

# TRANSIT LINES



## FOR MTA EMPLOYEES

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### special deals



#### Like Getting a Discount?

Once again, MTA employees can show their ID for \$1 off regular adult admission (cannot be combined with other offers) at **Kennedy Krieger Institute's Festival of Trees** at MD State Fairgrounds Fri., Nov. 25 – Sun. Nov. 27.

[FestivalofTrees.KennedyKrieger.org/MTA](http://FestivalofTrees.KennedyKrieger.org/MTA)



On August 12, 2016, federal, state and local elected officials joined Maryland transportation leaders at Coppin State University's main courtyard to celebrate the award of the final piece needed to move the \$27 million North Avenue Rising project forward as part of Governor Larry Hogan's transformative BaltimoreLink plan.

Pictured (l-r): **Transportation Secretary Pete Rahn**, **Dr. Beverly Downing**, Interim Provost & VP of Academic Affairs, Coppin State University, **Congressman Elijah Cummings**, 7th District, **MTA Administrator Paul Comfort**, White House National Economic Council Senior Policy Advisor **Nathaniel Loewentheil**, **Mayor Stephanie Rawlings-Blake** and U.S. DOT Under Secretary for Policy **Blair Anderson**. (Photo by Juan Torrico)

## TIGER Grant Awarded for \$27 Million North Avenue Rising Project

The U.S. Department of Transportation has awarded a \$10 million TIGER grant (Transportation Investment Generating Economic Recovery) to the Maryland Department of Transportation's Maryland Transit Administration (MTA) to revitalize a five-mile stretch of North Avenue.

The grant compliments \$14.7 million in funds committed by MDOT, \$1 million from Baltimore City and \$1.6 million from U.S. DOT's Federal Highway Administration. This unique project

includes dedicated bus lanes, bike facilities, enhancements to Light Rail and Metro Subway stations, improvements at major bus stops and sidewalks, streetscaping and roadway re-paving.

The goal of *North Avenue Rising* is to support economic revitalization along North Avenue through increased mobility and to broaden access for residents of the corridor to economic opportunity throughout Baltimore.



## Administrator's Message

Dear Fellow MTA Employee:

Throughout the summer, we held over 100 outreach events for BaltimoreLink in less than 90 days and gathered over 1,100 comments in that short period of time that we will incorporate into the final public draft plan. That plan is now being prepared before the final round of public hearings in January.

The outreach events covered every part of our service area, and at each meeting the attendees all shared a sincere interest in transit and wanted to hear how BaltimoreLink will improve MTA services. The key stakeholders and community groups we met with included Baltimore City schools and student organizations, transit advocacy groups, community associations, chambers of commerce, major employers and organizations that promote commerce. The response I heard most often was *"Well, it's about time!"*

And, it really *is* about time — getting our customers to where they want to go on time. Good on-time performance is a big priority, with customers as well as with MTA. On-time performance — and customer satisfaction — has improved across the board for some very real reasons due to the combined efforts of a talented team from several different departments working under John Duncan, Director of Operations and BaltimoreLink Implementation. You can read more details about this team's efforts to revise the way we do things and their *"get-it-done"* attitude inside this issue.

Increased customer satisfaction also comes by improving customer service. Customer response time is another area where we have made tremendous strides, and have cut customer response time roughly in half. We are getting fewer complaints and addressing the ones we do get in a more responsive manner. The thanks for this progress go to another talented team under the leadership of Director of Customer Service James Lewis. Their efforts have streamlined the process by which we deal with complaints and they've made revisions to areas that will have a beneficial effect on our service delivery.

Last year, our customer response time was a dismal 56 percent, and it took 15 days to get an answer. Less than six months later, due to steady and consistent improvements, customer response time was reduced to 10 business days, bringing MTA's business practices in line with the standards set forth by the Maryland Department of Transportation (MDOT). MTA's Customer Service team pushed the envelope even further, making more revisions throughout the summer, and exceeded the MDOT standard. Today our current response rate is a whopping 96 percent, all done within five business days.

Best practices, whether in customer service or as evidenced by the success of our recent Metro Subway shutdown completed ahead of schedule, are all about advance planning, scheduling, programming, monitoring and team work. These same best practices were used by Light Rail last month in the replacement of a grade crossing at Andover Road. Intense planning, communication and outreach preceded the project, and a convenient bus bridge during the project proved once again that everyone at MTA has what it takes to deliver what our customers want most — safe, efficient, reliable transit with world-class customer service. Congratulations to all involved.

