MONTGOMERY COUNTY, MARYLAND

DEPARTMENT OF TRANSPORTATION

2011 ANNUAL REPORT

This report highlights the achievements of the Department of Transportation in Fiscal Year 2010 (July 1, 2009 to June 30, 2010). It also outlines some key directions of the department's divisions in the next fiscal year and beyond.

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MISSION STATEMENT

Provide an effective and efficient transportation system that:

- ensures the safe and convenient movement of persons and vehicles on County roads;
- plans, designs, and coordinates construction of traffic, transit and pedestrian routes in support of the County's infrastructure.

County Executive
Isiah Leggett

"The Department of Transportation is a diverse organization that provides essential services to our county residents. It builds and maintains the transportation infrastructure; reduces traffic congestion and increases mobility for our residents; improves pedestrian, bicyclist and vehicle safety; provides essential transit and alternative transportation services; and promotes access to our central business districts. But none of this could be done without the commitment and talent of the MCDOT workforce. With the December [2009] and February [2010] blizzards, the public had the opportunity to once again witness the tireless dedication of MCDOT's staff. Although the public may not be aware of all their efforts except in extraordinary circumstances, providing exemplary service is what MCDOT employees do day in and day out. That is what makes our County workforce great, and that is what makes Montgomery County such a wonderful place to live, work and play."

MCDOT Director
Arthur Holmes, Jr.

"The challenge this department faces in expanding and maintaining our transportation infrastructure is immense. But there is no better team than the one we have assembled at MCDOT. I am fully confident these 1400 dedicated employees will give their all to ensure the residents, workers, and visitors in Montgomery County get where they need to go quickly and safely, whether by car, transit, bike, or walking."

RECOGNITION

"2009 Top Storm Water Management Project" from Water Quality Solutions magazine – to the Division of Transportation Engineering for its Montrose Parkway West project. Regulatory agencies required the capture and treatment of 90 percent of the annual runoff volume from impervious surfaces for a one-inch-design storm. The Montrose Parkway West project, completed in May 2009, was complicated by limited surface space within the Montrose Road right-of-way, and the need to avoid impact to the wetlands adjacent to Old Farm Creek. The installation of four large precast structural sand filters within the Montrose Road median was constrained by the need to maintain both the traffic (averaging 55,000 vehicles a day) and the enclosed storm drainage system during the widening of the roadway. Stream impacts were reduced and mitigated by replacing existing culverts that conveyed Old Farm Creek under Montrose Road with a bridge, installing a precast 16 by 9 foot culvert for an Old Farm Creek tributary crossing, stabilizing 1,200 linear feet of Booze Creek, and creating 9,000 square feet of forested wetlands on site. Other measures to reduce the runoff volume included narrowing the travel lane widths from 12 to 11 feet.

"Employer Services Sales Team Achievement Award" from the Metropolitan Washington Council of Governments – to the Division of Transit Services for its outstanding efforts in committing 100 companies within Montgomery County to implement or maintain significant commute programs. Transit's Commuter Services Section also operates the TRiPS commuter store in Silver Spring and Friendship Heights.

"Regional Sales Award" from the Metropolitan Washington Council of Governments – to the Division of Transit Services for its efforts in committing companies within Montgomery County to implement or maintain significant commute programs.

Governor's 2010 Smart, Green and Growing Award – Governor Martin O'Malley announced Montgomery County's Transportation Management Program has been awarded the Governor's 2010 Smart, Green and Growing Award for aggressively encouraging transportation choice. The award praised the County's Commuter Services' efforts and its provision of supplemental local funding for Ride On and ridesharing. The program provides residents a number of ways to get to work, including transit, carpooling, bicycling and short-term car rentals at Metro stations.

MARYLAND
Smart, Green & Growing

ACCOMPLISHMENTS

Major accomplishments of the department during fiscal year 2010.

DIVISION OF HIGHWAY SERVICES
Keith Compton, Chief

Snow Clearing Actions –
18 winter storm events occurred during the 2009-2010 season totaling more than 8 feet of snow. The county was hit by a major snow storm in late December. Then two back-to-back blizzards arrived in early February. The following are selected details from MCDOT's perspective of the record February storms.

- **First blizzard:** The storm started Friday, February 5, at 11am; snow stopped falling Saturday, February 6 at 11pm, with more than 22 inches recorded countywide and higher depths--up to 28 inches--recorded in the upper county. Falling snow intensity reached 1.5 inches per hour. Crews encountered stiff winds, with snow drifting and re-depositing along primary and secondary roads. More than 1200 pieces of snow removal equipment were eventually deployed (175 pieces of County equipment and 1025 pieces of contract equipment). In the business districts of the county (Wheaton, Silver Spring, Bethesda), the volume of snow required "snow removal" operations, as opposed to plowing to the side of the road.
- **Second blizzard:** Snow began falling again February 9 and ended on February 10. Total actual snow accumulation was around 15 inches with blizzard "white out" conditions occurring frequently. Wind gusts reached 45 mph.
- These storms in turn caused significant winter storm damage throughout the county. Repair to non-emergency storm related damage was addressed over the following weeks. Types of damage included deep rutting along shoulders and edges of roadways; shoulder and curb damage; damage to grass swales; storm drain damage; and downed trees and tree limbs.

