

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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*Carl W. Parr, Jr.*  
*Chief Innovation Officer*









# Four North Stars Four Cornerstones

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





# The Turnaround





# Mobility

**Stopped Running a Government Agency like a Government Agency.**



# Mobility

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

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





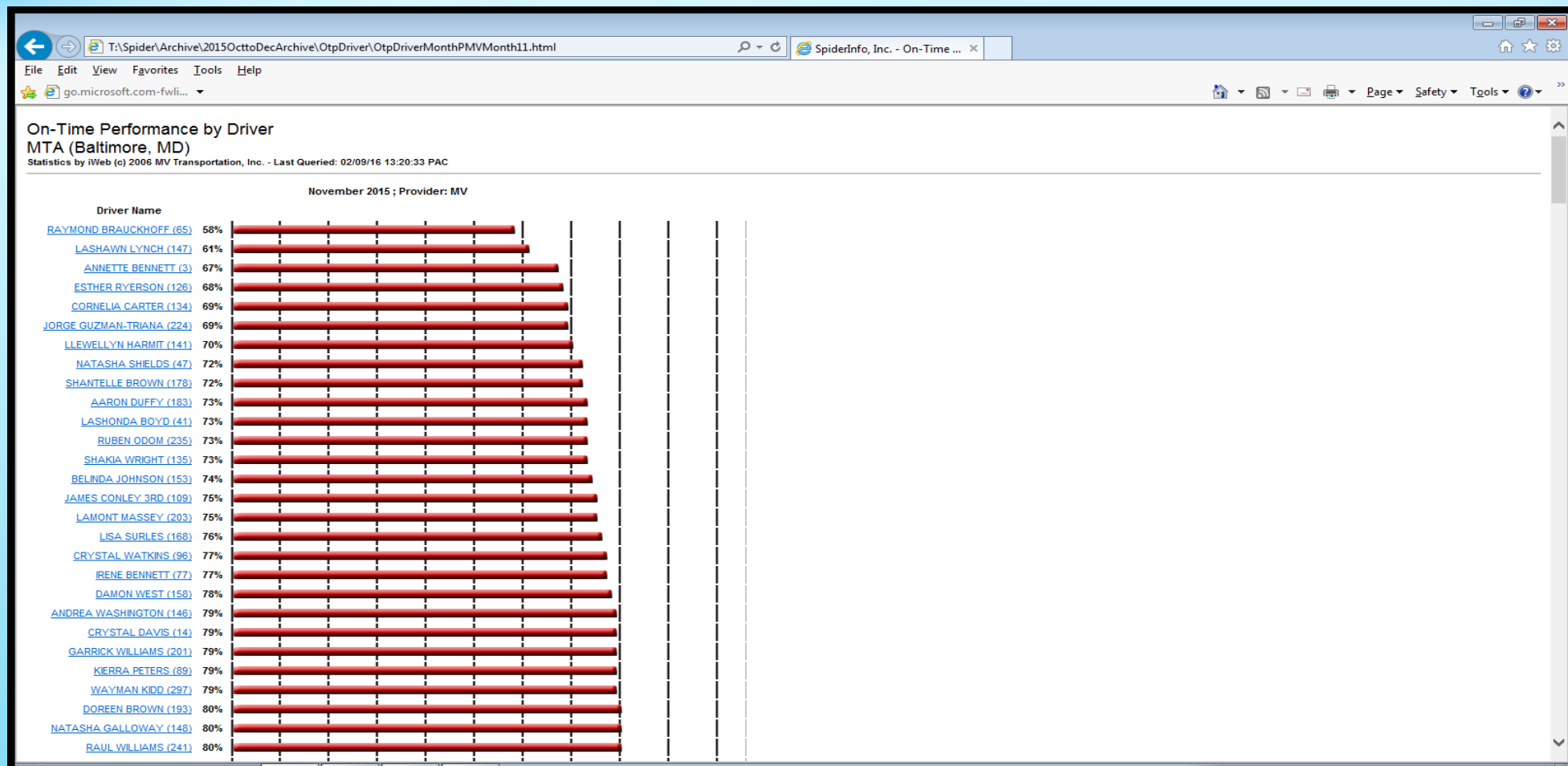
# Mobility





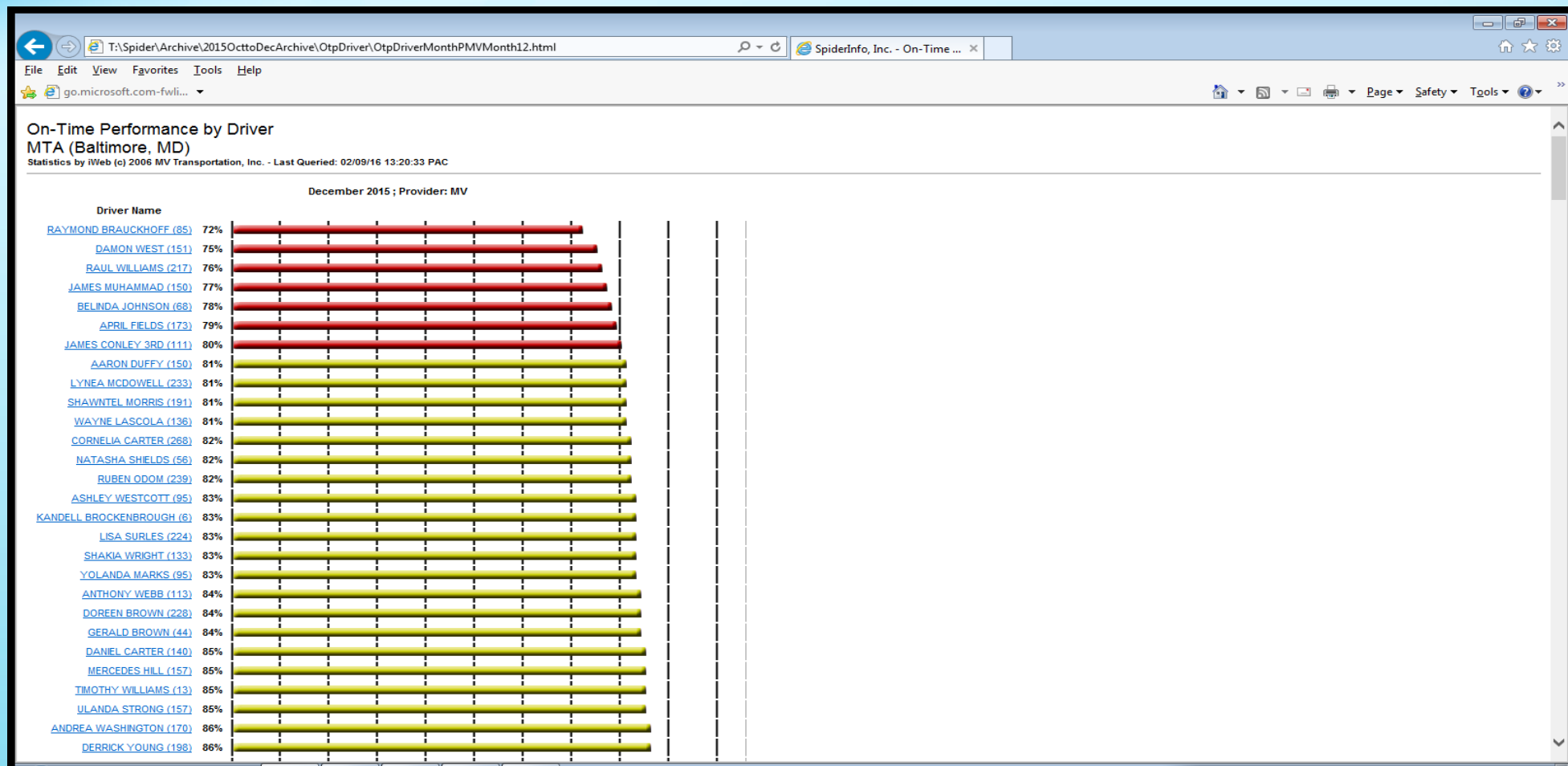


# Individual Accountability



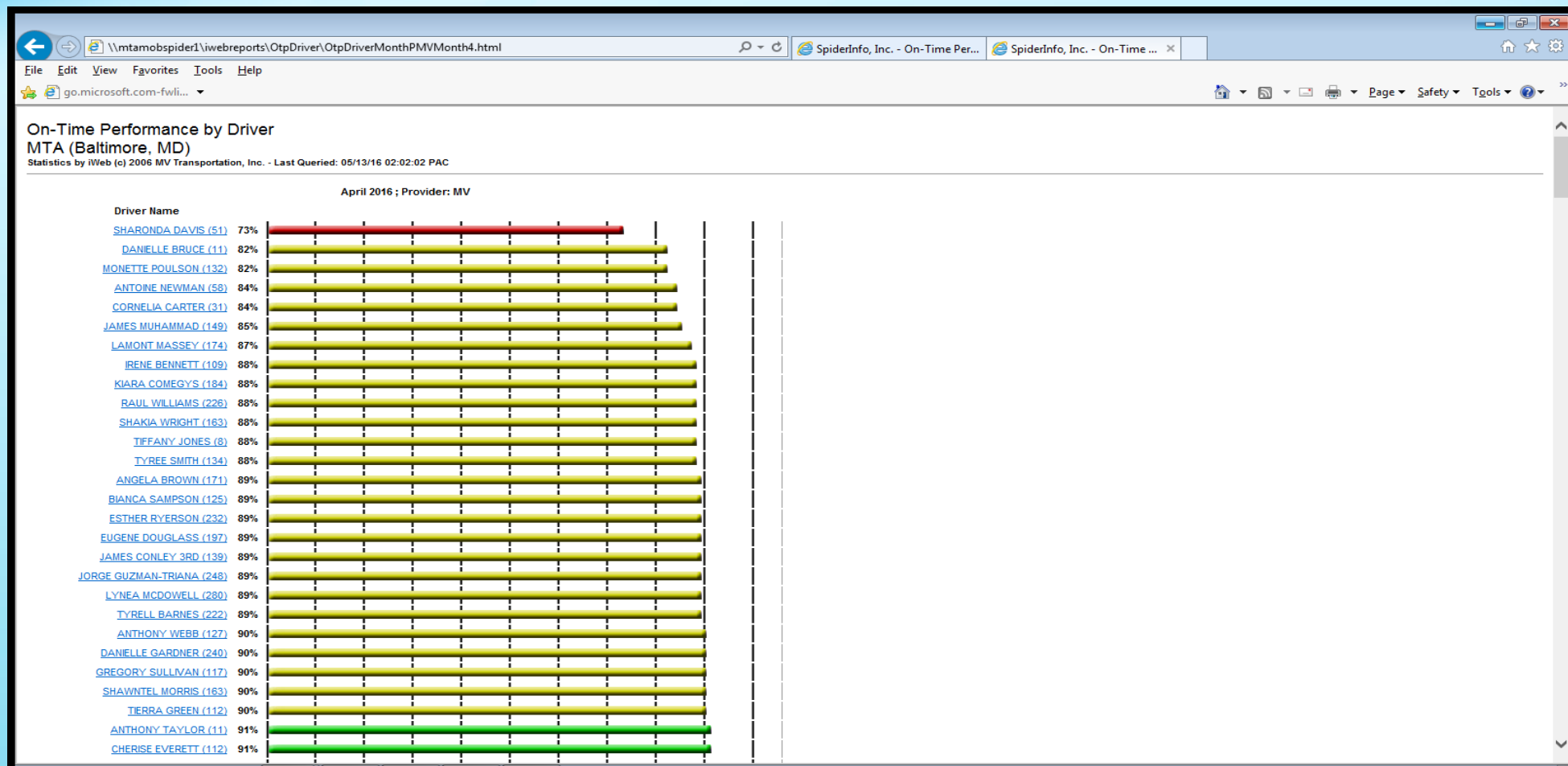


