

RTA Monthly Report

February 2019





Joint Meeting

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

1:00 p.m. March 26, 2019

8510 Corridor Road, Suite 110, Savage, MD

AGENDA

| | | |
|----|---|-----------------------------------|
| | Welcome | Allen Cornell |
| 1 | Review of meeting minutes from February 26, 2019. | Allen Cornell |
| 2 | General Manager Report | Cristin Tolen |
| 3. | Election of Chairperson and Vice-Chairperson | Cristin Tolen |
| 4. | February Financial Report | Suzanne Brown |
| 5. | Transit Development Plan /Implementation Calendar and draft materials | Jason Quan/Sue Poole |
| 6. | Open Public Comment Period | Speaker list (3-minute timeframe) |
| 7. | Adjournment | |

Regional Transportation Agency of Central Maryland

8510 Corridor Road/ Suite 110 • Savage Mar/land 20763

Tel 301.957.3600 Fax 443-285-0050

transitRTA.com

Topic: Review of Meeting Minutes for February 26, 2019

(Allen Cornell will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

Topic: General Manager Report

A. Notable Activities for the Month of February are as follows:

- New Employees: We held a class for new employees in February with a total of three (3) new/returning drivers – two (2) new Fixed Route CDL operators and one (1) Fixed Route CDL operator returning from long-term medical leave.
- Staffing Changes/Updates: First Transit is finalizing the details with the selected candidate for the Assistant General Manager of Maintenance, and they are tentatively scheduled to start April 15, 2019.

We are excited to announce that we have hired a new Transit Analyst/Planner and they will start Monday, April 1st. The recruitment process for a Grants and Compliance Manager closed March 13, 2019 and we are assessing the applications received. We hope to have this position filled in early-April.

- Inclement Weather Events: We had two (2) inclement weather events this month. The first event started Sunday night February 10th and was intermittent through Tuesday, February 12th with no stop closures and started service at regular start up time. During this event there were no vehicle accidents or passenger incidents.

The second event was Wednesday, February 20th, and we ran regular service with limited stop closures to start. At 9:00am we suspended all services and held buses at major hubs until approximately 12:00pm. At 12:00pm we made the decision to close service and proceed to get all buses back to operations. From 9:00am to approximately 4:30pm we had five (5) Safety teams on the road picking up stranded passengers to take them to their destinations. All vehicles returned safely with no accidents or incidents during this event.

During these events we have a minimum of three (3) Safety Teams on the road assessing conditions one working each of our revenue sectors and they did a

fantastic job with no vehicle accidents or passenger incidents and no complaints from stranded passengers.

- TDP Implementation: RTA staff continued to work with the project team on the TDP implementation planned for May 5, 2019.
- FY 2020 Budget: We will be scheduling a meeting with the staff from each of the jurisdictions to discuss the FY 2020 budget based on their local budgets. An update will be brought to the commission in April 2019.
- Riders Advisory Council (RAC): The RAC meeting was held Thursday, March 14, 2019. Due to the timing of the RAC and Commission meeting, Ms. Astamay Curtis will provide an update on the RAC meeting at the April commission meeting.

B. Safety

RTA experienced two preventable and two non-preventable vehicle accidents, and two non-preventable passenger accident during the month of February.

Preventable Accident Summary:

- While a driver was departing a Mobility passenger's residence on Lincoln Drive he made a wide turn around a parked vehicle, and made contact with mailboxes on the side of the road. Minor damage was done to a mailbox stand, which we repaired immediately. No damage was done to our vehicle.
- We had an incident on the lot at our operations facility involving the fuel island. An employee got into a vehicle at the fuel island and did not make sure that the fuel nozzle had been removed from the vehicle. When pulling away the employee pulled the pump hose from the fuel pump and damaged the taillight of the vehicle.

Non-Preventable Accident Summary:

- While stopped at the Walmart at Dobbin Center a vehicle tried to pass our bus and made contact with left side of bus. The other vehicle left scene. No Damage was done to our vehicle. One passenger claiming injury.
- While driving on Twin Rivers a vehicle passed illegally on left side of our bus, and made contact with the mirror arm on left side of vehicle. The other vehicle fled scene. No damage was done to our vehicle.

| | PREVIOUS YEAR FEBRUARY 2018 | CURRENT YEAR FEBRUARY 2019 |
|------------------------------------|--|---------------------------------------|
| <u>SAFETY</u> | | |
| Accidents – Total | 4 | 4 |
| Accidents - Preventable | 1 | 2 |
| Accidents – Non Preventable | 3 | 2 |
| Client Accidents - Total | 1 | 1 |
| Client Accident - Preventable | 0 | 0 |
| Client Accidents – Non Preventable | 1 | 1 |
| Workers Comp (EE Injury) | 3 | 0 |

We conducted our Monthly Safety Meeting during the month of February. The focus of the meetings was a “Year in Review” highlighting all of the topics discussed over the last year and discussion of the new Electronic Device policy implemented February 15, 2019.

We did not meet our monthly quota for the Drug and Alcohol Random Compliance Program for the month of February. Two of the candidates randomly selected from Columbia Cab, our contractor, were out of the country and unavailable. We will be meeting with Columbia Cab to address this issue, and determine a path forward to ensure that we are in compliance moving forward.

Communications/ Marketing/ Outreach Efforts

February on the TDP and planning communication elements necessary to inform riders of the changes that go into effect on May 5, 2019. Communication elements running from April -May 30th include:

- **(7) print ad publications;** Howard County Times, Laurel Leader, Columbia Flier, Crofton West-County, Bowie Blade, Greenbelt News and the Beacon.
- **Digital advertising email blast campaign,** promoting the download of RouteShout 2.0 mobile app for riders. This initiative prepares the rider to have the download making it easier to have new routes on their mobile device on May 5th.
- **2-page bus flyer;** highlights all changes per route. On buses starting end of March.
- **Rider Brochure:** detailed brochure of all the changes. Hosted on all buses, community organizations and used at outreach events.
- **Video series** conducted by Howard County PIO will focus on the benefits of the route changes and will be shared through social media.
- **New RTA Schedules and new system map** for all routes will be distributed to all organizations and hosted on the website.
- **Website:** updated with all new routes, maps and materials. URL: www.transitRTA.com/NewRoutes, starting April 1st.
- **Driver promotion of RouteShout 2.0,** Drivers, Supervisors and staff will wear RouteShout t-shirts on Tuesday and Fridays, handing out information cards to assist riders. This will begin on April 9th –May 31st.
- **Interior mall advertising panels at the Mall in Columbia.** Promoting RouteShout 2.0 and lead to website for more information. Full size system map display.
- **Interior/exterior bus advertising**
- **New signage** will be produced and installed through April.
- **Social media announcements and RouteShout 2.0 notifications will be posted from April-May.**
- **Jpeg images will be cast on County TV monitors and shared with local networks.**
- **Outreach events will run from April 8th-May 17th.**

Advertising Revenue

- Bus advertising revenue for February was \$3,804.60.

RTA Partners Agenda
Item 3
3/26/19

Topic: Election of Chairperson and Vice-Chairperson

(Cristin Tolen will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 4
3/26/19

Topic: February 2019 Financial Report

(Suzanne Brown will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 5
3/26/19

Topic: Transit Development Plan /Implementation Calendar and draft materials

(Jason Quan and Sue Poole will provide an update and share materials)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 7
3/26/19

Topic: Public Comment Period

(Individuals who signed up to speak will be given 3 minutes)

Requested Action

Provide remarks to be recorded.

RTA Partner's Agenda
Item 8
3/26/19

Adjournment