**October 5, 2016** 

# The Maryland Transit Administration

#### Investing in the future of Maryland

Providing safe, efficient and reliable transit across Maryland with world-class customer service

Carl W. Parr, Jr. Director of Mobility







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#### Investing in the future of Maryland

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Carl W. Parr, Jr. Chief Innovation Officer



















## Four North Stars Four Cornerstones

## Providing safe, efficient and reliable transit across Maryland with worldclass customer service.







# <image>

# The Turnaround







### Stopped Running a Government Agency like a Government Agency.







## Stopped Running a Government Agency like a Government Agency.

- Knocked down the silos
- Create the matrixes / kpi's
- Individual Accountability
- Hired the right people















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#### Individual Accountability





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#### **Individual Accountability**

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On-Time Performance by Driver	^
MTA (Baltimore, MD) Statistics by iWeb (c) 2006 MV Transportation, Inc Last Queried: 02/09/16 13:20:33 PAC	
December 2015 ; Provider: MV	
Driver Name RAYMOND BRAUCKHOFF (85) 72%	
DAMON WEST (151) 75%	
RAUL WILLIAMS (217) 76%	
JAMES MUHAMMAD (150) 77%	
BELINDA JOHNSON (68) 78%	
APRIL FELDS (173) 79%	
JAMES CONLEY 3RD (111) 80%	
AARON DUFFY (150) 81%	
LYNEA MCDOWELL (233) 81%	
SHAWNTEL MORRIS (191) 81%	
WAYNE LASCOLA (136) 81%	
CORNELIA CARTER (268) 82%	
NATASHA SHIELDS (56) 82% RUBEN ODOM (239) 82%	
ASHLEY WESTCOTT (95) 83%	
KANDELL BROCKENBROUGH (6) 83%	
LISA SURLES (224) 83%	
SHAKIA WRISHT (133) 83%	
YOLANDA MARKS (95) 83%	
ANTHONY WEBB (113) 84%	
DOREEN BROWN (228) 84%	
GERALD BROWN (44) 84%	
DANEL CARTER (140) 85%	
MERCEDES HILL (157) 85%	
TIMOTHY WILLIAMS (13) 85%	
ULANDA STRONG (157) 85% ANDREA WASHINGTON (170) 86%	
DERRICK YOUNG (198) 86%	~



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#### **Individual Accountability**

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			April 201	6 ; Provider	r: MV															
Driver Name																				
SHARONDA DAVIS (51	73%			_		-	-	÷ I												
DANIELLE BRUCE (11	82%				-i	-	-	<u> </u>	i	İ										
MONETTE POULSON (132	82%							<u> </u>	Í	Í										
ANTOINE NEWMAN (58	84%					+														
CORNELIA CARTER (31	84%	<u> </u>				+	-													
JAMES MUHAMMAD (149	85%	<u> </u>				<u>.</u>	-		-											
LAMONT MASSEY (174	87%					+	-		-											
IRENE BENNETT (109	88%					-	-													
KIARA COMEGYS (184	88%				-	-	-		-											
RAUL WILLIAMS (226	88%	<u> </u>			-		-		-	!										
SHAKIA WRIGHT (163		<u> </u>					<u>.</u>		-	!										
TIFFANY JONES (8				-	-	1	I		-	!										
TYREE SMITH (134				-	-	1	1		-	!										
ANGELA BROWN (171				:	1	:	:	: :		!										
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JORGE GUZMAN-TRIANA (248					-	1	1	1 1		1										
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CHERISE EVERETT (112								: T		i										







#### Individual Accountability

Mobility Call Center Total Trips Booked by Agent 05/01/16-05/07/16









#### Mobility On Time Performance









#### Mobility **Trips Over 90 Minutes Late**









#### Mobility Trips Between 61 and 90 Minutes Late









#### Mobility % Reservation Calls Answered Within 10 Seconds









#### % Reservation Calls Answered Within 3 Minutes









#### % Reservation Calls Answered Within 5 Minutes









#### Conclusion

- MTA is committed to providing safe, efficient and reliable transit service with world-class customer service, to empower people and stimulate economic development in Baltimore City and the region.
- MTA will achieve this goal by partnering with communities, businesses, elected officials, and citizens to develop and operate a public transit system that meets our customers' needs and improves their quality of life.







## Q & A







