

MARYLAND TRANSIT ADMINISTRATION  
Citizens Advisory Committee (CAC)

The following meeting occurred on Tuesday, June 20, 2017, commencing at 1:12 p.m. at the Maryland Transit Administration, 6 St. Paul Street, Baltimore, MD 21201 – 3<sup>rd</sup> Floor Conference Room.

ATTENDEES

Liam Davis	CAC Chairman
Ally Amerson	CAC Member
Father Michael Bishop	Attendee
Benjamin Groff	CAC Member
Edward K. Cohen	CACAT Member
Thomas Curtis	Attendee
Peggy Ann Clark	CACAT Member
Jill Kesler	CAC Member
Linda Greene	CAC Member
Jed Weeks	CAC Member
Tarah Ranke	CAC Member
Susan Sperry	CAC Member
Marlene Hendler	CACAT Member
Diedre Ferron	CAC Member
Ron Skotz	CAC Member
Roderick Jenifer	CAC Member
“Fremont” Bernard Sturtevant	CAC Member
Denise Hagans	MTA CACAT Facilitator
Joan Ward	RCI Meeting Support

Absent:

Judy Bellamy	MTA CAC Facilitator
John Mack	CAC Secretary
John Sills	CAC Member

## AGENDA

- I. Meeting Called to Order
- II. Welcome and Introductions
- III. Baltimore Link Update  
Michael Helta
- IV. Subcommittees Update  
Liam Davis, CAC Chair
- V. Round Table Discussion
- VI. Meeting Adjourns

## **PROCEEDINGS**

The meeting was called to order at 1:12 p.m. (in the 3<sup>rd</sup> floor conference room for conference call report from Michael Helta).

Chair Liam Davis welcomed the members and guests. He said, "Everyone should take a deep breath" during this very busy week." He said, "CAC will be getting a lot of feedback and it is our responsibility to voice concerns to the Administration and see if there is any way we can help." Everyone introduced themselves, including CACAT members (Peggy Ann Clark and Marlene Hendler).

### **Baltimore Link Update**

At 8:00 p.m. on Saturday, MTA started to unveil new signage for the first BaltimoreLink bus to launch at 3:11 a.m. on Sunday, June 18<sup>th</sup>. From 40-50 Transit Ambassadors, with map/schedules were available to at stops to educate people and assist riders in navigating the new system. Some understandable delays occurred, due to Operators having to answer questions at each stop.

On Sunday, there was an unexpected Light-Rail delay, due to drainage issue – combined with a Father's Day Orioles game – but was corrected within 2 1/2 hours. "That was the Godzilla issue we worried about". The Operators needed to respond to many riders with questions and handled it all very professionally.

"The Big Day" on Monday, MTA had 250 volunteers working, with 13-14 at hotspots, like Mondawmin Mall, Charles Center, and Lexington Market, to reach people before they got to the Operators (so they could concentrate on new route). A lot of coaching was still necessary, even though 50-65% had previously heard about BaltimoreLink. The Ambassadors said, "I am here to help you get where you need to go" and really did a great job." The Call Center had 4-5x the amount of calls as normal. Leadership is continually monitoring and redeploying resources and making improvements, based on feedback. The first big day went as smoothly as could be expected. Chair Davis said, "We appreciate all the hours you have put in on this major system change."

There was discussion about the confusion some people have about the color-coded buses vs the numbered buses that they have used for years and whether there a contingency plan for crush loads? If not, highly recommend that one be put on the radar. A lot of people were excited to ride free for the first two weeks, so loads will continue to be monitored and tweaked.

Jill Kesler recommended that old bus signs at inactive stations be removed. It is a hot topic and signs should be completely removed within the next three days. Ed Cohen said, "Originally Baltimore Link was to have several phases including more stud and improvements are needed to fill the holes in the system for the people who went from 2-seat to 4-seat rides to reach their destinations." Right now, MTA is making sure the existing system is running as smoothly as possible. When the dust settles, gaps like this will be looked at and possible ways to address them. It was suggested that the topic of 'System Planning - What Comes Next?' be put on a future CAC agenda. Chair Davis said, "The desire for more service should come out of the Infrastructure and Planning subcommittee."

## **Subcommittee Reports & Discussion**

Davis advised that Nancy Huggins got push-back on separating the Legislative Affairs and Customer Service functions into two subcommittees, so it will remain intact. Ron Skotz will be Chair and focus on Legislative Affairs and we are looking for someone to volunteer to focus on Customer Service.

There was also discussion and willingness to continue the BaltimoreLink subcommittee for another year. Davis asked Linda Greene if she would like to continue to lead the BaltimoreLink again.

Cohen will Chair and Diedre Ferron will be Vice-chair for the next year, by unanimous consent of the members.”

Tarah Ranke asked for some background on the Title VI and Safety subcommittee and Davis advised that Title VI focuses on equitable transit access while Safety focuses on factors like emergency exits. MTA office can help with the technical questions the group may have. Marlene Hendler or Peggy Clark is willing to be CACAT Vice-Chair on the Title VI and Safety subcommittee. Clark said, “She has the code for enunciators used to make corrections on buses.” Hagans said, “She should work with Nicole Fincham-Shehan on who should take over that task.” Kesler asked for information on the Mobility subcommittee and Hagans agreed to send the Mobility meeting summaries to her.

Davis said, “MTA has hired Nancy Huggins **as an independent contractor**, so we will need to solicit suggestions for a new CAC Vice-Chair.” **Susan Sperry expressed an interest in serving as Vice-Chair for the CAC.** Ms. Hagans will send out updates on subcommittees and Davis encouraged all leaders to set up meetings before the next CAC meeting on July 18<sup>th</sup>.

Finally, the group discussed the CAC Committee tour at the Metro Subway Maintenance Yard in August. More information will follow on details of the tour.

## **Meeting Adjourns**

The next CAC meeting will be on July 18<sup>th</sup> at 1 p.m.

The meeting was adjourned at 2:13 p.m.