Implementation of New Salt Management Plan –
The Division implemented a plan modeled after the State Highway Administration's experience that involved quality operator training, mapping of salt-vulnerable areas, and improved recording keeping to measure performance. The plan encouraged good house-keeping of salt storage facilities and identification of snow dump sites when the need arises to haul snow away from urban areas similar to what was done in the February 2010 blizzards.

Road Resurfacing – Under the Division's road resurfacing programs, crews and contractors paved 344 lane miles using 215,000 Tons of hot mix asphalt and other materials. The following locations were paved or otherwise treated during FY10.

- Primary/arterial streets using hot mix asphalt – The Division used hot mix asphalt to resurface 54 miles of the following primary streets at a total cost of $6,018,000. Amherst Avenue, Bel Pre Road, Blue Ridge Road, Carroll Avenue, Father Hurley Boulevard, Gainsbourgh Road; Huntington Parkway, Longdraft Road; Lost Knife, Muddy Branch Road, Nicholson Lane, Norbeck Road, Observation Drive, Seven Locks Road, Tilden Lane, Travilah Road, Tuckerman Lane, Twinbrook Parkway, and Wisteria Drive.
- Primary/arterial street using micro resurfacing – The Division used micro resurfacing techniques to treat 43 miles of the following primary streets at a total cost of $2,511,000. Arcola Avenue, Bou Avenue, Connecticut Avenue, Emory Grove Road, Great Seneca Highway, Muddy Branch Road, Newport Mill Road, Norbeck Road, Observation Drive, Parker Avenue, Russett Road, Tilden Lane, and Tuckerman Lane.

- Residential street resurfacing – The Division resurfaced 154 miles of the following residential streets or subdivisions at a total cost of $14,154,000. Belvedere subdivision, Bethesda Church Road, Brushwood Terrace/ Way, Calverton, Cinnamon Drive, Clarksburg Road, Dav Rd, Wood Road, East Village Avenue, Eldwick Way, Fairland Acres, Glenview subdivision, Goshen Hunt, Highlands subdivision, Indian Springs subdivision, Kemp Mill subdivision, Lake Churchill subdivision, Liberty Heights subdivision, Maplewood subdivision, Olney Mill subdivision, Potomac Riding Lane, Regency Estates subdivision, Rosemont subdivision, Sherwood Forest subdivision, Tea Rose Drive, Walnut Hill subdivision, Waring Station subdivision, West Old Baltimore Road, and Wildwood Hills subdivision.
- Residential road and sidewalk rehabilitation – The Division rehabilitated 8 miles of the following residential streets at a total cost of $1,470,000. Bay Tree Lane, Bent Branch Road, Buttonwood Lane, Dahlonega Road, Glen Echo community – Phase II, Mohican Place, Mohican Road, Onondaga Road, Rivercrest Court, Scioto Road, Tulip Hill Terrace, Virginia View Court, and Wiscasset Road.
- Neighborhood slurry sealing – The Division slurried 343 miles of the following neighborhoods at a total cost of $24,966,000. Ashton Manor , Avenel/Mazza Woods, Kings Bridge, Manor Oaks--Phase I, II & III, Prathertown, Rollingwood, and Teaneck.
- Tar and Chip treatments – The Division conducted tar and chip resurfacing on 26 miles of the following neighborhood streets or rural roads at a total cost of $190,000. Bryants Nursery Road, Cattail Road, Haviland Mill Road, Holesey Road, Johnson Drive, Kingsvalley Road, Mountain View Road, Peach Tree Road, and Prices Distillery Road.

Community Outreach – The Division sent newsletters to residents affected by its resurfacing program. The newsletters describe scope, timing, and characteristics of the work and provide County staff contacts.

Street Sweeping – This program includes additional funding from the Department of Environmental Protection for sweeping roads situated in critical watersheds. The Division completed more than two-thirds of the sweeping county-wide by the close of FY10 and had already collected more than 325 tons of road debris on non-critical areas and 792 tons from roads in critical watersheds.

Tree Pruning – The Division removed 1800 trees plus another 500 trees requiring PEPCO assistance due to involvement with power lines; pruned 3400 trees; removed 900 stumps; and completed inspections at 5100 locations.

Refresh Montgomery and other litter pick-up – The Division undertook a proactive litter campaign to clean-up the county right-of ways following the winter season. This eight-week program collected 32 tons of debris and 3,354 bags of litter on 374 lane miles in FY10. It also supported the Adopt A Road volunteer program with its 2500+ volunteers who cleaned more than 260 road segments.

DIVISION OF TRANSPORTATION ENGINEERING
Bruce Johnston, Chief

Transportation Projects Completed – The Division's commitment to a balanced transportation program resulted in a series of projects being completed in FY10. These included the following major improvements to the county's transportation infrastructure.

- Citadel Avenue Extension (650 feet; $5.4 Million)
- East Deer Park Bridge over CSX – Emergency Bent Repair ($500,000)
- Father Hurley Boulevard Extension (5800 feet; $21.5 Million)
- Nicholson Lane Bridge ($3.7 Million)

- Travilah Road Improvements (14,400 feet; $11.0 Million)
- White Oak Transit Center ($1.5 Million)
- Woodfield Road Extension (3000 feet; $14.5 Million)

Improve Pedestrian Connectivity Infrastructure – In FY10, the Division constructed 12,500 linear feet of new sidewalk; reconstructed 14,600 linear feet of non-compliant sidewalks and ramps to meet ADA specifications; and installed 7,000 linear feet of new sidewalk connections to bus stops along with 17,600 square feet of concrete bus stop pads. Total investments for this work amounted to $1,338,000.

