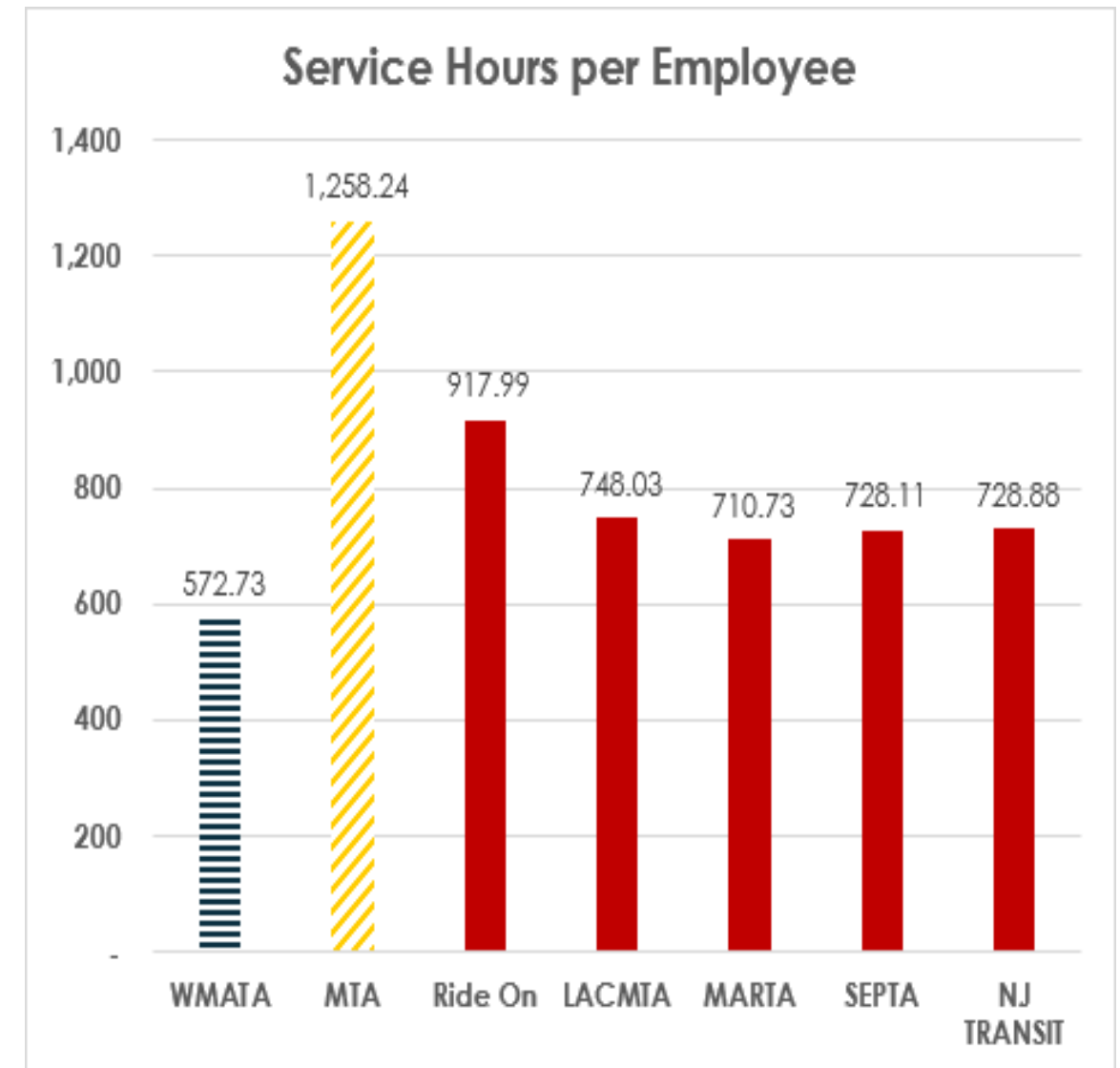


Service Hours per Employee at MTA

The Maryland Transit Administration (MTA) delivers an impressive 1,258 service hours per employee according to 2022 National Transit Database (NTD) data.

This metric is significantly higher compared to regional and national peers, indicating that MTA employees are delivering a substantial amount of service hours.

While higher service hours per employee can indicate greater efficiency, it must be balanced with considerations for employee workload and service quality.



Understanding Service Hours per Employee



1

Definition

Service hours per employee in transit agencies typically refer to the total number of hours that transit services (like buses, trains, etc.) operate, divided by the number of employees responsible for providing those services.

2

Components

Service Hours: This includes the total hours that transit vehicles are in operation, providing service to passengers. It can be broken down by mode (e.g., bus, rail) and type of service (e.g., peak, off-peak). **Employees:** This includes all staff involved in the operation of transit services, such as drivers, conductors, maintenance staff, and administrative personnel.

3

Calculation

The formula for service hours per employee is: $\text{Service Hours per Employee} = \frac{\text{Total Service Hours}}{\text{Total Number of Employees}}$

4

Importance

This metric helps transit agencies understand how effectively they are utilizing their workforce. Higher service hours per employee can indicate greater efficiency, but it must be balanced with considerations for employee workload and service quality. Understanding this metric helps rationalize decisions about staffing, scheduling, and service planning to improve overall efficiency and service quality.

