

Title VI
2018 – 2020 Implementation Plan
Title VI of the Civil Rights Act of
1964

Montgomery County Department of Transportation
Division of Transit Services



Adopted date

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I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Maryland Transit Administration (MTA) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Montgomery County incorporates nondiscrimination policies and practices in providing services to the public.

II. OVERVIEW OF SERVICES

Montgomery County is in Maryland northwest of the Washington, D.C. It is Maryland's most populous county with a 2016 population of 1,043,863 - a 7.4 percent increase over 2010. Public transportation in suburban Maryland is provided through partnerships between the Maryland Department of Transportation – Maryland Transit Administration (MTA), the Washington Metropolitan Transit Authority (WMATA) and local jurisdictions including Montgomery and Prince George's counties. Montgomery County is served by multiple transit agencies. The Washington Metropolitan Transit Authority (WMATA) provides rapid rail service with the Red Line and local bus services on 17 bus lines. Through MTA, the MARC provides commuter rail services. The MTA Commuter Bus program also provides commuter bus services and Ride On provides local and express bus services.

Ride On is a local transit service owned and operated by Montgomery County. Since starting as a feeder bus service to Washington's Metro, Ride On has grown to its 287 peak vehicles on 78 different bus routes as of FY17 year end,. During fiscal year 2017 (FY17) Ride On operated 3,389 average weekday revenue hours and provided 78,928 average weekday passenger trips. Figure 1 shows Ride On unlinked passenger trips from fiscal year 2000 to fiscal year 2017 and Figure 2 illustrates the public transportation services in the County.

Figure 1: Ride On Fixed Route Bus Unlinked Passenger Trips FY2000 to FY2017

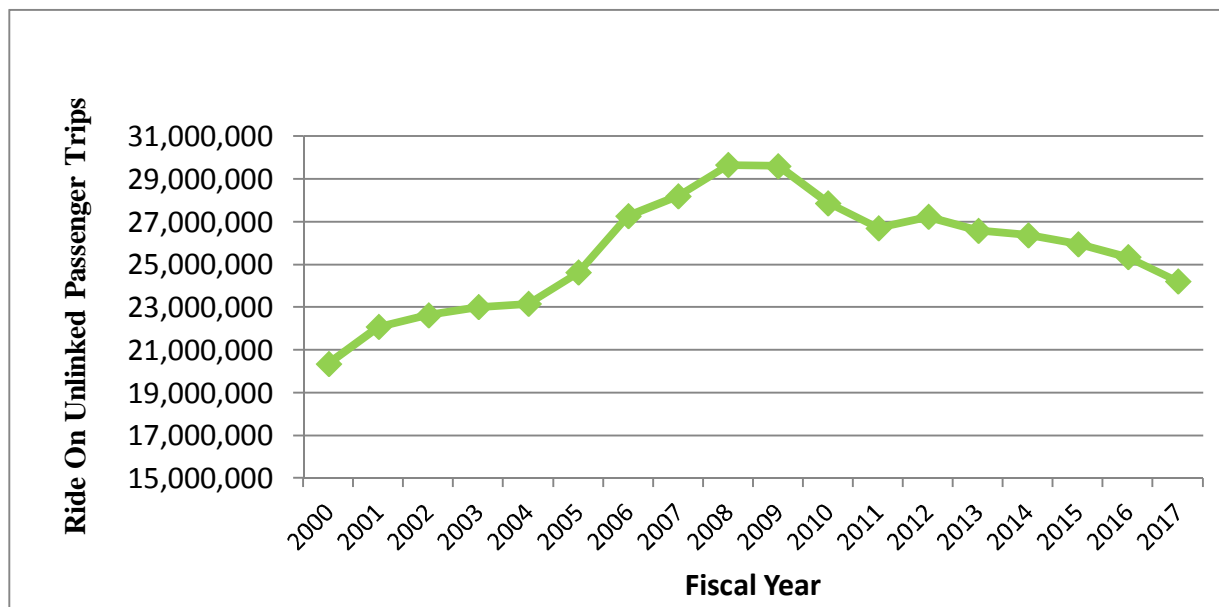
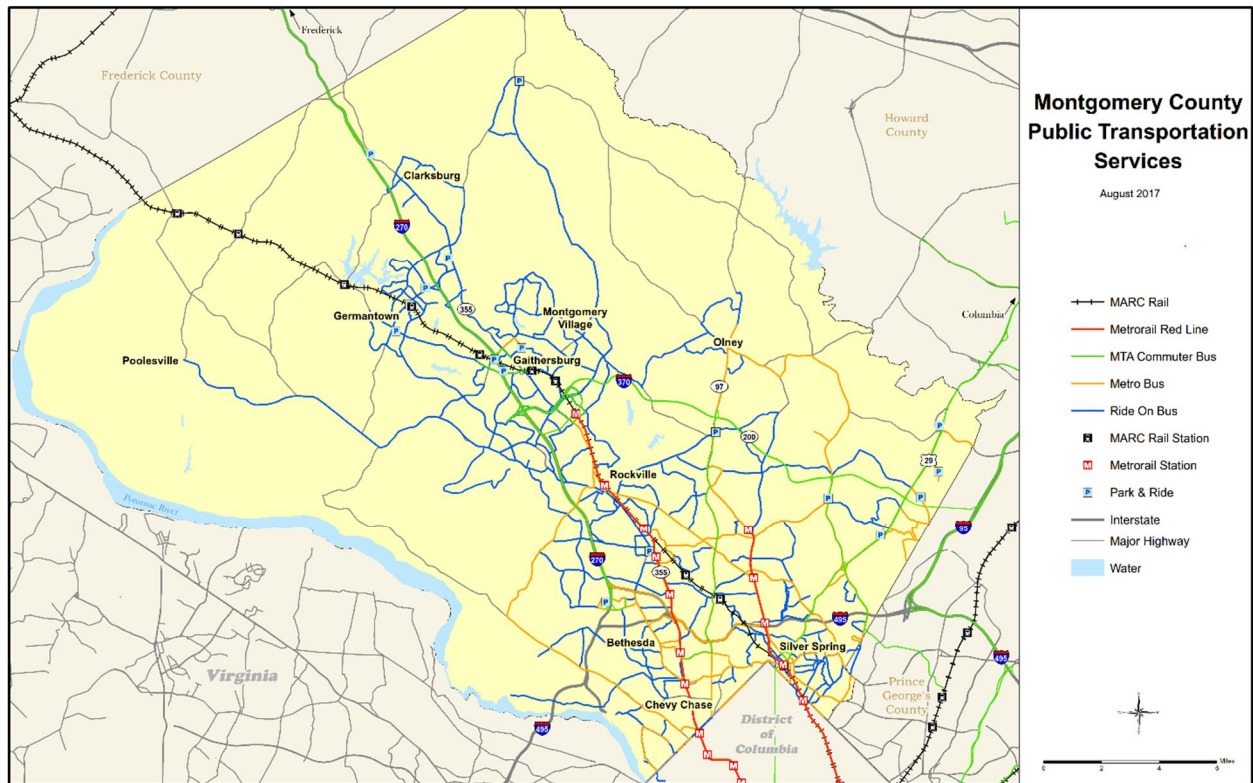
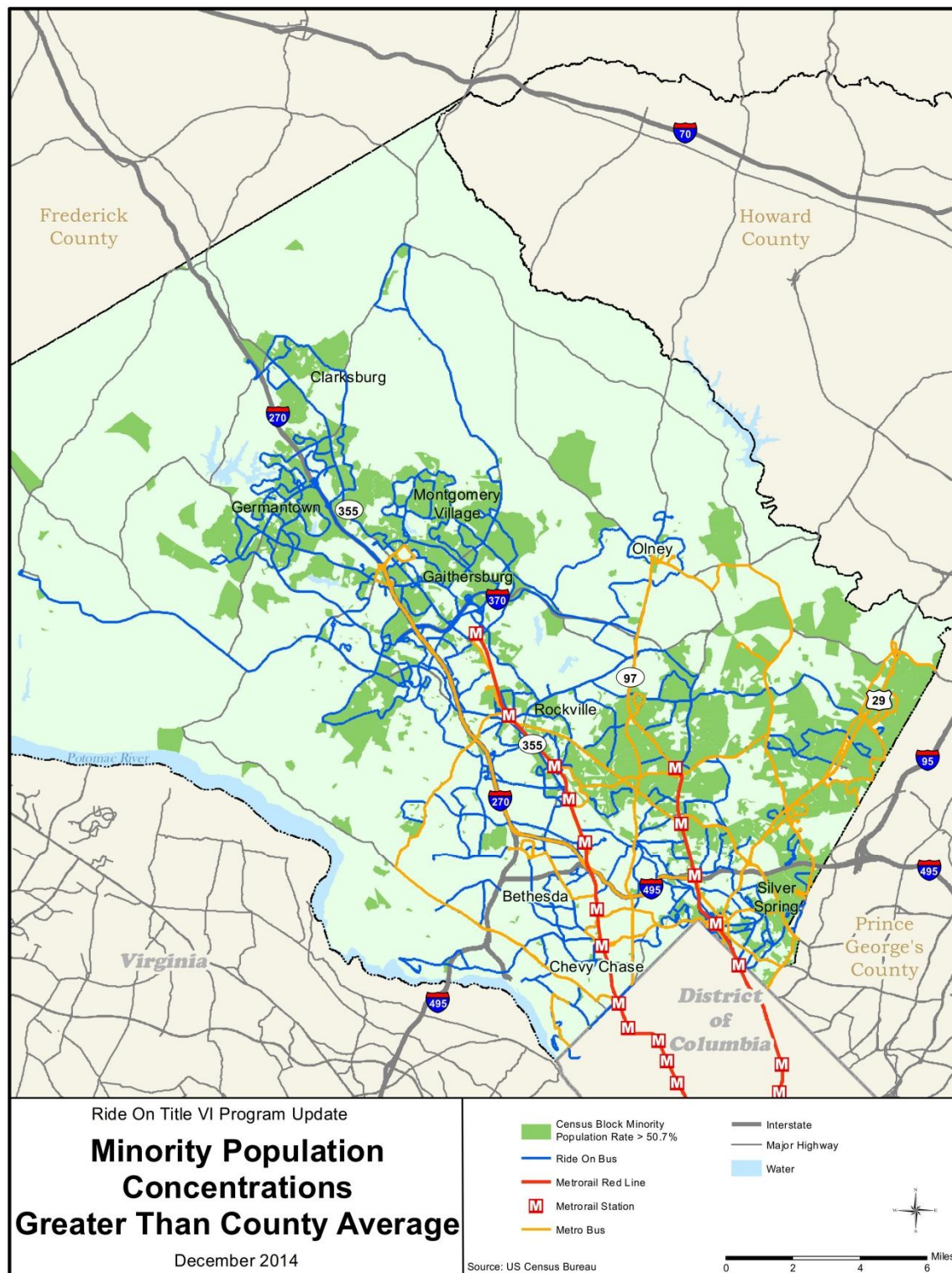