DIVISION OF PARKING MANAGEMENT

Steve Nash, Chief

Credit Card Payment Option – In the first half of FY09, the Division modified the five Pay-on-Foot and Pay-by-Space revenue collection systems in its public garage inventory to accept payment by credit card. Since then, the percentage of payment transactions by credit cards at these five public garages has steadily risen, ending FY10 with usage rates as high as 60 percent at the Woodmont Corner Garage in Bethesda, 44 percent at the Cameron Street Garage in Silver Spring, and 43 percent at the Amherst Garage in Wheaton. [Editor's note: in late fall 2010, the Division installed this option at a sixth location, the Metropolitan garage in Bethesda.]

"Pay-by-Cell Phone" Technology – In FY10, the Division conducted a pilot project to evaluate a parking payment method that allows customers to use their cell phone to pay for parking at metered spaces. The pilot project assessed the reliability of the Pay-by-Cell technology inside garages, on surface lots, and with on-street meters. Customer feedback also provided insight into how easy this technology is to learn and use.

DIVISION OF TRAFFIC ENGINEERING AND OPERATIONS

Emil Wolanin, Chief

Traffic Signal System Modernization – Conversion of the County's aging automated traffic signal management system is proceeding in phases, due to the magnitude of the undertaking. Phase 1 – planning and system engineering – is complete. In addition, as backup, local intersection timings have been installed at 400 intersections. In the event of a long term loss of communications, this feature can be manually activated at each intersection and will provide peak and non-peak cycle lengths, distribution of green time and synchronization/coordination that emulates the timings and control provided by the central computer. Phase 2 – deployment – is well underway. In FY10, 40 County signals are now operating on the new system. All intersections will be converted to the new system and the existing system deactivated by the end of FY12.

- **Intersection & Corridor Traffic Calming –** The Division completed construction of a variety of intersection and corridor projects that improve pedestrian safety by making engineering investments that slow traffic speeds and improve the visibility or operation of pedestrian crossings. These projects included:
- Fairland Road
- Calverton Boulevard (traffic calming)
- Tilden Lane (traffic calming)

Intersection & Corridor Safety Improvements – The Division completed construction of a variety of intersection and minor corridor projects that improve safety or add additional transportation capacity. These projects included:

- Bou Avenue at Chapman Avenue (new striping)
- Seven Locks Road at Montrose Road (extended lane)

Pedestrian Road Safety Audits – As part of the County Executive's Pedestrian Safety Initiative, high incident areas were designated where data found significant numbers of pedestrian collisions were occurring. The first step toward implementing engineering, education, and enforcement actions is to conduct an audit of current conditions. This was done in the following areas.

- Piney Branch Road - Work continues on recommendations identified in the Pedestrian Road Safety Audits (PRSA) for the first High Incident Area (HIA), Piney Branch Road from Flower Avenue to the county line. Requests for additional and upgraded streetlights have been sent to PEPCO; traffic signal timings at all of the traffic signals have been adjusted to assure that the pedestrian clearances are set for 3.5 feet per second walking speed; coordination to relocate and light bus stops and shelters is ongoing; lighting and signal malfunctions have been repaired; and coordination of longer term projects with State Highway Administration (MSHA) continues. Plans for widening the sidewalk on the north side from Flower Avenue to Greenwood have been sent to MSHA for approval.
- Wisconsin Avenue - The PRSA for the second HIA at Wisconsin Avenue from Montgomery Lane to Leland Street was completed in December, 2009. Coordination meetings with MSHA to implement recommendations have begun.
- Georgia Avenue - The PRSA for the third HIA, Georgia Avenue/MD 97 from Sligo Ave to Spring Street, was conducted in the spring of 2009. The audit report is being finalized.
- Rockville Pike - The fourth PRSA was performed on a portion of Rockville Pike/MD 355 from north of Randolph Road to Halpine Road, where a high concentration of senior pedestrian crashes was identified. The audit was conducted early summer, 2010.

Safe Routes to School Engineering Program – The Division completed safety evaluations in the vicinity of 34 schools. 28 comprehensive evaluations were done which included 12 school areas that had been identified by CountyStat as having a high number of pedestrian collisions within a half mile radius of the school. Engineering improvements were made at 16 locations in FY10. Operating budget funding for this program has been reduced due to fiscal constraints.

Pedestrian Signal Retiming – This is a program for retiming pedestrian clearance intervals at traffic signals to reflect a travel speed of 3.5 feet per second, a reduction from the previous 4.0 feet per second. Concurrently, vehicle clearance intervals (yellow and all red) are reviewed and adjusted as required. The Division completed retiming 45 signals in FY09 and an additional 141 in FY10, including signals in White Oak (US 29), Georgia Avenue (Glenmont area), Twinbrook and White Flint areas.

