



## MINUTES

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

September 25, 2018

Allen Cornell called the meeting to order at 1:02PM. Present were:

#### Commission Members:

Allen Cornell, Chair  
Ron Dillon, Vice Chair  
Judith Davis  
Michael Dyer  
Robert Love  
Earl Armiger  
Astamay Curtis, RAC

#### Commissioners Not Present:

John Spencer

#### Staff:

Cristin Tolen, RTA  
Andrew Johnson, RTA  
Stephanie Dittman, RTA  
Susan Poole, RTA  
Suzanne Brown, RTA  
Victor Jimenez, RTA  
Kevin Randall, RTA  
Elaina Evans, RTA  
Nathan Grace, City of Laurel  
Clive Graham, Howard County  
Jason Quan, Howard County  
Ron Crites, Prince George's County

- 1. Approval of August 28, 2018 Joint Meeting of the Central Maryland Transportation & Mobility Commission and the Central Maryland Transportation & Mobility Consortium Meeting Minutes. (1:00)<sup>1</sup>**

The August 28, 2018 meeting minutes were approved.

- 2. Report from the Chair of the Riders' Advisory Council (1:30)**

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<sup>1</sup> Minute references are to the meeting audio recording; see link on the [transitRTA.com/CMTMC](http://transitRTA.com/CMTMC) website.

Clive Graham introduced the Acting Chairperson for the Riders' Advisory Council (RAC), Astamay Curtis. Astamay is an RTA rider, utilizing both fixed route and mobility services and resides in Howard County.

Clive Graham said that the RAC held its initial meeting on September 6<sup>th</sup>. Under the MOU and Commission bylaws, the chairperson of RAC becomes a non-voting member of the Commission. The RAC Chairperson will provide a monthly report to the commission each month regarding its activities and any advisory recommendations.

The RAC will initially meet monthly and is still looking for representation from the other jurisdictions; Anne Arundel County and Prince George's County/City of Laurel.

J Davis noted that the RAC meeting minutes contained some specific and some general concerns. It was suggested that if the concern can be resolved at the RAC meeting, a report be available outlining the concern and how the concern was resolved. It was noted that there seems to be a breakdown with policies and driver training. Clive Graham suggested that the report be provided as part of the General Manager report. The RAC questions would be listed with either the resolution or follow up required.

Allen Cornell requested that the mobility drop off location at Columbia Mall be reviewed for an additional drop off/pick up location. Cristin Tolen noted that an assessment will be done to determine if having more than one mobility stop at the mall was feasible, and staff will report back to the commission.

To ensure accurate driver information is available to all riders, Allen Cornell requested the RTA provide an ID number for all drivers, specific to each driver on their RTA photo ID. All RTA drivers should be provided the additional ID number, for their current photo ID, as part of the RTA uniform by the October 23<sup>rd</sup> Commission meeting.

Due to concerns with the routing of incoming complaints placed to the Call Center, Cristin is reviewing the process from the receipt of the call to the distribution of the complaint to the resolution.

Discussion ensued regarding perforation of tickets and tickets numbers on the 10-ride mobility booklets. The removal of the perforations and numbering of ticket stubs was necessary to reduce fraud and also reduce printing cost. Allen Cornell has requested that costs be provided to the Commission for the perforations and numbers added to the ticket stub after current inventory is exhausted. It was noted that current inventory will last through May 2019.

Several riders had expressed their concern with drivers not stopping at a bus stop when riders are under a tree to avoid the summer heat. Andrew Johnson responded that all drivers are trained to look for riders at each bus stop especially riders waiting under a tree to avoid the hot summer temperatures. Andrew noted that if a driver is running early on their route, they will remain at each time point for the designated departure time.

### **3. General Manager Report (24:36)**

Cristin Tolen provided an overview of the August General Manager Report.

Howard County purchased six new buses of which five were currently in service. All six buses will be in service by the end of the week.

A reminder to riders has been provided both on social media and also on the buses that all old fare media will expire on September 30<sup>th</sup>. Staff continue to work with riders to exchange full ticket booklets of old fare media as directed at the last Commission meeting.

RTA was awarded the Silver Safety Award from First Transit. Allen Cornell requested that the award information be provided on the RTA website.

The current bus fleet consists of 46 fixed route buses. It is anticipated that with the 13 new buses received in 2018, unplanned maintenance repairs should decrease. During the summer months only one of the three electric buses was in service due to battery issues. Kevin Randall anticipates all three electric buses to be back in service late October. The one year manufacturer warranty for maintenance to be provided on the electric buses has expired. RTA will now be responsible for all maintenance and labor costs for the electric buses.