MTA's Performance Comparison

MTA Performance

As mentioned, MTA delivers 1,258 service hours per employee, which is notably high when compared to both regional and national peers. This figure indicates that MTA employees are delivering a substantial amount of service hours.

Ride On Comparison

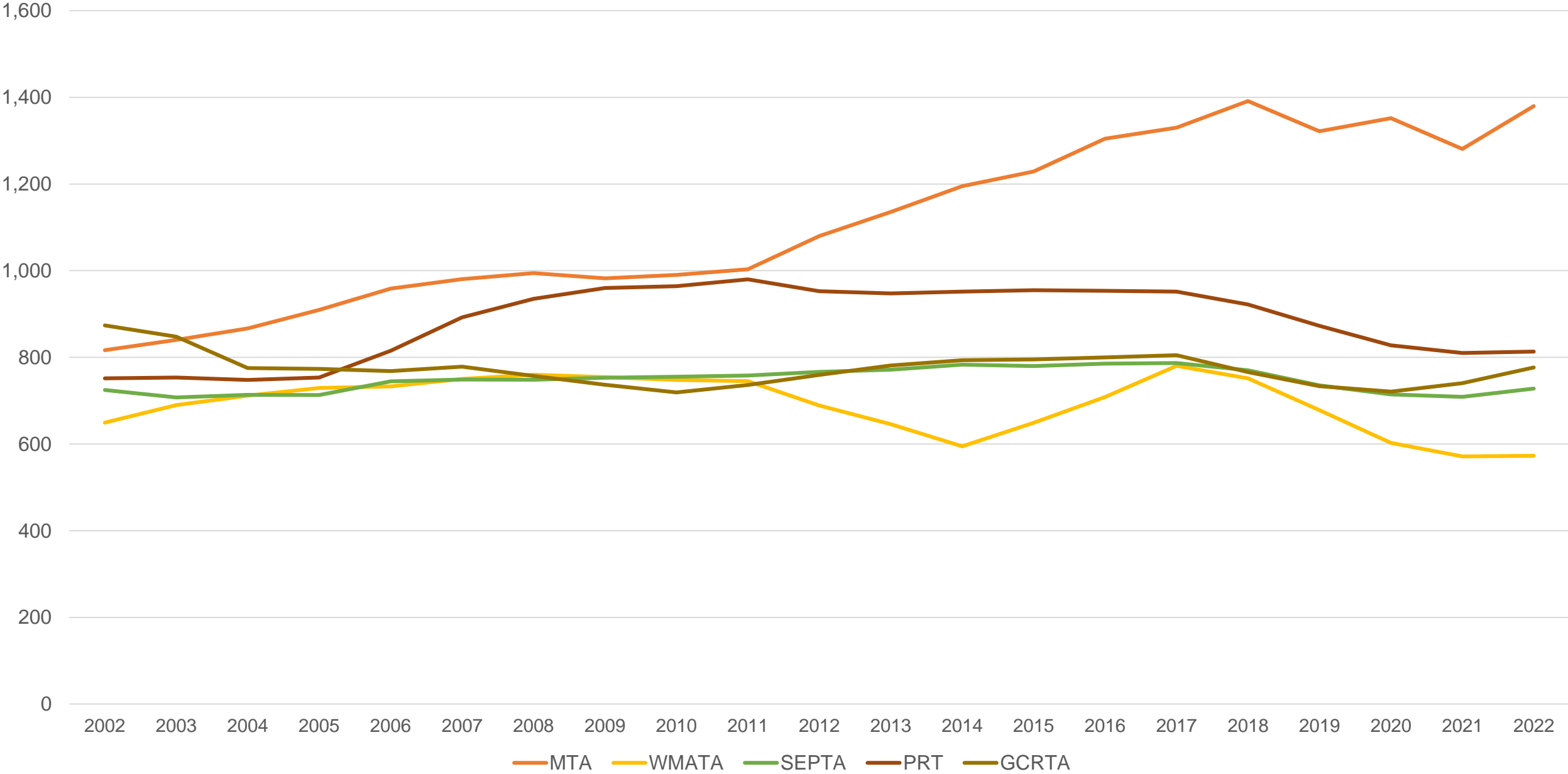
Ride On, the transit service in Montgomery County, is the closest in comparison. However, it is important to note that Ride On operates solely as a bus service and does not have the same level of maintenance requirements as the MTA system, which includes rail assets.

NTD Data Considerations

The NTD information is actually higher, at 1,380 service hours per employee that includes embedded consultant staff. While comparing purely NTD data is still valid, it is worth noting that other agencies also employ consultant staff who may not be accounted for in their NTD figures.

Comparing MTA to Peers

SERVICE HOURS PER EMPLOYEE





Implications of High Service Hours per Employee

Operational Efficiency

The high number of service hours per employee indicates that MTA is maximizing its workforce utilization for direct service delivery, potentially leading to cost-effective operations.

Maintenance Challenges

With more hours dedicated to service, there may be fewer person-hours available for essential maintenance tasks, potentially impacting the long-term reliability of transit vehicles and infrastructure.

Administrative Constraints

The focus on service hours may result in limited resources for administrative functions, potentially affecting planning, customer service, and other support activities crucial for overall system effectiveness.

Employee Workload

High service hours per employee could lead to increased workload and potential burnout among staff, necessitating careful monitoring of employee well-being and job satisfaction.