New Pedestrian "HAWK" Signal Installed on E. Gude Drive – A special pedestrian-activated signal/beacon was installed in the Spring of 2010. This new signal device is the first of its kind in the State, and is modeled after an innovative treatment developed by the City of Tuscon, Arizona.

Countdown Pedestrian Signals – The final 22 County intersections were outfitted with pedestrian countdown displays during FY10, bringing the total number of County-owned intersections with these devices to 177. All County traffic signals are now outfitted with this pedestrian safety innovation.

Uninterruptible Power Supply with Battery Back-up – The Division has installed battery systems at approximately 45 intersections that provide short term power to traffic signals at key intersections. In addition to ensuring smooth traffic operations in the event of power outages, these intersections will also serve as communication "hubbettes" which are critical to deployment of the new traffic signal system.

Highway Service Patrols – This initiative was started in FY05 with the goal of having several teams in specially equipped trucks cruising in traffic during rush hours. The teams are able to respond to accidents and other problems that block travel lanes. By moving a disabled vehicle out of a lane of traffic, they quickly restore normal traffic flow. In FY10, the Service Patrol responded to approximately 1100 roadway incidents, including accidents, disabled vehicles, and cars out of gas. This program was discontinued at the close of the fiscal year due to financial constraints.

Tree Foliage Removal From Signs or Streetlights – More than 350 work orders were processed for removal of foliage to aide motorists and pedestrians. This represents a 90 percent increase over FY09's total.

DIVISION OF TRANSIT SERVICES
Carolyn Biggins, Chief

Customer Service Improvements – The Division implemented a series of measures to enhance customer service among its patrons.

- Ride On improved 398 bus stops in FY10, upgrading ADA access and safety, as part of its ongoing bus stop improvement program.
- For improved customer protection, Ride On increased security on its buses and at its facilities by installing cameras. Approximately three quarters of the fleet now have cameras on board.
- Ride On completed installation of a new computer-aided dispatch-global positioning satellite system that will allow it to provide real-time bus arrival information.
- The Transit Information Center in Rockville began accepting credit cards for the purchase of fare media.

Clean Buses – Over 40 percent of the Ride On fleet is now fueled by alternative fuels such as compressed natural gas or hybrid vehicles that run on both diesel and electric batteries.

Bus Idling – The Division has a standard operating procedure which limits the idling of buses to three minutes. Decals with the policy have been installed on bus fareboxes. Managers strictly enforce this rule with progressive disciplinary action against bus operators who violate the policy. In addition, the Department of General Service's Fleet Management Division has installed an automatic feature on Ride On buses that powers a bus down safely if it has been idling more than five minutes.

Ride On Service Cuts to Meet Fiscal Constraints – Reductions in Ride On service mandated by revenue shortfalls within the County were minimized with careful, surgical adjustments to service. As a result, an original proposal of a seven percent cut was reduced to only a two and a half percent service reduction. Service adjustments trimmed frequency and unproductive extensions of certain routes rather than eliminating entire routes.

Ride On Annual Food Drive – Ride On held its 23rd food drive, called Give & Ride, in April, 2010. Under this annual program, bus passengers can ride free during the week by donating canned or nonperishable food. Food collected through the drive goes to the Manna Food Center, which feeds 3,000 hungry families a month in our area. Because of the recession and higher unemployment, Manna reported its demand for food has gone up 50 percent. Ride On collected nearly 6,700 pounds of food for the hungry from this effort.

Bus and Shelter Advertising – During calendar year 2009, 3,650 commercial ads were requested by local and national businesses and installed by the advertising contractor on Ride On buses. 1,600 Montgomery County public service advertisements were installed on the buses, primarily interior bus cards. While bus shelter revenues have continued their downward trend, bus vehicle revenues are much higher than forecasted.

New TRiPS Commuter Store in Friendship Heights Opens – This store joins the existing commuter store in downtown Silver Spring.

Employer Recognition Events – A series of employer recognition events was held in each of the Transportation Management Districts (TMDs) and the Commuter Services Section service areas throughout the county. The events were called the "Transportation A²CE Awards," for Advocates for Alternative Commuting Excellence. They recognized businesses with outstanding programs to promote alternative commuting. These events also served as client appreciation functions for the employer representatives invited and as marketing outreach events. They were a substitute for the larger-scale Transportation Awards Ceremony that has been held in the past. Awards were presented to a total of 19 businesses in the following service areas: Friendship Heights TMD (3), Silver Spring TMD/ Eastern County (5), Bethesda TMD (3), North Bethesda TMD (4), and the Rockville/Western County service area (4).

DIRECTIONS

The divisions have numerous initiatives, programs, or projects they plan to introduce in Fisca1 Year 2011 and beyond. Implementation of these programs or services will be contingent upon available resources, which currently are severely constrained. Some will be tested and evaluated prior to full scale implementation.

