

Appendix J: BNIP Report

MTA's Bus Network Improvement Project

MTA released this draft report and the accompanying public comments in December 2014 as part of efforts to improve the region's core bus network.





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1 INTRODUCTION

1.1 Purpose

The Bus Network Improvement Project (BNIP) is one of MTA's premier initiatives to improve the Baltimore region's access to jobs and opportunity through public transit. BNIP will increase the quality, connectivity, efficiency, and effectiveness of the entire transit system by making strategic improvements in MTA's core bus network, MTA's largest and most heavily utilized service.

MTA has not undertaken a comprehensive review and assessment of its network of local bus routes in over a decade. BNIP is meant to correct that lapse, while also addressing routing and level of service issues that have arisen in recent history due to changes in residential and commercial development, and the new travel patterns that have resulted from these changes. The BNIP recommendations will meet the region's transit needs, exceed customers' expectations, and attract new riders.

BNIP is intended to provide service improvements for MTA's local bus, QuickBus, and Express Bus services while also improving connectivity to the other regional transit modes – MTA's Light Rail (LR) system, Metro Subway (Metro) system, and the MARC Commuter Rail (MARC) services, as well as other local and regional transit carriers. The recommendations also include some physical improvements that will benefit transit operations and access, such as transit signal priority (TSP), bus only lanes along identified roadways and corridors, improved layover locations, and new or improved multi-modal or bus transfer centers.

To help guide the BNIP planning effort a project Steering Committee was formed consisting of local and regional stakeholders with interests in transit and transportation. This committee helped to develop several goals and objectives that provided direction over the duration of the project. The following are the BNIP goals and objectives:

- To improve service quality by:
 - Reducing vehicle overcrowding
 - Improving on-time performance
 - Improving system-wide travel speeds
 - Decreasing passenger trip times
- To maximize transit access and connectivity by:
 - Increasing the percentage of Baltimore residential populations within walking distance of transit
 - Increasing the number of jobs accessible by transit
- To increase MTA network efficiency and effectiveness by:
 - Improving connections between buses and between modes
 - Increasing passengers per hour

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- Reducing the cost per passenger
- To align the bus network with existing and projected land use and trip patterns by improving services to major regional job centers
- To involve riders, employees, communities, and officials in the BNIP process

The project's ability to meet each of these goals and objectives became a unifying mantra throughout BNIP. During the development of the recommended plans, each route recommendation was weighed as to how well it helped meet each of the goals and objectives. Routes that were determined to have met more of the goals and objectives received a boost in their priority ranking, which will ultimately determine when a route gets implemented.

After 18 months of data analysis, public engagement, and planning, MTA has developed a strategic and comprehensive series of route recommendations that, when taken on the whole, will exceed the project's goals and objectives and will significantly change the bus network within and surrounding the City of Baltimore.

1.2 Background

MTA operates a multi-modal transit network that has a limited number of rail services: MARC Commuter Rail (Brunswick, Camden and Penn Lines), Light Rail (Hunt Valley to BWI and Glen Burnie), and Metro Subway (Owings Mills to Johns Hopkins Hospital). These rail lines form the backbone of MTA's service, however by themselves they benefit only a small portion of the Baltimore region's population. Unless customers have access to personal vehicles, the MTA core bus network is the main way to deliver passengers to and from rail stations. Perhaps even more importantly, the bus network fills in the gaps to provide transportation where no rail line exists. The bus network performs a vital role in the region's strategic plans for decreasing the carbon footprint of transportation, increasing access to jobs and opportunity, attracting residents and businesses, and increasing economic activity and vitality.

MTA's core bus network carries over 68 million people annually, accounting for 64% of MTA's 107 million riders and only 40% of MTA's operating budget. The core bus network consists of 62 bus lines and over 6,000 bus stops throughout the Baltimore Metropolitan region. Over half of MTA's riders use the core bus network *every day*, making core bus the main source of riders' perceptions of MTA's transit services.¹

¹ Source: MTA customer survey. 56 percent of MTA's customers use core bus *daily*. For comparison, the same percentage (55 percent) *never* use MARC train.



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The core bus network has not had a strategic improvement plan in over a decade, causing the network to fall behind in the quality, quantity, and utility of provided service. New developments have emerged and economic centers have shifted, but the bus network has not been adjusted to meet these needs on a comprehensive level. For example, Harbor East, Hampden, Canton, Towson, Arundel Mills, and Owings Mills have all seen substantial growth in recent years. In addition, more growth is planned: the Horseshoe Casino and the Amazon Distribution Center have recently opened, while mixed-used developments along White Marsh Boulevard are planned and Baltimore’s Downtown will continue to be re-developed. The core bus network needs to be reconfigured to better connect people with these jobs and opportunities. To make the connections attractive to current and potential riders, the core bus network needs to be of a higher quality and more easy to use – this requires an investment. Fortunately, the core bus network is the most robust and scalable component of MTA’s transit portfolio and can be brought up to par with the needs of the region. Improved connections, increased service levels, a stronger crosstown network of routes, increased QuickBus options and new routes that serve recently redeveloped and emerging locations will reduce the public’s reliance on a personal vehicle and help increase ridership.

BNIP is MTA’s initiative to “right the ship” and set in motion a strategic improvement plan for the bus network. Improving the bus network will enhance the functionality and attractiveness of the entire Maryland transit network. BNIP is a key turning point in MTA’s ongoing efforts to improve bus services and the perception of transit in Maryland as a whole.

1.3 Approach

BNIP was crafted as a network improvement project to place the focus on improving how the entire bus system functions. The process to develop the BNIP plan was divided into six basic phases, as shown in **Table 1.3.1**.

Table 1.3.1 – BNIP Phases and Timeline

Phase	Timeframe	Description
1	April – September 2013	Data Compilation and Analysis
2	September – November 2013	Public Engagement (round 1)
3	December 2013 – present	Develop BNIP Recommendations
4	TBD	Publish Recommendations
5	TBD	Public Engagement (round 2)
6.1	August 2014	Publish Year 1 Plan
6.2	TBD	Publish Full BNIP Report

During Phase 1 (Data Analysis), MTA compiled current operational statistics of its bus network, including frequencies, ridership, and other characteristics. Also, demographic, population, employment, and trip data were gathered from the U.S. Census, the American Community Survey, and from the Baltimore Metropolitan Council’s projected and current travel models. These data were used to determine the current levels of transit supply and transit demand which presented a picture of where and to what extent transit is needed in the Baltimore region, information that was utilized for all subsequent planning exercises.

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During Phase 2 (Public Engagement) MTA conducted many different forms of outreach. A Stakeholder Committee² was created and briefed at major milestones in the project. The MTA's Citizen's Advisory Committee (CAC) and Citizen's Advisory Committee for Accessible Transportation (CACAT) also provided feedback. MTA employees – particularly bus operators – were solicited for their ideas for service changes. The general public was engaged through six workshops, three pop-up events, a BNIP telephone hotline, and an interactive website (<http://mtamaryland.mindmixer.com>). Through these methods, over 1,100 individuals were involved in providing feedback to MTA about what improvements were needed to bus services in the region.

This public engagement sought not only to obtain ideas for the BNIP service changes but also to gauge public sentiment and priorities for the bus network and inform members of the public about the trade-offs related to transit planning decisions. For example, most riders don't realize that, given a fixed budget, it is not possible to increase BOTH service frequency (i.e., how often a bus comes) and coverage (i.e., the length of a transit line). Through the BNIP outreach, MTA worked to both provide and gather information so that an informed dialogue could be had regarding proposed service changes.

During Phase 3 (Develop Recommendations), MTA will develop a network design based on what the region needs.

² The Stakeholder Committee is comprised of 47 members including representatives such as the Central Maryland Transportation Alliance, Greater Baltimore Committee, Downtown Partnership, ATU Local 1300, BWI Business Partnership, etc.



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2.1 Overview of Service Provided

2.1.1 Introduction

The Maryland Transit Administration is the largest public transportation provider in the State of Maryland. The agency operates local bus service in Baltimore and its suburbs (referred to in this report as Core Bus Service¹), a Light Rail (LR) and Heavy Rail system (Metro) centered on Baltimore, paratransit, statewide commuter bus, and a commuter rail system. This report focuses primarily on MTA's "core system" consisting of core bus, Light Rail, and Metro Subway service.

The purpose of this report is to document the existing condition of the core system. The existing condition information will help inform the Maryland Transit Administration's *Bus Network Improvement Project* (BNIP), a major component of MTA's *Transit Modernization Program* (TMP). The BNIP will serve to determine how MTA's core system can better serve its market while making the most effective use of its resources.

2.1.2 The System at a Glance

The MTA forms a critical piece of the Baltimore region's transportation system. Every weekday approximately 370,000 trips are taken on MTA buses, Light Rail, and trains.² The vast majority of these trips are taken within the core service areas of the City of Baltimore and Baltimore County.

Excluding the commuter bus and train services, the Maryland Transit Administration operates three kinds of services: Core Bus, Light Rail, and Metro Subway. Core Bus forms the backbone of MTA's transit network and serves over 68 million trips a year. The MTA operates three kinds of bus services: local buses, neighborhood circulators, and QuickBus, a system of limited stop buses along major corridors. Core Bus service can be further sub-divided into the following categories:

- Radial Routes: Lines radiating from Downtown Baltimore;
- Crosstown Routes: Lines that directly connect activity centers outside Downtown Baltimore;
- Express Routes: Limited or non-stop peak period service between suburban areas and Downtown;
- Feeder Routes: Lines that connect outlying areas to the Metro Subway and Light Rail;
- Circulator Routes: Lines that operate in a specific service area on a one-way loop; and

¹ "Core Bus" is used instead of "Local Bus" to emphasize that there are gradations of service offered that are not local bus but have some express elements to them. This will be further expanded upon in later study components where new services are recommended.

² NTD Report, 2011 (Most recent year of data available).

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- QuickBus Routes: Lines that are overlaid on local routes with limited stops.

Table 2.1.1 summarizes the MTA Core Bus services, while **Figures 2.1.1, 2.1.2** and **2.1.3** show various perspectives on the MTA Core Bus Service across the system and in Central Baltimore, and **Figure 2.1.4** details the Metro Subway and Light Rail routes.

In addition to bus service, the MTA operates Light Rail and Heavy Rail lines (Metro Subway). Baltimore's Metro opened in 1983 and was originally conceived as a multi-line system, of which one line was built that operates between Johns Hopkins Hospital, just east of Downtown, and Owings Mills in the city's northwestern suburbs. In 1992 the Metro was joined by a Light Rail line that operates North-South from Hunt Valley to Glen Burnie and Baltimore-Washington International (BWI) Thurgood Marshall Airport. The Light Rail operates in multiple service patterns, as seen in **Figure 2.1.4**.



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Table 2.1.1 – Core Bus Service Routes

Radial			
1	Sinai Hospital / Mondawmin Metro Station to Fort McHenry	23	Rolling Road / Wildwood to Fox Ridge
3	Sheppard Pratt Hospital to Inner Harbor	27	Reisterstown Plaza Metro Station to Port Convington
5	Cedonia / Federal Street to Mondawmin Metro Station	30	Edmondson Village to City Hall / Hopkins Bayview
7	Mondawmin Metro Station to Canton	35	White Marsh Mall to UMBC / Blind Industries
8	Lutherville LR Stop to University Hospital	36	Northern Parkway and York Road to Riverview / Monroe Street
10	Rolling Road/Paradise Avenue to Dundalk / Bullneck Road	53	Old Court Metro Station to Mondawmin Metro Station
11	Towson Town Center to Canton	54	Randallstown / Milford Mill Metro Station to Penn-North Metro Station
15	Security Square / Westview to Overlea / Perry Hall	61	Lake Avenue to Inner Harbor
18	Glen and Key Avenues to Velvet Valley / Copper Ridge / Scotts Hill / Owings Mills Center	64	Curtis Bay / Energy Parkway to North Avenue
19	Carney / Goucher and Taylor to State Center Metro Station	91	Sinai Hospital to City Hall
20	Security Square Mall to CCBC Dundalk / Marine Terminal		
Crosstown			
4	CCBC Essex to Turner Station	38	North Bend Loop to Cold Spring Lane and Grandview
13	Walbrook Junction to Canton / Fell's Point	44	Security Square Mall to Rosedale Industrial Park
16	Mondawmin Metro Station to Brooklyn Homes	51	Rogers Avenue Metro Station to Patapsco LR Stop
21	Mondawmin Metro Station to Fell's Point	55	Fox Ridge to Towson Town Center
22	Mondawmin Metro Station to Bayview Medical Center	77	Old Court Metro Station to Patapsco LR Stop
33	Rogers Avenue Metro Station to Moravia	99	Old Court Metro Station to BWI Thurgood Marshall Airport
Feeder			
9	International Circle to Lutherville LR Stop	56	Glyndon to Owings Mills Town Center
12	Stella Maris to Kirk and Bartlett	57	Security Square Mall to Rogers Avenue Metro Station
14	Patapsco LR Stop to Annapolis / Jumpers Hole	58	White Marsh to Reisterstown Plaza Metro Station
17	Patapsco LR Stop to Parkway Center	59	Owings Mills Town Center / Redland Court to Reisterstown Plaza Metro Station
24	Whispering Woods to Moravia Park	60	Stevenson University to Reisterstown Plaza Metro Station
52	Milford Mill Road to Mondawmin Metro Station		

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Express			
03X	Cromwell Bridge Road to Inner Harbor	64X	North Avenue to Riviera Beach
05X	Cedonia to Downtown Baltimore	104	Cromwell Bridge Road to Johns Hopkins Hospital
10X	US Route 40 and Rolling Road to Light Street	120	White Marsh Park & Ride to Johns Hopkins Hospital
15X	Perry Hall to Paca Street	150	Columbia to Downtown Baltimore
19X	Carney / Goucher and Taylor to State Center Metro Station	160	Whispering Woods / Fox Ridge to Johns Hopkins Hospital
Circulator			
29	Cherry Hill LR Stop to Cherry Hill	97	Mondawmin Metro Station to Mondawmin Metro Station
50	Erdman and Belair to Erdman and Belair	98	Woodberry LR Stop to Woodberry LR Stop
QuickBus			
40	Security Boulevard at CMS to Middle River	47	Walbrook Junction to Overlea Loop
46	Paradise Avenue Loop to Cedonia Loop	48	Towson Town Center to University of Maryland Transit Center

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Figure 2.1.1.1 – System Map



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Figure 2.1.1.2 – System Map (Central Baltimore)

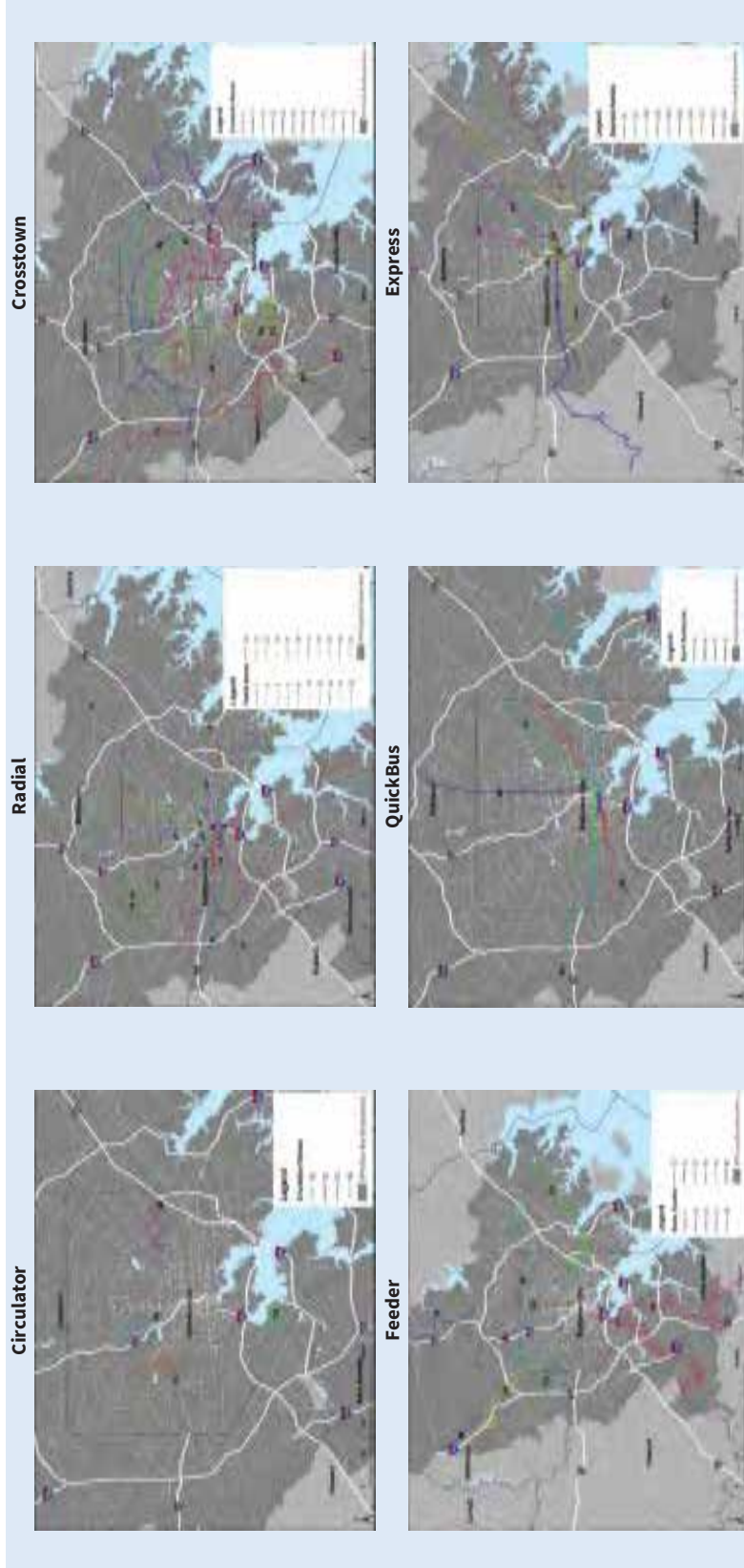


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Figure 2.1.3 - MTA Core Bus Services by Type of Service



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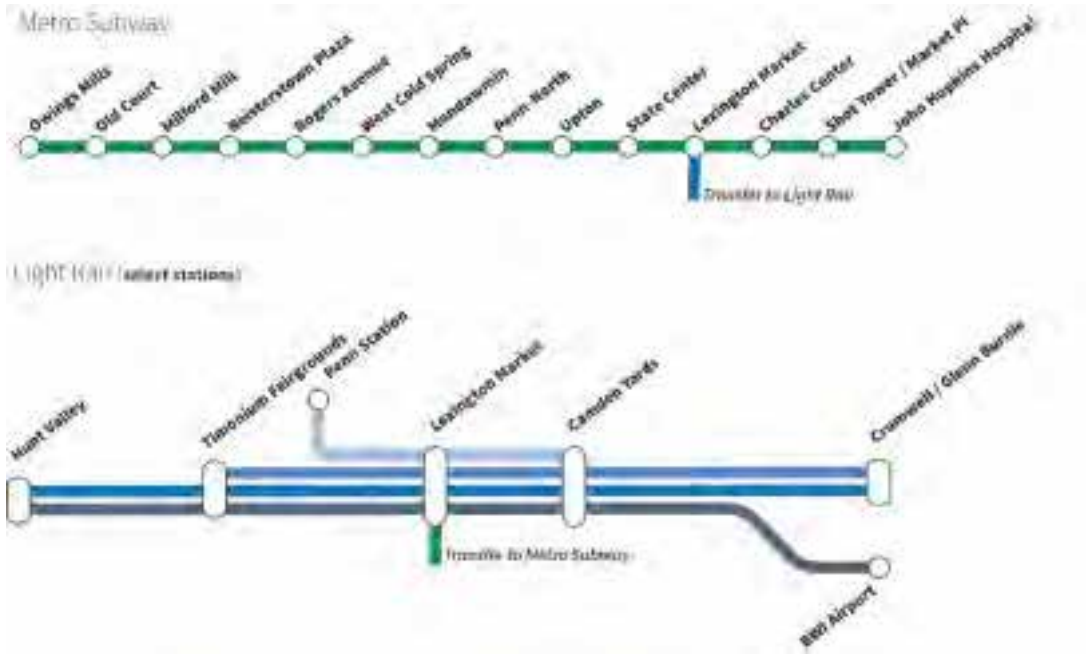
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Figure 2.1.2 – Metro Subway and Light Rail Alignments



2.2 Existing and Future Land Use and Demographics

2.2.1 Existing Demographics

2.2.1.1 Population Density

Current population density was calculated for the MTA service area using 2010 Census population totals by census tract. Population density for tracts within the MTA service area range from a low of only 4 people per square mile for the tract containing BWI Thurgood Marshall Airport to a high of nearly 87,000 people per square mile for a tract just east of Downtown Baltimore, adjacent to I-83. Generally, tracts closer to Downtown Baltimore and along the Metro in northwest Baltimore City have higher population densities, while tracts in northern Baltimore County have lower population densities. In order to be viable for transit service, densities in excess of 12,000 people per square mile are typically necessary and it is these areas that also have the highest need for transit service; those tracts with the highest densities all currently have some level of Core Bus service. **Figures 2.2.1** and **2.2.2** illustrate population density within the MTA service area.

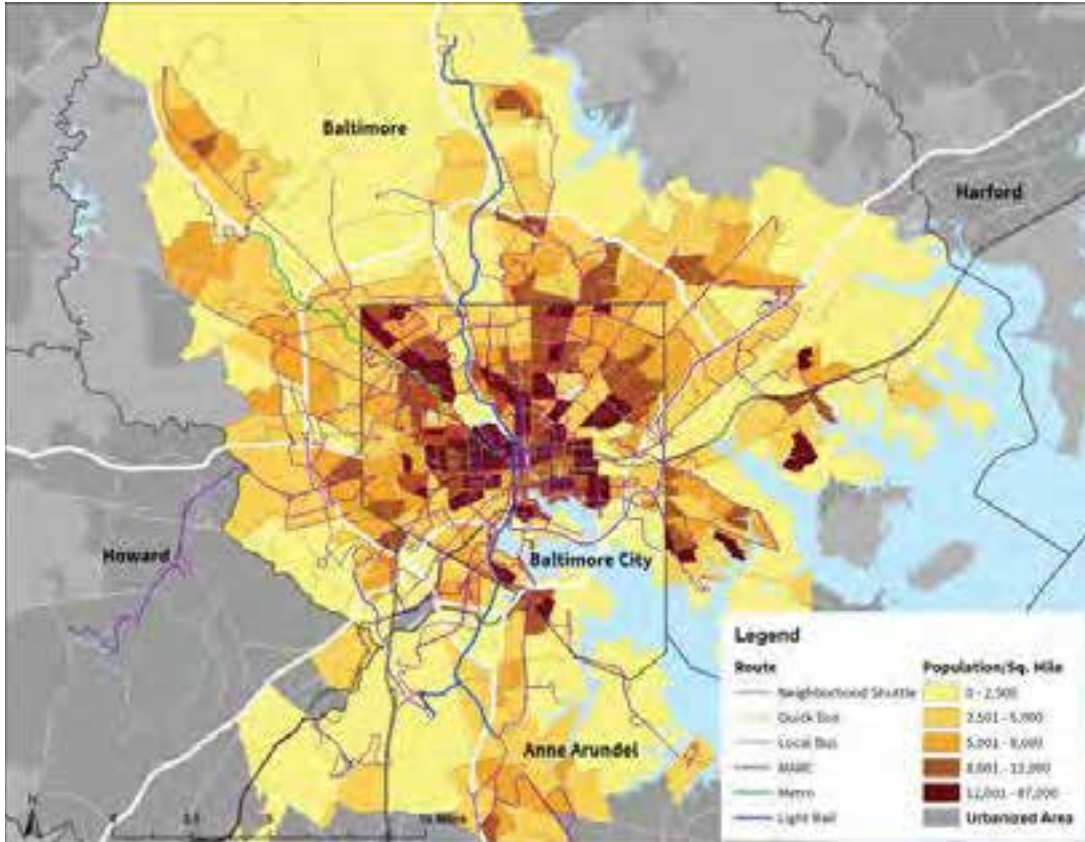
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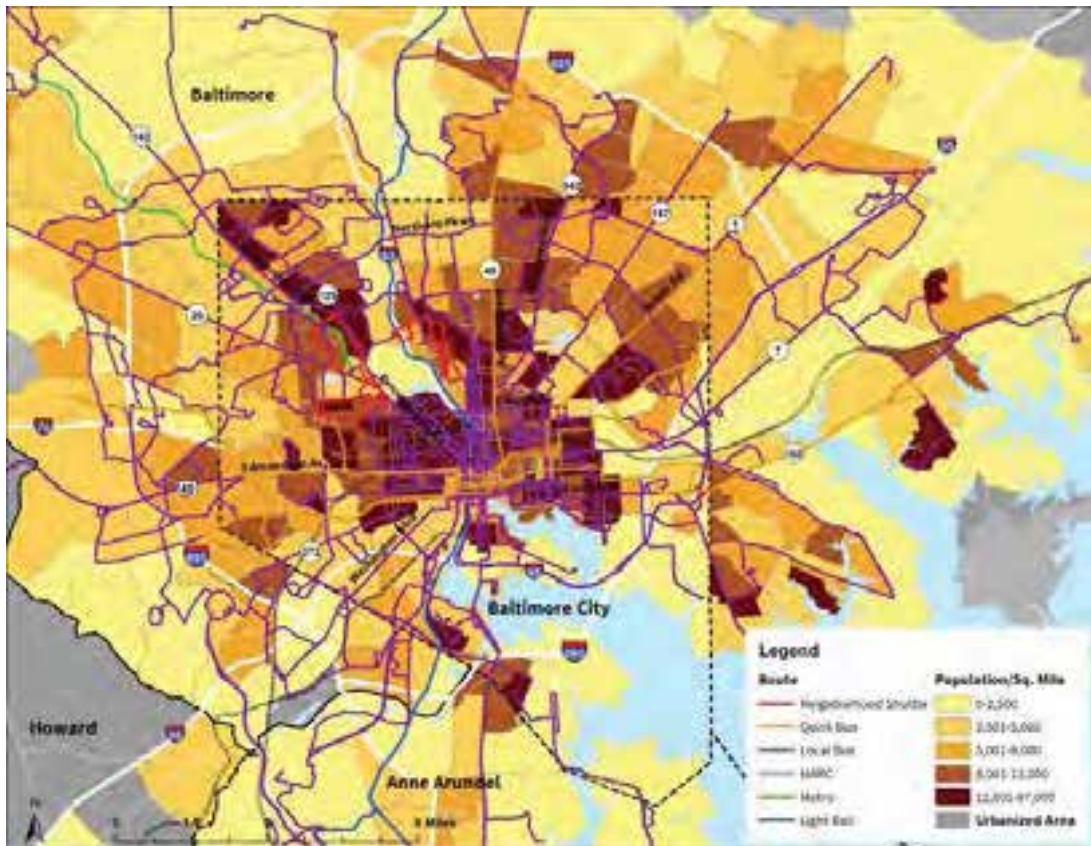
Figure 2.2.1 - Population Density (People per Square Mile)





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Figure 2.2.2 - Population Density (People per Square Mile) Within Baltimore Beltway



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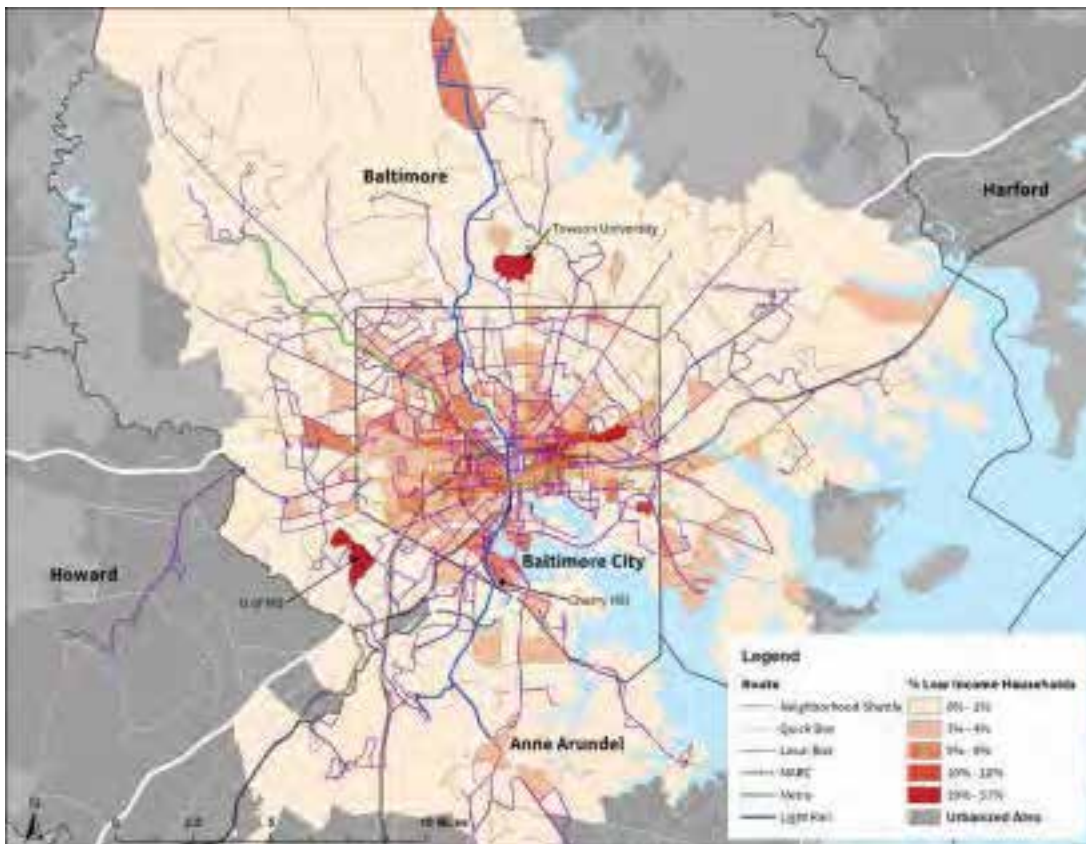


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2.2.1.2 Low-Income Households

Low-income household information for the MTA service area was compiled by census tract using 2007-2011 American Community Survey (ACS) data to find the percentage of households with incomes less than \$20,000. This percentage ranges from less than 1 percent in several Baltimore County tracts north of the City of Baltimore to 60-65 percent in several tracts in East Baltimore near Downtown and in the Cherry Hill neighborhood of South Baltimore. The two census tracts containing the University of Maryland-Baltimore County and Towson University also display a high percentage of low-income households; note that, this is not an accurate portrayal of low-income households but rather reflective of the large student population. Generally, tracts within the City of Baltimore have a higher percentage of low-income households, while those in Baltimore County and Anne Arundel County have lower percentages. The majority of high low-income tracts within the City of Baltimore corresponded well with the existence of some level of Core Bus routes, as well as the Metro and Light Rail alignments. **Figures 2.2.3** and **2.2.4** illustrate low-income household census tracts within the MTA service area.

Figure 2.2.3 – Low-Income Households

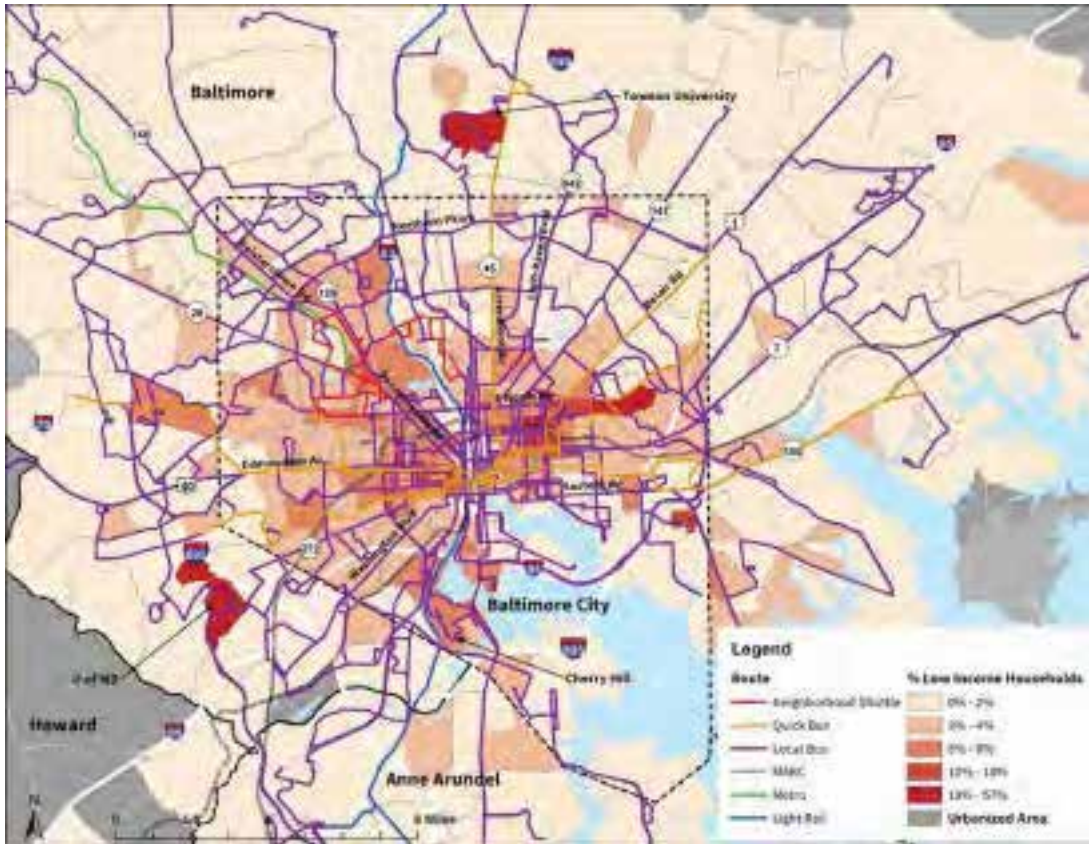


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Figure 2.2.4 - Low-Income Households (Within Baltimore Beltway)



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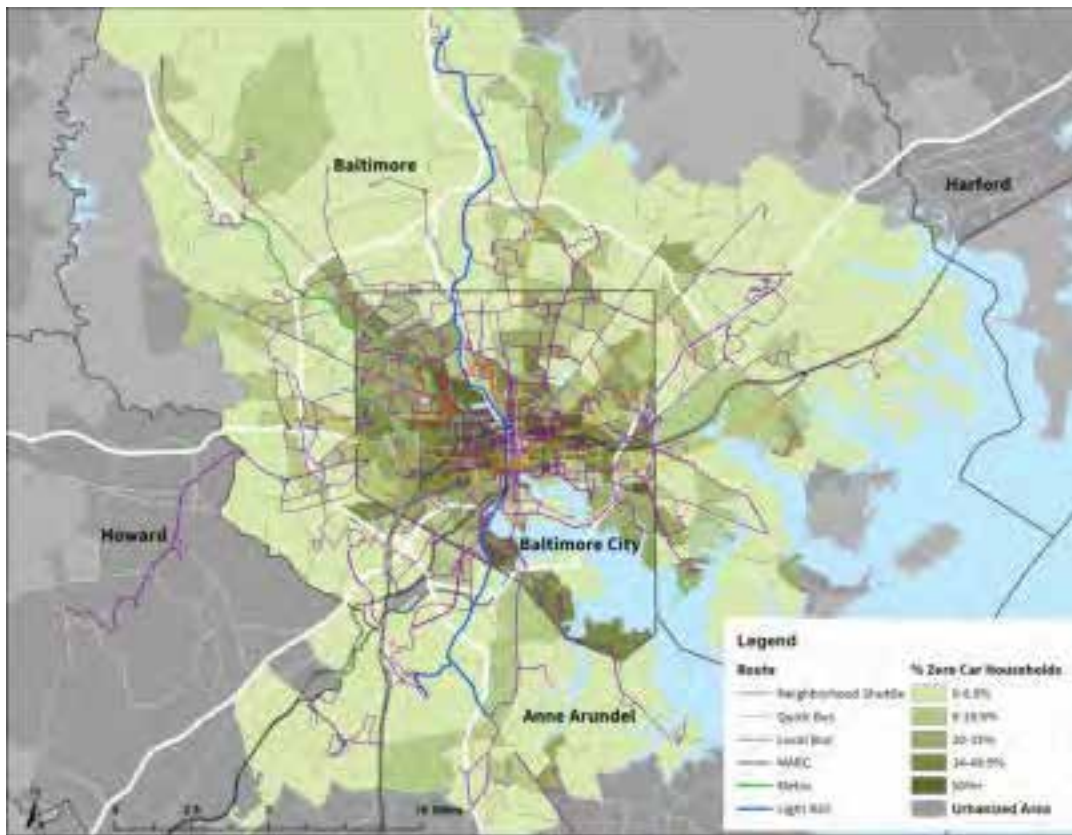


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2.2.1.3 Zero-Car Households

Information on households that do not own or have access to a vehicle was compiled by census tract using 2007-2011 ACS vehicle ownership data. Overall, the boundaries of the City of Baltimore correspond closely with the extent of the area with high percentages of zero-car households. The percentage of zero-car households ranges from less than 1 percent in several tracts in Baltimore, Howard and Anne Arundel counties to greater than 75 percent in several tracts in the East Baltimore and Cherry Hill neighborhoods of the City of Baltimore. Generally, tracts adjacent to Downtown Baltimore and in southeast Baltimore have a much higher percentage of zero-car households, while those in Baltimore County, Anne Arundel County and Howard County had lower percentages. The tracts with higher percentages corresponded well with Core Bus routes and the Metro alignment. **Figures 2.2.5 and 2.2.6** illustrate the percentage of zero-car households by census tract for the MTA service area.

Figure 2.2.5 – Zero-Car Households





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Figure 2.2.6 - Zero-Car Households (Within Baltimore Beltway)



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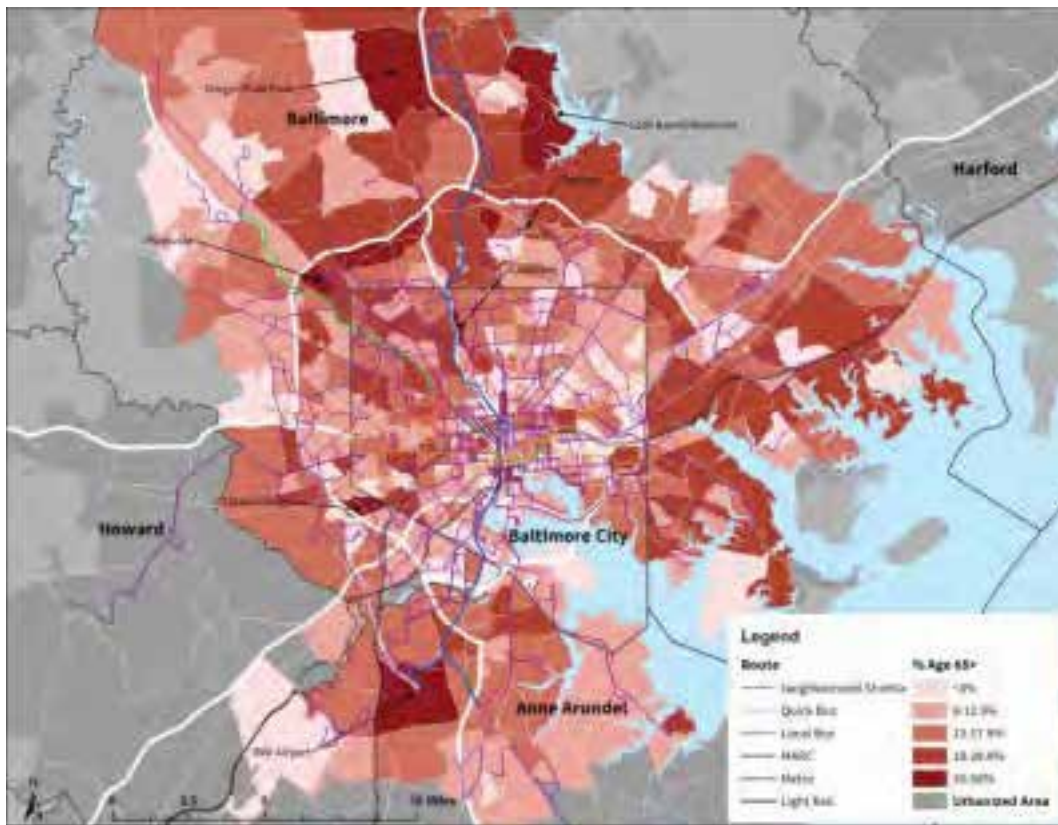


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2.2.1.4 Age

Population by age information for the MTA service area was compiled by census tract using 2007-2011 ACS data. Populations 65 and over and under the age of 18 have a higher need for public transportation due to their lower levels of vehicle ownership. Concentrations of populations 65 and over were generally found outside of Baltimore City in Baltimore County and Anne Arundel County in areas with limited transit routes. The percentage of the population age 65 and over was nearly 58 percent in Catonsville near the MD-372/I-695 interchange and nearly 46 percent in the Cross Keys neighborhood of Baltimore City. Elsewhere in Baltimore County, western Towson near MD-139 and the Oregon Ridge Park, Loch Raven Reservoir and Pikesville areas all had high percentages of population age 65 and over. In Anne Arundel County, there were high concentrations near BWI Thurgood Marshall Airport. Cross Keys, Pikesville and BWI areas all have access to MTA rail service; however the location of housing within ¼ mile of stations is limited. **Figures 2.2.7 and 2.2.8** illustrate the percentage of the population age 65 and over by census tract for the MTA service area.

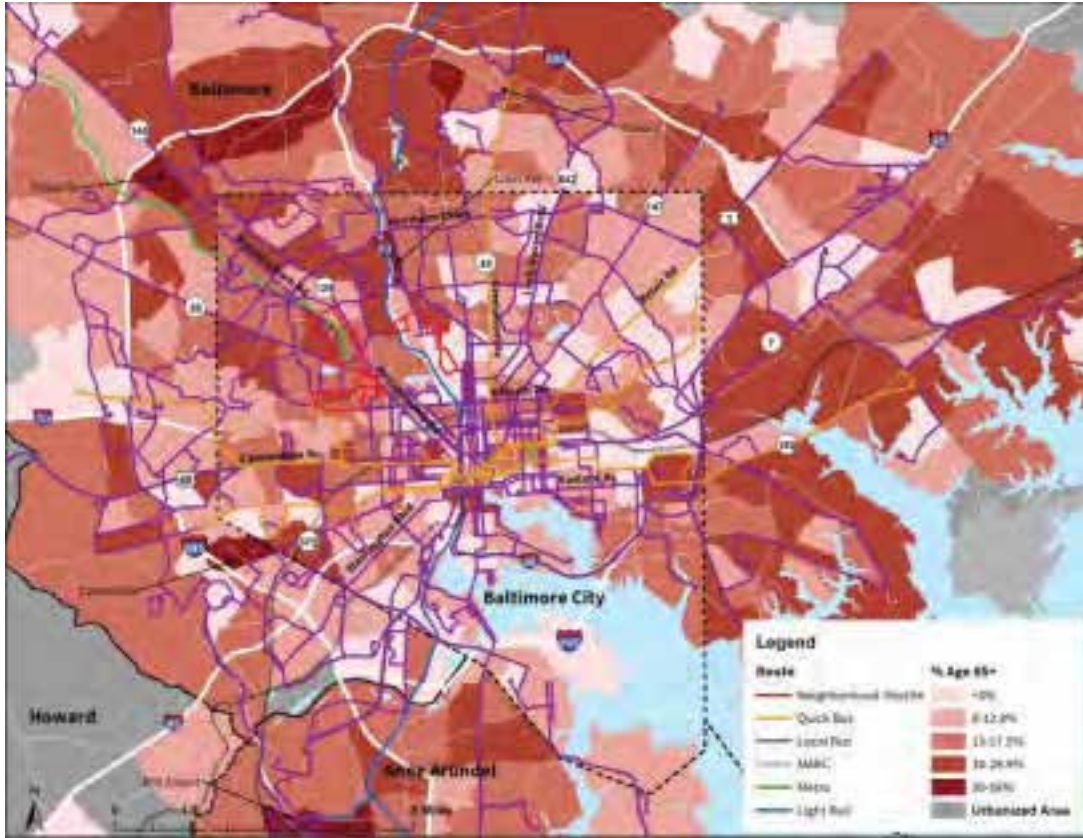
Figure 2.2.7 – Percentage of Population Age 65 and Over





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Figure 2.2.8 – Percentage of Population Age 65 and Over (Within Baltimore Beltway)



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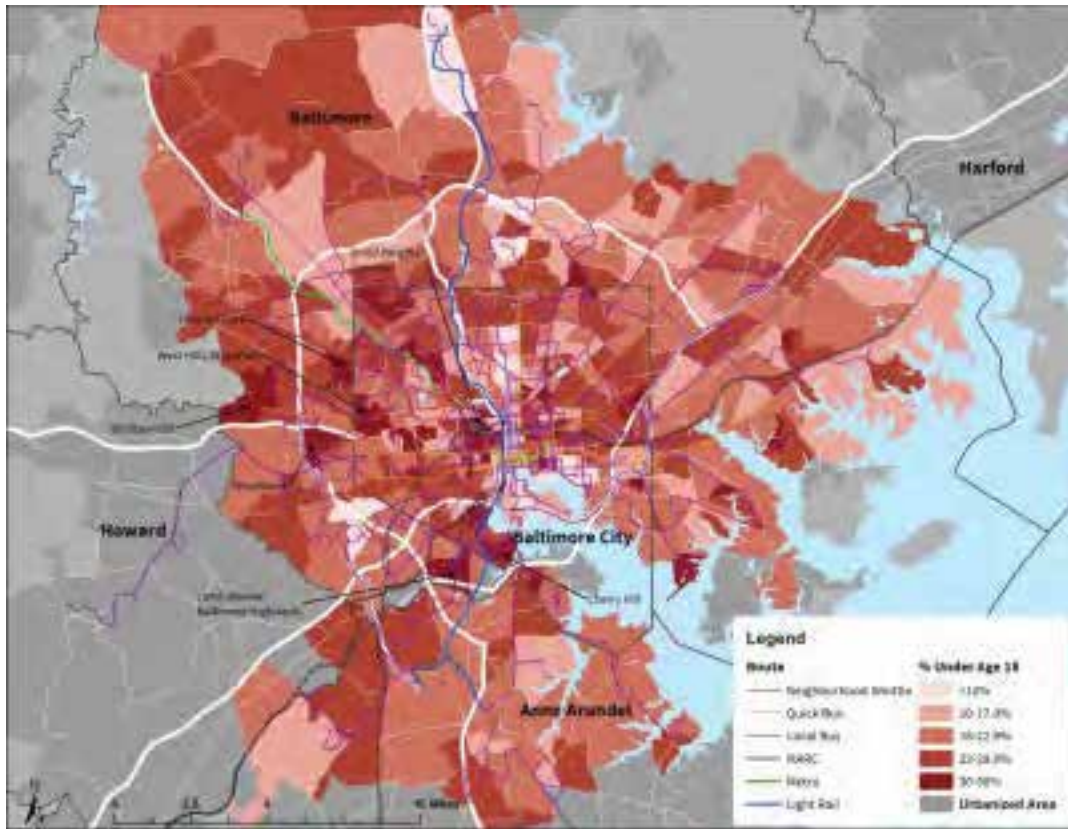
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Concentrations of populations under the age of 18 were generally found within Baltimore City or within Baltimore County to the west of Baltimore City. In Baltimore City, the Druid Heights, Upton, West Hills and Cherry Hill neighborhoods had the highest percentages, while in Baltimore County the Baltimore Highlands, Windsor Mill, Woodlawn and Howard Park neighborhoods had the highest percentages. The Cherry Hill and Upton neighborhoods of Baltimore City had the highest overall percentages, between 45 percent and 50 percent. Overall, areas with high percentages of youths were situated in areas with several existing MTA Core Bus routes and/or rail routes. **Figures 2.2.9** and **2.2.10** illustrate the percentage of the population under the age of 18 by census tract for the MTA core service area.

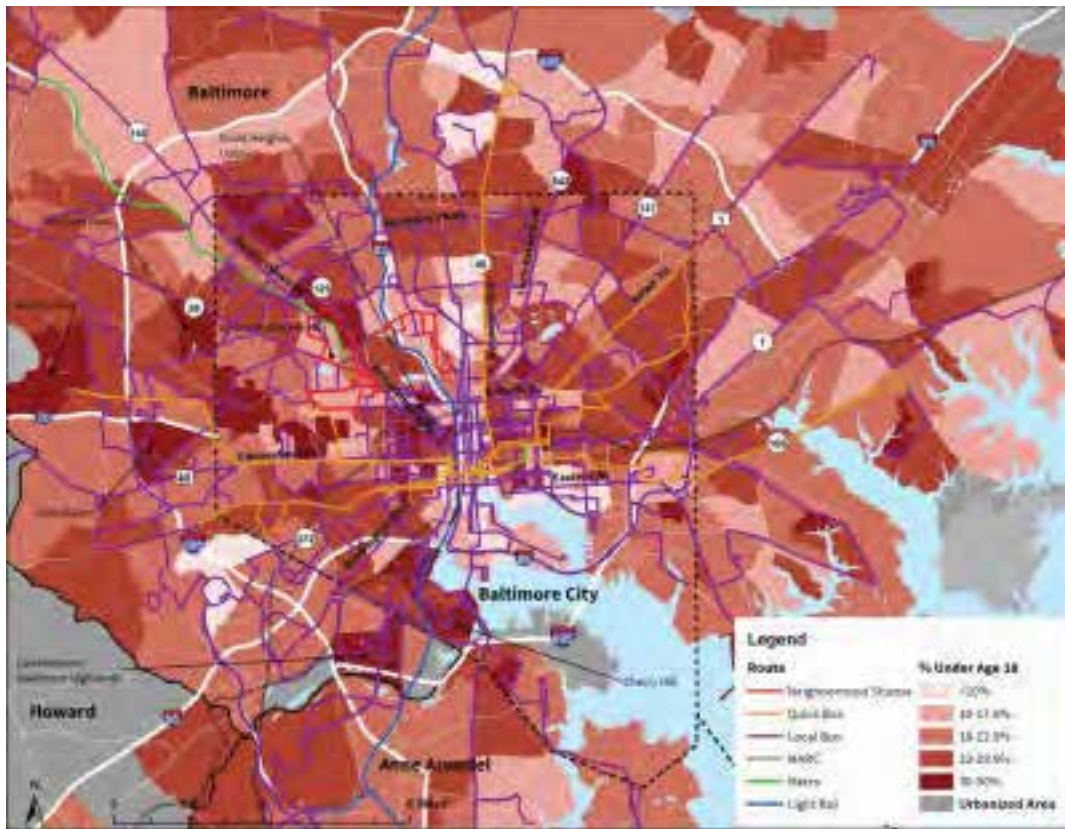
Figure 2.2.9 - Percentage of the Population under the Age of 18





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Figure 2.2.10 – Percentage of the Population under the Age of 18 (Within Baltimore Beltway)



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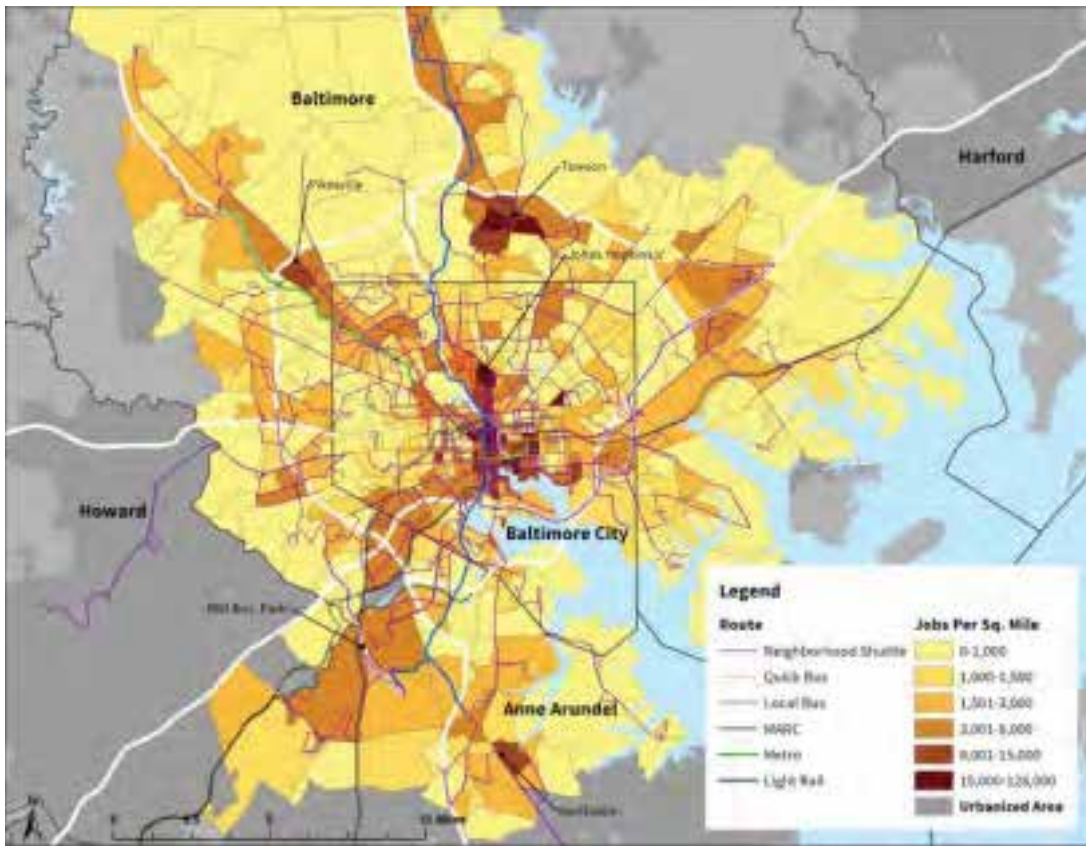


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2.2.2 Employment Density

Employment density by census tract was compiled using 2011 Census Local Employment Dynamics (LED) data. Employment density was not as centralized as population density, with several high employment density census tracts located outside of the City of Baltimore in Baltimore County and Anne Arundel County. Overall, tracts with the highest employment densities were in Downtown Baltimore, Towson, Pikesville, the Southdale area of Glen Burnie and near the BWI Business Park. All of these high employment density census tracts are served by Local Bus routes, the Metro or the Light Rail, though in the case of the Metro and Light Rail, many actual employment locations are a considerable distance away from actual stations. Those high employment density census tracts closest to Downtown Baltimore have the most transit service (in terms of number of routes), often served by multiple MTA modes. **Figures 2.2.11** and **2.2.12** illustrate employment density in the MTA Core service area.

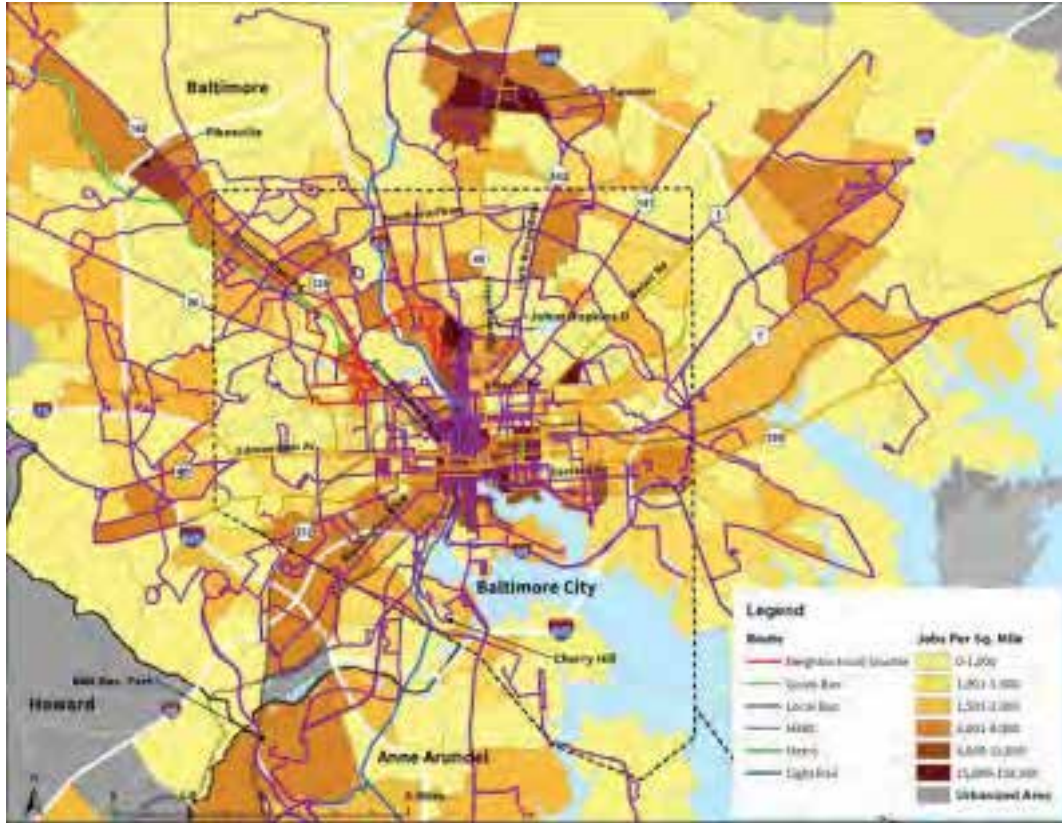
Figure 2.2.11 – 2011 Employment Density





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Figure 2.2.12 – 2011 Employment Density (Within Baltimore Beltway)



2.2.3 Transit Propensity

In order to identify those areas where transit demand is highest, demographic data from the ACS was compiled into a transit propensity index for each census tract within the MTA Core Bus service area. Inputs into this index fell into the categories of population, age, households, income, vehicle ownership, labor force size and commute mode. Overall, 33 different metrics were analyzed, including reviews of the data in the aggregate, by density and as a percentage of the total population. Rates such as the percentage of senior citizens of the total population and density of senior citizens are useful in understanding the composition of each census tract, while the aggregate measures, such as the total senior citizen population, indicate the absolute potential for travel in general and transit trip making in particular. **Table 2.2.1** summarizes all of the different metrics involved in generating this index. All densities listed are per square mile.

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Table 2.2.1 – Transit Propensity Index Methodology

Category	Measurement
Population	<ul style="list-style-type: none"> • Total Population • Population Density
Age	<ul style="list-style-type: none"> • Total Seniors (65+) • Senior Density • Seniors percent of Population • Total Youth (<18) • Youth Density • Youths percent of Population
Households	<ul style="list-style-type: none"> • Total Households • Household Density
Income	<ul style="list-style-type: none"> • Median Household Income • Total Households in Poverty • Percent Households in Poverty • Households in Poverty Density • Total Households between Poverty and Median Income • Percent Households between Poverty and Median Income • Households between Poverty and Median Income Density
Vehicle Ownership	<ul style="list-style-type: none"> • Total Zero-Car Households • Percent Zero-Car Households • Zero-Car Household Density • Total One-Car Households • Percent One-Car Households • One-Car Household Density
Labor Force	<ul style="list-style-type: none"> • Labor Force Size • Labor Force Density • Employed Persons • Employed Person Density • Percent Employed
Commute Mode	<ul style="list-style-type: none"> • Total Commuters • Commuter Density • Total Transit Commuters • Percent Transit Commuters • Transit Commuter Density

For all variables with the exception of Median Household Income, higher values are indicative of greater need and likelihood of transit use. For example, a census tract with a higher senior citizen density or a high number of zero-car households exhibits a greater mobility need and a propensity for transit use. In this analysis, a standardized score has been used to combine the different variables. With this approach for each variable, the block group with the lowest value is assigned a score of zero, while the block group with the highest value is assigned a value



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of 100. The other areas are computed by interpolating between maximum and minimum values. These scores can then be added for the 33 variables, where the highest possible score would be 3,300.

The overall scoring of the transit propensity metrics ranged from a low of 335 to a high of 3,167. In order to display the results on a map, the scores were geocoded and the index was then broken up into four categories: low, medium, high and very high. An equal number of census tracts were placed into each category to adjust the index to the service area. Overall, neighborhoods in Baltimore City north of Downtown had the highest transit propensity, along with three areas in Baltimore County: Arbutus, Carney and Parkville. **Table 2.2.3** details the ten highest areas of need by census tract, while **Figure 2.2.13** illustrates their locations.

Table 2.2.3 – Top Ten Transit Propensity Scores

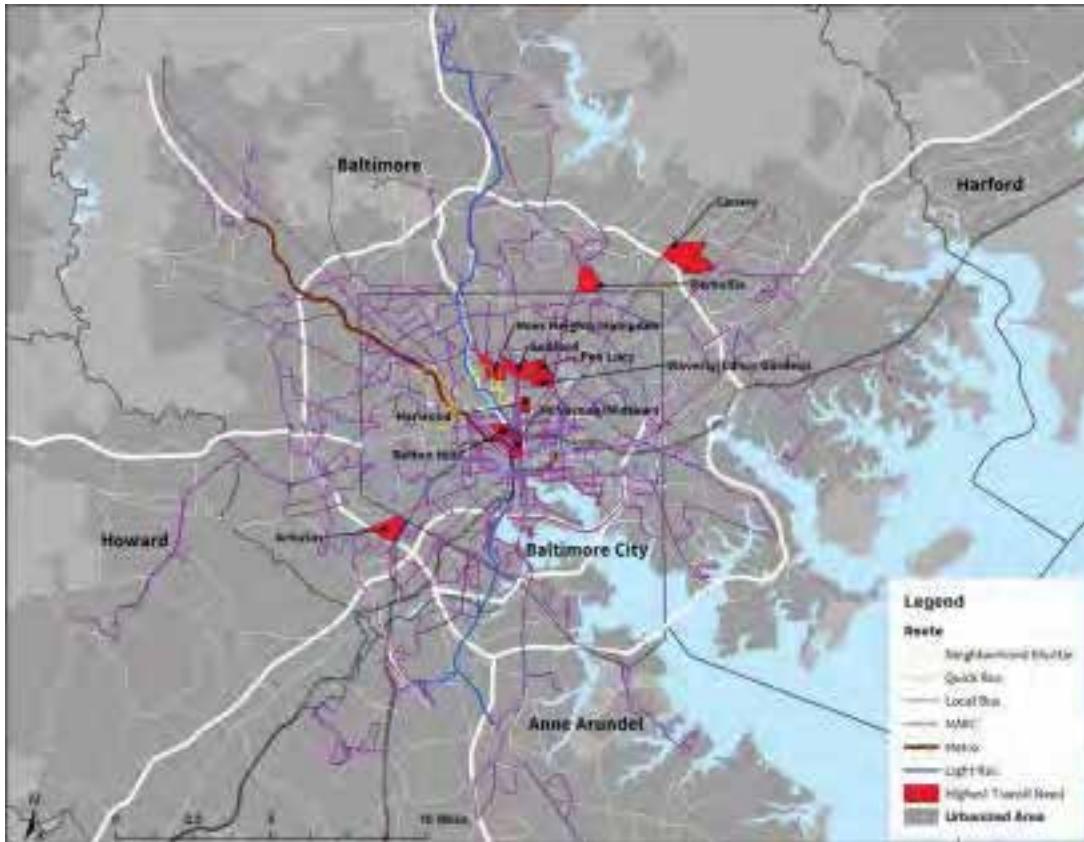
Overall Transit Need Score		
Census Tract	(33 Factors)	Location
24510140100	3,167	Bolton Hill, Baltimore City
24510130700	3,091	Hoes Heights/Hampden, Baltimore City
24510090100	2,979	Pen Lucy, Baltimore City
24510120100	2,967	Guilford, Baltimore City
24510120300	2,914	Harwood, Baltimore City
24005411407	2,886	Carney, Baltimore County
24510110200	2,870	Mt Vernon/Midtown, Baltimore City
24510090300	2,869	Waverly/Ednor Gardens, Baltimore City
24005430900	2,853	Arbutus, Baltimore County
24005491401	2,825	Parkville, Baltimore County

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Figure 2.2.13 – Top Ten Transit Propensity Score Census Tracts



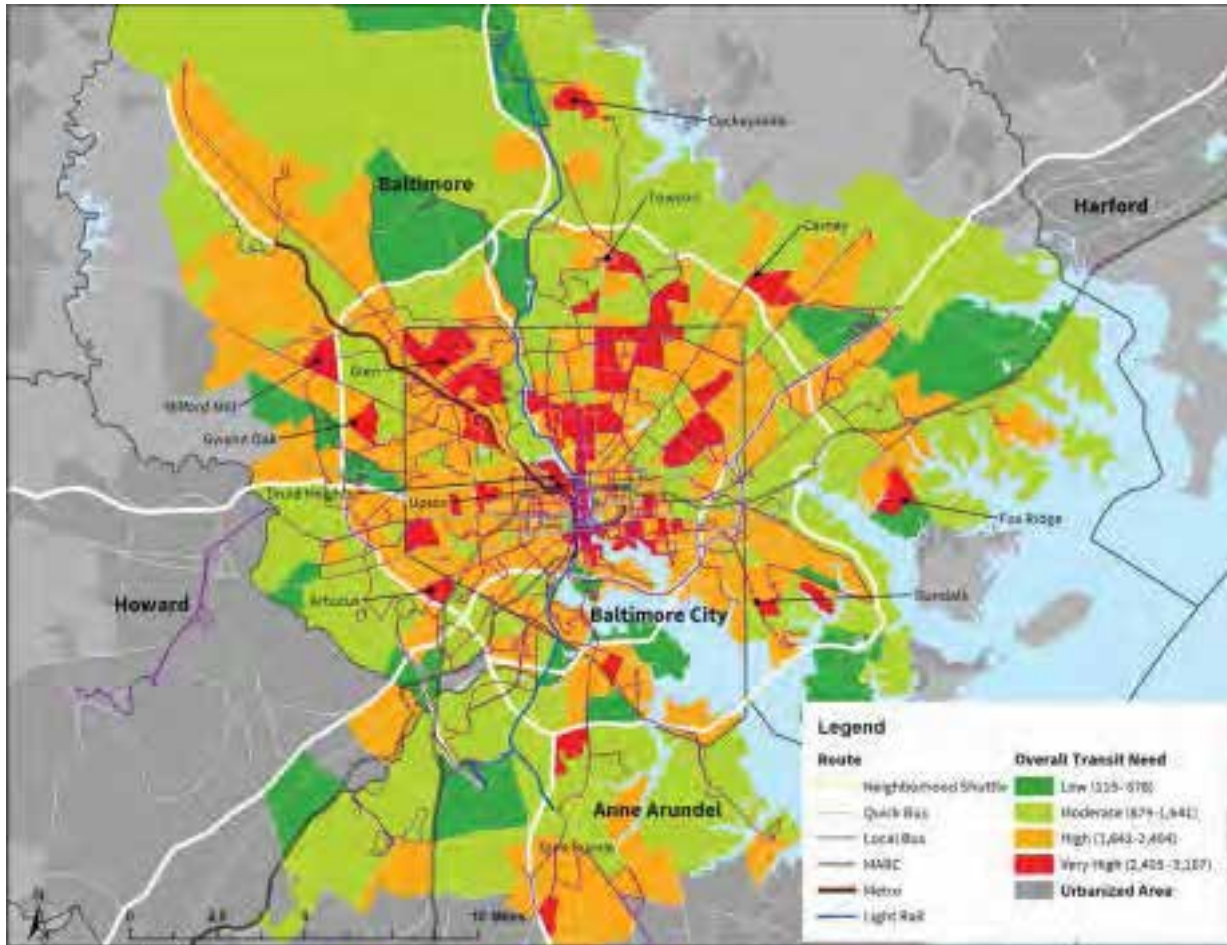
Overall, as shown in **Figure 2.2.14**, the majority of census tracts with a very high propensity for transit fell within Baltimore City where population densities are highest and incomes and vehicle ownership is lowest. Outside of those areas with the top ten scores, neighborhoods just west of Downtown (including Upton and Druid Heights) and in northwest Baltimore (Glen) had the highest transit propensities. Several outlying areas in Baltimore County and Anne Arundel County outside of the top ten also had very high transit propensities, including Dundalk, Fox Ridge, Cockeysville, Milford Mill, Gwynn Oak and southern Glen Burnie.

One limitation of the transit propensity analysis is that, particularly outside of Baltimore City, the census tracts are quite large. Therefore, even if a part of the tract would have a high propensity, that gets outweighed by the majority of the tract that does not have a high propensity. Because census tract boundaries usually coincide with the jurisdictional boundary, transit propensity just outside the city line may be understated.



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Figure 2.2.14 – Transit Propensity in the MTA Core Bus Service Area



2.2.4 Future Population Density and Employment

Population and employment projections for the year 2020 are based on the Round 7c Cooperative Forecasts from the Baltimore Metropolitan Council (BMC). These projections are made at the Traffic Analysis Zones (TAZs) level for travel demand modeling purposes. TAZs in the BMC district generally represent geographies smaller than census tracts, with exact sizes determined by population and employment density.

2.2.4.1 Future Population Density

In order to highlight areas where population densities are projected to increase, the raw change in population per square mile was calculated. Overall, the MTA service area is projected to increase in population by approximately 387,000 between 2010 and 2020, though this increase is not uniform across the region. Many TAZs are projected

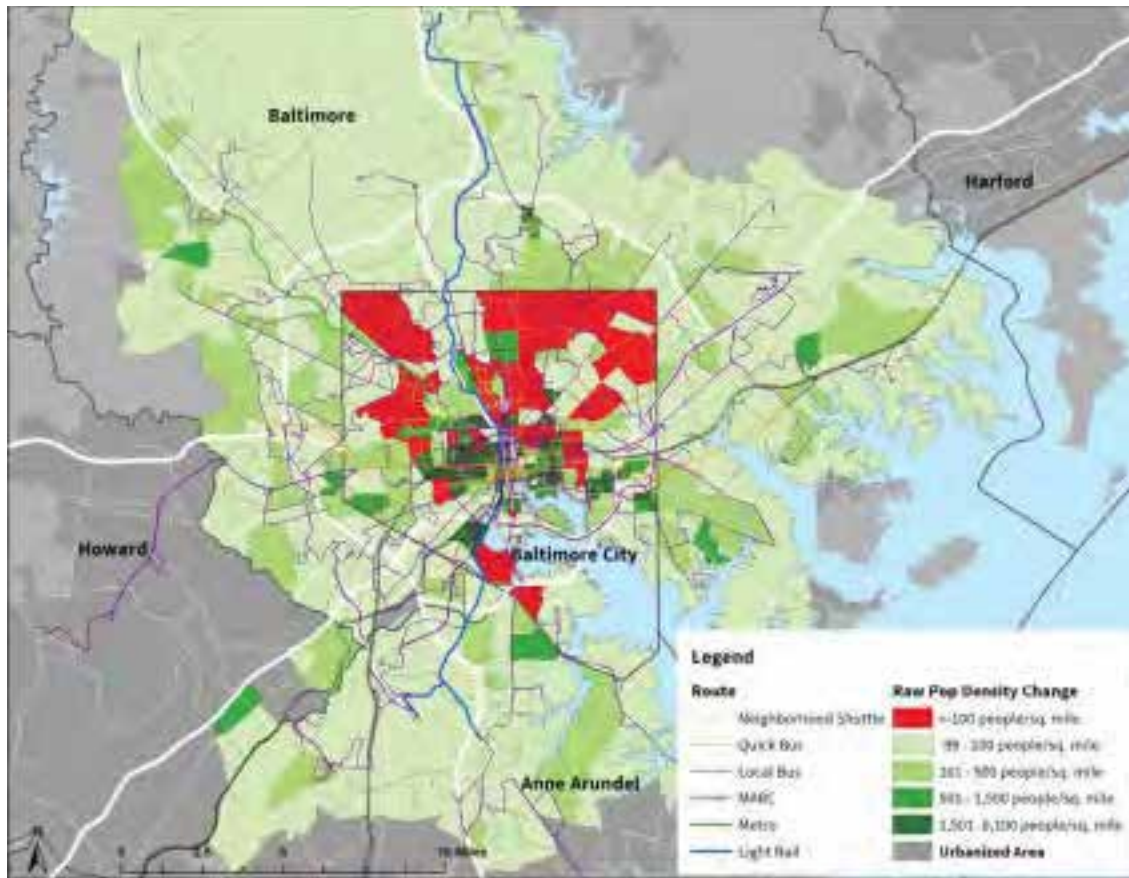
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to lose population, while others are expected to gain a significant amount of population. Within the City of Baltimore, much of the northeast and northwest portions of the city are projected to have decreases in population and therefore population density, while neighborhoods closer to Downtown such as West Baltimore and Brewers Hill are expected to increase in density. Given that the MTA system centers on the Downtown, much of the increase in population density will be within TAZs with existing service. Outside of the City of Baltimore projected changes in population density are more uniform, with much of Baltimore County, Anne Arundel County and Howard County projected to have modest increases in population density up to 100 people per square mile. **Figures 2.2.15 and 2.2.16** illustrate projected change in population density between 2010 and 2020.

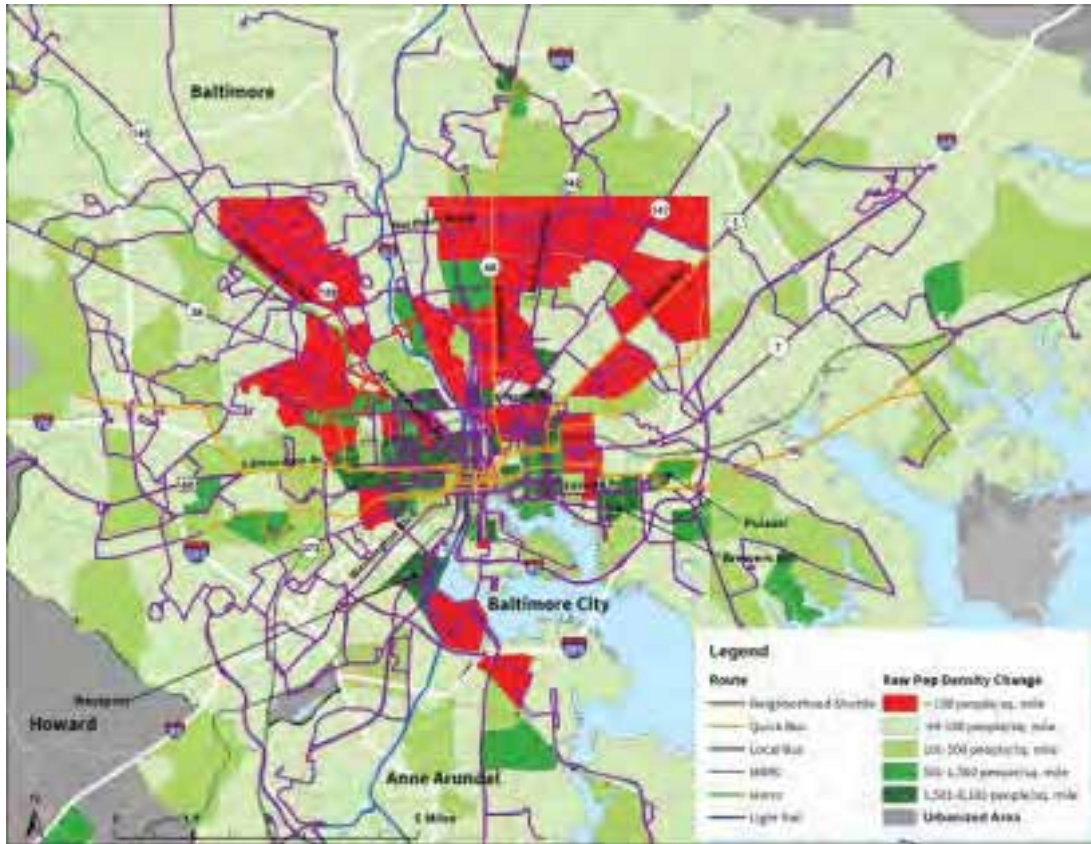
Figure 2.2.15 - Projected Change in Population Density, 2010-2020





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Figure 2.2.16 – Projected Change in Population Density, 2010-2020 (Within Baltimore Beltway)



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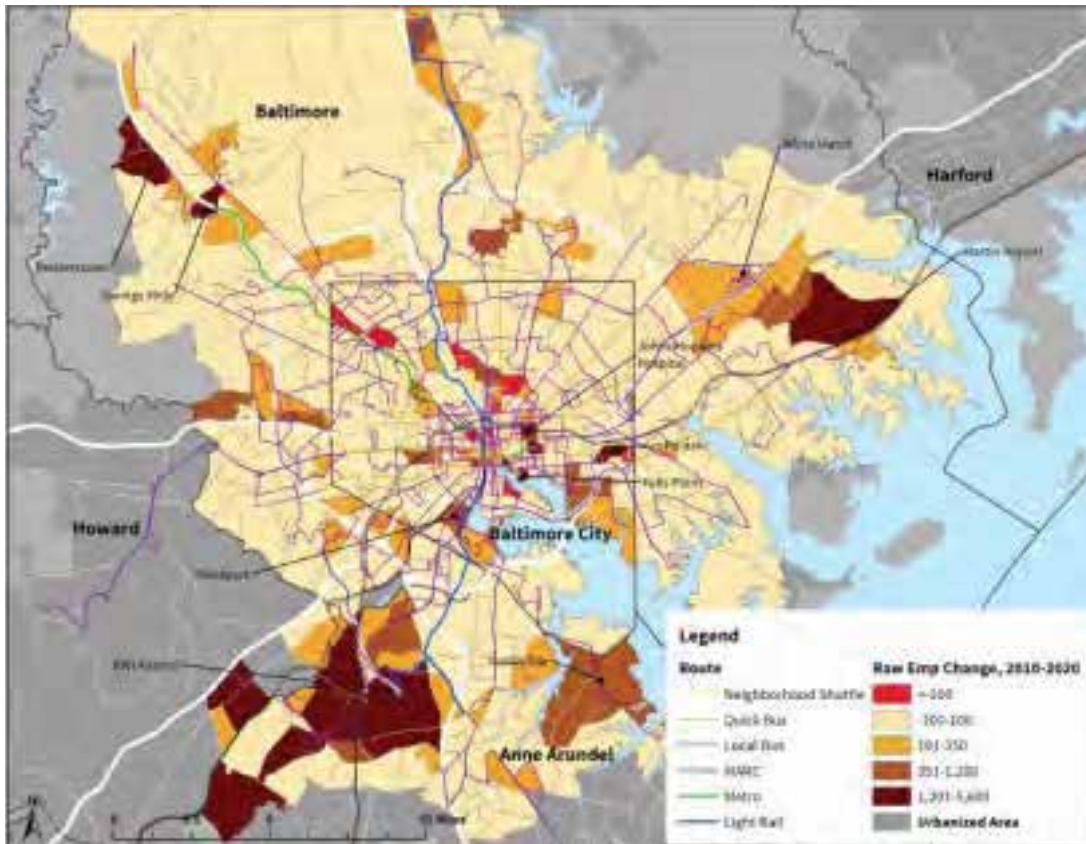


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2.2.4.2 Future Employment

Projected changes in employment were calculated to show high and low employment growth areas in the MTA service area. Overall, the region is expected to add approximately 364,000 jobs between 2010 and 2020, though like population, this growth is not uniform across the region. Significant increases in employment are projected in several outlying TAZs that have limited MTA service in both Baltimore and Anne Arundel Counties. These areas include Reisterstown and Martin Airport in Baltimore County and Curtis Bay and west of BWI Thurgood Marshall Airport in Anne Arundel County. Within the City of Baltimore, employment is projected to decrease or grow little within much of the city outside of Downtown, Fell’s Point, Canton, Pulaski, Westport and the Johns Hopkins Hospital area. **Figures 2.2.17** and **2.2.18** illustrate raw increases in employment projected between 2010 and 2020.

