

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.

County Government Reorganization

In February, 2008, the County Executive announced a detailed Montgomery County Government Reorganization in order to improve effectiveness, customer service, accessibility, and efficiency. As part of this plan, the Department of Transportation was created to provide more focus for transportation programs. The new Department of Transportation will include the transportation capital projects design and construction, traffic engineering and operations, highway maintenance, parking management, and transit services functions previously housed in the Department of Public Works and Transportation. Due to the scale of operations, the Transit Services budget is displayed separately.

BUDGET OVERVIEW

The total approved FY09 Operating Budget for the Division of Transit Services is \$117,381,240, a decrease of \$301,160 or 0.3 percent from the FY08 Approved Budget of \$117,682,400. Personnel Costs comprise 52.6 percent of the budget for 780 full-time positions and 122 part-time positions for 871.4 workyears. Operating Expenses account for the remaining 47.4 percent of the FY09 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 \$2,259,520 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*

PERFORMANCE MEASURES

This table presents the department's performance data estimates and projections from FY08 through FY10 if there are no changes in funding.

Measure	Actual FY06	Actual FY07	Estimated FY08	Approved FY09	Projected FY10
Passengers per hour of Service	26.1	26.0	27.6	28.3	29.0
Hours of Service	1,044,470	1,085,469	1,092,175	1,079,625	1,079,625
Service Reliability - Missed Trips (thousands)	3.9	3.7	4.0	3.6	3.5
Service Quality (Complaints per 100K Riders)	10.8	12.3	13	11.0	10.0
Passengers Transported (millions)	27.3	28.2	30.1	30.6	31.3
Accidents per 100,000 Miles	4.3	4.2	4.0	3.9	3.8

ACCOMPLISHMENTS AND INITIATIVES

- ❖ *Ride On boardings increased by nearly 1 million in FY07 and are estimated to increase another 2 million in FY08 to more than 30 million boardings. Ride On now regularly has over 100,000 boardings on a weekday. This accomplishment is due to many factors, including excellent service and reliability.*

- ❖ **As part of the Bus Stop Improvement CIP project, there were 219 stops improved in FY07 with over 300 more improved in the first half of FY08. We expect to improve another 100 in the remainder of FY 08. In addition to these improvements we continue with our bus shelter program that has seen about 300 new shelters installed to date with another 100 expected in the next 12 months.**
- ❖ **Ride On lowered its accident rate in FY07 from 4.33 accidents per 100,000 miles to 3.98. Traffic congestion in the area has increased the accident rate over the years so a reduction in light of increased traffic is a significant accomplishment.**
- ❖ **Continue the College U-Pass Program which allows Montgomery College students to travel on Ride On buses free with their Montgomery College identification card.**
- ❖ **Continue the Kids Ride Free program which allows children, grade 12 and under, to use Ride On and Metrobus in Montgomery County free from 2pm to 7pm, Monday through Friday.**
- ❖ **Continue free Ride On service for seniors and people with disabilities.**
- ❖ **Continue expansion of Call 'N Ride program initiated in January 2008 that allows more low income seniors and low-income residents with disabilities to participate in the program by increasing the maximum annual income level from \$20,000 to \$25,000.**
- ❖ **Transitioned small bus service from contract to in-house provision for improved customer service.**

PROGRAM CONTACTS

Contact Bill Selby 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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	7,646,730	8.9
Increase Cost: Medicaid - wage increase	8,910	0.0
Reduce: Senior Outreach Specialist	-78,690	-1.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	793,160	0.0
FY09 Approved	8,370,110	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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	94,896,390	681.6
Increase Cost: Motor Pool Rate Adjustment	1,737,080	0.0
Increase Cost: Ride On Service Adjustments	174,470	3.9
Increase Cost: Wage Equity Settlement Agreement	119,310	0.0