DIVISION OF HIGHWAY SERVICES

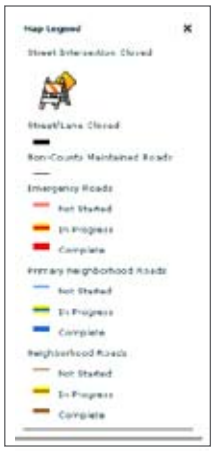
Keith Compton, Chief

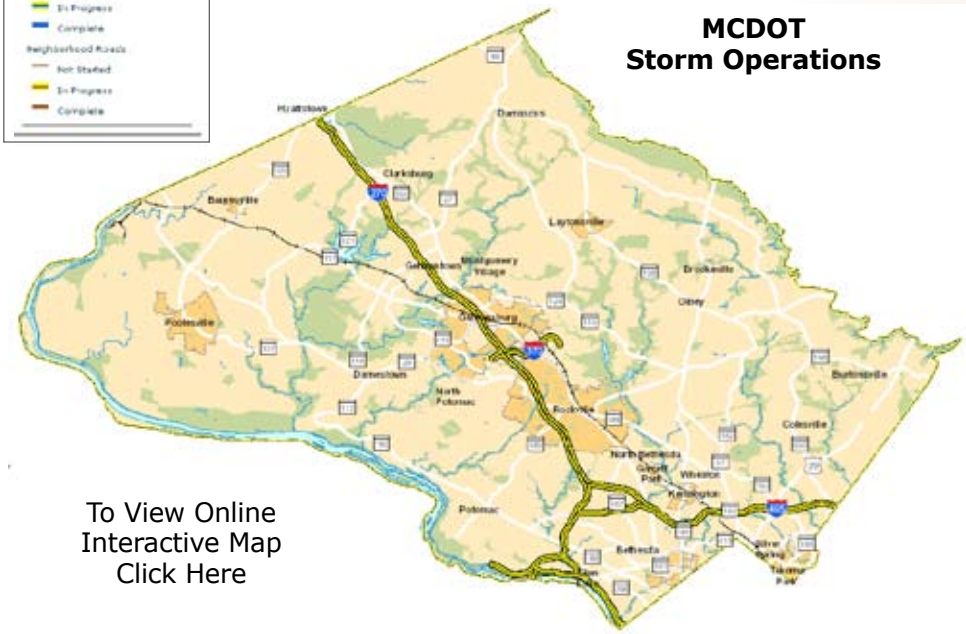
Snow Clearance – The number of snow plow routes will be expanded to enhance effectiveness in managing plowing.

Roadway Pretreatment with Salt Brine – The Division began a 2009-2010 pilot program, with initial results proving to be favorable. The pilot will be expanded for 2010-2011. The approach involves applying liquid deicer to road surfaces before storms. The treatment reduces the amount of salt needed to be applied. Potential benefits include increased traffic safety at lower cost and better snow plowing performance.

New Snow Plowing Map – To provide better information to residents during a snow storm MCDOT, in partnership with the Department of Technology Services, will upgrade its existing website map. [Editor's note: this new map was launched by the County Executive in mid-December, 2010 and is now available for resident access at montgomerycountymd.gov/snow.] The new map, using a web-based platform, will have the following features.

- Map users will be able to better track plowing progress along MCDOT-maintained roads. County roads are categorized as Emergency Plow Routes (first priority), Primary Neighborhood Plow Routes (second priority), and Neighborhood Plow Routes (third priority). Residents will be able to monitor plowing progress throughout the county on each type of MCDOT-maintained road, seeing the status as "Not Started," "In Progress," or "Completed." The map will also provide road closure information.
- Map users will be able to access all traffic camera feeds via icons on the map, providing real-time road conditions throughout the County. This is particularly beneficial to obtain road conditions on roads MCDOT is not responsible for maintaining, such as State roads and highways.
- Map users will be able see the locations of bus stops and Metro stations throughout the county for residents who wish to access public transportation.





MCDOT Storm Operations

To View Online Interactive Map Click Here

- Map users will be able see the locations of elementary, middle, and high schools plus hospitals in the county.
- Residents of the county will be able to submit "Missed Street" or "Damaged Mailbox" service requests via the map with a click of a mouse.

Residential Road Rehabilitation – The Glen Echo Phase II road rehabilitation project is now complete. The next community to receive this comprehensive treatment will be Forest Glen, with work expected to start by fall of 2010.

Pavement Management System – This program was previously put in place as a means to routinely inspect and rate all pavements within the transportation network. It is now in the second two year cycle of pavement condition reporting for all County maintained roads. It should be completed by the spring of 2011.

Investigate New Technologies for Roadway Maintenance – The Division will be testing various new systems to assist in the efficient operations of it road maintenance functions. These include the use of automatic vehicle locators (AVL), GPS navigation, road information weather technologies for snow clearance, and a maintenance decision support system for general operations.

New Highway Maintenance Facilities – A new Highway Services depot will be completed in Silver Spring in the fall of 2010. [Editor's note: the staff moved into the depot in October.] The Gaithersburg East and West Depots will be relocated to new facilities in the Gaithersburg vicinity within the next few years.

DIVISION OF TRANSPORTATION ENGINEERING
Bruce Johnston, Chief

Major Transportation Projects Planned – Construction will be starting in FY11 and beyond on the following projects.

