



Transformation Management Office *Board Update*



MTAHQ | September 23, 2020



The MTA is facing its biggest financial crisis in its history.

Transformation will help the MTA become more resilient, increase efficiency and be cost effective for the customers that rely on us for their livelihoods.



Reduction in Force

- The Alix Partners Plan Target (2700) met through higher overall attrition: retirements & resignations
- No layoffs due to the Transformation plan
- Consolidation & process improvement continue to increase efficiency MTA-wide



Consolidation



- **Consolidation enables the MTA to better share scarce resources, align goals and deliver improved outcomes for our customers and reduces cost and improve effectiveness during fiscally constrained times.**
- **Consolidated functions allows the MTA to maintain specific expertise we need to run an organization as complex as ours --- while doing better with less at a much lower cost.**

Process Improvements

- Consolidation makes it possible to reengineer and improve functional business processes MTA wide to improve further service outcomes.
- To practice what we preach, Transformation did this work internally, without outside contractors.
- We reviewed all open service contracts and reduced them by \$155m over 5 years.

