

Council Meeting - 3/15/07

1 APPEARANCES:

2 MARC RIDERS ADVISORY COUNCIL:

3 LYNDA CLARKE, Chairperson

4

5 MARYLAND TRANSIT ADMINISTRATION:

6 Office of Customer Information

7 GAYLE MORAN

8

9 MARC Representatives:

10 JUAN CALVO - Penn Line

11 STEVE CHAN - Penn Line

12 DAVID FREDERICK - Brunswick Line

13 LAURENCE GROSS - Brunswick Line

14 RAFAEL GUROIAN - Penn/Camden Lines HASSLER - Brunswick Line

15 BRENDA KLAUNBERG - Camden Line

16 CAROL OBERDORFER - Brunswick Line

17

18 ALSO PRESENT: TRANSIT RIDERS ACTION COUNCIL

19 Christopher Field

20 Observers: Russell Mann, Bill Galvin, Doug Austin

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P R O C E E D I N G S

1
2 MS. CLARKE: This is the March 15th
3 meeting of the MARC Riders Advisory Council.
4 We're going to be doing just minimal old business
5 because the last week -- the last time we were
6 getting organized. The update is as Gayle was
7 mentioning before, we stated that where she was
8 trying to get information, confirmation from
9 everybody about, you know, name spellings, how you
10 want things listed on the web and all that and
11 apparently we did not hear from everybody. My
12 general feeling is the information that's on the
13 contact list came right off of people's
14 applications.

15 If they wanted nicknames or something,
16 they should have told us, otherwise I think we
17 should just go with what's on the -- anybody
18 disagree with that? I think if people can't
19 respond, then we use what's on the list.

20 MS. MORAN: And what we were going to
21 list was name and the address you provide, and the

1 line that you ride, not home address, E-mail or
2 phone number, just the line you ride and put
3 information about meetings.

4 MS. CLARKE: Yes. The other things you
5 might want to do and let me know what you think is
6 maybe put the subcommittees, and if a person is a
7 leader of a subcommittee, maybe that. My hope is
8 when people start E-mailing that they will send
9 the E-mail and then they will kind of direct it
10 to, you know -- I mean, it goes to a generic
11 E-mail address, but if they can -- maybe we could
12 encourage people to put something on the line that
13 says, you know, please direct there.

14 MS. MORAN: If I'm writing about
15 security, I'll put that in the subject line.

16 MS. CLARKE: Right, you will get a
17 response quicker. We are all going to have to
18 play with this a little because it's a new
19 concept.

20 MS. MORAN: We have also set up an
21 E-mail list for people who have called and

1 expressed interest on what we are doing. There
2 are visitors here who are attending who are
3 keeping an eye on. We are setting up a separate
4 E-mail list where we are going to be sending them
5 notices and other information.

6 MS. CLARKE: If it gets too unruly you
7 will probably not want to do that any more, but --

8 MS. MORAN: It's two separate lists.
9 They're not going to get everything that we all
10 get.

11 MS. CLARKE: The pins and badges, same
12 thing.

13 MS. MORAN: Same thing.

14 MS. CLARKE: It's a matter of we will
15 get them in a few weeks.

16 MS. MORAN: We have approval to do
17 them. It takes three weeks to do it and all we
18 need is names and addresses. Now I have Linda's
19 okay to just go ahead with the names that are
20 listed on the applications.

21 MS. CLARKE: And welcome, we have a

1 couple of gentlemen here that are not part of our
2 regular council, so welcome.

3 I'm going to go into -- I think the
4 only other thing we had on old business was the
5 legislation, and I don't know if anybody's heard
6 anything about what happened in Annapolis.

7 Carol?

8 MS. OBERDORFER: I know that the Senate
9 passed the bill on one of those bills we
10 discussed. It was the one that the Dickerson
11 riders were most interested in, because it extends
12 the moratorium on closing these smaller stations
13 for another year and otherwise, you know, enhances
14 the burden on the state to improve the system and
15 the ridership and things if they want to close the
16 station.

17 MS. MORAN: And I think it's heard at
18 the House next week.

19 MS. OBERDORFER: Yes, it's going to the
20 House.

21 MS. MORAN: Another bill is probably

1 going to be withdrawn and that was the task force
2 for the Baltimore area. We already have several
3 task forces that deal with systems in Baltimore
4 and I think that bill is going to be withdrawn.
5 And the third bill concerns public hearings,
6 mandatory public hearings, and that bill has -- I
7 think has to have a committee with an amendment
8 and the amendment says that the extended service
9 we don't have to have a public hearing. If we
10 tracked or had alternate service we must have a
11 public tracking.

12 MS. CLARKE: All right. Does anybody
13 else have anything from old business that we need
14 to definitely tackle before we go on?

15 Okay, now to the extent that we have
16 people here, and we do have people here, we're
17 just going to -- I just want a quick few lines
18 about whatever you feel is appropriate from each
19 of the subcommittee leaders, whether you have been
20 able to get feedback from people, you know, just
21 kind of what's happening, what you'd like to do

1 that isn't happening, you know, what we can all
2 do, what I can do to help you facilitate things.

3 So David, if you would like.

4 MR. FREDERICK: Do I get the honor of
5 going first?

6 MS. CLARKE: You get to go first.
7 You're first on my list, so you get to go first.
8 Oh, handouts.

9 MR. FREDERICK: Well, seeing how
10 important the problem is, and I talked to Gayle
11 this morning and I thought, as she was concerned
12 as myself, I ended up going on the web site,
13 and --

14 MS. MORAN: And I have some different
15 stuff to what you have. Fred agreed what I'm
16 handing out, this is Maryland's Consolidated
17 Transportation Program that I think lays out the
18 plans for the next five years --

19 MS. CLARKE: Six years.

20 MR. FREDERICK: What I did is the book
21 is apparently yea thick (indicating), because it's

1 all in PDF format, so I ended up going through and
2 basically anything related to MARC service I'd
3 gone through and pulled that out.

4 So basically what's in this book is
5 what is on tap for the system.

6 MS. MORAN: And what I can add in
7 addition to that is another list which gives you
8 some history about recent projects which were
9 complete which was part of David's request to me
10 this morning which is not reflected in the CTP,
11 the consolidated plan. If it's finished it's out
12 of the plan. And then the first page is something
13 that MARC sent me around 1:00 o'clock today, and I
14 know it comes from our engineering department and
15 it's the status of all the projects that are about
16 ready to go forward to construction.

17 MR. FREDERICK: And the general feeling
18 that we have been getting is that we all have, you
19 know, a lot of questions about, "Oh, I heard about
20 this is going on," like Marsha, who's not here,
21 you know, definitely wanted to know what's going

1 on concerning the high platform, and I think
2 understanding there is a lot of challenge right
3 now that we all have to go through to find out
4 what's being planned, what's assessed and certain
5 things. Like for instance I know on the Brunswick
6 line they are supposed to have the CSX track
7 signals around Rockville and Kensington were
8 supposed to be up and running the end of last year
9 and they're still not functional and, you know, I
10 think things like that, I mean people see the
11 stuff and like to know what's going on.

12 So one thing we got to try to find out
13 is a way to better announce what's the status of
14 certain projects going on. Whether it's, you
15 know, part of, you know, a bi-weekly E-mail that
16 goes out, a column in the newsletter dedicated to
17 capital projects. That way the riders get an
18 updated status of what these projects are, and it
19 also gives them a glimpse of what's going on in
20 the future, that way they're not thinking that
21 maybe their station is being neglected, that in

1 fact MARC does plan to improve the services.

2 MS. MORAN: One thing that you probably
3 already know, but I'm just being inundated with
4 MARC requests. My job most of the time is to deal
5 with federal monies and federal issues, but I also
6 get involved in state issues and community, so
7 that's what I do. But there is just a clamor for
8 improvement and expansion of the MARC service.