# Individual Accountability





# Individual Accountability

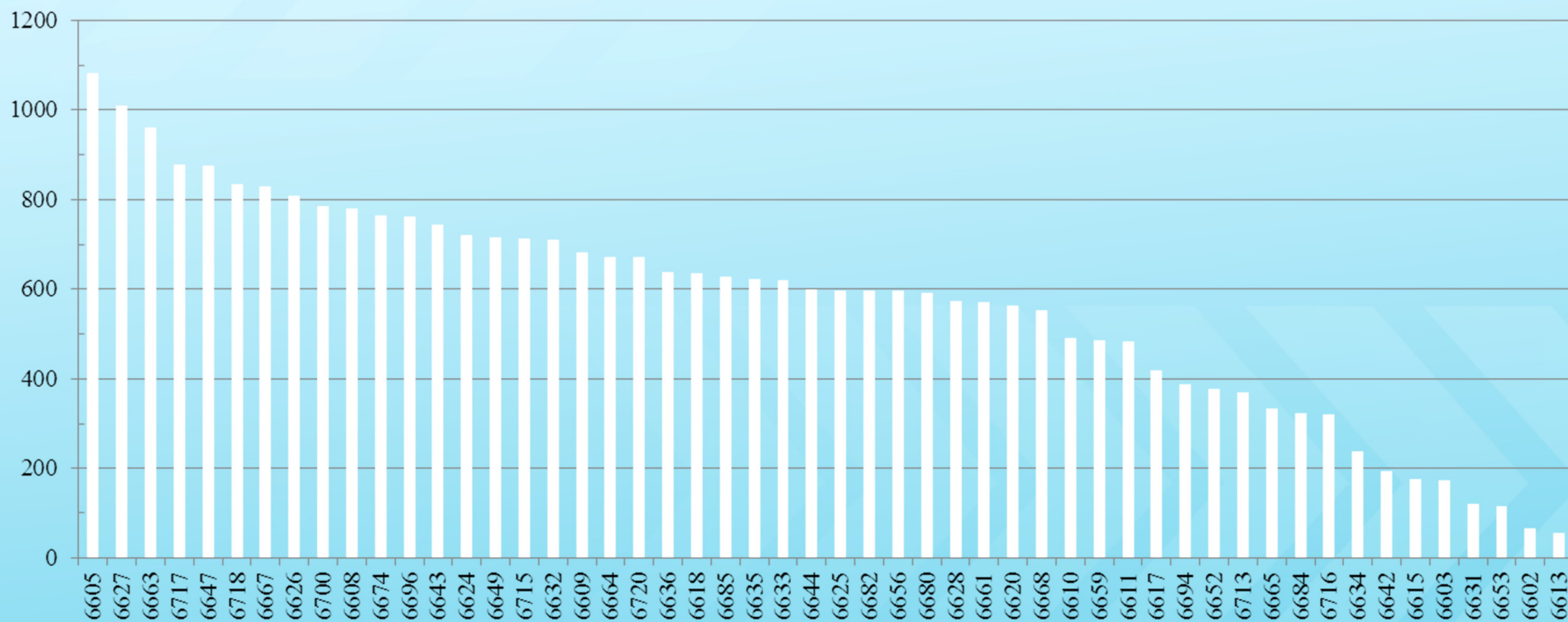






# Individual Accountability

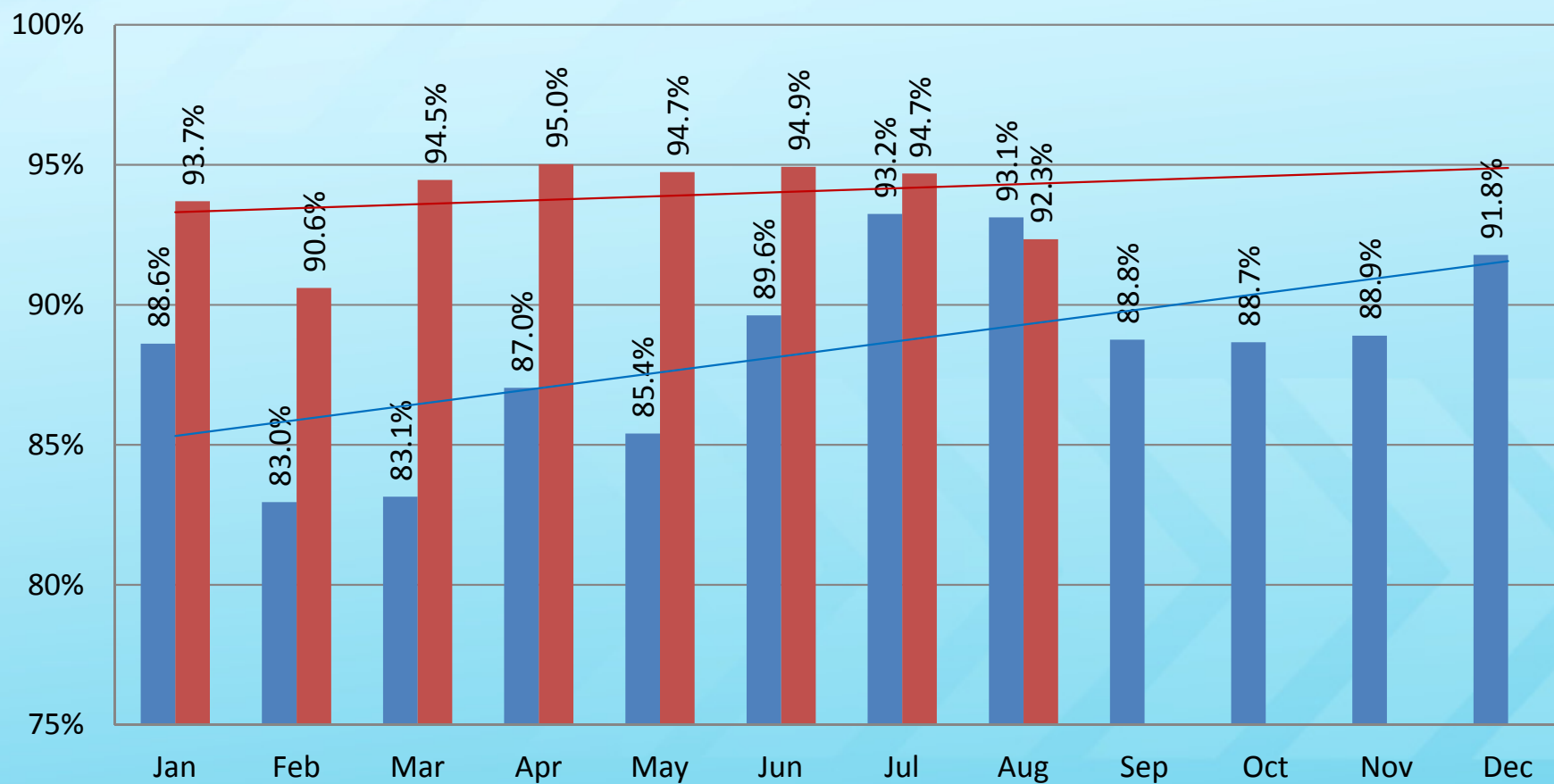
Mobility Call Center  
Total Trips Booked by Agent  
05/01/16-05/07/16





