

MARYLAND TRANSIT ADMINISTRATION

MARC ADVISORY COUNCIL MEETING

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The above-entitled Maryland Transit Administration meeting was held on Wednesday, May 23, 2007, commencing at 4:30 p.m. at Hall of the States, Room 2355, 444 North Capitol Street, N.W., Washington, D.C.

REPORTED BY: Roberta A. Dolos, R.P.R.

APPEARANCES

1		
2	Lynda Clarke	Chairwoman
3		
4	Paul J. Wiedefeld	Administrator MTA
5	Kathy Waters	Senior Deputy Transit
6		Administrator, MTA
7	Cheron Victoria Wicker	Deputy Director,
8		Public Information
9	Frank Fulton	MTA
10	Simon Taylor	MTA
11	Ira Silverman	MTA
12	Gail Moran	MTA
13	Carol Oberdorfer	Brunswick Line
14	E. Donald Hughes	Camden Line
15	Rafael Guroian	Penn And Camden Lines
16	Larry Gross	Brunswick Line
17	Steve Chan	Penn Line
18	David Frederick	Brunswick Line
19	Deborah Foster	Brunswick Line
20	Marcia Simpkins	Baltimore and Penn Line
21		

P R O C E E D I N G S

1
2 MS. CLARKE: I'm Lynda Clarke. I'm Chair
3 of this council. I think to make it simple maybe
4 we'll just go around the room and let everybody
5 introduce themselves, let people know what train you
6 are on, if you're a MARC rider, and then we will get
7 on with business.

8 Carol, do you want to start?

9 MS. OBERDORFER: I am Carol Oberdorfer. I
10 ride the Brunswick line from Hagerstown.

11 MR. HUGHES: I'm Donald Hughes. I'm a
12 Camden and Penn rider.

13 MS. WICKER: I'm Cheron Wicker with the
14 MTA.

15 MS. MORAN: Gale Moran with the MTA.

16 MR. SIMON: Simon Taylor, MTA.

17 MR. SILVERMAN: Ira Silverman.

18 MR. FULTON: Frank Fulton. I ride the Penn
19 Line.

20 MR. WIEDEFELD: Paul Wiedefeld. Today I
21 ride the bus.

1 MS. WATERS: Kathy Waters, MTA.

2 MR. CHAN: I am Steve Chan. I ride the
3 Penn Line.

4 MR. GUROIAN: Ralfael Guroian. I ride the
5 Penn and Camden Lines from Penn Station, Camden
6 Station, St. Denis and Dorsey depending on what I'm
7 doing. Today, I'm Dorsey.

8 MR. FREDERICK: David Frederick. I ride
9 the Brunswick Line from, about half the time, Point
10 Of Rocks and half the time from Monocacy.

11 MR. GROSS: Larry Gross. Brunswick Line.

12 MS. CLARKE: I think that's everybody.

13 We are really, really pleased to have
14 everybody, but especially to have you here, Paul.

15 We have been actually talking about this
16 since we started riding the bus and it took us,
17 unfortunately, until now to get our schedules to
18 jive.

19 We just have a little bit of old business.
20 I assume you have all picked up your little badges.
21 If you didn't, make sure you get them before you

1 leave so we can wear these and answer people's
2 questions and go from there.

3 We have a web site. The stuff is posted.

4 MS. WICKER: Yes. As part of the MTA we
5 site, you've asked for a separate --

6 MS. CLARKE: We can't adopt bylaws until we
7 get somebody else to show up, but has everybody read
8 the revised bylaws?

9 I don't think there is anything that
10 drastic. I think it clarifies how we handle things.
11 So, hopefully, at one of these meetings we will have
12 a quorum so we can adopt them.

13 We do have -- Carol left some flyers, being
14 the dutiness, absolutely fabulous member that she is,
15 and an article about Train Lovers Are On The MARC, as
16 well as our survey results. We probably should make
17 sure we all take a look at them and then, when we
18 can, even talk about them and see if there is
19 anything we can do to maybe get something similar
20 done in other areas, especially on the survey.

21 I haven't read this yet, but apparently

1 Carol got them to work and recognize her work with
2 the MARC, and I think that's super. Congratulations,
3 Carol.

4 The plan for this meeting is, my
5 understanding, is that Paul has asked that we let him
6 know -- this can be a really long meeting -- Paul
7 asked me to have you all pose concerns that you have
8 about the MARC, things you would like to know.

9 We've all talked about problems that we
10 have seen on our individual lines and, I'm sure, to
11 some extent that they can be not too nit-picky, but
12 for broader scopes, let him know what our concerns
13 are.

14 Hopefully, Paul will give us his dreams,
15 which I'm sure are humongous, but highly impractical
16 at this point, but I do know that he has really, some
17 really good ideas and I think right now we'll just
18 kind of open the floor to anybody who has questions
19 and we'll go from there and then, Paul, you can give
20 us your two cents, and we'll just go from there.

21 Anybody have some broad stroke questions?

1 Anything you would like to raise? You have got the
2 head guy here, so now is your chance.

3 MR. GUROIAN: I guess, in a sense, I should
4 probably wait to hear what you say, but I would like
5 to get a sense of what your familiarity is with the
6 MARC system and what history, if any, you have with
7 it and where you see it going.

8 MR. WIEDEFELD: Sure. Why don't I just
9 start there, if I could, just give you a little bit
10 of background. I also wanted Kathy, if she would, to
11 introduce herself, her background, maybe some of the
12 team?

13 Why don't you start and introduce yourself
14 and your team.

15 MS. WATERS: Okay. I guess I'll start with
16 myself. Kathy Waters, currently Deputy Administrator
17 For Transit Operations at the MTA, which includes
18 MARC, the MTA, Light Rail, the Metro system, the MTA
19 Bus system, mobility and commuter bus, as well as
20 some support offices for operations.

21 My familiarity with MARC goes back to

1 before it had a name. I was, in fact, with what was
2 the State Railroad Administration, which was created
3 to oversee the State's role when the State began the
4 contract subsidy agreement first in 1974 with then
5 the B&O Railroad, which eventually became CSX, and
6 the first contract was in 1975.

7 I arrived at State Rail in 1981 initially
8 in the freight rail program for a year and evolved
9 over to what was then the Passenger Services
10 Department. I worked as the station development
11 person to work with the local jurisdictions and
12 counties, did some work on any number of stations in
13 the MARC system to work with counties and with the
14 railroad property leases because, as you may know,
15 many of the stations on MARC are not owned by the MTA
16 or by the State of Maryland, but are, in fact, leased
17 properties from the two railroads.

18 I evolved into the first marketing director
19 for MARC, which I didn't have a background to do, but
20 the General Assembly in the early '80s decided that
21 we should be marketing the program, and we had a very

1 small staff. The whole administration was 15 people,
2 including clerical assistants, and they looked around
3 and I was the only one whose clothes matched and so I
4 got the job.

5 I learned a lot about marketing from a lot
6 of support throughout the department and other
7 agencies of the Maryland Department of
8 Transportation, a lot of support.

9 I did that for a little bit, including our
10 first marketing study, out of which came the current
11 logo and the name MARC, which does not stand for many
12 things that people say it stood for. We don't now
13 use it has an acronym, but rather as a logo.

14 Worked through that up to system director
15 of MARC and ultimately as the Director of MARC
16 Training Service in 1996 until I left the MTA in
17 2002.

18 I spent the last almost five years in
19 Dallas as the Vice President of Commuter Rail And
20 Railroad Management for the Dallas Area Rapid
21 Transit, responsible for the commuter railroad system

1 between Dallas and Fort Worth, which was owned by the
2 transit authorities and contract operated, but the
3 tracks, stations, the cars, everything was owned by
4 the transit authority, and it does make a difference,
5 but also managing about 200 miles of active freight
6 railroads and negotiating traffic rights agreements
7 and contracts with Class 1 freight railroads for use
8 of the publicly owned rights of way.

