

## Meeting Summary

Following is a summary of issues discussed at the MDOT (MTA) Stat on March 4, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Follow-Up

- **Fare Policy Revisions.** The agency reported that it has submitted several potential fare policy revisions to its Blue Ribbon Commission, and the revisions are currently under review. A finalized list of proposed revisions will be ready upon approval of the commission. The proposed revisions will generally have to go through the steps listed below before they can be implemented. The panel may wish to ask the agency when it expects to receive feedback on fare policy revisions from the commission.

#### **Fare Policy Revisions: Steps Prior to Implementation**

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| • Approval by Governor and/or his staff  |
| • Notify elected officials in writing  |
| • Proposals made available to the public 30 days before hearings                                       |
| • Public hearings  |
| • Hearing record closes 30 days after hearings   |
| • Final decision on changes by the Administrator in consultation with the Secretary, where appropriate |
| • Begin fare equipment programming changes and training of MTA staff                                   |
| • Final notifications to public and elected officials  |
| • New policies become effective  |

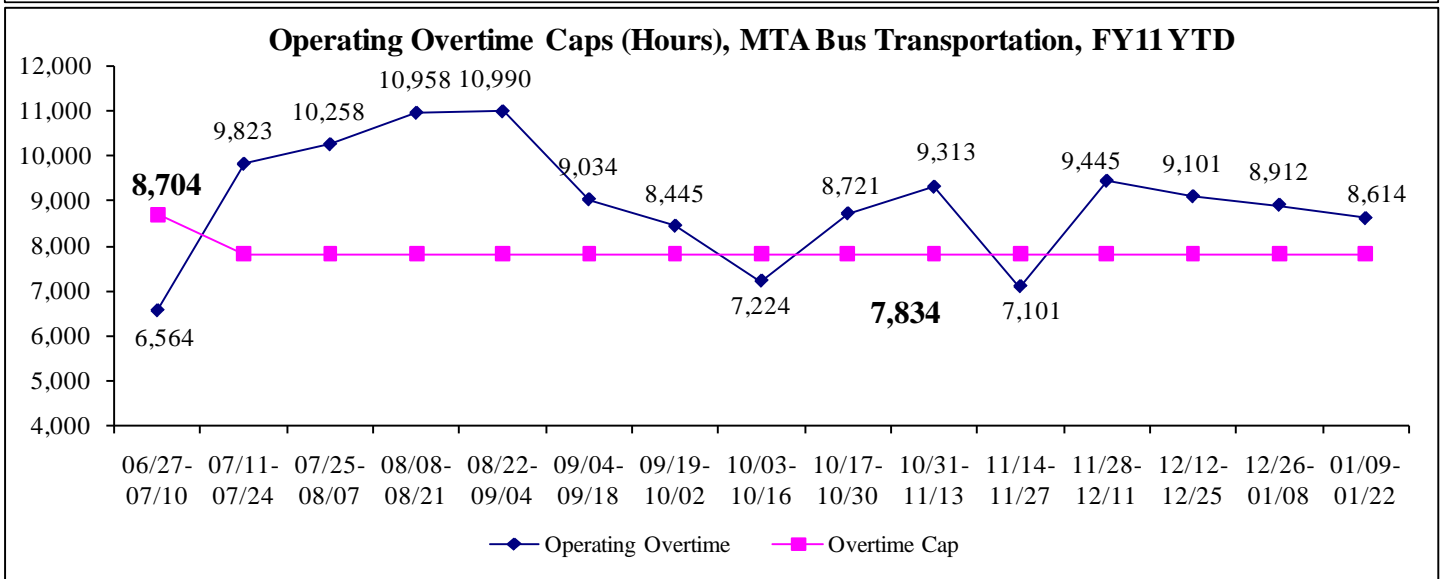
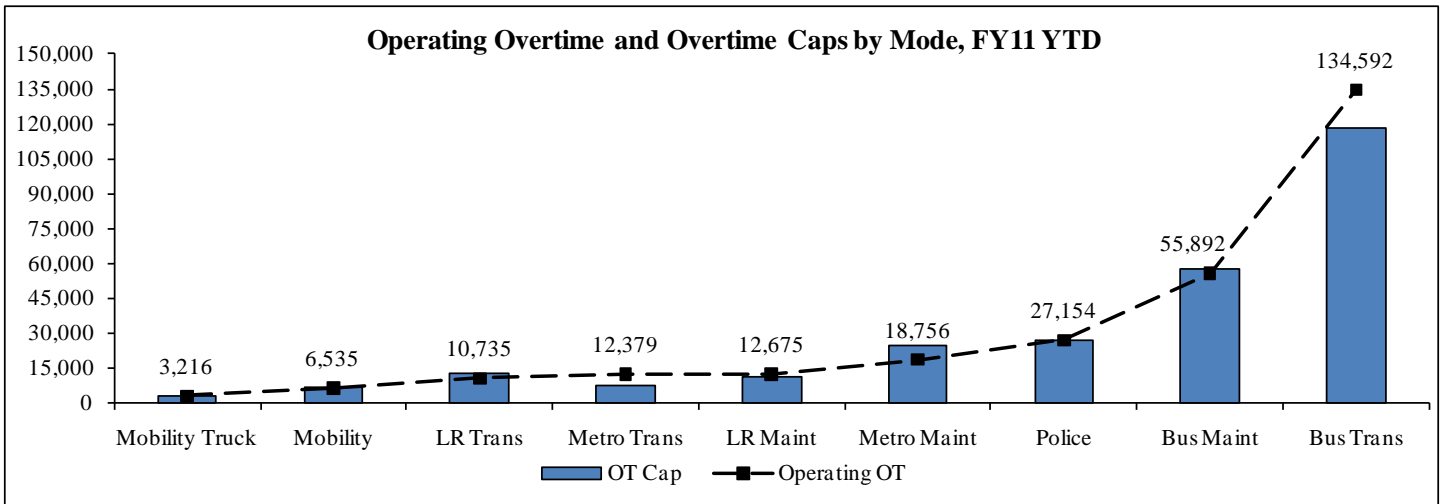
### Overtime