Figure 2: Montgomery County Public Transportation Services



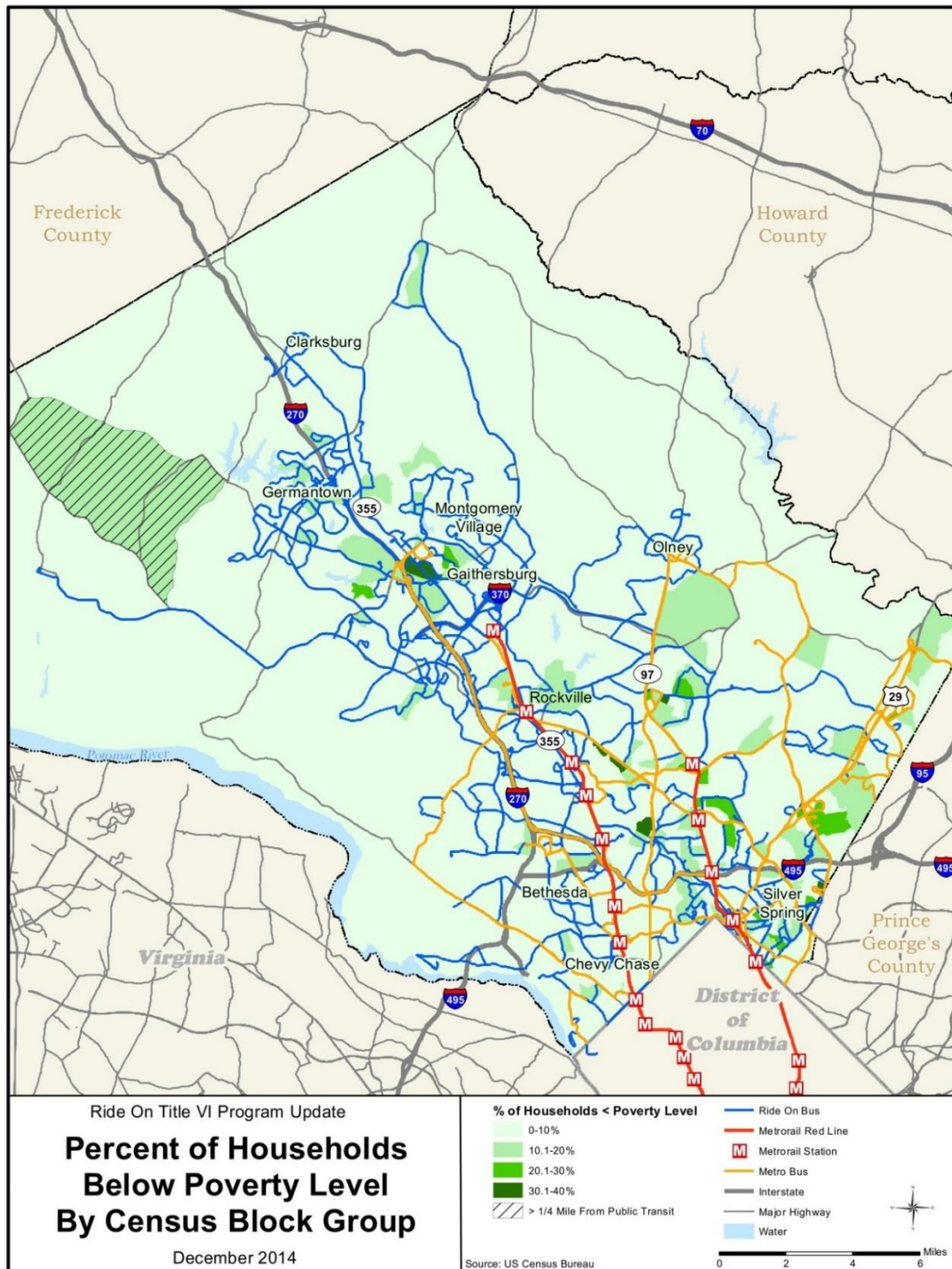
Using the 2010 U. S. Census, Figure 3 shows the distribution of minority populations within Montgomery County

Figure 3: Minority Populations Greater than County Average



Using the 2010 U. S. Census, Figure 4 presents the number of households below the poverty level.

Figure 4: Percent of Households below the Poverty Level



The Ride On on-board survey was conducted from July 28, 2014 to November 7, 2014. On-board surveys were available in the seven primary languages spoken in Montgomery County including English, Spanish, Chinese, Korean, Vietnamese, Amharic, and French. Figure 5 shows the English version of the survey.

Data collectors were instructed to ask customers to participate in the survey and hand each participating customer a small clipboard and survey so that the survey could be completed on-board the bus. 10,666 completed surveys were returned to the data collectors. Of the surveys returned, 9,500 were English, 1,130 were Spanish and 36 were in other languages. Not all respondents responded to each question so the number of responses by question varies. Table 1 tabulates the results by ethnic background.

Table 1: Ride On Ridership Ethnic Background



Ethnic Background	# of Responses	% of Responses
American Indian or Alaskan Native	116	1.1
Asian	980	9.5
Black or African Descent	4,352	42.3
European Descent	1,693	16.4
Hawaiian or other Pacific Islander	28	0.3
Hispanic	2,242	21.8
Middle Eastern Descent	148	1.4
Other and Two or More Races	736	7.1
Total Responses	10,295	100.0
Blank or no response	464	
Total Surveys Returned	10,759	
Source: Ride On On-board Survey – December 2014		

Table 2 tabulates the results by household income.


Table 2: Ride On Ridership Household Income

Household Income	# of Responses	% of Responses
Less than \$20,000	2,744	29.4
\$20,000 to \$29,999	2,406	25.8
\$30,000 to \$49,999	1,947	20.9
\$50,000 to \$74,999	838	9.0
\$75,000 to \$99,999	458	4.9
\$100,000 to \$149,999	481	5.2
\$150,000 to \$199,999	249	2.7
\$200,000 or more	197	2.1
Total Responses	9,320	100.0
Blank or no response	1,439	
Total Surveys Returned	10,759	
Source: Ride On On-board Survey – December 2014		

Figure 5: Ride On On-board Survey - English

MONTGOMERY COUNTY RIDE ON - RIDER SURVEY

Please help improve  services

Route: _____ Direction: _____ Date: _____ Time: _____ DC: _____

- 1. How did you get to this bus? (Check all the apply)**

<input type="checkbox"/> Walk	<input type="checkbox"/> Metrorail	<input type="checkbox"/> Ride On Route: _____	<input type="checkbox"/> Metro Bus Route: _____
<input type="checkbox"/> Drive a car that was parked	<input type="checkbox"/> Carpool	<input type="checkbox"/> Bicycle	<input type="checkbox"/> Taxi
- 2. Where did you come from? (Check one)**

<input type="checkbox"/> Work	<input type="checkbox"/> Home	<input type="checkbox"/> School	<input type="checkbox"/> Other
-------------------------------	-------------------------------	---------------------------------	--------------------------------

Address or Intersection: _____
City: _____ State: _____
- 3. Where are you going? (Check one)**

<input type="checkbox"/> Work	<input type="checkbox"/> Home	<input type="checkbox"/> School	<input type="checkbox"/> Other
-------------------------------	-------------------------------	---------------------------------	--------------------------------

Address or Intersection: _____
City: _____ State: _____
- 4. After riding this bus, how will you get to where you are going? (Check all that apply)**

<input type="checkbox"/> Walk	<input type="checkbox"/> Metrorail	<input type="checkbox"/> Ride On Route: _____	<input type="checkbox"/> Metro Bus Route: _____
<input type="checkbox"/> Drive a car that was parked	<input type="checkbox"/> Carpool	<input type="checkbox"/> Bicycle	<input type="checkbox"/> Taxi
- 5. What type of fare did you pay for this trip? (Check one)**


<input type="checkbox"/> SmarTrip Fare	<input type="checkbox"/> Regular Cash Fare	<input type="checkbox"/> Senior/Disabled	<input type="checkbox"/> 7 Day Pass
<input type="checkbox"/> Monthly Pass	<input type="checkbox"/> Montgomery College Pass	<input type="checkbox"/> Youth Cruiser	<input type="checkbox"/> Student ID Flash Pass
<input type="checkbox"/> MCG Employee Pass	<input type="checkbox"/> MARC Ticket or Transit Link Card (TLC)	<input type="checkbox"/> Metro Access	
- 6. What is your ethnic background?**

<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> Asian	<input type="checkbox"/> Black or African Descent	<input type="checkbox"/> European Descent
<input type="checkbox"/> Hawaiian or other Pacific Islander	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Middle Eastern	<input type="checkbox"/> Two or More Races

