



Montgomery County Government • Department of Transportation

# 2013

Highlights of MCDOT'S Achievements for Fiscal Year 2013  
July 1, 2012 through June 30, 2013



# ANNUAL REPORT



MONTGOMERY COUNTY  
DEPARTMENT OF TRANSPORTATION  
FY2012 ANNUAL REPORT

This report highlights the achievements of the Department of Transportation in Fiscal Year 2013 (July 1, 2012 to June 30, 2013). It also outlines some key directions for the department's divisions in the next fiscal year and beyond.

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Cover photo: Bikesharing in Montgomery County became a reality in FY13 (September 2013), as advertising on this Ride On bus attests. Now almost 50 bikeshare stations exist in various urban centers.

[montgomerycountymd.gov/mcdot](http://montgomerycountymd.gov/mcdot)

# MISSION STATEMENT

Provide an effective and efficient transportation system that . . .

- ensures the safe and convenient movement of persons and vehicles on County roads; and
- plans, designs, and coordinates construction of traffic, transit, bicycle 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. 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.



"We pride ourselves in delivering the highest quality service while seeking innovative approaches to serving and communicating with our customers. The county's transportation system is balanced, with options for travel by car, transit, bike, or walking. More than 1300 MCDOT employees are dedicated to ensuring the residents, workers, and visitors in Montgomery County get where they need to go quickly and safely."



## RECOGNITION

Civil Engineers' Association of Maryland (CEAM) – The Chief of the Division of Transportation Engineering, Bruce Johnston, was elected president of this prestigious engineering association in the spring of 2013.

Montgomery County's Pedestrian Safety Program – Montgomery County's Pedestrian Safety Initiative was presented at the Transportation Research Board's Pedestrian Committee Meeting on January 15, 2013. As a result, the county's program will be included as a case study for the University of North Carolina's Pedestrian and Bicycle Information Center's PEDSAFE publication/website.



SRTS Coordinator along with the Pedestrian Safety Coordinator and MCPD representatives presented a webinar titled Prioritizing Pedestrian Safety in Montgomery County, Maryland for the Greater Washington Region Safe Routes to School Network and the Safe Routes to School National Partnership. Cited as a model program, the County Executive's Pedestrian Safety Initiative was featured.



# ACCOMPLISHMENTS

Here are the major accomplishments of the department during fiscal year 2013.

## DIVISION OF HIGHWAY SERVICES

Keith Compton, Chief

*The Division manages the maintenance of all County roads. Operating Budget activities include resurfacing; patching; shoulder and storm drain maintenance. Capital Budget activities include primary/arterial and rural/residential road resurfacing and rehabilitation.*

- \$48,888,596 Operating Budget, including storm costs
- \$46,800,000 Capital Budget
- 268 employees
- 5,109 lane miles of County roadway maintained



**Road Resurfacing and Concrete Repairs** – The Division strives to utilize limited budgets in the best way possible with a repair strategy that maximizes the life-cycle of the roadway pavement network. Their system contributes to a safe, cost-effective roadway system. It applies state of the art software to “age” the survey data through the use of predictable models, known as deterioration curves. This information provides an analysis of pavement conditions and treatment options for present and future prioritization. Crews and contractors resurfaced or otherwise conducted preventive maintenance on 426 lane miles of roadway – both arterials and residential streets, 32 miles of curb and gutter, 28 miles of sidewalk, 874 driveway aprons, and 593 ADA ramps in FY13.

- Residential Road Rehabilitation – A ribbon cutting ceremony celebrated the completion of the Forest Glen Estates neighborhood roadway rehabilitation project. The work in Forest Glen Estates involved 15 lane miles of restored roads, curbs, gutters, and sidewalks at a total cost of about \$6 million. In FY13, the program started work in two neighborhoods: Brookmont and Frankland Knolls.
- Primary/Arterial Streets – The Division used hot mix asphalt to resurface 87 lane miles of primary streets at a total cost of \$10.0 million.
- Residential and Rural Streets and Roads – The Division completed 329 lane miles of pavement repairs and resurfacing at a total cost of \$9.3 million.
- Curb and Gutter Concrete Repairs – The Division replaced 32 lane miles of concrete curb and gutter at a total cost of \$8.8 million.
- Sidewalk Repairs – See special section detailing progress on the County Executive’s Pedestrian Safety Initiative.
- Spot Improvements associated with storm drain maintenance or emergencies – Proper drainage is instrumental in extending the life of roadways and reducing accident potential. Drainage structures are routinely inspected throughout the County. Maintenance work is scheduled based upon functioning adequacy of the facility in question and consideration of future development. Repairs also cover shoulder areas and design problems to reduce safety hazards. The Division addressed, often in coordination with other divisions, drainage problems at 22 locations throughout the County at a total cost of \$700,000 in FY13. Major emergency repairs due to collapsed culvert pipes occurred at Jerusalem Road at Dry Seneca Creek (Poolesville); Cattail Lane between Cattail Road and Jonesville Terrace (Poolesville); Mullinix Mill Road (Damascus) in which the road was closed for two weeks; and Derwood Circle (Derwood) in which a large sinkhole located in the storm drain inlet caused the sidewalk to fall into the depression. In total, the Division replaced 2,657 linear feet of storm drain culverts in FY13.
- Community Outreach – The Division distributed 129 Project Newsletters (more than triple FY12’s number) amounting to 33,162 mailings to residents and civic organizations. The newsletters advise residents of scheduled maintenance work in their neighborhoods.

**Systematic Assessment of Roadway Conditions** – The Division initiated the third bi-annual Countywide Pavement Condition Assessment and utilized a state of the art automated pavement condition data collection van. All County maintained roadways were rated to identify their current condition.

**Storm-related Actions** – The Division responded to 23 winter or summer storms during FY13. In total, the County received 6 inches of snow and 16 inches of rain.



- This included the unanticipated Derecho windstorm that occurred the evening of June 29, 2012. In this freak storm, thousands of trees were blown down and utility lines were damaged. Depot crews joined PEPCO tree and overhead line crews to clear approximately 200 roads that were closed Countywide. The Depots and supporting contract crews continued to remove tree debris from within County right of way for several weeks after the storm hit. The effort included a County-wide neighborhood sweep in which residents could place their storm-related tree debris on the edge of the road for pick-up by Highway crews. The total cost of the storm to the Division was estimated to be just under \$8 million.
- Later in the year Hurricane Sandy forced cancellation of the planned snow practice event and required the full activation of crews along with tree related contractual support. The total cost of Sandy to the Division was estimated to be a little over \$2 million. The County received 75 percent reimbursement from FEMA in connection with these two national disasters.
- Then in the final days of FY13, the Division responded to the June 10 and June 13, 2013 severe thunderstorm and tornado events. These events caused localized roadway flooding, blew down thousands of trees, and damaged utility lines. Depot crews joined with PEPCO tree and overhead line crews to clear approximately 30 roads closed Countywide. The Aspen Hill area was hit the hardest by this storm.

**Pothole filling** – Approximately 1,422 pothole requests were received and addressed during FY13. These requests came from the pothole form on the MCDOT website, MC311 Service Requests, letters, emails and self-patrols by Division crews. The budget for pothole filling was approximately \$13.6 million. The Division has undertaken a proactive approach to addressing potholes. In addition to the four patch trucks in operation, each supervisor with a pickup truck carries bags of “cold asphalt patch mix” material used to temporarily address potholes. This approach allows Highway Services to lower the response time and address all requests within an approximately 48 hours of notification.

**Street sweeping** – Street sweeping removes winter abrasives and other debris from County streets and in so doing reduces pollutants in the Chesapeake Bay watershed, reduces maintenance costs by keeping the drainage systems clean, and improves the appearance and the safety of our neighborhoods. This program includes additional funding from the Department of Environmental Protection for sweeping roads situated in critical watersheds. The Division conducts sweeping of over 4,000 lane miles and typically collects 1,000 tons of debris each season.

**Grass mowing operations** – Mowing the right-of-way along roadsides and sidewalks is a vital maintenance activity for a functional, safe, and attractive transportation system. It maintains sight distance for the motoring public, ensures that sidewalks are passable – especially for wheelchairs and bicycles – maintains turf quality, controls undesirable brush and noxious weeds, manages wildflower meadows, and provides an aesthetically pleasing appearance. In FY13, a total of 11 mowing cycles were completed covering over 1,160 acres.

**Leafing operations** – Vacuum leaf collection is among the Division’s most extensive activities. Approximately 350 people, 110 trucks, and 60 leaf vacuum machines are utilized to pick up leaves from some 120,000 properties along 850 miles of roads in the vacuum district. Collection in FY13 amounted to 140,000 cubic yards. Personnel worked ten hours per day, six days a week, in order to provide two scheduled collections each fall. Vacuum leaf collection is separate from the bagged leaf collection provided by the Department of Environmental Protection (DEP) through its yard waste recycling program. Vacuum leaf collection is conducted in the leaf vacuum collection district in the lower part of the County and is a joint effort with the DEP’s Division of Solid Waste. In general, the collection district is bounded by I-495, I-270, Rockville City limits, Norbeck, Bel Pre and Bonifant Roads, Northwest Branch Park, and the District of Columbia, City of Takoma Park, and Prince George’s County boundaries. The budget for leaf collection is approximately \$5.4 million.