- **Operating Overtime.** The agency provided an explanation of the changes in response to a StateStat inquiry. Operating overtime is a subset of total overtime that subtracts out certain types of overtime, like scheduled overtime and emergencies and exceptions. Overtime caps are calculated by adding daily overtime allotments set by the agency over each day of a given pay period. The agency changed the calculation of operating overtime by including scheduled overtime and emergencies in its operating overtime metric. Scheduled overtime and emergencies/exceptions were previously not included as part of operating overtime. Additionally, the agency transferred the responsibility for allotting operating overtime from the COO's Office to its mode directors, and allotments were set at the mode level and not the department level (i.e. MTA Bus set an allotment for both transportation and maintenance departments). The agency discussed the reasons for switching their method of calculating operating overtime with the panel, and indicated that the change was made in order to encourage their mode directors to anticipate and account for situations requiring emergency overtime.

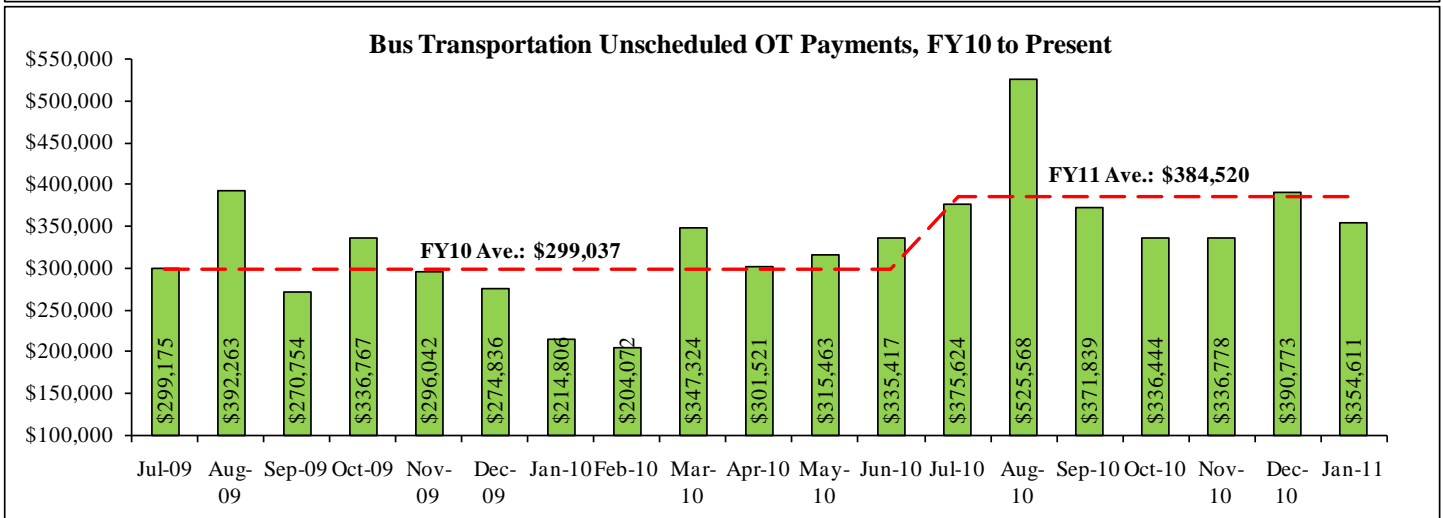
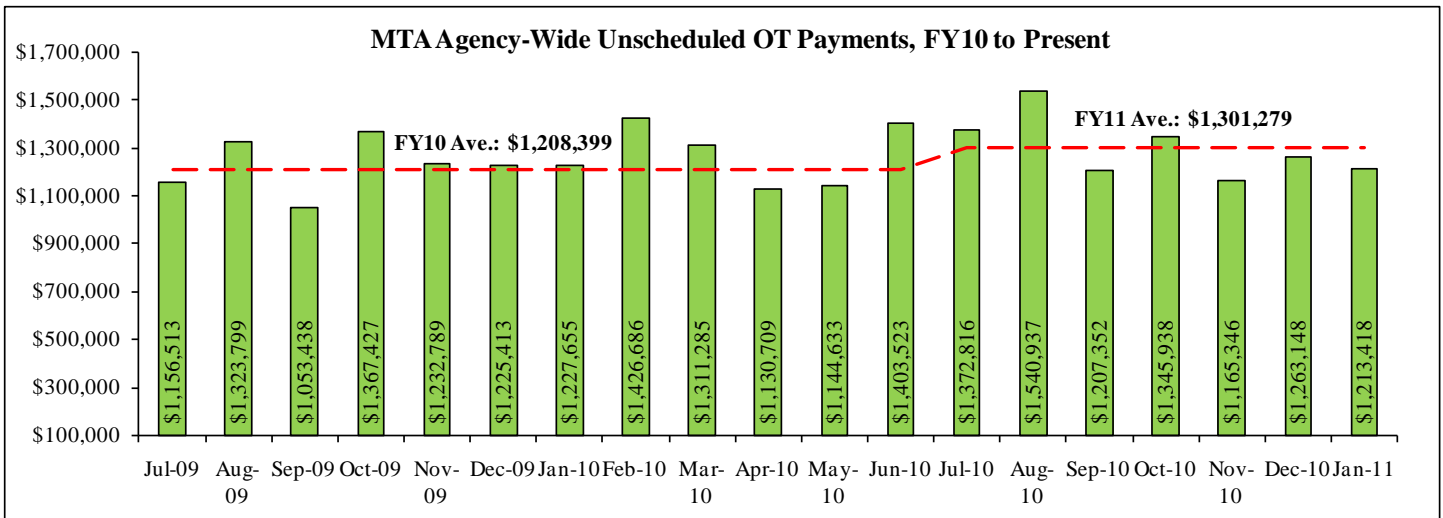
#### **Changes to Calculation and Management of Operating Overtime**

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|---|
| 1. Scheduled overtime is now included in the operating overtime metric  |
| 2. Emergencies and Exceptions are now included in the operating overtime metric   |
| 3. Responsibility for allotting operating overtime was transferred from the COO's office to directors for each agency mode      |
| 4. Operating overtime allotments are now set at the mode level (i.e. bus, metro) and not the department level (transp., maint.) |

- Bus Transportation.** The agency's bus transportation department in FY11 to date is 16,212 hours above its operating overtime cap, and has been above cap in all but three pay periods in this fiscal year. Though MTA police, metro transportation, light rail maintenance, and mobility truck are also above cap, all other agency modes combined excluding bus transportation are 4,745 hours below cap. The agency reported that staffing issues have driven issues in keeping bus transportation overtime under cap more so than the switch in the methodology of operating overtime calculations. The agency is in the process of training and recruitment for additional bus operators, but heightened hiring standards have made bringing staff up to its needed levels more difficult.

