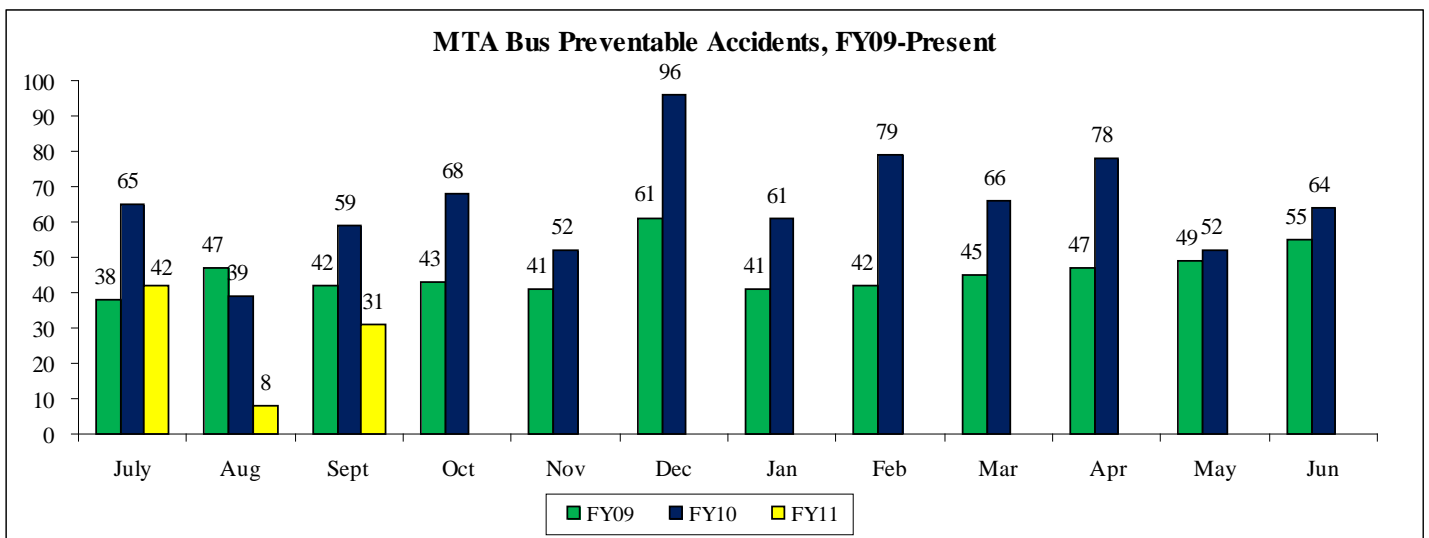


Meeting Summary

Following is a summary of issues discussed at the MDOT (MTA) Stat on November 12, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

