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# Transit Services

## MISSION STATEMENT

The mission of the Division of Transit Services is to provide an effective mix of public transportation services in Montgomery County.

## BUDGET OVERVIEW

The total approved FY11 Operating Budget for the Division of Transit Services is \$108,638,530, a decrease of \$5,307,790 or 4.7 percent from the FY10 Approved Budget of \$113,946,320. Personnel Costs comprise 54.9 percent of the budget for 794 full-time positions and seven part-time positions for 802.6 workyears. Operating Expenses account for the remaining 45.1 percent of the FY11 budget.

The general obligation bond Debt Service for the Mass Transit Fund is appropriated in the Debt Service Fund and is not displayed in this section. To pay for the Debt Service, a transfer of funds from the Mass Transit Fund to the Debt Service Fund of \$3,489,700 is required.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

## LINKAGE TO COUNTY RESULT AREAS

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ ***An Effective and Efficient Transportation Network***
- ❖ ***Healthy and Sustainable Neighborhoods***
- ❖ ***Vital Living for All of Our Residents***

## DEPARTMENT PERFORMANCE MEASURES

Performance measures for this department are included below, with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY10 estimates incorporate the effect of the FY10 savings plan. FY11 and FY12 targets assume the approved FY11 budget and FY12 funding for comparable service levels.

## ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***Opened new Transportation, Resources, Information, and Places to See (TRiPS) Commuter Store in Friendship Heights***
- ❖ ***Implemented new Computer Aided Dispatch/Automatic Vehicle Locator in all Ride On depots, providing real-time location of bus, a stable communication system, and a base from which to implement automated transit information.***
- ❖ ***Implemented new Round Rockville service in partnership with the City of Rockville to provide enhanced service to Rockville Town Center.***

## PROGRAM CONTACTS

Contact Darlene Flynn of the Division of Transit Services at 240.777.5807 or Brady Goldsmith of the Office of Management and Budget at 240.777.2793 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### ***Special Transportation Programs***

Special Transportation Programs provide: transportation to and from Medicaid appointments for those eligible; a user-side subsidy program that provides travel options for low-income elderly and disabled; and information on all public transportation programs available to seniors and persons with disabilities.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b> |
|--|---------------------|------------|
| <b>FY10 Approved</b>   | <b>7,888,670</b>    | <b>7.4</b> |
| Reduce: Call N Ride to one book in August 2010; maintain at two books in all other months  | -148,960            | 0.0        |
| Decrease Cost: Taxi Service in Medicaid grants to match actuals  | -171,180            | 0.0        |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 2,800               | 0.5        |
| <b>FY11 Approved</b>   | <b>7,571,330</b>    | <b>7.9</b> |

## Ride On

Fixed-route bus service is provided by the Ride On system throughout the County. Ride On operates primarily in neighborhoods and provides a collector and distributor service to the major transfer points and transit centers in the County. Ride On supplements and coordinates with Metrobus and Metrorail service provided by the Washington Metropolitan Area Transit Authority. The Ride On transit program operates and manages more than 80 routes; maintains a strategic plan for replacement of the bus fleet; maintains the buildings and bus parking lots at the Silver Spring and Gaithersburg Operations Centers; trains new bus operators and provides continuing safety instruction for existing operators; coordinates activities with the Advanced Transportation Management Center; and operates Ride On's centralized radio system.