☐ Something else, specify: _____
- 7. Which best describes your annual household income?**

<input type="checkbox"/> Less than \$20,000	<input type="checkbox"/> \$20,000 to \$29,999	<input type="checkbox"/> \$30,000 to \$49,999	<input type="checkbox"/> \$50,000 to \$74,999
<input type="checkbox"/> \$75,000 to \$99,999	<input type="checkbox"/> \$100,000 to \$149,999	<input type="checkbox"/> \$150,000 to \$199,999	<input type="checkbox"/> \$200,000 or more
- 8. How often do you use Ride On bus service?**

<input type="checkbox"/> Daily (8 or more weekly trips)	<input type="checkbox"/> Often (4 to 8 weekly trips)	<input type="checkbox"/> Occasionally (1 to 3 weekly trips)
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CONTINUED ON BACK

9. How long have you used Ride On?

☐ Less than a year ☐ 1 to 3 years ☐ 4 to 9 years ☐ 10+ years

10. Are you a Federal Employee (either civilian or military)?

☐ Yes ☐ No

11. What is your gender?

☐ Female ☐ Male

12. Do you predominantly speak a language other than English at home?

☐ Yes ☐ No What is this Language: _____

13. How well do you read English?

☐ Very well ☐ Well ☐ Not well ☐ Not at all

14. How well do you speak English?

☐ Very well ☐ Well ☐ Not well ☐ Not at all

15. What is your age?

☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-54 ☐ 55-64 ☐ 65+

16. What is your education level?

☐ High School ☐ Some College ☐ Bachelor Degree ☐ Post Graduate

17. Where do you live?

☐ Montgomery County ☐ Prince George's County ☐ District of Columbia ☐ Northern Virginia

☐ Other: _____

18. Rate your Ride On experience.

	Excellent	Very Good	Good	Fair	Poor
On-time Performance	(5)	(4)	(3)	(2)	(1)
Bus Drivers	(5)	(4)	(3)	(2)	(1)
Bus Condition	(5)	(4)	(3)	(2)	(1)
Overall	(5)	(4)	(3)	(2)	(1)

19. How should Ride On communicate with you regarding service changes, public service and emergency announcements, safety tips, etc.?

☐ Twitter (twitter.com/RideOnMCT) ☐ Facebook (facebook.com/RideOnMCT) ☐ Email
Subscribe to our email: montgomerycountymd.gov/govdelivery

☐ Other: _____

20. Smart Phones and Apps

Do you use a smart phone and apps? ☐ Yes ☐ No

Do you use the Ride On Real Time App? ☐ Yes ☐ No

Do you use another transit app for Ride On info? ☐ Yes ☐ No

Which One? _____

Do you get text messages for Ride On bus times? ☐ Yes ☐ No



THANK YOU!

III. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

Montgomery County is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Ride On's Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Signature of Authorizing Official

Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCES TO MTA/FTA/MWCOG

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Maryland Transit Administration (MTA) submits its annual certifications and assurances to FTA. The MTA shall collect Title VI assurances from sub recipients prior to passing through FTA funds. Montgomery County also submits these assurance to the FTA as a direct recipient.

As part of the Certifications and Assurances submitted to FTA annually and MTA at the time of grant application and award, Montgomery County submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting the assurance, Montgomery County confirms to the FTA and MTA our commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Montgomery County Title VI Implementation Plan 2018-2020. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of Montgomery County's transportation services on the basis of race, color, or national origin, as protected by Title VI according to C 4702.1B Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

Signature of Authorizing Official

DATE

Isiah Leggett, County Executive

Montgomery County, Maryland

The acknowledgement of the County Council approval of the Montgomery County Title VI Plan is included in Appendix I.

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

Under the authority of Montgomery County, the Senior Planning Specialist will serve as the Title VI Manager and is responsible for ensuring implementation of the agency's Title VI program. The Montgomery County Office of Human Rights is responsible for receiving, investigating and resolving Title VI complaints. The specific areas of responsibility are described below.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint recording, data collection and reporting, annual review and updates, and internal education. The Montgomery County Office of Human Rights is responsible for receiving, investigating and resolving Title VI complaints.

Title VI Manager Responsibilities

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Upon receipt, record Title VI complaints and forward them to the MTA and the Montgomery County Office of Human Rights for investigation.

2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI responsibilities of the agency

The Title VI Manager is responsible for substantiating that these elements of the Plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, **Montgomery County** will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a direct recipient and sub-recipient of FTA funds, **Montgomery County** is required to submit a Quarterly Report Log to the FTA/MTA that documents any Title VI complaints received during the preceding quarter and for each year. **Montgomery County** will also maintain and provide to the FTA/MTA on an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, **Montgomery County** will submit to MTA updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- Procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

3. Annual review of Title VI program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on the Montgomery County Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. **Montgomery County** will report the complaint to FTA/MTA within three business days (per MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to FTA/MTA.

6. Written policies and procedures

Montgomery County Title VI policies and procedures are documented in this Plan and its appendices and attachments. This Plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal education

Division of Transit Services employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of Safety and Training Manager.

8. Title VI clauses in contracts

In all federal procurements requiring a written contract or Purchase Order (PO), **Montgomery County's** contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Contracts Manager who is/are responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

VII. GENERAL REPORTING REQUIREMENTS

REQUIREMENT TO PROVIDE A TITLE VI PUBLIC NOTICE

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. The Division of Transit Services Standard Operating Procedure for Title VI Assurances, Policy and Notice is included as Appendix A including the list of posting locations.

TITLE VI COMPLAINT PROCEDURES

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities. The Division of Transit Services Title VI Complaint Procedures and Form are included in Appendix B.

TITLE VI COMPLAINT FORM

The Division of Transit Services Title VI Complaint Procedures and Form are included in Appendix B.

TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination

on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to MTA every three years and information shall be provided to MTA quarterly and annually.

During the period January 1, 2014 through December 31, 2017 there were two Title VI complaints which are listed in Appendix C.

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that **Montgomery County** utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Montgomery County has established a public participation plan contained in Appendix D that describes how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Montgomery County will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

Appendix D includes a list of the public outreach activities during the reporting period.

ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. **Montgomery County** developed the Language Assistance Plan dated August 2017 (Appendix E) using the FTA guidelines.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

The Division of Transit Services has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which it selects. Appendix F includes a racial breakdown of the membership of the Ride On Transit Advisory Committee.

VII. REQUIREMENTS OF TRANSIT PROVIDERS

SERVICE STANDARDS AND POLICIES

Montgomery County is required to plan and deliver transportation services in an equitable manner. This means the distribution of service levels and quality is to be equitable between minority and low income populations and the overall population. Montgomery County has reviewed its services and policies to ensure that those services and benefits are provided in an equitable manner to all persons. The County Council has adopted the Montgomery County Title VI Policies on May 12, 2015. These Title VI Policies are included in Appendix G. The Title VI Policies include:

- A. Definitions for Fare Change, Major Service Change, Disparate Impacts, Disproportionate Burdens and Minority Route;
- B. Service Standards for vehicle load, vehicle headway, on-time performance and service availability;
- C. Service Policies related to distribution of transit amenities and vehicle assignment; and,
- D. Approval procedures for Fare Changes and Major Service Changes

In developing the Title VI Policies, the Division of Transit Services completed public involvement activities to solicit the opinions of affected parties and the general public. A description of these activities is included in Appendix H

Every three years Montgomery County completes a Title VI Compliance Monitoring Report which must be reviewed and approved by the County Council. The Title VI Compliance Monitoring Report dated August 2017 was reviewed and approved by the County Council on September 19, 2017.

FARE AND SERVICE CHANGES

Montgomery County follows its adopted written policy for the public comment process for major service reductions and fare increases. With each proposed service or fare change, **Montgomery County** considers the relative impacts on, and benefits to, minority and low income populations, including LEP populations. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service.

Appendix H includes a table listing fare and service changes during the three year period 2015 to 2017.

IX. APPENDICES

Appendix A – Title VI Assurances, Policy and Notice

DIVISION OF TRANSIT SERVICES STANDARD OPERATING PROCEDURE

Department of Transportation

Section: Ride On	Title: Title VI Assurances, Policy and Notice	Date: December 1, 2014
Number:	Division Chief Signature:	Page: 1 of 2

Background:

As a condition of receiving federal transit grants, Montgomery County is required to comply with Title VI of the Civil Rights Act of 1964 and Federal Transit Administration Circular 4702.1B. These regulations require that Montgomery County provide Title VI Assurances, approve a Title VI Policy, develop a Title VI Program and update it every three years, and Notify Beneficiaries of Protection Under Title VI.

Title VI Assurances:

Montgomery County executes annually the Federal Transit Administration Certifications and Assurances which contain the current Title VI assurances.

Montgomery County Title VI Policy Statement

Montgomery County does not discriminate on the basis of based on race, color, sex, marital status, religious creed, ancestry, national origin, disability, sexual orientation, or gender identity in places of public accommodation, which includes public transportation.

Any person(s) who believe that have been subjected to unequal treatment because of race, color, sex, marital status, religious creed, ancestry, national origin, disability, sexual orientation or gender identify may file a formal complaint. Complaints may be filed within one hundred-eighty (180) days following the date of discriminatory action. Complaints may be filed with the Montgomery County Office of Human Rights.

Chapter 27 of the Montgomery County Code (2004), as amended, provides for investigations of complaints of discrimination or discriminatory practices by the Montgomery County Office of Human Rights and prosecution of cases found to have merit. A copy of Chapter 27 is available online at:

http://www.amlegal.com/nxt/gateway.dll?f=templates&fn=default.htm&vid=amlegal:montgomeryco_md_mc.

Montgomery County Title VI Program

The Montgomery County Department of Transportation, Division of Transit Service (DTS) is responsible for management of the transit operation including transit grants and compliance. In completing its responsibilities, DTS maintains the Ride On Title VI Program which is updated every three years as required by FTA regulations.

