

RTA Monthly Report

October 2019





Joint Meeting

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

1:00 p.m., Tuesday, October 22, 2019

8510 Corridor Road, Suite 110, Savage, MD

AGENDA

	Welcome	Allen Cornell
1.	Open Public Comment Period	Bruce Gartner
2.	Review of CMTMC meeting minutes from June 27 th and August 27, 2019.	Bruce Gartner
3.	General Manager Report	Cristin Tolen
4.	August /September 2019 Financial Report	Cristin Tolen
5.	Overview of November 3 rd Service Changes	Andrew Johnson/Cole McCarren
6.	CMTMC Bylaw Revision- Meeting Frequency	Bruce Gartner
7.	RTA Website Enhancement	Sue Poole
8.	RAC Bylaws	Cristin Tolen/Jason Quan
9.	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: Review of Meeting Minutes from June 27 and August 27, 2019

(Bruce Gartner will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

Topic: General Manager Report

A. Notable Activities for the Months of August and September are as follows:

- New Employees: We held a class for new employees in August and September with a combined total of fifteen (15) employees. Seven (7) Fixed Route CDL operators, one (1) paratransit operator and three (3) administrative staff successfully completed the class over the two months.
- Staffing Updates: We have started the recruitment process for a new Human Resources Manager, and we will begin interviewing candidates in early-November. The recruitment of the full-time Road Supervisor and Classroom Trainer will begin in November.

Suzanne Brown, the Director of Finance has recently left the RTA. Shawn O'Meara is serving as the Interim Director of Finance. A competitive recruitment will be done to find a permanent Director of Finance in the weeks ahead.

- Operations: We continued to monitor the performance of the new routes, and assessed the routes to determine how to increase our on-time performance on all routes. The end result will be an adjustment and/or elimination to many of the scheduled time points on many of our routes.

The Prince George's County route 302 has been restructured to serve Greenbelt Metrorail station daily instead of College Park Metrorail station. Information regarding this change has been posted at each stop along the 302 with multiple signs placed at major stops. This change will allow for better on-time performance and consistent service to Greenbelt Mall as well.

The service changes will go into effect on Sunday, November 3rd. To implement these changes in service another driver run-pick is being conducted in mid-October, and will go into effect on November 3 2019.

As discussed in previous meetings, in order to provide consistent service to our customers and fixed route drivers we are moving to a set schedule for implementing route structure changes twice a year and minor time manipulations on the mid-cycle change pattern. This service change schedule is also in compliance with our driver run pick schedule included in our Collective Bargaining Agreement.

We have to give a big “thank you” to the union and our operators for being so flexible this past year with the multitude of changes that have been completed. We will follow the schedule below for any service changes and driver bid picks:

- Major Service Changes: 1st Sunday of March
- Minor Tweaks/Emergency Changes Only: 1st Sunday of July
- Major Service Changes: 1st Sunday of November

The five (5) new paratransit vans arrived and we have started the prep work to begin using them for revenue service. Two vans will be in service by October 25th with the remainder being ready in the next couple of weeks.

Communications and Marketing: The original RTA website was built in 2013 using a general WordPress format. Over time, the site has become antiquated and is in need of a system upgrade. Research determined site improvements were needed to simplify the user experience by streamlining data and increasing 3rd party data capabilities. The current site manager, Firefly has created a new wire frame to emulate highly awarded level transit sites such as Tri-Met and BART. The wire frame and site redesign is a temporary improvement using the current WordPress frame as it has limitations. Current edits to the site included tab consolidation, removal of outdated materials and enhancement to page content. A full redesign and Business Word Press upgrade will require additional resources with staff developers and designers. A full redesign would take approximately 15 weeks to complete. Cost and full scope of work is to be determined.

November 3rd route change marketing materials are in process. A full run of new schedules will ship to 60 locations, be placed on all buses and hosted on the website. Outreach will occur at Columbia Mall, College Park Metro Station and Dobbin Center where major changes are occurring.