9 So I got to collect the money rather than
10 pay out the money. So it was a little different
11 there as well.

12 So that's a little bit of my background.
13 I'm happy to be back at the MTA in an expanded role,
14 learning a lot in my new function, and happy to have,
15 again, a relationship with MARC train service.

16 Over against the wall there, the usual
17 suspects. We have Frank Fulton, he is our Deputy
18 Director for MARC and Commuter Bus.

19 Between Frank and -- some of you know Ira
20 on the end -- is Simon Taylor. Simon, when I left
21 the MTA, Simon took over as Director of MARC, so he

1 has a strong background and experience with MARC
2 Train Service. He then went back to the MTA Planning
3 Offices and still had responsibilities and assisted
4 with many projects associated with MARC's service,
5 and we are happy and pleased that he has joined
6 Transit Operations just weeks ago, two weeks ago, as
7 one of my two deputy -- assistant deputy
8 administrator and transit operations for -- Jack of
9 all trades is what I think I will call it, for a
10 program and operations program and policy. He is
11 also going to head up our negotiations team with the
12 railroads, Amtrak and CXS, and he is heading up a
13 number of support functions in Transit Operations
14 that go beyond MARC for all of our modes.

15 Of course, last but certainly not least, is
16 Ira Silverman. Ira served many years as Chief
17 Transpiration Officer for MARC, in the background
18 worked for many, many more years with Amtrak, and we
19 are happy to have him come to MARC while I was there.
20 He is currently the acting Director of MARC Train
21 Service.

1 MR. WIEDERFELD: Thank you, Kathy.

2 My background, is I have been in the
3 business 25 years. Sixteen of those years I managed
4 the Capitol Program for the Secretary Of
5 Transpiration, basically the Capitol budget.

6 I went to MARC, that's when I first met
7 Kathy, years and years ago. After that, I spent
8 eight years in the consulting business. I did a lot
9 of work with MARC, did a type of master plan for the
10 MARC service.

11 Left there after eight years and became
12 Executive Director of BWI Airport and was with the
13 airport for four years. So I dealt with MARC issues
14 with that station there to the airport.

15 Took a year off, did some more consulting
16 work, and I just started back with MTA on March 1st.
17 Kathy started about two weeks later. Ira and Simon
18 are taking new roles right now.

19 So we are a new team in some ways, but we
20 are very experienced both in MARC and in
21 transportation and in the dynamics of daily

1 operations within our environment of Maryland and the
2 federal government as well.

3 While with the Secretary's office, I was
4 very instrumental in getting the money for the
5 Frederick extension. In fact, when we did some
6 studies for that, so I have a pretty good
7 understanding of it.

8 MR. GUROIAN: Thanks.

9 MS. CLARKE: So I think we have some people
10 with an extensive background.

11 Anybody have any specific questions they
12 want to ask?

13 MR. GROSS: Since we have everybody here,
14 and we were supposed to do this, I think, back in
15 December, it dawned on me the other day again, the
16 991 bus on the Brunswick Line. The 991 bus goes to
17 Hagerstown. Of course, the train goes to -- It
18 depends which one you are on, but we'll just talk
19 about the Frederick train for right now.

20 To ride the bus from Frederick to
21 Hagerstown, how is it supposed to work? Are you

1 supposed to just show your ticket, if you have a
2 monthly ticket, or a ten-trip, you get on the bus and
3 ride it?

4 MR. WIEDERFELD: Simon, do you know the
5 answer to that?

6 MR. TAYLOR: I think the intention
7 originally, and I don't know what the words say, if
8 you were riding from Frederick or Brunswick, which
9 had the same fare, whatever, that you could ride from
10 Monocacy or Frederick with a MARC ticket.

11 To be honest with you, I don't think we
12 ever contemplated that somebody would try and use one
13 of those tickets from, say, Frederick to go to
14 Hagerstown. That wasn't certainly the intention of
15 it. It was the intention, if you were traveling from
16 a certain point, you had that as an alternative, but
17 we can look at that.

18 MR. GROSS: When I first got here in 2004,
19 you could. Now, all of a sudden, now most of the
20 drivers really don't know if they are supposed to or
21 not.

1 think the tickets from Hagerstown ought to be good
2 unless you have an equivalent ticket on MARC, which
3 would be either Duffields or Martinsburg or something
4 like that. I don't think you should be able to ride
5 to Hagerstown with a Frederick ticket.

6 MR. GROSS: How do you get Duffields and
7 Martinsburg out of the pack?

8 MR. SILVERMAN: I would have to look
9 geographically, to be honest, whether they are
10 equivalent. I think Duffields, because most of the
11 people who do ride the train from Hagerstown go to
12 Duffields. That's why I picked Duffields. It may be
13 Harpers Ferry, I don't know. I'm just giving you an
14 example.

15 MR. GROSS: There's very few people on the
16 bus usually from Monocacy to Hagerstown.

17 MR. WIEDERFELD: Mr. Gross, so I
18 understand, you take the train from Frederick and
19 then you --

20 MR. GROSS: I don't always take the bus, I
21 have taken the bus sometimes.

1 MR. WIEDERFELD: From Frederick to
2 Hagerstown?

3 MR. GROSS: From Hagerstown to Frederick
4 and then I hop on the train.

5 MS. FOSTER: I take the bus from Hagerstown
6 at 4:15 a.m. to Monocacy and then I get on the MARC
7 train in Monocacy.

8 MR. WIEDERFELD: Okay.

9 MS. FOSTER: Then, in the evening, I take
10 the train from Silver Spring to Monocacy and I wait
11 on the 991 to Hagerstown. There is hardly anyone.
12 Sometimes I'm the only person on the bus to
13 Hagerstown, but I buy a ten-trip ticket, Zone 3,
14 which covers Hagerstown to Monocacy and back. I
15 can't use that ticket if I go anywhere beyond
16 Monocacy.

17 MR. WIEDERFELD: Right.

18 MS. FOSTER: And I've tried. Actually, one
19 time, a bus driver told me, "Why don't you go ahead
20 and just pay the difference between Zone 3 and Shady
21 Grove if you decide to go over to Shady Grove?"

1 I did that and another bus driver, trying to
2 do that, read me the riot act.

3 So I think, forgive me if I
4 misunderstanding what you're saying, but I think he's
5 talking about consistency. There needs to be some
6 consistency across the board and that's the problem,
7 there is no consistency.

8 I had a driver yesterday tell me that
9 people show her, and I don't understand what the
10 different passes are, but somebody showed her a pass,
11 and you're supposed to flip it over, and she said she
12 didn't care if they flipped it over or not, she just
13 let them get on the bus. But there's other people
14 that have Metro checks, I guess, and she does check
15 the Metro checks because they have dollar amounts on
16 them, and she was told that if they went through and
17 didn't have enough money on them, it's taken out of
18 her pay.

19 So I'm looking at her like, "I don't know
20 what you're talking about." I'm not a government
21 employee, so I don't use that stuff, but there is

1 just not enough consistency.

2 MR. WIEDEFELD: Mr. Gross, is that your
3 issue as well?

4 MR. GROSS: Yes. I think what you really
5 need to do is go back to the 2004 schedules and read
6 the verbiage and read 2005 and 2006 and 2007. You
7 will see how it is very confusing. 2004, it was
8 fairly clear.

9 MR. WIEDERFELD: What was it then?

10 MR. GROSS: 2004, you were able to ride the
11 bus.

12 MR. WIEDERFELD: For free?

13 MR. GROSS: From Hagerstown to Monocacy.

14 MR. WIEDERFELD: For free?

15 MR. GROSS: Yes.

16 MR. WIEDERFELD: By showing your --

17 MR. GROSS: By showing your rail pass.

18 MS. WATERS: The equivalent distance?

19 MR. WIEDERFELD: No, he's saying even in
20 addition.

21 MR. GROSS: Correct. Now, you are not

1 supposed to ride it all the way to Shady Grove unless
2 -- from Hagerstown, unless you get a punch or
3 whatever.

