

MARC Riders Advisory Council Meeting

May 16, 2013

4:30pm-6:00pm

Room 231, Hall of States

- I. Introductions (Rafi Guorian, Chair & Dave Johnson, MTA Staff Liaison to the MRAC)
- II. Review of previous month's minutes (Steve Chan, Vice Chair)
- III. Official appointment of new MRAC members (Rafi and Simon Taylor, Deputy Administrator and Chief Operating Officer, MTA)
- IV. Review of April OTP and ridership (DJ)
- V. "MARC 101", Who we are and what we do.
Dave Johnson, MARC Train Service Chief Customer Communications Officer & MTA Staff Liaison to the MRAC
- VI. Update on capital projects and new equipment acquisition (Simon)
- VII. Old business (all)
- VIII. New Business (all)

Upcoming meetings (all Thursdays, 4:30-6:00pm)

- June 20, 2013 – Jay Westbrook, CSX Vice President, Passenger Services (scheduled) & update on Bombardier Transportation Services transition on Brunswick & Camden Lines, including their Customer Service Plan.
- July 18, 2013
- August 15, 2013 – MTA Administrator Ralign Wells (scheduled)

Reminder: E-mail rail car or station defects/problems to DJ – djohnson25@mta.maryland.gov