

RTA Monthly Report

April 2020





Joint Meeting

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

1:00 p.m. April 28, 2020

Web Ex Call (information to be provided)

AGENDA

	Welcome	Allen Cornell
	Public Comment Period	Speaker list
1	Review of meeting minutes from December 10, 2019	Allen Cornell
2	Review of RAC meeting minutes from February 13, 2020	Astamay Curtis
3.	General Manager Report	Cristin Tolen
4.	COVID-19 Response	Andrew Johnson/Shawn O'Meara
5.	FY21 Budget Discussion	Cristin Tolen
6.	Advertising Policy	Sue Poole
7.	Mobility Fare Increase - July 1, 2020	Cristin Tolen
8.	Transit App / Bus Stop Enhancements	Cole McCarren
9.	Adjournment	

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Open Public Comment Period

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

Requested Action

Comments will be recorded as part of the meeting.

RTA Partners Agenda
Item 1
4/28/20

Topic: **Review of Meeting Minutes from December 10, 2019**

(Allen Cornell will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 2
4/28/20

Topic: **Review of RAC Meeting Minutes from February 13, 2020**

(Astamay Curtis will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 3
4/28/20

Topic: **General Manager Report**

General Manager Report

A. Notable Activities for FY 2020 Third Quarter are as follows:

- New Employees: We held a class for new employees in January and February with a combined total of eight (8) new and one (1) returning fixed route operators.

Our new Human Resources Manager, Gabrielle Tibbs started on March 23rd. We have also filled three Road Supervisor vacancies during the quarter with the promotion of two drivers and one outside recruitment.

- Staffing Updates: We currently have five (5) driver vacancies, and we hope to hold a new driver class in May. We are actively recruiting for a Maintenance Technician and will be advertising for a Classroom Trainer in the upcoming weeks. Our goal is to have all vacancies filled by the end of the current fiscal year.

All Managers and Supervisors completed a two-hour required training on Harassment and Retaliation, Discrimination, ADA and FMLA. The training was well received, and will be held annually moving forward.

- Operations: Upon assessing time point variations turned in by the operators, supervisors and using the information gathered in Swiftly, we put together schedules for the Supervisor group to begin the actual hard timing. These timings were finalized mid – January and adjustments were made for the March 8, 2020 schedule changes.

The planning and supervisor groups worked together on time points that were considered somewhat unsafe. The final product led to elimination and realigning thus making every time point a “Safe Haven”. This had to be done so the operators could burn off time “Safely” if they were running ahead of schedule. This was a major operational leap forward for the operators. This was enacted as part of the March 8th service changes as well.

We have continued to monitor the changes made during the route restructuring in November for Route 302 in Prince George’s County. The changes have been well received by the passengers. At this time the transition appears to be a smooth one and we will continue to assess the route as needed.

A meeting was held February 20, 2020 at the Anne Arundel County Office of Transportation in Annapolis to discuss future route structuring and further assess continuity of fare structure and collection across the two local transit systems.

The Safety Manager attended a week long training with First Transit on a new driver training program being instituted companywide. We anticipate integrating this new training program in at our facility during the summer or early fall of 2020.

- **Communications and Marketing:**

The FREE Ride Campaign (Dec. 14-24) was received well from the public. Promotional efforts involved print ads, shelter posters in English and Spanish focusing on service area shopping destinations. Digital ads directed riders to download Transit App encouraging use of mobile applications to access schedules.

RTA website continues to evolve. While content and design enhancements have been made, restrictions of the current basic web platform cause limitations. A business platform and transit style website is needed to move toward integrating a higher level of technology for real-time data and mobile ticketing applications. A new solicitation will be needed.

Promotional efforts supporting March route changes included printing new schedules, website load, rider notifications and digital ads. Digital content directed the download and use of Transit App, Google Maps and our new bus stop text feature for real-time arrivals.

RTA and Howard County OoT are working collectively to promote the Howard County Student Pass Program. The program will support six area high schools and encourage students to use the bus as an alternative source of transportation. Included in the March route changes, schedules now feature high school locations and approximate walking distance to the closest bus stop within a ¼ mile. Due to Covid-19, efforts have been postponed until Back to School.

Due to the Coronavirus a modified Saturday, Sunday schedule was put into place on March 18th. Communications to riders included bus announcements, web postings, social media updates and a media blast to 150 area TV, radio, and communication outlets. As information is received from the State and County, changes are being communicated to riders (mask usage).