9 Whenever we do anything on any of the MARC lines,
10 we are beholden to the people who own those lines,
11 which are CSX and Amtrak, and we can't do anything
12 without their approval, and then we have to pay
13 for I everything, but often that approval is
14 extraordinarily protracted, as in it takes years
15 to get approval, as it did with Halethorp. I
16 believe at the end of last year of '05 we did get
17 approval to move forward. Even though we were
18 dealing with ADA approvals, it took several years
19 to get Amtrak approval. The other problem is our
20 physical constraints. We're pooling a tremendous
21 amount of money. And you can see this, we're

1 powering what, five hundred million dollars or
2 something into Amtrak next year, but that still
3 isn't buying us new rail cars, new stops,
4 significant expansion to existing stops, new
5 trains.

6 MR. FREDERICK: And you know, a lot of
7 people, there is a lot of stuff that we know from
8 being in this committee hearing from various
9 people at the MTA that we know a lot of these
10 trains, but the general ridership would rather,
11 you know, just sit and grumble in their seats
12 about it and really be uninformed. So we have got
13 to find a way to try to get some of this
14 information out. The information that pertains to
15 them, they don't need to maybe know about some of
16 the stuff that, you know, has little chance of
17 being done, but stuff that will be done to make
18 the ride better is stuff that should be passed
19 along, and that way it would save your offices
20 from being inundated with phone calls like saying
21 "When is this going to happen," "When is this

1 going to happen?"

2 MS. MORAN: I think that's a good idea.

3 MS. CLARKE: Yes, I think that's one of
4 the things if we do, if we can get the MARC
5 newsletter going out at a more regular basis, we
6 can create columns that, you know, there can be a
7 column if this is what's going on with the
8 Halethorp station, what's going on with the
9 different stations, when there is something going
10 on and having a way of just communicating to
11 people, because most people, if you go on the web
12 site, it's just too confusing. They don't want to
13 deal with it. They would rather just, like you
14 said, grumble in their seats. So that's great.

15 MR. FREDERICK: And then just one other
16 thing, and this is something, actually I made the
17 mad dash on 270 because the train was luckily
18 caught in Germantown today. They have a sign down
19 there, Germantown has the passenger warning
20 system. When the train gets close to the station,
21 it sets off a set of red lights and an alarm bell.

1 That way you know not to cross in front of the
2 train. The other says "To report comments or
3 problems, please call 1 800" so and so, and I
4 think this is for the ridership every day, we see
5 what's going on in our stations. There is a
6 problem. There also has to be a way for us to
7 report back to MARC to say, "Hey, the sidewalk is
8 cracked here. I tripped on it this morning."
9 Something that could be a hazardous condition, we
10 have to let the riders know there is a way they
11 can directly report it back to MARC.

12 MS. MORAN: Okay. Now on stations,
13 some of the stations are owned by us and some of
14 the stations are owned by Amtrak or CSX. So if
15 it's owned by Amtrak, which is a lot on the Penn
16 Line, then there is not a lot we can do about
17 that.

18 MR. FREDERICK: But at least there
19 is --

20 MS. MORAN: But at least we can report.

21 MR. FREDERICK: And we can relay and

1 you know how that gets lost in your mix. Okay.

2 MS. MORAN: The stations Halethorp,
3 Ballington, the smaller stations.

4 MS. CLARKE: And I know you guys have
5 been communicating, so have you gotten input
6 from -- I think Ron is on your committee.

7 MR. FREDERICK: I have not gotten a lot
8 of input. Actually I have not gotten any input
9 from Ron, and Marsha was wanting me to, you know,
10 please like anything you need, please help me and
11 let me know, but I think unfortunately it's due to
12 time constraints about getting information to her
13 by the time she had to be out of town.

14 MS. CLARKE: That's okay. MARC has
15 been trying to stay in touch. Anybody else have
16 any questions for David at the moment?

17 MS. MORAN: The only thing I'd like to
18 add is we are trying to identify new monies for
19 Amtrak, but that's again very hard. I've just
20 been in a three-day conference in transit in
21 Washington and there is really not a lot of money

1 that we can use in the federal pipeline for the
2 commuter rail, but increasingly there is a clamor
3 nationally for more commuter rail monies, but it's
4 very, very hard.

5 MS. CLARKE: Well, that's a whole other
6 ball game.

7 MS. MORAN: Yes.

8 MS. CLARKE: Okay. Larry.

9 MR. GROSS: Well I haven't been as
10 proactive as much as I should have been, but
11 anyway, on the communication, of course you
12 mentioned a very good point, which of course is
13 the newsletter, and I think we can even break that
14 the different lines to run the newsletter and make
15 it bigger, which should be very nice, because each
16 line has its own significant problems for what
17 people see. And of course the web page, too, but
18 that's more people probably that will get the
19 newsletter.

20 MS. MORAN: Even though I could argue,
21 would there be some benefit in my knowing what's

1 happening on the other lines. It gives a bigger
2 picture.

3 MR. GROSS: Right. And they are --
4 there is different problems on the Penn Line which
5 people run into than the Brunswick and Camden
6 line. And part of that is because one is probably
7 owned by Amtrak and the other two are owned by
8 CSX. Debbie sent me some stuff today or the other
9 day and I haven't been in my E-mail that much,
10 but, you know, she had a couple questions, and I
11 will just bring them up, but then again, we want
12 to look at different issues and issues that we can
13 fix, and maybe, you know, in the newsletter talk
14 about other issues that are out there that are
15 waiting for funding, so the people know. Because
16 once the people know, I think that will help. You
17 know, they're not going to be happy.

18 One of the things that happened to me,
19 and this is back a couple weeks ago, on a
20 fifteen-degree day at Point of Rocks, you know,
21 the train was about an hour late, and that's

1 pretty cold to wait out in fifteen-degree weather
2 with no shelter and no information, and you could
3 watch the Frederick train, you know, go down on
4 the line. And of course the Frederick train
5 doesn't start at Point of Rocks. You can see the
6 junction. And, I mean, there was no information
7 at all, and think that's just, you know, it's poor
8 business, obviously.

9 MS. MORAN: Is there a staff person
10 there?

11 MR. GROSS: At Point of Rocks, no.
12 There is a station there but CSX uses it for their
13 maintenance. I mean, there is no shelter except
14 for a bus shelter, you know, the lean-tos they put
15 up, but I mean that doesn't help up there with the
16 wind. There are incidents like that. Sometimes
17 they don't tell you what's going on on the train
18 when there are problems, or they're only making an
19 announcement once.

20 The other day I got from a guy that
21 works with me, he rides the Penn Line and they

1 were at Bowie and one train was cancelled, and I
2 don't know the train numbers, I'll be honest with
3 you. The train was cancelled; the next train came
4 in, didn't let anybody board because they said the
5 train was too full, but in the meantime they all
6 had to cross the track, and I believe there is
7 underground areas to cross but they had to go to
8 the other track. After they got to that side,
9 they told them to go back to the other track.
10 They got back to that track and they were saying
11 that train was fuller than the other train, but
12 people were able to board, and there was another
13 train on the other side, things like that. But
14 there is no communication given to these folks, so
15 they're going back and forth and back and forth.
16 And then there are no policies like standing on
17 trains, you know, and the buses have this problem,
18 too. It depends on the driver. Some of them let
19 you stand, some of them don't. Some of the
20 trains, you know, they're trying to force people
21 to sit down. Some of the trains they don't.

1 MS. MORAN: I thought the policy was no
2 standees.

3 MR. GROSS: On the trains or buses.

4 MS. MORAN: On the trains.

5 MS. CLARKE: If that was the case
6 people would never go anywhere.

7 MS. MORAN: But I will confirm that.

8 MR. GROSS: So that's part of the
9 problem.

10 MS. MORAN: As a rider you hope they
11 don't see that, because they will have to leave
12 the train.

13 MS. CLARKE: I think at the moment they
14 may policy wise not want the people to stand, but
15 I think they don't want you standing in the
16 vestibules and standing on stairways. I find out
17 why. I found out at least on the double cars, the
18 way the double cars are built on the Penn Line,
19 the centers where the stairs are are collapsable.
20 That's why when, remember the accident they had in
21 California a few years ago where they had the

1 accident with the double-deckers. Everybody was
2 standing in those areas and they got smushed.
3 That's where the deaths occurred. So they don't
4 want you standing. I thought was that they didn't
5 want you to stand there and fall down the stairs,
6 but it's actually a bigger issue than that. The
7 cars are made so they go this way and they
8 eventually can come apart like that and they only
9 have a few things to fix, so I learned that
10 yesterday. You learn all kinds of things on the
11 train.

