

RTA Monthly Report

September 2020





Joint Meeting

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

1:00 PM, September 22, 2020

Zoom Meeting

AGENDA

| | | |
|----|--|----------------|
| | Welcome | Allen Cornell |
| | Public Comment Period | Speaker list |
| 1 | Review of meeting minutes from June 29, 2020 | Allen Cornell |
| 2 | Review of meeting minutes from August 13, 2020 | Astamay Curtis |
| 3. | General Manager Report | Cristin Tolen |
| 4. | FY 2020 Budget Results | Shawn O'Meara |
| 5. | July 2020 Financial Report | Shawn O'Meara |
| 6. | Covid-19 Response Update | Andrew Johnson |
| 7. | Proposed Change to CMTMC Bylaws | Bruce Gartner |
| 8. | Adjournment | |

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Open Public Comment Period

(Review of Public Comments)

Requested Action

Comments will be recorded as part of the meeting.

RTA Partners Agenda
Item 1
9/22/20

Topic: Review of Meeting Minutes from June 29, 2020

(Allen Cornell will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 2
9/22/20

Topic: Review of RAC Meeting Minutes from August 13, 2020

(Astamay Curtis will provide a verbal review)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 3
9/22/20

Topic: General Manager Report

A. Notable Activities for first quarter are as follows:

- Operations:
 - Continuing COVID-19 response activities.
 - Interviewing new supervisors are in the final stages.
 - Working with Howard County and RTA Planning on additional routes for March 2021 staying within the confines of current budgeted hours. Timings and variations of service are being tested.
- Human Resources:
 - New Employee – Ms. Kay Turner, Payroll Administrator
- Planning:
 - RTA and Howard County are working closely to determine service hours that could be allocated from less productive runs to a more productive Catonsville – Ellicott City connection. Initially proposed as a phase 2 of the TDP, this connection could be made as early as next spring if determined to be feasible within current resource allocations. Changes would be made to the 405 to create an Ellicott City “circulator”, with another express route running between Mall in Columbia, Long Gate Shopping Center, Ellicott City Walmart and Catonsville Walmart, where there are already significant bus facilities to utilize.

- RTA intends to add Savage MARC station to route 502 this fall on 11/1, given there is enough time to do so with current service hour allocations.
- RTA will participate this fall in a number of on-board technology pilots with Swiftly, our current real-time data vendor, and IRIS, a global leader in Automatic Passenger Counter (APC) hardware. This will help to explore ways to improve our driver on-time performance and ridership data collection processes.
- Maintenance:
 - BYD Buses: The first of two electric buses out of service, are in California for refurbishment by BYD. Upon review and approval of the independent quality inspection report, by Howard County, the bus will be return delivered to RTA. The second electric bus, which recently went out of service for air compressor failure, will be shipped to California for refurbishment and an air compressor upgrade. After the refurbishment completion and return of the buses, the warranty period will start over with additional electric bus maintenance training provided to RTA. To minimize the impact on operations, with the two buses out of service, Howard County has obtained a loaner electric bus.
 - Road Calls:

| Jan | Feb | March | April | May | Jun | July | August |
|-----|-----|-------|-------|-----|-----|------|--------|
| 22 | 12 | 15 | 16 | 11 | 22 | 28 | 37 |
 - Driver Barriers: Temporary clear curtain barriers have been installed on all buses (30) that do not have a rear passenger door. These buses include (5) Gillig single door buses, (4) Navistar truck buses and (21) Ford Phoenix truck buses. The permanent pull down barrier shades for the larger buses are expected to arrive in early October. Installation of the permanent barrier shades will take place on weekends and overnights. American Bus will provide and install clear pull-down shades for the BYD, Gillig and ENC buses.
 - Creative Bus Sales will manufacture and ship prototype plexi glass barriers for the truck buses and vans for a test fit. The prototype units will be installed by the maintenance shop. If the test fit is successful, RTA will be provided with thirty (30) barriers, arriving in October, for truck buses and vans.
 - New initiatives: To improve accountability, reliability and productivity in the shop, two additional Shift Supervisors will be hired.
 - New requirements have been implemented on the PM program to clean engines, radiators and coolers on the large buses to reduce overheating issues and road calls. The new requirements appeared to be successful during the extremely hot August summer temperatures. With 37 road calls in August, no road calls were due to overheating.
 - Tools and equipment have been ordered and installed on the larger buses to assist the Technicians with diagnosing cooling system leaks during preventive maintenance. This new procedure will enable the effective pressurization of the large bus cooling systems to expose leaks that occur under pressure and will reduce road calls and lessen environmental issues. A number of road calls this summer were related to low coolant level warning lights.
- Communications and Marketing:
 - Vector Advertising Contract was renewed on July 17, 2020. Contract is an 8 month extension July 1, 2020 terminating on March 1, 2021.
 - Advertising Revenue for July 2020 was \$2,415.00. August revenue was \$22,084.88, largely due to Maryland Department of Health initiatives including tobacco prevention and the University of Maryland Medical System.
 - RTA is a sponsor of Bike to Work Week Maryland being held virtually (September 21-27th). Rider registration <https://biketoworkmd.com>.