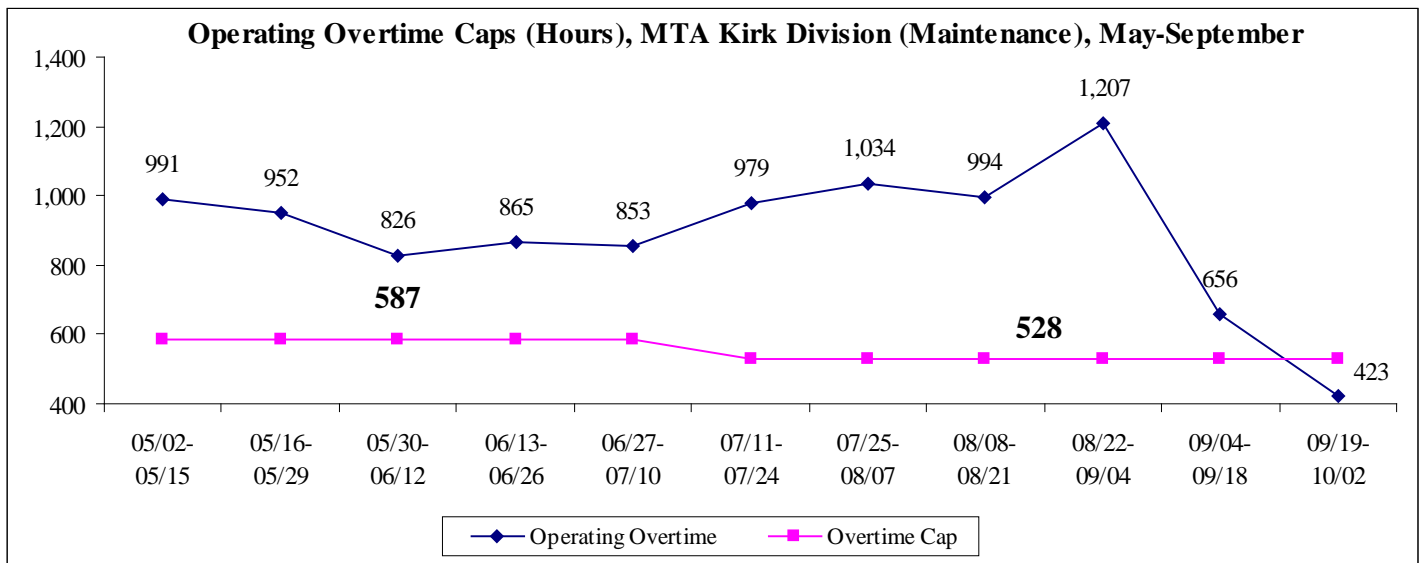
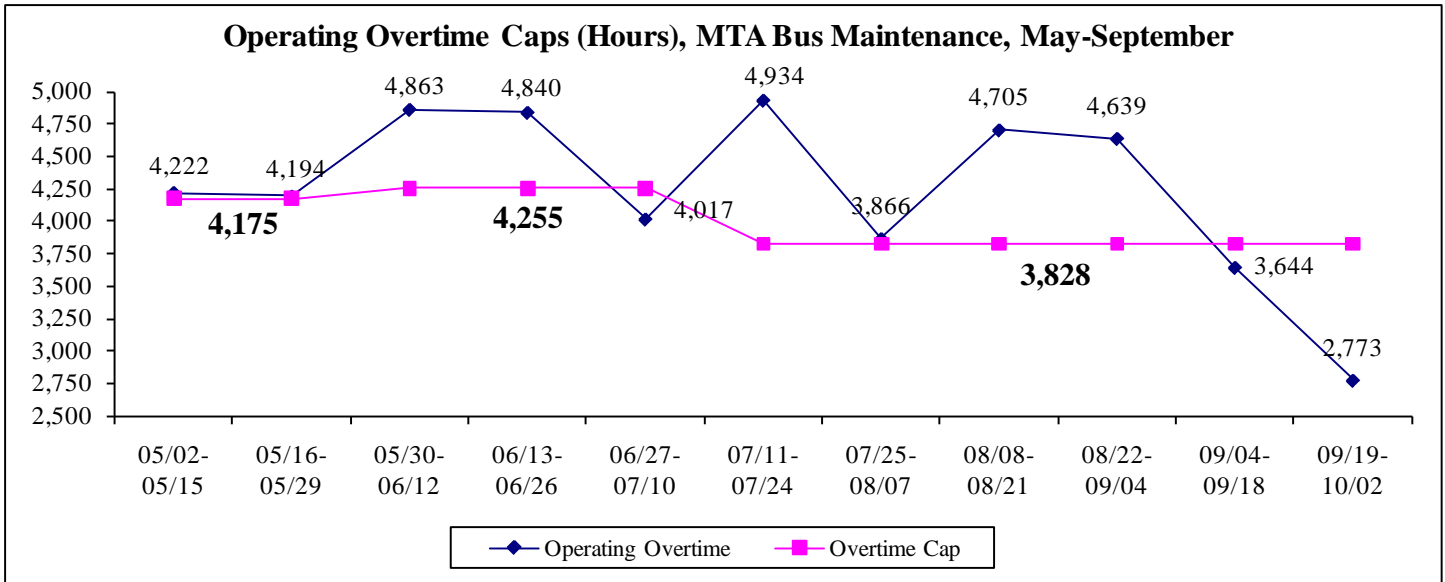
Follow-Up

- **CharmCard.** At previous StateStat meetings, the agency reported that autoloading and hotlisting features for the CharmCard would not be rolled until mid-November. The autoloading feature would allow a customer to use a credit card to keep a stored balance that automatically reloaded when low, similar to MDTA's EZPass. Hotlisting would allow customers to preserve the balance on a lost, damaged or stolen card and have it transferred to a new card. The agency reported that hotlisting is already active, and that the agency was working on adding the autoloading function to the CharmCard.
- **Defective CharmCard Story.** A November 8 blog post by the Baltimore Sun's Michael Dresser details the issues that a rider had with resolving a problem with a defective CharmCard. According to the rider, a problem was detected when their CharmCard was unable to open any of the gates at a metro station, despite having sufficient value on the card. The rider also reported issues with getting the proper customer service assistance to resolve the problem with the card. The agency reported that this report remains the only complaint of a defective CharmCard, as to date the Card has functioned at an optimum level. Further, the agency discussed the customer service issues with its regional customer service center and assured the panel that similar problems should not arise in the future.
- **Preventable Accidents.** After large spikes in preventable accidents throughout most of FY10, the agency reported that measures taken to reduce accident levels were showing signs of success. Through the first three months of FY11, the number of preventable accidents per month experienced significant annual declines. Despite the progress, the agency reported an issue in implementation of PERC, which is a rating system for MTA bus drivers evaluating absenteeism, accidents and on-time performance. The rating system was developed as a response to FY10 bus preventable accident increases. The agency previously reported that a month of PERC data would be available on October 1, but is now reporting that a data issue is preventing an upload onto the database. The agency is working with software developers and hopes to have a resolution soon.