12 MR. GROSS: I will bring up Debbie's
13 things just because she's not here and they put
14 them on here.

15 MS. CLARKE: Sure.

16 MR. GROSS: One is the PA systems.
17 She has a hard time understanding what they're
18 saying. That's when they're using the PA, of
19 course. The signs on the car should be more
20 visible. You know, they usually hang them up.
21 I'm not sure how they can fix that. Maybe they

1 can put something bigger on there. I know this
2 car that's the quiet cart right now --

3 MS. CLARKE: I don't think the Penn
4 Line has them.

5 MR. GROSS: I don't know about your
6 line, but on our line there is people.

7 MR. FIELD: They do hang little signs
8 up at the end of the quiet car, but they tend to
9 be difficult to see.

10 MR. GROSS: I think they're hard to see
11 and I think that's what she is talking about.

12 MR. FREDERICK: Also in the gallery
13 cars, for some people the quiet cars are in the
14 front section of the galley, and other people say
15 it's the whole car that's the quiet car.

16 MR. GROSS: The other is station stops
17 are not announced. She says all station stops
18 should be announced. I think that depends on the
19 line you are on. Most of the conductors on the
20 Brunswick line know that people don't usually get
21 off at Dickerson and --

1 MS. OBERDORFER: What?

2 MR. GROSS: Coming in in the morning.

3 If you are coming in on Frederick, they don't
4 announce. During the nighttime it's okay. You
5 better tell them at nighttime or they will go past
6 it. I think they are giving the people who are
7 sleeping a chance, but I see them sort of
8 announcing them when they go past places where
9 people get off. Of course everything is
10 different. Maybe she was on a train and doesn't
11 see it.

12 MS. CLARKE: I think that kind of comes
13 with the PA system sometimes, because sometimes
14 you can't hear them announce things. I've been on
15 the Penn Line where sometimes it's really clear.

16 MR. GROSS: Yes.

17 MS. CLARKE: And other times it sounds
18 like they were talking into a tin can with cotton
19 and you can't hear anything. So I think they kind
20 of -- you know, it depends.

21 MR. FREDERICK: Now on the Penn Line,

1 do they use the LED display on the double-deckers
2 at all?

3 MS. CLARKE: It says "Keep your feet
4 off of seats."

5 MR. GROSS: Sometimes we get your
6 messages on the Brunswick line, so. Let's screw
7 some people up, you know.

8 MS. CLARKE: Well, that's another
9 problem.

10 MR. GROSS: And then she was just
11 saying, this is probably a really good idea, in
12 inclement weather it would be nice if there is an
13 800 number on whatever. I know the web pages
14 sends out messages to folks who have Blackberrys
15 and things like that, but they're looking for a
16 number you know. If you were standing at a
17 station and I go back to the Brunswick, Point of
18 Rocks, there the other day, maybe if there is an
19 800 number you could call and say, "Hey, that
20 train is going to be forty-five minutes late," and
21 a lot of people probably would have run down to

1 Barnesville or some place like that. Those are,
2 you know, some things, but I think what we need to
3 do is concentrate on the items that we can fix
4 fast, so it looks like we're not -- I said it
5 looks like -- I don't want to say that word.

6 So we are making progress, and so we
7 can show people that we are making progress and
8 we're up to good and there are other things that
9 are going to be long range and we need to show
10 them that and the newsletter is the best way to
11 show them that and the web page, but like I said
12 it needs to be in the newsletter so people can see
13 it. Usually when you tell people something, just
14 like if they had told us at Point of Rocks, "Well
15 the train is going to be an hour late," well
16 you're not going to be happy, but at least you
17 know and you have your chance to go somewhere
18 else.

19 So that's really all I have.

20 MS. CLARKE: Good. That's a good
21 nutshell.

1 MR. GUROIAN: I just had two things
2 about what he said -- just one thing is we had
3 talked about doing an E-mail newsletter, which I
4 think should be done. The other thing -- well not
5 that it's a long time ago, but we never followed
6 up with the issue where they all have these
7 habitual problems with the E-mail updates going
8 out, not going out, going out late. What they
9 really should look at doing is doing an RSSV.
10 Nobody there apparently knows what an RSSV is.

11 MS. MORAN: Including me.

12 MR. GUROIAN: And it's free. I don't
13 know why they don't do it, so, they said they were
14 going to look into it. I don't think they ever
15 did, but --

16 MS. MORAN: I'll check. I heard the
17 other day that they were about to install the
18 fourth system.

19 MR. GUROIAN: This is crazy. I mean,
20 it won't solve everything, but all they need to do
21 is an RSSV and that will solve a lot of problems.

1 MS. CLARKE: Yes. If I haven't gotten
2 the notice then I can't tell you how long.

3 MR. GUROIAN: We got one this morning,
4 a couple with the Camden line.

5 MS. CLARKE: I didn't get that.

6 MR. GUROIAN: If you subscribed to the
7 Camden line newsletter, they told us they have a
8 couple of problems.

9 MR. FREDERICK: Going back to that a
10 couple of weeks ago, they were looking at the
11 system that the VRE was using. Always our E-mail
12 system is always breaking down.

13 MR. GUROIAN: There is no excuse for
14 it. I work in the industry. There is no excuse
15 for it.

16 MS. MORAN: Can we borrow you for a
17 week.

18 MS. CLARKE: Steve.

19 MR. CHAN: Very good. You want me to
20 do equipment or you want me to do customer
21 service?

1 MS. CLARKE: Yes, please.

2 MR. CHAN: Fine, not a problem.

3 MS. CLARKE: Unless you want to take
4 over some other things.

5 MR. CHAN: Let me go and give everyone
6 a hand-out.

7 (Brief pause.)

8 MR. CHAN: Very good, I'm wearing two
9 hats today. Let me put on the customer service
10 subcommittee hat for the moment. I sent this
11 around, got a few comments back, so basically what
12 I have got here, I can read it out to you or you
13 can read it, but essentially customer service,
14 every individual department or company has
15 customers and some are internal customers, like
16 fellow employees, you, you sir, if you are a
17 custodian, you're a customer of the employees of
18 the building that you clean. Other types of
19 customers are external customers, but everybody's
20 got a customer and they need to take care of their
21 customer.

1 In some cases your customer is your
2 boss. All right. So one of the goals of any
3 information should be to provide good customer
4 service. If your only customer is your boss,
5 you'd better provide your boss good service. So
6 good customer service requires responsiveness from
7 the contact personnel and action.

8 Let's talk about the smallest sense of
9 customer service, a sole proprietorship. That
10 kind of business may need a tracking system -- all
11 business should need a tracking system, but that
12 kind of a tracking system could simply be a good
13 memory on the part of the proprietor and a
14 Rolodex. As you get a bigger organization, you're
15 going to need something more sophisticated, BMC or
16 Radiance. Sun uses Radiance. These are examples
17 of customer call tracking systems. INTUS is a
18 tracking system which, with proper procedures and
19 mechanisms, generates performance metrics, and if
20 you are a manager in MTA or the Maryland
21 Department of Transportation. One of the things

1 the higher you rise is to show what you are doing
2 with the money is usually being given and how
3 things are getting better, or supposedly getting
4 better. So you use these type of tools to
5 generate the metrics to make your organization
6 look good, so you get more money to do a better
7 job.