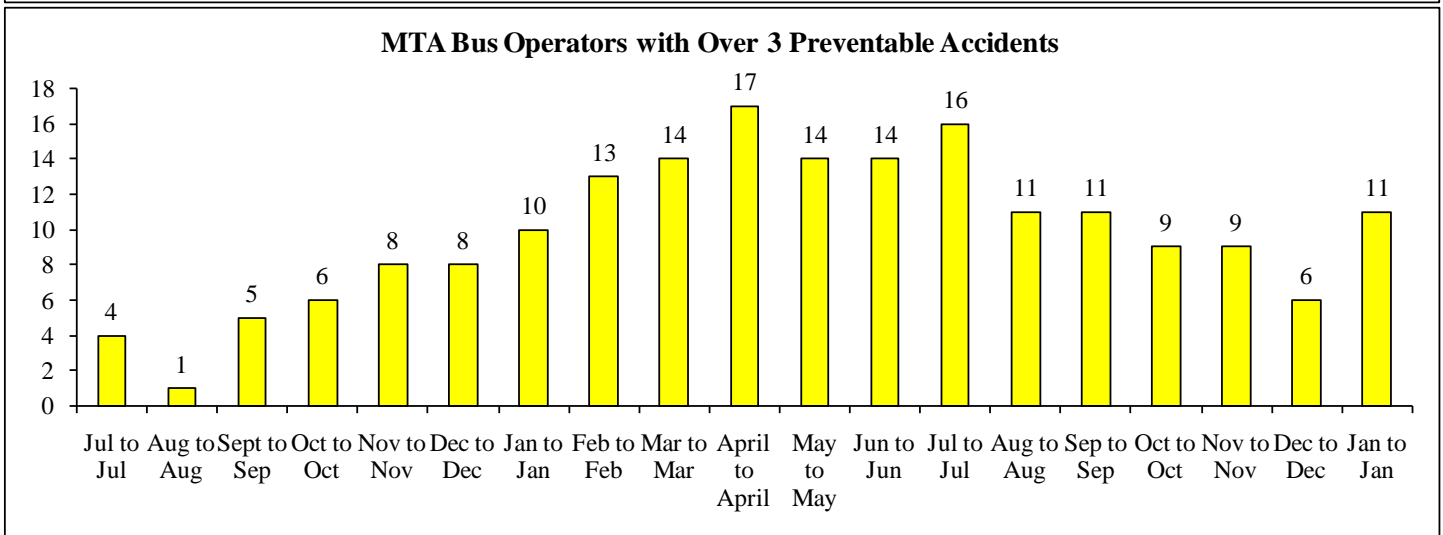
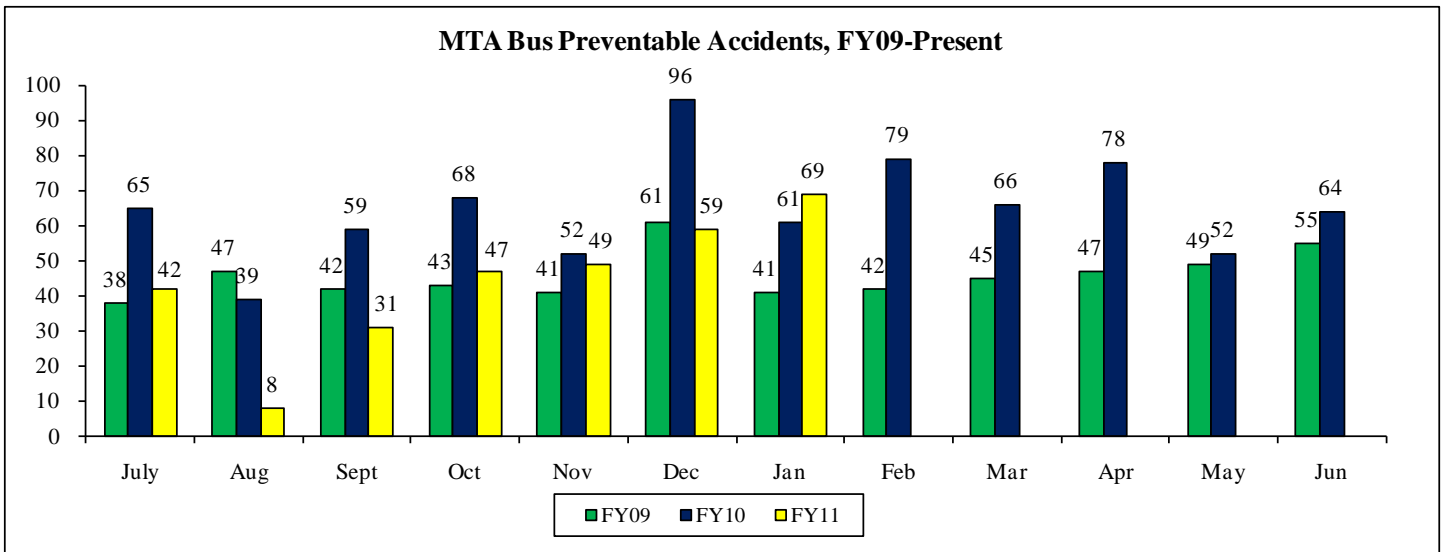