| <b>Program Performance Measures</b>   | <b>Actual<br/>FY08</b> | <b>Actual<br/>FY09</b> | <b>Estimated<br/>FY10</b> | <b>Target<br/>FY11</b> | <b>Target<br/>FY12</b> |
|---|------------------------|------------------------|---------------------------|------------------------|------------------------|
| Passengers transported per capita (ratio of the number of passengers boarding a Ride On bus within the fiscal year and the County population) | 30.7                   | 31.2                   | 28.1                      | 27.4                   | 27.4                   |
| Percent of Ride-On customers who report a satisfactory customer service experience <sup>1</sup>   |                        |                        |                           |                        |                        |
| Passengers per hour of service <sup>2</sup>   | 27.0                   | 27.0                   | 25.2                      | 25.2                   | 25.2                   |
| Hours of Service  | 1,100,358              | 1,096,930              | 1,061,551                 | 1,035,157              | 1,035,157              |
| Scheduled Ride On roundtrip circuits missed, in whole or in part, per 1,000 roundtrip circuits  | 5.0                    | 5.02                   | 8.13                      | 8.13                   | 5.02                   |
| Reported Ride-On complaints per 100,000 bus riders  | 14.2                   | 13.6                   | 15.2                      | 15.2                   | 14.5                   |
| Passengers Transported (millions)   | 29.7                   | 29.6                   | 27.7                      | 27.5                   | 27.5                   |
| Number of reported collisions between Ride On buses and a person or object, per 100,000 miles driven  | 4.1                    | 3.95                   | 4.3                       | 4.3                    | 4.3                    |

<sup>1</sup> New measure; data to be collected in the future.

<sup>2</sup> FY10 experienced a drop in ridership; department anticipates a 3% increase in FY11.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b>   |
|--|---------------------|--------------|
| <b>FY10 Approved</b>   | <b>91,461,060</b>   | <b>780.2</b> |
| Decrease Cost: Occupational Medical Services Adjustment  | -94,840             | 0.0          |
| Reduce: Change three holiday schedules for FY11  | -176,430            | 0.0          |
| Decrease Cost: Motor Pool Rate Adjustment  | -364,940            | 0.0          |
| Decrease Cost: Risk Management Adjustment  | -586,250            | 0.0          |
| Eliminate: Security Transit Grant  | -996,530            | -2.4         |
| Reduce: Ride On Service  | -1,238,840          | -14.0        |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 119,650             | -30.3        |
| <b>FY11 Approved</b>   | <b>88,122,880</b>   | <b>733.5</b> |

## Commuter Services

The Commuter Services program centralizes commuter services efforts and promotes transportation alternatives to the single occupant vehicle in Silver Spring, Bethesda, Wheaton, North Bethesda, Friendship Heights, and other areas of the County. The program provides efficient and coordinated administrative support for services to employers and employees or residents. It uses existing organizations, such as Urban Districts, as advisory organizations. The Silver Spring Transportation System Management District, the North Bethesda Transportation Management District (TMD), the Friendship Heights TMD, and the Bethesda TMD were created by County law. In Wheaton, efforts are focused on a transportation policy planning area.

| <b>FY11 Approved Changes</b>  | <b>Expenditures</b> | <b>WYs</b>  |
|---|---------------------|-------------|
| <b>FY10 Approved</b>  | <b>4,100,680</b>    | <b>13.5</b> |
| Eliminate: Suspend Wheaton Super Fare Share                                 | -8,270              | 0.0         |
| Decrease Cost: Staff Friendship Heights Fare Media Store with Transit Aides | -50,000             | 0.0         |
| Decrease Cost: North Bethesda Transportation Management District            | -59,240             | 0.0         |
| Decrease Cost: Bethesda Transportation Solutions                            | -63,270             | 0.0         |
| Eliminate: Suspend Fare Share Program                                       | -79,850             | 0.0         |
| Eliminate: Suspend Friendship Heights Super Fare Share                      | -127,000            | 0.0         |

|  | <b>Expenditures</b> | <b>WYs</b>  |
|--|---------------------|-------------|
| Eliminate: Silver Spring Super Fare Share  | -155,000            | 0.0         |
| Eliminate: Suspend North Bethesda Super Fare Share   | -210,000            | 0.0         |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | -254,660            | -1.5        |
| <b>FY11 Approved</b>   | <b>3,093,390</b>    | <b>12.0</b> |

## **Taxi Regulation**

The Taxi Regulation program is responsible for issuance, enforcement, renewal, and management of passenger vehicle licenses and taxicab driver IDs. This program administers the taxicab regulation, licensing, and permit activities.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b> |
|--|---------------------|------------|
| <b>FY10 Approved</b>   | <b>762,760</b>      | <b>6.8</b> |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 5,160               | 0.0        |
| <b>FY11 Approved</b>   | <b>767,920</b>      | <b>6.8</b> |

## **Customer Service**

The Customer Service program operates the Transit Information Center (TIC) to provide bus route and rail information to the public. The TIC manages the distribution of transit timetables and responses to citizen inquiries. The program conducts marketing and promotional activities to reach potential riders and provides the public and employers with easier access to fare media to encourage ridership.

