



# Transit Services

## RECOMMENDED FY20 BUDGET

\$143,960,847

## FULL TIME EQUIVALENTS

902.87

 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 recommended FY20 Operating Budget for the Division of Transit Services is \$143,960,847, an increase of \$6,364,670 or 4.6 percent from the FY19 Approved Budget of \$137,596,177. Personnel Costs comprise 57.83 percent of the budget for 886 full-time position(s) and no part-time position(s), and a total of 902.87 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 42.17 percent of the FY20 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 \$22,400,120 is required.

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

## COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **Thriving Youth and Families**
-  **Easier Commutes**
-  **A Greener County**

## 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 FY19 estimates reflect funding based on the FY19 Approved Budget. The FY20 and FY21 figures are performance targets based on the FY20 Recommended Budget and funding for comparable service levels in FY21.

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## INITIATIVES

- ★ Implement new limited stop FLASH service on US 29 between the Burtonsville Park-and-Ride Lot and the Silver Spring Transit Center in May 2020. The line will include 18 new station platforms with a fleet of 16 60-foot articulated buses. Service will run from 5:30 am - midnight seven days a week with 7.5 minute headways in the morning and afternoon peak periods and 15 minutes at all other times.
- ★ Implement Ride On FLEX bus service in Spring 2019 . This will be a demand response service. There will be 3 geofenced zones- Rockville, Glenmont and Wheaton. This service will operate with smaller circulator buses are more reasonable and flexible to operate along small neighborhood roads. 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 the areas.
- ★ Ride On is rolling out its new computer aided dispatch/automatic vehicle location (CAD/AVL) system. The CAD/AVL system provides critical real time bus fleet information. The CAD/AVL system provides schedule adherence, route adherence, traveler information output and fleet management. The new CAD/AVL system is fully integrated to transit planning software and Real Time.

## ACCOMPLISHMENTS

- ✓ Extended Route 75 Germantown MARC station during weekday peak periods.
- ✓ Obtained a Federal grant to support infrastructure and purchase costs for new electric buses in FY20.
- ✓ Ride On's new Route 129 (US29) limited stop bus service connecting to the Silver Spring Transit Center began in early calendar year 2018.
- ✓ Forty-two Ride On bus shelters are now solar powered. The bus shelters are located in areas where electric utilities do not have nearby power connections. The solar power provides safety lighting, and there are plans to install solar equipment in 10 additional shelters. Overall, 10 percent of all shelters will be solar powered.
- ✓ Real Time signs are in over 80 locations displaying real time bus arrival/departure information.

## 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.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>1,385,063</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.	120,668	0.00
<b>FY20 Recommended</b>	<b>1,505,731</b>	<b>5.00</b>

## ☀️ Medicaid and Senior Programs

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

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>8,108,630</b>	<b>12.50</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	35,627	0.00
<b>FY20 Recommended</b>	<b>8,144,257</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, 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 FY17	Actual FY18	Estimated FY19	Target FY20	Target FY21
Hours of service	1,144,238	1,179,961	1,196,243	1,217,615	1,254,792
Number of reported collisions between Ride On buses and a person or object, per 100,000 miles driven	3.6	3.6	3.6	3.6	3.6
On time performance for Ride On buses	88.5%	88.2%	88.7%	89.2%	89.7%
Passengers per hour of service	20.1	18.3	18.3	18.2	18.4
Passengers transported (millions)	22.984	21.59	21.83	22.13	23.05
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)	23.0	21.5	21.6	21.8	22.6
<sup>1</sup> Percent of Ride On customers who report a satisfactory customer service experience	N/A	N/A	TBD	TBD	TBD
Ride On complaints per 100,000 bus riders	20.5	23.1	21.9	20.8	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.

