
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 recommended FY11 Operating Budget for the Division of Transit Services is \$105,380,500, a decrease of \$8,565,820 or 7.5 percent from the FY10 Approved Budget of \$113,946,320. Personnel Costs comprise 55.2 percent of the budget for 778 full-time positions and seven part-time positions for 789.1 workyears. Operating Expenses account for the remaining 44.8 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. The FY11 and FY12 targets assume the recommended 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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	7,888,670	7.4
Decrease Cost: Printing for Call N Ride booklet (one book per month)	-5,480	0.0
Decrease Cost: Taxi Service in Medicaid grants to match actuals	-171,180	0.0
Reduce: Call N Ride to one book a month	-1,774,620	0.0
Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	4,490	0.5
FY11 CE Recommended	5,941,880	7.9

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.

Program Performance Measures	Actual FY08	Actual FY09	Estimated FY10	Target FY11	Target FY12
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	27.6	27.6
Percent of Ride-On customers who report a satisfactory customer service experience ¹					
Passengers per hour of Service ²	27.0	27.0	25.2	25.8	25.8
Hours of Service	1,100,358	1,096,930	1,061,551	1,015,420	1,015,420
Scheduled Ride On roundtrip circuits missed, in whole or in part, per 1,000 roundtrip circuits	5.0	5.02	5.9	5.9	5.9
Reported Ride-On complaints per 100,000 bus riders	14.2	13.6	14.2	15.0	15.0
Passengers Transported (millions)	29.7	29.6	26.7	26.2	26.2
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

¹ New measure; data to be collected in the future.

² FY10 experienced a drop in ridership, department anticipates a 3% increase in FY11

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	91,461,060	780.2
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 throughout the county	-2,683,900	-30.0
Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-688,270	-28.8
FY11 CE Recommended	85,869,900	719.0

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	4,100,680	13.5
Eliminate: Suspend Wheaton Super Fare Share	-8,270	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 Fareshare	-127,000	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	-197,290	-0.5
FY11 CE Recommended	3,355,760	13.0

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	762,760	6.8
Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	15,410	0.0
FY11 CE Recommended	778,170	6.8

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	1,569,520	11.7
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	68,110	-1.5
FY11 CE Recommended	1,287,330	8.2

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	285,190	1.2
FY11 CE Recommended	285,190	1.2

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	1,880,140	18.1
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
Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	116,130	0.0
FY11 CE Recommended	2,224,060	18.1

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	858,420	3.0
FY11 CE Recommended	858,420	3.0

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	2,680,790	0.7
Decrease Cost: Master Lease Payments	-307,300	0.0
FY11 CE Recommended	2,373,490	0.7

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.

FY11 Recommended Changes	Expenditures	WYs
FY10 Approved	2,459,090	12.1
Decrease Cost: Paper and toner purchase reduction	-6,120	0.0
Decrease Cost: Printing and Mail Adjustment	-27,640	0.0
Miscellaneous adjustments, including furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-19,030	-0.9
FY11 CE Recommended	2,406,300	11.2

BUDGET SUMMARY

	Actual FY09	Budget FY10	Estimated FY10	Recommended FY11	% Chg Bud/Rec
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	45,085,824	43,553,230	45,517,150	40,993,500	-5.9%
Employee Benefits	14,774,646	15,216,870	14,857,860	15,454,700	1.6%
Mass Transit Personnel Costs	59,860,470	58,770,100	60,375,010	56,448,200	-4.0%
Operating Expenses	50,297,343	49,687,700	47,888,150	44,603,230	-10.2%
Capital Outlay	-171,845	0	0	0	—
Mass Transit Expenditures	109,985,968	108,457,800	108,263,160	101,051,430	-6.8%
PERSONNEL					
Full-Time	764	795	795	763	-4.0%
Part-Time	122	4	4	7	75.0%
Workyears	848.1	829.5	829.5	766.6	-7.6%
REVENUES					
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	15,441,370	6.3%
Taxicab Licensing	571,439	809,370	809,370	809,370	—
Metro Police Parking Violations	0	500,000	500,000	500,000	—
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	242,050	-60.1%
TMD Fees	182,041	237,020	237,020	245,000	3.4%
Mass Transit Revenues	87,938,717	108,686,310	129,554,290	108,808,350	0.1%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	1,216,018	1,395,170	1,397,840	1,221,540	-12.4%
Employee Benefits	435,012	460,800	458,130	481,380	4.5%
Grant Fund MCG Personnel Costs	1,651,030	1,855,970	1,855,970	1,702,920	-8.2%
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	—
Grant Fund MCG Expenditures	11,214,717	5,488,520	5,645,970	4,329,070	-21.1%
PERSONNEL					
Full-Time	16	15	15	15	—
Part-Time	0	0	0	0	—
Workyears	23.3	25.2	25.2	22.5	-10.7%
REVENUES					
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	158,985	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	—
Grant Fund MCG Revenues	10,960,432	5,488,520	5,645,970	4,329,065	-21.1%
DEPARTMENT TOTALS					
Total Expenditures	121,200,685	113,946,320	113,909,130	105,380,500	-7.5%
Total Full-Time Positions	780	810	810	778	-4.0%
Total Part-Time Positions	122	4	4	7	75.0%
Total Workyears	871.4	854.7	854.7	789.1	-7.7%
Total Revenues	98,899,149	114,174,830	135,200,260	113,137,415	-0.9%