4 It's unclear. The drivers do not know. It
5 just depends on who you get as to how they react and
6 it needs to be put to bed.

7 MR. WIEDERFELD: Okay. One thing I do
8 believe is that I think that any bus portion of the
9 trip should be paid for as well. I think that's the
10 same thing that Lynda does when she gets on the bus.

11 MS. CLARKE: I use my MARC pass. If you
12 have a monthly, the base service.

13 I have seen people attempt to get on with a
14 ten-trip. It used to be it depended on who you had
15 as a driver. If you had a driver that knew you, a
16 lot of times, they would just let you get on, but
17 then you have other ones that will say that you can't
18 get on, and it makes total sense that you can't use a
19 ten-ride because you could just take it and ride it
20 any other day of the week.

21 MR. GROSS: Right. You need to make sure

1 people get off in Monocacy and they should be able to
2 ride it for free from Hagerstown to Monocacy. If you
3 don't, you know, how can you tell me you are running
4 a bus up there for four people? It doesn't make any
5 sense, especially with the price of fuel.

6 If there is only four people standing on
7 that bus riding to Shady Grove, because most of the
8 people get on at Monocacy and that goes back to what
9 Ira says --

10 MR. SILVERMAN: Does that mean that we
11 should charge people in Hagerstown the same price
12 going to Frederick on the bus?

13 MR. GROSS: That's how it used to be in
14 2004. It should be that way.

15 MR. SILVERMAN: If you are a bus rider
16 going from Shady Grove to Hagerstown, you should pay
17 as much as someone riding from Shady Grove to
18 Frederick?

19 MR. GROSS: I believe from Shady Grove to
20 Frederick is three-fifty; isn't it?

21 MR. WIEDERFELD: Let us look into it.

1 MR. GROSS: The price is different.

2 MR. WIEDERFELD: The smart card, would that
3 start to address this as well?

4 MR. TAYLOR: The point the gentleman makes,
5 the 991 has a very complicated fare structure. We've
6 got Frederick Transit riders that are also getting on
7 the bus. The bottom line is we need to go back and
8 clarify it because it is a complicated schedule.

9 A PARTICIPANT: I'd like an update, if I
10 could, on the construction of the high platform at
11 Halethorpe, which I understand was approved by the
12 State budget and then there was reconciliation
13 related to the railroad with the signals.

14 MR. SILVERMAN: Basically, it took a very,
15 very, very long time to get going because of the
16 lawyers arguing of the two bodies.

17 We had an agreement last December. The
18 engineering people are working on the plans, but my
19 discovery in working these project, and I'm not an
20 engineer, is how incredibly complex it is between
21 dealing with the railroad electrical lines, dealing

1 with the water lines, and dealing with a million
2 other things and a million other issues, but the
3 engineering is going on.

4 I think it's probably going to be two to
5 two-and-a-half years before you actually see a
6 platform finished, but the project is ongoing and the
7 hold up was -- at least we like to say Amtrak. I
8 mean, it was. I mean, from our point of view, it
9 was. They were very -- They wanted what we thought
10 were unreasonable things.

11 MR. WIEDEFELD: But it's funded.

12 MR. SILVERMAN: It's funded and it's going
13 ahead. I know they are having meetings and
14 everything now is very cooperative. There are no
15 problems, that I know of.

16 MR. WIEDERFELD: But still that is just the
17 construction schedule.

18 MR. GROSS: Will you be able to fit an
19 entire eight-car train on it or do you know how long
20 it is going to be?

21 MR. SILVERMAN: It's going to be eight or

1 nine cars. I forget how long exactly. It's a long
2 platform.

3 MR. CHAN: Will the Halethorpe platform as
4 proposed be where the current station is or is it
5 going to be closer to BWI?

6 MR. SILVERMAN: I think it's going to be
7 slightly further south toward the parking lot. The
8 present lot space was dictated, A, by where it was
9 and, B, it was dictated by being close to the bridge,
10 but since you are now going to have an overhead
11 bridge with elevators, you are not constrained by
12 that. So I think the platform is going to go toward
13 the other end of the parking lot. It will be
14 centered more.

15 MR. TAYLOR: I believe the overhead walkway
16 now over will be more centered on the parking lot.
17 It will be more centrally located.

18 MR. CHAN: Very good. Where the lights are
19 located, they were turning on, lighting the track for
20 about a year or two for no good reason and no one
21 understood why you would light a track at the

1 opposite end.

2 MR. WIEDEFELD: Somebody else have a
3 question?

4 MR. GUROIAN: I have got sort of one.
5 Speaking of buses and other ways to get to the train,
6 because I live in Baltimore, I sometimes take the
7 Camden or Penn Line depending on my schedule.

8 Before the double track of the Light Rail,
9 you used to be able to just go straight to Penn
10 Station from Camden Station without having to change
11 trains at Mount Royal. They took it away. There was
12 a brief two-month period where it came back with
13 double track and then they started the Hunt Valley
14 construction, I think, and it went away again.

15 I'm sure there are other considerations,
16 but it would be great if we could have a direct
17 connection from Camden Station to Penn Station via
18 Light Rail without having to change trains. I've
19 timed it and, on average, it takes me about 40 to 45
20 minutes to make the connection because it's just not
21 reliable.

1 Plus, it makes me kind of frustrated
2 because we have a great track going to Penn Station,
3 but it's just this one little shuttle that goes back
4 and forth and you could run a bus.

5 MR. WIEDEFELD: I agree. When I saw that
6 last time I was involved in it, I used to do what
7 you're saying. I thought what we were -- this was
8 before I got to MTA, but I thought what it was going
9 to be doing, it was going to run from Hunt Valley to
10 BWI and from Penn Station to Cromwell.

11 MR. GUROIAN: To Cromwell. Right. That
12 happened about two months. That was great. I loved
13 that.

14 MR. WIEDEFELD: For some reason, it got
15 changed. I've asked why that is, so they are
16 explaining that to me now.

17 MS. WATERS: One thing that will increase
18 in reliability in time is the single preemption on
19 Howard Street. They are working on that now.

20 MR. GUROIAN: Lights.

21 MS. WATERS: Yes. To be synchronized.

1 Station come from the north and it would have been a
2 good connection to Penn Station, but that part of it,
3 in dealing with the road system network and the
4 Amtrak components was extremely expensive, so they
5 determined that the phase that we have now would not
6 include that.

7 MR. WIEDEFELD: It was both the cost and
8 then there is an operational issue because a lot of
9 the people further north are also going further
10 south. So basically you penalize them by doing the Y
11 and all the way out. So that's why the initial
12 design was taking it from the south and overlap the
13 two lines with the Penn Station and Camden Yards or
14 actually back down to Nursery Road, I guess it is,
15 but that's the concept.

16 MR. GUROIAN: The only reason I brought
17 that up is my wife and are looking to move and one of
18 the considerations is how do I get to the train
19 station. We were looking in the Mount Washington
20 area and that connection is so unreliable sometimes,
21 I can't time it just right. If I knew there was a

1 straight connection from the north, that would be
2 great. That's why I asked.

3 MR. WIEDEFELD: Sure. If you're buying a
4 house, I wouldn't buy it on that connection. I
5 wouldn't do it that way. I think that's far into the
6 future.