FY20 Recommended Changes	Expenditures	FTEs
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FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>112,038,994</b>	<b>802.49</b>
Add: US 29 FLASH Operating Costs	1,487,740	37.00
Increase Cost: Farebox Parts to Ensure Revenue Collection	300,000	0.00
Increase Cost: Kids Ride Free/Seniors Ride Free to Reflect Actual Charges	134,575	0.00
Technical Adj: Technical Adjustment Staffing	0	0.10
Decrease Cost: Elimination of Bus Detours due to Lytonsville Place Bridge Reopening	(273,962)	0.00
Eliminate: Rock Spring Business Park Express Bus Service	(443,000)	0.00
Reduce: Frequency of Buses on Seven Routes	(1,041,640)	(9.60)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	5,092,302	(1.19)
<b>FY20 Recommended</b>	<b>117,295,009</b>	<b>828.80</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.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>3,998,521</b>	<b>16.39</b>
Increase Cost: COG Grant Increase (Commuter Services)	9,126	0.00
Technical Adj: Technical Adjustment Staffing	(83,017)	(1.00)
Eliminate: Fare Share Program Due to Low Usage	(500,000)	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.	529,159	1.20
<b>FY20 Recommended</b>	<b>3,953,789</b>	<b>16.59</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.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>689,849</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.	28,178	0.00
<b>FY20 Recommended</b>	<b>718,027</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>FY20 Recommended Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY19 Approved</b>	<b>2,133,004</b>	<b>5.63</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	154,118	(0.01)
<b>FY20 Recommended</b>	<b>2,287,122</b>	<b>5.62</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>FY20 Recommended Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY19 Approved</b>	<b>2,908,810</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.	(459,854)	0.00
<b>FY20 Recommended</b>	<b>2,448,956</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>FY20 Recommended Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY19 Approved</b>	<b>400,221</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.	5,643	0.00
<b>FY20 Recommended</b>	<b>405,864</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.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>2,486,471</b>	<b>0.00</b>
Increase Cost: Risk Management Adjustment	643,794	0.00
<b>FY20 Recommended</b>	<b>3,130,265</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.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>3,446,614</b>	<b>21.08</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	625,213	0.00
<b>FY20 Recommended</b>	<b>4,071,827</b>	<b>21.08</b>

## BUDGET SUMMARY

	Actual FY18	Budget FY19	Estimate FY19	Recommended FY20	%Chg Bud/Rec
<b>MASS TRANSIT</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	54,687,001	57,539,911	58,000,595	60,438,322	5.0 %
Employee Benefits	17,875,219	19,925,853	19,381,205	21,194,306	6.4 %
<b>Mass Transit Personnel Costs</b>	<b>72,562,220</b>	<b>77,465,764</b>	<b>77,381,800</b>	<b>81,632,628</b>	<b>5.4 %</b>
Operating Expenses	55,339,625	55,025,283	57,407,873	57,128,463	3.8 %
Capital Outlay	115,491	26,000	0	111,500	328.9 %
<b>Mass Transit Expenditures</b>	<b>128,017,336</b>	<b>132,517,047</b>	<b>134,789,673</b>	<b>138,872,591</b>	<b>4.8 %</b>
<b>PERSONNEL</b>					
Full-Time	840	844	844	871	3.2 %
Part-Time	0	0	0	0	—
FTEs	857.98	863.27	863.27	889.77	3.1 %
<b>REVENUES</b>					
Bus Advertising	953,434	1,007,900	935,000	935,000	-7.2 %
Insurance Recoveries	171,016	0	0	0	—
Investment Income	0	551,830	0	0	-100.0 %
Miscellaneous Revenues	50,082	0	0	0	—
Motor Pool Charges/Fees	623,391	0	0	0	—
Other Charges/Fees	3,143,668	2,492,142	2,492,142	2,492,442	—
Other Fines/Forfeitures	7,542	0	0	0	—
Parking Fees	775,453	661,385	720,000	720,000	8.9 %
Parking Fines	603,792	405,000	525,000	525,000	29.6 %

## BUDGET SUMMARY

	Actual FY18	Budget FY19	Estimate FY19	Recommended FY20	%Chg Bud/Rec
Property Tax	111,853,469	100,841,399	99,820,084	138,627,663	37.5 %
Recreation Fees	3,849	0	0	0	—
Ride On Fare Revenue	21,661,527	21,708,654	20,647,875	20,609,532	-5.1 %
State Aid: Call N' Ride	387,911	387,911	379,107	379,107	-2.3 %
State Aid: Damascus Fixed Route	309,958	309,950	309,950	309,950	—
State Aid: Ride On	39,711,634	39,628,000	40,628,000	40,628,000	2.5 %
Taxi Licensing Fees	493,912	425,000	400,000	400,000	-5.9 %
<b>Mass Transit Revenues</b>	<b>180,750,638</b>	<b>168,419,171</b>	<b>166,857,158</b>	<b>205,626,694</b>	<b>22.1 %</b>

