
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 FY14 Operating Budget for the Division of Transit Services is \$121,353,901, an increase of \$2,811,034 or 2.4 percent from the FY13 Approved Budget of \$118,542,867. Personnel Costs comprise 53.8 percent of the budget for 806 full-time positions, and a total of 816.06 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 46.2 percent of the FY14 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 \$14,015,110 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 FY13 estimates reflect funding based on the FY13 approved budget. The FY14 and FY15 figures are performance targets based on the FY14 approved budget and funding for comparable service levels in FY15.

ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***All refunds from County riders utilizing SmarTrip will be done by the Washington Metropolitan Area Transit Authority regional service center in coordination with Montgomery County. This will reduce the wait time from four to six weeks to three days for customer refunds and will autoloan the refund back on their SmarTrip card instead of sending a check from the County.***
- ❖ ***Transitioning from paper monthly passes to SmartTrip and Youth Cruiser SmartTrip cards that can be loaded from home, most CVS and Giant stores***
- ❖ ***Initiate Ride On service connecting Clarksburg and the Germantown MARC Station.***
- ❖ ***All paper vouchers for participants in Call-n-Ride program moved to a debit card system.***
- ❖ ***The Transit Task Force provided support to the County Executive's Rapid Transit System Initiative***

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: Medicaid transportation to and from Medical 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 public private transportation programs available to seniors and persons with disabilities.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	8,254,195	7.85
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-28,355	0.00
FY14 Approved	8,225,840	7.85

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; 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 FY11	Actual FY12	Estimated FY13	Target FY14	Target FY15
Number of Reported Collisions Between Ride On Buses and a Person or Object, per 100,000 miles driven	4.20	4.0	4.0	4.0	4.0
Scheduled Ride On Roundtrip Circuits Missed, in Whole or in Part, per 1,000 Roundtrip Circuits ¹	10.28	8.30	8.3	8.3	8.3
Passengers Transported Per Capita (Ratio of the Number of Passengers Boarding a Ride On bus Within the Fiscal Year and the County Population) ²	27.50	27.9	26.79	26.8	26.94
Percent of Ride On Customers Who Report a Satisfactory Customer Service Experience ³	NA	NA	NA	NA	NA
Passengers Per Hour of Service ⁴	24.83	25.40	24.25	24.15	24.15
Hours of Service ⁵	1,076,192	1,072,287	1,083,876	1,094,393	1,105,337
Reported Ride On Complaints Per 100,000 Bus Riders ⁶	26.90	27.1	27	25	22
Passengers Transported (millions) ⁷	26.70	27.90	26.286	26.434	26.698

¹ Ride On will be fully staffed in operator positions for service operation.

² FY13 decreased 3.5% in ridership

³ New measure; data to be collected in the future.

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

⁵ FY13-Annualized route 94 (1,100) also includes new FY13 service

FY14-Annualized FY13 service

⁶ FY13 push to hire new operators

⁷ Assume annualization of FY13 new service in FY14 and growth of 1.0% in FY15

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	96,444,337	746.53
Increase Cost: Annualization of FY13 Lapsed Positions	581,440	0.00
Increase Cost: Annualization of FY13 Operating Expenses- New service	207,775	0.00
Add: New Service connecting Clarksburg and Germantown MARC Station	128,370	1.00
Decrease Cost: Elimination of One-Time Items Approved in FY13	-118,140	0.00
Increase Cost: Annualization of FY13 Personnel Costs	-357,249	0.70
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,145,798	-0.05
FY14 Approved	98,032,331	748.18

Commuter Services

The Commuter Services Section promotes alternatives to the single occupant-- 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. Program 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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	3,156,780	16.60
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	174,960	0.00
FY14 Approved	3,331,740	16.60

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	766,811	7.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	31,479	0.00
FY14 Approved	798,290	7.00