**Tree maintenance** – More than 500,000 trees exist along public roadways throughout the County, with an estimated environmental and aesthetic value of over \$500,000,000. The Division’s maintenance program attempts to reach trees before they become hazardous and to preserve the urban street tree canopy. Tree removals are scheduled according to priority criteria: public safety, threats to active power lines, date received. At the close of FY13, arborist site inspections exceeded 17,400. This is a 26 percent increase over the preceding fiscal year. The Division Removed 2,795 trees, planted 1,200 trees (a 43 percent increase over FY12’s level), and pruned 5,400 trees (more than double FY12’s number). Funding for tree maintenance continues to fall short of needs resulting in backlogs: tree pruning – 900, which translates into a 11 month backlog; tree removal – 900, which translates into a 10 month backlog; stump grinding – 9,000 stumps, which translates into a 3 year backlog plus Pepco related stumps of over 3,000. Stump grinding was not funded in FY13. The budget for tree maintenance is approximately \$3.5 million.

## DIVISION OF PARKING MANAGEMENT

Rick Siebert, Chief

*The Division operates, maintains, and develops the County's Parking Lot Districts under policies and business practices that maximize the effectiveness of available parking supply, while enhancing the economic development of specific central business districts and promoting a balanced transportation system.*

- \$23,423,877 Operating Budget
- \$29,540,000 Capital Budget
- 51 employees



**Woodmont Avenue/Bethesda Avenue (Lot #31) Redevelopment Initiated** – The land beneath Parking Lot 31 in Bethesda was sold to a private developer who began constructing apartments, condominiums, above ground retail outlets, and a parking garage of 940 public and 300 private parking spaces. A segment of Woodmont Avenue was closed in September at this site to facilitate construction. The road segment is scheduled to reopen in the summer of 2014. The Division of Traffic Engineering and Operations continues to monitor traffic operation in the area of construction, and make field adjustments where necessary and feasible. The new public parking facility is scheduled to open in early 2015.

**Interrelated Development Projects in Wheaton and Silver Spring Downtowns** – MCDOT, in cooperation with the Maryland-National Capital Park and Planning Commission (M-NCPPC), in FY13 took the lead in seeking a qualified developer team for a mixed-use development of up to four County and M-NCPPC sites. The objective of this Request for Proposal was the construction of a government office building, a town square, public parking, and private development of mixed-used, high quality, transit-oriented development within the Wheaton and Silver Spring Central Business Districts (CBDs). This development will be consistent with the County's objectives of increased density, mixed-use, and appropriate levels of affordable housing. Development of these properties in the two CBDs is inter-related. Upon completion of a government office building in Wheaton, the M-NCPPC, currently situated in downtown Silver Spring at the corner of Georgia Avenue and Spring Street, will relocate to Wheaton. Development of the site in Silver Spring will then be contingent upon the issuance of a use and occupancy permit for the office building in Wheaton.

**Garage Light Replacements** – A project was completed to replace high pressure, sodium vapor lights with brighter and more efficient fluorescent lighting in all the County parking garages in the Silver Spring and Wheaton Parking Lot Districts. [Editor's note: the project will be completed in Bethesda when sufficient resources become available.]

**Refurbishment of the Old Georgetown Road Pedestrian Bridge** – A project was completed in coordination with the divisions of Highway Services and Transportation Engineering to refurbish the pedestrian bridge in downtown Bethesda. The bridge links the Metropolitan Building with the retail complex on the other side of Old Georgetown Road.

**Credit Card Payment Option** – The Parking Lot Districts now have six garages that accept credit cards as a means of payment. The percentage of transactions by credit card reached as high as 82 percent in some of these garages during FY13. This program provided a significant customer service improvement and reduced cash handling.

**Self-Release Booting Program** – Vehicles with three or more overdue parking violations are eligible for booting. The Division initiated a program that allows motorists to release the boot themselves upon payment over the phone with a credit card. In FY13, the program reduced the parking ticket accounts receivable balance by over \$290,000. This initiative was implemented at no cost to the County.

**On-line Monthly Permit Renewal** – The Division added a new on-line service to the County website. Customers are now able to order and pay for monthly PCS parking permits on-line with a credit card. Permits ordered on-line are mailed to customers. In-person and over-the-counter sales at the two parking sales stores (Silver Spring and Bethesda) remain available.

**New Parking Rates** – The Division implemented in the fall of 2012 parking rate increases that were approved by the Council for Bethesda and Wheaton and for Silver Spring and the North Bethesda Transportation





Management District (TMD) in the beginning of 2013. In addition, approximately 350 new parking meters on selected streets in the area of the Shady Grove Adventist Hospital within the Shady Grove TMD were installed. This area already has off-street privately owned paid parking. The new meters became operational by June, 2013.

**Pay By Cell Update** – This payment feature remains extremely popular. Some two million transactions have occurred through the Pay By Cell program since it was introduced.



**South Silver Spring Central Business District Residential Permits** – The County Council directed the Executive branch to proceed with a pilot project to sell at a reduced rate to residents of a proscribed area of south Silver Spring monthly parking permits valid only in the Kennett Street and King Street garages. The objective of the pilot is for the County to provide reduced cost parking to residents of the downtown who have not been provided sufficient parking by developers. The Division began making the permits available for sale in October, 2012. Approximately 550 residential addresses were identified in the target area. The Division is currently selling approximately 65 permits a month.

## DIVISION OF TRAFFIC ENGINEERING AND OPERATIONS

Emil Wolanin, Chief

*The Division manages and operates the non-transit transportation system to achieve peak efficiency. It proactively identifies and addresses hazardous conditions and responds to residents' concerns about traffic and pedestrian safety on the County's roadways.*

- \$8,528,265 Operating Budget
- \$16,098,000 Capital Budget
- 91 employees



**Traffic Signal System Modernization** – The County is converting its aging automated traffic signal management system in phases due to the magnitude of the undertaking. Phase 1 – planning and system engineering – was completed in FY08. Phase 2 – deployment – was started in FY10, with all of the system's 800 signals converted by the end of FY12. The older system was deactivated at the close of FY12. Phase 2B of the project commenced in July, 2012, and includes outfitting the remaining County owned traffic signals with power back-up equipment and bringing all other signal devices (flashers and beacons) under control of the system.

**Uninterruptible Power Supplies/Battery Back-Up for Traffic Signals** – In a step to enhance signal reliability for short term power outages, the Division began to install Uninterruptible Power Supplies/Battery Back-Up (UPS/BBU) units in selected traffic signals. The battery back-up will allow each signal to operate for an additional eight to ten hours, or until power is restored. The total traffic signals outfitted by the close of FY13 stood at 227 of 794 (162 County owned, 65 State owned).

**Traffic Signal Program** – The Division constructed, modified, or otherwise rebuilt County-owned signals at a variety of intersections to improve motorist, bicyclist, and pedestrian safety. Projects in FY13 included the following:

- MacArthur Blvd & Clara Barton
- Tuckerman Lane & Gloxina Drive – final design work (the signal was installed in early FY14)
- Henderson Corner Road & Seneca Crossing Drive
- East Jefferson Drive at the Ring House senior housing complex
- Germantown Road & Scenary Drive
- Briggs Chaney Road & Gateshead Manor Way
- Tuckerman Lane & Bethesda Trolley Trail (beacon)
- Shady Grove Road & Piney Meetinghouse Road (beacon)

**Intersection and Corridor Safety Improvements** – The Division constructed a variety of intersection and minor corridor projects that improve safety or add additional transportation capacity.

- Wightman Road at Montgomery Village Avenue
- Middlebrook Road at Great Seneca Highway
- East Gude Drive at Southlawn Lane



## Neighborhood Access Restrictions -

- Sligo Park Hills access restrictions - in coordination with the City of Takoma Park, the Division has installed signing for the Sligo Park Hills access restrictions. This culminated an almost decade long process for the residents to address cut-through traffic.
- Dav Road & Hi Wood Drive – the Division installed turn restriction signs along Darnestown Road at Dav Rd and Hi Wood Drive.
- Forest Glen Park – the Division is working with the Forest Glen Park Citizen’s Association to address cut through traffic from Linden Lane to Jones Mill Road. Traffic data indicates the community is eligible to pursue access restrictions.

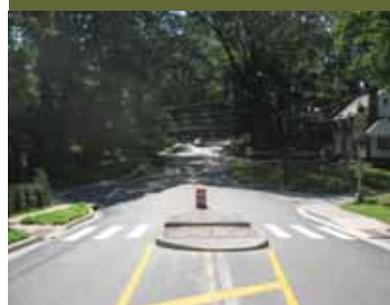
**Traffic Calming and Other Pedestrian-oriented Projects** – See special section detailing progress on the County Executive’s Pedestrian Safety Initiative.

**LED Streetlights** – The Division initiated its first area-wide implementation of LED streetlights in Damascus. The project will convert 180 streetlights to LED, which will be more energy efficient and reduce maintenance costs.

**Website Improved to Report Streetlight Outages** – The Division upgraded its website for reporting streetlight outages, resulting in optimized efficiency and improved customer service.