RTA is in the process of updating our Advertising Guidelines with Vector Media to avoid objectionable or controversial ads.

B. Safety

RTA experienced three preventable vehicle accidents, two non-preventable accidents, and three workers comp injuries during the quarter.

Preventable Vehicle Accident Summary:

- After arriving at Arundel mills, driver of Bus 9550 failed to properly set parking brake and bus rolled into rear of 9543. No injuries and No damage.
- While driving straight, other vehicle backed out of parking spot, driver did not react to avoid accident. No injuries, minor damage to bus.
- While driver was driving straight through intersection, other vehicle did an illegal U-turn in front of bus. Driver did not react in timely manner to avoid the accident.

Non-Preventable Accident Summary:

- While parked at Columbia Mall, other vehicle hit a mirror on the bus. No damage occurred.
- While operator was driving straight on 4th street in Laurel, other vehicle came over center line and hit mirror of bus. There were no injuries however, damage was done to the mirror.

	FY2019 3RD QUARTER	FY 2020 3RD QUARTER
<u>SAFETY</u>		
Accidents – Total	8	5
Accidents - Preventable	6	3
Accidents – Non Preventable	2	2
Client Accidents - Total	1	0
Client Accident - Preventable	1	0
Client Accidents – Non Preventable	0	0
Workers Comp (EE Injury)	1	2

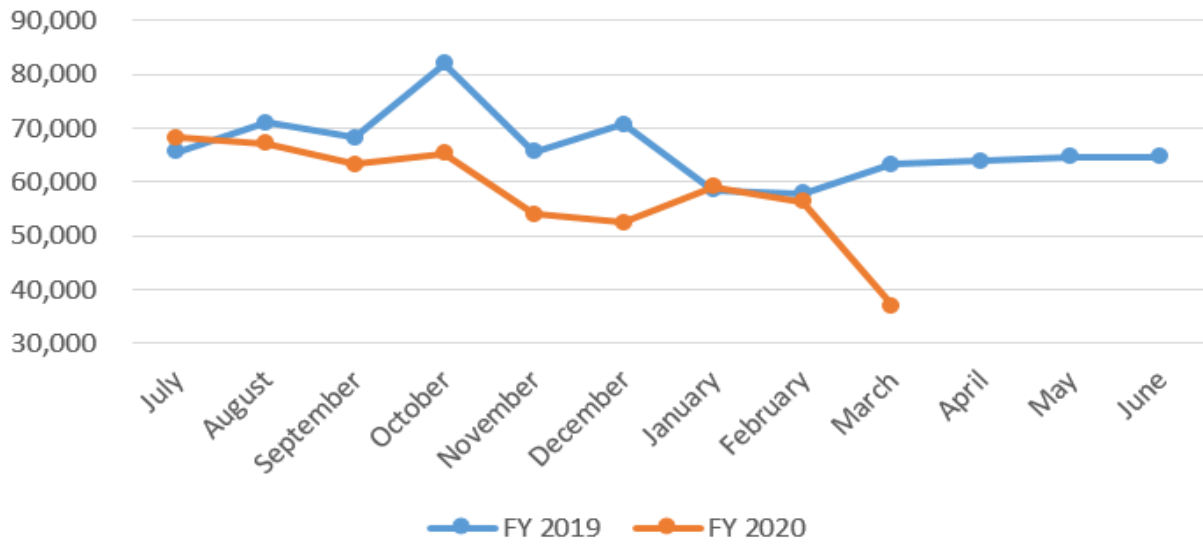
We conducted our Monthly Safety Meetings in January and February. Our March safety meetings were cancelled due to COVID-19 scheduling and social distancing. The focus of the meetings were a review of the Smith System, Keys to Driving in Inclement Weather, Rear-end Collision Prevention and Intersection Awareness.

We met our quota for the Drug and Alcohol Random Compliance Program for the third quarter. Annual inspections were completed in January 2020 for our drug and alcohol testing facilities at the Elkridge and Arbutus Concentra locations.

