

Case Study: Government, transportation, safety

Maryland Transit Administration (MTA)



Accident Reduction Programmentation

The Maryland Transit Administration (MTA) is a division of the Maryland Department of Transportation, and one of the largest multi-modal transit systems in the United States.

In July 2012, soon after increasing bus operator hiring, MTA experienced a significant increase in accidents of new bus operators. Upon cursory review, they could not define what was causing this problem. They decided to use the Kirkpatrick Model as a guide for more in-depth evaluation to identify and resolve the problems.

MTA successfully reduced the number of bus accident claims by 46% over a five-year period and cut the annual claims amount by over \$4 million.

| Fiscal Year | Annual Claims | # of Claims | Average Claim |
|-------------|---------------|-------------|---------------|
| 2011 | \$ 5,000,000 | 1,500 | \$ 3,333 |
| 2012 | \$ 3,000,000 | 1,073 | \$ 2,796 |
| 2013 | \$ 2,000,000 | 1,066 | \$ 1,876 |
| 2014 | \$ 1,700,000 | 1,364 | \$ 1,246 |
| 2015 | \$ 560,000 | 804 | \$ 697 |



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