**AT&T National Golf Tournament Support** – The Division worked closely with the Tiger Woods Foundation to develop the transportation plan for the event, which was staged during the last week of June, 2013. The event’s main entrance was along Persimmon Tree Lane. A traffic signal now in operation at the intersection of Falls Road and Oaklyn Drive assisted in tournament traffic management. This year, a shuttle was installed for patrons of the private parking lots along Bradley Boulevard to the Main Gate. It was paid for by the permit holders in an arrangement worked out by MCDOT. The shuttle enhanced safety by having fewer people during the tournament walking along Bradley Boulevard, a street that does not have a sidewalk. Another initiative was increased frequency (from 30 to 15 minutes), provided by the County, for the Metrobus T2 bus route along River Road on Saturday and Sunday evenings. This service is operated by the Division of Transit Services/Ride On on weekends.

**Purple Line Preparation** – The Division’s staff met monthly with the State’s Purple Line project team on traffic engineering issues associated with this large transit project. Items discussed include new traffic controls, Light Rail Vehicle (LRV) operations along County roads, design dimensions for Bonifant Street, Wayne Avenue and Arliss Street, and pedestrian impacts. Staff conducted a site visit to Philadelphia to review their light rail operations and meet with local traffic engineers who interface with the transit system.



## DIVISION OF TRANSIT SERVICES

Carolyn Biggins, Chief

*The Division operates and manages the Ride On bus system, providing service to both transit-dependent residents and those who seek a comfortable and convenient alternative to driving. It also regulates taxi service in the County, promotes transportation alternatives to employers and employees, and manages special programs for the elderly and disabled.*

- \$118,542,867 FY13 Operating Budget
- \$34,702,000 FY13 Capital Budget
- 804 employees
- 342 buses



**Service Changes and Improvements** – Ride On implemented a series of service enhancements in January, 2013: 7 routes restructured, 14 routes receiving running time adjustments, 12 routes receiving span of service improvements, and minor adjustments to several other routes. Also, the route Z2 on Saturdays was eliminated. The number of bus operators required to operate service in January grew to 641 from the previous 630. Due to the complexity of the service change, special training and outreach was provided to Operations staff to help create the most seamless implementation possible. Major service increases occurred in the following areas:

- Germantown – Extension of the existing Route 98 to the south via Father Hurley Boulevard, Hopkins, Richter Farm, Schaefer, the SoccerPlex, Cinnamon Woods and the Kingsview park and ride lot.
- Gaithersburg – Extension of the existing Route 58 to Watkins Mill Drive.



- Potomac – Diversion of the Route 47 along Seven Locks Road and altering Route 38 at White Flint. The Route 38 would be split at White Flint with a new service area on the east through Connecticut Avenue Estates timed to meet at White Flint during the off-peak hours. On the west, the Route 38 would divert into the Park Potomac community along Montrose Road.
- Olney – Route 52 provided service to a new area along Queen Elizabeth Drive and eliminated several stops on the previous routing. Route 53 was altered to use the ICC, have on time performance improved, serve the new ICC park and ride lot, and eliminate certain existing stops in the reverse direction.
- Clarksburg “Meet the MARC service” – The County Council requested that MARC reallocate existing resources from the Ride On route 94 (Kingsview-Germantown MARC overflow parking shuttle) to a Clarksburg neighborhood circulator that would meet the MARC train at Germantown. Transit Services worked closely with Council staff to develop the service change. Council staff negotiated with MARC on the resource allocation, and the State subsequently agreed to fund 75 percent of the service for FY14.

**Ride On Ridership** – Ride On ridership for FY13 overall was down 2.3 percent over FY12, with approximately 26,600,000 passenger trips made. Ridership peaked in FY08 with about 30 million trips, before the recession hit and significant service cuts and fare increases were imposed between FY08 and FY10 due to fiscal constraints facing the County.

**Missed Trips Reduced** – The Division made progress in reducing the number of missed trips that occurred in FY13, with a reported 10,188, down from 12,089 in FY12. Missed trips can arise from a number of factors, including a bus involved in a collision, mechanical problems with a vehicle, a bus or operator not being available when a trip is scheduled to pull out of the depot, a passenger incident on a bus, traffic issues or weather conditions.

**Collisions Reduced** – Ride On’s monthly accident rate declined. The index of incidents per 100,000 miles of service operation went from 3.99 in FY12 to 3.85 in FY13.

**Youth SmarTrip® Card Introduced** – The Division launched a new SmarTrip® program for kids in the spring of 2013. Youths in Montgomery County 18 years and younger can now load their youth monthly pass and the summer pass directly onto their new Youth SmarTrip® card. There are 57 locations in the County and surrounding areas where students can load their passes, including Giant Food Stores, CVS, Zodiac, and Check Cashing Depot, as well as the TRiPS Stores in Silver Spring and Friendship Heights, and the Montgomery County Treasury Office in Rockville. Students may also go online and load passes at [SmarTrip.com](http://SmarTrip.com). [Editor’s note: by early 2014, all paper passes were eliminated as the Division transitioned to the SmarTrip card to handle all pass functions. SmarTrip is good on Ride On, Metrobus, Metrorail, and most local transit systems across the region, and can pay for parking at Metrorail stations, using the stored value on the card. County libraries recently began offering the card along with selected schools.]

**Annual Commuter Survey** – Announcements regarding the Annual Commuter Survey were sent electronically to employer representatives asking them to distribute the survey to employees at their work sites. The survey was sent to the selected employers in the TMDs – Friendship Heights, Silver Spring, Bethesda, North Bethesda and Greater Shady Grove, and to major employers in areas throughout the County. This year for the first time, the survey effort was consolidated within the Commuter Services Section, rather than having each TMD conduct the survey independently. This approach enabled closer control over protocols for the survey. Contractors were still responsible for conducting outreach and assisting with survey efforts.

**Walk & Ride Campaign** – A total of more than 194 teams, with an estimated 900 participants, registered for this event, a large increase over last year’s event. The Walk & Ride Challenge was held in September and included employees in the Silver Spring, Bethesda, North Bethesda and Friendship Heights TMDs, as well as for the first time employers and employees in the Greater Shady Grove TMD. There were weekly contests and prizes awarded to winners over the three-week challenge period.

**Identification/User Card for Call and Ride Participants** – Effective April 1, 2013, the Call-N-Ride Program transitioned from using coupon books to an automated swipe card, making it easier for clients to pay for service. Each participant received a swipe card along with instructions on how to add value to the card by check, money order, or credit card. The new swipe card system has also increased the Division’s ability to better monitor the program, eliminating fraudulent coupons. The average cost per trip on Call-n-Ride was also reduced significantly when the automated feature was put in place, declining from approximately \$22 a trip during most of FY12 to around \$16 a trip in the last quarter of FY13.



# PEDESTRIAN SAFETY INITIATIVE

**Drive Safe!® Walk Safe!™**

Walk Safe™ is a trademark of the University of Miami.

Introduced by County Executive Leggett in December of 2007, this initiative provides additional resources to reduce pedestrian collisions and improve walkability throughout the county. Engineering, enforcement, and education activities – the “3Es” of pedestrian safety – are undertaken by various divisions within MCDOT in partnership with the Police and Fire departments and other departments as well as in some instances the County Public School System.

**Pedestrian Collision Data** – The County Executive’s 2007 Pedestrian Safety Initiative is successfully reducing pedestrian collisions and improving safety. The Police Department reports data on pedestrian collisions on a calendar basis. The following results were compiled in December, 2012 in connection with the fifth anniversary of the County Executive’s Initiative, and updated by the close of FY13. Note that 2009 (FY10) was the first year of funding for the initiative.

- Reduction of pedestrian collisions by 7 percent since 2009.
- Reduction of the most severe collisions that incapacitate or kill pedestrians by 21 percent since 2009.
- Reduction of collisions by 50 percent in areas where traffic calming measures have been installed.
- Reduction of collisions by 43 percent in High Incidence Areas (HIAs), locations with the highest concentrations of collisions.
- Reduction of collisions by 79 percent within a quarter mile of schools targeted for engineering, education, and enforcement activities under the Safe Routes to Schools program.
- Reduction of pedestrian fatalities from a high of 19 fatalities in 2008 to 11 in 2011 and six in 2012. [Editor’s note: by the end of 2013, the number had risen to 13 – of high concern but still below the levels routinely seen prior to the County Executive’s Initiative.]
- Final pedestrian collision data for the calendar year 2012 compiled by MCPD indicates there has been an uptick in pedestrian collisions over 2011: 423, versus 399. Such fluctuations in overall totals of collisions are to be expected year to year. The overall trend is downward since the Pedestrian Safety Initiative. For example, the three year average for total collisions was 419 between 2010 and 2012; versus 436, the average between 2007 and 2009. More in-depth analysis of the causal factors associated with 2012’s collisions is being done by MCPD’s new traffic analyst. [Editor’s note: numbers from 2013 accident reporting indicate there was another increase in total pedestrian collisions in 2013.]
- In FY13, the County budgeted an estimated \$30 million overall toward pedestrian oriented traffic safety efforts. Funding for the County Executive’s Initiative within this amount was estimated to be approximately \$3.7 million, an increase from FY12’s \$3.2 million. [Editor’s note: FY14’s funding level for the Initiative is approximately \$3.9 million]

**Safe Routes to School (SRTS) Education, Engineering, and Enforcement Activities** – In FY11, MCDOT successfully obtained a two-year State grant of \$116,100 for educational outreach and enhanced enforcement at select schools in the county. Staff began preparation of the next Safe Routes to School grant application, which included discussions with stakeholders about concerns to be included in the application. An application was submitted midway in FY13 for an additional grant that would run from 2013 (when our current State support expires) to 2015. [Editor’s note: MCDOT subsequently was awarded another two-year grant from the State that will partially fund continued SRTS education and enforcement work.] The following are selected educational outreach MCDOT’s SRTS Coordinator engaged in in FY13.