- Cedar Street Bridge Replacement
- Central Avenue Sidewalk
- Century Boulevard
- Cherington Access Road
- Clarksburg Connector
- Dale Drive Sidewalk – Mansfield Road to Hartford Avenue
- East Gude Drive Bridge rehabilitation (westbound)
- Greentree Road Sidewalk – Old Georgetown Road to Fernwood Road
- Henderson Avenue storm drain improvements
- Jones Bridge Road Bikepath
- MacArthur Boulevard Bikeway Improvement – Segment 2
- Maple Avenue Storm Drain and Roadway Improvements
- Montrose Bike Trail
- Nebel Street Extended
- Pearl Street Access Ramp to the Georgetown Branch Interim Trail
- Piney Meetinghouse Road Bridge Rehabilitation
- Shady Grove Metro Access Bikepath
- Thompson Road Connection
- Town of Chevy Chase Storm Drain Improvements
- Travilah Road – Final Phase
- West Cedar Lane Bikepath
- Watkins Mill Road Extended
- White Ground Road Bridge Replacement

Base Realignment and Closure Investments – As the Walter Reed hospital proceeds toward closure and its functions are transferred to the National Naval Medical Center (NMMC), MCDOT continues to be a key player in the coordination of projects to be implemented by the State for technical, financial, prioritization, and community participation aspects. The Division has been actively designing and is expected to construct several pedestrian and bicycle facilities around the NNMC in advance of the Walter Reed relocation. These projects include the following.

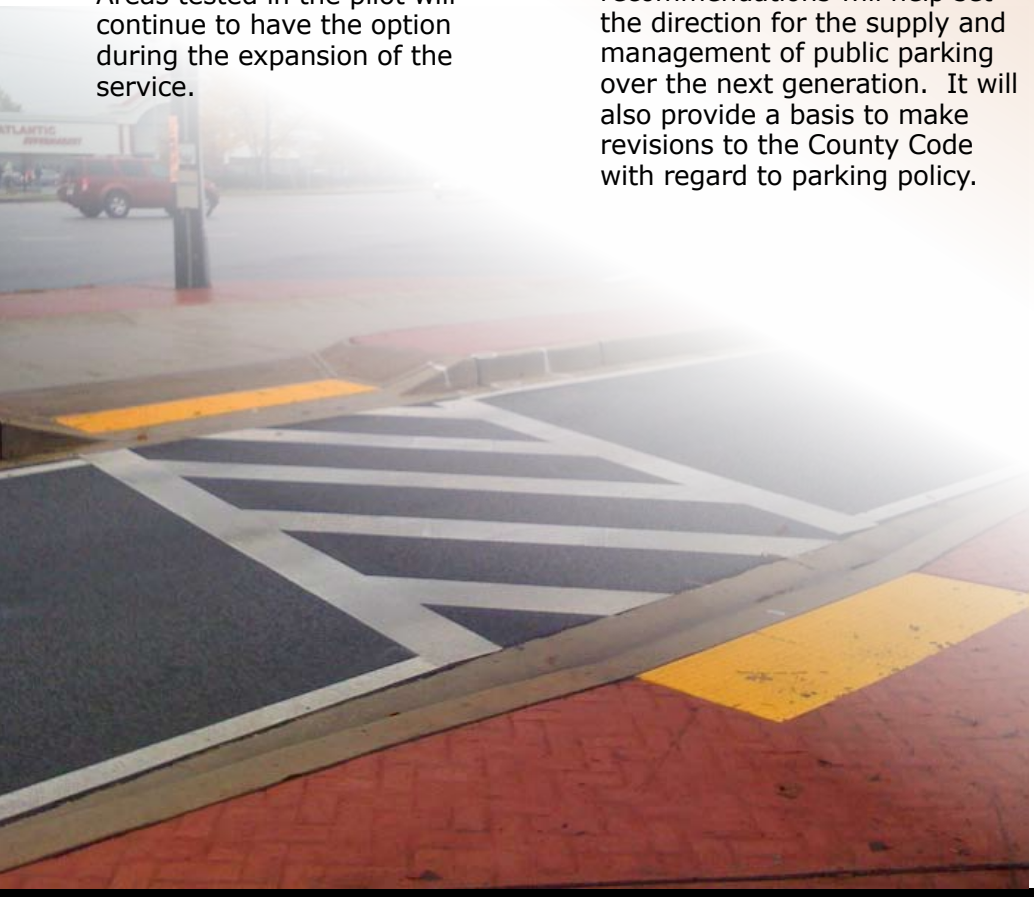
- Bikeway on the south side of Cedar Lane between Old Georgetown Road and Rockville Pike;
- Bikeway on the north side of Jones Bridge Road from Rockville Pike to Platt Ridge Road;
- Sidewalk widening along the east side of Rockville Pike between Jones Bridge Road and Cedar Lane; [Editor's note: this project was completed in the summer of 2010.]
- Implementation of bikeway signs and limited street lights on the south east quadrant of the intersection of Jones Bridge Road and Rockville Pike;
- Rehabilitation of the existing Cedar Lane bridge over Rock Creek.

Sidewalk Inventory – The Division will explore ways to undertake a systematic inventory of the transportation network and the county's activity centers in order to ascertain gaps in the sidewalk network and other needed improvements to the existing pedestrian and biking infrastructure.

Annual Bikeway Program – The Division plans to install bikeway signage on 10 additional routes in FY11.

DIVISION OF PARKING MANAGEMENT
Steve Nash, Chief

"Pay-by-Cell Phone" Technology to be Extended – This program allows a patron to pay for their expected parking usage by cell phone. For the customer's convenience a simple call can also extend or contract the time paid as long as it is within the allowable timeframe for the meter or space. In FY11, the Division will be expanding this customer option countywide. Areas tested in the pilot will continue to have the option during the expansion of the service.



