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# 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 FY13 Operating Budget for the Division of Transit Services is \$118,542,867, an increase of \$11,149,037 or 10.4 percent from the FY12 Approved Budget of \$107,393,830. Personnel Costs comprise 54.0 percent of the budget for 804 full-time positions for 814.41 FTEs. Operating Expenses account for the remaining 46.0 percent of the FY13 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 \$5,658,860 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 FY12 estimates reflect funding based on the FY12 approved budget. The FY13 and FY14 figures are performance targets based on the FY13 approved budget and funding for comparable service levels in FY14.

## ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***New Ride On service in Germantown connecting Richter Farm, Dawson Farm and Soccerplex to Germantown Transit Center***
- ❖ ***New Ride On service in Gaithersburg – Watkins Mill extended***
- ❖ ***New Ride On service in Potomac and PARC Potomac***
- ❖ ***Implementation of driver training for improved customer service***
- ❖ ***Implementing real time bus arrival information for Ride On***
- ❖ ***Received Bikesharing grant for program implementation in Mid and Upcounty in support of alternatives for commuting***
- ❖ ***Implemented new software for Ride On Operations that will provide support for aligning work with staffing in day to day transit operations***
- ❖ ***Implementing a new debit card system for the Call N Ride Program to streamline usage for our residents and management of the program.***

## 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 (Call N Ride) that provides travel options for low-income elderly and disabled; and information on all public transportation programs available to seniors and persons with disabilities.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>8,086,190</b>	<b>7.90</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	168,005	-0.05
<b>FY13 Approved</b>	<b>8,254,195</b>	<b>7.85</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 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.

<b>Program Performance Measures</b>	<b>Actual FY10</b>	<b>Actual FY11</b>	<b>Estimated FY12</b>	<b>Target FY13</b>	<b>Target FY14</b>
Number of Reported Collisions Between Ride On Buses and a Person or Object, per 100,000 miles driven	4.06	4.20	4.20	4.20	4.20
Scheduled Ride On Roundtrip Circuits Missed, in Whole or in Part, per 1,000 Roundtrip Circuits <sup>1</sup>	7.80	10.28	8.30	6.30	4.80
Passengers Transported Per Capita (Ratio of the Number of Passengers Boarding a Ride On bus Within the Fiscal Year and the County Population) <sup>2</sup>	29.97	27.50	28.05	28.02	28.72
Percent of Ride On Customers Who Report a Satisfactory Customer Service Experience <sup>3</sup>					
Passengers Per Hour of Service <sup>4</sup>	25.20	24.83	25.47	25.37	25.88
Hours of Service <sup>5</sup>	1,100,658	1,076,192	1,075,264	1,083,876	1,094,393
Reported Ride On Complaints Per 100,000 Bus Riders <sup>6</sup>	15.40	26.90	26.90	22.90	17.30
Passengers Transported (millions) <sup>7</sup>	27.90	26.70	26.90	27.40	27.80

<sup>1</sup> Ride On will be fully staffed in operator positions for service operation.

<sup>2</sup> Adjust 2011 population assuming 5% growth each year--FY11 population 971,600, FY12 population 976,458, FY13 population 981,340 and FY14 population 986,247.

<sup>3</sup> New measure; data to be collected in the future.

<sup>4</sup> Service Hours are defined as platform hours-these are hours that the bus is providing service including non-revenue trips

<sup>5</sup> FY13-Annualized route 94 (1,100) also includes new FY13 service  
FY14-Annualized FY13 service

<sup>6</sup> FY12 and FY13 push to hire new operators in conjunction w/customer service training

<sup>7</sup> FY10 & FY11 Actual-assume 1% growth FY12 based on trends and MARC shuttle-assume 1.5% growth FY13 & FY14

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>86,201,600</b>	<b>758.60</b>
Increase Cost: Decrease Transit Depot Operator Lapse	1,145,000	0.00
Add: New Ride On Service in Germantown connecting Richter Farm, Dawson Farm and Soccerplex to Germantown Transit Center	357,810	7.00
Add: New Ride On Service in Potomac and PARC Potomac	142,590	3.00
Increase Cost: Customer Service Re-Training Bus Operations	118,302	0.00
Add: New Ride On Service in Gaithersburg – Watkins Mill extended	63,000	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	8,416,035	-23.07
<b>FY13 Approved</b>	<b>96,444,337</b>	<b>746.53</b>