Notice to Beneficiaries

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations or stops, and/or on transit vehicles.

Montgomery County fulfills this requirement by:

1. Posting the Montgomery County Title VI Policy Statement on its web site including:
 - a. A statement that the agency operates programs without regard to race, color, or national origin.
 - b. A description of the procedures that members of the public should follow in order to request additional information on the recipient's Title VI obligations.
 - c. A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient.
2. Placing the poster below on all Ride On transit buses, at Ride On offices and operating facilities and at key transfer stations. A list of the posting locations is maintained by the Ride On Civil Rights Coordinator.

NON-DISCRIMINATION POLICY

We are committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services we offer. This policy is consistent with the requirements of Title VI of the 1964 Civil Rights Act.

If you believe you have been subjected to unequal treatment because of race, color, or national origin, then you have the right to file a formal complaint.

Complaints must be filed within one hundred-eighty (180) days following the date of the alleged discriminatory action. For more information, or to file a complaint, you must submit it in writing directly to the following:

Montgomery County Office of Human Rights
21 Maryland Avenue, Suite 330
Rockville, Maryland 20850
Telephone: 240.777.8450
Fax: 240.777.8460 · TTY: 240.777.8480
human-rights.commission@montgomerycountymd.gov

**Federal Transit Administration
Office of Civil Rights**
Attention:
Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave. S.E.
Washington DC 20590

POLÍTICA PARA COMBATIR LA DISCRIMINACIÓN

Nuestra agencia tiene un compromiso para asegurarse que ninguna persona sea excluida de la participación o se le nieguen los beneficios de transporte que ofrecemos. Esta política es consistente con los requisitos estipulados en El Título VI Del Acta De Los Derechos Civiles De 1964.

Si usted cree que ha sido objeto de trato desigual debido a su raza, color o nacionalidad, entonces usted tiene el derecho de someter una querrela formal.

Las querellas deben ser sometidas dentro de los ciento ochenta (180) días siguientes a la fecha que se alega se cometió la acción discriminatoria. Las querellas deben ser sometidas por escrito o por correo electronico al final de la pagina.

Condado de Montgomery Oficina de Derechos Humanos
21 Maryland Avenue, Suite 330
Rockville, Maryland 20850
Teléfono: 240.777.8450
Fax: 240.777.8460 · TTY: 240.777.8480
human-rights.commission@montgomerycountymd.gov

Usted tiene que reportar a la Administración Federal de Transito a la siguiente dirección:
Oficina de Derechos Humanos
Atencion:
Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave. S.E.
Washington DC 20590



Appendix A – Title VI Notice Posting Locations

The Ride On Title VI notice has been posted at the following locations:

Montgomery County DOT, Division of Transit Services
101 Monroe Street, 5th floor
Rockville, Maryland 20850

Ride On Silver Spring Garage
8710 Brookville Road
Silver Spring, MD 20910

Ride On Nicholson Court Garage
4925 Nicholson Court
Kensington, MD 20895

David F. Bone Equipment Maintenance and Transit Operations Center (EMTOC)
16840 Crabbs Branch Way
Derwood, MD 20855

In addition to these posting locations, the notice has been placed on:

- 343 Ride On buses
- Montgomery County Department of Transportation web site at <http://www.montgomerycountymd.gov/DOT-Transit/titlevi.html>.
- Ride On Twitter account at: <https://twitter.com/RideOnMCT>.
- Ride On Facebook account at: <https://www.facebook.com/RideOnMCT/info>.
- Posted in 3 newspapers (English and Spanish)
- Email blast via GovDelivery system

Appendix B – Title VI Complaint Procedures and Form

DIVISION OF TRANSIT SERVICES

STANDARD OPERATING POLICY & PROCEDURE

Department of Transportation

Section: Ride On	Title: Title VI Complaint Procedures	Date: December 1, 2014
Number:	Division Chief Signature:	Page: 1 of 3

BACKGROUND:

It is Montgomery County's policy that any allegation of discrimination or unequal treatment on the basis of race, color or national origin should be thoroughly investigated as described in the procedure below.

As a federal requirement Montgomery County will comply with Title VI of the Civil Rights Act of 1964 and Federal Transit Administration Circular 4702.1B. These regulations require that Montgomery County have a process for receiving Title IV complaints that may allege discrimination or unequal treatment on the basis of race, color, or national origin.

PROCEDURE:

Complaints alleging discrimination or unequal treatment on the basis of race, color or national origin (referred to as "Complaint" in this procedure) must be received within 180 days of the alleged discrimination and may be received in four ways including 1) Written and delivered to Montgomery County offices, 2) Telephonically through MC311, 3) Electronically through email, Facebook or Twitter, and 4) In person at Montgomery County Offices or at public meetings sponsored by Montgomery County. The investigation procedure for each method of receiving a Title VI Complaint follows:

Written Complaints

1. The written Complaint is forwarded to Office of Human Rights and the Division of Transit Services Title VI Coordinator.
2. If a Title VI Complaint Form has not been completed, a copy of the form is mailed to the Complainant.
3. The completed Title VI Complaint Form is mailed directory to the Office of Human Rights.

Telephone Complaints through MC311

1. Telephone Complaints are recorded in the Customer Service database.
2. The complainant is informed by the call taker that they may file a formal Title VI Complaint. If the complainant wants to file a formal Complaint they are referred to the website to download a Title VI Complaint Form or a Title VI Complaint Form is mailed to the complainant.
3. The completed Title VI Complaint Form is mailed directly to the Office of Human Rights. A copy of the Complaint as recorded in the Customer Service database is forwarded to the Division of Transit Services Title VI Coordinator.
4. If the caller does not wish to file a formal Title VI complaint, the Complaint is forwarded to Ride On Operations for normal processing. A copy of the Complaint as recorded in the Customer Service database is also forwarded to the Division of Transit Services Title VI Coordinator.

Electronic Complaints

1. Electronic complaints received through email, Facebook or Twitter are forwarded to the Division of Transit Services Title VI Coordinator.
2. The Division of Transit Services Civil Rights Coordinator replies to the electronic message and informs the complainant that they may file a formal Title VI Complaint as described at: <http://www.montgomerycountymd.gov/DOT-Transit/titlevi.html>.
3. The completed Title VI Complaint Form is mailed directly to the Office of Human Rights.

In-person Complaints

1. If a Complaint is made in person at a County office or at a public meeting, the County employee receiving the Complaint will record the contact information for the complainant and the nature of the Complaint. This information will be forwarded to the Division of Transit Services Title VI Rights Coordinator.
2. The Division of Transit Services Title VI Coordinator replies to the complainant and informs them that they may file a formal Title VI Complaint as described at: <http://www.montgomerycountymd.gov/DOT-Transit/titlevi.html>.
3. The completed Title VI Complaint Form is mailed directly to the Office of Human Rights.

Record of Complaints

Upon receipt of a Title VI Complaint Form, the Division of Transit Services Title VI Coordinator transmits a copy of the complaint form to MTA within three business days of receiving the completed complaint form. The Division of Transit Services Title VI Coordinator is responsible for maintaining a list of Title VI Complaints. The list shall include:

- a. Date received
- b. Type of Complaint (formal or informal)
- c. Complainant Name

- d. Contact Information
- e. Nature of Complaint
- f. Date Title VI Complaint Form received by the Office of Human Rights
- g. Response Date by the Office of Human Rights
- h. Description of the Decision by the Office of Human Rights
- i. Date of Decision by the Office of Human Rights

Complaint Investigation - Office of Human Rights

Once a Title VI Complaint Form is received by the Office of Human Rights it is assigned to an investigator. The investigator will contact the complainant in writing and/or by telephone. Additional information or clarification may be requested by the investigator.

Based upon receipt of all the information required, the Office of Human Rights will investigate a Title VI complaint within 90 days of receipt. The Office of Human Rights will provide a final response to the complainant, including notifying the complainant of his/her right to file a Complaint externally.

The Office of Human Rights will use its best efforts to respond to a Title VI complaint within 90 calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of Complaint with Montgomery County and an external entity may expand the timing of the Complaint resolution. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the Complaint or a delay in Complaint resolution.

TITLE VI COMPLAINT FORM
Montgomery County Department of Transportation
Division of Transit Services

Montgomery County is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Office of Human Rights Enforcement Manager by calling (240) 777-8450. The completed form must be returned to the Montgomery County Office of Human Rights, 21 Maryland Avenue, Suite 330, Rockville, MD 20850.