The Customer Service program also provides community outreach to civic and community groups, senior organizations and residential sites. This community outreach effort strives to inform citizens of programs and services for fixed routes and services for seniors and persons with disabilities.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b>  |
|--|---------------------|-------------|
| <b>FY10 Approved</b>   | <b>1,569,520</b>    | <b>11.7</b> |
| Decrease Cost: Internal printing reduction   | -23,570             | 0.0         |
| Decrease Cost: Printing schedules and other transit information  | -34,310             | 0.0         |
| Decrease Cost: Elimination of One-Time Items Approved in FY10  | -50,000             | 0.0         |
| Shift: Transfer positions to Public Information Office to staff MC311 Call Center  | -242,420            | -2.0        |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 122,740             | -1.5        |
| <b>FY11 Approved</b>   | <b>1,341,960</b>    | <b>8.2</b>  |

## **Transit Parking Facility Maintenance**

The Transit Parking Facility Maintenance program funds the operation and maintenance of the Park & Ride and Commuter Rail Parking Lots as well as the Lakeforest and Germantown Transit Centers. The Division of Operations provides and manages the maintenance services at the Park & Ride and Commuter Rail lots as well as the Lakeforest Transit Center.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b> |
|--|---------------------|------------|
| <b>FY10 Approved</b>   | <b>285,190</b>      | <b>1.2</b> |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | -20,200             | 0.0        |
| <b>FY11 Approved</b>   | <b>264,990</b>      | <b>1.2</b> |

## **Transit Operations Planning and Control**

The Transit Operations Planning and Control program provides comprehensive, coordinated, and integrated services to assure the County's transit needs are met. To accomplish this objective, the program plans and schedules Metrobus and Ride On service; evaluates and develops Ride On schedules; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

| <b>FY11 Approved Changes</b>  | <b>Expenditures</b> | <b>WYs</b>  |
|---|---------------------|-------------|
| <b>FY10 Approved</b>  | <b>1,880,140</b>    | <b>18.1</b> |
| Increase Cost: Technical adjustment increased personnel costs                       | 139,790             | 0.0         |
| Increase Cost: Computer Aided Dispatch/Automatic Vehicle Locator system maintenance | 88,000              | 0.0         |

|  | <b>Expenditures</b> | <b>WYs</b>  |
|--|---------------------|-------------|
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 87,630              | 0.0         |
| <b>FY11 Approved</b>   | <b>2,195,560</b>    | <b>18.1</b> |

## **Passenger Facilities**

The Passenger Facilities program provides for the safe, comfortable, clean, and accessible entry for transit customers into the transit system. The program is responsible for supervising the construction and maintenance of bus shelters and the collection of the County's share of revenues generated through advertising sales, as provided under a 15-year franchise agreement. It is also responsible for the purchase, installation, maintenance and replacement of all equipment, including but not limited to bus benches, trash receptacles, transit information display units, bus stop passenger alert lights (beacons), and other passenger amenities. The program installs and maintains all system signage, including poles and bus stop flags.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b> |
|--|---------------------|------------|
| <b>FY10 Approved</b>   | <b>858,420</b>      | <b>3.0</b> |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | 171,630             | 0.0        |
| <b>FY11 Approved</b>   | <b>1,030,050</b>    | <b>3.0</b> |

## **Fixed Costs**

The Fixed Costs program contains certain cost items that involve long-term funding commitments independent of the annual scope of program costs. Fixed costs included in this category are utility payments and insurance. Casualty insurance for Ride On is provided through the Division of Risk Management. The costs are required or "fixed" based on the existence of the programs, but the actual amount is based on anticipated rates and the proposed size and scope of the related unit or program.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b> |
|--|---------------------|------------|
| <b>FY10 Approved</b>   | <b>2,680,790</b>    | <b>0.7</b> |
| Decrease Cost: Master Lease Payments   | -307,300            | 0.0        |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | -346,610            | 0.0        |
| <b>FY11 Approved</b>   | <b>2,026,880</b>    | <b>0.7</b> |

