



Rebuilding Better:

Committed to an Equitable Transit Future

September 2021



Letter from the Administrator

Dear Maryland Residents, Riders, and Advocates,

Rebuilding Better: Committed to an Equitable Transit Future presents MDOT MTA's strategic plan for the next five years, defining how we will adjust to recent events and respond to what they've taught us. **But it's a different kind of strategic plan:** It presents a renewed focus on centering equity around everything we do. It reflects our commitment to adapting and evolving to meet the needs of our riders. This plan builds upon the progress we've made in recent years, and grows from other plans, such as the Central Maryland Regional Transit Plan.

This past year created new challenges. While many of us found new ways to work from home, others served our community in essential positions. Families adjusted to remote working and learning routines, and businesses struggled to keep their doors open. The disruptions caused by the COVID-19 pandemic have exacerbated racial and economic inequalities that we need to address. This past year has also provided us with an opportunity to re-evaluate how we serve Marylanders' transportation needs.

MDOT MTA has tirelessly strived to fulfill its mission "to provide safe, efficient, and reliable transit across Maryland with world-class customer service," even as we've grappled with substantial staffing and funding challenges due to the pandemic. The Transportation Trust Fund, which sustains MDOT MTA financially, has been severely affected, and we have faced higher costs to combat the spread of COVID-19. Simultaneously, like many employers in the region, members of our MDOT MTA team have faced COVID-19 exposure or infection. Just as many families have had to make tough decisions around the kitchen table, MDOT MTA continues to balance priorities with competing demands and constrained resources.

Recently, we've reflected on what the past year has taught us – what's working well, where we need to improve, and what the future of transit looks like. We remain focused on evolving technologies, stakeholder communication and collaboration, and transit as a tool to make opportunities more available. We've identified substantive ways to create a better future and realize this vision for Marylanders of diverse races, ethnicities, ages, genders, abilities, and incomes.

The result of this work is a strategic plan centered around Equity – a principle that is at the core of everything we do. We will think and work creatively to adapt to change to sustain and improve our safety, service delivery, communications, and plan for a sustainable future.

To bring our riders back, we must evolve and adapt to better meet their needs and create the transit future we want. **This plan establishes a post-pandemic vision for the road ahead and makes bold commitments to our employees, our riders, and the public.**

We look forward to **Rebuilding Better** with you.

Sincerely,



Holly Arnold
MDOT MTA Acting Administrator

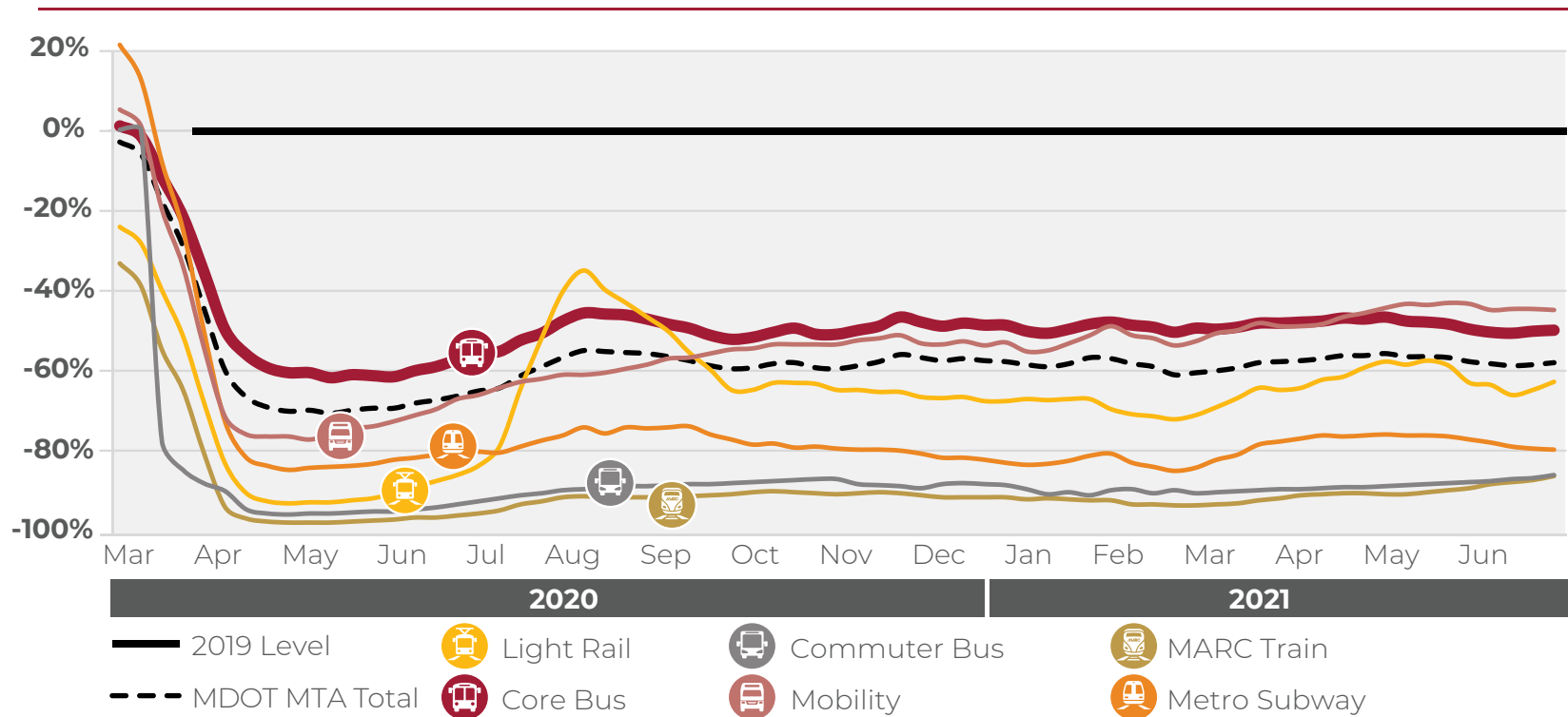


Adapting to Change

When COVID-19 cases first peaked in the spring of 2020, ridership on each of our modes ranged from 5 to 40 percent of pre-pandemic levels. Personal travel shrank dramatically as many residents stayed home, venturing out only to purchase essential items. Many people who used transit to commute to work or school started working and learning from home. However, **essential employees that our communities relied upon to provide food, healthcare, and other goods and services continued to count on us to meet their transit needs.**

Adapting to public health conditions and ridership changes in travel, we implemented three comprehensive service changes in five months. Throughout the public health emergency, we prioritized transit-critical service for essential workers and the most transit-dependent households.