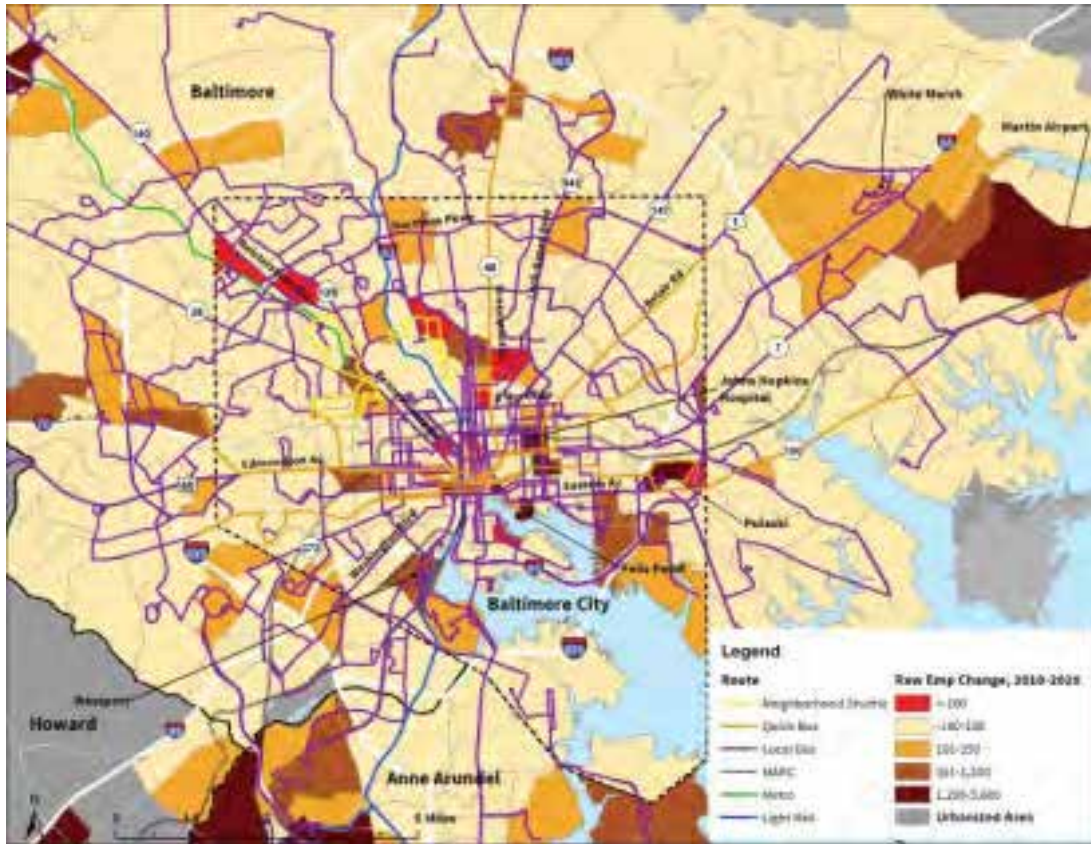
Figure 2.2.17 – Projected Change in Employment, 2010-2020





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Figure 2.2.18 – Projected Change in Employment, 2010-2020 (Within Baltimore Beltway)



Changes in future employment density between 2010 and 2020 tell a similar story, with large increases projected for several outlying areas and within close proximity to the Baltimore Beltway, including Martin Airport, Reisterstown, Owings Mills, BWI Thurgood Marshall Airport and Towson. Within Baltimore City, large increases in employment density are projected in Fell’s Point, Pulaski, Johns Hopkins Hospital, Westport, Cherry Hill, Mondawmin, Johns Hopkins University and Downtown. **Figures 2.2.19** and **2.2.20** illustrate projected increases in employment density between 2010 and 2020 for the Core Bus service area.

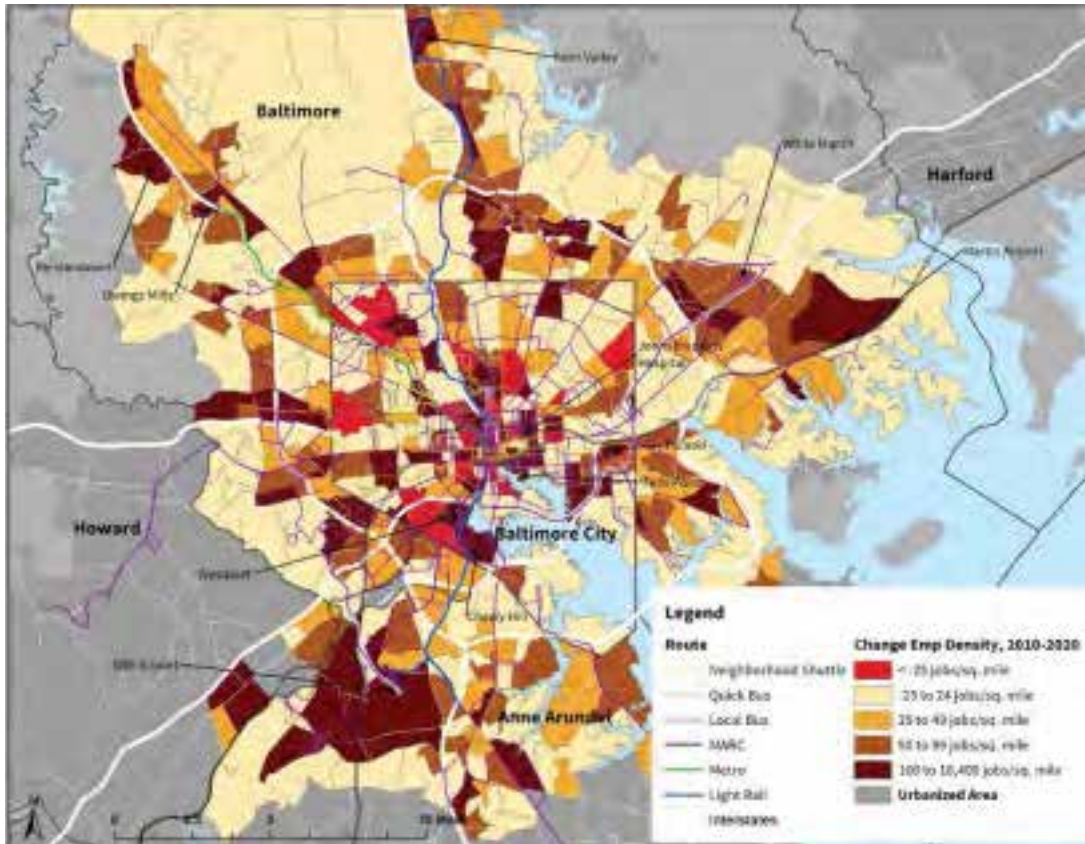
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Figure 2.2.19 – Projected Change in Employment Density, 2010-2020





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Figure 2.2.20 - Projected Change in Employment Density, 2010-2020



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2.3 Travel Patterns

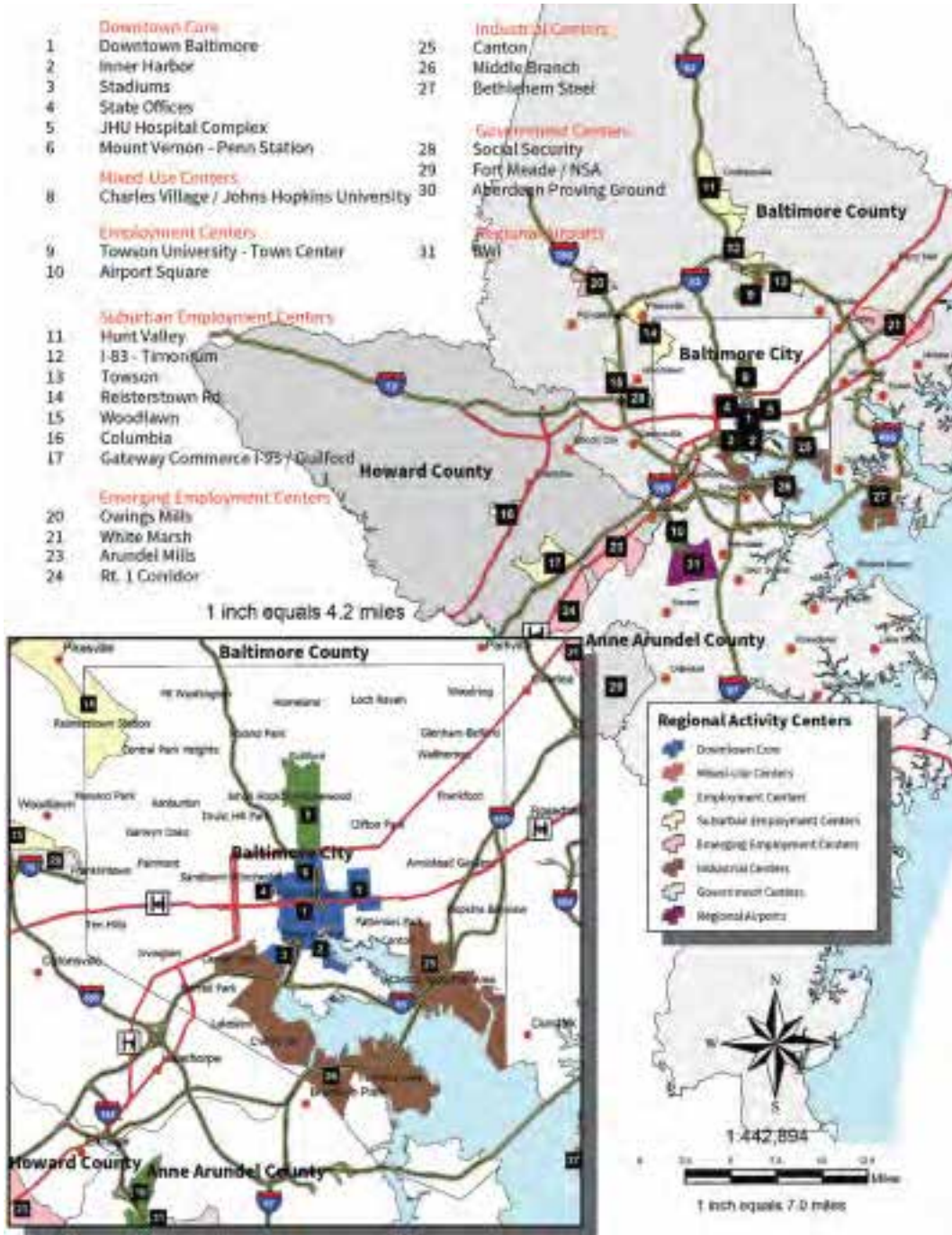
2.3.1 Key Locations within Service Area

Outside of the Maryland suburbs of DC, the Baltimore region forms Maryland's economic and population center. Central Baltimore is home to many of the most important destinations in the region, including the Inner Harbor, Downtown Business District, Johns Hopkins Hospital and the University of Maryland Medical Center. Stretching north of Downtown is a significant corridor that includes Penn Station, Johns Hopkins University and Loyola University Maryland. A number of important commercial centers are located outside the city in surrounding suburbs. White Marsh to the northeast is a major regional retail center. To the north, Towson is home to a major university, shopping center and commercial center, while Hunt Valley, which is further north, features a large business park and shopping center. Owings Mills, to the northwest of Baltimore, is another important retail and commercial destination. To the west the area along Security Boulevard is home to Security Square Mall, a major regional retail center, and the headquarters of the Social Security Administration, one of the largest employment sites in the region. Finally to the south of Baltimore is the BWI Thurgood Marshall Airport, a major commercial center and the region's gateway to the rest of the country and the world. **Figure 2.3.1** details these and other major regional activity centers for the Baltimore area.



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Figure 2.3.1 – Map of Regional Activity Centers (BMC, 2004)



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2.3.2 Origin and Destination Patterns

Trip generation data from Version 4.2 of the Baltimore Region Travel Demand Model was used to better understand regional transportation patterns. BMC develops and maintains a regional transportation model that projects existing travel patterns, along with projected travel patterns for future years. The forecasts derived from the model are based on a number of inputs, including a large regional travel survey and projected changes to land use and population (see section 2.2). For this study, projections for 2020 were used, showing the origin and destinations for all of the following trip types:

- Auto trips during the AM peak;
- Transit trips during peak periods;
- Auto trips during off-peak periods; and
- Transit trips during off-peak periods.

The following section maps out each of the four data sets and illustrates the number of trips that end in a particular TAZ, along with trip origin and destination patterns. Note that origin-destination (OD) links with low traffic volume are screened out for visual clarity; in some instances a particular TAZ may have a high volume of trips ending there but no apparent links due to trips to that TAZ being widely distributed from across the region.

2.3.2.1 Auto Trips during the AM Peak

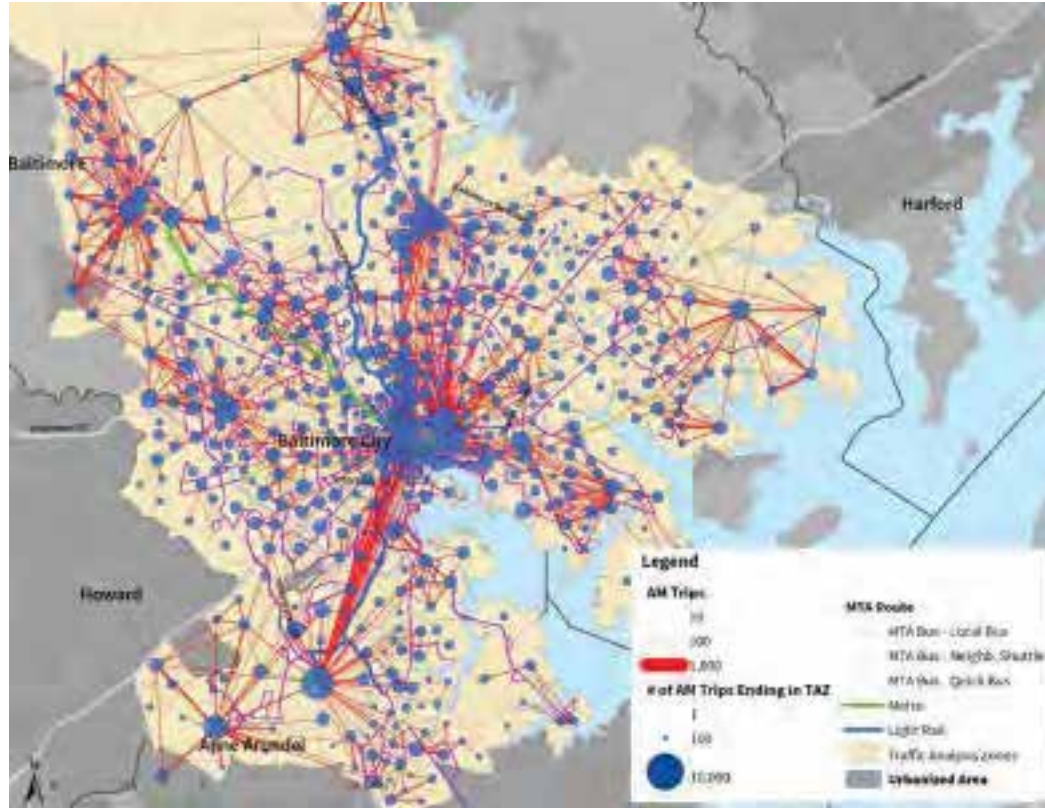
While transit has a significant modal share across the region, the majority of AM peak trips still occur by automobile and this is expected to continue into 2020. During the AM peak, clear travel patterns emerge with trips concentrated around a number of important regional nodes. The City of Baltimore stands out as the largest destination during the AM peak; auto trips here are concentrated in Downtown Baltimore and at the city's major hospitals and universities – the largest single destination is Johns Hopkins Hospital just east of Downtown. Outside Baltimore a number of major suburban travel nodes appear. Major destinations include Towson, White Marsh, Hunt Valley, Owings Mills, Security Square Mall, the Social Security Headquarters and BWI Thurgood Marshall Airport (BWI).

Strong travel by auto also appears between these major nodes, with the highest auto trip volumes occurring between major suburban destinations and between Downtown Baltimore and nodes in East Baltimore / Bayview, BWI Thurgood Marshall Airport and Towson. Generally, the busiest travel links are relatively short and connect major nodes to nearby TAZs. The major exception is between BWI Thurgood Marshall Airport and Downtown Baltimore, which stands out as a large trip pair with few major destinations in between. **Figure 2.3.2** illustrates projected automobile trip origins and destinations during the 2020 AM peak period, while **Figure 2.3.3** illustrates the 500 highest volume automobile origin-destination pairs for the 2020 AM peak period.



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Figure 2.3.2 – AM Auto Trips Projected for 2020 – Destinations by Number of Trips / Trip Pairs by Volume



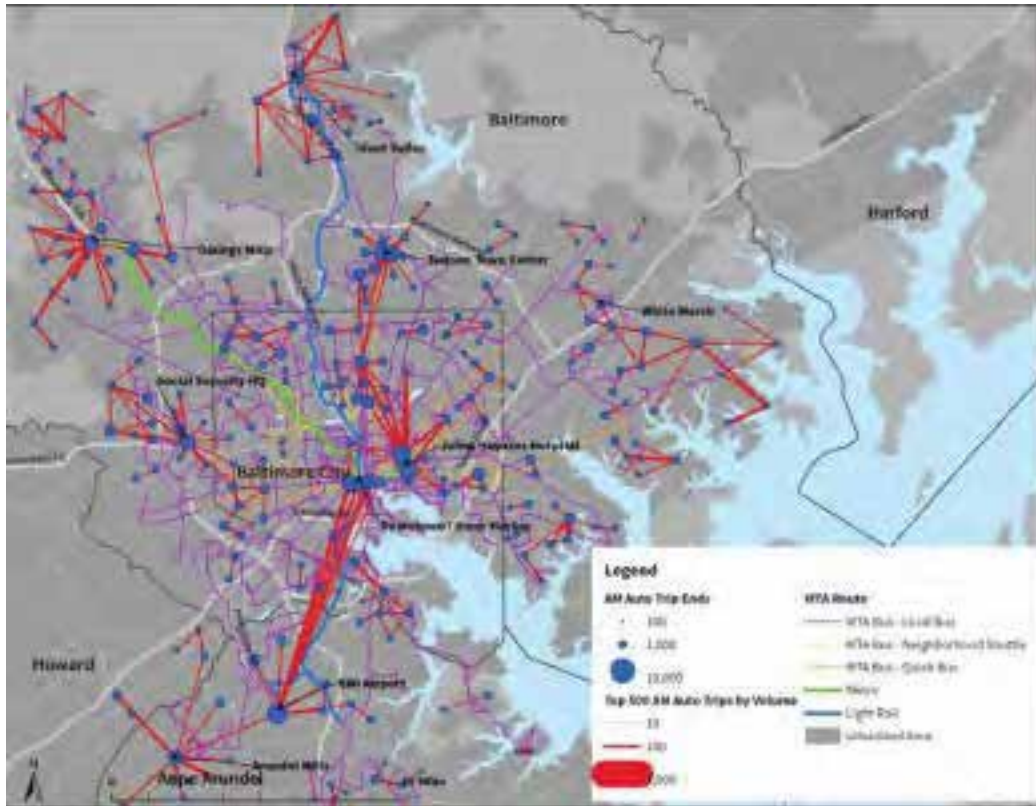
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Figure 2.3.3 – AM Auto Trips Projected for 2020 – 500 Highest Volume Origin Destination Pairs



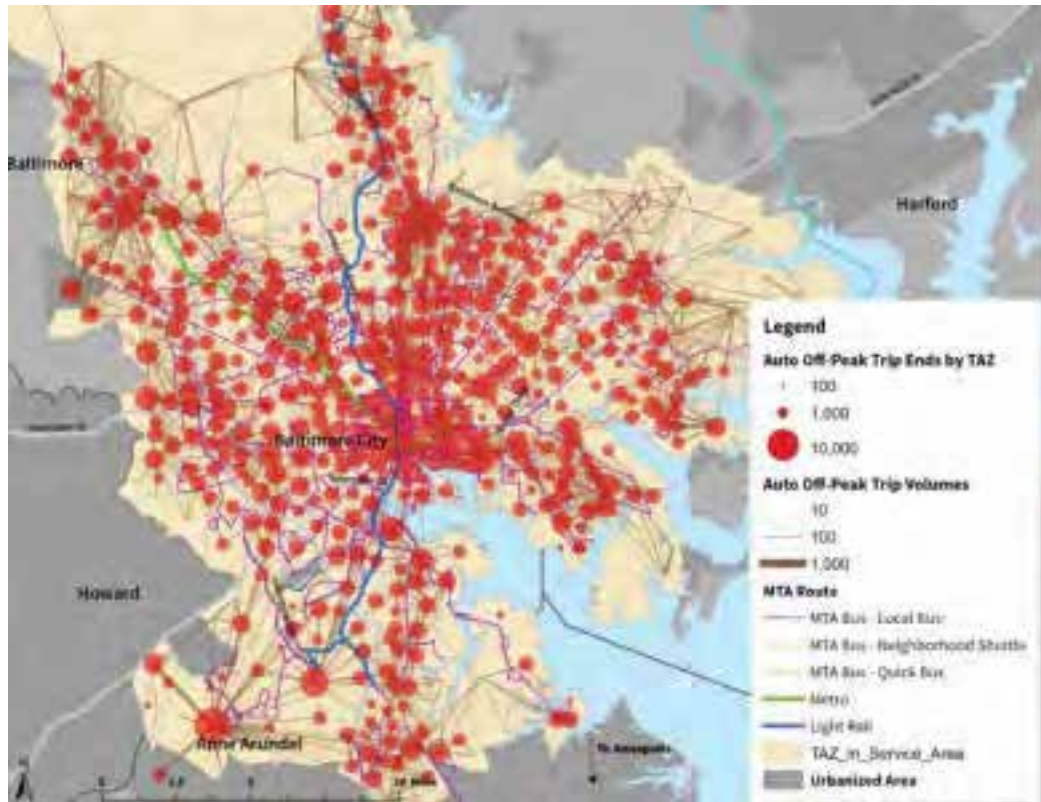


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2.3.2.2 Auto Trips during the Off-Peak Period

Outside the peak commute periods, automobile travel patterns are much more evenly distributed across the region, a pattern expected to continue into 2020. Distinct trip patterns are difficult to discern because trip destinations are not concentrated in a few areas as with the peak period. Generally the highest density of trips end in Downtown Baltimore and the Inner Harbor, with major suburban commercial centers also attracting a high volume of off-peak auto trips. Nodes that stand out as significant off-peak destinations include: Central Towson, Owings Mills, Arundel Mills and BWI Thurgood Marshall Airport. **Figure 2.3.4** illustrates off-peak automobile trips projected for 2020 while **Figure 2.3.5** illustrates the top 500 highest volume off-peak automobile trip pairs projected for 2020.

Figure 2.3.4 – Off-Peak Auto Trips Projected for 2020 – Destinations by Number of Trips / Trip Pairs by Volume



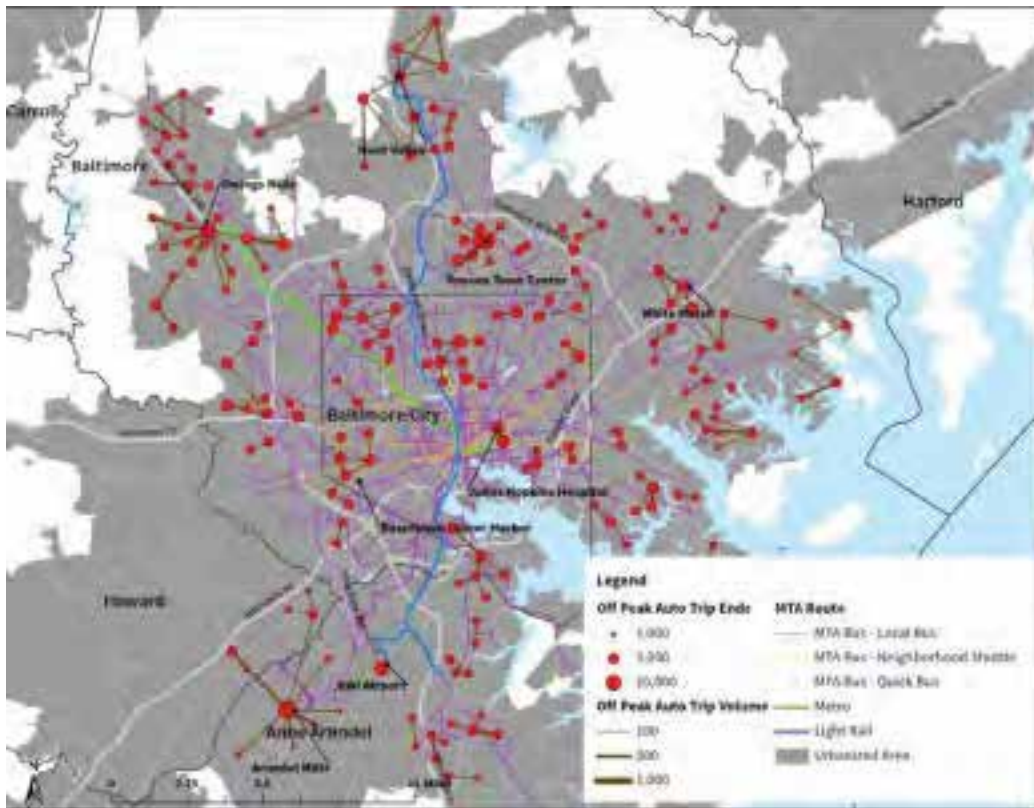
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Figure 2.3.5 – Off-Peak Auto Trips Projected for 2020 – 500 Highest Volume Origin Destination Pairs



2.3.2.3 Peak Period Transit Trips

Compared to auto trips, transit trips during the peak period are much more highly concentrated on central Baltimore. This trend is expected to continue into 2020, although the projections from the travel demand model are a bit misleading, as the transit network that is assumed to be in place in 2020 is essentially the same as in 2010, with the exception of large transit projects contained in Baltimore Regional Transportation Board's constrained long range plan, *Plan It 2035*.³ Nearly all the highest volume transit destinations are located in Downtown Baltimore, the major medical centers of Johns Hopkins and University of Maryland, and campuses of Johns Hopkins and Loyola University. Outlying destinations with high peak transit flow include Towson, the Security Square Mall, and Hopkins Bayview Medical Center. Generally there are almost no strong origin and destination pairs in the outlying parts of Baltimore City or the suburbs. Even at major suburban transit hubs, there are few clear origin-destination links, suggesting that transit trips to these destinations are widely distributed

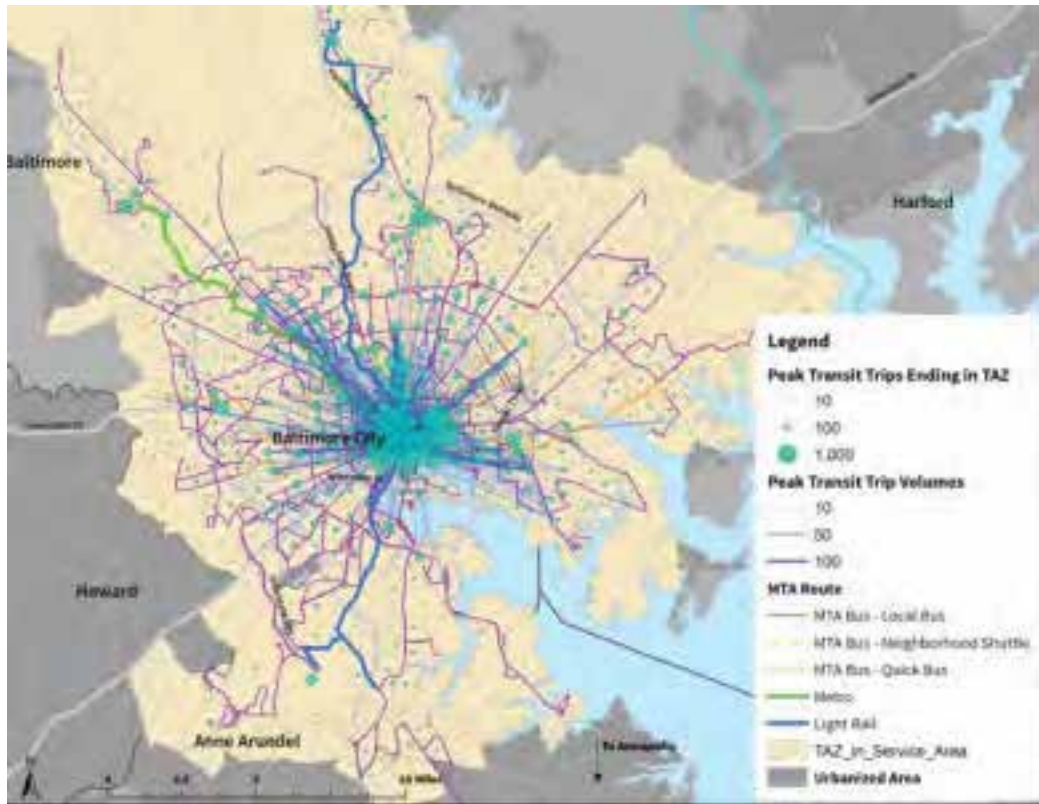
³ Plan It 2035 includes four major transit projects, only the first of which is assumed to be operational in 2020: the Red Line LR; an extension of Metro north from Johns Hopkins Hospital to North Avenue; extensions of the current LR from BWI Airport to Dorsey MARC Station and from the Anne Arundel County line to MD-32; and a proposed new MARC station at Hopkins Bayview Medical Center.



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across TAZs (possibly through auto access to transit). The high concentration of transit trips in the core reflect the design of the transit network as the highest level of service are on transit lines radiating from the core. **Figure 2.3.6** illustrates peak period transit trips projected for 2020, while **Figure 2.3.7** highlights the top 500 highest volume peak period transit trip pairs projected for 2020.

Figure 2.3.6 – Peak Transit Trips Projected for 2020 – Destinations by Number of Trips / Trip Pairs by Volume



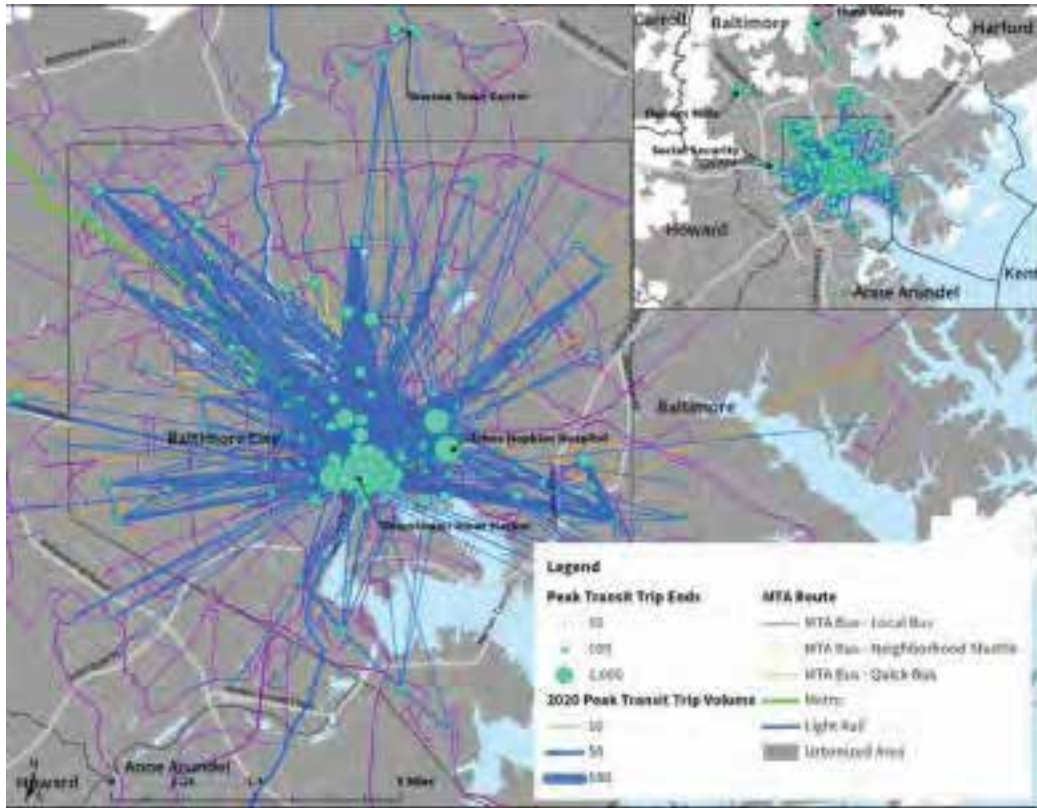
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Figure 2.3.7 – Peak Transit Trips Projected for 2020 – 500 Highest Volume Origin Destination Pairs



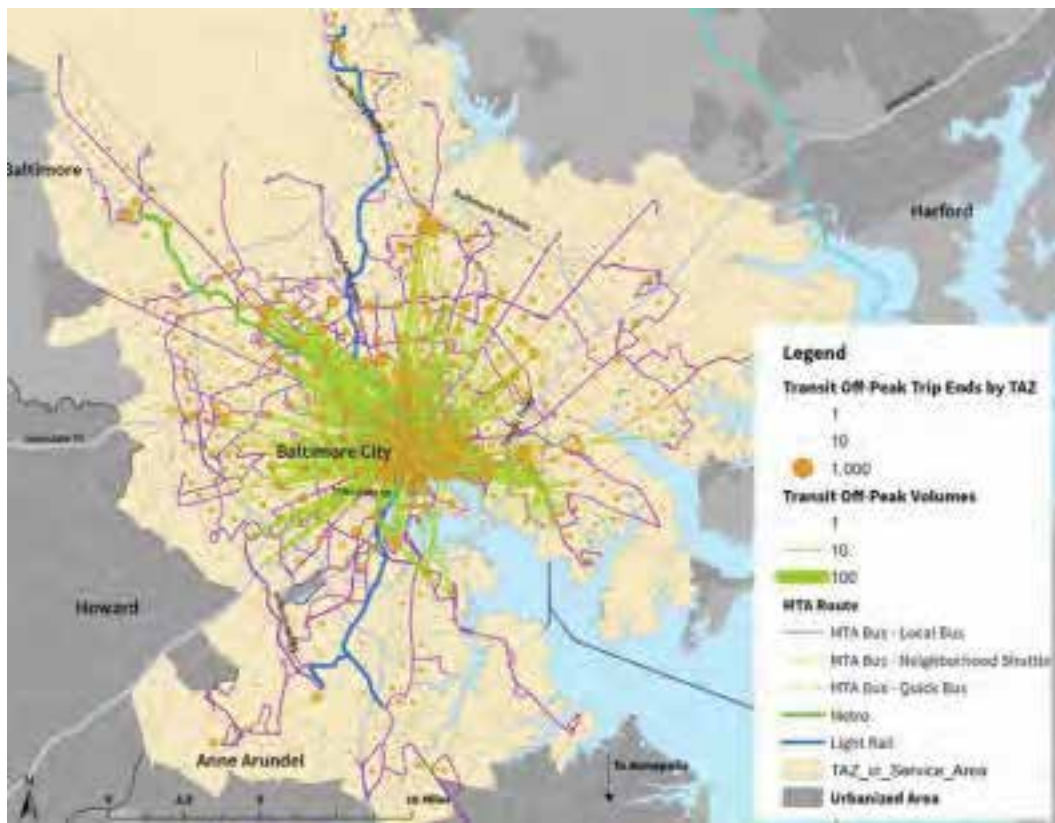


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2.3.2.4 Off-Peak Period Transit Trips

Off-peak transit trip patterns closely mirror travel patterns during the peak period and this trend is expected to continue into 2020. As with peak-transit trips, during the off-peak most trips are focused on central Baltimore, with few suburb to suburb trips. **Figure 2.3.8** illustrates off-peak transit trips projected for 2020, while **Figure 2.3.9** illustrates the top 500 highest volume off-peak transit trip pairs projected for 2020.

Figure 2.3.8 – Off-Peak Transit Trips Projected for 2020 – Destinations by Number of Trips / Trip Pairs by Volume



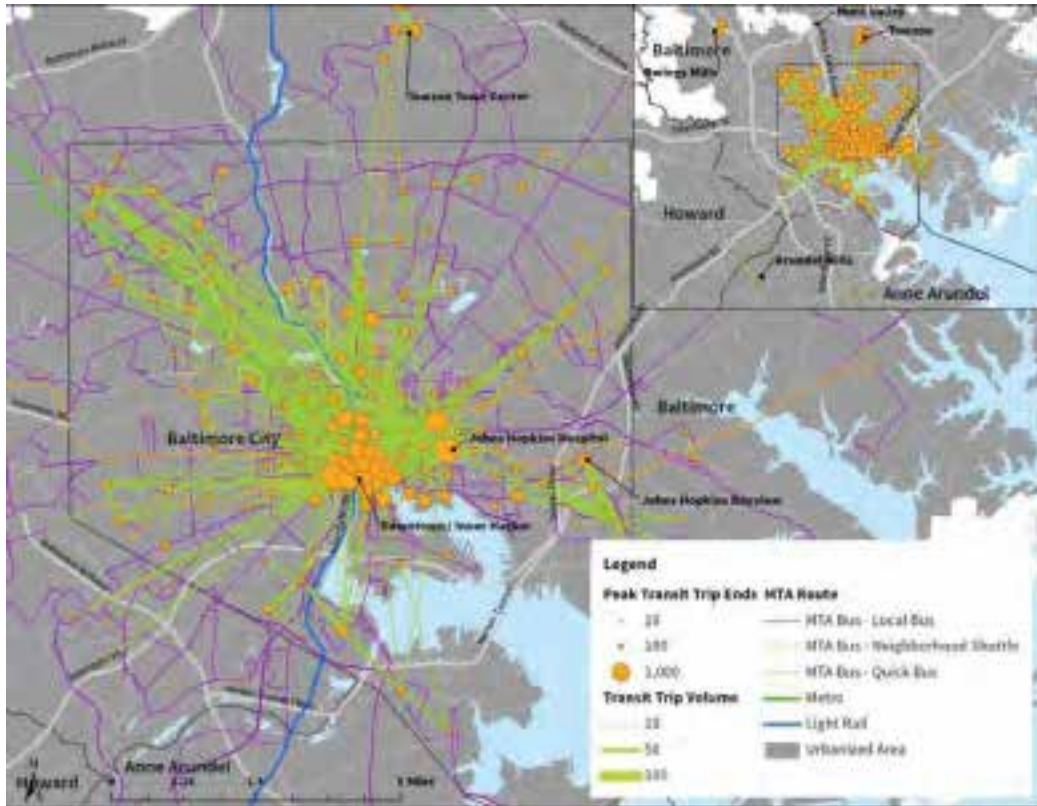
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Figure 2.3.9 – Off-Peak Transit Trips Projected for 2020 – 500 Highest Volume Origin Destination Pairs





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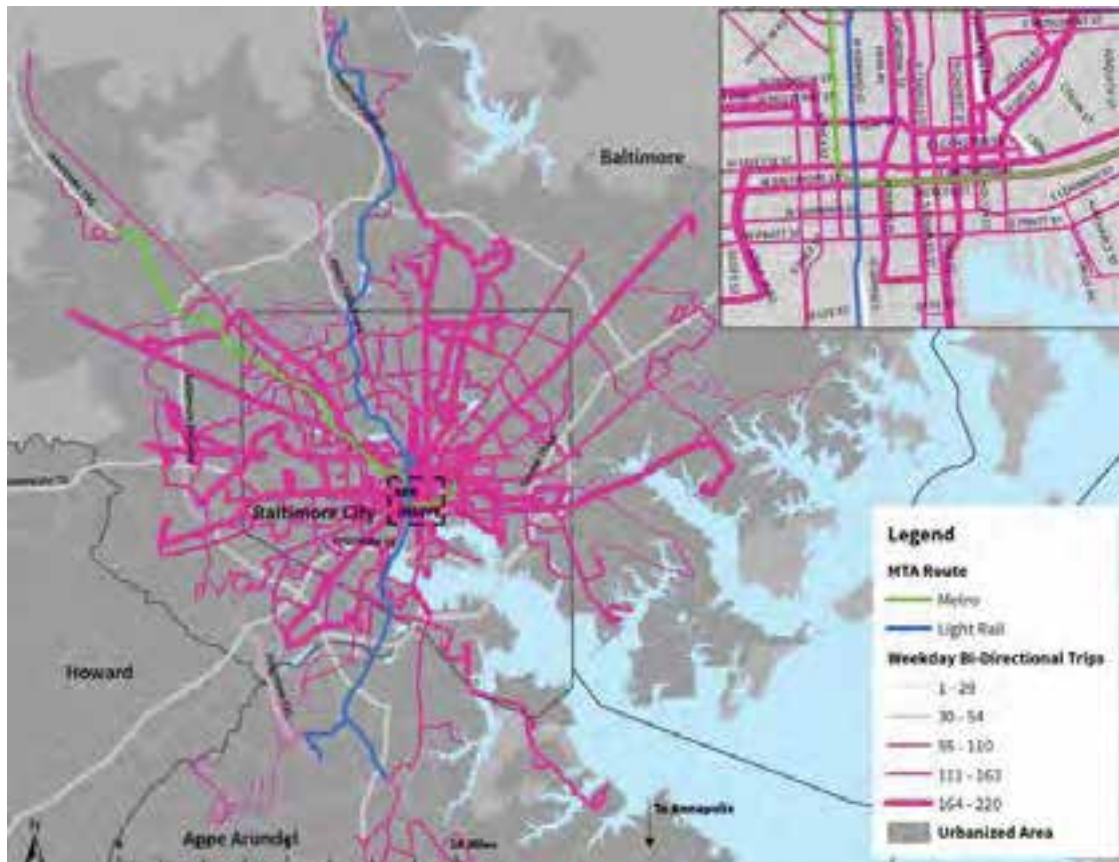
2.4 Operating Characteristics and Performance

2.4.1 Basic Line Characteristics

2.4.1.1 Service Coverage

Baltimore has an extensive bus network that reaches nearly every corner of the city and into a significant portion of the surrounding Baltimore County. A number of lines provide 24 hour service, while most lines operate on both the weekday and weekend. Few lines run at headways of less than 10 minutes; however in the core area many routes overlap, providing high-frequency effective headways. As **Figure 2.4.1** illustrates, bus service is fairly extensive on the typical weekday, with some key corridors featuring service of 150 buses/day or greater. High frequency bus routes radiate from Downtown Baltimore in nearly every direction. However, compared to radial routes, crosstown service operates less frequently.

Figure 2.4.1 – Weekday Bus Volumes (Bi-Directional)



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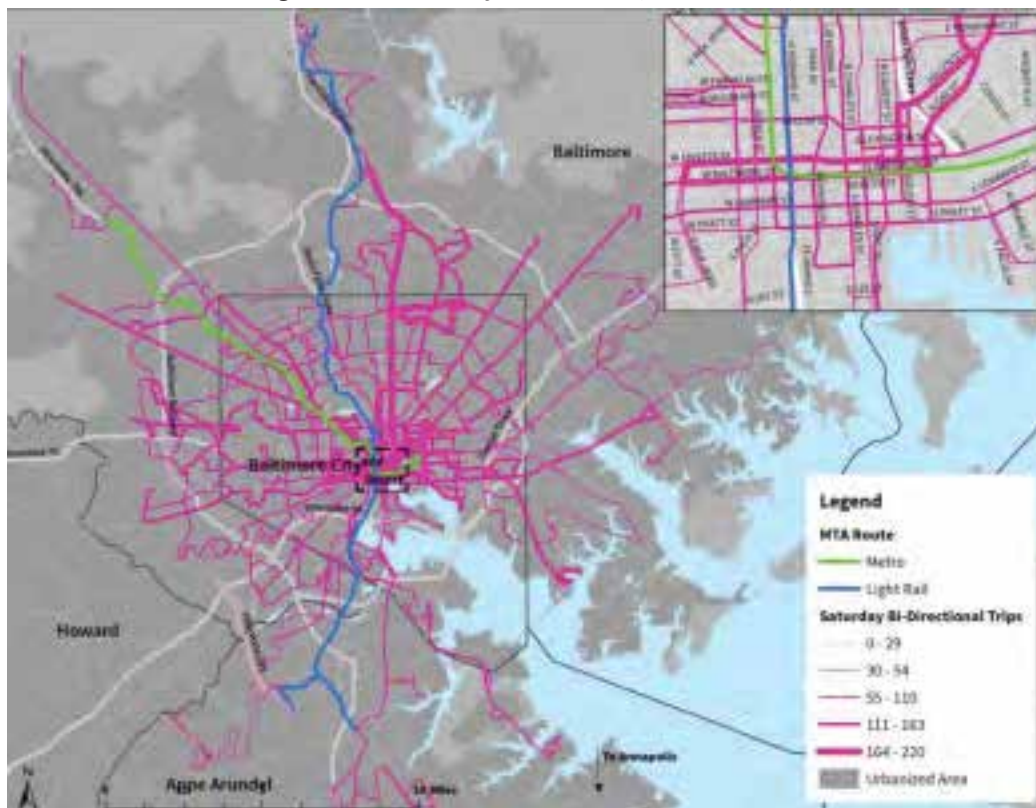
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There is a significant decrease in service on Saturday, especially on routes operating from Downtown toward the southwest of Baltimore. The north-south corridor along York Road stands out as the only corridor to maintain weekday levels of service on the weekends. In Downtown Baltimore, service frequencies remain relatively high. Sunday service is more infrequent when compared to Saturday service. No bus route in the system features more than 148 trips per day. Generally, service on Sundays, as on Saturdays, is best in the core of the city. **Figures 2.4.2** and **2.4.3** illustrate Saturday and Sunday bi-directional bus volumes respectively.

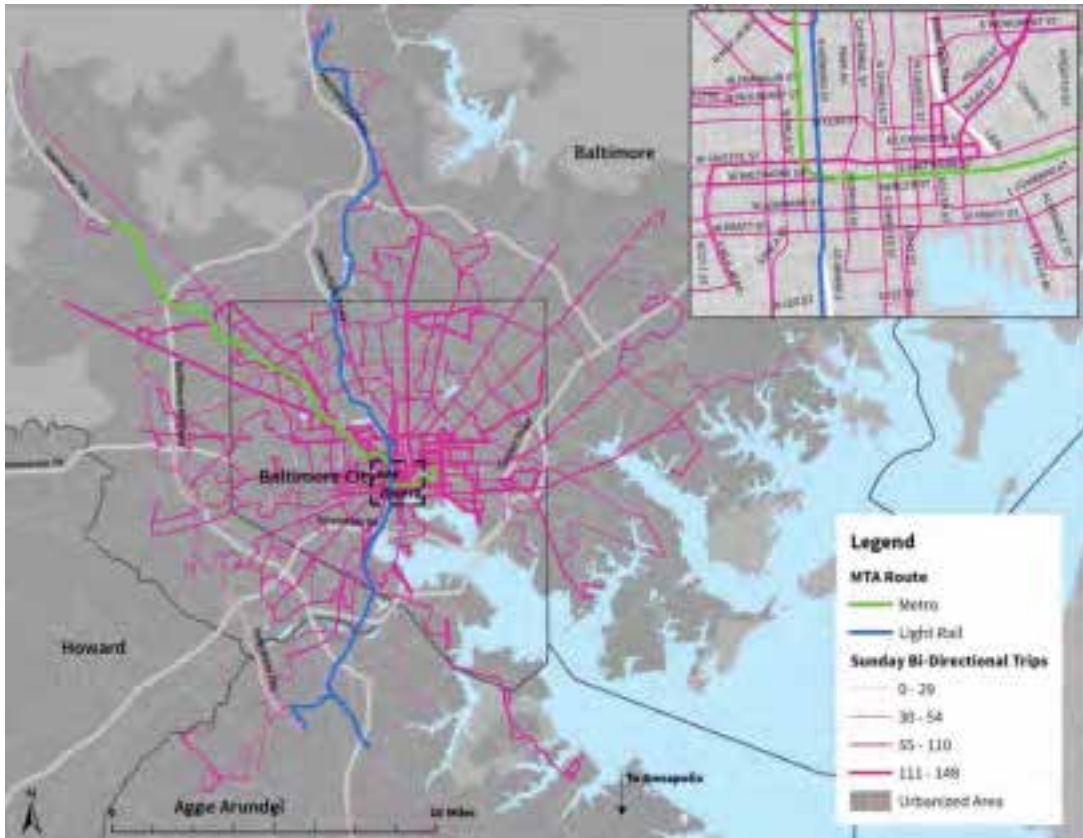
Figure 2.4.2 – Saturday Bus Volumes (Bi-Directional)





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Figure 2.4.3 Sunday Bus Volumes (Bi-Directional)



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2.4.1.2 Peak Headway and Span

While the maps in the previous section quickly illustrate the quality of transit coverage, they do not provide the full picture of how well Core Bus routes service the market. Core Bus service provides a good span of coverage but generally does not provide a high frequency of service. Ten routes operate at a peak headway of 10 minutes or better, the qualification for a headway level of service (LOS) rating of A.⁴ The majority of routes operate at headways between 10 and 30 minutes (LOS for B,C, and D ratings). Long and inconsistent headways require riders to consult a schedule, make transferring more difficult, and often deter choice riders. **Figure 2.4.4** summarizes the distribution of peak period headways.

The MTA’s Core Bus services provide a relatively good service span for riders. A number of routes achieve a span LOS of A (19 to 24 hour service span). The majority of routes provide both daytime, late night and weekend service, and 13 routes operate 24 hours a day, seven days a week. **Figure 2.4.5** summarizes the number of routes operating by time period.

Figure 2.4.4 – Routes by Peak Period Headway

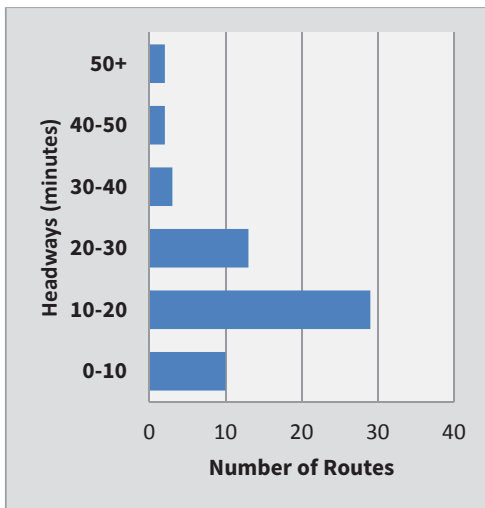


Figure 2.4.5 – Number of Routes Operating Per Period⁵

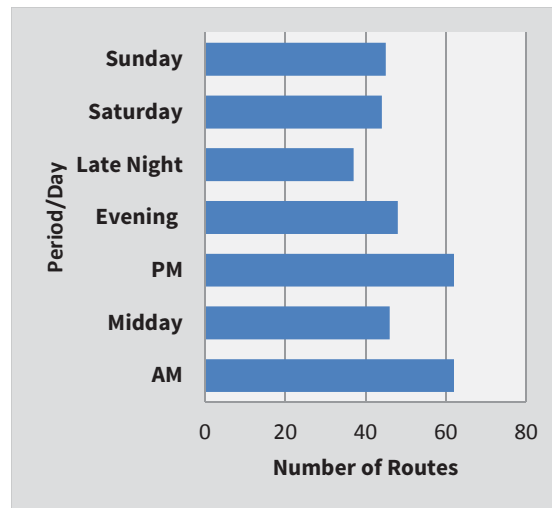


Table 2.4.1 details the basic line characteristics of each Local Bus route, including starting and ending locations, span of service and average headways by time period.

⁴ Definitions from Transit Capacity and Quality of Service Manual, 2nd Edition, 2003.

⁵ Service time period definitions for PM peak, evening and late night used here differ from standard time definitions used in the rest of the report. Peak: 3PM – 7PM, Evening: 7PM – 12AM, Late Night: 12AM – 6AM. In instances where a route only provided one or two runs in a given time period, the route was not counted toward providing service in that period. Multiple categories can apply to any given route.

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Table 2.4.1 – Basic Route Characteristic – Level of Service

Route	Start Location	End Location	Span of Service*		Average Headway**								
			Weekday	Saturday	Sunday	AM Peak	Midday	PM Peak	Evening	Late Night	Sat	Sun	Garage
Radial Routes													
1	Sinai Hospital	Fort McHenry	4:34 AM - 1:46 AM	5:17 AM - 1:24 AM	5:24 AM - 1:27 AM	17	35	29	30	60	40	60	Bush
3	Sheppard Pratt	Inner Harbor	24 hours	24 hours	24 hours	10	15	14	26	26	15	30	Kirk / Bush
5	Mondawmin Metro	Cedonia	24 hours	24 hours	24 hours	15	15	16	15	24	20	20	Northwest / Eastern
7	Mondawmin Metro	Canton	5:00 AM - 3:03 AM	4:47 AM - 2:33 AM	4:34 AM - 2:13 AM	30	35	30	48	47	35	27	Northwest / Eastern
8	Lutherville LR	University of Maryland TC	24 hours	24 hours	24 hours	9	15	15	15	30	15	20	Kirk / Bush
10	Rolling Road/Paradise	Dundalk / Bull Neck Road	24 hours	24 hours	24 hours	15	15	12	20	40	17	31	Bush / Eastern
11	Towson Town Center	Canton Crossing	5:04AM - 1:18 AM	5:10AM - 3:04 AM	5:10 AM - 1:30 AM	20	30	23	30	60	30	33	Kirk / Bush
15	Security Square Mall	Overlea / Perry Hall	24 hours	24 hours	24 hours	10	14	12	14	33	15	30	Bush / Kirk
18	Glen/Key Avenue	Velvet Valley / Copper Ridge/ Scotts Hill	6:48 AM - 8:59 AM / 3:33 PM - 8:54 PM	-	6:57 AM - 7:23 AM / 12:10 PM - 1:49 PM	7	-	7	1 trip	-	-	3 trips	Northwest
19	State Center	Carney / Goucher and Taylor	3:57 AM - 2:22 AM	4:36 AM - 2:17 AM	4:26 AM - 2:06 AM	13	15	11	27	40	15	33	Kirk
20	Security Square Mall	CCBC Dundalk / Marine Terminal	24 hours	24 hours	24 hours	15	21	15	20	35	33	61	Bush / Eastern
23	Route 40 / Rolling Road	Fox Ridge	24 hours	24 hours	24 hours	11	15	9	19	45	11	11	Bush / Eastern
27	Reisterstown Plaza Metro	Port Convington	4:29 AM - 2:48 AM	5:17 AM - 3:05 AM	4:55 AM - 3:08 AM	15	40	35	47	60	40	24	Northwest / Bush
30	Edmondson Village	City Hall / Johns Hopkins Bayview	5:18 AM - 6:40 PM	-	-	16	21	15	-	-	-	-	Eastern / Bush
35	White Marsh Mall	UMBC / Blind Industries	4:00 AM - 1:40 AM	4:15 AM - 1:31 AM	5:30 AM - 1:27 AM	17	19	14	25	33	30	30	Bush / Eastern
36	Northern Parkway & York Road	Riverview / Monroe Street	24 hours	24 hours	24 hours	10	15	10	20	29	24	24	Kirk / Bush
53	Old Court Metro	Mondawmin Metro	4:21 AM - 3:17 AM	4:30 AM - 2:11 AM	4:54 AM - 2:11 AM	13	30	13	22	33	24	26	Northwest

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Route	Start Location	End Location	Span of Service*		Average Headway**							Garage	
			Weekday	Saturday	Sunday	AM Peak	Midday	PM Peak	Evening	Late Night	Sat		Sun
54	Randallstown	Penn-North Metro	24 hours	24 hours	24 hours	11	17	10	20	38	19	19	Northwest
61	Lake Avenue	Inner Harbor	5:00 AM - 9:52 AM / 2:07 PM - 8:46 PM	-	-	27	-	30	47	-	-	-	Bush
64	Curtis Bay / Energy Parkway	North Avenue	4:29 AM - 2:20 AM	5:01 AM - 2:29 AM	5:02 AM - 2:26 AM	12	30	13	21	41	40	50	Bush
91	Sinai Hospital	City Hall	24 hours	24 hours	24 hours	15	20	14	26	42	23	45	Northwest
Crosstown Routes													
4	Turners Station	C.C.B.C Essex	4:26 AM - 12:28 AM	6:00 AM - 11:39 PM	7:05 AM - 11:35 PM	49	60	48	60	60	60	60	Eastern
13	Walbrook Junction	Canton / Fell's Point	24 hours	24 hours	24 hours	8	10	8	15	40	12	18	Eastern / Northwest
16	Mondawmin Metro	Brooklyn Homes	3:38 AM - 1:34 AM	3:50 AM - 12:56 AM	5:48 AM - 11:56 AM	20	30	20	30	60	30	60	Bush / Northwest
21	Mondawmin Metro	Fell's Point	4:30 AM - 1:39 AM	5:00 AM - 12:32 AM	6:55 AM - 11:31 PM	26	40	26	34	60	60	60	Eastern
22	Mondawmin Metro	Johns Hopkins Bayview Medical Center	3:56 AM - 3:29 AM	4:15 AM - 2:34 AM	4:50 AM - 2:36 AM	10	20	9	20	37	30	30	Eastern / Northwest
33	Rogers Avenue Metro	Moravia	5:18 AM - 1:11 AM	5:45 AM - 12:50 AM	7:30 AM - 10:52 PM	9	20	16	28	42	30	60	Northwest / Bush
38	North Bend Loop	Cold Spring Lane / Grandview	6:49 AM - 7:47 AM / 3:04 PM - 3:58 PM	-	-	2 trips	2 trips	-	-	-	-	-	Bush
44	Security Square Mall	Rosedale Industrial Park	3:45 AM - 2:50 AM	5:03 AM - 1:21 AM	4:40 AM - 12:54 AM	15	20	22	40	60	26	44	Kirk / Northwest
51	Rogers Avenue Metro	Patapsco LR	4:16 AM - 2:24 AM	4:35 AM - 1:53 AM	5:08 AM - 1:07 AM	17	20	15	20	48	41	35	Bush / Northwest
55	Fox Ridge	Towson Court House	4:42 AM - 12:24 AM	5:31 AM - 12:19 AM	6:25 AM - 10:18 PM	20	30	25	60	60	39	60	Kirk / Eastern
77	Old Court Metro	Patapsco LR	4:54 AM - 2:03 AM	5:49 AM - 1:39 AM	5:45 AM - 1:03 AM	30	30	29	60	62	30	60	Northwest / Bush
99	Old Court Metro	BWI Thurgood Marshall Airport	6:05 AM - 10:11 PM / 2:03 PM - 6:12 PM	-	-	30	-	30	-	-	-	-	Northwest / Bush
Feeder Routes													
9	International Circle	Lutherville LR	3:28 AM - 1:12 AM	5:52 AM - 12:51 AM	5:32 AM - 11:57 PM	20	30	20	40	60	30	51	Kirk / Bush

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Route	Start Location	End Location	Span of Service*		Average Headway**								
			Weekday	Sunday	AM Peak	Midday	PM Peak	Evening	Late Night	Sat	Sun	Garage	
12	Stella Maris	Kirk / Bartlett	5:20 AM - 11:48 PM	6:12 AM - 11:50 PM	6:12 AM - 11:47 PM	180	360	-	240	-	180	360	Kirk / Bush
14	Patapsco LR	Annapolis	4:39 AM - 1:14 AM	6:30 AM - 12:17 AM	6:30 AM - 10:37 PM	20	30	20	32	35	31	84	Bush
17	Patapsco LR	BWI/Arundel Mills/ Parkway Center	24 hours	6:00 AM - 4:50 AM	5:50 AM - 4:27 AM	30	62	36	34	60	60	60	Bush
24	Whispering Woods	Moravia Loop	4:41 AM - 1:10 AM	5:00 AM - 12:44 AM	7:00 AM - 10:44 PM	60	60	60	57	122	60	60	Eastern
52	Milford Mill	Mondawmin Metro	24 hours	24 hours	24 hours	8	13	8	18	24	18	22	Northwest
56	Glyndon	Owings Mills Town Center	4:45 AM - 1:35 AM	5:49 AM - 1:46 AM	5:49 AM - 1:45 AM	23	35	23	35	45	40	44	Northwest
57	Security Square Mall	Rogers Avenue Metro	5:04 AM - 12:40 AM	6:30 AM - 9:40 PM	6:30 AM - 9:40 PM	30	40	30	30	60	54	60	Northwest
58	White Marsh Mall	Reisterstown Plaza Metro	4:40 AM - 12:30 AM	4:35 AM - 12:30 AM	7:35 AM - 8:30 PM	30	30	30	48	60	60	60	Northwest
59	Owings Mills Town Center	Reisterstown Plaza Metro	4:18 AM - 2:03 AM	5:27 AM - 2:19 AM	5:27 AM - 2:16 AM	30	35	30	40	40	35	36	Northwest
60	Stevenson University	Reisterstown Plaza Metro	5:40 AM - 8:02 PM	-	-	43	58	45	49	-	-	-	Northwest
Circulator													
29	Cherry Hill LR	Cherry Hill	4:43 AM - 12:19 AM	4:45 AM - 12:19 AM	-	30	30	30	20	20	20	-	Bush
50	Erdman and Belair	Erdman and Belair	6:00 AM - 7:13 PM	8:00 AM - 7:15 PM	9:20 AM - 6:33 PM	20	40	20	-	-	40	40	Kirk
97	Mondawmin Metro	Mondawmin Metro	5:35 AM - 10:36 PM	7:30 AM - 7:24 PM	7:30 AM - 7:24 PM	30	30	30	27	-	30	30	Northwest
98	Woodberry LR	Woodberry LR	5:40 AM - 10:05 PM	7:40 AM - 7:26 PM	7:40 AM - 7:26 PM	40	40	40	40	-	40	40	Northwest
QuickBus													
40	Security Boulevard at CMS	Middle River	4:35 AM - 11:00 PM	7:00 AM - 11:46 PM	7:00 AM - 9:47 PM	12	15	12	17	-	16	15	Bush / Eastern
46	Cedonia	Paradise Loop	5:00 AM - 9:36 AM / 2:30 PM - 6:09 PM	-	-	15	-	15	-	-	-	-	Eastern / Bush
47	Walbrook Junction	Overlea Loop	6:17 AM - 9:11 AM / 3:05 PM - 5:58 PM	-	-	15	-	15	-	-	-	-	Bush / Kirk
48	Towson Town Center	University of Maryland TC	4:32 AM - 7:29 PM	8:51 AM - 6:15 PM	-	15	15	15	-	-	15	-	Kirk / Bush

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Route	Start Location	End Location	Span of Service*		Average Headway**							
			Weekday	Saturday / Sunday	AM Peak	Midday	PM Peak	Evening	Late Night	Sat	Sun	Garage
Express Bus												
03X	Cromwell Bridge	Inner Harbor	6:25 AM - 9:00 PM / 4:02 PM - 6:05 PM	-	13	-	12	-	-	-	-	Kirk / Bush
05X	Cedonia	Mondawmin Metro	6:55 AM - 8:37 AM / 4:25 PM - 5:54 PM	-	20	-	20	-	-	-	-	Northwest / Eastern
104	Cromwell Bridge Road	Johns Hopkins Hospital	7:41 AM - 8:18 AM / 5:16 PM - 5:45 PM	-	1 Trip	-	1 Trip	-	-	-	-	Kirk
10X	Rolling Road/Paradise Avenue	Downtown Baltimore	7:05 AM - 8:27 AM / 4:45 PM - 5:57 PM	-	35	-	23	-	-	-	-	Bush
120	White Marsh Park & Ride	Downtown Baltimore	6:15 AM - 9:18 AM / 3:23 PM - 6:32 PM	-	13	-	13	-	-	-	-	Kirk / Eastern
150	Columbia	Downtown Baltimore	5:45 AM - 8:30 AM / 4:40 PM - 7:50 PM	-	30	-	28	-	-	-	-	Bush
15X	Perry Hall	Security Square Mall	6:10 AM - 8:35 AM / 4:14 PM - 5:54 PM	-	32	-	20	-	-	-	-	Kirk
160	Whispering Woods/Fox Ridge	Johns Hopkins Hospital	6:21 AM - 8:15 AM / 4:21 PM - 6:10 PM	-	18	-	15	-	-	-	-	Eastern
19X	State Center	Carney / Goucher and Taylor	6:40 AM - 8:53 AM / 4:14 PM - 6:08 PM	-	9	-	10	-	-	-	-	Kirk
64X	North Avenue	Riviera Beach	5:04PM-6:12PM	-	-	-	1 Trip	-	-	-	-	Bush

* Span is from first departure to last arrival.

** Time periods defined as AM Peak: 6AM-9AM; Midday: 9AM-3PM; PM Peak: 3PM-6PM; Evening: 6PM-10PM; Late Night: 10PM-6AM.

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2.4.2 Service Efficiency

One measure of service efficiency is how much service output is used on revenue service. For every hour a route is in service, a portion of that time is non-revenue service – times when the bus is traveling to the start of its route, waiting to begin a run or stopped to provide the operator a break (i.e., layover time). System-wide, 75 percent of service hours are spent in revenue operation; however this ratio varies depending upon the route. Routes with a limited span, such as peak express service, tend to have a higher non-revenue to revenue hour ratio.

Deadhead miles measure the service miles of a route when a bus is not in revenue service. Typically deadhead miles consist of the time it takes for a bus to go from the garage to start of the route, or in the case of one-direction service, the time it takes for a bus to travel from its terminus to route beginning. On average, MTA buses deadhead for 12 percent of total service miles.

Table 2.4.2 shows the top 10 routes listed by proportion of non-revenue hours and deadhead miles to total service provided. In order to screen out routes with limited operations, the list consists of only routes with greater than 50 service hours per day. **Tables 2.4.3, 2.4.4** and **2.4.5** provide operating statistics for all bus routes by the day of the week.

Table 2.4.2 – Ten Highest Routes by percent Non-Revenue Hours, Layover Hours and Deadhead Miles (Weekday)

Rank	Non-Revenue Hours		Layover Hours		Deadhead Miles	
	Route	Percent of Total	Route	Percent of Total	Route	Percent of Total
1.	14	15 %	48	18 %	46	22 %
2.	46	14 %	53	15 %	55	20 %
3.	55	13 %	54	15 %	14	19 %
4.	52	12 %	16	14 %	22	17 %
5.	44	12 %	3	14 %	33	16 %
6.	33	12 %	13	14 %	15	16 %
7.	22	11 %	33	14 %	52	16 %
8.	64	10 %	91	13 %	30	15 %
9.	3	10 %	51	13 %	3	15 %
10.	17	10 %	52	13 %	35	15 %



Table 2.4.3 – Basic Route Characteristics – Operating Characteristics (Average Weekday)

Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
Radial Routes										
1	97	77	7.68	8%	11.53	12%	9	827	116	12%
3	221	168	22.42	10%	31.10	14%	19	1,990	360	15%
5	233	192	16.75	7%	24.57	11%	13	1,966	308	14%
7	64	53	4.68	7%	7.13	11%	4	532	75	12%
8	227	184	16.05	7%	26.83	12%	15	2,177	221	9%
10	265	218	22.07	8%	24.08	9%	19	2,678	398	13%
11	123	97	11.60	9%	14.30	12%	9	1,181	130	10%
15	317	254	29.08	9%	33.47	11%	20	2,876	550	16%
18	18	10	5.98	33%	2.67	15%	4	139	102	42%
19	189	151	13.97	7%	23.50	12%	15	1,675	202	11%
20	231	194	17.07	7%	20.67	9%	17	2,354	338	13%
23	290	245	23.65	8%	21.55	7%	24	3,065	469	13%
27	122	104	6.35	5%	12.00	10%	9	1,375	94	6%
30	88	71	7.38	8%	9.52	11%	10	659	121	15%
35	229	190	20.57	9%	18.90	8%	17	2,660	477	15%
36	232	196	10.27	4%	25.70	11%	22	2,265	159	7%
53	86	69	3.67	4%	12.92	15%	7	927	59	6%
54	169	131	12.73	8%	25.18	15%	11	1,639	172	9%
61	31	21	4.35	14%	4.92	16%	4	231	72	24%
64	144	116	14.73	10%	14.07	10%	13	1,431	188	12%
91	154	124	9.52	6%	20.85	13%	11	1,217	140	10%
Crosstown Routes										
4	65	53	5.50	8%	6.28	10%	4	959	73	7%

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
13	217	171	16.27	7%	29.53	14%	16	1,655	248	13%
16	96	73	8.62	9%	13.75	14%	7	1,042	141	12%
21	66	47	3.42	5%	16.38	25%	5	466	41	8%
22	215	172	23.72	11%	19.32	9%	28	1,778	357	17%
33	116	87	13.42	12%	15.78	14%	14	1,218	237	16%
38	6	4	2.15	35%	0.37	6%	2	42	33	44%
44	185	142	22.20	12%	21.20	11%	18	2,003	358	15%
51	183	150	8.98	5%	24.38	13%	19	1,868	131	7%
55	97	72	12.88	13%	12.12	12%	7	1,199	301	20%
77	129	109	11.73	9%	8.35	6%	8	1,827	205	10%
99	32	25	5.65	18%	1.87	6%	5	511	126	20%
Feeder Routes										
9	55	45	1.17	2%	9.17	17%	4	837	19	2%
12	11	8	0.98	9%	2.75	24%	1	127	9	7%
14	144	110	21.35	15%	13.02	9%	10	2,117	492	19%
17	66	55	6.63	10%	5.12	8%	5	1,224	129	10%
24	47	35	4.60	10%	7.42	16%	4	673	83	11%
52	132	99	16.05	12%	16.92	13%	10	1,322	249	16%
56	57	39	10.18	18%	8.42	15%	4	648	194	23%
57	38	25	2.62	7%	10.08	26%	3	396	43	10%
58	75	65	2.03	3%	8.13	11%	6	1,050	28	3%
59	63	49	2.50	4%	10.85	17%	4	713	38	5%
60	27	20	2.12	8%	4.75	18%	3	371	28	7%
Circulator										
29	21	13	1.60	8%	5.90	29%	1	186	29	13%

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
50	15	11	1.52	10%	2.40	16%	2	143	15	10%
97	34	25	1.03	3%	8.50	25%	2	314	17	5%
98	18	11	2.43	13%	5.10	28%	1	135	46	25%
QuickBus										
40	221	179	16.15	7%	25.15	11%	16	2,890	280	9%
46	62	51	8.87	14%	2.90	5%	9	696	195	22%
47	39	29	7.93	20%	2.43	6%	8	330	121	27%
48	105	81	5.47	5%	18.93	18%	8	1,019	67	6%
Express Routes										
3X	20	13	5.70	28%	1.75	9%	5	158	92	37%
5X	8	5	2.08	25%	1.25	15%	3	57	28	33%
104	2	1	0.53	24%	0.55	25%	1	17	9	35%
10X	5	3	1.17	24%	0.45	9%	2	42	17	29%
120	41	25	11.85	29%	5.00	12%	8	638	254	28%
150	16	12	3.45	22%	0.63	4%	3	225	59	21%
15X	10	7	1.62	17%	0.92	9%	4	105	17	14%
160	12	8	3.28	27%	1.07	9%	4	151	65	30%
19X	23	15	5.95	25%	2.23	10%	7	178	91	34%
64X	2	1	0.53	30%	0.10	6%	1	19	15	45%

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Table 2.4.4 – Basic Route Characteristics – Operating Characteristics (Saturday)

Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
Radial Routes										
1	56	51	2	3%	3	6%	4	552	29	5%
3	141	110	6	5%	25	18%	9	1,390	112	7%
5	177	146	12	7%	18	10%	11	1,710	231	12%
7	57	44	3	5%	10	17%	3	491	40	8%
8	202	163	10	5%	29	14%	11	2,088	141	6%
10	196	164	11	6%	21	11%	13	2,101	207	9%
11	89	75	10	11%	4	5%	6	944	113	11%
15	228	192	12	5%	24	11%	13	2,353	239	9%
18	-	-	-	-	-	-	-	-	-	-
19	131	109	6	5%	16	12%	9	1,332	72	5%
20	136	114	7	5%	15	11%	8	1,427	143	9%
23	163	136	12	7%	15	9%	9	1,895	289	13%
27	102	81	9	9%	12	12%	5	1,230	155	11%
30	-	-	-	-	-	-	-	-	-	-
35	148	114	11	7%	22	15%	7	1,720	285	14%
36	115	102	3	2%	10	9%	7	1,276	41	3%
53	69	52	3	5%	13	19%	4	768	66	8%
54	134	101	9	7%	25	18%	7	1,418	116	8%
61	-	-	-	-	-	-	-	-	-	-
64	63	49	4	7%	10	16%	4	628	56	8%
91	111	93	4	4%	14	12%	6	948	55	5%
Crosstown Routes										
4	53	44	4	8%	5	9%	3	777	59	7%

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
13	150	121	7	5%	21	14%	11	1,233	102	8%
16	68	52	4	6%	12	18%	4	799	67	8%
21	40	25	2	6%	13	32%	2	252	35	12%
22	122	97	4	4%	21	17%	6	1,244	67	5%
33	55	48	3	6%	5	8%	4	727	51	7%
38	-	-	-	-	-	-	-	-	-	-
44	100	81	7	7%	11	11%	6	1,456	104	7%
51	69	62	2	2%	5	7%	4	858	23	3%
55	56	42	9	16%	5	9%	4	724	162	18%
77	92	77	9	10%	6	7%	6	1,464	163	10%
99	-	-	-	-	-	-	-	-	-	-
Feeder Routes										
9	33	29	0	0%	5	14%	2	570	-	0%
12	10	7	1	9%	2	16%	1	115	14	11%
14	90	77	7	8%	5	6%	6	1,520	155	9%
17	46	35	5	11%	5	12%	2	771	99	11%
24	39	30	2	6%	8	19%	2	592	40	6%
52	87	63	6	7%	17	20%	5	988	92	8%
56	37	27	4	11%	6	16%	2	478	76	14%
57	24	15	2	10%	6	26%	2	245	41	14%
58	55	48	1	1%	6	12%	3	823	10	1%
59	49	37	1	2%	11	23%	3	531	17	3%
60	-	-	-	-	-	-	-	-	-	-
Circulator										
29	21	14	4	17%	3	14%	1	205	65	24%

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
50	13	10	2	12%	1	10%	1	114	27	19%
97	25	18	1	5%	6	24%	2	222	19	8%
98	13	8	2	12%	4	27%	1	97	29	23%
QuickBus										
40	168	141	7	4%	21	12%	10	2,281	128	5%
46	-	-	-	-	-	-	-	-	-	-
47	-	-	-	-	-	-	-	-	-	-
48	61	50	4	7%	7	11%	7	623	49	7%
Express Routes										
3X	-	-	-	-	-	-	-	-	-	-
5X	-	-	-	-	-	-	-	-	-	-
104	-	-	-	-	-	-	-	-	-	-
10X	-	-	-	-	-	-	-	-	-	-
120	-	-	-	-	-	-	-	-	-	-
150	-	-	-	-	-	-	-	-	-	-
15X	-	-	-	-	-	-	-	-	-	-
160	-	-	-	-	-	-	-	-	-	-
19X	-	-	-	-	-	-	-	-	-	-
64X	-	-	-	-	-	-	-	-	-	-

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Table 2.4.5 – Basic Route Characteristics – Operating Characteristics (Sunday)

Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
Radial Routes										
1	42	35	1	3%	6	14%	3	416	21	5%
3	89	66	4	4%	18	21%	5	905	72	7%
5	160	131	9	5%	20	13%	8	1,512	153	9%
7	64	52	4	6%	9	13%	4	583	49	8%
8	110	90	5	5%	15	14%	8	1,243	66	5%
10	123	100	8	7%	14	12%	7	1,385	187	12%
11	73	62	7	9%	5	6%	5	803	77	9%
15	154	125	12	8%	17	11%	7	1,654	261	14%
18	4	2	1	29%	1	20%	1	29	16	35%
19	71	59	3	4%	9	13%	4	767	28	3%
20	75	59	11	15%	5	7%	4	823	247	23%
23	156	124	11	7%	21	14%	8	1,820	267	13%
27	121	105	4	3%	13	11%	6	1,606	61	4%
30	-	-	-	-	-	-	-	-	-	-
35	122	105	9	7%	8	7%	6	1,614	230	12%
36	114	91	3	2%	20	18%	7	1,276	41	3%
53	58	46	3	5%	9	15%	3	689	50	7%
54	135	97	9	6%	29	21%	7	1,418	113	7%
61	-	-	-	-	-	-	-	-	-	-
64	49	41	4	9%	4	7%	3	543	56	9%
91	64	50	4	7%	10	16%	3	549	69	11%
Crosstown Routes										
4	48	39	4	9%	5	10%	3	708	61	8%

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
13	109	93	5	5%	11	10%	7	995	85	8%
16	39	28	4	11%	7	18%	2	436	61	12%
21	35	19	3	8%	13	37%	2	220	39	15%
22	72	60	3	4%	9	12%	4	855	47	5%
33	23	20	1	6%	2	8%	2	312	23	7%
38	-	-	-	-	-	-	-	-	-	-
44	63	47	10	16%	7	10%	5	873	156	15%
51	76	60	2	2%	15	19%	4	940	28	3%
55	36	26	7	21%	3	9%	2	509	130	20%
77	57	46	9	16%	2	3%	3	942	211	18%
99	-	-	-	-	-	-	-	-	-	-
Feeder Routes										
9	21	18	1	3%	3	12%	2	380	11	3%
12	10	7	0	4%	2	22%	1	115	4	4%
14	33	31	2	5%	1	2%	3	637	24	4%
17	45	34	5	11%	7	16%	2	807	93	10%
24	31	23	2	7%	6	20%	2	468	40	8%
52	65	53	5	8%	7	11%	4	816	84	9%
56	32	23	3	10%	6	18%	2	430	66	13%
57	16	12	1	8%	3	21%	1	185	20	10%
58	34	30	1	2%	4	12%	3	513	9	2%
59	42	31	2	5%	10	23%	3	465	29	6%
60	-	-	-	-	-	-	-	-	-	-
Circulator										
29	-	-	-	-	-	-	-	-	-	-

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Route	Service Hours	Revenue Hours	Non-Revenue Hours	Percent Non-Revenue	Recovery Hours	Percent Recovery	Peak Bus	Revenue Miles	Deadhead Miles	Deadhead Ratio
50	10	8	1	8%	1	13%	1	94	8	8%
97	25	18	1	4%	6	24%	2	222	17	7%
98	13	8	2	14%	3	27%	1	97	32	25%
QuickBus										
40	157	129	8	5%	20	13%	10	2,109	140	6%
46	-	-	-	-	-	-	-	-	-	-
47	-	-	-	-	-	-	-	-	-	-
48	-	-	-	-	-	-	-	-	-	-
Express Routes										
3X	-	-	-	-	-	-	-	-	-	-
5X	-	-	-	-	-	-	-	-	-	-
104	-	-	-	-	-	-	-	-	-	-
10X	-	-	-	-	-	-	-	-	-	-
120	-	-	-	-	-	-	-	-	-	-
150	-	-	-	-	-	-	-	-	-	-
15X	-	-	-	-	-	-	-	-	-	-
160	-	-	-	-	-	-	-	-	-	-
19X	-	-	-	-	-	-	-	-	-	-
64X	-	-	-	-	-	-	-	-	-	-

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2.4.3 Recent Service Changes

This section outlines the service changes that MTA has implemented over the past three and a half years, specifically those that modified service location or major changes in frequency (i.e., not the addition of one additional trip) ; this section does not include small schedule changes. The information listed here provides insight into the changes that the MTA deemed necessary in recent years and serves as a basis for the route planning component of this study.