New day passes arrived and are color-coded to deter fraud. Day passes are planned to launch once process and procedures are determined.

Advertising Revenue

- Bus advertising revenue for August was \$5,700.00. Revenue for September was \$1,870.10.

B. Safety

RTA experienced two preventable vehicle accident and four non-preventable accidents during the month of August, and one preventable vehicle accident, two non-preventable vehicle accidents, and one preventable passenger injury in September.

Preventable Vehicle Accident Summary:

- While exiting the bus staging area at Columbia Mall our operator clipped the front license plate of a parked vehicle. Limited damage to other vehicle.

- Our driver was distracted and rear-ended another vehicle.
- While exiting the bus staging area at Columbia Mall our operator hit the back of a stationary bus.

Non-Preventable Accident Summary:

- While traveling on Governor Warfield other vehicle struck left side mirror on bus. No damage to vehicle.
- While driving on Montgomery Road other vehicle struck left side mirror on bus. No damage to vehicle.
- While driving on Laurel Fort Meade Road other vehicle struck left side mirror on bus. No damage to vehicle.
- While driving on Route 32 Eastbound driver was stopped in traffic and was rear-ended by other driver. Both vehicles sustained damaged.
- While traveling on Governor Warfield other vehicle struck left side mirror on bus. No damage to vehicle.
- While traveling on Route 1 Southbound operator was directed by police to get off of the roadway. Area was tight and operator hit the curb, damaging the tire.

	PREVIOUS YEAR AUGUST 2018	CURRENT YEAR AUGUST 2019	PREVIOUS YEAR SEPT 2018	CURRENT YEAR SEPT 2019
SAFETY				
Accidents – Total	3	6	1	3
Accidents - Preventable	2	2	1	1
Accidents – Non Preventable	1	4	0	2
Client Accidents - Total	1	0	0	1
Client Accident - Preventable	1	0	0	1
Client Accidents – Non Preventable	0	0	0	0
Workers Comp (EE Injury)	2	1	3	2