Ridership Compared to Previous Year (Rolling 4-Week Averages)



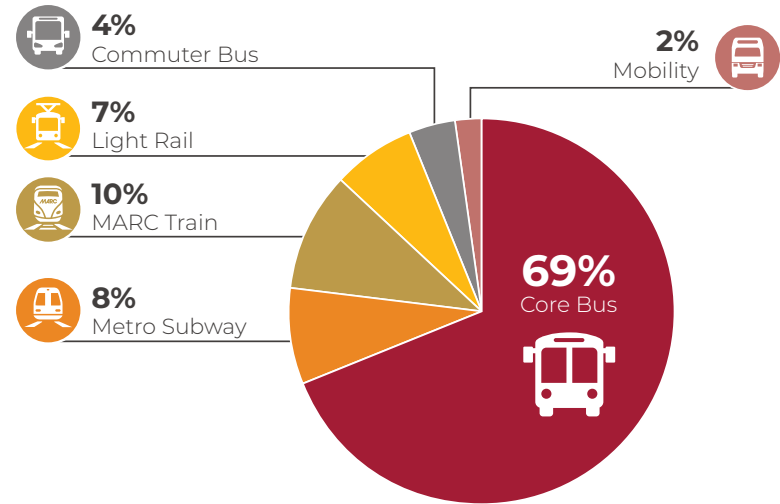


Where We Are Today

As the public health emergency begins to recede, the overall level of travel remains much lower than it had been in 2019.

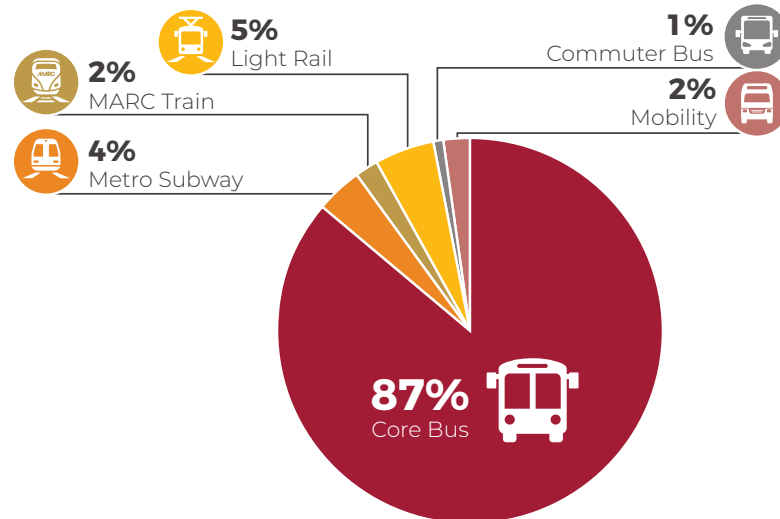
Average Weekday Trips			
	2019		2020
Core Bus	215,000		136,000
Light Rail	21,000		8,000
Metro Subway	22,000		9,000
MARC Train	34,000		9,000
Commuter Bus	14,000		4,000
Mobility and Call-a-Ride	7,000		5,000

April 2019 - February 2020



Ridership on our Core Bus Service continues to outperform our other modes and now represents 87 percent of our total system ridership compared to 69 percent prior to the pandemic.

April 2020 - February 2021



Adapting to Change

Route to Rebuilding

As widespread vaccine distribution is implemented throughout 2021, rider travel patterns may continue to change. Many people who shifted to telework in 2020 will likely continue to exercise greater flexibility in where and how they work.

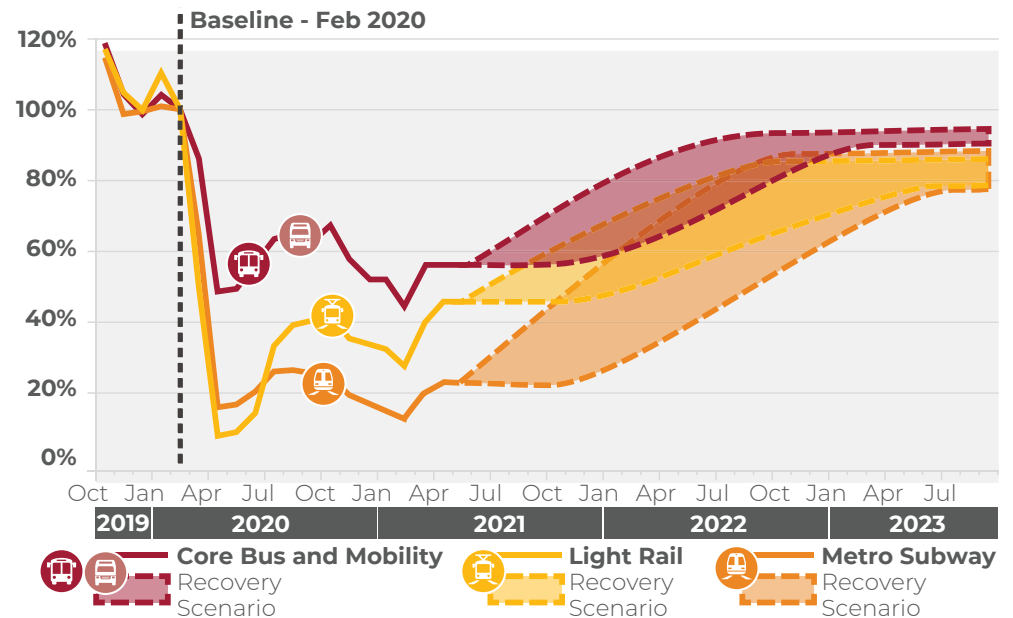
While forecasting the mid- to long-term effects of the pandemic on transit is challenging, we have established recovery scenarios for the different modes based upon information from:

- Recent peer forecasts
- U.S. Department of Transportation
- MDOT MTA ridership levels during 2020
- MDOT MTA customer demographics

