

Meeting Summary
 StateStat website, February 12, 2010

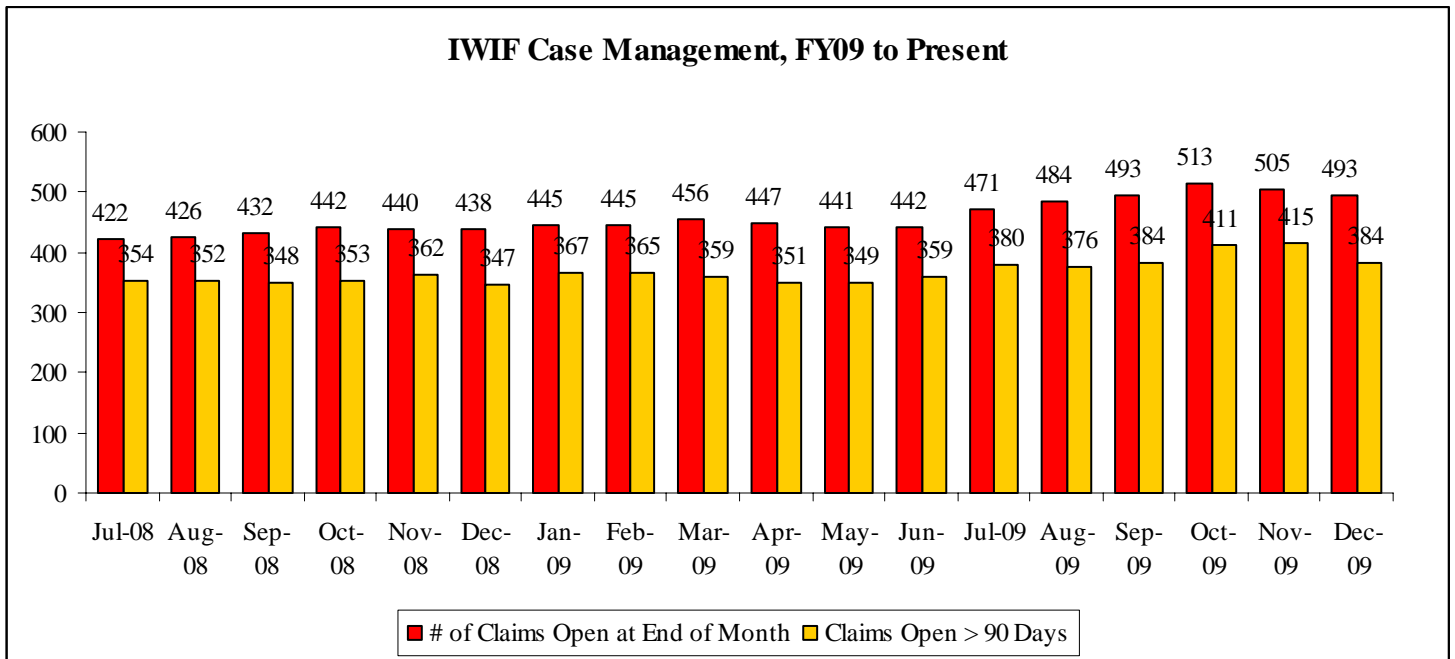
Agency: MTA (MDOT)

Date of Meeting: February 5, 2010

Following is a summary of issues discussed at the MTA Stat on February 5, 2010. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

General Discussion

- Mobility Policy Changes Update.** MTA provided an update on the status of changes to the Mobility service model. The agency reported that 90% of Mobility operators had been trained in door-to-door pick up. The agency has also held two town hall style meetings to gauge public opinion of the changes being made to the Mobility service model. A third town hall meeting is currently scheduled for February 23rd.
- Injured Workers Insurance Fund (IWIF).** MTA commented on the trend of IWIF claims being open at the end of the month and claims open past 90 days. The agency stated that it was aware of this issue, and that a comprehensive plan to minimize the turnaround of IWIF claims would be developed at the next quarterly meeting with IWIF.



- **MARC Revenue.** MTA commented on the dramatic increase in MARC revenue in FY2010. MARC service has generated nearly \$8 million more in revenue in FY2010 than it had at this point in FY2009. The agency attributed the increase in revenue to quicker and more efficient accounting. Over the past several months, the agency has worked directly with its vendors for the Camden and Brunswick lines to minimize the time elapsed from receipt to processing of vendor invoices.

