



MINUTES

Joint Meeting of the Central Maryland Transportation & Mobility Commission and the Central Maryland Transportation & Mobility Consortium

June 27, 2019

Allen Cornell called the meeting to order at 1:10PM. Present were:

Commissioner Members:

Allen Cornell, Chair
John Spencer
Judith Davis
Michael Dyer
Robert Love

Staff:

Cristin Tolen, RTA
Andrew Johnson, RTA
Stephanie Dittman, RTA
Susan Poole, RTA
Victor Jimenez, RTA
Diane Adams, RTA
Cole McCarren, RTA
Jim Rippeon, RTA
Christi Fogle, CME
Alex Pelzer, CME
Bruce Gartner, Howard County
Jason Quan, Howard County
Allison Calkins, Howard County
Ramond Robinson, Anne Arundel County
Astamay Curtis, RAC Chair

1. Open Public Comment Period ¹

Rider shared their experience while utilizing RTA bus service with County Councilwoman Christiana Mercer Rigby.

- Positive and negative rider comments were expressed with the new TDP routes.
- Older buses still providing outdated information/literature from the December TDP meeting.

¹ Minute references are to the meeting audio recording; see link on the transitRTA.com/CMTMC website.

- Riders are confused which route a bus is serving when buses and overhead digital signage is turned off at Columbia Mall.
- Overall, Councilwoman Rigby was impressed with the professionalism of the operators.

Cristin Tolen commented that in the next couple weeks all old documents will be removed from the buses. All buses will provide current information including the most current bus route schedules.

RouteShout 2.0 was down when the Councilwoman tried to utilize the mobile app. Allen Cornell inquired about the continued issues with the app. Cristin explained that there are periodic issues with RouteMatch and Route Shout 2.0 that staff are working through while exploring other options for the future.

J Davis commented that the Mayor used the bus service to travel to Laurel and was disappointed. The Mayor advised that the buses were not nice looking, the buses were late and he couldn't access RouteShout 2.0.

Ramond Robinson advised that a new operator will be running the County Connector as of July 1, 2019.

2. Review of CMTMC meeting minutes from May 28, 2019.

The May 28, 2019 meeting minutes were approved.

Allen Cornell motioned the vote for approval, J. Davis seconded the motion.

3. Review of RAC meeting minutes from May 23, 2019.

The May 23, 2019 RAC meeting minutes will be reviewed for approval at the September 12th RAC meeting.

Astamay Curtis provided a report based on the May 23, 2019 meeting minutes. It was noted that attendance at the meeting was low due to a weather issue that evening.

- Phase 2 of the TDP to expand service is anticipated to begin in the next two years.
- Free ride disparities for non-paying riders should be reported to Andrew Johnson.
- The RTA website needs to be more user friendly.
- The RAC would like more information on the procedures for notifying riders when a bus is out of service.
- Many buses on the AA County Connector are not ADA compliant.

- Astamay asked the Commission for their vision for the RAC moving forward. An election is needed for a permanent Chairman. Astamay agreed to serve as Chairperson on a temporary basis.
- Do you need to have bylaws to have an election?

J. Davis inquired if the previous riders group had guidelines. Cristin responded that the previous riders group was solely in Howard County. The intent is to have representation for all jurisdictions, however only Howard County riders are attending the meetings.

RTA staff will work on guidelines to present to the Commissioners at the next meeting.

The Commissioners are satisfied with the feedback provided to them from the RAC. It was noted that a lot of the issues seem to be system wide.

Howard County is in the process of procuring five transit vans for the Mobility fleet. Clarification was provided that the new transit vans to be purchased are ADA compliant and safer than earlier models.

4. **General Managers Report**

Cristin Tolen gave the May General Manager's report (see attachment).

- Driver recruiting efforts continue with 8 driver open positions available.
- Jim Rippeon, the Assistant GM of Maintenance was introduced.
- There have been several staff changes over the past few weeks pertaining to administration.
- Effective August 11th, the Routes 201 and 504 will no longer be serviced by RTA. The routes will be operated by Anne Arundel County.
- RTA would like to move to making service changes twice a year.
- Mobility fares in Howard County will be increasing effective July 1st.
- Allen inquired as to the status of RouteShout 2.0
Cristin advised that the vendor was paid up front and is working through the various problems.
- Cristin confirmed that the previous year and current year accident information has been reported correctly.
- The monthly drug and alcohol screening was not met, due to an employee of Columbia Cab refusing the test. As a result of the refusal, the employee with Columbia cab was terminated.
- The complaints chart provided is for the past 10 months of the current fiscal year.
- Continued efforts are focused on customer service for all drivers, noted as the greatest complaint.
- Paratransit complaints are noted as pertaining to pick up times.
- The question was raised whether the increase in Mobility fares has significantly impacted fixed route "free" ridership. Cristin advised that increased cost of fare has not impacted Mobility ridership.

5. **FY2020 Proposed Budget/August 4, 2019 Route Changes**

Cristin Tolen presented the FY2020 Proposed Budget.

- The FY 2020 budget presented is identical to last month's proposed budget, but with a slight change in service hours for the 502. With the removal of Route 201, which was interlined with the Route 502 tweaks were made which will provide more service to riders on Route 502, and shift subsidy and hours of distribution.
- Routes 201 and 504 change in service providers effective August 11th will affect the complimentary ADA service. All transportation beginning and ending in Anne Arundel County will be serviced by Anne Arundel County mobility services. RTA will continue to provide mobility services for transportation beginning in Anne Arundel County going to Howard County or transportation beginning in Howard County and going into Anne Arundel County (crossing from one county to the other).
- Allen Cornell asked for a recommendation on the proposed FY2020 budget John Spencer, first motion and J. Davis, second motion to approve the recommendation only of the proposed budget.

6. **May 2019 Financial Report and FY 19 Year-End Forecast**

Cristin Tolen gave the April 2019 Financial Report and FY 19 Year-End Forecast.

7. **Update: Regional Transportation Commission of Central MD Plan**

Bruce Gartner provided an update on the MDOT /MTA planning process. A survey is available and will be emailed to the commissioners.

There will be a meeting on Friday September 20th, tentatively scheduled at the RTA Administrative office. Bruce welcomed all commissioners to attend.

J Davis commented that the goal is for connectivity with bus routes overall.

Allen presented the concept of moving to quarterly Commission meetings, with monthly reports provided via email and hosted on the website each month. Bruce Gartner along with the Commissioners supported moving to quarterly meetings.

There will not be a July Commission meeting due to lack of a quorum. J Davis motioned the approval and Allen Cornell seconded the motion.

Changing to quarterly commission meetings and amending the bylaws will be on the agenda for the August Commission meeting. The quarterly meetings will be on the 4th Tuesday of the month in March, June and September. In December only, meeting will be held on the second Tuesday with additional meetings as needed.

8. **Adjournment**

Future Meeting Dates:

Next Commission Meeting – Tuesday, August 27th, 1:00PM, RTA Administrative Office

RAC Meeting – Thursday, September 12, 2019, 6:00PM, Howard County Library Central Branch, Warfield Room.

The meeting was adjourned at 2:35PM.

Acronyms

AAC	Anne Arundel County
PGC	Prince George's County
RTA	Regional Transportation Agency
RAC	Riders Advisory Council
TDP	Transit Development Plan