Maryland Transit Administration (MTA)

Accident Reduction Program

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

Create Your Own Story of Impact

Read the complete case example in the book, *Kirkpatrick's Four Levels of Training Evaluation*.

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