
Transit Services

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 FY12 Operating Budget for the Division of Transit Services is \$107,393,830, a decrease of \$1,244,700 or 1.1 percent from the FY11 Approved Budget of \$108,638,530. Personnel Costs comprise 54.4 percent of the budget for 793 full-time positions and seven part-time positions for 830.3 workyears. Operating Expenses account for the remaining 45.6 percent of the FY12 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 \$3,489,700 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, with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY11 estimates incorporate the effect of the FY11 savings plan. FY12 and FY13 targets assume the approved FY12 budget and FY13 funding for comparable service levels.

ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***Hosted a Live Near Your Work/Telework seminar for businesses in the County.***
- ❖ ***Transit Services was honored by the Governor's office with the State of Maryland's Smart, Green and Growing Award for encouraging alternative transportation options.***
- ❖ ***Productivity Improvements***
 - ***Implemented Trapeze, a new Scheduling Software system, to modernize technology that will provide the foundation for Ride On customers to obtain real time information and improved service delivery.***

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

Medicaid and Senior Programs

Special Transportation Programs provide: transportation to and from Medicaid appointments for those eligible; a user-side subsidy program that provides travel options for low-income elderly and disabled; and information on all public transportation programs available to seniors and persons with disabilities.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	7,571,330	7.9
Increase Cost: Increase in grant funded Medicaid transportation services	314,760	0.0
Increase Cost: Additional Call N Ride Book	136,490	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	63,610	0.0
FY12 Approved	8,086,190	7.9

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 with Metrobus and Metrorail service provided by the Washington Metropolitan Area Transit Authority. The Ride On transit program operates and manages more than 76 routes; maintains a strategic plan for replacement of the bus fleet; trains new bus operators and provides continuing safety instruction for existing operators; coordinates activities with the Advanced Transportation Management Center; and operates Ride On's centralized radio system.

Program Performance Measures	Actual FY09	Actual FY10	Estimated FY11	Target FY12	Target FY13
Passengers transported per capita (ratio of the number of passengers boarding a Ride On bus within the fiscal year and the County population) ¹	31.2	29.97	27.6	27.6	27.6
Percent of Ride-On customers who report a satisfactory customer service experience ²					
Passengers per hour of service ³	27.0	25.2	24.8	24.8	24.8
Hours of Service ⁴	1,096,930	1,061,550	1,028,490	1,028,490	1,028,490
Scheduled Ride On roundtrip circuits missed, in whole or in part, per 1,000 roundtrip circuits ⁵	5.02	7.8	7.02	5.9	5.9
Reported Ride-On complaints per 100,000 bus riders ⁶	13.6	15.4	26.6	25	25
Passengers Transported (millions) ⁷	29.6	27.9	26.8	26.8	26.8
Number of reported collisions between Ride On buses and a person or object, per 100,000 miles driven	3.95	4.06	4.0	4.0	4.0

¹ Population data changed for FY11 to 971,600 from 931,000

² New measure; data to be collected in the future.

³ FY10 experienced a drop in ridership; service cuts were implemented in FY11

⁴ FY11 Reduction in service, assumed straight line service level for FY12 and 13

⁵ FY11 based on 2nd quarter assumptions, will be updated with additional information in FY11

⁶ FY11 utilizes MC311 call data which captures a larger intake of calls and complaints

⁷ Service reductions and fare increases in FY11 are assumed for the decrease in ridership

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	88,122,880	733.5
Increase Cost: Motor Pool Rate Adjustment	995,250	0.0
Increase Cost: Maintenance of Trapeze system licenses and system support (\$65,000), Bus Radio maintenance contract (\$89,890)	154,890	0.0
Increase Cost: MCGEO Multi-lingual Pay	145,240	0.0
Add: Kids Ride Free	100,000	0.0
Technical Adj: Reduction of Program Transportation (HHS funded)	0	-1.0
Decrease Cost: Leased Tire Contract	-100,000	0.0
Decrease Cost: Use of Retreads on rear tires	-100,000	0.0
Decrease Cost: Redundant fleet inspections	-942,240	0.0
Decrease Cost: Master Lease payments	-1,225,220	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-949,200	26.1
FY12 Approved	86,201,600	758.6

Commuter Services

The Commuter Services program centralizes commuter services efforts and promotes transportation alternatives to the single occupant vehicle in Silver Spring, Bethesda, Wheaton, North Bethesda, Friendship Heights, and other areas of the County. The program provides efficient and coordinated administrative support for services to employers and employees or residents. It uses existing organizations, such as Urban Districts, as advisory organizations. The Silver Spring Transportation System Management District, the North Bethesda Transportation Management District (TMD), the Friendship Heights TMD, the Bethesda TMD, and the Shady Grove TMD were created by County law. In Wheaton, efforts are focused on a transportation policy planning area.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	3,093,390	12.0
Add: Shady Grove Transportation Management District	100,000	0.0
Eliminate: New Employer/Commuter Incentive Pilot Program	-400,000	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-34,600	0.8
FY12 Approved	2,758,790	12.8

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.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	767,920	6.8
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-49,220	0.2
FY12 Approved	718,700	7.0

Customer Service

The Customer Service program manages the distribution of transit timetables and responses to citizen inquiries. The program conducts marketing and promotional activities to reach potential riders.

