



# Transit Services

## APPROVED FY19 BUDGET

\$137,596,177

## FULL TIME EQUIVALENTS

876.37

 AL ROSHDIEH, DIRECTOR

## 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 FY19 Operating Budget for the Division of Transit Services is \$137,596,177, an increase of \$303,581 or 0.22 percent from the FY18 Approved Budget of \$137,292,596. Personnel Costs comprise 57.48 percent of the budget for 859 full-time position(s) and no part-time position(s), and a total of 876.37 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 42.52 percent of the FY19 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 \$21,894,010 is required.

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

## LINKAGE TO COUNTY RESULT AREAS

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

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

## 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 FY18 estimates reflect funding based on the FY18 Approved Budget. The FY19 and FY20 figures are performance targets based on the FY19 Approved Budget and funding for comparable service levels in FY20.

## INITIATIVES

- ★ Starting in January 2019, Ride On will operate a new pilot neighborhood service from Olney into Rockville with smaller circulator buses that are more reasonable and flexible to operate along small neighborhood roads. The new circulator routes will run every 10 minutes during rush hour and will take all current forms of fare media like other larger Ride On buses. Transferability to other buses and Metrorail will be easier. The opportunity to get closer into the neighborhoods and utilize a new "app" to arrange for pickup should attract new riders and revitalize transit use in these areas. Even with smaller buses all of the buses will be ADA accessible.
- ★ Starting in May 2018, provide new US 29 Ride On overlay service to alleviate traffic congestion in this major thoroughfare.
- ★ Starting in January 2019, extend Ride On Route 75 to serve the Germantown MARC station during weekday peak periods.

## ACCOMPLISHMENTS

- ✓ Successfully implemented Ride On ExtRa, a new limited stop service from Lakeforest Mall in Gaithersburg to the Medical Center Metrorail Station in Bethesda.
- ✓ Enhanced Seniors Ride Free program with extended hours of service on Saturdays for both Ride On and Metrobus service riders in Montgomery County.
- ✓ Increased Ride On service in the Clarksburg area to shopping outlets and Shady Grove Metrorail.
- ✓ Successfully competed for and obtained a Federal bus emissions grant to support infrastructure and purchase costs for new electric buses in FY19.

## 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. 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.

FY19 Approved Changes	Expenditures	FTEs
<b>FY18 Approved</b>	<b>1,236,572</b>	<b>4.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	148,491	1.00
<b>FY19 Approved</b>	<b>1,385,063</b>	<b>5.00</b>

## ☀️ 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

FY19 Approved Changes	Expenditures	FTEs
<b>FY18 Approved</b>	<b>7,947,429</b>	<b>12.60</b>
Technical Adj: Senior Transportation Grant	0	(1.10)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	161,201	1.00
<b>FY19 Approved</b>	<b>8,108,630</b>	<b>12.50</b>

## ☀️ 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 FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Hours of service	1,133,064	1,144,238	1,179,904	1,195,529	1,216,894
Number of reported collisions between Ride On buses and a person or object, per 100,000 miles driven	3.7	3.6	3.6	3.6	3.6
On time performance for Ride On buses	87.5%	88.5%	88.9%	89.3%	89.7%
Passengers per hour of service	21.6	20.1	18.9	18.7	18.7
Passengers transported (millions)	24.512	22.984	22.362	22.383	22.689
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) <sup>1</sup>	24.6	23.0	22.23	22.14	22.3
Percent of Ride On customers who report a satisfactory customer service experience	N/A	N/A	N/A	TBD	TBD
Ride On complaints per 100,000 bus riders	23.5	20.5	20.5	20.5	20.5

<sup>1</sup> 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.