## **Administration**

The Administration program provides general management, planning, supervision, and support for the Division. It performs financial management tasks, administers contracts, manages grants, provides personnel management functions, and provides Montgomery County's financial support to the Washington Suburban Transit Commission.

| <b>FY11 Approved Changes</b>   | <b>Expenditures</b> | <b>WYs</b>  |
|--|---------------------|-------------|
| <b>FY10 Approved</b>   | <b>2,459,090</b>    | <b>12.1</b> |
| Decrease Cost: Paper and toner purchase reduction  | -6,120              | 0.0         |
| Decrease Cost: Printing and Mail Adjustment  | -27,640             | 0.0         |
| Eliminate: Seniors and Disabled Ride Free  | -79,220             | 0.0         |
| Eliminate: Kids Ride Free  | -100,000            | 0.0         |
| Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program | -22,540             | -0.9        |
| <b>FY11 Approved</b>   | <b>2,223,570</b>    | <b>11.2</b> |

## BUDGET SUMMARY

|  | Actual<br>FY09     | Budget<br>FY10     | Estimated<br>FY10  | Approved<br>FY11   | % Chg<br>Bud/App |
|--|--------------------|--------------------|--------------------|--------------------|------------------|
| <b>MASS TRANSIT</b>                    |                    |                    |                    |                    |                  |
| <b>EXPENDITURES</b>                    |                    |                    |                    |                    |                  |
| Salaries and Wages                     | 45,085,824         | 43,553,230         | 45,477,360         | 42,403,120         | -2.6%            |
| Employee Benefits                      | 14,774,646         | 15,216,870         | 14,983,460         | 15,495,690         | 1.8%             |
| <b>Mass Transit Personnel Costs</b>    | <b>59,860,470</b>  | <b>58,770,100</b>  | <b>60,460,820</b>  | <b>57,898,810</b>  | <b>-1.5%</b>     |
| Operating Expenses                     | 50,297,343         | 49,687,700         | 46,040,150         | 46,410,650         | -6.6%            |
| Capital Outlay                         | -171,845           | 0                  | 0                  | 0                  | —                |
| <b>Mass Transit Expenditures</b>       | <b>109,985,968</b> | <b>108,457,800</b> | <b>106,500,970</b> | <b>104,309,460</b> | <b>-3.8%</b>     |
| <b>PERSONNEL</b>                       |                    |                    |                    |                    |                  |
| Full-Time                              | 764                | 795                | 795                | 779                | -2.0%            |
| Part-Time                              | 122                | 4                  | 4                  | 7                  | 75.0%            |
| Workyears                              | 848.1              | 829.5              | 829.5              | 780.1              | -6.0%            |
| <b>REVENUES</b>                        |                    |                    |                    |                    |                  |
| Montgomery College U-Pass              | 550,000            | 550,000            | 550,000            | 638,000            | 16.0%            |
| Investment Income                      | 307,479            | 260,000            | 50,000             | 140,000            | -46.2%           |
| Other                                  | 40,038             | 500,000            | 0                  | 0                  | —                |
| Property Tax                           | 66,853,002         | 65,880,660         | 65,527,970         | 66,227,040         | 0.5%             |
| State Aid: Ride On                     | 1,165,000          | 22,092,540         | 44,178,080         | 22,089,040         | 0.0%             |
| State Aid: Rural Fixed Route           | 319,335            | 286,000            | 309,950            | 309,950            | 8.4%             |
| State Aid: Call 'N Ride                | 409,958            | 379,110            | 379,110            | 379,110            | —                |
| State Aid: MARC Shuttle                | 49,286             | 37,430             | 37,430             | 37,430             | —                |
| Bus Shelter Advertising                | 399,753            | 520,000            | 230,000            | 230,000            | -55.8%           |
| Ride On Bus Advertising                | 377,831            | 270,830            | 330,000            | 330,000            | 21.8%            |
| Ride On Fare Revenue                   | 15,110,000         | 14,531,620         | 14,749,120         | 16,010,510         | 10.2%            |
| Taxicab Licensing                      | 571,439            | 809,370            | 809,370            | 809,370            | —                |
| Metro Police Parking Violations        | 0                  | 500,000            | 500,000            | 562,500            | 12.5%            |
| North Bethesda TMD                     | 935,764            | 1,144,190          | 1,139,990          | 1,139,990          | -0.4%            |