- Parent Surveys and Student Tally Sheets were sent out in the fall of 2012 to all grant schools. The survey feedback gives us insight into the factors affecting whether or not parents let their children walk or bike to school. The data from respondents was sent to the National SRTS data center for analysis. This will allow MCDOT to track the progress made at each school as well as learn where improvements need to be made.
- The SRTS Coordinator met with the Montgomery Blair High School Key Club students to discuss the “Blair Walk Project”. The Coordinator eventually trained 12 high school students to train elementary school students on the knowledge and skills to be safe pedestrians.
- The SRTS Coordinator gave a pedestrian safety presentation to 120 middle school student leaders from 22 County schools as part of the MCPS Middle School Student Leader General Assembly. The Coordinator created an “It’s Academic”-style game to both entertain and educate the students. The team with the most points received wearable blinking lights as a prize.
- The SRTS Coordinator assisted the Bells Mill P.E. teacher in a series of bike rodeos. Approximately 200 3rd, 4th, and 5th graders learned bicycle education and safety. This training was preceded by an assembly that focused on bicycle and pedestrian safety and was presented by the Coordinator and MCPD officers.
- The SRTS Coordinator released the first edition of Sound Steps: Safe Routes to School News, a new quarterly newsletter that included articles about SRTS activities, helpful tips, event planning ideas, etc. The newsletter was emailed to all elementary and middle school principals and the





Montgomery County Council of Parent Teacher Associations, and is posted on the SRTS webpage.

- The SRTS Coordinator, along with students from Blair High School, did a crosswalk simulation activity at the SafeKids Day event held at the Takoma-Piney Branch Neighborhood Park as well as for the Safe Routes to School Takoma Park 5k Race.

- International Walk to School Day – The Department supported a successful Walk to School Day event on October 3, 2012 at the Dr. Charles Drew Elementary School. The students, including students with special needs, walked to school with a fire truck and a police car escort. Various County agencies and AAA Safety Services provided excellent support. 47 schools participated in Walk to School Day events countywide, a 12 percent increase over last year.

- The Division of Traffic Engineering and Operations completed 23 comprehensive and 9 partial evaluations at selected schools in FY13. These evaluations are followed up with infrastructure improvements.

- The SRTS Coordinator collaborated with MCPD to schedule enforcement at designated grant schools. Before school began, MCPD officers went to schools to discuss what they would be doing throughout the school year. Targeted enforcement began in September. These enforcement efforts resulted in the issuing of 754 citations in FY13, mainly for speeding and failure to stop at stop sign violations.

**Pedestrian Safety Education Activities** – Pedestrian safety education activities are currently targeted and budgeted almost entirely for High Incidence Areas (HIAs).

- In the spring, the Metropolitan Washington's Council of Government's (MWCOC) Street Smart campaign (funded by local government contributions) launched another educational campaign. MCDOT's Pedestrian Safety Coordinator spoke at the kick-off press event, held in the District of Columbia. He also appeared on television with representatives from DC and Arlington on NBC's Channel 4 Viewpoint show. Extensive bus and transit shelter advertising to enhance the regional Street Smart campaign locally in the county continued through the spring of 2013. Additional funding was secured from the State for educational events in Montgomery County, including 3 Street Smart Safety Zone Events with local radio stations targeting HIAs.

- In connection with the Four Corners HIA, an educational campaign for Blair High School students was developed through collaboration with the students themselves. Components of the campaign included a Pedestrian Safety Text Messaging contest and a Best Eyes Contest to create pedestrian safety posters. Over 1300 responses were received from Blair students; 75 percent of the responses were correct answers. The artwork from the Blair High School Best Eyes contest has been adapted for use on Ride On Buses. These bus ads were run on selected routes, initiating the fall "See Them, See You" campaign of pedestrians and drivers watching out for each other during the dark days following the end of daylight savings time. A press event was held in November, 2012 to further publicize the ad campaign along with other pedestrian safety initiatives such as MCPD's "Shop With A Cop" program for the holidays.

- At Seneca Valley High School, following the tragic death of a 15 year old girl while she walked to school, a five-week pedestrian safety awareness campaign was conducted in the Spring 2013. This was a coordinated education and enforcement effort by MCDOT, MCPD, and DFRS.

- In January, 2013, the Pedestrian, Bicycle, and Traffic Safety Advisory Committee (PBTSAC), which MCDOT supports, held a meeting with the bicycle advocacy community to discuss issues pertaining to biking in the county, and the future implementation of County's bike sharing program. Many important issues were discussed, including the need to improve bicycle facilities for both existing and future bicyclists.

- The PBTSAC met with the County Executive as part of his regular annual meeting with Boards, Commissions, and Committees. Issues discussed included the need for increased funding of pedestrian safety education work, expanded programs to address bicycle safety with the introduction of BikeShare in the county, and addressing the needs of the disabled through pedestrian safety improvements.

**Revamped Pedestrian Safety Website** – The new site, in addition to being placed into the newly introduced County website format, contains additional information on County pedestrian programs and services, progress on implementing the County Executive's Pedestrian Safety Initiative, news items, and resources.

**Enforcement Activities** – Close coordination between enforcement work and education occurred in 2012-13, with education activities conducted prior to MCPD undertaking enhanced enforcement actions in the HIAs. In combination, education and enforcement have had a major effect on improving pedestrian behaviors. Police issued over 2,000 citations and warnings to both pedestrians and motorists for unlawful and dangerous behavior. Speed cameras and red light cameras continue to issue nearly 16 million citations a year, slowing traffic and improving pedestrian safety. In December – corresponding to the holiday season – MCPD distributed over 5,000 bright yellow shopping bags (supplied by MCDOT) with the message "Can You See Me Now?" as part of their "Shop-with-a-Cop" campaign. This work targeted pedestrians shopping near the HIAs and transpired during the period of typically elevated numbers of pedestrian collisions.

- In October, the State Highway Administration installed new reduced speed limit signage on MD 118, between I-270 and Dawson Farm Road. This was in response to the County's request that the high speeds along this heavily travelled section of roadway with heavy pedestrian traffic be re-evaluated to determine if 50 MPH posted speeds were too high. Unfortunately, a Seneca Valley HS student was struck and killed within this segment in November, 2012.





- Targeted enforcement actions were taken after teams of volunteers, as well as the Wheaton Red Shirts, conducted outreach in the high incidence areas of Randolph Road at Veirs Mill Road, Connecticut Avenue at Aspen Hill Road and Reddie Drive in the Wheaton Triangle.
- Enhanced enforcement actions by MCPD, targeting drivers not yielding to pedestrians, were launched County-wide in early May, 2013, in support of the Street Smart Campaign and in coordination with
- MCDOT's education work. By the close of FY13, over 400 citations had been issued to drivers under this effort.

**Pedestrian Safety/Neighborhood Traffic Calming** – The Division of Traffic Engineering and Operations constructed a variety of intersection and corridor projects to improve pedestrian safety by slowing traffic speeds and improving the visibility of, or operation of, pedestrian crossings.

- Brunett Avenue – pedestrian refuge islands and marked crossings.
- Franklin Road – pedestrian refuge islands, bump-outs, and new crosswalks coordinated with scheduled resurfacing. The project ran from Colesville Road to Flower Avenue.
- Homecrest Road – bump-outs, pedestrian refuge islands, enhanced bus stops, and marked crossings.
- Jones Bridge Road – a traffic calming project from the North Chevy Chase Elementary School to Jones Mill Road. The community of North Chevy Chase and residents living near Jones Bridge Road conducted a Thank You Rally in front of North Chevy Chase Elementary School in the spring to show their support for this project. [KAREN, ALIGN PHOTO OF DEMONSTRATION HERE]
- Spartan Road – bump-outs, pedestrian refuge island, and crosswalk installed between MD 108 and Appomattox Avenue. Extensive coordination was conducted with the Greater Olney Civic Association, including publicizing the project in the Gazette.
- Watkins Mill Road – pedestrian refuge island installed in front of the Watkins Mill Road Elementary School. Several other islands were installed along Watkins Mill Road north of Stedwick Road.

**Pedestrian Road Safety Improvements in High Incidence Areas** – As part of the County Executive's Pedestrian Safety Initiative, 11 high incidence areas (HIAs), hotspots for pedestrian collisions, have designated thus far where data found significant numbers of pedestrian collisions were occurring. The first step toward implementing engineering, educating, and enforcing actions is to conduct an audit of current conditions. This was done in the following areas.