# Mobility

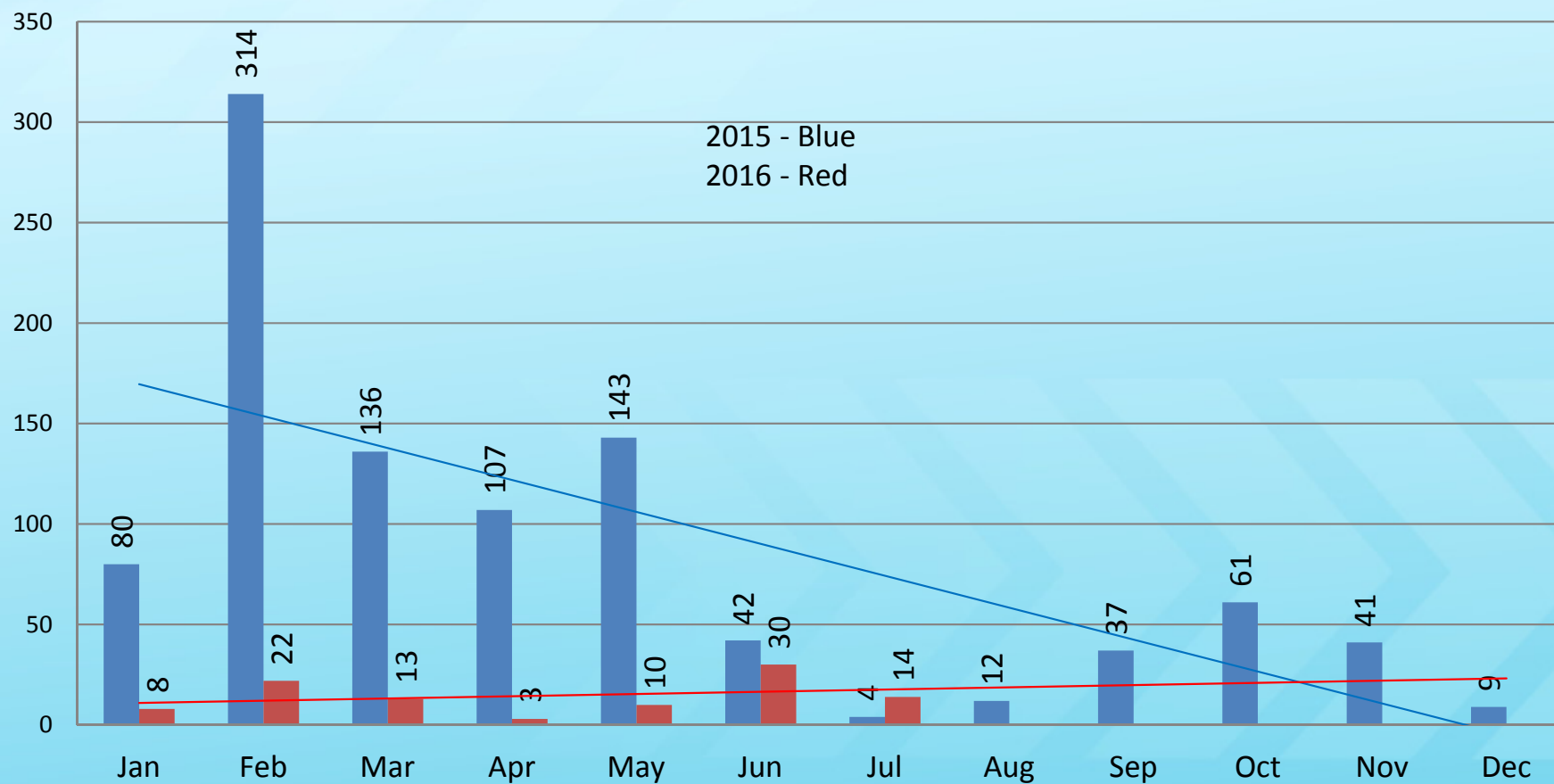
## On Time Performance





# Mobility

## Trips Over 90 Minutes Late