8 Now, how does this affect us as a bunch
9 of riders? Okay, essentially one of the problems
10 we have is that, and Larry you mentioned this,
11 when you call, who do you call? What happens?
12 Well, as an example I have dialed the 1 800 number
13 that's listed for MARC and I reached somebody from
14 MTA and they have heard of the MARC train. It's
15 in Maryland. Very good. "I need to report a
16 problem with Halethorp. Hale -- yes, Halethorp."
17 "How do you spell that?" And no, they don't know
18 where Halethorp is. They don't understand I am
19 trying to report a problem with the toilet in the
20 trailer or the toilet paper or whatever, and they
21 don't -- all they know is they're not the person

1 to handle it, and in about fifteen minutes after
2 multiple transfers, my call gets dropped. All
3 right, that's bad customer service.

4 I have laid down here and I can read it
5 out, but I won't bore you. What do you need to do
6 to set up better customer service? Now one of the
7 problems is that setting up a good call tracking
8 system costs money. It costs time. I can go into
9 what BMC Radiance is or BMC Remedy is or anything
10 like that. If you are not into customer service,
11 you obviously don't care, you just want the
12 customer service to be less bad. How long does it
13 take to set up a good call tracking system? Well,
14 if you have lots of money and management at the
15 top that thinks it's critical, about six months.
16 Suppose it's a more normal organization? How
17 about two years? All right, this is what it takes
18 to do it. So, mind you, you need money, you need
19 budget and you need executive buy-in. Typically
20 you don't have any of the three. So I have
21 proposed here a zero dollar -- does MTA use

1 Microsoft Office?

2 MS. MORAN: Yes.

3 MR. CHAN: Like Microsoft Excel
4 spreadsheets. I have proposed here, a zero
5 budget. This is a Microsoft Excel spreadsheet,
6 and I have generated here an imitation service
7 call. All right. The gist of what you need to do
8 for good customer service is to track the call,
9 have responsibility and be able to track who got
10 what when, where and the hand-off. So when the
11 call comes in or an E-mail comes in, Rafael can
12 easily tell you to have an automated response
13 script to go out saying from the automated robot,
14 "Got your E-mail, you will receive contact within
15 five minutes, ten days," some time. All right,
16 and then a human being follows up later. Human
17 being reads the E-mail, or whatever, and then
18 says, -- here is an example, E-mail back to -- by
19 Bob Jones, back to the caller, John Smith, time
20 and date that his call's been received and it's
21 being assigned. Who does it get assigned to?

1 E-mail. The person picks up the ball, "Hello,
2 I've been handed your call, we will get back to
3 you within a day about the matter," or an hour or
4 whatever. There needs to be standards.

5 So, how can this work? You use the
6 spreadsheet, print up one sheet per call, put it
7 in a loose-leaf binder and just fill it in. All
8 right, you don't want to use paper? You want to
9 be a little more sophisticated. You type it into
10 a computer in lieu of bad handwriting. You can
11 type it into a computer so other people can read
12 it. So this is no additional money. Everybody's
13 got Microsoft Excel with the MTA. So this would
14 not require the kind of investment that a call
15 tracking system like Remedy would require.

16 MS. MORAN: Not all the employees have
17 computers. I assume they do, but I don't know
18 that for a fact. So I'll have to talk to the head
19 of customer service about all of this.

20 MR. CHAN: Well if they don't have a
21 computer, you print up a bunch of these and you

1 fill it out by hand. All right. I mean, yes, I
2 would like to say we need a great system and we
3 need it today, but reality is there is no money or
4 almost no money. There is no executive buy-in,
5 and you have to do what you can do with the amount
6 of money you have. I assume you guys have some
7 computers, you can print this stuff out, and I
8 think you won't get into trouble for printing out
9 a bunch of paper.

10 MS. MORAN: We have a very energetic
11 administrator who has been on the job a few months
12 now who is in fact meeting every single employee
13 in the agency, which is an agency of thousands,
14 and is committed to major overhaul of MTA but is
15 going to take a while, and his goal is to improve
16 ridership -- to increase ridership, and so I'm
17 sure that he's committed to improve customer
18 service.

19 MR. CHAN: Very good. Well, I can talk
20 to him about the matter, if it helps. I have a
21 background in ITIL, information technology

1 infrastructure library. In any case, it deals
2 with customer service, service level agreements,
3 all of those kinds of things, and while, yes, it
4 tends to pay more attention to IT, truthfully
5 taking care of a customer is every bit as
6 important in non-IT fields as it is in IT fields.
7 All right.

8 Now I know that the number of calls we
9 get per month. I mean, it's in the millions.
10 It's just a gigantic number of calls. As I
11 mentioned on the top here, a lot of what I'm doing
12 here overlaps the other committees. And
13 communications is critical in customer service,
14 giving the customer the idea that somebody's
15 listening to them, somebody cares. One of the
16 other things is accountability. Who's got the
17 call now? Who is working on it and when the call
18 gets closed, it gets closed, not because the
19 company employee thinks it's been solved, but
20 because the customer thinks it's been solved.
21 How many times have you gone to an automobile

1 dealership and the dealer thinks the problem is
2 fixed but you don't think the problem is fixed?
3 All right. So that's important.

4 Any questions about the customer
5 service subcommittee?

6 MR. GROSS: No. But just one thing to
7 add on there, that's exactly what -- I don't know
8 if anybody's heard of the MARC and Boris awards.
9 That's basically what they follow in the customer
10 service. You have to have some kind of database.

11 MR. CHAN: Yes, metrics.

12 MR. GROSS: Right, whether it's small
13 or big, it's different at each level of
14 management. It's a great tool.

15 MR. CHAN: Absolutely. The thing is,
16 to get a significant amount of money put into this
17 in time, you need executive buy-in. How you get
18 executive buy is through the metrics. If the
19 administrator of the MTA can prove that their
20 customer base has grown by this amount, that the
21 on-time performance is such and such, the customer

1 satisfaction has gone from level A to level B, and
2 measure it, it's how one argues for more money,
3 more people, more anything, and I don't know very
4 many high-level managers that don't want their
5 service to get bigger with more money. This is
6 how you get more money.

7 MS. MORAN: David is also the linchpin
8 of Governor O'Malley's management. So it's the
9 city stat and not the state stat, so I'll have to
10 get to the customer service head in MTA and talk
11 to him. Perhaps it's appropriate, but I'll get
12 back to you.

13 MR. CHAN: Certainly.

14 MR. CLARKE: And I'm thinking as we're
15 having these little briefings on our
16 subcommittees, what we may want to do is figure
17 out at a given meeting picking a particular
18 subcommittee, bringing somebody in from the MTA or
19 MARC or whomever that can talk to us about what
20 goes on in their division so that we know who to
21 talk to, who to work with, maybe we will find out

1 people that we can actually make all the contacts,
2 you know. I mean, it's like one of us can
3 actually literally talk to somebody and have
4 suggestions, then that's, you know, if we can talk
5 to somebody, that's dealing with the wonderful
6 things that you know that the rest of us don't
7 understand, but you clearly understand and say,
8 well obviously you have some expertise that the
9 rest of us may not have, and we all may have some
10 knowledge about some other aspect that we can
11 actually talk to someone that does this for the
12 MTA or the MARC trains then. I think we can help
13 facilitate things, so I think in the meetings
14 coming up we'll try to prioritize in figuring out,
15 you know, which areas we can start bringing people
16 in on. I think it would be helpful.

