

MDOT MARYLAND TRANSIT ADMINISTRATION  
Joint Annual Meeting for the Citizens Advisory Committee (CAC) and Citizens Advisory  
Committee for Accessible Transportation (CACAT)

The following meeting occurred on Thursday, September 21, 2017, commencing at 1:04 p.m. at the MDOT Maryland Transit Administration Headquarters, 6 Saint Paul Street, 5<sup>th</sup> floor Conference Room, Baltimore, MD 21202

Liam Davis	CAC Chair
Edward Cohen	CACAT Member
Ella Scovens	CACAT Member
Gary Messman	CACAT Member
Cynthia Dorsey	CACAT Member
Logan Mitchell, Sr.	CACAT Member
Michael Gerlach	CACAT Chair
Myrtle Carter-Summers	CACAT Member
Ally Amerson	CAC Member
Benjamin Groff	CAC Member
Ron Skotz	CAC Member
Peggy Ann Clark	CACAT Member
Susan Sperry	CAC Member
Marlene Hendler	CACAT Member
Roderick Jenifer	CAC Member
"Fremont" Bernard Sturtevant	CAC Member
Daryl Conoway, Jr.	First Transit
Nancy Jackson	Attendee
Joyce Wingfield	Attendee
Thomas Curtis	MD Dept. of Disabilities
Dan O'Reilly	MDOT MTA Representative
Sandy Davis	MTA/Foresquare ITP
Jaime McKay	MDOT MTA Representative
Juan Torrico	MDOT MTA Representative
Gregory Snyder	MDOT MTA Representative
Willerd Payton	Attendee
Anne Rice	Attendee
Karen Meady	Attendee
M. Donald McBride	Attendee
Vince Haney	Transdev
Arlette Whitley	Transdev
Judy Bellamy	CAC Facilitator
Denise Hagans	CACAT Facilitator
Aaron Campbell	CACAT Co-Facilitator
Joan Ward	RCI Meeting Support



## AGENDA

- I. Meeting Called to Order
- II. Welcome and Introductions
- III. Adopt-A-Stop  
Juan Torrico, Manager
- IV. BaltimoreLink Outreach to Schools  
Jaime McKay, MTA Transportation Planner
- V. Committee Reports
  - Mobility
  - Legislative Affairs and Customer Service
  - Infrastructure and Planning
  - Title VI and Safety
- VI. Old Business and New Business
- VII. Public Forum Questions
- VIII. Meeting Adjoins

## PROCEEDINGS

### **Welcome and Introductions**

Judy Bellamy, Customer Relations Officer and CAC Facilitator, welcomed everyone to the Joint Annual Meeting of the CAC and CACAT committees. She apologized for the confusion on the meeting dates this month. Going forward, there will be an Annual Joint Meeting each year of the CAC/CACAT committees, on the third Thursday of September. She introduced Denise Hagans, CACAT Facilitator and Aaron Campbell, Co-Facilitator. Ms. Hagans reviewed the committee meeting protocols and reminded everyone to treat speakers and each other with respect and focus on systemic issues to improve the transit system. After a fact-finding analysis of issues, improvements can be recommended by the committees. There are comment cards that can be filled out and/or MTA staff available to answer your questions. Since the meeting is being recorded, Mr. Campbell asked everyone to please state their name before commenting.

The members were seated in their subcommittee groups and went around the room and introduced themselves.

### **Adopt-A-Spot**

Juan Torrico, Manager at the Office of Communications and Marketing said, "There was a small pause in the Adopt-A-Spot program during BaltimoreLink development and launch." He is working on partnerships to help keep our facilities clean. MDOT MTA is responsible for bus shelters and maintains them. But, he explained that the MDOT MTA does not own the bus stops - the County, City or Property Management companies have jurisdiction over them. Mr. Torrico is working with community members such as church groups and small businesses, to adopt these bus stops and to maintain them.

Mr. Torrico distributed application packages and asked if anyone is part of a group that would like to participate, or would they be willing to adopt a bus stop, individually? He also asked if they knew of groups that he could contact. If so, please send them to him. When the application is approved, a sign will be placed at the stop to note who has adopted it.

Ed Cohen asked if he contacted any of the Community Benefits Districts in Baltimore? Or, contacted community groups like the Lumbee Indians in Fells Point? Torrico said, "He will add them to his database and reach out to them." Mr. Torrico has had interest from all types of groups – students, bikers, etc. Susan Sperry asked if he had a list of locations that need adoptions? He said, "There are thousands of stops, so it would be best to identify one and contact him." Anne Rice, MDOT MTA had a more general question about current bus stop locations vs past, and he directed her to contact the MDOT MTA planning team for that type of information.

Since someone had to leave early, the agenda was changed to allow committee reports next.