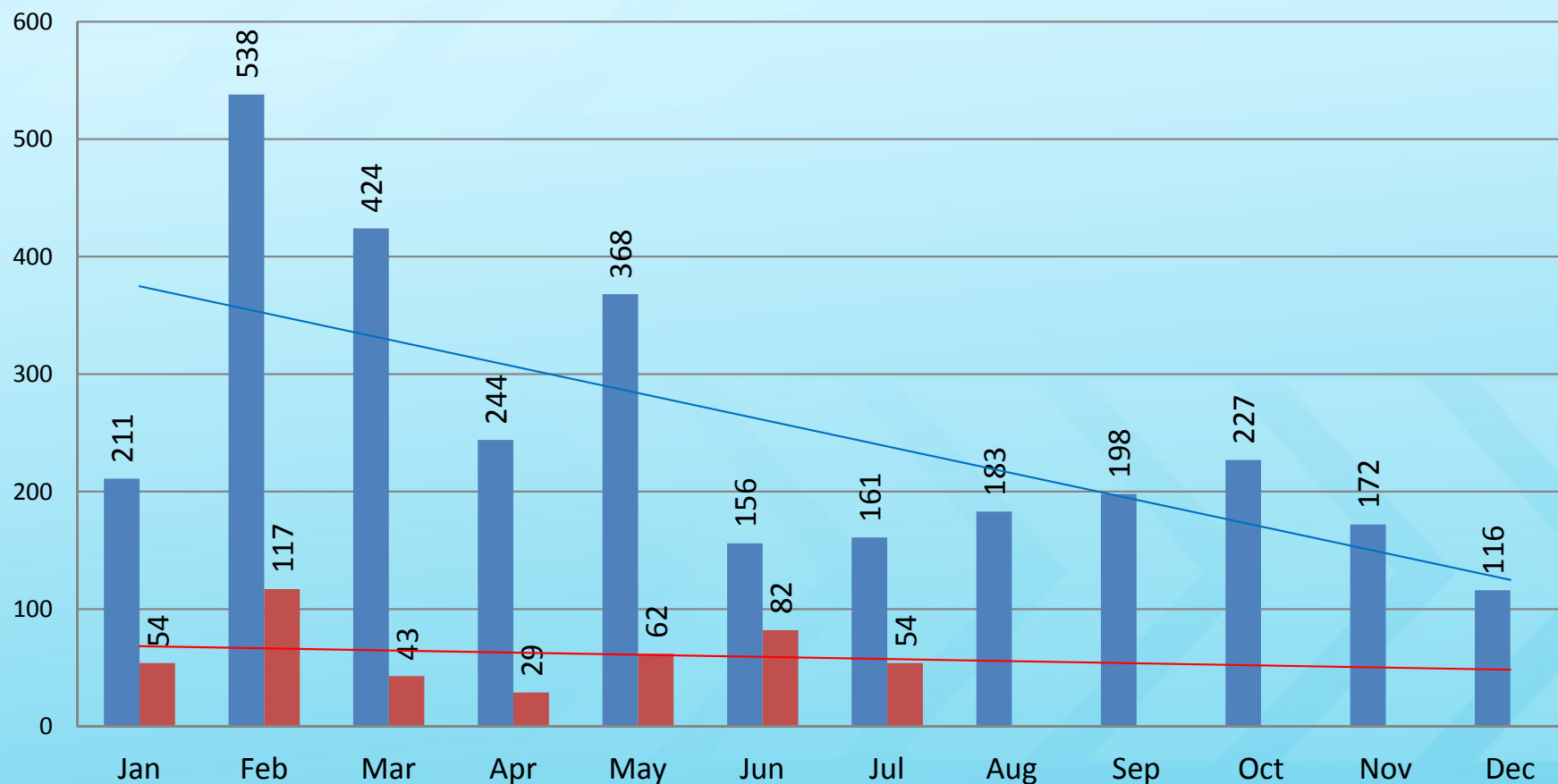






# Mobility

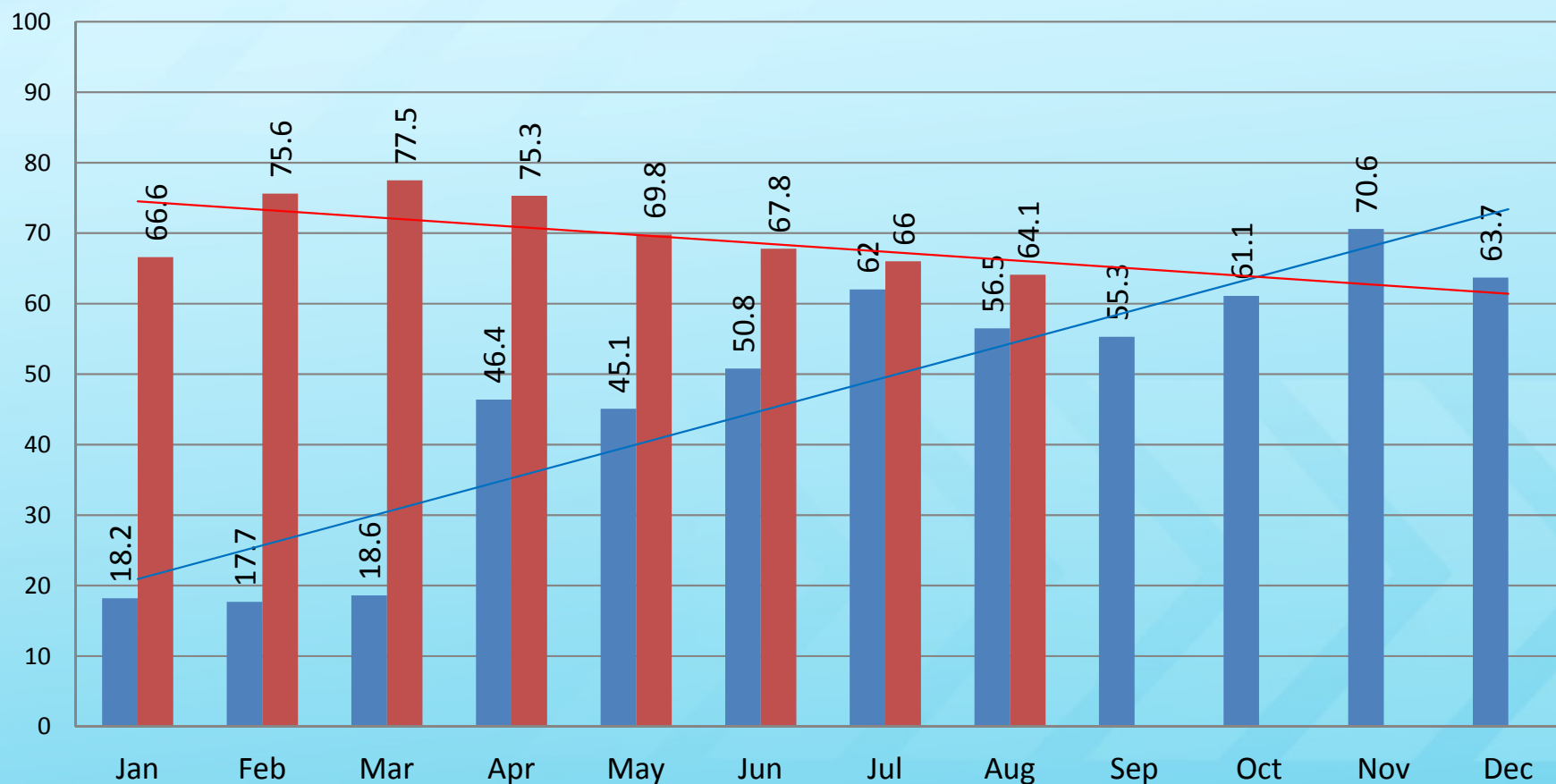
## Trips Between 61 and 90 