MOVING PEOPLE.

DRIVING CHANGE.

ACHIEVING EXCELLENCE.

MARYLAND TRANSIT ADMINISTRATION

MTA Maryland 2014 ANNUAL REPORT

Maryland Department of Transportation

MARYLAND TRANSIT ADMINISTRATION

MTA Maryland 2014

A YEAR IN REVIEW

MOVING PEOPLE. DRIVING CHANGE. ACHIEVING EXCELLENCE.

A MESSAGE FROM THE ADMINISTRATOR

PAUL W. COMFORT, ESQ.
ADMINISTRATOR

Dear MTA Stakeholder,

The Maryland Transit Administration (MTA) is committed to providing safe, efficient and reliable transit across Maryland with world-class customer service. By achieving this vision, MTA is striving to become one of the outstanding public transit operators in the country and helping to lift the Baltimore region and our state to a new level in terms of economic development, connecting people to jobs, and improving the quality of life for our residents and visitors.

Thanks to the leadership of Governor Larry Hogan, MTA is investing in our future to improve the efficiency and performance of our transit system, to get our customers to their places of employment reliably and on time, and to adopt innovative, flexible approaches to shortening commute times and encourage choice ridership. In addition to service improvements, MTA is committed to a culture of accountability, transparency and responsiveness. Already, MTA has been recognized for excellence in the most important element of our vision – safety. Our recent Gold National Safety Award from the American Public Transportation Association stands as evidence of the value of MTA's approach to safety on our system.

This Annual Report details how the MTA worked in 2014 to help connect people and communities. It shows that our employees are dedicated to providing excellence and outstanding service every day. As we build on the work underway, I invite you to join me in helping MTA meet our shared goals.

I am passionate about public transit and its capacity to improve the lives of Marylanders by providing cost-effective transportation options on a foundation of world-class customer service. I look forward to even greater improvements and success in accomplishing MTA's mission in 2015 and beyond.

Sincerely,

Paul Comfort
Administrator

Maryland Department of Transportation

MOVING PEOPLE. DRIVING CHANGE. ACHIEVING EXCELLENCE.

The Maryland Department of Transportation's Maryland Transit Administration is one of the largest multi-modal transit systems in the nation. Safety, efficiency, reliability and world-class customer service are at the heart of our mission to serve the citizens of Maryland, who took nearly 114 million trips on MTA in 2014.

The MTA fleet is comprised of Local Bus, Metro Subway, Light Rail, MARC Train, Commuter Bus and Mobility paratransit services. The agency administers MARC Train and Commuter Bus service through contracts. The MTA also provides funding and technical assistance throughout Maryland to support Locally Operated Transit Systems in all 23 Maryland counties and in Baltimore City, Annapolis and Ocean City.

Our progress throughout 2014 was highlighted by nationally recognized innovations in data use, solid gains in the efficient use of resources and customer-focused improvements that demonstrate MTA's commitment to providing riders the best transit experience possible.

In addition to meeting the challenge of delivering transportation services safely and efficiently on a daily basis, MTA is committed to addressing the needs of future transit riders as well. We do this on multiple levels by continuously improving processes, reaching out and responding to customers on various platforms, and above all, by focusing on the basics of world-class customer service.

For the Maryland Transit Administration, that commitment is a core element of our mission, and it always has been.

The heart of our mission is to serve the citizens of Maryland, who took nearly 114 million trips on MTA last year.

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MTA FAST FACTS FY 2014

ANNUAL RIDERSHIP (trips by mode)	
Local Bus	75,780,350
Metro Subway	14,632,430
Light Rail	8,105,743
MARC Train	9,167,935
Commuter Bus	4,017,089
Mobility/paratransit	1,781,084
Call-a-Ride (Taxi Access)	507,718
TOTAL:	**113,992,349**

WEEKDAY RIDERSHIP (trips by mode)	
Local Bus	245,121
Metro Subway	47,322
Light Rail	25,183
MARC Train	35,990
Commuter Bus	15,132
Mobility/Paratransit	5,893
Call-a-Ride (Taxi Access)	1,568
TOTAL:	**376,209**

INNOVATION AND EFFICIENCY

RESULTS-DRIVEN TRAINING, REAL-WORLD EFFECTIVENESS

MTA is a champion of the *Kirkpatrick Model* of training within the transit industry. This results-driven protocol has allowed Operations Training to utilize multiple statistical points of comparison, helping MTA to dramatically improve the effectiveness of its training. One real-world result of this approach has been a reduction by more than half of the number of bus operators who experience a preventable accident in their first year of driving for MTA. This was accomplished simply by limiting class sizes, resulting in quantifiably better trained bus operators.

