

MARYLAND TRANSIT ADMINISTRATION



2010-2011 MTA MEDIA GUIDE



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MEDIA INFORMATION AND INQUIRIES>>>>

The 2010-2011 MTA Media Guide was compiled in an effort to provide basic information about the MTA to news organizations and others, and to facilitate an effective relationship with the staff of the Office of Media Relations.

As a general rule, all media inquiries should be directed to the Office of Media Relations through our main number, 410-767-3936. Office hours are 8:30 a.m. to 5:30 p.m. Monday through Friday. In the event of emergencies, after hours and on weekends, media calls will be managed by on-call communications staff. To get that number, call the main office number and listen to the voice message.

Our goal is to effectively track and respond to all MTA-related inquiries. Our staff is prepared to answer your questions or arrange interviews for you with the appropriate MTA spokesperson.

We will make every effort to meet media deadlines. However, we ask that media representatives provide us with ample time, particularly when requesting an interview or detailed information that may require us to research the answer. The MTA website www.mta.maryland.gov also provides an extensive amount of information about the agency in the "About MTA" and "Press Releases" sections.

CORRESPONDENCE ADDRESS:

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Office of Media Relations
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Facebook	www.facebook.com/mtamaryland
Twitter	www.twitter.com/mtamaryland
YouTube	www.youtube.com/theMTAMaryland

Between 5:00 p.m. and 8:00 a.m., urgent service-related questions
can be directed to the Transit Team at 410-767-8141.





MTA PROFILE

The Maryland Transit Administration (MTA) is one of the largest multi-modal transit systems in the United States, operating Local and Commuter Buses, Metro Subway, Light Rail, MARC (Maryland Area Regional Commuter) Train Service, and a comprehensive Paratransit (Mobility) system. In Fiscal Year 2009 the MTA provided more than 105 million trips.

LOCATION OF FACILITIES

- Corporate offices at 6 St. Paul Street, Baltimore, Maryland 21202
- MTA Local Bus, Light Rail, Metro Subway, MARC Train and Commuter Bus maintenance facilities, stations, stops and sales pass outlets are located throughout Maryland. Other locations include:

Bush Division – 1515 Washington Blvd., Baltimore, MD 21230

Kirk Division – 2226 Kirk Ave., Baltimore, MD 21217

Eastern Division – 201 S. Oldham St., Baltimore, MD 21224

Northwest Division – 4401 Mt. Hope Dr., Baltimore, MD 21215

Mobility – 4201 Patterson Ave., 2nd floor, Baltimore, MD 21215

MARC Train – 1515 Washington Blvd., Baltimore, MD 21230

Light Rail Division – 344 W. North Ave., Baltimore, MD 21217

Light Rail Cromwell – 7390 B & A Blvd., Glen Burnie, MD 21061

Metro Operations – 5801 Wabash Ave., Baltimore, MD 21215

MTA Police – 1040 Park Ave., Baltimore, MD 21217

MAJOR PROGRAM RESPONSIBILITIES

- Operates the Baltimore and surrounding metropolitan area MTA Local Bus, Light Rail, Metro Subway and Paratransit systems, including the management of the Taxi Access system.
- Contracts with Amtrak and CSX to operate the MARC Train Service.
- Contracts with four bus companies to provide Commuter Bus service statewide.
- Provides funding and statewide assistance in support of Locally Operated Transit Systems (LOTS) in each of all 23 Maryland counties and Baltimore City, Annapolis and Ocean City.
- Provides liaison with the Washington Metropolitan Area Transit Authority (WMATA) system in the Maryland suburbs of Montgomery and Prince George's counties through the MTA Office of Washington Area Transit Services.
- Operates its own Police Force.
- Acts as a primary transportation outlet for Baltimore City Public School System.

PRESS CONFERENCES AND MEDIA EVENTS

When the MTA has a major announcement that will affect passengers, or would like to draw the public's attention to an issue of significance, a news conference may be called. Advance media advisories will inform you of the upcoming event. Press releases and other material will be provided at the event. The MTA asks for media outlets to provide the most current phone and email addresses to help facilitate the communication of emergency information.



PRESS RELEASES

Press releases are issued to describe MTA service changes, customer service enhancements, new initiatives and notices to passengers during severe weather. Wire services, newspapers and television and radio outlets can also receive releases faxed or emailed at their request. Please advise our staff if you would like to be placed on our list, or if your fax, email or telephone number changes. Press releases and other important information about the MTA are available at www.mta.maryland.gov.

PUBLIC MEETINGS

The MTA follows and is in compliance with Maryland's Open Meetings law and Public Information Act. Journalists are welcome to observe certain meetings of the MTA that are open to the public. You may film, and/or record these meetings as long as there is no disruption, and we will gladly assist you with placement of cameras and microphones as needed.

FILMING AND PHOTOGRAPHY REQUESTS

If you want to film, photograph, or interview customers on MTA property, or film any MTA property or station, please make your request through the Office of Media Relations at 410-767-3936. Filming requests should include a copy of the script, storyboards, description of equipment, estimated duration of filming, an approximate number of crew and cast, and preferred location. Filming requests require 2-4 weeks advance notice. Requests for photos of modes and/or logos should also be made through the Office of Media Relations.

When filming (live or taped), taking photos or conducting interviews on MTA property, please do not block or restrict the movement of MTA customers or interfere with the operation of buses or trains. Allow our customers to enter/leave buses, rail cars, escalators and elevators without obstruction. When filming inside Metro Subway stations, only hand-held cameras are permitted. No tripods are permitted as they block the movement of customers and present a safety hazard.

LIVE SHOTS AND PARKING

Media personnel wishing to report live from any MTA stop or station must park their vehicles outside of the station if parking is available. Please call the Office of Media Relations before arriving at a stop or station.

COMMERCIAL/FREE SPEECH ON MTA PROPERTY

Certain restrictions apply to commercial speech and the distribution of commercial materials on MTA property. For further information, please contact: Maryland Department of Transportation, Office of Real Estate, 7201 Corporate Center Drive, PO Box 548, Hanover, Maryland 21076. Phone 1-866-242-9405 or visit www.mdotrealestate.com

Free speech activities are limited by considerations of safety and concern for MTA customer comfort. For further information, please contact the MTA Office of Customer Information, 6 St. Paul Street, Baltimore, MD 21202-1614, or call 410-767-3999.