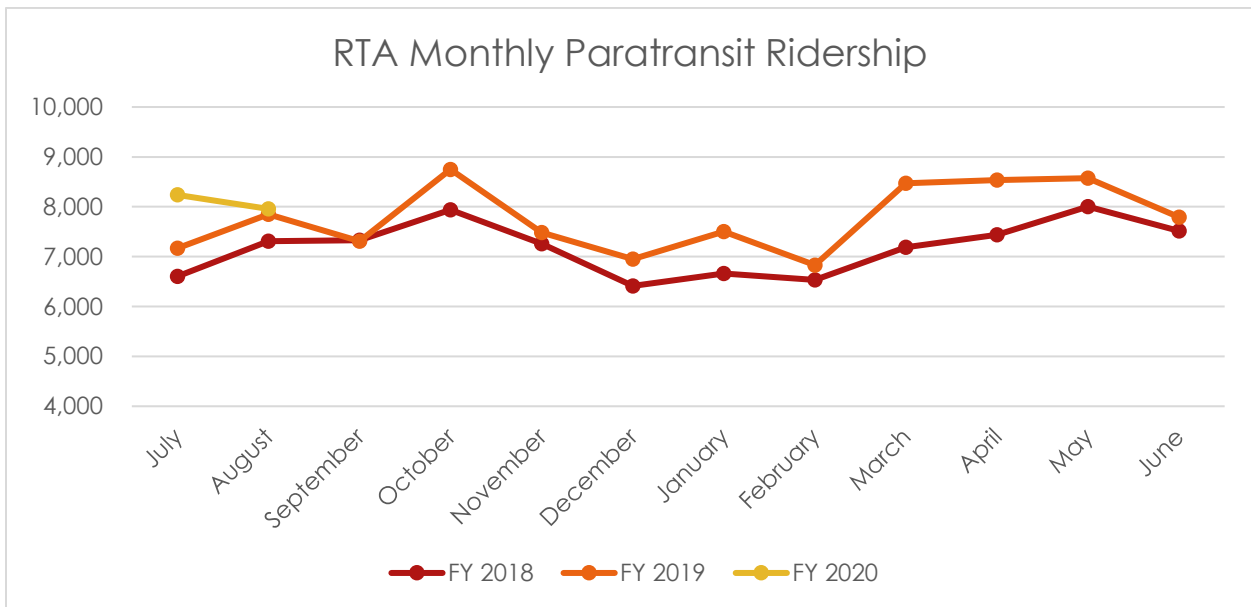
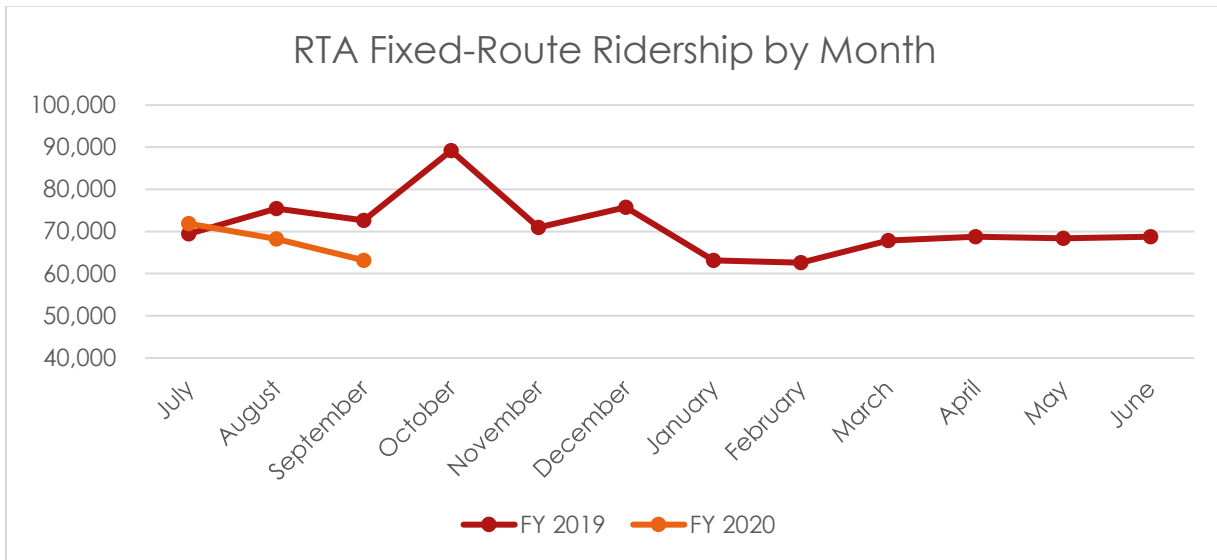
We conducted our Monthly Safety Meetings in September 2019. The focus of the meetings was GO/NO GO Decision Making, Security Awareness and ADA review.

We met our monthly quota for the Drug and Alcohol Random Compliance Program in August and September 2019. We are on target to meet our annual goal.

C. Performance Reporting

Total system ridership for the month decreased by 13% from last September, with 63,180 total passengers.

RTA Mobility total annual ridership increased 1.4% from August 2018 with 7,957 customer trips in August 2019.



RTA Partners Agenda
Item 4
10/22/19

Topic: August and September 2019 Financial Report

(Cristin Tolen will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 5
10/22/19

Topic: Overview of November 3rd Service Changes

(Andrew Johnson and Cole McCarren will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 6
10/22/19

Topic: CMTMC Bylaw Revision-Article 5

Motion to approve

(Bruce Gartner will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 7
10/22/19

Topic: RTA Website Enhancement

(Sue Poole will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 8
10/22/19

Topic: RAC Bylaw Revision

(Cristin Tolen and Jason Quan will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Adjournment