MTA has been recognized as a leader in using this approach at national forums of transit professionals, and is helping to influence the transportation industry with adoption of the *Kirkpatrick Model* across the U.S.

MINING DATA TO IMPROVE LOCAL BUS AND BUSINESS OPERATIONS

MTA fully modernized its Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system in 2014. The Local Bus Operations Division reconfigured system output so that it now offers access to actionable information instead of mere data. By integrating input from operations processes with business process data, it has resulted in a shift in thinking about MTA's CAD/AVL from a vehicle location system to a vehicle management system. The result is that despite the aging technology system's eventual need for replacement, it is currently having a simultaneously positive affect on internal operations, business processes, revenue collection and customer satisfaction.

MARC WEDGE YARD ENHANCES SCHEDULING, MAINTENANCE

Union Station is one of the nation's busiest rail facilities, serving Amtrak, MARC Train and Virginia Railway Express as well as the Washington Metropolitan Area Transit Authority. Prior to the opening of the MARC Wedge Yard just north of the station in 2014, MARC Trains had to be repositioned frequently on available tracks during layovers. Now that the Wedge Yard can accommodate those train sets in layover, train maintenance is easier and scheduling trains to leave on time has become more reliable.

RECYCLING, RELIGHTING, USING RESOURCES WISELY

MTA put in a Herculean effort to increase single stream recycling throughout the operations branch by an impressive 972 percent over the same period in 2013. By recycling more than 321 tons of materials that would have otherwise gone into the trash, MTA saved 1,202,491 kW-hr of electricity – enough to power 98 homes for a year; 2,399 mature trees – enough to produce 70,947,277 sheets of newspaper; 26,950 gallons of oil – enough to heat and cool 132 homes for a year; 848,839 gallons of water – enough to meet the freshwater needs of 8,935 people for a year; 2,910 gallons of gasoline – enough to drive 174,678 miles; and 1,016 cubic yards of landfill airspace – enough to meet the disposal needs of a community of 1,438 people.

One of the more dramatic instances of the way MTA "reduces, reuses and recycles" took place in 2014 when the MARC Train division replaced more than 300 traditional light fixtures with longer lasting and more energy-efficient LED lights. Fixtures were replaced at the Savage, Bowie and Muirkirk stations as well as the Riverside Maintenance Facility. As an example of the initiative's effectiveness, MTA's electric bill decreased by 23 percent after the first full month of LED lights were put into service at Muirkirk Station.

CUSTOMER IMPROVEMENTS

The #17 added two runs to its early Sunday morning scheduled service to BWI Thurgood Marshall Airport.

CONNECTING PEOPLE TO JOBS

The MTA commitment to support economic development is two-fold: making sure workers have the most efficient means to get to where the jobs are and making sure that businesses have a strong transit connection for their employees. This commitment took several forms in 2014, as MTA restructured and optimized several Local Bus routes to improve scheduling, use of resources and on-time performance. A new route was added to serve employees of the recently opened Amazon Fulfillment Center, while another bus line was re-routed to offer employees of the Horseshoe Casino additional transit options. On routes #50, #53 and #59, infrequently used bus stops were eliminated, while others were relocated to decrease the total time spent traveling each route. The #17 added two runs to its early Sunday morning scheduled service to BWI Thurgood Marshall Airport.

ROLLING OUT NEW SERVICE

Fifty 40-foot hybrid-electric buses were put into service in 2014 that were cleaner, more efficient and more environmentally-friendly than the buses they replaced.

SAFETY RULES

With its continuous focus on safety, MARC is currently installing Positive Train Control equipment to ensure the division's adherence to Federal Railroad Administration regulations by the mandated December 2015 deadline.

CUSTOMER IMPROVEMENTS

MARC Train Weekend Service provides a welcome alternative to driving for Baltimore and Washington families interested in visiting each other's cities.

MAJOR INNOVATIONS, SOLID GAINS FOR MARC TRAIN RIDERS
MARC Train completed its first full year of weekend service on the Penn Line, with significant continuous growth in ridership. Complementing this family-friendly approach, the MARC Train Bike Car was launched to handle full-size bicycles on weekend runs.

Weekday commuters had plenty of reasons to celebrate MARC achievements in 2014 as well, with receipt of the first of 54 new bi-level cars to replace at least a portion of MARC's outdated rolling stock. Final improvements were made to the MARC Halethorpe Station, which included high-level platforms and elevators. Additionally, the West Baltimore MARC Station enjoyed a substantial makeover with a new platform and stairs, LED signage, a sheltered area and a significant expansion of the parking lot. As part of MTA's efforts to attract development around existing transit stations – thereby attracting more riders – the MTA began construction of a new parking garage at the MARC Savage Station. Baltimore's Penn Station received a face-lift with newly modernized restrooms and new passenger information displays.

