




# Transit Services

## APPROVED FY24 BUDGET

\$179,732,547

## FULL TIME EQUIVALENTS

898.61

 CHRISTOPHER CONKLIN, DIRECTOR

## 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 FY24 Operating Budget for the Division of Transit Services is \$179,732,547, an increase of \$6,782,226 or 3.92 percent from the FY23 Approved Budget of \$172,950,321. Personnel Costs comprise 57.07 percent of the budget for 868 full-time position(s) and 16 part-time position(s), and a total of 898.61 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 42.93 percent of the FY24 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 \$22,146,340 is required.


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

## COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **Thriving Youth and Families**
-  **A Greener County**
-  **Easier Commutes**

## INITIATIVES

-  Conduct a comprehensive study, Ride On Reimagined, to guide the future direction of the County's transit system through data analysis and community engagement. Work has been completed toward establishing goals, outcomes, and measures with a focus on three priority areas: Safety and Vision Zero; Environment and Climate Resiliency; and Economic Development and Equitable Access. Outreach events are occurring throughout the study's development. Beginning in 2023, Phase 2 of the project will focus on service concepts. County residents, transit passengers, advocacy groups, and other stakeholders will

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participate in the development of policy recommendations and implementation strategies by 2024.

- ★ Complete a zero-emission bus fleet transition study by summer 2023 to develop concrete strategies to reach zero-emissions by 2035. The study supports greenhouse gas reduction goals outlined in the County's Climate Action Plan and includes an evaluation of existing and future facilities and their relationship to the technology transition; the impact of the transition on the current workforce; and the availability of current and future resources to meet the costs for transition and implementation. The study will also develop a program of requirements for a new zero-emission bus operations and maintenance facility.
- ★ Maintain a reduction in every Call-n-Ride participant's monthly co-payment by \$5.25 through financial support from the Transportation Services Improvement Fund. This co-pay subsidy has been supported in the past four years by a grant from the Metropolitan Washington Council of Governments which is expiring in February 2024. New funding for this benefit will continue to provide affordable transportation for the lowest income residents.

## INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Successfully competed and obtained a Federal Lo/No emission grant to support the purchase of hydrogen fuel cell buses and the construction of a green hydrogen fueling site at the David F. Bone Equipment Maintenance Transit Operations Center in Gaithersburg. The Federal grant award will enable the replacement of 13 diesel-fueled buses in the Ride On fleet with zero-emission, hydrogen powered buses.

## PROGRAM CONTACTS

Contact Ken Sloate of the Division of Transit Services at 240.777.5808 or Gary Nalven of the Office of Management and Budget at 240.777.2779 for more information regarding this department's operating budget.

## PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY23 estimates reflect funding based on the FY23 Approved Budget. The FY24 and FY25 figures are performance targets based on the FY24 Approved Budget and funding for comparable service levels in FY25.

## PROGRAM DESCRIPTIONS

### ★ Community Mobility Services

The Community Mobility Services program provides a wide range of transportation-related services and options for County residents and commuters. The program includes components to inform people about services available, enabling them to make the best choices for their needs; programs to reduce the cost of using those options; and programs to increase the array of choices.

Those components include the following units:

- Commuter Services: Working with the business and residential community, this program unit promotes alternatives to single occupant vehicles (including transit, car/vanpooling, biking, bikesharing, micromobility services, walking, and telework) in order to reduce traffic congestion, improve air quality and other environmental factors, and address climate change. Outreach and services are targeted to employers, employees, and residents of multi-unit buildings within the

County's six Transportation Management Districts (TMDs): Silver Spring, Friendship Heights, Bethesda, North Bethesda, Greater Shady Grove, and White Oak, and in the Wheaton Transportation Planning and Policy area. Large employers and residential complexes outside the TMDs are also serviced on a more limited basis as resources permit. The unit coordinates with other agencies in the development approval process and works with developers within TMDs to incorporate supportive measures into their projects through implementation of Transportation Demand Management (TDM) Plans. The unit also coordinates with Parking Management to provide parking opportunities within the TMDs but outside Parking Lot Districts (PLDs). Revenues from these non-PLD parking areas help support the unit's services. The unit supports and helps coordinate actions to reduce greenhouse gas emissions from the transportation sector in order to meet the County's climate change goals, consistent with actions identified in the Climate Action Plan. These include programs promoting use of electric vehicles by residents, businesses and their employees, developers, and the community at large.