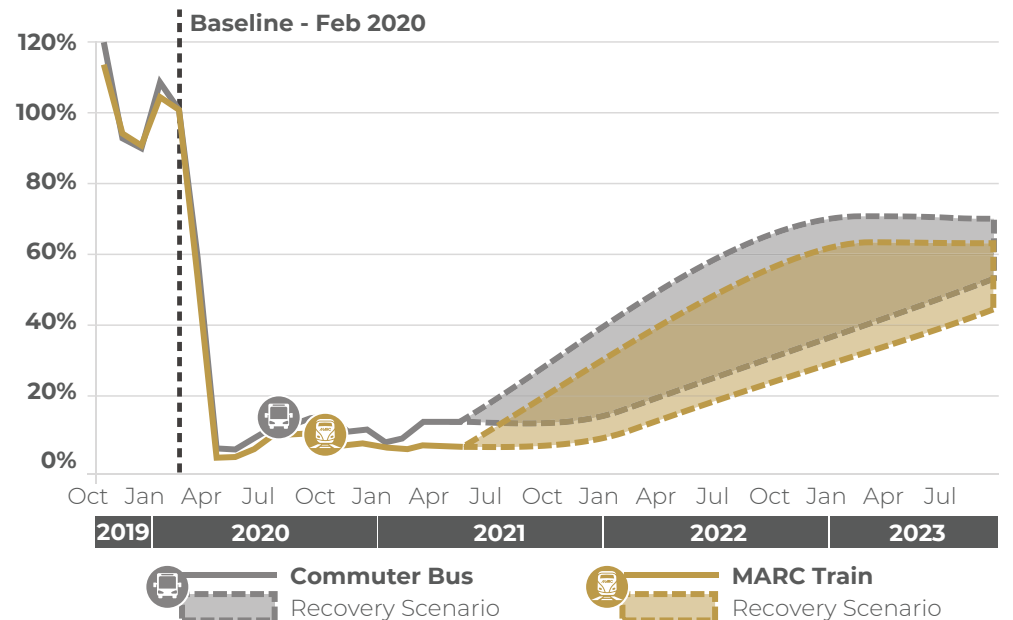
Based on these forecasts we project that:

- **It will take several years for our ridership to recover to pre-pandemic levels**
- **Core Bus and Mobility ridership will recover quicker than other modes**
- **MARC and Commuter Bus ridership will take the longest to recover and may experience long-term ridership loss**

Core Services and Mobility Ridership Recovery Scenarios



MARC Train and Commuter Bus Ridership Recovery Scenarios



Adapting to Change

Bringing Riders Back

During the pandemic, many of our riders traveled less, limiting their use of transit to only essential trips. As our state recovers and we begin to find a new normal, we're working to bring riders back to MDOT MTA. With the **Rebuilding Better** plan to guide us, we will:

- Speed up our buses by working with the City of Baltimore to expand our network of dedicated bus lanes, give buses priority at more traffic signals, and implement camera enforcement of our existing bus lanes
- Explore schedules to match new travel patterns, with less emphasis on peak periods and more service during midday and evenings
- Offer new fare pass options for riders who want to use transit occasionally or a few days each week rather than every day

As our riders' needs evolve, we will continue to adapt and respond. The commitments in this plan support these measures and help us establish a post-pandemic vision to create the transit future we want.

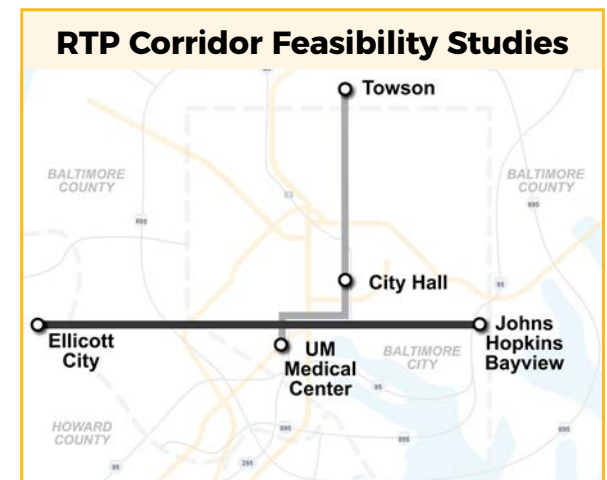


Looking Ahead

We are proud of the work that we have accomplished over the past few years and look forward to our continued progress as we implement our existing plans and initiatives.

- Connecting Our Future: A Regional Transit Plan (RTP) for Central Maryland
 - Outlines a plan for improving public transportation over the next 25 years
 - We will be engaging with the public and all stakeholders throughout the implementation phases beginning in 2021, re-evaluating progress in year 5, and implementing long term strategies to 2045. The RTP Implementation Team was formed in 2020 and is comprised of local jurisdictions, advocacy organizations, and business groups.
 - 30 strategies are advancing the first 5 years, 22 of them beginning this year, including feasibility studies for two new Regional Transit Corridors
 - A dashboard will track our progress towards achieving the plan's six objectives
- Statewide Transit Plan (STP)
 - Outlines a 50-year vision for transit in Maryland and builds upon existing local and regional transit plans
 - Public draft of the STP will be released in Fall 2021

The pandemic has also given MDOT MTA an opportunity to re-focus on the fundamentals – to take a hard look at what's working well, where we're still striving to improve, and what the future of transit looks like.



Looking Ahead

We have established a series of commitments to our stakeholders: our employees, our riders, and the public at large. These commitments will serve as the foundation upon which we prioritize our resources and hold ourselves accountable.

These commitments will serve five areas. These five areas are inextricably linked – progress in one helps to drive progress in others. Equity is central to all that we do; it is the gear that ignites the engine of our progress. By centering equity, we are able to positively address safety and security; provide reliable, efficient transit service; communicate with our stakeholders, and plan for a sustainable future.



Centering Equity

Equity must continue to be a focus of everything we do. Our work to rebuild better will center around providing full and equitable transportation for Marylanders of diverse races, ethnicities, ages, genders, abilities, and incomes.



Addressing Safety and Security

Keeping our employees and customers safe and secure throughout their complete trip.



Providing Reliable, Efficient Transit Service

Providing transportation that our customers can count on and being prepared to adapt to changes beyond our control.



Communicating with Our Stakeholders

Ensuring riders and employees receive the information they need to build a more trusting relationship.



Planning for a Sustainable Future

Balancing the needs of people, planet, and prosperity with the financial resources available to MDOT MTA.