CUSTOMER IMPROVEMENTS

Last year saw the addition of more Park and Ride lots, more routes and more trips for Commuter Bus riders.

COMMUTER BUS EXPANDS TO MEET DEMAND
Commuter Bus responded to a sharply increasing customer base in Southern Maryland by increasing the number of routes from 25 to 32, resulting in an increase in one-way trips from 517 at the beginning of 2014 to 586 by the end of the year. With the addition of some new stops and the relocation of others, Commuter Bus continued to strategically plan for increased demand with the completed construction of a 500-space Park and Ride lot in Dunkirk, Calvert County, and by partnering with the State Highway Administration to begin the expansion of parking at Davidsonville, Snowden River, Wayson's Corner and Waldorf.

MORE COMMUTER OPTIONS

MTA began the involved process of developing a new comprehensive Commuter Bus Growth and Investment Plan. This document charts planning and investment for decades to come. Initial steps included reaching out to form alliances with residents and other community stakeholders, take their input into account and formulate goals for Commuter Bus that will serve Maryland's commuters over the long term.

MY MTA TRACKER FOR LIGHT RAIL LAUNCHES

As one of the most requested improvements from customers, the installation of next vehicle arrival technology has been one of the highest priorities for MTA. The successful launch of the $1.1 million *My MTA Tracker for Light Rail* system in February followed the installation of GPS antennas, cellular modems, specialized software and computers on all 54 Light Rail vehicles. Today, customers receive real-time arrival updates via their mobile phones, online via the website and on LED platform signs at every stop, enabling them to plan their lives with a bit more certainty.

CUSTOMER IMPROVEMENTS

Fifty new Mobility vehicles with improved on-board computer systems were placed into service last year.

ENHANCED MOBILITY CAPABILITIES AND ON-TIME PERFORMANCE
In order to remain current with increased demand for service, new applications and customer recertifications, Mobility paratransit services increased reservation staffing resources by 33 percent, brought additional interviewers and occupational therapists into their Certifications Department and upgraded core operational systems to support enhancement of Mobility services in the future. The effort included the addition of two T-1 phone lines to accommodate burgeoning call volume, the placement of 50 new vehicles into service with improved on-board computer systems and the purchase of 84 new vans. In addition to these preparations for the expansion of Mobility services, current customers were treated to a two-percent improvement to an already impressive on-time performance rate, reduced wait times for certification appointments and the reconfiguring of the main certification office at Mobility headquarters to optimize customer convenience. In its stewardship role of maximizing the efficient use of resources, Mobility also prepared a five-year plan to coordinate vehicle purchases in coordination with county mobility services statewide.

FASTER, MORE EFFICIENT DELIVERY OF CUSTOMER INFORMATION
The Transit Information Contact Center receives an average of almost 7,000 calls a day – about 2,500,000 annually. To handle that volume of calls, MTA invested $2.5 million in a state-of-the-art telephone system designed to make it easier for customers to get the information they need. The new system includes bilingual interactive voice recognition for customers who don't need to speak to an agent, email and chat capabilities, and call-backs to customers so they can avoid waiting during high volume periods while still maintaining their place in the queue.

SYSTEM PRESERVATION

LIGHT RAIL TRACK PRESERVATION REACHES A HIGH-WATER MARK
To the relief of MTA customers, planned safety and infrastructure improvements for the Union Avenue/Clipper Mill Light Rail crossing were completed ahead of schedule. To accommodate riders whose Light Rail stop was closed during the needed upgrades, bus shuttles transported passengers between stations. This experience helped MTA meet an even greater challenge just weeks later.

Heavy rains had eroded the Jones Falls waterway enough to warrant dramatic preventive safety measures between the Cold Spring Lane and Falls Road stops. Once again, Light Rail service was diverted and customers were transported by shuttle buses so the emergency repairs could be completed as quickly and efficiently as possible.

The shoring-up of the shoreline was accomplished in half the time allotted. MTA received many kudos from grateful riders via our social media pages for the agency's focus on safety, reliable bus shuttles, speed of the repairs and communications efforts.

CLEANING UP, FIXING UP, REVITALIZING RESOURCES
Lexington Market Subway Station underwent a deep-cleaning process during 2014 to remove buildup that had collected on the walls, stairs and flooring over time. Commercial grade detergent under high pressure returned every surface to its original, chewing-gum-free luster, to the delight of customers. MTA also installed high-efficiency LED energy-saving lighting in the Lexington, Charles Center and Shot Tower Metro Subway stations to brighten passenger areas and improve their sense of safety, security and comfort. Additionally, fare gate upgrades were installed throughout the Metro Subway to ensure continued software reliability and the meeting of fare collection standards. These efforts are part of a larger project to upgrade all Metro Subway stations and trains.