	Expenditures	WYs
Increase Cost: Funds for attendance bonuses in Ride On depots	89,000	0.0
Increase Cost: Occupational Medical Services (OMS) Adjustment	52,010	0.0
Increase Cost: Charges from Operations for Counting Room	4,050	-0.5
Decrease Cost: Create new Ride On Monthly Pass - Raise Fare	-3,000	0.0
Eliminate: Montgomery County Police Department Ride-Along Program	-68,470	-0.7
Decrease Cost: Lease payments on capital equipment	-98,920	0.0
Decrease Cost: Funds for Germantown parking	-100,000	0.0
Decrease Cost: Risk Management Adjustment	-126,460	0.0
Shift: Funds for Montgomery College to operate Ride On Route 127	-179,820	0.0
Reduce: Abolish two Program Managers for Management of Ride On Bus Depots	-192,710	-2.0
Reduce: Annualize FY08 Savings Plan Ride On Service Cuts	-980,880	-10.3
Shift: Federal Bus Grant to CIP	-2,086,420	0.0
Shift: State Bus Grant to CIP	-2,740,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	3,314,910	119.2
FY09 Approved	93,810,540	791.2

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	5,514,060	15.5
Shift: Bethesda Circulator to Bethesda Urban District	-671,840	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-5,460	-0.1
FY09 Approved	4,836,760	15.4

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	768,800	6.9
Increase Cost: Background checks	16,500	0.0
Decrease Cost: Taxi Mystery Rider Program	-23,020	0.0
Decrease Cost: Taxi Code Writer	-104,310	-1.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	61,320	-0.5
FY09 Approved	719,290	5.4

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	1,549,080	11.9
Increase Cost: Bus Advertising Program Coordinator	136,430	1.0
Increase Cost: Increased Get-In participants	15,200	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	278,230	-1.6
FY09 Approved	1,978,940	11.3

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	311,930	1.1
Increase Cost: Transit Centers Maintenance	6,110	0.1
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	10,510	0.0
FY09 Approved	328,550	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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	2,080,020	19.8
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-287,720	2.6
FY09 Approved	1,792,300	22.4

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	930,590	3.1
Increase Cost: Litter collection, signs and materials for bus stops	67,300	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	270	-1.1
FY09 Approved	998,160	2.0

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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	1,727,620	0.7
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	71,030	0.0
FY09 Approved	1,798,650	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.

FY09 Changes

	Expenditures	WYs
FY08 Approved	2,257,180	12.7
Increase Cost: Central Duplication Charges	8,930	0.0
Increase Cost: Washington Suburban Transit Commission Payment	6,580	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	475,250	1.2
FY09 Approved	2,747,940	13.9