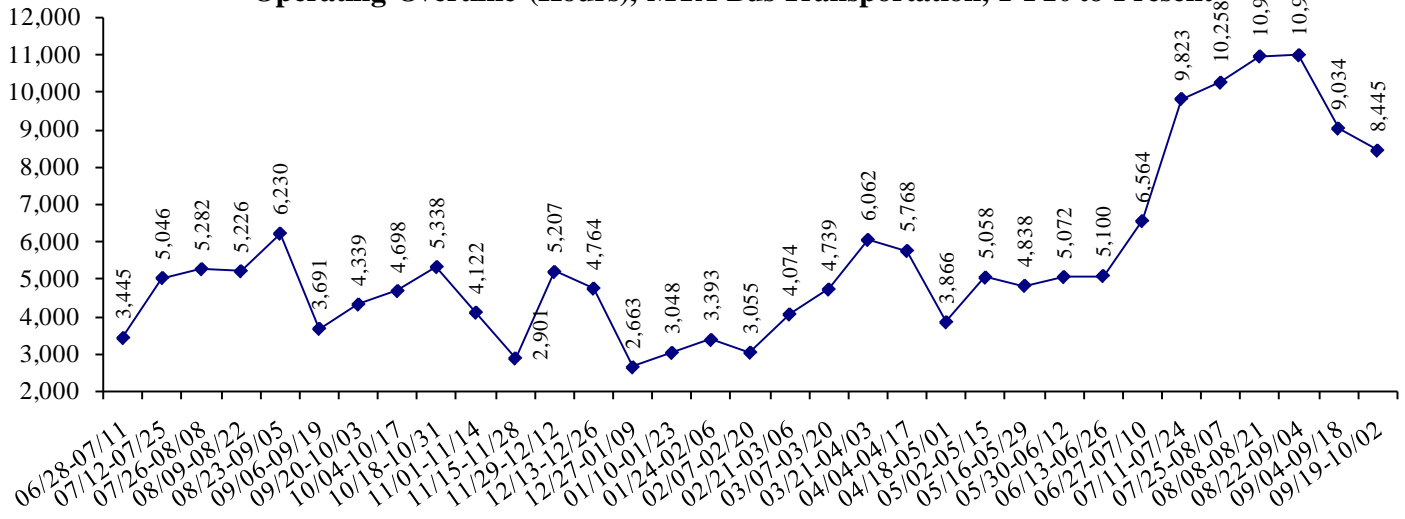
Overtime

- Bus Maintenance.** Bus maintenance overtime levels declined significantly in September, after operating at above overtime cap levels for many of the previous ten pay periods. The agency reported that it expects operating overtime levels to remain at reduced levels as the agency implements various cost cutting measures.