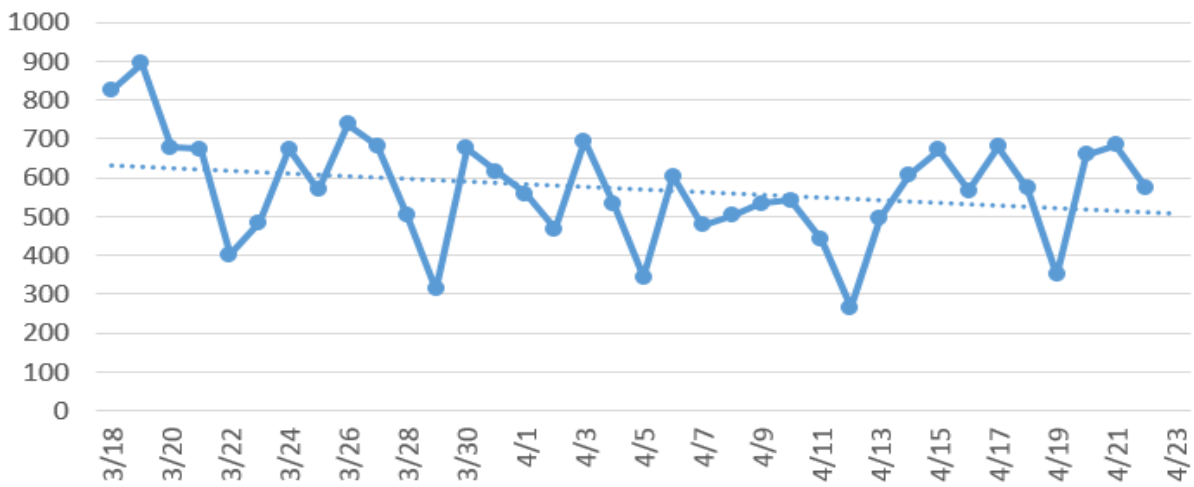
C. Performance Reporting

Fixed route ridership in January and February were roughly level year over year. We experienced a dramatic decrease in ridership in March due to the service change in response to COVID-19 implemented on March 18, 2020.

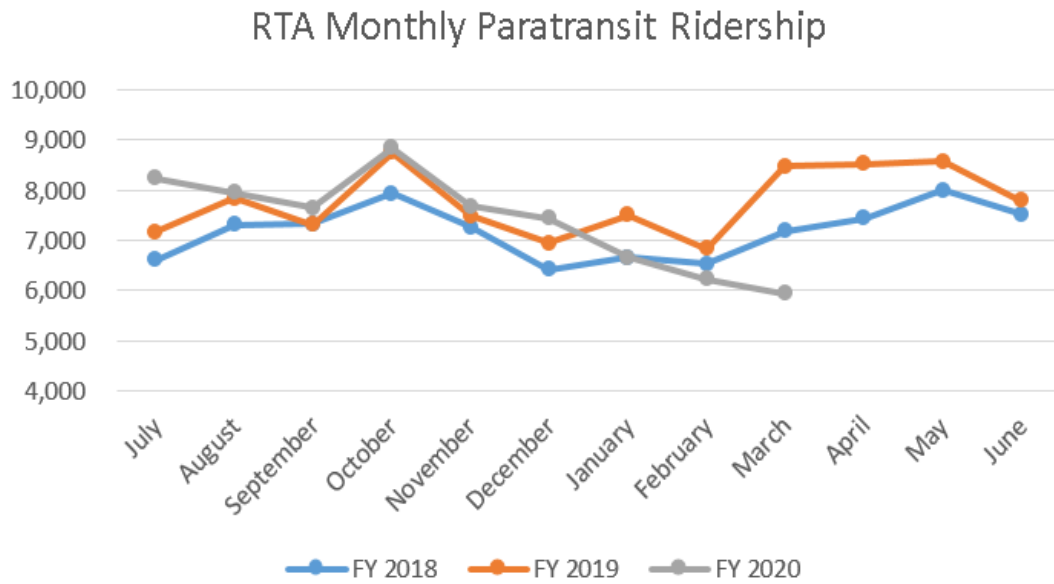
RTA Monthly Fixed-Route Ridership



Fixed-route Ridership during COVID-19 Service Reduction, by day



RTA Mobility ridership decreased by approximately 17% year-over-year for January, February and March.



RTA Partners Agenda
Item 4
4/28/20

Topic: COVID-19 Response

(Andrew Johnson and Shawn O’Meara will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 5
4/28/20

Topic: FY21 Budget Discussion

(Cristin Tolen will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 6
4/28/20

Topic: Advertising Policy

(Sue Poole will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Topic: Mobility Fare Increase

(Cristin Tolen will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Topic: Transit App / Bus Stop Improvement

(Cole McCarren will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

Adjournment