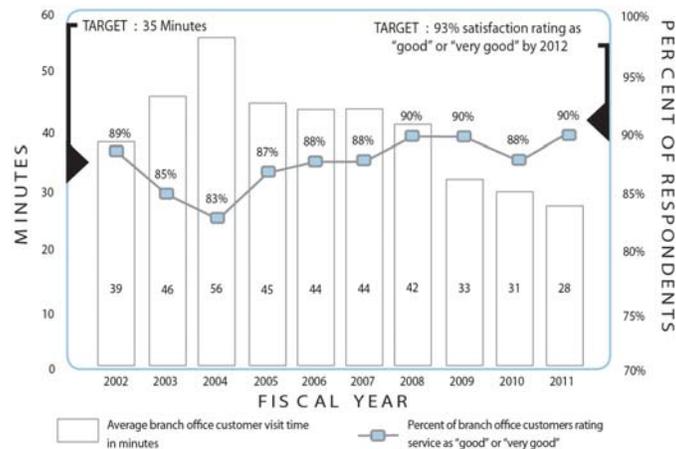


Quality of Service

- Cost-saving strategies include reductions in non-safety related maintenance activities, resulting in a decrease in the overall maintenance condition on SHA roads.
- On time performance of MTA services in FY2011 remained on-par with FY2010 performance. The MTA anticipates improved on time performance in FY2012.
- Customer visit time at MVA branch offices decreased to below 30 minutes for the first time since tracking began.

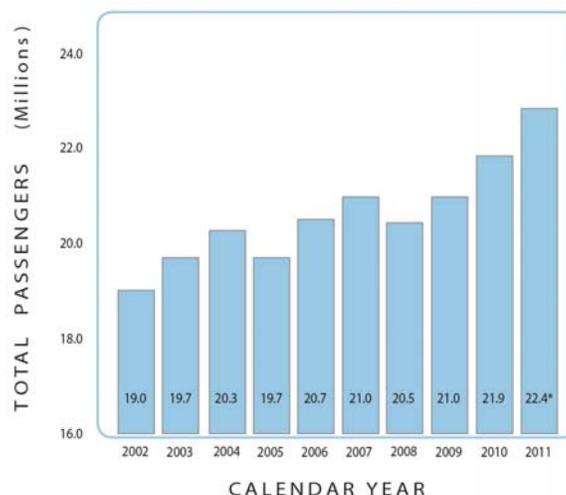
MVA: Branch Office Customer Visit Time Versus Customer Satisfaction Rating

Average customer visit time is a key indicator of the quality and efficiency of service delivery to customers and is directly related to customer satisfaction (i.e., as MVA branch customer visit time decreases, customer satisfaction increases).



- The number of E-ZPass® accounts increased significantly in fiscal year 2011 due to the opening of ICC/MD 200 Section A and a public outreach campaign to encourage use of E-ZPass®.
- 92% of BWI Marshall customers rated the airport "good" or "excellent" on key services, the highest rating since customer surveys began in 2004.

Total Annual Commercial Passengers at BWI Marshall Airport



* 2011 Data is estimated