

BRTC Work Group Work Plan

The Baltimore Regional Transit Commission (BRTC) is establishing work groups to delve into key issues inhibiting optimal performance of the transit system for the region. The work groups will each have a specific focus, and then work on distinct tasks to address these challenges.



Staffing

Purpose: To help the MTA build a skilled, dedicated, and motivated workforce and empower MTA employees to deliver exceptional service and drive continuous improvement.

Tasks: The BRTC's staffing work group initial effort will be to update the 2022 Salary and Staffing report. This report will:

- 1 Examine MTA's salary structure and its impact on recruitment and retention at all levels.
- 2 Benchmark peer personnel classification and compensation models.
- 3 Review policies such as employment based incentives and employment contracts.
- 4 Identify legislative and administrative changes that could improve MTA's ability to recruit and retain top talent.
- 5 Collective bargaining is outside of the workgroup's purview.

Project & Program Delivery

Purpose: To support MTA's efforts to modernize systems and maximize efficiency to aid in project delivery.

Tasks: Analyze MTA's procurement policies in a report. The workgroup will:

- 1** Compare the MTA's procurement requirements and procedures with those of other Maryland Department of Transportation (MDOT) modes, as well as with peer agencies.
- 2** Identify any addressable barriers to efficient and cost-effective project delivery.
- 3** Compare MTA's ability to acquire and manage property, relative to that of peer agencies.
- 4** Evaluate the thresholds for Board of Public Works (BPW) approval of MTA procurements, exploring opportunities to streamline decision-making and better align with the processes of other MDOT modes.

Rider Experience

Purpose: To give voice to the needs of MTA's customers, identify programs and policies that improve rider experience and to make legislative and administrative recommendations that benefit and support both MTA's passengers and the agency itself.

Tasks: The workgroup will:

- 1 Peer review of rider experience.
- 2 Monitor key performance metrics and service changes.
- 3 Identify MTA's major challenges in current rider experience.
- 4 Analysis of communications and information sharing.
- 5 Exploration of cost effective improvement, such as transit ambassadors.