KEEPING ROLLING STOCK ROLLING RIGHT
While continuous improvement is always the goal at MTA, continuous maintenance of current systems always takes priority. MTA completed or launched a wide range of initiatives to extend or enhance the life of our vehicles, tunnels and buses.

Light Rail vehicles took the first steps on a five-year path to overhaul them from top to bottom and everywhere in between, to extend their useful service life and increase passenger comfort for years to come. The new vehicles will be equipped with floor lighting, video displays and upgraded operator systems that utilize the latest technology.

MTA's Local Bus division also initiated testing on a new solar battery charging system to preserve battery life and lower costs.

A COMMITMENT TO CONTINUOUS SERVICE

Metro Subway completed its five-year railcar overhaul of the truck and wheel assemblies, effectively extending the life of each of those rail cars as well. The division also finalized replacement of the Rogers Avenue interlocking and replaced all anchor bolts for direct fixation fasteners throughout the Metro Subway system, assuring continued safe and reliable service.

PROTECTING/SERVING SMARTER

MTA Police enhanced their use of the Compstat (Computer Statistics) process, which analyzes data to project crime trends. This new review allows the force to deploy resources to "hot spots" as appropriate to discourage crime before it occurs.

SAFETY

Quicker identification capabilites helped lead to a 33 percent reduction in Part 1 crime in 2014.

SAFETY UP, CRIME DOWN

MTA Police realized a 33 percent reduction in Part 1 crime for 2014 compared to 2013. The Part 1 category includes homicide, aggravated assault, shootings, rape, robbery, burglary, vehicle theft, larceny and arson. A combination of continuous refinement of crime-fighting strategies while investing in improved technology helped make this possible.

The Compstat approach was augmented by the use of state-of-the-art tools to further reduce crime. Enhancements to the "intelligent" closed circuit television cameras on the Metro Subway and Light Rail systems give MTA Police live visuals, instant replay and video-sharing capabilities. This has accelerated the process of sending out descriptions and photos to all police forces on the street, helping to quickly identify suspects and witnesses and facilitate arrests.

FIRST RESPONDERS PROGRAM PREPARES MTA FOR EMERGENCIES

MTA developed a *First Responders* protocol that systematized the wide range of actions that should take place in the event of a civic emergency and formalized MTA's relationship with emergency services agencies. Developed in conjunction with the Baltimore City Fire Department and adopted in early November 2014, *First Responders* presents a roadmap for handling all the steps involved in an emergency in which transit can play a role, including: continuous monitoring both on-scene and at MTA's Operations Control Center; sending personnel and resources to the location; reconfiguring bus schedules as needed to bring them to the scene or fill-in as needed; setting up bus bridges (shuttles); notifying police, fire and emergency medical technician crews; deploying the MTA Comfort Zone Bus as needed; communicating to internal and external recipients on a timely basis with hyper-alerts, email alerts and website notifications; and identifying additional opportunities to increase the coordination and effectiveness of all MTA resources in an emergency.

COMFORT ZONE BUS A WELCOME PARTNER IN AN EMERGENCY

MTA launched the Comfort Zone Bus to provide a safe haven for firefighters, police, EMT personnel and citizens needing shelter from the elements in a wide range of emergency situations. The bus is equipped with separate power generators for heat and air conditioning so the main motor can be turned off, and the bus operator can be free for other duties. In addition to being equipped with basics like water and refrigeration, electrical outlets and Wi-Fi make it easy for all on board to stay connected.

WORKFORCE DEVELOPMENT

MTA initiated the SMILE program to optimize our customers' transit experience.

CUSTOMER SERVICE TRAINING TO OPTIMIZE THE TRANSIT EXPERIENCE

Caring customer service is one of the most important elements of the transit rider's experience. In 2014, MTA began working with Anne Arundel Community College to deliver robust customer service training to MTA managers as well as frontline and behind-the-scenes employees.

Development of the program followed focus-group input from union members, supervisors and MTA management, during which employees were asked to identify the key skills needed to deliver excellent customer service and why that was important in the first place.

Frontline employees were trained in maintaining a professional attitude in every situation, with an emphasis on stress management and conflict de-escalation. Mechanics, technicians, bus cleaners and other key staff were trained using concrete examples of the impact of their vital role in providing exemplary customer service.