INCLEMENT WEATHER

Adverse weather conditions such as excessive heat, snow, ice and heavy storms can affect MTA bus, rail or paratransit operations. The Office of Media Relations will provide up-to-date information on any weather-related service changes.



MTA FACTS **AT A GLANCE**

(BASED ON FY 2009)

LOCAL **BUS**

TOTAL NUMBERS

Weekday Boardings	232,857
Annual Boardings	69,845,849
Bus Stops	7,500
Bus Shelters	439
Number of Bus Routes	47
Gallons of fuel used daily	19,764
Total Buses in Fleet	705
Average Age of Bus Fleet in Years	7

METRO **SUBWAY**

Weekday Boardings	45,497
Annual Boardings	13,566,823
Number of Stations	14
Miles of Track	34
Square Miles in Service Area	17
Approximate Miles Traveled Annually	1,000,000
Weight of railcar in pounds	77,000
Length of railcar in feet	75
Number of married pairs	50
Average Age of railcar	25

METRO SUBWAY STATIONS AND **FREE PARKING**

Johns Hopkins Hospital	0
Shot Tower/Market Place	0
Charles Center	0
Lexington Market	0
State Center	0
Upton/Avenue Market	0
Penn-North	0
Mondawmin	175
West Cold Spring	300
Rogers Avenue	900
Reisterstown Plaza	700
Milford Mill	1,300
Old Court	625
Owings Mills	3,500

METRO SUBWAY **ESCALATORS AND ELEVATORS**

Escalator Units	81
Elevator Units	33

LIGHT **RAIL**

Weekday Boardings	28,152
Annual Boardings	8,712,170
Number of Stations	33
Miles of Track	57
Linear Miles in Service Area	30
Approximate Miles Traveled Annually	2,053,169
Weight of railcar in pounds	107,200
Length of railcar in feet	95
Number of cars	53
Average Age of railcar	13



SOME FUN **FACTS**

- The MTA Call Center received nearly 3 million calls in 2009 – and more than 500,000 of those were answered by live operators.
- Penn-North Metro Subway Station is 110 feet underground – and Mondawmin is the second deepest, at 90 feet.
- MTA transit vehicles have been used in more than nine Hollywood movies – most recent was Disney's "Step Up 2 The Streets."



LIGHT RAIL STATIONS AND FREE PARKING

Cromwell Station/Glen Burnie	795
Ferndale	-
Linthicum	-
BWI Marshall Airport (public parking garage adjacent)	-
BWI Business District	36
North Linthicum	347
Nursery Road	37
Baltimore Highlands	50
Patapsco	216
Cherry Hil	-
Westport	-
Hamburg Street	-
Camden Yards	-
Convention Center	-
University Center-Baltimore Street	-
Lexington Market	-
Centre Street	-
Cultural Center	-
Univ. of Balto./Mt. Royal	-
Penn Station (public parking garage adjacent)	-
North Avenue	37
Woodberry	-
Cold Spring Lane	-
Mt. Washington	83
Falls Road	110
Lutherville	286
Timonium Business Park	-
Timonium	851
Warren Road	370
Gilroy Road	-
McCormick Road	-
Pepper Road	-
Hunt Valley	85

MARC TRAIN

Weekday Boardings	32,454
Annual Boardings	8,081,155
Number of Stations	42
Miles of Track	202
Service area	8 Maryland counties, the District of Columbia and eastern panhandle of West Virginia
Total number of cars	135
Number of bi-level cars	75
Average age of cars	Single level, 20 bi-level, 6
Number of electric locomotives (6 HHP's and 4 AEM-7 electrics)	10
Number of diesel locomotives	30
Total revenue miles traveled annually (calendar year 2009)	1,020,208
Total miles of track	202
Weight of a single car in tons	60
Weight of a bi-level car in tons	70
Length of a car in feet	85



SOME FUN FACTS

- The MTA website www.mta.maryland.gov received over 3,892,000 visits in 2009.
- Baltimore became home to the first railroad in the country in 1830 – and the tracks MARC Train uses on the Camden Line follow the same route.
- Approximately 30,000 Baltimore City students use MTA services during the school year.



MARC STATIONS AND PARKING

(F) FREE (\$) PAID

Aberdeen	273 (F)
Baltimore Camden Station	1,004 (\$)
Baltimore Penn Station	550 (\$)
Barnesville	77 (F)
Bowie State	675 (F)
Boyd's	15 (F)
Brunswick	675 (F)
BWI Marshall Rail Station	3,187 (\$)
College Park	530 (\$)
Dickerson	15 (F)
Dorsey	750 (F)
Duffields, WV	295 (F)
Edgewood	294 (F)
Frederick	100 (\$)
Gaithersburg	647 (F)
Garrett Park	17 (F)
Germantown	648 (F)
Greenbelt	3,999 (\$)
Halethorpe	928 (F)
Harpers Ferry, WV	88 (F)
Jessup	57 (F)
Kensington	53 (F)
Laurel	504 (F)
Laurel Park	700 (F)
Martin State Airport	321 (F)
Martinsburg, WV	81 (\$)
Metropolitan Grove	355 (F)
Monocacy	916 (F)
Muirkirk	650 (F)
New Carrollton	3,519 (\$)
Odenton	2,000 (F)
Perryville	76 (F)
Point of Rocks	53 (F)
Riverdale	108 (F)
Rockville	532 (\$)
Savage	978 (F)
Seabrook	264 (F)
Silver Spring	716 (\$)
St. Denis	55 (F)
Washington Grove	18 (F)
Washington Union Station	2,194 (\$)
West Baltimore	327 (F)

COMMUTER BUS BALTIMORE

Weekday Boardings	1,530
Annual Boardings	379,229
Routes	5

COMMUTER BUS WASHINGTON, DC

Weekday Boardings	14,495
Annual Boardings	3,592,281
Routes	13



SOME FUN FACTS

- Busiest Metro Subway station: Lexington Market Station, with more than 7,000 daily riders.
- Busiest Light Rail stop: Lexington Market, with more than 3,700 weekly riders.
- Busiest MARC station: Washington Union Station, with more than 14,900 daily riders.



