



MARYLAND TRANSIT ADMINISTRATION

MARYLAND DEPARTMENT OF TRANSPORTATION

Martin O'Malley, Governor • Anthony G. Brown, Lt. Governor
James T. Smith, Jr., Secretary • Robert L. Smith, Administrator

AGENDA

Citizens Advisory Committee (CAC)

May 20, 2014

1:00 p.m. – 2:30 p.m.

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

Chair: Michael Chapman
MTA Facilitator: Judy Bellamy

Co-Chair: Edward Cohen

1:00 p.m. – 1:05 p.m.	Meeting Called to Order
1:05 p.m. – 1:10 p.m.	InfoCom Update Denise Hagans, Supervisor, InfoCom and Customer Care
1:10 p.m. – 1:15 p.m.	Transit Information Contact Center (TICC) Update Ethel Kingwood, Supervisor, Transit Information Contact Center (TICC)
1:15 p.m. – 1:20 p.m.	Service Quality Update Dean Adkins, Acting Deputy Director, Divisions/ Bus Transportation
1:20 p.m. – 2:10 p.m.	Bus Network Improvement Project (BNIP) Presentation Michael Walk, Director, Service Development
2:10 p.m. – 2:30 p.m.	Questions and Answers
2:30 p.m.	Meeting Adjourns

The next meeting will be held on Tuesday, June 17, at 1:00 p.m., MTA, 6 Saint Paul Street in the 5th Floor Conference Room.