17 MR. CHAN: Very good. Let me continue,
18 because I know you want to get out of here.

19 For the equipment and maintenance
20 committee, I'm passing on that because Rafi isn't
21 here right now.

1 MR. GUROIAN: I'm here. It's a trick.
2 It says Rafael. I go by my nickname.

3 MR. CHAN: I woke up at 2:00 a.m. It's
4 been a long day. My apologies.

5 MR. GUROIAN: That's okay.

6 MR. CHAN: In any case, for the
7 equipment and maintenance subcommittee, what I
8 have done here is I've listed a bunch of questions
9 that we need to cover and write articles and
10 spread the information about so that people
11 understand some of the limitations of the MARC
12 system. What equipment does the MARC have at its
13 disposal? What does MARC own? What does MARC
14 rent or lease? What equipment does MARC own that
15 it doesn't deploy for whatever the reason. What
16 functions are performed by MARC core employees
17 versus subcontracted labor? You can't give a
18 direct order to subcontracted labor. An example,
19 for instance, why don't we know what's going on
20 with the conductor's on a more real time? Well,
21 the truth is that MARC management can't call the

1 conductor directly without getting in trouble.
2 The conductor tells their dispatch, be it Amtrak
3 dispatch or whatever, who communicates it to a
4 MARC dispatch and so on and so forth. So it's a
5 tiered system. What is the size, age and makeup
6 of the current fleet? How old are the cars? How
7 often do they get serviced? How long does
8 servicing take? Where does service occur? What
9 gets done when service occurs? How long is the
10 car out of commission? So, people will understand
11 the limitations of the equipment. There is a
12 limited amount of parking for the cars. Even if
13 there was an infinite amount of money to buy them,
14 where are you going to put them overnight?

15 Now Ira Silverman's pretty good. He's
16 very knowledgeable about the system. We should be
17 able to get the information we need from him, if
18 not, he can certainly get it for us. It's a
19 matter of writing this up and either putting it on
20 the web site if we have a good -- I don't know how
21 good the web master is for the MARC web site,

1 but --

2 MS. MORAN: I don't know either.

3 They're going to put up temporary ones first, so
4 that you get the vital information, then they're
5 going to make it more sophisticated.

6 MR. CHAN: Okay. Well then it would be
7 better to have a simple, easily maintainable web
8 site, if the web master is of limited skill, as in
9 make it plain, simple, easy to update and easy to
10 go through. Fancy would be nice, but if it means,
11 that will be two months before I can do that, go
12 with simple.

13 All right, so these are some of the
14 things that we need to investigate as part of the
15 equipment and maintenance subcommittee, and
16 communicate out to the ridership what some of the
17 limitations are of the MARC system. Most people
18 don't know how expensive a car is; most people
19 don't realize how long it takes to repair, what
20 kind of repairs can be done locally here versus
21 how it has to be subcontracted out to go to

1 upstate New York, and the fact it's out for
2 multiple months when it goes to upstate New York.
3 Most people don't know that. For instance, a
4 common problem each of you run into, the sliding
5 doors don't work at each end. How long does that
6 take to fix? Can that be fixed locally? And when
7 it comes back into customer service, how do you
8 report it? "Gee, it's broken for weeks on end?
9 Who is working on it? Does anybody upstairs know?
10 Heck, does anybody upstairs care?" All right.
11 These are the things where good customer service
12 comes into play. So we can do this via E-mail; we
13 can do this via web page; we can do it via the
14 quarterly newsletter, which should probably come
15 out more often if we're going to be communicating
16 what we want to communicate. Any questions on
17 this topic?

18 MR. GUROIAN: How did you find the
19 twenty-eight hour day?

20 MS. CLARKE: Weekends. Thanks, Steve,
21 thanks for pulling us all together.

1 Okay, Carol. Carol, do you have
2 anything -- because you brought some stuff the
3 last time.

4 MS. OBERDORFER: Well we sort of did a
5 little bit of informal conversation. I don't have
6 any spreadsheets, but, you know, basically we're
7 beginning to identify what our priorities are and
8 I think what we're discovering is what the folks
9 in Dickerson and Boyds discovered is that improved
10 ridership is sort of a chicken and egg situation.
11 If you start making improvements, then the
12 readership improves, and so, I kind of polled our
13 members, you know, and it was a very loose pole,
14 but, you know, asking what kinds of improvements
15 would prompt, you know, increased ridership, and I
16 got some ideas from the kinds of things that we
17 explored in Dickerson, but most people think that,
18 you know, if there is -- if there was better
19 service to their station, there would be more
20 riders, and it's kind of obvious.

21 MS. MORAN: How would they define

1 better.

2 MS. OBERDORFER: And we all agree that
3 the advertising could be better. David has some
4 very good ideas about advertising over the bridges
5 on the -- you know, the highways, and --

6 MR. GROSS: You put them on 270, they
7 will be slower to read them.

8 MR. FREDERICK: Five minutes, ten
9 minutes.

10 MS. OBERDORFER: Others like the kind
11 of promotional campaign that he we had out in the
12 up-county Montgomery county area with brochures
13 and free tickets. So, you know we didn't get very
14 far, but we're beginning to, you know, compile
15 that kind of list.

16 And then Rafi had a rather novel idea
17 about having the MARC system -- the MARC riders
18 associate with one of these model train groups
19 that has very easy access to the MARC logos for
20 their model trains. Is that right? And it would
21 be a way of partnering with MARC to advertise and

1 promote the MARC brand, but also to, you know,
2 engage the community in another kind of activity.
3 Is that kind of what you had in mind?

4 MR. GUROIAN: Yes. I mean, this all
5 came out of discussions that I had with Jim
6 Knightly and Rex Springston? Is that his last
7 name? He works for the MTA, and I was talking to
8 Rex when we had a meeting last year about the fact
9 that the MTA used to sell some model trains on its
10 web sites, and I was looking for something for a
11 Christmas present, and he said, "No, we don't sell
12 them any more." Atlas, the company that made
13 them, cancelled the contract. For whatever reason
14 they were getting out of the branding business.
15 And Rex said that he had thought about going over
16 to MTH, which is the model train company in
17 Columbia, Maryland, and they're the second biggest
18 in the states, under Lionel. In fact they sued
19 Lionel and Lionel went bankrupt because of it, but
20 anyway to make a long story short, he didn't have
21 enough time to do it, didn't get around to doing

1 it being that there wasn't anybody around
2 interested. Well, MARC is the only commuter train
3 system that doesn't a model train representation.
4 It's considered to be a no-brainer kind of thing
5 because you don't pay anything for it to happen.
6 A model train is sort of a, you know, win-win kind
7 of thing. MARC gets free advertising, the model
8 train company gets another brand to sell, and on
9 top of it they already have all the engines and
10 cars and everything for things like the Metro
11 North railroad or New Jersey Transit that MARC
12 also happens to use and all they would have to do
13 is repaint the cars. So, I thought it would be
14 something interesting that we could put our, you
15 know, support behind. Maybe it would get traction
16 with the MTA if that happened and I'd be willing
17 to kind of be our liaison for it.

18 MS. CLARKE: Interesting idea. We can
19 all have toys to play with.

20 MR. GUROIAN: Yes, we all get a free
21 train set.

1 MS. CLARKE: Interesting. Anybody else
2 have anything they need to --

3 MS. KLAUNBERG: I have a question about
4 improving service. The Brunswick and -- or
5 particularly the St. Dennis stop on the Camden
6 line, to improve service basically with more
7 trains at that stop and potentially trains that go
8 the other direction. Because right now at St.
9 Dennis we have a choice of only three trains going
10 south in the morning and three trains going north
11 in the evening, and they're very limited times.
12 So, you know, not even an early -- well you can't
13 come home early. You just can't.

14 MS. CLARKE: Well, we won't talk about
15 what happened

16 MS. MORAN: That may be a factor of the
17 people who owned the line, and it may be our
18 limitations. I just don't know.

19 MS. KLAUNBERG: That's what I have been
20 told.

21 MR. GROSS: The same problems at

1 Dickerson, which actually is a gold mine stop, but
2 they don't know that. Because it does save you a
3 lot of time. I've been trying to use that on
4 certain days, but I can't use it all the time
5 because of limitation on the trains. But it saves
6 people time and if people will learn that, I think
7 that will be one of the main things -- that's a
8 keystone stop for all the building going on up
9 there.

