

# RTA Quarterly Report

March 23, 2021

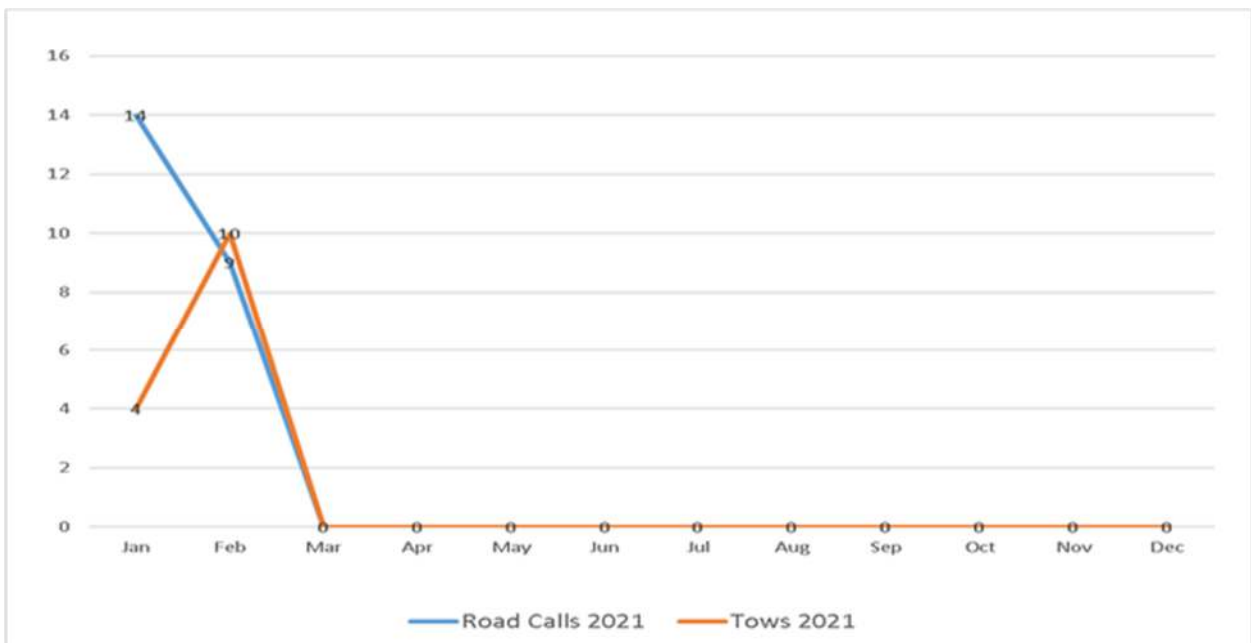


**A. Notable Activities for FY 2021 Second Quarter are as follows:**

- Human Resources:
  - The Safety Department will have a Safety Lead and dedicated Classroom Trainer start on April 4, 2021.
  - The positions in the Safety department and an HR Coordinator position are all internal positions from the Operations department (Dispatch). Due to the hole created by these vacancies, we are prioritizing recruiting for Dispatch.
  - Driver recruitment will remain on-going for the fixed route side. At this time, there is no indication of an immediate recruitment need on the paratransit side.
  - Sue Poole is no longer with the RTA and we are currently working on redistributing her work. As there are noticeable improvements that can be made to the efficiency of tasks, we are working on outlining what makes sense for the RTA going forward.
  - A new Service Worker and two new Shift Supervisors will start in April. The search for the third (and final) Shift Supervisor in Maintenance is ongoing.
  - The current vacancies are as follows:
    - Maintenance – 3
    - Fixed Route Drivers – 10
    - Administration – 1
    - Operations - 3
  
- Operations/Planning:
  - Fixed-route on-time performance has remained steady at a record-breaking 74%, with 15% of departures running late and 11% of departures running early in February 2021.
  - Fixed route and para-transit run picks was held in February for the March 7<sup>th</sup>, 2021 service changes, which were all internal changes adjusting time points for better on-time performance results.