SERVICE WITH A SMILE

In 2014, MTA initiated the SMILE (Sincerity, Motivation, Integrity, Laughter, Enthusiasm) program. Whenever a management employee witnesses an MTA employee demonstrating exemplary customer service, the manager is asked to take the time to acknowledge it right then and there – to let the employee know what they witnessed, thank them for demonstrating their care and concern, and hand them a SMILE card with the manager's initials and the date. The program presents an opportunity for managers to purposefully interact with employees that they see demonstrating customer service worth repeating.

AN EMPHASIS ON CUSTOMER SERVICE

In recognition that "a good attitude starts at the top," the MTA customer service training program focuses on the leadership and communication skills that help managers to motivate excellence in customer service.

COMMUNITY ENGAGEMENT

The opening of Midway Park offered tangible evidence of MTA's commitment to being a good neighbor.

GROUNDBREAKING FOR MIDWAY PARK

Construction of the new, state-of-the-art Kirk Bus Division facility in East Baltimore continued steadily in 2014, with the promise of cleaner air, less noise and fewer buses in sight when it is completed. As part of MTA's commitment to the neighborhood, groundbreaking for Midway Park – turning what was formerly part of the Kirk Division bus parking lot into an oasis of calm – took place in 2014, offering nearby residents visible evidence of MTA's focus on being a good neighbor.

VOLUNTEERING TO BRIGHTEN THE HOLIDAYS

Every year, MTA employees volunteer to brighten the holidays for kids and their parents, and 2014 was no different. The "Santa's Workshop" and miniature train garden display set up by MTA employees at the Mondawmin Metro Subway Station brought smiles and candy canes to hundreds of kids and their parents as they enjoyed the festivities. Meanwhile, at Union Station in Washington, DC, volunteers from MARC Train partnered with Amtrak, Bombardier and the U.S. Marines to sponsor a Toys for Tots display that collected hundreds of toys for kids who might otherwise do without for the holidays. The MTA Santa Bus also brought smiles to hundreds of riders, delivering sweet treats, holiday music and surprise no-charge trips to their destination on one selected bus route per day, with Santa himself as the bus operator, of course.

WORDS ON WHEELS WOWS AGAIN

The 15th Annual Words on Wheels "celebration of ideas that move us" is an inspirational collaboration of poets from Baltimore City Public Schools and students from the Maryland Institute College of Art. The poems are selected from hundreds of entries, then interpreted as art and turned into posters that appear on MTA vehicles throughout the year. The effect that the *Words on Wheels* program has on the kids, their parents and teachers is hard to quantify, but the smiles and pride on their faces demonstrated that MTA people are contributing their time to a purpose that benefits everyone.

MTA POLICE WORK CLOSELY WITH THE COMMUNITY

MTA Police engaged in numerous safety-oriented as well as charitable events throughout the year. For National Night Out, MTA Police officers visited Metro Subway stations and Light Rail stops to offer information and strategies for enhancing our customers' personal safety in public. Other charitable activities included enthusiastic participation in the Adopt-A-Family program, the Maryland Food Drive and the Polar Bear plunge into the frigid Chesapeake Bay in winter and the Torch Run in the heat of summer, both of which benefit the Maryland Special Olympics.

AWARDS

FROM THE AMERICAN SOCIETY OF CIVIL ENGINEERS (ASCE)

The MARC Train Halethorpe Station was hailed by users and critics alike when upgrades were unveiled in 2013. That reaction was confirmed when the project won the 2014 Outstanding Civil Engineering Achievement Over $20 Million award from the Maryland section of the American Society of Civil Engineers. The award cited the improvements that can "serve as a prototype for future new and upgraded MARC stations." The Maryland Quality Initiative (MdQI) also honored MTA with its 2014 MdQI Modal Award over $5 Million for the finished project.

FROM THE AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA)

MTA was awarded the APTA 2014 Gold Award for Safety, for implementing the Service Safety Task Force and reducing assaults on bus operators. This top honor is presented to the organization with the best overall bus safety or bus security program, and is selected by an independent panel of judges. MTA was chosen for this prestigious national award in the "large bus system" (more than 20 million passenger trips annually) category.

FROM THE STATE EMPLOYEES RISK MANAGEMENT ADMINISTRATION (SERMA)

SERMA granted awards for a variety of MTA initiatives in 2014. The agency received the SERMA Health and Safety Working Group Award for forming the Service Safety Task Force and reducing assaults on bus operators, and another award for the successful implementation of a Safety Rules Compliance Program, as well as the Governor's Award for outstanding commitment to risk management and occupational safety. The organization also granted a "Best Practice Award" for MTA's efforts that resulted in a reduction in preventable accidents by 14 percent in 2014.