Centering Equity

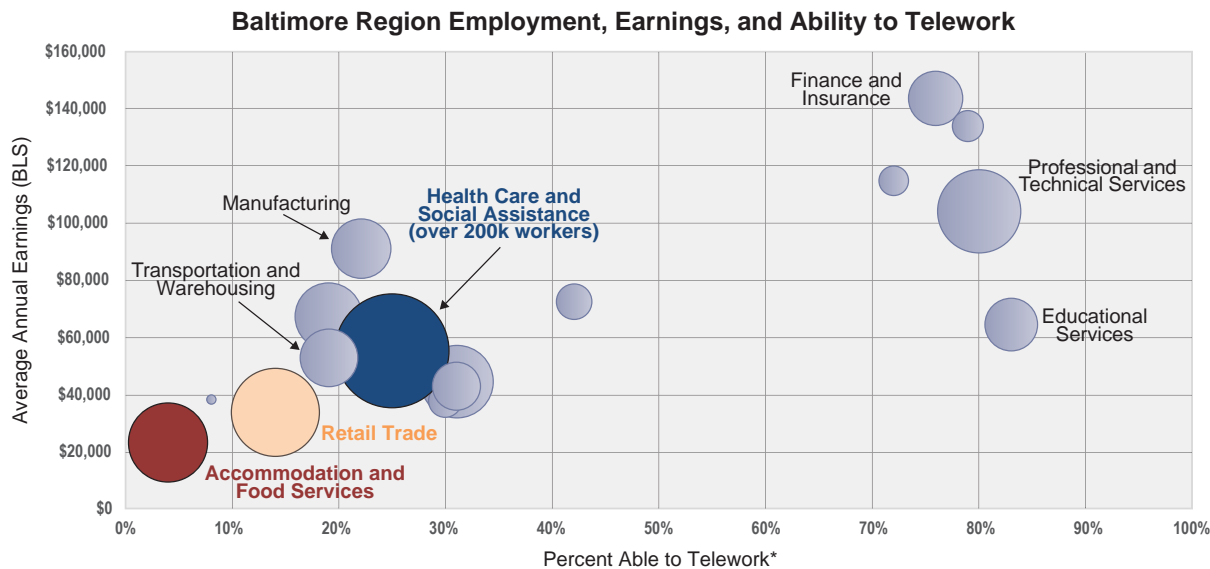


Equity must continue to be an integrated consideration in all that we do, from our internal organization and processes, to the projects and services we develop, and implement, and the way we make and communicate decisions. To reach a fair and just outcome, equity requires the removal of barriers to underrepresented groups and recognizes that opportunity and allocation of resources for each person are different. **Equity must not be an effort we undertake, but rather a value we embody.**



The COVID-19 health emergency has emphasized the need for versatility in our transportation network. As the impacts of the global pandemic emerged, our transit system needed to adapt to meet the quickly evolving needs of our communities. Many now better understand our dependence upon some of our region's lowest-paid workers to provide us with our most essential services. Workers in our healthcare system and grocery stores have continued to travel to their workplaces, often relying upon transit to do so. While some workers have been more able to telework from home, essential workers have risked exposure to the coronavirus day after day.

At its core, MDOT MTA exists to serve people – all people. We are best able to deliver on this promise when we establish trusting, collaborative relationships with our employees, our riders, and the public. When we understand the diverse and unique needs of our stakeholders, we can not only address challenges but also find new and creative ways to transcend the status quo. Our programs, policies, and practices must be designed to ensure MDOT MTA is equitably planning and providing transit service.



*Estimates derived from Dingel and Meiman, *How Many Jobs Can Be Done at Home?*, NBER April 2020

In order to fulfill our role in addressing societal challenges, we will need to continue to act proactively and aggressively, going above and beyond what's required by law.

We must continue to ensure our equity related efforts are truly addressing the needs of our community.





Commitment to Centering Equity

- 1** We will continue to diversify MDOT MTA's leadership to be more inclusive and representative of the communities we serve and create an employee-run committee to further these principles throughout our agency
- 2** We will further prioritize equity as a core principle in our service planning process
- 3** We will make our stops and stations more physically accessible
- 4** We will strengthen partnerships with diverse communities
- 5** We will ensure equity remains a core principle in our operating and capital budget prioritization process



MDOT MTA will continue to make equity an ingrained priority in every aspect of our business; the commitments in this plan all build upon this central commitment.



Our Commitments to Riders

1 We will continue to diversify MDOT MTA's leadership to be more inclusive and representative of the communities we serve and create an employee-run committee to further these principles throughout our agency

Our commitment to equity and inclusion begins internally. Our leadership and staff should reflect the world around us and the people we serve. We need the knowledge and expertise of everyone—women, people of color, people with disabilities, diverse age groups, veterans—to move us into the future and best serve our riders and communities. To ensure we are equitably including diverse perspectives, we will continue to diversify our leadership team by:

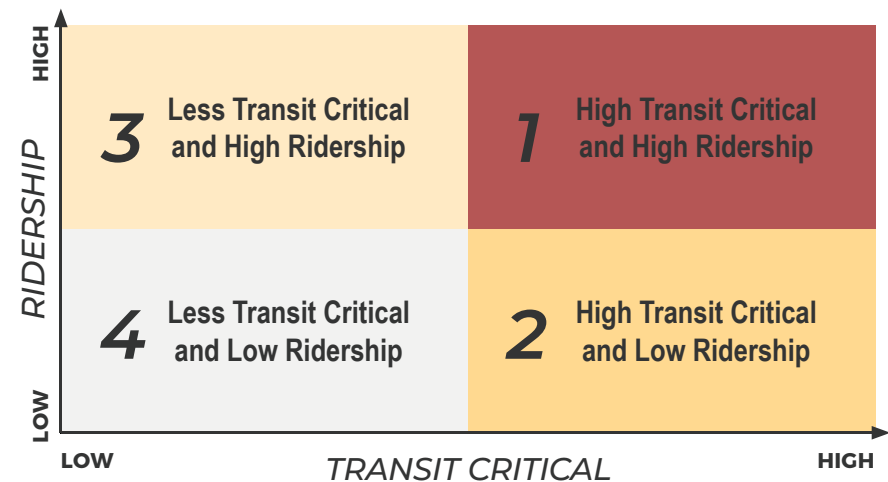
- Creating an executive-level equity position to oversee all aspects of equity internally and externally
- Tracking progress in diversity within the leadership team
- Identifying pathways to leadership and continual professional development for our diverse workforce
- Establishing an employee-run committee to define, infuse, and cultivate equity, diversity, and inclusion into our work and unlock the richness of diversity within MDOT MTA to better serve our riders

2 We will further prioritize equity as a core principle in our service planning process

We will implement an equity scoring system for all our services and routes that will use data to identify our most transit-critical services and routes. This approach will enable us to allocate resources to routes with highest ridership and that serve essential destinations and high-priority populations.

We will allocate our resources to prioritize transit-critical and high-ridership services. Our priorities in sustaining and restoring service are (first to last):

1. High transit critical and high ridership
2. High transit critical and low ridership
3. Less transit critical and high ridership
4. Less transit critical and low ridership



Using this methodology, the CityLink Gold would fit within the top right quadrant (Priority 1). This route serves many of the majority-minority, low-income Baltimore City neighborhoods including Johns Hopkins Hospital and is one of the highest ridership routes in our system.



