
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 FY16 Operating Budget for the Division of Transit Services is \$126,189,452, an increase of \$319,697 or 0.3 percent from the FY15 Approved Budget of \$125,869,755. Personnel Costs comprise 56.5 percent of the budget for 825 full-time positions, and a total of 836.19 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 43.5 percent of the FY16 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 \$11,046,940 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 FY15 estimates reflect funding based on the FY15 approved budget. The FY16 and FY17 figures are performance targets based on the FY16 approved budget and funding for comparable service levels in FY17.

ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***Starting in January 2015, expanded Silver Spring Van Go shuttle hours to Monday through Thursday 7am - midnight and Friday through Saturday 7am - 2am.***
- ❖ ***In FY16, expand the Bethesda Circulator route to Bradley Boulevard and Battery Lane - connecting residents, visitors, and commuters to County parking garages, the Bethesda Metro, retail and restaurants, and local grocery stores - and bring the service within walking distance of NIH and Walter Reed.***
- ❖ ***A new Call-n-Ride community outreach program has been initiated to inform residents about the program and encourage more participation. Outreach efforts include dissemination of brochures and presentations at senior centers.***
- ❖ ***Enhanced Call-n-Ride eligibility requirements to increase subsidies and reduce monthly co-payments for 528 current participants. This has also increased the number of County residents eligible for the program.***
- ❖ ***Developed and instituted On Time Performance recognition for Ride On Drivers***
- ❖ ***Partnered with Montgomery College to design and promote Commercial Drivers License technical training in Rockville***

❖ **Partnered with 30 schools and 21 libraries to sell Youth Cruiser Smartrip cards**

❖ **Productivity Improvements**

- **Created two videos in house, one on how to join/use Capital Bikeshare and another on how to use biking and Ride On.**
- **Contracted for services to conduct employer and residential outreach for the Transportation Management Districts (TMDs): Friendship Heights, Greater Shady Grove, and Silver Spring.**

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

Medicaid and Senior Programs

Special Transportation Programs provide: Medicaid transportation to and from Medical appointments for eligible participants; a user-side subsidy program (Call-n-Ride) that provides travel options for low-income elderly and disabled; and information on public private transportation programs available to seniors and persons with disabilities.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	8,259,880	10.85
Decrease Cost: Efficiency cost savings in the Call-n-Ride Program	-869,061	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	12,356	0.00
FY16 Approved	7,403,175	10.85

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 the County's mass transit services with Metrobus and Metrorail service which is provided by the Washington Metropolitan Area Transit Authority. The Ride On transit system operates and manages more than 78 routes; maintains a strategic plan for replacement of the bus fleet; trains new bus operators and provides continuing safety, remedial and refresher instruction for existing operators; and coordinates activities with a state of the art Central Communications Center; which also operates Ride On's computer-aided dispatch/automatic vehicle location system.

Program Performance Measures	Actual FY13	Actual FY14	Estimated FY15	Target FY16	Target FY17
Hours of Service	1,083,876	1,113,892	1,134,000	1,145,340	1,156,793
Number of Reported Collisions Between Ride On Buses and a Person or Object, per 100,000 miles driven	4.0	4.0	3.8	3.8	3.8
On time performance for Ride On buses		87.5%	87.6%	87.6%	87.6%
Passengers Per Hour of Service	24.5	23.6	23.1	23.1	23.1
Passengers Transported (millions)	26.603	26.337	26.153	26.441	26.731
Passengers Transported Per Capita (Ratio of the Number of Passengers Boarding a Ride On bus Within the Fiscal Year and the County Population)	27.1	26.7	26.4	26.5	26.7
Percent of Ride On Customers Who Report a Satisfactory Customer Service Experience	N/A	N/A	N/A	N/A	N/A
Reported Ride On Complaints Per 100,000 Bus Riders	27.0	24.3	24.0	23.5	23.0
Scheduled Ride On Roundtrip Circuits Missed, in Whole or in Part, per 1,000 Roundtrip Circuits	8.30	5.45	5.92	5.45	5.45

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	102,458,978	762.91
Increase Cost: Retirement Adjustment	378,871	0.00
Add: Annualization of Operating expenses for FY15 Ride On increased service and VanGo expansion	321,229	0.00
Increase Cost: Annualization of FY15 Lapsed Positions	261,010	0.00
Increase Cost: Group Insurance Adjustment	237,945	0.00
Decrease Cost: Annualization of FY15 Personnel Costs	-545,262	0.71

	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-924,165	1.98
FY16 Approved	102,188,606	765.60

Commuter Services

The Commuter Services Section promotes alternatives to the single occupant vehicle -- including transit, car/vanpooling, biking, walking and telework--to reduce traffic congestion and improve air quality. Programs and services are concentrated in the County's five Transportation Management Districts: Silver Spring, Friendship Heights, Bethesda, North Bethesda and Greater Shady Grove, and in the Wheaton Transportation Planning & Policy area. Commuting information and assistance is also provided to businesses, employees, and residents throughout the County. Programs are developed to support use of transportation options and the section coordinates with other local, state and regional agencies on efforts to improve effectiveness of those options.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	3,340,204	17.80
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	125,831	0.39
FY16 Approved	3,466,035	18.19