FROM PRINCE GEORGE'S COUNTY

In addition to handling rush-hour radio broadcast updates, MTA produces *Commuter Connections*, a monthly television program that appears on various cable channels region-wide and online. In recognition of MTA's longstanding efforts to keep riders informed, Prince George's County awarded MTA its Community Access Magic award.

FOR RALPH SPAIN

MTA bus operator Ralph Spain was awarded the Long Term Service, Safe Driving Award for operating a bus accident-free for 42 years. The award was presented to Mr. Spain at the 2014 APTA Bus and Paratransit Conference held in Kansas City, Missouri. The award acknowledges the millions of miles Mr. Spain has driven safely for MTA passengers and reflects his dedication to driving excellence in the public transit industry. He was honored as a champion and ambassador of safety, transporting passengers for a remarkable period of time.

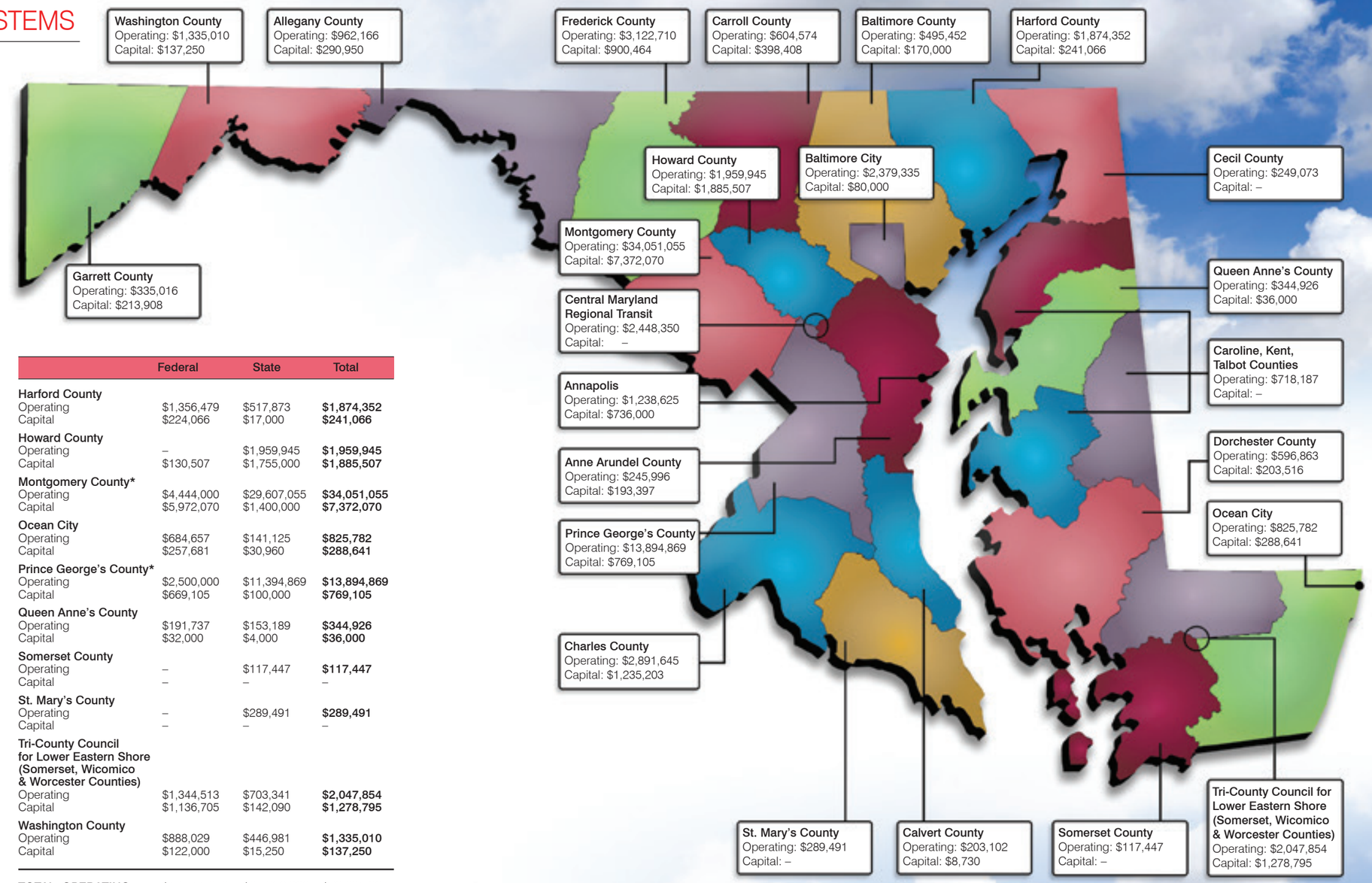
LOCALLY OPERATED TRANSIT SYSTEMS

Locally Operated Transit Systems (LOTS) in all 23 Maryland Counties as well as Annapolis, Baltimore City and Ocean City rely on the MTA for both technical and financial support (in the form of grant awards) for the efficient operation of their public transit systems. MTA regional planners work closely with county transit agencies, monitoring performance of bus operations and guiding service developers in the development of routes that best serve the public's needs. The MTA also assists LOTS in the procurement of new transit vehicles and equipment.