10 MS. CLARKE: Luke is not here today, so
11 we won't be able to get a report from him, but he
12 gave us some information the last time we were
13 here if you remember, and Carol did the other
14 team, the only thing you were on, the disabled
15 riders ADA --

16 MS. OBERDORFER: The what?

17 MS. CLARKE: You had sent an E-mail
18 back and forth to Dan Sandler about whether he
19 would take over the leadership of the disabled
20 riders, the ADA thing? That's the other thing you
21 are on, the disabled riders committee?

1 MS. OBERDORFER: Yes -- no, I haven't
2 talked to Daniel about that. So we will be ready
3 next month for that.

4 MS. CLARKE: Okay. I don't know if any
5 of you have taken the time to look through the
6 bylaws that I E-mailed out a while back that you
7 now have copies here, and what I did was I went
8 through the ones that had been -- that are in
9 existence or were in existence for similar types
10 of committees, and then I realized that some of it
11 just made absolutely no sense for us and tried to
12 either make comments or suggestions in red. I
13 think some of the biggest things, and I have to
14 say this because from what I understand Brenda's
15 going to be leaving us. Is that right?

16 MS. KLAUNBERG: Probably. It's not
17 definite yet.

18 MS. CLARKE: She may be leaving us for
19 greener pastures by moving somewhere where she
20 won't have to take the MARC train.

21 MS. KLAUNBERG: I'd like to take the

1 MARC train.

2 MS. CLARKE: One of the things that I
3 realized is that we don't have, because we don't
4 have bylaws, we don't have anything in place that
5 what happens if people leave the committee, how
6 long do we all serve? I mean, I don't know about
7 all of you, but I asked Jim Knightly on how long
8 and I said, "How long a term do we have," and he
9 was like, "Well, I don't know. A lot of the
10 organizations have three-year terms that are
11 supposed to be staggered," and I said, "Well
12 that's all fine and dandy, but we all came in at
13 the same time, and unless we randomly say, every
14 other person is here for two years and some are
15 here for one year, I mean, unless we create some
16 artificial time period, we don't have anything.
17 But then their other reality is we don't want a
18 situation where there is no transition. There is
19 an advantage of retaining some people on the
20 committee when you bring new people in. Well I
21 also think that there is also a likely attrition.

1 You know, we have already lost one person. There
2 are some people who I haven't figured out whether
3 people have lost interest or whether they just
4 can't come to meetings. I'm sort of getting to a
5 point where if I don't hear from people that
6 they're not coming for a reason, and, you know,
7 quite frankly we all have work and we all have
8 family things and we all have reasons that we
9 might not be able to be here, but if I hear from
10 somebody that they can't be here, I don't really
11 count that against them. I mean, if you told me
12 you can't be here, it's okay. But if I don't hear
13 from people and it's like three meetings go by and
14 you don't show up and I don't hear from you, my
15 assumption and I think all of you would kind of
16 say the same thing. I don't think this person is
17 really interested here. And I think if that
18 happens, we have to find a mechanism to see about
19 adding more people, determining whether we have
20 more people with the group that's functioning and
21 just -- and that was part of why I felt why these

1 bylaws became more important, because that's one
2 of the segments of the bylaws.

3 So let's see if we can kind of go
4 through this really, really quickly. Obviously
5 the mission statement, this came right from what
6 we had gotten before from Secretary Flanagan, and
7 I don't have any major problem with this. Does
8 anyone have any objection to the way this is
9 worded? It's pretty basic. The MARC Commuter
10 Committee Bylaws also had language that addressed
11 establishing and maintaining communication. I
12 think that's important. That's one of the most
13 important things that we can do or should do.
14 Every subcommittee is touched by communication or
15 the lack thereof, so I would like to suggest that
16 we include that in this, as well. Now we might
17 have a tricky situation here, because I don't
18 think we have enough people to have a forum to
19 take a vote. Actually, how many people do we
20 have -- I think we have eighteen people I think on
21 the committee.

1 MR. GUROIAN: We have nineteen.

2 MS. CLARKE: So we're kind of at
3 that -- we don't have a lawyer here. We don't
4 have Ron here.

5 MR. GROSS: We only have eight.

6 MS. CLARKE: So we can't really vote,
7 but I guess we can at least make suggestions about
8 what we want to do and try to figure out how we
9 deal with voting on something, because that's part
10 of the problem, but those of us here, do we all
11 feel that this language should be added to the
12 mission statement?

13 (Committee members respond in the
14 affirmative.)

15 MS. CLARKE: So we will add that. The
16 rest of this, it all came from the prior advisory
17 committee. I'm not sure why you have a purpose as
18 well as a mission statement, but whatever. I
19 guess it clarifies that we are the volunteer group
20 and we are kind of serving at the mercy of
21 somebody whoever picks us to be here. The

1 selection process, I think this was pretty much
2 what was followed as far as I know. We all came
3 from the general public. I'm not sure that we
4 need to do anything fancy about how we got
5 appointed because we're already here.

6 MS. MORAN: With all the calls that I
7 have been getting from the public, the first
8 question is is anybody on the council a rider of
9 the MARC train?

10 MS. CLARKE: Yes and that's kind of an
11 interesting question, but, no, we pick people who
12 live in Pennsylvania. They probably think because
13 there is nothing happening that there aren't any
14 riders, but now the size of the committee, there
15 might have been nineteen of us originally, or I
16 think there ended up being nineteen. We lost one
17 person because he needed to -- his work took him
18 away. They say it should be an uneven number,
19 which makes sense because if you are voting you
20 could always end with a deadlock, but what happens
21 if somebody leaves and suddenly -- now we've taken

1 people, and so, you know, unless -- it's very
2 compression.

3 MR. GROSS: If you look at the way they
4 originally wrote it, it looks like it was written
5 for twenty.

6 MS. CLARKE: Yes. So the question then
7 becomes, do we have a thing of, now we're only so
8 many people, do we stick to like a minimum of
9 fifteen people, in which case if we start losing
10 people, do we have a mechanism to have them engage
11 other people, you know, that means putting a
12 notice out to have people apply I would assume.
13 So, do we have a sense or do we think it should be
14 a minimum number of people, like fifteen? That's
15 what they had done on the other committees.
16 Anybody?

17 MR. GROSS: I think that's a good
18 number.

19 MS. HASSLER: Yes.

20 MS. CLARKE: Technically it would be
21 roughly five reps -- it doesn't always work out

1 there are five reps from each line, but I think
2 that would be a good goal to try to have a minimum
3 of that. So I guess at this point, you know, we
4 have eighteen people. I guess for voting purposes
5 the reality is we hardly ever have all eighteen of
6 us around, so I guess we're just going to -- I
7 don't know. Anybody have any thoughts? This is a
8 question I may ask Ron, because as a lawyer he may
9 be able to give us some insight into the legal
10 ends of things.

11 The term of service: Anybody have any
12 thoughts to the concept of three years. Three
13 years seems like a fairly long time, but by the
14 sake token we have almost been together a year and
15 we haven't gotten as much done as we would like
16 to, so I think most of us are going to probably
17 want to stick around for a while and actually try
18 to get some things done.

19 MR. GUROIAN: The only thing I would
20 offer is ex officio after three years if you
21 wanted to hang out.

1 MS. CLARKE: We can always do that,
2 too, you know, then you could vote. But does
3 three years seem right to vote.

4 MS. MORAN: Often what they do is say
5 three years and then an option for reenlisting one
6 time.

7 MS. CLARKE: One of the things I
8 thought is whether you can be re-elected basically
9 or reappointed for a period of time, and it might
10 not be, you know, six consecutive years, but, like
11 you said, you might want to be able to be
12 appointed for an additional year, extend the term,
13 and I don't know if we want to find out a way to
14 stagger the terms. We all got appointed in April
15 or May. I think the first meeting was in May that
16 we were appointed, in April, so I think some
17 people would have a slightly shorter term, and
18 some longer, but I think to have cohesion in the
19 group, that that kind of makes sense. Anybody
20 have any thoughts?