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 of chapter 53 of the Montgomery County Code.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	811,786	7.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	47,165	0.00
FY16 Approved	858,951	7.00

Customer Service

The Customer Service program is the interface between Ride On's service delivery and customer information. In addition to managing the distribution of paper transit timetables, web sites are maintained and updated as well as real time information is provided through various media (phone, web, mobile apps and signs). In addition, system information is provided by way of electronic system maps and informational displays inside and outside of buses and bus stop shelters. As needed, public forums are arranged for proposed service changes.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	1,626,034	6.13
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	4,356	0.00
FY16 Approved	1,630,390	6.13

Transit Parking Facility Maintenance

The Transit Parking Facility Maintenance program funds the operation and maintenance of the Park & Ride Lots as well as Transit Centers. The Division of Parking Management Operations section provides and manages the maintenance services.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	301,344	1.11
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	17,422	0.17
FY16 Approved	318,766	1.28

Transit Operations Planning

The Transit Operations Planning 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 Ride On service; evaluates and develops Ride On routes; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	2,439,028	18.70
Shift: Funding of Bethesda Circulator from Bethesda Urban District to Mass Transit Fund	728,551	0.00
Add: Tobytown Service Pilot Program (ridership will be monitored)	220,000	0.00
Enhance: Bethesda Circulator - third bus and expanded route starting January 2016	160,000	0.00
Add: Non-Public School Traffic Mitigation Program Consultant	159,240	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	39,254	-1.00
FY16 Approved	3,746,073	17.70

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, and other passenger amenities. The program installs and maintains all system signage, including poles and bus stop flags.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	1,017,960	4.00
Increase Cost: Maintenance for transit centers, park and ride lots, and bus stops	45,255	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	18,090	0.00
FY16 Approved	1,081,305	4.00

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.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	3,101,271	0.67
Increase Cost: Based on actual utilities costs for transit depots	200,000	0.00
Decrease Cost: Risk Management Adjustment	-293,318	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	0	-0.67
FY16 Approved	3,007,953	0.00

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.

FY16 Approved Changes	Expenditures	FTEs
FY15 Approved	2,513,270	6.45
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-25,072	-1.01
FY16 Approved	2,488,198	5.44

BUDGET SUMMARY

	Actual FY14	Budget FY15	Estimated FY15	Approved FY16	% Chg Bud/App
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	46,606,626	49,167,284	49,568,983	51,022,629	3.8%
Employee Benefits	16,213,495	17,783,009	17,158,196	18,552,688	4.3%
Mass Transit Personnel Costs	62,820,121	66,950,293	66,727,179	69,575,317	3.9%
Operating Expenses	53,867,156	54,221,900	54,453,848	51,916,573	-4.3%
Capital Outlay	0	0	0	0	—
Mass Transit Expenditures	116,687,277	121,172,193	121,181,027	121,491,890	0.3%
PERSONNEL					
Full-Time	791	810	810	810	—
Part-Time	0	0	0	0	—
FTEs	800.95	820.69	820.69	821.40	0.1%
REVENUES					
Bus Advertising	610,922	520,000	520,000	545,000	4.8%
Investment Income	4,191	1,790	7,710	7,710	330.7%
Miscellaneous Revenues	162,579	0	0	0	—
Motor Pool Charges/Fees	481,696	0	0	0	—
Parking Fees	796,505	661,385	661,385	661,385	—
Parking Fines	546,627	405,000	405,000	405,000	—
Property Tax	70,991,730	68,920,536	68,735,499	107,000,412	55.3%
Ride On Fare Revenue	21,655,986	23,638,593	23,638,593	23,550,593	-0.4%
State Aid: Call N' Ride	318,256	379,110	379,110	379,110	—
State Aid: Damascus Fixed Route	214,021	309,950	309,950	309,950	—
State Aid: Ride On	33,184,941	38,674,612	38,674,612	39,089,040	1.1%
Taxi Licensing Fees	545,877	531,000	531,000	531,000	—
Other Charges/Fees	1,465,723	878,194	878,194	837,000	-4.7%
Other Fines/Forfeitures	12,905	0	0	0	—
Mass Transit Revenues	130,991,959	134,920,170	134,741,053	173,316,200	28.5%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	1,079,882	1,367,200	1,367,200	1,373,507	0.5%
Employee Benefits	392,184	381,597	381,597	375,290	-1.7%
Grant Fund MCG Personnel Costs	1,472,066	1,748,797	1,748,797	1,748,797	—
Operating Expenses	4,013,549	2,948,765	2,948,765	2,948,765	—
Capital Outlay	0	0	0	0	—
Grant Fund MCG Expenditures	5,485,615	4,697,562	4,697,562	4,697,562	—
PERSONNEL					
Full-Time	15	15	15	15	—
Part-Time	0	0	0	0	—
FTEs	15.11	14.93	14.93	14.79	-0.9%
REVENUES					
Federal Grants	2,896,003	1,763,357	1,763,357	1,763,357	—
Miscellaneous Revenues	111,611	0	0	0	—
Other Charges/Fees	73,320	0	0	0	—
State Grants	1,522,662	2,934,205	2,934,205	2,934,205	—
Other Intergovernmental	100,000	0	0	0	—
Grant Fund MCG Revenues	4,703,596	4,697,562	4,697,562	4,697,562	—
DEPARTMENT TOTALS					
Total Expenditures	122,172,892	125,869,755	125,878,589	126,189,452	0.3%
Total Full-Time Positions	806	825	825	825	—
Total Part-Time Positions	0	0	0	0	—
Total FTEs	816.06	835.62	835.62	836.19	0.1%
Total Revenues	135,695,555	139,617,732	139,438,615	178,013,762	27.5%