Our Commitments to Riders

3

We will make our stops and stations more physically accessible

A transit stop that is not safe and accessible is inconvenient for all riders, and makes transit unsafe or unusable for many people with disabilities. Currently 16% of our stops and stations are ADA compliant. We will work with local jurisdictions to:

- Ensure 30 percent of our stops and stations are ADA compliant by 2025
- Work toward 100 percent ADA compliance by 2045

4

We will strengthen partnerships with diverse communities

Trusting, collaborative relationships with our stakeholders and the public enable us to better serve our community. We cannot address issues we don't understand or get answers to questions we do not ask. Forming partnerships with the diverse communities who we serve is centrally important to advancing our values of continual improvement and adapting to change. When we undertake a major project or initiative, we will:

- Convene a diverse workgroup whose members are from underserved and marginalized communities to provide input and feedback
- Share ideas and concepts with the Citizens Advisory Committee, Citizens Advisory Committee for Accessible Transportation, and others to obtain early feedback.

5

We will ensure equity remains a core principle in our operating and capital budget prioritization process

Our budget should reflect our values and priorities. When developing, evaluating, and prioritizing services and projects for our operating and capital budgets we will:

- Incorporate race and ethnicity, income, age, gender, disability, vehicle access, and ridership data into our prioritization strategies



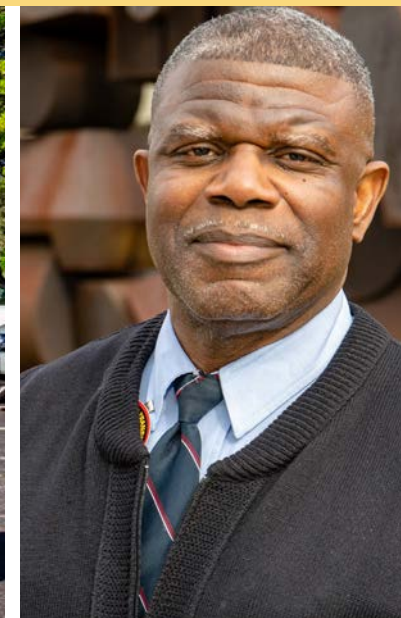
Addressing Safety and Security



We have always been committed to a safety-focused culture, and we work continuously to improve the safety of our system for our riders and employees. While safety and security have always been key considerations in our operations, the public health emergency has added a new and complex dimension. As our region opens back up and ridership continues to grow, we are committed to fostering public trust and addressing any future public health challenges.

For seven years, MDOT MTA has been ranked as the safest large transit system in the United States. We are proud of this standing, yet **we also know that we must continue to understand the experience of our riders and front-line employees as they access transit stops and stations.**

We are reimagining how we think about safety and security for our riders and workforce.



Addressing Safety and Security



Within the past year we have suffered the tragic loss of two of our operators to acts of violence. We believe that even one operator assault is too many. Violence and other forms of crime in our communities affects how comfortable and safe people feel traveling to and taking transit. We must identify and address concerns, perceptions, and challenges pertaining to safety and security throughout the complete transit trip. Addressing these challenges and concerns demands inter-agency collaboration with local law enforcement and human services agencies.





Commitments to Addressing Safety and Security

- 1** We will improve onboard safety and security to prevent operator assaults
- 2** We will improve onboard safety and security to prevent accidents and injuries
- 3** We will continue COVID-19 safety measures for the duration of the COVID-19 pandemic
- 4** We will provide information about crowding on transit vehicles
- 5** We will work cooperatively to identify, understand, and address off-board safety and security concerns





Our Commitments to Riders

1 We will improve onboard safety and security to prevent operator assaults

We believe that even one operator assault is too many. All of our employees need to be able to perform their duties safely and without fear. We will protect our operators by:

- Regularly convening an executive management and frontline staff Safety Committee to identify and address key operator and passenger safety concerns
- Training operators in de-escalation and communications to navigate challenging situations
- Making physical improvements to vehicles including upgrading operator barriers
- Pursuing legislative action to increase penalties for assaults on operators

2 We will improve onboard safety and security to prevent accidents and injuries

We're committed to a positive safety culture and we're working continuously to improve the safety of our system. We will protect our customers, employees, and the public by:

- Continually training MDOT MTA employees on hazard identification to proactively prevent accidents and incidents
- Adjusting our operator training program when needs are identified to improve safe operations
- Continuing to collect safety observations from operators and analyzing trends of accidents and near-misses to proactively improve safety conditions
- Continuing to work with jurisdictions to address hazardous road conditions
- Maintaining our vehicles in a state of good repair to minimize the risk of accidents or service delays
- Deploying transit ambassadors and law enforcement officers to support safe and worry-free transit



Our Commitments to Riders

3 We will continue COVID-19 safety measures for the duration of the COVID-19 pandemic

MDOT MTA will continue to follow current research and implement applicable COVID-19 safety best practices with ongoing actions to address public health impacts and continue with industry cleaning standards after the pandemic is over by:

- Continuing retrofits of buses to remove cloth seats and add operator barriers
- Reducing risk to our staff through provision of PPE (for example, masks and hand sanitizer) and encouraging employee vaccinations
- Upgrading cleaning procedures and supplies in accordance with best practices
- Improving airflow in vehicles
- Filtering/cleaning air in vehicles while maintaining a comfortable environment
- Continue implementing industry cleaning standards after the pandemic is over

4 We will provide information about crowding on transit vehicles

Crowding on transit vehicles presents a new health risk due to the nature of the COVID-19 virus. Providing the public with information about on-board crowding empowers people to make plans that fit their needs, whether that is driven by health risks, a desire to sit down, or any other factors that may influence when and how someone chooses to travel. We will:

- Launch real-time crowding information for Core Bus on the Transit app
- Explore systems for reporting crowding on all other modes



Our Commitments to Riders

5 We will work cooperatively to identify, understand, and address off-board safety and security concerns

Addressing off-board security concerns demands a comprehensive, collaborative approach. We recognize that the transit trip begins at your front door, includes time waiting for and on-board the transit vehicle, and ends at your destination. Our actions to comprehensively address security are:

- Working with local jurisdictions to seek funding for pedestrian safety improvements, including crosswalks, sidewalks, and lighting
- Coordinating with local jurisdictions and other state agencies to enhance existing projects with transit-supportive design and Crime Prevention Through Environmental Design techniques
- Collaborating with local police departments to address drug use and criminal activity near transit stops and stations and to enhance the effectiveness of policing
- Partnering with community-based and social service groups
- Making physical improvements to stops and stations by installing security cameras and additional lighting



Providing Reliable, Efficient Transit Service



With such upheaval in the ways in which people are traveling, we have the opportunity – and the responsibility – to enhance the services we provide. Our responsibilities go beyond providing bus and rail transportation services. **We connect people to what matters – family, friends, jobs, and services.** Our transit system is part of a transportation network that includes walking, biking, rideshare, and a variety of evolving transportation alternatives we have yet to fully imagine. Our vision presents transit as seamlessly woven into the fabric of our riders' daily lives. To realize this vision, we must provide on-time, reliable transit service.