- 2013
 - Route 35 – Eliminated service at White Marsh Mall after 9:30PM
 - Route 58 – Eliminated service at White Marsh Mall after 9:30PM
 - Route 36 – Modified to serve Kaiser Permanente Hospital
- 2012
 - Route 14 – Extended all Sunday trips to Walmart at George Clauss Boulevard
 - Route 18 – Added trips in morning and evening to Owings Mills Center via Torah Institute
 - Route 20 – Added two Saturday trips
 - Route 23 – Added one Saturday trip
 - Route 150 – Service frequency adjusted during PM peak period
- 2011
 - Route 12 – Extended the south end of the route to Kirk Avenue and Bartlett Street
 - Route 14 – Added two southbound morning trips via Anne Arundel Community College
 - Route 15 – Added stop at White Marsh Park & Ride
 - Route 24 – Extended the last trip to Whispering Woods
 - Route 27 – Extended service through the Seton Business Park to serve NAACP, New Psalmist Baptist Church and ARC
 - Route 30 - Added service to North Bend Road and Frederick Avenue for one PM peak trip
 - Route 64 – Added service to Marley Neck Business Park
- 2010
 - Route 4 – Eliminated trips via Marshfield Business Park and improve peak service
 - Route 5 – Reduced Express trips in coordination with new Quickbus 46
 - Route 6 – Replaced route with new Route 30 operating between Edmondson Village and Bayview Medical Center
 - Route 7 – Changed end of line from East Avenue and Toone Street to First Mariner Bank on Eastbourne Avenue between Clinton Street and Highland Avenue
 - Route 10 – Turned back late night trips at Turners Station rather than Bullneck and reduced peak Express Service to two trips each
 - Rote 10 – Reduced Express trips in coordination with new Quickbus 46
 - Route 11 – Revised route in Towson to serve Chesapeake Avenue northbound and Pennsylvania Avenue southbound
 - Route 15 – Eliminated branches to Rutherford Industrial Park and Social Security Complex and increase peak service to CMS and Security Square Mall

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- Route 15 – Reduced express trips in coordination with the new Quickbus 47
- Route 18 – New route operating between Glen and Key Avenues and Park Heights Avenue and Velvet Valley Way, and Smith Avenue and Copper Ridge Drive to Old Court and Scotts Hill Drive
- Route 30 – Replaced Route 6 currently operating between Cedonia and Edmondson Village
- Route 46 – New limited stop service between Cedonia and Paradise Avenue, coordinating with Routes 5 and 10
- Route 47 – New limited stop service between Overlea and Walbrook Junction, coordinating with Route 15
- Route 50 – Widened the Parkside Gardens Shopping Center loop to serve the Moravia Park Drive Apartments
- Route 64 – Eliminated Express service
- Route 91 – Eliminated Express service
- Route 160 – Eliminated service to Oliver Beach by terminating at Whispering Woods

2.4.4 Bus Interlining

The number of vehicles required to operate a transit route at a particular time of day is a function of the level of service provided at that time and the length of the route in terms of the total cycle time (trip time plus layover time) required to complete a round trip. Once these schedule elements are determined and the trip table is completed, the scheduler can then construct the vehicle blocks by hooking trips together. Each block represents the assignment for one vehicle beginning with the garage pull-out, a series of revenue service trips on a designated route or routes and then a garage pull-in. The goal of the blocking exercise is to minimize bus operating hours and miles and the number of vehicles required for any period subject to other service and operating needs.

Often, schedulers will seek opportunities to “interline” as the vehicle blocks are constructed. As defined by TCRP 135 “Interlining is the use of the same vehicle on a block operating on more than one route. . . . This is most often done at common terminal or for routes sharing a common trunk.”⁶ A scheduler may construct an interline for one of three primary purposes:

1. As a convenient hook for a single trip to avoid an extra vehicle pull-out and pull-in from the garage. This action helps to manage the growth in vehicle hours and miles.
2. To accommodate passenger demands to reduce the need to physically transfer between two buses, two routes may be through-routed.
3. Two or more routes with a common terminal and demand headway, but each with excess cycle time if scheduled individually, may be interlined to eliminate this excess and save a bus. Each block will be constructed with trips alternating among the designated routes.

⁶ TCRP Report 135 *Controlling System Costs: Basic and Advanced Scheduling Manuals and Contemporary Issues in Transit Scheduling*, Glossary page G-7, Transportation Research Board, Washington D.C. 2009



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The MTA Service Development unit provided a list of route pairs (approximately 400 for the core bus network) that are currently interlined. Based upon a discussion with staff and a preliminary review of the schedule documents, it is apparent that MTA's application of interlines falls primarily within the first category listed above. Given the structure of the MTA route network, (i.e., several long routes that run through the city center from one end of the city to another), the network design essentially emulates the second category without actual scheduled interlines. Four interlines were identified that may achieve the intentions of the third category. These route pairs include 8/9, 11/55, 15/47, and 56/59, although a review of the detail block schedule reports is necessary to confirm this categorization.

2.4.5 On-Time Performance (OTP)

On-time performance for the MTA Core Bus system was obtained for 2014 from MTA's CAD/AVL system for the purpose of identifying those routes that experience the most difficulties with schedule adherence, whether it be arriving too early or too late. Timestamps from 2014 APC data for each stop along the route were used to compare actual time with the times scheduled at each timepoint along the route. For its Core Bus system, MTA considers a bus to be on-time if it departs a stop between 59 seconds early and 4 minutes, 59 seconds late. Overall, on average, the Core Bus System had 84% of its stops considered on-time. At the route level, Route 35 had the lowest percentage of stops that were on-time at 76%. Routes 46 and 104 each had 79% of their stops considered on-time, while Routes 13, 27, 30, 47, 48, and 120 each reported 80% of their stops as on-time. At 92%, Route 1 had the highest percentage of on-time stops; Route 50 reported 91%, while 22 total routes had at least 85% or more of their stops considered on-time. **Table 2.4.6** summarizes and ranks on-time performance at the route level for the MTA Core Bus system.

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Table 2.4.6 – Weekday On-Time Performance⁷

Rank	Route	% On-Time
1	1	92%
2	50	91%
3	29	90%
4	60	89%
5	98	89%
6	56	88%
7	97	88%
8	61	88%
9	12	88%
10	11	87%
11	55	87%
12	18	86%
13	160	86%
14	5	86%
15	51	86%
16	7	86%
17	53	86%
18	9	85%
19	44	85%
20	58	85%
21	64	85%
22	3	85%
23	52	85%
24	19	85%
25	59	85%
26	77	84%
27	22	84%
28	21	84%
29	4	84%
30	14	84%
31	150	84%
32	91	84%
33	15	84%
34	99	84%
35	54	83%
36	33	83%

⁷ On-time is defined as up to 59 seconds early and up to 4 minutes and 49 seconds late.



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Rank	Route	% On-Time
37	16	83%
38	36	83%
39	24	82%
40	23	82%
41	10	82%
42	8	82%
43	40	81%
44	38	81%
45	20	81%
46	57	81%
47	17	81%
48	30	80%
49	48	80%
50	47	80%
51	27	80%
52	13	80%
53	120	80%
54	46	79%
55	104	79%
56	35	76%
Total/Average:		84%

2.4.6 Bus Ridership

Ridership statistics for the Core Bus service were obtained for fall 2012.⁸ The three busiest routes during this time period were Route 15, Route 23 and Route 40, each with over 17,500 average weekday boardings. Route 15 connects Security Square Mall, Downtown Baltimore and White Marsh. Route 23 connects Catonsville, Downtown Baltimore, Johns Hopkins Bayview Medical Center, Middle River and Fox Ridge. Route 40 connects Security Square Mall, Downtown Baltimore and Middle River. Route 23 and Route 40 largely parallel each other through the City of Baltimore in an east-west direction. Other routes with notably high ridership include Route 8 (Lutherville Light Rail to University of Maryland), Route 10 (Paradise to Dundalk) and Route 13 (Walbrook Junction to Canton/Fell’s Point). These routes all have average weekday ridership between 15,000 and 17,500. **Figure 2.4.6** illustrates these six high-ridership routes. **Table 2.4.7** summarizes ridership statistics for the MTA bus system for the fall of 2012.

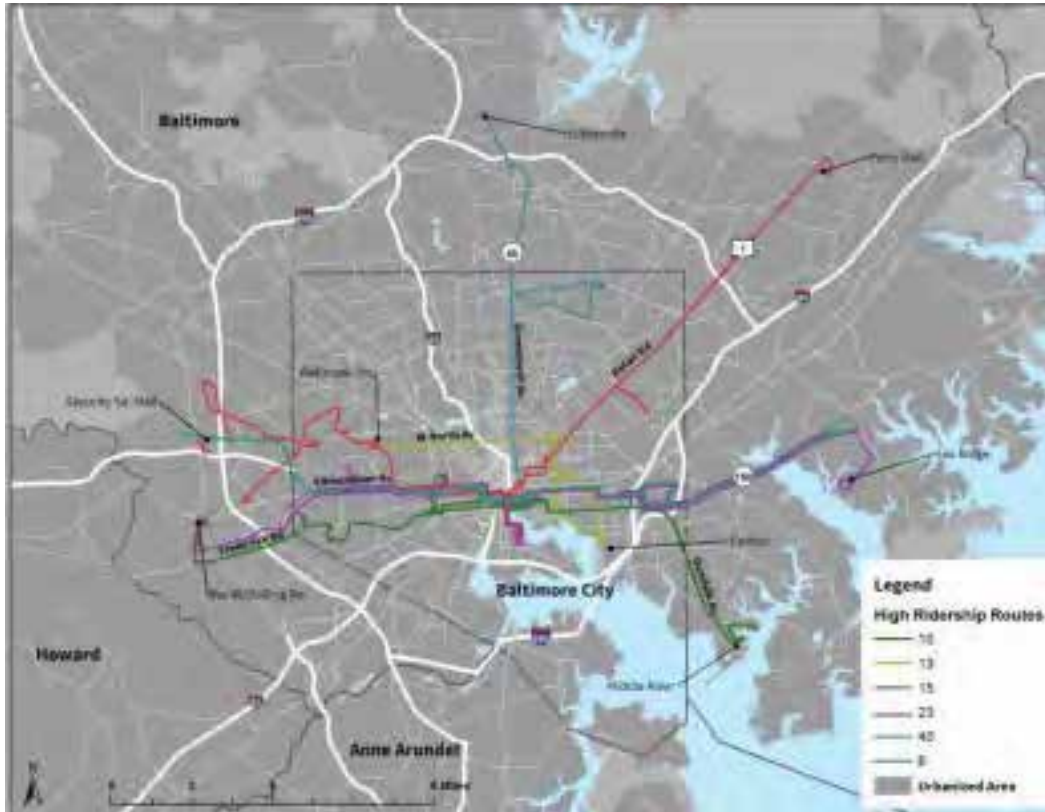
⁸ All ridership figures are estimates.

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Figure 2.4.6 - High Ridership Routes (Weekday Boardings >15,000)



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Table 2.4.7 – Bus Ridership Summary

Route	Average Weekday			Average Saturday			Average Sunday			
	Ridership	Boardings per Hour	Boardings per Mile	Ridership	Boardings per Hour	Boardings per Mile	Ridership	Boardings per Hour	Boardings per Mile	
Radial										
1	4,238	44.35	4.54	1,846	35.5	3.2	1,037	30.7	2.4	10.3%
3	13,788	62.59	5.88	6,524	59.5	4.3	3,665	54.6	3.8	15.1%
5	13,230	56.81	5.81	7,418	54.8	3.8	5,058	41.4	3.0	20.7%
7	2,562	39.78	4.22	1,410	31.0	2.7	1,017	19.6	1.6	15.3%
8	17,291	76.26	7.21	9,594	58.0	4.3	5,627	62.4	4.3	22.6%
10	15,543	58.92	5.05	9,280	59.0	4.0	5,210	51.9	3.3	17.0%
11	4,051	36.14	3.17	1,518	21.5	1.4	1,151	18.4	1.3	9.0%
15	20,305	64.34	5.95	9,484	51.5	3.7	5,326	43.6	2.8	15.2%
18	430	23.31	1.71	-	-	-	32	16.0	0.7	1.3%
19	12,725	67.44	6.78	5,462	48.8	3.9	2,708	45.2	3.4	13.5%
20	14,077	60.89	5.23	6,708	57.5	4.3	2,951	48.6	2.8	11.0%
23	20,278	70.31	5.75	8,937	64.8	4.1	6,217	49.0	3.0	18.0%
27	5,722	46.69	3.88	2,996	38.2	2.2	3,483	33.4	2.1	24.0%
30	4,824	54.42	6.19	-	-	-	-	-	-	-
35	13,068	57.15	4.14	6,187	53.6	3.1	4,302	43.8	2.3	14.6%
36	14,509	62.51	5.99	4,979	47.3	3.8	3,786	40.5	2.9	15.0%
53	6,640	77.03	6.73	3,538	66.8	4.2	2,312	49.0	3.1	23.4%
54	13,556	80.29	7.49	7,061	76.1	4.6	5,305	56.7	3.5	28.4%
61	938	30.96	3.10	-	-	-	-	-	-	-
64	6,052	41.87	3.74	2,470	48.6	3.6	1,408	33.1	2.4	8.6%

⁹ Cost Recovery is calculated with the following formula: (Boardings * \$0.86)/Route Cost, where \$0.86 is the overall average fare per passenger for the Core Bus system.

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Route	Average Weekday				Average Saturday				Average Sunday				
	Ridership	Boardings per Hour	Boardings per Mile	Average Maximum Load	Cost Ratio ⁹	Recovery Ridership	Boardings per Hour	Boardings per Mile	Cost Ratio ⁶	Recovery Ridership	Boardings per Hour	Boardings per Mile	Cost Ratio ⁶
91	10,652	68.97	7.85	31	69.6%	5,083	58.0	5.1	33.2%	2,816	64.0	4.6	18.4%
Crosstown													
4	3,585	56.90	3.44	33	39.2%	1,648	44.3	2.0	18.0%	1,142	33.1	1.5	12.5%
13	15,846	73.29	8.37	37	74.0%	7,059	63.3	5.3	33.0%	4,712	51.4	4.4	22.0%
16	7,593	79.34	6.42	29	66.0%	3,789	71.9	4.4	32.9%	1,791	62.1	3.6	15.6%
21	3,539	54.28	6.98	20	58.2%	1,026	41.1	3.6	16.9%	700	35.8	2.7	11.5%
22	13,944	65.60	6.58	40	61.8%	5,374	55.1	4.1	23.8%	2,945	48.7	3.3	13.1%
33	7,789	66.92	5.35	33	55.2%	1,995	42.2	2.6	14.2%	954	48.2	2.8	6.8%
38	170	27.42	2.26	40	23.1%	-	-	-	-	-	-	-	-
44	12,155	65.37	5.15	40	53.5%	4,458	59.3	2.9	19.6%	2,171	46.4	2.1	9.5%
51	12,431	67.93	6.22	35	60.8%	2,857	44.6	3.2	14.0%	2,617	44.1	2.7	12.8%
55	6,362	65.03	4.20	37	46.9%	2,100	48.1	2.4	15.5%	1,051	41.0	1.6	7.7%
77	9,512	72.36	4.56	46	51.3%	3,318	43.2	2.0	17.9%	1,602	34.0	1.4	8.6%
99	1,407	43.63	2.21	29	26.6%	-	-	-	-	-	-	-	-
Feeder													
9	2,001	36.28	2.34	14	26.1%	950	35.6	1.7	12.4%	595	34.6	1.5	7.8%
12	374	33.24	2.75	19	28.0%	245	32.9	1.9	18.4%	201	27.9	1.7	15.1%
14	7,340	50.95	2.82	33	33.1%	2,984	41.6	1.8	13.5%	1,056	38.1	1.6	4.8%
17	2,177	36.19	1.74	21	21.3%	1,168	42.5	1.3	11.4%	1,180	45.5	1.3	11.6%
24	2,147	45.83	2.84	18	32.1%	933	30.0	1.5	14.0%	585	24.8	1.2	8.8%
52	8,399	64.61	5.41	29	54.8%	4,132	65.2	3.8	27.0%	2,666	50.7	3.0	17.4%
56	4,660	84.34	5.76	26	63.1%	-	-	-	-	-	-	-	-
57	1,392	36.49	3.17	14	31.7%	752	48.9	2.6	17.1%	336	28.3	1.6	7.6%
58	3,558	47.63	3.30	29	36.0%	1,998	41.5	2.4	20.2%	748	24.4	1.4	7.6%

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Route	Average Weekday			Average Saturday			Average Sunday						
	Ridership	Boardings per Hour	Boardings per Mile	Boardings per Hour	Boardings per Mile	Cost Recovery Ratio ⁶	Boardings per Hour	Boardings per Mile	Cost Recovery Ratio ⁶				
59	2,675	42.83	3.56	18	36.2%	1,876	50.4	3.4	25.4%	1,075	36.8	2.2	14.5%
60	483	18.02	1.21	9	13.3%	-	-	-	-	-	-	-	-
Express													
3X	129	6.31	0.52	-	5.3%	-	-	-	-	-	-	-	-
5X	350	41.18	4.12	-	38.8%	-	-	-	-	-	-	-	-
10X	318	65.57	5.41	-	55.2%	-	-	-	-	-	-	-	-
15X	776	80.41	6.34	-	65.8%	-	-	-	-	-	-	-	-
19X	407	17.39	1.50	-	15.0%	-	-	-	-	-	-	-	-
64X	54	30.86	1.61	-	19.2%	-	-	-	-	-	-	-	-
104	49	22.27	1.88	19	19.0%	-	-	-	-	-	-	-	-
120	1,020	24.52	1.14	18	14.1%	-	-	-	-	-	-	-	-
150	375	23.96	1.32	26	15.5%	-	-	-	-	-	-	-	-
160	347	28.68	1.61	33	18.8%	-	-	-	-	-	-	-	-
Circulator													
29	1,371	66.55	6.37	15	61.1%	985	72.0	3.7	43.9%	-	-	-	-
50	748	49.21	4.74	13	45.3%	267	27.0	1.9	16.2%	122	15.6	1.2	7.4%
97	2,248	65.25	6.79	23	62.7%	832	46.6	3.5	23.2%	655	36.4	2.7	18.3%
98	315	17.26	1.74	6	16.3%	159	20.3	1.3	8.2%	154	19.8	1.2	8.0%
QuickBus													
40	17,790	80.55	5.61	50	61.0%	9,094	65.3	3.8	31.2%	6,475	50.1	2.9	22.2%
46	4,301	68.93	4.82	40	52.4%	-	-	-	-	-	-	-	-
47	2,282	57.77	5.06	37	50.4%	-	-	-	-	-	-	-	-
48	9,375	89.20	8.63	42	82.4%	3,197	63.9	4.8	28.1%	-	-	-	-

*Based on fall 2012 data

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2.4.7 School Trippers

MTA operates two unique routes that operate only during school days, along with a number of other runs that are operated during school days. **Table 2.4.8** lists all routes with at least one run that operates only on school days.

Table 2.4.8 – School Tripper Routes

Route Type	Routes
School Day Only Routes	18, 38
Routes with School Trips	1, 3, 5, 8, 10, 13, 15, 19, 20, 22, 24, 27, 33, 36, 44, 52, 53, 61, 64, 91

2.4.8 Overcrowding Analysis

In order to highlight MTA Core Bus routes that may experience overcrowding during certain time periods, maximum passenger load data was obtained and compared to MTA’s maximum passenger load design standards for each route, direction and time period on an average weekday. A difference of -0.5 passengers or greater between observed maximum loads and design standard maximum loads was used as a threshold to demonstrate the likelihood of overcrowding. MTA’s design standard maximum load factors vary by route type (Radial, Crosstown, Feeder, Circulator, Express or QuickBus) and time period, ranging from 100 percent of seated capacity to 130 percent of seated capacity during peak periods on non-express routes (see Section 7 for further explanation). Therefore, observed maximum loads approaching or greater than the design standard maximum loads are indicative of overcrowding.

This analysis showed the potential for overcrowding on several routes, with the highest potential on Routes 10, 13, 15, 19, 20, 23, 35, 40, 44, 46, 55 and 77. Routes 15 (northbound), 23 (southbound), 40 (eastbound) and 44 (eastbound) had the highest overall difference between observed maximum loads and design standard maximum loads. The potential for overcrowding existed on the most number of routes during the midday (9AM to 3PM) time period. Average headways during the midday period are higher than peak hour headways for all of these routes, and this decrease in service results in more passengers per bus. **Table 2.4.9** summarizes the difference in passengers between observed maximum loads and design standard maximum loads by route, direction and time period; the table only shows situations where the number of passengers at the max load point compared to the design standard was at least -0.5, measure indicating that with “half of an additional person” the route would be filled to capacity. **Table 2.4.10** summarizes the design standard maximum load factor and the observed maximum load factors as percentages of total seats per trip by route, direction and time period.



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**Table 2.4.9 – MTA Core Bus Service Routes with Potential for Overcrowding by Time Period and Direction
(Observed Max Passengers minus Design Standard Max Passengers)**

Route	Direction	Early AM	AM Peak	Midday	PM Peak	Evening	Late Night
3	South			-0.2			
3	North			-0.2			
4	South			-0.5			
10	South			1.4			
13	South			2.4			
15	North			9.1			
15	South			4.4			
16	South			-0.1			
19	South		5.3	0.1	1.3		
19	North			-0.2			
20	North			0.1			
20	South			2.7			
22	South			0.5			
22	North					0.8	
23	North			-0.1			
23	South			6.8			
35	South			1.4			
35	North			4.5			
40	East		3.0	7.1			
40	West		0.8	1.7	0.2		
44	East	7.8					
44	West					0.6	
46	North			5.7			
55	South			5.0			
55	North			-0.3			
77	North			2.3			



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**Table 2.4.10 – MTA Core Bus Service Routes with Potential for Overcrowding by Time Period and Direction
(Max Load Factors as Percentage of Total Seats)**

Route	Direction	Early AM		AM Peak		Midday		PM Peak		Evening	
		Std	Obs	Std	Obs	Std	Obs	Std	Obs	Std	Obs
3	South					110%	110%				
3	North					110%	109%				
4	South					100%	99%				
10	South					110%	114%				
13	South					100%	106%				
15	North					110%	134%				
15	South					110%	122%				
16	South					100%	100%				
19	South			130%	144%	110%	110%	130%	133%		
19	North					110%	109%				
20	North					110%	110%				
20	South					110%	117%				
22	South					100%	101%				
22	North									100%	102%
23	North					110%	101%				
23	South					110%	128%				
35	South					110%	114%				
35	North					110%	122%				
40	East			130%	138%	110%	129%				
40	West			130%	132%	110%	115%	130%	131%		
44	East	100%	121%								
44	West									100%	101%
46	North					110%	125%				
55	South					100%	113%				
55	North					100%	99%				
77	North					100%	109%				

Std = MTA Standard; Obs = Observed passenger load

2.4.9 Customer Satisfaction Survey Results

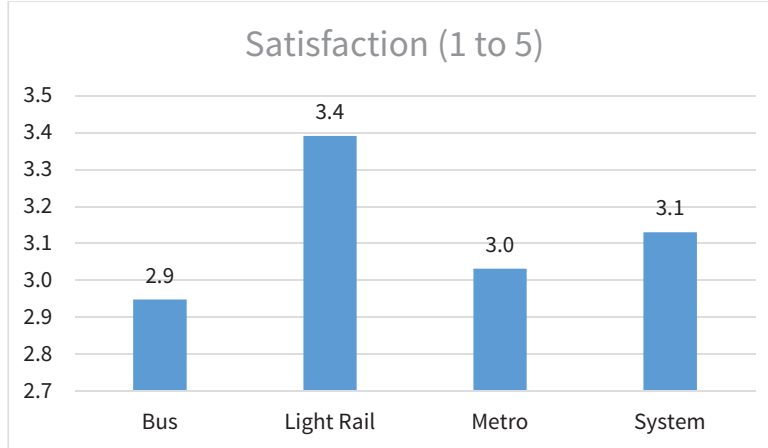
2.4.9.1 Rate Your Ride Program

One of the ways by which MTA measures customer satisfaction is through its “Rate Your Ride” (RYR) program, which allows customers to give feedback about their transit experiences by taking an online survey, calling or text-messaging. Between Bus, Light Rail and Metro, the Light Rail system had the highest satisfaction, with an average score of 3.4 out of 5. **Figure 2.4.7** illustrates the average satisfaction rating by mode.



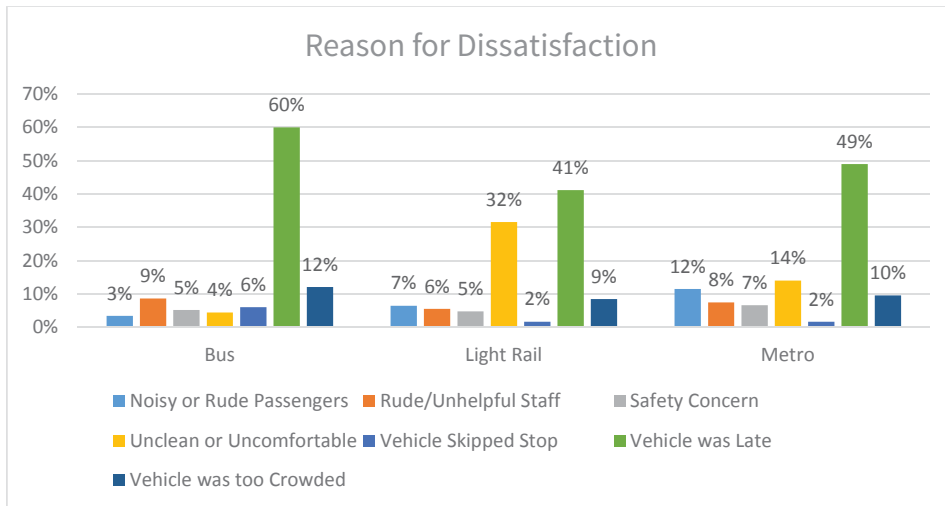
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Figure 2.4.7 – Satisfaction Rating by Mode, MTA Rate Your Ride Program, January 2013 – June 2013



The RYR program results are a good indicator of potential service needs, evident through complaints about late buses, skipped stops and vehicle overcrowding. Figure 2.4.8 summarizes the tops reasons for dissatisfaction expressed by RYR users.

Figure 2.4.8 – Top Reasons for Dissatisfaction, Rat Your Ride Program



Specifically, Route 35, Route 11 and Route 13 buses received the most complaints about late vehicle arrivals, while Route 13, Route 10 and Route 35 buses received the most complaints about overcrowding. Route 3, Route 10 and Route 15 buses also received the most complaints regarding skipped bus stops, though more in-depth analysis found that only 53 percent of skipped stop reports were because a driver skipped the stop out of negligence.



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Several initial improvements were made by MTA in response to these findings. These improvements included adjusting schedules on Routes 77, 11 and 35 as well as consolidating bus stops on the Routes 11 and 35. In addition, several internal initiatives were launched, including operator customer service training, enhanced LR cleaning processes and improvements to the operations of MTA’s Mobility Call Center. Additional action plans and improvement initiatives are currently being planned on other bus routes and services.

2.4.9.2 2012 Customer Ridership Study

In 2012, MTA commissioned a customer ridership study in order to be informed of customer travel habits, needs and levels of satisfaction with service. Data obtained in this effort that is of particular interest to this study includes trip purpose, trip reason, reliability, usage frequency, usage change and support for fare increases for the Local Bus, Metro and Light Rail modes.

Trip Purpose - Trip purpose questions revealed that the majority of respondents use MTA to get to and from work. Overall, 51 percent of local bus riders, 61 percent of Metro riders and 54 percent of LR riders used the service to get to and from work. **Table 2.4.11** summarizes responses for trip purpose by mode for 2012 and for the prior two years in which this study was also conducted.

Table 2.4.11 - Trip Purpose

PURPOSE OF TRIP	Local Bus			Metro Subway			Light Rail		
	2012	2011	2010	2012	2011	2010	2012	2011	2010
Going to/from work	51%	57%	52%	61%	62%	59%	54%	70%	50%
Going to/from school	10%	13%	17%	7%	13%	19%	9%	12%	19%
Going to/from shopping	11%	15%	17%	10%	15%	20%	12%	10%	21%
Going to/from a social/recreation event	8%	11%	16%	7%	16%	21%	11%	15%	23%
Going to/from Doctor/Medical	9%	14%	14%	8%	13%	12%	7%	17%	15%
Other (Specify)	7%	8%	8%	9%	7%	9%	9%	8%	8%
N =	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000

Reasons for Riding - The top reasons for riding MTA revealed contributing factors to the mode choice of respondents. The top reason that respondents used Local Bus, Metro and LR was a lack of a personal vehicle. These respondents would be considered “no-choice” riders. Overall, 62 percent of Local Bus riders, 49 percent of Metro riders and 52 percent of LR riders fell into this category. The second highest reason for riding was monetary savings by not owning a personal vehicle for all three modes. **Table 2.4.12** summarizes the top reasons for riding MTA by mode.

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Table 2.4.12 – Reason for Riding

TOP REASONS FOR TAKING MTA	Local Bus			Metro Subway			Light Rail		
	2012	2011	2010	2012	2011	2010	2012	2011	2010
No personal vehicle/No choice	62%	66%	66%	49%	43%	53%	52%	46%	44%
Save money by not using a personal vehicle	24%	27%	23%	38%	44%	30%	32%	42%	38%
More convenient	18%	19%	24%	20%	36%	33%	24%	28%	35%
Save gas by not using a personal vehicle	18%	17%	16%	20%	32%	27%	24%	31%	34%
Do your part to help the environment	9%	12%	13%	15%	19%	13%	16%	22%	23%
Avoid traffic	12%	11%	13%	26%	33%	24%	22%	30%	33%
Save time	8%	8%	8%	14%	18%	15%	8%	11%	11%
Encouraged by employer	4%	3%	4%	6%	8%	6%	5%	7%	8%
Other (Specify)	4%	6%	4%	6%	7%	3%	5%	8%	5%
N =	1,166	1,111	1,140	97	106	106	97	96	97

Reliability of Service - Reliability questions revealed customer satisfaction with on-time performance, ease of transfer, service frequency and speed. Based on a 1 (poor) to 5 (excellent) rating, Metro and LR riders were generally more satisfied with reliability than Local Bus riders. Local Bus riders and LR riders rated “arriving at your pickup point on time” and “frequency of service” the lowest, while Metro riders rated “ease of transferring from one mode to another” and “getting you to your destination on time” the lowest. **Table 2.4.13** summarizes reliability satisfaction by MTA mode.

Table 2.4.13 – Reliability Satisfaction

RIDING & RELIABILITY	Local Bus			Metro Subway			Light Rail		
	2012	2011	2010	2012	2011	2010	2012	2011	2010
Arriving at your pickup point on time	2.67	2.85	3.03	3.52	3.28	3.29	3.12	2.95	3.35
Frequency of service	2.72	2.69	3.00	3.57	3.38	3.23	3.18	2.95	3.25
Speed of service	2.97	3.00	3.17	3.71	3.44	3.41	3.26	3.08	3.38
Getting you to your destination on time	2.81	3.00	3.22	3.51	3.38	3.43	3.21	3.00	3.43
Ease of transferring from one mode to another	3.02	3.04	3.34	3.40	3.37	3.43	3.39	3.10	3.45
N =	1,166	1,111	1,140	97	106	106	97	96	97

Use Frequency - Frequency of usage questions revealed how often respondents utilized MTA services by mode. Overall, Local Bus saw the highest percentage of daily riders (56 percent), followed by Metro (26 percent) and LR (17 percent). A fairly high percentage of LR riders only ride a few times per year (23 percent), while this figure is



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much lower for Metro (14 percent) and Local Bus (7 percent). **Figure 2.4.15** summarizes overall mode use frequency.

Figure 2.4.15 – Usage Frequency by Mode



Use Behavior - Questions about changes in use behavior revealed how and why customers may have changed their habits in the past 12 months. For Local Bus riders, 58 percent said their usage stayed the same, 28 percent said their usage increased and 9 percent said their usage decreased. The top reasons for decreasing their usage were because of a move (29 percent) or a new job (22 percent). For Metro riders, 57 percent said their usage stayed the same, 30 percent said it increased and 8 percent said it decreased. The top reasons for decreasing their use were a new job (33 percent) or a move (31 percent). For LR riders, 58 percent said their usage stayed the same, 27 percent said it increased and 7 percent said it decreased. The top reasons for decreasing their usage were a new job (30 percent) or a move (21 percent).

Fare Increases - Questions regarding support for fare increases revealed some potential support for fare increases when they are coupled with service increases. Overall, 47 percent of Local Bus riders, 47 percent of Metro riders and 44 percent of LR riders would support a fare increase if it also means an increase in service.

2.4.10 Farebox Transfer Rate Data

Farecard purchase and use data was obtained for a single weekday in November 2012 for the purpose of determining the major transfer points and transfer characteristics in the system. Transfers between bus routes were calculated using bus farebox hits on individual farecards within certain time period thresholds. Transfers between bus routes and rail stations were calculated using bus farebox, Metro turnstile and LR ticket vending machine hits on farecards. Since riders of the LR do not have to tap farecards at a turnstile or farebox when entering the system, transfer data between LR and other modes is limited to those riders that actually purchased their fare prior to boarding at a LR ticket vending machine. Compared to Metro and bus farebox hits, LR ticket vending machine hits were very low; therefore, the analysis that follows does not include transfers to and from

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LR. Two sets of transfer types were looked at specifically: bus to bus and bus to Metro. The most common transfers for each of these types were identified in order to build the framework necessary to consolidate or change routes accordingly. Appendix A of this report includes the detailed methodology used to calculate transfers within the system as well as a matrix that shows all transfers between routes.

2.4.11 Bus to Bus Transfers

The top three most common bus to bus transfers occurred between Route 13 and Route 8, Route 19 and Route 22, and Route 8 and Route 44. Route 13 and Route 8 intersect at East North Avenue and Greenmount Avenue just north of Downtown Baltimore. Major trip generators on Route 13 include Walbrook Junction, Fell's Point and Canton. Major trip generators on Route 8 include Lutherville, Towson, Downtown Baltimore and the University of Maryland. Both routes also have high ridership (greater than 15,000 boardings per day).

Route 19 and Route 22 intersect and briefly run concurrently along Harford Road between Erdman Avenue and The Alameda, northeast of Downtown Baltimore. Major trip generators on Route 19 include State Center, Downtown Baltimore, the Hamilton shopping district and Carney. Major trip generators on Route 22 include Mondawmin, Johns Hopkins University and Johns Hopkins Bayview Medical Center.

Route 8 and Route 44 intersect at Northern Parkway and York Road in northern Baltimore City. Major trip generators on Route 8 include Lutherville, Towson, Downtown Baltimore and the University of Maryland. Major trip generators on Route 44 include Security Square Mall, the Social Security Administration headquarters, Rogers Avenue Metro Station, Pimlico, Sinai Hospital and the Rosedale Industrial Park. Both routes have high ridership in excess of 12,000 boardings per weekday. **Figure 2.4.9** illustrates these top three bus to bus transfer route pairs.

Large numbers of transfers occurred between other routes as well, most notably between Routes 8 and 22, 22 and 3, and 40 and 23. While Routes 8/22 and 22/3 only have one major point of intersection, Routes 40 and 23 largely parallel each other through Baltimore City. Route 40 is a QuickBus route with limited stops however, while Route 23 is a Local Bus route. **Table 2.4.14** summarizes the major bus to bus transfer routes in the MTA system.



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Figure 2.4.9 – Top Three Bus to Bus Transfers



Table 2.4.14 – Major Bus to Bus Transfers

Route A	Route B	Transfers A to B	Transfers B to A	Total Daily Transfers
13	8	296	286	582
19	22	262	254	516
44	8	256	251	507
8	22	249	234	483
22	3	248	210	458
40	23	243	239	482
15	13	238	198	436
23	20	214	202	416
19	13	206	202	408
36	8	209	196	405
44	3	201	177	378

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2.4.12 Bus and Metro Transfers

The top three most common transfers between bus routes and the Metro occurred at Mondawmin Station, Penn North Station and Owings Mills Station. At Mondawmin, the most common transfer was to/from the Route 52, which follows Maryland Route 26 out to shopping centers in Milford Mill. At Penn-North, the most common transfer was to/from the Route 13, which follows North Avenue and serves Walbrook Junction, Canton, Fell's Point and Johns Hopkins Bayview Medical Center. At Owings Mills, the most common transfer was the Route 56, which follows Reisterstown Road to Reisterstown Center and Glyndon. Other major bus and rail transfers occurred at these and other Metro stations as well. Mondawmin Station in particular showed a high number bus and rail transfers, as it is served by nine different bus routes. **Table 2.4.15** summarizes these major transfers, while **Figure 2.4.10** illustrates the top three.

Table 2.4.15 – Major Bus and Metro Transfers

Bus Route	Rail Station	Bus to Rail	Rail to Bus	Total Transfers
52	Mondawmin	770	955	1,725
13	Penn-North	800	683	1,483
56	Owings Mills	586	717	1,303
54	Milford Mill	618	514	1,132
44	Rogers Avenue	511	568	1,079
54	Mondawmin	520	388	908
22	Mondawmin	330	538	868
77	Old Court	323	407	730
51	Mondawmin	345	360	705
91	Rogers Avenue	319	313	632



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Figure 2.4.10 – Top Three Bus and Metro Transfers



2.4.13 Three-Seat Transfers

The most common three-seat transfers found were all bus to Metro to bus transfers, although none of the common patterns showed more than 68 people per day making the trip. Owings Mills Station and Mondawmin Station stand out as the stations with the most common three-seat transfers of this pattern. The most common three-seat transfer was Route 56 to Owings Mills to Old Court to Route 77. Route 56 to Owings Mills is also one of the top three bus to rail transfers, as it connects Glyndon and Reisterstown Center to the station. Route 77 connects Old Court Station to several important destinations, including Security Square Mall, the Social Security Administration Headquarters, the University of Maryland-Baltimore County, the Halethorpe MARC Station, and the Patapsco LR Station.

The second most common three-seat transfer was Route 13 to Penn North to Mondawmin to Route 52. Route 13 follows North Avenue and serves Walbrook Junction, Canton, Fell’s Point and Johns Hopkins Bayview Medical Center. Route 52 follows Maryland Route 26 out to shopping centers in Milford Mill. Both Route 52 to Mondawmin

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and Route 13 to Penn North also represent the first and second most common bus and rail transfer in the system, as discussed in the previous section.

The third most common three-seat transfer was Route 54 to Milford Mill to Owings Mills to Route 56. Route 54 connects Randallstown to Penn-North Station via Milford Mill Station and Park Heights Avenue/Reisterstown Road. It also serves Pimlico Racetrack and the industrial area on Druid Park Drive. Route 56, as previously discussed, connects Glyndon and Reisterstown Center to Owings Mills.

Table 2.4.16 summarizes the top three-seat transfers in the MTA system. **Figure 2.4.11** illustrates the top three.

Table 2.4.16 – Major Three-Seat Transfers

Route A	Station On	Station Off	Route B	A to B Transfers	B to A Transfers	Total
56	Owings Mills	Old Court	77	36	32	68
13	Penn-North	Mondawmin	52	23	15	38
54	Milford Mill	Owings Mills	56	26	11	37
56	Owings Mills	Rogers Avenue	44	19	14	33
56	Owings Mills	Old Court	99	17	14	31
52	Mondawmin	Johns Hopkins	35	13	12	25
77	Old Court	Owings Mills	59	13	11	24



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Figure 2.4.11 - Top Three Three-Seat Transfers



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2.5 MTA Light Rail and Metro Subway

2.5.1 Operating Characteristics

The Light Rail and Metro provide an overall high level of service, with frequent headways during the weekday and an extensive span of service. The Light Rail operates as one line with numerous run patterns and branches. Some trains during the peak period in the direction of Hunt Valley turn back early at the Timonium Fairgrounds Station. When trains are taken out of service they typically terminate at North Avenue Station adjacent to the Light Rail Maintenance Facility. Headways on the 1.7 mile central portion of the Light Rail (between Camden Yards and North Avenue Station) operate at headways of 10 minutes or better, providing customers frequent enough service that a schedule is not needed. Service on the branches of the Light Rail is not as frequent, with some branches operating at up to 30 minute headways, more typical of a commuter rail than Light Rail service.

The Metro operates as one line with no run pattern variations. During the weekday, headways average 10 minutes or less, while during the weekend trains operate every 16 minutes. **Table 2.5.1** summarizes service span and headways by time period for the Light Rail and Metro Subway.

Table 2.5.1 -- Span of Service and Headway – Light Rail and Metro Subway

	Span of Service			Headway						
	Weekday	Saturday	Sunday	AM	Mid	PM	Eve	Late	Sat	Sun
Light Rail (All)				8	10	8	10	10	10	10
<i>To BWI Thurgood Marshall Airport</i>				20	30	20	30	30	30	30
<i>To Camden Yards</i>				8	10	8	10	10	10	10
<i>To Glen Burnie</i>	3:56 AM -	4:21 AM -	9:44 AM -	20	30	18	30	30	30	30
<i>To Fairgrounds</i>	1:30 AM	1:23 AM	10:06 PM	10	15	10	15	15	15	15
<i>To Hunt Valley</i>				20	15	17	15	15	15	15
<i>To North Avenue Station</i>				10	15	10	13	13	15	15
<i>To Penn Station</i>				30	30	30	30	30	30	30
Metro	4:54 AM - 12:31 AM	6:01 AM - 12:31 AM	6:10 AM - 12:31 AM	8	10	8	11	11	15	15

Operationally, both services have very few non-revenue hours and lose little time to deadheading. Despite running on an exclusive guideway, average recovery times as a percentage of service hours is comparable to bus service during most periods; the Metro on weekends operates with a high scheduled recovery time of 35 percent of total service hours. **Table 2.5.2** summarizes the major operating characteristics of the Light Rail and Metro.

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Table 2.5.2 – Weekday Operating Characteristics – Light Rail and Metro

Day	Route	Revenue Hours	Layover Hours (% of total)	Non-Revenue Hours (% of total)	Revenue Miles	Deadhead Miles (% total)	Peak Trains	Trips
Weekday	LR	272	59 (18%)	3 (1%)	5,106	10 (0%)	19	304
Weekday	Metro	117	24 (17%)	2 (2%)	3,524	57 (2%)	9	249
Saturday	LR	226	45 (17%)	2 (1%)	4,208	6 (0%)	14	246
Saturday	Metro	74	51 (35%)	21 (28%)	2,195	16 (1%)	5	154
Sunday	LR	129	26 (17%)	2 (2%)	2,408	6 (0%)	14	149
Sunday	Metro	74	51 (35%)	21 (28%)	2,195	16 (1%)	5	154

2.5.2 Light Rail Ridership

Light Rail ridership data was obtained for the time period of July, 2012 and April, 2013 in the form of average weekday boardings by station. In total, there were 27,275 boardings on an average weekday, while average Saturday and Sunday boardings for the same time period were 19,888 and 10,758, respectively. The two busiest stations, Lexington Street and Baltimore Street, are both located in Downtown Baltimore. In addition to being Downtown, Lexington Street offers the closest transfer point between the Light Rail and the Metro. The third busiest station, Patapsco, is located south of Downtown and is the closest station to the Fairfield Marine Terminal. A number of Core Bus routes serve this station, including the 14, 16, 17, 51 and 77. The fourth busiest station, Cromwell/Glen Burnie, is an end-of-the-line station adjacent to a shopping plaza and is the closest station to Downtown Glen Burnie. **Table 2.5.3** summarizes and **Figure 2.5.1** illustrates average weekday boardings at each Light Rail station.



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Table 2.5.3 – Light Rail Average Weekday Ridership, July 2012 - April 2013

Station	Weekday Boardings
BWI Thurgood Marshall Airport	1,208
BWI Business District	248
Cromwell Station / Glen Burnie	1,309
Ferndale	113
Linthicum	538
North Linthicum	703
Nursery Road	519
Baltimore Highlands	327
Patapsco	1,448
Cherry Hill	805
Westport	734
Hamburg Street	286
Camden Yards	749
Pratt Street / Convention Center	1,226
University Center / Baltimore Street	2,686
Lexington Market	3,702
Centre Street	549
Cultural Center – State Center	888
Mount Royal / University Of Baltimore	854
Penn Station	346
North Avenue	1,132
Woodberry	466
Cold Spring Lane	715
Mount Washington	512
Falls Road	500
Lutherville	959
Timonium Business Park	376
Timonium Fairgrounds	1,166
Warren Road	335
Gilroy Road	271
McCormick Road	527
Pepper Road	192
Hunt Valley	884
Total	27,275



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Figure 2.5.1 – Light Rail Average Weekday Boardings, July 2012 - April 2013



2.5.3 Metro Ridership

Metro ridership by station was obtained for the month of November 2012. Average weekday ridership for this month totaled nearly 55,000 riders, while Saturday and Sunday ridership totaled approximately 29,500 and 15,500 respectively. The three stations with the highest ridership were Lexington Market, Mondawmin and Charles Center. Lexington Market and Charles Center are both Downtown, while Mondawmin is northwest of Downtown yet adjacent to a major shopping mall, Baltimore City Community College and Coppin State University. End of the line stations at Owings Mills and Johns Hopkins Hospital had the fourth and fifth highest weekday ridership respectively. **Table 2.5.4** summarizes ridership by station on the Metro while **Figure 2.5.2** illustrates weekday ridership by station.

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Table 2.5.4 – Average Daily Ridership – Metro Subway

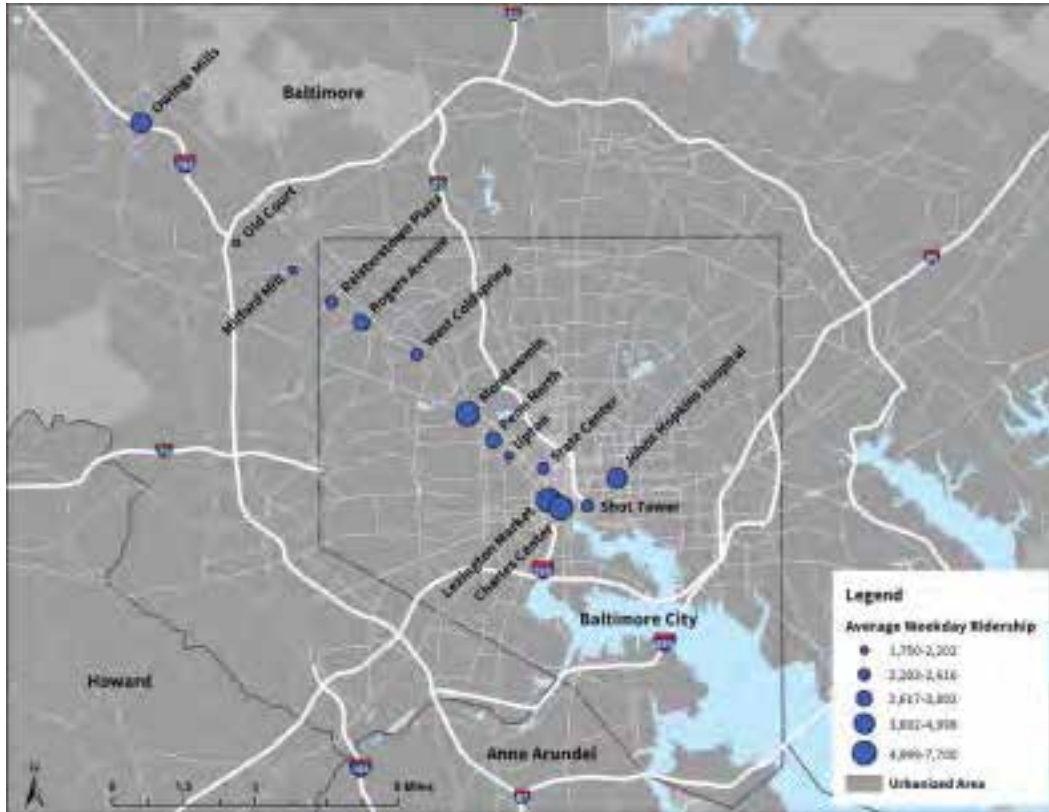
Station	Weekday Ridership	Sat Ridership	Sun Ridership
Owings Mills	4,999	2,212	1,230
Old Court	1,797	828	488
Milford Mill	2,134	947	615
Reisterstown Plaza	2,572	1,406	746
Rogers Avenue	3,399	1,874	998
West Cold Spring	2,325	1,351	727
Mondawmin	7,100	4,424	2,269
Penn-North	3,892	2,373	1,334
Upton / Avenue Market	2,202	1,454	798
State Center	2,617	1,067	576
Lexington Market	7,687	4,978	2,014
Charles Center	6,924	2,784	1,648
Shot Tower / Market Place	2,391	1,531	835
Johns Hopkins Hospital	4,831	2,244	1,201
Total	54,871	29,472	15,478

November, 2012



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Figure 2.5.2 – Average Weekday Metro Ridership by Station



Weekday ridership by time of day shows the peak hours of travel on the Metro to be from 7AM to 9AM and from 4PM to 6PM. Together, these four hours represent 36 percent of weekday ridership. **Table 2.5.5** summarizes average weekday ridership by time of day.

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Table 2.5.5 – Weekday Ridership by Time of Day – Metro Subway

Hour	Total	% of Daily Total
4:00AM- 5:00AM	4	0.0%
5:00AM - 6:00AM	871	1.6%
6:00AM- 7:00AM	2,101	3.8%
7:00AM- 8:00AM	4,408	8.0%
8:00AM- 9:00AM	5,115	9.3%
9:00AM- 10:00AM	3,304	6.0%
10:00AM - 11:00AM	2,548	4.6%
11:00AM - 12:00PM	2,547	4.6%
12:00PM- 1:00PM	2,958	5.4%
1:00PM- 2:00PM	3,005	5.5%
2:00PM- 3:00PM	3,226	5.9%
3:00PM- 4:00PM	4,290	7.8%
4:00PM - 5:00PM	5,117	9.3%
5:00PM - 6:00PM	5,306	9.7%
6:00PM- 7:00PM	3,330	6.1%
7:00PM- 8:00PM	2,093	3.8%
8:00PM- 9:00PM	1,478	2.7%
9:00PM- 10:00PM	1,200	2.2%
10:00PM - 11:00PM	951	1.7%
11:00PM - 12:00AM	802	1.5%
12:00AM- 1:00AM	217	0.4%
1:00AM- 2:00AM	1	0.0%
Total	54,871	100.0%

November, 2012

Overall, the LR and Metro have a very good on-time performance. The data available for LR and Metro OTP, however, is limited and does not provide detailed information on actual vs. scheduled travel times. LR and Metro report between 97 percent and 100 percent on-time performance.



2.6 Fleet and Facilities

2.6.1 Maintenance Facilities

The MTA transit network in Baltimore is served by eight maintenance facilities for bus, LR, and Metro operations. The Core Bus service is split into four divisions based on the bus garage serving the route. While routine maintenance and inspections are conducted at all four garages, Bush Division is home to MTA’s main bus maintenance facility. Some routes are based out of multiple garages. The Metro’s main maintenance garage is located near Rogers Avenue Station with a smaller facility adjacent to Old Court Station. The LR has a main facility by North Avenue Station and a second facility at the terminus in Cromwell. **Table 2.6.1** summarizes and **Figure 2.6.1** illustrates the major MTA maintenance facilities.

MTA has two major maintenance facility upgrades planned: a new Kirk Division garage and enclosed bus storage building; and a new main maintenance facility at Bush Division.

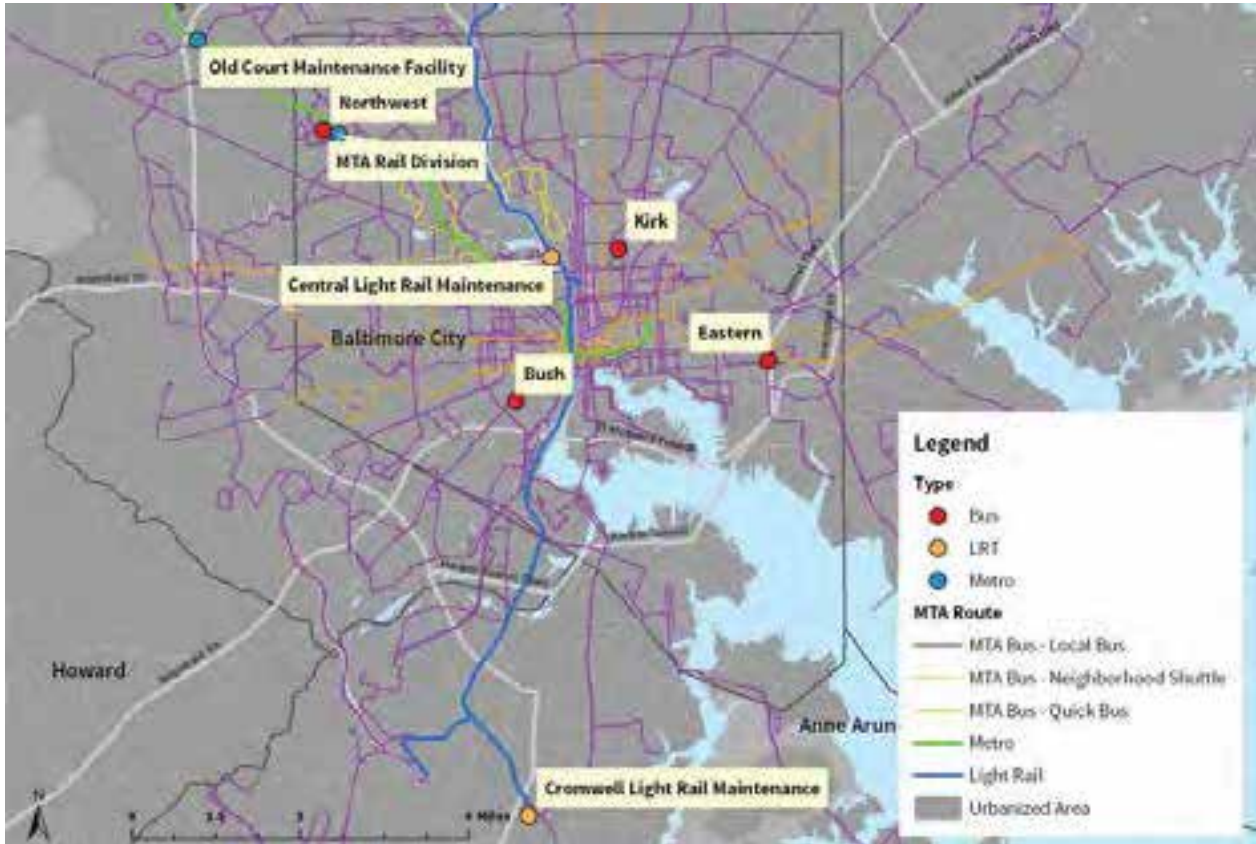
Table 2.6.1 – MTA Transit Maintenance Facilities

Route Type	Routes
Bush Division	1, 3, 8, 10, 14, 15, 16, 17, 20, 23, 27, 29, 30, 35, 36, 38, 40, 46, 47, 48, 51, 61, 64, 77, 99, 150
Eastern Division	1, 3, 5, 8, 10, 13, 15, 19, 20, 22, 24, 27, 33, 36, 44, 52, 53, 61, 64, 91
Kirk Division	3, 8, 9, 11, 12, 15, 19, 36, 44, 47, 48, 50, 55, 104, 120
Northwest Division	5, 7, 13, 16, 18, 22, 27, 33, 44, 51, 52, 53, 54, 56, 57, 58, 59, 60, 77, 91, 97, 98, 99
Central Light Rail Maintenance	All Light Rail Routes
Cromwell Light Rail Maintenance	All Light Rail Routes
Metro Rail Division	Metro
Old Court Maintenance Facility	Metro



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Figure 2.6.1 - MTA Transit Maintenance Facilities





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2.6.2 Transit Fleet

As of 2013, MTA has a fleet consisting of 824 buses used on its core bus service (774 active buses and 50 in reserve), 53 LR vehicles and 100 subway cars. According to the 2012 MTA Fleet Management report, MTA’s fleet averages 6.4 years old and compares favorably to peer systems in Washington DC, Pittsburgh, Richmond VA, and Atlanta. The MTA bus fleet is primarily composed of New Flyer Hybrid buses, but also includes older NABI and Neoplan vehicles approaching their retirement age. **Table 2.6.2** summarizes the major characteristics of MTA’s core bus service fleet.

Table 2.6.2 – Bus Fleet Overview

Manufacturer	Passenger Capacity ¹⁰	Length	Purchase Year	Recommended Replacement Year	# of Vehicles (Active/Reserves)
NABI 416 Diesel	56	40'	1998	2010	0/50
NABI 416 Diesel	56	40'	1999	2011	66/0
NABI 416 Diesel	56	40'	2000	2012	77/0
Neoplan	49	40'	2002	2014	99/0
New Flyer D40LF Diesel	49	40'	2004	2016	125/0
New Flyer D40LF Diesel	49	40'	2005	2019	94/0
New Flyer Hybrid	49	40'	2006	2018	10/0
New Flyer Hybrid	83	60'	2008	2020	30/0
New Flyer Hybrid	49	40'	2009	2021	100/0
New Flyer Hybrid	49	40'	2010	2022	41/0
New Flyer Hybrid	83	60'	2011	2023	12/0
New Flyer Hybrid	49	40'	2011	2023	57/0
New Flyer Hybrid	49	40'	2012	2024	53/0
New Flyer Hybrid	83	60'	2012	2024	10/0

The LR and Metro fleet are composed entirely of electrical multiple units (EMUs), powered by overhead wires in the case of the LR, and a third rail with the subway. LR vehicles can operate independently or as two and three car consists. The Metro cars are operated as linked pairs forming trains of two, four or six car lengths. **Table 2.6.3** summarizes the major characteristics of the LR and Metro fleet.

¹⁰ Passenger capacity is based on MTA max load capacity of 130% of the number of seats. This capacity does vary by type of service; for example it is 100% of seats for Express routes.

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Table 2.6.3 – Rail Fleet Overview

Manufacturer	Mode	Type	Passenger Capacity (Sitting/Standing)	Purchase Year	# of Vehicles
ABB	LR	Articulated EMU	85/91	1991-1992	35
ABB	LR	Articulated EMU	85/91	1997	18
Budd / Transit America	Metro	EMU	76/90	1983 (overhauled 2002-2005)	100

2.6.3 Bus and Bus/Rail Transfer Facilities

Unlike some peer systems organized around a series of large transit centers, the MTA has relatively few formal transfer centers. The largest bus transfer facility in the system is located at Mondawmin Station, and serves nine bus routes along with the Metro. A number of other Metro and LR stations feature transfer facilities in the form of a bus loop or bus bays. Outside of these few locations, the majority of bus to bus connections occur at on-street bus stops. The only formal bus-only transfer center is located at the University of Maryland Medical Center campus. **Table 2.6.4** summarizes the major transfer centers present in the MTA system.

Table 2.6.4 – Transfer Centers

Name	Routes	Mode	On / Off Street Facility	Buses per Weekday
Owings Mills	56, 59	Metro	Off-Street	154
Old Court	53, 77, 99	Metro	Off-Street	229
Milford Mill	54	Metro	Off-Street	172
Reisterstown Plaza	27, 58, 59, 60	Metro	Off-Street	236
Rogers Avenue	27, 33, 44, 51, 57, 91	Metro	Off-Street	656
West Cold Spring	33, 51, 97	Metro	Off-Street	296
Mondawmin	1, 5, 7, 16, 21, 22, 52, 53, 97	Metro	Off-Street	1,321
Penn North	7, 13, 21, 54, 91	Metro	On-Street	661
Upton / Avenue Market	7	Metro	On-Street	70
State Center	21, 91, 19, 19X	Metro	On-Street	370
Lexington Market	5, 27, 91, 19, 19X, 5X	Metro	On-Street	536
Charles Center	1, 3, 5, 8, 10, 10X, 11, 20, 23, 30, 36, 3X, 40, 46, 5, 5X, 61, 64, 91	Metro	On-Street	2,080
Shot Tower / Market Place	20, 23, 40	Metro	On-Street	462
Johns Hopkins Hospital	5, 5X, 15X, 35, 46, 47	Metro	On-Street	375
BWI Thurgood Marshall Airport	17, 99	LR	On-Street	76

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Name	Routes	Mode	On / Off Street Facility	Buses per Weekday
BWI Business District	17, 99	LR	Off-Street	76
Cromwell Station / Glen Burnie	14	LR	Off-Street	91
Ferndale	None	LR	On-Street	N/A
Linthicum	None	LR	On-Street	N/A
North Linthicum	None	LR	Off-Street	N/A
Nursery Road	17	LR	On-Street	54
Baltimore Highlands	None	LR	On-Street	-
Patapsco	14, 16, 17, 51, 77	LR	Off-Street	445
Cherry Hill	27, 29, 51	LR	On-Street	264
Westport	51	LR	On-Street	139
Hamburg Street	None	LR	On-Street	-
Camden Yards	None	LR	On-Street	-
Pratt Street / Convention Center	7, 19, 19X, 27, 35	LR	On-Street	437
University Center / Baltimore Street	1, 10, 10X, 19, 19X, 20, 27, 30, 36, 40, 46, 48, 5, 5X, 8, 91	LR	On-Street	1681
Lexington Market	19, 19X, 27	LR	On-Street	243
Centre Street	19, 19X, 27	LR	On-Street	243
Cultural Center	19, 19X, 27	LR	On-Street	243
Mount Royal / University Of Baltimore	27	LR	On-Street	72
Penn Station	3, 3X, 11, 61, 64	LR	On-Street	458
North Avenue	13	LR	On-Street	220
Woodberry	98	LR	On-Street	25
Cold Spring Lane	33, 38	LR	On-Street	126
Mount Washington	27, 58, 60	LR	On-Street	162
Falls Road	60	LR	Off-Street	37
Lutherville	8, 9	LR	Off-Street	286
Timonium Business Park	None	LR	-	-
Timonium Fairgrounds	9, 83s (<i>Rabbit Transit</i>)	LR	Off-Street	88
Warren Road	9, 83s (<i>Rabbit Transit</i>)	LR	Off-Street	88
Gilroy Road	None	LR	-	-
McCormick Road	9	LR	On-Street	88
Pepper Road	None	LR	On-Street	-
Hunt Valley	83s (<i>Rabbit Transit</i>)	LR	On-Street	-

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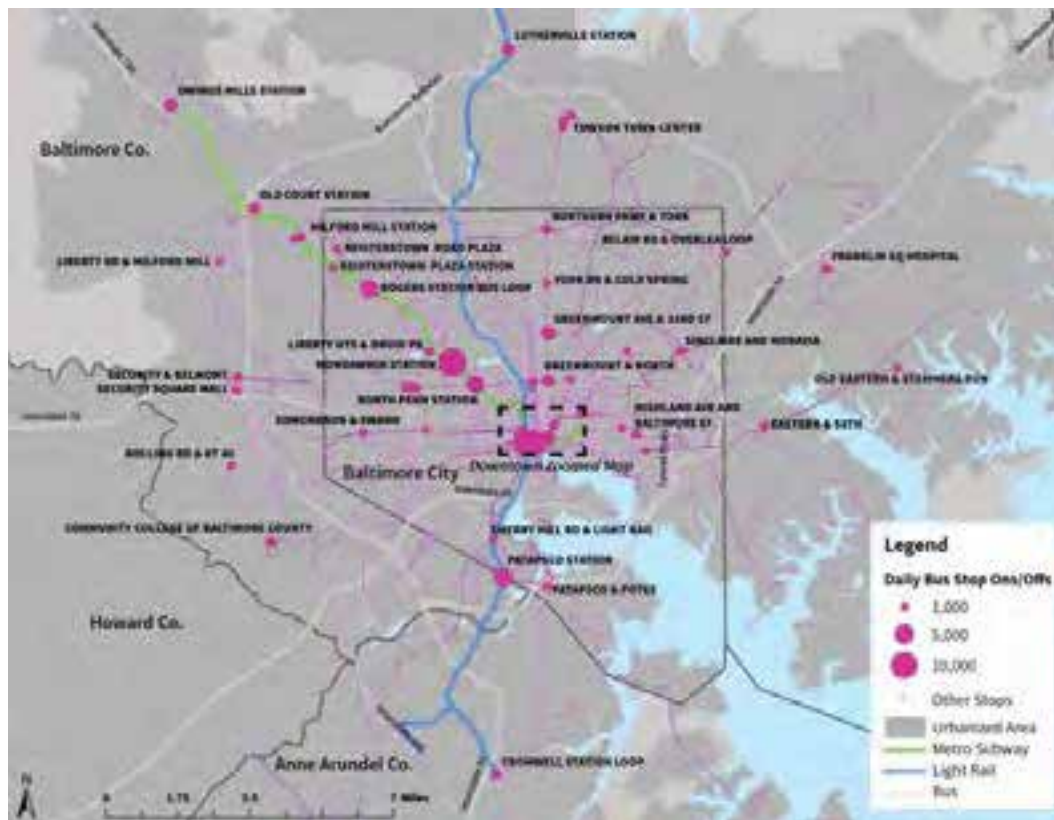


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2.6.4 High Use Bus Stops

As transit centers currently play only a secondary role in the organization of the MTA bus network, the location of high ridership bus stops is a good way to identify major nodes of activity in the bus system. **Figure 2.6.2** shows the distribution of the top 100 busiest bus stops in terms of combined boardings and alightings. While these stops are located across MTA's core bus service area, they are highly concentrated in Downtown and along the Metro.

Figure 2.6.2 – 100 Busiest Bus Stops (Combined Boardings and Alightings)



A few key corridors emerge from looking at high ridership stop locations. A number of corridors radiate from Downtown, the best defined of which follows York Road out to Towson; here, stops with daily ridership exceeding 1,000 people are distributed at regular intervals. Other major corridors include east from Downtown along Eastern Avenue, northeast along Belair Road, west along Edmondson Road and northwest following the Metro line.

Metro and LR stations form many of the top boarding locations for MTA Core Bus service. Mondawmin Station and adjacent bus stops have over 10,000 boardings each day. Other key locations along the Metro include: Owings Mills, Old Court, Milford Mill, Reisterstown Plaza, Rogers Avenue, and Penn-North. Fewer high ridership bus stops

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are located adjacent to the LR. Top bus stops along the LR include Patapsco Station, Lutherville Station and Cromwell Station. **Table 2.6.5** summarizes the bus stops with the highest weekday boardings in the MTA system.

Table 2.6.5 – Bus Stops with Highest Daily Boardings

Rank	Station	Daily On/Offs	Routes	Note
1	Mondawmin Metro Station	10,796	1, 5, 7, 16, 21, 22, 52, 53, 97	
2	Baltimore Arena	5,938	1, 5, 05X, 8, 10, 10X, 20, 30, 36, 40, 48, 91, 150, 160	
3	Baltimore Street & Charles Street	5,421	1, 5, 05X, 8, 10, 10X, 20, 23, 30, 36, 40, 46, 48, 91, 120	
4	Fayette & Charles St Paul	5,100	5, 05X, 8, 20, 23, 30, 36, 40, 48, 91, 150, 160	
5	Reisterstown & Liberty	4,907	1, 5, 7, 16, 21, 22, 51, 52, 53, 54, 97	Across from Mondawmin Station
6	Patapsco LR Station	4,771	14, 16, 17, 51, 77	
7	Fayette Street & Howard Street	4,750	1, 5, 5X, 8, 19, 19X, 20, 27, 30, 36, 40, 48, 91, 150	Adjacent to Lexington Market Station
8	Rogers Avenue	4,531	27, 44, 57, 33, 51, 91	
9	North Avenue & Pennsylvania	4,089	7, 21, 91, 13, 54	
10	Baltimore Street & Paca Street	3,779	1, 8, 10X, 30, 40, 48, 7, 10, 20, 36, 46	
11	Owings Mills Metro (Bus Loop)	2,822	56, 59	
12	Eutaw Street & Saratoga Street	2,609	5, 15X, 23, 47, 150, 19X, 15, 19, 27, 91, 05X	Lacks shelter
13	North Avenue & Pennsylvania	2,413	7, 21, 91, 13, 54	Adjacent to North Avenue & Pennsylvania Stop / Penn-North Metro Station
14	Saratoga & Howard	2,406	5, 15X, 23, 47	1 block from Lexington Market Station
15	Baltimore Street & Light Rail	2,403	1, 5, 5X, 8, 10, 10X, 20, 23, 30, 36, 91, 150, 160, 310	
16	Lutherville LR Station	2,392	8, 9	
17	Gay & Lexington	2,336	5, 8, 15, 15X, 19, 19X, 30, 36, 46, 47, 48, 91, 150	
18	Saratoga & Eutaw	2,312	5, 15, 15X, 19, 23, 27, 47, 91, 150, 5X, 19X	Adjacent to Eutaw and Saratoga stop

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Rank	Station	Daily On/Offs	Routes	Note
19	Baltimore Street & Eutaw Street	2,295	1, 8, 10, 10X, 20, 30, 36, 150, 310	
20	Saratoga & Paca	2,283	7, 15, 15X, 23, 40, 150	Lacks shelter
21	Fayette Street & Paca Street	2,231	1, 7, 8, 20, 30, 36, 40, 48	
22	Fayette Street & Calvert Street	2,166	5, 5X, 8, 20, 23, 30, 36, 91, 150, 160	
23	Greenmount & 33rd (Gorsuch)	2,102	3, 8, 12, 22, 48	Lacks shelter
24	Eutaw Street & Saratoga Street	2,031	5, 5X, 15, 15X, 19, 23, 27, 47, 91, 150	Adjacent to Eutaw and Saratoga stop
25	Fayette Street & Eutaw Street	1,971	1, 5, 5X, 8, 19, 20, 27, 30, 36, 91, 150, 19X	

High ridership stations are distributed fairly evenly across Downtown Baltimore. Within Downtown, the Baltimore Arena is the busiest single bus stop with over 5,000 daily boardings. A number of bus stop clusters, however, exceed the ridership at this location. Important bus stop clusters include multiple locations along Fayette Street; at Paca Street and Saratoga Street; and along Baltimore Street. **Figure 2.6.3** illustrates the 100 busiest bus stops in Downtown Baltimore, including the Baltimore Arena bus stop.



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Figure 2.6.3 - 100 Busiest Bus Stops



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2.7 Service Standards

2.7.1 MTA Service Standards

In December of 2011 the MTA's Office of Service Development issued a document entitled *Local Bus Service Standards*. This policy document, yet to be formally adopted, covers more than just "service standards" which is typically interpreted as "performance standards." It has 11 sections, of which five cover significant areas of service design and performance, as well as bus stop placement. A sixth section covers issues related to Title VI. The other sections are introductory in nature. The summary presented here is concerned with the five main sections, numbered 5 through 9 in the MTA document:

5. Service Definitions and Route Design
6. Vehicle Loads
7. Service Span and Frequency
8. Bus Stop Placement
9. Route Performance

Section 5 defines six types of service: radial, crosstown, feeder, circulator, express and QuickBus. These definitions follow standard industry concepts about bus service. QuickBus is the MTA's name for limited-stop service which is usually overlaid on local service and intended to offer a faster ride; it is not full bus rapid transit, but can be thought of as a step toward BRT. The document lists current MTA route numbers by route type, but notes that some radial or circulator routes could be classified as feeder routes depending on how passengers use the service.

After this classification, Section 5 contains a series of route design guidelines including:

- Overall coverage – 1/4 mile buffer around a route
- Directness – route mileage between two points should not be more than 1.3 times the direct roadway mileage for express routes, and 2.0 times the roadway mileage for other types of service
- Transfer times – three to five minutes for bus-to-bus transfers; five minutes for at-grade bus-to-rail transfers, and six to eight minutes for grade separated bus-to-rail transfers
- Avoiding private property – such as parking lots at shopping centers
- Avoiding redundancy – bus should not parallel rail service and bus routes that use the same streets should be coordinated or restructured
- Focusing service on areas with high demand – though other considerations are important, including employment opportunities and shift times, population density, Title VI considerations and ADA accessibility.

Section 6 of the document lists load standards by route type and service time period (base, peak, evening, weekend). The standards are expressed in terms of percent of seated capacity and range from 100 percent to 130 percent. By industry standards, these percentages are on the low side, allowing for as few as 10 or 11 standees on 40-foot buses. The percentages are reproduced below:

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Route type	Maximum base load	Maximum peak load	Maximum evening load	Maximum weekend load
Radial	110%	130%	120%	110%
Crosstown	100%	130%	100%	100%
Feeder	100%	130%	100%	100%
Circulator	110%	130%	110%	100%
Express	100%	100%	N/A	N/A
QuickBus	110%	130%	110%	110%

Section 7 covers span and frequency of service. There are some policy statements concerning efficient use of resources, equitable provision of resources, flexibility and interpretation of the standards, definitions of level of service (all day, peak only, targeted), and the use of clockface headways. The span and frequency standards are presented in a table by route type and time period, as reproduced below:

Route type	Minimum span	Minimum peak period frequency	Minimum midday frequency	Minimum evening frequency	Saturday and Sunday	Owl service?
Radial	4 AM—12 AM	20	30	30	60	Potential
Crosstown	6 AM—10 PM	20	30	30	60	Potential
Feeder	6 AM—9 PM	30	60	60	60	No
Circulator	6 AM—9 PM	30	60	60	60	No
Express	Rush hours	15	N/A	N/A	N/A	No
QuickBus	5 AM--11 PM	10	15	15	60	No

The section continues with a number of scheduling practices:

- Defining “build points” of schedules – the most significant trip generator which determines when the buses should run
- Shouldering of headways – smooth transitions from peak to off-peak periods
- Coordination of routes and patterns that share a common trunk alignment
- Splitting or through-routing services – dependent on reliability and deadhead mileage
- Layover and recovery – target range is 9-12 percent.

