FY 2011: 72,520,531
- Light Rail: FY 2010: 8,185,442, FY 2011: 8,655,209
- MARC Train: FY 2010: 3,541,627, FY 2011: 3,761,250
- Commuter Bus (Baltimore): FY 2010: 8,095,577, FY 2011: 8,232,729
- Mobility/Paratransit: FY 2010: 1,209,274, FY 2011: 1,351,578


WEEKDAY RIDERSHIP (trips by mode)

- MARC Train: FY 2010: 14,476, FY 2011: 15,105
- Mobility/Paratransit: FY 2010: 805, FY 2011: 925
- Taxi Access: FY 2010: 0, FY 2011: 0

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<th>Locally Operated Transit Systems</th>
<th>Operating Expenses</th>
<th>Capital Expenses</th>
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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.

24. Tri-County Council for Southern MD (Calvert, Charles & St. Mary’s counties)
   Operating: $ 65,000
   Capital: --

25. Washington County
   Operating: $ 446,960
   Capital: --

(Figures represent FY 2011)