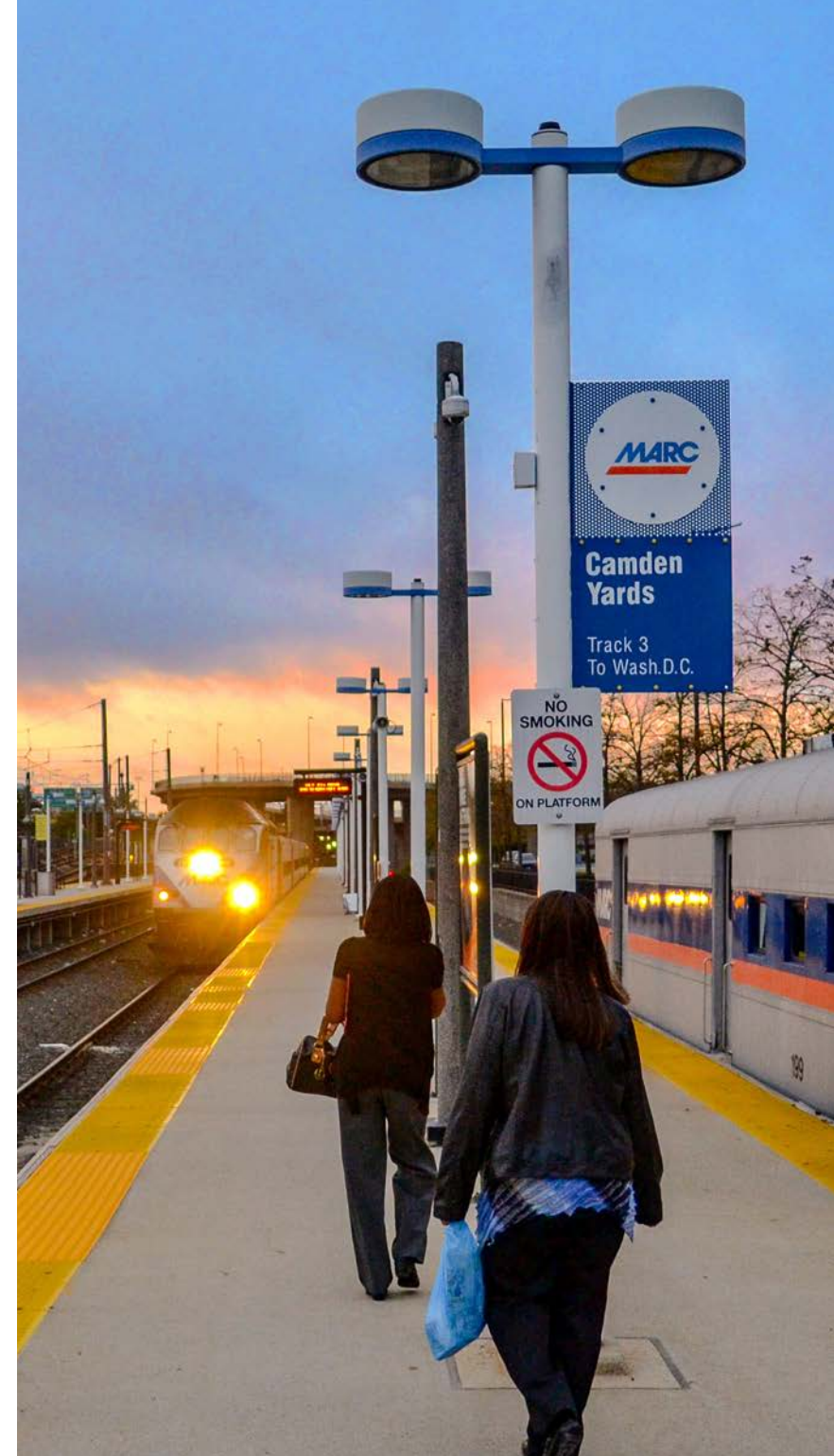
While the impacts of the pandemic continue to affect ridership, MDOT MTA is continuing to adjust service to meet the demands of our riders. As we prioritize and allocate constrained resources, we will remain focused on the needs of our riders, always applying a strong equity lens to our service development and delivery.





Commitments to Providing Reliable, Efficient Transit Service

- 1 We will improve the reliability of our transit service
- 2 We will explore new ways to better serve our paratransit riders
- 3 We will restore MARC train and Commuter Bus service to pre-pandemic levels
- 4 We will nimbly adapt to changing circumstances





Our Commitments to Riders

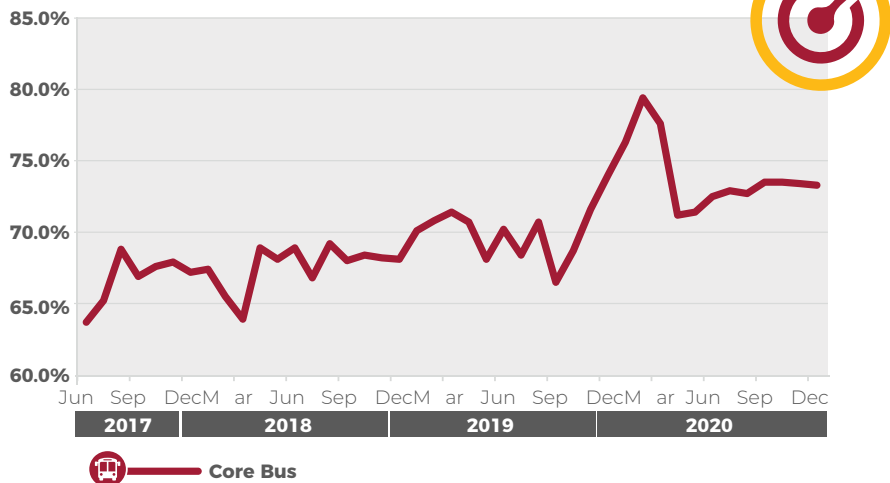
1 We will improve the reliability of our transit service

Our schedules are our contracts with our riders. Early, late, or missed arrivals affects our customers' satisfaction, loyalty and trust. We will strive to deliver all scheduled service and report how well we're doing.

