

Meeting Summary

Agency: MDOT-MTA

Following is a summary of issues discussed at the MDOT-MTA Stat on June 1, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

General Discussion

- **Light Rail Shutdown.** MTA reports that the Light Rail will be shut down for repairs between the Centre and Camden stops between July 5 and July 11 in order to construct a bus bridge between the stops. The Administration says that customers should be notified soon via the website and that service should not be interrupted during baseball games.
- **CharmCard Update.** MTA provided an update on the timeline for the CharmCard electronic fare card project. It reports that it is ontrack to install CharmCard sensors on the light rail by the end of August, with a general public roll-out in mid-September.

Workers Comp

- **Workers Comp Review Process.** MTA discussed the development of a Workers Comp Review Process, which the agency reportedly began on April 15. The goal of this undertaking is to review whether an outside contractor should be used to better manage workers comp claims. The agency reported that internal staff interviews were completed on schedule, and that a draft report was being prepared. The agency also reported that they had conducted extensive research on best practices used by other transit agencies throughout the country.

Workers Compensation Review Process Timeline	
Date of Completion	Task
April 15th	Begin Interviews and Research
May 15th	Complete MTA Staff Interviews and Research
June 15th	Draft Report Submitted
July 1st	Final Report Submitted

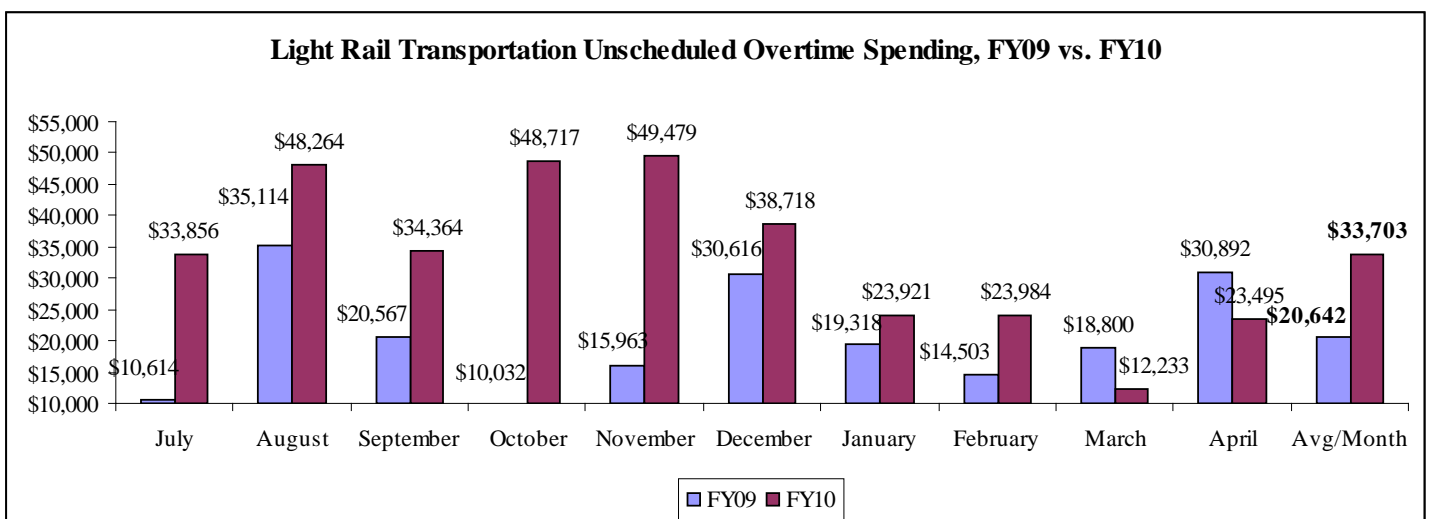
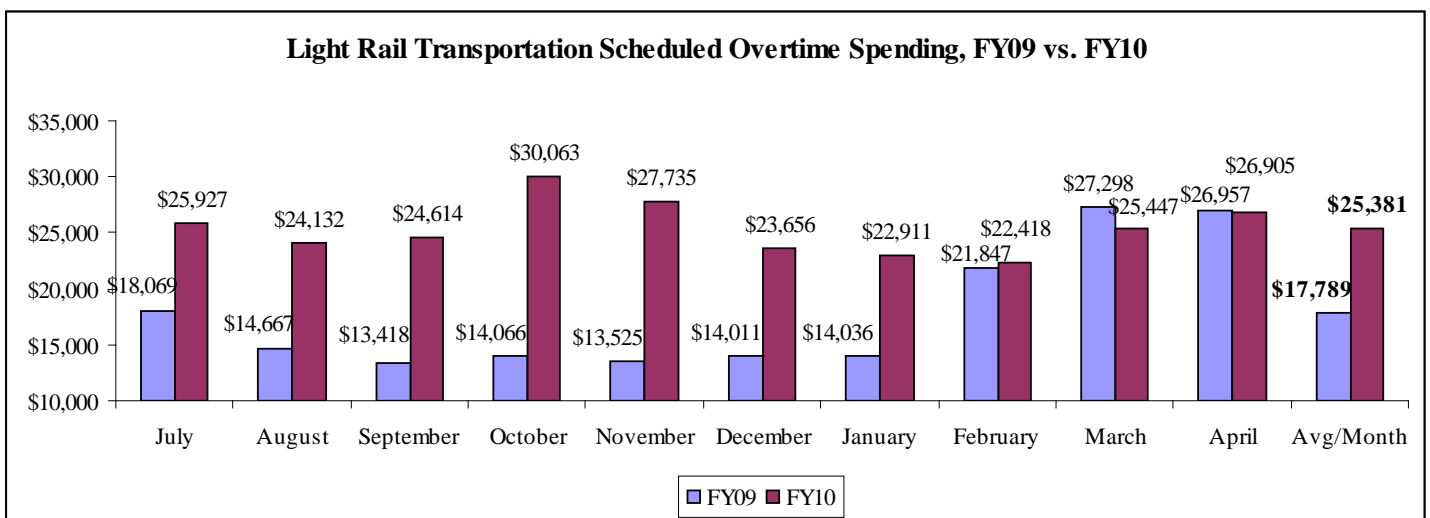
- **Operational Liability Reduction Plan.** The agency discussed their progress on the Operational Liability Reduction Plan, presented at the last StateStat meeting. The plan would consist of a Long-Term Absenteeism Policy, a Claims Mitigation Group, and a Safe Operations Point System. The agency reported that a draft report would soon be available to the StateStat team.