| Developer Contributions                | 214,415            | 50,000             | 50,000             | 50,000             | —                |
| Get-In Revenue                         | 3,226              | 31,200             | 0                  | 0                  | —                |
| Call 'N Ride & Same Day Access Revenue | 450,150            | 606,340            | 476,250            | 429,970            | -29.1%           |
| TMD Fees                               | 182,041            | 237,020            | 237,020            | 245,000            | 3.4%             |
| <b>Mass Transit Revenues</b>           | <b>87,938,717</b>  | <b>108,686,310</b> | <b>129,554,290</b> | <b>109,627,910</b> | <b>0.9%</b>      |
| <b>GRANT FUND MCG</b>                  |                    |                    |                    |                    |                  |
| <b>EXPENDITURES</b>                    |                    |                    |                    |                    |                  |
| Salaries and Wages                     | 1,216,018          | 1,395,170          | 1,397,840          | 1,222,930          | -12.3%           |
| Employee Benefits                      | 435,012            | 460,800            | 458,130            | 479,990            | 4.2%             |
| <b>Grant Fund MCG Personnel Costs</b>  | <b>1,651,030</b>   | <b>1,855,970</b>   | <b>1,855,970</b>   | <b>1,702,920</b>   | <b>-8.2%</b>     |
| Operating Expenses                     | 2,530,864          | 3,001,220          | 2,810,320          | 2,626,150          | -12.5%           |
| Capital Outlay                         | 7,032,823          | 631,330            | 979,680            | 0                  | —                |
| <b>Grant Fund MCG Expenditures</b>     | <b>11,214,717</b>  | <b>5,488,520</b>   | <b>5,645,970</b>   | <b>4,329,070</b>   | <b>-21.1%</b>    |
| <b>PERSONNEL</b>                       |                    |                    |                    |                    |                  |
| Full-Time                              | 16                 | 15                 | 15                 | 15                 | —                |
| Part-Time                              | 0                  | 0                  | 0                  | 0                  | —                |
| Workyears                              | 23.3               | 25.2               | 25.2               | 22.5               | -10.7%           |
| <b>REVENUES</b>                        |                    |                    |                    |                    |                  |
| ARRA Transit Grant                     | 0                  | 0                  | 350,000            | 0                  | —                |
| Access-To-Jobs                         | 672,948            | 582,270            | 582,270            | 582,940            | 0.1%             |
| Bus Replacement Grant                  | 2,776,958          | 0                  | 0                  | 0                  | —                |
| COG Grant                              | 156,815            | 151,400            | 151,400            | 158,990            | 5.0%             |
| COG New JARC Grant                     | 48,312             | 0                  | 0                  | 0                  | —                |
| Commuter Assistance: Ridesharing       | 372,049            | 372,070            | 372,070            | 372,070            | —                |
| Federal Capital Bus Grant              | 3,598,384          | 0                  | 0                  | 0                  | —                |
| State Medicaid                         | 2,545,970          | 3,386,250          | 3,193,700          | 3,215,070          | -5.1%            |
| State Transit Grant                    | 657,481            | 0                  | 0                  | 0                  | —                |
| Transit Security Grant                 | 131,515            | 996,530            | 996,530            | 0                  | —                |
| <b>Grant Fund MCG Revenues</b>         | <b>10,960,432</b>  | <b>5,488,520</b>   | <b>5,645,970</b>   | <b>4,329,070</b>   | <b>-21.1%</b>    |
| <b>DEPARTMENT TOTALS</b>               |                    |                    |                    |                    |                  |
| <b>Total Expenditures</b>              | <b>121,200,685</b> | <b>113,946,320</b> | <b>112,146,940</b> | <b>108,638,530</b> | <b>-4.7%</b>     |
| <b>Total Full-Time Positions</b>       | <b>780</b>         | <b>810</b>         | <b>810</b>         | <b>794</b>         | <b>-2.0%</b>     |
| <b>Total Part-Time Positions</b>       | <b>122</b>         | <b>4</b>           | <b>4</b>           | <b>7</b>           | <b>75.0%</b>     |
| <b>Total Workyears</b>                 | <b>871.4</b>       | <b>854.7</b>       | <b>854.7</b>       | <b>802.6</b>       | <b>-6.1%</b>     |
| <b>Total Revenues</b>                  | <b>98,899,149</b>  | <b>114,174,830</b> | <b>135,200,260</b> | <b>113,956,980</b> | <b>-0.2%</b>     |