I also want to congratulate the winners and competitors that participated in the September 24 Bus Roadeo, as well as those behind the scenes — you are shining examples of some of MTA's best. Aside from the camaraderie, good times and good food, events like this help sharpen skills that in turn make MTA safer.

Be sure to check out the back page of this issue for more of MTA's best. The new *"Superstars"* program will recognize employee excellence monthly, quarterly and annually. Unlike the former Employee Recognition Program, employees are chosen based on completely objective Key Performance Indicators (KPIs) for things such as preventable accidents, absenteeism, customer comments and complaints, roadeo participation and supervisor observation.

Do you have what it takes to be an MTA Superstar? I know there's a Superstar in each one of you, and I hope to see all of your names on the list!

*Paul Comfort*

# CONGRATULATIONS 2016 BUS ROADEO WINNERS



**Bennie Williams**  
Operator  
Bush Division



**Bushmen:**  
Gary Lehman, Robert Wagner,  
Mark Parker



**Michael Dews**  
First Year Operator  
Bush Division

**Baltimore, September 24, 2016:** This year, the MTA Bus and Maintenance Rodeo returned to the rear parking lots at Reisterstown Plaza Metro Subway Station. After a fun-filled day of good food, friendly skills competitions, a Tow Truck demonstration and a presentation from the MTA Police Force, trophies were presented to "MTA's Finest" by Administrator Paul Comfort. First place winners will travel to Reno, Nevada to compete in the next American Public Transportation Association International Bus Rodeo May 2 – 9, 2017. The International Bus Rodeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. (Group photo by Wayne Morse)



## OPERATOR

**FIRST PLACE**  
Bennie Williams  
Bush Division

**SECOND PLACE**  
Antwan Briscoe  
Bush Division

**THIRD PLACE**  
Michael Hawkins  
Bush Division

## MAINTENANCE

**FIRST PLACE**  
Bushmen:  
Gary Lehman, Robert Wagner,  
Mark Parker

**SECOND PLACE**  
Live Wire:  
Aaron Felder, Christopher Lall,  
Mark Smart

**THIRD PLACE**  
Cross Fire:  
Fred Clark, Doug Reid,  
Jonathan Francis

## FIRST YEAR OPERATOR

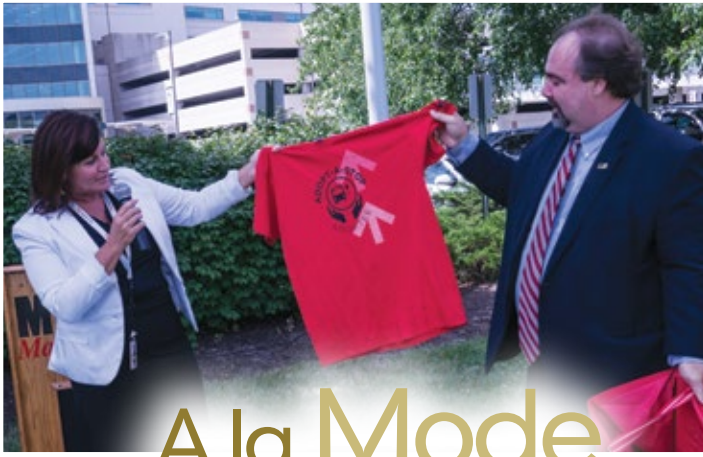
**FIRST PLACE**  
Michael Dews  
Bush Division

**SECOND PLACE**  
Ruth Sewell  
Bush Division

**THIRD PLACE**  
Dont'e Gayle  
Eastern Division

**MTA CHAMPIONS!**

(Photos by Juan Torrico)



# A la Mode

## Local Bus

On August 10 the MTA launched Adopt-A-Stop, a program created to help keep Maryland's bus stops litter-free. Adopt-A-Stop is a collaborative effort between MTA and area residents, businesses, property owners and neighborhood civic groups. The participants pledge to perform bi-weekly checkups, remove trash and unwanted items from the bus stop and report damages or other concerns to the MTA. In return, after two months of successful adoption, the MTA will present Adopt-A-Stop volunteers with a personalized sign installed at their designated bus stop, recognizing their company or group for its participation, along with an adoptee recognition certificate. The University of Maryland Baltimore Washington Medical Center was the first group that signed up to make a difference in its community through this program. For more info, contact Janeen Kuser, Office of Communications and Marketing, at 410-767-8746.