Section 8 is an extensive treatment of bus stop placement. Many topics are covered including passenger safety, impacts on operations, preferred spacing, curb length requirements, proximity to trip generators, and mitigation of impacts on abutters. Advantages and disadvantages of near side, far side and mid-block stops are discussed. Spacing of stops for QuickBus routes is treated separately. Finally, the section discusses procedures and timing of modifications of bus stops.

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The final section concerns route performance and is perhaps the most relevant to the present study. To evaluate bus routes, MTA has devised a four-part metric, with each part relating to ridership productivity from a particular angle. The four measures are as follows:

1. Passenger boardings per total hour
2. Passenger boardings per trip
3. Passenger boardings per total mile
4. Cost per passenger (using an incremental cost model rather than average cost).

The use of total hours and total miles instead of revenue hours and revenue miles is a bit unusual. Most agencies calculate productivity based on when the bus is in revenue service, but MTA has chosen to include deadhead time and mileage in the calculation. This choice penalizes routes that happen to be located far from the bus garages, but it nonetheless reflects the actual cost of operations better than calculating the productivity in terms of revenue hours and miles.

Bus routes are divided into the six types and the average performance for each measure for each type is calculated. A route operating at the average for its type would receive a rating of 100 for that measure. If the productivity is 25 percent better than the average, it would receive a rating of 125. Then each of the four measures are weighted equally (at 25 percent) and combined into a single performance measure. Again, a final figure of 100 is exactly average, while figures over 100 indicate relatively high performance and figures below 100 indicate relatively poor performance. These measures are calculated with each schedule change and MTA looks for consistent results for each of the routes.

Once all of the metrics are calculated over four schedule changes, the routes by type are sorted into five action categories:

- Routes with scores consistently above 125 will be targeted for resource investments such as improved headways or span
- Routes with scores consistently between 75 and 125 are considered performing at standard - no action
- Routes with scores consistently below 75 are targeted for review and modification
- Routes with scores consistently between 50 and 74 will be reviewed for modifications to improve performance
- Routes with scores consistently under 50 will be targeted for elimination or replacement

The four metrics are somewhat redundant, as a route that has few boardings per hour likely also has few boardings per trip or per mile. In other areas, agencies target various productivity measures by route type. For instance, urban radial routes that experience significant traffic congestion are best measured by boardings per mile, so as not to penalize them for slow operations (which accumulates hours more quickly than miles). Suburban routes that move faster are best measured by boardings per hour, since they accumulate miles more quickly. Express routes and feeder routes are often best measured by boardings per trip because the capacity of

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the bus can limit ridership when all or most passengers are destined for a single stop at the route terminal. Express routes that operate on highways would be unfairly penalized by the measure of boardings per mile, since they travel many miles without making stops.

MTA uses the composite measure so that all operational aspects of a route can be taken into account. The method tries to avoid unfair comparisons by grouping the routes by type, so that express routes are not compared to radial routes. While the method may entail more calculations than are absolutely necessary, it likely produces robust results, in that a route that performs poorly on all the productivity measures almost certainly needs review and/or restructuring.

The document concludes with a statement that the policy is subject to review no less than every two years and that it supersedes any prior service standards. It is worth noting that MTA had published a document entitled Maryland Transit Guidelines in May 2002, but those policies were never officially adopted. That document was much more broadly conceived, covering both bus and rail service, facilities, vehicles and equipment, information and marketing, and various policies. Where the two documents overlap in considering the details of bus service, the proposed guidelines are roughly consistent.

Overall, the service guidelines are workable for service reviews. In the route analysis to take place later in this study, specific guidelines for span and frequency will be reviewed to determine if they are relevant to the levels of service that can be provided in the current budget climate. Likewise, loading standards should be reviewed carefully, given changes in the bus fleet and the trend toward fewer seats on buses due to low-floor designs.

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3 PUBLIC OUTREACH – ROUND 1

3.1 Overview

The initial public outreach component of BNIP, which spanned eight months of the project timeline, sought public input in restructuring the system to make it more effective and efficient. The BNIP public outreach plan targeted two distinct groups for public involvement: key stakeholders and the general public. In order to communicate the purpose of BNIP with each group and to garner informed and constructive feedback from them, the BNIP project team created informational materials on the project, developed service improvement concepts, and conducted transit planning exercises that were used where appropriate at public outreach events, meetings, and through an online crowdsourcing public engagement forum called MindMixer (mtamaryland.mindmixer.com).

The BNIP project team, comprised of MTA and consultant staff, conducted more than 25 outreach events and meetings over four months.¹ The first phase of outreach focused on various organizational perspectives including customer service, operations, and other key stakeholders. The outreach team received service improvement suggestions from bus operators through events held at each division. A focus group meeting was also held with MTA Customer Relations Officers (CROs) to record their input based on what they hear through their communication with the public. Additionally, meetings were held with the Citizens Advisory Committee (CAC) and the Citizens Advisory Committee for Accessible Transportation (CACAT), where participants provided input about service improvements.

The second phase of outreach focused on MTA's citizens committees and the general public. The team received public input through six public meetings, three pop-up events strategically held in busy pedestrian areas with high levels of public transit access, and through MindMixer, the online crowdsourcing site.

Throughout the public outreach process, the BNIP Stakeholder Committee provided suggestions and insight on the public participation plan as well as service planning recommendations. Members of the stakeholder committee include representatives from a variety of departments within MTA as well as other agencies and local government representatives who are impacted by MTA service.

The results of the outreach effort will be used to develop the project's recommendations. The input that was received through the myriad outreach efforts serves as a wealth of information that, when combined with MTA data and service area characteristics, provides a deep understanding to guide the service planning components of the BNIP study.

¹ Six general public meetings, three pop-up events, one meeting each with the Citizens Advisory Committee (CAC) and the Citizens Advisory Committee for Accessible Transportation (CACAT), three stakeholder committee meetings, four bus division meetings in August, eight bus division meetings in November, and one focus group with MTA Customer Relations Officers (CROs).



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3.2 Advertising the Public Outreach Process

The public outreach process was promoted through a mix of digital and print media tools. For the general public, the following approaches were used:

- MTA created a BNIP webpage, advertised on MTA's website with banner ads, tweeted about the project and events on its Twitter feed, posted messages on its Facebook page, and used the MindMixer site to disseminate information about the project.
- MTA sent email announcements to 70 Community Based Organizations and local governments; Baltimore County then forwarded that email to all of their neighborhoods and communities.
- MTA printed overview brochures that described the project and provided information on how to get involved that were handed out by the Marketing Department's Street Team outreach team; 12,000 brochures were handed out.
- MTA printed 4"x9" cards that provided an overview of the project that were distributed in pockets on the buses and in Metro stations.
- Eight hundred interior bus cars were printed in English and 450 in Spanish and hung in MTA buses, encouraging riders to get involved by attending a public meeting and/or visiting the MindMixer site.
- MTA emailed fliers to each of the locations where public meetings were being held to be posted on their bulletin boards.
- MTA Administrator Robert Smith wrote an Op-ed about the project that was published in the Baltimore Sun, which led to two articles that discussed the public outreach aspect of BNIP; *Speak Up for Better Transit* (Smith, 2013) and *Public Input on Baltimore's Bus Network Sought* (Rector, 2013).

MTA issued a media advisory about the study and the outreach events. This resulted in two radio spots for the study:

- WYPR covered it on September 16, 2013 with Sheila Kast (interview with the Administrator).
- WEAA Morgan State covered it on September 23, 2013 on the Anthony McCarthy show.

For internal MTA staff, the study was announced through TransitLine, and the MTA's employee newsletter.

3.3 Meetings with Stakeholders

3.3.1 Stakeholder Committee

The Stakeholder Committee for BNIP was developed to ensure that internal and external stakeholders are engaged throughout the BNIP planning process. The committee met several times and input was received regarding the approaches to reaching out to the general public as well as about initial service change ideas. The Stakeholder Committee membership includes:

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- Internal Offices
 - Service Development
 - Service Quality
 - Performance Measurement
 - Civil Rights
 - Customer Service
 - Marketing
 - Media Relations
 - Field staff (including operators and field supervisors)
 - Union Representatives
- External
 - Maryland DOT
 - City of Baltimore / Charm City Circulator
 - Central Maryland Transportation Alliance (CMTA)
 - Baltimore Metropolitan Council
 - Downtown Partnership
 - Greater Baltimore Committee
 - Transit Choices

Some of the key comments obtained from the Stakeholder Committee regarding service improvements and ideas included suggestions for the public outreach effort, making sure that the study focuses on access to jobs, and comments on particular draft service change recommendations.

3.3.2 CAC and CACAT

The BNIP project team met with the Citizens Advisory Committee (CAC) and the Citizens Advisory Committee for Accessible Transportation (CACAT), respectively, to inform them about the project and to obtain their input. At the meetings, team members presented an overview of the project and heard initial comments and ideas; the team requested that the committees submit their recommendations for service improvements. The project team also encouraged members to participate in the public meetings and on the MindMixer website. During the meetings the team received comments and suggestions from several CAC and CACAT members and several members attended public meetings and gave additional comments. Comments received from the CAC and CACAT included suggestions to engage local employers in the planning process; suggestions on particular routes and recommendations to serve additional locations; a desire to leverage the capacity of Metro and LR by providing better feeder service; simplification of the network; and providing coverage so that disabled residents can easily access transit service. Specific comments provided by the CAC and CACAT are provided in Appendix B.

3.3.3 Operator Outreach

The BNIP project team met with MTA bus operators at each bus division in August and then again in November 2013 to encourage operators to get involved in the project and to solicit suggestions through in-person discussions and comment forms. During the August outreach BNIP project team members set up a table at each division interviewing operators in an informal atmosphere and distributing information about BNIP. The operators were encouraged to continue to share their ideas with the team through email or direct phone conversations. From the August operator outreach the team received over 150 unique suggestions for service improvement and suggestions and/or complaints on the service design of 39 different routes. These suggestions



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were incorporated into the service planning concept display boards used in the public meetings, pop-ups, and on the MindMixer website.

Major themes from this first round of driver interviews included splitting longer routes in the downtown area (Route 10), adding runtime and lay over time to routes (Routes 5, 10, 14, 15, 21, 27, 54 and 91) adding additional buses to reduce overcrowding (Routes 10, 13, 15, 53 and 77) and reducing the number of stops or adding Quick Bus service to corridors (Routes 5, 13, 20, 22 and 35). The comments provided during these meetings are provided in Appendix B.

In November 2013 the project team returned to the bus divisions with the service planning concept display boards and at each division soliciting suggestions and handing out comment forms. The comment forms were the same ones used during the public meetings and asked participants to list routes that they thought could be improved using the following methods:

- Higher or lower frequencies
- Earlier or later start and end times
- Realignment
- Segment transfers
- Combination with another route
- Split into multiple routes
- Extended to certain places
- Places needing new routes
- Short-turn
- Altered service type
- Segment elimination
- Eliminated completely
- Other general feedback

As a result of the November 2013 outreach events at the bus divisions, 40 comment forms from bus operators were received and additional comments were provided verbally by the operators and recorded by project staff. Overall, Route 35 received the highest number of comments with 28, followed by Route 15 with 19 comments and Route 10 with 16 comments. The higher/lower frequency category was most commonly cited as an improvement method, followed by route splitting and earlier/later start and end times. In the higher/lower frequency category, only one comment suggested lower frequencies (Route 30) while the remainder suggested higher frequencies. Route 15 received the most comments suggesting higher frequencies, followed by Routes 4, 20 and 35. Route 35 received the most comments suggesting a route split, along with Routes 10 and 15. Route 40 received the most comments suggesting earlier/later start and end times, followed by Routes 3, 4, 16 and 54.

A detailed list of comments received is included in the overall comment summary tables in Appendix B.

3.3.4 Customer Relations Officer (CRO) Focus Group

BNIP project team members held a focus group meeting in August with six MTA Customer Relations Officers (CROs) to learn what the participants see as the major themes that they hear in their conversations with customers who call the customer service information line. The focus group participants provided information on which routes and neighborhoods receive the greatest number of complaints and their stated service needs. The most common comments received, according to the focus group participants, are:

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- The Windsor Hills and Forest Park neighborhoods do not have enough bus service between 7:00 AM and 9:00 AM; the Route 15 buses are overcrowded in that area.
- Service is needed on East Joppa Road and Loch Raven Boulevard.
- Service is needed further into Randallstown.

Participants also shared the most common types of service planning related complaints that they receive:

- Customers request more service on lines that run hourly; customers have expressed that they would like hourly lines to run every 30 minutes.
- Customers are concerned about reliability and complain when their buses do not run on time.
- Customers use the posted schedules and are very upset when a scheduled bus never arrives.
- Customers had a great deal of difficulty using the CharmCard® readers on the bus. This fare media creates boarding issues in the morning that frustrates customers and operators alike.

The feedback from the CRO focus group reinforced what the data had been communicating about several poorly performing routes and provided insight on how riders use and perceive the current service.

3.4 Virtual discussion

3.4.1 MindMixer

3.4.1.1 Overview

MindMixer is a crowdsourcing public engagement platform. The website functions like a “virtual town hall,” a community forum where constituents can meet to discuss issues and share ideas with each other and decision-makers. This online engagement format has the benefit of existing without time and location constraints, generally making it more accessible to residents who have easy access to the internet via a computer or smart phone. The BNIP MindMixer page (mtamaryland.mindmixer.com) not only offered a forum for discussion, but also provided information about the project, including a video created by MTA to announce the launch of BNIP and supporting maps and document related to the project. Additionally, the site lets users know which MTA and local government officials are watching the site. The BNIP MindMixer site provides another public venue, in addition to in-person public meetings, to engage and educate large segments of the public. The MindMixer site was launched on September 11, 2013 and was kept open for comments through November 30, 2013. It will remain available in a read-only format during the next phase of the study and will be re-opened for comment when there are recommendations to share.

Figures 3.4.1 and 3.4.2 provide snap-shots of different elements within the BNIP MindMixer site.



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Figure 3.4.1 – BNIP MindMixer Information Page



Figure 3.4.2 – BNIP MindMixer Discussion Board Example





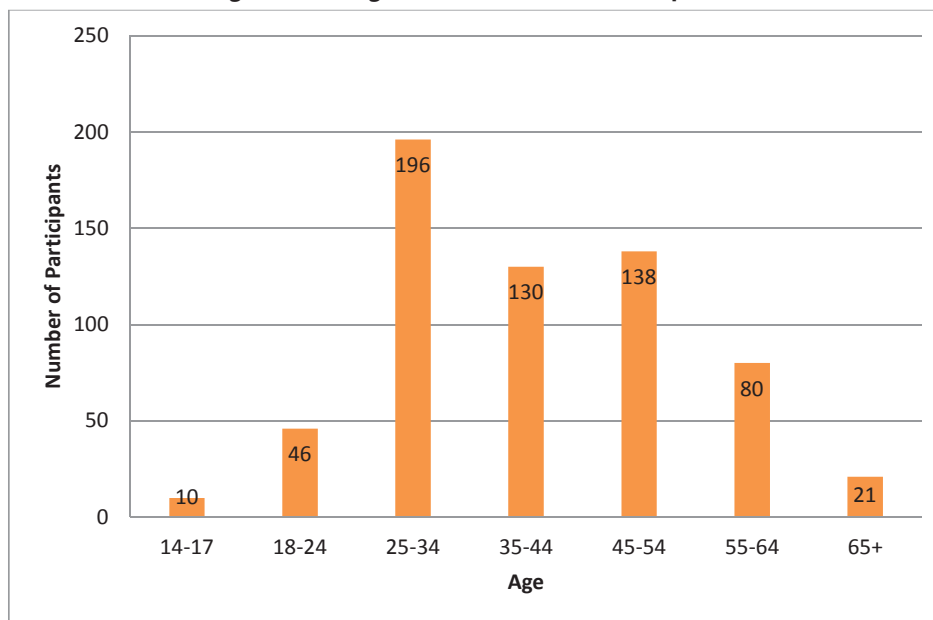
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3.4.1.2 Participants

One of the major goals of the MindMixer website was to ensure that public participation in BNIP was substantial, diverse and inclusive of individuals who would not traditionally participate in public meetings and workshops. Ultimately, MindMixer was able to meet all these criteria and engage a significant number of MTA customers within the region. As of November 30, 2013, the close date for this phase of outreach, MindMixer had a total of 698 total participants, with 1,027 comments posted over an 80-day period.

Overall, the breakdown of MindMixer participants was slightly more female than male, at 55 percent. This is comparable to the City of Baltimore's gender split of 52 percent female and 48 percent male. The average age of a MindMixer participant was 40 years old, however, as is evident in **Figure 3.4.3**, the most active participants ranged from ages 25 to 55. All age groups were represented on the website and there was even representation of youth and senior populations.

Figure 3.4.3 – Ages of BNIP MindMixer Participants



In terms of the geographic representation in Baltimore City and the surrounding region, there was substantial participation from residents of the downtown core; however, there was also participation from residents of the more far-reaching segments of the service area. The highest levels of participation were in the neighborhoods of Waverly, Hampden, Mount Vernon, Patterson Park, East Case, Tremont, Govans, Druid Hill and the Inner Harbor. Those who utilize MTA's commuter services were also reflected in the discussions, representing passengers on MARC train service in West Virginia, Commuter Bus service in Howard County, local bus service in Anne Arundel and Prince George's County, as well as Washington DC's Metrobus and Metrorail services. The number of participants by zip code is shown in **Figure 3.4.4**.

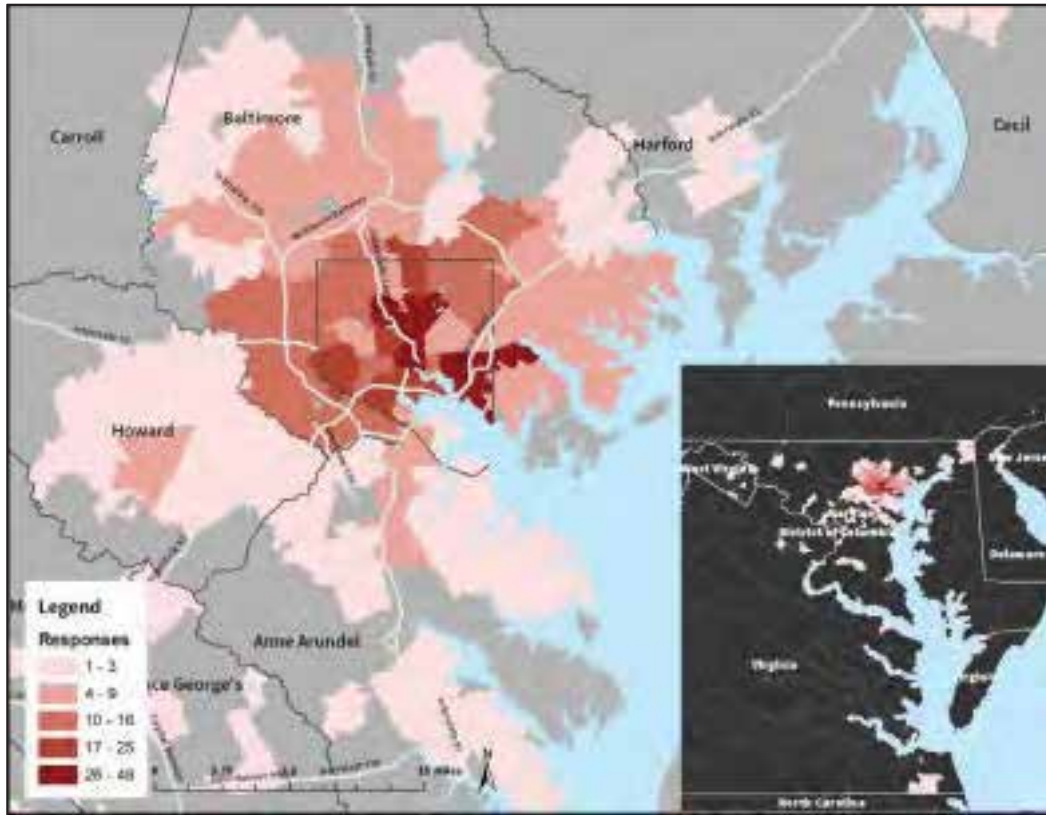
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Figure 3.4.1 – BNIP MindMixer Participant Locations by Zip Code



3.4.1.3 Discussions

The BNIP project team posted 27 topic areas on the BNIP MindMixer website that utilized different discussion formats such as instant polls, open ended questions, and mapping exercises. Users were able to provide answers to the questions posted and generate ideas to share with MTA, while other users were able to comment on and/or “like” an idea posted by another participant. **Table 3.4.1** provides a list of the topics that were posted. The ideas posted and survey responses for each MindMixer topic are provided in Appendix B.

MindMixer also allows for instant polls, and these provided some important demographic and preference data of the participants. The top mode utilized by participants is the local bus, followed by LR and then the Metro service. Many of the participants only utilized the commuter services such as the MARC train and commuter bus a few times or had yet to utilize the service. In terms of wait time, participants overwhelmingly preferred to wait 15 minutes or less and wanted the most frequent service to be at peak periods (mornings and evenings). When asked about the focus of MTA service, respondents stated that MTA should “focus on connecting all residential neighborhoods in the region to employment and other needs.” Another major item addressed in the instant poll

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was the need to improve the presentation of the system map, both on-line as an interactive tool and in defining high frequency service and transfer points on the static service map.

Table 3.4.1 – MindMixer Discussion Topics

Question	Answer Choices
What MTA services do you use: daily/a few times a week/a few times a month/a few times a year/never?	Local Bus, LR, Metro, Commuter Bus, Mobility, MARC Train, Express Bus, None
What do you think is an appropriate amount of time between buses in the middle of the day?	A. 10-15 minutes B. 15-30 minutes C. 30-45 minutes D. 45-60 minutes
Do you think MTA service (Baltimore bus services, Metro, LR) is satisfactory? Do you see it as a good transportation option? What do you like about it and what don't you like?	Open-ended
Do you think the existing transit options in Baltimore are adequate, or could they be improved? In what way?	Open-ended
What areas or points of interest do you feel are unserved or underserved by transit? Show us areas or points of interest (employment centers, medical facilities, schools, shopping centers, etc.) in the Baltimore region you feel are unserved or underserved by transit service. If you could redesign where transit serves, what locations would you put new or expanded transit service? Place a pin on the map to show the general location.	Open-ended
How far would you be willing to walk to a bus route that comes every 10 minutes?	A. 15 minutes B. 10 minutes C. 5-10 minutes D. 5 minutes or less
What resources do you normally use to plan your transit trip on MTA? (Check all that apply.)	A. Google maps trip planner B. Paper schedules C. Web-friendly schedules D. Calling the transit information center E. A trip planning app (specify below) F. Other (specify below)
And yes, we know you want real-time information for buses, and we're currently working on that... so, what else? Different map designs? Different displays on the website? More wide-spread distribution (and where)? Different signage?	Open-ended



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Question	Answer Choices
Has there ever been a time you have felt unsafe on MTA service? How can we make your riding experience more secure and safe?	Open-ended
What improvements should MTA focus on for improving the speed of its buses? Do you support dedicated bus lanes? Prioritizing buses through traffic signals? Limiting the number of stops to speed up service? Any other ideas? Where do you think these changes are needed most (be specific)?	Open-ended
How long is too long a wait for a bus to arrive?	A. 3-5 minutes B. 5 minutes C. 10 minutes D. 15 minutes E. 30 minutes
What time of day would frequent (10-15 minutes) service benefit you most?	A. Early Morning (4am-6am) B. Peak Morning Hours (6am-9am) C. Peak Morning Hours (6am-9am) D. Mid-Day Hours (10am-3pm) E. Peak Evening Hours (4pm-6pm) F. Night Hours (9pm-12pm)
What should MTA focus its service on to meet riders' needs (Choose One)?	A. Service should focus on high demand locations where ridership is high B. Service should focus on connecting all residential neighborhoods in the region with employment and other needs C. Service should focus on human service agencies and hospitals D. Service should focus on employment centers
Does transferring (from bus route to bus route or bus route to LR/Metro) discourage you from using public transit? If so, do products like the Charm Card make it easier to make transfers?	Open-ended
Is there any advice you would give to MTA for providing better and easier to access transit information?	Open-ended
Have you seen examples in other cities or countries where improvements have been made to bus service that you find unique or interesting? Please post a picture of the improvement and why you think it's a good idea.	Open-ended

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Question	Answer Choices
Is there a bus route you take that is in need of an improvement? Please tell us about the challenges you face on this route and how we can fix it.	Open-ended
What should MTA's main goal be for transit in Baltimore in the next five years? How do you define success for the service in serving Baltimore?	Open-ended
Please review the map that includes employment centers in the region. Please indicate which employment centers you think MTA service should serve and recommend employment locations that are not currently listed.	Open-ended
There has been a lot of discussion about bus stop spacing. What do you believe is the ideal amount of spacing between bus stops?	Open-ended
Which bus vehicle feature or amenity is most important to you?	<ul style="list-style-type: none"> A. Hybrid-Electric Vehicles B. Wi-Fi on buses C. Longer buses (Articulated Buses) D. More comfortable seating E. Bus Seating Layout Redesign
How can the fixed route local bus service better support the needs of persons with disabilities and seniors?	Open-ended
At what locations and routes are you finding the most overcrowding? Please let us know the location, time of day, and route where you experience this issue.	Open-ended
Are there any locations where signage to locate transit service is confusing or inadequate? Please describe the location and we will see how we can help.	Open-ended
What should be MTA's top priority in improving safety for our riders?	<ul style="list-style-type: none"> A. Improve Safety Training for Driver B. Better Lighting at Bus Stop C. Increase Security Personnel D. Install more Security Cameras E. Reduce Overcrowding
What can MTA learn from other cities' transit systems? What have you observed or read about that you think MTA should implement?	Open-ended



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Question	Answer Choices
<p>What are some of the ways that MTA can better utilize its system map?</p>	<ul style="list-style-type: none"> A. Interactive System Map Online B. Highlight Transfer Points in the System C. Show increase/decrease in frequency/span of service through stylistic detail D. Include Local Area Maps at bus shelters to help with wayfinding E. Highlight Points of Interests/Neighborhoods

Certain issues and ideas were raised by participants under various topics and fostered extended discussions. Those popular discussion topics yielded recurring requests and recommendations. Beyond route specific service recommendations, which are included in the greater service planning process, analysis of the MindMixer comments yielded three distinct feedback categories: Service Reliability, Resource Information and Customer Experience.

Comments made describing the reliability of MTA service focused on the lack of trust riders have in the system’s ability to meet their day-to-day needs. Some of the major points of discussion in this feedback category called for enhanced operational oversight, improved service planning, and long range system planning. Additionally, requests were made to improve the frequency and span of service to high demand locations and new employment centers; better support, education, and infrastructure for the CharmCard®; improvements to bus stop amenities; and a focus on bus priority lanes for high demand corridors.

MTA customers had thoughtful discussions on the need for innovative resource information tools. The most requested resource product was real time arrival information. This included the introduction of a real time mobile application, real time displays at bus stops and mobile text message services. Other significant resources requested were improved bus stop and headway signage, more detailed maps and schedules, and greater online resources.

In evaluating the customer experience found by riders of MTA service, there were recommendations made to improve the level of professionalism of MTA operators and staff and the overall customer service experience. Many participants on MindMixer found it difficult to track their complaints lodged through the Call Center and wanted an improved user experience when calling the customer service line. Additionally, riders found operator courtesy and student rider behavior to have a significant impact on their comfort and safety when riding the service. Participants stressed that if greater training and enforcement of standard protocol and procedures were to take place, there would be significant improvement to the quality of their experience and ultimately make an impact on the operation of the transit service as well.

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In terms of route specific requests, there were a total of 406 new route and route modification requests made on MindMixer. As is evident in **Figure 3.4.5**, the most common request was to serve new locations through the introduction of new routes. The second and third most requested service changes were to increase frequency of specific routes and realign routes and segments. Overcrowding was also a commonly reported problem, without a specific service request made in many instances as to how to fix the issue. These requests are being considered as a part of the larger service planning process. Most comments were made in an effort to improve the efficiency of the service, increase on-time performance, and better serve locations that are unserved or underserved.

Figure 3.4.5 – MindMixer Participants’ Service Requests

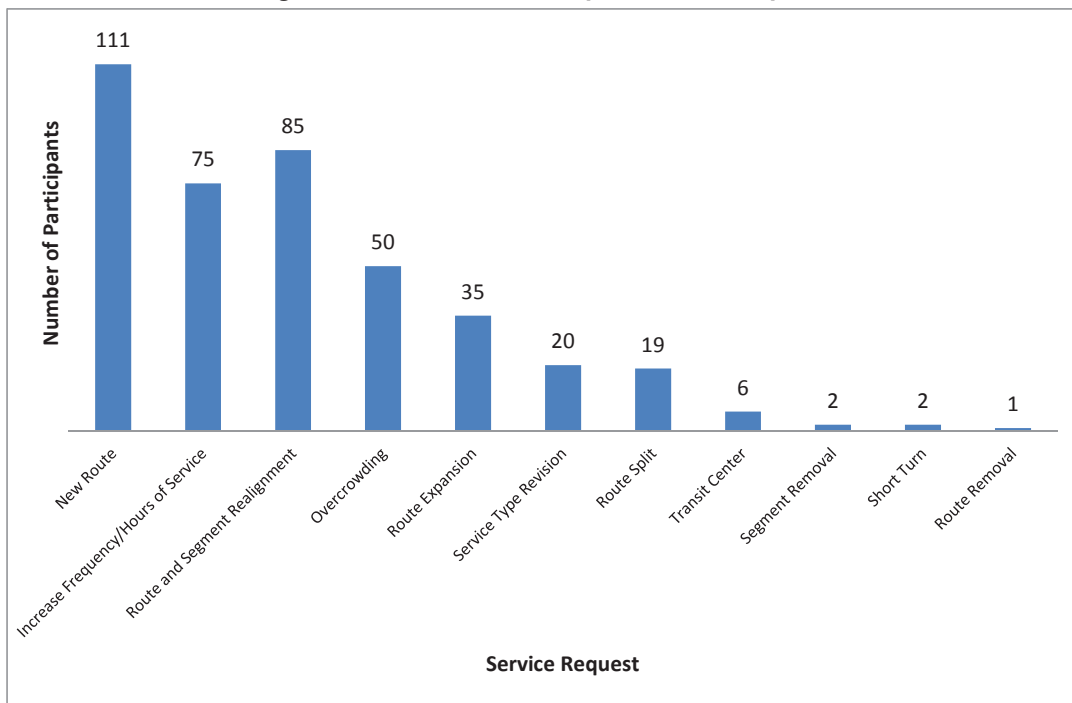


Table 3.4.2 shows the top 15 most requested locations for new service in the MTA service area. Some of these locations are currently served by one or more MTA modes; however, it appeared to be underserved to participants. Howard County was the most requested location by participants, with specific interest in the Columbia Mall and historic Ellicott City. Suggestions for increased service to Owings Mills, the BWI Business Corridor, White Marsh, Greenbelt Metro Station, Hampden, Towson, Annapolis and Arundel Mills were all made in an effort to connect to the greater Baltimore-Washington region for jobs, shopping and recreation. The National Business Park is one of the only locations named which is not currently served by any of MTA’s service.



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Table 3.4.2 – Top 15 Requested New Service Locations on MindMixer

Location	Comments Received
Howard County	10
Owings Mills	8
BWI Area	6
White Marsh	6
Greenbelt Metro	5
Hampden	5
Towson	5
Annapolis	4
Arundel Mills	3
Mill No. 1 (3000 Falls Road)	3
National Business Park	3
Randallstown	3
York Road	3
Dundalk	2
Forest Park, Ashburton, Arlington, Park Heights / Pimlico	2

3.5 Telephone

A telephone number with a voice mailbox was provided on BNIP brochures, bus cards, and the website to provide the public with an additional way to communicate their comments. One hundred fifteen comments were received through the call-line. The most common comment provided by callers was to improve the frequency of specific routes, making up 37 percent of the calls placed to the number. Other key inputs pertaining to improving the service included extending the span of service in the evenings and weekends for specific routes, better coordination between routes to facilitate transfers, and to improve operator courtesy and student rider behavior.

3.6 Public Meetings

3.6.1 General Public Meetings

3.6.1.1 Overview

The BNIP project team held six general public meetings in different parts of the service area in the City of Baltimore and Baltimore and Anne Arundel Counties. The meetings were held at a range of times and days (**Table 3.6.1**), with a mid-day meeting in a commercial area, State Center in Baltimore, and meetings in the evenings and on a Saturday in more residential areas.

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It was important that the meetings were located throughout the service area to provide an opportunity for all interested members of the public to participate. The map in **Figure 3.6.1** shows the location of each event and the areas from which the meetings can be reached using public transportation in 45 minutes or less.

Figure 3.6.1 – General Public Meetings Public Transportation Travel Time Map



Source: www.mapnificent.com², November 22, 2013

² www.mapnificent.com uses the General Transit Feed Specification (GTFS), developed by Google, to calculate travel time.



Table 3.6.1 – General Public Meetings – Fall 2013

Date	Time	Location	Participants
Tuesday, October 15	12:00 pm- 2:00 pm	<u>Central</u> State Center 201 W. Preston Street Baltimore, MD 21201	41
Wednesday, October 16	5:00 pm-7:00 pm	<u>Central- West</u> Rosedale Library 6105 Kenwood Avenue Rosedale, MD 21237	7
Saturday, October 19	12:00 pm- 2:00 pm	<u>East</u> North Point Library 1716 Merritt Boulevard Baltimore, MD 21222	8
Monday, October 21	5:00 pm- 7:00 pm	<u>North</u> Towson Library 320 York Road Baltimore, MD 21204	28
Wednesday, October 23	5:00 pm- 7:00 pm	<u>West</u> Enoch Pratt Free Library Edmondson Avenue Branch 4330 Edmondson Avenue Baltimore, MD 21229	21
Thursday, October 24	5:00 pm- 7:00 pm	<u>South</u> Brooklyn Park Library 1 East 11 th Avenue Brooklyn, MD 21225	12
Total Number of Participants			117



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State Center, 10/15/13



State Center, 10/15/13



Edmondson Library, 10/23/13

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Brooklyn Park Library, 10/24/13

3.6.1.2 Meeting Content

The general public workshops were held for two hours each in an open house format. To facilitate this type of accessible and flexible meeting style, the public workshop spaces were divided into three main areas: 1) greeting/check-in table and BNIP informational slideshow presentation; 2) MTA service planning background and concept boards; and 3) public workshop exercises. Participants were led through these three areas sequentially, building upon each section and imparting critical knowledge about the program and the planning process.

Attendees signed in and noted whether or not they would like to be contacted for project updates and future workshops at the check-in table, where they were also provided with a BNIP brochure and the feedback form that was utilized during the public workshop exercises. A slideshow displayed a looping series of slides that describe the BNIP Study, a brief description of the MTA service area, and a demonstration of the MindMixer site was projected on a screen to provide participants with needed background information about the study.

The display boards had two main themes: 1) overview of MTA service area and background information about the system and the service area, and 2) service planning concept boards. The overview boards provided the participants with an overview of MTA local bus service, the service area, and key demographics. These included regional travel patterns, bus service productivity, and transit propensity based on a number of factors. The service planning concept boards provided an explanation and example of seven types of bus service modifications that the project will consider. Each board provided an explanation of the type of service change, an example of that type of change, and a question to the participant. **Figure 3.6.2** displays an example of a service concept board; Appendix C contains all of the display boards. The service planning boards covered the following concepts: Changing Level of Service (increase/decrease frequency/hours of service), New Connections (route and segment realignment, segment transfer), Combining or Splitting Routes, New Markets (route expansion/new routes), New Alignments (short turns, service type revision), and Service Removal and Other Ideals (segment removal, route removal).

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Figure 3.6.2 – Example Service Planning Concept Board

Idea: Combining or Splitting Routes

Route Combination
Combining two routes together based on the best elements of each route can improve productivity and efficiency.

CONCEPT: [Diagram showing two separate routes being combined into one]

Map: [Map showing two routes being combined]

Question: Are there two routes you believe should be combined?

Route Split
Splitting a route's trip distance in half can help improve the route's performance, especially in areas with major bottlenecks.

CONCEPT: [Diagram showing one route being split into two]

Map: [Map showing one route being split]

Question: Is there a route you believe should be split in half?

Each service planning concept board posed questions to the participants; these questions were repeated on a comment form (see Appendix D) to obtain written input.

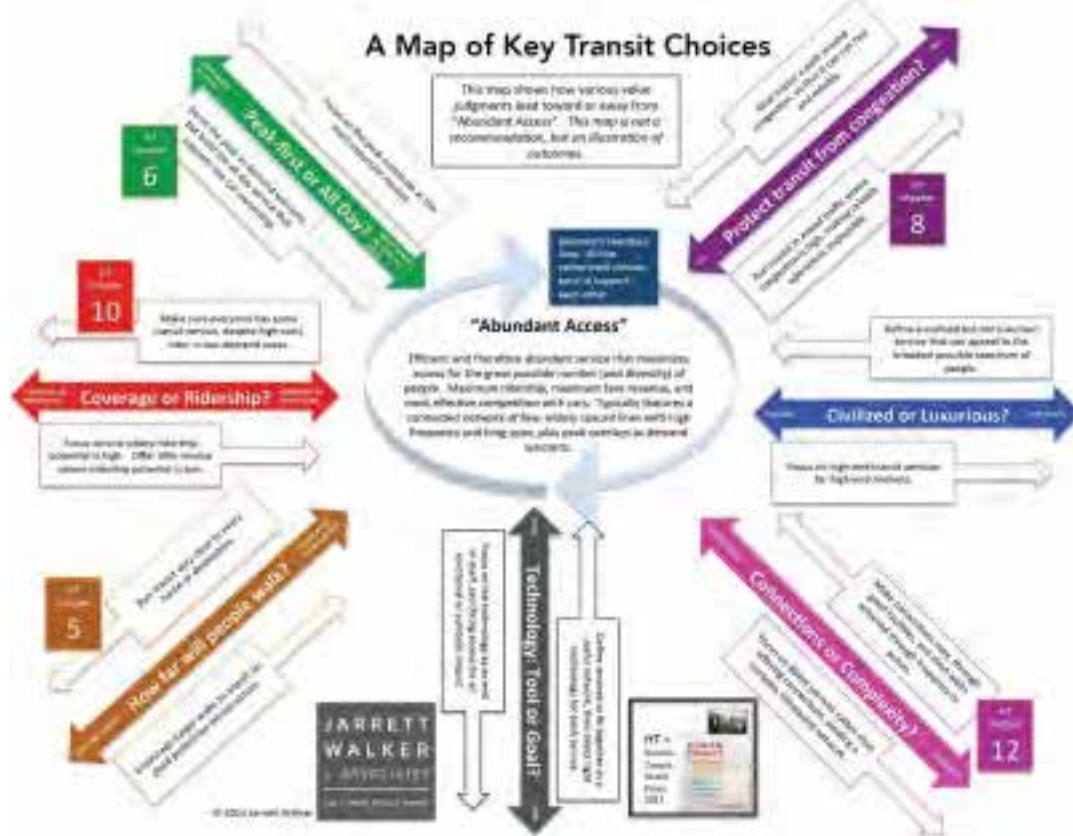
In addition to responding to the questions posed on the display boards, there were two public workshop exercises: a trade-off exercise, where participants were asked to make a decision about what elements of service are most important to their optimal transit experience, and an origin and destination (OD) mapping exercise where participants were asked to identify their origins, most frequent destinations, and one location that they would like to get to, but is currently not served, by transit.

The trade-off exercise was based on the “Abundant Access Diagram” developed by Jarrett Walker in his book *Human Transit*. The diagram, shown in **Figure 3.6.3**, was positioned next to the trade-off exercise and provided users with a deeper understanding of the decisions communities must make in improving a transit system based on their outstanding needs and preferences.



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Figure 3.6.3 – Abundant Access Transit Trade-Offs Diagram



Source: *Human Transit* by Jarrett Walker, 2011

3.6.2 Pop-Up Events

3.6.2.1 Overview

The pop-up events were designed to reach community members who might not come to public workshops but would engage in conversation and provide feedback in a place where they already are. To that end the pop-up events were held in outdoor public areas near public transit service with a lot of foot traffic. **Table 3.6.2** lists the date, time, location, and number of participants at the three pop-up events. The number of participants at the pop-up events is based on the number who participated in a short exercise that was conducted by project team staff; in all cases more people were spoken with and given brochures about BNIP.



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Table 3.6,2 – Pop-up Events, Fall 2013

Date	Time	Location	Participants
Tuesday, October 15	4:00 pm- 6:00 pm	<u>Randallstown Walmart</u> 8730 Liberty Road Randallstown, MD 21133	32
Wednesday, October 16	11:00 am-1:00 pm	<u>Mondawmin Metro Station</u> 2307 Liberty Heights Avenue Baltimore, MD 21215	146
Wednesday, October 23	11:00 am-1:00 pm	<u>Baltimore Area</u> 201 W. Baltimore Street Baltimore, MD 21201	105
Total Number of Pop-up Participants			282

3.6.2.2 Event Content

The project team set up a tent at each location to attract attention and encourage participation; project team members wore bright green t-shirts to indicate that they were a part of the project. At the pop-up events members of the public were given BNIP brochures and asked if they would be willing to participate in the trade-off exercise that was also administered at the public workshop events. At the end of the trade-off exercise participants were asked if they had any comments or concerns about MTA local bus service and were given an opportunity to verbally express their ideas to members of the project team who recorded the comments on comment sheets. The public was very responsive to the project team at these events, as reflected by the high participation rates at Baltimore Arena and Mondawmin Metro Station. The lower participation rate at the Randallstown Walmart had largely to the store's policy on not approaching their customers, Walmart shoppers being predominantly automobile dependent, and the distance from Walmart's front door to the nearest transit stop location on Liberty Road.



Mondawmin Bus Loop, 10/16/13



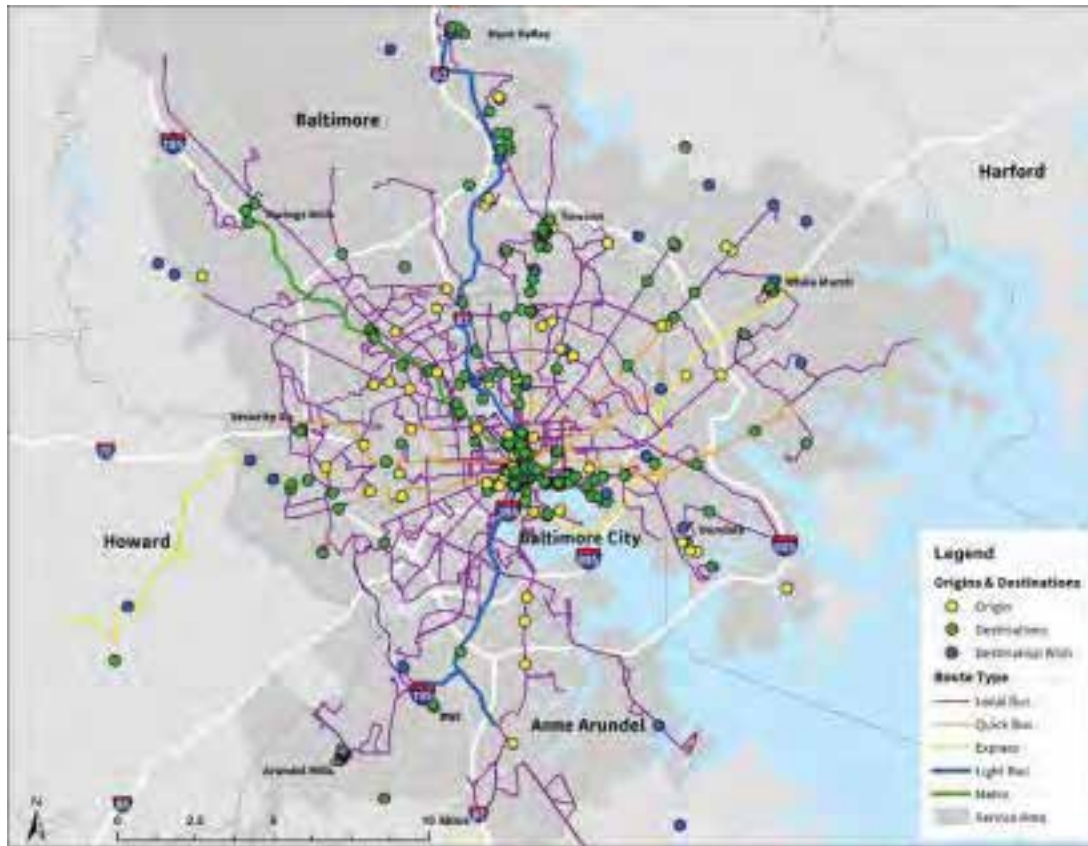
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3.6.2.3 Exercise Results

Origin-Destination Exercise

For the origin-destination mapping exercise, participants at the public workshops were given seven numbered stickers each and asked to place the stickers on a large printed map. Participants were given one yellow sticker to indicate where they live, five green stickers to indicate major destinations they typically travel to, such as work or shopping, and one blue sticker to indicate a destination they would like to access on a bus but currently cannot do so due to a lack of service. Numbers were placed on each set of stickers in order to link origins and destinations by participant. Overall, 56 origins, 202 destinations, and 44 destinations that are not served or are underserved by transit were identified. **Figures 3.6.4** and **3.6.5** summarize the results of the origin-destination exercise.

Figure 3.6.4 – Origin-Destination Exercise, Map Results

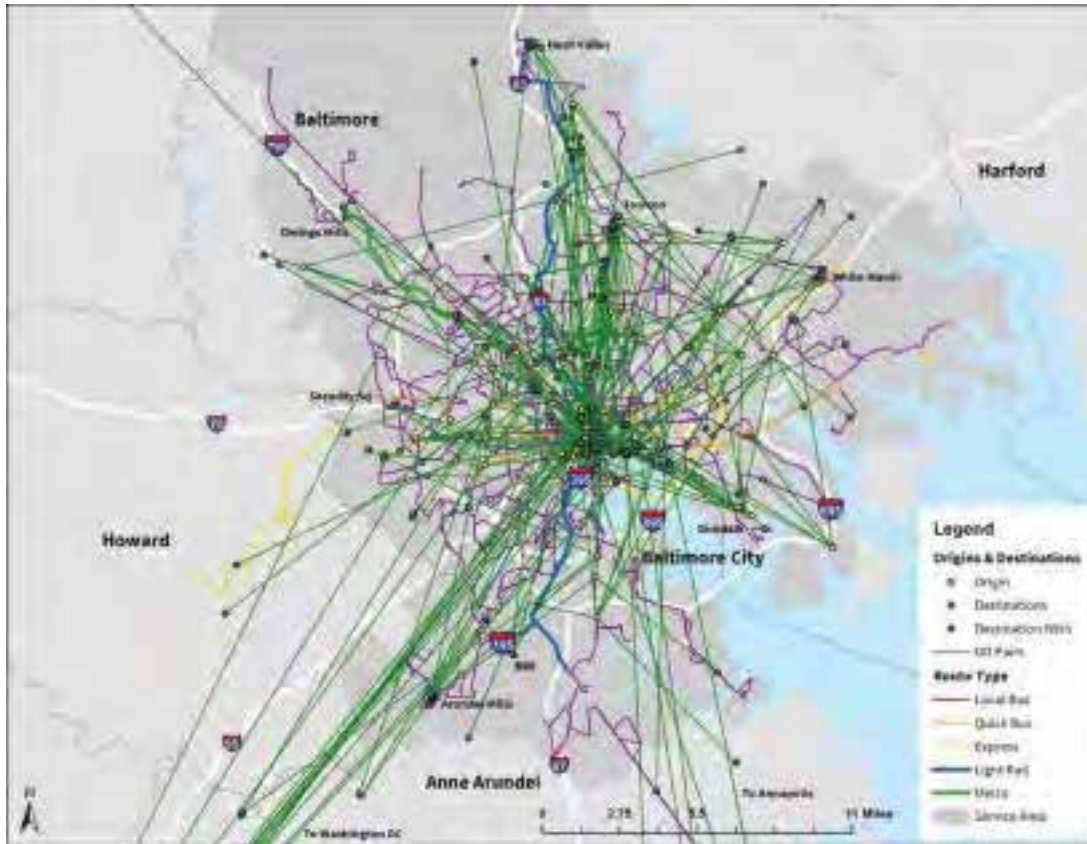


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Figure 3.6.5 – Origin-Destination Exercise, Origin-Destination Pairs



Several key areas stand out as having a high number of destinations, including Downtown Baltimore, Mount Vernon, Camden, Arundel Mills Mall, Mondawmin, Towson, White Marsh, Reisterstown Plaza, Hunt Valley and Timonium. Origins were more spread out than destinations, though some clustering is evident in Dundalk, Ritchie Highway, Liberty Heights Avenue and northeast of Downtown Baltimore. **Table 3.6.3** summarizes the origins of the major destination clusters found in this analysis.



Table 3.6.3 – Major Destinations Paired with Origins

Destination	Origins
Downtown Baltimore	Baltimore City (Patterson Park, Riverside, Pigtown, Morgan State University, Cameron Village, Glen, Towanda, Howard Park, Irvington, Overlea, Johns Hopkins); Towson, Dundalk, Rosedale, Glen Burnie, Fort Meade
Mount Vernon	Baltimore City (Hampden, Glen, Dorchester, Riverside, West Hills); Brooklyn Park, Dundalk, Towson (Essex Farms), Edgemere,
Penn Station	Baltimore City (Riverside, Hampden, Glen, Dorchester); Towson (Essex Farms), Dundalk, Edgemere, Brooklyn Park
Camden	Baltimore City (Fells Point, Bolton Hill, Glen, Yale Heights, Mount Washington); Carney, Catonsville
Mondawmin	Baltimore City (Towanda, Dorchester, UMD, Irvington, Westgate)
Reisterstown Station	Baltimore City (Morgan State, Towanda, Dorchester); Randallstown
Towson	Baltimore City (Pigtown, Downtown, Fell’s Point, Stadium, Mount Vernon, Westgate, Morgan State University, Hillen, Glen Oaks, Overlea); Brooklyn Park, Rosedale, Towson (Essex Farms), Carney
Hunt Valley	Towson (E Joppa Road), Parkville, Perry Hall, Baltimore City (Overlea)
Arundel Mills	Baltimore City (Glen Oaks, Uplands, Madison Park); Perry Hall, Brooklyn Park, Towson

The destinations that were marked as desired but inaccessible were generally found on the outskirts of the service area or outside the service area completely. Locations identified outside of the current service area included Laurel, Mountain Road in Pasadena, Columbia, Oregon Ridge Park in Cockeysville and the North Plaza Shopping Center on Joppa Road in Parkville. Based on the input obtained at the six public meetings, expanding the existing Local Bus system to reach these destinations should be considered, particularly in the case of Randallstown and Perry Hall. **Table 3.6.4** summarizes these desired destinations and their origins.

Table 3.6.4 – Inaccessible Desired Destinations Outside of Service Area and their Origins

Destination Desired	Origin
Deer Park S.C., Randallstown	Johns Hopkins U, Howard Park
Honeygo Center, Perry Hall	Fell’s Point
Laurel	Brooklyn Park
Mountain Road, Pasadena	Brooklyn Park
Columbia	Westgate
Oregon Ridge Park, Cockeysville	Mt. Washington
Joppa Road, Parkville	Carney (east)

Locations identified as desirable but difficult to access by transit that currently have MTA Local Bus service included the BWI Business Park, Dundalk, White Marsh Mall, Towson, Timonium, Hunt Valley, US-40 west of Rolling Road in Catonsville and several locations within Baltimore. Locations within Baltimore included Fells Point,



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Mondawmin, downtown Baltimore, Johns Hopkins Bayview, Woodberry, and Morgan State University. Based on the input obtained at the six public meetings, these locations would benefit from increased service levels and longer spans of service. **Table 3.6.5** summarizes these desired destinations and their origins. **Figure 3.6.6** illustrates all destinations and their origins that were identified by public meeting participants as needing better transit access.

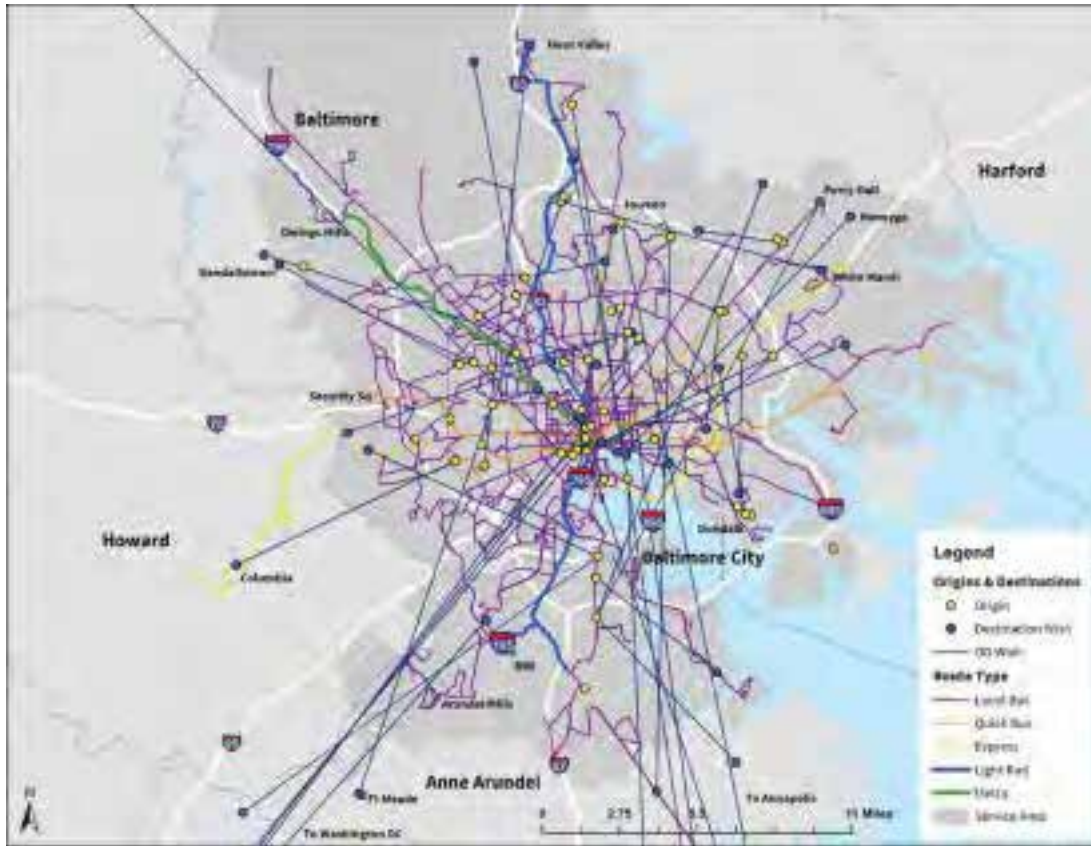
Table 3.6.5 – Destinations within Service Area in Need of Better Transit Access

Destination Desired	Origin
BWI Business Park	Washington, DC
Dundalk	Rosedale
White Marsh Mall	Towson (Essex Farms)
Towson	Bolton Hill
Timonium	Fell's Point
Hunt Valley	Yale Heights
US-40, Catonsville	New Northwood, Brooklyn Park
Fell's Point	UMBC, Patterson Park
Mondawmin	Madison Park
Downtown Baltimore	Rosedale, Washington DC
Bayview	Overlea
Woodberry	Riverside
Morgan State University	Dorchester



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Figure 3.6.6 – Destinations in Need of Better Transit Access and their Origins



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Trade-Off Exercise

The trade-off exercise that asked public meeting participants to select between competing priorities was also employed at the the pop-up events. The exercise was slightly redesigned into a smaller in order to create a more portable exercise. The trade-off exercise was also posted on MindMixer to obtain input on priorities in bus service from online participants. Participants were asked to pick between two transit service choices for seven topics and choose the one that most reflected their values. The list of topics and choices are listed in **Table 3.6.6** and the results of the trade-off exercise are listed in **Table 3.6.7** by the outreach location. The overall results are also shown in **Figure 3.6.7**.

Table 3.6.6 – Trade-Off Exercise Questions

Question	Option
RIDERSHIP OR COVERAGE?	I want bus service to serve places with high rider demand.
	I want bus service to serve every neighborhood.
CONNECTIONS OR COMPLEXITY?	If my service runs more frequently, I would be willing to transfer.
	I will wait a long time for a bus if it means I don't have to make a transfer.
PEAK-FIRST OR ALL-DAY SERVICE?	I want service that has high frequency during peak commuting hours
	I want all day service at a moderate frequency
HOW FAR WILL YOU WALK?	I want a short walk to my bus stop even if it means the bus will run less frequently.
	I would rather walk farther to my bus stop if it means the bus will come more often.
SHOULD TRANSIT BE PROTECTED FROM TRANSIT?	I want to keep all travel lanes open to cars, with no separation between cars and buses.
	I believe investment should be made in priority treatments for buses, such as exclusive bus lanes or lanes that allow the bus to go to the head of the line at traffic lights.
TECHNOLOGY: TOOL OR GOAL?	I want transit programs to invest in technology that improves day to day service.
	I want transit programs to invest in cutting edge technology.
CIVILIZED (SAFETY) OR LUXURIOUS (COMFORT)?	I think transit should be safe and get me where I need to go
	I want my bus to have more amenities, such as Wi-Fi and nicer seats



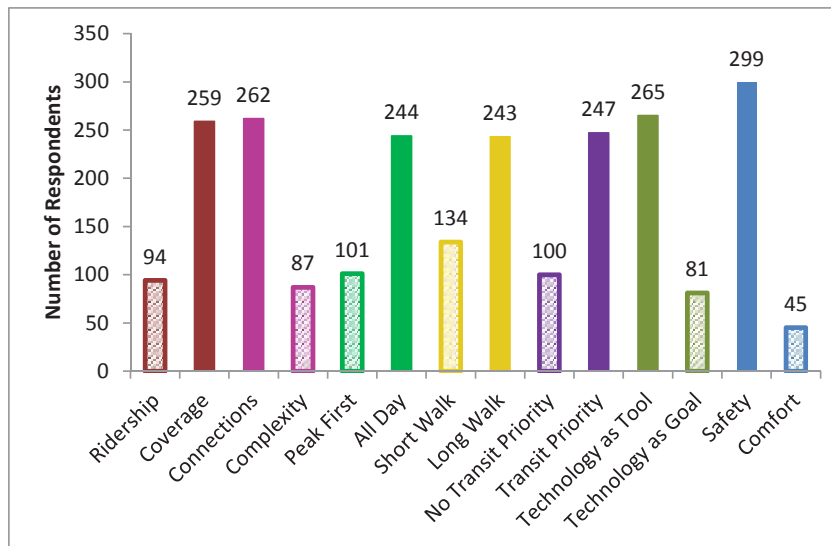
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Table 3.6.7 – Trade-Off Question Results by Outreach Event Location

	Ridership	Coverage	Connections	Complexity	Peak First	All Day	Short Walk	Long Walk	No Transit Priority	Transit Priority	Technology as Tool	Technology as Goal	Safety	Comfort
Workshops														
State Center	12	15	27	0	15	13	3	24	2	24	26	1	28	0
Rosedale	6	1	5	2	6	1	5	32	6	7	0	7	0	0
North Point	2	3	1	4	4	1	5	0	2	3	3	2	5	0
Towson	7	6	10	3	1	11	2	11	1	11	10	4	15	0
Edmondson Library	2	10	9	3	2	8	2	10	3	9	10	2	10	2
Brooklyn Park	3	3	6	0	1	5	2	5	0	7	6	1	7	0
Pop-Up Events														
Walmart	5	27	20	11	13	19	14	18	5	27	26	7	29	3
Mondawmin	28	118	105	40	29	111	66	76	49	90	98	40	117	23
Baltimore Arena	29	76	79	24	30	75	35	67	32	69	86	17	88	17
Grand Total	94	259	262	87	101	244	134	243	100	247	265	81	299	45

Figure 3.6.7 provides the combined total of votes from all of the outreach events for each trade off. The solid bars represent the winner between each choice set.

Figure 3.6.7 – Trade-Off Exercise Results



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For each trade-off there were clear winners in each question set. Participants stated that they:

- Prefer bus service in every neighborhood rather than focusing on high ridership areas;
- Would be willing to transfer for added frequency;
- Favor moderate levels of all day service over adding more service during the peak periods;
- Would be willing to walk further to a bus that comes more frequently;
- Favor investments in priority treatments for transit;
- Would like technology that improves service and day to day operations; and
- Want transit that is safe and gets them to where they need to go rather than more comfortable service.

The choice with the smallest vote differential was the “How far will you walk” question, as the response to this largely was impacted by the age and overall health of the customer. The choice with the greatest vote differential was the “civilized vs. luxurious” question, where the vast majority of participants chose civilized, indicating that function was much more important than comfort.

3.6.2.4 Comments Received

Overall, 457 specific comments were received during the public meeting outreach effort across the six different meeting locations. These comments included responses to the questionnaire associated with the service planning concept boards, which accounted for the majority of the feedback, as well as general comments either written down or received by the public meeting facilitators. **Table 3.6.8** details the comments per meeting location, showing that the most comments were received at Edmondson Library, with 136 comments, while the meeting held at State Center accumulated 115 comments.

Table 3.6.8 – Public Meeting Response by Location

Location	Comments Received
Edmondson Library	136
State Center	115
Brooklyn Park Library	77
Towson Library	46
Rosedale Library	37
North Point Library	32
N/A	14
Total	457

The majority of the comments were in response to the service planning concept questionnaire, which helped group the response by category. For example, question 1 of the feedback form asked respondents to identify which routes they feel should either have increased or decreased. **Table 3.6.9** illustrates the comments received by category, showing that a majority of the category specific comments were related to bus service frequency (90 comments), span of service (53 comments), and which routes should receive route extensions (43 comments).



The general feedback category (99 comments) combines all comments that were not specific to any of the other categories.

Table 3.6.9 Public Meeting Response by Category

Category	Comments Received
General Feedback	99
Frequency	90
Span	53
Route Extension	43
Split Routes	40
New Routes	36
Realignment	28
Service Type Change	17
Combine Routes	14
Short Turns	12
Segment Transfer	9
Route Elimination	8
Segment Elimination	8
Total	457

When possible, public meeting participants were asked to direct their comments toward specific routes. Overall, there were 332 mentions of specific routes, with some comments mentioning more than one route or a grouping of routes. The top ten routes with respect to comments received are shown in **Table 3.6.10**. Route 3 was cited most often, with 23 comments received, followed by Route 20 with 21 comments, and Route 10 with 18 comments.



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Table 3.6.10 – Public Meeting Response by Route

Route	Comments Received
Route 3: Cromwell Bridge/Sheppard Pratt Hospital to Inner Harbor	23
Route 20: Security Mall-CCBC Dundalk/ Marine Terminal	21
Route 10: U.S. Route 40 & Rolling Road/ Paradise to Dundalk/ Bull Neck Road	18
Route 15: Security Square Mall/ Westview to Overlea/ Perry Hall	15
Route 14: Patapsco LR Stop to Jumpers Hole/ Annapolis	13
Route 35: White Marsh Mall/ UMBC/ Blind Industries	13
Route 30: Edmondson Village- Bayview Medical Center	12
Route 27: Reisterstown Plaza Metro Station- Port Covington	11
Route 64: Rivera Beach/ Curtis Bay/ Energy Parkway to North Avenue	11
Route 77: Old Court Metro/ UMBC/ Patapsco LR	10
Route 11: Towson Town Center- Canton/ Fell's Point	10

During the Pop-Up sessions, respondents were given the opportunity to provide additional comments after participating in the trade-off exercise. There were 325 comments collected at the three Pop-Up meetings located at the Baltimore Arena, the Mondawmin Metro Station, and the Randallstown Walmart. **Table 3.6.11** details the number of comments received by location.

Table 3.6.11 – Pop-Up Comments by Location

Location	Comments Received
Baltimore Arena	106
Mondawmin Metro Station	161
Randallstown Walmart	33
Post Pop-Up Submission	25
Total	325

As with the public meeting comments, responses were grouped by category to help better quantify and understand the responses. Similar categories were used to describe the Pop-Up responses; however, since these sessions were more general in nature and respondents were not given specific questionnaires to answer, the categories to describe the responses has been slightly expanded, including additional categories, such as operator courtesy, safety/security, and school children. **Table 3.6.12** illustrates the comments received by category, showing that a majority of the category specific comments were related to service reliability (43 comments), frequency of service (39 comments), and operator courtesy (37 comments). The general feedback category (143 comments) combines all comments that were not specific to any of the other categories.



Table 3.6.12 – Pop-Up Comments by Category

Category	Comments Received	Category	Comments Received
General Feedback	143	Realignment	3
Reliability	43	Route Extension	3
Frequency	39	Combine Routes	1
Operator Courtesy	37	Route Elimination	1
School Children	20	Segment Elimination	1
Span	12	Segment Transfer	1
Safety/Security	9	Short Turns	1
Modify Routes	7	Split Routes	1
New Routes	3	Total Comments	325

As comments were received, the Pop-Up session facilitators made a note of any route specific comments that were discussed. Of the 325 comments taken during the Pop-Up meetings, 114 comments were route specific. **Table 3.6.13** shows the top ten route specific comments that were made during the Pop-Up sessions, and shows that Route 16 received the highest number of comments, with 14, while Route 54 received the second most, with 10 comments, and Route 77 received 8 comments. Of the routes mentioned at the Pop-Up events, most were in close proximity to the locations of the Pop-Ups.

Table 3.6.13 – Pop-Up Meeting Response by Route (Top Ten)

Route	Comments Received
Route 16: Mondawmin Metro Station- Brooklyn	14
Route 54: Randallstown/ Milford Mill to Penn-North Metro Station	10
Route 77: Old Court Metro Station/ UMBC Patapsco LR Station	8
Route 14: Patapsco LR Station to Jumpers Hole/ Annapolis	6
Route 15: Security Square Mall/ Westview to Overlea/ Perryhall	5
Route 5: Mondawmin Metro- Cedonia	4
Route 10: U.S. Route 40 & Rolling Road/ Paradise to Dundalk/ Bull Neck Road	4
Route 53: Old Court Metro Station- Mondawmin Metro Station	4
Route 1: Sinai Hospital/ Mondawmin to Fort McHenry	3
Route 4: Turner Station- C.C.B.C Essex	3
Route 23: U.S. Route 40 & Rolling Road- Fox Ridge	3
Route 27: Reisterstown Plaza Metro Station- Port Covington	3
Route 36: Northern Parkway and York Road- Riverview/Monroe Street	3
Route 40: Security Boulevard at C.M.S/ Middle River	3
Route 44: Security Square Mall/ Rosedale Industrial Park	3
Route 57: Security Square Mall/ Social Security Administration to Rogers Avenue Metro Station	3

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APPENDIX A

Analysis of Transfers in the MTA Core Bus, Metro and Light Rail System

Introduction

As a component of BNIP, MTA desired an analysis of transfers within and between its Core Bus, Metro and Light Rail (LR) systems. The purpose of this analysis was to highlight major points of transfer and which routes could potentially be combined, deviated, or changed completely in order to better serve customers' origins and destinations.

Methodology

In order to conduct a transfer analysis of the MTA Core Bus, Metro and light rail system, one full day of Charm Card transactions from October 2012 was obtained from the MTA. Two separate data sets were acquired: one detailing Charm Card use transactions and one detailing Charm Card sale transactions. Both data sets contained Charm Card serial numbers as unique identifiers; the farebox, ticket vending machine or faregate ID number where the card was used; a timestamp showing when the card was used; and the facility name or bus route where the card was used. The goal of the analysis was to identify the top bus-to-bus, bus-to-rail and rail-to-rail transfers in the system, as well as any three seat transfers being made.

While bus fareboxes and Metro faregates require the user to tap their Charm Card before entering and therefore register in the system, the light rail cars do not. Because of this, the only data available for light rail transactions was purchases made at ticket vending machines (TVMs) that are located at light rail stations. These purchases do not necessarily need to be used for the light rail however, as all types of MTA fares and passes are available at them. Additionally, not all customers would have purchased their fare that day or at that particular station. This resulted in only a small number of LR-to-bus and LR-to-Metro transfers registering in the query.

Once the data was processed initially, a program was created in Microsoft Visual Basic in order to process the nearly 320,000 records received. The basic methodology for the transfer analysis was as follows:

1. If a serial number showed up in the system more than once within 60 minutes, count each as a transfer and record the route(s) and/or station(s);
2. If a serial number showed up at the same station or same bus route twice in a row within 45 minutes, do not count it as a transfer;
3. If a serial number showed up at a light rail TVM and then showed up again at a bus farebox or Metro faregate between 30 and 90 minutes later, assume this person boarded the light rail before the bus or Metro and count this as a transfer;

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4. Ignore certain fare instruments used by employees, facility IDs, transaction statuses and device IDs that are not used by riders when transferring. Specifically:
 - a. Ignore if Transaction Status does not equal 0
 - b. Ignore if Fare Instrument ID=39808
 - c. Ignore if Facility ID =101
5. The output file generated a list of trips by serial number.
6. To analyze the results, a matrix of all the possible stops was created (A to B, A to C, A to D, B to A, B to C, etc.). For each combination a count was made of all the instances where that combination occurred in that order in all of the recorded trips.

Results

The results of this analysis show the top transfer patterns in the system, including two-seat, three-seat and four-seat rides. For rides with more than two seats, the data was also summarized to show the individual transfers. For example, if someone rode the Route 8 bus, transferred to the Route 44 and then got on the Metro at Rogers Avenue to Owings Mills, the data would display as the following:

- 8_44_Rogers_Owings Mills
- 8_44
- 44_Rogers_Owings Mills
- Rogers_Owings Mills
- 8_Owings Mills

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APPENDIX B

Public Outreach Comments

Note: Comments have been recorded as-is and have not been corrected for grammar, sentence structure, etc.

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Source	Route	Category	Comments
CAC/CACAT	4	frequency	Service frequency needs to be increased.
CAC/CACAT	4	route extension	Extend to White Marsh Mall and the other end to Linthicum Light Rail Station, via Key Bridge. Route from key bridge to North Linthicum Light Rail Station to be determined by MTA based on the number of new riders this would attract.
CAC/CACAT	5	service type change	Extend the #5 from its present terminus in Cedonia to Franklin Square Hospital, or maybe on to White Marsh. This ease overcrowding on the #35 line. At present time, rides in Cedonia area have to back track toward the city to board buses going to White Marsh and Franklin Square Hospital.
CAC/CACAT	10	route split	At this time this is a long route and as a result it is hard to keep on time, especially during rush hour. During rush hour a rider may wait beyond the scheduled time to be at a particular stop, and then three or four buses of a given route may show up at once. One solution would be to cut these routes in half, with a terminus downtown where route that would be cut in half would meet. If common layover point cannot be found, then have routes cross each other for convenient transfer.
CAC/CACAT	15	route split	At this time this is a long route and as a result it is hard to keep on time, especially during rush hour. During rush hour a rider may wait beyond the scheduled time to be at a particular stop, and then three or four buses of a given route may show up a
CAC/CACAT	15	service type change	Extend Selected trips of the 15 to White Marsh. There used to be selected trips of this route to White Marsh. This would help to ease overcrowding on the #35.
CAC/CACAT	20	route split	At this time this is a long route and as a result it is hard to keep on time, especially during rush hour. During rush hour a rider may wait beyond the scheduled time to be at a particular stop, and then three or four buses of a given route may show up a
CAC/CACAT	23	route split	At this time this is a long route and as a result it is hard to keep on time, especially during rush hour. During rush hour a rider may wait beyond the scheduled time to be at a particular stop, and then three or four buses of a given route may show up a
CAC/CACAT	40	feedback	Also, restore at eastern Blvd and Taylor Ave at the heart of Essex. This is location of the Essex Post Office and a Maryland State Office Building.

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Source	Route	Category	Comments
CAC/CACAT	40	route extension	Extend the eastern end of this route to Fox Ridge. Route would be as follows: Go eastward on Eastern Blvd as it does now, make right turn onto Stemmers Run RD as it does now. Make a stop at Stemmers and old Eastern Ave as it does now. Proceed southward across Old Eastern Ave, and follow same route as the #23 and #55 to destination. Stops would be as follows: Stop at County Ridge Lane, stop again just before making turn onto Middleborough rd. For rider convenience and safety, make all stops. In other words, go local after turning on to Middleborough Rd. Follow same route on return trip.
CAC/CACAT	55	route extension	It is suggested that the 55 (Townson Town Center) line be extended to the Lutherville LR Station. Let it stay on east Joppa road and Make right on York Road to Lutherville LR Station.
CAC/CACAT	98	segment elimination	Needs to be eliminated
CAC/CACAT	ALL	feedback	No bus or other transit vehicle windows should be covered with advertisements. This raises safety and security concerns. At night, visibility is difficult, causing riders to miss their stop. because one can't see properly where they are at with ADS covering the windows. Plenty of space above and below windows for ADS.
CAC/CACAT		feedback	Have connectivity between MTA bus system and Harford County Transit System. This could be done by having MTA Buses Travel to Aberdeen. Thereby making it easier for workers to get Jobs at Aberdeen Proving Ground as well provide connectivity to the Harford Transit System.
CAC/CACAT		feedback	Have connectivity is have Harford county buses meet the MTA system at White Marsh or at Franklin Square hospital thereby giving connectivity to several MTA buses.
CAC/CACAT		feedback	There needs to be a way found to speed up fare collection process. At present time when many people are using numerous coins to pay fare it slows down service. Also, it cause others to have to wait out in the weather be it cold, snow, rain, or Hot longer to get on the bus.
CAC/CACAT		feedback	There needs to be a common design of senior ID card that would be recognized on the MTA system, and WMATA and locally operated transit systems around Washington and Baltimore and throughout
CAC/CACAT		feedback	MTA needs to look the lottery for additional revenue.
CAC/CACAT		feedback	If there is a limit to the size of the bus fleet imposed by the Federal transit Administration, then the FTA needs to be urged to permit the MTA to have as large fleet of buses as deemed needed.

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Source	Route	Category	Comments
CAC/CACAT		feedback	If more storage and maintenance would be needed for an expanded bus fleet, perhaps a good site that should be considered is site of a stainless steel plant at Orangeville industrial area just off Edison highway. This site would also be good for a second metro rail car maintenance and storage facility for an expanded (extended) metro rail system.
CAC/CACAT		feedback	Use funds from State Lottery such Mega Millions, Power Ball, Multi-match and Bonus Pick Five to finance transit in addition to sources of funding already in place. If it takes an Act of the State Legislature to bring this about, why not get the state Legislature to do this.
CAC/CACAT		feedback	The city Baltimore should have their own school buses so that children going to or from school would not need to ride MTA transit buses, light rail and metro.
CAC/CACAT		feedback	Children are at times very loud and unruly. They have no respect for adults. At times adults can be in a bad environment with unruly children talking in a combative manner and with bad language.
CAC/CACAT		feedback	The #'s 10, 15, 20, 23 and 35 needs to be altered first. Especially #23. These lines need to be cut in half as soon as possible, maybe as a part of the June schedule changes and adjustments.
CAC/CACAT		feedback	There need to be more supervisors out on the street making sure drivers are doing their job properly.
CAC/CACAT		feedback	At present time, anyone wanting to get to Lutherville light rail station has to cross a very busy street and use a second bus to reach the Lutherville light rail station.
CAC/CACAT		feedback	Connect bus system to a rail line, and for more efficient use of equipment and better connectivity, it is suggested that the #61 and #64 bus be combined and extended to the mount Washington light rail stop.
CAC/CACAT		feedback	It would not be a good idea to combine this route with any other route, because it would cause it to take longer to get from White Marsh to North Linthicum Light Rail Station.
CAC/CACAT		feedback	Traffic signal priority to get buses from beginning of a route to destination faster needs to be considered. If this is not possible in congested downtown area, it should be considered on some of the longer routes once they are out of downtown core area.
Email	19	Span	I would appreciate it if there was some way the MTA could make the 19 to Goucher and Taylor and the 35 to White Marsh run later every day. I work in Canton and I have two places in middle river and McLean and northern pkwy....I get off at 1 am so there's no way to get home...if they both could run at least every hour all night till morning would be convenient for me and all people that work downtown and get off late as we do.