21 MR. CHAN: Well one aspect is you would

1 rather have -- most organizations have problems
2 with do-nothing members. You want volunteers that
3 are really willing to do something as opposed to
4 people who may technically satisfy some rule but
5 they don't contribute anything. So if somebody
6 wants to serve more than so many years, probably I
7 would let them.

8 MS. CLARKE: Not a bad idea.

9 MR. CHAN: If you don't show up for
10 three meetings and don't call us and don't say
11 anything to anybody, I know a number of
12 organizations, you forfeit your membership or you
13 are dropped from the rolls, whatever the
14 terminology, is after three months of no calls; no
15 excuses, you're just gone.

16 MR. GROSS: I think three is fine,
17 personally.

18 MS. KLAUNBERG: And I think the
19 staggering may happen on its own. Like if I end
20 up leaving or if people drop out, if others don't
21 show up.

1 MS. CLARKE: Right. I think maybe what
2 we should do is at the moment, why don't we leave
3 it for three consecutive -- I mean, it's not going
4 to be consecutive, because people are going to
5 come in and bounce back and forth. To make sure
6 there is no confusion, why don't we have it for
7 three consecutive year terms. The terms can be
8 extended, just maybe not put a time period in, and
9 then after a period of time, if we sense that we
10 need to create a staggering because maybe
11 everybody is sticking around and we want to be
12 able to -- I mean, the reality is if we want to
13 keep the committee at a certain level, like, you
14 know, if Brenda is no longer able to be here and
15 we decide we want to get more people in, we can
16 always ask them to put out a plea for getting more
17 people. I mean, say we get down to fifteen. If
18 we decide we really would like the feedback with
19 four more people, then maybe we just ask them, to,
20 you know, put out a bid for more people to
21 provide.

1 MR. FREDERICK: I think a good thing is
2 when we all got appointed we came in for how many
3 months, and we all kind of sat around the tables
4 and we sat in the train station, and other -- you
5 know, we heard from the MTA employees, you know,
6 we talked about stuff we wanted to do, I think
7 we're now on the cusp of really starting to get
8 some stuff moving. So I think if we have to start
9 integrating more members, anybody coming in on
10 this council would have a better time saying,
11 "Hey, there is stuff I can do. I'm not going to
12 sit here for an hour and a half and get talked
13 to."

14 MS. CLARKE: I agree. I agree. It's
15 also when I got to the point about the officers,
16 which is a couple of paragraphs down, and I kept
17 saying, well you can't appoint -- we all found out
18 what happened is you couldn't really elect people
19 until we had been around people. There was no
20 elections going on so there was no organization,
21 so we couldn't have elections because we were

1 getting to know people. I thought we couldn't
2 have the elections track the same period as the
3 term of service, because you have to be here for a
4 while to know people. So I kind of made this
5 tailored to what we actually did, not what we
6 ideally might want because it wasn't going to
7 measure up. So that's why -- so I did the term
8 starting May 1st and continuing to the 30th. I
9 don't know if the year makes a difference, but if
10 down the line we want to institute some sort of
11 term limits, then we will have something in place
12 to go with. I'm kind of inclined to have it say
13 we're serving on three consecutive-year terms and
14 that the terms may be extended.

15 MR. CHAN: Sounds reasonable.

16 MR. GROSS: Yes.

17 MS. KLAUNBERG: So leave out the "no
18 more than six years." Just leave it as it stands.

19 MS. CLARKE: I'm going to leave it
20 open. Good heavens, if any of us wants to be on
21 here for twenty years, they ought to be happy.

1 MR. CHAN: Consider no one is getting
2 paid.

3 MS. CLARKE: Resignation, removal,
4 replacement, I think that's pretty straight
5 forward. The last part in red. I'm not sure what
6 to do about what we want to do if we get an uneven
7 number. I'm almost of a mind to say that -- and I
8 will work on the language, but something to the
9 affect that if the council determines that
10 additional members are needed to provide more
11 input from sufficient -- you know, from the
12 different lines or whatever, that they will advise
13 the administrator and the administrator will
14 endeavor to get new members, something to that
15 effect. I'll play with that, because I don't like
16 this as it is.

17 MS. HASSLER: It would be an even
18 number that's undesirable, if it results in an
19 even number, not an uneven number. You have
20 uneven.

21 MS. CLARKE: Right.

1 MR. CALVO: It says the minimum number
2 is fifteen. If we get close to fifteen, we may
3 have to say, "Hey, we need at least five more
4 members so we don't drop too low and then we can't
5 function."

6 MS. CLARKE: Okay. That sounds good.
7 I will work on some language and bring it to the
8 next meeting, or I may E-mail it to you all and
9 get feedback and maybe if we have enough people we
10 can vote on it the next time.

11 MR. FIELD: May I point out, the
12 administrator got an awful lot of applications,
13 and if they save them they have additional people
14 to appoint.

15 MS. CLARKE: That's assuming that those
16 people still ride and that they're still
17 interested.

18 MR. FIELD: One can certainly inquire
19 about that. I mean you don't have to re-advertise
20 for new members.

21 MR. CLARKE: That's true. And that's

1 one of the ways certainly that we can do it. My
2 attitude is we don't necessarily have to go
3 through the same process all over again. That's
4 why we sort of leave it to the administrator to
5 determine, you know, the selection of possible new
6 members. But that's a good idea. Thanks, Chris,
7 I appreciate that.

8 I originally had this in -- well, I'm
9 the original officer, so that's pretty funny.
10 Actually today I'm the only officer because Ron is
11 not here, to serve for one year terms, I'm going
12 to let you guys give me some feedback on that. I
13 certainly have no problem with serving any longer
14 term, but I think it might be more logical to have
15 a reelection after a year. That's sort of like my
16 feeling I'd want, if somebody else wants to do it,
17 if we're doing a crappy job, we should be able to
18 get out after a year. Anybody have any --

19 MR. CHAN: Well one of the
20 organizations I belong to, they simply reconfirm
21 the incumbents, the incumbent who wishes to serve.

1 Usually you put in a rule saying you can't be
2 drafted if you are not here. You can't
3 involuntarily make somebody do something they
4 don't want to do.

5 MR. GUORIAN: The one I have been on is
6 a two-year limit or one year after the first year;
7 if he wants to do it again he can do it again, but
8 after two years they can stop. I don't really
9 have a preference.

10 MS. CLARKE: Well we could do a thing
11 that it could be extended by consensus of the
12 council, but the term would not exceed two years,
13 something like that.

14 Okay, I'll play with that one.

15 MR. CALVO: And on the chairperson
16 part, can we make it possible that the chairperson
17 is voted in by the council? It says that in the
18 vice chair.

19 MS. CLARKE: Oh, okay, sure.

20 MR. CALVO: I don't think there is
21 anything there about how the chairperson is

1 selected -- well I guess it does down below.

2 MS. CLARKE: Yes, but I actually could
3 reword this because this is kind of weird the way
4 it's set up and it's kind of weird because I just
5 followed somebody's else's firm model. And I
6 think the elections are held in January. That's
7 when we held our elections and I think if we do it
8 again it would make sense. So you are kind of in
9 the same cycle. And I think the rest of it is
10 pretty -- I don't know, it's pretty normal, unless
11 somebody has an objection to it.

12 MR. FREDERICK: The only thing I would
13 add is that kind of -- in the past members have
14 forums I've been involved in with the past. The
15 members have to sign it in, and if they don't show
16 up at three meetings, it says you signed this, you
17 agreed to it.

18 MS. CLARKE: Yes, once I get a
19 consensus, I want everybody to kind of sign off on
20 them.

21 MR. GROSS: I got one question on that

1 again. When you are talking about three unexcused
2 absences, now if somebody calls you or sends
3 somebody here E-mails and says, "Hey, you know, I
4 can't make it," you're not including that,
5 correct?

6 MS. CLARKE: Basically, if people let
7 us know, most of the time people, there is a
8 reason, I mean it's not like their just being --
9 and my attitude, that's an excused absence.