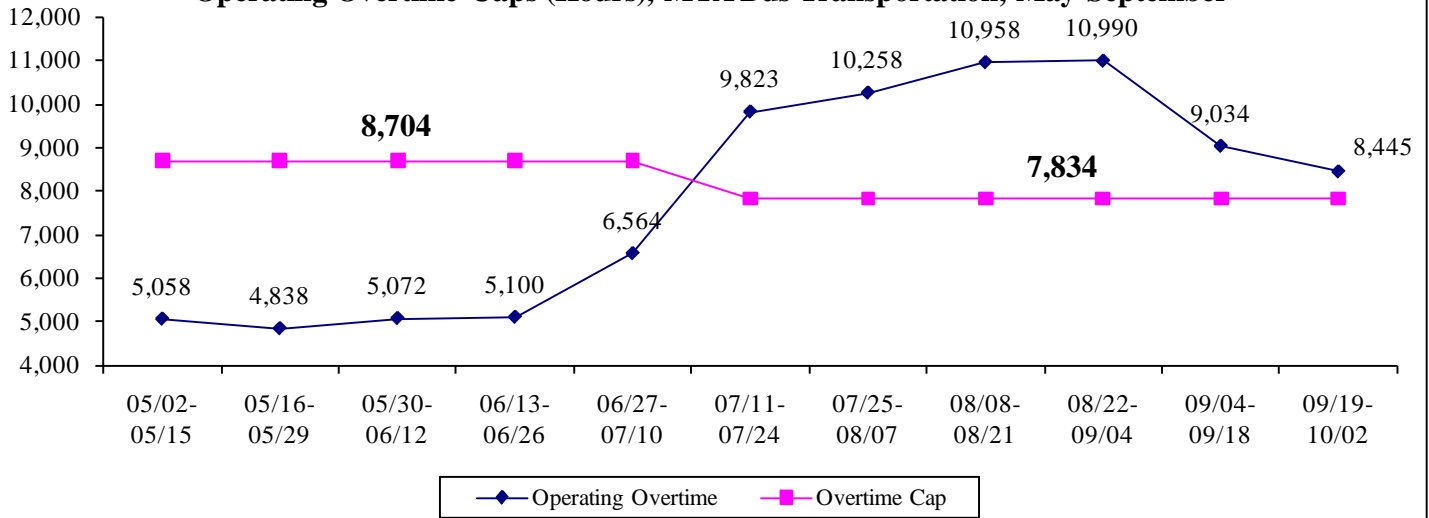


- Bus Transportation.** Bus transportation operating overtime has been above cap in every pay period of FY11. Though a partial cause of operating overtime being over cap in FY11 is a cap reduction to start the year, operating overtime in the first several pay periods of the fiscal year reached historic highs before beginning a moderate decline. In FY11 to date, the agency is 13,226 hours above its overtime cap, with bus transportation accounting for 10,364 of those hours. The major contributors to the bus transportation overtime increases appear to be the Bush and Northwest bus transportation divisions. The agency reported that it was well aware of overtime increases, and that bus transportation overtime levels would soon be reduced as cost cutting measures were implemented across the agency.

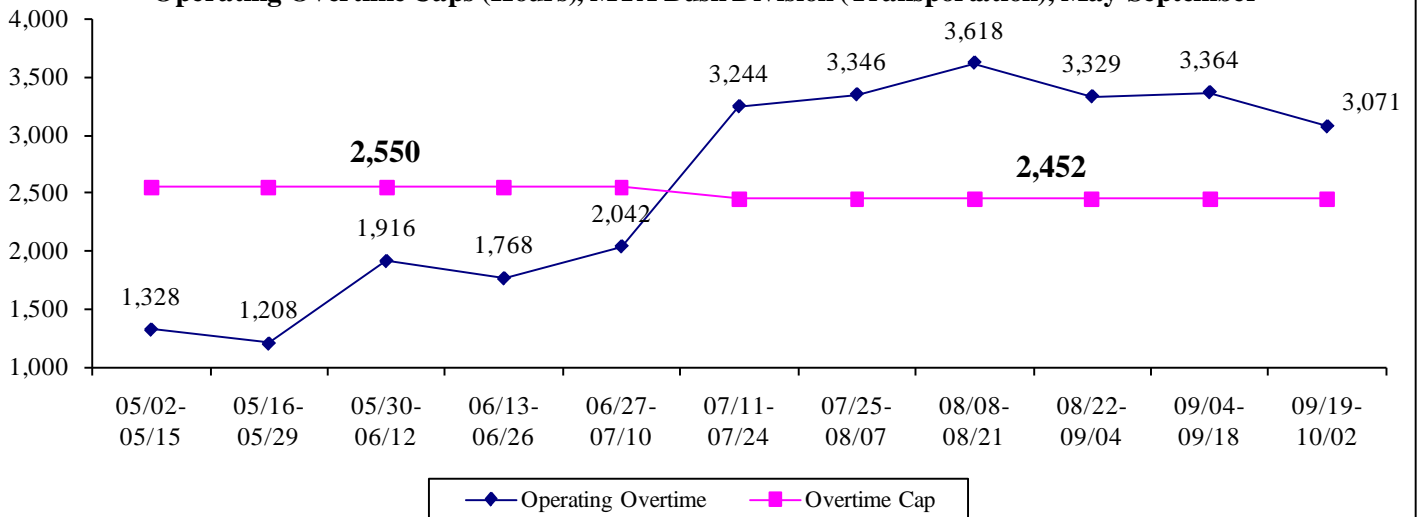
Operating Overtime (Hours), MTA Bus Transportation, FY10 to Present