FY19 Approved Changes	Expenditures	FTEs
<b>FY18 Approved</b>	<b>112,265,373</b>	<b>801.69</b>
Add: Annualization of MD 355 ExtRa Service	442,000	0.00
Add: Hours of Service on Route 52	192,027	0.00
Add: Annualization of Route 75 Enhancement to Clarksburg Outlets	118,000	0.00
Add: Route 75 Extension To the Germantown MARC Station	84,894	1.00
Increase Cost: Bethesda Circulator Contract	38,236	0.00
Add: Annualization of Seniors Ride Free Expansion	5,000	0.00
Reduce: Annualize Eliminations of Poor Performing Routes Discontinued in FY18	(116,930)	0.00
Transit Services	Transportation	48-3

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(989,606)	(0.20)
<b>FY19 Approved</b>	<b>112,038,994</b>	<b>802.49</b>

## 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.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>4,097,206</b>	<b>18.19</b>
Increase Cost: Grant Increase - COG Grant	13,491	0.00
Technical Adj: Privatization of Commuter Services Trip Store (Grant Fund)	0	(2.19)
Technical Adj: Privatization of Commuter Services Trip Store (Mass Transit Fund)	0	2.19
Decrease Cost: Transportation Management District Biennial reports	(20,000)	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.	(92,176)	(1.80)
<b>FY19 Approved</b>	<b>3,998,521</b>	<b>16.39</b>

## 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.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>674,176</b>	<b>5.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	15,673	0.00
<b>FY19 Approved</b>	<b>689,849</b>	<b>5.00</b>

## 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.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>1,854,105</b>	<b>5.63</b>
Add: Bus Rapid Transit Outreach and Education	175,000	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.	103,899	0.00
<b>FY19 Approved</b>	<b>2,133,004</b>	<b>5.63</b>

## 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 three times a year; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>2,852,691</b>	<b>7.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	56,119	0.00
<b>FY19 Approved</b>	<b>2,908,810</b>	<b>7.00</b>

## 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.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>397,974</b>	<b>1.28</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,247	0.00
<b>FY19 Approved</b>	<b>400,221</b>	<b>1.28</b>

## 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.

<b>FY19 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY18 Approved</b>	<b>2,782,756</b>	<b>0.00</b>
Decrease Cost: Risk Management Adjustment	(296,285)	0.00
<b>FY19 Approved</b>	<b>2,486,471</b>	<b>0.00</b>

## 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.

FY19 Approved Changes	Expenditures	FTEs
<b>FY18 Approved</b>	<b>3,184,314</b>	<b>18.98</b>
Technical Adj: Technical Adjustment Staffing	11,278	0.10
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	251,022	2.00
<b>FY19 Approved</b>	<b>3,446,614</b>	<b>21.08</b>

## BUDGET SUMMARY

	Actual FY17	Budget FY18	Estimate FY18	Approved FY19	%Chg Bud/App
<b>MASS TRANSIT</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	52,900,234	54,870,880	53,841,384	57,539,911	4.9 %
Employee Benefits	17,423,881	19,079,425	17,201,578	19,925,853	4.4 %
<b>Mass Transit Personnel Costs</b>	<b>70,324,115</b>	<b>73,950,305</b>	<b>71,042,962</b>	<b>77,465,764</b>	<b>4.8 %</b>
Operating Expenses	53,379,346	58,250,652	55,723,108	55,025,283	-5.5 %
Capital Outlay	85	26,000	26,000	26,000	—
<b>Mass Transit Expenditures</b>	<b>123,703,546</b>	<b>132,226,957</b>	<b>126,792,070</b>	<b>132,517,047</b>	<b>0.2 %</b>
<b>PERSONNEL</b>					
Full-Time	17	840	840	844	0.5 %
Part-Time	0	0	0	0	—
FTEs	826.08	857.98	857.98	863.27	0.6 %
<b>REVENUES</b>					
Bus Advertising	1,092,399	1,035,000	960,000	1,007,900	-2.6 %
Investment Income	237,298	120,250	389,530	551,830	358.9 %
Miscellaneous Revenues	39,048	0	0	0	—
Motor Pool Charges/Fees	2,626,949	0	0	0	—
Other Charges/Fees	2,629,179	1,162,194	1,162,194	2,492,142	114.4 %
Other Fines/Forfeitures	11,376	0	0	0	—
Parking Fees	884,733	661,385	661,385	661,385	—
Parking Fines	597,528	405,000	405,000	405,000	—
Property Tax	96,813,423	112,620,948	112,466,470	100,841,399	-10.5 %
Ride On Fare Revenue	21,149,894	21,559,302	21,510,302	21,708,654	0.7 %
State Aid: Call N' Ride	379,107	379,110	387,911	387,911	2.3 %
State Aid: Damascus Fixed Route	309,958	309,950	309,950	309,950	—
State Aid: Ride On	40,656,348	38,764,000	39,628,000	39,628,000	2.2 %
Taxi Licensing Fees	522,354	531,000	425,000	425,000	-20.0 %
<b>Mass Transit Revenues</b>	<b>167,949,594</b>	<b>177,548,139</b>	<b>178,305,742</b>	<b>168,419,171</b>	<b>-5.1 %</b>