7 Now, we're also preserving the opportunity
8 even to go further east.

9 MR. GUROIAN: From Penn Station?

10 MR. WIEDEFELD: There has been a concept to
11 taking it to the east down around 83.

12 MR. GUROIAN: Towards where?

13 MR. WIEDEFELD: Towards the east, towards
14 Baltimore.

15 MR. GUROIAN: Oh, really?

16 MR. WIEDEFELD: Now, that's, you know, a
17 very conceptual stop. That's one of the things we
18 want to keep the option open.

19 MR. HUGHES: First of all, I'm excited
20 about having the new administration here and
21 certainly hearing the breadth and depth of the

1 background and experience. It also just makes me
2 feel as though there is a lot of good things in
3 store, but now that I have buttered you up, I cut my
4 teeth as an old sleeping car porter a long time ago
5 on the Southern Express, so I have a long railroad
6 experience, but the very first meeting that I
7 attended, in fact, the very first meeting of this
8 organization, the MARC Advisory Council, the
9 Secretary, past Secretary was there, I mentioned
10 that, in my opinion, that the one thing, the one
11 thing that MARC train has utter and complete control
12 over is their ability to communicate with the
13 passengers.

14 I will tell you something, since that very
15 first meeting, I have not seen one iota of
16 improvement. In fact, I've seen a deterioration in
17 the one thing that you have complete and utter
18 control over. Case in point, the electronic marquis
19 boards at many of the stations, they have not worked
20 in over a year.

21 I heard that there was plans to get them

1 operational and give us information. I know that we
2 have the MARC track, and that's a great thing, but
3 there are a lot of people that do not have PDAs and
4 so forth on the train stations and that would be a
5 way to provide real time communications.

6 Also, at Union Station itself, the
7 electronic board there is miserably ineffective at
8 times and it also has conflicting information.

9 I remember a situation not that long ago,
10 where the Camden Line, which I ride predominantly,
11 experienced a problem with a truck or something had
12 had an accident on the underpass and it literally
13 shut down the Camden Line. Well, there was such an
14 incredible mass of confusion right out in that
15 vestibule area and I was really disappointed that
16 MARC really failed in terms of being able to
17 communicate with passengers.

18 There were a lot of safety issues there.
19 People could have gotten trampled. People were
20 running around in all kinds of different directions,
21 and it seems like the MARC representatives, and there

1 were a few there, including conductors, they were
2 absolutely clueless as to what was going on and how
3 to direct people in this chaotic, very dangerous
4 situation.

5 Talk about protecting the public, an ideal
6 opportunity for terrorists to come in and plant
7 something, truly, because there was so much chaos.

8 The list goes on and on, and I'm confused
9 here and baffled as to why we have not been able to
10 make more in roads into the one area, just
11 communicating with the passengers, giving them
12 directions, giving them safe and reliable
13 information.

14 I know I stood out on the Dorsey platform
15 at 5:30 in the morning -- I usually catch that first
16 train -- for 25 minutes before someone in the station
17 gave us a message that came off and said, "Well, you
18 know what, the Camden Line is running about 40
19 minutes late."

20 Why couldn't that information have come to
21 me sooner, because I could have made my way over to

1 Halethorpe, which is typically my alternative if
2 something like that comes up, but by that time, well,
3 it was just -- If you could share some insights on
4 that and what your plan is to improve MARC's
5 communication with its ridership.

6 MS. WATERS: The first thing is, it's a
7 misperception that those communications are totally
8 within the control of MARC. The employees on the
9 trains are not MTA employees. In every case, they
10 are either Amtrak or CSX employees, and while we
11 certainly work cooperatively with the railroads, we
12 cannot direct -- Ira cannot directly mandate that a
13 CSX employee do anything a certain way. We have to
14 work from the top down and, you know, that can be
15 effective some times, less effective other times.

16 So it is not exactly accurate to say that
17 all of the communications are within our control.

18 The situation at Union Station, on occasion
19 there may be an MTA/MARC employee, it depends on the
20 time of day. It's usually in the evening. There may
21 be someone there, but other than that, those

1 employees, generally speaking, who control and direct
2 customers and communicate with customers in Union
3 Station are Amtrak employees. We may pay a portion
4 or all of their salary, but they aren't directly
5 under our control.

6 I guess what I'm -- And the boards there
7 are totally not in the control of MARC. Those are
8 within Amtrak's control to give out that information.

9 In terms of the Dorsey Station, that
10 information may be coming from our operations center
11 and may be reliant upon information from
12 Jacksonville, Florida as to what the situation is,
13 which is not a hundred percent within our control.

14 You are absolutely right about the public
15 address LED signs at all the stations. I initiated
16 the initial project. I know how old it is. I know
17 that we have been putting in a request to do the
18 upgrades. I think we finally have funding to do
19 that --

20 MR. SILVERMAN: We are, but it's a
21 year-and-a-half to two years old.

1 MS. WATERS: -- but we are playing catch up
2 to do, in fact, that.

3 Ira may want to speak more specifically to
4 that, but we certainly need to do a better job, but
5 just appreciate that it is a very complex operation
6 in terms of how information gets to us and how it
7 gets to the customers. It's not as unilateral as it
8 might appear.

9 MR. SILVERMAN: Sometimes it seems chaotic
10 and confusing and no one knows what is going on
11 because it's chaotic and confusing and no one knows
12 what is going on. I mean, I'm up every morning at
13 5:15 and when something -- You get an e-mail at that
14 hour in the morning, you might not think that's me,
15 but I remember one time on the Camden Line, the train
16 came out of Baltimore and sat there for 15 minutes
17 because there was a freight train blocking it, you
18 would expect the train to move based on 99 percent of
19 the time before. Well, at some point they decided,
20 no, that wasn't going to happen, so they backed the
21 train into Baltimore, then they had to change tracks

1 and come out and by the time that was done, we were
2 30, 35 minutes late. Well, by the time you see on
3 the board this train sitting there.

4 One of the things we have lost is we used
5 to have a radio we could listen to CSX, but they took
6 that away from us. You see that there, you don't
7 know what's doing. So they call Jacksonville and
8 then they talk to a dispatcher and they give you some
9 information and then change the plans. So sometimes
10 things get away from you.

11 The night you are talking about the truck,
12 I think the truck hit a bridge at Laurel and we had a
13 decision to make. If they did reopen -- It was
14 called a bridge strike and if they closed the bridge,
15 and it took them about an hour-and-a-half for
16 somebody to get there to inspect the bridge, and we
17 sent the train out, you know, people are saying, "Why
18 did you let us leave Washington?" So we decided to
19 hold you for some unknown period of time.

20 Well, then, after about 20 minutes,
21 fortunately, they came and inspected the bridge, they

1 said, "You could go over it at 15 miles an hour," but
2 for a brief time you're trying to decide what are you
3 trying to do, you know, which way are you going to
4 go.

5 One thing CSX will let us do, we have the
6 ability to send pages or text messages to the
7 conductors on the CSX train. We would like to be
8 able to do that with Amtrak, but even then, the
9 people sending that -- Unfortunately, if something
10 goes wrong, there's multiple things going on and
11 multiple people and sometimes it takes a while to
12 filter through the system and, if it seems chaotic,
13 it probably is chaotic.

14 Think of Washington, you have maybe 10, 15
15 train crews, you have the guy there trying to deal
16 with the passengers wanting to update the board.
17 Meanwhile, he's trying to find out what's going on
18 and talk to us, "Well, what are you guys going to
19 do?"

20 It sometimes doesn't flow very smoothly. I
21 have been through it for 30 some odd years. I can

1 understand that it's not ideal and we definitely want
2 to get better. Information is very, very important.

3 The only other thing I will say about the
4 employees, Washington is a perfect case, we added an
5 extra position in the evening just to try to help in
6 situations like that one. Well, one of the
7 positions there is a management position. I think
8 you are familiar with this, the union said that the
9 other position had to be a union position, so the
10 persons bidding it bid based on seniority. You know,
11 the old high seniority gets it. Well, he's a very
12 nice guy. Is he the guy we would have selected if
13 you could have taken all the union employees there?
14 No, but we have to live with that and, unfortunately,
15 not everyone we have working for us is Ernest
16 Hemingway.