The Customer Service program also provides community outreach to civic and community groups, senior organizations and residential sites. This community outreach effort strives to inform citizens of programs and services for fixed routes and services for seniors and persons with disabilities.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	1,341,960	8.2
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-150,650	-1.0
FY12 Approved	1,191,310	7.2

Transit Parking Facility Maintenance

The Transit Parking Facility Maintenance program funds the operation and maintenance of the Park & Ride and Commuter Rail Parking Lots as well as the Lakeforest and Germantown Transit Centers. The Division of Parking Management Operations section provides and manages the maintenance services at the Park & Ride and Commuter Rail lots.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	264,990	1.2
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	16,650	0.8
FY12 Approved	281,640	2.0

Transit Operations Planning and Control

The Transit Operations Planning and Control 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 Metrobus and Ride On service and coordinates service with Metrobus; evaluates and develops Ride On schedules; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	2,195,560	18.1
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-169,440	0.0
FY12 Approved	2,026,120	18.1

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, bus stop passenger alert lights (beacons), and other passenger amenities. The program installs and maintains all system signage, including poles and bus stop flags.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	1,030,050	3.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-12,000	0.5
FY12 Approved	1,018,050	3.5

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.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	2,026,880	0.7
Increase Cost: Risk Management Adjustment	758,850	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	20,700	0.0
FY12 Approved	2,806,430	0.7

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.

FY12 Approved Changes	Expenditures	WYs
FY11 Approved	2,223,570	11.2
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	81,430	1.3
FY12 Approved	2,305,000	12.5

BUDGET SUMMARY

	Actual FY10	Budget FY11	Estimated FY11	Approved FY12	% Chg Bud/App
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	45,563,348	42,403,120	45,298,520	43,036,600	1.5%
Employee Benefits	14,821,298	15,495,690	15,652,800	13,764,840	-11.2%
Mass Transit Personnel Costs	60,384,646	57,898,810	60,951,320	56,801,440	-1.9%
Operating Expenses	46,587,923	46,410,650	44,927,900	45,948,560	-1.0%
Capital Outlay	0	0	0	0	—
Mass Transit Expenditures	106,972,569	104,309,460	105,879,220	102,750,000	-1.5%
PERSONNEL					
Full-Time	795	779	779	778	-0.1%
Part-Time	4	7	7	7	—
Workyears	829.5	780.1	780.1	807.8	3.6%
REVENUES					
Montgomery College U-Pass	550,000	638,000	638,000	638,000	—
Investment Income	-15,381	140,000	0	0	—
Other	72,485	0	0	0	—
Property Tax	65,986,595	66,227,040	65,362,700	65,392,360	-1.3%
State Aid: Ride On	44,178,084	22,089,040	22,089,040	22,089,040	—
State Aid: Rural Fixed Route	289,112	309,950	309,950	309,950	—
State Aid: Call 'N Ride	422,805	379,110	379,110	379,110	—
State Aid: MARC Shuttle	43,386	37,430	37,430	37,430	—
Bus Shelter Advertising	190,004	230,000	200,000	200,000	-13.0%
Ride On Bus Advertising	267,512	330,000	320,000	320,000	-3.0%
Ride On Fare Revenue	15,636,990	16,010,510	16,010,510	17,351,630	8.4%
Taxicab Licensing	530,958	809,370	809,370	531,000	-34.4%
Metro Police Parking Violations	0	562,500	300,000	300,000	-46.7%
North Bethesda TMD	1,040,406	1,139,990	894,990	918,340	-19.4%
Developer Contributions	166,332	50,000	133,540	133,540	167.1%
Get-In Revenue	37	0	0	0	—
Call 'N Ride & Same Day Access Revenue	427,773	429,970	429,970	590,560	37.3%
TMD Fees	478,643	245,000	413,000	513,000	109.4%
Mass Transit Revenues	130,265,741	109,627,910	108,327,610	109,703,960	0.1%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	1,236,048	1,222,930	1,222,930	1,271,470	4.0%
Employee Benefits	438,082	479,990	479,990	396,970	-17.3%
Grant Fund MCG Personnel Costs	1,674,130	1,702,920	1,702,920	1,668,440	-2.0%
Operating Expenses	2,422,924	2,626,150	2,629,250	2,975,390	13.3%
Capital Outlay	834,315	0	0	0	—
Grant Fund MCG Expenditures	4,931,369	4,329,070	4,332,170	4,643,830	7.3%
PERSONNEL					
Full-Time	15	15	15	15	—
Part-Time	0	0	0	0	—
Workyears	25.2	22.5	22.5	22.5	—
REVENUES					
Access-To-Jobs	922,948	582,940	582,940	582,950	0.0%
Bus Replacement Grant	139,534	0	0	0	—
COG Grant	158,920	158,990	162,090	162,090	1.9%
Commuter Assistance: Ridesharing	371,990	372,070	372,070	372,070	—
State Medicaid	2,408,705	3,215,070	3,215,070	3,526,720	9.7%
State Transit Grant	230,894	0	0	0	—
COG Special Project	14,999	0	0	0	—
Transit Security Grant	428,333	0	0	0	—
Grant Fund MCG Revenues	4,676,323	4,329,070	4,332,170	4,643,830	7.3%
DEPARTMENT TOTALS					
Total Expenditures	111,903,938	108,638,530	110,211,390	107,393,830	-1.1%
Total Full-Time Positions	810	794	794	793	-0.1%
Total Part-Time Positions	4	7	7	7	—
Total Workyears	854.7	802.6	802.6	830.3	3.5%
Total Revenues	134,942,064	113,956,980	112,659,780	114,347,790	0.3%