MTA 2009 **ANNUAL REPORT**

(FIGURES BASED ON FY 2009)

ANNUAL RIDERSHIP (ALL MODES)

105,627,487

Local Bus	69,845,849
Metro Subway	13,566,823
MARC Train	8,081,155
Light Rail	8,712,170
Commuter Bus, Washington	3,592,281
Commuter Bus, Baltimore	379,229
Mobility	1,094,437
Taxi Access	355,542

WEEKDAY RIDERSHIP (ALL MODES)

359,705

Local Bus	232,857
Metro Subway	45,497
MARC Train	32,454
Light Rail	28,152
Commuter Bus, Washington	14,495
Commuter Bus, Baltimore	1,530
Mobility	3,642
Taxi Access	1,078

SOURCES OF FUNDS

State Subsidy	\$503,729,463
Federal Subsidy	\$239,024,164
Fares	\$112,124,807
Miscellaneous	\$5,365,497

OPERATING AND CAPITAL COSTS

Total FY 2009	\$860,243,931
Operating Costs	\$591,720,287
Capital Costs	\$268,523,644

FAREBOX RECOVERY

Baltimore Region (Local & Commuter Bus, Metro Subway & Light Rail)	31%
Washington Region (Commuter Bus)	34%
MARC Train	44%

EMPLOYEES (AS OF 6 - 4 - 10)

Total authorized positions	3,442
Full time	3,175
Part-time, contract and temps	267
Vacant full time positions	87



PARK & RIDE LOTS SERVICED BY MTA COMMUTER, EXPRESS & LOCAL BUSES
(LAST UPDATED JULY 2009)

NAME	ROUTES	LOCATION	OWNER	SPACES
Bristol	904	MD 4 & MD 258	SHA	137
Broken Land	915,929,995	Broken Land Pkwy & MD 32	SHA	686
Burtonsville	915,929	U.S. 29 & MD 198	Montgomery Co.	310
California	905,909	Regional Airport at St. Mary's	St. Mary's Co.	40
Calvert Co. Fairgrounds	902	MD 231 at Fairgrounds	Private	20
Charlotte Hall	903,905,909	MD 5 near Golden Beach Rd.	Private	750
Cheyenne	411	Rt. 152 at Cheyenne Rd.	SHA	34
Clarksville	995	Signal Bell La. near MD 32 & MD 108	Howard Co.	170
Cromwell Bridge	3,104	Cromwell Bridge Road at Interstate 695	SHA	83
Davidsonville	921	MD 424 at U.S. 50	SHA	199
Dunkirk	902	MD 4 at Ferry Landing Rd.	Private	300
Pr. Geo. Equestrian Ctr.	904	MD 4 & Water St.	Prince George's Co.	478
Fallston	411	MD 147 & Mountain Rd.	SHA	153
Gardenville	15	Belair Rd. & Arizona Ave.	MTA	94
Hagerstown & MVA	991	MD 65 & I-70	SHA/MVA	128
Harry S. Truman	922,950	H.S. Truman Pkwy. & Riva Rd.	SHA	680
Hickory	411	Route 1 Bypass	SHA	152
Juniata Street	420	Ostego St. & Juniata St.	Harford Co.	56
Kent Island	922,950	MD 8 at U.S. 50	SHA	266
La Plata	901,907	Washington Ave.	MTA	277
Long Gate	150,995	Rt. 100 at Long Gate Pkwy.	SHA	302
Pindell	904	MD 4 & Lower Pindell Rd.	SHA	120
Marywood	411	MD 24 & Belair Bypass	SHA	70
Mattawoman-Beantown	903,905,913	MD 5 & Mattawoman-Beantown Rd.	SHA	826
Monocacy MARC Station	991	Genstar Dr. near MD 355	MTA	916
North Beach	904	Municipal Lot, 5th & Chesapeake Ave.	Private	50
Prince Frederick	902	Fairgrounds Rd. & Armory Rd.	Calvert Co.	138
Scaggsville	915,929	U.S. 29 & MD 216	SHA	421
Smallwood Village Center	901	Smallwood Dr. & Ignatius Dr.	Private	125
Snowden River	310,320,995	Snowden River & Little Patuxent Pkwy.	SHA	210
South Potomac Church	901,907,913	U.S. 301, White Plains	Private	200
St. Charles Mall (JC Penney)	901	11110 Mall Circle	Private	254
St. Charles Mall (Dick's)	901	11110 Mall Circle	Private	196
St. Charles Plaza (Jo-Ann's)	907	Smallwood Dr. & Rt. 301	Private	250
St. Leonard	902	Rts. 2-4 & Ball Rd.	SHA/Private	91
Stevensville	922,950	MD 8 at U.S. 50	SHA	266
Sunderland	902	MD 4 & MD 262	SHA	103
Urbana	991	MD 80 at I-270	SHA	394
U.S. 301	901,913	U.S. 301 & Smallwood Dr.	Charles Co.	425
Wayson's Corner	904	MD 4 at MD 408	Anne Arundel Co.	96
White Marsh	15,35,120,411	Honeygo Blvd. near White Marsh Mall	MTA	765