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 as well as real time information is provided through various media (phone, web, mobile apps and signs). In addition, 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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	1,045,110	6.00
Increase Cost: Kids Ride Free due to WMATA reported ridership increase	221,730	0.00
Increase Cost: Quadrennial Review required by State regarding Ride On performance	90,000	0.00
Increase Cost: Seniors Ride Free due to WMATA reported ridership increase	49,020	0.00
Increase Cost: Regional SmarTrip Operating Funding agreement increase	43,670	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.	10,690	0.00
FY14 Approved	1,460,220	6.00

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	308,820	1.32
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-15,700	0.00
FY14 Approved	293,120	1.32

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	2,379,040	17.70
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-193,970	0.00
FY14 Approved	2,185,070	17.70

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	1,047,980	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.	-88,110	0.00
FY14 Approved	959,870	4.00

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	2,681,830	0.67
Increase Cost: Risk Management Adjustment	779,380	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.	15,240	0.00
FY14 Approved	3,476,450	0.67

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.

FY14 Approved Changes	Expenditures	FTEs
FY13 Approved	2,457,964	6.74
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	133,006	0.00
FY14 Approved	2,590,970	6.74

BUDGET SUMMARY

	Actual FY12	Budget FY13	Estimated FY13	Approved FY14	% Chg Bud/App
MASS TRANSIT					
EXPENDITURES					
Salaries and Wages	43,227,012	45,626,432	45,466,287	46,447,330	1.8%
Employee Benefits	14,078,022	16,602,555	16,059,389	17,082,566	2.9%
Mass Transit Personnel Costs	57,305,034	62,228,987	61,525,676	63,529,896	2.1%
Operating Expenses	51,717,767	51,625,706	54,041,347	53,135,836	2.9%
Debt Service Other	190,498	0	0	0	—
Capital Outlay	0	0	0	0	—
Mass Transit Expenditures	109,213,299	113,854,693	115,567,023	116,665,732	2.5%
PERSONNEL					
Full-Time	778	789	789	791	0.3%
Part-Time	7	0	0	0	—
FTEs	807.80	799.25	799.25	800.95	0.2%
REVENUES					
Bus Advertising	1,004,039	520,000	520,000	520,000	—
Investment Income	39	0	0	0	—
Miscellaneous Revenues	72,676	0	0	0	—
Motor Pool Charges/Fees	471,169	0	0	0	—
Parking Fees	634,743	1,315,645	1,315,645	1,315,645	—
Parking Fines	621,778	300,000	300,000	300,000	—
Property Tax	64,491,423	79,269,463	79,386,262	70,071,096	-11.6%
Ride On Fare Revenue	21,275,638	21,428,840	21,428,840	21,358,898	-0.3%
State Aid: Call N' Ride	379,391	379,110	379,110	379,110	—
State Aid: Damascus Fixed Route	383,193	309,950	309,950	309,950	—
State Aid: Ride On	22,187,263	22,126,470	27,126,470	33,785,768	52.7%
Taxi Licensing Fees	645,395	531,000	531,000	531,000	—
Other Charges/Fees	1,290,227	1,068,170	1,068,170	1,068,174	0.0%
Other Fines/Forfeitures	15,495	0	0	0	—
Mass Transit Revenues	113,472,469	127,248,648	132,365,447	129,639,641	1.9%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	1,182,899	1,267,512	1,267,512	1,321,898	4.3%
Employee Benefits	440,590	473,093	473,093	393,251	-16.9%
Grant Fund MCG Personnel Costs	1,623,489	1,740,605	1,740,605	1,715,149	-1.5%
Operating Expenses	2,845,159	2,947,569	2,947,569	2,973,020	0.9%
Capital Outlay	0	0	0	0	—
Grant Fund MCG Expenditures	4,468,648	4,688,174	4,688,174	4,688,169	0.0%
PERSONNEL					
Full-Time	15	15	15	15	—
Part-Time	0	0	0	0	—
FTEs	22.50	15.16	15.16	15.11	-0.3%
REVENUES					
Federal Grants	2,061,846	1,785,532	1,785,532	1,763,357	-1.2%
State Grants	2,156,802	2,902,642	2,902,642	2,924,812	0.8%
Grant Fund MCG Revenues	4,218,648	4,688,174	4,688,174	4,688,169	0.0%
DEPARTMENT TOTALS					
Total Expenditures	113,681,947	118,542,867	120,255,197	121,353,901	2.4%
Total Full-Time Positions	793	804	804	806	0.2%
Total Part-Time Positions	7	0	0	0	—
Total FTEs	830.30	814.41	814.41	816.06	0.2%
Total Revenues	117,691,117	131,936,822	137,053,621	134,327,810	1.8%