17 Why do I get e-mails in the morning?
18 Because the people in there were hired to monitor
19 trains and make decisions, whatever. They weren't
20 hired for their writing skills. They are not great
21 writers.

1 There are some mechanisms in place.

2 MR. WIEDERFELD: Just a few things. On the
3 e-mail thing, we did just get the contractor on
4 board. The first re-hash is tomorrow. It's probably
5 a two- to three-month time frame to get that up and
6 running.

7 MR. CHAN: For the message boards?

8 MS. WATERS: No. The e-mail notification.

9 MR. WIEDERFELD: In the meantime, what we
10 are doing, we are doing sort of a quick fix or work
11 around in effect, but we are going to send messages,
12 and we won't send another message for 20 minutes,
13 because that's part of the problem. We were sending
14 messages too close and it clogged up or whatever the
15 system does.

16 Mr. Hughes, to your larger point, what you
17 are hearing is, you know, in a lot of ways, you know,
18 it's the tail wagging the dog. So we have to figure
19 out what ways to do things a little bit better.
20 Particularly, on joint exercises, which encourage
21 safety.

1 keep a passage open while people are waiting.

2 MS. CLARKE: It doesn't work.

3 MR. SILVERMAN: It works a little. I think
4 it's better than nothing.

5 MS. CLARKE: It works when there is nobody
6 there.

7 MR. HUGHES: Yes.

8 MS. CLARKE: Once you have a train five
9 minutes late, you might as well just --

10 MR. HUGHES: Forget it.

11 MS. CLARKE: People are going to trip on
12 the stanchion.

13 MR. SILVERMAN: Well, then, we've got to
14 work on it, but it was six, seven months before
15 Amtrak agreed to even try it.

16 MS. CLARKE: Once you get the lemmings
17 going -- It's the lemming, cow mentality.

18 MR. FIELD: My name is Christopher Field.
19 I had hoped to be appointed to the MARC's VAC, I
20 wasn't, so I come to the meeting anyway as a visitor.
21 I'm also a member of the Transit Riders Action

1 Council and I'm out of Baltimore.

2 Following up on Rafael's point, I live in
3 Baltimore in the Cold Spring and Rowan and every now
4 and then I think about taking the Light Rail down to
5 the Penn Station to catch the MARC train. I actually
6 computed because of the way the Valley trains work
7 with the Penn Station shuttle, it would actually take
8 me longer to take a Light Rail than bicycle from my
9 house to down to Penn Station, which is what I do
10 every day.

11 There are various ways of fixing the
12 problem and I appreciate that they want a ten-minute
13 headway towards Timonium, that's the reason that it
14 runs the way it does. Whatever you do, I think you
15 need to accommodate those passengers from the north
16 with a nice connection to Penn Station so that that
17 becomes a viable way to go. It's kind of silly that
18 I choose to bicycle from Rowan to Cold Springs rather
19 than use the train.

20 MS. OBERDORFER: Well, I want to butter you
21 up, too, by saying that I think it's, you know, your

1 credentials are really very impressive and it's also,
2 you know, very impressive that so many of you have
3 turned out from, you know, our various departments at
4 our meetings and, you know, I think it really shows
5 that you are determined to respond to our requests
6 and our concerns.

7 I really -- I'm listening to the concerns
8 that people have and I share them to some extent, but
9 I also want to tell you that I think the MARC system
10 is wonderful and, you know, we all have our gripes,
11 but I just am so happy that it's there and so
12 thrilled to get on it every day and, you know,
13 basically my pleasures outweigh my gripes.

14 I wanted to call your attention -- Is it
15 Mr. Wiedefeld?

16 MR. WIEDERFELD: Wiedefeld.

17 MS. OBERDORFER: -- to this report that a
18 group out where I live, in Upper Montgomery County,
19 has compiled and, you know, it is very narrowly
20 focused on our concerns about expanding the service
21 to these two little stations out in Montgomery

1 County, which was an issue, as you might know, a year
2 ago.

3 I think the survey makes a very strong
4 argument for that, but it also reflects, I think, you
5 know, the grass roots concerns that people that don't
6 ride the trains, you know, that maybe you should be
7 hearing from, the people that do ride the trains and,
8 you know, that's sort of the vehicle that I want to,
9 you know, to serve as on this committee.

10 It's the filter for the people, you know,
11 in my community, to tell you, you know, what our
12 needs and concerns are and, you know, although this
13 is an anecdotal survey and it's -- we have, you know,
14 a disappointing sampling of respondents from the
15 thousands of brochures and surveys that were sent
16 out, I don't think it's negligible, and I think you
17 should read it closely and, you know, apply its
18 message somewhat broadly, because I have a feeling
19 that the comments in here and the concerns apply
20 across the board to the MARC system.

21 We all love it. We just want more of it

1 and, you know, I live in an agricultural reserve
2 that's very sparsely populated, so I can't say, you
3 know, that we're ever going to have multitudes of
4 people getting on the train, but a hundred feet from
5 the train station there is a country road that is
6 bumper to bumper with traffic, Route 28, State Route
7 28, in the mornings with people that should be on
8 this train, and all they should do is turn and get on
9 at Dickerson because they are clogging the roadways,
10 polluting the air and frustrating their psyches by
11 riding in their cars every day.

12 So, you know, that's my message, but I'm
13 very grateful that you all are here.

14 MR. WIEDEFELD: Thank you. If I could just
15 use this opportunity. Being new to the agency, you
16 know, I set out my priorities for the agency and sort
17 of my vision where we want to go, so let me just
18 share that with you briefly because, the people in
19 this room, because my staff has heard it quite a bit.

20 It's around three things. First and
21 foremost is customer service. Safe, clean, reliable.

1 That's what we do, that's our mission. We have to do
2 a whole lot better at that.

3 I want to do it from -- Obviously, that's
4 our mission so we do it to pace our salary, but also
5 we do it because that's the only way I can get more
6 stuff so that I can provide more services, because if
7 I can't do the basics, no one is going to give me
8 more money.

9 It is competitive, there will be other
10 modes of transportation, so we have to keep up.

11 The second area of focus for me is
12 partnerships. We have a lot of internal partnerships
13 we've got to work through, like the management and
14 different things. Kathy has a bunch on her plate
15 between the different modes that she operates.
16 There is a lot of things that we can do better, I
17 believe, but then it goes outwards from there to
18 customers, yourselves, to communities, to businesses,
19 all kinds of stuff, and so we are putting a lot of
20 energy into that because I think we can achieve a lot
21 through partnerships.

1 what we're about, I think we are doing a disservice
2 to the customers. So that's, hopefully, what you
3 will start to see under this administration

4 MS. WATERS: I will also just add to that,
5 that playing on the partnership role, and we have
6 worked over the years, particularly on the Brunswick
7 Line, but this really applies to all three lines, the
8 service we have out there today is the most, and I
9 can speak authoritatively in this regard, it is the
10 most service we've ever had, and it has taken a lot
11 of work on the part of the State in partnership with
12 the railroads to get to where we are.

13 Is it where we would like to be? No, but,
14 again, it does require that partnership, particularly
15 with CSX. They have another business function, they
16 have a commitment to their shareholders, they need --
17 The bottom line is the bottom line.

18 I think we continue to work with them to
19 find things of joint benefit or ways that there are
20 synergies, where we can commit perhaps capital
21 dollars or capital investment that's mutually

1 beneficial to both parties, but at the end of the
2 day, it is not our railroad and, you know, if we want
3 to appreciably increase that service, it would
4 require that large vision that Paul is talking about.
5 That's how we would get there, simply because it is
6 -- they are corridors that we have to share with
7 other operations and entities.