MTA **TIMELINE**

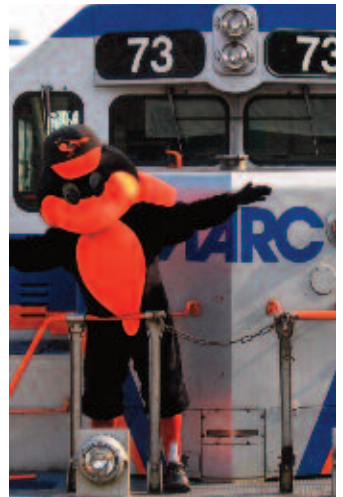
- 1830 – Local rail passenger service begins on the tracks of MARC’s current Camden Line
- 1885 – Light Rail’s predecessor, America’s first electrical railway on the Hampden Line
- 1909 – Buses make their debut in Baltimore
- 1915 – Baltimore Transit Company (BTC) forms as subsidiary of United Railways and Electric Company (UR&E)
- 1921 – Double-decker buses debut on Charles Street and University Parkway following year
- 1922 – Trackless trolleys begin operation
- 1935 – BTC replaced UR&E as one company, operating streetcars, trackless trolleys and buses. Continues operation until 1970
- 1938 – First appearance of BTC articulated buses begin on the “Q” Line to Halethorpe
- 1963 – Parsons, Brinckerhoff, Quade & Douglas hired to produce transit plan for Baltimore
- 1964 – Congress passes the Urban Mass Transportation Act supplying federal aid
- 1969 – Walter J. Addison becomes first Administrator of newly formed Metropolitan Transit Authority
- 1971 – BTC becomes Metropolitan Transit Authority
- 1971 – The MTA Police Force is formed
- 1973 – MTA takes over most suburban bus operations and rail commuter services
- 1974 – First Metro Subway groundbreaking at Bolton Hill Station, later renamed State Center
- 1978 – Groundbreaking at Charles Center Metro Subway Station
- 1979 – L.A. Kimball becomes second MTA Administrator
- 1981 – MTA and Local 1300 sign labor agreement for 300 jobs created by Metro Subway
- 1982 – Dave Wagner becomes third MTA Administrator
- 1982 – First lift-equipped buses added into revenue service and “Call-a-Lift” begins
- 1982 – Call Center receives TTY teletypewriter service
- 1983 – Metro Subway service begins November 21 between Baltimore and Reisterstown Plaza
- 1983 – State Commuter rail service becomes MARC (Maryland Area Regional Commuter)
- 1983 – Law passed banning smoking, eating, littering and playing radios without earphones
- 1984 – Ron Hartman becomes fourth MTA Administrator
- 1985 – Metro Subway adds Saturday service
- 1986 – Logo changes from “Flying T” to new italic MTA logo
- 1986 – New electronic fareboxes hit the streets
- 1987 – Section ‘B’ of Metro Subway opens July 20 to Milford Mill, Old Court and Owings Mills
- 1988 – Metro Subway hours extended until midnight
- 1989 – Interactive Voice System added to Information Service’s system at the Call Center
- 1992 – Light Rail opens on April 2 between Timonium and Camden Yards
- 1992 – MTA officially assumes responsibility for MARC
- 1992 – Reduced fares for senior citizens begin





MTA **TIMELINE** CONTINUED

- 1993 – John Agro becomes fifth MTA Administrator
- 1995 – MTA's first fleet of articulated buses arrives
- 1995 – Section 'C' of Metro Subway opens June 1 to Shot Tower and Johns Hopkins stations
- 1996 – New MTA dedicated school service begins in Baltimore City
- 1997 – Ron Freeland becomes sixth MTA Administrator
- 1997 – New Light Rail extension to Hunt Valley opens on September 9
- 1997 – New Light Rail extensions open on December 6 to Penn Station and BWI
- 1999 – MTA launches first in nation in-house produced TV show, *In Touch With The MTA*
- 1999 – MTA launches website www.mtamaryland.com
- 1999 – Federal Government awards grant for \$120 million for Light Rail Double Tracking project
- 2001 – Virginia White appointed MTA Acting Administrator
- 2001 – MTA logo changed to three colors to better reflect the statewide service provided
- 2002 – Robert Smith becomes seventh MTA Administrator
- 2002 – Sunday Metro Subway service becomes a regular service option for customers
- 2002 – MTA hosts APTA national convention
- 2004 – Lisa Dickerson becomes eighth MTA Administrator
- 2004 – MTA Mobility becomes first paratransit provider in nation to offer smart cards
- 2004 – New lighted bus shelters installed in partnership with Viacom
- 2004 – Light Rail double tracking completed from Cromwell Station to North Avenue
- 2004 – Taxi Access for Mobility customers debuts in June
- 2005 – MTA Police launch Operation Zeus security exercises
- 2005 – Light Rail double tracking completed from North Avenue to Timonium
- 2005 – Hamburg Street Light Rail Stop opened for full-time service in July
- 2005 – Automated fareboxes installed capable of accepting new "Go Pass" and "smart" cards
- 2006 – Light Rail double tracking completed with service to Hunt Valley restored
- 2006 – Ten hybrid diesel/electric buses added to Local Bus fleet
- 2006 – New "smart" ticket vending machines installed at all Light Rail and Metro Subway stations
- 2006 – Renovations completed for Metro Subway's 81 escalators and 33 elevators
- 2007 – Paul J. Wiedefeld becomes ninth MTA Administrator on March 1
- 2008 – MTA debuts new bike racks on Local Buses
- 2008 – Metro Subway celebrates 25th anniversary on November 21
- 2009 – Thirty 60' articulated hybrid buses enter service and 100 forty-feet hybrids ordered
- 2009 – Ralign T. Wells appointed tenth MTA Administrator on December 2
- 2010 – CharmCard™ region-wide rollout planned for Autumn 2010





CUSTOMER PROFILE

MTA's ongoing customer satisfaction measurement provides data regarding the demographic profile of customers. The information below is provided from an April 2010 survey. Figures represent percentages unless otherwise noted.