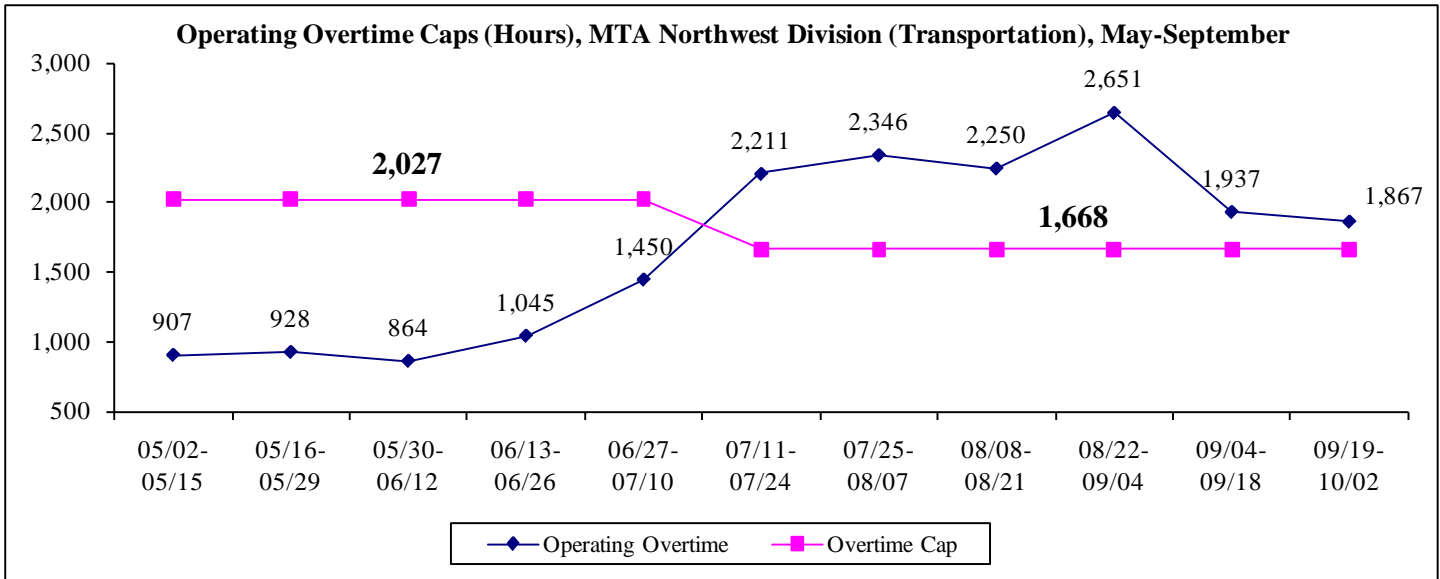


Operating Overtime Caps (Hours), MTA Bus Transportation, May-September

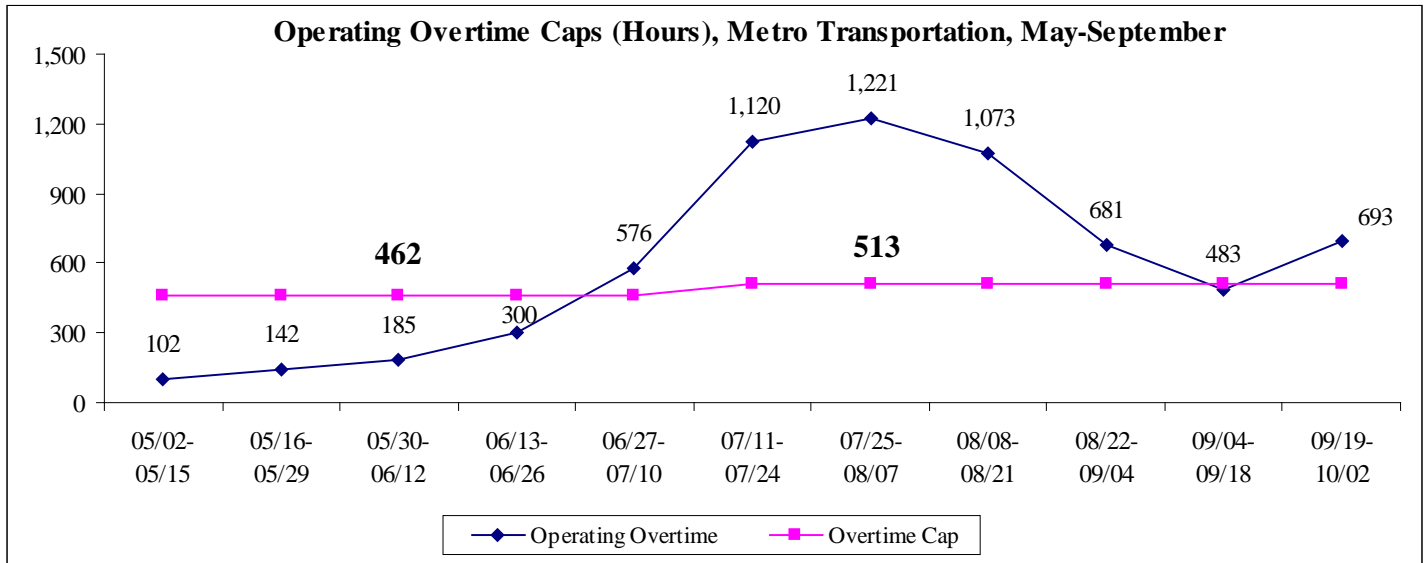