- Piney Branch Road (from Flower Avenue to Montgomery-Prince George's County Line) – Two pedestrian crossings on Piney Branch Road between University Boulevard and the County Line were installed. These crossings include pedestrian refuge areas, marked crosswalks, and push-button actuated flashing beacons. Four Ride-On bus stops were also relocated closer to the crossing locations.
- Wisconsin Avenue (from Montgomery Avenue to Leland Street) – After receiving State approval, the County installed in December, 2012, Countdown Pedestrian Signals at signalized intersections between Leland and Old Georgetown Road.
- Georgia Avenue (from Spring Street to Sligo Avenue) – The Department of Community and Housing Affairs, in coordination with MCDOT, constructed a streetscape project that will improve pedestrian safety in this hotspot for pedestrian collisions. The Fenton Village Streetscape project incorporates pedestrian safety improvements to Georgia Avenue between Wayne Avenue and Sligo Avenue, kicked off in June.
- Rockville Pike (from Hubbard Drive to Halpine Road) - Improved signage and pavement markings for several intersections were approved by the State and installed by the County in FY11. Street lighting was also improved at the intersection with Bou Ave and near Federal Plaza. The Division of Transportation Engineering installed in FY11 sidewalk and pedestrian improvements on MD 355 south of Bouic Avenue to Hubbard Drive.
- Four Corners (Colesville Road at University Boulevard) – The County implemented pedestrian signal improvements at the MD 193 West Crossover. This included the upgrade of the traffic signals to feature audible pedestrian signals and countdown lighting, which was installed in December, 2010. In addition, new ADA ramps were constructed at this intersection.
- Reddie Drive (from Georgia Avenue to Veirs Mill Road) - The Division of Traffic Engineering and Operations worked extensively with the Wheaton Regional Service Center and businesses along Reddie Drive to develop a pedestrian safety project that included the installation of a landscaped median to channel pedestrians to a designated crossing and a series of other safety components. The design and subsequent construction of this major streetscape project was completed in the spring of 2013.
- Randolph Road (from Selfridge Road to Colie Drive) – In previous fiscal years, the Division of Traffic Engineering and Operations installed a pedestrian buffer along the median from Veirs Mill Road to Selfridge Road. Installation of another buffer from Veirs Mill Road to Colie Drive was also completed. Various sidewalk improvements were also implemented, along with new trees planted and fencing installed.
- Connecticut Avenue (from Georgia Avenue to Independence Street) – Previously, the Division of Traffic Engineering and Operations published the final Pedestrian Road Safety Audit for this HIA. Many recommendations were incorporated in the State Highway Administration's resurfacing project, and MCDOT began design of enhanced lighting for the corridor in FY13.
- Old Georgetown Road (from Wisconsin Avenue to Cordell Avenue) – The Division of Traffic Engineering and Operations is preparing the draft Pedestrian Road Safety Audit for this recently-designated HIA.





- Colesville Road (from North Noyes Drive to Fenton Street) - The Division of Traffic Engineering and Operations has completed a Pedestrian Road Safety Audit for this recently-designated HIA and the State Highway Administration has approved it.

**Education Activities in High Incidence Areas (HIAs)** – As part of the County Executive’s Pedestrian Safety Initiative, educational work was done in the following areas where data has found significant numbers of pedestrian collisions:

- In 2012, HIAs were grouped by demographics, land uses, and characteristics of pedestrian collisions. The first group of HIAs was Piney Branch Road, Four Corners, Randolph Road, Connecticut Avenue, and Reedie Drive.

Pedestrian safety education activities were conducted at these four HIAs and coordinated closely with enforcement actions.

- An awards ceremony was held at Montgomery Blair High School at the close of the spring term, where the winner of the Pedestrian Safety Text Messaging contest and the winners of the Best Eyes Contest for pedestrian safety posters were recognized. The contest received over 1300 responses from students at Blair; 75 percent of the responses were correct answers. The winner of the text messaging contest was presented with a new iPad.
- The artwork from the Blair High School Best Eyes contest was adapted for use on Ride On Buses. These bus ads began to appear in late October, initiating the fall “See Them, See You” campaign of pedestrians and drivers watching out for each other during the dark days following the end of daylight savings time.
- Another technique employed at Randolph, Connecticut Avenue, and Reedie Drive was the creation of a community volunteer “brigade.” Approximately 30 volunteers formed into two groups: the Spanish-speaking Protectores del Camino, and the English-speaking SWAG Team. Since the summer of 2012, these two groups have been promoting pedestrian safety on the streets and at nearby community events, talking to pedestrians one-on-one and distributing educational and reflective materials.

**Improve Pedestrian Connectivity Infrastructure** – In FY13, the Division of Transportation Engineering constructed 13 new sidewalk projects. Total investments for this work amounted to \$1,384,000. This Division also reconstructed non-compliant sidewalks and ramps to meet ADA specifications, constructed sidewalk connections to bus stops, and installed concrete bus stop pads.

- Shady Grove Road WMATA Access Sidewalk – In late summer of 2013, the Division completed the 10-foot wide Shady Grove Metro Access Hiker-Biker Path.

**Pedestrian Signal Retiming** – This program retimes 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) were reviewed and adjusted as required. The Division of Traffic Engineering and Operations completed retiming 122 in FYs 11 and 12, and another 56 locations in FY13. This brings the number of signals retimed to 397 out of the approximately 750 signals with pedestrian indications in the county.

**Sidewalk Revitalization** – The Division of Highway Services maintains 1,021 miles of sidewalks and 2,081 miles of curbs and gutters. This program includes the repair and replacement of deteriorated concrete curbs, gutters, and sidewalks in mature neighborhoods where the work is necessary throughout the community (often as a part of the Renew Montgomery program). A revised schedule is created annually based on the completion of projects underway or already scheduled and the remaining amount of available funding. This work may include the temporary overlay of existing sidewalks with asphalt to minimize tripping hazards, base failure repairs, new construction of curbs and gutters, and the creation of new sidewalks with handicap ramps. The program provides safe pedestrian access and ensures ADA compliance. 28 miles of sidewalk repairs and 2065 ADA ramp repairs were completed in FY13.

**Bikeway Maintenance** – Such pathways are often utilized by pedestrians as well as bikers. The Division of Highway Services provides general maintenance activities for bikeways and trails that are included in the County’s inventory. Activities include, but are not limited to sweeping, resurfacing, mowing, clearing/grubbing of over-grown vegetation, and tree maintenance. The program also encompasses grading of slopes and side ditches to assure positive drainage control of the shoulders and the path itself. In FY13 the program was again unfunded due to fiscal constraints. Bikeway maintenance activity requests, particularly those involving safety issues, are addressed using funds from other program budgets. [Editor’s note: limited funding for bikeway maintenance was included by the Council in FY14’s operating budget.]

**Coordination** – The County’s pedestrian safety program involves numerous aspects that span multiple departments and agencies. As such, MCDOT coordinates these efforts to achieve the maximum impact on reducing collisions.

- MCDOT’s Pedestrian Safety Coordinator attended Prince Georges County’s CountyStat session on pedestrian safety along with the State Highway Administration and Highway Safety Office. Montgomery County’s program was cited in the presentation as a model program that should be replicated in Prince Georges and across the State.



## DIVISION OF TRANSPORTATION ENGINEERING

Bruce Johnston, Chief

*The Division plans, designs, and constructs the transportation and pedestrian projects included in the Capital Improvement Program.*

- \$1,208,119 Operating Budget
- \$60,989,000 associated with 45 total ongoing Capital Projects
- 65 employees



**Transportation Projects Completed** – The Division’s commitment to a balanced transportation program is reflected in a series of completed projects in FY13. These included the following major improvements to the County’s transportation infrastructure, totaling \$15,900,000.

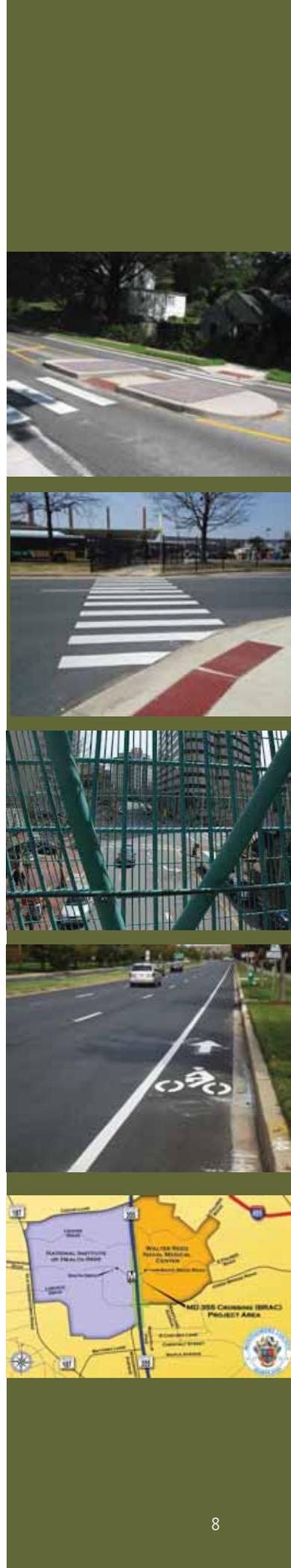
- Dale Drive Sidewalk – This project was handled by a local small business contractor. The project began in FY13, but construction efforts were delayed. The Division took extensive steps get the project back on schedule. Meetings were held with the community to advise of progress. (\$4,100,000) [Editor’s note: the project was substantially completed by spring, 2014.]
- East Gude Drive Bridge Refurbishment – Phase IV of this project involved construction of new sidewalks, curbs, and gutters over the bridge deck, which spans the CSX and WMATA tracks. Repairs were made to address the deterioration of the substructure concrete after detailed investigation and inspection revealed its condition. (\$2,000,000)
- White Ground Road over Bucklodge Branch (\$1,500,000)
- Silver Spring Traffic Improvements at the intersection of Dale Drive and Colesville Road/US 29 – This project was handled by a local small business contractor. Work included new curbs, sidewalks, driveways and landscaping on the west side of Colesville Road/US 29. The contractor completed construction of a retaining wall, curb and gutter, sidewalk, and road base construction for Dale Drive on the east side of US 29. Road surface paving and signal work was undertaken along with installation of an ornamental fence over the retaining wall. (\$1,800,000)
- Old Georgetown Road Pedestrian Bridge – This project involved structural steel repairs, including the installation of stamped concrete decking. The bridge was then repainted and re-opened to pedestrian traffic on November 30, 2012. (\$1,000,000)
- Maple Avenue Storm Drain (\$600,000)
- Montrose Trail – Two segments completed. (\$1,500,000)
- Shady Grove Metro Bikeway Access – The Division completed construction of a 10-foot wide bike path that runs from Shady Grove Road to Redland Road. It improves bike access to the Metro Station as well as facilitating combining bicycle trips with buses, Metro, and walking. The bike path also connects to other area sidewalks and bikeways, including along Crabbs Branch Way. A pedestrian-activated traffic signal was installed where the bikeway crosses the Metro access road. (\$2,700,000)
- Town of Chevy Chase Storm Drain (\$700,000)