## 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, Greater Shady Grove, Friendship Heights, and other areas of the County. The program provides efficient and coordinated administrative support for services to employers and employees or residents. 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 transportation policy planning.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>2,758,790</b>	<b>12.80</b>
Add: County Match for Bikesharing Job Access Reverse Commute (JARC) Grant	137,470	0.00
Increase Cost: Install 292 meters along streets in the Life Sciences Center in January 2013 (Shady Grove TMD)	30,690	0.00
Increase Cost: Raise Parking Rates in North Bethesda	1,750	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. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	228,080	3.80
<b>FY13 Approved</b>	<b>3,156,780</b>	<b>16.60</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>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>718,700</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. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	48,111	0.00
<b>FY13 Approved</b>	<b>766,811</b>	<b>7.00</b>

## 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 and residential sites. This community outreach effort strives to inform citizens of programs and services for fixed routes and persons with disabilities.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>1,191,310</b>	<b>7.20</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	-146,200	-1.20
<b>FY13 Approved</b>	<b>1,045,110</b>	<b>6.00</b>

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

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>281,640</b>	<b>2.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	27,180	-0.68
<b>FY13 Approved</b>	<b>308,820</b>	<b>1.32</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; and coordinates bus service with the Washington Metropolitan Area Transit Authority.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>2,026,120</b>	<b>18.10</b>
Increase Cost: 450 Mhz Radio Replacement - FCC rebanding	118,140	0.00
Add: Software Maintenance for Trapeze	67,320	0.00
Increase Cost: Maintenance for Trapeze Interface Software	12,700	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. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	154,760	-0.40
<b>FY13 Approved</b>	<b>2,379,040</b>	<b>17.70</b>

## 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.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>1,018,050</b>	<b>3.50</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	29,930	0.50
<b>FY13 Approved</b>	<b>1,047,980</b>	<b>4.00</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>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>2,806,430</b>	<b>0.70</b>
Decrease Cost: Electricity Rate Savings	-23,400	0.00
Decrease Cost: Master Lease Payments	-190,500	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. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	89,300	-0.03
<b>FY13 Approved</b>	<b>2,681,830</b>	<b>0.67</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.

<b>FY13 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY12 Approved</b>	<b>2,305,000</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. Other large variances are related to the transition from the previous mainframe budgeting system to Hyperion.	152,964	-5.76
<b>FY13 Approved</b>	<b>2,457,964</b>	<b>6.74</b>

