

RTA Monthly Report

April 2019





Joint Meeting

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

1:00 p.m., May 28, 2019

8510 Corridor Road, Suite 110, Savage, MD

AGENDA

| | | |
|-----|---|------------------------------|
| | Welcome and Introduction | Allen Cornell/ Cristin Tolen |
| 1. | Open Public Comment Period | Bruce Gartner |
| 2. | Election of Chair and Vice Chair | Bruce Gartner |
| 3. | Review of meeting minutes from March 26, 2019. | Allen Cornell |
| 4. | Review of RAC meeting minutes from March 14, 2019. | Astamay Curtis |
| 5. | General Manager Report | Cristin Tolen |
| 6. | March 2019 Financial Report and FY 19 Year-End Forecast | Suzanne Brown |
| 7. | FY2020 Proposed Budget | Cristin Tolen |
| 8. | TDP May 5 th Route Changes Update | Jason Quan |
| 9. | July 1, 2019 Mobility Fare Increase | Cristin Tolen |
| 10. | HCPSS Pilot – Free Student Transit | Bruce Gartner |
| | Adjournment | |

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Topic: Open Public Comment Period

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

Requested Action

Comments will be recorded as part of the meeting.

Topic: Election of Chair and Vice Chair

(Bruce Gartner will formalize the election)

Requested Action

Provide input and ask questions of staff.

Topic: Review of Meeting Minutes from March 26, 2019

(Allen Cornell will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

Topic: Review of RAC Meeting Minutes from March 14, 2019.

(Astamay Curtis will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

A. Topic: General Manager Report

(Cristin Tolen will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

Notable Activities for the Months of March and April are as follows:

- **New Employees:** We held a class for new employees in March with a total of five (5) new drivers. We had two (2) Fixed Route CDL operators and one (1) Mobility operator complete the class. One driver class of five drivers was held in April. We had two (2) new fixed route operators, one (1) Mobility operator, and two (2) drivers returning from a leave of absence.
- **Staffing Changes/Updates:** First Transit has received verbal acceptance from the Assistant General Manager of Maintenance candidate. We hope to have the new manager on board in early-to-mid June.

Our new Transit Analyst, Cole McCarren started Monday, April 1st. Cole was most recently with the Center for Mobility Equity (CME), and prior to CME worked for Shuttle UM as a student at the University of Maryland. He jumped right into things upon his arrival, and is working on updating our bus stop and route data for Google Transit. Cole will be working over the upcoming months to help modernize our data collection processes and develop statistical reports to communicate performance data for the fixed route and paratransit systems.

Diane Adams, an existing RTA employee who has worked in Finance since the start of the RTA in 2014 has moved into a new role. On May 16th she became our new Grants and Compliance Manager.

- TDP Implementation: We continued our focus on the TDP implementation throughout the months of March and April.

The Road Supervisors finalized the linear bus stop list by route. The list of bus stops was then used to create the routes and schedule information in Route Shout 2.0 and Google Transit. The operations team worked diligently to compile an exhaustive inventory of all bus stops and amenities in the RTA region, and we will continue to update and maintain this master inventory. The RTA has 761 bus stops throughout Howard, Anne Arundel and Prince George's County.

The new TDP run-pick was completed and distributed to the Fixed Route Operators on Tuesday March 12th, 2019, and was completed as of Thursday March 28th, 2019. The operators began training on the routes with the Behind the Wheel Trainers (BTW) on Saturday, March 28th to ensure we are ready to go as of May 5th. Over 300 hours of staff time was spent preparing for the TDP implementation in the third quarter (January – March) of FY 2019. Supervisors and fixed route drivers were trained on all of the new routes throughout the month of April.

Call Center staff participated in small group meetings to learn about the new routes and upcoming changes to prepare them to handle rider questions and concerns we receive. Staffing in the Call Center was increased the week prior to implementation and the week of May 5th to ensure riders were able to get through and receive assistance with any challenges they faced with the new routes. Due to the extensive planning, communication and outreach efforts during March and April, call volumes remained at normal levels.

- Budget: We are projecting a surplus for the FY 2019 year-end budget. Additional information will be shared during the monthly financial presentation.

Staff in coordination with Howard County submitted the FY 2020 Annual Transportation Plan (ATP) to the MTA on March 22, 2019. MTA is now reviewing all applications and grant award notifications will follow. By all indications state grant funding levels will be flat with FY 2019 awards.

B. Safety

RTA experienced six preventable vehicle accidents and three non-preventable accidents during the months of March and April.

Preventable Accident Summary:

March 2019

- The operator moved into the curb lane and another vehicle merged into the left side of our bus.
- An operator was departing the bus stop at Owen Brown Village Center and they failed to ensure that the left side of the vehicle was clear and they collided with a passing vehicle.

April 2019

- After dropping off a passenger at the bus stop at Shalom Square, the driver clipped a garbage can with the bus causing the front right windscreen to crack.
- An operator was departing Columbia Mall and hit the right side mirror on a ladder hanging off the back of a work truck. No damage was done to the vehicle.
- Driver struck a cement barrier around light pole in the bus yard damaging the bus.
- While making a left turn on Dobbin Road onto Stanford Boulevard, our operator came into contact with rear of other vehicle. Minor damage occurred to the other vehicle.

