

Meeting Summary

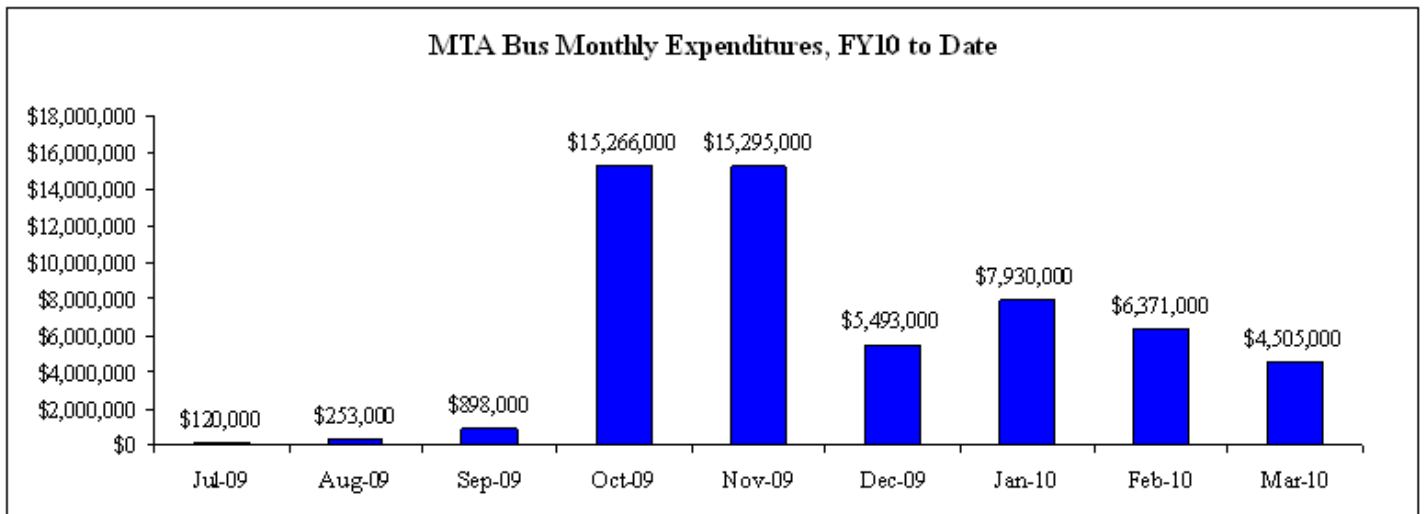
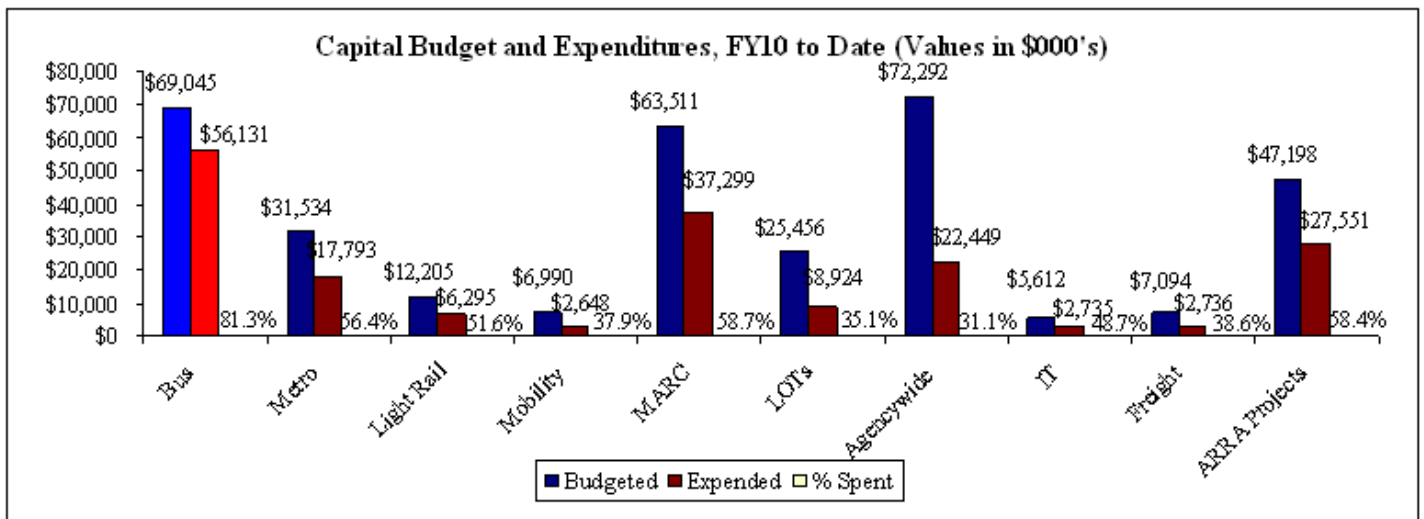
Agency: MTA (MDOT)

