

# RTA Monthly Report

JULY 2018





**Joint Meeting**

**Central Maryland Transportation & Mobility Commission and Central Maryland  
Transportation & Mobility Consortium**

1:00 p.m. August 28, 2018

8510 Corridor Road, Suite 110, Savage, MD

**AGENDA**

	Welcome	Allen Cornell
1	Review of meeting minutes for July 24, 2018	Allen Cornell
2	General Manager Report	Cristin Tolen
3	FY 2018 Budget Close Out	Suzanne Brown
4	Transit Development Plan/Implementation Update	Ramond Robinson, Jason Quan
5	Old Fare Media Acceptance Beyond September 30th	Cristin Tolen, Victor Jimenez
6	Riders' Advisory Council	Clive Graham
7	Fleet update	Kevin Randall, Clive Graham
8	Fare recovery data	Clive Graham
9	Adjournment	

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**Topic: Review of Meeting Minutes for July 24, 2018**

(Allen Cornell will provide a verbal review)

**Requested Action**

Provide input and ask questions of staff.

**Topic: General Manager Report**

Staff continued their efforts in educating riders and RTA drivers on the new fare policy in July. Overall the implementation of the new fare structure has been a success and the drivers appreciate the ease of the regional policy.

Our new Safety and Training Manager jumped right in to his new role. He's spent much of his time reviewing existing policies and training programs, and is making recommendation changes to help strengthen the RTA employees and riders.

The hot temperatures experienced in July continued to present operational challenges for our fleet. Maintenance staff performed seventy-three (73) road calls in July with an average of 3,539 miles between road calls.

A driver training class was not held in July.

**Operations Update**

The team has been working on route testing for the proposed changes included in Howard County's TDP.

We continue to work with Fort Meade and Anne Arundel County on the enhanced service on the 504 that will serve riders from the base to Odenton MARC station. We will continue to provide the current 504 service from Piney Orchard to Savage MARC station, and one bus on the route will provide service inside the base. This service is scheduled to begin in late-September 2018.

Safety Data for July 2018

**PREVENTABLE ACCIDENTS: 3**

**NON PREVENTABLE ACCIDENTS: 4**

**PREVENTABLE PASSENGER ACCIDENTS: 1**

## **NON PREVENTABLE PASSENGER ACCIDENTS: 1**

### **WORK COMP (EE Injury): 3**

Monthly Safety Meetings for July focused on mobility device securement and proper body mechanic techniques when dealing with mobility devices.

We met our Drug and Alcohol Random Compliance program for the month.

### **Communications / Marketing**

#### **July 1, 2018 Fare Media Policy**

##### Post Launch Update

- Over 200 Certified Rider cards have been issued to Humanim riders for fixed route service. Future sessions will be scheduled at the Bain Center, Howard County Public Library and Howard Community College.
- An average of 12-14 ADA applications a week are being received by the Mobility department.
- RTA website continues to feature an announcement page containing links to the new fare structure page including the PayPal ordering site. Sales continue to increase and past fraud relative to the prior reduced monthly pass has ceased.
- Newly updated System Maps will be installed in shelters and mailed to major organizations.
- New Timetable schedules for all (15) routes have been mailed to over 60 organizations, libraries and senior centers.
- September 30<sup>th</sup> is the final day to receive old forms of fare media. All POS centers and large organizations have been reconciled.

##### Marketing Efforts

- Promotion of the Riders Advisory Council continues with bus announcements, tweets and a scrolling web page on the site. Enhanced copy regarding the council was added to the CMTMC web page. The first meeting for the RAC is on September 6, 2018 at 6:00 p.m. at the RTA Administration building.
- Route 504- Ft. Meade public/private route will begin September 24<sup>th</sup> and will overlap with their current service which will end on September 30<sup>th</sup>. A free ride promotional program will run from September 24<sup>th</sup>- October 14<sup>th</sup>. On the 15<sup>th</sup>, the

fare will be \$2.00/ride. Riders will access our PayPal account through our website to order \$15.00, 10-ride ticket books and \$40.00 monthly passes. We are working with base agencies on announcements, promotional posters, outreach cards and an ad in the Soundoff! Public riders will have access from Odenton Marc to Reece Gate and will need to exit the bus. Riders with credentials will proceed on base. A new 504 timetable and map is in production.

- The Administration office is now able to accept Visa, MasterCard, Discover and American Express payments for tickets, passes and payments for RTA Mobility invoiced rides. The finance department is handling processing and recommends adding a \$1.00 service charge to all orders to offset fees.

#### Advertising Revenue

- Bus advertising revenue for July was \$9,816.01 due to the acquisition of several Department of Mental Health accounts.

RTA Partners Agenda  
Item 3  
8/28/18

#### **Topic: FY 2018 Budget Close Out**

(Suzanne Brown will provide a verbal update)

#### **Requested Action**

Provide input and ask questions of staff.

RTA Partner's Agenda  
Item 4  
8/28/18

#### **Topic: Transit Development Plan/Implementation Update**

(Ramond Robinson and Jason Quan will provide a verbal update)

#### **Requested Action**

Provide input and ask questions of staff.

RTA Partners Agenda  
Item 5  
8/28/18

**Topic: Old Fare Media Acceptance beyond September 30th**

(Cristin Tolen and Victor Jimenez will provide a verbal update)

**Requested Action**

Hear a review, provide input and ask questions of staff.

RTA Partners Agenda  
Item 6  
8/28/18

**Topic: Riders' Advisory Council**

(Clive Graham will provide a verbal update)

**Requested Action**

Hear a review, provide input and ask questions of staff.

RTA Partners Agenda  
Item 7  
8/28/18

**Topic: Fleet Update**

(Kevin Randall and Clive Graham will provide a verbal update)

**Requested Action**

Hear a review, provide input and ask questions of staff.

RTA Partners Agenda  
Item 8  
8/28/18

**Topic: Fare Recovery Data**

(Clive Graham will provide a verbal update)

**Requested Action**

Hear a review, provide input and ask questions of staff.

RTA Partners Agenda  
Item 9  
8/28/18

**Topic: Other Business**

**Adjournment**