



Transit Services

Approved FY18 Budget
\$137,292,596

Full Time Equivalents
874.37

Mission Statement

The mission of the Division of Transit Services is to provide an effective mix of public transportation services in Montgomery County.

Budget Overview

The total approved FY18 Operating Budget for the Division of Transit Services is \$137,292,596, an increase of \$8,965,447 or 6.99 percent from the FY17 Approved Budget of \$128,327,149. Personnel Costs comprise 55.22 percent of the budget for 857 full-time position(s) and no part-time position(s), and a total of 874.37 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 44.78 percent of the FY18 budget.

The general obligation bond Debt Service for the Mass Transit Fund is appropriated in the Debt Service Fund and is not displayed in this section. To pay for the Debt Service, a transfer of funds from the Mass Transit Fund to the Debt Service Fund of \$20,461,280 is required.

Significant multi-program adjustments in Administration, Taxi Regulation, and Transit Operations Planning are due to corrections in staffing allocation across programs.

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

Linkage to County Result Areas

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ◆ **An Effective and Efficient Transportation Network**
- ◆ **Healthy and Sustainable Neighborhoods**
- ◆ **Vital Living for All of Our Residents**

Department Performance Measures

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY17 estimates reflect funding based on the FY17 approved budget. The FY18 and FY19 figures are performance targets based on the FY18 approved budget and funding for comparable service levels in FY19.

Initiatives

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- ★ The expansion and enhancement of the Clarksburg Route 75 will allow for longer service hours until 11:00 pm weekdays and Saturday and provide for service from early morning to late evening Sunday until 10 pm. The route will also include service to the Clarksburg outlets.
 - ★ In January 2018, Ride On will begin new service called the Route 102 on Maryland State Route 29 from Burtonsville to Silver Spring. The limited-stop service will operate Monday through Friday during the morning and afternoon peak periods.
 - ★ The new MD 355 Extra Service is a limited-stop service that will operate along MD 355 between the Lakeforest Transit Center and the Medical Center Metrorail Station. Hours of operation are Monday through Friday 5:30 am - 9:30 am and 3:30 pm - 7:30 pm with service running every ten minutes. This service will have 13 unique branded buses and 12 designated bus stops in each direction of this route. Service will begin October 2, 2017.
 - ★ Continue progress on Bus Rapid Transit (BRT) development on MD 355 and US 29. Facility planning is ongoing for MD 355. The capital budget includes an additional \$21.5 million for US 29 that leverages \$10 million of Federal TIGER funds.
 - ★ The new Express Service to Clarksburg will operate from the Cabin Branch/Clarksburg community to the Shady Grove Metro Station. This is a limited stop service, that will begin May 2017. Hours of operation are Monday through Friday 5:30 am - 9:00 am and 3:30 pm - 7:00 pm with service running every 20 minutes.

Accomplishments

- ☑ The Call-n-Ride program reduced the eligibility age for seniors from 67 to 65 years, making the program available to more residents. In FY17, it is anticipated that over 400 residents who are 65 & 66 years old will be added.
- ☑ Implemented a pilot dialysis shuttle for Medicaid patients. The goal is to ensure the clients who require dialysis are consistently dropped off on time for treatments and taken home on time afterwards.
- ☑ Began a new Rock Spring Express service on July 25, 2016, which provides express bus service between Grosvenor Metrorail Station and five bus stops in the Rock Spring Business Park. The route operates every ten minutes between 6:00 am and 9:00 am and between 3:00 pm and 7:00 pm. In the first 5 weeks of service, the route averaged 240 riders per day.
- ☑ Began new Route 301 service on October 2, 2016. This service operates from Tobytown Drive to Rockville Metrorail Station via Travilah Road. Key locations along the route include local schools, shopping, the new Nancy Dacek Recreational Center, Shady Grove Hospital, Glenstone museum and the Rockville Town Center.