- **Senior & Special Transportation:** This unit provides travel options for seniors and residents with disabilities who have low incomes, under a user-side subsidy program (Call-n-Ride); transportation to and from medical appointments for participants with low incomes (Medicaid); and outreach and information on public and private transportation programs for populations with special needs (Senior and Special Transportation Services). It ensures these populations have transportation options to meet their unique needs, provides access to necessary services, promotes independence, and prevents social isolation.
- **Taxi Services:** This unit administers taxicab regulation, licensing, and permit activities of Chapter 53 of the Montgomery County Code (Taxi).
- **Cross-Coordination of Services:** The Community Mobility Program coordinates implementation of programs and grants to support a broad range of mobility options with community groups, County departments, and other local, state, and regional agencies.

Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
Number of employer contacts	8,885	11,537	12,172	12,840	13,482
Number of Call-n-Ride participants	5,617	5,610	5,670	5,680	5,690
Percent of Employer Transportation Demand Management Plans Filed <sup>1</sup>	85%	82%	85%	88%	91%
Non-auto driver mode share in Silver Spring Transportation Management District <sup>2</sup>	53.6%*	53.6%	58.0%	58.0%	61.0%

<sup>1</sup> Due to Covid-19, following up with employers in FY21 regarding filings for transportation demand management plans was more challenging than usual. Commuter Services worked with employers to complete as many of their FY21 filings as possible, but it was not possible to reach many employers. In FY22 as some businesses reopened, many have had staffing shortages and other priorities, making it difficult to have staff available to assist with completion of TDM Plans.

<sup>2</sup> Surveys are now conducted every other year. Figures for intervening years carry forward the results for the prior survey year. The most recent survey was conducted in fall 2022 (FY23) with the final analysis to be completed in 2023.

FY24 Approved Changes	Expenditures	FTEs
<b>FY23 Approved</b>	<b>17,062,505</b>	<b>34.83</b>
Enhance: Transportation Services Improvement Fund Expenditures to continue Call-N-Ride copay program and increase subsidies for wheelchair-accessible taxicabs	294,795	0.00
Increase Cost: Marketing Services Contracts Escalation	26,000	0.00
Increase Cost: TRiPS Commuter Stores Contract Escalation	7,000	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts	4,985	0.00
Increase Cost: COG Grant Increase	2,090	0.00
Re-align: Adjust Call-N-Ride Budget to Reflect Actual Expenditures	(500,000)	0.00

FY24 Approved Changes	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.	312,447	0.00
<b>FY24 Approved</b>	<b>17,209,822</b>	<b>34.83</b>

## Transit Services

Public transit plays a vital role in maintaining the livability of Montgomery County's growing communities, easing commutes for County residents, and reducing emissions of greenhouse gases. The Transit Services program provides Ride On fixed-route bus service, the FLASH limited stop transit service, and the FLEX on demand zone-based service in the County. The program plans and schedules all transit service, evaluates and develops routes and zones, and adjusts bus schedules three times a year.

Ride On bus service provides critical mobility options for County residents. Ride On operates fixed route service primarily in neighborhoods and provides a collector and distributor service to the major transfer points and transit centers in the County. Ride On bus service coverage extends to many residents and employers in the County and provides vital service to low-income households and households without cars.