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Source	Route	Category	Comments
Email	35	Span	I would appreciate it if there was some way the MTA could make the 19 to Goucher and Taylor and the 35 to White Marsh run later every day. I work in Canton and I have two places in middle river and McLean and northern pkwy....I get off at 1 am so there's no way to get home...if they both could run at least every hour all night till morning would be convenient for me and all people that work downtown and get off late as we do.
Email	Light Rail	Span	I think the light rail should start earlier on Sundays as many of your customers have to take it to go to work, I understand when it started years ago there weren't a lot of business along the way but there have been a lot of development over the years, I think it should start at least like 7 or 8 am
Hotline	9	realignment	The 9 line should run separate from the 8 line.
Hotline	15	split routes	The 15 line is too long. Make the 15 a QB or separate the lines. Security Mall to City Hall and City Hall to Overlea.
Hotline	3 & 19	route extension	There should be a route that runs Hillen Rd./Perring Pkwy to Joppa Rd to White Marsh. This would relieve the passenger load on the 3 & 19 lines.
Hotline	3, 19, 15, 27, 35 & 47	Span	The QB for 3 & 19 lines should run longer in the evenings with a permanent QB route that runs along the same route as the reg. route. Majority of passengers don't get on/off at Hopkins Campus. 15, 27, 35 & 47 should have 24/7 QB routes.
Hotline	36 & 55	realignment	These routes in the city are an hour apart waiting time. It should be shorter.
Hotline	44 & 19	Frequency	44 line should run 24/7 because it connects to the 3, 19, 8, 15, 27 & 91 that run 24/7. 19 line should run more frequently.
Hotline	8, 36, 20 & 5	Span	These routes should start earlier.
Hotline		combine routes	Routes to Reisterstown, and Northwest Baltimore need to be combined with Northern Pkwy because the areas are unsafe.
Hotline		feedback	Mobile APP to track next bus to bus stops in real-time.
Hotline		feedback	More buses in busy areas to prevent overcrowding.
Hotline		Frequency	Bus routes from East to West Baltimore need to be more frequent.
Hotline		new routes	Add commuter buses to/from Baltimore City to other major counties (Annapolis, Montgomery). Or extend the light rail to downtown Annapolis.
Hotline		new routes	Additional routes need for the Dundalk and Highlandtown area.
Hotline		route elimination	All routes that lead to Annapolis.

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Source	Route	Category	Comments
Hotline		route extension	Routes to White Marsh should extend to success shopping areas like Golden Ring Mall.
Hotline		segment elimination	Services to Hunt Valley.
Hotline		segment transfer	Buses, subways and light rail need more routes to get to. Some areas toward Wabash and Cold Spring Lane need more accessibilities.
Hotline		short turns	East Baltimore; Preston St. to West Preston St. JHU and University Hospital is on this route.
Hotline		split routes	Routes Southbound like Patapsco, Lakeland and Landsdown need to split because of high traffic. I have lived on the 1 line for over 14 years and this line has not ran well ever. At all. Issues range from insanely rude bus drivers, rude and annoying groups of student riders, late buses, buses that never show up, and so much more. I dread mornings my car may not start because I know that the rest of my days' schedule will be thrown off if I have to take the 1.
MindMixer	1	Increase Frequency/Hours of Service	Why does the bus run so infrequently? What is the rationale for some buses stopping at Mondawmin instead of continuing on to Sinai? The distance between Mondawmin and Sinai is so short that it makes no sense. What must be done to get the school children on SEPARATE buses? Daily people living along this line must schedule their entire day between 10 am and 2 pm to avoid these kids. That should not be. Will the 1 ever match schedules with the 44, 27, and the 91? My entire time in high school was spent walking to Sinai instead of riding the 1 because I knew I'd never make the 44 if I waited for the 1.
MindMixer	3	Increase Frequency/Hours of Service	#3 - During rush hour times (and when children use the bus) I think the #3 should always use the extra-long buses or there should be two buses that drive next to each other, back to back, at all times.
MindMixer	3	Increase Frequency/Hours of Service	3 and 36 are the two I use, both horribly crowded most times
MindMixer	3	Increase Frequency/Hours of Service	#3 can be standing room even late nights. Bring into fruition the idea from 2008 to implement the Route qb43. But money is a hassle to fund an identical but skip-stop service, so once again order more articulated buses or bust.

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Source	Route	Category	Comments
MindMixer	3	Increase Frequency/Hours of Service	I take the #3 frequently and it's almost always standing-room only, regardless of time of day. This makes it extremely slow and causes the buses to bunch together (2 or 3 go by at a time and the next one doesn't arrive for 30 minutes or more). I think adding a limited bus to this line might help the situation. There's an express, but it bypasses a large part of the route, making it impractical for many riders.
			In the evenings to travel from Penn Station to Charles Village I take the bus recommended by Google: CHARLES ST & PENN STATION nb Stop ID: 4468 Bus003 Bus towards 3 Sheppard Pratt 6:35pm - 6:39pm (4 mins, 7 stops) or CHARLES ST & PENN STATION nb Stop ID: 4468 Bus003 Bus towards 3 Cromwell Bridge 6:50pm - 6:54pm (4 mins, 7 stops)
MindMixer	3	Increase Frequency/Hours of Service	The bus is always very late and often has two of the same bus come back to back, which doesn't make sense to me. Figure out a way to have the buses run on time and without being bunched together. I've had to take a cab several times to avoid being late to my class.
MindMixer	3	Increase Frequency/Hours of Service	We're all waiting I know for the Circulator expansion next year, and then nobody will willingly ever ride MTA on N. Charles again. But until, an easy fix is to rationalize the operation of the 3-4 lines that run N. Charles- the 3,1,1,61,64. Now, you see the 3,11, and sometimes 61 running almost nose to tail- the front bus is packed, and the last one empty, because nobody is going to roll the dice that the other one is coming if they can't actually see it. And they all stop nearly every block up N. Charles. Space them out, stagger the stops, and we'd have reasonable service up to University.
MindMixer	3	Overcrowding	#3 is terribly crowded at any and all times of the day. Even on weekends it's packed southbound.
MindMixer	3	Overcrowding	The #3 is a zoo more often than not. Definitely needs to be revamped to accommodate more people.
MindMixer	3	Overcrowding	At Baltimore St the #3 begins to fill and become tight. (overcrowding)

Source	Route	Category	Comments
MindMixer	3	Overcrowding	We need more articulated-buses. Bus routes from Kirk Avenue Division surprisingly only have six 60-foot buses. The Routes 3, 13, 15, 19, 44 and so forth lack articulated buses while a Route 61 (Bush Street based) managed to sneak them on there numerous times!?!... Next order has to be at least 15 articulated-buses alone, with 12 buses going to Kirk Avenue and other 3 buses to Eastern.
MindMixer	3	Route and Segment Realignment	I refuse to take a bus on Sunday. Too many times I've been left high & dry by buses that don't come at all. Saturdays are better, but still not enough buses on the schedules. The #3 and the #22 are packed on Saturdays.
MindMixer	3	Route and Segment Realignment	The #3 Line in my opinion has too many stops
MindMixer	3	Route and Segment Realignment	Don't think anybody has mentioned the 3 yet- consistently overcrowded, late or no-show buses even at night, and, just seems like a really poor route configuration in general.
			Route #3/QB43- Inner Harbor to Cromwell Bridge/Towson Courthouse Recommendation: #3-Inner Harbor-Cromwell Bridge/Towson Courthouse Line would operate between Inner Harbor and Cromwell Bridge Park & Ride. Service to Sheppard Pratt would be discontinued and selected trips of the #11 would serve the hospital.
MindMixer	3	Route Split	Reason for Recommendation: Due to severe overcrowding between Loch Raven & Taylor Avenue & 33rd Street, on time performance has lowered dramatically. To alleviate this issue, MTA should consider adding a "Quickbus" to the Loch Raven territory. Using resources from the elimination of Sheppard Pratt service and express trips, this service can run concurrently with the #3. The QB43 can operate from the Towson Courthouse to the Inner Harbor via York, Joppa, Taylor and picking up the #3 at Loch Raven. At 33rd Street, it would continue to Kirk Avenue, North, and St. Paul to Charles & Conway (Inner Harbor). Addition of this service would improve #3 on time performance and provide a shorter one-seat ride into Downtown Baltimore.
MindMixer	3	Route Split	In response to the idea above. Comment: Yes. With the proposed Charm City Circulator Purple Route extension to JHU/Charles Village, there would not be a need for the QB43 to work the same corridor. By Thomas R

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Source	Route	Category	Comments
MindMixer	4	Increase Frequency/Hours of Service	I think the #4, the #24 and the #35 have the potential demand to be extended longer at least if not 24/7.
MindMixer	4	Increase Frequency/Hours of Service	I mean the last #4 on weekends I think is like 9pm, really? and let me be honest, that bus along with many others does not come at the right time most of the time, sometimes early, I'll give an example, I call the bus times and it says one will arrive at say 6:30, as I am walking to the bus stop EARLY, before I can make it to the other side of the street or to the bust stop, one will ride right past at say 6:10, its happen to me before, let's just say that's in the 9 clock hr that it decides to come a bit early, there's not another bus that I can get to unless I walk about hmm a hour up to eastern avenue. It depends where you are at, but it's just not convenient to stop running that early and then to be that early. 11pm hour would be more reasonable. I know many people who work at Whitmarsh mall on weekends and would be more than grateful for an extended time for the #4.
MindMixer	19	Increase Frequency/Hours of Service	For some reason the #19 never gets any attention. Bad time intervals; doesn't run 24-hours... odd how the #91 does on Garrison Blvd.; doesn't have a QuickBus service and hardly see any action from articulated buses (slinkies, accordions, etc.). A QuickBus won't necessarily relieve overcrowding by much but it will get people to major spots a hell-of a lot quicker and/or the #19 [LOCAL] increase time intervals.

Source	Route	Category	Comments
MindMixer	19	Route and Segment Realignment	<p>Current: Route #19: State Center to Carney/Goucher & Taylor</p> <p>Recommendation: Route #19: Lexington Market to Goucher & Taylor/North Plaza/Carney- Southbound service would terminate at Lexington Market, ending at the SSA building on Mulberry & Greene. Northbound service would have three terminals: Goucher & Taylor; Carney, and North Plaza. Also, an introduction of a new Quickbus (QB49) to the Harford Road Corridor.</p> <p>Reason for Recommendation: Route #19, like other area lines, has a long and arduous route structure and heavy ridership. To improve this, we propose discontinuing service at State Center and ending it at Lexington Market via Paca and Greene Streets. In addition, introducing new service along Joppa Road to North Plaza and Perring Plaza by having Carney service be rush hour only and hourly on weekends. The bus would layover at Saratoga and Greene St, in front of the SSA building. As for why...the majority of #19 riders board from Lexington Market south. With the exception of some 19x trips, it is light ridership from State Center. Also, part of the reason for lateness is doing the U from State Center to City Hall via Eutaw Street. By putting the service on Paca/Greene and reducing the length of the line, even that small portion, time and cost savings could eventually equal out to adding more trips to the route.</p>
MindMixer	19	Route and Segment Realignment	<p>Some bus routes may need revisions, e.g, the #19 which is an extremely long route with no QuickBus. If the route were shortened, it could probably be more timely and less crowded when it arrives.</p>
MindMixer	19	Route and Segment Realignment	<p>Because eve time I wait for that bus always late at night on weekdays I being seating on that bus on Pratt St bus stop for 4 hour waiting for the bus that y that stay overcrowding every time I am tired of it that my idea do something with that 19 line especially in the morning and night when people get off for work</p>
MindMixer	19	Route and Segment Realignment	<p>This my things is that I am at the bus stop at the Towson mall waiting on the 55 last time I wait for that bus that never show up at are at night around 6pm but the bus pose to come run that time but the bus in upcoming at 11pm that 55 bus line need to being late especially the number 58 to those to need a better service. That my idea</p>
MindMixer	19	Route and Segment Realignment	<p>I agree that the 19 is often late in the evening. I catch it downtown and have to take the Goucher-Taylor line, which adds to the delays sometimes as sometimes the Carney bus is on-time but not the Goucher-Taylor.</p>

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Source	Route	Category	Comments
MindMixer	19	Service Type Revision	I think that MTA need to create a QuickBus for the 19 bus line especially going out Goucher & Taylor or Carney that my idea or expend line.
MindMixer	19	Service Type Revision	Create a QuickBus route for the #19.
MindMixer	20	Decrease Frequency/Hours of Service	Route #20, other than on Baltimore Street, Fayette Street and Highland Avenue, there's really no other ridership demand for later trips needed to Woodlawn or Dundalk. And since the #20 is between the #10 and #23 (both on high-frequency corridors), it's just not enough to run for 24-hours. I know it stinks but you have to keep budget on what buses need to run past a certain time.
MindMixer	20	Increase Frequency/Hours of Service	Adding more frequency to the #20 Sunday/Holiday Service Schedule: Route #20: Security Square Mall/CMS to CCBC Dundalk/Marine Terminal/Center Place- Service operates from Security Square Mall to CCBC Dundalk and Marine Terminal via Westview, Edmondson Village, Baltimore Street, Fayette St, Highlandtown, and O'Donnell Heights to CCBC Dundalk
MindMixer	20	Increase Frequency/Hours of Service	I have been in the Dundalk area for over 3 years now and there is 9 times out of 10 there is an issue with catching the bus in the evening (after work/school) hours. I think that if there were more buses going from the city toward Dundalk within every hour we would not have people being left at the bus stop for hours or as much of a problem with the overcrowding on those buses (#10 & #20 specifically). Maybe a route change would be better and have a bus that goes strictly from the City(Downtown/Inner Harbor Area) to Dundalk (County Area)
MindMixer	20	Overcrowding	These two routes could benefit by having articulated buses during rush hour eastbound towards Dundalk. It's ridiculous how many buses pass people due to overcrowding? The afternoon/evening commute is miserable!
MindMixer	20	Overcrowding	Route 20 and 23, have riders disembarking and boarding at every stop, every corner.
MindMixer	20	Overcrowding	Routinely hear the bus driver yelling "Move to the back, pack it in or else we are not moving." I ride the 20, 10 and 30 regularly from Highlandtown to Howard St to and from work. Need to run more buses more frequently during peak hours (6:30 to 9:00am and 3:00pm to 5:30pm). Usually end up with all seats full and everyone packed in like sardines, butt to crotch, which makes for a great (sarcasm) experience once you have to exit the bus.

Source	Route	Category	Comments
MindMixer	20	Route and Segment Realignment	I ride the 20 at the same time Monday- Friday around 6:59am- 7:15. I can always know that the 7:15 will not show up and the 7:31am will arrive around 7:45- 7:50am. I actually called and asked what time a specific block number was supposed to arrive. I was told that this bus was due at my location at 6:30am. The MTA need to hold these operators accountable for the poor service. Which in return create the poor image everyone has of MTA service.
MindMixer	20	Route and Segment Realignment	I agree... I also recently moved from a location where I was triangulated between the 13, 20, 22, 23 and 40 bus routes, and now I am restricted to only the 20. I leave my house around the same time Mon-Fri and go through the same exact issues (I am coming out of the Dundalk/Canton area). What's worse is when the bus you're waiting for is not only late, but it's also accompanied by 1 - and sometimes 2! - Additional buses behind it! We are trying our best to keep consistent work and school schedules and some of these buses insist on keeping consistent late schedules... We could actually use a 20 Quick Bus from CCBC Dundalk to Security Sq. Mall!!
MindMixer	20	Route and Segment Realignment	This problem is not unique to the Route #20 route, but many drivers do not stop in stops if there are other buses ahead of them (other than at popular interchanges). This is done even at stops that can accommodate 2+ buses at a time.
MindMixer	20	Route Expansion	Run more buses to major employment and academic centers, One example is CCBC -Catonsville and UMBC; perhaps having the #20, #23, #15, and #10 go through these campuses rather than just the #77. Students typically live in surrounding neighborhoods that are serviced by the #20, #23, #15 and #10 that attend CCBC and they have to transfer to the #77. This is problematic because the 20, 23, 15 and 10 are often running late or they do not align well with the 77 causing long waits at the transfer points or inability to board because the bus is crowded at the transfer point.
MindMixer	20	Route Expansion	The area of Balto. National Pike from Westview Mall to Wal-Mart (on Rolling Road) I feel is unserved. There is no bus service that I'm aware of rides that stretch of the road. There are businesses up and down Baltimore National Pike and because of no bus service, pedestrians have no choice but to walk.

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Source	Route	Category	Comments
MindMixer	22	Increase Frequency/Hours of Service	<p>Current: Route #22: Mondawmin Metro Station to Hopkins-Bayview/Highlandtown- Service operates from Mondawmin Station to Hopkins-Bayview/Highlandtown via Liberty Heights, Druid Park Drive, 40th/41st Street, University Parkway, 33rd Street, Harford Road, Erdman, Edison Highway, Highland Avenue, and Eastern Avenue to Hopkins Bayview.</p> <p>Recommendation: Route #22: Mondawmin Metro Station to Hopkins-Bayview/Highlandtown- Adding Selected trips to Highlandtown between 9am-3pm, operating every 15 minutes via 33rd, 32nd and Harford Road to Erdman.</p> <p>Reason for recommendation: Service between Loch Raven & 33rd to Harford Road & 32nd is the lightest and more complicated portion of the line. By re-routing via 33rd, 32nd, and Harford on selected trips, it can improve service quality and reliability by shaving off five minutes in both directions and adding running time to other sections of the line that need it.</p> <p>The #22 is horribly overcrowded, probably because it services 4 high schools, BCCC, and 2 hospitals. In the morning it doesn't even stop once it reaches Erdman Ave. below Belair Rd which means we have basically no northbound bus service for half an hour to 45 minutes on weekday mornings. My suggestion is to have at least one of the buses that come through around 7:30 start the route at Monument St or Edison Highway. There are enough people waiting at Belair Rd & Erman Ave. alone to fill up a bus. The need for the longer buses is obvious.</p> <p>I refuse to take a bus on Sunday. Too many times I've been left high & dry by buses that don't come at all. Saturdays are better, but still not enough buses on the schedules. The #3 and the #22 are packed on Saturdays.</p> <p>I mean the Route 22 is probably one of the best bus lines the MTA has to offer and is on-time and quite frequent to tell the truth, not a problem. Except for the fact that it gets overcrowded on every trip, day and night. No other line, other Route 20 and 23, have riders disembarking and boarding at every stop, every corner.</p> <p>The 15 line plus 22 and the 19 line because these routes need longer buses they always users smaller buses are the time especially in morning and at night when I get off for work when I see that 15 bus the bus driver used little bus that y stay overcrowding night I just tired of it just put more buses on these line especially the 22 & 19 line</p>
MindMixer	22	Increase Frequency/Hours of Service	
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Source	Route	Category	Comments
MindMixer	22	Route and Segment Realignment	I refuse to take a bus on Sunday. Too many times I've been left high & dry by buses that don't come at all. Saturdays are better, but still not enough buses on the schedules. The #3 and the #22 are packed on Saturdays.
MindMixer	22	Route and Segment Realignment	I mean the Route 22 is probably one of the best bus lines the MTA has to offer and is on-time and quite frequent to tell the truth, not a problem. Except for the fact that it gets overcrowded on every trip, day and night. No other line, other Route 20 and 23, have riders disembarking and boarding at every stop, every corner. I figure if MTA ever have the funding to add one QuickBus to the network, it will have to be this over the Route 3. A lot of riders heading westbound to Mondawmin "after" Greenmount Avenue wants direct service to the subway, this new "QuickBus" line after Greenmount would not follow the #22 up University Pkwy., rather it'll take it's own routing "non-stop" using Charles/St. Paul Sts.; 28th/29th Streets; Druid Park Lake Drive and Auchentoroly/McCulloh Ave. respectively to the station. Westbound (after Greenmount) *33rd Street to St. Paul Street *St. Paul Street to 29th Street *Druid Park Lake to McCulloh Avenue *McCulloh to Gwynn Falls Pkwy.
MindMixer	22	Route Combination	The 22 runs infrequently. It needs to be combined with the 53. The service would be from papataso to Mondawmin via Old Court Station. County patrons need the same service "quality" as that of the city.
MindMixer	22	Service Type Revision	Maybe a QuickBus version of the 22 could do some of this at a lower cost and in the next few decades.
MindMixer	23	Overcrowding	With the constant stops that the 23 makes it takes so long to get from downtown to Fox Ridge and vice versa. Especially with the overcrowding that I've seen on an almost daily basis. Even with the 40 as an alternative there is still overcrowding on both buses. Particularly during rush hour. I think it would be a good idea to use longer buses for these two routes during rush hour and or extend the service of the 160. Rather than having the 160 just having two trips into downtown and two trips from downtown this line should run in both directions during the morning and evening rush hours with a frequency of every 30 minutes or so.

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Source	Route	Category	Comments
MindMixer	23	Overcrowding	Some mornings are worse than others. For the past couple of months I have had to use the MTA to get to work, I've been in MD for over twenty years and prior to the past couple of months never had to depend on any form of public transportation, I have to say it's been an experience I will not forget! I catch the AM 23 bus every morning (mon-fri) at the same stop, and I'm usually one of the first few people to get on the bus, as we proceed to run the route the bus ends up overcrowded before we even get close to downtown, once we get to Paca down to Lexington, most folks get off to catch the subway-light rail-or other bus to get to their destination, I have to stay on till I get to Middle River, so as luck would have it after we get past Baltimore St. and Charles the bus starts to fill up again and when we Hillandtown its full again with folks standing in the isles waiting to get off on the other side of Bayview Hospital, I've talked to the main driver of the 430AM bus regarding the problem
MindMixer	23	Overcrowding	It's pretty much a vehicle type problem with the #23, it runs on Fayette Street and Edmondson Avenue, which is like the horizontal divider of North and South Baltimore. Scheduling is really not an issue; even the #qb40 can barely handle the load with it's limited-stops, so either: 1. More articulated (accordion-style) buses 2. New Supplemental bus route (ex.: #30 supplements the #20) By Marlon H
MindMixer	23	Overcrowding	Route 20 and 23, have riders disembarking and boarding at every stop, every corner.
MindMixer	23	Overcrowding	I travel primarily on routes 15, 23, and 40. These buses are often crowded, particularly during A.M and P.M. rush hours. I seldom see longer buses on these routes, but I believe they would be a welcome addition.

Source	Route	Category	Comments
MindMixer	23	Route and Segment Realignment	<p>Recommendation: Operate selected evening trips between 8pm-10pm from Fox Ridge to Edmondson Village with a return trip to Hopkins Bayview. Also, add additional running time in Downtown Baltimore as well as between Hopkins Bayview and Eastpoint Mall.</p> <p>Reason for Recommendation: Currently, certain trips of the #23 that go out of service at Hopkins Bayview are products from #55 and #160 line service terminating at Fox Ridge. MTA should consider having those selected trips between 8pm-10pm continue to Edmondson Village and return to Hopkins Bayview. Although it would require additional funding, operating this service would reduce the severe overcrowding issue, especially through Downtown Baltimore in both directions</p> <p>Only three trips are affected every evening and two trips on weekends.</p>
MindMixer	23	Route and Segment Realignment	<p>Not only congested but extremely long and boring ride on the Route 23 and qb40 once it passes downtown for some reason. That's why when the Red Line is finally constructed, life will be a lot less dull.</p>
MindMixer	23	Route and Segment Realignment	<p>There seems to be no uniform detour for the 23 due to the Red Line construction near the W. Baltimore MARC Station. Some 23's will turn on Fulton Avenue from Mulberry Street to Edmondson Avenue to Wheeler Avenue then back to Mulberry Street. Some buses turn on Warwick Avenue. One bus driver turned south on Monroe Street to Saratoga Street (west) to Smallwood Street (north) to Mulberry Street near the MARC station. Some buses made some stops; others wouldn't stop at all. I personally do not care how MTA traverses around the construction - BUT PLEASE PICK A UNIFORM WAY AND HAVE ALL OF THE DRIVERS ADHERE TO THAT ROUTE!</p>
MindMixer	23	Route and Segment Realignment	<p>One problem we have with our system, regarding scheduling, is inconsistency. Some bus routes spanning across a city - plus an additional 2-3 small towns - prove to be a problem for schedule making where you can't necessarily meet the needs for riders in two different regions with far different tactical numbers.</p> <p>The consideration of splitting the 'Route 35' and bringing back the 'Route 31' would fair to be an achievement for riders and operators where intervals and rider needs meet equally. But will splitting more routes spanning way too far (i.e.: 10 (possibly); 14 (definitely); 15; 23; 44; 54 and 77) for driving concerns and consistency to match ridership be a good thing?...</p>

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MindMixer	23	Route and Segment Realignment	There seems to be no uniform detour for the 23 due to the Red Line construction near the W. Baltimore MARC Station. Some 23's will turn on Fulton Avenue from Mulberry Street to Edmondson Avenue to Wheeler Avenue then back to Mulberry Street. Some buses turn on Warwick Avenue. One bus driver turned south on Monroe Street to Saratoga Street (west) to Smallwood Street (north) to Mulberry Street near the MARC station. Some buses made some stops; others wouldn't stop at all. I personally do not care how MTA traverses around the construction - BUT PLEASE PICK A UNIFORM WAY AND HAVE ALL OF THE DRIVERS ADHERE TO THAT ROUTE!
MindMixer	23	Route and Segment Realignment	Some mornings are worse than others, For the past couple of months I have had to use the MTA to get to work, I've been in MD for over twenty years and prior to the past couple of months never had to depend on any form of public transportation, I have to say its been an experience I will not forget! I catch the AM 23 bus every morning (mon-fri) at the same stop, and Im usually one of the first few people to get on the bus, as we proceed to run the route the bus ends up overcrowded before we even get close to downtown, once we get to Paca down to Lexington, most folks get off to catch the subway-light rail-or other bus to get to their destination, I have to stay on till I get to Middle River, so as luck would have it after we get past Baltimore St. and Charles the bus starts to fill up again and when we Hilandtown its full again with folks standing in the isles waiting to get off on the other side of Bayview Hospital, Ive talked to the main driver of the 430AM bus regarding the problem
MindMixer	23	Route and Segment Realignment	It's pretty much a vehicle type problem with the #23, it runs on Fayette Street and Edmondson Avenue, which is like the horizontal divider of North and South Baltimore. Scheduling is really not an issue; even the #qb40 can barely handle the load with it's limited-stops, so either:
MindMixer	23	Route Expansion	Run more buses to major employment and academic centers, One example is CCBC -Catonsville and UMBC; perhaps having the #20, #23, #15, and #10 go through these campuses rather than just the #77? Students typically live in surrounding neighborhoods that are serviced by the #20, #23, #15 and #10 that attend CCBC and they have to transfer to the #77. This is problematic because the 20, 23, 15 and 10 are often running late or they do not align well with the 77 causing long waits at the transfer points or inability to board because the bus is crowded at the transfer point.
MindMixer	23	Route Expansion	The area of Balto. National Pike from Westview Mall to Wal-Mart (on Rolling Road) I feel is unserved. There is no bus service that I'm aware of rides that stretch of the road. There are businesses up and down Baltimore National Pike and because of no bus service, pedestrians have no choice but to walk.

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Source	Route	Category	Comments
MindMixer	24	Increase Frequency/Hours of Service	I think the #4, the #24 and the #35 have the potential demand to be extended longer at least if not 24/7.
MindMixer	24	Route Expansion	I know this has been a heavy debate of those who live in the Seneca Bay Apartments to disband all transit services provided in the area. Route #160 is barely holding on as the only route that provides express service to John Hopkins Hospital/Whispering Woods via Seneca Bay Apartments. The resident's majority favored against bus service as mostly everyone drives and feel that bus service would bring a negative effect as young children play on the playground onsite and the noise effect from the buses also have a negative effect. However, every day at least 50-150 people have to walk from the Carroll Island Shopping Center stop down a narrow Bowles Quarters Rd with no sidewalks to where they need to go, which a handful walking to the Seneca Bay Apartments and nearby areas. Providing service through Seneca Bay Apartments would create safety for those having to make that walk, even during the harsh, cold winter and at nighttime.
MindMixer	27	Increase Frequency/Hours of Service	Add additional or long buses to the morning #27 route. Frequently I get on the bus and it's jammed-packed, standing room only because it's full of students. If we had one of the long buses or maybe just more frequent buses, maybe everyone could have a seat. Not to mention that students RARELY if ever offer up their seat to the elderly or disabled. And on more than one occasion the bus has passed me by because it's too full.
MindMixer	27	Increase Frequency/Hours of Service	The 27 is a catastrophe. It needs twice as many buses to function as a commuter route. Failing that it should be deleted.
MindMixer	27	Increase Frequency/Hours of Service	I walk to the light rail stop (.8 mile away) rather than to the #27 bus stop (.1 mile away) even though the bus stop is much closer to my house. I know that even if I spend 10-15 minutes walking to the Woodberry stop, I won't have to wait more than 10 additional minutes for the light rail to come. That's about 25 minutes total of walking/wait time, which is preferable to the widely variable and uncertain 1-60 minute (maybe more) wait time that the 27 bus provides. If the predictability cannot be improved for the 27 bus, making real time information available for would reduce my wait time and I can make better use of my time. Thanks!
MindMixer	27	Increase Frequency/Hours of Service	I do the same thing! It's so annoying because the 27 goes right by my apartment and then directly to the parts of Hampden I'm trying to access. But with the unpredictability of that line, I'd rather add to my travel time by walking up from Woodberry LR stop.

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Source	Route	Category	Comments
MindMixer	27	Increase Frequency/Hours of Service	As Caitlin C6 pointed out...it is the only N/S bus for all of Hampden, Hoes Heights, Medfield, Wyman Park and parts of Remington. Ending the 27 at Pratt would be fine if an additional major N/S line through Hampden were created. Hoes Heights is one of MTA's self-admitted top 3 transit needed/using census tracks. Hampden in general is in the top 15%. Service should be substantially increased through these corridors. By lana F
MindMixer	27	Overcrowding	Route #23's ridership has exploded since the opening of Arundel Mills Mall and Maryland Live! Casino. However, service levels have remained the same, which has left the line with overcrowded buses and lack of running time. MTA should consider increasing service. This will ensure that the line meets current ridership levels as well as build on future ridership expansion. In fact, the #27 is the only MTA bus that goes there 7 days a week. They think that they have complaints about that bus line now, just wait until the casino doors open! By Barbara H
MindMixer	27	Route and Segment Realignment	The route 27 is a mess, but I definitely DO NOT think it should be eliminated, as it is the only bus route from Hampden to downtown, and is necessary on days when the light rail is not working (or Sundays when it the light rail does not start service until later in the day). On a lighter note, here's a very humorous account of the #27 problems: http://citypaper.com/news/columns/the-route-27-bus-makes-me-sad-1.1528207 By Caitlin C
MindMixer	27	Route and Segment Realignment	Fair in-comparison to Thomas R18's suggestion, the Route #51 will be shorten to Mondawmin station. Route #97 will take-over the Gwynn Falls Pkwy., Hilton Street and Dolfield Avenue; along with an extension to Seton Business Park (see Route #27). Route #97 will also be extended to Hampden and merge (combine)/ Route #98 to create a "subway-to-light rail" feeder connection at Woodberry Light Rail Stop, in the northwest region of the city without having to go downtown or State Center for transfer. Connection to apartment complex on Violet Avenue would still be effective. Route #27 will shorten to serve Roger Station. Route #97 take-over the Route #27's predeceased routing b/w Roger Station and Plaza Station. *Route #97 - Reisterstown Plaza Station (to/from) Hampden via Woodberry Light Rail

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Source	Route	Category	Comments
MindMixer	27	Route and Segment Realignment	The #27 bus is one of the most erratic and unreliable in the city (sometimes going hours without showing up), and the Hampden Shuttle is worthwhile only if you need to get from one end of Hampden from the other in a uni-directional loop. Neither provides bare-minimum adequate service for the basic needs of someone getting to and from work, let alone attempting to reach other neighborhoods for quality of life/recreation
			Almost every route has too many stops placed too close together.
MindMixer	27	Route and Segment Realignment	The 27 southbound has a stop at the following streets: 26, 25, 24, 23, 22, 20, North Ave. One stop every block. And the 26th and 25th Street stops are essentially on the same block, since no cross street divides Howard St. between them.
			Its horrible planning, it wastes time, it wastes gas (braking and starting back up every block), it makes people not want to ride the bus. The last time I rode the 3 there were also, in some areas, stops every block or two blocks.
			In areas where traditionally there are many elderly or disabled riders, I can see how this is valuable for that segment of the community, but our whole city and all of the bus riders are not elderly or disabled. People can walk an extra block or two and you can run the vehicles more efficiently.
MindMixer	27	Route and Segment Realignment	Totally, the 27 basically gets you to everywhere the light rail already goes. If the route could shift about 5 blocks eastward, it would be great.
			The 27 bus has become one of the most notorious in the city for not keeping to its posted schedule, with buses arriving wildly late and many scheduled buses simply not showing up at all. It's also the only major line to run through Hampden, and the MTA has taken no steps to add or improve service to 36th St. as it becomes one of the city's primary destinations for shopping, services, and night life.
MindMixer	27	Route and Segment Realignment	This is one of those ideas for which the solutions are very simple: add more buses, and take active steps to keep them on schedule. Buses should be running every ten minutes along this line during peak hours. The number of people in Hampden alone who would ride a reliable, active bus line is very high--but at present the 27 bus offers nothing like that.

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Source	Route	Category	Comments
MindMixer	27	Route and Segment Realignment	I echo the sentiments on the 27 line and would add that when it reaches (or is supposed to reach) Preakness Way, that it connects with the 91, 44, and 1 lines. The three lines all come to Sinai (or close enough to Sinai) that the times between them should not be so different.
MindMixer	27	Route Expansion	<p>Recommendation: Route #27: Reisterstown Plaza Station to Camden Yards-</p> <p>Service beyond Camden Yards operated by #7 and #10 extensions (See #7; #10). Route would return to original pre-2005 status at Camden Yards. In addition, selected trips would operate as far as Rogers Avenue Metro Station.</p> <p>Reason for recommendation: Route #27's on-time performance and reliability has reduced rider confidence in the line despite expanded ridership. By returning service to Camden Yards, this will drastically improve service reliability as well as offer better headways (from 40 minutes to 25 minutes) during rush hour service. The 27 would layover at its old spot in front of former Camden Station OR have it layover at the Camden MARC stop.</p>
MindMixer	27	Route Split	Splitting the 27 into two or more routes will help improve service and reliability. Few passengers ride this route for its entire length.
MindMixer	27	Route Split	I have taken the 27 line for about six years from Hampden to downtown and vice versa. In order to get to work on time, I would leave my home roughly two hours before I was scheduled to be at work to catch a bus. Some days I waited for a half hour and others I waited for almost an hour and a half and it never showed. Thomas R18 and Adam P10 have the right idea - split the line up! It covers a huge distance with not enough buses to meet the schedule expectations.
MindMixer	27	Route Split	Yes! As Thomas notes I think that some of the problem is how long this line is. A study of the portions of the route that people regularly take would be able to indicate where it could split without causing too much hassle for most riders. I'd guess this would probably end up being somewhere in downtown or midtown, which would also have the advantage of giving passengers more transfer options - light rail, metro, etc.
MindMixer	27	Route Split	The #27 is an interesting line. It goes from heavy (Cherry Hill) to light (Downtown), to moderate (Hampden) to light (Mt Washington to Reisterstown Plaza). 10 minutes at peak is very extreme but maybe splitting off the Cherry Hill/Port Covington portion of the line may improve service where 10 minutes may not be necessary.

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Source	Route	Category	Comments
MindMixer	27	Route Split	You make a good point. In a sense, it is three lines wrapped into one, and tries to do too much, none of which works too well. Maybe extend the 59 to Mount Washington to cover the outer end, extend the 29 into Downtown for the southern end, and restructure the middle portion to be more relevant in connecting this portion of the line to possible destinations.
MindMixer	27	Segment Removal	Ahhh... the 27. Yes, this line definitely needs to be looked at. I do agree that its length is problematic. Many of the options for making adjustments have been listed below from commenters--particularly shortening the line in some way. Also, the line likely needs schedule adjustments. Stay tuned! By Michael W
MindMixer	27	Segment Removal	The 27 was a great line before GBBi extended it into Cherry Hill and Port Covington. The line was already an hour long by that point but with the Hilton Hotel and Greyhound, MTA at that time believed it could serve a better purpose. The line needs to end either above Pratt Street (Lexington Market) or at the Inner Harbor (Light & Conway). By Thomas R
MindMixer	29	Route Expansion	You make a good point. In a sense, it is three lines wrapped into one, and tries to do too much, none of which works too well. Maybe extend the 59 to Mount Washington to cover the outer end, extend the 29 into Downtown for the southern end, and restructure the middle portion to be more relevant in connecting this portion of the line to possible destinations.

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Source	Route	Category	Comments
MindMixer	29	Segment Transfer	<p>Recommendation: Route 51: West Coldspring Station to Cherry Hill Light Rail/Lansdowne Station- Service would begin at West Coldspring instead of Rogers Avenue Station and end at Cherry Hill Light Rail during rush hours only with extension to Kaiser Permanente/Lansdowne Station (Wal-Mart)</p> <p>Reason for Recommendation: With the #33 operating the same portion between Rogers Station and West Coldspring, MTA should consider beginning the #51 at West Coldspring, which will save time and have no direct impact, as service hours for the #33 are similar. As for the Cherry Hill portion, Route #29 will take over the operation of the #51 through both parts of the current line.</p> <p>Equally, MTA should consider extending the #51 service west via Washington Blvd to Lansdowne Station shopping center and Kaiser Permanente Hospital. This will help reduce overcrowding on proposed Route #32 and provide another option to the Metro and West Baltimore.</p>
MindMixer	29	Service Type Revision	<p>I would recommend that the MTA and City Hall consider transferring operation of the "neighborhood" lines, i. e. 29, 50, 97 and 98, to the Charm City Circulator (CCC). This would release MTA resources (buses and operators) for deployment elsewhere to enhance or expand MTA service where needed. This would also enable CCC to enhance its value to city residents as a vital service for all citizens instead of its current perception as both a tourist-only operation as well as that of a service for well-to-do downtown dwellers. By Arthur P</p>
MindMixer	29	Service Type Revision	<p>I can hear the groans, but transfer this line (#29) plus the 50, 97 and 98 to Charm City Circulator. This can free-up vehicles and operators to supplement other MTA lines. By Arthur P</p>
MindMixer	30	Overcrowding	<p>Routinely hear the bus driver yelling "Move to the back, pack it in or else we are not moving." I ride the 20, 10 and 30 regularly from Highlandtown to Howard St to and from work. Need to run more buses more frequently during peak hours (6:30 to 9:00am and 3:00pm to 5:30pm). Usually end up with all seats full and everyone packed in like sardines, butt to crotch, which makes for a great (sarcasm) experience once you have to exit the bus.</p> <p>As this route is so long, there are more chances for disruption in service. This route was 2 routes combines into one about 5-6 years ago and has been extremely stressed since. The #30 was added, but makes no sense. Split the #10 in half - make the #30 run downtown to the East and the #10 run Downtown to the West. Make sense?</p>
MindMixer	30	Route and Segment Realignment	

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Source	Route	Category	Comments
MindMixer	32	Segment Transfer	<p>Route #32: North Avenue Light Rail Station to Riverview- Service would take over the western portion of the current #36 and operate from North Avenue Light Rail Station to Riverview/Kaiser Permanente.</p> <p>Reason for Recommendation: Like the #35, the #36 has become a cumbersome route, unreliable and too long. MTA should consider introducing the #32, which will take over the current western portion of the #36 and operate along two newly established transit corridors: Mt. Royal & Park Avenue to provide first time service to both areas.</p> <p>This will offer residents of Mt. Royal and students of MICA another connection into downtown (besides the Light Rail) as well as improve on-time performance and reliability of service in the Pigtown and Riverview neighborhoods.</p>
MindMixer	33	Increase Frequency/Hours of Service	<p>The 33 line need to go back eastpoint route to rogers station</p>
MindMixer	33	Increase Frequency/Hours of Service	<p>At the Falls Road Light Rail station you always have to walk home because the 33 never comes. I have spent countless nights walking up that dark hill where anyone can jump out at you and rob you or worse. If you wait for the bus you wait at least 45 minutes or longer. Standing that long is very uncomfortable. If it's cold you've got a worse problem and in the Summer an even worse problem. When you finally decide to walk 3 to 4 buses meet you at Coldspring and Oakford every time. Many people can vouch for this.</p>

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MindMixer	33	Segment Transfer	<p>Recommendation: Route 51: West Coldspring Station to Cherry Hill Light Rail/Lansdowne Station- Service would begin at West Coldspring instead of Rogers Avenue Station and end at Cherry Hill Light Rail during rush hours only with extension to Kaiser Permanente/Lansdowne Station (Wal-Mart)</p> <p>Reason for Recommendation: With the #33 operating the same portion between Rogers Station and West Coldspring, MTA should consider beginning the #51 at West Coldspring, which will save time and have no direct impact, as service hours for the #33 are similar. As for the Cherry Hill portion, Route #29 will take over the operation of the #51 through both parts of the current line.</p> <p>Equally, MTA should consider extending the #51 service west via Washington Blvd to Lansdowne Station shopping center and Kaiser Permanente Hospital. This will help reduce overcrowding on proposed Route #32 and provide another option to the Metro and West Baltimore.</p>
MindMixer	35	Increase Frequency/Hours of Service	I think the #4 , the #24 and the #35 have the potential demand to be extended longer at least if not 24/7.
MindMixer	35	Increase Frequency/Hours of Service	Exactly, I agree, the 35 needs this to!, more QuickBuses indeed!
MindMixer	35	Overcrowding	The #35 line overcrowding. In the afternoon from Johns Hopkins to Walmart area. And around 9 from the mall area to Johns Hopkins area.
MindMixer	35	Route and Segment Realignment	I agree that the #35 bus line is too long. It should go back to when we had Route 31 and we also need an express or Quickbus would be nice.
MindMixer	35	Route and Segment Realignment	Could think about having these routes stop downtown and return to White Marsh instead of continuing on to Woodlawn and UMBC, respectively.
MindMixer	35	Route and Segment Realignment	Actually, it's the #35 & #58 that serves White Marsh. I agree that ending the 35 in Downtown would be a good idea. Also, if people are willing to pay extra, MTA could have the 120 be an all-day express from Downtown to White Marsh, taking pressure off the 35 as well.

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MindMixer	35	Route and Segment Realignment	<p>One problem we have with our system, regarding scheduling, is inconsistency. Some bus routes spanning across a city - plus an additional 2-3 small towns - prove to be a problem for schedule making where you can't necessarily meet the needs for riders in two different regions with far different tactical numbers.</p> <p>The consideration of splitting the 'Route 35' and bringing back the 'Route 31' would fair to be an achievement for riders and operators where intervals and rider needs meet equally. But will splitting more routes spanning way too far (i.e.: 10 (possibly); 14 (definitely); 15; 23; 44; 54 and 77) for driving concerns and consistency to match ridership be a good thing?...</p> <p>One thing I learned from my trip to Phoenix, many routes there are way, way too exhausting for drivers because of the heat and endless stretch of roadway without any curves. If not all, some drivers here feel that way on the #15's Forest Park journey, for example.</p> <p>Long routes like the #15, 5, 11, 35 & 54 Randallstown should have more direct routes instead of winding trips thru neighborhoods. For example, westbound #15 could go more directly to security Mall and the #57 or a shuttle could go to B. Mason & Windsor Apts. Also, the #5 westbound could go more directly to Mondawmin and the #54 or a shuttle could go down North Ave. to Whitelock Ave. & Lakeview Apts.</p> <p>The 35 bus has an extensive Route. In addition, buses on the route ARRIVE LATE a very large MAJORITY of the time, especially during rush hours. Causing commuters to arrive late to their destinations often. Very often the bus is over packed and forced to drive by stops. How can you have a functional bus, if people cannot fit on the bus the bus that they waited an hour plus for? Creating a quick bus for this route that stops at the locations that are most popular, will help the normal route 35 arrive on time. It will also allow commuters to arrive to their locations on time.</p> <p>Currently, if you're traveling to CCBC Catonsville from downtown you have to take the #35 to UMBC. Then you must transfer to the already crowded #77 to go a mile down the road. Let's extend the #35 to reduce overcrowding of the #77 and reduce wait time.</p> <p>The 15 and 35 lines serve this area. Could think about having these stop downtown and return to White Marsh instead of continuing on to Woodlawn and UMBC, respectively?</p>
MindMixer	35	Route and Segment Realignment	
MindMixer	35	Route and Segment Realignment	
MindMixer	35	Route Expansion	
MindMixer	35	Route Expansion	

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Source	Route	Category	Comments
MindMixer	35	Route Split	As the number 35 bus route is today, it goes from UMBC in the SW side of the city all the way up to White Marsh in the NE! The predominate users are those who are trying to get from the SW to the Inner Harbor to connect with the Light rail and other buses. There are several other lines, such as the 120 which go to White Marsh and are often faster. It is very frustrating to have to wait for the 35 in the inner harbor, day after day, often for 30-45 minutes during peak times. And then when a bus does come, it is not one of the larger buses and is thus already full or full by the time it crosses over MLK. Why not split the route in half and have one section terminate in the Inner Harbor and the other at White Marsh. This would help eliminate late arrival times as the poor bus drivers would not have to fight all the way across the city and back over the length of the route. It's too long!
MindMixer	35	Route Split	#31 UMBC / Penn Station #35 White Marsh / Mt. Clare Junction or Monroe Street but I wouldn't want to divert too far off the route. By Mykey N
MindMixer	35	Route Split	Prior to 2005, the 35 ended service at University of Maryland Transit Center. This idea is worth another look. Splitting the line would make the service more reliable. Also, getting it off of Pratt Street, especially during the summer months, would help lessen the lateness of the line. By Thomas R



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Source	Route	Category	Comments
MindMixer	35	Route Split	<p>The original #31 and #35 bus lines were fine the way they was. After GBBI got hold to them to create this new "one-seater" service, trips have seen more of a gap to match riderships with Northeast and Southwest, whom of which has various riderships statistics than can't fair together with one bus line. The #31 will remain serving UMBC with no interruptions. The routing will serve the campus as a full-time (all-trips) branch. The current "Blind Industries" routing will now become a full-time (all-trips) service to connect Blind Industries then finally terminating at Kaiser Permanente.</p> <p>"Route 31's Select Service"</p> <p>The "Leeds Avenue" corridor will remain a select-trips service that will coincide with the "DeSoto Road" branch that is currently served by the #35, except it will terminate at Elkridge (Washington Blvd. & Montgomery Road).</p> <p>Why it will go that far?... Because it will serve a warehouse and several housing areas such as: Estes Trucking; St. Denis and Elkridge Crossing, thus while also connecting a local bus line to Howard Transit's "Purple Route", which terminates in Elkridge and heads to Laurel.</p> <p>#31 - Penn Station (to/from) Kaiser Permanente #31 [Select Service] - Penn Station (to/from) Elkridge via Halethorpe MARC</p> <p>How you like me now Mr. Walk?...</p>

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Source	Route	Category	Comments
MindMixer	35	Route Split	<p>Route #35: UMBC/Blind Industries to White Marsh Mall- Service operates from UMBC/Blind Industries to White Marsh Mall via Wilkens, Downtown Baltimore, Madison/Monument, Pulaski Highway, Philadelphia Road, Franklin Square Hospital, and Town Centre Drive to White Marsh Mall.</p> <p>Recommendation: Route #35- State Center Metro Station to White Marsh Mall- Service would split and the western end would operate as Route #31 (See. #31). Route #35 would end in Downtown Baltimore at the State Center Complex via Lombard, MLK, to Howard and Preston, ending on Eutaw Street. Eastbound would operate via Baltimore to Calvert.</p> <p>Reason for Recommendation: To improve connectivity and reliability on the #35, MTA should consider splitting it and overlapping parts of the line with the new #31 to help passengers heading westbound with better connection and decent service. By doing this, the #35 can better serve White Marsh Mall and the East Baltimore corridor with dependable service.</p>
MindMixer	35	Route Split	<p>The #35 is way too long for the driver's sake, which is something to concern for their laboring on many over-extended routes. The #35 runs through two different parts of Baltimore City/County (northeast and southwest) with completely different ridership statistics.</p> <p>Splitting the #35 whereas the route would just focus more trips turn-around in downtown on the northeast and a new route would just center on Wilkins Avenue and the southwest. All of this was before 2005 when GBBI combine Routes 31 and 35. More trips in Rosedale and Essex is needed.</p>
MindMixer	35	Route Split	<p>I agree that the #35 bus line is too long. It should go back to when we had Route 31 and we also need an express or Quickbus would be nice.</p>
MindMixer	35	Route Split	<p>As others have said, this route should probably be split somewhere in downtown. The westbound portion could then be extended to CCBC Catonsville. This could help with delays. I'd be curious how many people actually ride to White Marsh from UMBC, or vice versa.</p>



Source	Route	Category	Comments
MindMixer	35	Segment Transfer	<p>Route #31: Johns Hopkins Hospital to UMBC/Blind Industries- Service would take over the western portion of the current #35 and operate from John Hopkins Metro Station to UMBC and Blind Industries.</p> <p>Reason for Recommendation: Route #35 has become a cumbersome line, unable to be reliable for the residents of Northeast Baltimore County and Southwest Baltimore City/County. MTA should consider re-establishing the former #31 with the addition of having it travel eastbound to Johns Hopkins Hospital. This will embolden the Madison/Monument Street Corridor as well as make for easier connections to those wishing to ride westbound past Downtown Baltimore.</p> <p>Just send it to Penn Station again, if you send it to JHH the #31 will be stuck in traffic in the . Pm along Madison Av by the jail.</p> <p>THE 36 GOING TO YORK@ NORTHERN PARKWAY FROM DOWNTOWN BALTIMORE, NEEDS A LARGER BUS. LOTS OF PEOPLE WORK AT NIGHT. NEED MORE BUSES NORTHBOUND BETWEEN 9PM AND 12MIDNITE.</p> <p>#36 - I've rarely been on the #36 when it wasn't crowded. I notice that on the #36 most people get on and off the bus at the beginning and end of the route, so that is why it stays crowded. Few people get off during the route. The #36 would probably benefit from using the larger buses during rush hour.</p> <p>Rush hour - The buses come more frequently during rush hour. I think the rush hour times could be extended by an hour. There should be frequent service until at least 10:30am and 6:45pm.</p> <p>3 and 36 are the two I use, both horribly crowded most times</p> <p>I frequently take Route 36 from where I live in downtown Baltimore to my workplace, Blind Industries and Services of Maryland on Washington Boulevard. However, this route is not the most reliable in the middle of the day. About twice a week, I go out there for a 12:00 meeting, which requires that I catch the 11:08 bus from Fayette and Howard. However, this bus is often late, or too early, which results in me missing it, henceforth being late for my meeting. Returning downtown from Blind industries in the middle of the day is also a bit unreliable, as I end up waiting on the 36 for an inordinately long amount of time. Also, this route is frequently overcrowded throughout the day, resulting in uncomfortable conditions. One way to fix this is to have all trips go to Riverview, creating a more reliable 15-minute headway. Also, deploying articulated buses might help with the overcrowded conditions.</p>
MindMixer	35	Segment Transfer	
MindMixer	36	Increase Frequency/Hours of Service	
MindMixer	36	Overcrowding	
MindMixer	36	Overcrowding	
MindMixer	36	Overcrowding	

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Appendix J - BNIP Report

Source	Route	Category	Comments
MindMixer	36	Overcrowding	I'd agree that putting some articulated (extra-long) buses on the #36 line could help. Also, it's not ok to sometimes cut buses from this line or other lines without it being reflected on the schedule for that bus line. For example, it's simply NOT ok if an operator calls in sick and MTA doesn't put a substitute operator on that run. For example, the 7:26 am #36 bus leaving from Fayette and Calvert toward Riverview sometimes just doesn't come, and eventually the 7:38 am bus pulls up at 7:45 completely overcrowded and it then takes 25 minutes to get to Monroe Street, when 15-20 minutes is the norm.
MindMixer	36	Route Expansion	It goes so far and passes a lot of schools or maybe you'll could put more extended buses on that route, please do something
MindMixer	36	Route Expansion	The 36 is a pleasure to ride, compared to the 35. Extending some 36 busses to Halethorpe and UMBC could provide access to UMBC to more students and workers in Midtown Baltimore, Waverly, and points north. Additionally, thousands of SW Baltimore residents could have a one-seat ride to MARC Penn Line service. This situation could alleviate crowding on the 35 and resolve some of the issues with that route's notorious unreliability and infrequency.
MindMixer	36	Service Type Revision	Please supply us with express or quick bus service going southbound between the morning rush hours. The overcrowding is coming from students who attend 2 high schools (Mervo and City College).
MindMixer	39	Route and Segment Realignment	Years Ago the MTA had the express route 105 from Carney to Downtown via Old Harford Rd. Adding route 39 from Carney Via Cub Hill and Satyr Hill via Old Harford Road to City Hall. I will Connect the downtown bus routes with Carney and the Carney Workers so workers in the area don't have to walk up to 1 1/2 miles to either the 19 or 3 lines. This will bring more workers to Carney and more workers for the MTA.
MindMixer	39	Route and Segment Realignment	From Carney Park & Ride, (L) Harford Rd, (L) Cub Hill Rd, (L) Old Harford Rd, (R) Taylor Av, (L) Stevenson Ln, (L) Charles St, (L) St Paul St Once it got downtown I am not sure of the rest of the route but the 19A ended at Eutaw St and Monument St
MindMixer	40	Overcrowding	does not run every N minutes. Please fix the times they show up. I used to love catching the #40 you could count on it coming on time and often. Now when they do show they show up two or three of them together. So that means that one of them is late.
MindMixer	40	Overcrowding	The construction down town has nothing to do with it. The #40 for the 4 - 5 PM run is ALWAYS late. And, overcrowded because there aren't enough of them. We all understand traffic issues, but even when there aren't any, the #40 runs late. (or not at all) By Cheryl F

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Source	Route	Category	Comments
MindMixer	40	Overcrowding	The number 40 bus line is overcrowded in the morning and evening hours EVERYDAY. I suggest to have the long buses in the morning and evening hours. The passengers consists of adults going to and coming from work and students. Also, there is at least one a wheelchair passenger every day and it's difficult for all of the passengers to maneuver on an overcrowded bus.
MindMixer	40	Overcrowding	The 40 Quickbus definitely needs something done about the overcrowding during peak hours. They could make the bus that leaves the CMS at 7:25 a long bus and it would greatly improve the situation.
MindMixer	40	Overcrowding	The RT 40 from Downtown to Middle River is PACKED every evening. Sometimes people can't even get on.
MindMixer	40	Overcrowding	Heavily traveled routes should ALWAYS have articulated buses. There is nothing more frustrating than being on the #77, #44, #40 line and seeing the non-articulated bus approach the stop.
MindMixer	40	Overcrowding	The #40 bus often has standing room only, especially during rush hour and especially during the school season. This is uncomfortable at best, and claustrophobic or dangerous at worst. Articulated busses feel more open and provide more seating and space for people. They are a must!
MindMixer	40	Overcrowding	I travel primarily on routes 15, 23, and 40. These buses are often crowded, particularly during A.M and P.M. rush hours. I seldom see longer buses on these routes, but I believe they would be a welcome addition.
MindMixer	40	Overcrowding	We need longer on scheduled time busses for the working population.
MindMixer	40	Overcrowding	The 40 Quickbus definitely needs something done about the overcrowding during peak hours. They could make the bus that leaves the CMS at 7:25 a long bus and it would greatly improve the situation
MindMixer	40	Overcrowding	The number 40 bus line is overcrowded in the morning and evening hours EVERYDAY. I suggest to have the long buses in the morning and evening hours. The passengers consists of adults going to and coming from work and students. Also, there is at least one a wheelchair passenger every day and it's difficult for all of the passengers to maneuver on an overcrowded bus.

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Source	Route	Category	Comments
MindMixer	40	Overcrowding	FIRST the busses are never on the schedule, as it relates to the posted at each bus stop. I get my bus at the Essex Park and Ride, Monday through Friday and there are too many times to count when I've arrived at the curb at 7:45 am only to see my first westbound 40 Bus at 8:15 or 8:20 and even as late as 8:30. Luckily my work takes into account the wild schedule of the MTA into account and doesn't sanction me for it. PLEASE KEEP THE POSTED SCHEDULE. SECOND the Busses are usually so crowded by the time the westbound 40 reaches Eastpoint its standing room only. By the time the Programmers get on at Dundalk and Eastern the show begins. I feel sorry for the folks that are picked up on Highland Avenue stop and then the Linwood stop because they're standing all the way to the Post Office on Fayette and President St, when the majority of the Programmers get off. CAN WE PLEASE HAVE THE DOUBLE LONG BUSES IN TH MORNING?
MindMixer	40	Route and Segment Realignment	And I Guess last but not least, CAN WE MAKE A CONCERTED EFFORT TO GET THE WORKING FOLKS INTO WORK ON TIME IN THE MORNING and HOME FROM WORK IN THE EVENINGS. I figure if you ran the double long busses from 7:30 am to 9:30 am Westbound in the morning and from 4 pm to 7 pm Eastbound at night it would be a more accommodating ride
MindMixer	40	Route and Segment Realignment	Let the #40 stop into Security Mall again by the movie theater and then go to CMS. The MTA has shown that they do not care about the people that catch this bus to the mall. They now have to go across six lanes of traffic and through the parking lot to get to the mall entrance. Shame on you!!

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Source	Route	Category	Comments
MindMixer	40	Route and Segment Realignment	<p>Current: Route #QB40: CMS-Middle River- Service operates from CMS in Woodlawn to Middle River via Security Blvd, Cooks Lane, Edmondson Avenue, DOWNTOWN Baltimore, Fayette, Highlandtown, Hopkins Bayview, and Eastern Blvd to Middle River Loop.</p> <p>Recommendation: Route #QB40: CMS/Edmondson Village to Eastpoint Mall/Middle River- To improve efficiency and crowd control, we propose selected trips begin at Edmondson Village and end at Eastpoint Mall. Turn around would be at Essex Park & Ride.</p> <p>Reason for Recommendation: With bottlenecks at both ends of an already overworked line, riders of this line will benefit from these short turns, which serves two of the heavier sections along the line.</p> <p>Each branch would operate every 20 minutes (CMS-Middle River and every 20 minutes (Edmondson Village-Eastpoint Mall), creating a 10 minute headway in the core section of the line.</p>
MindMixer	40	Route and Segment Realignment	<p>Excellent idea (#QB40 revision). I was in Essex last week and at the layover point, there were five services of the 40 (I'm sure several of them were going out of service). For the ends of the routes, there is adequate service on the 20/23 to compensate for the 40 being short turned. By Shawn S</p>
MindMixer	40	Route and Segment Realignment	<p>Not only that but I would like to see that the #40 QUICKBUS (qb) should have connections with Route 23 Local bus and the #160 EXPRESS BUS as well when it comes to extending to Fox Ridge.</p>
MindMixer	40	Route Expansion	<p>Extend the terminus of Quickbus #40 to the more recently populated residential areas west of CMS Please bring back the #40 stop at Anglesea & Eastern Avenue. 90% of the time the bus stops there anyways either due to the traffic light or to change drivers. It upsets riders to see the #40 sit for up to 10 minutes to pick up a driver at Anglesea but not allow riders to get on . Also it is a perfect stop for transfers between the #10 and #23. This would help prevent accidents from people trying to jaywalk (run) across Eastern and Dundalk to transfer between the #10 and #40.</p>
MindMixer	40	Route Expansion	

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Source	Route	Category	Comments
MindMixer	40	Service Type Revision	Let me first say that the Quickbus service is an excellent idea. The Quickbus #40 Westbound has been packed every time that I've caught it. The buses pick up quite a bit of people at each downtown stop and again at Edmondson Ave @ Popular Grove. I've even seen 2 Quickbus 40's running together and both are crowded. Maybe articulated buses on that line would be helpful at least during the winter months.
MindMixer	44	Increase Frequency/Hours of Service	<p>Current: Route #44: Security Square Mall/Social Security to Rosedale Industrial Park- Service operates from Security Square Mall to Rosedale Industrial Park via Woodlawn Drive, Rogers Avenue, Northern Parkway, Sinai Hospital, Belvedere Avenue, and Frankford Avenue to Rosedale Industrial Park.</p> <p>Recommendation: Route #44-Security Square Mall to Rosedale Industrial Park- Sunday service operates every 45 minutes to Security Square Mall between 8am-8pm.</p> <p>Reason for Recommendation: On Sundays, all #44 buses that operate between Rosedale Industrial Park and Security Square go out of service and travel to the opposite terminal to start another trip. It happens because there is not enough time in the schedule for the bus to begin its trip from that point.</p> <p>To this effect, MTA should consider having service run every 45 minutes and send all service to Security Square Mall. This will allow for proper turn-around time and reduce the amount of drivers needed to operate the line</p>
MindMixer	44	Increase Frequency/Hours of Service	The schedule is only as good as the traffic and weather conditions of that particular day. I agree that anything more than 30 minutes is a bit excessive. The #44 has 28 buses that serve the line throughout the day not including school tripper buses. You're not alone in being in the flux of the day when school lets out, traffic is horrible, and it takes longer to get home. My point is that it's just more than saying MTA should put more buses on the streets. More buses could mean more delays and more overcrowding or empty buses passing because they were so close together. It's an unfortunate reality of dealing with public transportation.

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Source	Route	Category	Comments
MindMixer	44	Overcrowding	Yep, the #44 is almost always crowded with school kids because it's almost always late. Or there are two #44 buses right behind one another and then you have to wait 45 minutes for the next #44 to arrive. How ridiculous is that? This happens in the morning during rush hour and also in the late afternoon during rush hour. Then when the bus comes, the lady driver is very rude because she's all flustered with having to be late. What goes on? Who isn't doing his/her job?
MindMixer	44	Overcrowding	Heavily traveled routes should ALWAYS have articulated buses. There is nothing more frustrating than being on the #77, #44, #40 line and seeing the non-articulated bus approach the stop.
MindMixer	44	Overcrowding	We need more articulated-buses. Bus routes from Kirk Avenue Division surprisingly only have six 60-foot buses. The Routes 3, 13, 15, 19, 44 and so forth lack articulated buses while a Route 61 (Bush Street based) managed to sneak them on their numerous times!?!... Next order has to be at least 15 articulated-buses alone, with 12 buses going to Kirk Avenue and other 3 buses to Eastern.
MindMixer	44	Route and Segment Realignment	It's not about who is or who isn't doing their job. The bus can only go as fast as traffic allows. As you know, riding the 44 that traffic is heavy at both rush hours along Northern Parkway. It's not an excuse but a justifiable reason why your daily bus operator is late. A schedule adjustment may help but other than that, the rest is up to traffic patterns and your willingness to tough out something, which may be out of MTA's control.
MindMixer	44	Route and Segment Realignment	One problem we have with our system, regarding scheduling, is inconsistency. Some bus routes spanning across a city - plus an additional 2-3 small towns - prove to be a problem for schedule making where you can't necessarily meet the needs for riders in two different regions with far different tactical numbers.
MindMixer	44	Route and Segment Realignment	The consideration of splitting the 'Route 35' and bringing back the 'Route 31' would fair to be an achievement for riders and operators where intervals and rider needs meet equally. But will splitting more routes spanning way too far (i.e.: 10 (possibly); 14 (definitely); 15; 23; 44; 54 and 77) for driving concerns and consistency to match ridership be a good thing?...
MindMixer	44	Route and Segment Realignment	Divert the 44 bus to serve the Mt Washington Light Rail Station. That gives commuters to downtown another alternative than riding 15 more minutes to reach the Metro or interchanging to ride the #48 at York Road.
MindMixer	44	Route and Segment Realignment	On Woodlawn Drive between Woodlawn Memorial Park and Windsor Mill Rd there is "5" bus stops for the #44 & #57 (there are 2 Clarke Manor bus stops less than 50 yards apart) buses going eastbound. The stops are so close together that you can easily see the people standing at the next stop which is only about 50 yards away. The bus only get up to 3rd gear between stops. Two of the stops can be taken away to help with efficiency.

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Source	Route	Category	Comments
MindMixer	46	Increase Frequency/Hours of Service	Off the top of my head I think that the 46QB should receive a 1-2 hour extension on service, maybe!
MindMixer	46	Increase Frequency/Hours of Service	<p>Current: Route #QB46: Cedonia Loop to Paradise Loop- Service operates from Cedonia Loop to Paradise Loop via: Sinclair Lane, Edison Highway, Preston Street, McElderry, Madison/Monument, Downtown Baltimore, Lombard Street, Frederick Avenue, and Yale Heights to Paradise Loop</p> <p>Recommendation: Route #QB46: Cedonia to Paradise Loop- Expand service to midday, early evening, and Saturday service.</p> <p>Reason for Recommendation: To ease overcrowding along Sinclair Lane and Frederick Avenue, MTA should consider expanding QB46 service to middays every 20 minutes, ending service at 8pm, and introducing Saturday service from 8am to 8pm. By removing Express service and reducing #5 headways on weekends, this will allow for a quicker ride and more seating capacity in traveling through these heavy corridors.</p>
MindMixer	46	Increase Frequency/Hours of Service	It would be nice if they could do seven day service for all QuickBuses. It would definitely help get around quicker to a lot of areas when combined with rail.
MindMixer	46	Overcrowding	I agree with this, but not just for ONE line, I think this should be the case for wherever there is a vehicle traffic issue, then that's going to be a crowded bus route. For instance, on Monument street, there is always vehicle overcrowding up and down Madison and Monument on rush hour. So an added bus for the 5 and 46 should be set in place for a 2hour span (4-6pm) to offset overcrowding. What they used to do in Austin was pull a bus from a not so active line and have it cover another over crowded route just for that two hours. Have one do it on the west and one on the east and so on and so forth.
MindMixer	46	Overcrowding	#5, #5X, 46 westbound. All of these buses are overcrowded during morning rush hour due to many schools throughout the route. It is difficult to get to work on time because buses often bypass stops before they even reach Sinclair & Bowleys lane. Please make all 5X buses an extended bus so that they can hold more people. We also need and additional 5 and 46 for the school kids or extend all busses during 7-8 am.

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Source	Route	Category	Comments
MindMixer	46	Overcrowding	The 5X, 46 and 5 the bottom line MTA needs to add more buses on the 5 route this will cut down on extreme over flow of MTA Riders. Rush Hours should be extended until 6:30 pm. The last 46 should leave from downtown at 6:30 not at 5:27; If a MTA Bus Driver call in (sick) MTA Riders should not have to wait for next scheduled BUS. That is just poor customer services.
MindMixer	46	Overcrowding	Bus # 5 and # 46 towards Cedonia at Monument street & Wolfe street needs to run back to back during rush hours. They need to run on time and not be overcrowded. They should have back to back bus to reduce overcrowding.
MindMixer	46	Overcrowding	the longer buses are needed on the 10 and 46 bus lines to accommodate rides especially during rush hours with the kids going to school
MindMixer	46	Overcrowding	All of these buses are overcrowded during morning rush hour due to many schools throughout the route. It is difficult to get to work on time because buses often bypass stops before they even reach Sinclair & Bowleys lane. Please make all 5X buses an extended bus so that they can hold more people. We also need and additional 5 and 46 for the school kids or extend all buses during 7-8 am.
MindMixer	46	Overcrowding	Bus # 5 and # 46 towards Cedonia at Monument street & Wolfe street needs to run back to back during rush hours. They need to run on time and not be overcrowded. They should have back to back bus to reduce overcrowding.
MindMixer	46	Route and Segment Realignment	Maybe you have the #46 Quickbus go out to Route 40/Rolling Road (Mon-Sat).
MindMixer	46	Route and Segment Realignment	That a good idea because the 46 only run from East Baltimore to paradise loop the 46 show go out route 40 /rolling road because that 10 line take forever to come out there
MindMixer	46	Route and Segment Realignment	The buses arrive four in a row at the same time to the bus stops on this route and then no bus comes for another 45 minutes and then they come all together again. This is not productive at all
MindMixer	46	Route Expansion	Maybe you have the #46 Quickbus go out to Route 40/Rolling Road (Mon-Sat).

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Source	Route	Category	Comments
MindMixer	47	Route and Segment Realignment	<p>Current: Route #QB47-Overlea to Walbrook Junction- Service operates from Overlea Loop to Walbrook Junction via: Belair Road, Johns Hopkins, Downtown Baltimore, Saratoga, Franklin/Mulberry, Franklinton Road and Poplar Grove to Walbrook Junction.</p> <p>Recommendation: Route #QB47: Gardenville Loop to West Coldspring Metro Station- Expand service to midday, early evening, and Saturdays. Also, begin service at Gardenville Loop instead of Overlea and extend westbound branch to West Coldspring Station via Hilton.</p> <p>Reason for Recommendation: To address the overcrowding at Overlea Loop, MTA should consider beginning the QB47 at Gardenville Loop and extend service to West Coldspring Metro Station.</p> <p>This will offer a secondary connection to passengers needing to ride the Metro Subway on the west end. Also, by having the service start at Gardenville, the line will serve the core part of Belair road without compromising service and space at Overlea Loop.</p>
MindMixer	47	Route and Segment Realignment	The west bound service should start at either Security Mall or Westview Mall, riders beyond Walbrook Junction need quick access to other locations.
MindMixer	47	Route and Segment Realignment	Having the QB47 go as far as Security Square Mall or Westview will negate any "Quickness" of the line. The Quickbus brand is designed to help the core of the line it is serving. The QB46 helps the #5 and #10 and the QB48 helps the 8. It's up to the local bus to serve all.
MindMixer	47	Route Expansion	Extend the 47 beyond Walbrook Junction to Security Square Mall with stops at Bernard Mason Apartments (via Windsor Mill road), Kernan Hospital, Social Security, Woodlawn Drive (to meet 15, 40, 57 and 77) and Security Square Mall.
MindMixer	47	Route Expansion	Extend the #47 quick bus westbound to include, Westview Mall, CCBC -Catonsville, UMBC, Security Square Mall and Route 40 and Rolling Rd
MindMixer	47	Route Expansion	Extend #47 Quick Bus to Route 40 and Rolling Rd
MindMixer	47	Route Expansion	Extend #47 Quick Bus to Security Square Mall

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Source	Route	Category	Comments
MindMixer	47	Route Expansion	Split the #15 at downtown and run it from Security Square Mall, Westview Mall and even better CCBC Catonsville to Downtown-, City Hall. Then assign a new number to the eastbound direction run that from Downtown - City Hall to Overlea, Perry Hall. Either extend the 47 westbound to Security Square Mall, Westview Mall and CCBC Catonsville or provide Express service on the #15 to downtown from Security Square Mall, Westview Mall and/or CCBC catonsville.
MindMixer	47	Route Expansion	Idea #2 - Extend qb47 to CMS to relieve overcrowding on Security Blvd.
MindMixer	47	Segment Transfer	the 47 should go up to white marsh mall and run all day long
MindMixer	48	Increase Frequency/Hours of Service	Use articulated buses on #48 at rush hours. The Quickbus #48 is a popular route, but it only serves by regular length buses, while the #8 gets the longer, articulated buses. Evidently this is because it is served by different depots. It seems as if it wouldn't be an impossibility to change this. The #48 gets slowed down at rush hours by difficulty getting passengers on and off the bus.
MindMixer	48	Increase Frequency/Hours of Service	The 48 is great, but it stops too early (6:30) and doesn't have enough buses to service the route adequately.
MindMixer	48	Route and Segment Realignment	QB 48 actually provides decent service between Towson and downtown. The problem with the 11 is it takes these loops into GBMC and Rogers Forge that slow it down so much that it's not close to competitive with driving (or biking for that matter). Funny through, my office is at the first stop on the 48 when it heads inbound, yet it still can't run according to schedule.
MindMixer	48	Route Expansion	While doing this increase 77 service.



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Source	Route	Category	Comments
MindMixer	48	Segment Transfer	<p>End the #8 at Towson; Extend the QB48 to Lutherville- #8- University of Maryland Transit Center-Towson Town Center-</p> <p>Service would operate only to Towson Town Center between 6am-9pm M-F and 7am-9pm Saturday. Service on Sundays would operate to Lutherville P&R in place of Quickbus #48, which would not operate.</p> <p>Reason for Recommendation:</p> <p>Route #8 from Towson to Lutherville is a light service area. To speed up connections to Light Rail and the York Road corridor, MTA should consider having the QB48 end at Lutherville Light Rail Station on weekdays and Saturdays. This will make it for easier connections as well as better interlining trips with the #9 line.</p> <p>By ending the #8 at Towson, service headways can decrease from 15 minutes to 12 minutes and would save two buses per hour in the process.</p>
MindMixer	48	Service Type Revision	<p>The 48 Quickbus is a good idea but it still gets bogged down in traffic...in most cases when I'm commuting from Downtown to Towson I end up taking the light rail to Lutherville and the 8 down York Road. Couldn't their be an express route between Towson and Downtown via the Beltway and the JFX?</p>
MindMixer	50	Service Type Revision	<p>I would recommend that the MTA and City Hall consider transferring operation of the "neighborhood" lines, i. e. 29, 50, 97 and 98, to the Charm City Circulator (CCC). This would release MTA resources (buses and operators) for deployment elsewhere to enhance or expand MTA service where needed. This would also enable CCC to enhance its value to city residents as a vital service for all citizens instead of its current perception as both a tourist-only operation as well as that of a service for well-to-do downtown dwellers. By Arthur P</p>

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Source	Route	Category	Comments
MindMixer	51	Route and Segment Realignment	<p>Fair in-comparison to Thomas R18's suggestion, the Route #51 will be shorten to Mondawmin station. Route #97 will take-over the Gwynn Falls Pkwy., Hilton Street and Dolfield Avenue; along with an extension to Seton Business Park (see Route #27).</p> <p>Route #97 will also be extended to Hampden and merge (combine) w/ Route #98 to create a "subway-to-light rail" feeder connection at Woodberry Light Rail Stop, in the northwest region of the city without having to go downtown or State Center for transfer. Connection to apartment complex on Violet Avenue would still be effective.</p> <p>Route #27 will shorten to serve Roger Station. Route #97 take-over the Route #27's predeceased routing b/w Roger Station and Plaza Station.</p> <p>*Route #97 - Reisterstown Plaza Station (to/from) Hampden via Woodberry Light Rail</p>
MindMixer	51	Segment Transfer	<p>Recommendation: Route 51: West Coldspring Station to Cherry Hill Light Rail/Lansdowne Station- Service would begin at West Coldspring instead of Rogers Avenue Station and end at Cherry Hill Light Rail during rush hours only with extension to Kaiser Permanente/Lansdowne Station (Wal-Mart)</p> <p>Reason for Recommendation: With the #33 operating the same portion between Rogers Station and West Coldspring, MTA should consider beginning the #51 at West Coldspring, which will save time and have no direct impact, as service hours for the #33 are similar. As for the Cherry Hill portion, Route #29 will take over the operation of the #51 through both parts of the current line.</p> <p>Equally, MTA should consider extending the #51 service west via Washington Blvd to Lansdowne Station shopping center and Kaiser Permanente Hospital. This will help reduce overcrowding on proposed Route #32 and provide another option to the Metro and West Baltimore.</p>
MindMixer	52	Route and Segment Realignment	<p>Please have the bus continue on to the Milford Mill subway station like it used to. I either have to go all the way to Mondawmin to get the train to Owings Mills or get off the bus at Liberty and wait 30 minutes to connect to the 77 or worse yet the 54.</p>

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Source	Route	Category	Comments
MindMixer	52	Route Expansion	<p>Current: Route #52: Mondawmin Metro Station to Milford Mill Loop- Service operates via Liberty Heights/Liberty Road to Church Lane & Milford Mill Road.</p> <p>Recommendation: Route #52: Mondawmin Metro Station to Randallstown Loop/Milford Mill Station- Service would operate to Randallstown Loop at all times. Service to Milford Mill Station rush hours only.</p> <p>Reason for Recommendation: With the Randallstown Community growing, the need for adequate bus service is dire. MTA should consider extending the #52 from Milford Mill & Church Lane to Randallstown Loop and Milford Mill Station during rush hours only. This will add more service to the area as well as provide better connections to the Metro Subway along the busy Liberty Road corridor.</p>
MindMixer	52	Route Expansion	<p>Yes there is a need for new service to Kings Point for #52 along with #54 and 60 local buses so riders have a way to get to shopping at Kings Point shopping center or eat out or go bowling at the new Fair Lanes-AMF Kings Point Lanes as well.....why not?? I don't see an issue with it. By David E</p>
MindMixer	53	Route Combination	<p>Both bus lines align with each and in fact they did before the first phase of the subway was completed creating the M2 (now 53), a one-seater service along Reisterstown Road and Pennsylvania Avenue will save bus-bay space for Mondawmin and save money at least from idling buses that can go farther.</p>
MindMixer	54	Increase Frequency/Hours of Service	<p>Balto County should get the same level of service as the city. Only half the 54 busses go to Randallstown.</p>
MindMixer	54	Increase Frequency/Hours of Service	<p>Coming from the subway station, going to Randallstown, the drivers never let us swipe our passes or take money. The buses are packed no matter what time you are on them. There are 4 buses to the city for every 1 bus to Randallstown. Sometimes you have to wait hours for a bus.</p>
MindMixer	54	Overcrowding	<p>Coming from the subway station, going to Randallstown, the drivers never let us swipe our passes or take money. The buses are packed no matter what time you are on them. There are 4 buses to the city for every 1 bus to Randallstown. Sometimes you have to wait hours for a bus.</p>

Source	Route	Category	Comments
MindMixer	54	Route and Segment Realignment	<p>Current: Route #54: Pennsylvania & North Avenue to Milford Mill Station/Randallstown- Service operates via Park Heights Avenue, Milford Mill Station, and Liberty Road to Randallstown Loop.</p> <p>Recommendation: Route #54: Penn Station/Pennsylvania & North Avenue to Milford Mill Station- Service would no longer operate to Randallstown, replaced by #60 (See: #60) and would instead operate to Penn Station via Reservoir Hill. Rush hour trips will continue to serve Penn-North Metro Station.</p> <p>Reason for Recommendation: Since the absorption of the former M8 in 2008, Route #54's service quality has fallen to dangerous levels. In order to relieve this issue, MTA should consider separating the Randallstown-Milford Mill Station portion into an extension of Route #60 and instead extend service to Penn Station via Reservoir Hill. In doing this, the #54 will help another heavy corridor desperate for more bus service and will provide connections to Amtrak, MARC, and regional bus service.</p>
MindMixer	54	Route and Segment Realignment	<p>One problem we have with our system, regarding scheduling, is inconsistency. Some bus routes spanning across a city - plus an additional 2-3 small towns - prove to be a problem for schedule making where you can't necessarily meet the needs for riders in two different regions with far different tactical numbers.</p> <p>The consideration of splitting the 'Route 35' and bringing back the 'Route 31' would fair to be an achievement for riders and operators where intervals and rider needs meet equally. But will splitting more routes spanning way too far (i.e.: 10 (possibly); 14 (definitely); 15; 23; 44; 54 and 77) for driving concerns and consistency to match ridership be a good thing?...</p>
MindMixer	54	Route and Segment Realignment	<p>Long routes like the #15, 5, 11, 35 & 54 Randallstown should have more direct routes instead of winding trips thru neighborhoods. For example, westbound #15 could go more directly to security Mall and the #57 or a shuttle could go to B. Mason & Windsor Apts. Also, the #5 westbound could go more directly to Mondawmin and the #54 or a shuttle could go down North Ave. to Whitelock Ave. & Lakeview Apts.</p>

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Source	Route	Category	Comments
MindMixer	54	Route and Segment Realignment	<p>1. More people ride during peak hrs, yet the stretch buses only show up for the North Ave buses (leaving Milford Mill Station) those buses leave empty while the 54 to Randallstown is severely over-crowded.</p> <p>2. The entire Randallstown schedule currently operates so as soon as the subway lets people off, the 54 to Randallstown takes off. This add to the crowding problem. The bus time should be coordinated so don't leave until those getting off the train have time to board the bus.</p> <p>3. The Saturday and evening schedules are horrible. For at least 3 hrs, you sit and wait for the Randallstown bus that never comes. While waiting several buses to North Ave pass. There are usually about 3 to 4 "not in service" buses that pass as well. The worst part is the "not in service" buses are coming at the time the 54 to Randallstown is scheduled to come. Waiting 3 hours in extreme heat and cold and at night is unacceptable. This isn't a new problem. It's been going on for at least three years.</p>
MindMixer	54	Route Expansion	As an operator, I can say that Thomas is 100% right on this point. Despite being an ever growing community with heavy ridership levels, Randallstown receives about the same amount of service it received when it still technically a "suburb" with little ridership. The current 54 line does not suit the needs of this area alone, and additional service is not suggested, it is required. By Juarez L
MindMixer	54	Route Expansion	Extend routes 54 and 59 to reflect new county development.
MindMixer	54	Route Expansion	Extend 54 bus 2 additional miles into Randallstown. Ideally, the 56 would extend past the Mall into Newtown, across Lyons Mill and Marriottsville and then head inward to the loop and possibly further inward. Wish I could see it happen in my lifetime.
MindMixer	54	Route Split	I would also add the #54 and #77 which are too long as well. (Split)
MindMixer	54	Route Split	The 54 service should be come 2 lines. Have the 54 run from Randallstown to Milford Mill and another bus run from Milford Mill to Penn-North. I was out on the 54 bus line from 5:07 until about 5:55. The 5:15 did not show and the first bus came at 5:35. Everyone waiting for the bus could not get on the bus that came at 5:35. Also, the bus that came at 5:55 became overcrowded because one bus did not show up.
MindMixer	55	Increase Frequency/Hours of Service	This my things is that I am at the bus stop at the Towson mall waiting on the 55 last time I wait for that bus that never show up at are at night around 6pm but the bus pose to come run that time but the bus in upcoming at 11pm that 55 bus line need to being late especially the number 58 to those to need a better service. That my idea

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Source	Route	Category	Comments
MindMixer	56	Route Combination	Since the M9 was split, service along Reisterstown Road beyond Old Court Road (after Route 53 turns) has been hourly infrequency. Combining this will cut intervals back to 30-40 minutes per bus and no need to jump-off having to miss one leaving the Mall or Metro Subway station.
MindMixer	57	Route and Segment Realignment	On Woodlawn Drive between Woodlawn Memorial Park and Windsor Mill Rd there is "5" bus stops for the #44 & #57 (there are 2 Clarke Manor bus stops less than 50 yards apart) buses going eastbound. The stops are so close together that you can easily see the people standing at the next stop which is only about 50 yards away. The bus only get up to 3rd gear between stops. Two of the stops can be taken away to help with efficiency.
MindMixer	58	Route Combination	New enhanced service on the #60 line will operate Monday thru Friday 530a til 7p between Reisterstown Plaza metro Station & Greenspring Valley and between 7p til 10p between Reisterstown Plaza Metro Station & Mount Washington Light Rail Stop
MindMixer	59	Route Combination	Since the M9 was split, service along Reisterstown Road beyond Old Court Road (after Route 53 turns) has been hourly infrequency. Combining this will cut intervals back to 30-40 minutes per bus and no need to jump-off having to miss one leaving the Mall or Metro Subway station.
MindMixer	59	Route Expansion	Extend routes 54 and 59 to reflect new county development. You make a good point. In a sense, it is three lines wrapped into one, and tries to do too much, none of which works too well.
MindMixer	59	Route Expansion	Maybe extend the 59 to Mount Washington to cover the outer end, extend the 29 into Downtown for the southern end, and restructure the middle portion to be more relevant in connecting this portion of the line to possible destinations.
MindMixer	59	Service Type Revision	Possibly MTA could use more, but smaller, busses. This would reduce the skill level needed by bus operators, while providing more flexibility in bus routes and sub routes (like the 59).