# BUDGET SUMMARY

	Actual FY11	Budget FY12	Estimated FY12	Approved FY13	% Chg Bud/App
<b>MASS TRANSIT</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	45,116,137	43,036,600	44,525,212	45,626,432	6.0%
Employee Benefits	15,186,521	13,764,840	14,417,111	16,602,555	20.6%
<b>Mass Transit Personnel Costs</b>	<b>60,302,658</b>	<b>56,801,440</b>	<b>58,942,323</b>	<b>62,228,987</b>	<b>9.6%</b>
Operating Expenses	45,463,794	45,948,560	50,881,271	51,625,706	12.4%
Debt Service Other	1,661,304	0	0	0	—
Capital Outlay	0	0	0	0	—
<b>Mass Transit Expenditures</b>	<b>107,427,756</b>	<b>102,750,000</b>	<b>109,823,594</b>	<b>113,854,693</b>	<b>10.8%</b>
<b>PERSONNEL</b>					
Full-Time	779	778	778	789	1.4%
Part-Time	7	7	7	0	—
FTEs	780.10	807.80	807.80	799.25	-1.1%
<b>REVENUES</b>					
Bus Advertising	775,659	520,000	677,000	520,000	—
Insurance Recoveries	352,271	0	0	0	—
Investment Income	3,923	0	0	0	—
Miscellaneous Revenues	164,670	0	0	0	—
Motor Pool Charges/Fees	1,298,562	0	0	0	—
Parking Fees	560,654	1,218,340	1,121,590	1,315,645	8.0%
Parking Fines	661,166	300,000	300,000	300,000	—
Property Tax	65,220,117	65,392,360	64,543,370	79,269,463	21.2%
Ride On Fare Revenue	19,273,994	17,697,886	20,479,990	21,428,840	21.1%
State Aid: Call N' Ride	379,107	379,110	379,110	379,110	—
State Aid: Damascus Fixed Route	236,723	309,950	309,950	309,950	—
State Aid: Ride On	22,117,145	22,126,470	22,125,060	22,126,470	—
Taxi Licensing Fees	798,678	531,000	531,000	531,000	—
Other Charges/Fees	1,127,696	1,228,844	1,222,490	1,068,170	-13.1%
Other Fines/Forfeitures	20,160	0	0	0	—
<b>Mass Transit Revenues</b>	<b>112,990,525</b>	<b>109,703,960</b>	<b>111,689,560</b>	<b>127,248,648</b>	<b>16.0%</b>
<b>GRANT FUND MCG</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	1,183,614	1,271,470	1,271,470	1,267,512	-0.3%
Employee Benefits	459,046	396,970	396,970	473,093	19.2%
<b>Grant Fund MCG Personnel Costs</b>	<b>1,642,660</b>	<b>1,668,440</b>	<b>1,668,440</b>	<b>1,740,605</b>	<b>4.3%</b>
Operating Expenses	3,529,673	2,975,390	2,975,390	2,947,569	-0.9%
Capital Outlay	0	0	0	0	—
<b>Grant Fund MCG Expenditures</b>	<b>5,172,333</b>	<b>4,643,830</b>	<b>4,643,830</b>	<b>4,688,174</b>	<b>1.0%</b>
<b>PERSONNEL</b>					
Full-Time	15	15	15	15	—
Part-Time	0	0	0	0	—
FTEs	22.50	22.50	22.50	15.16	-32.6%
<b>REVENUES</b>					
Federal Grants	2,792,046	1,763,360	1,763,360	1,785,532	1.3%
State Grants	1,880,287	2,880,470	2,880,470	2,902,642	0.8%
Other Intergovernmental	500,000	0	0	0	—
<b>Grant Fund MCG Revenues</b>	<b>5,172,333</b>	<b>4,643,830</b>	<b>4,643,830</b>	<b>4,688,174</b>	<b>1.0%</b>
<b>DEPARTMENT TOTALS</b>					
<b>Total Expenditures</b>	<b>112,600,089</b>	<b>107,393,830</b>	<b>114,467,424</b>	<b>118,542,867</b>	<b>10.4%</b>
<b>Total Full-Time Positions</b>	<b>794</b>	<b>793</b>	<b>793</b>	<b>804</b>	<b>1.4%</b>
<b>Total Part-Time Positions</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>—</b>
<b>Total FTEs</b>	<b>802.60</b>	<b>830.30</b>	<b>830.30</b>	<b>814.41</b>	<b>-1.9%</b>
<b>Total Revenues</b>	<b>118,162,858</b>	<b>114,347,790</b>	<b>116,333,390</b>	<b>131,936,822</b>	<b>15.4%</b>