- Overtime Spending.** Despite increased spending in unscheduled overtime for bus maintenance in FY11 to date, the agency is reporting that agency-wide overtime spending should remain within its \$19 million budget. The agency reported that other modes had reduced overtime spending to make up the difference for increased overtime spending for bus transportation.



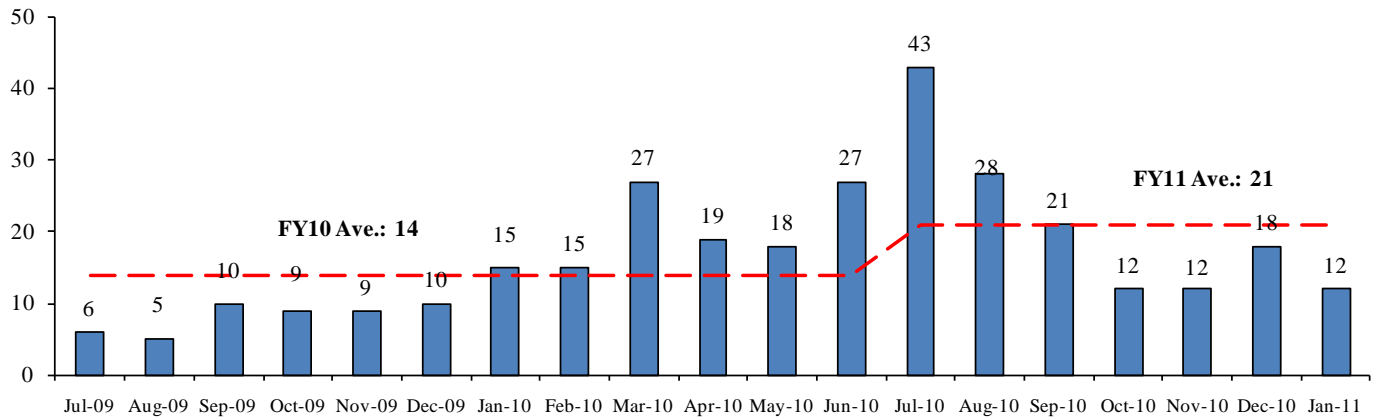
## Bus Service

- Preventable Accidents.** After experiencing significant reductions during the beginning of the fiscal year, preventable accidents increased for a fifth consecutive month and experienced an annual increase for the first time in FY11. The number of operators with 3 preventable accidents over the past 12 months jumped from 6 to 11 in January. The agency reported that they were concerned with how the determinations of preventable accidents were being made, and were considering hiring a professional accident reconstructionist to make preventable accident determinations. The agency also reported that they had developed and were looking to implement a point value per accident system that accounts for accident severity, and that this system would conceivably be used to make operator training and discipline determinations in the future.