Innovations and Productivity Improvements

- ★ Ride On bus service received a 91% on the Transportation Security Administration's (TSA) review of our bus service security, prevention, security awareness and protection capabilities, an increase of 12% over FY16 and considered excellent by TSA.
- ★ Upgraded the Call-n-Ride database - the new improved database has greatly enhanced program efficiency including the application and recertification process, document and records' maintenance and also reduced paper use.
- ★ An extensive audit of Call-n-Ride service providers has been initiated, utilizing database enhancements to ensure there is no fraud, waste or abuse in the program.
- ★ Incorporated new technology into the Same Day Access and Medicaid Transportation Databases to enhance overall efficiency.

Program Contacts

Contact Darlene Flynn of the Division of Transit Services at 240.777.5807 or Brady Goldsmith of the Office of Management and Budget at 240.777.2793 for more information regarding this department's operating budget.

Program Descriptions

☀ Passenger Facilities

The Passenger Facilities program provides for the safe, comfortable, clean, and accessible entry for transit customers into the transit system. The program is responsible for supervising the construction and maintenance of bus shelters and the collection of the County's share of revenues generated through advertising sales, as provided under a 15-year franchise agreement. It is also responsible for the purchase, installation, maintenance and replacement of all equipment, including but not limited to bus benches, trash receptacles, transit information display units, and other passenger amenities. The program installs and maintains all system signage, including poles and bus stop flags.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	1,094,465	4.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	142,107	0.00
FY18 Approved	1,236,572	4.00

☀ Medicaid and Senior Programs

Medicaid and Senior Programs Special Transportation Programs provide: Medicaid transportation to and from medical appointments for eligible participants; a user-side subsidy program (Call-n-Ride) that provides travel options for low-income elderly and disabled; and information on public private transportation programs available to seniors and persons with disabilities

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	7,922,671	12.60
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	24,758	0.00
FY18 Approved	7,947,429	12.60

☀ Ride On

Fixed-route bus service is provided by the Ride On system throughout the County. Ride On operates primarily in neighborhoods and provides a collector and distributor service to the major transfer points and transit centers in the County. Ride On supplements and coordinates the County's mass transit services with Metrobus and Metrorail service which is provided by the Washington Metropolitan Area Transit Authority. The Ride On transit system operates and manages more than 78 routes; maintains a strategic plan for replacement of the bus fleet; trains new bus operators and provides continuing safety, remedial and refresher instruction for existing operators; and coordinates activities with a state of the art Central Communications Center, which also operates Ride On's computer-aided dispatch/automatic vehicle location system.

Program Performance Measures	Actual FY15	Actual FY16	Estimated FY17	Target FY18	Target FY19
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Program Performance Measures	Actual FY15	Actual FY16	Estimated FY17	Target FY18	Target FY19
Hours of service	1,133,548	1,133,064	1,140,298	1,167,412	1,173,249
Number of reported collisions between Ride On buses and a person or object, per 100,000 miles driven	4.0	3.7	3.8	3.8	3.8
On time performance for Ride On buses	87.9%	87.5%	88.0%	88.4%	88.9%
Passengers per hour of service	22.9	21.6	20.6	20.4	20.7
Passengers transported (millions)	25.972	24.512	23.438	23.831	24.232
Ride On passengers transported per capita (Ratio of the number of passengers boarding a Ride On bus within a fiscal year and Montgomery County's population) ¹	26.2	24.6	23.4	23.7	23.4
Percent of Ride On customers who report a satisfactory customer service experience	80%	N/A	N/A	80%	N/A
Ride On complaints per 100,000 bus riders	23.7	23.5	23.7	23.7	23.7