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Source	Route	Category	Comments
MindMixer	60	Route and Segment Realignment	<p>Current: Route #60: Reisterstown Plaza Station to Greenspring Station/Stevenson University- Service operates via Clarks Lane, Greenspring Drive, Mt. Washington, and Falls Road to Greenspring Station and Stevenson University.</p> <p>Recommendation: Route #60: Randallstown Loop to Greenspring Station- Service would operate from Randallstown Loop to Greenspring Station via Liberty Road, Milford Mill Road, Slade Avenue, Smith Avenue, Mt. Washington, and Falls Road to Greenspring Station.</p> <p>Reason for Recommendation: With the exception of the Greenspring Station/Stevenson University branch, the #60 is a copy of #58 with low ridership. By connecting it to the Randallstown branch of the #54, the #60 will provide connections to the Randallstown corridor as well as connections to the Light Rail and new service along Smith Avenue. By dropping Stevenson University, lowered costs can therefore add service levels that can match the current #54 and offer weekend service to Mt. Washington Loop.</p>
MindMixer	60	Route and Segment Realignment	<p>I would suggest that MTA Maryland should extend the #60 along with the #54 local buses to service Kings Point shopping center including the new Fair Lanes-AMF Kings Point Lanes...so MTA riders have a way to get there better rather than not having service to Kings Point shopping center. </p>
MindMixer	60	Route and Segment Realignment	<p>Stevenson University has its own shuttle, which has greatly decreased ridership to the college on the 60. My assumption may be wrong but most of the riders are off the bus by Greenspring Station heading north and coming back, the 60 is either empty or 1 to 2 people on-board only because of Greenspring Station.</p>
MindMixer	61	Increase Frequency/Hours of Service	<p>The 61 takes N. Baltimoreans down to PennSt/ downtown to work and back, and brings a few downtowners to Hopkins, PennSt, and PennSt. Travelers to N. Baltimore. Guilford and Hoes Heights (both immediately adjacent to the 61) are 2 of the top 3 transit needing/will-use census tracks, the entire route touches census tracks in the top 25%ile of need according to the MTA's own Bus Network Improvement Plan. MARC is adding weekend service to the Penn line in December. Current workaday users of the 61 basically can catch one 61 bus (& it has to be on time) in order for them to be at work/train on time. Ditto on the evening return. Cycle times are ~ 1 bus every 30-50 minutes during morning and evening rush. Adding two more buses to morning and evening rush would address needs and make using bus a viable alternative for N. Baltimore/downtown travel.</p>

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Source	Route	Category	Comments
MindMixer	61	Increase Frequency/Hours of Service	We're all waiting I know for the Circulator expansion next year, and then nobody will willing ever ride MTA on N. Charles again. But until, an easy fix is to rationalize the operation of the 3-4 lines that run N. Charles- the 3,11,61,64. Now, you see the 3,11, and sometimes 61 running almost nose to tail- the front bus is packed, and the last one empty, because nobody is going to roll the dice that the other one is coming if they can't actually see it. And they all stop nearly every block up N. Charles. Space them out, stagger the stops, and we'd have reasonable service up to University.
MindMixer	61	Route Removal	The #61 has low ridership along Roland Avenue; increased ridership occurs during school trips but afterwards it's literally one-to-no riders along that stretch until Cold Spring Lane or San Martin Drive. Eliminate the #61.
MindMixer	64	Increase Frequency/Hours of Service	Now with the #64, many riders on that route want extended service past North Avenue to avoid extra pay and transfer to another route, rather it's to a congested #3 or long-waiting for a #11 bus. I agree with Kathy E. I will not ride certain routes on the weekend because it takes too blasted long for them to come! The #14 and #64 are the bane of my existence on the weekends. God only knows how people who depend on either or both of these routes to get anywhere put up with it. On Sunday, the #14 is worse than it is on Saturday. There's a lot to get to down on Ritchie Highway - why does the MTA make it so hard to get around?
MindMixer	64	Increase Frequency/Hours of Service	It's because there are not enough buses on most of the weekend schedules. The #14 Annapolis has a pathetic handful of trips on Sundays and so does the #64 Curtis and Spruce. As one driver is driving to North - another is driving to South - that's it!! God help us when a bus driver does not show up to drive their part of the route.
MindMixer	64	Increase Frequency/Hours of Service	We're all waiting I know for the Circulator expansion next year, and then nobody will willing ever ride MTA on N. Charles again. But until, an easy fix is to rationalize the operation of the 3-4 lines that run N. Charles- the 3,11,61,64. Now, you see the 3,11, and sometimes 61 running almost nose to tail- the front bus is packed, and the last one empty, because nobody is going to roll the dice that the other one is coming if they can't actually see it. And they all stop nearly every block up N. Charles. Space them out, stagger the stops, and we'd have reasonable service up to University.
MindMixer	64	Route and Segment Realignment	The 64 currently runs southbound on Light Street, and northbound on Light Street, Fort Avenue, and Charles Street. These roads are barely wide enough for standard vehicles, let alone buses. To improve on time performance, and to shorten the ride, I propose routing the 64 along Hanover Street, a much wider, clearer road. I understand that this would take the route away from the business corridors of Charles and Light, but Hanover is only one block away, and is a safer road for pedestrians and people waiting for the bus.

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Source	Route	Category	Comments
MindMixer	64	Route Expansion	The #61 has low ridership along Roland Avenue; increased ridership occurs during school trips but afterwards it's literally one-to-no riders along that stretch until Cold Spring Lane or San Martin Drive. Eliminate the #61. Now with the #64, many riders on that route want extended service past North Avenue to avoid extra pay and transfer to another route, rather it's to a congested #3 or long-waiting for a #11 bus.
MindMixer	65	Route Split	Recommendation: Route #65: Mondawmin Metro Station to Security Square Mall- New service would operate from Mondawmin Metro Station to Security Square Mall via: Fulton/Monroe, Edmondson, Poplar Grove, Windsor Hills, and Security Blvd to Security Square Mall. Reason for recommendation: Route #15 has major on-time performance and service reliability issues. In order to improve this, MTA should consider splitting the service at Walbrook Junction and operating a new line, Route #65 in its place to Security Square Mall/CMS/Westview. The #65 will connect residents of Bernard Mason Apartments, Dickey Hill, Windsor Hills, and Walbrook Junction to the Subway and Baltimore's busiest shopping center, Mondawmin Mall. Also, it will open new service opportunity for the Monroe Street Corridor in the Sandtown-Winchester neighborhood. Despite the additional transfer at Walbrook Junction for some riders, residents of the affected neighborhoods will see increased reliability in their area.
MindMixer	77	Increase Frequency/Hours of Service	This is true for the #77 line especially. When that bus, a bus that only comes twice an hour is running late, it allows for more people from the Old Court Metro Station to gather and increase the time it takes to board the bus.
MindMixer	77	Increase Frequency/Hours of Service	In general you have to offer more frequent busses, especially rush hour times. I would be riding the bus much more frequently if they came more often. You can't ask professional people to support public transportation when the busses are spaced so far apart. I use the #77, or at least I used to, but I couldn't count on it to get me here at a reasonable time.
MindMixer	77	Increase Frequency/Hours of Service	The 99 helps to relieve this route, but both the 77 and the 99 should run more often during the day and weekend.

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Source	Route	Category	Comments
MindMixer	77	Increase Frequency/Hours of Service	The #77 bus running twice an hour is a pain. When this bus is late and picking up passengers from the beginning of the line (Old Court Metro Station) or CCBC it quickly becomes overcrowded. But the main problem is that this bus is just late way too often and needs to come more often than twice an hour.
MindMixer	77	Increase Frequency/Hours of Service	You need busses to come more frequently. I want to take the bus from the light rail in the morning and it comes too late or too early at the Patapsco stop for me to use it. That's a well-used line (#77) and there are too few busses.
MindMixer	77	Increase Frequency/Hours of Service	Bus frequency for all buses should increase, as well as provide better linkage with other transit systems in Maryland. If new buses routes are created, consider splitting some routes in half (i.e., the 1, 10, 11, 15, 20, 23, and 77). Also, the 77 should make stops at the St. Denis MARC station during the morning and afternoon when the train utilizes the stop. MTA should also create better access from the West Baltimore MARC station to eastbound US Route 40 by building exit steps (just as it had done for the westbound side). I also agree with other suggestions to extend the light rail to Annapolis and Columbia. And the Metro should be extended to Bayview via Morgan State University. Another light rail line should be planned to extend the train to Towson University.
MindMixer	77	Increase Frequency/Hours of Service	Heavily traveled routes should ALWAYS have articulated buses. There is nothing more frustrating than being on the #77, #44, #40 line and seeing the non-articulated bus approach the stop.
MindMixer	77	Increase Frequency/Hours of Service	The MTA could add more buses on the #77 line or a quick bus from OLD COURT subway station to Patapsco Light rail station that would run every (15)mins.
MindMixer	77	Increase Frequency/Hours of Service	The major transfer points that the QuickBus will be running skip-stops to is the same as the Route 77; in this case, the #77 is a QuickBus in of itself, as well as the Route 35's northeast portion. Quickbus on either one of these lines is just as much as putting a trip on the very schedule for the #35 and/or #77.
MindMixer	77	Increase Frequency/Hours of Service	Increase ridership by being more professional. I used the #77 and light rail...or I did until I couldn't stand the time it took to get to work (1hr. 20 min for 12 miles) and the constant lateness of the buses and at times no bus at all at the prescribed time. Get people to work efficiently and on time. What if it was guaranteed that on frequently used lines a customer wouldn't have to wait more than 10 minutes? You would increase ridership, for sure. I would love to use public transportation more, but the lack of efficiency, the delays, and the infrequency of the buses make that impossible.

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Source	Route	Category	Comments
MindMixer	77	Increase Frequency/Hours of Service	You need busses to come more frequently. I want to take the bus from the light rail in the morning and it comes too late or too early at the Patapsco stop for me to use it. That's a well-used line (#77) and there are too few busses.
MindMixer	77	Increase Frequency/Hours of Service	#77 bus needs to run every 15 minutes instead of 30. The #77 bus running twice an hour is a pain. When this bus is late and picking up passengers from the beginning of the line (Old Court Metro Station) or CCBC it quickly becomes overcrowded. But the main problem is that this bus is just late way too often and needs to come more often than twice an hour.
MindMixer	77	Overcrowding	If the busses were ON TIME it would reduce overcrowding - all we want is a schedule and for the bus to meet that schedule. This is true for the #77 line especially. When that bus, a bus that only comes twice an hour is running late, it allows for more people from the Old Court Metro Station to gather and increase the time it takes to board the bus.
MindMixer	77	Overcrowding	In my opinion I would say to add a few more QuickBus routes to lessen congestion on routes so buses would be less crowded, the most crowded buses should deserve a QuickBus ally, such as the 77, the 99 bus only runs a limited time and not everyone commutes in the morning, why not add a third option so people won't have the look of anger as the bus passes them, it doesn't have to just be the 77, but the most common over-crowded buses...and for the buses that have QuickBus allies that still get overcrowded should have the QuickBus run a bit later to improve space within the bus to the customers best comfort, and to come out with way more longer buses to further increase comfort.
MindMixer	77	Overcrowding	This line is almost always packed. It serves CCBC Catonsville, UMBC, Liberty Rd, Rolling Rd, Rt40, Security Sq. Blvd, Sec. Sq. Mall, Social Security Admin., Washington Blvd, Walmart, Lansdown, Arbutus, Halethorpe, The Halethorpe MARC train, Patapsco light rail station, and Old Court metro station. Many of these destinations are high traffic areas.
MindMixer	77	Route and Segment Realignment	Also it might be a good idea to just run the #77 from UMBC to Security Square Mall several times a day. This allows connections with several transfer points, so that riders that just need to connect to transfer points in this high rider impact area can get to transfer points quickly. By Valerie F

Source	Route	Category	Comments
MindMixer	77	Route and Segment Realignment	One problem we have with our system, regarding scheduling, is inconsistency. Some bus routes spanning across a city - plus an additional 2-3 small towns - prove to be a problem for schedule making where you can't necessarily meet the needs for riders in two different regions with far different tactical numbers. The consideration of splitting the 'Route 35' and bringing back the 'Route 31' would fair to be an achievement for riders and operators where intervals and rider needs meet equally. But will splitting more routes spanning way too far (i.e.: 10 (possibly); 14 (definitely); 15; 23; 44; 54 and 77) for driving concerns and consistency to match ridership be a good thing?...
MindMixer	77	Route Combination	Balto County should get the same level of service as the city. The 77 does n to come anywhere as often as the 53. To insure parity, these routes should be combined (papapasco taation to Mondawmin via old court Station.
MindMixer	77	Route Combination	Combine 77 & 53 routes. This would provide parity to County residents. In many areas, the 77 is the only bus option. While waiting at the old Court Station for the 77, I can see as many as 3 53 busses before I see a 77.
MindMixer	77	Route Expansion	There is no bus service from Windsor Mill Road and Windsor Blvd to Windsor Mill Rd and Woodlawn Drive. This area is being unserved by transit.
MindMixer	77	Route Split	I would also add the #54 and #77 which are too long as well. (Split)
MindMixer	77	Service Type Revision	I think there are enough buses on the route there just late a lot I think a quick bus for this route would be great
MindMixer	77	Service Type Revision	The # 99 is not an effective QuickBus for the #77, because it does not allow a transfer connection with the #20 bus. It would be better to have the #99 stay on Ingleside Ave rather than turning on Edmondson to the Beltway and have it turn left on Security Blvd at Ingleside and take Security Blvd down to Rolling Road. By having the #77 stay on Ingleside it could then have a stop at Ingleside and Craigmont to allow transfer to the #20 and also the #15 (Wesview). The stretch of the Beltway that it goes on is so crowded there really is not a time savings that justifies taking away transfer point service. By Valerie F
MindMixer	77	Service Type Revision	Many students utilize the #77 to go to UMBC and CCBC Catonsville. The #77 is a very long bus line and experiences overcrowding during the school season. An Express bus during peak hours would speed the ride from Old court and liberty to Security and the college centers. The Express lines would also speed travel for those going from major employment centers such as social security to Patapsco light rail station and Old Court Metro station

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Source	Route	Category	Comments
MindMixer	77	Service Type Revision	I'm not sure how we're going to address the 77 line, but I agree that it also needs work. It is a very long haul from end to end and needs to be re-evaluated including its relationship to the 99. Express lines are useful for weekday peak trips to job centers. There is some ideas floating around already about the potential for a true express-type service that services the Old Court, Security, UMBC/CBC, and BWI airport areas. One of the reasons I loved the 99 when we implemented it was that it did connect points west of the City with BWI Airport without having to go downtown to connect to the Light Rail. Do you think the airport is a good southern anchor for a line like the 99 or a similar express?
MindMixer	77	Short Turn	The 77 and 99 routes should be combined with selected 77 buses going to BWI during weekday rush hour. This would require more 77 buses to accommodate the longer route. The buses could be taken from the 53 route.
MindMixer	91	Increase Frequency/Hours of Service	Many times I see several 52 buses waiting at Milford mill and Church lane. These buses could also serve the milford Mill or Old court stations to provide patrons more flexibility. Since it takes close to 10 years to design and build a new light rail line, the best solution to creating a world class bus system in Baltimore is buying off-the-shelf 82 foot Van Hool Bi-Articulated buses. Bi-Articulated buses are "trains on tires", used throughout Europe, and provide light rail train comfort. Bi-Articulated buses should be placed on very heavily used routes such as the #8, #5, and #91. If MTA wants to boost transit ridership across the entire network, bi-articulated buses will provide light rail comfort and accommodate additional riders. In addition, Bi-Articulated buses will provide plenty of comfort for wheelchair riders, seniors, and disabled people.
MindMixer	91	Increase Frequency/Hours of Service	82 foot Bi-Articulated buses. This would provide Light Rail comfort on the most heavily used bus lines, and lead to an increase in transit ridership. The more spacious and comfortable the bus ride, then more people will leave their cars at home. Riding standing room only on the #91, #5, #8, is a miserable experience, especially for a wheelchair rider, who can barely get on or off the bus. If MTA is committed to assisting elderly, disabled people, or wheelchair riders, 82 foot Bi-Articulated buses must be part of the Bus Network Improvement Plan to solve overcrowding on buses. By Mike T



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Source	Route	Category	Comments
MindMixer	91	Increase Frequency/Hours of Service	during rush hour and when school in session (overcrowding)
MindMixer	91	Overcrowding	overcrowding during rush hour and when school in session
MindMixer	91	Overcrowding	Due to very high ridership during rush hour on routes such as the #5, #91, and #8, there is no room for wheelchair riders. One wheelchair rider forces everyone to stand up and pack into each other. This has resulted in fights between passengers in conventional buses disgruntled with the severe overcrowding caused by wheelchair riders on the #91 and #5. Articulated buses are the only way to accommodate wheelchair passengers. Due to the high number of wheelchair riders in Baltimore, there needs to be a significant increase in articulated buses providing everyone comfort, especially the wheelchair riders.
MindMixer	97	Route and Segment Realignment	Fair in-comparison to Thomas R18's suggestion, the Route #51 will be shorten to Mondawmin station. Route #97 will take-over the Gwynn Falls Pkwy., Hilton Street and Dolfield Avenue; along with an extension to Seton Business Park (see Route #27). Route #97 will also be extended to Hampden and merge (combine) w/ Route #98 to create a "subway-to-light rail" feeder connection at Woodberry Light Rail Stop, in the northwest region of the city without having to go downtown or State Center for transfer. Connection to apartment complex on Violet Avenue would still be effective. Route #27 will shorten to serve Roger Station. Route #97 take-over the Route #27's predeceased routing b/w Roger Station and Plaza Station. *Route #97 - Reisterstown Plaza Station (to/from) Hampden via Woodberry Light Rail

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Source	Route	Category	Comments
MindMixer	97	Route Expansion	<p>The Route 98 serves Hampden and Woodberry Light Rail stop... Route 97 serve Mondawmin Metro Subway via surrounding areas... These two bus lines are less than a mile from each other's terminus.</p> <p>Turn the Route 97 into a one dimensional service "to/from" Reisterstown Plaza (M) station and Hampden via Mondawmin (M) & Woodberry (L) stations... Giving connection between subway and light rail in the Northwest part of Baltimore w/o traveling downtown for transfers.</p>
MindMixer	97	Service Type Revision	<p>I would recommend that the MTA and City Hall consider transferring operation of the "neighborhood" lines, i. e. 29, 50, 97 and 98, to the Charm City Circulator (CCC). This would release MTA resources (buses and operators) for deployment elsewhere to enhance or expand MTA service where needed. This would also enable CCC to enhance its value to city residents as a vital service for all citizens instead of its current perception as both a tourist-only operation as well as that of a service for well-to-do downtown dwellers. By Arthur P</p>
MindMixer	98	Increase Frequency/Hours of Service	<p>Currently the Hampden Shuttle only runs every 40 minutes, and in only one direction, so it isn't a viable option for travel around Hampden. Having the shuttle go in both directions (a clockwise and counter-clockwise loop), as well as increasing frequency, 15-20 minutes, will make it a better service for the community.</p> <p>Additionally, the shuttle needs to connect to some other neighborhoods. As it is, the shuttle does not make it easy to get to/from Hampden. A suggestion would be to extend the shuttle East to connect with JHU and the Baltimore Museum of Art; where it will eventually connect with the extended CCC Purple Route.</p> <p>The biggest improvement could be with branding: Smaller buses (e.g. MiDi 30 foot) that are specifically for this route. New signage with stop ID for NextBus, neighborhood info, what is within walking distance? And most importantly the correct fare information: one way is \$1.00, but the current signs say the normal \$1.60 fare.</p>
MindMixer	98	Route Combination	<p>The Route 98 serves Hampden and Woodberry Light Rail stop... Route 97 serve Mondawmin Metro Subway via surrounding areas... These two bus lines are less than a mile from each other's terminus.</p> <p>Turn the Route 97 into a one dimensional service "to/from" Reisterstown Plaza (M) station and Hampden via Mondawmin (M) & Woodberry (L) stations... Giving connection between subway and light rail in the Northwest part of Baltimore w/o traveling downtown for transfers.</p>

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Source	Route	Category	Comments
MindMixer	98	Service Type Revision	I would recommend that the MTA and City Hall consider transferring operation of the "neighborhood" lines, i. e. 29, 50, 97 and 98, to the Charm City Circulator (CCC). This would release MTA resources (buses and operators) for deployment elsewhere to enhance or expand MTA service where needed. This would also enable CCC to enhance its value to city residents as a vital service for all citizens instead of its current perception as both a tourist-only operation as well as that of a service for well-to-do downtown dwellers. By Arthur P
MindMixer	99	Increase Frequency/Hours of Service	The 99 helps to relieve this route, but both the 77 and the 99 should run more often during the day and weekend.
MindMixer	99	Increase Frequency/Hours of Service	In my opinion I would say to add a few more QuickBus routes to lessen congestion on routes so buses would be less crowded, the most crowded buses should deserve a QuickBus ally, such as the 77, the 99 bus only runs a limited time and not everyone commutes in the morning, why not add a third option so people won't have the look of anger as the bus passes them, it doesn't have to just be the 77, but the most common over-crowded buses...and for the buses that have QuickBus allies that still get overcrowded should have the QuickBus run a bit later to improve space within the bus to the customers best comfort, and to come out with way more longer buses to further increase comfort.
MindMixer	99	Route and Segment Realignment	The # 99 is not an effective QuickBus for the #77, because it does not allow a transfer connection with the #20 bus. It would be better to have the #99 stay on Ingleside Ave rather than turning on Edmondson to the Beltway and have it turn left on Security Blvd at Ingleside and take Security Blvd down to Rolling Road. By having the #77 stay on Ingleside it could then have a stop at Ingleside and Craigmont to allow transfer to the #20 and also the #15 (Westview). The stretch of the Beltway that it goes on is so crowded there really is not a time savings that justifies taking away transfer point service.
MindMixer	99	Route and Segment Realignment	(In reference to the #99 realignment to Ingleside). However the beltway does not save time. That is one of the most congestion stretches of the beltway, especially during rush hour.
MindMixer	99	Route and Segment Realignment	Given the fact the 99 (with the exception of the beltway) runs parallel with the 77 line, a person could just ride the 77 to Westview Mall and pick up the #20 at that point. With your idea, any time saved would be eliminated and you may as well have it be the 77.

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Source	Route	Category	Comments
MindMixer	99	Short Turn	The 77 and 99 routes should be combined with selected 77 busses going to BWI during weekday rush hour. This would require more 77 busses to accommodate the longer route. The busses could be taken from the 53 route.
MindMixer	120	Increase Frequency/Hours of Service	Many times I see several 52 busses waiting at Milford mill and Church lane. These busses could also serve the milford Mill or Old court stations to provide patrons more flexibility.
MindMixer	120	Increase Frequency/Hours of Service	The 120 has heavy volumes of people, and more people would use the 120 if more buses were running between peak times - every 10 minutes from 4:00 PM - 6:00 PM
MindMixer	120	Increase Frequency/Hours of Service	I took the 120 today from Downtown to White Marsh Park & Ride and it was an enjoyable but crowded service. Has the MTA given any thought to expanding it to an all-day service? I would pay the extra 40¢ if that meant that I wouldn't have to wait on the notoriously unreliable 35 from Downtown. Also with Megabus service in the area using White Marsh the MTA should be able to provide visitors with a faster way into the core of the city.
MindMixer	150	Increase Frequency/Hours of Service	It could be an hourly service.
MindMixer	150	Increase Frequency/Hours of Service	I would love to see the 150 run all day and Saturday too. By Adam P
MindMixer	150	Increase Frequency/Hours of Service	The 150 should run all day at least every 30 minutes, ridership has risen on that line, and it would also service the Route 40 Baltimore National Pike corridor. You can place stops apart like on a Quickbus route so the bus can still traverse out Columbia in a decent time frame
MindMixer	150	Increase Frequency/Hours of Service	Route 150 run on weekends. A lot of people try to go out Columbia on the weekends and since it doesn't run people have to go out there way to catch the light rail out BWI and the Silver Route. I think it should run on weekends A lot of people would like to get there in a shorter amount of time and been complaining about the longer rides out there since we use MTA. And have to come back downtown anyway.

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Source	Route	Category	Comments
MindMixer	150	Increase Frequency/Hours of Service	<p>Just a 50 minute bus ride from Downtown, and with over 150,000 residents, a developed transit network of 8 lines hubbing hourly at the mall, and numerous employment centers, the Columbia-Ellicott City area would seem like a logical place to have an hourly bus service timed with the HT/CMRT pulse at the transit center that improves regional connectivity and enables easier transportation to job opportunities and leisure activities.</p> <p>Yet, the #150 runs only 5 trips each way across the entire day in rush hours only. The only way to travel by transit between Baltimore and Columbia is to ride Light Rail and the HT Silver by travelling via BWI, a trip that takes hours! A logical trip between Catonsville/Woodlawn and Columbia that takes 20 minutes by car takes upwards of three hours on the bus because there is no connection between Western Baltimore County and HoCo outside of the few trips provided on the #150 in rush hours.</p> <p>Two buses could cycle hourly between the Mall and City Hall Baltimore to provide a very connective lifeline between Baltimore and Columbia that would benefit the residents of both areas.</p>
MindMixer	150	Increase Frequency/Hours of Service	<p>The 150 bus line should run on the weekends at least three times a day. And here are some good Times it should start in Columbia 8:00 a.m. 1:30 p.m. and 8:30 p.m. going back to Columbia it should start at 9:30 a.m. 12:30 p.m. and the last is 7:00 p.m.</p>
MindMixer	150	Route Expansion	<p>I like the ideas, though Annapolis Transit tried a few years ago to run a C-60 bus express to Cromwell and it got cut. It was, however, a van, so nuff said.</p> <p>I definitely like the Columbia idea and would like to see the 150 run all day.</p> <p>I think at some point there needs to be a connection between Harford Transit and MTA at White Marsh to make it easier to travel between Edgewood-Aberdeen and the Baltimore area.</p>

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Source	Route	Category	Comments
MindMixer	150	Service Type Revision	<p>Since increase ridership and more demand for more trips and later times between Baltimore ever growing city of Columbia is needed, why not have the Route #150 serve full-time, hourly service. This service would fair similar to WMATA's B30 Metrobus. It would still keep its express roots (limited-stops) but now will be an all-day service like a local bus line.</p> <p>Full-time service will terminate at Edmondson Village, where riders can transfer to #qb40 into downtown. Then during the peak-hour shift, extension inbound and outbound to/from City Hall in downtown.</p> <p>Terminus: *Full-time: Columbia to/from Edmondson Village *Peak-hours: Downtown to/from Columbia</p> <p>Fare: *\$2.00 (One-way)</p>
MindMixer	150	Service Type Revision	<p>I like this idea as well (express service). The Columbia-Baltimore connection is not much better served than by the 150 line. Would you recommend keeping the west-bound PM routing, which from Rt. 40, turns L on Ingleside, R on Edmondson Ave., R on Rolling Rd., and L on Rt. 40? Or would you keep it on 40 (no left turn on Ingleside)? By Michael W</p> <p>The Route 150 only operates during peak-hours to/from downtown and Columbia/Elicott City. Washington Metrobus has many services like this (ex.: Route B30 and 5A), a service that runs all-day while keeping its express roots.</p>
MindMixer	150	Service Type Revision	<p>The Route 150 will run 60-minute intervals b/w each bus only going to/from Columbia and Edmondson Village (further trips transfer to qb40). Then during peak-hours, it will run trips to/from downtown like it always have been. Since the Red Line LRT will begin soon this will be a look into the future of this very important service.</p> <p>FARE: \$2.00 single trip (one-way)</p>
MindMixer	160	Decrease Frequency/Hours of Service	<p>Having a limited route such as the #160 service the area. Stevenson University is also in the general area as well.</p>



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Source	Route	Category	Comments
MindMixer	310	Increase Frequency/Hours of Service	As a commuter from the Howard County area, my current only option for arriving to work prior to 8:00am is the 310 Commuter Bus which is overcrowding due to the fact that there are limited options of getting downtown from the Howard County area. The only MARC train service available is the Camden line that arrives at the Camden Station at 7:45am. It would be advantageous for the commuters to have the option of the MARC train throughout the day to accommodate departures prior to the 310 Commuter Bus 4:07pm departure as well allowing for operational delays that result in late buses.
MindMixer	310	Increase Frequency/Hours of Service	There also needs to be an option for peak weekend hours and special events. For example, there is no public transport method to get to/from events at Merriweather post pavilion from downtown Baltimore. If they don't want people to drink and drive, why isn't there an option for not driving?
MindMixer	310	Increase Frequency/Hours of Service	As a commuter from the Howard County area, my current only option for arriving to work prior to 8:00am is the 310 Commuter Bus which is overcrowding due to the fact that there are limited options of getting downtown from the Howard County area. The only MARC train service available is the Camden line that arrives at the Camden Station at 7:45am. It would be advantageous for the commuters to have the option of the MARC train throughout the day to accommodate departures prior to the 310 Commuter Bus 4:07pm departure as well allowing for operational delays that result in late buses.
MindMixer	310	Increase Frequency/Hours of Service	There also needs to be an option for peak weekend hours and special events. For example, there is no public transport method to get to/from events at Merriweather post pavilion from downtown Baltimore. If they don't want people to drink and drive, why isn't there an option for not driving?
MindMixer	420	Increase Frequency/Hours of Service	I'll shoot for a Route 420 weekend service and extended hours to at least 7-7:30pm

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Source	Route	Category	Comments
MindMixer	15x	Route Expansion	I work downtown and live in Perry Hall. I take the 15X to work in the morning and walk 15 min from Lexington Market to my place of employment. I'm supposed to get out of work at 5pm, but rarely does that happen. Because the last 15X bus leaves from Lexington + Howard just after 5:12 pm, I am guaranteed to never make that bus. The last 19X Carney bus leaves at 5:26pm (although it is usually early, like 5:23 pm). If I do not rush to leave work by 5:12, I do not make that bus, either, so I usually take regular 19. Once I get off at Carney, I run/walk 2 miles home. If these bus lines had one or two more express afternoon departures, it would be a huge benefit. Have one at 5:30 and 6 for the 15X, and have one at 6 for the 19X.
MindMixer	15x	Route Expansion	I agree with Laura because the 15 x bus leaving Saratoga & Paca at 5:12 arrives at the Perry Hall Blvd. the same time as the 5:00 p.m. 15 X. There are many more people who are depending on transportation to and from work. If the person works over time, how in the world are they to get home?
MindMixer	19x	Route Expansion	I work downtown and live in Perry Hall. I take the 15X to work in the morning and walk 15 min from Lexington Market to my place of employment. I'm supposed to get out of work at 5pm, but rarely does that happen. Because the last 15X bus leaves from Lexington + Howard just after 5:12 pm, I am guaranteed to never make that bus. The last 19X Carney bus leaves at 5:26pm (although it is usually early, like 5:23 pm). If I do not rush to leave work by 5:12, I do not make that bus, either, so I usually take regular 19. Once I get off at Carney, I run/walk 2 miles home. If these bus lines had one or two more express afternoon departures, it would be a huge benefit. Have one at 5:30 and 6 for the 15X, and have one at 6 for the 19X.
MindMixer	5x	Overcrowding	#5, #5X, 46 westbound. All of these buses are overcrowded during morning rush hour due to many schools throughout the route. It is difficult to get to work on time because buses often bypass stops before they even reach Sindair & Bowleys lane. Please make all 5X buses an extended bus so that they can hold more people. We also need and additional 5 and 46 for the school kids or extend all busses during 7-8 am.

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Source	Route	Category	Comments
MindMixer	5x	Overcrowding	The 5X, 46 and 5 the bottom line MTA needs to add more buses on the 5 route this will cut down on extreme over flow of MTA Riders. Rush Hours should be extended until 6:30 pm. The last 46 should leave from downtown at 6:30 not at 5:27; if a MTA Bus Driver call in (sick) MTA Riders should not have to wait for next scheduled BUS. That is just poor customer services.
MindMixer	5x	Overcrowding	All of these buses are overcrowded during morning rush hour due to many schools throughout the route. It is difficult to get to work on time because buses often bypass stops before they even reach Sinclair & Bowleys lane. Please make all 5X buses an extended bus so that they can hold more people. We also need and additional 5 and 46 for the school kids or extend all buses during 7-8 am.
MindMixer	64x	Service Type Revision	With the small area of downtown, which is walking distance to many places and connections. Why doesn't express bus routes have limited-stops? The #64X really serves no better than its #64 "local" counter-part. Or the #3X just piles more buses on a Charles Street occupied by four MTA buses and two-three non-MTA bus services. The 120, 150 and 160 fair no better when congestion during peak-hours take part.
MindMixer	New Route	New Route	I think the MTA should provide a bus route from Security Square Mall to Route 40 (Wal-Mart and Giant) instead of the current system where it takes two buses and way more time than necessary. By E T
MindMixer	New Route	New Route	Aberdeen Proving Ground
MindMixer	New Route	New Route	210 BALTIMORE/ANNAPOLIS EXPRESS
MindMixer	New Route	New Route	Better Service to Annapolis
MindMixer	New Route	New Route	Service from Baltimore to Main Street area in Annapolis. It would be nice to enjoy the arts in other surrounding areas not just in Baltimore.
MindMixer	New Route	New Route	Shuttle or express bus service to Annapolis, Aberdeen & Columbia
MindMixer	New Route	New Route	Like a bus that goes directly from one end of Belair Road to downtown, or along the entire length of Harford Rd, Route 40 (east to west). Also buses that connects directly to white marsh from either Hazelwood, or Kenwood areas. Those areas back there have no bus activity passed the 5 on Hazelwood, but there are a ton of bus riders back there where there are a ton of apt complexes. Currently you have to take a 5 to a 44 to a 35, or u have to take a 15 to a 55, both of those run terrible and even worse on the weekends. I think taking a look at where buses are not connecting and making routes that connect.
MindMixer	New Route	New Route	More bus service on Boston St., with some taking Haven to Eastern and then to Bayview, helping develop the travel patterns that will be served by the Red Line.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	bus service to Bowie
MindMixer	New Route	New Route	The Brooklyn-Curtis Bay area is dramatically underserved on weekends - specifically Saturday mornings 6-9 AM. This is a neighborhood with a high population that is served by two bus lines, with buses that run 30-40 minutes apart. There have been multiple instances of buses being full before getting through the neighborhood, thus passing stops and denying riders access. After all, not all residents work 9-5 Monday through Friday.
MindMixer	New Route	New Route	near bwi airport
MindMixer	New Route	New Route	Near bwi airport
MindMixer	New Route	New Route	Route #41: BWI Airport/Cromwell Light Rail Station to Annapolis- New service operating from BWI Airport/Cromwell Light Rail Station to Annapolis in place of current Route #14. Service would begin at BWI Airport, enter BWI MARC/Amtrak, head to Cromwell LR Station, then onto Annapolis via Quarterfield Road, AACCC, and ending at Westfield Annapolis Mall. Reason for Recommendation: Currently, the #14 is one of the longest, indirect routes in the MTA system. Being both a feeder line to the Light Rail and a regional line, connecting Baltimore and Anne Arundel County via the heavily patronized Ritchie Highway, service levels are inconsistent with the growing ridership. To help remedy this issue, MTA should consider splitting the line at Cromwell Light Rail Stop and sending the service to Westfield Annapolis Mall. This would offer residents of the line a direct route to BWI Airport and Amtrak as well as improve service reliability.
MindMixer	New Route	New Route	BWI Corridor: This employment rich corridor serves the BWI Airport and many employment centers serving I-295.
MindMixer	New Route	New Route	Introduce commuter bus service between Baltimore access points such as BWI, Inner Harbor &, Penn Station to Union Station in DC. Also commuter bus service from Baltimore to the New Carrollton Metro, and/or Greenbelt metro stations. The Marc commuter trains are overcrowded and there a need for alternative service between these two cities.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	With the new Canton Crossing Developments (Businesses, Shops, Living and more) I think there should be a form of transportation that can get the Dundalk Community over the train tracks/bridge to Canton Crossing Area without having to go all the way to the Patterson Park Area or further in some cases. Maybe a Bus that goes from Dundalk Ave through Marine Terminal over to Canton then by the Inner Harbor/Downtown Area.
MindMixer	New Route	New Route	Catonsville - N. W. Balto. Service- This will be a new West Side Crosstown line with the existing 38 school service as the foundation. Currently anyone wishing to travel from Forest Park, Ashburton, Arlington, Park Hts./Pimlico, etc. has up to two transfers to make to reach the U. S. 40 corridor and Catonsville or endure ridiculously long waits for the 15 Westview service. Given the traffic generators on the Pike for employment, services and shopping there should be more direct service available. Sample routing could be: US 40 & Rolling Rd. to Sinai Hospital via US 40, Ingleside Ave./Forest Park Ave., Windsor Mill Rd., B. Mason Apt., Tucker Ln., Dickey Hill Rd., Forest Park Ave., Garrison Blvd., Wabash Ave. to Rogers Sta., back to Belvedere to Sinai Hospital.
MindMixer	New Route	New Route	An operational challenge will be gaining additional access permission from the owner of the Giant/Wal-Mart Shopping Center which already sees traffic from the 10 and 23. Carroll County: There should be bus service from the Owings Mills Metro Station to Westminster. Folks could use the service to visit Main Street or other attractions in the Carroll County town



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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>Between 2008 and 2010, Route #6 operated between Cedonia Loop and Edmondson Village. Replaced by #30 and Quickbus #46, the potential of the line was never actualized. Now with overcrowding issues due to the #5 operating from West Baltimore and no QB 46 operation during the midday, the Cedonia/Sinclair Lane corridor needs improved service.</p> <p>Service would replace #5 between Cedonia and Downtown Baltimore. Route would continue to Monroe Street Loop via Fayette, Gilmor, Wilkens, and Monroe to Bus loop. Using Baltimore Street heading eastbound.</p> <p>Reason for Recommendation: The re-established #6 line would enhance service along the Sinclair Lane and Preston Street corridor and operate in tandem with added midday Quickbus #46 into Downtown Baltimore. By splitting the #5, the #6 would relieve overcrowding and make better connections with transfer points across East Baltimore.</p>
MindMixer	New Route	New Route	<p>Current: Route #29: Port Covington to Cherry Hill Light Rail Stop- Service operates from Cherry Hill Light Rail Station through the Cherry Hill neighborhood, ending at the Port Covington Shopping Center.</p> <p>Recommendation: Route #29: Patapsco Station Circulator- Service would operate in a clockwise and counter-clockwise routing through Baltimore Highlands, Westport, Cherry Hill, and Port Covington, ending at Patapsco Station. This will absorb current Routes #27 and #51 through all 3 neighborhoods.</p> <p>Reason for Recommendation: With both the #27 and #51 providing insufficient service through the transit dependent Cherry Hill, Westport, and Baltimore Highland communities, MTA should consider making the #29 a "circulator" style service, taking over the routing of both lines and operating in both directions. This will provide faster connections, lessen wait times, and feed into both the Cherry Hill and Patapsco Light Rail Stations.</p>
MindMixer	New Route	New Route	<p>This place of employment is thriving and projected to grow and produce more jobs in the near future. Bus service is close by but there is at least a mile to two mile walk to get into this area from the #64, 16 54 and 14 bus.</p>

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Regular service from Baltimore City or Baltimore County to Columbia, perhaps to Columbia Mall, so riders could make connections to other bus routes within Columbia. The service could perhaps stop at one stop Downtown and then stop at the malls in western Baltimore County like: Westview, Security Mall or Route 40 and Rolling Rd, then on to Columbia Mall.
MindMixer	New Route	New Route	The Columbia Gateway is a huge Corporate Community and having a bus that goes straight from Baltimore to here will really make it a viable option, the current commuter bus the 320 takes almost an hour and a half to get there because of the detour to Jessup, going straight to the Gateway through 195 should take about 45 minutes making this a great option
MindMixer	New Route	New Route	Find out where Columbia mall and town center workers live and offer connecting bus service
MindMixer	New Route	New Route	Find out where Columbia mall and town center workers live and offer connecting bus service
MindMixer	New Route	New Route	Columbia/Ellicott City
MindMixer	New Route	New Route	Columbia and Ellicott City have a great deal of employment opportunities that Baltimore residents are locked out of due to insufficient transit options.
MindMixer	New Route	New Route	Columbia/Ellicott City
MindMixer	New Route	New Route	There is no bus service that connects the shopping areas on Security Blvd. to the shopping areas on Baltimore National Pike via Rolling Road. To get to these areas, passengers have to catch a cab or catch the #10, #23 or #77 to go in town to transfer to #10, #23 or #77 to get to Security Blvd. or Baltimore National Pike/Rolling Road. This could take an hour or longer by bus. You can just extend one of the bus lines that services Security Square Mall or Rt. 40 Baltimore National Pike (shopping center with Walmart and Giant Food) to reach both areas and allow easier access. It would only be an extra five minutes for the #10, #15, #23, #44, or #57.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>As a proponent of regional connectivity, I kind of like this, in that it is only about 25 minutes longer than the B30, but it does raise some questions.</p> <p>What should the primary market be? Tourists, workers, students? As such, what would the focal hours of operation be? Weekends? Evenings? Daytime? Rush hours?</p> <p>If tourists, would there be ample demand to operate year round or only seasonally?</p> <p>And the question of who/how should it be operated as well? Metrobus, MTA, Commuter Bus, some other entity?</p> <p>Definitely worth exploring, but does have some questions. One plus at least coming soon to connect Baltimore and DC better is weekend MARC service! By Adam P</p>
MindMixer	New Route	New Route	<p>We need service along Merritt Blvd in Dundalk between Northern Point and Wise Ave. There are many stores along this road but the closest bus stops are at Wise Ave or Northern Point which are quite a walk away and with almost no sidewalks along Merritt, make these stores and businesses inaccessible to users of public transportation.</p>
MindMixer	New Route	New Route	<p>This new bus route running nearly parallel with the #4 bus, using Dundalk Ave.; Merritt Blvd.; Eastern Ave./Blvd and via Victory Villa.</p> <p>This service will introduce the option for a direct connection between Turner's Station and Essex while solely serving Merritt Blvd., for which the #4 crosses to connect communities lying farther from central Dundalk and Merrit Boulevard corridor. Trip times will shorten for those wanting direct links and connect to residents and shopping centers along Merritt Blvd. not served by public transit.</p> <p>In Essex, the #4 will be rerouted to serve Stemmers Run Road, while the this new route will provide continued service through Victory Villa and Middle River via the #4's previous routing. The new route will layover at CCBC-Essex, while mentioned by Thomas R18, the #4 can be extended to White Marsh; see Thomas R18's suggestion of "#4 extend to White Marsh".</p> <p>*Route #2 (new route) - Turner's Station (to/from) CCBC-Essex</p>

Source	Route	Category	Comments
MindMixer	New Route	New Route	Currently anyone wishing to travel from Forest Park, Ashburton, Arlington, Park Hts./Pimlico, etc. has up to two transfers to make to reach the U. S. 40 corridor and Catonsville or endure ridiculously long waits for the 15 Westview service. Given the traffic generators on the Pike for employment, services and shopping there should be more direct service available. Sample routing could be: US 40 & Rolling Rd. to Sinai Hospital via US 40, Ingleside Ave./Forest Park Ave., Windsor Mill Rd., B. Mason Apt., Tucker Ln., Dickey Hill Rd., Forest Park Ave., Garrison Blvd., Wabash Ave. to Rogers Sta., back to Belvedere to Sinai Hospital. An operational challenge will be gaining additional access permission from the owner of the Giant/Wal-Mart Shopping Center which already sees traffic from the 10 and 23. Extending the 57 could be an option but it misses higher density Garrison/Forest Park/ Ingleside corridor. By Arthur P
MindMixer	New Route	New Route	The #57 could be an option there, it seems. This would also add connectivity between the Rt.40/Rolling Road and Catonsville area with the Metro -- something that doesn't exist today. By Michael W
MindMixer	New Route	New Route	I think that MTA need to create a QuickBus for the 19 bus line especially going out goucher & Taylor or Carney that my idea or expend line
MindMixer	New Route	New Route	We need a direct bus from the Greenbelt metro station to downtown Baltimore. It is currently not feasible to make this commute in a reasonable amount of time with existing bus/rail routes.
MindMixer	New Route	New Route	It would boost tourism and finally unify the Baltimore/Washington region, if there was an MTA express bus that ran 7 days a week from the Greenbelt Metrorail Station to the Inner Harbor. WMATA's B30 does a great job connecting BWI Airport to DC, however, there should be a dedicated MTA express route running non-stop from Greenbelt to the Inner Harbor. DC residents would visit Baltimore's Inner Harbor if there was a one-seat ride from Greenbelt Metro Station to the Inner Harbor. Remember, DC residents don't drive or own cars, but have lots of expendable income. Let's bring them to Baltimore's Inner Harbor! By Mike T
MindMixer	New Route	New Route	This may not be as necessary now that MARC is going to start weekend service in December. We do need a late night /early morning option to get from DC to Baltimore as the B30 cuts off around 10:30 same as the last MARC. By Judy M

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Source	Route	Category	Comments
MindMixer	New Route	New Route	It would boost tourism and finally unify the Baltimore/Washington region, if there was an MTA express bus that ran 7 days a week from the Greenbelt Metrorail Station to the Inner Harbor. WMATA's B30 does a great job connecting BWI Airport to DC, however, there should be a dedicated MTA express route running non-stop from Greenbelt to the Inner Harbor. By Mike T
MindMixer	New Route	New Route	I'm not sure how much extra time it would be commuting-wise but with MARC and Amtrak as well as WMATA's B30 established as viable sources for traveling between the DC Metro area and Baltimore, it may not make sense to have MTA also service the area. As is, the majority of riders traveling to/from Greenbelt are people flying in/out of BWI. Not to say there aren't passengers wishing to travel direct to Baltimore City but with those options, MTA may end up "competing" with itself. By Thomas R
MindMixer	New Route	New Route	Route #10- Greyhound Bus Terminal/Hamburg Street Light Rail to Turners Station Service would operate via current route from Bullneck Road/Turners Station to MLK & Lombard, then MLK, Russell, Haines to terminal. Selected trips will operate to Hamburg Street Light Rail Stop. Reason for recommendation: As the #10 has proven to be too long and difficult to operate with satisfactory on-time performance, MTA should split the route in Downtown Baltimore and consider re-establishing the #2 line, which operated from Route 40& Rolling in Catonsville to City Hall. The proposed #10 would instead operate from Bullneck Road in Turners Station to the Greyhound Bus Terminal in Downtown Baltimore. This would provide easier access to Greyhound buses, connect with hotels on Lombard & Pratt Street, and provide near 24-hour service to the new Casino in that area.
MindMixer	New Route	New Route	Hampden is under served by transit. 36th street is a popular destination for shopping, dining, and night life. Falls rd is a growing corridor with many of the mills being redeveloped.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Public transit has not kept pace with Hampden's growth as a destination for shopping, services, and night life. And for those who need to get to and from Hampden for work, the 27 bus is notorious for defying its schedule and just plain not showing up. 1) At least double the number of 27 buses throughout the day, and *keep to the schedule*. The posted 27 schedule already leaves too-long a gap between buses; it's not uncommon for hours to pass without a single bus in one of Bmore's most active neighborhoods. 2) Reconfigure the Hampden Shuttle to link neighborhoods rather than looping within one. Few people aside from the elderly need to ride from the north end of Hampden to the south (or vice-versa); many people could use a reliable connection between Hampden & Station North, Hampden & Penn Station, and Hampden & Charles Village. Learn from the popularity of the Circulator: sure, it's free--but, crucially, it also links neighborhoods in ways that make daily commutes more efficient.
MindMixer	New Route	New Route	Hampden is a model walkable urban neighborhood in close proximity to major destinations, other walkable neighborhoods and Downtown. These characteristics make it an ideal candidate for transit, but today it's poorly connected with the rest of the city. Light Rail is not located within easy walking distance of the center of the neighborhood and the 27 bus has long headways and poor on-time performance.
MindMixer	New Route	New Route	Hampden should be better served by transit that links it with the 6+ mile chain of walkable neighborhoods that stretch across the city all the way to Canton.
MindMixer	New Route	New Route	Please offer more frequent service between Hampden and Mount Vernon / downtown
MindMixer	New Route	New Route	Hampden is under served by transit. 36th street is a popular destination for shopping, dining, and night life. Falls rd is a growing corridor with many of the mills being redeveloped.
MindMixer	New Route	New Route	Harbor East is like the new city center, should be more availability there

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>Add QuickBus service to the Harford/Hillen Road Corridor: QB49 To dramatically improve mobility in Northeast Baltimore, I would suggest creating a new QuickBus route running from Downtown Baltimore to Goucher & Taylor Aves.</p> <p>The route would start at the current 3/19 Layover at Goucher Blvd, loop south onto Loch Raven Blvd, Deanwood Rd, Hillsway Ave, into McClean Blvd, into Woodbourne Ave, Perring Pkwy, into Hillen Rd, into Harford Rd. The QB49 will continue into Downtown following the current 19 Route until Lombard & Howard, where it will continue on Lombard St, making a left on Greene St, into Russell St, ultimately terminating at the Greyhound Bus Terminal. Northbound service would return via Russell St, Pratt St to Gay St. into Ensor St into Harford Rd.</p> <p>Not only does this proposal take pressure off of the extremely overcrowded 3 & 19 Lines, it creates a vastly improved connection between Morgan State University, East Towson, Downtown Baltimore, the Inner Harbor and the Greyhound terminal along a corridor of shorter travel time.</p>
MindMixer	New Route	New Route	<p>I live in Hoes Heights now (and thank you lana for knowing the correct name of the neighborhood). I use the 98 (shuttle), and the 33 (actually to get over the Metro rather than to Light Rail b/c LR is a 10 minute walk) to get to transit and the 27 or 61 to get downtown. This area could be served by massively enhanced shuttle service to make LR accessible, with many people who would use it. Not even 98 style "shuttlebugs" but something more the vans that Loyola and Hopkins drive around, working their way through the neighborhoods in the AM/PM at high frequency and dropping people at Woodberry. The Cold Spring Motor Speedway needs to be calmed down for people to have better access to that station. Also, it is akin to waiting under a highway overpass, so some people are spooked away. Improvements are being made in the area, and I think it could eventually be a cool little station, connected to the Jones Falls Trail, Cold Spring Park, Loyola Athletic Fields etc. By Benjamin G</p>
MindMixer	New Route	New Route	<p>Both of these ideas are great. I live in N. Balto. The absolute ideal for us would be small, branded vehicles that are constantly present in the neighborhoods similar to the way that the school shuttles operate. If you live in Hoes Heights/Medfield/Keswick/Woodberry/TV Hill/Remington/Hampden you should be minutes from a shuttle that will take you to the Woodberry LR. We are so close and yet so far from the LR. By Benjamin G</p>

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Hopkins is expanding at Homewood and at Keswick. Keswick Nursing home is expanding. Tons of new housing and businesses are going in the Rotunda, and mill renovations are increasing employer and resident density. We need better connections E/W to light-rail and the Hopkins homewood campus/Charles St corridor, and especially N/S to Penn Station and western Poly High or (maybe) Mt Washington.
MindMixer	New Route	New Route	I've noticed that not all hospitals are served by MTA. One example is Northwest Hospital. When I went to visit a friend there from downtown, I had to take the 77 and then walk from the corner of Old Court and Liberty to get to the hospital. The 99 is the same way. Both the 77 and 99 should stop at the hospital.
MindMixer	New Route	New Route	Also, why does only the 3 serve Sheppard Pratt and the 11 serve only GBMC when they are next door to each other? If both lines served both hospitals, then that would increase the access tremendously. When I went to visit a friend at Sheppard Pratt from downtown, I waited for the 3 (which only comes once an hour and never showed) but then took the 11 instead and walked from GBMC. If the 11 served SP, then a person would have three chances instead of 1 to get to SP, and 3 chances instead of 2 to get to GBMC within an hour.
MindMixer	New Route	New Route	I live in Howard county but work in downtown Baltimore and the only bus currently available to me is the Commuter bus which is overcrowded. Would MTA ever consider an early commuter Express Bus to take care of the overflow of commuters to/from downtown Baltimore?
MindMixer	New Route	New Route	There should be bus service to Ellicott City. Many Baltimoreans who depend on transit are unable to get to the historic town
MindMixer	New Route	New Route	Downtown shopping and historical areas
MindMixer	New Route	New Route	Along upper York Road between Padonia & Shawan (Hunt Valley), there are many shopping centers (including Wal-Mart) that are not served by MTA (the #9 is nearby but involves 1/4 to 1/2 mile walk to the closest stop)
MindMixer	New Route	New Route	It may be an idea to establish a bus line between Lutherville Light Rail Station and Hunt Valley Station via York Road and Shawan Road. This will run in tandem with the #9 from Lutherville but will not serve Timonium Park & Ride.
MindMixer	New Route	New Route	This will provide a one seat ride between the shops and light rail as well as give riders of the #9 (who don't live or work near Lutherville or Timonium) a quicker option to Hunt Valley.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>Maybe take a cue from Rabbit Transit in York, Pennsylvania and operate an I-83 Express service that operates from the tip of I-83 North into Downtown Baltimore. The majority of exits have a location where a bus can pick up passengers via a Park & Ride style setup.</p> <p>That can include using certain Light Rail stops i.e. Mt. Washington & Falls Road to provide a direct connection for workers whose jobs are not served by the bus.</p> <p>Short of starting an HOV lane, the Express service would operate along the right most lane and shoulder into the city for easier access to its stops.</p> <p>Just spitballing here.</p>
MindMixer	New Route	New Route	<p>Due to very heavy traffic on I-83, there should be zero bus service on I-83. An expansion of light rail service, such as express light rail trains running non-stop between Lutherville and Mt. Royal would be significantly faster than driving or taking a bus. By Mike T</p>
MindMixer	New Route	New Route	<p>This bus line is very much needed for commuters from DC, but would also work well for tourists going to the Inner Harbor. Currently, to get between DC and lower downtown Baltimore, you have either MARC or the B30. Ideally, a direct bus between Greenbelt and downtown Baltimore would operate later in the morning than MARC. During the week, the last MARC (Camden line to lower downtown) leaves Union Station at 8 am (arriving just after 9am). Unlike the B30, a direct bus would not require transferring to light-rail to get downtown and would cut out a significant chunk of time for those traveling between DC and Baltimore.</p> <p>I would suggest running buses between Greenbelt and Stadiums/Lombard/Pratt/Charles/Light St area between 9 am and 4pm. This would not compete with MARC. By Ana G</p>
MindMixer	New Route	New Route	<p>Lake Montebello and Herring Run Park: Two beautiful outdoor spaces perfect for families and those interested in getting some healthy outdoor activity in</p>

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Source	Route	Category	Comments
MindMixer	New Route	New Route	With several business at Loveton Business Park and more moving in, this would be a great time for MTA to re-establish service in the area abandoned when the #8 was split from the #9 back in 2005. To add onto an idea I proposed earlier regarding the York Road Corridor, Route #39 (tentative) would operate from Lutherville Light Rail Station to Loveton Business Park via Hunt Valley Mall and York Road. Not only would this service bring prospective employees closer to jobs but current employees who rely on public transportation or who want to use park and ride services would have an accessible way to navigate through the Cockeysville and Sparks communities.
MindMixer	New Route	New Route	Loveton Business Park and the York Road Corridor
MindMixer	New Route	New Route	Service large medical providers: The list of largest employers (over 10,000) includes Giant Food, JHMI, Medstar Health, JHU and Verizon. The large hospitals and medical centers should serve as mini-hubs/transfer stations with service from multiple directions. As could JHU's Homewood campus.
MindMixer	New Route	New Route	The new development at Mill No 1 will be finishing up soon. Currently, there is NO transit serving this area. This is a great opportunity to add transit to this area, considering that many people will live and work there. An infill light rail station would be the best, since the tracks literally run RIGHT NEXT to the office building. At a minimum, a high frequency bus along falls road would be needed.
MindMixer	New Route	New Route	Mill No. 1 is filling up with tenets, has at least one commercial tenet and plans for more on the way. There is another mill complex across the street with commercial tenets. Steiff Silver (accessible by 98 currently) is above, a short walk away. Several industrial employers are in the vicinity and could be served by bus service along this section of Falls Rd. (including a DOT location, the Baltimore Street Car Museum). What might work would almost be an alternate routing of the 27 which would diverge at the Avenue and meet up again with the traditional 27 route close to North Avenue.
MindMixer	New Route	New Route	Many new tenants are moving into the old mills and former businesses, and every bit of space is being filled in with more people and their cars. Help! Mill No.1, Union Mill, the old Florence Crittendon, the Birrotecca area, and more. New people with money will be even less willing to try transit unless it's actually easy and useful to them. How about a free Hampden-Woodberry Circulator that stops at these businesses, 36th St and Light Rail? It would need to run frequently at night too.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Bus Service to National Business Parkway
MindMixer	New Route	New Route	A large number of businesses are located here or near here. A few Marc stations are nearby but there is no good way to get from a Marc station to this area. It's not that far from BWI either so transit from the Light Rail to here would also be fantastic.
MindMixer	New Route	New Route	National Business Park: The business parks in Baltimore County are seriously underserved. Owings Mills, Security/Woodlawn and so on. People work more than 9-5 these days. By Candace P
MindMixer	New Route	New Route	A bus to New Carrollton from the City would work as well. Greenbelt and New Carrollton are two different transit lines in DC. These buses should work between scheduled MARC times. If they work on the same schedules (as many modes of transportation do here), it would defeat the purpose of having two types. All modes need to supplement each other. By JE M
MindMixer	New Route	New Route	North Plaza/ Sattyr Hill shopping centers: This area host a large concentration of retail and restaurants on Joppa and Perring. Ross, Safeway, Tuesday Morning, K-mart, Bill Batemans, Burlington, Micro center, Jo-Ann fabrics, home depot, office depot, shoppers, burger king, checkers, chick-fil-a, Bill Bateman's, Popeye's, Bank of America, PNC and many other retail and restaurants. There's even an MVA express.
MindMixer	New Route	New Route	Many of the jobs available here are low wage jobs. The employees here need an option for getting to work.
MindMixer	New Route	New Route	Unlike on the West Side with lines 16 and 51, there is no comparable "one seat" north-south crosstown service on the East Side. Current service requires at least one, sometimes two, transfers including the CBD detour.
MindMixer	New Route	New Route	One possibility is to modify the current line 104 into a QuickBus style of service between Towson and Southeast that would connect parts of existing lines (3, 13, 22, and 104) to provide enhanced connectivity, directness, speed and reduction in transfers. This would cut journey time and relieve crowding on the 3, 36, 22, and 13 by picking up through riders and enabling those routes to provide better local service. The new line would run from Towson to Johns Hopkins Hospital and to Falls Point and Canton all day 7 days/week via Goucher Blvd. to Taylor, Loch Raven, Alameda, Harford, E. North, Wolfe/Washington, Fleet/Aliceanna, and Boston to Canton Crossing.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Several large employers in Owings Mills struggle with lack of frequent bus service between the Owings Mills Metro Station and bus stops close to employer locations. These employers must provide independent shuttle service for employees to ensure timely arrival to and departure from the workplace. More frequent bus service to large employer's locations is necessary and must be considered in order to have a bus and metro transit system worth using.
MindMixer	New Route	New Route	Currently the bus service to the Owings Mills Business Park is lacking. Organizations such as ADP, ITT, Toyota Financial, CareFirst Client Support Service Center, Paychex, Strayer University and Strayer University are located on or directly off Red Run Blvd; however, the 59 bus run is extremely limited. Most of the listed organizations have been forced to secure shuttle buses that they or their employees/students pay for. Without the shuttle these organizations would have a limited pool of students and employees. Workers and students would not be able to go there because their schedule is different than the limited service MTA provides. This is insanity. MTA should service this area better. The bus drivers are rude, consistently late/no shows, and sometimes stop at Royal Farm leaving ADP employees, who have a 10 minute walk to the stop since service to ADP was cut, stranded. Also, the cabs love your service; business is booming for them at the subway station and Red Run.
MindMixer	New Route	New Route	Currently the bus service to the Owings Mills Business Park is lacking. Organizations such as ADP, ITT, Toyota Financial, CareFirst Client Support Service Center, Paychex, Strayer University and Strayer University are located on or directly off Red Run Blvd; however, the 59 bus run is extremely limited. Most of the listed organizations have been forced to secure shuttle buses that they or their employees/students pay for. Without the shuttle these organizations would have a limited pool of students and employees. Workers and students would not be able to go there because their schedule is different than the limited service MTA provides. This is insanity. MTA should service this area better. The bus drivers are rude, consistently late/no shows, and sometimes stop at Royal Farm leaving ADP employees, who have a 10 minute walk to the stop since service to ADP was cut, stranded. Also, the cabs love your service; business is booming for them at the subway station and Red Run.
MindMixer	New Route	New Route	Owings Mills Business Center & Stevenson U on Crondall Ln

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Owings Mills Shuttlebug: one bus clockwise and one bus counter clockwise thru the Lakeside community over to Deer Park and back
MindMixer	New Route	New Route	owings mills region, maybe towards westminster in carroll county could be an idea, but definitely more towards owings mills
MindMixer	New Route	New Route	My neighborhood, Pigtown, is served by only one bus route that travels east-west (the 36). However, to travel to the northwest parts of the city, we have to go all the way downtown, transfer, and go all the way back again -- some trips require two transfers, and it can take well over an hour to get to some neighborhoods. I can get to Philadelphia on a train faster than I can go three neighborhoods away from my own via the bus -- this is ridiculous.
			Randallstown Service: 84 MARRIOTTVILLE - OWINGS MILLS STATION via liberty Rd, Old Court Road, Reisterstown Road
MindMixer	New Route	New Route	52 all trips extended to Millford Mill Station Randallstown (express) Am/Pm rush ONLY
			53 SAME
			54 Carriage Hill/Penn North Station after Midnight, Mondawmin Station to Carriage Hill
MindMixer	New Route	New Route	Bus connecting Randallstown & Owings Mills
MindMixer	New Route	New Route	Bus connecting Randallstown & Owings Mills
MindMixer	New Route	New Route	New service to replace the #58. Am and Pm peak will run every 30 mins and off peak will run hourly. Service would run between Rogers Avenue Station via Northern Pkwy and Belair Road ending at White Marsh Park & Ride with selected Am and Pm peak trips to Perry Hall Blvd. Perry Hall Blvd trips will operate Monday thru Friday only.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>(New) #2- Route 40 & Rolling Road-Downtown/Inner Harbor- New service to replace #10 and operate between Route 40 & Rolling Road/Paradise Loop to Downtown Baltimore via Yale Heights.</p> <p>Reason for recommendation:</p> <p>As the #10 has proven too long and difficult to operate with satisfactory on-time performance, MTA should consider re-establishing the former #2, which previously operated from Route 40 & Rolling Road/Paradise Loop to Downtown with an extension to the Inner Harbor via Light and Conway.</p> <p>Modifying the headway to run with Quickbus #46, the #2 will be effective in transporting passengers across West Baltimore with better reliability than the #10 currently does.</p>
MindMixer	New Route	New Route	<p>Provide a Neighborhood Mall Shuttle Service: Starting at Mondawmin Metro Station, that goes to Mondawmin Mall, Westview Mall, Security Mall, Route 40 and Rolling Rd, possibly Reisterstown Plaza, with stops at Walbrook Junction along Clifton Ave (regular #15 route), with stops at Fairmount Park, Windsor Hills and Dickeyville . This would allow patrons in these areas to travel to nearby Malls using one bus, instead of 2 sometimes 3 buses.</p>
MindMixer	New Route	New Route	<p>I think the MTA should provide a bus route from Security Square Mall to Route 40 (Wal-Mart and Giant) instead of the current system where it takes two buses and way more time than necessary. BY E T</p>
MindMixer	New Route	New Route	<p>Shuttle could run every 15 minutes between Seton Business Park eastbound to Rogers Avenue and westbound to Reisterstown Plaza Metro Stations. The westbound #27 travels such a long distance before it arrives at Rogers Avenue or even through to Seton Business Park. I use eastbound and westbound #27 buses on a daily basis, have been since 2003. We'll soon have added population (staff & clients) with the new Social Security Building across from the bus yard set to open. Let me know what you think. Thanks speoples@hasa.org</p>
MindMixer	New Route	New Route	<p>A shuttle service to extend the Light Rail from BWI down to Severn and the Arundel Mills area, possibly even to Odenton.</p>
MindMixer	New Route	New Route	<p>There should be a neighborhood shuttle or something to supplement the 1 line from Mondawmin to Sinai. This shuttle should run especially during hours when there are gaps in the 1 schedule and on the weekends. This new line/shuttle should also run more often during the day to Ruscombe Gardens. Elderly people should have more than two opportunities during the day to catch the bus.</p>

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>Route #7: Sinai Hospital-Port Covington- Service would replace the #1 from Sinai Hospital to Mondawmin then operate along its regular route to Greene & Pratt Street. The Line then would continue south and serve the Greyhound terminal via Haines Street. The line would only stop at Cherry Hill Light Rail Stop then head to Port Covington via Waterview Avenue.</p> <p>Reason for Recommendation: Route #7 has historically been an underperforming line once entering the Canton neighborhood. By removing this portion of the line and extending it to Port Covington via current #27 service, it provides a quicker one-seat ride through the Penn-Lucy neighborhood, Downtown, and the new casino currently being built off Russell Street. This will also improve connections to South Baltimore and on-time performance in the Cherry Hill area.</p> <p>Potential Customers often do not know where buses are going. Buses going to Downtown Towson should be branded to say Downtown Towson. Buses to the Innerharbor should say so and so forth. Buses going to Bullneck, where is that? Add a bus route on Joppa Road beginning at Belair Road and travel west going at least as far as Towson.</p> <p>Towson is a significant employment center in the region, with future projects planned to bring increased development and jobs.</p> <p>Bus Line to Towson Place: I have attempted to get to this location numerous times only to find the nearest bus stop that travels toward Charles street almost a mile away. This is a long way to walk carrying bags from Target and Walmart and other shopping establishments here. This ranks as one of my top inaccessible places via the MTA</p>
MindMixer	New Route	New Route	
MindMixer	New Route	New Route	
MindMixer	New Route	New Route	
MindMixer	New Route	New Route	

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Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>I believe there should be a bus line along East Joppa Rd from Towson Town Center to White Marsh Mall. This line could service those malls as well as Towson Place, North Point/Satyr Hill, Carney, Oak Crest Village, and Belair Rd businesses. It can loop around the mall, take East Joppa to Belair Rd, follow that south and then take MD-43 to White Marsh Mall.</p> <p>It would also serve the various residents (myself included) in the area. It would be great to be able to go to all of these places without a car or walking. Not only would it be good to get to those businesses, but good transfer points as well.</p> <p>I work downtown and take the 15X in the morning but can't take it in the afternoon because it leaves Lexington Market at 5, and I never get out of work at 5, so I must take the 19X to Carney and walk/run the 2 miles home.</p>

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Source	Route	Category	Comments
			University of Baltimore and Towson University have a joint MBA program. CCBC as multiple campuses that share programs, instructors and students.
			Add a line that connects: CCBC Catonsville to --CCBC Randallstown to --CCBC Owings Mills to --CCBC Hunt Valley to --Goucher College to Towson University
			Add a line that connects: CCBC Dundalk to --CCBC Essex to --Morgan State to University of Baltimore
MindMixer	New Route	New Route	Add a line that connects: University of Baltimore to --Towson University to --Goucher College to Morgan State
			Add a line that connects: CCBC Catonsville to --Howard Community College to --CCBC Owings Mills to --Falls Rd. Light Rail stop to --Towson University to --CCBC Essex to --John Hopkins Metro stop to University of Baltimore
MindMixer	New Route	New Route	Have the #14 line or new? line serve the shopping centers on veterans hwy. and the county service area (police headquarters, fire, animal control) etc.



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Source	Route	Category	Comments
MindMixer	New Route	New Route	how bout bringing back the 15 to white marsh mall By Milik B
MindMixer	New Route	New Route	how bout bringing back the 47 to white marsh mall By Milik B As the previous poster mentioned below, White Marsh is a large employment center with plenty of businesses whose many workers use public transportation. With the 35 & 58 providing limited service, an idea would be for MTA to establish an all-day express service traveling from White to Downtown and back to White Marsh via Rosedale and Franklin Square Hospital. This service would operate from City Hall in Downtown Baltimore and operate via Fayette and Howard to I-95, exiting at Golden Ring Plaza. From Golden Ring, it would travel to Franklin Square Hospital and CCBC Essex, then along Franklin Square Blvd to Campbell Blvd, and over to Town Centre Drive, ending at White Marsh Mall. This would be slightly different from the current #120 but would carry a premium fare to partially fund the line.
MindMixer	New Route	New Route	As the previous poster mentioned below, White Marsh is a large employment center with plenty of businesses whose many workers use public transportation. With the 35 & 58 providing limited service, an idea would be for MTA to establish an all-day express service traveling from White to Downtown and back to White Marsh via Rosedale and Franklin Square Hospital. This service would operate from City Hall in Downtown Baltimore and operate via Fayette and Howard to I-95, exiting at Golden Ring Plaza. From Golden Ring, it would travel to Franklin Square Hospital and CCBC Essex, then along Franklin Square Blvd to Campbell Blvd, and over to Town Centre Drive, ending at White Marsh Mall. This would be slightly different from the current #120 but would carry a premium fare to partially fund the line.
MindMixer	New Route	New Route	As the previous poster mentioned below, White Marsh is a large employment center with plenty of businesses whose many workers use public transportation. With the 35 & 58 providing limited service, an idea would be for MTA to establish an all-day express service traveling from White to Downtown and back to White Marsh via Rosedale and Franklin Square Hospital. This service would operate from City Hall in Downtown Baltimore and operate via Fayette and Howard to I-95, exiting at Golden Ring Plaza. From Golden Ring, it would travel to Franklin Square Hospital and CCBC Essex, then along Franklin Square Blvd to Campbell Blvd, and over to Town Centre Drive, ending at White Marsh Mall. This would be slightly different from the current #120 but would carry a premium fare to partially fund the line.

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Source	Route	Category	Comments
MindMixer	New Route	New Route	Like a bus that goes directly from one end of Belair Road to downtown, or along the entire length of Harford Rd, Route 40 (east to west). Also buses that connects directly to white marsh from either Hazelwood, or Kenwood areas. Those areas back there have no bus activity passed the 5 on Hazelwood, but there are a ton of bus riders back there where there are a ton of apt complexes. Currently you have to take a 5 to a 44 to a 35, or u have to take a 15 to a 55, both of those run terrible and even worse on the weekends. I think taking a look at where buses are not connecting and making routes that connect.
MindMixer	New Route	New Route	Service from White Marsh Mall on Honeygo Blvd to serve Honeygo Region Park, the Town Center and the new Perry Hall Library. The state and local governments have invested millions in infrastructure to build Honeygo Blvd, the Honeygo Growth Area and the facilities located there (3 parks funded by Program Open Space, the new state of the art library, etc.). The area has relatively dense residential uses also. It is unacceptable that this area is not served by transit.
MindMixer	New Route	New Route	Either use smaller buses or a shuttle bus to service York Road where the #9 doesn't go. Some of that area, doesn't have sidewalks so you are walking at your own risk. There are people who work along that stretch of road and it would be helpful and safer for them.
MindMixer	New Route	New Route	York Road: Along upper York Road between Padonia & Shawan (Hunt Valley), there are many shopping centers (including Wal-Mart) that are not served by MTA (the #9 is nearby but involves 1/4 to 1/2 mile walk to the closest stop)
MindMixer	New Route	New Route	It may be an idea to establish a bus line between Lutherville Light Rail Station and Hunt Valley Station via York Road and Shawan Road. This will run in tandem with the #9 from Lutherville but will not serve Timonium Park & Ride.
			This will provide a one seat ride between the shops and light rail as well as give riders of the #9 (who don't live or work near Lutherville or Timonium) a quicker option to Hunt Valley.