10 MR. GROSS: Don't you think three is
11 high? Do you think three is high, or not?

12 MS. MORAN: No.

13 MS. CLARKE: I think the problem is,
14 you know, we meet monthly. We meet on a
15 particular day. I would hate to have something
16 happen -- well, the point is, actually though when
17 you think about it...

18 MR. GROSS: I could have E-mailed you
19 today at 4:00 o'clock. Even though you didn't see
20 it, you will see it tomorrow. Things happen. I'm
21 not saying they don't, but most of us are capable

1 of letting somebody know.

2 MS. CLARKE: Well that's sort of true,
3 and we're saying unexcused meaning it's basically
4 absences where you don't notify that you have a
5 reason that you can't be here and/or you don't
6 show up, and maybe you're right, maybe two
7 absences is enough. I mean consecutive. I'm not
8 going to do it if somebody doesn't show up today
9 and then they show up the next four meetings.

10 MR. GROSS: That's what I am saying,
11 not consecutive meetings. If you don't hear
12 something.

13 MS. CLARKE: What do you all think?

14 MR. CALVO: My job makes it difficult
15 sometimes, but that's the key.

16 MS. CLARKE: Well you can tell me.

17 MR. CALVO: At the very last minute I
18 may not be able to be here, because you just have
19 to stay, but if I send an E-mail to you that
20 doesn't count against me, even if you don't get
21 it.

1 MR. GROSS: I mean she tell get it in
2 the morning or just send it to everybody and that
3 way they will know. Things do happen.

4 MS. CLARKE: And we don't want to
5 penalize anybody for having a life. I mean, we're
6 doing this voluntarily. Anybody have any
7 objection to it being consecutive?

8 MS. KLAUNBERG: You want people to do
9 action; you want people that want to be here. If
10 they don't want to do anything, they might as well
11 get out.

12 MS. CLARKE: And I wouldn't even mind
13 if somebody E-mailed me two days later, you know,
14 where I completely forgot. But one of the things
15 I am going to do is from now on, Gayle sends out
16 the announcement about the meetings about a week
17 ahead of time, so you guys have a chance to look
18 at the agenda and see if there is anything you
19 want to do. But I'm going to do my best like the
20 day before to send out a reminder E-mail to say
21 don't forget we have a meeting.

1 MS. MORAN: Somebody suggested we do
2 that. It was a little later. And we did that.
3 We will just do it the day before.

4 MR. GUROIAN: I don't think I got it.

5 MS. KLAUNBERG: It was Jenna Smith.

6 MS. MORAN: She's the administrative
7 assistant in our office.

8 MR. CALVO: I sent her an E-mail back.
9 I almost deleted it because it looked like spam.

10 MS. KLAUNBERG: The subject line would
11 have been good, "meeting reminder."

12 MR. CHAN: I did not get an E-mail from
13 Jenna Smith.

14 MS. CLARKE: If for any reason somebody
15 can't do it, I'll be happy to do it, as long as
16 somebody from your office or my office is doing
17 it.

18 MS. MORAN: She maintains all the
19 E-mails for me.

20 MS. CLARKE: If it says MTA, don't
21 delete it.

1 MR. GROSS: One thing I'd like to say,
2 since fifteen is the minimum number, it would be
3 nice if eight votes, like tonight.

4 MS. CLARKE: I'll talk to Ron about
5 that. I'm going to talk to Ron about that.

6 MR. CALVO: You mean the forum being
7 eight?

8 MR. FREDERICK: Based on the minimum.

9 MR. CALVO: Rather than the total
10 number.

11 MR. GROSS: Right, because seven and
12 seven is fourteen; eight would be fifteen.

13 MS. CLARKE: I'll talk to Ron about
14 that.

15 Let me go through this really quick so
16 we can get out of here. I think the rest of this
17 is pretty standard. It's not a big deal.

18 MR. CALVO: On the special end, did we
19 get to special meetings. You said there is
20 something here about giving one week's notice.
21 Is that -- that's really a tough meeting.

1 MS. CLARKE: I can't imagine why we
2 would have a special meeting. I guess if there
3 was a 911 or there was this outcry from the MARC
4 riders and we needed to have a 911-type meeting, I
5 personally could not see that happening, and that
6 is where I wouldn't count it. If you couldn't
7 come, I would never count that as a problem.

8 MR. CHAN: You always want a mechanism
9 that you can call quickly, you just don't use it
10 very often.

11 MS. MORAN: One thing I'd like to
12 suggest on the last page of the MTA staff support
13 to give the administrator more flexibility is just
14 to say the administrator will designate staff to
15 provide staff support or something, and not
16 indicate necessarily an office, and Jim and I were
17 in the Office of External Affairs, but --

18 MS. CLARKE: Okay, I think that's fine;
19 not a problem.

20 Cheron couldn't be here tonight, so I
21 think we will defer the discussion of the

1 newsletter. I'd like to have a focused meeting
2 sooner rather than later, to see if Cheron could
3 come next time, because I think the newsletter is
4 something we all --

5 MS. MORAN: She is out for a month,
6 sick leave.

7 MS. CLARKE: Find out when she is
8 coming back.

9 MS. MORAN: She did give me a date.
10 You asked me to set up the next meeting. So you
11 want to secure the briefing?

12 MS. CLARKE: Yes.

13 MS. MORAN: And they were setting it up
14 to be on a train, so you could all can go in a
15 car.

16 MS. CLARKE: I think it's a really
17 interesting idea for us to go on the cars and see
18 how the emergency service indicates, to see what
19 is going on.

20 MR. CALVO: You mean in case of a fire
21 or --

1 MS. CLARKE: Yes. Okay, everybody,
2 technically our meeting is set for April 19th.
3 Anybody else have anything? Christopher, thank
4 you for coming, and the gentleman who came in to
5 participate. We're still getting organized, as if
6 you can't tell, and we will try to get better at
7 keeping things open to everybody else.

8 MR. FIELD: May I make three comments.
9 The last time I reported on three bills.

10 MS. CLARKE: Well, you weren't here.
11 We had actually talked about those earlier, but
12 you weren't here yet. I asked for an update.

13 MR. FIELD: Yes I got stuck at work.
14 One bill has passed the Senate at forty-six to one
15 and the hearing was in the House on this past
16 Tuesday. The other two bills are going to be
17 heard in the House tomorrow and we -- I'm
18 optimistic that one of them will pass the
19 legislature, two of the three bills will pass and
20 one we're essentially going to drop this year and
21 bring back next year.

1 That's the first thing. A lot of the
2 information about MARC equipment and so forth is
3 on our web site and you I have my business card
4 with my information.

5 MS. CLARKE: We have a lot of handouts
6 that our guys did.

7 MR. FIELD: The third thing is I've
8 often thought about how to get more people to ride
9 the Penn Line and then I realize the reason more
10 people don't ride the Penn Line is because there
11 aren't more seats for them, so they really don't
12 emphasize either reverse commuters or get more
13 equipment, and the last things was the sign for
14 the quiet car. I'd often thought it would be
15 great if every car had a Car A, Car B, Car C...

16 MS. CLARKE: That's a very good point.
17 The second to third cars, I'm thinking I don't
18 know what car I'm in. I couldn't find a seat.

19 MS. KLAUNBERG: And people don't know
20 because I have asked them.

21 (Time Noted: 5:45 p.m.)

CERTIFICATE OF NOTARY PUBLIC

I, KIM M. BRANTLEY, the officer before whom the foregoing meeting was taken, do hereby, certify that the proceedings were accurate; that the proceedings were taken by me in stenotype and thereafter reduced to typewriting under my direction; that said meeting is a true record of the proceedings; that I am neither council for, related to, nor employed by any of the parties to the action in which this meeting was taken; and, further, that I am not a relative or employee of any council or attorney employed by the parties hereto, nor financially or otherwise interested in the outcome of this action.

KIM M. BRANTLEY
Notary Public

My commission expires:
October 14, 2007