Metro

- **Customer Communication.** MTA discussed its decision to reinstate the e-mail notification service for metro and light rail on June 1st, which it had previously discontinued. The customer communication service was rolled-out on schedule and has had no reported issues in getting information out to customers in a timely manner.

Light Rail

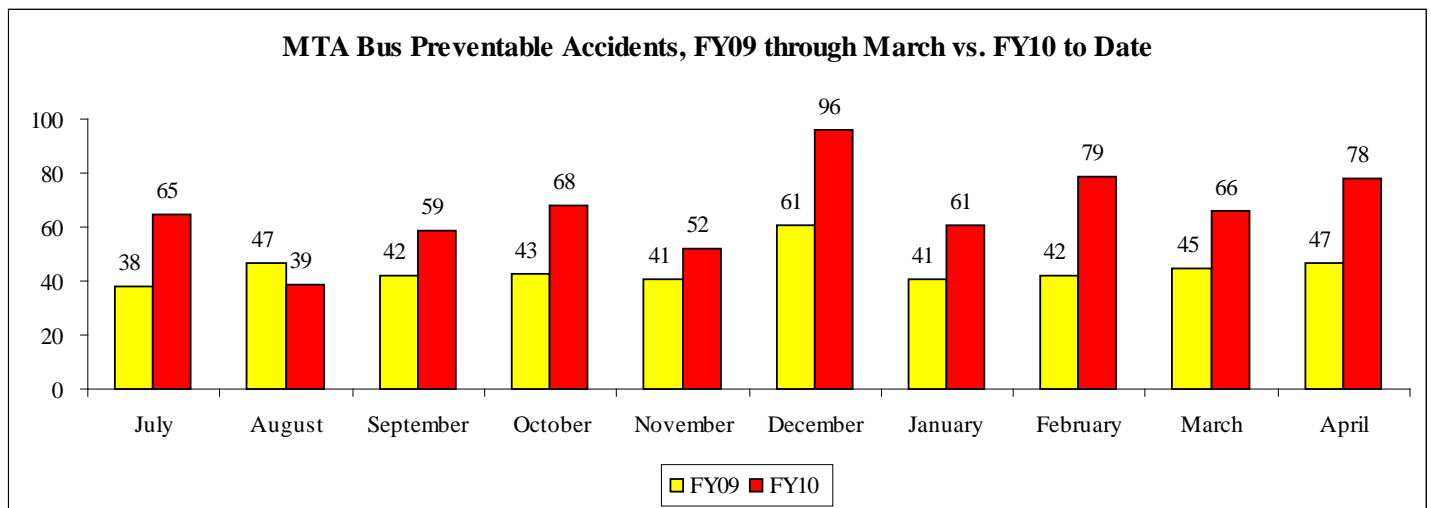
- **Overtime Spending.** The agency commented on the increase in overtime spending. Scheduled overtime spending in FY10 is up 30% over FY09 through April, and unscheduled overtime spending is up 39% over FY09 through April. The agency reported that the increases in scheduled overtime were planned, as MTA has added to its light rail services without incurring the costs of hiring additional operators. The agency reported that it was aware of increases to unscheduled overtime, and that measures had been taken to reduce the amount of unscheduled overtime taken before the close of the fiscal year. The agency supported this claim by pointing out that spending on unscheduled overtime had seen annual reductions in both March and April.



- **Camden Yards Security Exercise.** MTA reported on the security exercise it performed at Camden Yards on May 27 along with several other police forces. The other enforcement agencies involved included the Transportation Security Administration, the Federal Air Marshalls and the Joint Terrorism Task Force. The purpose of the exercise was to perform detailed security checks on the MARC's Penn, Camden and Brunswick lines.

Bus Accidents

- **Preventable Accidents Presentation.** MTA detailed the steps it has taken in response to last month's increase in preventable accidents. It reports that they have implemented changes to the point system currently in place to ensure that operators who exceed the maximum amount of points for preventable accidents are disciplined. In addition, MTA is reviewing minimum qualification guidelines and initial operator testing to see if they result in the recruitment of satisfactory candidates.



- **New Director of Bus Transportation.** The agency also announced that a new director had been appointed to oversee bus transportation operations. A primary function of the new director will be to closely monitor the number of points accumulated by bus operators. Based on the number of points accumulated, the director will determine if remedial training, suspension or termination is necessary.