## FY11 APPROVED CHANGES

|   | Expenditures       | WYs          |
|---|--------------------|--------------|
| <b>MASS TRANSIT</b>   |                    |              |
| <b>FY10 ORIGINAL APPROPRIATION</b>  | <b>108,457,800</b> | <b>829.5</b> |
| <b><u>Changes (with service impacts)</u></b>  |                    |              |
| Eliminate: Suspend Wheaton Super Fare Share [Commuter Services]   | -8,270             | 0.0          |
| Eliminate: Seniors and Disabled Ride Free [Administration]  | -79,220            | 0.0          |
| Eliminate: Suspend Fare Share Program [Commuter Services]   | -79,850            | 0.0          |
| Eliminate: Kids Ride Free [Administration]  | -100,000           | 0.0          |
| Eliminate: Suspend Friendship Heights Super Fare Share [Commuter Services]  | -127,000           | 0.0          |
| Reduce: Call N Ride to one book in August 2010; maintain at two books in all other months [Special Transportation Programs]   | -148,960           | 0.0          |
| Eliminate: Silver Spring Super Fare Share [Commuter Services]   | -155,000           | 0.0          |
| Reduce: Change three holiday schedules for FY11 [Ride On]   | -176,430           | 0.0          |
| Eliminate: Suspend North Bethesda Super Fare Share [Commuter Services]  | -210,000           | 0.0          |
| Reduce: Ride On Service [Ride On]   | -1,238,840         | -14.0        |
| <b><u>Other Adjustments (with no service impacts)</u></b>   |                    |              |
| Increase Cost: Group Insurance Adjustment   | 376,800            | 0.0          |
| Increase Cost: Retirement Adjustment  | 362,680            | 0.0          |
| Increase Cost: Technical adjustment increased personnel costs [Transit Operations Planning and Control]                       | 139,790            | 0.0          |
| Increase Cost: Annualization of FY10 Personnel Costs  | 129,160            | 0.0          |
| Increase Cost: Computer Aided Disptach/Automatic Vehicle Locator system maintenance [Transit Operations Planning and Control] | 88,000             | 0.0          |
| Increase Cost: Energy Tax Increase  | 6,980              | 0.0          |
| Increase Cost: Print new ticket books to implement \$5 fine increase  | 4,730              | 0.0          |
| Technical Adj: Commuter Services Program  | 0                  | 0.3          |
| Technical Adj: Reduction in HHS Program Transportation and Recreation Mini-Trips  | 0                  | -1.7         |
| Decrease Cost: Paper and toner purchase reduction [Administration]  | -6,120             | 0.0          |
| Decrease Cost: Internal printing reduction [Customer Service]   | -23,570            | 0.0          |
| Decrease Cost: Printing and Mail Adjustment [Administration]  | -27,640            | 0.0          |
| Decrease Cost: Printing schedules and other transit information [Customer Service]  | -34,310            | 0.0          |
| Decrease Cost: Elimination of One-Time Items Approved in FY10 [Customer Service]  | -50,000            | 0.0          |
| Decrease Cost: Staff Friendship Heights Fare Media Store with Transit Aides [Commuter Services]                               | -50,000            | 0.0          |
| Decrease Cost: North Bethesda Transportation Management District [Commuter Services]  | -59,240            | 0.0          |
| Decrease Cost: Bethesda Transportation Solutions [Commuter Services]  | -63,270            | 0.0          |
| Decrease Cost: Occupational Medical Services Adjustment [Ride On]   | -94,840            | 0.0          |
| Decrease Cost: Expedited Bill 16-10 - Imputed Compensation Limit  | -182,520           | 0.0          |
| Decrease Cost: Increase Lapse   | -190,190           | -2.5         |
| Shift: Transfer positions to Public Information Office to staff MC311 Call Center [Customer Service]                          | -242,420           | -2.0         |
| Decrease Cost: Master Lease Payments [Fixed Costs]  | -307,300           | 0.0          |
| Decrease Cost: Motor Pool Rate Adjustment [Ride On]   | -364,940           | 0.0          |
| Decrease Cost: Risk Management Adjustment [Ride On]   | -586,250           | 0.0          |
| Decrease Cost: Furlough Days  | -650,300           | -29.5        |
| <b>FY11 APPROVED:</b>   | <b>104,309,460</b> | <b>780.1</b> |
| <b>GRANT FUND MCG</b>   |                    |              |
| <b>FY10 ORIGINAL APPROPRIATION</b>  | <b>5,488,520</b>   | <b>25.2</b>  |
| <b><u>Changes (with service impacts)</u></b>  |                    |              |
| Eliminate: Security Transit Grant [Ride On]   | -996,530           | -2.4         |
| <b><u>Other Adjustments (with no service impacts)</u></b>   |                    |              |
| Increase Cost: Council of Governments Grant   | 7,590              | -0.3         |
| Increase Cost: Access to jobs   | 670                | 0.0          |
| Decrease Cost: Taxi Service in Medicaid grants to match actuals [Special Transportation Programs]                             | -171,180           | 0.0          |
| <b>FY11 APPROVED:</b>   | <b>4,329,070</b>   | <b>22.5</b>  |