- Experienced multiple winter weather events over the past few months.
  - February 11: 2-hour service delay.
  - February 18: Service suspended at 9:00 am. During this service suspension we work closely with the dialysis centers to get passengers safely home after their treatments were finished and the centers closed.
- Continued our COVID-19 response and Safety procedures.
- Will resume our sanitizing efforts at all the RTA shelters in early April.
- Maintenance:
  - 23 road calls which resulted in 14 vehicles towed from January 1, 2021 through February 28, 2021.
  - Several flat tires that were towed without a road tech being dispatched in February causing the number of tows to be higher than the number of road calls.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
<b>Road Calls</b>	14	9											<b>23</b>
<b>Tows</b>	4	10											<b>14</b>



- Notes of Interest:
  - In the process of ordering 11 new ENC buses which will replace the international Truck buses and several of the older Gillig Buses for the fixed route service. They are expected to arrive in the spring of 2022
  - In the process of purchasing 6 replacement sedans to be used for the Paratransit Services. Delivery of the sedans are expected to take 120 days due to production backups caused by Covid.
  - All three of the BYD buses have had the large battery packs updated with new battery technology. This will increase the range of the buses. BYD technicians are in the process of working out issues that have occurred with the heat on 1702 and the W/C ramp on 1703. All three electric buses should be service ready in the next week or so.
  
- Communications and Marketing:
  - Mobile Ticketing Launch: RTA soft-launched a new smartphone-based fare payments system in partnership with Token Transit on February 1, 2021.
  - Token Transit offers a mobile app and is currently used by other locally operated transit systems in Frederick and Harford Counties, which is compatible here as well. However, RTA chose to instead integrate Token Transit's API and features in to Transit App, our official bus tracking and trip planning application, since so many users in our region use that app daily.
  - RTA plans to publicly launch the feature in late March 2021, with an accompanying marketing campaign.
  - As of March 15, RTA has sold \$4,774 in mobile fares to a total of 206 unique riders. This has been accomplished through no RTA marketing – attributed to rider trust in our agency and brand messaging within Transit App.

## B. Safety

RTA experienced 5 preventable vehicle accidents, 7 non-preventable accidents, and 5 workers comp injuries during the quarter.

- Preventable Vehicle Accident Summary:
  - 3 – RTA vehicle struck mirror of parked vehicle
  - 2 - RTA vehicle struck another vehicle while making a turn
  
- Non-Preventable Accident Summary:
  - 4 – RTA vehicle mirror(s) struck by another vehicle
  - 1 – RTA vehicle struck by car pulling from parking place
  - 1 – RTA vehicle struck by car crossing over lanes
  - 1 – RTA vehicle struck by dump-truck (Hit & Run)

	<b>FY2020 3RD QUARTER</b>	<b>FY 2021 3RD QUARTER</b>
<b><u>SAFETY</u></b>		
Accidents – Total	6	12
Accidents - Preventable	3	5
Accidents – Non Preventable	3	7
Client Accidents - Total	0	1
Client Accident - Preventable	0	0
Client Accidents – Non Preventable	0	1
Workers Comp (EE Injury)	4	5