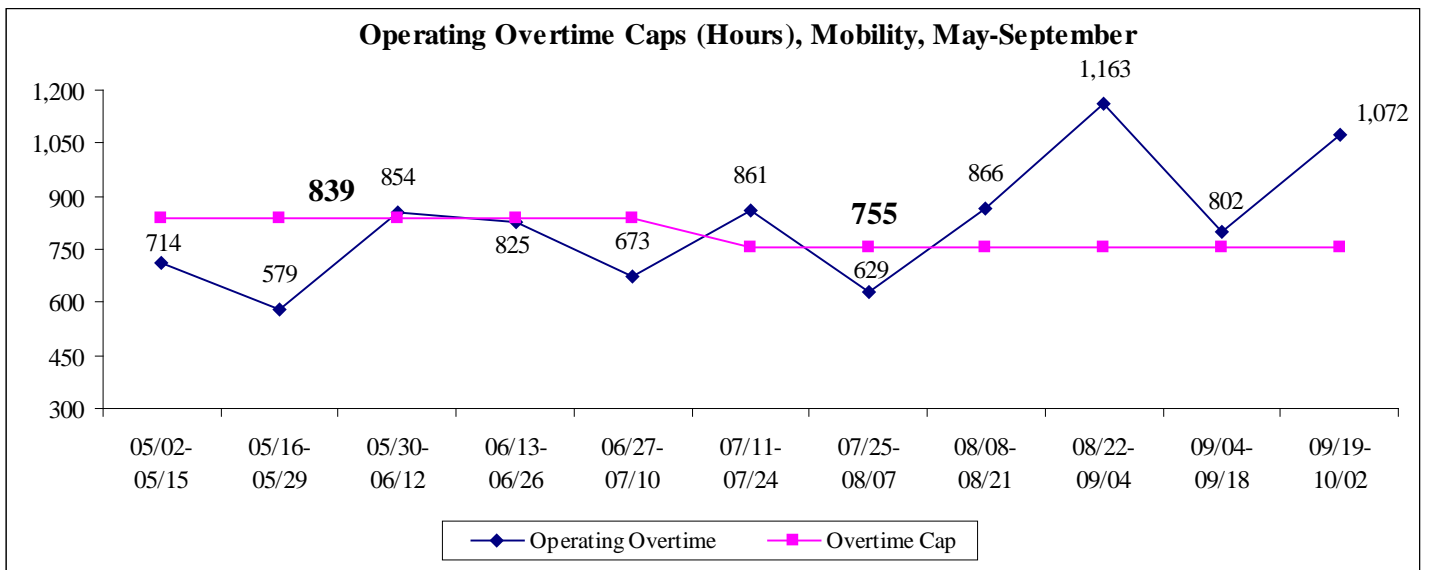
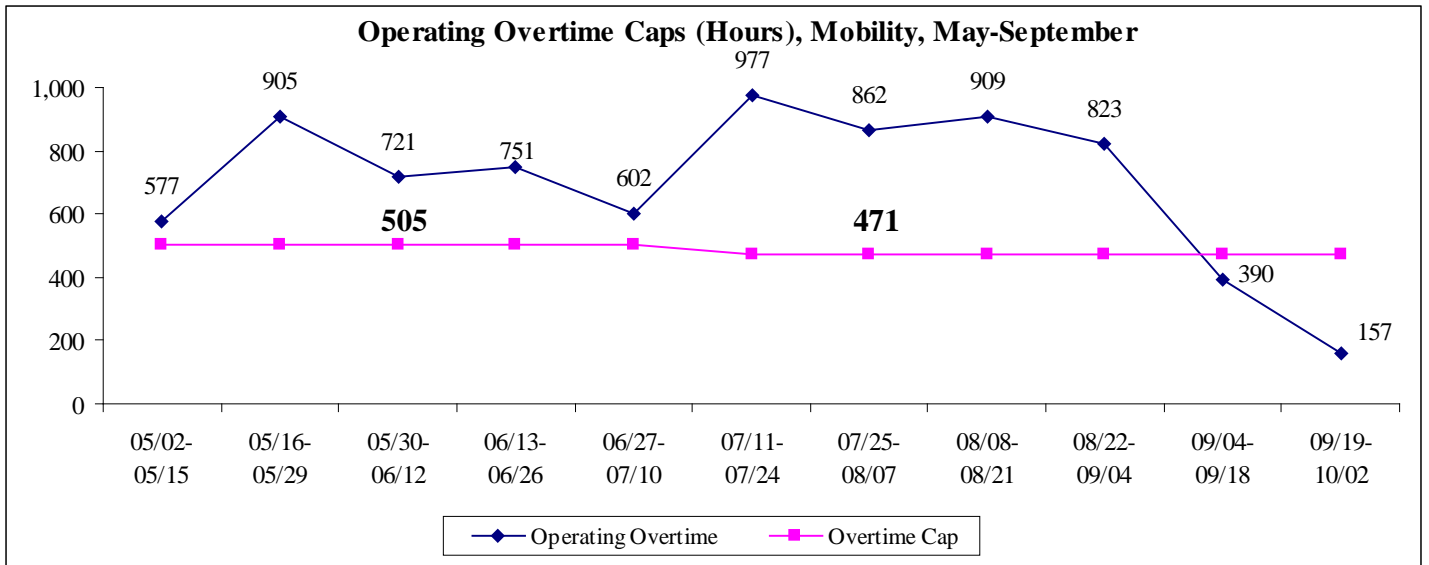
Operating Overtime Caps (Hours), MTA Bush Division (Transportation), May-September