## FY13 APPROVED CHANGES

	Expenditures	FTEs
<b>MASS TRANSIT</b>		
<b>FY12 ORIGINAL APPROPRIATION</b>	<b>102,750,000</b>	<b>807.80</b>
<b><u>Changes (with service impacts)</u></b>		
Add: New Ride On Service in Germantown connecting Richter Farm, Dawson Farm and Soccerplex to Germantown Transit Center [Ride On]	357,810	7.00
Add: New Ride On Service in Potomac and PARC Potomac [Ride On]	142,590	3.00
Add: County Match for Bikesharing Job Access Reverse Commute (JARC) Grant [Commuter Services]	137,470	0.00
Add: Software Maintenance for Trapeze [Transit Operations Planning]	67,320	0.00
Add: New Ride On Service in Gaithersburg – Watkins Mill extended [Ride On]	63,000	1.00
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Motor Pool Rate Adjustment	5,061,860	0.00
Increase Cost: Lump Sum Wage Adjustment	1,599,303	0.00
Increase Cost: Group Insurance Adjustment	1,354,527	0.00
Increase Cost: Decrease Transit Depot Operator Lapse [Ride On]	1,145,000	0.00
Increase Cost: Retirement Adjustment	1,013,603	0.00
Increase Cost: Risk Management Adjustment	325,400	0.00
Increase Cost: Customer Service Re-Training Bus Operations [Ride On]	118,302	0.00
Increase Cost: 450 Mhz Radio Replacement - FCC rebanding [Transit Operations Planning]	118,140	0.00
Increase Cost: Longevity Adjustment	91,230	0.00
Increase Cost: Install 292 meters along streets in the Life Sciences Center in January 2013 (Shady Grove TMD) [Commuter Services]	30,690	0.00
Increase Cost: Maintenance for Trapeze Interface Software [Transit Operations Planning]	12,700	0.00
Increase Cost: Raise Parking Rates in North Bethesda [Commuter Services]	1,750	0.00
Technical Adj: Conversion of WYs to FTEs in the New Hyperion Budgeting System; FTEs are No Longer Measured for Overtime and Lapse	0	-19.49
Technical Adj: Reallocation from Grant Fund	0	0.61
Decrease Cost: Printing and Mail Adjustment	-18,030	0.00
Decrease Cost: Electricity Rate Savings [Fixed Costs]	-23,400	0.00
Decrease Cost: Master Lease Payments [Fixed Costs]	-190,500	0.00
Shift: Remove Occupational Medical Services Chargeback from OHR	-304,072	-0.67
<b>FY13 APPROVED:</b>	<b>113,854,693</b>	<b>799.25</b>
<b>GRANT FUND MCG</b>		
<b>FY12 ORIGINAL APPROPRIATION</b>	<b>4,643,830</b>	<b>22.50</b>
<b><u>Changes (with service impacts)</u></b>		
Add: Technical Adjustment	44,344	-7.34
<b>FY13 APPROVED:</b>	<b>4,688,174</b>	<b>15.16</b>

## PROGRAM SUMMARY

Program Name	FY12 Approved		FY13 Approved	
	Expenditures	FTEs	Expenditures	FTEs
Medicaid and Senior Programs	8,086,190	7.90	8,254,195	7.85
Ride On	86,201,600	758.60	96,444,337	746.53
Commuter Services	2,758,790	12.80	3,156,780	16.60
Taxi Regulation	718,700	7.00	766,811	7.00
Customer Service	1,191,310	7.20	1,045,110	6.00
Transit Parking Facility Maintenance	281,640	2.00	308,820	1.32
Transit Operations Planning	2,026,120	18.10	2,379,040	17.70
Passenger Facilities	1,018,050	3.50	1,047,980	4.00
Fixed Costs	2,806,430	0.70	2,681,830	0.67
Administration	2,305,000	12.50	2,457,964	6.74
<b>Total</b>	<b>107,393,830</b>	<b>830.30</b>	<b>118,542,867</b>	<b>814.41</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY12		FY13	
		Total\$	FTEs	Total\$	FTEs
<b>MASS TRANSIT</b>					
CIP	CIP	264,540	0.00	264,540	0.00
Health and Human Services	County General Fund	494,230	0.00	567,694	0.00
<b>Total</b>		<b>758,770</b>	<b>0.00</b>	<b>832,234</b>	<b>0.00</b>

## ANNUALIZATION OF PERSONNEL COSTS AND FTES

	FY13 Approved		FY14 Annualized	
	Expenditures	FTEs	Expenditures	FTEs
Add: New Ride On Service in Gaithersburg – Watkins Mill extended [Ride On]	27,090	1.00	92,110	1.00
Add: New Ride On Service in Germantown connecting Richter Farm, Dawson Farm and Soccerplex to Germantown Transit Center [Ride On]	153,860	7.00	523,120	7.00
Add: New Ride On Service in Potomac and PARC Potomac [Ride On]	61,320	3.00	208,480	3.00
<b>Total</b>	<b>242,270</b>	<b>11.00</b>	<b>823,710</b>	<b>11.00</b>