8 So, you know, it's not that we don't do
9 that, but just appreciate that it takes that larger
10 vision and a significant commitment to do get there.

11 MS. OBERDORFER: Well, just one brief
12 comment. I like the idea of partnerships and I think
13 that the partnership between the State and our
14 county, too, which I think has been helpful for us.

15 It isn't that we want more trains where we
16 live, we want the ones that speed by our stop to
17 stop, and I think that is within your control more
18 than CSX's control.

19 MS. WATERS: Not totally.

20 MS. OBERDORFER: I understand the
21 complications, but it has -- it's not like we want

1 three more trains going down the track.

2 MR. WIEDEFELD: I want both.

3 MS. OBERDORFER: I'm sorry.

4 MR. WIEDEFELD: I want both.

5 MS. WATERS: You want it all.

6 MR. WIEDEFELD: I mean, I think there are
7 different types of markets that we need to serve. I
8 don't think we should think exactly as we see it
9 today, there is a lot of markets, particularly the
10 Penn Line, there's different markets there, and right
11 now we tend to throw one sort of product out.

12 A PARTICIPANT: It almost sounds like
13 Maryland is a customer with Amtrak and CSX, and it's
14 interesting, but as a customer, do we have the right
15 to d things, as a State, for example, to audit the
16 lost and found or the black hole that nobody ever
17 goes to?

18 The second thing would be, for example, the
19 cleanliness of restrooms, is that Amtrak's
20 responsibility or is that MARC's responsibility? Do
21 we audit the contractors?

1 MS. WATERS: Where?

2 A PARTICIPANT: The restroom.

3 MS. WATERS: You have to say where, I'm
4 sorry.

5 A PARTICIPANT: Okay. Well, actually,
6 clearly Amtrak's responsibility at Penn Station and
7 Union Station.

8 MS. WATERS: Yes, yes.

9 A PARTICIPANT: And then on the trains, is
10 that the State's responsibility, it has a contract
11 with that, and we would be able to audit that?

12 MS. WATERS: That, really both railroads
13 have some part, mostly Amtrak is with the cars.

14 MR. SILVERMAN: Penn Line --

15 MS. WATERS: If it was Penn Line, it would
16 most likely be Amtrak.

17 A PARTICIPANT: I see.

18 MS. WATERS: And, yes, we do audit. In
19 fact, that's what our staff does, is to monitor both
20 in terms of impact service, the actual operation of
21 the train, whether we -- you know, it's in compliance

1 read the paper about Amtrak and their own financial
2 issues and the infrastructure of what they have to
3 use to support themselves and us, there are
4 constraints to what they can do on our behalf, but,
5 yes, we do monitor that and, yes, we do follow-up on
6 that.

7 MR. SILVERMAN: Just to add, I know our
8 chief mechanical officer is very unhappy about the
9 type of cleaning we get in Washington. All the heavy
10 cleaning is done in Washington. There are mechanical
11 people in Baltimore, that's how it's set up, I always
12 joke that they kick the trash under the seat, that's
13 their job, but what happens is, we get enough
14 complaints, we go complain to Amtrak, they go up
15 there, they pound the tin drum, they get a little
16 better and then they go away.

17 Rex Stradley is our chief mechanical
18 engineer. His strategy is to let you try and move
19 the heavy maintenance up on the thing -- heavy
20 cleaning, not maintenance, heavy cleaning up to
21 Baltimore and do that at night where those people are

1 always dedicated to bar cranes and when you can focus
2 in, we can focus on what they are doing. We've
3 been -- For a whole variety of things this has been
4 going on for a year. We are going to be getting
5 people working in the middle of the night, but they
6 will be more dedicated, but they will be working in
7 the middle of the night.

8 We are aware of it. We, you know, he's not
9 happy about it, we are not happy about it. I mean,
10 the toilets are a problem. Toilets could be a
11 problem because they don't work properly, lack of
12 water. We used to have a problem with Baltimore, if
13 someone -- the design, if somebody throws a paper
14 towel in that toilet, it clogs it up. It's a
15 biodegradable toilet, and it's not ideal, but that's
16 the only type of toilet we can have on the car. If
17 we didn't have that, we wouldn't have any toilet,
18 because we don't have facilities to do what they do
19 on an airplane or an Amtrak, which is dump out of the
20 tank every night. Just the yard guard set ups to do
21 that, it would be probably a million bucks a year to

1 do it.

2 So we actually got someone from the toilet
3 manufacturer, whose full-time job it is to go around,
4 go into the toilets, you know, checking that the
5 chlorine is there, training people, whatever, but
6 it's a never ending battle. I would say three times
7 a week, especially this time of year, when I get off
8 the train at Rockville, I call the chief mechanical
9 officer and tell him we've got a ripe toilet on such
10 and such a car. I think it's better than it's been,
11 but it's by no means perfect, and he's not happy
12 either with the way it is.

13 MS. WATERS: That's something we continue
14 to monitor.

15 Speaking of audit, there is two kinds of
16 audit.

17 A PARTICIPANT: I was just wondering if we
18 have a right to do it.

19 MS. WATERS: One is in terms of are they
20 doing what we pay them to do. Often there are things
21 that they can't do or that they don't do, but we

1 don't get charged for it, so it's a whole different
2 kind of discussion and we continue to work with them.

3 MR. CHAN: I wanted to bring this up
4 because it was, of course, inter-agency discussion
5 and negotiations. It was brought up some time ago
6 and I was told it's in progress.

7 When we buy these monthly MARC passes that
8 work limited on the Metro as well, it takes time to
9 feed the cardboard into the turnstiles at the Metro
10 Station. If it could be coordinated with MARC cards,
11 it would be far faster because, particularly in the
12 morning, people are in a big rush, the delay of
13 inserting this in the correct way, getting it right,
14 introduces delays.

15 If that could be worked on as a
16 negotiation, so that when a payment is made for the
17 equivalent of one of these, that there's a credit to
18 the appropriate Smart Card, this would be positive.

19 Of course, this requires negotiation
20 between D.C. Metro.

21 MS. WATERS: It's already been done, just

1 that exact project. I want to say we started working
2 on it maybe three years before I left in 2002. It's
3 in progress and is to be rolled out incrementally.

4 MR. WIEDEFELD: Let me tell you, when I
5 came in the door, there's a firm that's doing that,
6 that's actually doing theirs and doing ours, and we
7 had a -- Basically what we call a rule to show cause,
8 the fact that we've been working with them. So we
9 were held up. We were paying them and were putting
10 them at risk.

11 They, in turn, responded. I've also met
12 with John Kado who runs WMATA and basically just to
13 let him know that it's one of my highest priorities
14 is to get thing going.

15 So we will have it up and running in the
16 Baltimore System this spring -- I'm sorry, in
17 September with 3,000 cards. The Baltimore Metro
18 System first, the bus system, and then we're going to
19 expand it from there.

20 To be frank, the toughest part is the
21 regional connection. He's got a lot on his plate

1 still. He's still working on his system. We have a
2 lot of them on ours, but we have the major system up
3 there and then we're going to bring them, the two
4 together, but it is something that is on both of our
5 radars that we are pushing to get done.

6 MR. CHAN: It's being worked on, but it's
7 to say that we are talking about the MARC and D.C.
8 Metro probably won't be in 2008?

9 MR. WIEDEFELD: Yes.

10 MS. WATERS: That was the time frame that
11 we working off.

12 MR. CHAN: I mean, longer, better
13 technology, you create a card, the conductor has a
14 reader, validate it, it will get to your passenger
15 metrix real time and then will activate the
16 turnstyles down in D.C. as well, but this is lots of
17 engineering money more long-term goal?