### BRAC PROJECTS FOR THE NATIONAL NAVAL MEDICAL CENTER

**MD355 Crossing Project** – This project will provide a separated crossing under MD 355/Wisconsin Avenue-Rockville Pike from Medical Center Metro Station to the Navy Medical Center. The project includes high speed elevators connecting the Navy Medical Center directly to the Metrorail station. It will facilitate safer and easier travel to the Medical Center for patients, service members, civilian employees, and adjacent residents. The cost of the project is projected to be \$68,174,000; the department received \$28,174,000 from the Defense Access Road Program, and \$40,000,000 from the Department of Defense funds. The Division of Transportation Engineering is developing a staged Request for Proposals process that ultimately will select a contractor to undertake the preliminary design and construction of the project. All work is being done in cooperation with the Maryland State Highway Administration, the Washington Metropolitan Area Transit authority, the National Institutes of Health, the Federal Highway Administration’s Delmar Division, and the Department of the Navy’s Naval District Washington. [Editor’s note: the Planning Board approved the project at its January 9, 2014 Mandatory Referral hearing, with minor comments.]

### BUS RAPID TRANSIT PLANNING

**Rapid Transit System (RTS)** – In FY11, the County Executive formed a Transit Task Force to study the feasibility of developing a Rapid Transit System (RTS) for the County. In May 2012, the task force released their report for a





Countywide RTS. The Task Force Report follows the MCDOT study on BRT Countywide feasibility released in July 2011. Both the MCDOT Study and the Task Force Report recommend a network of rapid transit system corridors throughout the County. In the fall of 2011, the Planning Board initiated a Countywide Corridors Functional Master Plan process to examine the RTS corridors and to draft a Functional Master Plan to include the RTS system. The County created a Bus Rapid Transit System Development Manager position to oversee initial planning work. MCDOT held kick-off meetings for both CIP funded studies: Service Planning and Integration Study and the Transit Signal Priority Study (TSP). This work will coordinate with the established Working Groups of the Steering Committee. In addition, MCDOT established a Finance Working Group chaired by the Finance Director and sought Steering Committee volunteers. [Editor's note: the County Council approved the Countywide Corridors Functional Master Plan in the fall of 2013. See the Directions section of this report for further updates.]

#### GRAFFITI CONTROL

**Graffiti Abatement** – The Graffiti Abatement Partnership, Inc., a non-profit organization, operates in part with a grant from MCDOT. Through its partnership with the Department of Corrections, it cleaned up 88 sites of graffiti vandalism in FY13. Defaced sites included: fences, the Capital Crescent Trail, signal boxes, a park trestle, and a bike path in Bethesda; a retaining wall in Chevy Chase; a trail in Clarksburg; roadway in Damascus; a curb, pedestrian tunnel, road and signal box in Gaithersburg; a light pole, sidewalk, a wood retaining wall, a footpath bridge, signs, a roadway, and bridge and signal boxes in Germantown; a retaining wall in Kensington; signal boxes in Olney; signal boxes and posts in Rockville; a stone wall, the Holiday Park Senior Center, a sidewalk, signal boxes, a pedestrian pathway, signs, curbs, a play area, a stone bridge, utility boxes, retaining walls, an alley, wooden posts, poles and Sligo Creek Pkwy in Silver Spring; and a pedestrian pathway, concrete barrier, roadway and retaining wall in Wheaton. In most cases the GRAB-organized crews from Corrections do the clean-up themselves. In some cases, they report the incident to the appropriate agency or property owner.

#### BIKESHARING

**New Bikesharing Program** – In June 2011, the Transportation Planning Board approved a selection of Montgomery County for \$1.3 million in Job Access Reverse Commute grant funding over a two-year period from the US Federal Transit Administration. The funds support a pilot test of bike sharing in the Rockville/Shady Grove area. The program is designed to provide linkages to transit, jobs, and job training for low income residents and employees and to provide connections to suburban employment sites. In FY13 the Division executed a contract with Alta Bicycle Share, the Capital BikeShare vendor. MCDOT also received \$1,008,000 in capital funding from the State Department of Transportation to establish the Lower Montgomery County BikeShare Network. The private sector provided additional matching funds of \$252,000 for equipment for that network. Extensive planning, development work, and public outreach continued in late FY13 for the imminent launching of the bike sharing network. There will be 51 stations in selected urban locations in the county. [Editor's note: the program began operating at the end of September, 2013.]

#### MC311: MCDOT'S CUSTOMER CALL CENTER

County Executive Leggett initiated the centralized MC311 office as a means to provide residents with one easy number to call for service requests: 311 (if you are dialing from outside Montgomery County, call 240-777-0311; TTY, call 301-251-4850). A phone bank of operators is available Monday through Friday, 7:00 am to 7:00 pm. In FY13, the center handled 167,982 inquiries related to MCDOT services. The following lists some of the primary subject areas of these inquiries, with total calls noted in parentheses.

##### Highway Services

- Curb and gutter repairs (343)
- Debris and litter pick-up (4716)
- Drainage Repair (1188)
- Leaf Removal (695)
- Mowing (246)
- Pothole Repair (1953)
- Road Repair (1307)
- Sidewalk Repair (492)
- Tree Hanger Requests (908)

##### Parking

- Broken Meter Claims (194)
- General Information (532)
- Permits (302)

##### Traffic

- General Information (2043)
- New Sign (145)
- Sign Replacement (823)
- Street Lights (2085)
- Traffic Engineering Studies (114)

##### Transit

- Call N' Ride (3463)
- Complaint- Ride On (7053)
- Fare Information (2818)
- Medicaid Applications (405)
- Ride On Bus Stops/Shelters (378)
- Ride On Lost and Found (2540)
- Taxi ID Card (315)

# DIRECTIONS

The Divisions have numerous initiatives or new projects they plan to begin in Fiscal Year 2014 and beyond. Implementation of these programs, projects, or services will be contingent upon available resources, which currently remain constrained as a result of the economic recession. Some programs will be evaluated prior to full scale implementation.

## DIVISION OF HIGHWAY SERVICES

Keith Compton, Chief

**Residential Road Rehabilitation** – Work is underway in the Franklin Knolls community in the eastern part of the County, just below the Beltway. Concrete and resurfacing work on approximately 14 lane miles is expected to take two years, entailing about \$3 million in investments. The project should be completed in the spring of 2014.

**Renew Montgomery Resurfacing Work** – The Renew Montgomery Program coordinates various departmental programs and services such as the replacement of sidewalks, curbs, gutters, and storm drains, the trimming or removal of trees, the implementation of new signage, and other similar work. These tasks focus on specific neighborhoods in need of infrastructure refurbishment. The core of the program is concrete curb, gutter, and sidewalk repairs followed by resurfacing residential streets, undertaken by Highway Services. The Division will continue scheduling resurfacing projects that, due to fiscal constraints in the past, have lagged behind the concrete work, so that a backlog of several neighborhoods currently mid-way through the program can be successfully completed. The program is closely coordinated with storm water management projects installed by the Department of Environmental Protection, and additional coordination is planned with the Department of Housing and Community Affairs with their neighborhood revitalization and stabilization programs. [Editor’s note: a progress report on this program is available from MCDOT’s Office of Community Outreach.]

**Pavement Conditions** – The Division is investigating a Roadway Weather Information System (RWIS) to be installed in time for the winter season. The equipment is similar to that used by MSHA in the County and throughout Maryland. It is a web-based application that provides advance warnings about air temperature, pavement temperature, relative humidity dew point, and precipitation. It also has live camera and mapping features. The equipment can be easily mounted on a signal mast arm and communicates through Verizon cell service.

**Posting of Pavement Condition Data and Schedules** – The Division is planning to publish its pavement condition reports on its website. The reports utilize indexes and will convey pavement conditions across the County. Along with this data, the Division is developing a three year project schedule of pavement resurfacing work for posting on the website. This also entails potential improved coordination with utilities by utilizing the County’s new Open Montgomery web-based program.

**Staff to be Equipped with New Technology** – The Division plans to issue electronic tablets with GIS positioning capabilities to its work force leaders.

## DIVISION OF PARKING MANAGEMENT

Rick Siebert, Chief

**Dixon Avenue Extension** – Dixon Avenue is being extended from Bonifant Street through the public parking garage into the Ripley District. This project has been part of the Silver Spring Sector Plan for many years and will significantly improve the road network in the Ripley District. The new road segment is scheduled to open in November, 2013.