We have experienced a decrease in fraud with the elimination of the on line sale of the reduced student monthly pass. All purchases for the reduced student monthly pass now require on-site proof of a current student ID for the purchase. This requirement for the purchase includes all point of sale (POS) centers.

#### **4. July and August 2018 Financial Report (40:15)**

Suzanne Brown provided the July and August 2018 financial reports. Suzanne had made changes to the July statement to make it easier to understand.

There is an FY 2019 budget gap of approximately \$300,000, with nearly a 50/50 split between Anne Arundel County and Prince George's County. In theory, we have made up \$150,000 of that, with the current reduction in personnel and lower fuel costs and usage. Suzanne cautioned that we have not yet experienced a trend, and that this savings could go away with the cost of a new battery for a hybrid bus. Staff will need to evaluate expenses and revenues in the next few months, and the General Manager will present a plan for closing any budget gaps if necessary. The draft FY 2020 budget will be shared with the jurisdictional partners by mid-October to begin discussions. If any service adjustments are needed, they would need to be decided in early 2019.

Suzanne noted that fare box recovery is right on target with the budget. With the new look and removal of covers and perforated ticket stubs, a lot of fraud has been reduced. The new neon colors make it easier for the drivers and cash room counters to differentiate between the old and new fare media.

Astamay was unaware of rider fraud with the usage of stubs and covers as a valid ticket. Cristin noted that during July and a portion of August, a rider was purchasing a day pass with a counterfeit Hollywood \$5 currency. The bills appeared to be authentic, however on the back was noted Hollywood motion pictures.

## **5. FY 2020 Budget Timeline (1:00:08)**

Cristin Tolen and Clive Graham discussed the timeline for the FY 2020 budget.

The tentative date for the public hearing on the TDP implementation is Thursday, December 13th. Advertising will be required for 30 days prior to the public hearing, with information packets available the day the hearing is advertised, i.e., around November 13.

Clive said that if Prince George's County or Anne Arundel County are interested in potential in service reductions in 2019 to close the budget gap they could be advertised with the December public hearing. Ron Crites said that the county is not interested in for any service reductions to be made public in December 2018. Allen noted that if we wait until January/February and still have the budget gap problem, service reductions will need to be made quickly to make up the difference. It was noted that regional routes would be the last routes to be changed.

Clive has suggested that the November Commission meeting be on the 27<sup>th</sup>, with a call-in meeting December meeting after the public hearing.

The FY 2020 budget will be presented at the November commission meeting.

## **6. Transit Development Plan/Implementation Update (1:10:25)**

Jason Quan provided an update on the Howard County TDP. Staff is fine tuning service changes and costs for the new service tentatively scheduled to begin in April 2019. Clive said he would present the proposed TDP changes at either the October or November Commission meeting. Jason noted that TDP route changes will provide an increase in the level of service including some added Saturday and Sunday service. The service goal is to remove the 2 hour headways, with a 1 hour headway baseline.

Mike Dyer requested sending out the TDP Howard County changes in advance of the October Commission meeting.

## **7. Adjournment (1:16:37)**

Robert Love announced that Marty Flemion will retire the end of this month. Robert said he would confirm his continuation as a Commission member, having acted on the behalf of the position held by Marty Flemion.

Howard County was awarded a \$50,000 Statewide Technology Innovation Grant from MTA to develop a mobile ticketing phone application.

Howard County Executive Allan Kittleman will be holding a press conference at the RTA operations facility on October 9<sup>th</sup> at 3:00pm to discuss the investments made in the RTA and announce the arrival of the 6 new buses and the \$50,000 grant award from MTA.

Clive to send invitation notice to Commissioners via Outlook calendar invites.

**Future Meeting Dates:**

RAC Meeting – October 18<sup>th</sup>, 6:00 PM, North Laurel Community Center, 9411 Whiskey Bottom Road, Laurel, Maryland 20723

Next Commission Meeting – Tuesday, October 23<sup>rd</sup>, RTA Administrative Offices, 8510 Corridor Road, Suite 110, Savage Maryland, 20763

The meeting was adjourned at 2:22PM. **(1:20:23)**

Acronyms

AAC	Anne Arundel County
PGC	Prince George’s County
RTA	Regional Transportation Agency
RAC	Riders’ Advisory Council
TDP	Transit Development Plan
MOU	Memorandum of Understanding
POS	Point of sale