



MARYLAND TRANSIT ADMINISTRATION

MARYLAND DEPARTMENT OF TRANSPORTATION

Larry Hogan, Governor • Boyd K. Rutherford, Lt. Governor
Pete K. Rahn, Secretary • Paul Comfort, Administrator

(Revised 10.20.16)

AGENDA

Citizens Advisory Committee for Accessible Transportation (CACAT)

October 20, 2016

1:00 p.m. – 2:00 p.m.

Maryland Transit Administration
6 Saint Paul Street, 5th Floor
Baltimore, MD 21202

MTA Facilitators: Denise Hagans and Aaron Campbell

1:00 pm – 1:05 pm	Meeting Called to Order
1:05 pm – 1:10 pm	Welcome & Introductions Approval of September Meeting Notes
1:10 pm – 1:25 pm	BaltimoreLink Update- Tom Hewitt, Director, Service Development Network Design 3.0 Public Involvement
1:25 pm – 1:40 pm	World Class Customer Service Training John Dayton, Program Manager, Customer Service Initiative Anne Arundel Community College
1:40 pm – 1:50 pm	Mobility Update- Marlon Bates, Mobility Director
1:50 pm – 1:55 pm	Committee Reports <ul style="list-style-type: none">➤ Mobility➤ Legislative Affairs and Customer Service➤ Infrastructure and Planning➤ Title VI and Safety
1:55 pm – 2:00 pm	Public Forum Questions
2:00 p.m.	Meeting Adjourns

Next Meeting: Thursday, November 17, 2016, 1:00 pm – 2:00 pm, 6 Saint Paul Street in the 5th Floor Conference Room.