	Local Bus	Metro Subway	Light Rail	Commuter Bus	MARC Train	Mobility
GENDER						
Male	42.3	46.0	45.8	41.1	51.2	27.3
Female	47.3	44.8	49.1	55.8	43.3	66.7
Did Not Respond	10.4	9.2	5.1	3.1	5.5	6.1
AVERAGE AGE	35-44	25-34	35-44	55-65	35-44	55-65
RACE						
Black/African American	71.3	71.9	53.5	31.9	35.8	63.6
White	11.8	10.9	25.8	52.1	38.8	21.2
Hispanic	2.3	2.2	5.5	3.7	6.0	3.0
Asian	1.9	1.7	4.0	6.7	7.0	1.5
Other	1.2	1.4	2.2	0.0	1.5	1.5
Did Not Respond	11.5	12.0	9.1	5.5	10.9	9.1
AVERAGE INCOME						
(in 1,000s)	20-35	35-50	35-50	100-125	65-80	10-20
EMPLOYMENT						
Professional	16.7	22.6	30.2	47.2	49.3	12.1
Clerical/Administrative	8.8	7.0	10.2	25.2	4.5	4.5
Technical	7.3	4.2	7.6	17.2	17.2	0.0
Sales	7.1	7.0	4.7	1.2	2.5	0.0
Blue Collar	9.5	7.2	8.0	1.2	3.5	1.5
Unemployed	9.3	9.2	7.3	1.8	4.5	18.2
Homemaker	2.4	2.5	3.3	0.0	0.5	3.0
Student	15.4	17.5	12.0	2.6	10.0	0.0
Retired	5.4	5.8	5.1	1.2	3.0	40.9
Other	5.0	4.5	3.3	1.2	1.5	12.1
Did Not Respond	13.0	12.5	8.4	1.2	9.0	7.6





TRANSIT GLOSSARY

ADA (Americans with Disabilities Act) – Passed by Congress in 1990, this civil rights law mandates non-discrimination practices regarding individuals with disabilities in the areas of employment, programs and services including transportation, communications, and public accommodations. Public entities such as state governments are required to purchase lift-equipped vehicles and must assure system-wide accessibility for their customers, inclusive of those with disabilities. Paratransit demand-response services to individuals with disabilities must also supplement their fixed-route services, with complementary paratransit services for those persons unable to use fixed-route service because of their functional abilities connected to their disability.

APTA – American Public Transportation Association.

AVL – Automatic Vehicle Location, also referred to as mobile positioning, and describing the ability to pinpoint the location of a vehicle in transit.

Articulated Buses – Extra-long buses with two connecting passenger compartments. The rear body is connected to the main body by a joint mechanism that allows the vehicles to bend when in operation for sharp turns and curves, yet maintain a continuous interior.

At Grade – Rail track work constructed at the approximate level of the adjacent ground surface rather than the elevated or subway parts of the system.

BCPSS – Baltimore City Public School System. The MTA provides daily transportation for about 30,000 Baltimore middle and high school students, and some private school students, throughout the school year.

BRAC - Base Realignment and Closure, or BRAC, is the congressionally authorized process the U.S. Department of Defense has used to reorganize its base structure to more efficiently and effectively support the U.S. Military. Direct and indirect jobs coming to Maryland over the next six to ten years are estimated at 40,000 to 60,000. Fort Meade, Aberdeen Proving Ground, and the Naval Medical Center at Bethesda will be gaining most of these positions.

BTC – Baltimore Transit Company, the privately operated bus company that was reorganized into the MTA in 1971.

BWI – Baltimore/Washington International Thurgood Marshall Airport.

Bi-level Car – Sometimes referred to as a double-decker passenger train car, bi-level MARC Train cars are used in more heavily populated areas or to carry more passengers over a long distance while using fewer cars.

Brunswick Line – The MARC Train line that runs from Martinsburg, WV or Frederick, MD to Washington, DC.

Bus Rapid Transit – Sometimes referred to as BRT, Bus Rapid Transit is a broad term given to a variety of different transportation systems that, through infrastructural and scheduling improvements, attempt to use buses to provide a service that is of a higher quality than an ordinary bus line. The goal of such systems is to at least approach the service quality of rail transit while still enjoying the cost savings of bus transit.

Bus Shelter – A structure, now designed with dual lighted advertising panels and an MTA System Map, that provides transit customers with an extra layer of comfort and security while waiting for the bus or train.

CACAT – Consumer’s Advisory Committee on Accessible Transportation. CACAT advises MTA about programs and services, both paratransit and fixed-route, affecting individuals with disabilities using MTA modes of transportation.

CCT – Corridor Cities Transitway, a 13.5-mile transit corridor in Montgomery County that runs northwest from the Shady Grove Metro Station in Rockville, through Gaithersburg and Germantown, where it then terminates at the COMSAT facility south of Clarksburg. The CCT, proposed to be built as either Light Rail Transit or Bus Rapid Transit, is being studied jointly with roadway improvements on I-270 and US 15.

CCTV – Closed Circuit Television.



TRANSIT **GLOSSARY** CONTINUED

COMTO – Conference of Minority Transportation Officials.

Cab – The compartment of a rail car where the operator works and where the rail car's controls are located.

Camden Line – The MARC Train service from Downtown Baltimore to Washington, DC.

Canopy – The roof-type structure above or near a Metro Subway, Light Rail or MARC Train station that protects customers from inclement weather.

Capital Cost – The cost of equipment and facilities required to support transportation systems, including vehicles, radios, shelters, etc.

Capital Project – A project for public transportation improvement that enhances economic development, and improves transit stations or historic facilities.

Catenary Lines – The overhead electric wires that supply power to the Light Rail vehicles.

CharmCard™ - A "smart" electronic, rechargeable, credit card-sized fare card designed to offer touch-and-go convenience throughout the MTA service area, as well as in Washington, DC, Northern Virginia, Montgomery and Prince George's counties, and anywhere the CharmCard™ and SmarTrip® logos are displayed.

Community Outreach – Any act, advertisement or promotion that connects MTA employees to, or educates customers, citizens or visitors to Maryland about, the places and opportunities available to them through the use of public transportation.

Commuter – Any individual who travels regularly from one place to another, especially between home and work.

Commuter Bus – Coach-type buses used primarily to provide express weekday transit service connecting outlying Maryland suburbs to the Baltimore and Washington, DC central business districts.

Commuter Choice - A commuter benefits program designed as an incentive to encourage Maryland employees who drive to work to switch to transit or vanpools. Employers who offer this to their employees are rewarded with special federal and state tax credits, and savings on certain payroll taxes. Employees benefit by being able to ride MTA transit for less than full fare.

Commuter Rail – An electric or diesel-propelled railway for urban passenger train service consisting of local short-distance travel operating between a central city and adjacent suburbs.