Date of Meeting: April 30, 2010

Following is a summary of issues discussed at the MTA Stat on April 30, 2010. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

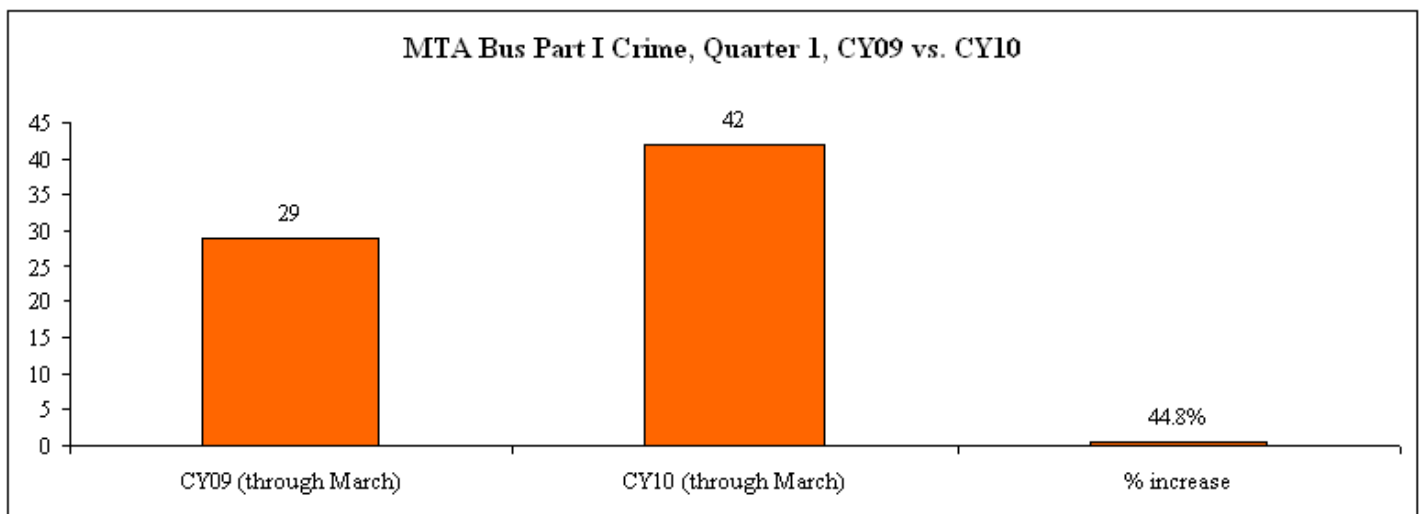
General Discussion

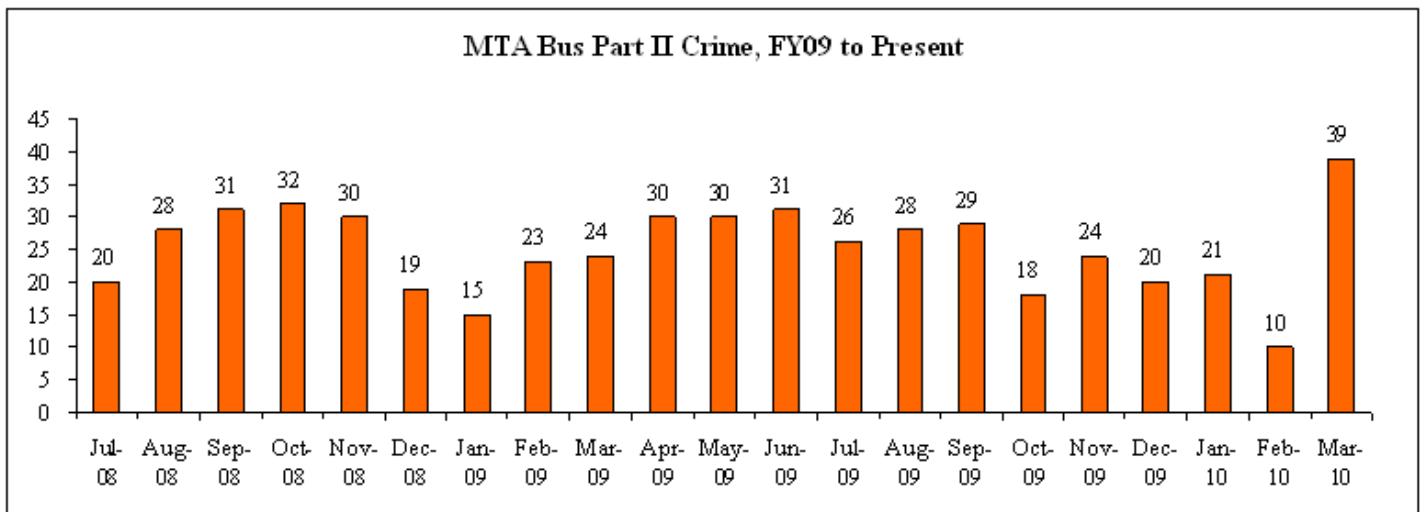
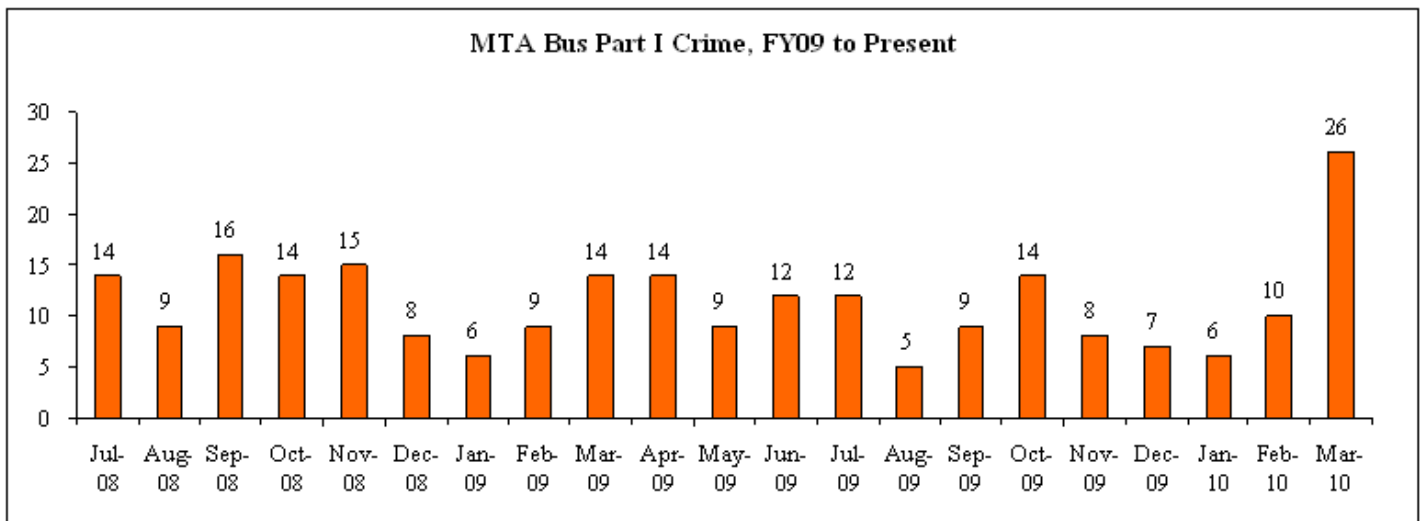
- Bus Capital Budget Expenditures.** MTA commented on the capital budget expenditure rate of its bus program. Through March, MTA bus had spent 81.3% of its capital budget, far exceeding the rate of expenditure of the other MTA modes. The agency explained that these figures can be misleading because capital expenditures are prone to fluctuate based on the timing of large scale purchases. For example, the large increases in bus expenditures in October and November 2009 were caused by the agency’s procurement of new buses for its bus fleet. The agency is fully confident that its bus program will finish the fiscal year within its allotted budget, and pointed to the expenditure reductions from January to March as proof that it will do so.