FY14 APPROVED CHANGES

	Expenditures	FTEs
MASS TRANSIT		
FY13 ORIGINAL APPROPRIATION	113,854,693	799.25
<u>Changes (with service impacts)</u>		
Add: New Service connecting Clarksburg and Germantown MARC Station [Ride On]	128,370	1.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY14 Compensation Adjustment	1,786,151	0.00
Increase Cost: Risk Management Adjustment [Fixed Costs]	779,380	0.00
Increase Cost: Annualization of FY13 Lapsed Positions [Ride On]	581,440	0.00
Increase Cost: Group Insurance Adjustment	470,266	0.00
Increase Cost: Retirement Adjustment	257,309	0.00
Increase Cost: Kids Ride Free due to WMATA reported ridership increase [Customer Service]	221,730	0.00
Increase Cost: Annualization of FY13 Operating Expenses- New service [Ride On]	207,775	0.00
Increase Cost: Motor Pool Adjustment	147,423	0.00
Increase Cost: Other Labor Contract Costs	107,865	0.00
Increase Cost: Quadrennial Review required by State regarding Ride On performance [Customer Service]	90,000	0.00
Increase Cost: Seniors Ride Free due to WMATA reported ridership increase [Customer Service]	49,020	0.00
Increase Cost: Regional SmarTrip Operating Funding agreement increase [Customer Service]	43,670	0.00
Increase Cost: Printing and Mail Adjustment	15,332	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY13 [Ride On]	-118,140	0.00
Increase Cost: Annualization of FY13 Personnel Costs [Ride On]	-357,249	0.70
Decrease Cost: Elimination of FY13 \$2,000 Lump Sum	-1,599,303	0.00
FY14 APPROVED:	116,665,732	800.95
GRANT FUND MCG		
FY13 ORIGINAL APPROPRIATION	4,688,174	15.16
<u>Other Adjustments (with no service impacts)</u>		
Technical Adj: Grant adjustment	-5	-0.05
FY14 APPROVED:	4,688,169	15.11

PROGRAM SUMMARY

Program Name	FY13 Approved		FY14 Approved	
	Expenditures	FTEs	Expenditures	FTEs
Medicaid and Senior Programs	8,254,195	7.85	8,225,840	7.85
Ride On	96,444,337	746.53	98,032,331	748.18
Commuter Services	3,156,780	16.60	3,331,740	16.60
Taxi Regulation	766,811	7.00	798,290	7.00
Customer Service	1,045,110	6.00	1,460,220	6.00
Transit Parking Facility Maintenance	308,820	1.32	293,120	1.32
Transit Operations Planning	2,379,040	17.70	2,185,070	17.70
Passenger Facilities	1,047,980	4.00	959,870	4.00
Fixed Costs	2,681,830	0.67	3,476,450	0.67
Administration	2,457,964	6.74	2,590,970	6.74
Total	118,542,867	814.41	121,353,901	816.06

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY13		FY14	
		Total\$	FTEs	Total\$	FTEs
MASS TRANSIT					
CIP	CIP	264,540	0.00	0	0.00
Health and Human Services	County General Fund	567,694	0.00	425,194	0.00
Total		832,234	0.00	425,194	0.00