(Please print)

Section I:	
Name:	
Address:	
Telephone (Home):	Telephone (Work):
Electronic Mail Address:	
Accessible Format Requirement? <input checked="" type="radio"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD <input type="checkbox"/> Other (specify)	

Section II:	
Are you filing this complaint on your own	<input checked="" type="radio"/> Yes* (if yes, go to Section III) <input type="checkbox"/> No
If not, please supply the name and relationship of the person for who you are filing the complaint.	
Please explain why you have filed for a third-party:	
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third-party.	<input checked="" type="radio"/> Yes <input type="checkbox"/> No

Section III:
I believe the discrimination I experienced was based on (check all that apply):
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other (specify)
Date of the Alleged Discrimination (Month, Day, Year):
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person (s) who discriminated against you (if known) as well as names and contact information for any witnesses. If more space is needed, please use the back of

Complete reverse side of form

Section V:	
Have you filed this complaint with any other Federal, State, or local agency or with any Federal or State	<input checked="" type="radio"/> Yes <input type="radio"/> No
If you have filed this complaint with another entity, please provide the information below:	
Agency:	Contact Name:
Address:	Telephone Number:

Agency:	Contact Name:
Address:	Telephone Number:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Date _____

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Appendix C – Description of Title VI Investigations, Lawsuits and Complaints

During the period January 1, 2015 through December 31, 2017 there were no Title VI Investigations, or Lawsuits. There were two Complaints to report.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) taken
Investigations	No investigations during the period January 1, 2014 to December 31, 2017			
1.				
Lawsuits	No lawsuits during the period January 1, 2014 to December 31, 2017			
1.				
Complaints	Two complaints during the period January 1, 2014 to December 31, 2017			
1.	9/7/2016	Customer complained the passenger on various buses refuse to listen to the operator to get up from the seats reserved for disability. She stated the Metro Q6 bus operator asked passengers not to sit in the disability reserve seats but customers are not listening.	Referred to Office of ADA	No Action Taken (Metrobus Service)
2.	9/23/2016	Muslim woman not allowed on Ride-on bus. I gave caller my number to give to the woman so she can call me and file a complaint.	Complaint should come from the person directly. No response	No Action Taken

Appendix D – Summary of Public Outreach Activities

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

Meetings/Event	Locations	Date & Time	Attendees (approximate)
FY15			
Customer Appreciation Day	Lake Forest & Germantown TC's	June 26; 4:30 - 6:30 pm	750
Customer Appreciation Day	Silver Spring IOS	July 29; 4:30 - 6:30 pm	400
MCPS Back-To-School Fair	Rockville	August 28; 11 am - 2 pm	3000
MC Agricultural Fair	Gaithersburg	August 13-21; 10 am - 10 pm	2000
Customer Appreciation Day	Takoma Park Metro Station	September 18; 4:30 - 6:30 pm	500
Customer Appreciation Day	Glenmont Metro Station	October 12; 4:30 - 6:30 pm	400
Senior Outreach with WMATA	Leisure World, Silver Spring	March 13; 2 - 4:30 pm	200
H2O GreenFest	Takoma Park	March 28; 10 am - 2 pm	60
Give And Ride Food Campaign	On All Buses	April 19-25; all hours of service	8700
Customer Appreciation Day	Bethesda Metro Station	May 12; 4:30 - 6:30 pm	500
Customer Appreciation Day	Shady Grove Metro Station	May 13; 4:30 - 6:30 pm	500
Customer Appreciation Day	White Oak Transit Center	May 14; 4:30 - 6:30 pm	500
Senior Outreach	Holiday Park Senior Ctr, Kensington	June 10; 12 - 3 pm	100
Transportation Day	Trolley Museum Silver Spring	June 13; Noon – 3 pm	75
Dump the Pump	Gaithersburg/Bethesda/Silver Spring	June 18; 9 am - 3 pm	100
Customer Appreciation Day	Wheaton Metro Station	June 25; 4:30 - 6:30 pm	<u>400</u>
			18185
FY16			
Customer Appreciation Day	Rockville Metro Station	July 30; 4:30 - 6:30 pm	400
MC Agricultural Fair	Gaithersburg	August 14-22; 10 am - 10 pm	2000
Twinbrook Movie Night w/WMATA	Twinbrook Metro Station	August 22; 5:45 - 9 pm	100
Silver Spring Trpt Mgmt District	Discovery Communications Bldg	August 23; 8:30-10 am	25
Silver Spring Urban District	Monthly Meeting at Firehouse	August 24; 3:30-5 pm	30
Customer Appreciation Day	White Flint Metro Station	August 27; 4:30 - 6:30 pm	250
MCPS Back-To-School Fair	Rockville	August 29; 11 am - 2 pm	2500
Opening of Silver Spring Transit Center	Silver Spring Transit Center	TBD; 4:30 - 6:30 pm	250
Customer Appreciation Day	Friendship Heights Metro Station	September 24; 4:30 - 6:30 pm	200
Customer Appreciation Day	Medical Center Metro Station	October 29; 4:30 - 6:30 pm	250
Senior Outreach with WMATA	Leisure World, Silver Spring	March 13; 2 - 4:30 pm	75
H2O GreenFest	Takoma Park	March 28; 10 am - 2 pm	300
Popular Run HOA Meeting	Popular Run Community Center	March 30; 7-8:30 pm	35

Montgomery County
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Meetings/Event	Locations	Date & Time	Attendees (approximate)
Summerfield Crossing HOA Meeting	Rocky Hill Middle School	April 18; 6-8 pm	75
Give And Ride	On All Buses	April 19-25; all hours of service	6600
Sara Tenebaum, MCG; Give-Aways	Tikvat Israel Pres-School at 2200 Baltimore Rd, Rockville	April 28; 10-11 am	60
Mike Nesselt	Matsunaga Elementary School Career Day	April 28; 10-11 am	25
Wyngate HOA President Meeting	Wyngate HOA Community Day flyers	April 30; 1-4 pm	50
MC African American Health Day	Argyle Middle School	April 30; 10 am - 2 pm	100
Customer Appreciation Day	Bethesda Metro Station	May 12; 4:30 - 6:30 pm	250
Customer Appreciation Day	Shady Grove Metro Station	May 13; 4:30 - 6:30 pm	300
Customer Appreciation Day	White Oak Transit Center	May 14; 4:30 - 6:30 pm	250
Senior Outreach	Holiday Park Senior Ctr, Kensington	June 10; 12 - 3 pm	75
Dump the Pump	Gaithersburg/Bethesda/Silver Spring	June 18; 9 am - 3 pm	300
Customer Appreciation Day	Wheaton Metro Station	June 25; 4:30 - 6:30 pm	<u>250</u>
			14750
FY17			
Customer Appreciation Day	Forest Glen Metro Station	July 23; 4:30-6:30	200
MC Agricultural Fair	Booth on Main Street	August 8-18	2000
Silver Spring Citizens Advisory Group	Silver Spring Civic Building	August 24; 7-8 pm	40
Customer Appreciation Day	Grosvenor Metro Station	August 26; 4:30-6:30	300
Christ Episcopal School	sent collateral materials	August 27; 9-10 am	25
Victory Christian Church International (African/African American) August 26th, 30 people	staffed table at their Community Day	August 26; 6-8 pm	50
Seneca Valley School Cluster Day	Back-To-School Fair	August 27; 10 am - 2 pm	300
Customer Appreciation Day	Twinbrook Metro Station	August 26; 4:30-6:30	500
Customer Appreciation Day	Lakeforest Transit Center	September 22; 4:30-6:30	300
Route 301 Soft Launch	Tobytown Community Center	October 2; 7 am - Noon	30
Customer Appreciation Day	Germantown Transit Center	October 27; 4:30-6:30	300
Youth Transitioning Fair	Takoma Park	October 8; 2-14 pm	75
Impact Silver Spring Meeting	East County Community Center	October 27; 10-11 am	10
East County Community Village Senior Citizens meeting	East County Community Center	November 7; 7-8 pm	15
Ride On extRa soft launch	Medical Ctr Metro Station	April 10th; 4:30-6:30 pm	150
Ride On extRa soft launch	Lakeforest Transit Ctr	April 11th; 4:30-6:30 pm	150
Give And Ride	On All Buses	April 19-25; all hours of service	6000

Montgomery County
Title VI Implementation Plan 2018 to 2020

Meetings/Event	Locations	Date & Time	Attendees (approximate)
Bike To Work Day	Dawson's Market, Rockville	May 19; 6-9 am	100
GreenFest	Bohrer Park, Gaithersburg	May 6th; 10 am - 4 pm	300
Customer Appreciation Day	White Oak Transit Center	June 29; 4:30-6:30 pm	<u>300</u>

Appendix E – Language Assistance Plan

Appendix F – Minority Representation on Ride On Advisory Committees – August 2017

Committee	Black or African American	White/Caucasian	Latino/Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Transit Advisory Group (TAG)	8	10	1	0	1	0	1	21
% of CAC Committee	38%	47%	5%	0%	5%	0%	5%	100%

****Note – Other races reported: African and Middle Eastern***

Appendix G – Title VI Policies

Montgomery County Title VI Policies

Federal Transit Administration (FTA) Circular 4702.1B requires grantees that operate more than 50 peak hour vehicles establish Title VI policies providing:

- A. Definitions for Fare Change, Major Service Change, Disparate Impacts, Disproportionate Burdens and Minority Route;
- B. Service Standards for vehicle load, vehicle headway, on-time performance and service availability;
- C. Service Policies related to distribution of transit amenities and vehicle assignment; and,
- D. Approval procedures for Fare Changes and Major Service Changes

These Definitions, Service Standards, Service Policies and Approval Procedures must be approved by the County Council.

DEFINITIONS

1. Fare Change - A Fare Change is any change in fare or new fare product regardless of the amount of increase or decrease. Except for the circumstances listed below, a Fare Equity Analysis is required for any Fare Change to evaluate the effects of a Fare Change on low-income and Title VI-protected populations.

Exceptions.

- i. “Give and Ride” and/or special events where Montgomery County has decided that all passengers ride free.
 - ii. Temporary fare reductions that are mitigating measures for other actions such as free or reduced fare due to construction activities.
 - iii. Promotional fare reductions that last less than six months.
2. Major Service Change - A Major Service Change is any new route or a reduction or increase in a route’s revenue vehicle hours greater than 25% of the prior schedule’s revenue vehicle hours. A Service Change Equity Analysis is required for any Major Service Change to evaluate the effects of the proposed service change on low-income and Title VI-protected populations.
3. Disparate Impact - For Major Service Changes, a disparate impact may exist when the minority population adversely affected by a Major Service Change is twenty percent (20%) more than non-minority population adversely affected by the Major Service Change. For a Fare Change, a disparate impact may exist if the difference between the average fare increase (represented as a % change) for minority populations and the average fare increase (represented as a % change) for non-minority populations is greater than 5% (percentage points). For example, if the average fare increase on minority riders

was 10% and the average fare increase on non-minority riders was 4%, the difference is greater than 5% and would be considered disparate.