## Metro Subway

On August 14, after a 23-day partial shutdown for maintenance work, MTA resumed Metro Subway service from Milford Mill to Mondawmin stations a day ahead of schedule. Early and extensive outreach and constant communication with our riders before and during the project contributed to the project's success, and there were very few complaints.

The success was also the result of two years of planning, flawless contracts and the collaboration between a diverse team of talented employees and experienced contractors. The plan and entire project was carefully designed and supervised from beginning to end by Deputy Administrator & Chief Planning, Program and Engineering Officer Suhair Al Khatib. In last month's agency-wide email message, Administrator Paul Comfort wrote about the "get-it-done efforts" of the entire team and how "flawlessly" the team executed the project, ending the message with "Congratulations and thank you for your attention to world-class customer service, especially on behalf of the 12,000 daily shuttle riders whose commutes went very smoothly throughout the entire process."

## Light Rail



Light Rail closed two stations October 7-11 to replace a grade crossing at Andover Road. This track work helped increase the safety, efficiency and reliability of the Light Rail system. To minimize inconvenience to customers, free shuttle bus service was provided for passengers from North Linthicum Light Rail Station to BWI Airport Light Rail Station, with stops in between at Linthicum and BWI Business District stations. The shuttle buses ran during regular Light Rail service hours from 6:00 p.m. Friday, October 7 until 1:00 a.m. Tuesday, October 11. Signage was posted at all Light Rail stations, at BWI Airport and at the BWI Park & Ride at BWI Business District station to inform customers of the shuttle bus pickup and drop-off points. MTA transit ambassadors were also on hand throughout the temporary closing to assist passengers and direct them to shuttle bus boarding locations.



## Mobility

On August 24, members of the Citizens Advisory Committee for Accessible Transportation (CACAT) and the Citizens Advisory Committee (CAC) enjoyed an inside look at the Operations Control Center (OCC) and the Washington Boulevard facility. Escorted by CACAT Facilitator Denise Hagans, Office of Customer and Community Relations, and co-facilitator Aaron Campbell, customer care officer at Mobility, the group met with Administrator Paul Comfort at OCC where he spoke about BaltimoreLink and thanked them for the important role they play by advising and suggesting potential solutions to MTA about ways to improve service. At Washington Boulevard, they were treated to a behind-the-scenes look at operations by Dave Varner, Director of Bus Maintenance, Sandy Harris, Manager of the Transit Information Contact Center, Tom Hewitt, Director of Service Development, Elmer Coppage, Acting Deputy Director of Training & Development, and Steve Wimbrow, Manager of Print Services.



## MARC Train

Howard County's first transit oriented development project is centered on land adjacent to Savage MARC Train Station and the 740-space garage that opened April 13, 2014. This summer, ground was broken for a 416-unit apartment community being built there, and completion is expected in early 2018. This area, also known as Annapolis Junction Town Center, is served by MARC's Camden Line, and will also be home to 100,000 square feet of office space, 17,000 square feet of retail space and a hotel.



## Commuter Bus

Public hearings were held in August for the new Commuter Bus No. 425 traveling between Baltimore and Aberdeen. This is the third expansion of service in less than two months as part of the BaltimoreLink plan to enhance statewide Commuter Bus service. The first two tangible improvements came September 1 when extra trips were added to the Columbia to Baltimore Commuter Buses 310 and 320. Service on the Aberdeen 425 began October 1.

# MTA Gets National Attention For New BaltimoreLink Plan

The Maryland Department of Transportation's Maryland Transit Administration was honored twice this summer by a national magazine. The article below, written by Administrator Paul Comfort, is reprinted from the July/August issue of *Mass Transit Magazine* and explains why "First and Last-Mile Strategies" are an important part of the innovative BaltimoreLink transit plan.