**Installation of “Smart Meters” in Bethesda and Silver Spring** – The Division tested the latest technology in smart parking meters during FY12. The Division evaluated a lease/purchase option to replace the current on-street parking meters in downtown Bethesda with new smart meters comparable to those tested in the pilot program. The pilot program included features such as the ability to accept customers’ payments by bank issued debit and credit cards, and allowing real time data on the service status of each meter to facilitate immediate identification of malfunctioning meters. Also, sensors in the street monitor if a space is occupied and if the meter



DIRECTIONS



has been paid (when a vehicle exits a paid space the meter is automatically zeroed). The Council approved the installation of this technology at all on-street metered spaces in Bethesda in FY14. The Division expects to follow suite with a similar request within the FY15 budget submission to convert the on-street meters in Silver Spring. With the switchover, 12,000 on-street meter spaces could eventually be impacted.



**Performance Pricing** – Performance pricing is a concept based on the idea that parking spaces most in demand should be priced higher than those less in demand. Performance pricing is designed to use price to maximize the utilization of all the parking spaces in a large system and even out demand. The County will take the first steps in implementing this model of location-based rather than duration-based pricing in FY14 in the Bethesda Parking Lot District. The Division will eliminate short term and long term parking rates and establish a single rate for all on-street spaces, with a differing lower rate for parking lot spaces and a still lower rate for all garage spaces.

**Expansion of Parking Count Feature** – In FY14 the Division is proceeding with contract arrangements that are expected to lead to expanding this pilot program into two garages in Silver Spring—the Wayne Avenue garage and the Town Square garage. Currently the program is operating in the Bethesda-Elm garage in Bethesda. It was started there to manage additional parkers that used that garage when the surface Lot 31 was redeveloped last year. Outside the garage, the program displays the number of empty spaces available. Available space information is also available on the Division’s website.



**Garage Advertising** – The Division is testing commercial advertising in public parking garages and lots. Advertising could be both a source of additional revenue for the Parking Lot Districts and an opportunity for local businesses to advertise services to potential customers. RMR, a local advertising agency, was hired to prepare a report on projected revenue, commercial demand, and recommended types of advertising the County might offer. That report recommended a pilot project to more narrowly define the opportunity. RMR was again hired to manage the pilot, which offered advertising space to businesses within four selected facilities in the spring of 2013. The pilot project continues to be evaluated.



**Virtual Permits for Residential Areas** – The Division received an unsolicited proposal from a vendor to convert the current paper permits used in residential permit neighborhoods to virtual permits. In this process, the resident would either go online or call a 24 hour hot line to sign up for and pay for residential parking permits. They would provide qualifying documentation by email in a PDF format or via facsimile. Residents would pay by credit or debit card. They would supply their vehicle license plate number rather than receive a paper permit. Parking enforcement officers would then use vehicles equipped with license plate recognition cameras and computers (already in use for monitoring limited duration meters). The Division has already successfully conducted equipment tests based on current resident license plate information in a limited area. Funding to implement this new program was approved by Council in the FY14 budget.



**Solar Electrical Generation** – Staff from the Division have been working in conjunction with staff from the County’s Department of Environmental Protection (DEP) on the feasibility of installing solar panels on the roofs of Parking Lot District garages. Using federal funds, a study was conducted and eight parking garages were identified as good potential candidates. A contract mechanism has been identified that would allow a private contractor to install and maintain the solar panels at no cost to the County, and would provide the generated electricity at a guaranteed discount relative to PEPCO rates. The Division, in collaboration with DEP, is preparing an RFP for such a contract. Parking has also reached out to the City of Rockville, WMATA and County’s Department of General Services for other potential sites for greater savings to the County.



**Electric Vehicle Charging Stations** – The Division is researching the feasibility of installing electric vehicle charging stations in Parking Lot District facilities. Garage 31 currently under construction in Bethesda and scheduled to open in the fall of 2014 will include a number of new charging stations. The exact method of payment for the new service is still to be determined.

## DIVISION OF TRAFFIC ENGINEERING AND OPERATIONS

Emil Wolanin, Chief

**Traffic Signal System Modernization** – See the “Accomplishments” section above for background on this ongoing project. Final elements of the modernization process will be undertaken. This includes conversions by the State of their Uninterruptible Power Supplies/Battery Back-Up (UPS) units at select locations, decommissioning of communication cables, installation of 40 to 50 more UPS units at County locations, connecting other devices into the system such as flashers and beacons, additional coordination with the State’s traffic management system, and integration with the Advanced Transportation Management System (ATMS), MCDOT’s central command for traffic management.

**Traffic Signal Program** – The Division constructs, modifies, or otherwise rebuilds County-owned traffic signals at a variety of intersections to improve motorist, bike, and pedestrian safety. Planned projects include the following:

- New Hampshire Avenue & Quaint Acres
- Randolph Road & Selfridge Road
- Parklawn Drive & Wilkins Avenue
- Westbard Avenue & Ridgefield Road
- San Eig Highway & Diamondback Drive
- Randolph Road & Hawkesbury Lane/Springtree Drive

**White Flint Traffic Mitigation** – This project will involve making a series of intersection improvements in this portion of the County to accommodate its urban development. Three intersections are planned to initiate concept engineering in FY14 with three more in future years as the area develops.

**Streetlight Upgrades to LED Bulbs** – The Division continues to pursue LED for all new streetlights and is positioning itself for a major retrofit program. Work is proceeding to incorporate LED equipment and a new business plan for maintenance into its next streetlight construction and maintenance contract.

**Transit Signal Priority** – MCDOT activated a pilot project, involving both the divisions of Traffic Engineering and Transit Services, to test the capability of this innovation along Ride-On Route 55. Three intersections and five buses were outfitted with roadside and on-board equipment. If the bus is five or more minutes late and the bus is approaching the traffic signal at the appropriate time in the phase, the bus will be given an extended or early green signal. The system went live in mid-January 2013. Data was collected over the ensuing months to analyze benefits, toward future expansion of system. Such procedures are integral to a future Bus Rapid Transit system because they give buses the ability to operate efficiently in high traffic corridors. The Division also developed a Transit Signal Priority policy that includes criteria and warrants for implementation. This policy was jointly developed with the Maryland State Highway Administration, and will apply statewide.

## DIVISION OF TRANSIT SERVICES

Carolyn Biggins, Chief

**Expansion of Facilities** – Ride On will expand its Gaithersburg facility and construct a new depot to accommodate planned growth in bus service needs. After the new facility opens (constructed by the Department of General Services), the existing depot on Crabbs Branch Way will be replaced with mixed use development. The area around the Shady Grove Metro will transform from light industrial use to transit-oriented housing by building up to 6,500 new units, including affordable and workforce housing. [Editor’s note: the project opened in the summer of 2013. This is another of the Executive’s Smart Growth Initiative projects. Mr. Leggett’s initiative is a cost-neutral strategy that will provide substantial economic opportunities for future growth while implementing the goals of the Shady Grove Sector Plan. The David F. Bone center is a collection of 12 buildings serving MCDOT’s divisions of Transit Services and Highway Services and DGS’s Division of Fleet Management. The onsite facilities include parking for 200 buses; bus service lanes and wash facility (which uses captured rain water); fare collection area; parts room; heavy equipment storage shed; soil/gravel storage area; salt barn; highway equipment service bays; and compressed natural gas fast-fill, gasoline and diesel fueling stations. The center’s environmentally-sensitive design increases the size of existing facilities with a smaller footprint by using multi-story buildings.]





**Various Transit Facility Improvements in the Planning Stages** – Staff began working with the Department of General Services on a series of projects to improve the experience of facilities serving transit patrons. Planning for such involves meetings with the public and stakeholders, such as the UpCounty Regional Service center representatives.

- Boyd’s MARC Station – parking expansion and bus turnaround
- Germantown Transit Center expansion – including parking
- Lakeforest Transit Center modernization – adding bus bays
- Milestone Transit Center improvements – including additional parking capacity
- UpCounty Park & Ride lot expansion

**Purchase of Clean Buses** – The Department of General Services will add 40 new, clean diesel buses to the Ride On fleet. This is the largest number of buses purchased at one time since 2009. With this acquisition, more than 75 percent of the Ride On fleet is comprised of clean diesel, hybrid electric-diesel or compressed natural gas buses.

**White Oak Service Enhancement** – Plans for the relocation of Washington Adventist Hospital to White Oak continues. Transit is formulating plans to provide a transit center equipped with a 3 bay canopy and pull off area.

**Traffic Mitigation in White Flint** – The Division will advance the discussion with the development community of a “Global Traffic Mitigation Agreement” for major developments in the White Flint Sector Plan area. MCDOT is seeking ways to provide greater assurance the Non-Auto Driver Mode Share (NADMS) objective for this area will be achieved with new developments. This will be essential if later stages of the sector plan are to proceed without traffic gridlock. The Division anticipates that such an agreement would require greater levels of demand management participation by employers and include mechanisms to ensure that major developments achieve certain levels of NADMS before being permitted to proceed with subsequent phases of development. Such an approach would enable developers to be on equal footing with regard to traffic mitigation requirements. A consultant study of strategies to accomplish the ambitious NADMS goals will be undertaken.