### GRANT FUND - MCG

#### EXPENDITURES

Salaries and Wages	1,133,988	1,322,697	1,322,697	1,304,894	-1.4 %
Employee Benefits	393,805	296,065	296,065	316,293	6.8 %
<b>Grant Fund - MCG Personnel Costs</b>	<b>1,527,793</b>	<b>1,618,762</b>	<b>1,618,762</b>	<b>1,621,187</b>	<b>0.1 %</b>
Operating Expenses	3,411,502	3,460,368	3,460,368	3,467,069	0.2 %
<b>Grant Fund - MCG Expenditures</b>	<b>4,939,295</b>	<b>5,079,130</b>	<b>5,079,130</b>	<b>5,088,256</b>	<b>0.2 %</b>

#### PERSONNEL

Full-Time	17	15	15	15	—
Part-Time	0	0	0	0	—
FTEs	16.39	13.10	13.10	13.10	—

#### REVENUES

Federal Grants	2,227,357	1,939,693	1,939,693	1,939,693	—
State Grants	1,115,995	3,139,437	3,139,437	3,148,563	0.3 %
<b>Grant Fund - MCG Revenues</b>	<b>3,343,352</b>	<b>5,079,130</b>	<b>5,079,130</b>	<b>5,088,256</b>	<b>0.2 %</b>

### DEPARTMENT TOTALS

<b>Total Expenditures</b>	<b>132,956,631</b>	<b>137,596,177</b>	<b>139,868,803</b>	<b>143,960,847</b>	<b>4.6 %</b>
<b>Total Full-Time Positions</b>	<b>857</b>	<b>859</b>	<b>859</b>	<b>886</b>	<b>3.1 %</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>874.37</b>	<b>876.37</b>	<b>876.37</b>	<b>902.87</b>	<b>3.0 %</b>
<b>Total Revenues</b>	<b>184,093,990</b>	<b>173,498,301</b>	<b>171,936,288</b>	<b>210,714,950</b>	<b>21.5 %</b>

### FY20 RECOMMENDED CHANGES

	Expenditures	FTEs
<b>MASS TRANSIT</b>		
	<b>FY19 ORIGINAL APPROPRIATION</b>	<b>132,517,047 863.27</b>
<b><u>Changes (with service impacts)</u></b>		
Add: US 29 FLASH Operating Costs [Ride On]	1,487,740	37.00

## FY20 RECOMMENDED CHANGES

	Expenditures	FTEs
Add: Annualization of Route 52 Restructuring	192,027	0.00
Add: Annualization of Route 75 Extension	35,608	0.00
Eliminate: Rock Spring Business Park Express Bus Service [Ride On]	(443,000)	0.00
Eliminate: Fare Share Program Due to Low Usage [Commuter Services]	(500,000)	0.00
Reduce: Frequency of Buses on Seven Routes [Ride On]	(1,041,640)	(9.60)
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: FY20 Compensation Adjustment	2,909,066	0.00
Increase Cost: Motor Pool Adjustment	1,460,495	0.00
Increase Cost: Annualization of FY19 Personnel Costs	1,115,363	0.00
Increase Cost: Risk Management Adjustment [Fixed Costs]	643,794	0.00
Increase Cost: Farebox Parts to Ensure Revenue Collection [Ride On]	300,000	0.00
Increase Cost: Kids Ride Free/Seniors Ride Free to Reflect Actual Charges [Ride On]	134,575	0.00
Increase Cost: Retirement Adjustment	123,456	0.00
Increase Cost: Nicholson Court (Lease)	117,100	0.00
Increase Cost: Annualization of FY19 Lapsed Positions	49,286	0.00
Increase Cost: County Share of Administrative Costs of the Washington Suburban Transit Commission (WSTC)	38,653	0.00
Increase Cost: North Bethesda Transportation Management District Contract	34,000	0.00
Increase Cost: Mobile Commuter Store Contract	20,000	0.00
Increase Cost: TMD Biennial reports	20,000	0.00
Increase Cost: Bethesda Transportation Management District Contract	16,000	0.00
Technical Adj: Technical Adjustment Staffing [Ride On]	0	0.10
Technical Adj: Technical Adjustment Staffing [Commuter Services]	(83,017)	(1.00)
Decrease Cost: Elimination of Bus Detours due to Lytonsville Place Bridge Reopening [Ride On]	(273,962)	0.00
<b>FY20 RECOMMENDED</b>	<b>138,872,591</b>	<b>889.77</b>