FY11 RECOMMENDED CHANGES

	Expenditures	WYs
MASS TRANSIT		
FY10 ORIGINAL APPROPRIATION	108,457,800	829.5
<u>Changes (with service impacts)</u>		
Eliminate: Suspend Wheaton Super Fare Share [Commuter Services]	-8,270	0.0
Eliminate: Suspend Fare Share Program [Commuter Services]	-79,850	0.0
Eliminate: Suspend Friendship Heights Super Fareshare [Commuter Services]	-127,000	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: Call N Ride to one book a month [Special Transportation Programs]	-1,774,620	0.0
Reduce: Ride On Service throughout the county [Ride On]	-2,683,900	-30.0
<u>Other Adjustments (with no service impacts)</u>		
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
Technical Adj: Commuter Services Program	0	0.3
Technical Adj: Reduction in HHS Program Transportation and Recreation Mini-Trips	0	-1.7
Decrease Cost: Printing for Call N Ride booklet (one book per month) [Special Transportation Programs]	-5,480	0.0
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: 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
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	-1,577,350	-29.5
FY11 RECOMMENDED:	101,051,430	766.6
GRANT FUND MCG		
FY10 ORIGINAL APPROPRIATION	5,488,520	25.2
<u>Changes (with service impacts)</u>		
Eliminate: Security Transit Grant [Ride On]	-996,530	-2.4
<u>Other Adjustments (with no service impacts)</u>		
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
FY11 RECOMMENDED:	4,329,070	22.5

PROGRAM SUMMARY

Program Name	FY10 Approved		FY11 Recommended	
	Expenditures	WYs	Expenditures	WYs
Special Transportation Programs	7,888,670	7.4	5,941,880	7.9
Ride On	91,461,060	780.2	85,869,900	719.0
Commuter Services	4,100,680	13.5	3,355,760	13.0
Taxi Regulation	762,760	6.8	778,170	6.8
Customer Service	1,569,520	11.7	1,287,330	8.2
Transit Parking Facility Maintenance	285,190	1.2	285,190	1.2
Transit Operations Planning and Control	1,880,140	18.1	2,224,060	18.1
Passenger Facilities	858,420	3.0	858,420	3.0
Fixed Costs	2,680,790	0.7	2,373,490	0.7
Administration	2,459,090	12.1	2,406,300	11.2
Total	113,946,320	854.7	105,380,500	789.1

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

FUTURE FISCAL IMPACTS

Title	CE REC.		(\$000's)			
	FY11	FY12	FY13	FY14	FY15	FY16
This table is intended to present significant future fiscal impacts of the department's programs.						
MASS TRANSIT						
Expenditures						
FY11 Recommended	101,051	101,051	101,051	101,051	101,051	101,051
No inflation or compensation change is included in outyear projections.						
Maryland Transit Administration Management Audit	0	0	0	50	0	0
The Maryland Transit Administration Management Audit is required every four years.						
Master Lease Payments	0	-1,225	-1,416	-1,416	-1,416	-1,416
Lease/purchase payments for 12 gas-fueled buses, three CNG buses, five hybrid buses, and SmarTrip Fareboxes will end in FY11, FY11, FY11, and FY12, respectively.						
Montgomery Mall Transit Center	0	45	108	108	108	108
These figures represent the impacts on the Operating Budget (maintenance and utilities) of projects included in the FY11-16 Recommended Capital Improvements Program.						
Motor Pool Rate Adjustment	0	433	433	433	433	433
Restore Personnel Costs	0	1,577	1,577	1,577	1,577	1,577
This represents restoration of funding to remove FY11 furloughs.						
Subtotal Expenditures	101,051	101,881	101,754	101,804	101,754	101,754