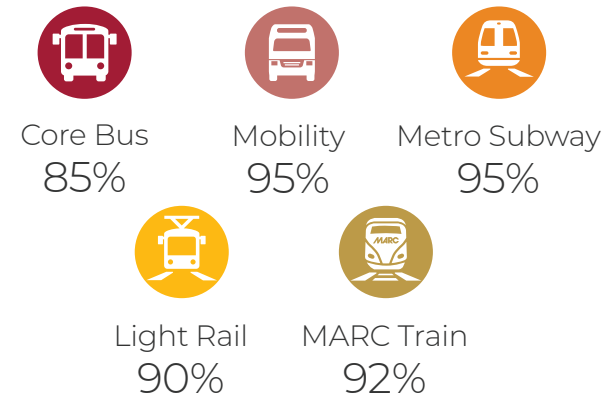
MDOT MTA uses on-time performance (OTP) as a key measurement tool to track how often our various transit modes are running on schedule and will continue to improve to meet our aggressive targets by:

- Addressing the causes of missed trips
- Leveraging new real-time location tools
- Utilizing archived vehicle movement data to refine service schedules
- Working with regional stakeholders to implement technologies to speed up service

OTP Core Bus



OTP Targets



OTP for core bus had been steadily improving since the launch of Baltimorelink in 2017. OTP has been affected during the pandemic due to many buses arriving early to their destinations.



Our Commitments to Riders

2 We will explore new ways to better serve our paratransit riders

Just as we will continue to identify and implement creative and new ways to provide better and more reliable transit service in our core system, we will explore and pilot opportunities to improve our paratransit service, as well. We will advance this objective by:

- Piloting partnerships with transportation network companies for existing Mobility customers
- Implementing an app for paratransit riders to book, manage trips, and monitor real-time vehicle location
- Increasing the subsidy for the Taxi Access program

3 We will restore MARC train and Commuter Bus service to pre-pandemic levels

Demand for some of MDOT MTA's services—particularly MARC Train and Commuter Bus—dramatically declined with an increase in telework. While MDOT MTA temporarily reduced service levels on some services to allocate resources effectively and equitably, we are committed to restoring our service levels as demand returns.

MDOT MTA will work with our service contractors for MARC Train and Commuter Bus by:

- Exploring new contract structures that provide stability for contractors, MDOT MTA, and our riders
- Monitoring ridership and restoring full service to pre-pandemic levels





Our Commitments to Riders

4

We will nimbly adapt to changing circumstances

We look forward to welcoming back many of our riders as we enter pandemic recovery. We also recognize that commute routines and travel patterns are likely to be irrevocably different. At the same time, new transportation technologies have created new ways to share and receive information, pay for transit services, and identify transportation options. It is expected that travel in our region will change in the wake of the pandemic, and we need to be prepared to adapt to our unpredictable and changing world. We will embrace and implement these changes by:

- Developing fare options that reflect commuters' new routines
- Piloting alternatives to fixed-route services to provide more flexibility and options for the public
- Integrating shared mobility and electric vehicle charging stations into our transit network to broaden access to transit
- Integrating bicycle infrastructure into our capital projects
- Continually monitoring and adjusting our services to meet our customers' needs



Communicating with Our Stakeholders



The methods and means by which MDOT MTA communicates with the public, transit riders, and agency employees are essential tools to establishing trust. The COVID-19 pandemic has spotlighted that timely, accurate, and understandable information is critical. **Greater transparency builds trust and bolsters collaboration with our internal and external stakeholders.** We have identified areas in which we can strengthen communication both internally within MDOT MTA and externally with the public, including increasing transparency and expanding partnerships with diverse groups of underserved and marginalized community representatives.



Commitments to Communicating with Our Stakeholders

- 1** We will provide timely, useful, clear, and consistent information
- 2** We will increase our transparency in reporting service and business performance
- 3** We will improve real-time passenger information





Our Commitments to Riders

1 We will provide timely, useful, clear, and consistent information

Better communication with the public requires better communication within our agency, which we will accomplish by improving communication flows to and from front line employees.

Providing reliable information empowers our riders to plan their day and manage their schedule. Whether communicating information about a service disruption or an update about an ongoing project, MDOT MTA will improve internal and external communication by:

- Exploring new technologies that will improve communication flows and increase engagement with operators
- Updating our webpage with current, relevant content
- Pushing frequent service updates to riders through social media and Transit app
- Sharing in advance expected track maintenance projects and the reasons why the work is required

2 We will increase our transparency in reporting service and business performance

MDOT MTA strategically balances many competing demands while also remaining nimble as possible. However, limited information about how we make decisions and implement priorities leads to concerns and mistrust. To increase transparency and foster trust with our stakeholders, we will:

- Publish an annual report about our budgets and funding needs, fiscal challenges, and prioritization strategies in our operating and capital budgets
- Share information relevant to our service planning process, including cost, demographics, ridership, crowding, on-time performance, customer satisfaction, and access to essential destinations
- Publicly share information about ridership, on-time performance, and completed trips by service and by route
- Communicate percentage of missed trips





Our Commitments to Riders

3 We will improve real-time passenger information

When the public has access to comprehensive real-time passenger information, our riders are empowered to make better decisions and more seamlessly travel throughout the region. We will implement the Real-Time Passenger Information Strategic Plan to improve real-time passenger information by:

- Making real-time arrival information available for all fixed-route modes
- Improving real-time monitoring for better quality information
- Streamlining reporting of detours and service disruptions
- Providing service alerts customized for customers' travel
- Installing more real-time information displays at stops and stations



