

RTA

Monthly

Report

SEPTEMBER 2018





Joint Meeting

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

1:00 p.m. October 23, 2018

8510 Corridor Road, Suite 110, Savage, MD

AGENDA

	Welcome	Allen Cornell
1	Review of meeting minutes for September 25, 2018	Allen Cornell
2	Report from the Chair of the Riders' Advisory Council	Astamay Curtis, Clive Graham
3	New buses/Mobile ticketing media event	Clive Graham
4	General Manager Report	Cristin Tolen
5	September 2018 Financial Report	Suzanne Brown, Clive Graham
6	FY 2020 Budget Preview	Cristin Tolen, Clive Graham
7	Transit Development Plan/Implementation Update Routes, branding, schedule	Andrew Johnson, Sue Poole, Clive Graham
8	Adjournment	

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Topic: Review of Meeting Minutes for September 25, 2018

(Allen Cornell will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

Topic: Report from the Chair of the Riders' Advisory Council

(Astamay Curtis and Clive Graham will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Topic: New Buses/Mobile Ticketing Media Event

(Astamay Curtis and Clive Graham will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Topic: General Manager Report

We held one class for new operators at the end of September with a total of 3 Fixed Route CDL operators. In addition, we had two operators resign.

Staff continues to work on moving the Route Match system forward on the fixed route service. Our Transit System Specialist and Paratransit Manager have been analyzing the data coming from the system to identify areas for improvement and data that needs to be corrected to ensure customers are receiving accurate and timely information. We will be holding a training in November for our Road Supervisors and Dispatch staff to bring everyone up to speed on the Route Match system to ensure everyone is proficient on the system.

Maintenance staff performed forty-nine (49) road calls in September with an average of 5,695 miles between road calls.

Riders Advisory Council (RAC) Update

We provided a copy of the complaints/concerns raised at the September 6th RAC with the RTA staff responses for your reference.

I would like to provide an update on the steps that have been taken over the last month to address the issues raised by the RAC:

- In response to the riders concern regarding expiring fare media the Call Center, Administration and Operations staff have worked diligently with riders to exchange old fare media. We have exchanged approximately \$3,000 in fare media in our office and through our road supervisors.
- One attendee raised the concern of there being only one mobility stop at Columbia Mall. Staff has reviewed past mobility records and assessed the available mall entrances to determine any additional accessible locations that would provide a safe drop off point for riders. We have determined that Nordstrom's lower level D-500 can also serve as a safe drop off location for riders on the opposite side of the food court.
- We will be issuing all drivers a new RTA employee ID, which will reflect the individual's employee number. Staff will be meeting with the union this week to discuss the implementation of signs on all revenue vehicles that will be visible to riders, and include the driver's first name or ID number.
- We have also added an additional eight (8) hours of customer service training for our new driver class, and we will continue to work with all drivers proper customer service.

Operations Update

Operations continued working on the TDP hours & mileages for Howard County. Timings & routing were further investigated and validated with work on this continuing into October.

The new 504/FGGM/Odenton Marc service began on September 24th, 2018. This service consists of 1 bus serving Ft. Meade, Rte. 175 and Odenton Marc Station. The new service from the first day is exceeding the current 504/Savage Marc / Piney Orchard /Odenton Marc service passenger count. We are monitoring this service and looking to make possible tweaks in the service pattern to better serve Ft. Meade. We will be working into October to get assessment completed.

Our new supervisor has completed training and is now in service and working with the operators.

Safety Data for September 2018

PREVENTABLE ACCIDENTS: 1

NON PREVENTABLE ACCIDENTS: 0

PREVENTABLE PASSENGER ACCIDENTS: 0

NON PREVENTABLE PASSENGER ACCIDENTS: 0

WORK COMP (EE Injury): 3

We conducted our Monthly Safety Meeting during the month of September (Eye Lead Time and Following Distance).

We met our Drug and Alcohol Random quote from our Random Compliance Program for the month of September.

Communications/ Marketing/ Outreach Efforts

- Old fare media ticket/pass exchanges continue for fixed route and mobility. We are accommodating all requests received.
- RTA website RAC page is updated www.transitRTA.com/RAC. We will continue to host meeting minutes and recordings month to month. The next RAC meeting is scheduled for Thursday, October 17, 2018 at the North Laurel Community Center. A document responding to rider issues will be shared and presented at the next Commission meeting.
- Title VI notices (8.5 x 11) have been updated on all buses and RTA website per direction of Howard County and MTA. Larger print versions (28" wide x 11 high) in English/Spanish are being printed.
- New Route 504- Ft. Meade public/private route began on September 24th.

The RTA maintains weekly calls with agencies to assess ridership needs. The RTA and Ft. Meade agencies received numerous complaints regarding the lack of synchronization with MARC train schedules. Undenounced to RTA, the MARC schedule changed on August 25th after the RTA schedule was completed. RTA is contacting MTA and MARC to determine the November schedule. Buses will now leave out of Llewelyn Gate instead of Reece Road due to traffic slowing issues.

- Support is being provided for Howard County's TDP rider brochure. Layout and design of the brochure is in process. RTA website will host all route change information on the site and allow riders to comment through a blog. Materials to be completed prior to the 30-day Public Hearing notice on November 9, 2018. The public hearing date is set for December 13, 2018 at the RTA Administration building. Two informational outreach dates will be scheduled for Maryland Food Center and Columbia Mall to promote the hearing and answer rider questions.

Advertising Revenue

- Bus advertising revenue for September was \$7,749.

RTA Partners Agenda
Item 5
10/23/18

Topic: September 2018 Financial Report

(Suzanne Brown and Clive Graham will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 6
10/23/18

Topic: FY 2020 Budget Review

(Cristin Tolen and Clive Graham will provide a verbal update)

Requested Action

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

Topic: Transit Development Plan/Implementation Update (Routes, Branding, Schedule)

(Andrew Johnson, Sue Poole and Clive Graham will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Adjournment