BUDGET SUMMARY

	Actual FY07	Budget FY08	Estimated FY08	Approved FY09	% Chg Bud/App
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	32,820,822	37,133,870	38,700,260	43,970,000	18.4%
Employee Benefits	10,858,924	13,278,150	13,195,640	16,154,230	21.7%
Mass Transit Personnel Costs	43,679,746	50,412,020	51,895,900	60,124,230	19.3%
Operating Expenses	52,574,406	58,288,250	55,738,530	53,135,130	-8.8%
Capital Outlay	6,792,625	577,310	599,300	0	—
Mass Transit Expenditures	103,046,777	109,277,580	108,233,730	113,259,360	3.6%
PERSONNEL					
Full-Time	589	778	778	764	-1.8%
Part-Time	110	122	122	122	—
Workyears	656.3	738.9	738.9	848.1	14.8%
REVENUES					
Montgomery College U-Pass	550,000	550,000	550,000	550,000	—
Investment Income	846,553	410,000	700,000	450,000	9.8%
Other	551,135	500,000	508,540	500,000	—
Property Tax	72,419,741	87,399,460	87,469,710	66,863,890	-23.5%
State Aid: Smart Trip Card Implementation	0	0	2,558,000	0	—
State Aid: Ride On	22,089,042	22,092,540	22,092,540	27,092,540	22.6%
State Aid: CNG Bus Contribution	1,200,000	0	0	0	—
State Aid: Rural Fixed Route	261,366	286,000	286,000	286,000	—
State Aid: Call 'N Ride	376,849	379,110	379,110	379,110	—
State Aid: MARC Shuttle	47,425	47,430	44,960	37,430	-21.1%
Bus Shelter Advertising	201,244	450,000	538,000	600,000	33.3%
Ride On Bus Advertising	0	0	50,000	225,000	—
Ride On Fare Revenue	13,016,235	13,073,230	13,470,470	13,941,720	6.6%
Taxicab Licensing	559,323	325,100	292,180	538,950	65.8%
Metro Police Parking Violations	0	300,000	500,000	500,000	66.7%
North Bethesda TMD	1,230,042	1,145,860	1,122,010	980,260	-14.5%
Developer Contributions	220,608	350,000	47,250	50,000	-85.7%
Get-In Revenue	25,861	51,700	22,330	31,200	-39.7%
Call 'N Ride & Same Day Access Revenue	374,580	756,800	754,450	1,083,580	43.2%
TMD Fees	214,218	0	171,150	171,500	—
Mass Transit Revenues	114,184,222	128,117,230	131,556,700	114,281,180	-10.8%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	1,115,896	1,158,960	1,159,700	1,212,620	4.6%
Employee Benefits	410,821	420,770	420,770	447,160	6.3%
Grant Fund MCG Personnel Costs	1,526,717	1,579,730	1,580,470	1,659,780	5.1%
Operating Expenses	2,639,937	2,502,400	3,274,440	2,462,100	-1.6%
Capital Outlay	4,357,551	4,322,690	6,153,350	0	—
Grant Fund MCG Expenditures	8,524,205	8,404,820	11,008,260	4,121,880	-51.0%
PERSONNEL					
Full-Time	16	16	16	16	—
Part-Time	0	0	0	0	—
Workyears	23.3	23.3	23.3	23.3	—
REVENUES					
Access-To-Jobs	672,948	582,210	922,950	582,210	—
Bus Replacement Grant	4,156,243	2,740,000	2,782,000	0	—
CNG Bus Replacement Grant	75,000	0	0	0	—
COG Grant	152,706	151,400	151,400	151,400	—
Commuter Assistance: Ridesharing	436,896	372,070	372,070	372,070	—
Federal Capital Bus Grant	-40,358	1,582,690	3,371,350	0	—
State Medicaid	2,654,103	2,976,450	3,268,810	3,016,200	1.3%
Transit Security Grant	0	0	139,680	0	—
COG CNG Grant	166,667	0	0	0	—
Grant Fund MCG Revenues	8,274,205	8,404,820	11,008,260	4,121,880	-51.0%
DEPARTMENT TOTALS					
Total Expenditures	111,570,982	117,682,400	119,241,990	117,381,240	-0.3%
Total Full-Time Positions	605	794	794	780	-1.8%
Total Part-Time Positions	110	122	122	122	—
Total Workyears	679.6	762.2	762.2	871.4	14.3%

	Actual FY07	Budget FY08	Estimated FY08	Approved FY09	% Chg Bud/App
Total Revenues	122,458,427	136,522,050	142,564,960	118,403,060	-13.3%

