

June 5, 2012

## **Delaware Transit Corporation Welcomes New Executive Director in 2012**

The Delaware Transit Corporation (DTC), operating the statewide buses and trains of DART First State welcomed its new Executive Director, Lauren Skiver, on April 2, 2012. Director Skiver comes to DTC after serving as Deputy Chief Operating Officer for the Maryland Transit Administration (MTA) for several years.

Director Skiver has worked in the transit industry for 16 years. She started her career as a Bus Maintenance Clerk in 1996 at the Hillsborough Area Regional Transit (HART) system in Tampa, Florida. After successfully completing the Executive Internship Program of the agency, she was named Director of Paratransit Operations and Customer Service in 2000.

In 2006, Director Skiver accepted a position with MTA as Director of Mobility and was promoted to Deputy Chief Operating Officer in 2009. In this position, Director Skiver was responsible for the operation and administration of five operating modes including Metro Subway, Light Rail, Bus Transportation, Bus Maintenance, and Mobility Paratransit. Prior to her transit career, she served for almost ten years in the U.S. Army with a tour in Iraq as an Imagery Intelligence Specialist. Director Lauren is also a long time sports player and enthusiast.

Executive Director Skiver, addressing DTC staff days after her arrival, said, I am so excited to have the opportunity to lead this energetic group of transit professionals at DART First State who work so hard to serve our customers around the state.

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Here is Director Skiver's message to DART riders and customers:

"I would like to take a moment to give you a short introduction into my background. My name is Lauren Skiver. I began my transit career at Hillsborough Area Regional Transit Authority (HART) in Tampa, Florida as a Bus Maintenance Clerk in 1996, after serving almost 10 years in the U.S. Army as an Imagery Intelligence Specialist. At HART, I had the pleasure of working with Ray Miller, a former Delaware Transit Corporation (DTC) Executive Director.

I went on to become Director of Paratransit at HART and then the Maryland Transit Administration (MTA) where I lead both programs through complex service transitions geared to create long-term succession plans for performance and cost management. I became the Deputy Chief Operating Officer of the MTA in December 2009 and was responsible for 2,000 employees, 1,500 vehicles and a \$330 million operating budget.

I was thrilled to be chosen to head DTC not because it is the biggest transit agency in North America, it is not, but because it has a stellar reputation among other agencies in its peer group, and provides me with the opportunity to manage a broad cross-section of transportation modes such as Fixed Route; Paratransit; Contract Operations; Commuter Rail; Vanpool, and Carpool.

My association with DTC allows me to work with a team of dedicated and award-winning professionals while providing service to a constituency that is both supportive of our efforts and honest in its critique of our shortcomings.

I look forward to building on the strengths that are DTC, while developing new and exciting ideas in order to expand transit outreach and customer service throughout Delaware."

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