Testing of Occupancy Information Systems for Parking Garages – A vehicle counting system will be tested to validate system accuracy, installation costs, and compatibility with the operations of a County garage. If the test is successful, the public will have reliable information on the availability of empty spaces in any garage equipped with the system.

On-line Parking Permit Renewal – The Division will explore the development of a secure, on-line system to renew residential and monthly parking permits. This would provide another renewal option in addition to renewing by mail or in-person at sales stores.

Revised Parking Supply Requirements and Updated Parking Management Principles – MCDOT and the Maryland-National Park and Planning Commission will be joint sponsors of an in-depth parking management study. Study recommendations will help set the direction for the supply and management of public parking over the next generation. It will also provide a basis to make revisions to the County Code with regard to parking policy.

DIVISION OF TRAFFIC ENGINEERING AND OPERATIONS
Emil Wolanin, Chief

Modernization of the Traffic Signal System – After experiencing a major system failure in FY09, the Division accelerated this ongoing project to ensure faster implementation. As a result, all intersections are planned to be running on the new system by the end of FY12 (June 2012) – a two year acceleration in the original modernization project.

Stimulus Funding Projects – Using federal funds administered through the State, the Division will upgrade substandard guardrail end treatments, upgrade traffic warning signs, install street lighting on Woodfield Road/MD 124, and install 40 additional uninterrupted power source units at MCDOT-owned intersections.

Improve Pedestrian Safety in High Incidence Areas – The Division will continue to work with the State to expedite the construction of significant traffic and pedestrian safety improvements in high incidence areas that involve State roads. The Division will partner with other agencies and developers to leverage needed safety improvements with planned development and capital projects.

Forest Glen Road Railroad Crossing Quiet Zone – The Division submitted an application to the Federal Railroad Administration (FRA) in the spring of 2010 for approval of the "Alternate Safety Measures" that were installed in 2009. The FRA is expected issue its decision after a 60 day public comment period. If FRA approves, the Notice of Establishment to implement the Quiet Zone will be issued, probably in the fall of 2010. [Editor's note: the quite zone did go into effect in this timeframe.]

DIVISION OF TRANSIT SERVICES
Carolyn Biggins, Chief

New Buses – Ride On will continue to pursue new technologies available on new vehicle purchases to reduce emissions.

Expansion of Facilities – Ride On will expand its Gaithersburg facility and construct a new garage to accommodate planned bus service expansion.

New Bus Service with Innovative Bus Rapid Transit System – MCDOT is leading a $500,000 study to analyze the feasibility of a comprehensive bus rapid transit system in the county. As a result of this effort, MCDOT will be able to determine what kind of technology is suitable for different corridors, designate which corridors warrant further study on the basis of projected ridership, and develop preliminary cost effectiveness criteria for the feasible corridors. The study is expected to be completed in the latter part of FY11.

Information at Bus Stops – Ride On is implementing an automated transit information system which will provide automated real-time bus information on the web, on PDAs and cell phones, and at bus stops. The Division is also planning to implement an integrated voice recognition system in 2011.

Bus Passes – All Ride On passes are planned to be on the SmarTrip card by late 2012, eliminating paper passes.

New Vehicle Sharing Programs – The Division plans to initiate a car sharing program in cooperation with MCDOT's Division of Parking Management within the Parking Lot Districts. The Division is also planning a new bike sharing program within central business districts. These innovative options will provide commuters with increased flexibility when traveling by transit or ridesharing.

The Call 'N Ride Program – The Division will explore the feasibility of converting the existing coupon system to a paperless electronic card system, eliminating the volume of coupons that require daily manual administration by staff, and enhancing the senior transportation service.

Medicaid Program – The Division will seek to develop quality improvement initiatives with Maryland State Department of Health and Mental Hygiene and County medicaid transportation managers. The goal is to improve program coordination among the Maryland jurisdictions that provide transportation service to Medicaid recipients.

Ride On
Montgomery County Transit

THE MCDOT ORGANIZATION

When County Executive Isiah Leggett was elected in November, 2007, he announced a series of principles that would characterize his administration. He vowed to pursue the common good by working for and with Montgomery County's diverse community members to provide an effective and efficient transportation network, among other goals. Soon after taking office he began reviewing various departments in the Executive Branch.

The reorganization of the then Department of Public Works and Transportation was subsequently announced. MCDOT now focuses on moving people and vehicles within a balanced, coordinated, and safe network of transit, roads, bikeways, and pedestrian facilities. Below are the divisions and sections within each that make up the department.