Minutes Late





# Mobility

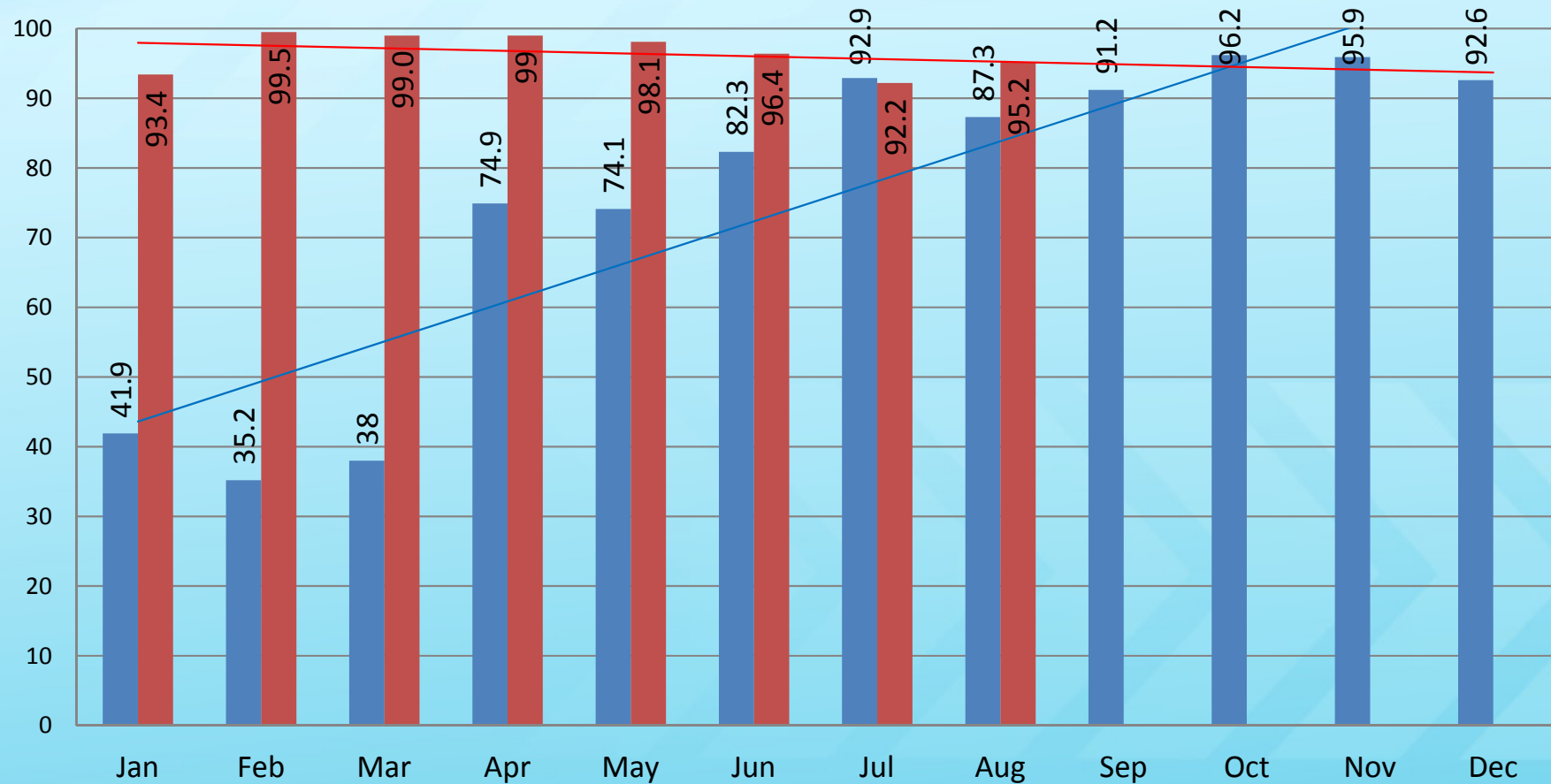
## % Reservation Calls Answered Within 10 Seconds