- **Preventative Maintenance.** The agency commented on the improvements in preventative maintenance made by MTA bus. For FY10, MTA bus has a 96% on-time completion rate, far exceeding both its 80% target and the FY09 rate of 66%. At the beginning of the fiscal year, the agency made it a priority to improve on-time performance of preventative maintenance on its buses. The substantial improvement in on-time performance starting in July and sustaining itself over the past several months is a result of the emphasis the agency placed on preventative maintenance at the beginning of the fiscal year.

- **MTA Bus Crime.** While crime on MTA vehicles agency-wide is down, the number of crimes committed on MTA buses in March experienced an unusual spike. The number of crimes committed on MTA buses in March was the highest since at least the beginning of FY09. The agency reported that several of the crimes were snatch and grabs, and many others were the result of non-riders throwing projectiles at MTA buses. The agency responded to the elevated number of crimes by placing additional MTA police on buses in April. The agency believes that this strategy was effective and that crime statistics will be reduced significantly in April.





- E-Mail Notification Service.** MTA commented on its decision to temporarily discontinue its e-mail notification service for both metro and light rail. The agency discontinued the service because it wasn't satisfied with the rate at which notifications were sent out, and that internal changes were needed to make the service more reliable. One strategy mentioned for making improvements to the service was having pre-written scripts for the different type of notifications that would need to be sent out at any given time. The agency plans on making the necessary adjustments and re-starting the program at some point this summer.
- Voter Registration.** The agency reported on the results of voter registration efforts that occurred at selected MTA locations. The agency distributed voter registration forms to customers at these stops, and when complete, the agency sent the forms to the Baltimore City Board of Elections. The program was largely successful, as 511 new voter registration applications by the agency to BCBE from January 2009 to February 2010.
- Public Address System Project.** The agency announced that it will begin a project to revamp communication devices at all MARC stations. The project will cost an estimated \$1.5 million, and the contract was awarded to Intellect Corp. The agency stated that a key component of providing quality service to its customers was to ensure that important information was being communicated to riders in a coherent manner.

- **Mobility Update.** The agency provided an overview of changes made to its mobility service. Pick-up service for mobility has transitioned from curb-to-curb to door-to-door. The new door-to-door service will have MTA operators physically helping mobility riders who need assistance from their front door to the vehicle. MTA has also adopted a new no-show policy for its mobility service. Mobility riders who fail to show up for a certain percentage of scheduled trips will be sent a warning notice advising the rider of a possible suspension. If the rider continues to no-show after a notice has been sent, a suspension of riding privileges will be issued.