## Committee Reports

Legislative Affairs and Customer Service – They met with Denise Hagans and the MDOT MTA customer service team to get acclimated and found that people called them with compliments as well as complaints. The subcommittee is focusing on the elderly and working on the loss of the spirit of community. They would like to know if there is a budget because they would like to develop a campaign to improve relationships of operators and bus riders within the communities. There was discussion about why this would be an initiative of our group, since we are tasked with advising MTA on system issues. If it's possible, this type of initiative could be part of work of legislative committee. They will be working with the MDOT MTA Office of Government Affairs again this year to identify priorities for session in Annapolis. Last year, we were able to defeat the Oversight Board legislation. Ms. Hagans said, "The meeting with Mr. Jenifer and Mr. Lewis, they discussed a great idea that MDOT MTA and the subcommittee could work on, to provide a palm card to collect specific issue information, like incident, direction, where you boarded, etc. Basically, doing an analysis of this data. Everyone in this room wants to see if we are providing effective and efficient services and quality of life. All subcommittees are interested in the Metrics.

Mobility Services – Fremont Sturtevant reminded everyone to please state their name, so it can be noted in the record. CACAT Chair Mike Gerlach said, "He is concerned that the Maryland Transit Times podcast series has not included Mobility information for Ravens games, etc. He said he went to a concert in Baltimore and had no idea how to navigate. After some discussion, MDOT MTA agreed to include Mobility in the next podcast. CAC Chair Liam Davis said, "We need to go straight to the reports due to time and Gerlach said he will keep it brief." Mobility priorities include concerns with certification, on-time performance and consolidating how some of the mobility rides are done.

Infrastructure and Planning – Although the group did not have a quorum, there was a lot of consensus on the issues. Ed Cohen quoted Susan Sperry who said, "It is "easy to get consensus when you do not have a quorum." Ed Cohen said, "Both committees need to approve Logan Mitchell's suggested changes, and need to make sure the corrected version goes out." They want to look carefully at how many buses/operators are in the system and how many we need. There is consensus that we purchase 120 coaches a year, rather than the current 60. There were concerns about the cancellation of the Red Line in Baltimore and the fact that Amazon is looking for a 2<sup>nd</sup> headquarters, and will expect good transit. We need to advocate for this now. The Red Line was cancelled to save 3 billion in taxpayer's money, but today 9 billion was announced for highways. Also, we need to leverage the Port Covington project, with 50,000 expected jobs, to make the case for an increase in coach totals.

Title VI and Safety – Chair Davis met with Tom Hewitt (Service Development) and Bart Plano from MDOT MTAs Title VI Office and asked 15 questions, the large majority on data. A study has been commissioned and that data will be available next summer. Chair Davis will send out a summary of the discussion they had, later today.

## **BaltimoreLink Outreach to Schools**

MDOT MTA Transportation Planner Jaime McKay, accompanied by Sandy Davis of Foursquare Integrated Transportation Planning, reviewed the extensive outreach provided on BaltimoreLink to the affected schools. She said, “Now that they have provided the back-to-school outreach they are transitioning into more traditional outreach and have a chance to reflect on it.”

As many know, MTA serves as the school bus system for Baltimore City. The Office of Service Development looked at the current utilization and items like home zip codes to see where school trippers were concentrated, and then projected school trippers into the future. She said they did pre-planning and adjustments and developed 120 different patterns of school trips. The new system was laid on top of the main system with 180 patterns as part of the planning.

They held several workshops between January and July 2017 and developed qualitative supplemental service – providing good connections and criteria to evaluate service. A three-pronged approach on outreach and before the end of the school year, MDOT MTA held two high school-specific trainings. Following that, MDOT MTA engaged school trippers and stakeholders at 25 summer programs, three Mayors Block Parties, five National Nights Out, 15 Community Groups meetings. Finally, during the first two days of Back to School, MDOT MTA had over 160 Transit Ambassadors available throughout the system, with schedules, student rider guides, maps, etc. To reinforce connections, they went to back- to- school nights, and provided content for school newsletters and social media. The school trippers seemed to be well-prepared for the new system and used google maps or transit apps. Most questions asked came from older adults. They plan to continue the partnership with Baltimore City Schools and is working with the Associated Student Congress.

Ed Cohen asked to have pocket schedules placed in racks for the older guardians of school trippers and noted the need for an additional rack at the Transit Store. Cynthia Dorsey asked if they reached out to Baltimore County Schools and Davis said, “They went to a few locations in Baltimore County that connected to our system, but mainly focused on City school-trippers”

## **Old Business and New Business**

The CAC August 2017 meeting notes were approved. Logan Mitchell is finalizing bylaws amendment language to be voted on at the next meetings. Denise Hagans read a part of the By Laws on the purpose of CAC and CACAT and focused on the advisory role of the committee members and prohibitions on certain activities. She also asked for any suggestions for Vice Chair of CACAT, since the previous Chair moved away, and Vice Chair Michael Gerlach accepted the Chairman role.

The meeting ended at 2:02 p.m.

The next meetings, for the CAC on October 17<sup>th</sup> and for the CACAT on October 19<sup>th</sup>, will be held at the MDOT MTA Headquarters, 6 Saint Paul Street, from 1:00 – 2:00 p.m., 5<sup>th</sup> floor Conference Room.