# Mobility

## % Reservation Calls Answered Within 3 Minutes

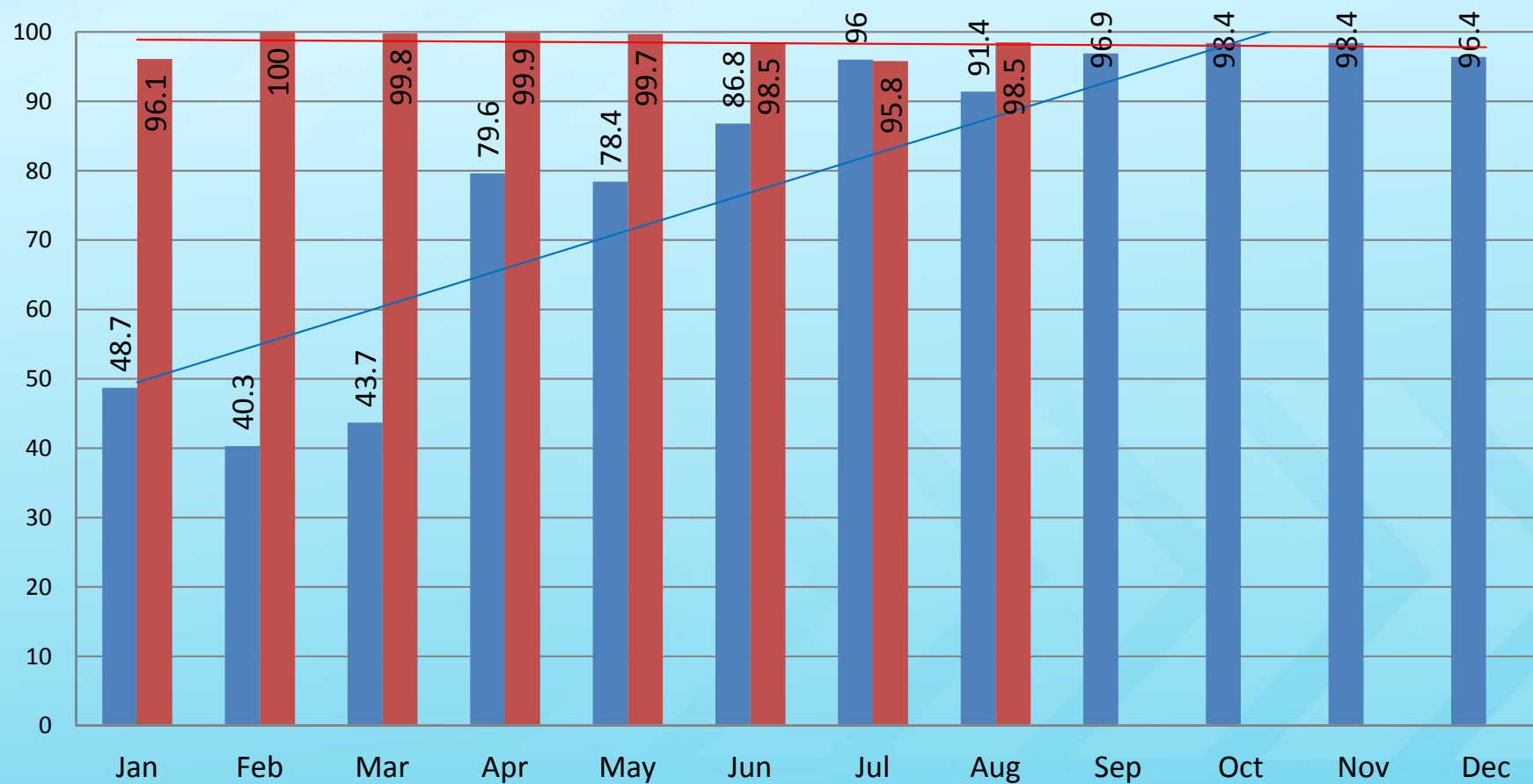






# Mobility

## % 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