18 MS. WATERS: Actually, that's 2008.

19 MR. CHAN: That's in 2008?

20 MS. WATERS: That's correct. And on all
21 the buses. I mean, they're talking regional transit

1 not just -- really, from Baltimore to Northern
2 Virginia. It's a big, big project.

3 MR. CHAN: So the project is planned in
4 1999 or earlier?

5 MS. WATERS: Even maybe earlier.

6 MR. CHAN: Was envisioned to be far bigger
7 than this and that's why it's taking so long because
8 that the scope that you were planning on was
9 significant.

10 MS. WATERS: I think that and a big
11 discussion that you might imagine, although, I think
12 we are over that hurdle is what they call the back
13 office side of this, who actually gets the money if
14 you paid it to WMATA, but you're using part of it,
15 how would the reconciliation behind the scenes --
16 that was a big, big piece, but that's finally been
17 worked out I think.

18 MR. SILVERMAN: The other problem is that
19 the software for the back office, I have been told,
20 does not right now accept cash products or you can
21 deduct a ride or something like that, but it's not --

1 it can't accept like a MARC, an unlimited pass.

2 That's why we're still probably at paper
3 and they claim that that's not going to be ready
4 until May 31, 2008.

5 Until that's there, you can't even begin to
6 do something.

7 MR. WIEDEFELD: The goal is to get the one
8 started.

9 MR. CHAN: One card works on all the
10 systems?

11 MR. WIEDEFELD: Yes. Again, we had
12 contractual issues that we've gotten in order the
13 last two months and are basically focusing on getting
14 both of our systems to do what they are supposed to
15 do and then to enter them in the systems as of 2008.

16 MR. CHAN: This would be a good topic for a
17 write-up for the customers.

18 MR. WIEDEFELD: I think we should to the
19 customer base to show them management has a big
20 vision.

21 MR. CHAN: I think we should be forth

1 right.

2 MS. WATERS: We are looking at the previous
3 plans for how it would work on MARC a little closer
4 now that we are getting closer to actually getting
5 there. I think maybe in a little bit, when we know
6 exactly how it's going to work, would be a good time
7 to report that.

8 MR. TAYLOR: The big challenge we face is
9 that the card was in the Metro Rail barrier system.
10 To change the face to the MARC system, it's an open
11 system and not a barrier, so how do we make that work
12 the best way.

13 We've been looking at what's being done in
14 New York. They have the same experience. They have
15 been talking to Long Island Railroad and METRO-North
16 to see how they're looking at things and experience.
17 That's a challenge, how is this going to work in a
18 non-barrier system.

19 MS. SIMPKINS: I move that we accept the
20 bylaws.

21 MS. CLARKE: Good idea. Thank you, Marcia.

1 Do we have a second to accept the bylaws?

2 MR. CHAN: Second the motion.

3 MS. CLARKE: All those in favor of adopting
4 the bylaws?

5 Halaleuha. Any nos, before I get too
6 excited?

7 Thank you, Marcia. I appreciate that.

8 Okay. Raffi, then.

9 MR. GUROIAN: Mine just dovetails into
10 Steve's. I think it's important for MARC to not only
11 really be pushing themselves into the 21st Century,
12 but also give the perception that they want to be
13 there.

14 You mentioned that you worked on the logo,
15 when was this logo made?

16 MS. WATERS: 1984.

17 MR. GUROIAN: I was six years old.

18 MS. WATERS: It was kind of '83-ish, but, I
19 think, when you actually saw it, it was probably --
20 The first time anybody saw it was '84. We had to do
21 it in time to give to the car builder to put on what

1 we call the MARC II cars which were in production at
2 that time.

3 MR. GUROIAN: The only reason I brought it
4 up, I mean, it would be great to change the logo, I
5 understand it costs money, but I was six years old
6 when you made it. Not to depress you.

7 MS. WATERS: You make me feel old.

8 MR. GUROIAN: But we have a marketing
9 sub-committee, which I'm not on, but I have
10 contributed, and I have noticed that it's very hard
11 for us to get years' rates from -- Rich Sally is
12 apparently the guy who my suggestions have gone to.
13 I have yet to talk to the guy. I even broke ground
14 with MTH Model Trains to get like a MARC model train
15 prototype that he could look at and nothing.

16 MS. WATERS: No. That's not true.

17 MR. GUROIAN: I haven't talked to him yet.

18 MS. WATERS: He's talked to us.

19 MR. WIEDEFELD: I told him to go full speed
20 ahead. It's a firm in Columbia or something.

21 MR. GUROIAN: It's in Columbia, yes.

1 MR. WIEDEFELD: We are doing that. I don't
2 know why he didn't communicate that back to you.

3 MR. GUROIAN: Yeah. It would have been
4 nice if we had that discussion.

5 MR. GROSS: Real fast. You know, Carol,
6 where she gets on the train at Dickerson, it is a hot
7 spot, especially for me. I live in Hagerstown, it
8 saves me 20, 30 minutes every day, but I don't use it
9 because -- Well, I'm using it today, but I don't
10 normally use it because there's not enough trains. I
11 want you to know that.

12 But my real question is, did you get any
13 heat on the Fox News Show from last night?

14 MR. SILVERMAN: I knew they were coming. I
15 don't even know what they said.

16 MR. WIEDERFELD: I'm sorry, which Fox?

17 MR. GROSS: They were showing -- "Party
18 Train West Virginia" was their title and they really
19 did an injustice as far as I'm concerned.

20 MR. WIEDERFELD: What do you all think
21 about that?

1 MR. WIEDEFELD: Believe me, I know that. I
2 understand. People get on our trains after they've
3 just spent, you know, a day at a football game and
4 they get off our trains and drive. I understand
5 that.

6 But if something is brought to me and things
7 are happening like that, if I can't control it and
8 can't get it under control, then I have got to do
9 something. So we are going to try to get it under
10 control.

11 Kathy and I have talked about this and we
12 are trying very hard to get it under control. We
13 have done a few things. I'm just not going to
14 advertise the things. Some of them want the cars,
15 you know, the visibility, some of them won't.

16 We try to make sure that people understand
17 that we're serious about it. We are working with
18 local police forces or law enforcement as well, but
19 we have to get it under control or I've got to do
20 something about it.

21 MR. GUROIAN: I would encourage you to

1 really, you know, work, if you can, talk to very
2 closely the New England transit agencies, which have
3 bar cars for crying out loud and this is --

4 MS. WATERS: And Chicago.

5 MR. GUROIAN: And Chicago. I understand
6 they are older railroads, this has been more
7 accepted, but the fact is, they carry more people and
8 they seem to be dealing with it, so if we can emulate
9 what they do, I think it would be great.

10 MS. WALKER: Well, actually, we have an
11 older experience with it, dating back -- because
12 we've got the oldest continuing passenger operation
13 in the United States, and it's been permitted for,
14 you know, forever on the trains. It's not something
15 we instituted. We inherited it.

16 My perception is up until about maybe 10,
17 12 years ago, it was hardly ever -- we never got
18 complaints about individuals, then we started to get
19 some, you know, feedback. They tended to be the same
20 people complaining about the same people on the train
21 and some of it is perception and some of it may be

1 actual reality of acting out, like you say, as if
2 they were in a bar or anywhere else.

3 We've talked with the MTA Chief of Police.
4 He's going to be also working with the MDTA Police,
5 who also support us, and with the local jurisdictions
6 and, you know, we'll get the word out to the
7 partyers, that they essentially are putting this in
8 jeopardy for everyone and, hopefully, that will help,
9 too.

10 MR. GUROIAN: Have you talked with other
11 railroads to see how they've dealt with people like
12 this, like Long Island?

13 MS. WATERS: Well, they also have a
14 significant -- Long Island has a significant police
15 force. We don't have that.