**Bethesda Metro Station Bus Service During Construction** – The Washington Metropolitan Area Transit Authority (WMATA/Metro) will be impacting the Bethesda Metro Station’s “for buses only” bus bays while it conducts deck work at some point in 2014. Pedestrian access to the Metro will remain unchanged. During the closure, Ride On and WMATA will continue to operate bus service within the station. The construction is expected to last between 18-24 months. It is not anticipated that any significant changes to the schedules or routes will be required as a result of this project.

**Additional Service** – In early 2014 a new “Meet the MARC” shuttle service is planned to be established between Clarksburg and the Germantown MARC Station. The new route will be called the 94 and will meet the 5:00 AM trains in Germantown and nine of the ten afternoon and evening trains, including the Friday only early afternoon train. Extensive marketing and outreach will be conducted for this service within the Clarksburg community.

**Lytonsville Bridge Restrictions** – Late in FY14, Ride On will no longer use the Lytonsville Bridge connecting Lytonsville Road and Brookville Road due to structural concerns with the bridge. Approximately 300 trips a day out of the Silver Spring depot use this bridge. Routing changes will become partially effective in early March, 2014 with the remaining changes to be effective in May.

## **DIVISION OF TRANSPORTATION ENGINEERING**

Bruce Johnston, Chief

**Major Transportation Projects Planned** – more than \$90,000,000.

- Century Boulevard (\$11,000,000) estimated to be completed in the summer, 2014
- Cherington Access Road
- Dale Drive Sidewalk (\$4,290,000)
- Elmhirst Parkway Bridge (\$2,000,000)
- Greentree Road Sidewalk (1,980,000)
- MacArthur Boulevard Bikeway – Segment 2 (\$3,870,000) estimated to be completed in the spring, 2014

- Fawsett Road (\$560,000) – under the Dedicated But Unmaintained Roads program
- MD355 Crossing (\$68,000,000)
- Pearl Street Ramp
- Travilah Road (Phase 2)
- Whites Ferry Road Bridges (\$2,000,000)

**Annual Bikeway Program** – The Division will continue to install signage on more bike routes in various parts of the County.

- In late summer of 2013, the Division completed the Shady Grove Metro Access Bike Path. It is planning to add a bikeway along Needwood Road, connecting it to the Rock Creek and the InterCounty Connector (ICC) trails.

**New Project Management Software** – The Division plans to begin using “ProjectWise” software on design and construction projects, a collaboration and information management system for the design and construction of architectural and engineering projects.

## BUS RAPID TRANSIT PLANNING

**Rapid Transit System (RTS)** – In July 2011, MCDOT transit planning consultants issued their final report on the feasibility of creating a Countywide Bus Rapid Transit System. This report set the table for the County Planning Department to initiate an amendment of the Master Plan of Highways and various other County Master and Sector Plans to provide for enhanced transit services, including a BRT system. The two year analysis, which also considered a 2012 study issued by the County Executive’s Transit Task Force, resulted in the recommendation of an 81-mile, 10 corridor BRT network called the Countywide Transit Corridors Functional Master Plan. The County Council later amended the Plan during its review and included the Corridor Cities Transitway in the new transit network. The now 102-mile Plan was adopted by Council in November 2013. Going forward the County will seek to conclude ongoing BRT studies for Georgia Avenue and Veirs Mill Road and, with the aid of State funds, begin conceptual planning for BRT operations in the MD 355 and US 29 corridors as outlined in the new Functional Master Plan.

## PEDESTRIAN SAFETY

**High School Outreach** – The County Council authorized an additional \$100,000 for pedestrian safety education in schools for FY14. The department plans to target these funds to high schools. MCDOT is basing their future plans on past experiences at successful programs implemented at Blair High School and Seneca Valley High School. MCDOT, in conjunction with the Office of Public Information, will lead the effort to educate high students about pedestrian safety and will partner with MCPS.



## THE MCDOT ORGANIZATION

When County Executive Isiah Leggett was elected in November 2007 he announced a series of principals 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.

MCDOT 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

Director and Deputy Director  
 Transportation Policy: including Metro and MARC Liaison; State Highway Liaison  
 Management Services: including Community Outreach (Outreach Programs: 240.777.7155);  
 Sustainability Coordination; Emergency Preparedness

### DIVISION OF HIGHWAY SERVICES (Customer Service: 311)

Field Operations  
 Pavement Management  
 Tree Maintenance  
 Support Services

### DIVISION OF PARKING MANAGEMENT (Customer Service: 240-777-8740)

Engineering & Maintenance  
 Financial Management  
 Operations  
 Management Services & Property Development

### DIVISION OF TRAFFIC ENGINEERING & OPERATIONS (Customer Service: 311)

Traffic Engineering Design & Operations  
 Development Review Unit  
 Traffic Engineering Studies  
 Transportation Management  
 Management Services

### DIVISION OF TRANSIT SERVICES (Transit Information: 311)

Ride On 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](http://montgomerycountymd.gov/mcdot). Contact the Community Outreach office at 240.777.7155 to request a copy of the "Residents' Guide to Services" brochure, available in English, Spanish, Chinese, Korean, and Vietnamese languages. 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." An overview of the County Executive's "Pedestrian Safety Initiative" and brochures on various specific MCDOT programs are also available from this office.



Montgomery County Government • Department of Transportation

# 2013

Restoring Neighborhood Infrastructure  
Progress Report through June 2013

**RENEW MONTGOMERY**

Montgomery County Executive Isiah Leggett

## Pedestrian Safety Initiative:

Reducing Collisions in Parking Lots and Garages

Heads Up in Parking Lots

Montgomery County Government • Department of Transportation

# 2013

Handbook on the Process for Transportation Projects  
Effective January 2013  
Isiah Leggett, County Executive • Arthur Holmes, Jr., MCDOT Director

**HOW TO GET WHAT YOU NEED**

Effective 9/20/13

Montgomery County, Maryland Department of Transportation

Isiah Leggett, County Executive | Arthur Holmes, Jr., Director

## Residents' Guide to Services

Go to: [montgomerycountymd.gov/mcdot](http://montgomerycountymd.gov/mcdot)

MCDOT will be installing bikesharing stations in selected urban centers. For information, go to [www.montgomerycountymd.gov/bikeshare](http://www.montgomerycountymd.gov/bikeshare) or call 202-777-3170.

Montgomery County Government • Department of Transportation

# 2013

Community District Meetings  
Effective April 18, 2013  
Isiah Leggett, County Executive  
Arthur Holmes, Jr., MCDOT Director

**MEETING GUIDE**

**REAL TIME**

Montgomery County Transit

Real time information is just a click away at [RideOnRealTime.com](http://RideOnRealTime.com).

- Find out where your bus is right now with GPS-enabled technology
- View bus routes and schedules
- Plan transit trips
- Register for instant notification of bus status
- Download the Ride On Real Time app (available for iPhone and Android users)

[www.RideOnRealTime.com](http://www.RideOnRealTime.com)  
Right Place, Right Time

Visit [RideOnBus.com](http://RideOnBus.com) for more information!

**YOUTH CRUISER**  
SmarTrip®

Ride On

Montgomery County Government • Department of Transportation

# 2012

A Few Astounding Facts Related to the Services and Programs of MCDOT!  
Effective September 6, 2013

**ACHIEVEMENTS**

Montgomery County, Maryland Department of Transportation

## Safe Routes to School Program

Encouraging our children to walk and bike to school

Montgomery County Government  
Department of Transportation  
DIVISION OF HIGHWAY SERVICES

## When It Snows ...

Isiah Leggett  
County Executive

**Kids Ride Free**

EXPIRES OCTOBER 31, 2012

**Adopt a Spot**

ABC Rental Company

**Keep Montgomery County Beautiful Program**

MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION  
101 MONROE STREET • ROCKVILLE, MARYLAND 20850

This is to certify the cardholder is an active participant of the Keep Montgomery County Beautiful "Adopt-A-Road Program" (AARP) and has the right to dispose of NO COST at the Montgomery County Transfer Station loads of trash and other debris OF LESS THAN 500 LBS. For more information please call the Transfer Station, 240-777-6560. Loads greater than 500 lbs. are generally charged a \$165.00 disposal fee. However, this fee may be waived for AARP participants if cardholder contacts the Transfer Station at the number above in advance and provides information on the vehicle and location where the waste was collected.

Peter Karasik, Manager  
Transfer Station

Thomas D. Pospisil  
Community Relations Manager

KMCSB Program - 240-777-7155

**EXPIRATION DATE: JUNE 30, 2014**

**Adopt A Road**

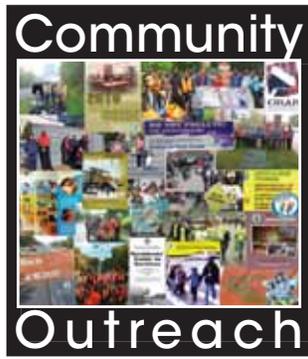
ABC Rental Company



**MCDOT AT WORK**



www.montgomerycountymd.gov/311  
For calls made outside of Montgomery County: 240-777-0311  
301-251-4850 TTY



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MCDOT, Office of the Director  
March 30, 2014

For additional copies, write [mcdot.outreach@montgomerycountymd.gov](mailto:mcdot.outreach@montgomerycountymd.gov)  
or call 240.777.7155



“Our Partners in Delivering Excellence”



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