- Due to Covid-19, fares continue free for all riders. The mobility fare increase previously scheduled for October has been postponed till January of 2021.
- Transit app campaign will launch Monday, September 21, 2020. Campaign elements include: Interior Bus Cards for all buses in English and Spanish. Twenty exterior bus ads, including 2 oversized King Kong images measuring 120” w x 108” h, release dates September 21 and 27. Bus Stop coroplast signs (300), attached to bus stop poles. Bus Shelter Decals, 50 shelters including a large decal series at the Mall in Columbia. Transit 101 brochures includes step by step instructions how to use the app. Transit information card, double sided English/Spanish version used for outreach. Interior Light box ad at the Mall in Columbia food court. Smart phone mobile wallets used for outreach. Print ads placed in the following papers, Business Monthly, Howard County Times, Laurel Leader, Capital Gazette and Greenbelt News, release date September 24th. Media Release announcing launch on September 21st.

Sample elements:

Watch your bus arrive in real time.

Bus location
Updated just now by RTA

Download *Transit*,
now officially endorsed by RTA.
Available on Android and iOS.

RTA + transit

See exactly where your ride is.

Is your ride 30 minutes away?
Or 30 seconds?

Find out in real time with the Transit app. Just tap your route and watch the vehicle approach on the map.

Download *Transit*,
now officially endorsed by RTA.
Available on Android and iOS.

RTA + transit

With Transit app, you can...

- Get directions
- Track your ride
- Impress your friends

Download *Transit*,
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RTA + transit

- With the integration of our Swiftly-powered GTFS-RT feed this year, RTA is publishing some of the most accurate bus arrival data in the country and providing it to every application we can, such as Google Maps, Apple Maps, Bing Maps, etc. However, for the passengers who only have ever used our previous RouteShout 2.0 application, they likely don't want to try out a bunch of different apps before they find the one, they like. Our new partnership with Transit App immediately refers people to an app that has a great track record of publishing data changes quickly after we make them, and provides a number of powerful features to riders, such as the ability to subscribe to service alerts on their favorite bus lines, and a multi-modal trip planner that connects with Howard County Bike share, Metro bus, MTA Bus, MARC trains, and more. Transit App is in the top 5 of all navigation apps in the U.S. App Store.

B. Safety

- RTA experienced 2 preventable vehicle accidents, 1 non-preventable accidents, and 5 workers comp injuries during the quarter.

Preventable Vehicle Accident Summary:

- #1 - RTA vehicle struck mirror of parked vehicle
- #2 – RTA vehicle failed to yield right-of-way

Non-Preventable Accident Summary:

- #1 – Other vehicle pulled from a parking lot into RTA vehicle lane of travel

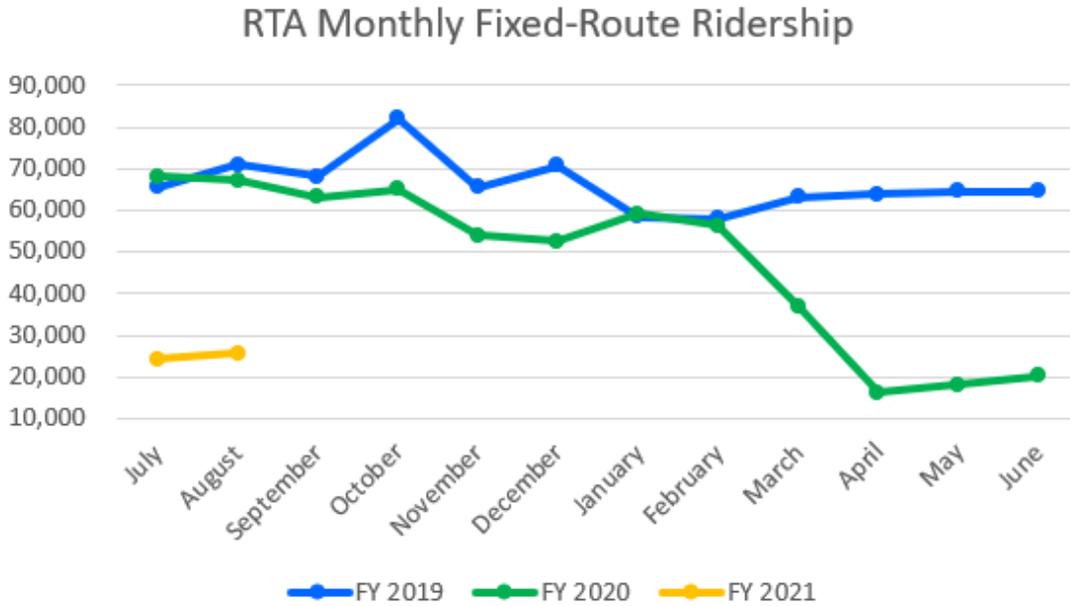
| | FY2020 1ST QUARTER | FY 2021 1ST QUARTER |
|------------------------------------|-----------------------|------------------------|
| <u>SAFETY</u> | | |
| Accidents – Total | 8 | 3 |
| Accidents - Preventable | 4 | 2 |
| Accidents – Non Preventable | 2 | 1 |
| Client Accidents - Total | 1 | 1 |
| Client Accident - Preventable | 0 | 0 |
| Client Accidents – Non Preventable | 1 | 1 |
| Workers Comp (EE Injury) | 5 | 5 |

