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Ted Harris Joins MATA as Chief Operations Officer

Harris joins executive team as the organization begins implementation of new customer-focused initiatives

MEMPHIS, Tenn. – At today’s Memphis Area Transit Authority (MATA) Board of Commissioners meeting, MATA Chief Executive Officer Gary Rosenfeld announced the appointment of Ted Harris as Chief Operations Officer. Harris, who began working as COO today, will provide oversight of key operations including fixed route bus, trolley, and MATAplus services as well as the maintenance, security, and facilities departments.

With nearly 40 years of transportation experience including more than 25 years of experience in the public transportation sector, Harris recently served as Chief Customer Experience Officer at the Hillsborough Area Regional Transit Authority (HART) in Tampa, Florida. During his time there, Harris helped implement initiatives to foster customer service while overseeing the agency’s fixed route, paratransit, maintenance and safety, and security departments.

“Ted brings a wealth of public transportation experience that will benefit our organization as we continue to focus our energies on improving the level of service delivered to all of our customers throughout our community,” Rosenfeld said.

Harris also served previously as Vice President of Operations for MV Transportation in Fairfax County, Virginia; as Strategic Operations, Health and Safety Manager for King County Metro in Seattle; and in numerous positions for the Washington Metropolitan Area Transit Authority in Washington, D.C.

“With plans to implement a next generation fare collection system, a new Transit Vision that will create a data-driven future bus transit network aimed at helping improve bus service, a new bus rapid transit line and additional customer-focused initiatives, this is an exciting period of growth at MATA,” Harris said.

A graduate of the University of Waterloo in Waterloo, Canada, Harris holds a Bachelor of Arts degree in Urban and Regional Planning. He is also a graduate of Leadership APTA, which is a senior and executive leadership program offered by the American Public Transportation Association.

About MATA

The Memphis Area Transit Authority (MATA) is the public transportation provider for the Memphis area. As one of the largest transit operators in the state of Tennessee, MATA transports customers in the City of Memphis and parts of Shelby County on fixed-route buses, paratransit vehicles and vintage rail trolleys. For more information, visit www.matatransit.com.

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