	Federal	State	Total
Allegany County			
Operating	$574,371	$387,795	**$962,166**
Capital	$258,622	$32,328	**$290,950**
Annapolis			
Operating	–	$1,238,625	**$1,238,625**
Capital	–	$736,000	**$736,000**
Anne Arundel County			
Operating	–	$245,996	**$245,996**
Capital	$193,397	–	**$193,397**
Baltimore City			
Operating	–	$2,379,335	**$2,379,335**
Capital	$80,000	–	**$80,000**
Baltimore County			
Operating	$68,123	$427,329	**$495,452**
Capital	$170,000	–	**$170,000**
Calvert County			
Operating	–	$203,102	**$203,102**
Capital	$8,730	–	**$8,730**
Caroline, Kent, Talbot Counties			
Operating	$228,267	$489,920	**$718,187**
Capital	–	–	–
Carroll County			
Operating	$390,503	$214,071	**$604,574**
Capital	$354,140	$44,268	**$398,408**
Cecil County			
Operating	–	$249,073	**$249,073**
Capital	–	–	–
Central MD Regional Transit (CMRT)*			
Operating	–	$2,448,350	**$2,448,350**
Capital	–	–	–
Charles County			
Operating	$2,547,063	$344,582	**$2,891,645**
Capital	$1,097,959	$137,244	**$1,235,203**
Dorchester County			
Operating	$199,034	$397,829	**$596,863**
Capital	$180,902	$22,614	**$203,516**
Frederick County			
Operating	$1,910,502	$1,212,208	**$3,122,710**
Capital	$814,079	$86,385	**$900,464**
Garrett County			
Operating	$184,227	$150,789	**$335,016**
Capital	$190,111	$23,797	**$213,908**

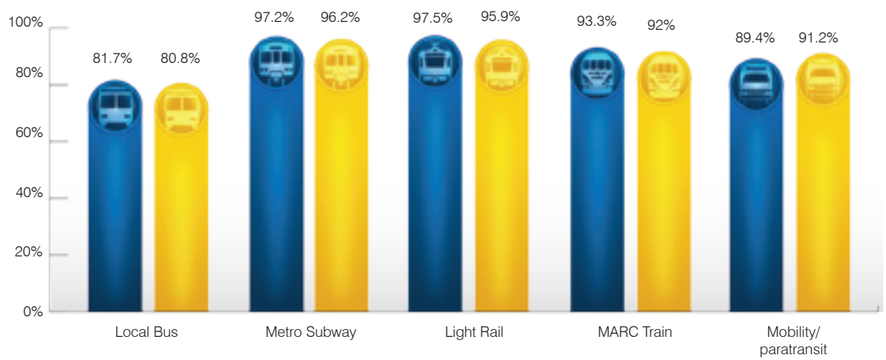
	Federal	State	Total
Harford County			
Operating	$1,356,479	$517,873	**$1,874,352**
Capital	$224,066	$17,000	**$241,066**
Howard County			
Operating	–	$1,959,945	**$1,959,945**
Capital	$130,507	$1,755,000	**$1,885,507**
Montgomery County*			
Operating	$4,444,000	$29,607,055	**$34,051,055**
Capital	$5,972,070	$1,400,000	**$7,372,070**
Ocean City			
Operating	$684,657	$141,125	**$825,782**
Capital	$257,681	$30,960	**$288,641**
Prince George's County*			
Operating	$2,500,000	$11,394,869	**$13,894,869**
Capital	$669,105	$100,000	**$769,105**
Queen Anne's County			
Operating	$191,737	$153,189	**$344,926**
Capital	$32,000	$4,000	**$36,000**
Somerset County			
Operating	–	$117,447	**$117,447**
Capital	–	–	–
St. Mary's County			
Operating	–	$289,491	**$289,491**
Capital	–	–	–
Tri-County Council for Lower Eastern Shore (Somerset, Wicomico & Worcester Counties)			
Operating	$1,344,513	$703,341	**$2,047,854**
Capital	$1,136,705	$142,090	**$1,278,795**
Washington County			
Operating	$888,029	$446,981	**$1,335,010**
Capital	$122,000	$15,250	**$137,250**
TOTAL OPERATING	**$17,511,505**	**$55,720,320**	**$73,231,825**
TOTAL CAPITAL	**$11,892,074**	**$4,546,936**	**$16,439,010**