CompStat – A sophisticated computerized process that MTA Police use to identify crime patterns.

Demand-Response Service – Transportation that provides door-to-door or curb-to-curb transportation, rather than on fixed routes or schedules. Users of this service are required to call in advance to reserve a ride.

Derailment – The unintentional removal of one or more train wheels from the running rail.

Deviated Fixed-Route Service – Transportation that operates along scheduled, regular routes, with occasional trips slightly off route at the request of a rider.

Disabled/Disabilities – (ADA definition) Under the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.

Double Track – The operation using two main rail tracks for trains traveling in either direction. The entire MTA Light Rail system is now double tracked.

E-Cleaning – A new comprehensive cleaning program for MARC passenger cars that is the large-scale equivalent of car detailing.



TRANSIT **GLOSSARY** CONTINUED

Electronic Outreach – Ways that the MTA reaches out to customers through the Transit Team’s daily service updates on television and radio, the monthly cable TV show *Commuter Connections*, the weekly radio show *This Week With The MTA*, the MTA website www.mta.maryland.gov, social media, including Facebook, Twitter, YouTube, RSS and email updates subscribed to by riders.

Express Bus – A part of MTA Local Bus service that offers the convenience of fewer stops on certain long routes. Express buses require an extra forty cents per ride.

Fare – The payment for a trip on a passenger vehicle, whether cash, tokens or pass.

Fare Inspector – An MTA employee, under the supervision of the MTA Police Force, who regularly boards Light Rail vehicles to ascertain that customers have the proper ticket.

Farebox Recovery – The portion of funds that is recovered from customers’ tickets that are bought for Local and Commuter Bus, Metro Subway, Light Rail or MARC Train.

Faregate – The turnstile, or entrance or exit way leading into or out of a Metro Subway station.

Federal Transit Administration (FTA) – A part of the U.S. Department of Transportation, which administers the federal portion of financial assistance to public transit.

Financials – Numbers that indicate weekly, monthly or yearly figures for ridership, sources of funds, operating or capital costs, farebox recovery, etc.

Fixed-Route – Transportation service that operates along scheduled, regular routes.

GPS – Global Positioning Satellite, a critical component in providing navigation information.

Grade Crossings – An intersection of highway roads, railroad tracks or dedicated transit rail tracks that run either parallel or across mixed traffic situations.

Green Line – The potential MTA line using either Light Rail or Bus Rapid Transit to connect Johns Hopkins Medical Campus with either Morgan State University or Good Samaritan Hospital.

HHP – High Horsepower, or “Acela-type” electric locomotives used on certain MARC Train lines.

Heat Restrictions – If “heat restrictions” are enforced, all Brunswick and Camden Line MARC trains will reduce their speed by 20 miles per hour below their regular speed, but will travel no slower than 40 miles per hour. Whenever temperatures are forecast to reach near 90 degrees, or when temperatures increase by 30 degrees within the same day, CSX will impose heat restrictions (usually in the afternoon). When the temperature reaches 95 degrees in the Northeast Corridor (affecting the Penn Line), Amtrak reduces its top speed to 80 mph. These heat restrictions are designed to reduce the impact on the track structure and minimize the possibility of “sun kinks.” Railroad track is generally laid with one-quarter mile lengths of rail. As heat increases, the rail expands (called a “sun kink”), placing more stress on the ties and ballast holding the tracks in place. If the expansion becomes too strong for the track structure, the rail can shift and cause a derailment. Track inspectors inspect the track for “sun kinks” during the afternoon rush hours.

Heavy Rail – A high-speed transit mode that is an electric or diesel railway with the capacity for a high volume of traffic.

Hybrid Bus – Diesel-electric bus that consumes 23% less fuel than a regular bus, requires less maintenance, and emits fewer pollutants into the air.

Info Box – Outdoor eye-level display boxes, usually four-sided, that contain route or other transit information.

Kiosk – A tall structure near a station entrance, usually rail, that serves as a hub of communications for that station.



TRANSIT **GLOSSARY** CONTINUED

Kiss & Ride – An area or designated lane, usually adjacent to a Park & Ride, where a family member or automobile driver can safely drop a passenger off to link up with public transit.

LEP – Limited English Proficiency, part of Title VI, the Civil Rights legislation that obligates departments of transportation and sub-recipients to make certain that people of Limited English Proficiency have “meaningful access to the programs, services, and information” they provide.

Light Rail – An electrically powered rail system characterized by its ability to operate single cars or short trains along exclusive right-of-way at ground level, or aerial structures, in subways, or in streets. Has a light capacity for passengers as compared to heavy rail.

Line – The route that a vehicle takes to get to its destination, and usually designated as a number for a bus route or sometimes a color for a rail route.

Local Bus – The service operated throughout the metropolitan Baltimore region that serves over 65 percent of the MTA’s total number of passenger trips with over 50 different lines.

LOTS – Locally Operated Transit Systems in the state of Maryland. LOTS are located in all 23 Maryland counties and also in Baltimore City, Annapolis, and Ocean City, and are funded through MTA.

MARC – Acronym used for Maryland Area Regional Commuter Train Service.

MARC Growth and Investment Plan – To meet the needs of current riders and establish MARC as a key part of the state’s transportation backbone, MTA adopted the MARC Growth and Investment Plan in 2007. The plan calls for investments to improve reliability and to provide additional capacity during peak commuter periods. The objectives of the investment plan are to increase the passenger-carrying capacity of MARC by threefold and to increase the share of trips by MARC during peak travel periods.

MDOT – Maryland Department of Transportation.

MTA – Maryland Transit Administration

Married Pair – Two transit railcars that are semi-permanently coupled to each other and which share certain common equipment.

Maximo – The computerized, automated maintenance tracking system that helps identify maintenance trends at an earlier stage so that repairs can be made in a more timely manner.

Meet the Manager Program – A community outreach program where high-level MTA managers visit transit stations or stops to meet with customers to answer questions and address concerns.

Metro – Often used to refer to the Washington Metropolitan Area Transit Authority, or WMATA.