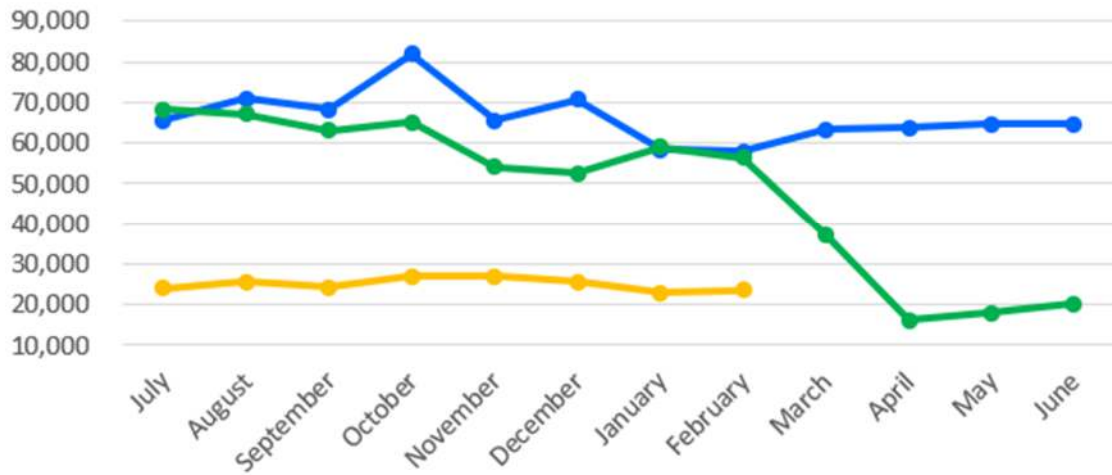
\*Safety stats are for December 1, 2020 through February 28, 2021

The quota for the Drug and Alcohol Random Compliance Program for the third quarter.

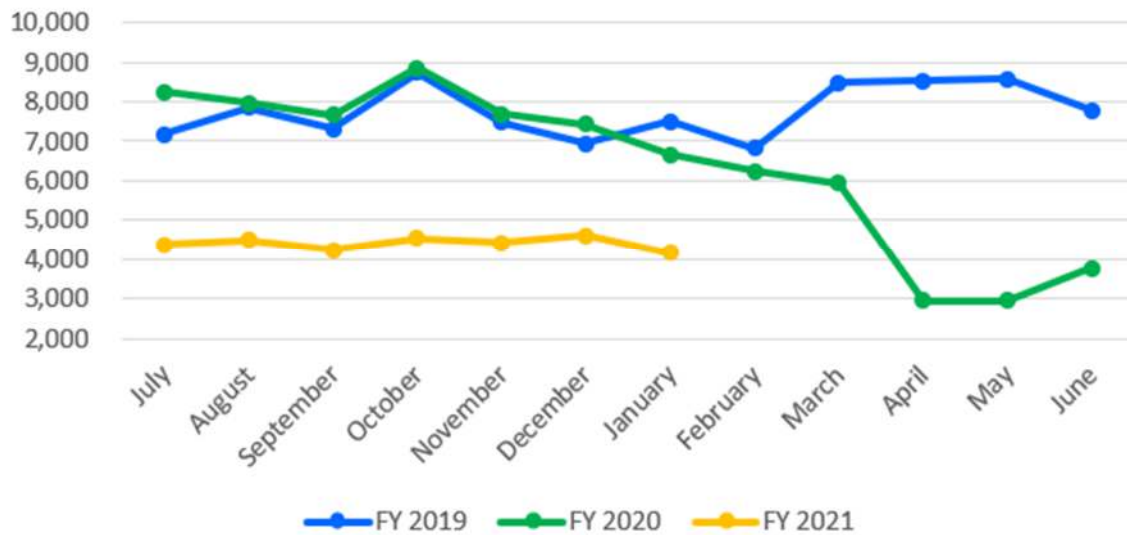
### C. Performance Reporting

- System Ridership: Fixed-route and paratransit ridership has effectively plateaued since June 2020, the last time RTA increased the number of operating service hours since the COVID-19 pandemic began.