4. **Disproportionate Burden** - For Major Service Changes, a disproportionate burden may exist when the low income population adversely affected by a Major Service Change is twenty percent (20%) more than non-low income population adversely affected by the Major Service Change. For a Fare Change, a disproportionate burden may exist if the difference between the average fare increase (represented as a % change) for low-income populations and the average fare increase (represented as a % change) for non-low income populations is greater than 5% (percentage points). For example, if the average fare increase on low income riders was 10% and the average fare increase on non-low income riders was 4%, the difference is greater than 5% and would be considered disproportionate.
5. **Minority Route** - A Minority Route is a route that serves an area with a population with a higher percentage of minorities than the Montgomery County average as determined by the most recent and available US Census. Using Geographic Information Systems (GIS), the total population and minority population residing within ¼ of a mile of a bus route are tabulated except for express routes where the service area is 1 mile from the park and ride lot or transfer center.

SERVICE STANDARDS

Standard	Definition	Calculation
Vehicle Load	Average ratio of passengers per seat per bus during a service hour at the maximum load point	Peak period maximum load factor of 1.2 on regular routes and 1.0 on express routes. Off-peak service maximum load factors of 1.0 on all service types.
Headway	Maximum scheduled time interval between buses	Maximum 30 minutes peak headway during peak and off-peak periods.
Schedule Adherence	Percent adherence to scheduled service.	Goal 85 % on time performance for delivered trips, difference between scheduled time and actual time arriving at a time point based on a window of no more than 2 minutes early or 7 minutes late.
Service Coverage	Traffic Analysis Zones (TAZ) that have 3+ households per acre and/or 4+ jobs per acre are served by Ride On and / or Metro Bus routes.	Using the most recent data, TAZs meeting the threshold are analyzed for the presence of Ride On and / or Metro Bus service.

SERVICE POLICIES

Service Policy	Montgomery County Policy
Vehicle Assignment	Vehicles are assigned to routes based on ridership demands, road conditions, service type, and maintenance garage capacity and vehicle technologies (e.g., CNG fueling only provided at EMTOC).
Distribution of Transit Amenities	Ride On will equitably provide amenities such as shelters and kneewalls at bus stops where Ride On has decision-making authority.

APPROVAL PROCEDURES

1. Fare Change - The Division of Transit Services Office of Planning and Implementation will be responsible for completing the Fare Change Equity Analysis and the Division of Transit Services Marketing Office will be responsible for conducting and documenting the public involvement activities. Upon completion of the Fare Change Equity Analysis and the required public involvement, the Montgomery County Council will follow its procedures in reviewing and approving the Fare Change. The County's public meetings conducted as part of the overall budget approval process will provide the public involvement activities required for fare change proposals that are considered as a part of the Council's annual budget. Additional public meetings may be conducted by the Montgomery County Council.
2. Major Service Change – The Division of Transit Services Office of Planning and Implementation is responsible for developing service changes and will identify any service change that meets the definition of Major Service Change. For each Major Service Change, the Division of Transit Services Office of Service Planning will complete a Major Service Change Equity Analysis. The Division of Transit Services Marketing Office will conduct and document the public involvement required for Major Service Changes consistent with Ride On's Public Participation Plan. Upon completion of the Major Service Change Equity Analysis and the required public involvement, the Montgomery County Council will follow its procedures in reviewing and approving the Major Service Change. The County's public meetings conducted as part of the overall budget approval process will provide the public involvement activities required for Major Service change proposals that are considered as a part of the Council's annual budget. Additional public meetings may be conducted by the Montgomery County Council.

Appendix H – Fare and Major Service Changes – 2015 to 2017

***All Major service changes are documented beginning on
page 37***

Service Change			Description o f Service Change	Revenue Hours	Revenue Hours	% Change	Major	Public	Equity
Date	Routes	Service		Before Change	After Change		Service	Meeting	Analysis
Jan-15							Change		Completed
	8	Sat	Running Time (RT), Span of Service, Routing Change Time of Day	35.7	40.4	13.17%	No	No	No
	23	Sat	Running Time, Span of Service	24.8	26.3	6.05%	No	No	No
	28	Sat	New-Span of Service, Frequency Reduction	-	42.6		No	No	No
	38	Sat	Running Time, Routing Change Time of Day	33.3	39.6	18.92%	Yes	Yes	Yes
	43	Sat	Span of Service	25.3	30.3	19.76%	No	No	No
	48	Sat	Running Time, Span of Service	46.6	49.2	5.58%	No	No	No
	83	Sat	Running Time, Trip time changes, Frequency Reduction	32.4	34.1	5.25%	No	No	No
	98	Sat	Trip time changes	49.7	47.8	-3.82%	No	No	No
	1	Sun	RT	29.5	34.5	16.95%	No	No	No
	38	Sun	Running Time, Routing Change Time of Day	28.4	39.1	37.68%	Yes	Yes	Yes
	54	Sun	Span of Service	40.1	41.2	2.74%	No	No	No
	83	Sun	Running Time, Trip time changes, Frequency Reduction	32.4	33.3	2.78%	No	No	No
	98	Sun	Trip time changes	45.2	44.8	-0.88%	No	No	No
	1	Wkdy	RT	45.1	46.3	2.66%	No	No	No
	7	Wkdy	Span of Service	4.0	4.9	22.50%	No	No	No
	8	Wkdy	Running Time, Span of Service, Routing Change Time of Day	41.4	43.7	5.56%	No	No	No
	11	Wkdy	Running Time, Span of Service	20.0	20.6	3.00%	No	No	No
	13	Wkdy	Span of Service	12.1	13.4	10.74%	No	No	No
	20	Wkdy	Schedule Correction	89.3	90.4	1.23%	No	No	No
	23	Wkdy	Running Time, Span of Service	28.8	33.5	16.32%	No	No	No
	24	Wkdy	Running Time, Span of Service	8.1	10	23.46%	No	No	No
	25	Wkdy	Span of Service	21.9	25.8	17.81%	No	No	No
	28	Wkdy	Span of Service, Frequency Reduction	35.7	39.1	9.52%	No	No	No
	31	Wkdy	All to NC	9.9	11.9	20.20%	No	No	No
	33	Wkdy	Running Time, Span of Service	21.8	26.1	19.72%	No	No	No
	37	Wkdy	Route Changes Garage	19.3	19.9	3.11%	No	No	No
	38	Wkdy	Running Time, Routing Change Time of Day	41.0	46.4	13.17%	Yes	Yes	Yes
	39	Wkdy	RT-Span of Service, Route Changes Garage	12.2	17.3	41.80%	No	No	No
	43	Wkdy	Span of Service	36.5	40.6	11.23%	No	No	No
	48	Wkdy	Running Time, Span of Service	63.7	65	2.04%	No	No	No
	51	Wkdy	All to SS	13.8	15.8	14.49%	No	No	No
	54	Wkdy	Span of Service	69.7	71.8	3.01%	No	No	No
	63	Wkdy	Running Time, Routing Change Time of Day	29.3	36.7	25.26%	No	No	No
	65	Wkdy	Span of Service	4.9	6.3	28.57%	No	No	No
	66	Wkdy	Running Time, Span of Service	5.3	6.6	24.53%	No	No	No
	67	Wkdy	Running Time, Span of Service	7.3	9.4	28.77%	No	No	No
	74	Wkdy	Running Time, Span of Service	49.4	56.3	13.97%	No	No	No
	76	Wkdy	Running Time	41.1	42.6	3.65%	No	No	No
	83	Wkdy	Running Time, Trip time changes, Frequency Reduction	47.2	50.6	7.20%	No	No	No

Service Change				Revenue Hours	Revenue Hours		Major		Equity
Date	Routes	Service	Description o f Service Change	Before Change	After Change	% Change	Service	Public	Analysis
	96	Wkdy	Running Time, Span of Service	27.1	27.8	2.58%	No	No	No
	98	Wkdy	Trip time changes	57.2	54.4	-4.90%	No	No	No
Sep-14									
	16	Sat	RT	101.8	105.9	4.03%	No	No	No
	26	Sat	RT	85.0	84.9	-0.12%	No	No	No
	43	Sat	RT	25.3	30.3	19.76%	No	No	No
	56	Sat	RT-Span-Trips times	62.7	63.5	1.28%	No	No	No
	61	Sat	RT	66.1	66.4	0.45%	No	No	No
	83	Sat	Extend to Hosp	32.4	34.1	5.25%	Yes	Yes	Yes
	16	Sun	RT	93.9	96.7	2.98%	No	No	No
	26	Sun	RT	88.1	85.6	-2.84%	No	No	No
	56	Sun	RT-Span-Trips times	54.8	58.1	6.02%	No	No	No
	61	Sun	RT	60.6	61.4	1.32%	No	No	No
	83	Sun	Extend to Hosp	32.4	33.3	2.78%	Yes	Yes	Yes
	16	Wkdy	RT	111.4	112.5	0.99%	No	No	No
	25	Wkdy	Ops DH-trips reduced	21.9	25.8	17.81%	No	No	No
	26	Wkdy	RT	116.5	113.5	-2.58%	No	No	No
	43	Wkdy	RT	36.6	40.6	10.93%	No	No	No
	58	Wkdy	RT	57.8	57.2	-1.04%	No	No	No
	61	Wkdy	RT	80.7	82.2	1.86%	No	No	No
	70	Wkdy	Trips added AM	47.2	47.9	1.48%	No	No	No
	83	Wkdy	Extend to Hosp	47.2	50.6	7.20%	Yes	Yes	Yes
	90	Wkdy	RT-Ops layover	52.9	54	2.08%	No	No	No