FY16 APPROVED CHANGES

	Expenditures	FTEs
MASS TRANSIT		
FY15 ORIGINAL APPROPRIATION	121,172,193	820.69
<u>Changes (with service impacts)</u>		
Add: Annualization of Operating expenses for FY15 Ride On increased service and VanGo expansion [Ride On]	321,229	0.00
Add: Tobytown Service Pilot Program (ridership will be monitored) [Transit Operations Planning]	220,000	0.00
Enhance: Bethesda Circulator - third bus and expanded route starting January 2016 [Transit Operations Planning]	160,000	0.00
Add: Non-Public School Traffic Mitigation Program Consultant [Transit Operations Planning]	159,240	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY16 Compensation Adjustment	2,286,575	0.00
Shift: Funding of Bethesda Circulator from Bethesda Urban District to Mass Transit Fund [Transit Operations Planning]	728,551	0.00
Increase Cost: Retirement Adjustment [Ride On]	378,871	0.00
Increase Cost: Annualization of FY15 Lapsed Positions [Ride On]	261,010	0.00
Increase Cost: Group Insurance Adjustment [Ride On]	237,945	0.00
Increase Cost: Based on actual utilities costs for transit depots [Fixed Costs]	200,000	0.00
Increase Cost: Maintenance for transit centers, park and ride lots, and bus stops [Passenger Facilities]	45,255	0.00
Decrease Cost: Printing and Mail	-80,389	0.00
Decrease Cost: Risk Management Adjustment [Fixed Costs]	-293,318	0.00
Decrease Cost: Annualization of FY15 Personnel Costs [Ride On]	-545,262	0.71
Decrease Cost: Efficiency cost savings in the Call-n-Ride Program [Medicaid and Senior Programs]	-869,061	0.00
Decrease Cost: Motor Pool Rate Adjustment	-2,890,949	0.00
FY16 APPROVED:	121,491,890	821.40
GRANT FUND MCG		
FY15 ORIGINAL APPROPRIATION	4,697,562	14.93
<u>Other Adjustments (with no service impacts)</u>		
Technical Adj: Staff allocation to Commuter Services and Medicaid Grants	0	-0.14
FY16 APPROVED:	4,697,562	14.79

PROGRAM SUMMARY

Program Name	FY15 Approved		FY16 Approved	
	Expenditures	FTEs	Expenditures	FTEs
Medicaid and Senior Programs	8,259,880	10.85	7,403,175	10.85
Ride On	102,458,978	762.91	102,188,606	765.60
Commuter Services	3,340,204	17.80	3,466,035	18.19
Taxi Regulation	811,786	7.00	858,951	7.00
Customer Service	1,626,034	6.13	1,630,390	6.13
Transit Parking Facility Maintenance	301,344	1.11	318,766	1.28
Transit Operations Planning	2,439,028	18.70	3,746,073	17.70
Passenger Facilities	1,017,960	4.00	1,081,305	4.00
Fixed Costs	3,101,271	0.67	3,007,953	0.00
Administration	2,513,270	6.45	2,488,198	5.44
Total	125,869,755	835.62	126,189,452	836.19

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY15		FY16	
		Total\$	FTEs	Total\$	FTEs
MASS TRANSIT					
Health and Human Services	County General Fund	282,694	0.00	282,694	0.00
GRANT FUND MCG					
Health and Human Services	Grant Fund MCG	127,000	0.00	127,000	0.00

FUTURE FISCAL IMPACTS

Title	APPR. FY16	FY17	FY18	(\$000's) FY19	FY20	FY21
This table is intended to present significant future fiscal impacts of the department's programs.						
MASS TRANSIT						
Expenditures						
FY16 Approved	121,492	121,492	121,492	121,492	121,492	121,492
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	511	511	511	511	511
These figures represent the estimated annualized cost of general wage adjustments, service increments, and associated benefits.						
Subtotal Expenditures	121,492	122,003	122,003	122,003	122,003	122,003