Source	Route	Category	Comments
MindMixer	New Route	New Route	<p>Route #36: York & Northern Parkway to Riverview- Service operates from York and Northern Parkway to Monroe Loop/Riverview via The Alameda, Kirk Avenue, Guilford, Fayette/Baltimore, and Washington Blvd to Riverview.</p> <p>Recommendation: Route #36: York and Northern Parkway to University of Maryland Transit Center- Service would split with western end taken over by new route #32 (See #32). Route #36 service would return to its pre-2005 terminal of the University of Maryland Transit Center.</p> <p>Reason for Recommendation: The #36 has become a cumbersome route, unreliable and too long. By returning it back to the University of Maryland Transit Center, the line would offer more dependable service. Also, with the overlap of the #32 line, a more prompt connection to the Washington Blvd/Pigtown region would exist without too much of a burden for those riding from the north end to make a connection.</p>
MindMixer	New Route	New Route	<p>Some ideas: Baltimore to Glen Burnie Baltimore to Catonsville Baltimore to Pikesville Baltimore to Reisterstown/Randallstown</p> <p>Daily express service Baltimore to Arundel Mills via 295 (as Line 295?) plus peak period service to Baltimore Commons and Parkway Center. Provides more direct and faster service to a major regional shopping, employment (mall and casino) and recreational destination that, in my opinion is woefully underserved now. This would also relieve pressure on the 17.</p>
MindMixer	New Route	Service Type Revision	<p>The line could provide significant reverse commute services timed to shift changes for mall and casino employees with shoppers and casino patrons on the backhauls. A potential innovation would be to increase service to the mall at particular times of the year, such as the Thanksgiving/Christmas/New Year's period as well as on weekends for shoppers. Many will say this won't work but until you make a serious try to make it successful you'll never know.</p> <p>With WMATA's upcoming extension of its line B30 to the Mall, DC area residents will have more frequent, direct and quicker service than those of us who live practically next door.</p>

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Source	Route	Category	Comments
MindMixer	New Route	Service Type Revision	I submitted an idea about new service #170 EXPRESS between Baltimore and Arundel Mills By Mykey N
MindMixer	New Route	Service Type Revision	Daily hourly express service, 5a to 11p from Downtown Baltimore to Arundel Mills Mall and Casino This new transit hub located on the north-end of the mall will benefit riders for safety reasons as the need to avoid crossing a high-frequency Eastern Avenue at 54th Street and also serve as a quicker, better transfer-point for bus-to-bus connection going either direction and shorter walking distance to the mall entrance. Served by Routes #: 2 (Proposed), 4, 23, 24, 33, qb40 and 160. This new hub will factor in the change and realigning of bus routes. *Route #2 (Proposed): New route operating to supplement the #4 through Dundalk and Essex regions. *Route #23: Shorten to Eastpoint Mall (see Route #24). More trips increased inbound to downtown. *Route #24: Overhauled (see Route #33), will serve the Fox Ridge service (predecessor by Route #23); serve Marilyn Avenue to avoid a double-back along Back River Neck Rd. in both directions; service to Whispering Woods remain. *Route #33: Extension to Eastpoint Mall; take-over routing through Armistead Gardens (predecessor by Route #24).
MindMixer	New Route	Transit Center	Ideally, Baltimore City needs a downtown transit center, similar to the Silver Spring Transit Center. The Baltimore Transit Center should be built on the site of the First Mariner Arena, and every MTA bus should stop at the Baltimore Transit Center (allowing connection to light rail, metro subway, Greyhound, Megabus, Bolt Bus, etc.). A Baltimore Transit Center would make the MTA bus network very easy for first time riders, and unify the network. Until that happens, the best short term solution would be dedicated bus lanes. By Mike T

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Source	Route	Category	Comments
MindMixer	New Route	Transit Center	Long term goals should be to tie everything together at a centralized transit center: Local, Express & Commuter Bus, Metro and Light Rail. A very convenient location exists on the site of the Baltimore Arena. If a new arena is constructed elsewhere, and this land becomes available, the City of Baltimore and MTA should give this some consideration. Please see the link below for more details. It's a proposal I sent to The Baltimore Sun which ran in February 2012.....
MindMixer	New Route	Transit Center	Should a centralized Transit Center come to fruition (see Downtown Baltimore Transit Center post), a new type of service could emerge offering nonstop Express service between Downtown and popular destinations- offering at the minimum hourly service. Potential routes could include: Baltimore-Columbia Baltimore-Towson Baltimore-Arundel Mills Baltimore-Annapolis Baltimore-Eastpoint/Essex Baltimore-White Marsh Baltimore-Laurel Baltimore-Bowie Baltimore-Greenbelt Metro (WMATA) Baltimore-Gaithersburg/Rockville
MindMixer	New Route	Transit Center	A downtown transit center to turn buses on the fringe of downtown that links with Metro or circulator buses. This would reduce congestion through downtown and improve schedule reliability. Currently, pedestrians are faster than buses in the morning and evening peak on Baltimore and Fayette. Bus lanes could help as well.
MindMixer	New Route	Transit Center	The MTA bus routes are very confusing in downtown, which makes it very difficult for new riders. A confusing downtown alignment will hinder the growth of bus ridership across the entire MTA network. Make the MTA bus network easy for all riders by creating a central hub, a Baltimore Transit Center, with bus routes radiating in all directions out to the suburbs.
MindMixer	New Route		BWI Corridor: There are many jobs along 295. Since the Light Rail basically stops at BWI or Cromwell, anyone north of Baltimore has little to no options for public transportation to get beyond BWI.
Ops (Aug)	3	Comment	Too many stops on Raymond (Cold Spring to Marbel Hall)

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Source	Route	Category	Comments
Ops (Aug)	3	Comment	Keep bus on Joppa, no one boards on Stephenson. Use Towson bypass and Oslep Drive
Ops (Aug)	4	Comment	Needs additional trips to Turner Station and more running time Needs additional service, right now it has hour headways
Ops (Aug)	4	Comment	Don't go to Turner Station, go to Bullneck instead (10 should serve Turner) need more buses per hour running time issues
			Needs more scheduled runtime Lots of bus bunching
Ops (Aug)	5	Comment	Need ticket vending machines and Charm Card promotions, cash payments hold up buses especially in AM. Needs more articulated buses, even on weekends Add a limited stop version
Ops (Aug)	5	Comment	Cedonia Loop bathroom is dangerous, needs cameras and lighting Tough route at night - dangerous
Ops (Aug)	5	Comment	Needs more buses or a QuickBus remove buses from this route and put them elsewhere why is there a 5 express? Heavy hauler
Ops (Aug)	7	Comment	New shopping center in Canton will need service, but will really mess up route

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Source	Route	Category	Comments
Ops (Aug)	8	Comment	Too many bus stops - causes delays
Ops (Aug)	10	Comment	Needs more scheduled runtime Lots of bus bunching Very overcrowded, even with articulated buses. Should be split into two routes at State Center, used to be the 2 from City Hall to Rolling Road, 10 from Dundalk to City Hall
Ops (Aug)	10	Comment	Too many stops
Ops (Aug)	11	Comment	New shopping center in Canton will need service, but will really mess up route
Ops (Aug)	11	Comment	use Bosley to Fairmount instead of Pennsylvania/Chesapeake Coupling
Ops (Aug)	13	Comment	Overcrowded. Poor enforcement of rules. Buses get stuck when trying to pull out from the bus stop back into the travel lane. In other instances cars are parked in bus stop, blocking access to the bus.
Ops (Aug)	13	Comment	Needs articulated buses
Ops (Aug)	13	Comment	Doesn't need to go all the way to Canton, should stop at Upper Canton like it used to
Ops (Aug)	13	Comment	New shopping center in Canton will need service, but will really mess up route
Ops (Aug)	13	Comment	Tough route at night - dangerous
Ops (Aug)	13	Comment	take it to lower Canton, past 1st Mariner Consider this corridor for QuickBus service (2 comments) more buses needed
Ops (Aug)	14	Comment	Not enough running time, not enough layover In Annapolis by golf course - hard to merge into traffic

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Source	Route	Category	Comments
Ops (Aug)	14	Comment	should run every hour on Sundays
Ops (Aug)	14	Comment	Route should operate between Essex and BWI
			Too Many stops headways are tight
			12 min base headways in peak used to be midday headways (2005), more frequency needed need layover/recovery time
Ops (Aug)	15	Comment	10-30 minutes late on every trip 15 should still serve Whitemarsh!
			Route is too long not enough time always crowded not enough buses
Ops (Aug)	15	Comment	tree branch problem at Dickey Hill
Ops (Aug)	16	Comment	None of the drives have ever picked up a passenger in Violetville
Ops (Aug)	16	Comment	Too many stops on Poppy Road
Ops (Aug)	20	Comment	Lots of bus bunching Need artic buses
Ops (Aug)	20	Comment	should run every hour on Sundays
Ops (Aug)	21	Comment	Has a lot of wheelchairs, needs more runtime

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Source	Route	Category	Comments
Ops (Aug)	22	Comment	The turns on Hartford Road / Alameda and Hartford Road / Erdman are difficult This route serves a mix of commuters and school students. Students cause problems for other riders- There should be more school trippers for this line Bus runs every 10 minutes, leading to a lot of bus bunching. Possibly more service than needed.
Ops (Aug)	22	Comment	Add a limited stop version
Ops (Aug)	22	Comment	needs more buses/better headways should operate as express from 1130AM onward QuickBus needed
Ops (Aug)	23	Comment	Lots of bus bunching Need ticket vending machines and Charm Card promotions, cash payments hold up buses especially in AM.
Ops (Aug)	23	Comment	Route is too long
Ops (Aug)	24	Comment	needs more buses - timing problem - should be half hour headways
Ops (Aug)	27	Comment	Route is too long. Portion of route does not seem to have any demand after 6pm (can't determine where that is) Not enough recovery time
Ops (Aug)	27	Comment	Needs more time per trip
Ops (Aug)	27	Comment	hooking problem with route 16 - 27 is always late, becomes 16 in Mondawmin, then making 16 habitually late

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Source	Route	Category	Comments
Ops (Aug)	27	Comment	Really long route new service is not used except in Summer split 27, one route serves Cherry Hill, one route serve greyhound route is about 1 hour late by the end of each day only 2 minutes for layover Falls Road at 36th Street - bus can't get to curb
Ops (Aug)	30	Comment	Add a peak only limited stop route
Ops (Aug)	30	Comment	30 should be a QuickBus for the 20 should go further than Bayview - to Centerplace to help the 10 and 22 (3 comments support this thought)
Ops (Aug)	30	Comment	30 should be a QuickBus for Route 22, especially during school time
Ops (Aug)	33	Comment	30 should always be in front of the 10, to help alleviate heavy 10 loads Students cause problems for other riders, need for dedicated school trips
Ops (Aug)	33	Comment	Bus damage at Marshall Bellows at Harthorn - trees overhanging into roadways can't see bus stop at Temple & Shipley and on Northern Parkway - tree overhang
Ops (Aug)	35	Comment	Add a limited stop version

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Source	Route	Category	Comments
Ops (Aug)	35	Comment	headways are tight 30 min headways are not enough, add another bus Removing 15 from whitemarch means all riders going from whitemarch to Downtown take 35 15-20 minute headways are needed artics don't even help
Ops (Aug)	35	Comment	loading at Whitemarch can take up to 10 minutes consider for QuickBus service (use Pulaski or 95?)(AM/PM peak QB?) heavy loads late in the evening consider express service from Whitemarch needs artic buses
Ops (Aug)	36	Comment	use 44 and 58 stop as last stop for 36 and use old route 11 turnaround at Spring Lake
Ops (Aug)	40	Comment	Lots of bus bunching
Ops (Aug)	40	Comment	Needs more time per trip
Ops (Aug)	44	Comment	Timing on weekend is off - route is 1 hour late per trip (?)
Ops (Aug)	46	Comment	Need to update signage, old signs still out there, very confusing to drivers and passengers
Ops (Aug)	47	Comment	Tight turn at the Monte Verde senior center at Wellbrooke and Cold Spring
Ops (Aug)	48	Comment	Is always late, stuck behind Route 8. 48 should always be out in front of the 8
Ops (Aug)	51	Comment	Not enough time on the timepoint between Patapsco and North Ave & Bentwell (sp?) to Roger Station

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Source	Route	Category	Comments
Ops (Aug)	51	Comment	Too many stops
Ops (Aug)	52	Comment	Milford Mill doesn't have enough turnaround time scheduled Bus is way too crowded. It often reaches standing room only at the first stop Frequently the relief does not show up for this route and radio will require a bus to make another round trip The route lacks adequate recovery time Route is overcrowded all day, especially at school times Why are there only 3 buses assigned to this route
Ops (Aug)	53	Comment	Need one more bus in midday period. People use route all day, not just during peak periods needs more time at end of trip - more buses after 10AM and before 2pm need more buses after 9AM, buses are currently 30 minutes late regularly more vehicles during off-peak period
Ops (Aug)	54	Comment	All 54 trips should continue to Randallstown. There is a lot of demand for connecting Milford Mills to Randallstown. Riders like to transfer to other routes along Liberty Rd., Can't easily get out of the Randallstown loop. Bus only signal is supposed to allow buses through but hasn't functioned in years Add a stop at Milford Mill before bus turns into station. A lot of riders get off at Milford Mill and walk back past the stop Should extend the route too Carriage Hill where the route used to terminate. A lot of riders get off at the terminus and walk up to 2 miles to their homes

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Source	Route	Category	Comments
Ops (Aug)	54	Comment	needs 5 more minutes per trip to Randallstown Liberty Road - dangerous turn out of loop, needs traffic light Tough route at night - dangerous needs more layover at Randallstown downtown issues
Ops (Aug)	55	Comment	reverse end of route loop in Towson
Ops (Aug)	56	Comment	Only one bus assigned to this route on a Sunday before 11am
Ops (Aug)	56	Comment	On Sundays, only 1 bus until 11AM or so
Ops (Aug)	58	Comment	Needs more service, especially in the AM
Ops (Aug)	58	Comment	28 minute headways are impossible to make at rush hour - couldn't even make it at midnight
Ops (Aug)	58	Comment	issues with trees in roadway
Ops (Aug)	64	Comment	Light Street is too narrow - use Charles or Hanover Street instead Too many bus stops
Ops (Aug)	77	Comment	The turn on Liberty Road to Milford Mill is difficult to make On Sunday the routes goes through the colleges yet no one gets on or off there Poor mismatch between two ends of the route. North of UMBC the bus is very crowded while demand is less south of UMBC. Potential for additional trips that turn around at UMBC. This pattern used to exist before cuts. Need articulated buses

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Source	Route	Category	Comments
Ops (Aug)	77	Comment	<p>Between Linden & East - bad bus stop, hard right turn</p> <p>Hard right turn from Washington Blvd to Hammonds Ferry Rd</p> <p>Don't need artics - needed on other routes (10, 23, and 36)</p> <p>Need better stop at UMBC at Eagleside & Bloomsbury. Stop is currently at Eagleside & Millers Lane</p> <p>Good line</p>
Ops (Aug)	77	Comment	<p>Shouldn't go to college on weekends - closed</p> <p>should be split into two routes: Old Court to UMBC, and Patapsco to UMBC</p> <p>standing loads in evening time periods - needs artic (missing block??)</p> <p>Most people ride between old court and UMBC - possible short turn at UMBC?</p>

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Source	Route	Category	Comments
			Very difficult route to work on. The line services a number medical facilities, senior centers, and drug rehabilitation facilities. Drivers regularly have problems with customers. Nearly every trip gets 2 to 3 wheelchair users and countless customers requiring walkers which further delays the line. The locations with the greatest boarding delays are Park & Belvedere, Penn-North, and Lexington Market.
Ops (Aug)	91	Comment	Eutaw and MLK his another challenging location due to jaywalking, blocked travel lanes, and disabled customers The route is poorly scheduled. There is not nearly enough time to complete the run. Schedules do not seem to reflect real-world conditions on the ground Not enough recovery time; operators frequently have to turn back around and start their next run City Hall layover has issues with vagrancy and is unsanitary. The layover is also a major delay point for buses as buses often get stuck trying to access Fayette Street because of car traffic exiting a nearby parking garage. The bus shouldn't turn into Rogers station but instead go straight up to Sinai and back Problem with bus bunching
Ops (Aug)	91	Comment	Recovery/layover is non-existent lots of wheel chair riders, which creates huge backups Too many stops on Garrison Tough route at night - dangerous
Ops (Aug)	98	Comment	We need cleaner and quitter buses on this route. The idling buses disturb residents
Ops (Aug)	98	Comment	shuttle bus should be used
Ops (Aug)	99	Comment	On Sundays the bus passes past the colleges with very little boardings or alightings
Ops (Aug)	99	Comment	Should help out Route 77, but 77 is always out first. Get 99 out first

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Source	Route	Category	Comments
Ops (Aug)	99	Comment	should be an Eastern Division route
Ops (Aug)	120	Comment	always runs late
Ops (Aug)	Charm City	Comment	Circulators are often in the way
Ops (Aug)	General	Comment	Need to explore how to more efficiently serve disabled riders- customers in wheel chairs and walkers struggle to get aboard buses, making riding for them challenging and slowing down the bus route for all riders
			Fare collection slows down buses. Off-board fare collection is non-existent
			Overhanging trees cover signs and hit buses along many routes, including 77, 91, 57, and the 98
			Need ways to better enforce fare collection rules. People try to take advantage of discounts for children and the elderly. Bus drivers struggle to deal with disgruntled passengers.
			Too many stops- some stop consolidation is needed, especially within the City of Baltimore. North Avenue specifically called out
			Baltimore Street is a major choke point for buses
			Scheduling: Need for better enforcement of rules and regulations. When bus is taken off a route, they do not communicate those changes to the public

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Source	Route	Category	Comments
Ops (Aug)			Long waits for driver relief
			Long waits in emergency situations
			Need EOL bathrooms for drivers
		General	Need drivers on standby at garages to respond to bus breakdowns and other incidents instead of pulling someone off another route
		Comment	Need heavier fines and outreach on driver assaults, no tolerance
			Need more layover time so drivers can use bathroom
			Long break times between shifts are annoying and unnecessary

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Source	Route	Category	Comments
Ops (Aug)	General	Comment	<p>Buses are constantly running - no time to catch up (recovery)</p> <p>Not enough buses for proper fill ins when a trip gets dropped</p> <p>Artics 1100s and 1200s are safe, 800s are not safe</p> <p>Bus climate control is an issue</p> <p>most layover locations lack bathrooms</p> <p>Artics are safety problems</p> <p>There should be a bus lane on Baltimore Street</p> <p>Baltimore traffic lights need to be retimed</p> <p>Destination signs need to be simplified</p>
Ops (Aug)	general	Comment	<p>more police presence at night is needed</p> <p>Too many stops on Reisterstown Road, stops should be every other block</p> <p>Disabled rider policy should be re-evaluated - too many people riding for free who should be paying</p> <p>school tripper service should be separated from regular service</p> <p>Baltimore Street in downtown has too many buses on it - have buses operate on other streets</p>

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Source	Route	Category	Comments
Ops (Aug)	general	Comment	<p>routes should be scheduled better to help facilitate transfers</p> <p>express service should be more spread out, 7AM-9AM and 330PM-6PM, 30 minute headways</p> <p>street relief in dark is a problem - safety concern with drivers waiting alone at bus stops</p> <p>relief time is not enough</p> <p>need more dwell time at P&R lots</p>
Ops (Aug)	general	Comment	<p>school students should not be on FR buses - they cause too many problems</p> <p>There needs to be additional express and QB service</p> <p>many people aren't willing to pay extra 40 cents for express, but are willing to take QuickBus (same price as regular bus)</p> <p>Bus stop listing is not up to date - all bus stops need to be labeled properly, especially with all of the detours and changes - for public relations issues</p> <p>schedules are not adjusted when detours arise</p>
Ops (Aug)	Paratransit	Comment	Paratransit vehicles need to get out of the way
Ops (Aug)	Patapsco Station	Comment	Huge pot hole
Ops (Aug)	Quickbus	Comment	QuickBus is picking up ridership
Ops (Nov)	1	Route needs higher/lower frequency	1-36-35-51 are the only buses you can take to specific locations and when you miss one another doesn't come until an hour later. Weekends are worst.
Ops (Nov)	1	Route needs higher/lower frequency	After nine maybe the routes or service could be cut back.

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Source	Route	Category	Comments
Ops (Nov)	3	Route needs earlier/later start	Could start earlier and run a little later.
Ops (Nov)	3	Route needs earlier/later start	Needs to start earlier. More people going to work.
Ops (Nov)	3	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.
Ops (Nov)	3	Short turns	
Ops (Nov)	4	Other	More running time, even with the 30min during rush hour the schedule is still too tight. More time between center place and east point. More recovery at CCBC Essex.
Ops (Nov)	4	Route needs earlier/later start	
Ops (Nov)	4	Route needs earlier/later start	add late service
Ops (Nov)	4	Route needs higher/lower frequency	Because it gets very crowded and people really need that line.
Ops (Nov)	4	Route needs higher/lower frequency	4 line is to far apart get more service out there.
Ops (Nov)	4	Route needs higher/lower frequency	weekend
Ops (Nov)	4	Route needs higher/lower frequency	not enough running time
Ops (Nov)	4	Route needs higher/lower frequency	The growth and traffic of Turner Station and Eastpoint is growing.
Ops (Nov)	4	Route needs higher/lower frequency	#4 line is a route that runs once an hour but it has a lot of ppl who catch this service. I believe it should run at least every 30-45 mins.

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Source	Route	Category	Comments
Ops (Nov)	4	Route needs higher/lower frequency	Long headway
Ops (Nov)	4	Route needs higher/lower frequency	peak hours need to flow 35 min instead of every hour
Ops (Nov)	4	Route needs higher/lower frequency	busy
Ops (Nov)	4	Route splits	
Ops (Nov)	4	Service types/routes altered to meet demand	4 line when u get to Dundalk at Church before turn going to Essex u leave with a standing load.
Ops (Nov)	4	Short turns	The 10 or 4 lines should serve Merritt blvd by turning out of Bullneck or Turner station.
Ops (Nov)	5	Combine routes	Only goes via Johns Hopkins.
Ops (Nov)	5	Other	There are bus stops that are too close to each other. The 5 line eliminate the stops outside of the Mall it will make the time management better on the line.
Ops (Nov)	5	Route needs higher/lower frequency	left from monument to Caroline west bound
Ops (Nov)	5	Route needs higher/lower frequency	Long headway
Ops (Nov)	5	Route splits	new route 25
Ops (Nov)	7	Places routes should extend to	Canton also extend selected service to Broening Hwy
Ops (Nov)	8	Combine routes	8-48, no stops need to be passed up - Quick buses are needed on the highway Routes
Ops (Nov)	8	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.

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Source	Route	Category	Comments
Ops (Nov)	8	Route needs higher/lower frequency	Needs more
Ops (Nov)	8	Route needs realignment	Connect a route
Ops (Nov)	8	Short turns	
Ops (Nov)	9	Route needs higher/lower frequency	should have more buses in the A.M
Ops (Nov)	10	Other	There are bus stops that are too close to each other. The 10 line on Frederick Rd between Font Hill and Canton Ave.
Ops (Nov)	10	Route needs earlier/later start	
Ops (Nov)	10	Route needs higher/lower frequency	needs a bus every ten minutes
Ops (Nov)	10	Route needs higher/lower frequency	Don't have running time on and there to lower
Ops (Nov)	10	Route needs higher/lower frequency	More (higher) service between 3pm & 5Pm. School kids really hold up service making people late for their connection to work.
Ops (Nov)	10	Route needs realignment	Ridership
Ops (Nov)	10	Route needs realignment	line people let go by to wait for 46 east bound
Ops (Nov)	10	Route splits	Service is long and carries heavy that's why service is never on time
Ops (Nov)	10	Route splits	Can't keep the line on schedule.
Ops (Nov)	10	Route splits	Passenger load, runs late, 46 does not help.
Ops (Nov)	10	Route splits	
Ops (Nov)	10	Route splits	Needs to go back to the 2 and the 10.



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Source	Route	Category	Comments
Ops (Nov)	10	Route splits	too long
Ops (Nov)	10	Route splits	new route 31
Ops (Nov)	10	Short turns	The 10 or 4 lines should serve Merritt blvd by turning out of Bullneck or Turner station.
Ops (Nov)	14	Places routes should extend to	Mountain Rd in 14; long walk for passengers (patron)
Ops (Nov)	14	Places routes should extend to	Jumpers Hole & Mountain Rd. need service they have to walk.
Ops (Nov)	14	Route needs higher/lower frequency	During Mornings & peak hours
Ops (Nov)	15	Other	Put articulators on them.
Ops (Nov)	15	Places routes should extend to	Being back the 15 White Marsh
Ops (Nov)	15	Route needs earlier/later start	
Ops (Nov)	15	Route needs higher/lower frequency	Higher frequency
Ops (Nov)	15	Route needs higher/lower frequency	is to far apart
Ops (Nov)	15	Route needs higher/lower frequency	During Mornings & peak hours
Ops (Nov)	15	Route needs higher/lower frequency	Serves students, we need to increase service in 3pm -6pm period in frequency to support demand.
Ops (Nov)	15	Route needs higher/lower frequency	Needs higher frequency because there are so many people that use the line.
Ops (Nov)	15	Route needs higher/lower frequency	on Saturdays

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Source	Route	Category	Comments
Ops (Nov)	15	Route needs higher/lower frequency	Don't have running time on and there to lower
Ops (Nov)	15	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.
Ops (Nov)	15	Route needs higher/lower frequency	Needs more
Ops (Nov)	15	Route needs higher/lower frequency	Heavy passenger traffic
Ops (Nov)	15	Route needs realignment	Ridership
Ops (Nov)	15	Route splits	Can be split.
Ops (Nov)	15	Route splits	Ridership super heavy and if the operator does not get relieved he/she has another long trip.
Ops (Nov)	15	Route splits	
Ops (Nov)	15	Route splits	
Ops (Nov)	15	Short turns	
Ops (Nov)	16	Route needs earlier/later start	Needs to start earlier.
Ops (Nov)	16	Route needs earlier/later start	Start earlier
Ops (Nov)	16	Route needs higher/lower frequency	Service should not run once an hour after 7pm. 7pm is too early. Maybe like 9pm a lot people are still out there.
Ops (Nov)	16	Route needs higher/lower frequency	School children, working people all out and some service is over loaded trying to accommodate them all at once.
Ops (Nov)	17	Other	Needs to better accommodate the customers getting off at/near the casino.
Ops (Nov)	17	Route needs higher/lower frequency	Higher frequency

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Source	Route	Category	Comments
Ops (Nov)	17	Route needs higher/lower frequency	During Mornings & peak hours
Ops (Nov)	17	Route needs higher/lower frequency	On the weekend more service
Ops (Nov)	17	Route needs higher/lower frequency	Needs more service between the hours of 10:30am - 4:00pm. If the public misses the bus they have to wait 1'12 hr for another one.
Ops (Nov)	17	Segment transfer	
Ops (Nov)	19	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.
Ops (Nov)	19	Route needs higher/lower frequency	Needs more
Ops (Nov)	19	Route needs higher/lower frequency	Heavy passenger traffic
Ops (Nov)	19	Route needs realignment	Connect a route
Ops (Nov)	19	Short turns	
Ops (Nov)	20	Other	Put articulators on them.
Ops (Nov)	20	Route needs earlier/later start	weekend service increase
Ops (Nov)	20	Route needs higher/lower frequency	Higher on Sunday
Ops (Nov)	20	Route needs higher/lower frequency	Higher frequency
Ops (Nov)	20	Route needs higher/lower frequency	During Mornings & peak hours

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Source	Route	Category	Comments
Ops (Nov)	20	Route needs higher/lower frequency	Serves students, we need to increase service in 3pm -6pm period in frequency to support demand.
Ops (Nov)	20	Route needs higher/lower frequency	Sundays
Ops (Nov)	20	Route needs higher/lower frequency	Don't have running time on and there to lower
Ops (Nov)	20	Route needs realignment	Increase service frequently add Balto + Hilton or Hilton + Edmondson turn around.
Ops (Nov)	20	Route segments to eliminate	More off Monastery accidents
Ops (Nov)	20	Route splits	
Ops (Nov)	20	Route splits	too long
Ops (Nov)	20	Route splits	new route 37
Ops (Nov)	21	Combine routes	Eliminate the 21 line combine it with the 7 line
Ops (Nov)	23	Places routes should extend to	White Marsh
Ops (Nov)	23	Route needs higher/lower frequency	Serves students, we need to increase service in 3pm -6pm period in frequency to support demand.
Ops (Nov)	23	Route needs higher/lower frequency	Sunday every 40 min instead of every hour
Ops (Nov)	23	Route needs realignment	Ridership
Ops (Nov)	23	Route splits	too long
Ops (Nov)	23	Route splits	new route 32
Ops (Nov)	24	Route needs higher/lower frequency	weekend

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Source	Route	Category	Comments
Ops (Nov)	24	Route needs higher/lower frequency	Long headway
Ops (Nov)	27	Other	Will need to be looked at once the Casino opens.
Ops (Nov)	27	Route needs realignment	When the casino opens the 27 should terminate at Greyhound and not continue to Port Covington; there is enough service going to Poi Covington.
Ops (Nov)	27	Route segments to eliminate	should not travel thru Cherry hill
Ops (Nov)	27	Route segments to eliminate	27 no longer to Poi Covington
Ops (Nov)	27	Route segments to eliminate	Should not go to the New Psalmist Church from 10pm to 6am.
Ops (Nov)	27	Route segments to eliminate	All buses do not need to go around to New Psalmist Church especially between 10pm + 6am. No need!
Ops (Nov)	27	Route segments to eliminate	Stop going into Greyhound. It takes too long to go in there.
Ops (Nov)	27	Route splits	too long of routes
Ops (Nov)	27	Route splits	Too long can't stay on schedule.
Ops (Nov)	27	Routes to eliminate	to Poi Covington
Ops (Nov)	29	Combine routes	There is a lot of service that goes through this neighborhood and this bus is a neighborhood shuttle.
Ops (Nov)	29	Places routes should extend to	Should go to Port Covington on Sat + Sun to support the #27.
Ops (Nov)	29	Route needs realignment	Needs to service Walmart at Port Covington.
Ops (Nov)	29	Route segments to eliminate	
Ops (Nov)	29	Routes to eliminate	Cherry Hill
Ops (Nov)	29	Short turns	
Ops (Nov)	30	Places routes should extend to	Saturday Service - Edmondson Village to City hall 6am to 6 pm

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Source	Route	Category	Comments
Ops (Nov)	30	Route needs earlier/later start	needs to end later it is a big help for the 20/10 lines (mainly on weekend)
Ops (Nov)	30	Route needs higher/lower frequency	Lower frequency
Ops (Nov)	30	Route segments to eliminate	Point less
Ops (Nov)	30	Routes to eliminate	
Ops (Nov)	31	Short turns	Add 31 to split line take of UMBC, Blind Ind. And Wilkins Ave. Traffic.
Ops (Nov)	33	Combine routes	33 and 24 lines. There are a lot of persons that come out of the Essex area/Whispering Woods that would like to go west bound. I think we could expand our ridership by doing this. Students that attend Morgan and other high schools could benefit.
Ops (Nov)	33	Other	Is not properly timed.
Ops (Nov)	33	Other	Needs more time
Ops (Nov)	33	Route needs higher/lower frequency	After school runs pulling around 9:00 am the services that are left are heavy loaded.
Ops (Nov)	33	Route needs realignment	Needs to end at Cold spring Station.
Ops (Nov)	33	Route needs realignment	Needs more running time.
Ops (Nov)	35	Places routes should extend to	White Marsh
Ops (Nov)	35	Places that need new routes	to downtown transit center
Ops (Nov)	35	Route needs earlier/later start	Because people work night shift in White Marsh FedEx.
Ops (Nov)	35	Route needs higher/lower frequency	1-36-35-51 are the only buses you can take to specific locations and when you miss one another doesn't come until an hour later. Weekends are worst.

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Source	Route	Category	Comments
Ops (Nov)	35	Route needs higher/lower frequency	Needs higher frequency because there are so many people that use the line.
Ops (Nov)	35	Route needs higher/lower frequency	More service or cut it in half
Ops (Nov)	35	Route needs higher/lower frequency	Because of the distance
Ops (Nov)	35	Route needs higher/lower frequency	Don't have no running time on and there to long
Ops (Nov)	35	Route needs higher/lower frequency	Is overcrowded during morning rush hour.
Ops (Nov)	35	Route needs realignment	
Ops (Nov)	35	Route needs realignment	Maybe add a "quick bus" to the 35 line
Ops (Nov)	35	Route needs realignment	to long of a line
Ops (Nov)	35	Route needs realignment	Ridership
Ops (Nov)	35	Route splits	35 line is really too long and has heavy hauling on both ends.
Ops (Nov)	35	Route splits	Should be split.
Ops (Nov)	35	Route splits	Can't keep the line on schedule.
Ops (Nov)	35	Route splits	Buses run late, causes buses to run together across the line. Customers late for work.
Ops (Nov)	35	Route splits	
Ops (Nov)	35	Route splits	need 31.
Ops (Nov)	35	Route splits	too long
Ops (Nov)	35	Route splits	Ridership super heavy and if the operator does not get relieved he/she has another long trip.
Ops (Nov)	35	Route splits	

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Source	Route	Category	Comments
Ops (Nov)	35	Route splits	Is too long and runs too heavy on both ends. Maybe a quick bus/express or revise the line. When drivers don't get relieved that is too long of a trip.
Ops (Nov)	35	Route splits	is too long
Ops (Nov)	35	Route splits	I believe the #35 route should definitely be split into half because it is such a long route and it is difficult to keep up on schedule because of heavy ridership east to west.
Ops (Nov)	35	Route splits	too long
Ops (Nov)	35	Route splits	new route 34
Ops (Nov)	35	Service types/routes altered to meet demand	go into Kaiser Permanente
Ops (Nov)	36	Other	Need more Articulators.
Ops (Nov)	36	Places routes should extend to	School bus 36 should go to downtown.
Ops (Nov)	36	Route needs higher/lower frequency	Higher during peak hrs, school kids are taking up the whole bus
Ops (Nov)	36	Route needs higher/lower frequency	Higher frequency
Ops (Nov)	36	Route needs higher/lower frequency	During Mornings & peak hours. 1-36-35-51 are the only buses you can take to specific locations and when you miss one another doesn't come until an hour later. Weekends are worst.
Ops (Nov)	36	Route needs higher/lower frequency	on Saturday more frequency instead of 45-55 min
Ops (Nov)	36	Route needs realignment	to fare apart
Ops (Nov)	36	Route needs realignment	Ridership
Ops (Nov)	36	Segment transfer	Kaiser permanent service is too frequent. Maybe consider having the 35 "Blind Industries" serve it instead of the 36.

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Source	Route	Category	Comments
Ops (Nov)	36	Short turns	
Ops (Nov)	40	Reliability	Should be adjusted to meet the traffic change with the red line, the bus are always running behind.
Ops (Nov)	40	Route needs earlier/later start	Should start early and end later.
Ops (Nov)	40	Route needs earlier/later start	later
Ops (Nov)	40	Route needs earlier/later start	Line needs to run later to help out the 23 line. The 40 could end at security Mall after 9pm.
Ops (Nov)	40	Route needs higher/lower frequency	going east bound in Essex
Ops (Nov)	40	Route needs realignment	Should keep straight instead making a right on Stream Road. It will be more convenience. Please check this out.
Ops (Nov)	41	Route needs realignment	Quick bus (new) Cold Spring Station - Johns Hopkins station which help the 91 and 13 line
Ops (Nov)	44	Route needs earlier/later start	later
Ops (Nov)	44	Service types/routes altered to meet demand	
Ops (Nov)	46	Route needs earlier/later start	more often more #4
Ops (Nov)	46	Route needs higher/lower frequency	not enough people want more ten people don't ride
Ops (Nov)	47	Route needs higher/lower frequency	Higher frequency
Ops (Nov)	47	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.

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Source	Route	Category	Comments
Ops (Nov)	47	Route needs higher/lower frequency	Needs more
Ops (Nov)	47	Route needs realignment	Quick bus from Walbrook jct to UMBC via MLK Blvd.
Ops (Nov)	47	Service types/routes altered to meet demand	More 47 lines should exist. It would take pressure off the 15 line w/ passenger overloading.
Ops (Nov)	48	Route needs earlier/later start	Should run on Sundays and run earlier & during the week.
Ops (Nov)	48	Route needs higher/lower frequency	Higher frequency
Ops (Nov)	48	Routes to eliminate	
Ops (Nov)	50	Route needs higher/lower frequency	Needs less
Ops (Nov)	50	Route segments to eliminate	
Ops (Nov)	50	Routes to eliminate	
Ops (Nov)	51	Other	Needs more time
Ops (Nov)	51	Route needs higher/lower frequency	During Mornings & peak hours. 1-36-35-51 are the only buses you can take to specific locations and when you miss one another doesn't come until an hour later. Weekends are worst.
Ops (Nov)	51	Route needs higher/lower frequency	weekends
Ops (Nov)	51	Route needs realignment	Needs more running time.
Ops (Nov)	51	Route splits	Too long can't stay on schedule.

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Source	Route	Category	Comments
Ops (Nov)	52	Route needs higher/lower frequency	More buses during evening rush hour.
Ops (Nov)	52	Service types/routes altered to meet demand	
Ops (Nov)	53	Route needs earlier/later start	Should run all day as it is highly utilized even during the normal midday other services.
Ops (Nov)	53	Route needs higher/lower frequency	Higher frequency midday
Ops (Nov)	53	Route needs higher/lower frequency	Needs more frequency during 10:30 -2:30 due to heavy volume traveling to MVA, Social services, Mall.
Ops (Nov)	53	Route needs higher/lower frequency	Needs more buses during peak hrs.
Ops (Nov)	53	Route needs higher/lower frequency	More buses, especially during 10am - 8pm
Ops (Nov)	53	Service types/routes altered to meet demand	
Ops (Nov)	54	Places routes should extend to	Should extend further to Marriottsville to assist the people who walk more than 2 miles to get to the bus at the Randallstown loop.
Ops (Nov)	54	Route needs earlier/later start	Randallstown and Randallstown to North Ave should run later.
Ops (Nov)	54	Route needs earlier/later start	Randallstown needs to end later.
Ops (Nov)	54	Route needs realignment	Should be a shuttle from Milford Mill subway station to Randallstown to accommodate the influx of travelers going to the new Walmart.

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Source	Route	Category	Comments
Ops (Nov)	54	Segment transfer	Should extend further into Randallstown loop around through New Town and service Owings Milles's station. Ridership would increase if this was done you have a lot of people walking upwards of a mile to get to Randallstown loop and Owings Mills from New Town. Further into Randallstown and service to New Town, the initial ridership is there and would increase with service.
Ops (Nov)	54	Service types/routes altered to meet demand	
Ops (Nov)	55	Other	Should have more time at Towson town Mall to allow drivers time to use the restroom. Less reliefs and more pull out pull in.
Ops (Nov)	55	Route needs higher/lower frequency	Higher frequency all-day not just peak hours.
Ops (Nov)	58	Route needs earlier/later start	Needs to start earlier and end later.
Ops (Nov)	58	Route needs higher/lower frequency	White Marsh should be increased as ridership has increase and if promoted will increase further.
Ops (Nov)	60	Short turns	Towson Town Mall to White Marsh / Whisper Woods
Ops (Nov)	64	Places routes should extend to	White Marsh
Ops (Nov)	64	Route needs earlier/later start	weekend service increase
Ops (Nov)	64	Route needs higher/lower frequency	More early morning service to Marley Creek. More Saturday service to Marley Creek in the morning to Accommodate customers who work at Under Armour.
Ops (Nov)	64	Route needs higher/lower frequency	9am - 12pm - 40 min headway. More service to Energy Parkway.
Ops (Nov)	64	Route needs higher/lower frequency	On the weekend more service

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Source	Route	Category	Comments
Ops (Nov)	64	Route needs higher/lower frequency	weekend
Ops (Nov)	64	Route segments to eliminate	Not all services should go to walmart, I think the 29 service should go to walmart.
Ops (Nov)	77	Combine routes	
Ops (Nov)	77	Route needs higher/lower frequency	During Mornings & peak hours
Ops (Nov)	77	Route needs higher/lower frequency	Needs more buses.
Ops (Nov)	77	Route needs realignment	needs to end at Walmart on Wash Blvd.
Ops (Nov)	77	Route needs realignment	Needs more running time.
Ops (Nov)	77	Route splits	too long of routes
Ops (Nov)	77	Route splits	Too long can't stay on schedule.
Ops (Nov)	77	Service types/routes altered to meet demand	
Ops (Nov)	77	Service types/routes altered to meet demand	go into Kaiser Permanente
Ops (Nov)	77	Short turns	The UMBC short turn.
Ops (Nov)	91	Route splits	Too long can't stay on schedule.
Ops (Nov)	99	Combine routes	
Ops (Nov)	99	Places routes should extend to	
Ops (Nov)	99	Route needs earlier/later start	Needs to run earlier + at least till midnight due to people using/working @ the airport.

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Source	Route	Category	Comments
Ops (Nov)	99	Route needs higher/lower frequency	Lower frequency
Ops (Nov)	99	Route segments to eliminate	Point less
Ops (Nov)	99	Routes to eliminate	
Ops (Nov)	120	Other	Needs a quick bus and an Express 120 to come thru the city during morning rush hour to make 5 or 6 stops like Downtown, Broadway, Moravia, Franklin Square/College and White Marsh
Ops (Nov)	150	Places routes should extend to	extended route to Ellicott City people be trying to get to Ellicott
Ops (Nov)	150	Route needs earlier/later start	Make it an all-day line it's people that don't have cars.
Ops (Nov)	150	Route needs higher/lower frequency	150 to Laurel and Jessup. Increase service during day time
Ops (Nov)	150	Route needs higher/lower frequency	more
Ops (Nov)	160	Routes to eliminate	Eliminate the 160 and put more service on the 4 line and the 120 line. The 160 has plenty of help in Essex and the 120's run late because of traffic backups as well as a higher demand on the 120.
Ops (Nov)	All	Route needs earlier/later start	All routes need to start around 3:00am or 3:30am
Ops (Nov)	All quick buses	Route needs earlier/later start	End later
Ops (Nov)	General	Route needs higher/lower frequency	All of them
Ops (Nov)	General	Route needs higher/lower frequency	More Canton service in the mornings and less falls points. More ridership in that area. Check the gaps between the 46 lines out of Cedonia in the morning to get equal coverage.

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Source	Route	Category	Comments
Ops (Nov)	General	Route needs higher/lower frequency	
Ops (Nov)	Route	Route needs earlier/later start	Comments
Ops (Nov)	Route	Route splits	Comments
Pop Up	1	Operator Courtesy	Driver rudeness terrible, need to provide customer service.
Pop Up	1	Reliability	Bus schedule adherence is terrible. I want reliable consistent service. I understand buses breakdown but this is too frequently an issue.
Pop Up	1	Reliability	reliability - too slow
Pop Up	3	Reliability	Run late in the evening
Pop Up	4	Frequency	need more frequent - goes all over
Pop Up	4	Hours	Operate later
Pop Up	4	Reliability	Absolutely stinks- 3 or 4 pm doesn't show. Eastern Ave (near Aldi's) to downtown. Late and sometimes doesn't show up. Would be nice if it came more frequent but if it has to come every hour at least it needs to come. Operator said "well no one wants to do the route"
Pop Up	5	Frequency	Is always crowded + it is always late. Need more regular services. I use the services the most / regular basis.
Pop Up	5	Frequency	A 45-50 minute wait after 5pm. It is a very long wait.
Pop Up	5	Frequency	more frequency
Pop Up	5	Reliability	bus long wait
Pop Up	7		Rides by us. When standing at the stop. I know time is involved but it's not fair
Pop Up	8		run more frequently - especially on weekends
Pop Up	10	Modify Route	needs sparrows point
Pop Up	10	Operator Courtesy	Drivers are nasty and always late
Pop Up	11		bus- near on-time, operates hourly - late at night worse
Pop Up	13	Frequency	Fells point - more service
Pop Up	14	Hours	Baymedow Business Complex is under served - bus runs only runs during peak times; there are people that don't have cars

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Source	Route	Category	Comments
Pop Up	14	Modify Route	can it be brought into city
Pop Up	14	Operator Courtesy	Driver attitude is terrible.
Pop Up	14	Other	Glen Burnie - B'more - Wash Medical Ctr - bus shelter really old needs imp.
Pop Up	14	Reliability	Needs to run on time, is always late, never runs on time, have to wait a long time.
Pop Up	14	School Kids	School children is a real challenge.
Pop Up	15	Frequency	more frequency
Pop Up	15	Other	doesn't stop at stops, even w/ buses not full-8'45a - 9a Saratoga & Freemont
Pop Up	15	Reliability	15 buses are always late or early. Always bunched.
Pop Up	15	Reliability	Is one of the worst?
Pop Up	15		Turns too short of Metro entrance
Pop Up	16	Frequency	Is terrible 11am-3pm. It is infrequent and late. Needs more buses.
Pop Up	16	Frequency	Need more service. Always early or late.
Pop Up	16	Frequency	16 line doesn't run well - late or doesn't come - need more
Pop Up	16	Frequency	more frequency
Pop Up	16	Frequency	around noon need more freq.
Pop Up	16	Operator Courtesy	At end of line some bus drivers let us off, Some don't. Buses get so nasty in the morning
Pop Up	16	Operator Courtesy	Driver attitude is terrible.
Pop Up	16	Operator Courtesy	Driver rudeness terrible, need to provide customer service.
Pop Up	16	Other	I have had great experiences with drivers.
Pop Up	16	Other	Buses don't show up more svc. down at the other end at ValleyVill
Pop Up	16	Reliability	Needs to run on time, is always late, never runs on time, have to wait a long time.
Pop Up	16	Reliability	Bus schedule adherence is terrible. I want reliable consistent service. I understand buses breakdown but this is too frequently an issue.
Pop Up	16	Reliability	Late. 1pm, 2pm at Mondawmin hardly show up. Only bus she can take to work.
Pop Up	16	School Kids	School children is a real challenge.
Pop Up	17	Frequency	Needs more frequency - all day - Baltimore school Massage. All the time. Always late.
Pop Up	19	Modify Route	Goucher should run more than Carney
Pop Up	19	Other	Overcrowded (especially on Friday). All day overcrowded.

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Source	Route	Category	Comments
Pop Up	22	Other	connect to #1 line
Pop Up	22	Reliability	After 3 to 5:30 in evening - always late and crowded.
Pop Up	23	Frequency	Needs more buses at night. The 10:45 pm bus is over pack you have to stand or drivers have to leave people behind because not enough room.
Pop Up	23	Frequency	more frequency
Pop Up	23	Safety/Security	drivers on 23 after 9PM at Bayview hospital - drives real fast
Pop Up	27	Other	Live in Westport, I get up at 4AM have to be there 4:45AM. Long walk to the bus. Sometimes it comes early and I miss it. Which makes me late for work. It goes to Ft. Covington first and then Cherry Hill, long commute.
Pop Up	27	School Kids	Young people disrespectful
Pop Up	27		doesn't run right - early in the AM from Cherry Hill
Pop Up	29	Other	Cherry Hill road at the light rail Station. Drivers very rude, had the police escort someone off the bus. The driver pulled off and didn't let people on. Mystery Rider program needs to come back.
Pop Up	31	Operator Courtesy	Driver rudeness terrible, need to provide customer service.
Pop Up	31	Reliability	Bus schedule adherence is terrible. I want reliable consistent service. I understand buses breakdown but this is too frequently an issue.
Pop Up	35	Frequency	need more runs and bigger buses - arctic needed
Pop Up	35	Reliability	from downtown to White marsh - always 30-60 min late then bunched ~ 9:00 - 9:30 am
Pop Up	36	Other	is always on time
Pop Up	36	Other	more on Redview than Mboro
Pop Up	36	Reliability	Good in the morning. Bad in the afternoon - Riverview
Pop Up	40	Other	Route overall is good, needs to be more accessible.
Pop Up	40	Reliability	always late
Pop Up	44	Frequency	I wish the 44/57 run more frequently, every half an hour.
Pop Up	44	Hours	Transfer from 8 to 44 to go to Towson. 44 only runs until 7pm
Pop Up	44	Reliability	Never on time.
Pop Up	46	Modify Route	An morning quick bus from Cedonia
Pop Up	46	Reliability	never on time
Pop Up	50	Frequency	greater frequency

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Source	Route	Category	Comments
Pop Up	50	Other	Please put more stops closer together
Pop Up	51		Should go through Cherry Hill on weekends especially on Sundays. (Currently M-F) (29 is M-S-T, 27 M-SU)
Pop Up	52	Reliability	Mondawmin - missed trip - always sacrifices those trips serve other lines
Pop Up	53	Frequency	Needs continuous service, especially during non-peak. They have two buses on there now, need four. This would relieve demand.
Pop Up	53	Other	Overcrowding is a huge issue on the 53 bus. Standing room is dangerous.
Pop Up	53	Reliability	Mondawmin - always late, bunched. Miss 3-4 times and then all come at once.
Pop Up	53		
Pop Up	54	Frequency	Is terrible service doesn't come frequently enough. Walmart employees depend on it and it doesn't come.
Pop Up	54	Other	driver in emergency should wait for relief
Pop Up	54	Other	It would be more convenient to let transfer and distance is far from walmart
Pop Up	54	Reliability	late always
Pop Up	54	School Kids	separate kids + commuters
Pop Up	55	Frequency	Needs greater frequency on weekends - right now just every hour
Pop Up	55	Modify Route	should continue to Lutherville Station
Pop Up	57	Frequency	I wish the 44/57 run more frequently, every half an hour.
Pop Up	57	Other	Doesn't run regularly. After evening period it runs less frequently, no late night. There is a new market along the route so service needs to improve.
Pop Up	57		no shows
Pop Up	58	Frequency	Needs another bus on the route (30 minute headways).
Pop Up	58	Reliability	late always
Pop Up	60	Frequency	Needs another bus on the route (30 minute headways).
Pop Up	60		Bus (little), not in service - why?
Pop Up	64	Other	Info box a Charles St @ Pratt says the bus should arrive at 10:20 pm but it is early. Connect to 5 Fayette @ Charles is a transfer point - needs more focus.
Pop Up	66	New Route	New route from White Marsh to Owings Mill
Pop Up	77	Frequency	put more buses

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Source	Route	Category	Comments
Pop Up	77	Frequency	more frequent service - every half hour
Pop Up	77	Hours	needs to run earlier
Pop Up	77	Other	I ride 77 line, when bus turns on Oregon Ave it turns under a bridge. There is no bus stop near that turn. Stop spacing is too far.
Pop Up	77	Other	needs to be split
Pop Up	97		Always runs late - 1 to cold spring 1 - Walbrook. Sometime 2 of the same come at the same time. A lot of Seniors + disabled
Pop Up	40 & 10	Other	Have trouble on Quick bus 40, 10 with overcrowding. Difficult to stand up for long routes. Young people don't make room. Drivers don't enforce rules.
Pop Up	54 + 77	Other	Lateness every day. This bus had significant issues. Work in Catonsville, took 35 to the 77. Tried 35 to the light rail to the metro to the 54 because of issues with the 77. Is considering changing job because of these issues.
Pop Up	8 & 48	Frequency	Comes frequently - it all good
Pop Up	LRT	Hours	Needs to open earlier on Sundays. Coincide w/ subway - same time schedule.
Pop Up	LRT	Other	Cut extra trip during peak hours-add a third car for train's downtime + invest in earlier + later svc on Sunday.
Pop Up	Subway	Reliability	delay - esp. on weekends
Pop Up		Frequency	Bus bunching. On Sunday wait a while then bus bunching
Pop Up		Frequency	Buses pass by many times
Pop Up		Frequency	Improved frequency for weekend service. It is unreliable.
Pop Up		Frequency	Bus need to be on time and more frequent.
Pop Up		Frequency	Need more buses on some routes (waited 1 hour for a bus that should there every 15 minutes)
Pop Up		Frequency	More frequent service
Pop Up		Frequency	More buses to Arundel Miles
Pop Up		Frequency	Give people to ride the bus - better frequencies - so people don't drive - show that bus is better.
Pop Up		Frequency	More frequently at school time
Pop Up		Frequency	too infrequent - too big a drop between peak & off-peak freq.
Pop Up		Hours	no more service in the counties, e.g. - Milford Mills

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Source	Route	Category	Comments
Pop Up		Hours	Weekend Service needs to be improved especially for late night service. This would support local business ridership
Pop Up		Hours	later evening services & better late night frequency
Pop Up		Hours	Subway should be 24 hours.
Pop Up		Hours	Later service at night ~ 12am and earlier in the AM
Pop Up		Modify Route	Reinstate 33 to East Point Mall
Pop Up		Modify Route	needed to go to Quarry Lake medical ctr & stores - 45 min walk from the bus
Pop Up		New Route	consider reinstating 210 - used to be all day long
Pop Up		Operator Courtesy	Teach bus drivers to be nicer
Pop Up		Operator Courtesy	Bus drivers shouldn't be so rude and drive by people waiting
Pop Up		Operator Courtesy	Bus drivers run by people
Pop Up		Operator Courtesy	Bus drivers (8 of 10) are nasty
Pop Up		Operator Courtesy	Bus drivers should complain about pay since the service they providing is so bad. Bus service in DC is a whole lot better
Pop Up		Operator Courtesy	Drivers' do what they want to do
Pop Up		Operator Courtesy	Drivers are nasty
Pop Up		Operator Courtesy	Do some sensitivity training for drivers, MTA have to serve drivers and riders better
Pop Up		Operator Courtesy	Drivers' are very disrespectful to their riders, giving \$ for safe and respectful trips. You can control the drivers with more respect from MTA
Pop Up		Operator Courtesy	Operators should be involved in customer feedback
Pop Up		Operator Courtesy	I think the MTA drivers could be much more considerate to their clients. I just ran for the #1 and #36 and neither stopped for me! I know that anyone this in program is out to help us.
Pop Up		Operator Courtesy	Operators don't tell people to get up for elderly or people w/babies
Pop Up		Operator Courtesy	Operator unprofessional attitudes - yelling as people.
Pop Up		Operator Courtesy	Bus drivers needs to be more considerate, terrible attitudes,, apathetic
Pop Up		Operator Courtesy	bus drivers don't stop sometimes
Pop Up		Operator Courtesy	drivers attitude problem
Pop Up		Operator Courtesy	Driver rudeness is an issue. Drivers could be more customer oriented. Hybrid buses are smaller.
Pop Up		Operator Courtesy	Driver Rudeness is a big issue.

Source	Route	Category	Comments
Pop Up		Operator Courtesy	Bus drivers need better training for customer service. Women more polite than men.
Pop Up		Operator Courtesy	Bad bus drivers. Nicer bus drivers please.
Pop Up		Operator Courtesy	Bus drivers attitudes - rude, especially to W.C. riders an epidemic, at ride is (on +91 bus) at least there we are drivers Bus drivers are nasty - Women more nasty
Pop Up		Operator Courtesy	Bus drivers are rude
Pop Up		Operator Courtesy	Operators are not respectful. Don't let on the front. Don't respect kids -
Pop Up		Operator Courtesy	Operators close the door say to take the next bus.
Pop Up		Operator Courtesy	Drivers pass people up.
Pop Up		Operator Courtesy	Operators don't have any respect, bad disposition.
Pop Up		Operator Courtesy	Bus drivers are disrespectful. Driver doesn't stop.
Pop Up		Operator Courtesy	More training for operators - no courtesy & respect for the elderly.
Pop Up		Operator Courtesy	Operators need to be trained in customer service. They are not nice.
Pop Up		Operator Courtesy	Better driver attitude
Pop Up		Other	More handicap seating
Pop Up		Other	Where can people get disability cards
Pop Up		Other	Bus stop need to be identical on both sides of the street.
Pop Up		Other	More seats, people standing the whole way
Pop Up		Other	Clean better
Pop Up		Other	Have people take bags off arms so they don't hit other people.
Pop Up		Other	Keep fare price down
Pop Up		Other	Better climate control
Pop Up		Other	Light rail needs to cleaner, know passengers make the mess but better cleaning center
Pop Up		other	Protect the elderly on the buses that have disabilities
Pop Up		Other	Young people are listen to radio and don't have headphones, are not respectful.
Pop Up		Other	Shouldn't have to collapse baby strollers - especially for new babies

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Source	Route	Category	Comments
Pop Up		Other	Adults putting bags on seats - needed more for people to sit
Pop Up		Other	Roaches on bus - people should not eat on the bus
Pop Up		Other	Operators should enforce rules - priority seating , no food, no disrespectful riders, no lighting cigarettes on bus
Pop Up		Other	Fayette and Charles bus traffic is too congested buses will pass patrons
Pop Up		Other	Have late operators relief so wouldn't people late for work.
Pop Up		Other	No more senior Citizen ids? 65 years old won't give ID
Pop Up		Other	MTA does not enforce rules on subway platforms - no spitting - no longer posted Charles Center Station stairwell not swept
Pop Up		Other	Cloth seat - bad
Pop Up		Other	Bus driver should stop for people who are running for the bus
Pop Up		Other	Sometimes fare boxes don't work
Pop Up		Other	People will not get up for pregnant women or women with children. Operator are too scared
Pop Up		Other	Simple things on the buses don't work - such ac/heat would make everyone job easier. Like today the heat didn't work. Operator road up with small complaint
Pop Up		Other	Need more shelters, mostly benches. Need protection from the elements.
Pop Up		Other	Snow removal is an issue for making a path to the bus.
Pop Up		Other	Back door is not utilized by drivers.
Pop Up		Other	Driver issue - claiming ramps are broken, but work. This happen with 2 out 10 rides.
Pop Up		Other	Buses are rarely on-time. 5 minutes early upward of an hour late. So unreliable. Doesn't come on schedule.
Pop Up		Other	Access to handicap seats is a real issue.
Pop Up		Other	Stop raising prices
Pop Up		Other	Overcrowding is a huge issue
Pop Up		Other	Better service to White Marsh
Pop Up		Other	Better N-S connections (e.g. Woodlawn to Brooklyn, Woodlawn to Glen Burnie)
Pop Up		Other	Hybrid buses are smaller.
Pop Up		Other	Fewer buses through downtown terminate at Metro stns. If going outside of town just head out from there, don't ride bus across town.

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Source	Route	Category	Comments
Pop Up		Other	Several routes at Southern end of town that act as neighborhood feeders when they're really through routes, e.g., 27,51. They already have local neighborhood service. 29 should take people to LRT. Same comment applies on other end of 51 in B'more Highlands. 77 is local circulator.
Pop Up		Other	Only problem I have is when a bus driver sees you coming but does not stop. I take the 13 mostly. 3, 27 + the 1 are a big problem.
Pop Up		Other	Buses standing is an issue. Drivers don't enforce people moving to the back of the bus.
Pop Up		Other	People should be more polite on buses.
Pop Up		Other	More security on buses for school kids.
Pop Up		Other	Need more mobility service to seniors. Wheelchairs create challenges.
Pop Up		Other	Driver rudeness is a real issue. Stop shutting doors in people's faces...
Pop Up		Other	Wi-Fi and safety III - & chargers
Pop Up		Other	Thank MTA for their service
Pop Up		Other	Teenagers are at - don't get up for seniors - bus driver doesn't do anything.
Pop Up		Other	Buses are crowded, especially during school - problems & crowding
Pop Up		Other	Need better supervision
Pop Up		Other	More service on Sundays. Why not better service on Saturdays? (to shopping locations)
Pop Up		Other	Announcement about respecting others, no profanities.
Pop Up		Other	Fix wheelchair - chair lifts.
Pop Up		Other	Clean the buses
Pop Up		Other	Operators need to tell the young people to go to the back, then old & disabled people can't get on.
Pop Up		Other	Not an overcrowding issue - main prob is people to move back.
Pop Up		Other	Operators don't know anything.
Pop Up		Other	Don't stop when you're waiting.
Pop Up		Other	Fares shouldn't go up. Keep at \$3.50 or just raise to \$4, don't
Pop Up		Other	Don't spend \$ on technology. Spend it on better service.
Pop Up		Other	Had on bright clothing at night, operator just turned off light & passed him.
Pop Up		Other	Most part the drivers are courteous. But young people don't listen to the driver & if the driver asks to move back. Should have sp. buses for kids.

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Source	Route	Category	Comments
Pop Up		Other	Compare B' more to other cities MTA is keeping up, understandable that buses are late. Nothing is that
Pop Up		Other	Transfers aren't tuned well - so esp. at night either next bus is just missed or the bus doesn't show up.
Pop Up		Other	Some operators drive too slow - no hurry to get there.
Pop Up		Other	Peak periods don't form on 9-5 - there are 3 shifts.
Pop Up		Other	Sometimes stuff too many people on the buses. Maybe look at new seating configs. Not everyone is the same size.
Pop Up		Other	Mobile app for bus locations
Pop Up		Other	All senior cit. & PWD should have Charm card w/ picture
Pop Up		Other	Luxurious buses
Pop Up		Other	Better weekend services
Pop Up		Other	better bus shelters & esp. benches
Pop Up		Other	Electronic signs should work better.
Pop Up		Other	Better surveillance
Pop Up		Other	Elevator cleaning/maintenance - esp. in summer - clipboard - elevator last cleaned
Pop Up		Other	More public bathrooms - but security issues
Pop Up		Other	Work on trash, more comfortable seats
Pop Up		Reliability	Buses have to stop too much and need to stop being late.
Pop Up		Reliability	Have buses run on time
Pop Up		Reliability	Light rail needs to be on time
Pop Up		Reliability	Buses need to run on time
Pop Up		Reliability	Bus needs to be on time
Pop Up		Reliability	Buses needs to run on time according to the schedule boxes at stop. Buses are (too early/too late) needs to be more prompt.
Pop Up		Reliability	Buses needs to run on schedule, Customer service needs to tell the truth about buses being late
Pop Up		Reliability	Buses needs to run on time.
Pop Up		Reliability	Stick to schedule, don't double up buses, Second bus is still over crowded - waste of \$\$
Pop Up		Reliability	Buses needs to be on time.

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Source	Route	Category	Comments
Pop Up		Reliability	Waiting long periods for buses (rt 27, 11, 3, 5)
Pop Up		Reliability	Quickbus never on time
Pop Up		Reliability	Buses never on schedule
Pop Up		Reliability	Sometimes service never comes -> 40, 44, 52, 57, 23, 20, 35, 77, 64, 26, & subway at night
Pop Up		Reliability	Be on time
Pop Up		Reliability	On time is issue
Pop Up		Reliability	Buses miss trips, then broken lift, can wait 3 hours
Pop Up		Reliability	Buses need to be on time
Pop Up		Reliability	Buses are never on time. Buses either are late or don't come at all.
Pop Up		Reliability	Need to come on time
Pop Up		Safety/Security	People sneaking on back door
Pop Up		Safety/Security	Have bus monitors too enforce rules
Pop Up		Safety/Security	People standing in front door - find ways to stop people from standing in doorways
Pop Up		Safety/Security	Safer - had two issues regarding safety claims. Issue w/other passenger Happens if you've walking or riding too fast. Not all the time
Pop Up		Safety/Security	more transit policies on buses - a lot is going on the buses that shouldn't
Pop Up		Safety/Security	Buses too crowded- shouldn't pick up anyone past the yellow line.
Pop Up		Safety/Security	Crime on buses, robbed on the bus
Pop Up		Safety/Security	More security at bus stops
Pop Up		School Kids	More consideration for non-school aged riders, route with high school riders are difficult
Pop Up		School Kids	Built service to meet people's needs - school service vs. working class
Pop Up		School Kids	buses for school kids only - dedicate service - current service is worst in afternoon
Pop Up		School Kids	School kids on bus - so packed - makes you not want to ride in early morning
Pop Up		School Kids	MTA police needs to be on the bus to make kids move back
Pop Up		School Kids	School kids should not be on bus with working adults
Pop Up		School Kids	Needs dedicated school service
Pop Up		School Kids	Separate school riders from public. 23 line in Dundalk. City school should have its own buses. Kid got beaten up. Disrespectful - throwing gum in people hair.

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Source	Route	Category	Comments
Pop Up		School Kids	Kids don't get on the bus that are parked in front of the school
Pop Up		School Kids	Go back to school buses - teens are a huge problem.
Pop Up		School Kids	Morning & afternoon (3-4pm) school kids - super - long waits & buses pass passengers
Pop Up		School Kids	Need to take away S-passes (student) - ride all day up to 8pm taking up spaces on the buses. Like a hangout spot. Issue almost every day. Babysitting them. Regular riders get off & charge
Pop Up		School Kids	Get school kids their own buses, loud, disrespectful
Pop Up		School Kids	Kids don't move back.
Pop Up		School Kids	Biggest problem is the teenagers.
Pop Up		School Kids	Designed buses for buses for school children.
Pop Up		School Kids	Bus going from North to South and not in service - is a waste of \$\$, pick up people
Pop Up			more quick bus would help
Pop Up			Don't cut lines - especially at night - keep schedule
Pop Up			School kids needs their own buses
Pop Up			Private security on buses
Pop Up			Put "Music" on bus to calm people
Pop Up			Put arctic on 13
Pop Up			Peaceful advertisement (no violence)
Pop Up			Website is bad - difficult for tourist
Pop Up			on-time is a huge issue
Pop Up			People don't get up for the disabled, some drivers don't do anything about it
Pop Up			Reisterstown Plaza - issue for getting disability card
Pop Up			Need more buses to Catonsville - 10 buses - can enough at all hours
Pop Up			Want to see improvements in safety
Pop Up			No cell phones on buses.
Pop Up			Keep the same.
Pop Up			Commons needs transfer to #4 bus getting to bus is a huge issue - people don't have cares shuttle buses in communities.
Pop Up			Getting to bus is a huge issue - people don't shuttle buses in communities



Source	Route	Category	Comments
Pop Up			Keep an eye on bus drivers - bus drivers see other buses coming, but leave without giving transfer possibilities. 13 bus is lousy after 10pm-westbound, Why operate "not in service"
Pop Up			Coord. transfers at transfer points. One bus pulls in while the other is pulling out. Need to have timed xfers.
Pop Up			Buses pass people up
Pop Up			Teenagers are a problem.
Pop Up			Buses go out of service & then the scheduled bus doesn't come
Pop Up			New buses. Less breakdowns, good AC & heating.
Pop Up			Police officer on buses - esp. during school hours
Pop Up			Cameras in elevator
Public Meeting	1	Frequency	higher service
Public Meeting	1	Frequency	I am a senior citizen who live in a senior citizen disability building. I still work part time and these are the primary buses I use either for work, appointments or shopping. Especially the #1 and 97 shuttles. These two are the most problematic #1 as far as frequency of runs and #97 shuttle stops around 6 or 7 pm on the weekends but not all seniors are homebound we still have to get to work etc.
Public Meeting	1	Frequency	Higher frequency on Fort Avenue during Rush hour
Public Meeting	1	split routes	takes too long to get to where you are going and/or coming
Public Meeting	1	split routes	Why are Ft. McHenry + Mondawmin on the same route? Have them start/stop downtown
Public Meeting	3	combine routes	Split 3 Line Sheppard Pratt to go just down to Loch raven & Colbery - make it a shuttle.
Public Meeting	3	feedback	Charm Card isn't smart enough. Charm Cards should be smart enough to deduct max of \$3.50a day, \$16.50 a week or \$64 monthly. More locations to buy weekly passes. Three drivers have provided great service in three years on the 3 Line. The driver of the #3 Cromwell Bridge; Irma Harrison and Donnell badge # 1517.

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Source	Route	Category	Comments
Public Meeting	3	Frequency	During the day this line is extremely crowded. A quick service is needed pin that line or more buses. If a service is added it needs to be all day. Also additional services to Sheppard Pratt.
Public Meeting	3	Frequency	higher frequency to have shorter wait time
Public Meeting	3	Frequency	at night need to run every 20min from 9pm-12-am
Public Meeting	3	Frequency	needs longer buses throughout the day and a higher frequency
Public Meeting	3	realignment	Should stop GBMC + Sheppard Pratt since they are right next door to each other and would create better accessibility.
Public Meeting	3	route elimination	Because the 3 stays late at night
Public Meeting	3	route extension	
Public Meeting	3	route extension	Extend to all shopping centers at Joppa + Perring Pkwy since it is a huge employment center.
Public Meeting	3	route extension	turn right on Joppa Road, because there's a shopping center there
Public Meeting	3	segment elimination	3 Line had a reroute because Joppa Rd was being repaved 1 year ago and has never been put back on its original route on Joppa Rd.
Public Meeting	3	service type changes	Sheppard Pratt Route 3 should have more buses instead of every hour or 30 mins.
Public Meeting	3	service type changes	It stays crowded
Public Meeting	3	Span	Often late.
Public Meeting	3	Span	Needs to run later to accommodate night life + service people get off/ going to work.

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Source	Route	Category	Comments
Public Meeting	3	split routes	3 Line in the summer with baseball games makes the bus late in the Towson area before and after games.
Public Meeting	4	Frequency	Definitely needs higher frequency due to both overcrowding and not enough times. The 4 bus runs once an hour and is usually late. And it becomes over crowded with more than 66 people on a normal size 4 bus.
Public Meeting	4	Frequency	The 4 only runs every hour which can be inconvenient.
Public Meeting	4	Frequency	I think the 4 bus line and the 20 bus line need higher frequency. Both these lines travel a far distance and in some cases you will only have 1 or 2 buses within an hour and then the bus is packed with passengers therefore leaving some people waiting for the next bus which can be an hour long wait especially in the winter time.
Public Meeting	4	Frequency	The ridership has picked up and there is a need for more buses.
Public Meeting	5	feedback	Very late and very crowded with wheel chairs, baby carriages, shopping carts, and people standing up because they don't have any place to sit down. "Double bus" is needed between 10 am & 12 pm Mon-Fri.
Public Meeting	5	Frequency	higher frequency to have shorter wait time
Public Meeting	5	Frequency	Cedonia section in the north east part of Baltimore needs higher frequency due to huge volume of ridership
Public Meeting	5	Frequency	These are main veins of this city. Always crowded/not to mention small buses. Only time I see the double buses are when there is a holiday when very few people are riding.
Public Meeting	5	Span	need more bus services because the 46 not running at am
Public Meeting	5	Span	Downtown - Always crowded mornings thu eve. When people are coming Home from work or other activities.
Public Meeting	7	Frequency	higher frequency to have shorter wait time
Public Meeting	7	realignment	canton to get a new line

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Source	Route	Category	Comments
Public Meeting	7	route extension	Mondawmin - Dundalk Loop/every other service to Milford Mill on the 52, could expand
Public Meeting	7	Span	
Public Meeting	8	service type changes	Sundays runs departing university of MD needs additional buses to reduce over standing
Public Meeting	8	short turns	Bus should be split up like #19 & #91 was years ago.
Public Meeting	9	feedback	Doesn't adhere to a schedule.
Public Meeting	9	Frequency	I live on the 9 route. If I need to use light rail, I and driving to the Timonium Station, b/c the wait for the 9 is too long. Higher frequency is needed.
Public Meeting	9	Frequency	Evening need a run to t Lutherville and its always late
Public Meeting	9	realignment	No reason listed
Public Meeting	9	route extension	Should continue to Towson
Public Meeting	9	route extension	Should serve Mays Chapel and connect it to the Light Rail.
Public Meeting	9	Span	Should have 24 hour service.
Public Meeting	9	Span	Additional service during the day, also additional services on the weekend is extremely needed
Public Meeting	10	combine routes	10 or 20 should be combined with the 11 so that there is access to canton crossing.
Public Meeting	10	feedback	There are new apts. At new bldgs. Being built on Frederick / Athol and further up that need and will need to be serviced.

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Source	Route	Category	Comments
Public Meeting	10	Frequency	the 10 should have a higher frequency because the wait times are to long
Public Meeting	10	Frequency	The 10 route going eastbound is horrible. During the 3, 4, and 5 PM hours the 10 sometimes won't show for 40-50 minutes.
Public Meeting	10	Frequency	The ridership has picked up and there is a need for more buses.
Public Meeting	10	Frequency	needs higher frequency
Public Meeting	10	Frequency	I am a senior citizen who live in a senior citizen disability building. I still work part time and these are the primary buses I use either for work, appointments or shopping. Especially the #1 and 97 shuttles. These two are the most problematic #1 as far as frequency of runs and #97 shuttle stops around 6 or 7 pm on the weekends but not all seniors are homebound we still have to get to work etc.
Public Meeting	10	Frequency	Eastern ave/ bull run bus. Buses always packed. Often stranded by the #10. Higher frequency on the #40 QuickBus
Public Meeting	10	realignment	Service to Frederick Ave. between Yale Ave and Beechfield. New development on Frederick +Athol Ave. Future planning for new homes along communities Tremount + Athol + Irvington neighborhoods.
Public Meeting	10	route extension	All buses should go to Sec Sq to make transferring easier
Public Meeting	10	route extension	Harbor Eastern Avenue via the #10 or #30. Both miss it by several blocks to the north, east at the central, Exeter. Could we have one route head all the way down to eastern and the other turn up to Broadway
Public Meeting	10	service type changes	Should have an extended / arctic buses during peak hours 6AM-9AM and 3PM - 6P<
Public Meeting	10	Span	#10 get to the harbor east. No way to get there unless you live in Canton. Closes to get there is Broadway
Public Meeting	10	split routes	Route is too long and always crowded

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Source	Route	Category	Comments
Public Meeting	10	split routes	Too long, poor running time
Public Meeting	10	split routes	21 and 10 both run west / East, so if backup on either side creates schedule issue buses not on time
Public Meeting	10	split routes	takes too long to get to where you are going and/or coming
Public Meeting	10	split routes	Due to delays and potential to reach new areas on either end.
Public Meeting	10	split routes	The #20 or # 23 got long south and make lot of stops. Maybe get to downtown and then turn around from both direction. Just an idea.
Public Meeting	11	combine routes	I believe the #11 should somehow connect to the Dundalk side of town maybe a bus going from Marine Terminal to Canton Crossing to downtown area.
Public Meeting	11	Frequency	The 11 needs more frequent service
Public Meeting	11	Frequency	Higher frequency
Public Meeting	11	Frequency	
Public Meeting	11	realignment	Schedule is meaningless - lateness not drivers fault.
Public Meeting	11	realignment	Should stop GBMC + Sheppard Pratt since they are right next door to each other and would create better accessibility.
Public Meeting	11	Span	Needs to run later to accommodate night life + service people get off/ going to work.
Public Meeting	11	Span	ending later, at least on weekends
Public Meeting	11	split routes	Due to delays and potential to reach new areas on either end.

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Source	Route	Category	Comments
Public Meeting	13	Frequency	These are main veins of this city. Always crowded/not to mention small buses. Only time I see the double buses are when there is a holiday when very few people are riding. Should continue to put the double bus - because of Coppin students too. This area is growing therefore we need the 13 and 91 buses to comply with expansion.
Public Meeting	13	realignment	canton to get a new line
Public Meeting	13	Span	
Public Meeting	14	feedback	Long wait time
Public Meeting	14	Frequency	Too long of a wait.
Public Meeting	14	Frequency	High-To travel from liberty road, Millfordmill road to just get connect with the 14. I would shorten this connect allowed #52, #54, #77, #99 and #14 to start at Mondamwin to MVA Glenburnie express
Public Meeting	14	realignment	Travel from Randallstown M-F daily just to get to work in Glenburnie before 7am MVA. Connection are long riding #77 to 14. If #77 with peak commenting hour would make unlimited stop I would be able to connect with 6:15am to the 14 daily. Millford mill got only one bus line #54
Public Meeting	14	route extension	Should go at College parkway n to Annapolis instead of serving only AACC.
Public Meeting	14	service type changes	Should have a Circulator to service the shopping areas (Glen Burnie) and increase frequency for Annapolis riders
Public Meeting	14	service type changes	less wait times
Public Meeting	14	Span	Places (shops, church, Medial etc.) are open and no service to them - 14 on Sunday.
Public Meeting	14	Span	service to stores Glenburnie - Annapolis
Public Meeting	14	Span	The #14 is an express bus at 6:30am with unlimited stop 6:15am Patapsco station. Also have buses run 15 min, 30 min wait should be more frequency during 6am to 10 am.