* *Montgomery, Prince George's, & CMRT grants include Washington Area Office funds*



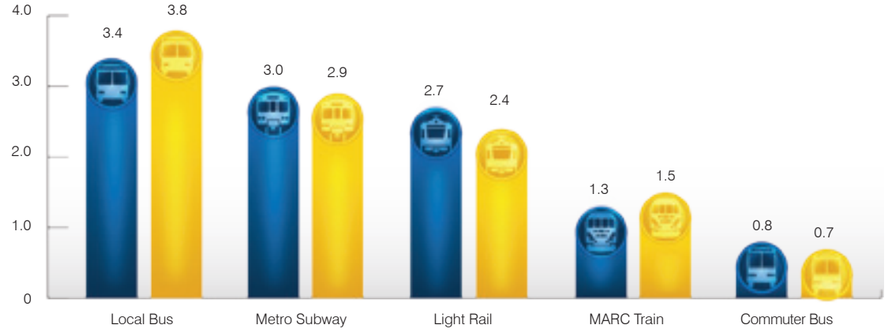
FINANCIALS AND RIDERSHIP FY 2014

ON-TIME PERFORMANCE BY MODE



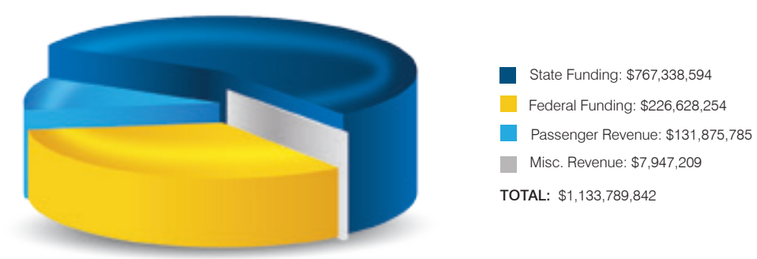
OPERATING COST PER PASSENGER TRIP

PASSENGER TRIPS PER REVENUE MILE



OPERATING COST PER REVENUE VEHICLE MILE

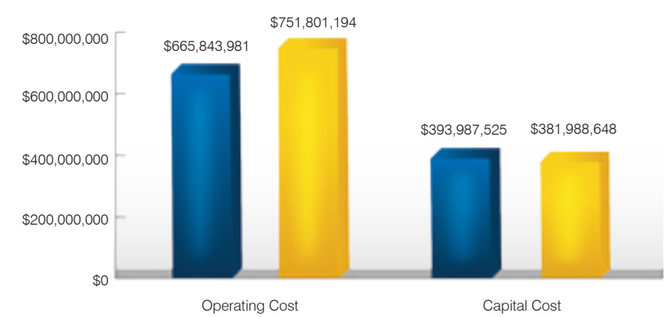
SOURCES OF FUNDS FOR OPERATING AND CAPITAL



State Funding: $767,338,594
Federal Funding: $226,628,254
Passenger Revenue: $131,875,785
Misc. Revenue: $7,947,209

TOTAL: $1,133,789,842

OPERATING COST/CAPITAL COST



2013 2014

TOTAL:

FY 2013: $1,059,831,506
FY 2014: $1,133,789,842

MOVING PEOPLE. DRIVING CHANGE. ACHIEVING EXCELLENCE.

Becoming the first choice of the next generation of transit riders will take a combination of imagination, hard work and focusing on the basics of what makes for a satisfying transportation experience. The Maryland Transit Administration is up for that challenge, and we continue to build on our long experience in serving our state, our region, our neighborhoods and the individuals who count on MTA to deliver safety, efficiency, reliability and world-class customer service, every day of the year. We honor all our partners in that endeavor, particularly those who help us envision public transportation in unique and creative ways.

Highlandtown residents now have one of the most dynamic bus stops anywhere thanks to a creative partnership by the Spanish artists collective mmmm. The BUS project is part of the TRANSIT initiative – a creative placemaking effort between Europe and Baltimore. MTA thanks the entire team involved in this project: The Creative Alliance, Southeast CDC, EUNIC DC, Goethe-Institut Washington, European Union in the United States, Tim Scofield Studios, Baltimore Office of Promotion & The Arts, Highlandtown Arts District, and the Spanish artists collective mmmm.

Photo by David Stuck, courtesy of Baltimore STYLE magazine

MARYLAND TRANSIT ADMINISTRATION

MTA Maryland 2014

ANNUAL REPORT

Maryland Department of Transportation

MTA Maryland

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