¹ Definition: This measure is calculated annually comparing the number of Ride On passengers to the Montgomery County Population. It indicates whether Ride On is maintaining a constant share of Montgomery County residents.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	104,429,786	769.80
Add: MD 355 Extra Service	995,162	23.00
Add: Limited Stop Ride On Service on US 29	732,748	9.00
Add: Express Service from Clarksburg to Shady Grove Metro	587,792	0.00
Add: Enhance Route 75 Service to Clarksburg Outlets and Eliminate Poor Performing Routes 3 and 93	201,189	1.90
Add: Extend Seniors Ride Free on Saturday	15,000	0.00
Eliminate: Route 94 "Meet the MARC" due to low ridership	(206,250)	(2.00)
Decrease Cost: Personnel savings	(253,171)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	5,763,117	(0.01)
FY18 Approved	112,265,373	801.69

Commuter Services

The Commuter Services Section promotes alternatives to the single occupant vehicle -- including transit, car/vanpooling, biking, walking and telework-- to reduce traffic congestion and improve air quality. Programs and services are concentrated in the County's five Transportation Management Districts: Silver Spring, Friendship Heights, Bethesda, North Bethesda and Greater Shady Grove, and in the Wheaton Transportation Planning & Policy area. Commuting information and assistance is also provided to businesses, employees, and residents throughout the County. Programs are developed to support use of transportation options and the section coordinates with other local, state and regional agencies on efforts to improve effectiveness of those options.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	4,039,651	18.19
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	57,555	0.00
FY18 Approved	4,097,206	18.19

Taxi Regulation

The Taxi Regulation program is responsible for issuance, enforcement, renewal, and management of passenger vehicle licenses and taxicab driver IDs. This program administers the taxicab regulation, licensing, and permit activities of chapter 53 of the Montgomery County Code.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	655,157	5.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	19,019	0.00
FY18 Approved	674,176	5.00

Customer Service

The Customer Service program is the interface between Ride On's service delivery and customer information. In addition to managing the distribution of paper transit timetables, web sites are maintained and updated, and real time information is provided through various media (phone, web, mobile apps and signs). System information is provided by way of electronic system maps and informational displays inside and outside of buses and bus stop shelters. As needed, public forums are arranged for proposed service changes.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	1,767,261	6.62
Increase Cost: Annualization of Seniors Ride Free Service on Saturdays	20,417	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	66,427	(0.99)
FY18 Approved	1,854,105	5.63

Transit Operations Planning

The Transit Operations Planning program provides comprehensive, coordinated, and integrated services to assure the County's transit needs are met. To accomplish this objective, the program plans and schedules Ride On service; evaluates and develops Ride On routes; adjusts schedules 3 times a year; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	2,100,283	7.00
Add: Annualization of Rock Spring Park Express Service	443,000	0.00
Add: Annualization of Tobytown Service	138,250	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	171,158	0.00
FY18 Approved	2,852,691	7.00

Transit Parking Facility Maintenance

The Transit Parking Facility Maintenance program funds the operation and maintenance of the Park & Ride Lots as well as

Transit Centers. The Division of Parking Management Operations section provides and manages the maintenance services.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	393,220	1.28
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	4,754	0.00
FY18 Approved	397,974	1.28

Fixed Costs

The Fixed Costs program contains certain cost items that involve long-term funding commitments independent of the annual scope of program costs. Fixed costs included in this category are utility payments and insurance. Casualty insurance for Ride On is provided through the Division of Risk Management. The costs are required or "fixed" based on the existence of the programs, but the actual amount is based on anticipated rates and the proposed size and scope of the related unit or program.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	2,785,368	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(2,612)	0.00
FY18 Approved	2,782,756	0.00

Administration

The Administration program provides general management, planning, supervision, and support for the Division. It performs financial management tasks, administers contracts, manages grants, provides personnel management functions, and provides Montgomery County's financial support to the Washington Suburban Transit Commission.