Service Change Date	Routes	Service	Description o f Service Change	Revenue Hours Before Change	Revenue Hours After Change	% Change	Major Service Change	Public Meeting	Equity Analysis Completed
May-16									
	ALL	All	Westfield Montgomery Mall TC opens				No	No	No
	1	Sat	Bay change SSTC	38.4			No	No	No
	2	Sat	Bay change SSTC	19.7			No	No	No
	29	Sat	Running Time (RT), 35 min headway	18.2			No	No	No
	46	Sat	RT, reduced late eve	88.7			No	No	No
	57	Sat	RT	54.1			No	No	No
	59	Sat	RT	78.3			No	No	No
	64	Sat	RT	41			No	No	No
	1	Sun	Bay change SSTC	34.5			No	No	No
	2	Sun	Bay change SSTC	19			No	No	No
	29	Sun	RT	15.1			No	No	No
	46	Sun	RT, modest span	85.7			No	No	No
	57	Sun	RT	45.7			No	No	No
	59	Sun	RT-modest span	72			No	No	No
	64	Sun	RT	39.6			No	No	No
	1	Wkdy	Bay change SSTC	46.3			No	No	No
	2	Wkdy	Bay change SSTC	28.6			No	No	No
	3	Wkdy	Bay change SSTC	2.8			No	No	No
	4	Wkdy	RT	18			No	No	No
	11	Wkdy	Bay change SSTC	20.6			No	No	No
	23	Wkdy	Add late evening trip	33.5			No	No	No
	29	Wkdy	RT, remove goespatial, leave time BS	42.9			No	No	No
	31	Wkdy	RT	11.9			No	No	No
	37	Wkdy	RT	19.9			No	No	No
	44	Wkdy	RT	9.4			No	No	No
	46	Wkdy	RT, reduced late eve	119.9			No	No	No
	54	Wkdy	Trip time changes-Research	71.8			No	No	No
	57	Wkdy	RT	68.7			No	No	No
	59	Wkdy	RT-reduced 1 trip	105.3			No	No	No
	63	Wkdy	Trip time changes-Research	36.7			No	No	No
	64	Wkdy	RT	50.6			No	No	No
	75	Wkdy	RT-modest span	27.6			No	No	No
	81	Wkdy	RT	15.8			No	No	No
Jan-16									
	8	Sat	Shift WH trips	40.4	41.4	2.5%	No	No	No
	9	Sat	RT and trip time changes to minimal layover at WH	38.1	42.8	12.3%	No	No	No
	14	Sat	Ramsey to Bonifant routing	23.3	26.1	12.0%	No	No	No
	15	Sat	Ramsey to Bonifant routing	60.1	63	4.8%	No	No	No
	16	Sat	Ramsey to Bonifant routing	105.9	105.8	-0.1%	No	No	No
	20	Sat	Ramsey to Bonifant routing	66.4	68.8	3.6%	No	No	No
	23	Sat	RT and trip time changes for layover at SY	26.3	28.2	7.2%	No	No	No
	28	Sat	RT correction	42.6	42.2	-0.9%	No	No	No
	34	Sat	RT and trip time changes to minimal layover at WH	61.7	65.5	6.2%	No	No	No

Service Change	Routes	Service	Description o f Service Change	Revenue Hours Before Change	Revenue Hours After Change	% Change	Major Service Change	Public Meeting	Equity Analysis Completed
	42	Sat	Span elimination before 830a and after 700p	45.7	35.4	-22.5%	Yes	Yes	Yes
	47	Sat	RT	61	58.5	-4.1%	No	No	No
	83	Sat	Span elimination before 830a and after 700p	34.1	26.9	-21.1%	No	No	No
	97	Sat	RT	16.4	16.2	-1.2%	No	No	No
	98	Sat	Span elimination before 830a and after 700p	47.8	32.6	-31.8%	No	No	No
	9	Sun	RT and trip time changes to minimal layover at WH	35.2	36.1	2.6%	No	No	No
	15	Sun	Ramsey to Bonifant routing	49.6	46.2	-6.9%	No	No	No
	16	Sun	Ramsey to Bonifant routing	96.7	97.3	0.6%	No	No	No
	20	Sun	Ramsey to Bonifant routing	57.3	58.7	2.4%	No	No	No
	34	Sun	RT and trip time changes to minimal layover at WH	63.9	63.5	-0.6%	No	No	No
	38	Sun	RT adjsutment	39.1	35.4	-9.5%	No	No	No
	42	Sun	Eliminated	40.4	0	-100.0%	No	No	No
	47	Sun	RT	55.3	54.7	-1.1%	No	No	No
	83	Sun	Eliminated	33.3	0	-100.0%	Yes	Yes	Yes
	97	Sun	RT	15.2	14.9	-2.0%	No	No	No
	98	Sun	Eliminated	44.8	0	-100.0%	Yes	Yes	Yes
	3	Wkdy	RT and trip time changes to allow the 1 bus cycle to work	2.8	3.1	10.7%	No	No	No
	9	Wkdy	RT and trip time changes to minimal layover at WH	52.5	47.9	-8.8%	No	No	No
	14	Wkdy	Ramsey to Bonifant routing-adjust Eastern MS trip for Bell time changes	34.4	34.5	0.3%	No	No	No
	15	Wkdy	Ramsey to Bonifant routing	70.3	71.3	1.4%	No	No	No
	16	Wkdy	Ramsey to Bonifant routing	112.5	115.2	2.4%	No	No	No
	19	Wkdy	Ramsey to Bonifant routing	7.9	8.1	2.5%	No	No	No
	20	Wkdy	Ramsey to Bonifant routing	90.4	86	-4.9%	No	No	No
	23	Wkdy	RT and trip time changes for layover at SY	33.5	35.8	6.9%	No	No	No
	28	Wkdy	RT correction, new peak period headway	39.1	34.6	-11.5%	No	No	No
	32	Wkdy	RT and headway changes to allow the 2 bus cycle	14.4	16.1	11.8%	No	No	No
	34	Wkdy	RT and trip time changes to minimal layover at WH	90.5	89.7	-0.9%	No	No	No
	42	Wkdy	Span elimination after 800p	49.9	42.6	-14.6%	No	No	No
	45	Wkdy	Adjust 725a trip for Bell time changes	56.5	56.4	-0.2%	No	No	No
	47	Wkdy	RT	68.8	67.7	-1.6%	No	No	No
	53	Wkdy	RT, headway and span-headway reduction to allow the 4 bus cycle	33.1	33.7	1.8%	No	No	No
	97	Wkdy	RT	28.8	27.5	-4.5%	No	No	No
	98	Wkdy	Span elimination after 800p-add GCC trip for Bell time changes	54.4	47.6	-12.5%	No	No	No
Oct-15	ALL	All	SSTC opens Oct 2015				No	No	No
Sep-15									
	1	Sat	RT, R&S add wkdy	38.4	38.9	1.3%	No	No	No
	5	Sat	Generally redistribute-all to SS	55.4	61.6	11.2%	No	No	No
	8	Sat	RT	40.4	41.4	2.5%	No	No	No
	10	Sat	Generally add PM, reduce AM, redistribute throughout Wkdy, add Sat & Sun	67.5	68.2	1.0%	No	No	No
	14	Sat	Generally add peak period RT, reduce off-peak	23.3	26.1	12.0%	No	No	No
	16	Sat	Add 3 mins for TLTC, generally redistribute	105.9	105.8	-0.1%	No	No	No
	20	Sat	Generally redistribution	66.4	68.8	3.6%	No	No	No
	23	Sat	Move to SS	26.3	28.2	7.2%	No	No	No
	26	Sat	Generally add RT with redistribution	84.9	90.5	6.6%	No	No	No

Service Change				Revenue Hours Before	Revenue Hours		Major Service	Public	Equity Analysis
Date	Routes	Service	Description o f Service Change	Change	After Change	% Change	Change	Meeting	Completed
	28	Sat	Generally add-adjstments in blocking	42.6	42.2	-0.9%	No	No	No
	55	Sat	Generaly add RT with redistribution	148.7	158.4	6.5%	No	No	No
	56	Sat	Generally add RT with redistribution	63.5	65.2	2.7%	No	No	No
	57	Sat	Change trips times for interlining	54.1	58.8	8.7%	No	No	No
	58	Sat	Change trips times for interlining-RT correction midday wknds	38.9	42.8	10.0%	No	No	No
	59	Sat	Change trips times for interlining	78.3	78	-0.4%	No	No	No
	64	Sat	Change trips times for interlining	41	46	12.2%	No	No	No
	98	Sat	RT	47.8	32.6	-31.8%	No	No	No
	1	Sun	Generally redistribution, R&S add wkdy	34.5	35.8	3.8%	No	No	No
	5	Sun	RT-all to SS	55.4	59.3	7.0%	No	No	No
	10	Sun	Generally add PM, reduce AM, redistribute throughout Wkdy, add Sat & Sun	59.2	60.8	2.7%	No	No	No
	16	Sun	Add 3 mins for TLTC, generally redistribute	96.7	97.3	0.6%	No	No	No
	20	Sun	RT	57.3	58.7	2.4%	No	No	No
	26	Sun	Generally add RT with redistribution	85.6	91.5	6.9%	No	No	No
	55	Sun	Generaly add RT with redistribution	80.2	81.7	1.9%	No	No	No
	56	Sun	Generally add RT with redistribution	58.1	57.6	-0.9%	No	No	No
	58	Sun	Change trips times for interlining-RT correction midday wknds	35.8	41.8	16.8%	No	No	No
	98	Sun	RT	44.8	44.8	0.0%	No	No	No
	1	Wkdy	RT, R&S add wkdy	46.3	47.9	3.5%	No	No	No
	5	Wkdy	RT-all to SS	81.7	79.8	-2.3%	No	No	No
	8	Wkdy	Generally redistribution wkdy	43.7	43.3	-0.9%	No	No	No
	9	Wkdy	Trip time changes in PM	52.5	47.9	-8.8%	No	No	No
	10	Wkdy	Generally add PM, reduce AM, redistribute throughout Wkdy, add Sat & Sun	85.9	87.9	2.3%	No	No	No
	14	Wkdy	Generally add peak period RT, reduce off-peak	34.4	34.5	0.3%	No	No	No
	15	Wkdy	Reduce PM trips	70.3	71.3	1.4%	No	No	No
	16	Wkdy	Add 3 mins for TLTC, generally redistribute	112.5	115.2	2.4%	No	No	No
	19	Wkdy	RT	7.9	8.1	2.5%	No	No	No
	20	Wkdy	RT	90.4	86	-4.9%	No	No	No
	22	Wkdy	RT, added 1 AM and 2 PM reverse	23	27.5	19.6%	No	No	No
	26	Wkdy	Generally add RT with redistribution	113.5	113.2	-0.3%	No	No	No
	28	Wkdy	Generally add-adjstments in blocking	39.1	34.6	-11.5%	No	No	No
	30	Wkdy	All to SS	39.6	41.3	4.3%	No	No	No
	55	Wkdy	Generaly add RT with redistribution	186.7	192.7	3.2%	No	No	No
	56	Wkdy	Generally add RT with redistribution	85.3	89	4.3%	No	No	No
	60	Wkdy	Genrally add RT	9.2	10.7	16.3%	No	No	No
	70	Wkdy	Genrally add RT	47.9	46.9	-2.1%	No	No	No
	98	Wkdy	RT	54.4	47.6	-12.5%	No	No	No