## PROGRAM SUMMARY

| Program Name                            | FY10 Approved      |              | FY11 Approved      |              |
|---|--------------------|--------------|--------------------|--------------|
|   | Expenditures       | WYs          | Expenditures       | WYs          |
| Special Transportation Programs         | 7,888,670          | 7.4          | 7,571,330          | 7.9          |
| Ride On                                 | 91,461,060         | 780.2        | 88,122,880         | 733.5        |
| Commuter Services                       | 4,100,680          | 13.5         | 3,093,390          | 12.0         |
| Taxi Regulation                         | 762,760            | 6.8          | 767,920            | 6.8          |
| Customer Service                        | 1,569,520          | 11.7         | 1,341,960          | 8.2          |
| Transit Parking Facility Maintenance    | 285,190            | 1.2          | 264,990            | 1.2          |
| Transit Operations Planning and Control | 1,880,140          | 18.1         | 2,195,560          | 18.1         |
| Passenger Facilities                    | 858,420            | 3.0          | 1,030,050          | 3.0          |
| Fixed Costs                             | 2,680,790          | 0.7          | 2,026,880          | 0.7          |
| Administration                          | 2,459,090          | 12.1         | 2,223,570          | 11.2         |
| <b>Total</b>                            | <b>113,946,320</b> | <b>854.7</b> | <b>108,638,530</b> | <b>802.6</b> |

## CHARGES TO OTHER DEPARTMENTS

| Charged Department        | Charged Fund        | FY10    |     | FY11    |     |
|---------------------------|---------------------|---------|-----|---------|-----|
|                           |                     | Total\$ | WYs | Total\$ | WYs |
| MASS TRANSIT              |                     |         |     |         |     |
| Health and Human Services | County General Fund | 733,180 | 0.0 | 567,690 | 0.0 |
| Recreation                | Recreation          | 70,860  | 0.0 | 0       | 0.0 |
| Total                     |                     | 804,040 | 0.0 | 567,690 | 0.0 |