FY18 Approved Changes	Expenditures	FTEs
FY17 Approved	3,139,287	17.98
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	45,027	1.00
FY18 Approved	3,184,314	18.98

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	51,340,461	51,803,340	53,129,534	54,870,880	5.9 %
Employee Benefits	16,995,414	18,611,084	17,679,224	19,079,425	2.5 %
Mass Transit Personnel Costs	68,335,875	70,414,424	70,808,758	73,950,305	5.0 %
Operating Expenses	51,938,835	52,847,086	52,104,350	58,250,652	10.2 %

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
Capital Outlay	13,400	0	0	26,000	—
Mass Transit Expenditures	120,288,110	123,261,510	122,913,108	132,226,957	7.3 %
PERSONNEL					
Full-Time	810	808	808	840	4.0 %
Part-Time	0	0	0	0	—
FTEs	821.40	826.08	826.08	857.98	3.9 %
REVENUES					
Bus Advertising	1,173,107	935,000	935,000	1,035,000	10.7 %
Insurance Recoveries	327,541	0	0	0	—
Investment Income	61,101	0	120,250	120,250	—
Miscellaneous Revenues	28,162	0	0	0	—
Motor Pool Charges/Fees	791,113	0	0	0	—
Other Charges/Fees	1,415,637	982,194	982,194	1,162,194	18.3 %
Other Fines/Forfeitures	9,115	0	0	0	—
Parking Fees	718,848	661,385	661,385	661,385	—
Parking Fines	586,083	405,000	405,000	405,000	—
Property Tax	107,623,637	97,009,830	96,567,417	112,620,948	16.1 %
Ride On Fare Revenue	22,193,313	22,769,658	22,769,658	21,559,302	-5.3 %
State Aid: Call N' Ride	379,107	379,110	379,110	379,110	—
State Aid: Damascus Fixed Route	394,101	309,950	309,950	309,950	—
State Aid: Ride On	39,795,513	38,264,000	38,264,000	38,764,000	1.3 %
Taxi Licensing Fees	647,232	531,000	531,000	531,000	—
Mass Transit Revenues	176,143,610	162,247,127	161,924,964	177,548,139	9.4 %

GRANT FUND - MCG

EXPENDITURES

Salaries and Wages	1,119,571	1,462,021	1,462,021	1,471,943	0.7 %
Employee Benefits	397,037	397,913	397,913	387,991	-2.5 %
Grant Fund - MCG Personnel Costs	1,516,608	1,859,934	1,859,934	1,859,934	—
Operating Expenses	2,844,638	3,205,705	3,205,705	3,205,705	—
Grant Fund - MCG Expenditures	4,361,246	5,065,639	5,065,639	5,065,639	—

PERSONNEL

Full-Time	15	17	17	17	—
Part-Time	0	0	0	0	—
FTEs	14.79	16.39	16.39	16.39	—

REVENUES

Federal Grants	1,600,855	1,939,694	1,939,693	1,939,693	—
State Grants	2,415,498	3,125,945	3,125,946	3,125,946	—
Grant Fund - MCG Revenues	4,016,353	5,065,639	5,065,639	5,065,639	—

BUDGET SUMMARY

	Actual FY16	Budget FY17	Estimate FY17	Approved FY18	%Chg Bud/App
DEPARTMENT TOTALS					
Total Expenditures	124,649,356	128,327,149	127,978,747	137,292,596	7.0 %
Total Full-Time Positions	825	825	825	857	3.9 %
Total Part-Time Positions	0	0	0	0	—
Total FTEs	836.19	842.47	842.47	874.37	3.8 %
Total Revenues	180,159,963	167,312,766	166,990,603	182,613,778	9.1 %