The FLEX bus provides on demand service in several community zones. The FLASH Transit service operates on Route 29 from Briggs Chaney and Burtonsville to the Paul S. Sarbanes Transit Center in the Silver Spring business district. Transit Services supplements and coordinates the County's mass transit services with Metrobus and Metrorail service, which are provided by the Washington Metropolitan Area Transit Authority (WMATA).

Ride On bus service is provided with a fleet of more than 350 buses. Transit Services is committed to transitioning to a zero-emission bus fleet. Ride On will have fourteen zero-emission electric buses in service in 2023, and a procurement is underway for additional zero-emission buses.

Program Performance Measures	Actual FY21	Actual FY22	Estimated FY23	Target FY24	Target FY25
Passengers transported (millions)	10.078	14.094	14.750	15.502	15.984
Scheduled Ride On roundtrip circuits missed, in whole or in part, per 1,000 roundtrip circuits	3.1	12.8	9.0	8.0	7.0
On time performance for Ride On buses	86.4%	85.1%	87.1%	87.8%	88.5%

FY24 Approved Changes	Expenditures	FTEs
<b>FY23 Approved</b>	<b>153,884,527</b>	<b>869.78</b>
Increase Cost: Transit System Radio Equipment Maintenance	32,155	0.00
Increase Cost: Routes & Scheduling Software Contract Escalation	7,118	0.00
Re-align: Adjust Ride On Budget to Reflect Anticipated Staffing Requirement	(2,558,086)	(12.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	9,157,516	0.00
<b>FY24 Approved</b>	<b>160,523,230</b>	<b>857.78</b>

## Transit Services General Administration

The General Administration program provides executive direction and support functions for Transit Services programs that include Ride On operations and planning, human resources, information technology, budget/grant/fiscal management/procurement

services, and special transportation programs to increase mobility and promote the economic growth and stability of the County.

FY24 Approved Changes	Expenditures	FTEs
<b>FY23 Approved</b>	<b>2,003,289</b>	<b>6.00</b>
Increase Cost: FY23 Mid-Year Position Changes	100,090	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.	(103,884)	0.00
<b>FY24 Approved</b>	<b>1,999,495</b>	<b>6.00</b>

## BUDGET SUMMARY

	Actual FY22	Budget FY23	Estimate FY23	Approved FY24	%Chg Bud/App
<b>MASS TRANSIT</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	62,841,984	76,346,505	83,940,602	78,020,272	2.2 %
Employee Benefits	18,833,631	21,198,741	22,038,431	22,925,248	8.1 %
<b>Mass Transit Personnel Costs</b>	<b>81,675,615</b>	<b>97,545,246</b>	<b>105,979,033</b>	<b>100,945,520</b>	<b>3.5 %</b>
Operating Expenses	67,779,258	70,178,731	77,311,668	73,558,593	4.8 %
Capital Outlay	0	111,500	111,500	111,500	—
<b>Mass Transit Expenditures</b>	<b>149,454,873</b>	<b>167,835,477</b>	<b>183,402,201</b>	<b>174,615,613</b>	<b>4.0 %</b>
<b>PERSONNEL</b>					
Full-Time	863	854	854	853	-0.1 %
Part-Time	16	32	32	16	-50.0 %
FTEs	895.77	897.51	897.51	885.51	-1.3 %
<b>REVENUES</b>					
Property Tax	110,724,175	182,853,842	180,953,969	190,261,951	4.1 %
Taxi Licensing Fees	59,915	80,000	45,520	80,000	—
Bus Advertising	795,506	700,000	1,660,000	1,710,000	144.3 %
Motor Pool Charges/Fees	575,064	0	1,703,135	0	—
Other Charges/Fees	2,623,469	2,738,805	3,018,826	2,848,906	4.0 %
Parking Fees	886,849	828,704	838,534	828,704	—
Ride On Fare Revenue	37,899	9,825,033	4,195,734	8,571,130	-12.8 %
Other Fines/Forfeitures	700	0	275	0	—
Parking Fines	859,023	566,335	797,876	800,000	41.3 %
State Aid: Call N' Ride	383,414	379,107	379,107	379,107	—
State Aid: Damascus Fixed Route	309,678	303,733	303,733	303,733	—
State Aid: Ride On	95,482,611	33,360,000	40,589,000	40,589,000	21.7 %
Miscellaneous Revenues	23,307	0	28,769	0	—
Recreation Fees	965	0	0	0	—
<b>Mass Transit Revenues</b>	<b>212,762,575</b>	<b>231,635,559</b>	<b>234,514,478</b>	<b>246,372,531</b>	<b>6.4 %</b>