## BUDGET SUMMARY

	Actual FY17	Budget FY18	Estimate FY18	Approved FY19	%Chg Bud/App
<b>GRANT FUND - MCG</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	1,085,387	1,471,943	1,471,943	1,322,697	-10.1 %
Employee Benefits	378,357	387,991	387,991	296,065	-23.7 %
<b>Grant Fund - MCG Personnel Costs</b>	<b>1,463,744</b>	<b>1,859,934</b>	<b>1,859,934</b>	<b>1,618,762</b>	<b>-13.0 %</b>
Operating Expenses	2,969,111	3,205,705	3,205,705	3,460,368	7.9 %
<b>Grant Fund - MCG Expenditures</b>	<b>4,432,855</b>	<b>5,065,639</b>	<b>5,065,639</b>	<b>5,079,130</b>	<b>0.3 %</b>
<b>PERSONNEL</b>					
Full-Time	17	17	17	15	-11.8 %
Part-Time	0	0	0	0	—
FTEs	16.39	16.39	16.39	13.10	-20.1 %
<b>REVENUES</b>					
Federal Grants	1,791,124	1,939,693	1,939,693	1,939,693	—
State Grants	2,285,987	3,125,946	3,125,946	3,139,437	0.4 %
<b>Grant Fund - MCG Revenues</b>	<b>4,077,111</b>	<b>5,065,639</b>	<b>5,065,639</b>	<b>5,079,130</b>	<b>0.3 %</b>
<b>DEPARTMENT TOTALS</b>					
<b>Total Expenditures</b>	<b>128,136,401</b>	<b>137,292,596</b>	<b>131,857,709</b>	<b>137,596,177</b>	<b>0.2 %</b>
<b>Total Full-Time Positions</b>	<b>34</b>	<b>857</b>	<b>857</b>	<b>859</b>	<b>0.2 %</b>
<b>Total Part-Time Positions</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>
<b>Total FTEs</b>	<b>842.47</b>	<b>874.37</b>	<b>874.37</b>	<b>876.37</b>	<b>0.2 %</b>
<b>Total Revenues</b>	<b>172,026,705</b>	<b>182,613,778</b>	<b>183,371,381</b>	<b>173,498,301</b>	<b>-5.0 %</b>

## FY19 APPROVED CHANGES

	Expenditures	FTEs
<b>MASS TRANSIT</b>		
	<b>FY18 ORIGINAL APPROPRIATION</b>	<b>132,226,957 857.98</b>
<b><u>Changes (with service impacts)</u></b>		
Add: Annualization of MD 355 ExtRa Service [Ride On]	442,000	0.00
Add: Hours of Service on Route 52 [Ride On]	192,027	0.00
Add: Bus Rapid Transit Outreach and Education [Customer Service]	175,000	0.00
Add: Annualization of Route 75 Enhancement to Clarksburg Outlets [Ride On]	118,000	0.00
Add: Route 75 Extension To the Germantown MARC Station [Ride On]	84,894	1.00
Add: Annualization of Seniors Ride Free Expansion [Ride On]	5,000	0.00
Reduce: Annualize Eliminations of Poor Performing Routes Discontinued in FY18 [Ride On]	(116,930)	0.00
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: FY19 Compensation Adjustment	2,081,045	0.00