FY09 APPROVED CHANGES

	Expenditures	WYs
MASS TRANSIT		
FY08 ORIGINAL APPROPRIATION	109,277,580	738.9
<u>Changes (with service impacts)</u>		
Eliminate: Montgomery County Police Department Ride-Along Program [Ride On]	-68,470	-0.7
Reduce: Senior Outreach Specialist [Special Transportation Programs]	-78,690	-1.0
Reduce: Abolish two Program Managers for Management of Ride On Bus Depots [Ride On]	-192,710	-2.0
Reduce: Annualize FY08 Savings Plan Ride On Service Cuts [Ride On]	-980,880	-10.3
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Annualization of FY08 Personnel Costs	6,559,450	119.0
Increase Cost: General Wage and Service Increment Adjustments	2,539,260	0.0
Increase Cost: Motor Pool Rate Adjustment [Ride On]	1,737,080	0.0
Increase Cost: Group Insurance Adjustment	874,120	0.0
Increase Cost: Retirement Adjustment	369,210	0.0
Increase Cost: Ride On Service Adjustments [Ride On]	174,470	3.9
Increase Cost: Bus Advertising Program Coordinator [Customer Service]	136,430	1.0
Increase Cost: Wage Equity Settlement Agreement [Ride On]	119,310	0.0
Increase Cost: Funds for attendance bonuses in Ride On depots [Ride On]	89,000	0.0
Increase Cost: Annualization of FY08 Lapsed Positions	69,760	0.8
Increase Cost: Litter collection, signs and materials for bus stops [Passenger Facilities]	67,300	0.0
Increase Cost: Occupational Medical Services (OMS) Adjustment [Ride On]	52,010	0.0
Increase Cost: Printing and Mail Adjustments	29,640	0.0
Increase Cost: Background checks [Taxi Regulation]	16,500	0.0
Increase Cost: Increased Get-In participants [Customer Service]	15,200	0.0
Increase Cost: Central Duplication Charges [Administration]	8,930	0.0
Increase Cost: Washington Suburban Transit Commission Payment [Administration]	6,580	0.0
Increase Cost: Transit Centers Maintenance [Transit Parking Facility Maintenance]	6,110	0.1
Increase Cost: Charges from Operations for Counting Room [Ride On]	4,050	-0.5
Decrease Cost: Technical Adjustment	0	-0.1
Decrease Cost: Create new Ride On Monthly Pass - Raise Fare [Ride On]	-3,000	0.0
Decrease Cost: Taxi Mystery Rider Program [Taxi Regulation]	-23,020	0.0
Decrease Cost: Reduce County funds towards purchase of buses	-27,110	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY08	-49,830	0.0
Decrease Cost: Lease payments on capital equipment [Ride On]	-98,920	0.0
Decrease Cost: Funds for Germantown parking [Ride On]	-100,000	0.0
Decrease Cost: Taxi Code Writer [Taxi Regulation]	-104,310	-1.0
Decrease Cost: Risk Management Adjustment [Ride On]	-126,460	0.0
Shift: Funds for Montgomery College to operate Ride On Route 127 [Ride On]	-179,820	0.0
Shift: Bus Replacement to CIP	-550,200	0.0
Shift: Bethesda Circulator to Bethesda Urban District [Commuter Services]	-671,840	0.0
Decrease Cost: Annualization of FY08 Operating Expenses	-5,636,370	0.0
FY09 APPROVED:	113,260,360	848.1
GRANT FUND MCG		
FY08 ORIGINAL APPROPRIATION	8,404,820	23.3
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Increase In Federal Earmark Grant	503,730	0.0
Increase Cost: Medicaid Grant Service Increment	29,820	0.0
Increase Cost: Medicaid - wage increase [Special Transportation Programs]	8,910	0.0
Increase Cost: Mail Charges Adjustment	1,020	0.0
Shift: Federal Bus Grant to CIP [Ride On]	-2,086,420	0.0
Shift: State Bus Grant to CIP [Ride On]	-2,740,000	0.0
FY09 APPROVED:	4,121,880	23.3

PROGRAM SUMMARY

	FY08 Approved		FY09 Approved	
	Expenditures	WYs	Expenditures	WYs
Special Transportation Programs	7,646,730	8.9	8,370,110	7.9
Ride On	94,896,390	681.6	93,810,540	791.2
Commuter Services	5,514,060	15.5	4,836,760	15.4
Taxi Regulation	768,800	6.9	719,290	5.4
Customer Service	1,549,080	11.9	1,978,940	11.3
Transit Parking Facility Maintenance	311,930	1.1	328,550	1.2
Transit Operations Planning and Control	2,080,020	19.8	1,792,300	22.4
Passenger Facilities	930,590	3.1	998,160	2.0
Fixed Costs	1,727,620	0.7	1,798,650	0.7
Administration	2,257,180	12.7	2,747,940	13.9
Totals	117,682,400	762.2	117,381,240	871.4