## Best Practices: First-Last Mile Strategies

By MTA Administrator and CEO Paul Comfort



One of the longest running challenges for any transit agency is how to effectively get riders from their front doors to the nearest transit stop. Too often, transit riders have encountered numerous challenges while attempting to reach the closest bus stop, light rail platform or subway station. Disconnected sidewalks, poor crosswalks, inadequate bike facilities and a lack of modern car-sharing options can create real hurdles for riders.

At the Maryland Transit Administration (MTA), we have launched BaltimoreLink: a \$135 million comprehensive transit improvement plan that is re-imagining how people get to jobs, entertainment and life's opportunities in the Baltimore area. Using current and projected population and job trends, ridership patterns and route performance data, we are undertaking a transit system redesign that will better connect our local bus, light rail, metro subway, commuter bus and MARC train services. An important component of the plan includes significant investments to address first and last mile challenges and identifies a variety of ways to improve how we can better connect our riders to MTA services.

We start by improving the pedestrian experience with better wayfinding and signage around stops and stations. We are working closely with local jurisdictions to improve crosswalks and sidewalks around key transfer facilities, which are essential to make passenger trips safer and more enjoyable. Perhaps most importantly, we are replacing all 6,500 of our bus stop signs with new, easy-to-read route information that will help guide our riders to their destinations.

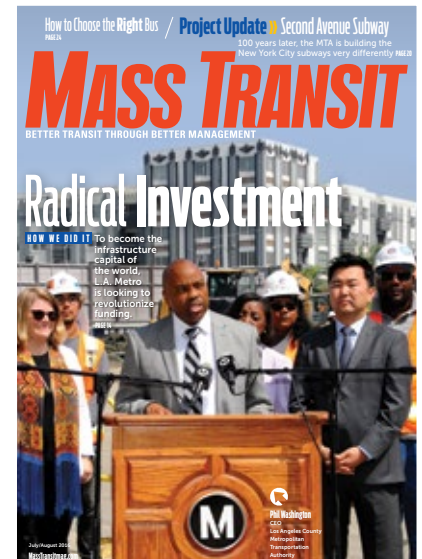
Biking is a healthy alternative to bridge the gap between home and the nearest transit stop and a key part of the BaltimoreLink program. We are working with the Baltimore City Department of Transportation on its newly awarded bike share program and will soon have bike share docks at 10 of our light rail and metro subway stations in downtown

Baltimore. We are also currently working to bolster the amount of bicycle parking options by installing bike racks at all of our 83 MTA rail stations throughout the state, as well as promoting proper bike-locking techniques through signage on our bike racks.

We want to be sure our fleet is bike-friendly too, which is why MTA passengers are able to bring their bicycles on all of our light rail and metro subway vehicles. We have bike racks on 100 percent of our local bus fleet. Not only are folding bicycles allowed on all MARC commuter trains, but we have retrofitted many of our train cars with bike racks that serve all MARC Penn Line weekend trains between Baltimore and Washington, D.C.

In addition to walking and biking, we want to be sure that modern car-sharing services are also an option for our riders. MTA is partnering with Baltimore City and private property owners to establish Zipcar facilities at our rail stations. In addition, MTA is also actively developing a microtransit pilot program to make mass transit more appealing to our tech-savvy riders. This flexible service will complement existing services where we might have overcrowding, or provide trips where we simply don't have the resources to serve a particular geographic area.

When it comes to the first and last mile, we at the MTA are breaking down the barriers that exist by allowing our customers to easily access their closest transit stop. This is only one part of the BaltimoreLink plan designed to provide our customers with safe, efficient and reliable transit, with world-class customer service.

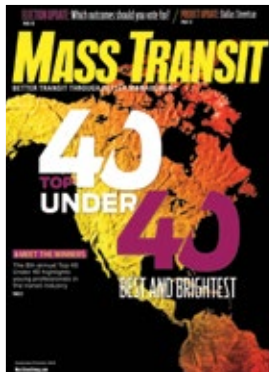


# Mass Transit Magazine Chooses Kevin Quinn One of Top 40 Under 40

Each year, *Mass Transit Magazine*, a national magazine that has been dedicated to public transportation for over 40 years, recognizes forty individuals who have demonstrated exceptional leadership qualities, shown a capacity for innovation, and are committed to making an impact in transit. Kevin Quinn, Director, Office of Planning and Programming, was chosen for just these reasons and is the subject of the article below reprinted from the current September/October issue.