Change				Revenue	Revenue		Major		Equity
Date	Route	Service	Change	Hours	Hours	% Change	Service	Public	Analysis
Before				Change	After		Change	Meeting	Completed
Change									
May-17									
	5	Sat	Running Time (RT)	57.4			No	No	No
	15	Sat	LAST TRIP BACK 5 MINS	64.2			No	No	No
	20	Sat	RT	68.8			No	No	No
	43	Sat	RT-span improvement	28.1			No	No	No
	48	Sat	RT-reduce midday	50.8			No	No	No
	55	Sat	Change RE Lv times to match wkdy	148.2			No	No	No
	56	Sat	RT	64.9			No	No	No
	58	Sat	RT, early trip time change for headway	38.1			No	No	No
	74	Sat	New	0			No	No	No
	15	Sun	LAST TRIP BACK 5 MINS	51			No	No	No
	20	Sun	RT	58.8			No	No	No
	48	Sun	RT	38.3			No	No	No
	56	Sun	RT	60.3			No	No	No
	58	Sun	RT	38.1			No	No	No
	15	Wkdy	LAST TRIP BACK 5 MINS	78.6			No	No	No
	20	Wkdy	RT	87.9			No	No	No
	33	Wkdy	Conn Ave Estates	28.4			Yes	Yes	Yes
	43	Wkdy	RT-peak reduction, span improvement	41.6			No	No	No
	48	Wkdy	RT	69.1			No	No	No
	55	Wkdy	Earlier start SB, reduce midday short turn-add 1 RT LF NB, SW SB, adjst PM OB tri	186.7			No	No	No
	56	Wkdy	RT-REMOVE PSTA, trim a few trips (20-25)	89.2			No	No	No
	58	Wkdy	RT-snouffer school, reduce 25 min	57			No	No	No
	60	Wkdy	RT	10.9			No	No	No
	61	Wkdy	Earlier start SB	79.9			No	No	No
	63	Wkdy	RT	38.1			No	No	No
	66	Wkdy	RT-modify pm trip times	7.6			No	No	No
	67	Wkdy	RT	8.7			No	No	No
	71	Wkdy	RT	11.7			No	No	No
	73	Wkdy	New Clarksburg-Cabin Branch, Old Balt	0			Yes	Yes	Yes
	74	Wkdy	RT	54.9			No	No	No
	75	Wkdy	RT-clarksburg, (span 930p-no change for May 2017)	31.3			Yes	Yes	Yes
	78	Wkdy	RT	12.5			No	No	No
	79	Wkdy	RT-clarksburg	15.9			Yes	Yes	Yes

Change Date	Route	Service	Change	Revenue Hours Before Change	Revenue Hours After Change	% Change	Major Service Change	Public Meeting	Equity Analysis Completed
	90	Wkdy	RT-reduce peak period trips	55.4			No	No	No
Jan-17									
	5	Sat	RT	61.6	57.4	-6.8%	No	No	No
	8	Sat	RT	41.4	39.9	-3.6%	No	No	No
	12	Sat	Sligo Creek Detour	42.8	40.8	-4.7%	No	No	No
	14	Sat	RT	26.1	25.4	-2.7%	No	No	No
	16	Sat	RT	105.8	107.8	1.9%	No	No	No
	17	Sat	RT	37.3	36.1	-3.2%	No	No	No
	20	Sat	RT	68.8	68.8	0.0%	No	No	No
	42	Sat	RT	35.4	34.9	-1.4%	No	No	No
	98	Sat	Waterford Hills	32.6	37	13.5%	No	No	No
	5	Sun	RT-move to NC	59.3	60.7	2.4%	No	No	No
	12	Sun	Sligo Creek Detour	40	40.3	0.7%	No	No	No
	16	Sun	RT	97.3	96.2	-1.1%	No	No	No
	17	Sun	RT	31	33.1	6.8%	No	No	No
	20	Sun	RT	58.7	58.8	0.2%	No	No	No
	5	Wkdy	RT	79.8	79.5	-0.4%	No	No	No
	8	Wkdy	RT	43.3	42.7	-1.4%	No	No	No
	12	Wkdy	Sligo Creek Detour	59.5	59.5	0.0%	No	No	No
	13	Wkdy	Sligo Creek Detour	13.5	15.2	12.6%	No	No	No
	14	Wkdy	RT-Node 14A change	34.5	34.1	-1.2%	No	No	No
	16	Wkdy	RT	115.2	116.4	1.0%	No	No	No
	17	Wkdy	RT	45.7	48.4	5.9%	No	No	No
	19	Wkdy	RT	8.1	8.4	3.7%	No	No	No
	20	Wkdy	RT	86	87.9	2.2%	No	No	No
	24	Wkdy	RT	11.6	10.9	-6.0%	No	No	No
	30	Wkdy	Move midday to NC	41.3	41.3	0.0%	No	No	No
	33	Wkdy	RT	28.5	28.4	-0.4%	No	No	No
	42	Wkdy	RT	42.6	42.9	0.7%	No	No	No
	51	Wkdy	RT	15.3	15.2	-0.7%	No	No	No
	52	Wkdy	RT	16.3	16.5	1.2%	No	No	No
	97	Wkdy	Add PM school trips	27.5	27.8	1.1%	No	No	No
	98	Wkdy	Waterford Hills	47.6	47	-1.3%	No	No	No
Dec-16	ALL	All	Takoma Langley TC opns				No	No	No

Change Date	Route	Service	Change	Revenue Hours Before Change	Revenue Hours After Change	% Change	Major Service Change	Public Meeting	Equity Analysis Completed
Sep-16									
	2	Sat	RT	20	21.4	7.0%	No	No	No
	12	Sat	RT	42.8	40.8	-4.7%	No	No	No
	15	Sat	RT	63	64.2	1.9%	No	No	No
	18	Sat	RT	39.9	38.4	-3.8%	No	No	No
	41	Sat	RT	31.5	31.9	1.3%	No	No	No
	45	Sat	RT	41.4	42.6	2.9%	No	No	No
	49	Sat	RT	48.6	43.8	-9.9%	No	No	No
	54	Sat	RT	51	48.2	-5.5%	No	No	No
	61	Sat	RT	69.1	65.6	-5.1%	No	No	No
	100	Sat	RT	33.1	27.4	-17.2%	No	No	No
	2	Sun	RT	18.8	16.3	-13.3%	No	No	No
	12	Sun	RT	40	40.3	0.7%	No	No	No
	15	Sun	RT	46.2	51	10.4%	No	No	No
	18	Sun	RT	27.7	24	-13.4%	No	No	No
	41	Sun	RT	18.9	19.4	2.6%	No	No	No
	49	Sun	RT	38.1	37	-2.9%	No	No	No
	54	Sun	RT	43.1	41.6	-3.5%	No	No	No
	61	Sun	RT	61.4	61.8	0.7%	No	No	No
	100	Sun	RT	28.2	34.8	23.4%	No	No	No
	2	Wkdy	RT	29.5	25.5	-13.6%	No	No	No
	6	Wkdy	RT	24.6	25.6	4.1%	No	No	No
	7	Wkdy	RT	5.8	4.6	-20.7%	No	No	No
	12	Wkdy	RT	59.5	59.5	0.0%	No	No	No
	13	Wkdy	RT	13.5	15.2	12.6%	No	No	No
	15	Wkdy	RT-fewer trips	71.3	78.6	10.2%	No	No	No
	18	Wkdy	RT	45.2	47.3	4.6%	No	No	No
	21	Wkdy	RT	16.1	15.5	-3.7%	No	No	No
	25	Wkdy	RT	25.3	24.2	-4.3%	No	No	No
	30	Wkdy	RT	41.3	41.3	0.0%	No	No	No
	36	Wkdy	RT	30.1	31.3	4.0%	No	No	No
	41	Wkdy	RT	31.9	31.6	-0.9%	No	No	No
	45	Wkdy	RT	56.4	60.7	7.6%	No	No	No
	49	Wkdy	RT	61.5	60.4	-1.8%	No	No	No

Change Date	Route	Service	Change	Revenue	Revenue	% Change	Major Service Change	Public Meeting	Equity Analysis Completed
				Hours Before Change	Hours After Change				
	54	Wkdy	Coord 63 RT & trips	71.7	68.8	-4.0%	No	No	No
	61	Wkdy	RT-every other SB MARC	83.2	79.9	-4.0%	No	No	No
	65	Wkdy	RT	6.7	7.7	14.9%	No	No	No
	100	Wkdy	RT-no load & go, fewer trips	82.4	77.8	-5.6%	No	No	No

Appendix I – Montgomery County Council Approval