## FY19 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Annualization of FY18 Personnel Costs	1,448,018	2.00
Increase Cost: Bethesda Circulator Contract [Ride On]	38,236	0.00
Technical Adj: Technical Adjustment Staffing [Administration]	11,278	0.10
Increase Cost: Printing and Mail	5,936	0.00
Technical Adj: Privatization of Commuter Services Trip Store (Mass Transit Fund) [Commuter Services]	0	2.19
Decrease Cost: Transportation Management District Biennial reports [Commuter Services]	(20,000)	0.00
Decrease Cost: Retirement Adjustment	(166,916)	0.00
Decrease Cost: Risk Management Adjustment [Fixed Costs]	(296,285)	0.00
Decrease Cost: Motor Pool Adjustment	(3,711,213)	0.00
<b>FY19 APPROVED</b>	<b>132,517,047</b>	<b>863.27</b>

### GRANT FUND - MCG

<b>FY18 ORIGINAL APPROPRIATION</b>	<b>5,065,639</b>	<b>16.39</b>
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Grant Increase - COG Grant [Commuter Services]	13,491	0.00
Technical Adj: Senior Transportation Grant [Medicaid and Senior Programs]	0	(1.10)
Technical Adj: Privatization of Commuter Services Trip Store (Grant Fund) [Commuter Services]	0	(2.19)
<b>FY19 APPROVED</b>	<b>5,079,130</b>	<b>13.10</b>

## PROGRAM SUMMARY

Program Name	FY18 APPR Expenditures	FY18 APPR FTEs	FY19 APPR Expenditures	FY19 APPR FTEs
Passenger Facilities	1,236,572	4.00	1,385,063	5.00
Medicaid and Senior Programs	7,947,429	12.60	8,108,630	12.50
Ride On	112,265,373	801.69	112,038,994	802.49
Commuter Services	4,097,206	18.19	3,998,521	16.39
Taxi Regulation	674,176	5.00	689,849	5.00
Customer Service	1,854,105	5.63	2,133,004	5.63
Transit Operations Planning	2,852,691	7.00	2,908,810	7.00
Transit Parking Facility Maintenance	397,974	1.28	400,221	1.28
Fixed Costs	2,782,756	0.00	2,486,471	0.00
Administration	3,184,314	18.98	3,446,614	21.08
<b>Total</b>	<b>137,292,596</b>	<b>874.37</b>	<b>137,596,177</b>	<b>876.37</b>

## CHARGES TO OTHER DEPARTMENTS



Charged Department	Charged Fund	FY18 Total\$	FY18 FTES	FY19 Total\$	FY19 FTES
<b>MASS TRANSIT</b>					
Health and Human Services	General Fund	282,694	0.00	282,694	0.00

### FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY19	FY20	FY21	FY22	FY23	FY24
<b>MASS TRANSIT</b>						
<b>EXPENDITURES</b>						
<b>FY19 Approved</b>	<b>132,517</b>	<b>132,517</b>	<b>132,517</b>	<b>132,517</b>	<b>132,517</b>	<b>132,517</b>
No inflation or compensation change is included in outyear projections.						
<b>Route 52 Restructuring</b>	<b>0</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>
Additional service hours created by restructuring the route to incorporate microtransit vehicles						
<b>Labor Contracts</b>	<b>0</b>	<b>1,087</b>	<b>1,087</b>	<b>1,087</b>	<b>1,087</b>	<b>1,087</b>
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	<b>132,517</b>	<b>133,796</b>	<b>133,796</b>	<b>133,796</b>	<b>133,796</b>	<b>133,796</b>

### ANNUALIZATION OF PERSONNEL COSTS AND FTES

	FY19 Approved		FY20 Annualized	
	Expenditures	FTEs	Expenditures	FTEs
Route 75 Extension To the Germantown MARC Station	49,286	1.00	98,572	1.00
<b>Total</b>	<b>49,286</b>	<b>1.00</b>	<b>98,572</b>	<b>1.00</b>

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