BRTC
Work Groups -

The Baltimore Regional Transit Commission (BRTC) has created three key work groups focusing on Project & Program Delivery, Staffing, and Rider Experience.

Each group has specific objectives and tasks aimed at enhancing transit operations and services across the region.

Project & Program Delivery Work Group

The Project & Program Delivery Work Group work tasks include the following activities:

1 — **Procurement Analysis**

Objective: To enhance the efficiency and effectiveness of the procurement process. Actions include leading a comparative analysis of MTA's procurement processes, identifying differences and barriers, and recommending changes.

2 — **Property Management**

Objective: To ensure optimal management of MTA's properties. Actions include interviewing key personnel, comparing practices with peer agencies, and developing recommendations for property management.

3 — **Streamlining Approvals**

Objective: To expedite the approval process for MTA procurements. Actions include reviewing current BPW practices, exploring opportunities to harmonize thresholds, and proposing policy changes to reduce delays.

4 — **Report Development**

Objective: To document findings and provide actionable recommendations. Actions include compiling findings into a comprehensive report, outlining recommendations, and presenting to stakeholders.

Staffing Work Group

The Staffing Work Group's purpose is to help MTA build a skilled, dedicated, and motivated workforce, empowering employees to deliver exceptional service and drive continuous improvement. The initial effort will be to update the 2022 Salary and Staffing report.

Salary Structure Impact

Examine MTA's salary structure and its impact on recruitment and retention at all levels. Lead the working group through a process that assesses how competitive and fair the compensation is compared to the market.

Benchmarking Models

Benchmark peer personnel classification and compensation models to identify best practices and areas where MTA can improve its own systems. Review policies related to employment incentives and contracts to determine their effectiveness in attracting and retaining talent.

Legislative and Administrative Changes

Identify potential legislative and administrative changes that could enhance MTA's ability to recruit and retain top talent, making the agency a more attractive employer.

Note that collective bargaining is outside of the workgroup's purview.

Rider Experience Work Group

The Rider Experience Work Group aims to give voice to the needs of MTA's customers, identify programs and policies that improve rider experience, and make legislative and administrative recommendations that benefit both MTA's passengers and the agency itself.

1 Understanding Current Experience

Analyze existing performance metrics and identify areas of improvement. Gather feedback from riders. Monitor key performance metrics and service changes.

2 Identifying Challenges

Identify MTA's major challenges in current rider experience. Analyze communications and information sharing. Understand the current needs and consider initiatives like transit ambassadors, improved signage, and real-time updates.

3 Developing Strategies

Explore cost-effective improvements, such as transit ambassadors. Undertake reviews of proposed service changes. Develop improvement strategies based on identified needs and challenges.

4 Monitoring and Evaluation

Develop metrics to monitor the effectiveness of the implemented strategies. Regularly evaluate the impact on rider experience and make necessary adjustments to ensure continuous improvement.