## BUDGET SUMMARY

	Actual FY22	Budget FY23	Estimate FY23	Approved FY24	%Chg Bud/App
<b>GRANT FUND - MCG</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	395,909	1,328,631	1,328,631	1,304,609	-1.8 %
Employee Benefits	129,801	298,468	298,468	324,580	8.8 %
<b>Grant Fund - MCG Personnel Costs</b>	<b>525,710</b>	<b>1,627,099</b>	<b>1,627,099</b>	<b>1,629,189</b>	<b>0.1 %</b>
Operating Expenses	2,939,090	3,487,745	3,487,745	3,487,745	—
<b>Grant Fund - MCG Expenditures</b>	<b>3,464,800</b>	<b>5,114,844</b>	<b>5,114,844</b>	<b>5,116,934</b>	<b>—</b>
<b>PERSONNEL</b>					
Full-Time	15	15	15	15	—
Part-Time	0	0	0	0	—
FTEs	13.10	13.10	13.10	13.10	—
<b>REVENUES</b>					
Federal Grants	0	1,939,693	1,939,693	1,939,694	—
State Grants	0	3,175,151	3,175,151	3,177,240	0.1 %
<b>Grant Fund - MCG Revenues</b>	<b>0</b>	<b>5,114,844</b>	<b>5,114,844</b>	<b>5,116,934</b>	<b>—</b>

### DEPARTMENT TOTALS

<b>Total Expenditures</b>	<b>152,919,673</b>	<b>172,950,321</b>	<b>188,517,045</b>	<b>179,732,547</b>	<b>3.9 %</b>
<b>Total Full-Time Positions</b>	<b>878</b>	<b>869</b>	<b>869</b>	<b>868</b>	<b>-0.1 %</b>
<b>Total Part-Time Positions</b>	<b>16</b>	<b>32</b>	<b>32</b>	<b>16</b>	<b>-50.0 %</b>
<b>Total FTEs</b>	<b>908.87</b>	<b>910.61</b>	<b>910.61</b>	<b>898.61</b>	<b>-1.3 %</b>
<b>Total Revenues</b>	<b>212,762,575</b>	<b>236,750,403</b>	<b>239,629,322</b>	<b>251,489,465</b>	<b>6.2 %</b>

### FY24 APPROVED CHANGES

	Expenditures	FTEs
<b>MASS TRANSIT</b>		
<b>FY23 ORIGINAL APPROPRIATION</b>	<b>167,835,477</b>	<b>897.51</b>
<b><u>Changes (with service impacts)</u></b>		
Enhance: Transportation Services Improvement Fund Expenditures to continue Call-N-Ride copay program and increase subsidies for wheelchair-accessible taxicabs [Community Mobility Services]	294,795	0.00
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Annualization of FY23 Compensation Increases	4,777,201	0.00
Increase Cost: FY24 Compensation Adjustment	3,900,779	0.00
Increase Cost: Motor Pool Adjustment	2,915,869	0.00
Increase Cost: Risk Management Adjustment	581,538	0.00
Increase Cost: FY23 Mid-Year Position Changes [Transit Services General Administration]	100,090	0.00
Increase Cost: Annualization of FY23 Lapsed Positions	79,370	0.00
Increase Cost: Transit System Radio Equipment Maintenance [Transit Services]	32,155	0.00