DIRECTOR'S OFFICE
Transportation Policy
Metro and MARC Liaison
State Highway Liaison
Sustainability Coordination
Community Outreach **(Outreach Programs: 240.777.7155)**

DIVISION OF HIGHWAY SERVICES (Customer Service: 311)
Pavement Management
Field Operations
Tree Maintenance
Support Services

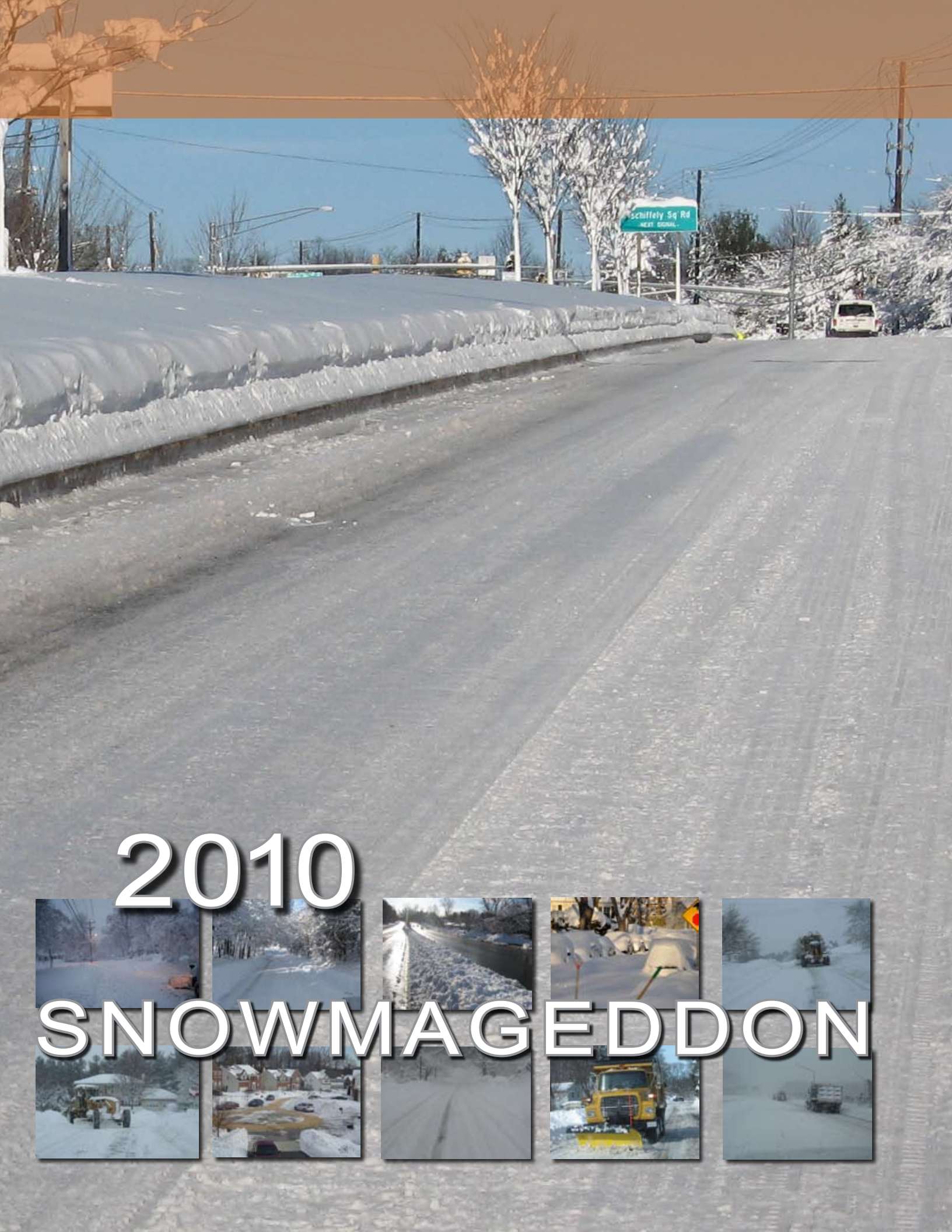
DIVISION OF PARKING MANAGEMENT (Customer Service: 311)
Engineering & Maintenance
Financial Management
Operations
Management Services & Property Development

DIVISION OF TRAFFIC ENGINEERING & OPERATIONS (Customer Service: 311)
Traffic Engineering Design & Operations
Traffic Engineering Studies
Transportation Management
Management Services

DIVISION OF TRANSIT SERVICES (Transit Information: 311)
Operations
Customer & Operations Support
Operations Planning
Commuter Services
Medicaid & Senior Transportation
Management Services

DIVISION OF TRANSPORTATION ENGINEERING
Transportation Planning & Design
Transportation Construction
Property Acquisition
Engineering Services

For detailed contact information, visit the department's website at montgomerycountymd.gov/mcdot. Contact the Community Outreach office at 240.777.7155 to request a copy of the *"Residents' Guide to Services"* brochure. Community Outreach also publishes a listing of resident/business advisory committees, a fact sheet on the department, a progress report on the Renew Montgomery program, and a handbook on the procedures used by the County to implement capital projects from concept to construction. This booklet is entitled *"How to Get What You Need at MCDOT."*


Schiffely Sq Rd
NEXT SIGNAL
2010
SNOWMAGEDDON

MCDOT's Website: montgomerycountymd.gov/mcdot

MCDOT's Customer Service Center: 311

MCDOT's Transit Information Center: 311

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MC311 ANSWERING TO YOU

www.montgomerycountymd.gov/311
For calls made outside of Montgomery County: 240-777-0311
240-773-3556 TTY

Community Outreach

For additional copies, write mcdot.outreach@montgomerycountymd.gov
or call 240.777.7155

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