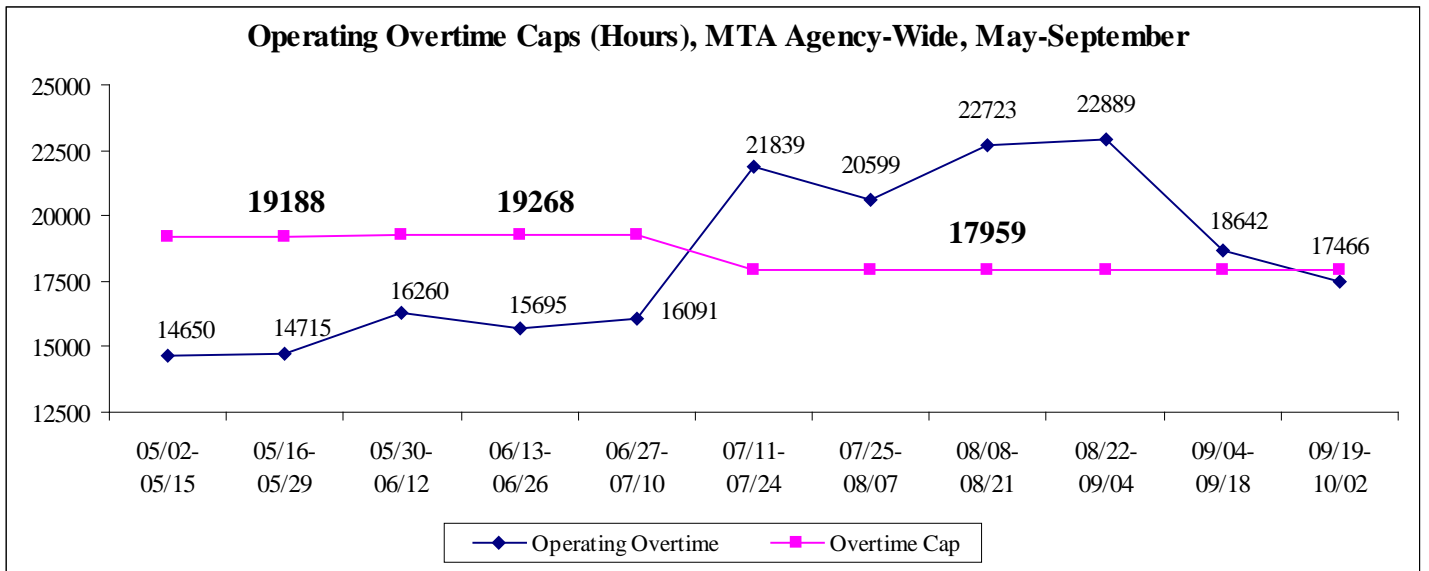
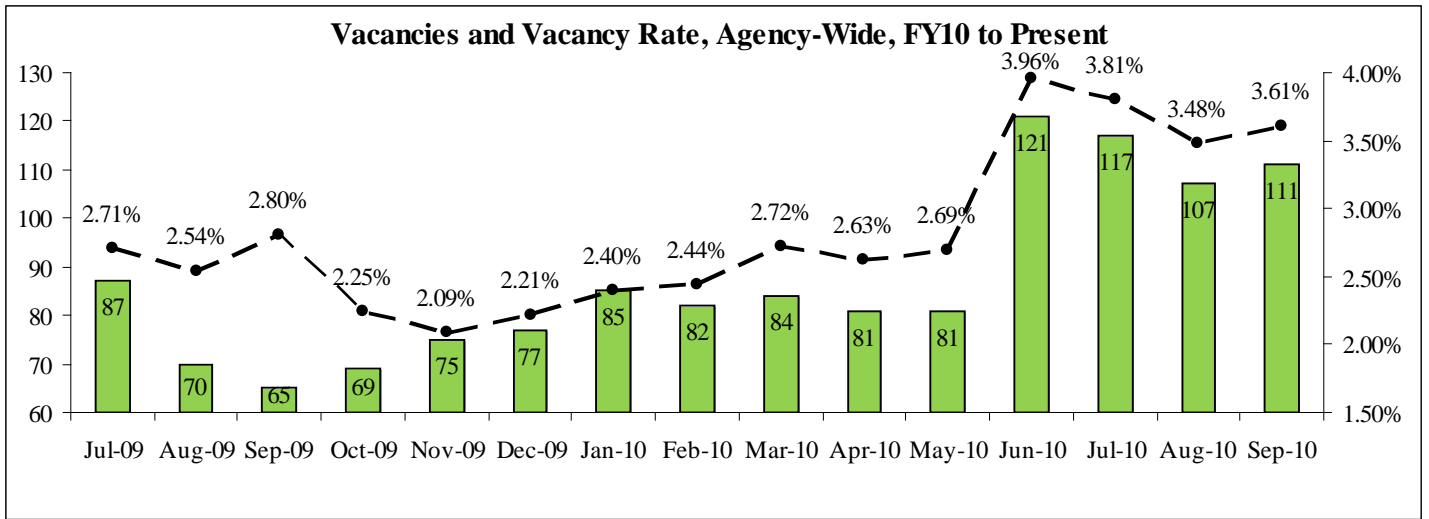
- Other Modes.** Other agency modes like Metro transportation (2,307 hours above cap), Mobility (1,389 hours above cap) and Light Rail maintenance (697 hours above cap) are significantly above their operating overtime caps through the first quarter of FY11. The agency similarly reported that overtime reductions should be expected in the upcoming months.





