

TECHNOLOGY NEWS

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MTA Improves Customer Service with Outsourced Technology and Management

MJM Innovations Implements Solution in under 90 Days

Baltimore, MD – MJM Innovations, a Baltimore, MD-based management and technology firm, announced today that it has developed software and provided services to meet and enhance the customer service needs of the Maryland Transit Authority (MTA) for its paratransit program. MJM Innovations' proven ability to integrate software technology with direct management expertise produced a successful transportation model that improved service and reduced rider complaints.

MJM Innovations develops paperless (electronic) transaction web-based software that incorporates card swipe solutions with proven technologies. The MTA required a cost-effective, user-friendly transportation alternative that would not create additional bureaucracy. MJM Innovations evaluated available community resources and was able to successfully adapt its proprietary card swipe technology and management services to eliminate paper from the system and implement a cost effective solution.

In addition to developing software to meet the needs of the program, MJM Innovations works closely with the transportation providers – sedan companies, taxi companies and drivers – to simplify processing and increase accountability. Like the MTA, these providers have benefited from the web-based applications that reduce paperwork, decrease payment cycles and provide access to real-time transaction information.

“The impact of this announcement to the industry is significant,” said Jeffrey Venick, CEO of MJM Innovations. “Trends are emerging for government programs to develop transportation services and resources without having to purchase expensive hardware or software to manage their program. Agencies can use existing providers and infrastructure, and direct more funds to meet consumers’ needs. Given the high cost of employing staff, purchasing vehicles and building its own technology, outsourcing program management has become a viable industry trend for the government.”

“For the first time, we were able to offer our citizens with disabilities the option that every other citizen would have,” said Lisa Dickerson, CEO of the MTA. “You want a cab, you pick up the phone, you call from a list of cabs, and if they provide a good service you call them again. And it’s the same level of service everyone can expect. I think Taxi Access will be our crowning jewel.”

For more information about MJM Innovations and its services, please visit the company's website: www.mjininnovations.com.

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