Metro Subway – A high capacity rail system that requires tracks totally separated from highways, and may operate at ground level, be elevated, or run underground in tunnels. MTA subway service is often referred to as Metro Subway.

Metrorail – The Metro subway system operated by WMATA.

Mid-life Overhaul – A railcar overhaul program carried out at a vehicle’s half life where components are upgraded to improve reliability, safety and comfort.

Mobility – Often used to describe MTA’s Paratransit service. (See Paratransit)

Neighborhood Shuttle – As part of the Local Bus service, MTA operates two Neighborhood Shuttles in the Mondawmin and Hampden areas, using smaller 35-foot buses that connect residents to businesses and rail stops.



TRANSIT **GLOSSARY** CONTINUED

Next Vehicle Arrival System – Sometimes referred to as NVA, this state-of-the-art technology uses GPS navigation information to provide customers with reliable information about the expected arrival time of the next bus or train.

Operation Rescue Below – Security exercises held by the MTA Police Force in Metro Subway stations in conjunction with other local, city and state agencies.

Operation ZEUS – Zone Enforced Unified Sweeps, or, regular drills performed by the MTA Police Force to target-harden the entire transit system and help guard against terrorism and criminal activity.

Operating Cost – The recurring costs of providing transit services, i.e., wages, salaries, fuel, oil, taxes, maintenance, depreciation, insurance, marketing, etc.

Operating Revenue – Total revenue earned by a transit system through its transit operations, including passenger fares, contract revenue, advertising, investment income and other revenue.

Paratransit – Flexible forms of public transportation services that are demand-responsive rather than on a fixed route; often refers to wheelchair accessible service.

Park & Ride – A parking lot next to a transit stop or station.

Passenger Trip – One person making a one-way trip from origin to destination. One round trip equals two passenger trips.

Passenger Warning System – A system used at rail crossings similar to the “Walk-Don’t Walk” signs at pedestrian street intersections, featuring flashing lights and an audible warning. There is also a display under the flashing lights that shows one or two train icons, depending on how many trains are approaching.

Penn Line – The MARC Train service from Perryville, MD in Cecil County to Downtown Baltimore and Washington, DC.

Public Transportation – Open door transportation available to any person upon payment of the fare and which cannot be reserved for the private or exclusive use of one individual or group. “Public” in this sense refers to the access to the service, not the ownership of the system providing the service.

Purple Line – Proposed 16-mile transitway from Bethesda to New Carrollton. Light Rail Transit and Bus Rapid Transit along several alignment options are being studied, and the project would provide connections to Metrorail’s Orange Line, Green Line, and two branches of the Red Line. Approximately 20 station locations are being evaluated and considered.

QB 40 – Re-branded name, also known as the Quick Bus introduced in December 2006 to replace the Number 40 line that runs from Security Square Mall to Essex Park & Ride. Service is 18-25 percent quicker than comparable local service. QB 48, introduced in August 2009, runs between Downtown Baltimore and Towson.

Red Line – The potential new east-west MTA line that could be either Light Rail or Bus Rapid Transit, linking the Social Security/Woodlawn area with Fells Point and Canton.

Respect the Ride – Annual advertising and outreach campaign held at the beginning of each school year that aims to teach students how to ride MTA services safely and courteously.

Ridesharing – A form of transportation, other than public transit, in which more than one person shares in the use of the vehicle, such as a van or car, to make the trip.

Rural Area – A geographic area with a population of less than 2,500.



TRANSIT **GLOSSARY** CONTINUED

S-1 Bus Gard – The brand name for the guard that was installed on the right rear wheel well of all MTA Local Buses that is used to push pedestrians out of harm’s way in the event that they get too near the wheel of the bus during a fall or other mishap.

Single Level Car – The 34 MARC II-B train cars built by Nippon-Sharyo between 1991 and 1993.

Single Track – The operation of using only one main track for trains traveling in either direction by alternating the direction of traffic when the track is vacant.

Skywatch Unit – An elevated platform surveillance device used by the MTA Police Force that can be raised over 20 feet in the air to monitor crowds and activities.

Station Attendant – The MTA employee who oversees activity in a Metro Subway station from an office located near the ticket vending machines and faregates.

SmarTrip® – The name given to the Maryland/Washington, DC region rechargeable plastic farecard that functions like a credit card, and is embedded with a special computer chip that keeps track of the value on the card. Issued by WMATA for use on that system.

TSA – Transportation Security Administration.

TVM – Ticket vending machines, found in MTA Metro Subway stations and at Light Rail stops.

Taxi Access – An alternative premium transportation program managed by MTA that utilizes local taxicab and sedan providers to provide short notice transit service for ambulatory Mobility-certified customers.

Terminal Station – The very last stop along a rail or bus line.

Third Rail – The high voltage rail bar along the Metro Subway track that carries electrical energy to run the trains on the tracks. The third rail voltage is approximately 750 volts.

Train Operator – The qualified MTA employee aboard a rail vehicle who has direct and immediate control of the vehicle.

Transit Oriented Development – Also known as TOD, the acronym for the strategy of development that relies on mixed land uses and urban design concepts to fuse dense residential and commercial areas with transit hubs.

Transit Broadcast Team – Part of the MTA Broadcast Unit that offers daily time-saving transit service updates through radio and television during morning and afternoon drive times.

USDOT – United States Department of Transportation

VRE – Acronym for Virginia Railway Express.

Vanpool – Five or more commuters traveling in a van who pool the expenses of operating the van on a monthly basis.

Voice Annunciator – The automatic voice messaging system on bus and railcars that informs passengers of upcoming stops or other important customer information.

WMATA – Washington Metropolitan Area Transit Authority.

www.metroopensdoors.com or www.wmata.com – The Metro website URL for the Washington Metropolitan Area Transit Authority.

www.mta.maryland.gov – The website URL for the Maryland Transit Administration.