Non-Preventable Accident Summary:

April 2019

- While parked on Little Patuxent Parkway, another vehicle backed into rear tire of the bus. No damage to either vehicle.
- Driver was driving on Route 108 and another vehicle pulled out in front of our vehicle causing a collision. Severe damage to both vehicles. Operator was transported for medical attention. This resulted in one (1) workers comp case in the month.
- Passenger was exiting the bus at Russet Green and missed the last step causing her to fall from the vehicle. EMS was contacted but passenger was not transported for medical attention.

| | PREVIOUS YEAR MARCH 2018 | CURRENT YEAR MARCH 2019 | PREVIOUS YR APRIL 2018 | CURRENT YR APRIL 2019 |
|------------------------------------|-----------------------------|-------------------------------|---------------------------|--------------------------|
| <u>SAFETY</u> | | | | |
| Accidents – Total | 4 | 2 | 1 | 6 |
| Accidents - Preventable | 0 | 2 | 0 | 4 |
| Accidents – Non Preventable | 4 | 0 | 1 | 2 |
| Client Accidents - Total | 0 | 0 | 1 | 1 |
| Client Accident - Preventable | 0 | 0 | 0 | 0 |
| Client Accidents – Non Preventable | 0 | 0 | 1 | 1 |
| Workers Comp (EE Injury) | 4 | 0 | 1 | 1 |

We conducted our Monthly Safety Meeting during March and April. The focus of the meetings was Blood Borne Pathogens (March) and Sharing the Road with Bicyclist, Motorcycles and Pedestrians (April).

We met our monthly quota for the Drug and Alcohol Random Compliance Program in March and April 2019.

C. Upcoming Agenda Items

- Statistical Reporting: Staff will provide statistical and performance measure reporting next month. June 2019 reporting will include call center and Mobility performance data.
- Budget: We have been updating our projection for the FY 2019 year-end budget. We do anticipate closing the fiscal year with a surplus. Additional information will be shared during the monthly financial presentation.

The meeting with the jurisdictions has been postponed to the end of April/early May. The jurisdictions will be wrapping up their budgets in May. We plan to present a FY 2020 budget to the commission for consideration at the May 2019 meeting.

Staff in coordination with Howard County submitted the FY 2020 Annual Transportation Plan (ATP) to the MTA on March 22, 2019. MTA is now reviewing all applications and grant award notifications will follow. By all indications state grant funding levels will be flat with FY 2019 awards.

D. Communications and Outreach

TDP communication elements continued to be the focus in April. Elements included:

- **(6) Print ad publications** featuring full and quarter page ads reaching over 600,000 readers.
- **Post-it notes** (foldable pocket guide) was featured on the front page of 150,000 copies.
- **Digital advertising email blast campaign** promoted the download of RouteShout 2.0 mobile app for riders. This initiative prepared riders to receive the new Route information on May 5th when the release occurred.
 - Analytics showed a 21% open rate per blast (above the 13% average). 1,062 clicks occurred on the content flowing to download the app, others were pushing to the website to view new routes. The May report will show more detail on success.
- **2-page bus flyer** highlighted all changes per route. Over 3,000 copies were distributed via buses and organizations.
- **Rider Brochure** featured highlight details, maps and new timetable schedules. Hosted on all buses, distributed to over 60 organizations and used at outreach events. Over 5500 copies of the brochure were distributed.
- **Video series** conducted by Howard County PIO promoted the changes and supported RouteShout 2.0. Sample video can be found here: <https://youtu.be/ZS-uwjVBV-Q> . Videos were hosted on Howard County Governments Facebook page and social media outlet and RTA Twitter feed, facebook and website.
- **New RTA Schedules and new system map** for all routes were distributed end of April to all organizations, placed on all buses 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 wore RouteShout t-shirts on Tuesday and Fridays throughout the months of April and May. In addition RouteShout 2.0 business cards featuring download instructions were on all buses.
- **2 large interior mall advertising panels are at the Mall in Columbia.** One panel shows the new system map and other highlights route changes/RouteShout 2.0. Both panels will continue throughout the year and reside in the food court area.
- **Interior/exterior bus advertising** were posted in English and Spanish.
- **New street signs** continue to be installed along routes.

- **Social media** announcements and RouteShout 2.0 notifications were posted from April-May.
- **Jpeg images were hosted on County TV monitors and shared with local cable networks.**
- **Radio spot** for HCC "The Dragon" was conducted and released in May.
- **Outreach events will occurred from April 8th-May 17th.**

Promotional efforts are in development for the July 1, 2019 fare increase for ADA/GPT. Riders will be notified of the price increase starting June 1st.

Advertising Revenue

- Bus advertising revenue for April was \$8,685.

RTA Partners Agenda
Item 6
5/28/19

Topic: March 2019 Financial Report and FY 19 Year-End Forecast

(Suzanne Brown will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 7
5/28/19

Topic: FY2020 Proposed Budget

(Cristin Tolen will provide a verbal update)

Requested Action

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Topic: TDP May 5th Route Change Update

(Jason Quan will provide a verbal update)

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Topic: July 1, 2019 Mobility Fare Increase

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Topic: HCPSS Pilot- Free Student Passes

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