FY12 APPROVED CHANGES

	Expenditures	WYs
MASS TRANSIT		
FY11 ORIGINAL APPROPRIATION	104,309,460	780.1
<u>Changes (with service impacts)</u>		
Add: Kids Ride Free [Ride On]	100,000	0.0
Add: Shady Grove Transportation Management District [Commuter Services]	100,000	0.0
Eliminate: New Employer/Commuter Incentive Pilot Program [Commuter Services]	-400,000	0.0
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Motor Pool Rate Adjustment [Ride On]	995,250	0.0
Increase Cost: Risk Management Adjustment [Fixed Costs]	758,850	0.0
Increase Cost: Restore Personnel Costs - Furloughs	650,300	29.5
Increase Cost: Maintenance of Trapeze system licenses and system support (\$65,000), Bus Radio maintenance contract (\$89,890) [Ride On]	154,890	0.0
Increase Cost: MCGEO Multi-lingual Pay [Ride On]	145,240	0.0
Increase Cost: Additional Call N Ride Book [Medicaid and Senior Programs]	136,490	0.0
Increase Cost: Printing and Mail Adjustment	24,970	0.0
Technical Adj: Reduction of Program Transportation (HHS funded) [Ride On]	0	-1.0
Technical Adj: Workyear adjustment for charges from parking and grant changes in allocation	0	0.2
Decrease Cost: Occupational Medical Services Adjustment	-44,290	0.0
Shift: Fare Media Sales and Responsibilities (to Finance)	-48,660	-1.0
Decrease Cost: Leased Tire Contract [Ride On]	-100,000	0.0
Decrease Cost: Use of Retreads on rear tires [Ride On]	-100,000	0.0
Decrease Cost: Retirement Adjustment	-511,810	0.0
Decrease Cost: Redundant fleet inspections [Ride On]	-942,240	0.0
Decrease Cost: Master Lease payments [Ride On]	-1,225,220	0.0
Decrease Cost: Group Insurance Adjustment	-1,253,230	0.0
FY12 APPROVED:	102,750,000	807.8
GRANT FUND MCG		
FY11 ORIGINAL APPROPRIATION	4,329,070	22.5
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Increase in grant funded Medicaid transportation services [Medicaid and Senior Programs]	314,760	0.0
FY12 APPROVED:	4,643,830	22.5

PROGRAM SUMMARY

Program Name	FY11 Approved		FY12 Approved	
	Expenditures	WYs	Expenditures	WYs
Medicaid and Senior Programs	7,571,330	7.9	8,086,190	7.9
Ride On	88,122,880	733.5	86,201,600	758.6
Commuter Services	3,093,390	12.0	2,758,790	12.8
Taxi Regulation	767,920	6.8	718,700	7.0
Customer Service	1,341,960	8.2	1,191,310	7.2
Transit Parking Facility Maintenance	264,990	1.2	281,640	2.0
Transit Operations Planning and Control	2,195,560	18.1	2,026,120	18.1
Passenger Facilities	1,030,050	3.0	1,018,050	3.5
Fixed Costs	2,026,880	0.7	2,806,430	0.7
Administration	2,223,570	11.2	2,305,000	12.5
Total	108,638,530	802.6	107,393,830	830.3

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY11		FY12	
		Total\$	WYs	Total\$	WYs
MASS TRANSIT					
CIP	CIP	0	0.0	264,540	0.0
Health and Human Services	County General Fund	567,690	0.0	494,230	0.0
Total		567,690	0.0	758,770	0.0

Charged Department	Charged Fund	FY11		FY12	
		Total\$	WYs	Total\$	WYs