HELPFUL TRANSIT **LINKS**

MARYLAND **TRANSPORTATION**

MDOT: <http://www.e-mdot.com>

MTA Internet Website: <http://www.mta.maryland.gov>

MTA Charm Card: <http://www.mtacharmcard.com>

MTA Go Green Website: <http://www.mtagogreen.com>

Commuter Choice Maryland: <http://www.commuterchoicemaryland.com>

Facebook: www.facebook.com/mtamaryland

Twitter: www.twitter.com/mtamaryland

YouTube: www.youtube.com/theMTAMaryland

FINANCIAL

Small Business Reserve: <https://www.smallbusinessreserve.maryland.gov/index.cfm>

MTA Credit Union: <http://www.destinationscu.org>

SECU: <http://www.secumd.org/html/index/index.cfm>

OTHER **GOVERNMENTAL**

USDOT: <http://www.dot.gov>

WMATA: <http://www.wmata.com>

RAILROADS

Amtrak: <http://www.amtrak.com>

CSX: <http://www.csx.com>

PROFESSIONAL **ORGANIZATIONS**

APTA: <http://www.apta.com>

COMTO: <http://www.comto.org>

Downtown Partneship: <http://www.godowntownbaltimore.com>

Visit Baltimore: <http://baltimore.org>



RALIGN T. WELLS

ADMINISTRATOR, MARYLAND TRANSIT ADMINISTRATION

On December 2, 2009, Ralign T. Wells was appointed as the 10th Administrator of the Maryland Transit Administration. Mr. Wells' career spans more than two decades with MTA and includes positions at nearly every level of the organization, including bus operator, supervisor, superintendent, deputy director of bus operations and director of Metro Subway Operations. As Deputy Administrator for Operations immediately prior to his appointment as Administrator, Mr. Wells developed innovative, effective policies that significantly reduced MTA's overtime budget and employee absenteeism. Throughout his career, Mr. Wells has been recognized for his many substantial contributions to the efficiency, effectiveness and customer-service focus of the organization. His proven, team-unifying management approach, skill at establishing operational excellence and clear sense of purpose uniquely qualifies Mr. Wells to guide MTA into the future and improve transit throughout Maryland.

Maryland Transit Administration

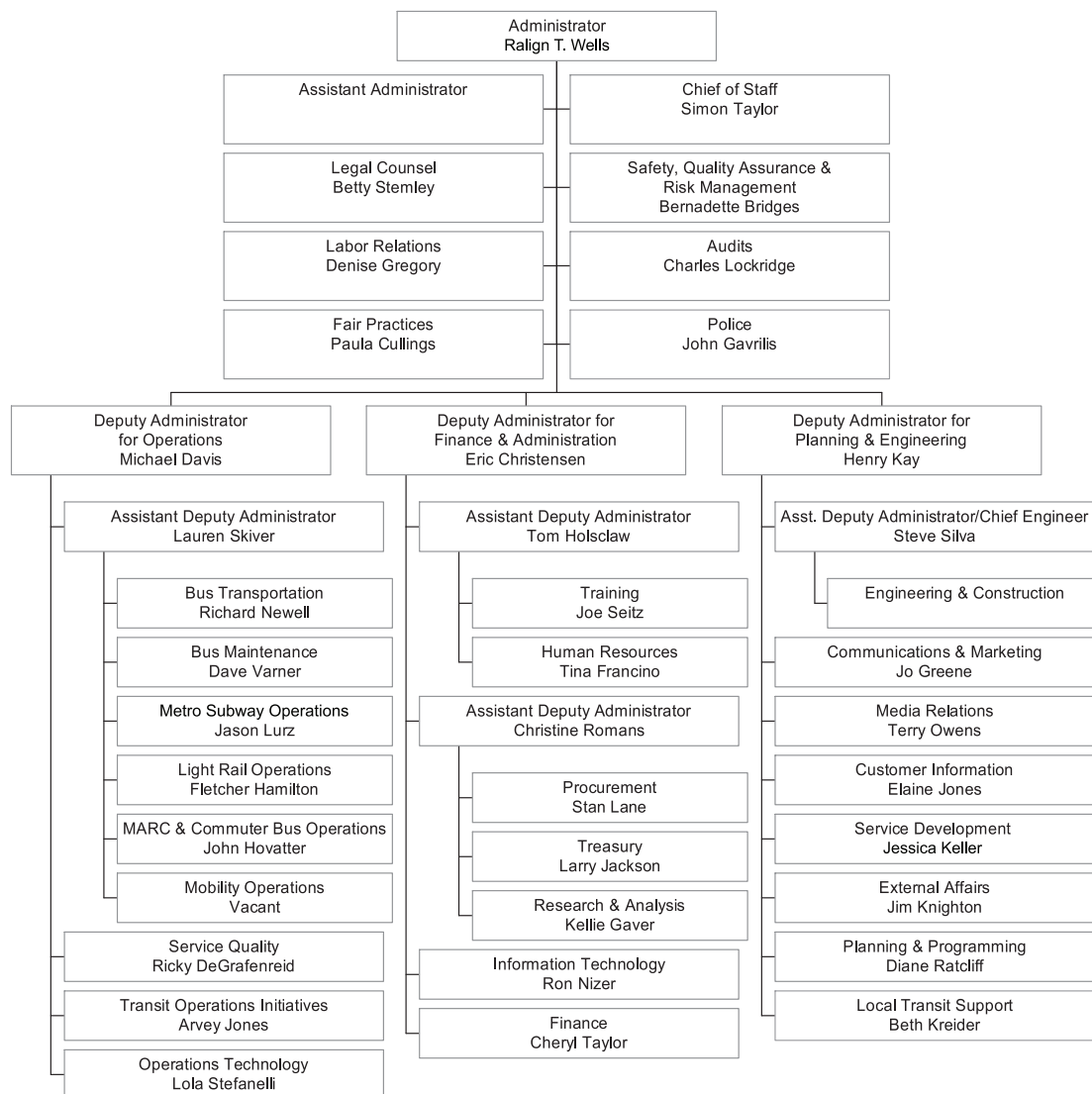


Chart available online at <http://mtaintraweb1/ORGANIZATION/MTA%20Org%202010.pdf>

Information accurate as of 7-31-10



YOUR RIDE IS HERE.



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