*Safety stats are for July 1 through September 15, 2020

We continue to explore creative ways to communicate key safety messages to all employees while maintaining social distancing guidelines moving forward.

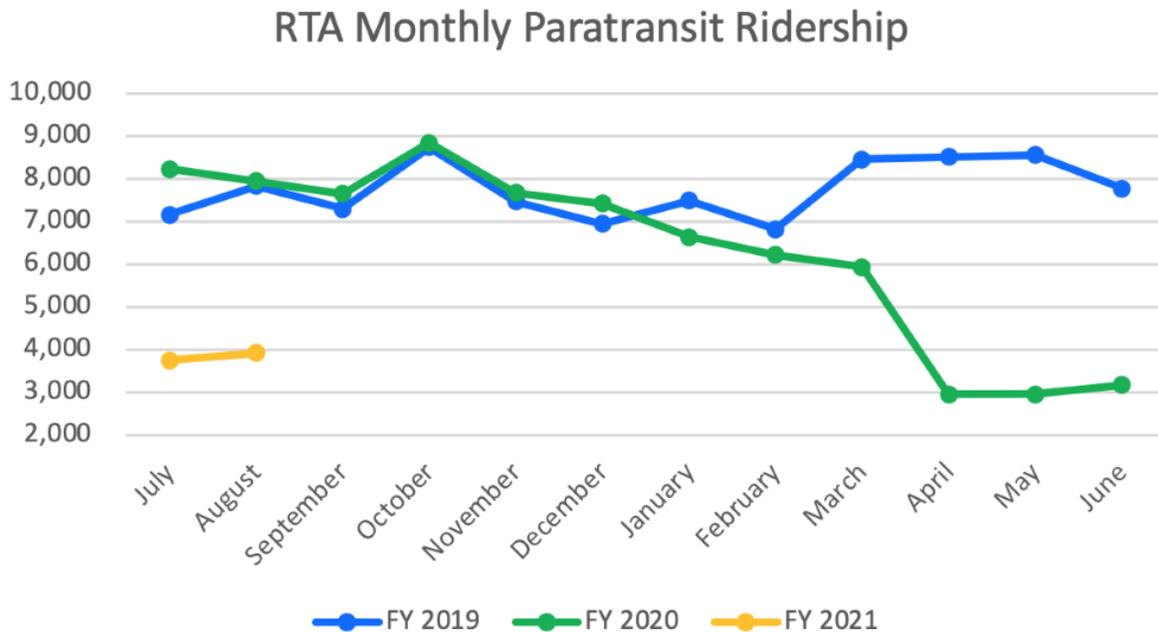
We met our quota for the Drug and Alcohol Random Compliance Program for the first quarter.

Performance Reporting



August continued the incremental trend of ridership coming back to the fixed-route system with 25,684 individual trips completed.

Performance Reporting



Transit App partnership statistics (as of July 2020)

- Monthly Active Users: 2,008
- Daily Active Users: 186
- Total Service Alert Subscribers: 371

RTA Partners Agenda
Item 4
9/22/20

Topic: FY 2020 Budget Results

(Shawn O'Meara will provide a verbal update)

Requested Action

Provide input and ask questions of staff.

RTA Partners Agenda
Item 5
9/22/20

Topic: July 2020 Financial Report

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9/22/20

Topic: Covid-19 Response Update

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RTA Partners Agenda
Item 7
9/22/20

Topic: Proposed Change to CMTMC Bylaws

(Bruce Gartner will provide a verbal update)

Requested Action

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Adjournment