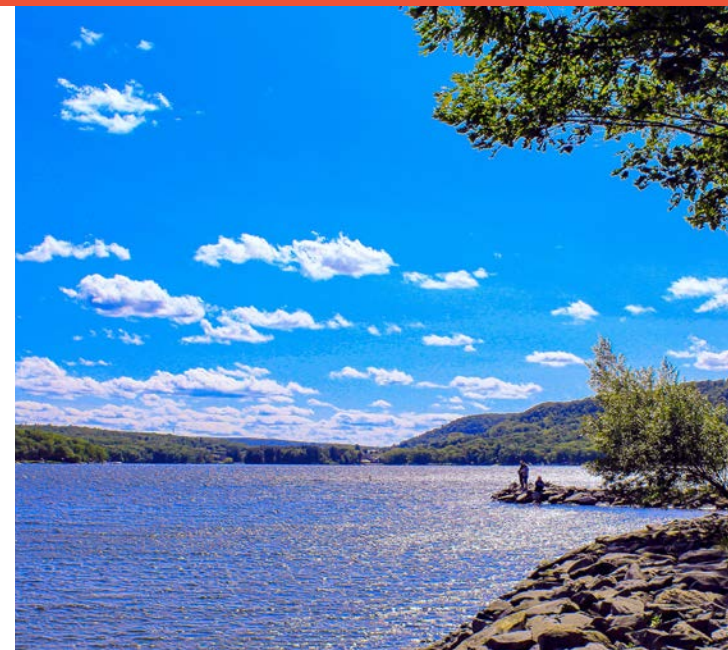
Planning for a Sustainable Future



MDOT MTA is committed to responsibly planning for the future. This means equitably allocating our resources as well as considering our impacts on the environment. We must balance the needs and priorities of our communities, environment, and financial realities. We are prepared to advocate for increased federal transit investment and prioritize all funding equitably and responsibly.

MDOT MTA plays a crucial role in advancing regional environmental sustainability. We continue to do our part to conserve resources to promote environmental stewardship and a sustainable future as we continue to implement our [MDOT MTA Sustainability Plan](#).

MDOT MTA plays a crucial role in advancing regional environmental sustainability.





Commitments to Planning for a Sustainable Future

- 1** We will develop and implement fare payment options that support a diversity of riders
- 2** We will seek funding and partnering opportunities to enhance and expand our system
- 3** We will continue to conserve resources to promote environmental stewardship and a sustainable future
- 4** We will transform our bus fleet to zero emission vehicles





Our Commitments to Riders

1 We will develop and implement fare payment options that support a diversity of riders

We will continue to support low-income, unbanked, underbanked, and cash-paying customers by:

- Developing easier methods for purchasing and reloading CharmPass and CharmCard with cash
- Implementing a new fare collection system that allows for fare capping and transfers between our services and Locally Operated Transit Systems (LOTS)



MDOT MTA is working toward the next generation fare system and will introduce new forms of fare media, such as limited-use CharmCards, open payments (contactless bankcards, Apple Pay, Google Pay), and Virtual CharmCards on mobile phones. Goals include:

- *Easier/contactless payment*
- *Additional options to purchase/reload fares*
- *Replacement fareboxes and ticket vending machines*
- *Expanded retail network*
- *Integration with LOTS and capacity for statewide systems*
- *Calendar passes after reaching a spending threshold (i.e. fare cap)*
- *System launch in 2023, with the full system operational in 2025*

2 We will seek funding and partnering opportunities to enhance and expand our system

During these challenging financial times, forging and fostering partnerships is even more important. MDOT MTA has continued to work to build new relationships and partnerships in the region to develop and implement projects. In order to enhance and expand our system, we will continue:

- Working with local jurisdictions to pursue funding for projects of all sizes
- Preparing projects for potential stimulus funding and grants



Our Commitments to Riders

3 We will continue to conserve resources to promote environmental stewardship and a sustainable future

Reducing resource consumption allows MDOT MTA to purchase fewer resources and save money. Conservation also protects our natural environment by slowing resource use and reducing pollution. MDOT MTA will improve sustainability by:

- Reducing water use by implementing a wash-water reclamation and rain water collection pilot
- Improving water and air quality by implementing electric vehicle charging stations and upgrading to LED lighting

4 We will transform our bus fleet to zero emission vehicles

Maryland has set a goal to reduce greenhouse gas emissions by 40 percent by 2030. We will aggressively study, plan and implement a transition to a zero-emission bus fleet (ZEV) to support air quality and noise benefits across the region by:

- Completing our first zero-emission bus pilot and introduce 7 electric buses into revenue service in 2022
- Partnering with BGE and BCDOT to bring the power to charge ZEV buses and equipment



MDOT MTA has initiated the process to transition 50% of the agency's bus fleet to zero-emission vehicles by 2030. Achieving this goal entails major investments in buses, bus depots, and training for operators and mechanics. As a first step, MDOT MTA is pursuing a pilot project that will bring seven battery electric buses (BEBs) into service in 2022. Cleaner buses reduce diesel emissions and noise near bus maintenance facilities and systemwide.

Tracking Our Progress

In coordination with local jurisdictions and community partners, MDOT MTA will work to implement all commitments in this plan. The plan includes deliverables that will launch new initiatives and committees, strengthen partnerships, and create reports that provide information our riders care about.

As we implement this plan, we want to hear from you! We welcome your suggestions on how best to track our progress. Contact us by emailing rebuildingbetter@mta.maryland.gov or by calling (443) 475-0687.



Addressing Safety and Security

- 1 We will improve onboard safety and security to prevent operator assaults
- 2 We will improve onboard safety and security to prevent accidents and injuries
- 3 We will continue COVID-19 safety measures for the duration of the COVID-19 pandemic
- 4 We will provide information about crowding on transit vehicles
- 5 We will work cooperatively to identify, understand, and address off-board safety and security concerns



Planning for a Sustainable Future

- 1 We will develop and implement fare payment options that support a diversity of riders
- 2 We will seek funding and partnering opportunities to enhance and expand our system
- 3 We will continue to conserve resources to promote environmental stewardship and a sustainable future
- 4 We will transform our bus fleet to zero emission vehicles



Centering Equity

- 1 We will continue to diversify MDOT MTA's leadership to be more inclusive and representative of the communities we serve and create an employee-run committee to further these principles throughout our agency
- 2 We will further prioritize equity as a core principle in our service planning process
- 3 We will make our stops and stations more physically accessible
- 4 We will strengthen partnerships with diverse communities
- 5 We will ensure equity remains a core principle in our operating and capital budget prioritization process



Providing Reliable, Efficient Transit Service

- 1 We will improve the reliability of our transit service
- 2 We will explore new ways to better serve our paratransit riders
- 3 We will restore MARC train and Commuter Bus service to pre-pandemic levels
- 4 We will nimbly adapt to changing circumstances



Communicating with Our Stakeholders

- 1 We will provide timely, useful, clear, and consistent information
- 2 We will increase our transparency in reporting service and business performance
- 3 We will improve real-time passenger information



For more information, or to request this information in an alternate format or translated into another language, please contact the department listed below. Para más información, o para pedir esta información en un formato alternativo o traducido a otro lenguaje, por favor contacte el departamento nombrado abajo.

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