#### RTA Monthly Fixed-Route Ridership



#### RTA Monthly Paratransit Ridership



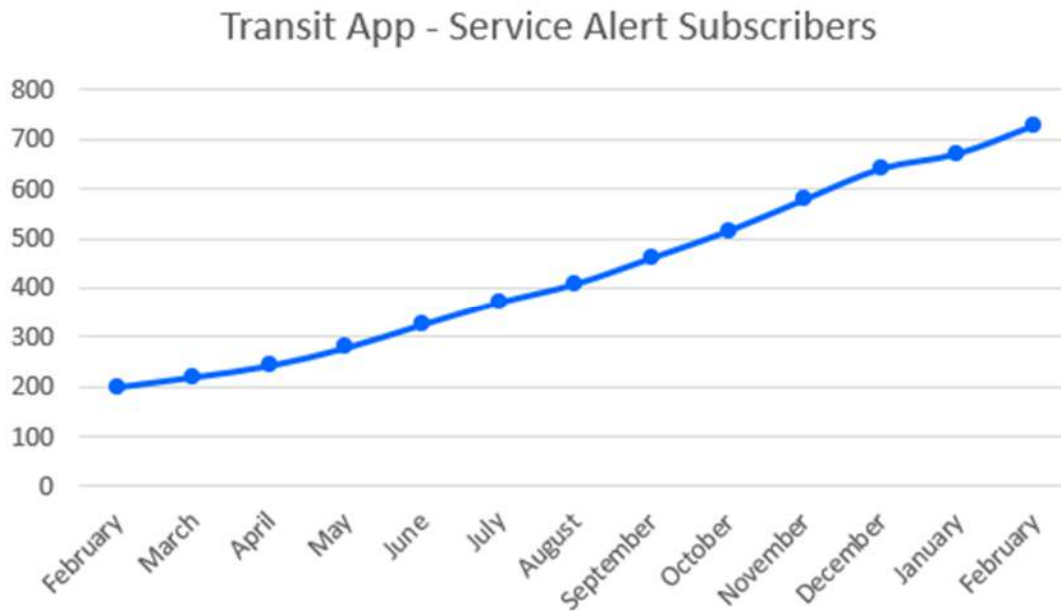
## D. Passenger-Facing Technology

### Transit App

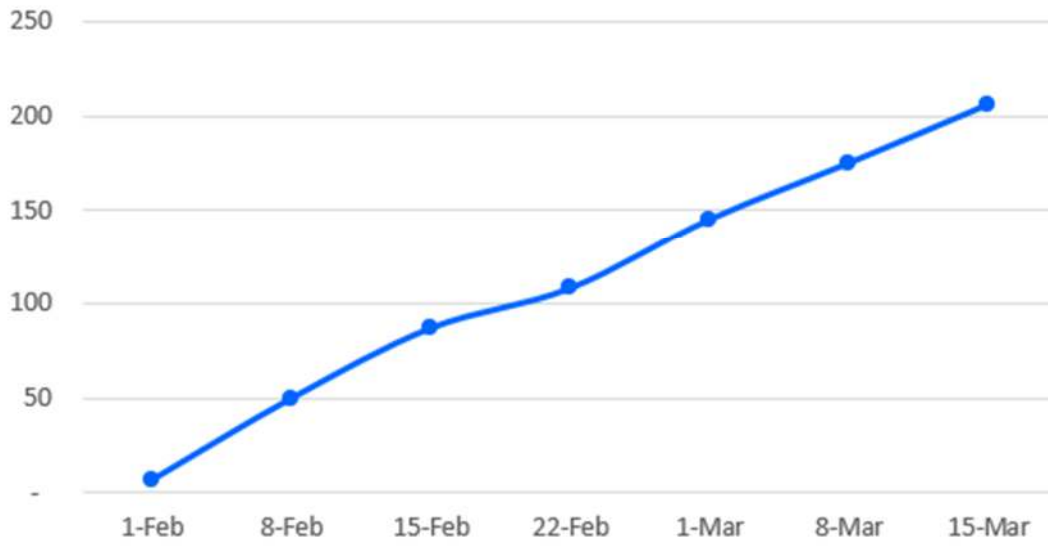
- RTA continues to see growth in new Transit App service alert subscribers.
- As of February 28, there were 729 unique users that have signed up for mobile phone push notifications about their favorite RTA routes.

### Token Transit

- Mobile ticketing features provided by Token Transit were integrated into Transit App and soft-launched February 1.
- Since a large number of RTA riders already have the app installed on their phones, growth in mobile ticketing was explosive, and excitingly, higher than anticipated.



### Token Transit - Unique Users



### Token Transit - Total Gross Sales