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Source	Route	Category	Comments
Public Meeting	14	Span	southbound on Sunday needs additional service evening and departing on Patapsco after 8pm. Improve services on holidays time
Public Meeting	14	split routes	Shorter wait times and less stops
Public Meeting	15	feedback	15 bus coming up security keeps passing the stop at McDonalds Belmont Ave (15 is on the sign to stop) if this has changed remove the #15 from bus stop sign.
Public Meeting	15	feedback	Very late and very crowded with wheel chairs, baby carriages, shopping carts, and people standing up because they don't have any place to sit down. "Double bus" is needed between 10 am & 12 pm Mon-Fri.
Public Meeting	15	Frequency	During the day this line is extremely crowded
Public Meeting	15	Frequency	higher frequency to have shorter wait time
Public Meeting	15	Frequency	Needs more service. Overcrowded everyday plus at night.
Public Meeting	15	realignment	Remove Forrest Park Ave segment
Public Meeting	15	route extension	Extend to Perry Hall outside of rush hour, whether as a local or express line. This would increase connectivity.
Public Meeting	15	route extension	Extend the regular beyond the Overlea loop near to Perry Hall, non-peak service is still need and tend to run well past the end of peak-hours. Follow the example of 19/19x, which both service the full route.
Public Meeting	15	segment transfer	Split downtown
Public Meeting	15	service type changes	It stays crowded
Public Meeting	15	Span	#15 & #35 should be realigned so that at least one of them serves the Honeygo Blvd corridor - including the new Perry Hall library @ Forge Rd & Honeygo, the Honeygo Town Center & The Honeygo Regional Park & Recreation facility -

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Source	Route	Category	Comments
Public Meeting	15	split routes	When it hits downtown traffic the bus slows down. If it could align with Metro to move people faster.
Public Meeting	15	split routes	Too long, poor running time, not running on time cut the 15 at Walbrook Jct, have another bus line to Walbrook Jct to Sec. SQ Mall and have a 15 Express on the Westside
Public Meeting	15	split routes	High volume of people in downtown area morning, noon and night
Public Meeting	16	Frequency	Higher frequency. Mondawmin Mall --> Brooklyn Homes. This bus is ALWAYS overcrowded no matter what time of the day you catch it!
Public Meeting	16	Frequency	I am a senior citizen who live in a senior citizen disability building. I still work part time and these are the primary buses I use either for work, appointments or shopping. Especially the #1 and 97 shuttles. These two are the most problematic #1 as far as frequency of runs and #97 shuttle stops around 6 or 7 pm on the weekends but not all seniors are homebound we still have to get to work etc.
Public Meeting	16	Frequency	OFF SCH
Public Meeting	16	split routes	takes too long to get to where you are going and/or coming
Public Meeting	17	feedback	On Sunday needs a larger bus --> 15 to 20 people standing from front to back on 10:58 pick up at airport that runs to only one or two points downtown? I called MTA 2 weeks ago about crowding/safety concerns. Parts of this route travels on "295" at high speed ... not safe with so many people standing. An even smaller bus showed up the following week (About 6 weeks ago a "flex" bus showed up and everyone had a seat. Do drivers select bus for route?? Or are the assign??
Public Meeting	17	feedback	The 17 bus passes passengers by at the 1st stop at BWI and only shows down at the 2nd stop by light rail. This needs to be addressed.
Public Meeting	17	route extension	return to Pasadena (mountain rd)
Public Meeting	17	Span	Light Rail should run later on Sundays. There are significant # of people that work regular shifts (just like Monday -Sat) that get off at 10:30 PM. How can you expect one bus #17 to handle the work of LR train with four cars? Dangerous trip up "295" with significant overloaded bus #17

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Source	Route	Category	Comments
Public Meeting	17	Span	Need to leave Arundel Mills Mall earlier for people who live there or near there. The 17 starts at 9:30-10:00 and I used to have to get a ride to BWI to get the light rail or 77,99
Public Meeting	18	route extension	Should serve Mays Chapel and connect it to the Light Rail.
Public Meeting	19	feedback	Have taken bus during late night ours toward state center. To my knowledge, there is no formal stops on this route to serve Bolton Hill neighborhood i.e. - Bolton & Dolphin; before terminating @ State Center. Would like to see formal stop there.
Public Meeting	19	Frequency	higher frequency to have shorter wait time
Public Meeting	19	realignment	It gets delayed through downtown.
Public Meeting	19	Span	need 24hrs service, the only bus in NE that doesn't have 24 hr service
Public Meeting	20	combine routes	10 or 20 should be combined with the 11 so that there is access to canton crossing.
Public Meeting	20	combine routes	20+30 - 30 created to help w/ issues on 20 but creates congestion when bus can't run on time. Multiple buses running together shorten length/Run more often.
Public Meeting	20	feedback	The 20 bus going southbound needs to have a stop just before Cook's lane and pass the church. There is a bus pad on the street and it (the stop) could service 3 church which cannot be gotten to without a 5 blocks walk, a lot for elderly person.
Public Meeting	20	feedback	Very late and very crowded with wheel chairs, baby carriages, shopping carts, and people standing up because they don't have any place to sit down. "Double bus" is needed between 12 noon & 1:30 pm Mon-Fri.
Public Meeting	20	Frequency	The 20 is always crowded.
Public Meeting	20	Frequency	I think the 4 bus line and the 20 bus line need higher frequency. Both these lines travel a far distance and in some cases you will only have 1 or 2 buses within an hour and then the bus is packed with passengers therefore leaving some people waiting for the next bus which can be an hour long wait especially in the winter time.

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Source	Route	Category	Comments
Public Meeting	20	Frequency	need to run every 30min on Sunday, bus runs every 60min.
Public Meeting	20	Frequency	Going Downtown-especially during the early morning rush hours during weekdays. Example of time 6:30 am-10:30 am. Have more buses in this route, because of the route they travel that pick up a great number of persons
Public Meeting	20	Frequency	Higher service on weekends. Overcrowding because of length between bus services.
Public Meeting	20	Frequency	OFF SCH
Public Meeting	20	route extension	Should continue to Caton Crossing
Public Meeting	20	route extension	Would continue to St. Agnes then continue to Ingleside for 77 & 20/15 (Westview Mall) connection thru Rolling Road #23/#10 connection & possible #99 bus connection.
Public Meeting	20	segment transfer	I believe that the 20 to Marine Terminal should be transferred to a different route for those who have to travel from CCBC Dundalk Area to Security Square Mall through the city (downtown)
Public Meeting	20	service type changes	Should have an extended / arctic buses during peak hours 6AM-9AM and 3PM - 6P<
Public Meeting	20	service type changes	The Marine Terminal should be on its own route because it takes always from riders who need to go to or from the CCBC Dundalk area.
Public Meeting	20	Span	As noted in question +1, there are a lot more persons who ride these buses, many due to their early morning appointments for their DRUG counseling and medication, this would serve persons who need to get downtown on time for their working jobs and do so more at ease that they not be late too often.
Public Meeting	20	Span	Should pick up service problems, but 20 doesn't run on schedule. Ends 6:00pm
Public Meeting	20	split routes	The commute from Dundalk to Security Sq. Mall is too long and there is severe overcrowding.
Public Meeting	20	split routes	I think the 20 could be split from going through downtown to get to security but also have a route that goes from (No Suggestions) to downtown.

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Source	Route	Category	Comments
Public Meeting	20	split routes	20 and 10 both run west / East, so if backup on either side creates schedule issue buses not on time
Public Meeting	20	split routes	takes too long to get to where you are going and/or coming
Public Meeting	22	Frequency	higher frequency to have shorter wait time
Public Meeting	22	service type changes	It stays crowded
Public Meeting	22	Span	need to run from 5am to 10pm
Public Meeting	23	Frequency	
Public Meeting	23	realignment	meets the need of not having to walk for
Public Meeting	23	realignment	#23 bus route westbound marked (Wildwood Parkway) is not efficient. Should continue to Athol Ave. turn left, right into new subdivision complex and continue to Swan Ave. right on route 40 (Edmondson village) then left onto Wildwood parkway. Then back east to city (this change could service Edmondson high school, Westside Skill Center, new city subdivision and Edmondson village.
Public Meeting	23	Span	should run all day+night more people will be able to work earlier and later shifts
Public Meeting	23	split routes	Shorter route to (No Suggestions) and create a new route that not only resemble the 23's routing, but also introduce service to Marilyn Avenue corridor
Public Meeting	23	split routes	takes too long to get to where you are going and/or coming
Public Meeting	23	split routes	Due to delays and potential to reach new areas on either end.
Public Meeting	24	feedback	Usually late coming from Whispering Wood.

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Source	Route	Category	Comments
Public Meeting	27	Frequency	After 9PM the 27 runs on the hour during the week -> should run every half hour, like weekends.
Public Meeting	27	Frequency	higher frequency to have shorter wait time
Public Meeting	27	Frequency	It's too long, long wait between buses, especially off-peak daytime.
Public Meeting	27	Frequency	Higher frequency
Public Meeting	27	Frequency	from downtown to past Hawden because it would be easier to access Hamden, light rail stops in Hamden is too far(15mins)walk
Public Meeting	27	realignment	No reason listed
Public Meeting	27	split routes	Due to length
Public Meeting	27	split routes	Needs to be split, one going from downtown to cherry hill and the other from Reisterstown to downtown. Buses always late route is too long.. Also with the construction of the casino addition service will be needed
Public Meeting	27	split routes	Too long, poor running time
Public Meeting	27	split routes	
Public Meeting	29	realignment	the 27 to Run to cherryhill, Patapsco light rail
Public Meeting	29	segment transfer	part of the route #27 to switched to the extended route to #29
Public Meeting	30	combine routes	20+30 - 30 created to help w/ issues on 20 but creates congestion when bus can't run on time. Multiple buses running together shorten length/Run more often.
Public Meeting	30	Frequency	Going Downtown-especially during the early morning rush hours during weekdays. Example of time 6:30 am-10:30 am. Have more buses in this route, because of the route they travel that pick up a great number of persons

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Source	Route	Category	Comments
Public Meeting	30	Frequency	Doesn't run on weekends, needs to run more frequent.
Public Meeting	30	Frequency	OFF SCH
Public Meeting	30	route elimination	The 10 is overcrowding w/individual that could use the #30 but don't because they are not aware that the #10 & 30 lines both service eastern ave & highland town
Public Meeting	30	route extension	need to be extended because it help bus no 20 in morning and evening
Public Meeting	30	route extension	Continue going west from Edmondson village to Rolling Road or further.
Public Meeting	30	route extension	Harbor Eastern Avenue via the #10 or #30. Both miss it by several blocks to the north, east at the central, Exeter. Could we have one route head all the way down to eastern and the other turn up to Broadway
Public Meeting	30	short turns	West Hills; connect rides w/o using route QB40 and since the route 20 no longer give access to local stops in that area, the Route 30 re-establish access via the same routing as Route 20 before 2006
Public Meeting	30	Span	As noted in question +1, there are a lot more persons who ride these buses, many due to their early morning appointments for their DRUG counseling and medication, this would serve persons who need to get downtown on time for their working jobs and do so more at ease that they not be late too often.
Public Meeting	30	Span	end later
Public Meeting	30	Span	stops at 5pm- run later
Public Meeting	33	feedback	Please redo bus service on these lines because of the running time 33 on Sunday is always 10min late
Public Meeting	33	Frequency	higher frequency to have shorter wait time
Public Meeting	33	route elimination	Because the 33 always late on Sunday. I wait for that bus 3 hours at Rogers station going to Moravia Rd.



Source	Route	Category	Comments
Public Meeting	33	route extension	Rogers Sta - Bayview
Public Meeting	33	route extension	was running from Rogers station to Eastpoint Mall
Public Meeting	33	Span	on Sunday need to run later, bus stops at 9:30pm
Public Meeting	35	Frequency	Higher frequency
Public Meeting	35	realignment	No reason listed
Public Meeting	35	route extension	Should continue to CCBC Catonsville
Public Meeting	35	segment transfer	Split downtown
Public Meeting	35	short turns	Between Hopkins to downtown and Hopkins to White Marsh - heavy ridership areas
Public Meeting	35	Span	#15 & #35 should be realigned so that at least one of them serves the Honeygo Blvd corridor - including the new Perry Hall library @ Forge Rd & Honeygo, the Honeygo Town Center & The Honeygo Regional Park & Recreation facility -
Public Meeting	35	split routes	It will improve its reliability
Public Meeting	35	split routes	When it hits downtown traffic the bus slows down. If it could align with Metro to move people faster.
Public Meeting	35	split routes	Too long, poor running time
Public Meeting	35	split routes	
Public Meeting	35	split routes	Route is too long, but split should be Downtown to avoid excessive transfers

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Source	Route	Category	Comments
Public Meeting	35	split routes	It fails to provide reliable service probably due in large part to its length.
Public Meeting	35	split routes	Due to delays and potential to reach new areas on either end.
Public Meeting	36	Frequency	higher frequency to have shorter wait time
Public Meeting	36	Frequency	Higher frequency in the middle of the day. Increase services to Riverview and past Monroe street
Public Meeting	40	feedback	Needs "double bus" between 1 pm & 1:30 pm instead of a small bus, because a large number of people are waiting for this "FANTASTIC QUICK BUS".
Public Meeting	40	realignment	meets the need of not having to walk for
Public Meeting	40	realignment	Service to Frederick Ave. between Yale Ave and Beechfield. New development on Frederick +Athol Ave. Future planning for new homes along communities Tremount + Athol + Irvington neighborhoods.
Public Meeting	40	route extension	Corridor west of rolling road peak hours. Have mile walk to business run could turn around at rolling road
Public Meeting	44	feedback	Current bus map schedule at bust stop @ my area located in Sinclair lane & Frankford plaza by the 44 bus the schedule is from 2008. I have called several times. It's still the same, the same for the 44 bus on Northern PKWY.
Public Meeting	44	feedback	Please reschedule the #44 bus to leave Rosedale around 15 past the hour so connections can be made between the #44 bus and the #24.
Public Meeting	44	Frequency	higher frequency to have shorter wait time
Public Meeting	44	split routes	44 has to go too far and it also is 70% late. Maybe a break-up at Loch Raven to Security. Split 44 from Security to Loch Raven, another bus from Loch Raven to Rosedale Business Park.
Public Meeting	46	Frequency	Needs higher frequency. Somehow it needs to connect to Rt 40

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Source	Route	Category	Comments
Public Meeting	46	Span	Towards Paradise /Catonsville. This bus overlays the #10 Route exactly throughout the Yale Heights corridor. I think it should stay on Frederick Ave to service the residents at Athol Ave/the new senior bldg. Right now they have to walk 2-3 very long blocks to the bus stop and mostly senior citizens.
Public Meeting	46	Span	needs to end later than 6pm because it's routes are major areas within the city
Public Meeting	47	Frequency	
Public Meeting	47	route extension	Extend to Security Sq along Windsor Hill to CMR
Public Meeting	47	route extension	Quick Bus should be extended westbound to the finally destinations- West view mall, security mall and cbc-catonsville (needs a bus directly to and from downtown). Have a high ridership destination. Extend #97 to covered windsore hills via cliffon Ave. Easier way to connect for the Mondawmin metro station
Public Meeting	47	Span	Should run all day like the 48
Public Meeting	47	Span	need to run all day up to 10:30pm so can help service more
Public Meeting	48	route extension	should be extended to Lutherville
Public Meeting	48	segment transfer	Should be extended to Lutherville.
Public Meeting	48	Span	Not enough stops.
Public Meeting	50	Span	need to run from 5am to 10pm
Public Meeting	51	feedback	Please redo bus service on these lines because of the running time 51 on Saturday poor running time, and little layover
Public Meeting	51	Frequency	higher service

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Source	Route	Category	Comments
Public Meeting	51	Frequency	Mondawmin South on average in afternoon 20-30 people board at once
Public Meeting	51	Frequency	These are main veins of this city. Always crowded/not to mention small buses. Only time I see the double buses are when there is a holiday when very few people are riding.
Public Meeting	51	Span	Bentalou - Always crowded mornings thru eve. When people are coming Home from work or other activities.
Public Meeting	52	feedback	Please redo bus service on these lines because of the running time 52 on Sunday layover is only 2min
Public Meeting	54	Frequency	Needs higher frequency of going to Randallstown
Public Meeting	54	Frequency	Need higher frequency-demographics have changed for the Randallstown loop area and more frequent bus service is needed so people can get to their jobs in a timely manner. 54 has a lot of people that work at the nursing home and the buses after 10 run every hour and sometimes don't show up. The 54 line (when it was the M8) use to run very well. MTA promise to send every bus to Randallstown when we had town meeting but didn't keep their promise.
Public Meeting	54	realignment	needs to go 2 more miles deeper into Randallstown to reflect new development and senior housing & to relieve overcrowding during non-rush hours
Public Meeting	54	realignment	Needs to go out further. More minorities in the Carriage Hill Development
Public Meeting	54	route extension	Should be extended out further on Liberty Rd.
Public Meeting	54	route extension	Quarry Lake like the 58 line was in the beginning. Also, Stevenson Village area like it was years ago. The 54 line should go further up Liberty Rd. or just make it another line.
Public Meeting	54	route extension	All buses should go to Randallstown to give Baltimore county parity of service
Public Meeting	54	route extension	Should go to Marriotsville Rd ad Liberty Rd. It could turn around just pass the shopping center where the Bowling alley use to be (Bowling alley closed). I personally know 7-8 people who walk EVERY DAY from the Randallstown loop to Marriotsville Road.

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Source	Route	Category	Comments
Public Meeting	54	short turns	54 from Milford mill to Randallstown Rd would help people get to the subway which helps to move them downtown quicker to where more jobs are.
Public Meeting	55	Frequency	My limited experience with the Overlea/ Rosedale /Essex service is positive. I'm semi-retired and have the opportunity to schedule travel.
Public Meeting	55	Frequency	The ridership has picked up and there is a need for more buses.
Public Meeting	55	Frequency	needs more buses
Public Meeting	55	realignment	(Or new route) from Franklin Square Hospital north along Rossville BLVD Putty Hill Ave to provide better service between the hospital and commercial areas in Overlea, Parkville and east Towson
Public Meeting	55	route extension	It would be nice for the 55 to go down to Kelso Dr. I am older and have to walk to the 8600 block of Kelso Dr.
Public Meeting	55	route extension	The only thing that needs changing is the last eastbound service @ 11:05PM instead of Overlea it should go to Fox Ridge.
Public Meeting	55	service type changes	It stays crowded
Public Meeting	57	route extension	Rogers Sta - Columbia Mall - NW riders can connect to Rt 40 Rolling then the bus will connect to Columbia to Randallstown
Public Meeting	58	Frequency	Saturday has a higher frequency.
Public Meeting	58	route extension	Should resume serving Quarry Lake.
Public Meeting	61	Frequency	
Public Meeting	61	route elimination	Should be combined with route 64
Public Meeting	61	Span	

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Source	Route	Category	Comments
Public Meeting	64	feedback	Not lit always - tree cover stops,
Public Meeting	64	feedback	Long wait time
Public Meeting	64	Frequency	Going to Energy parkway. No midday or evening service to the area. #9 to International circle
Public Meeting	64	service type changes	less wait times
Public Meeting	64	short turns	Shorter runs - less wait times
Public Meeting	64	Span	Should run until 2:30AM or 3AM.
Public Meeting	64	Span	Rivera Beach need to end later to service the community, increase ridership and allow people to shop etc. be able to get back to the other routes i.e. 14
Public Meeting	64	Span	
Public Meeting	64	split routes	Brooklyn to Pasadena and Brooklyn to North Ave
Public Meeting	64	split routes	Shorter wait times and less stops
Public Meeting	68	new routes	new route - Westview Mall branch - (used to exist)
Public Meeting	77	Frequency	The 77 needs more frequent service
Public Meeting	77	Frequency	Higher frequency - County service must equal City service
Public Meeting	77	Frequency	needs to run on time - 75% late in evening

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Source	Route	Category	Comments
Public Meeting	77	Frequency	
Public Meeting	77	realignment	Should stop in front of Northwester Hospital because how it's a long walk from Old Court + Liberty intersection.
Public Meeting	77	realignment	No reason listed
Public Meeting	77	segment transfer	From Security to Patapsco
Public Meeting	77	short turns	I like the #77 example given time to extended runs to meet MARC trains at Halethorpe.
Public Meeting	77	Span	Needs to run later to accommodate night life + service people get off/ going to work.
Public Meeting	77	Span	Because it stops about midnight, needs to end later
Public Meeting	77	split routes	Old Court --> Patapsco Light Rail (ENOUGH SAID!)
Public Meeting	77	split routes	Due to delays and potential to reach new areas on either end.
Public Meeting	91	feedback	Please redo bus service on these lines because of the running time 91 is always late Mon-Sat, Sunday is on time
Public Meeting	91	Frequency	These are main veins of this city. Always crowded/not to mention small buses. Only time I see the double buses are when there is a holiday when very few people are riding. Should continue to put the double bus - because of Coppin students too. This area is growing therefore we need the 13 and 91 buses to comply with expansion.
Public Meeting	91	Span	Always crowded mornings thu eve. When people are coming Home from work or other activities.
Public Meeting	97	feedback	we need a sign of our bldg to indicate where the shuttle stops

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Source	Route	Category	Comments
Public Meeting	97	Frequency	I am a senior citizen who live in a senior citizen disability building. I still work part time and these are the primary buses I use either for work, appointments or shopping. Especially the #1 and 97 shuttles. These two are the most problematic #1 as far as frequency of runs and #97 shuttle stops around 6 or 7 pm on the weekends but not all seniors are homebound we still have to get to work etc.
Public Meeting	97	Span	The #97 shuttle needs to end later because I work and so does many others in our bldg and where we live it is unsafe to be walking the streets (especially seniors) to get home from long distances.
Public Meeting	98	Frequency	Smaller buses and more trips
Public Meeting	98	route elimination	Combine with route 97
Public Meeting	98	service type changes	The Hamden shuttle could be better served w/ a shorter bus that runs more frequently.
Public Meeting	99	realignment	Should stop in front of Northwester Hospital because how it's a long walk from Old Court + Liberty intersection.
Public Meeting	99	realignment	Bus 99 heading from Frederick Catonsville / continuing on Ingleside to RT. 40. Then turn left on Route 40 to Rolling Road. Right on Rolling Road to service area up to Crosby Road. Continuing on usual route of Rolling Road. Security Square Mall access would be very helpful. Note: Rolling Road from RT. 40 to Crosby Road has no bus service at all.
Public Meeting	99	realignment	Bus should be changed to not turn on Edmonson ave to go on the beltway but rather stay on Ingleside ave and turn left at the security blvd and then continue the regular route. This would allow for transfer to the #20 and #15 on Ingleside and Craigmont. Also this stretch of the beltway is very congested, which means there is not much times saving going on the belt way.
Public Meeting	99	segment elimination	from U.M.B.C to BWI - Low ridership
Public Meeting	99	segment elimination	Ingleside Right on Edmondson Ave. Left onto 695 Security Blvd. Traffic Backups in Morning & evening rush plus this segment services no one on 695.
Public Meeting	150	Frequency	The access to Columbia is limited to only peak-hours, but demand is higher than any other express route and increase revenue can be generated b/w Columbia and Baltimore

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Source	Route	Category	Comments
Public Meeting	150	Frequency	Need bus route covered between RT. 40 / Cooks Lane and RT 40 / Rolling Road or further! No buses service this stretch of road except the #150 which is very infrequent
Public Meeting	150	Span	need to run all day 7 days a week
Public Meeting	150	Span	Should continue throughout day (regular fee).
Public Meeting	904	Frequency	Buses are usually full between 10& Penn Ave. or La' Plata Plaza
Public Meeting	12 & 13	combine routes	(via Canton) Route 12 can survive by subtracting on this branch from a congested route 13
Public Meeting	12 & 13	realignment	Routing are perfect for York Road to East Baltimore w/o transfer and prevent overcrowding
Public Meeting	15X	Span	Should be extended to at least a 6PM downtown departure time. If I get out of work past 5pm for the 15x.
Public Meeting	16 & 64	realignment	In Brooklyn runs to the same area
Public Meeting	17 +LR	service type changes	Ridership on Sunday nights is the same as during the week. Last train to leave airport on Sunday night is full (4 cars). There are enough riders at 10:30 PM to fill the light rail train. Most get off at Greene at Lombard and end up walking to Baltimore St. and First Mariner Arena to catch another bus.
Public Meeting	19x	Span	Should be extended to at least a 6PM downtown departure time. If I get out of work past 5pm for the 19x, then I miss them.
Public Meeting	21 & 54	combine routes	Direct link b/w routes would save money
Public Meeting	3 & 15	route extension	3 Line extended to Joppa Rd. & Perring Pkwy. 15 line extended to Perry Hall.
Public Meeting	3 & 48	realignment	LaSalle Rd southbound a stop across from Applebee's there is an announcement on the PA but no bus stop sign. 48 Line northbound doesn't stop at North & Pennsylvania. 3 Line was rerouted around Towson Mall 1 year ago for road pavement that has not been changed back to Joppa Rd.

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Source	Route	Category	Comments
Public Meeting	3 & 55	Frequency	3 Line needs higher frequency during non-rush hours. Often late or no show and service ends at 7PM on Sunday. MTA number for bus info not in service to inquire status/arrival times. 55 Line needs more service on the weekends.
Public Meeting	3, 22 & 33	Span	Needs to start earlier and end after 11PM.
Public Meeting	3, 22, 33, 58, 55, 48 & 8	Frequency	Every hour on Sundays are not enough.
Public Meeting	3, 8, 9, 11, 27 & 17	Frequency	Higher frequency on all lines. 11 & 27 should run every 20 mins.
Public Meeting	53 & 54	combine routes	Frequency path for riders.
Public Meeting	56 & 59	combine routes	Once M9, these two routes are actually slower than its predecessor
Public Meeting	5X	route elimination	The 5X makes too many stops before it gets to Wolf street, Broadway, etc. after it pass Sinclair on Shannon drive it should go start to Wolf street
Public Meeting	7 & 53	combine routes	single bus service from downtown to Pikesville area, save money, direct link
Public Meeting	7 & 53	realignment	Reisterstown Rd Connection w/o inference and both routes are quite short but frequent
Public Meeting	7, 8, 12 & 51	combine routes	Routes 7 & 51 and 8 & 12
Public Meeting	8, 44 & 48	Frequency	Buses need higher frequency. Limited bus stops need to add more stops.
Public Meeting	9 & 12	service type changes	Should service Cockeysville Walmart.
Public Meeting	9 & 12	short turns	Should service Cockeysville Walmart.

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Source	Route	Category	Comments
Public Meeting	9, 14 & 17	realignment	Re-aligned to service Walmart on York Rd. 17 line direct service from Baltimore to Annapolis. Frequent shuttle service from BWI to Arundel Mills.
Public Meeting	ALL	Frequency	In Downtown Consolidate routes, use "hub" model greater than frequency during peak hours
Public Meeting	ALL	Frequency	I think all buses should have no longer than a 10-15 minute wait
Public Meeting	ALL	Frequency	Run every 15mins
Public Meeting	ALL	Frequency	
Public Meeting	ALL	service type changes	In Downtown focus on consolidating routes and eliminating excess stops in favor of fewer "hub" stops and more commuter "QuickBus" or express models
Public Meeting	All Buses	Frequency	I think you should increase all routes that serve colleges and universities that travel to and from downtown Baltimore.
Public Meeting	All Buses	Span	Routes that serve entertainment and attractions in Baltimore with shopping centers and plazas. This route should serve high populated communities.
Public Meeting	light rail	Span	should run all day+night more people will be able to work earlier and later shifts
Public Meeting	marc train	Span	should run all day+night more people will be able to work earlier and later shifts
Public Meeting	Mobility	service type changes	Can people accompanying a person in a wheelchair go with the disabled person on the mobility transportation?
Public Meeting	none	route elimination	
Public Meeting	none	segment elimination	
Public Meeting	Not in Service	new routes	Can the Not in Service buses continue to take passengers until they reach the parking yard?

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Source	Route	Category	Comments
Public Meeting	QB 48	feedback	As a disabled (no handicapped) rider I am pleased with the current Mobility service. I am worried that the influx in ridership will disrupt the frequency which service the disabled and elderly that travel during off-peak hours. Keep what's good about the system in place.
Public Meeting	subway	Span	should run all day+night more people will be able to work earlier and later shifts
Public Meeting		combine routes	I don't want buses.
Public Meeting		combine routes	Combining doesn't work. That's why we have these long routes from North to South; East to West because of combining routes 15-20 yrs ago.
Public Meeting		combine routes	Route #8 and #9. Route #48 extended to Lutherville
Public Meeting		feedback	Provide an APP for when the next bus will show at a bus stop. More "green buses" hybrid buses.
Public Meeting		feedback	Most of the buses are dirty. Buses should run more often than 30 minutes.
Public Meeting		feedback	York/Greenmount area population has increased and we need more drivers in this area.
Public Meeting		feedback	Some pleasant drivers but mostly rude drivers. Drivers are not asking people to move back when there is plenty of room in the back. Lots of drivers will pass a stop with a lot of students waiting at a bus stop. They will go OUT OF SERVICE to not pick them up. You have to wait an hour or more for buses that should run every 15 mins. Drivers don't ask people to give seats upfront to disable and elderly people. Senior discounts should start at 62 years old.
Public Meeting		feedback	Buses and Light Rail cars should be cleaned daily. Drivers need better attitude. More bus shelters at busy stops. Easy to print schedules.
Public Meeting		feedback	Invest in a next bus notification system.
Public Meeting		feedback	

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Source	Route	Category	Comments
Public Meeting		feedback	There are too many buses from time to time that say NOT IN SERVICE while people are waiting at a bus stop.
Public Meeting		feedback	Allow round trip option for charm cards! 30 cents everyday adds up for a commuter that only makes 2 rides total per day.
Public Meeting		feedback	Work with Open Street Mapper hobbyists to get all routes + stops in open street map so passengers can find this info easily.
Public Meeting		feedback	Introduce text messaging connection of your next bus arriving, by placing a placard under each bus stop with that stop number code. This will give rides opportunity to text that number to MTA and receive a message of the next bus arriving
Public Meeting		feedback	Get the shelter maps replaced with current versions. There are still some out there with "M" routes in the northwest.
Public Meeting		feedback	One fare for the entire system on the Day Passes
Public Meeting		feedback	If routes are considered for consolidation, care should be taken that they don't become like existing routes (such as the 10).
Public Meeting		feedback	Would there be considerations for TSP to facilitate performance of those routes?
Public Meeting		feedback	Bus seats should fold flat to allow more room
Public Meeting		feedback	See Buses at Patapsco Station go out of service???
Public Meeting		feedback	3pm - 6pm considered high frequency. It should be extended to 7pm, ideally 8pm
Public Meeting		feedback	Create an app that allows people to check the location and ETAA of the bus
Public Meeting		feedback	If buses stops short of their route, it should be mandatory that the driver issue bus passes (transfers).
Public Meeting		feedback	It is also be mandatory that the driver inform riders that the bus will not be traveling the entire route. It should also be mandatory that the driver inform riders that the bus will not be traveling the entire route.

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Source	Route	Category	Comments
Public Meeting		feedback	Ideally, no bus should stop short of their route.
Public Meeting		feedback	Consider a transfer Hub to link routes & service (ex. Union Station)
Public Meeting		feedback	Consider a special event route
Public Meeting		feedback	Separate the 940 MTA bus stop from the bus (PG County) Bus stop to Eliminate the confusion for those on Jury Duty. The 2 stop do have to be separated from the show place arena's parking lot but they the locations within the parking lot need to be separated.
Public Meeting		feedback	MTA Customer service reps & Bus operators are sometimes rude. I think that all MTA employees should have continued customer service training.
Public Meeting		feedback	The only experience I have with line transfer is travel to Dundalk which means transfer from the #55 line to either the #4 or #40 or #23. The #4 runs hourly - a long wait. The #40 and #23 run frequently and connects to the #10 which travels to Dundalk regularly thru east Baltimore
Public Meeting		feedback	The biggest issues are communication, transfer waits and bus bunching
Public Meeting		feedback	This project needed to be the marketed better before starting the website
Public Meeting		feedback	I am an infrequent user. I would use it more, if a lot of the service issues were addressed. Believe me, between gas prices & stress due to traffic congestion, I would love to use transit on a regular basis.
Public Meeting		feedback	I work less than .1 mile from the LR but because of the issues w/ the 9, I drive to & from in order not to "lose" much of my day waiting.
Public Meeting		feedback	Bus service should be on time. Not 30 minutes or so late.
Public Meeting		feedback	Bus drivers should tell young people to allow older people to have a seat.
Public Meeting		feedback	Bus service to the 8700 block of Kelso Dr.

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Source	Route	Category	Comments
Public Meeting		feedback	Public lavatories at subway & light Rail Stations
Public Meeting		feedback	As a Homeowner, I'm not interested in any type of bus service in my neighborhood
Public Meeting		feedback	Homeowners do not want any bus service in one bedroom committees. They are too disruptive and bring blight, decay vagrants, thieves and trash to otherwise peaceful bucolic neighborhood
Public Meeting		feedback	The bus Settlers & bus stop in the 8600 block of Liberty Rd @ the 7-Eleven store and in front of the Baltimore County Public Library are filthy (continuously) and needs to be cleaned.
Public Meeting		feedback	Please don't plan buses on Winands & Painter Mills RD from Mc Donogh to Liberty Rd
Public Meeting		feedback	Brendrook Rd & MC Donogh RD do not need or want bus service in the community
Public Meeting		feedback	Currently I am not a MTA user. However I am concerned about my neighborhood and community and the impact of MTA service being route through the community
Public Meeting		feedback	As A resident along Brenbrook Rd / Mc Donogh Rd, I do not want any MTA Buses on this corridor. From Liberty RD to or through Reisterstown Rd
Public Meeting		feedback	The members of RARA, INC. Randallstown Association for Residents Awareness Incorporated) are Totally Against any MTA Buses
Public Meeting		feedback	WE (neighborhood folks) need to made aware and included early in plans such as these. Not including us just makes the situation worse.
Public Meeting		feedback	I live in Mc Donogh Oaks off Mc Donogh near Winands. The stretch of road in front of my complex (single family homes) is very dangerous. There have been several accident fatalities there. Adding a bus route would truly complicate an already bad situation.
Public Meeting		feedback	There should be service between Laurel and Cromwell Station and between Cromwell Station and New Carrollton Rail Station

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Source	Route	Category	Comments
Public Meeting		feedback	Bus Service from Westminster to Owings Mill Metro station. I don't mean a commuter bus from Westminster downtown. Several people who attend the Westminster public meeting for the 2011 long-range transportation plan mentioned this. I know that transit service in Carroll County is a loaded issue for some, but as my remarks indicate, there are some people in Carroll County who would welcome Public transit.
Public Meeting		feedback	I also think that the 27 line should divert by way of Roland Ave NB & SB for better service and safer to travel.
Public Meeting		feedback	Okay now the 77 line years ago that line used to have a lot more service that terminated at UUMBC once again something in the middle that that made service better. However, I think that line should be split going -NB and SSB at Security square mall I believe would be most effective service doing that.
Public Meeting		feedback	Most bus stops should be left where they are, except where it would make transferring between two routes that cross each other. If a stop is removed at a request of a nearby resident or business, because they don't like the riders standing near their place, it creates issues at stops before or after stop that some nearby most stops need to be left alone.
Public Meeting		feedback	During winter if snow 20+30 doesn't run on Monastery Ave. which means I have to walk out to Edmondson Ave. Parking issues + small street creates hazards for bus (Guess) but needing to walk in/out is crazy. Safety issues
Public Meeting		feedback	Connection to DC, Columbia, Annapolis
Public Meeting		feedback	The biggest problem is that the heavy traveled routes are late a lot so it causes multiple problems, etc. missing your connections, etc.
Public Meeting		feedback	I think peak hours need to be revamped / extended beyond 6 pm. I get off work @ 5pm and have to make 2 additional connections after my initial bus ride (#59 from O.M --> Metro --> #20 Sec Sq mall).

Source	Route	Category	Comments
Public Meeting		feedback	MTA should consider potential, not just current patterns, in analyzing data. For example, transit dependent people currently show up maps as living along transit routes - but this is because the transit is currently serving those areas, not because there is a lack of demand to serve other high density residential areas MTA should address is responsibility to "affirmatively further fair housing" by identifying areas with significant residential density that are currently un-served and should expand housing opportunities by extending service to those areas. MTA should similarly identify areas of job density that are currently unserved. Please also find a way to rationalize & integrate service in Anne Arundel county which is now served by 3 separate systems. There must be improvements in service and cost savings that could be realized if they use combined into one system.
Public Meeting		feedback	Complaints should be taken seriously from riders and followed up on and resolution should be reported back to riders who filed complaints.
Public Meeting		feedback	More needs to be done to aid/assist seniors and people w/ severe disabilities who have to ride public transportation to go to work, appointments, shopping, etc.
Public Meeting		feedback	MTA public meetings need to be advertised/promoted more and held in locations more accessible for seniors.
Public Meeting		feedback	More training for bus drivers on customer service and dealing with the public.
Public Meeting		feedback	need to provide transfer to riders when they pay fare to get to a location but has to catch more than 1 bus to get to their destination
Public Meeting		feedback	A system needs to be devised to have separate buses for school kids to be picked up/dropped off instead of them using the same buses as the rest of the general public.
Public Meeting		feedback	More bus supervisor - lots of drivers either arrive earlier than scheduled or very late.
Public Meeting		feedback	More buses to accommodate riders during school days & using the articulator bus during peak hrs along the Cedonia line.
Public Meeting		feedback	Weekends esp. Sunday buses should run on time.
Public Meeting		feedback	need to make the fare box

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Source	Route	Category	Comments
Public Meeting		feedback	need to make the charm card better and bus passes better
Public Meeting		feedback	need to update bus SCH n bus stop
Public Meeting		feedback	There should be many additional trash receptacles. Maybe wooden or heavy plastic as metal ones seem to disappear. To name a few Edmondson Village --> West Edmondson Ave Giant store (enclosure) Also newly build enclosure built for #51 Patapsco south at Mondawmin has no trash receptacle All places there is a bench or enclosure there should automatically be a trash receptacle because disgusting eventually without one
Public Meeting		feedback	When the Circulator runs, rework existing MTA routes so the two systems complement each other, especially in Fed Hill/South Baltimore /Locust Point and Charles street from DOWNTOWN to University Parkway. I was never a bus user until the Circulator was installed. Now I ride both MTA + Circulator. The Circulator is a great opportunity to introduce new riders to the MTA system. It was definitely a "gateway" for me to start using the MTA.
Public Meeting		feedback	Too soon to comment. Participant believes the MTA has the answers to these questions and needs public comment, do to procedural regulations.
Public Meeting		feedback	I think more time should be spent in ways to expand the two rail system, Metro, and Light Rail.
Public Meeting		feedback	27 and Greyhound Bus Station - very necessary. Please keep. But with all the new construction in the area we need a definite marked route for the 27 and marked bus stops for each direction and at least one bus shelter to provide comfort in bad weather.
Public Meeting		feedback	Please eliminate clothe seats
Public Meeting		feedback	If the MTA buses would keep to their regular bus schedules, that would be a big improvement.

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Source	Route	Category	Comments
Public Meeting		feedback	All buses, Metro train, Light rail should show recycle bin since we/you go "GREEN". Have in place volunteer to direct trash flow. Once in a while trash travel with people onto buses, trains have in place on your ride recycle/trash bin. I have seen 70% of your operators hang plastic bag for would be litter bugs. Suggestion have in place overhead cargo space easy to see and reach.
Public Meeting		feedback	Go green enforce ride MTA save planet our Environment keep safe for charm card by replacing all day passes with charm card sale here or go to download on Smartphone used smartrip. Most of the time rider do not have correct change for bus asking another rider on the bus to broke change so they paid for its fare. I you are phone/cell carrier used in place download your travel fare. Also earn point to support community around you.
Public Meeting		feedback	will email
Public Meeting		feedback	peak first of all day service frequency during and after 6pm until 9pm. Recycle bin for all services since WE/YOU GO GREEN. Have in a place volunteer to direct trash flow. Overhead cargo to see and reach. Get a bus change for riders with big bills or an app to download travel far. Earn point to support community around you.
Public Meeting		feedback	#40 QuickBus stops at Washington would be moved to Broadway so it's less easy to access the metro. Improvement at major intersections and stops for safe and comfort. Example Fayette at Lynwood or Charles and also bus shelter, maps and cleaned up benches
Public Meeting		feedback	dedicate lanes on busy streets like Charles street and saint Paul street
Public Meeting		feedback	peak commuting hours need to be extended 6am to 10 am and from 2pm to 7pm. Improve pedestrian infrastructure to make walking longer distance feasible
Public Meeting		feedback	Operations should be little more diligent about checking the safest device to the coaches. Protecting the rights of the coach when boarding to a lighting passengers
Public Meeting		feedback	signal on buses and bus information boxes need to be addressed
Public Meeting		feedback	Make handicap and signs for elderly people to be more prominent and visible, better enforce. People occupying seat with personal belongings when other could utilize them to sit only pay for one seat. Have more seating per bus

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Source	Route	Category	Comments
Public Meeting		feedback	Problem with enunciator at the Mondawmin hub. Buses still announcing MVA, Ross for less and deals when they are not there anymore. Problem with escalators. More seats in Lexington market subway
Public Meeting		Frequency	Must routes should have more frequency to increase ridership people will not wait 30 + min for a bus
Public Meeting		Frequency	Higher bus routes both higher/ do not feel safe waiting for bus
Public Meeting		Frequency	I do not want any buses on Brenbrook, Mc Donogh, Offutt or Winands Rd at all
Public Meeting		Frequency	I'd like to see higher frequency between key nodes in Baltimore city and key nodes in the surrounding counties. I'd also like to see higher frequency service circulating in the key nodes in the counties. I think this will provide more efficient access to jobs and services for the most people and increased ridership will result.
Public Meeting		new routes	Shuttle service from BWI to Arundel Mills; Direct service from Downtown Baltimore to Annapolis & Baltimore to Columbia.
Public Meeting		new routes	Add 11x line because it would be a great alternative rush hour route from Downtown to Towson. There should be more express buses system wide for hour so that commuters are served while the same lines can be maintained w/moderate frequency.
Public Meeting		new routes	Rossville BLVD is a 6 lane road with no routes. Maybe more or add something here.
Public Meeting		new routes	Bus line from Towson to White Marsh via Joppa Rd. There is a lot of commercial activity, shopping, employment along this route.
Public Meeting		new routes	Add better bus connectivity to Morgan State University. Currently the 3 + 33 only brush the edges of campus.
Public Meeting		new routes	A bus line from Woodberry to station North (from Woodberry to North Ave. light rail stations) to connect Woodberry - Hampden - Remington - Charles Village- Station North to the light rail better.
Public Meeting		new routes	Hardale and corridor along Mountain Road in AA County. The route 14 should be split into two separate routes. This will create opportunity for branch routings to areas in the middle-section of thee Ritchie Hwy. corridor.



December 2014

Source	Route	Category	Comments
Public Meeting		new routes	What was done when Forest view bridge was being repaired? Would serve Westview Mall , Dickey Hill
Public Meeting		new routes	Make another attempt at an E Joppa Road route. This route has a traffic count of about 25000 AADT, and is mostly commercial west of Old Harford Road at the way west to Towson. East of Perry Hall, run up Belair Rd. to new Honeygo Blvd. then south on Honeygo to White Marsh PNR, Towson Circle to White Marsh bring back the old 66 as the last route in the northeast Baltimore County
Public Meeting		new routes	Pasadena (Mountain Rd) area is congested and should have a bus line to help with
Public Meeting		new routes	Veterans Highway, Millersville, AA county Police and Fire Headquarters and animal control
Public Meeting		new routes	A transfer bus from North Point Blvd to Edgemere would be nice (could not read the rest)
Public Meeting		new routes	Maryland by expanding service between the counties. The state can also take advantage of special events (ex Ravens and/or Orioles Championship games)
Public Meeting		new routes	A connection between Caronia + Moravia with Dundalk
Public Meeting		new routes	A connecting route from Cedonia/Moravia area to Dundalk without having to go all the way downtown. To make that kind of commute you will be traveling about 2 hrs for something that could be 30 minutes with a ride down Merritt Blvd.
Public Meeting		new routes	Joppa and Perring Parkway - it's a major employment line
Public Meeting		new routes	Are there routes that serve North in the county, above Hunt Valley?
Public Meeting		new routes	I do not want ANY buses.

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Source	Route	Category	Comments
Public Meeting		new routes	It's suggested that a second bus route be implemented to shadow the #55 route, in order to improve service to White Marsh Area and provide access to the Martin State Airport Marc Stop. From Cox ridge it would follow same route as #55 until it reaches Eastern BLVD. Make right onto Eastern BLVD, Go eastward, with service to Martin State Marc Station. And then make a left onto route 43, on Belair RD, proceed southwest to Northern Pkwy and follow same route as the #55. On return trip from Towson to Fox Ridge, Follow the same route. This will reduce overcrowding at Franklin Square Bus stops and reduce overcrowding on the #35 route. This would provide easier access to Martin State Airport Marc Station and White Marsh. Destination signs could reread "Via White Mash" or "Via Franklin Square Hospital" on #55 route. Half of buses blocks of #55 could be used for new route with additional bus blocks implement of the #55 and the new route to maintain adequate service between point where #55 and new route goes separate ways and point where the two routes rejoin. This proposed new route would need to be its own route number to avoid any confusion. Also, instead of Towson being final destination, it should terminate at Lutherville light Station.
Public Meeting		new routes	Exp. Downtown - Arundel Mills
Public Meeting		new routes	Exp. Mondawmin - Towson
Public Meeting		new routes	Local Bus Service on 25th Street West - East
Public Meeting		new routes	Need connection between Frederick Ave + Edmondson Ave Connect Tremont Rd + Yale Ave Senior Homes
Public Meeting		new routes	New development in Uplands community. Changes where done to more service from Old Frederick Ave. Which created service/Timing Issues
Public Meeting		new routes	14 only goes to state buildings. A new route could go to Mall which would increase ability to get a job there (from state circle Westfield Mall).
Public Meeting		new routes	It would be nice to be able to get bus to MAC Downtown in a reasonable time
Public Meeting		new routes	Cover more of West Baltimore @ County City line some buses are needed



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Source	Route	Category	Comments
Public Meeting		new routes	No service that goes E/West to & from Baltimore with access to stores & business on Rt 40
Public Meeting		new routes	Timonium / Hunt Valley
Public Meeting		new routes	There should be regular MTA service connecting downtown Baltimore with Columbia throughout the days weekends.
Public Meeting		new routes	The neighboring counties like Queens Ann etc. that are a bit faraway, bus should serviced
Public Meeting		new routes	This circular express will have unlimited stop (Short-trip keep driver ALERT). Here (example Milford Mill Metro Station have only one bus line #54 North Avenue & Randallstown). We/I Watch more North Avenue Buses arrived/departure then Randallstown. You would use this circular express assist Randallstown Area by leaving Milford Mill Metro Station, pick-up drop-off to nearest connection of buses (#52, #77, and #99) then return to Milford Mill Metro Station. Once again idea is connection with unlimited stops.
Public Meeting		new routes	please build the redline need it badly
Public Meeting		new routes	There should be a westside mall bus route that would run to mondawmill mall. Security square mall, westview mall, Route 40 and Rolling road through the regular route of the #97 but extend over and follow the #15 route to westview mall, security and rolling road.
Public Meeting		new routes	Mountain road corridor to lake shore. Provide access to more on Ann Arundel county. Joppa road corridor - Towson to Belair road to provide improved access to Towson from northeast Baltimore county
Public Meeting		realignment	I don't care about your buses.
Public Meeting		route elimination	I don't care
Public Meeting		route elimination	Low ridership
Public Meeting		route extension	Extend routes to DC, Arundel Mills and Prince George's County.

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Source	Route	Category	Comments
Public Meeting		route extension	New service lines that connect the northern Baltimore county areas. Service Connecting Owings Mills, Joppa Rd, Harford Rd & Belair Rd. Also, service from Loch Raven to Taylor to Perring Pkwy around North Plaza Mall.
Public Meeting		route extension	All commuter bus routes. The focus is on DC and not MD Tax Buses. If routes were to include traveling in the state (ex. PG - AA counties, Baltimore -AA- Howard) it keeps tax revenue in state.
Public Meeting		route extension	Connecting Canton Crossing Are to Dundalk especially with the new shopping area in the Canton there should be a way to get over the train tracks to the area without having to go through Patterson park and catching several buses.
Public Meeting		route extension	I am only familiar w/ 2 routes in the area; the routes they follow confuse me.
Public Meeting		route extension	I do not want ANY buses.
Public Meeting		route extension	Perry Hall library / Honeygo Corridor
Public Meeting		route extension	Also the bus should extend at Rte. 40 west to serve Ellicott city with a stop to provide access to Patapsco State Park.
Public Meeting		route extension	Frederick Ave straight up past Yale Ave. Athol etc.
Public Meeting		route extension	Serve the growing jobs near Ft. Meade & Odenton, perhaps by connecting w/ the end of the light rail. Connect frequently with a hub of Howard transit because it leverages the reach of its OTS service for greater areas for MTA riders.
Public Meeting		route extension	Howard county(Ellicott city and Columbia),Harford county, laurel connection to other transits agencies
Public Meeting		route extension	Quick Bus should be extended westbound to the final destinations- West view mall, security mall and ccbc-catonsville (needs a bus directly to and from downtown). Have a high ridership destination. Extend #97 to covered windsores hills via cliffon Ave. Easier way to connect for the Mondawmin metro station
Public Meeting		segment elimination	I don't care
Public Meeting		segment elimination	Why does the MTA still serve Velvet Valley? There can't be sufficient ridership to justify that route.

Source	Route	Category	Comments
Public Meeting		segment elimination	Rework the Charles street corridor when the Circulator is extended to University Parkway.
Public Meeting		segment elimination	Low ridership
Public Meeting		segment elimination	Do we need that light rail spur to Penn station. Seems like no one uses it and those resources should be allocated for something else.
Public Meeting		segment transfer	A new route.
Public Meeting		segment transfer	I don't want buses in the community off Mc Donough
Public Meeting		segment transfer	The #52, #77 and #99to pick up and then stop by millfordmill station. Ideal is to have unlimited stops
Public Meeting		segment transfer	yes some of the Canton service
Public Meeting		short turns	Not so much short turns, but I do like the Circulator concept in more areas.
Public Meeting		short turns	Downtown Baltimore (Inner Harbor Charles St. Baltimore St State Center)
Public Meeting		short turns	Joppa and Perring Parkway
Public Meeting		short turns	I do not want ANY buses.
Public Meeting		short turns	need bus to connect neighborhoods west side / East side Neighborhood connectors (Hampden connector)
Public Meeting		short turns	The buss #77 should run between UMBC and Security Square.
Public Meeting		Span	All express route should run to at least 6pm from downtown

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Source	Route	Category	Comments
Public Meeting		Span	No Opinion because I do NOT want buses
Public Meeting		Span	Service to / from BWI because many jobs include hours outside 9-5
Public Meeting		split routes	I do not want buses.
Public Meeting		split routes	Certain buses should be split at City Hall like the #15. Bus is constantly late and the route is too long.
Public Meeting		split routes	the #15 is extremely long to ride from Overlea to security squall mall

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APPENDIX C

Public Outreach Display Boards: Round 1

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WANT A BETTER BUS SYSTEM? SO DOES MTA.

That’s why we’ve created the Bus Network Improvement Project (BNIP). BNIP is a key component of a larger effort called the Transit Modernization Program (TMP) which is a plan to modernize the entire MTA transit system throughout the state.

Bus: Focus is mainly on the core bus network.

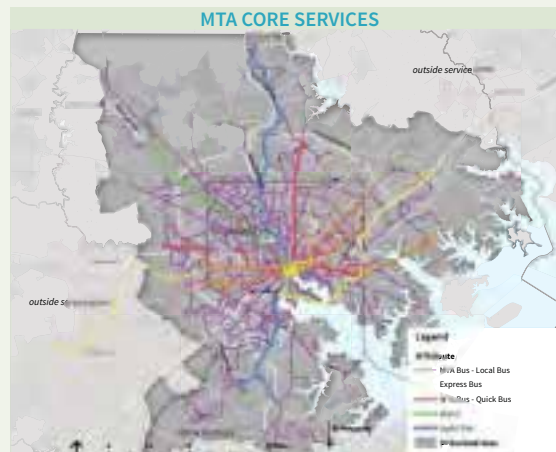
Network: Transit lines do not operate independently; it’s the network’s job to help people reach their destination.

Improvement: We know there are a lot of problems with the system; this project aims to make *real improvements*.

Project: This initiative is a focused, short-term study with public and stakeholder involvement. It needs customer input to make it a success.

PROJECT GOALS

- Improve service quality
- Maximize transit access and connectivity
- Increase network efficiency and effectiveness
- Align the network with existing and projected land-use and trip patterns



TELL US WHAT WE CAN DO TO IMPROVE TRANSIT SERVICE.

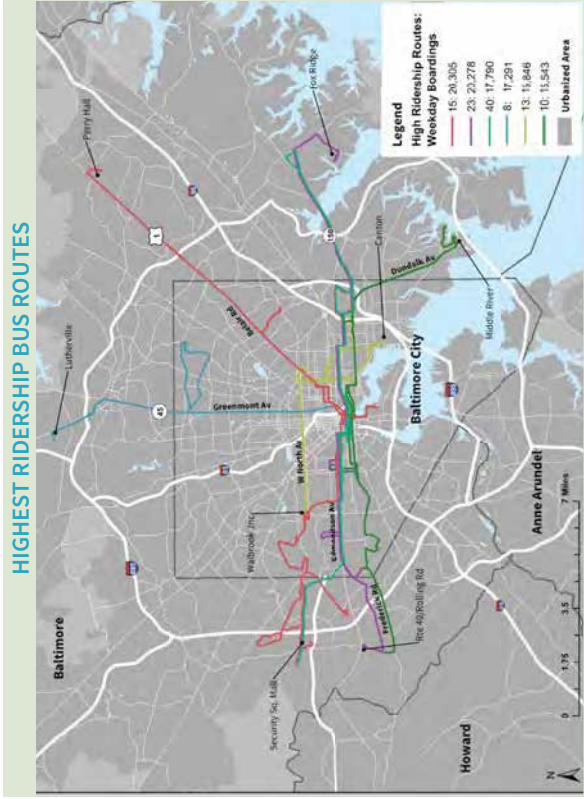
MTA is looking to improve its approach to planning and providing bus service, and we need your input to make sure that we come to the right conclusions. With your help, we’re out to create a whole new level of service and satisfaction for everyone who counts on MTA buses.

MTA Core Services and Productivity

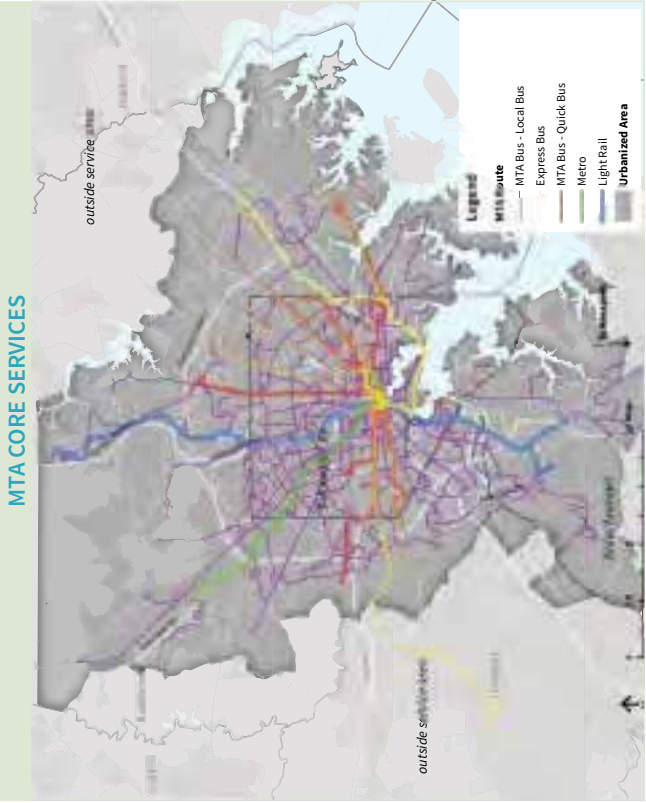
BUS NETWORK IMPROVEMENT PROJECT

MTA Maryland Metropolitan Council of Transportation

- Local Bus — Metro Subway
- Quick Bus — Light Rail
- Express Bus — Mobility



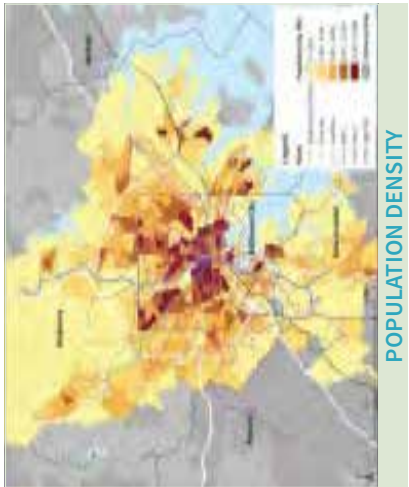
Route Type	Passengers Per Mile	Passengers Per Hour
Circulator	5.4	53.8
Crosstown	5.7	68.7
Express	2.2	35.1
Feeder	3.4	50.6
Quick Bus	5.5	72.0
Radial	6.1	66.9



Demographic Information

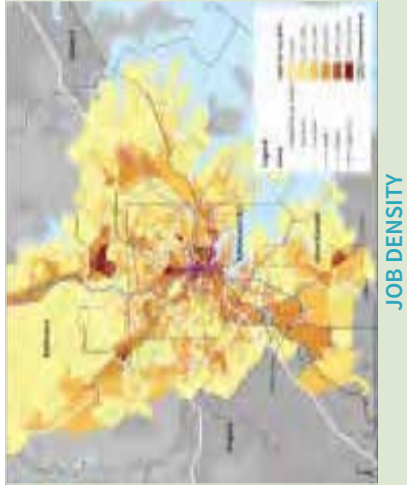
BUS NETWORK IMPROVEMENT PROJECT

MTA Maryland
 Maryland
 MTA Maryland
 Maryland Department of Transportation

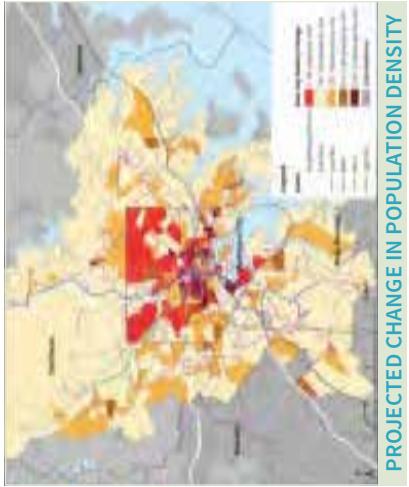


POPULATION DENSITY

- Areas with high population and job density are more supportive of transit
- Higher population densities mean more people are living and working in the same place, making transit more efficient
- Higher job densities mean more people are commuting to the same place, making transit more efficient

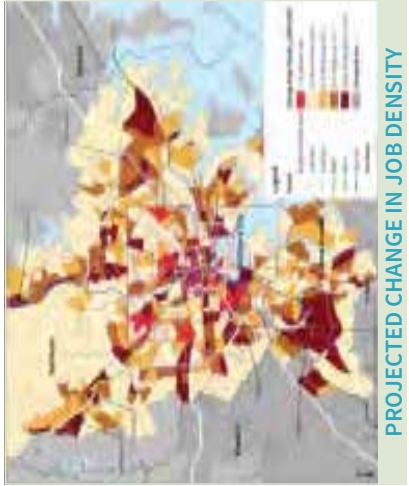


JOB DENSITY



PROJECTED CHANGE IN POPULATION DENSITY

- Looking to the future is important to ensure that transit service stays viable and serves areas of future population and employment growth



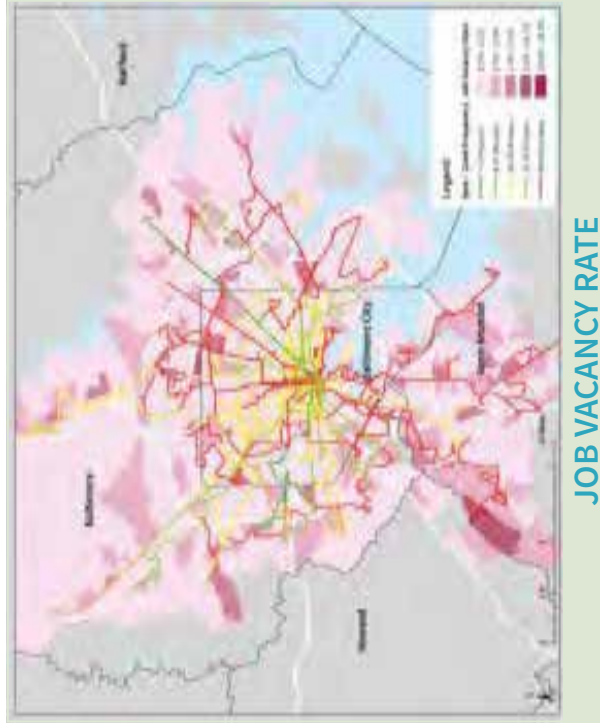
PROJECTED CHANGE IN JOB DENSITY

Transit Opportunities

BUS NETWORK IMPROVEMENT PROJECT

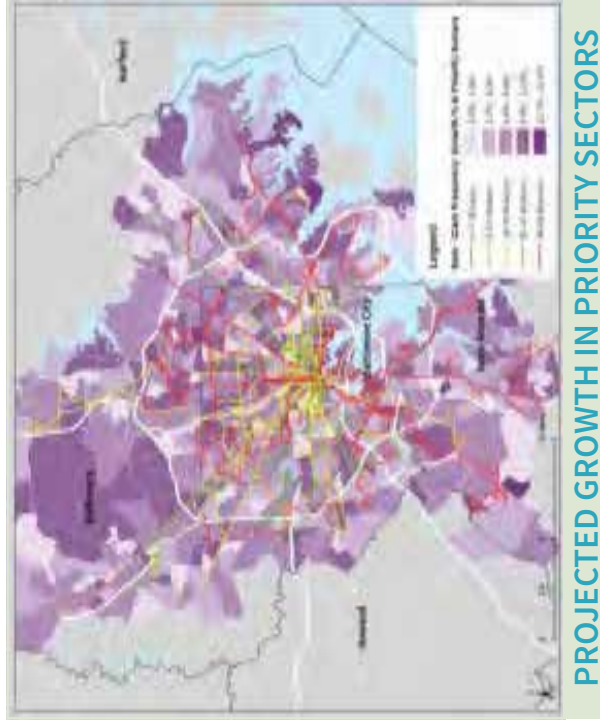
MTA Maryland Maryland Department of Transportation

Data provided by the Opportunity Collaborative



JOB VACANCY RATE

- Current job vacancy rates in the Baltimore region are highlighted
- Late Night MTA services provide additional access to these jobs



PROJECTED GROWTH IN PRIORITY SECTORS

- Priority sectors include Business Services, Construction, Healthcare, Information Technology and the combine sectors of Transportation and Warehousing
- The map shows projected job growth in these sectors in the Baltimore region by the year 2020
- Priority industry sectors were identified through the work of the Opportunity Collaborative to connect people in the greater Baltimore region with the best opportunities for family-supporting wages and career advancement (opportunitycollaborative.org)

Transit Need

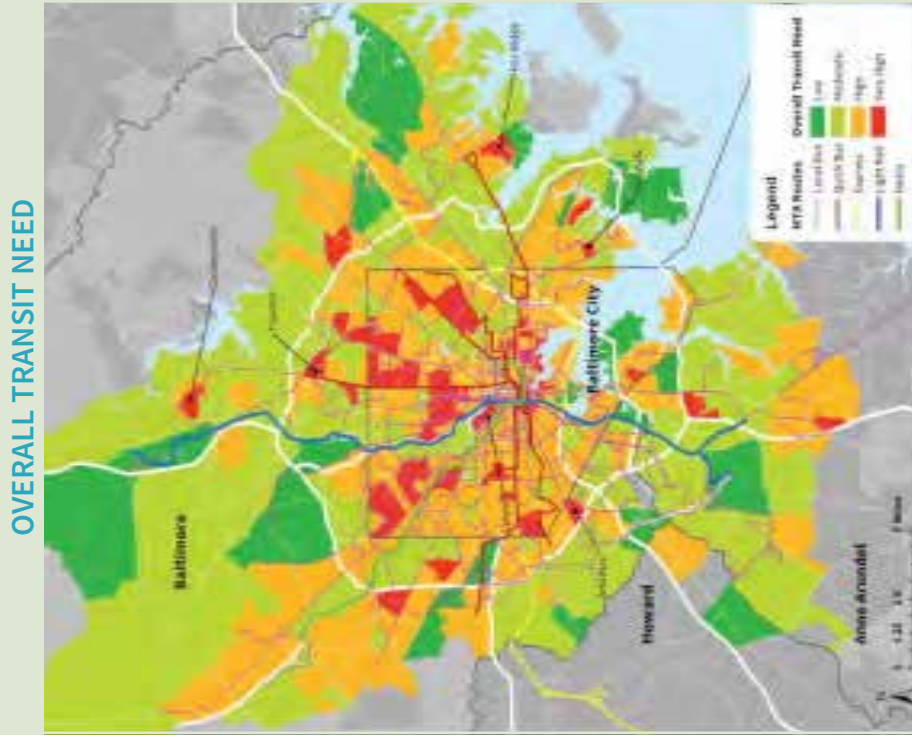
BUS NETWORK IMPROVEMENT PROJECT

MTA Maryland
 Maryland Department of Transportation

Transit need, or the propensity to use transit, is an overall measure of both the need and demand for transit in a certain area. There are many variables that go into transit propensity, including income levels, population density, age, vehicle ownership, employment and commute mode.

TRANSIT NEED INPUTS
Population
Households
Labor Force
Commute Mode
Income
Age
Vehicle Ownership

The 7 inputs and 33 variables all feed into the calculation of Transit Need

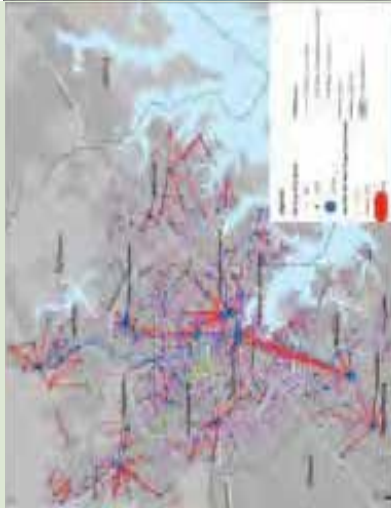


Future Travel Patterns



- Understanding travel patterns will allow MTA to better plan services around where people want to go.
- By studying future travel patterns, MTA can design a bus network today that meets future needs.
- The Baltimore Metropolitan Council has developed complex travel demand models that predict future travel patterns. The maps below are based on this data and show the 500 top origin-destination pairs by mode and time of day.

TOP TRIP PAIRS: 2020 AM PEAK AUTO TRIPS



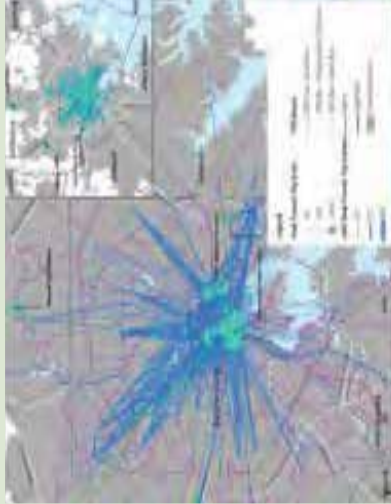
- Morning Peak 6:30-9:30 A.M.
- Good indicator of work trips
- High employment areas:
 - Downtown
 - The Inner Harbor
 - Johns Hopkins Hospital
 - BWI Airport
 - Arundel Mills
 - White Marsh
 - Towson
 - Owings Mills
 - Social Security Administration
 - Hunt Valley

TOP TRIP PAIRS: 2020 AM OFF-PEAK AUTO TRIPS



- Midday, evening, late night, early morning
- Good indicator of:
 - Work trips with non-traditional hours
 - Shopping
 - Errands

TOP TRIP PAIRS: 2020 AM PEAK TRANSIT TRIPS



- Morning Peak 6:30-9:30 A.M.
- Based on current transit service
- Good indicator of work trips by accessed by transit:
 - Downtown
 - The Inner Harbor
 - Johns Hopkins Hospital
 - Owings Mills
 - Social Security Administration
 - Towson
 - Hunt Valley

Service Evaluation Process



Quantitative Data

- Total Vehicle Miles
- Total Vehicle Hours
- Ridership
- Productivity Measures in Terms of
 - Passengers per Mile
 - Passengers per Hour
 - Passengers per Vehicle

Qualitative Data

- Field Observations
- Bus Operator Interviews
- Street Supervisor Interviews
- Customer Relations Officers Interviews
- Citizens Advisory Committees Input
- Rider and Stakeholder Input



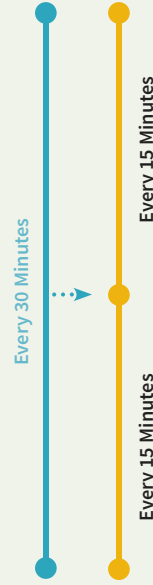


Idea: Changing Level of Service

Increase Frequency/Hours of Service

There are routes that dictate an increase in frequency, often due to overcrowding. Increasing the amount of service offered either by adding hours earlier in the morning or later in the evening or increasing the frequency of the bus will help alleviate overcrowding and provide a better quality service.

CONCEPT:



Decrease Frequency/Hours of Service

For routes that have low productivity, one of the first options is to decrease their level of service, either by reducing frequency or providing fewer hours of service each day.

CONCEPT:



Questions: What routes do you think need higher or lower frequency?
 What routes do you think need to start earlier or end later?

Idea: New Connections



Route and Segment Realignment

A route may be more efficient, attract greater ridership and/or provide better transfer connections if it were to operate on a different alignment.



Example

Question: What routes do you think need to be realigned?

Segment Transfer

Service can become more efficient if a portion of one route were to be transferred or added to the alignment of another route.



Example

Question: Are there segments of an existing route you believe would make more sense transferred to another route?

Idea: Combining or Splitting Routes



Route Combination

Combining two routes together based on the best elements of each route can improve productivity and efficiency.



CONCEPT:



Example

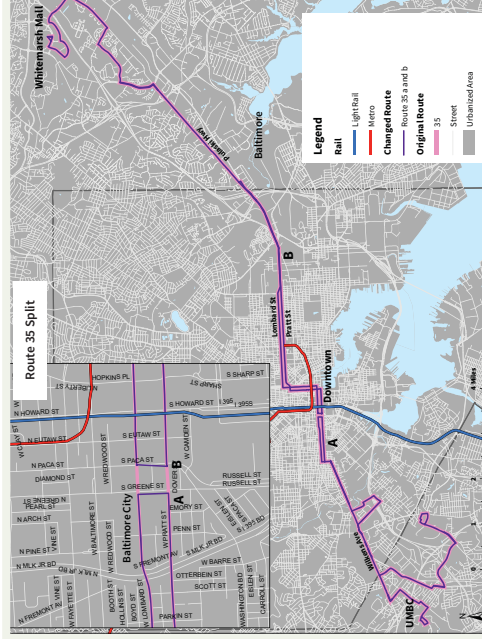
Question: Are there two routes you believe should be combined?

Route Split

Splitting a route's trip distance in half can help improve the route's performance, especially in areas with major bottlenecks.



CONCEPT:



Example

Question: Is there a route you believe should be split in half?

Idea: New Markets

Route Expansion

A route's alignment can be lengthened in order to offer service to a new or developing market or serve an area unserved by transit.



Question: Are there any areas or places you believe a route should be extended to serve?

New Routes

A new route can be developed to meet the needs of new transit corridors or markets.



Question: Are there any areas or places you believe a new route should be created to serve?

Idea: New Alignments

Short Turns

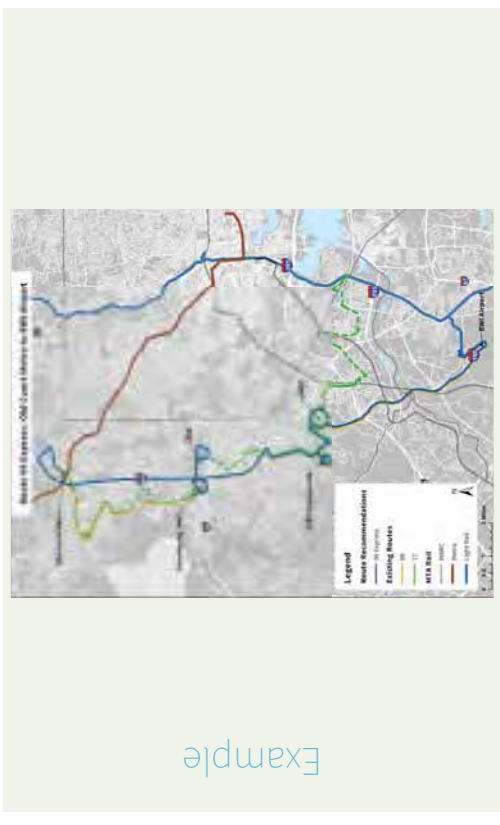
A short turn allows a transit system to focus a higher frequency of service along a more heavily used segment of a route while still serving other portions of the route.



Question: Do you know of any area where a route could be served by a short turn?

Service Type Revisions

Modifying a route into a different type of service, such as turning a local route into an express route (or adding express trips), can make it better serve passengers.



Question: Are there any service types or routes that should be altered to meet the demands of their riders?

Idea: Service Removal and Other Ideas

Segment Removal

Some route segments are duplicative of other services and/or hinder the performance of the rest of the route. Eliminating a segment of a route could increase frequency along the high performance segment of the route.

CONCEPT:



Route Removal

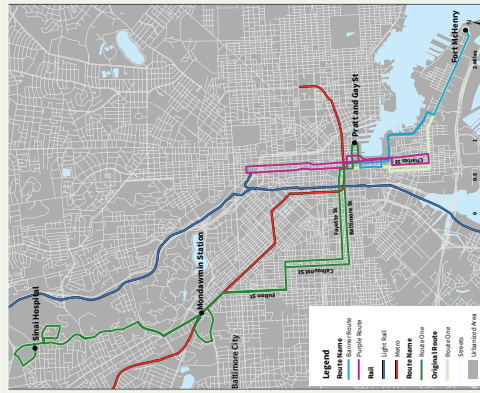
Some routes do not meet productivity goals and do not provide unique service that is not covered by other routes.

CONCEPT:



Question: Are there any routes you think should be eliminated?

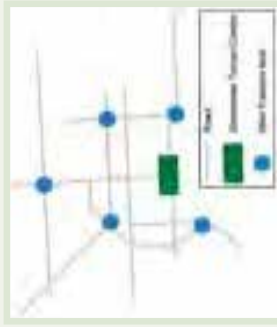
Example



Question: Are there any route segments you think should be eliminated?

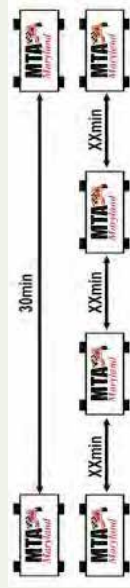
Downtown Transit Center or Several Mini Transfer Hubs

- Create a central transit center for easy transfer movements among many routes, or
- Create mini transfer hubs at several easily accessible locations to provide transfer options prior to entering the Downtown area



Frequent Bus Corridors

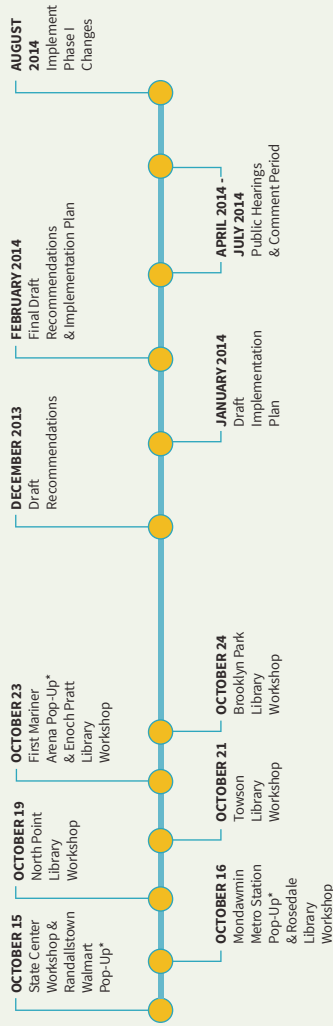
- Heavily utilized transit corridors with proposed transit improvements
- Buses come every XX minutes (timing to be determined)
- Several bus routes would operate along the corridor



BNIP Timeline and Next Steps



BNIP TIMELINE



*Pop-up events are weather-dependent

Next Steps

- Compile Comments - all input received by November 30, 2013 will be considered:
 - Public workshops
 - Pop-up events
 - MindMixer
 - Phone, mail, email comments
- Develop draft service recommendations
- Develop implementation plan

To provide further input please visit:

- mtamaryland.mindmixer.com
- mta.maryland.gov/bnip



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APPENDIX D

Public Outreach Comment Form

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MTA Service Planning Idea Boards:

Please review the series of informational display boards. The boards explaining potential service changes include descriptions of the potential changes and a question asking how you would improve service. Please respond to the questions in the space provided below.

Idea: Changing Level of Service

1. What routes do you think need higher or lower frequency?

2. What routes do you think need to start earlier or end later?

Idea: New Connections

3. What routes do you think need to be realigned?



4. Are there segments of an existing route you believe would make more sense transferred to another route?

Idea: Combining or Splitting Routes

5. Are there two routes you believe should be combined?

6. Is there a route you believe should be split in half?

Idea: New Markets

7. Are there any areas or places you believe a route should be extended to serve?



8. Are there any new areas or places you believe should be served by a new route?

Idea: New Alignments

9. Do you know of any area where a route could be served by a short turn?

10. Are there any service types or routes should be altered to meet the demands of its riders?



Idea: Service Removal and Other Ideas

11. Are there any route segments you think should be eliminated?

12. Are there any routes that you think should be eliminated?



General Feedback

Please provide any additional comments you would like us to obtain related to MTA service.

10 horizontal lines for providing general feedback.

Tell Us About Yourself

Name: _____

Email: _____

Phone: _____

Home Zip Code: _____



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APPENDIX E

Boarding and Alighting Activity Maps

The following maps illustrate average weekday boardings and alightings by stop and direction for local bus routes, based on spring 2013 Automatic Passenger Counter (APC) outputs. Due to data quality issues, the following maps are not presented:

- 3X, 5X, 10X, 15X, and 19X in all directions
- 56 Westbound
- 150 in both directions



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