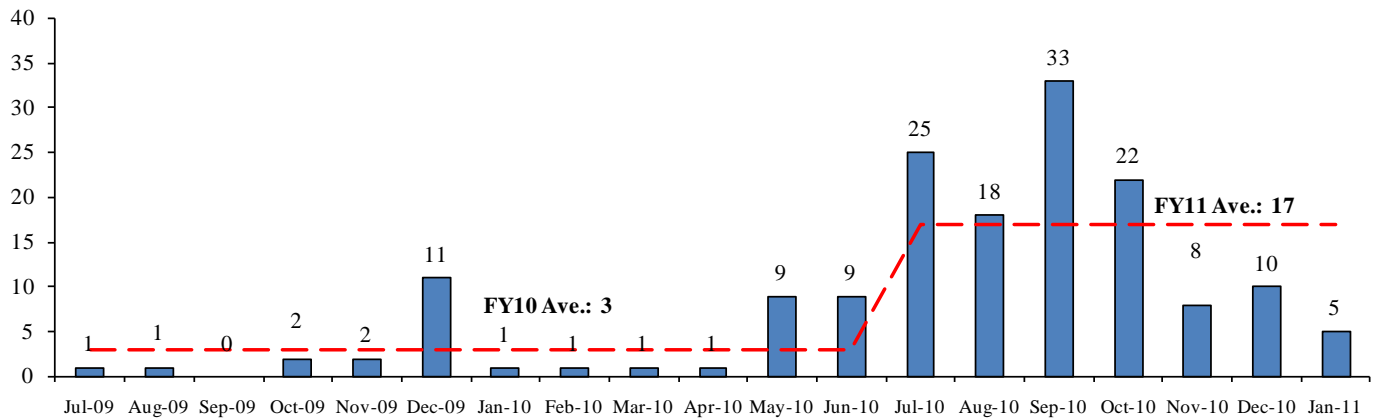


- Refresher and Remedial Training.** Data on the agency's remedial training activities for operators in accidents shows that in FY11 suspensions due to accidents and remedial trainings are up, but that accident preventable interviews are occurring at a lower monthly rate. Efficiency reports, which are ride checks to ensure that an operator is operating their coach properly, also appear to be reduced in FY11. The agency reported that suspensions and trainings have been increased in FY11 as part of its plan to reduce preventable accidents. The declines in preventable interviews and efficiency reports are partially a result of staffing issues, and also a result of the emphasis being placed on training and discipline.

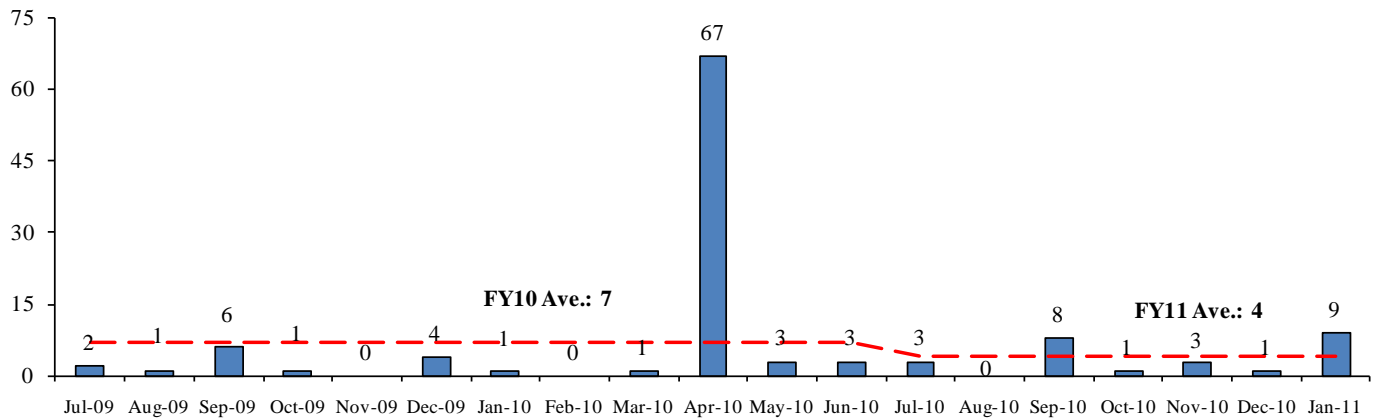
**Suspensions Due to Accident, FY10 to Present**