## FY24 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Marketing Services Contracts Escalation [Community Mobility Services]	26,000	0.00
Increase Cost: Printing and Mail	10,402	0.00
Increase Cost: Routes & Scheduling Software Contract Escalation [Transit Services]	7,118	0.00
Increase Cost: TRiPS Commuter Stores Contract Escalation [Community Mobility Services]	7,000	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts [Community Mobility Services]	4,985	0.00
Decrease Cost: Retirement Adjustment	(137,959)	0.00
Re-align: Adjust Call-N-Ride Budget to Reflect Actual Expenditures [Community Mobility Services]	(500,000)	0.00
Re-align: One-time Budget Adjustment to Reflect Higher Than Expected Vacant Positions	(1,121,335)	0.00
Decrease Cost: Annualization of FY23 Personnel Costs	(1,639,786)	0.00
Re-align: Adjust Ride On Budget to Reflect Anticipated Staffing Requirement [Transit Services]	(2,558,086)	(12.00)
<b>FY24 APPROVED</b>	<b>174,615,613</b>	<b>885.51</b>

### GRANT FUND - MCG

<b>FY23 ORIGINAL APPROPRIATION</b>	<b>5,114,844</b>	<b>13.10</b>
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: COG Grant Increase [Community Mobility Services]	2,090	0.00
<b>FY24 APPROVED</b>	<b>5,116,934</b>	<b>13.10</b>

## PROGRAM SUMMARY

Program Name	FY23 APPR Expenditures	FY23 APPR FTEs	FY24 APPR Expenditures	FY24 APPR FTEs
Community Mobility Services	17,062,505	34.83	17,209,822	34.83
Transit Services	153,884,527	869.78	160,523,230	857.78
Transit Services General Administration	2,003,289	6.00	1,999,495	6.00
<b>Total</b>	<b>172,950,321</b>	<b>910.61</b>	<b>179,732,547</b>	<b>898.61</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY23 Total\$	FY23 FTEs	FY24 Total\$	FY24 FTEs
<b>MASS TRANSIT</b>					
Health and Human Services	General Fund	282,694	0.00	273,694	0.00

## FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY24	FY25	FY26	FY27	FY28	FY29
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## FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY24	FY25	FY26	FY27	FY28	FY29
<b>MASS TRANSIT</b>						
<b>EXPENDITURES</b>						
<b>FY24 Approved</b>	<b>174,616</b>	<b>174,616</b>	<b>174,616</b>	<b>174,616</b>	<b>174,616</b>	<b>174,616</b>
No inflation or compensation change is included in outyear projections.						
<b>Commuter Survey for Employees &amp; Residents</b>	<b>0</b>	<b>150</b>	<b>20</b>	<b>180</b>	<b>30</b>	<b>180</b>
The Commuter Survey is conducted biennially to determine the commuting patterns of employees and residents of TMDs and other geographic areas of the County. This data is used to evaluate commuting patterns and to assess progress toward commuting goals as well as County and regional environmental and climate change goals.						
<b>Restore One-Time Lapse Increase</b>	<b>0</b>	<b>1,121</b>	<b>1,121</b>	<b>1,121</b>	<b>1,121</b>	<b>1,121</b>
Restore funding for positions expected to be vacant in FY24						
<b>Transportation Services Improvement Fund Expenditures</b>	<b>0</b>	<b>(481)</b>	<b>(311)</b>	<b>(124)</b>	<b>81</b>	<b>81</b>
Expenditures from the Transportation Services Improvement Fund, restricted to programs that improve transportation service for residents who are disabled, seniors, and individuals with limited incomes, will vary from year to year based on projected fund resources.						
<b>Labor Contracts</b>	<b>0</b>	<b>2,957</b>	<b>2,957</b>	<b>2,957</b>	<b>2,957</b>	<b>2,957</b>
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	<b>174,616</b>	<b>178,363</b>	<b>178,403</b>	<b>178,750</b>	<b>178,805</b>	<b>178,955</b>