### GRANT FUND - MCG

<b>FY19 ORIGINAL APPROPRIATION</b>	<b>5,079,130</b>	<b>13.10</b>
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: COG Grant Increase (Commuter Services) [Commuter Services]	9,126	0.00
<b>FY20 RECOMMENDED</b>	<b>5,088,256</b>	<b>13.10</b>

## PROGRAM SUMMARY

Program Name	FY19 APPR Expenditures	FY19 APPR FTEs	FY20 REC Expenditures	FY20 REC FTEs
Passenger Facilities	1,385,063	5.00	1,505,731	5.00
Medicaid and Senior Programs	8,108,630	12.50	8,144,257	12.50
Ride On	112,038,994	802.49	117,295,009	828.80



## PROGRAM SUMMARY

Program Name	FY19 APPR Expenditures	FY19 APPR FTEs	FY20 REC Expenditures	FY20 REC FTEs
Commuter Services	3,998,521	16.39	3,953,789	16.59
Taxi Regulation	689,849	5.00	718,027	5.00
Customer Service	2,133,004	5.63	2,287,122	5.62
Transit Operations Planning	2,908,810	7.00	2,448,956	7.00
Transit Parking Facility Maintenance	400,221	1.28	405,864	1.28
Fixed Costs	2,486,471	0.00	3,130,265	0.00
Administration	3,446,614	21.08	4,071,827	21.08
<b>Total</b>	<b>137,596,177</b>	<b>876.37</b>	<b>143,960,847</b>	<b>902.87</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY19 Total\$	FY19 FTES	FY20 Total\$	FY20 FTES
<b>MASS TRANSIT</b>					
Health and Human Services	General Fund	282,694	0.00	282,694	0.00

## FUTURE FISCAL IMPACTS

CE RECOMMENDED (\$000S)

Title	FY20	FY21	FY22	FY23	FY24	FY25
<b>MASS TRANSIT</b>						
<b>EXPENDITURES</b>						
<b>FY20 Recommended</b>	<b>138,873</b>	<b>138,873</b>	<b>138,873</b>	<b>138,873</b>	<b>138,873</b>	<b>138,873</b>
No inflation or compensation change is included in outyear projections.						
<b>Annualization of Positions Recommended in FY20</b>	<b>0</b>	<b>1,612</b>	<b>1,612</b>	<b>1,612</b>	<b>1,612</b>	<b>1,612</b>
New positions in the FY20 budget are generally assumed to be filled at least two months after the fiscal year begins. Therefore, the above amounts reflect annualization of these positions in the outyears.						
<b>Annualization of Bus Frequency Reductions</b>	<b>0</b>	<b>(279)</b>	<b>(279)</b>	<b>(279)</b>	<b>(279)</b>	<b>(279)</b>
Reflect full year of savings for frequency reductions implemented in September 2019.						
<b>US 29 FLASH Operating Costs</b>	<b>0</b>	<b>1,422</b>	<b>1,422</b>	<b>1,422</b>	<b>1,422</b>	<b>1,422</b>
US 29 FLASH limited stop service is projected to begin operations in May 2020.						
<b>Labor Contracts</b>	<b>0</b>	<b>1,017</b>	<b>1,017</b>	<b>1,017</b>	<b>1,017</b>	<b>1,017</b>
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	<b>138,873</b>	<b>142,645</b>	<b>142,645</b>	<b>142,645</b>	<b>142,645</b>	<b>142,645</b>

## ANNUALIZATION OF PERSONNEL COSTS AND FTES

FY20 Recommended	FY21 Annualized
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	Expenditures	FTEs	Expenditures	FTEs
US 29 FLASH Operating Costs	792,040	37.00	2,403,904	37.00
<b>Total</b>	<b>792,040</b>	<b>37.00</b>	<b>2,403,904</b>	<b>37.00</b>