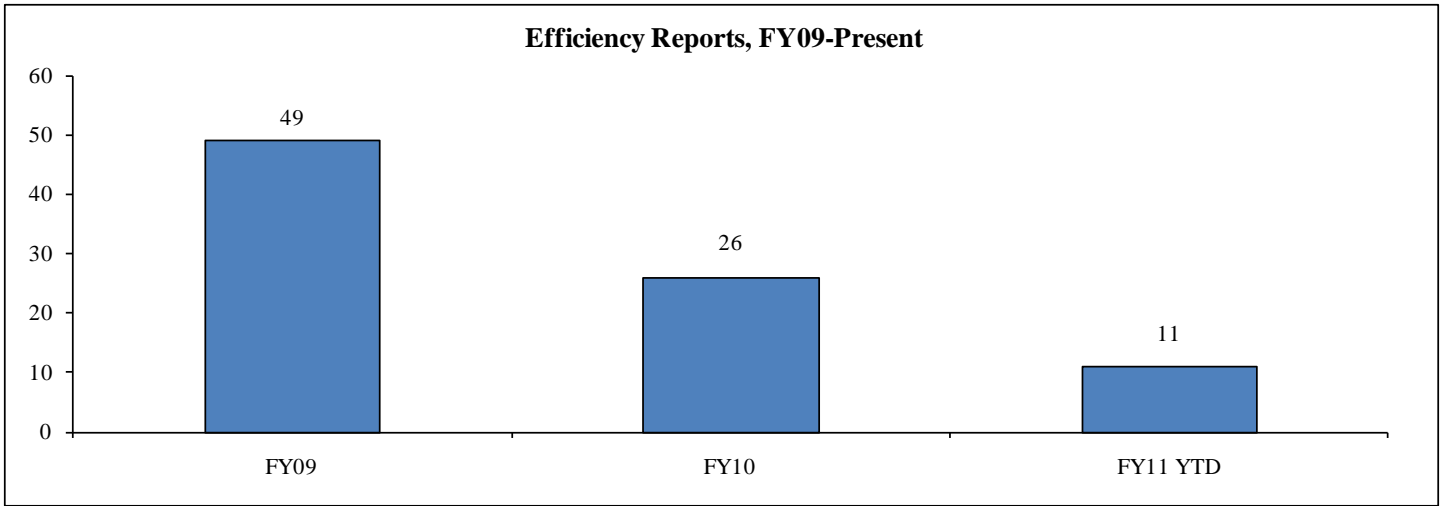


**Training for Operators in Preventable Accidents, FY10 to Present**



**Accident Preventable Interviews, FY10 to Present**





- ICC Commuter Bus Service.** The panel will recall previous discussions about the agency’s plans to begin a commuter bus service. The agency previously reported that the ICC Commuter Bus Service would commence operations upon the opening of the ICC. The ICC was officially opened on February 23. The agency reported that bus service began on March 1, and that free service on both commuter bus lines will be available through March 15.

**MARC**

- Schedule and Service Changes.** In order to reduce overcrowding and on-time performance, the agency has made a number of changes to the MARC Penn Line schedule. Many of the changes are listed below, and the changes are scheduled to go into effect on March 14, pending approval of the Board of Public Works. The agency reported that they aren’t expecting any issues with the BPW and that the schedule and service improvements are expected to begin on time.

<b>MARC Schedule and Service Improvements</b>
• Two additional trains will run during AM and PM rush hours
• 1,000 additional seats during AM and PM rush hours
• Reduced headways during rush hour for travel between Baltimore and Washington
• Increased frequency to all stations between Baltimore and Washington
• Limited stop train to Odenton during the evening rush hour
• 7 additional frequencies to/from BWI Marshall Airport
• 5 additional frequencies to/from Martins Airport stop