FY18 APPROVED CHANGES

	Expenditures	FTEs
MASS TRANSIT		
FY17 ORIGINAL APPROPRIATION	123,261,510	826.08
<u>Changes (with service impacts)</u>		
Add: MD 355 Extra Service [Ride On]	995,162	23.00
Add: Limited Stop Ride On Service on US 29 [Ride On]	732,748	9.00
Add: Express Service from Clarksburg to Shady Grove Metro [Ride On]	587,792	0.00
Add: Annualization of Rock Spring Park Express Service [Transit Operations Planning]	443,000	0.00
Add: Enhance Route 75 Service to Clarksburg Outlets and Eliminate Poor Performing Routes 3 and 93 [Ride On]	201,189	1.90
Add: Annualization of Tobytown Service [Transit Operations Planning]	138,250	0.00
Add: Extend Seniors Ride Free on Saturday [Ride On]	15,000	0.00
Eliminate: Route 94 "Meet the MARC" due to low ridership [Ride On]	(206,250)	(2.00)
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Motor Pool Adjustment (includes \$1.2M for MD 355 Extra Service)	3,469,179	0.00
Increase Cost: FY18 Compensation Adjustment	1,617,028	0.00
Increase Cost: Annualization of FY17 Compensation Increases	625,423	0.00
Increase Cost: Bethesda Circulator Expansion	166,040	0.00
Increase Cost: Contract Escalations	163,460	0.00
Increase Cost: Risk Management Adjustment	97,388	0.00
Increase Cost: Retirement Adjustment	65,020	0.00
Increase Cost: Contracts	45,000	0.00
Increase Cost: Annualization of FY17 Personnel Costs	31,250	0.00
Increase Cost: Annualization of Seniors Ride Free Service on Saturdays [Customer Service]	20,417	0.00
Increase Cost: TMD Biennial reports	20,000	0.00
Increase Cost: Bethesda TMD operating increase	15,650	0.00
Increase Cost: North Bethesda TMD operating increase	14,900	0.00
Decrease Cost: Printing and Mail	(39,028)	0.00
Decrease Cost: Personnel savings [Ride On]	(253,171)	0.00

FY18 APPROVED CHANGES

	Expenditures	FTEs
FY18 APPROVED	132,226,957	857.98
GRANT FUND - MCG		
FY17 ORIGINAL APPROPRIATION	5,065,639	16.39
FY18 APPROVED	5,065,639	16.39

PROGRAM SUMMARY

Program Name	FY17 APPR Expenditures	FY17 APPR FTEs	FY18 APPR Expenditures	FY18 APPR FTEs
Passenger Facilities	1,094,465	4.00	1,236,572	4.00
Medicaid and Senior Programs	7,922,671	12.60	7,947,429	12.60
Ride On	104,429,786	769.80	112,265,373	801.69
Commuter Services	4,039,651	18.19	4,097,206	18.19
Taxi Regulation	655,157	5.00	674,176	5.00
Customer Service	1,767,261	6.62	1,854,105	5.63
Transit Operations Planning	2,100,283	7.00	2,852,691	7.00
Transit Parking Facility Maintenance	393,220	1.28	397,974	1.28
Fixed Costs	2,785,368	0.00	2,782,756	0.00
Administration	3,139,287	17.98	3,184,314	18.98
Total	128,327,149	842.47	137,292,596	874.37

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY17 Total\$	FY17 FTES	FY18 Total\$	FY18 FTES
MASS TRANSIT					
Health and Human Services	General Fund	282,694	0.00	282,694	0.00

FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY18	FY19	FY20	FY21	FY22	FY23
MASS TRANSIT						
EXPENDITURES						
FY18 Approved	132,227	132,227	132,227	132,227	132,227	132,227
No inflation or compensation change is included in outyear projections.						
Ride On Route 102	0	568	0	0	0	0

FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY18	FY19	FY20	FY21	FY22	FY23
Provides funds for a full year of service in FY19. The route will operate on Maryland State Route 29 from Burtonsville to Silver Spring. Service to begin January 2018 and operate until FY20 when new Bus Rapid Transit Service is expected to be implemented.						
Annualize Route Eliminations	0	(117)	(117)	(117)	(117)	(117)
Routes 3, 93, and 94 will be eliminated in Fall 2017.						
MD 355 Extra Service	0	442	442	442	442	442
Provides funds for a full year of service in FY19. Service to begin in Fall 2017.						
Route 75 Enhancement to Clarksburg Outlets	0	118	118	118	118	118
Provides funds for a full year of service in FY19. Service to begin in Fall 2017.						
Labor Contracts	0	673	673	673	673	673
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	132,227	133,911	133,343	133,343	133,343	133,343