Vacancies

- General.** The panel will recall the discussion at the last StateStat meeting concerning the sharp increase in vacancies agency-wide in June. At that meeting, the agency explained that a large amount of retirements due to an arbitration result was the driving force behind the increase in vacancies. Vacancies have declined modestly since June, and are at 111 for September. The agency is reporting that 26 hiring freeze waivers have been approved by MDOT/DBM, and that 9 additional hiring freeze waivers are still pending. It is also possible that the June increase in vacancies has affected overtime, as operating overtime experienced a sharp increase starting in July. The agency reported that it expected moderate declines over the next few months, but that an increase may be experienced from January to March due to expected retirements.



- Cadet Program.** At prior StateStat meetings, the agency discussed its Cadet Program, which is designed to increase hiring of 18-20 year olds to positions with MTA Police. The agency reported that 57 applications for the program have been received, and that hiring is expected to commence in January. The agency is further reported that information kits on the Cadet Program were mailed to 35 contacts within the MD Rise and One-Stop programs, and that an additional 29 information kits were sent to the Baltimore County School Board. The agency expects to make approximately 20 hires through the program.

ARRA

(Suggested Discussion Length: 10 Minutes)

- Auditing Metrics.** Pursuant to a request from the StateStat team, the agency has proposed a list of metrics that may be used to track auditing activity of ARRA-funded projects. The metrics are listed below, and the agency reported that these metrics would be added to the StateStat template before the next meeting.

Proposed ARRA Auditing Metrics

1. Total Number of Projects

2. Audits to be Performed

3. Audits Performed

4. Projected On-Site Reviews

5. On-Site Reviews