16 MR. SILVERMAN: We will talk to them.
17 We'll ask them. I don't think they have any magic.

18 MS. WATERS: We'll certainly investigate it
19 more, but they do actually have more police and
20 resources to put toward it as well.

21 A PARTICIPANT: My point is more

1 intellectual curiosity. The Smart Card kind of
2 project, where can I find more information? I would
3 like to know more. Like would you change the fee
4 structure, any other change.

5 MR. WIEDERFELD: We are not there yet in
6 terms of how we'll use it. You can learn all about
7 Smart Cards by going to -- Cubic is the firm that
8 does it. Go to their web site and they will tell you
9 all about it.

10 A PARTICIPANT: The project is on MARC?

11 MS. WATERS: Right now, there is no
12 intention to change the fee structure. It's simply
13 to put that structure into the technology as far as
14 where we are right now.

15 MR. FREDERICK: This is something real
16 quick. When we, you know, get out of our cars, get
17 on the train, you know, we are kind of -- you know,
18 we're putting -- I don't want to say our lives
19 putting our lives, but it's true, we are putting, you
20 know, our day in your hands, and there was an
21 incident a couple of months ago, there was a brush

1 fire north of Germantown that shut down the Brunswick
2 Line.

3 I was on the 877, which is the party train,
4 and we were on the train, and this happened, and I
5 normally get home 6:00, that night I got home close
6 to 10:00. It's of no fault of MARC because I
7 understand this was kind of out of your control, and
8 it goes back to communication, but I think if we can
9 relay to people that, "Hey, you know, when you guys
10 get on the train, we are going to do whatever we can
11 to make sure you guys get home as quick as possible."

12 Thank God. We were sitting there, they
13 moved our train to Gaithersburg and just when
14 everybody at that point was like, "Okay. What the
15 heck is going on? Are they going to get buses here
16 for us? Are we going to sit here for another hour?"
17 And then, thankfully, there was a calvacade of about
18 15 Ride-On buses that came up to the station. Most
19 people, except the ones that went over to the bar and
20 got drunk got on the buses and we were crammed on
21 these buses.

1 I stood on a Ride-On bus to Point Of Rocks,
2 which was a 45-minute ride, and that bus was doing
3 about 40 miles going up 270.

4 I just think if we could relay to people
5 ahead, if you get on the train, we're going to get
6 you home, and I think that's one reason people are
7 somewhat hesitant to give up their cars, because they
8 think, "Well, I'm going to be at the mercy of this
9 train, I'm not going to get home."

10 I think if we could start relaying to
11 people ahead, you know, if you are on the train, we
12 are going to get you there, and something I have
13 brought up before is when I first started riding the
14 train about two years ago, there was a guy that
15 saying, and it was more, I think due to if there was
16 a terror attack in D.C., this is what to expect from
17 MARC service if, you know, I believe we would be able
18 to do the train out of D.C. or get trains out of New
19 Carrollton, get trains to Silver Spring.

20 I think to have some sort of a guide to
21 tell people, that, hey, if something happens to the

1 MARC and the trains aren't running or they are
2 delayed running, these are your other commuter
3 options, this is what else you've got available to
4 you.

5 That day of the brush fire, I would have
6 been more than happy to get off at Rockville, take
7 the Metro up to Shady Grove and get on the 991, but
8 as Ira said, that 991 would have been full of
9 everybody else with the exact same idea, and I would
10 have been waiting for a bus.

11 So I think trying to get -- tell people
12 that this is what else you can do if something
13 happens would be a great help.

14 MR. SILVERMAN: Well, we're actually
15 working on -- I hope we get out a brochure. I have
16 been asking my staff to do for the past year where
17 there is a brochure which shows where there are
18 alternate routes, buses, Ride-Ons, WAMTA, whatever,
19 will be in there to tell you what Metro to take
20 where. As a matter of fact, I thought someone was
21 asking for input on that, so I hope that gets out

1 soon.

2 We did do an article in the last
3 newsletter, On Your MARC, which explains, because
4 people have this thing, well, if service stops, why
5 weren't there buses there and how difficult it is to
6 get buses, how long it takes to get buses in the
7 evening. We will keep trying until we get everybody
8 home, but there could be significant delays.

9 I was at Rockville that night when that
10 happened and, you know, first of all, no one ever
11 thought that a brush fire would shut down the
12 railroad for four or five hours. I think that's
13 unprecedented in my 12 years here. Two hours, maybe,
14 but not four or five hours. If it's two hours, when
15 the buses get there, the train is going to be ready
16 to go.

17 We finally got the buses, but we were
18 depending on Ride-On and Ride-On, when you say there
19 were 15 buses, originally they told us it had two
20 buses. I said that's not going to do any good. You
21 are trying to control the thing where the bus people

1 aren't familiar with the train route, they can't
2 always tell you exactly where they are and it is very
3 chaotic.

4 We eventually got people home that night.
5 Believe me, I wasn't happy doing it because I know
6 people want to get home sooner, but you can't
7 dispatch a bus that you don't have.

8 MS. WATERS: Ira will tell you that
9 Ride-On, Washington Metro, we get fantastic support,
10 but they also have their regular riders to
11 accommodate.

12 MR. SILVERMAN: Eventually WMATA, we have
13 WMATA buses sitting around, but that was at 8:00 at
14 night. You know, it takes their running a rush hour
15 just at the time that we needed them.

16 They are very good. WMATA will pull buses
17 off their revenue lines to help us, but when you have
18 a train like you did, with six, seven hundred
19 people -- Do you normally ride on buses, that is,
20 that's a lot. As much as we would like to do it, we
21 can't.

1 shut it down and people freaked out and the last bus
2 that went from BWI was like at 10:00.

3 MR. SILVERMAN: It was a freight train
4 derailment and it was like 9:00 at night and first
5 you have to find out is the railroad going to open,
6 and one track is open, and now the track isn't open,
7 and it's, believe me, my most dreaded, dreaded
8 situation to look at that pager and see that the
9 railroad is going to be shut down for any extended
10 period.

11 MR. FREDERICK: Then there are plenty of
12 people that, oddly enough, are calling cabs to go to
13 West Virginia from Gaithersburg.

14 MS. CLARKE: This has been excellent. I
15 hope all of you will come back again. The only
16 reason we haven't had people here before is we spend
17 an awful lot of time just getting ourselves
18 organized, getting ourselves together and all that,
19 but our door is always open, you are always welcome
20 to come. Even if you don't want to do a
21 presentation, you are always welcome to come and

1 observe.

2 MR. SILVERMAN: I think Frank Fulton and
3 Rick Springsteen are planning to do a presentation at
4 the next meeting.

5 MS. CLARKE: Thank you all for being here.
6 We will send you a notice about our next -- I guess,
7 unless we hear otherwise, we'll go back to the third
8 Thursday of the month and see how we can do this
9 summer.

10 We actually had a quorum, we got our bylaws
11 passed.

12 (The meeting was adjourned at 5:55
13 p.m.)

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1 CERTIFICATE OF COURT REPORTER AND NOTARY PUBLIC

2 I, Roberta A. Dolos, the officer
3 before whom the foregoing proceedings was taken, do
4 hereby certify that whose testimony appears in the
5 foregoing proceedings, that said testimony was taken
6 stenographically by me and thereafter reduced to
7 typewriting under my direction; that said testimony
8 is a true and accurate record of the testimony given
9 by said witnesses to the best of my knowledge
10 and belief; that I am neither Counsel for, related to,
11 nor employed by any of the parties to the action in which
12 these proceedings were taken; and further, that I am
13 not a relative or employee of any attorney or counsel
14 employed by the parties thereto, nor financially or
15 otherwise interested in the outcome of this action.

16 _____
17 Roberta A. Dolos

18 Notary Public
19

20 My commission expires:

21 August 1, 2008.