**Kevin B. Quinn, Jr. AICP**  
**Director, Office of Planning and Programming**  
**Maryland Transit Administration**

- **One word to describe yourself:** Thoughtful
- **Alma Mater:** Goucher College (undergrad), Johns Hopkins University (grad)
- **Favorite book:** Siddhartha, by Herman Hesse
- **Favorite hobby:** Running
- **What is your favorite transit system (outside of the one you work for or have worked for):** Paris Metro, Paris, France. Quinn finds it very user friendly, old, with lots of character.



Kevin B. Quinn had done previous consulting work for the Maryland Transit Administration, whom was looking to replace a retired Director of Planning and Capital Programming and did not waste time pursuing him.

Coming on in fall of 2014, Kevin moved swiftly to change the Planning Department from a reactive office to a proactive planning practice through his 15 for 2015 list. The 15 for '15 list included expansion of regional planning activities, modal long-range plans, a planning blog, a state-wide transit plan, creation of a GIS department, an online Capital Project Database. Quinn led the group aptly towards achieving almost all initiatives by years end. What Quinn could not have foreseen was a major agency project called BaltimoreLink coming about in late 2015.



Quinn has mobilized personnel across departments within the MTA and from numerous consulting agencies numbering over 200+ who are working on BaltimoreLink. All the while Quinn has been a constant point of stability and a person that everyone looks up to for leadership during the adversity of an almost impossible timeline, a demanding public, and intense political scrutiny.

Quinn continues to push for the Office of Planning and Capital Programming to advance a proactive agenda and has recently led the application for a TIGER grant nearing \$30 million to improve the corridor where the Baltimore riots occurred in the summer of 2015. He is working with the Maryland Stadium Authority to enter into a joint project to renovate a commuter rail station and plaza at the main entrance to the city, and is leading the effort to expand commuter rail service into Delaware.

Quinn does not shy from responsibility and instills pride in everyone that works for him.

*"I'm most proud of working on our BaltimoreLink program, which is a complete reboot of our entire transit system with a focus on our bus network. We're taking a look at re-imagining the network and changing just about every single transit line to better serve our city and the Baltimore region. We're in the throes of all the planning for it."*

Fun fact: Quinn is on a lifelong pursuit to create the most amazing margarita.

# Service Anniversaries

## OCTOBER

EMPLOYEE	YOS	EMPLOYEE	YOS
Neal, Charles C	46	English Jr, Alphonso	32
Blanding, Jerome	43	Hibbert, Jennifer	32
Dales, Evelyn J	43	Hunter, Terri A	32
Frink, Stephanie A	37	Cook, Brian A	31
Grant, Hugh L	37	Washington, Desiree	30
Simmons, Maurice C	37	Holly, Michelle D	29
Diaz, Vicente E	34	Jackson, Kenneth E	29
Heath, Nadine	33	Ford, Phillip T	29
Garnavich, Michael P	33	Murphy, Richard	29
Alford, Diane M	33	Holland, Christopher	28
Brock, Ralph E	33	Johnson, Timothy	28
Davis, Melvin W	33	Stanley Jr, Albert J	27
Harrigan, Dean O	33	Carroll, Roland S	26
Johnson, Paulette V	33	Davis, Christine D	26
Murdock, Randy R	33	Waller, Alvin D	26
Reed, Diane C	33	Marshall, Doris D	25
Rogowski Jr, Raymond	33	Tiemann, Larry W	25
Banks, Angela D	32	Wagner, James R	25
Beatty, Raymond H	32		



**Vern Hartsock**, who just reached the 25-year milestone, is one of the bright stars of Engineering that helps MTA outshine all other agencies. His visionary solar energy project at Northwest Division that started in 2012, saves the state thousands of dollars each month – in line with MTA’s goals of safety, reliability, efficiency and world-class customer service.



**Charlie Neal** with 46 years, retired November 1.

## NOVEMBER

EMPLOYEE	YOS	EMPLOYEE	YOS
Seward, Alvin M	43	Williamson, Carrie L	30
Hodge, Eliza	37	Mabry, Joseph R	29
Ivey, David	36	Moore, Valerie	29
Magersupp, Donald A	35	Brown, Ramona D	29
Harris, Nathan L	35	Reaves, Angela D	29
Mcfaul Jr, Patrick G	35	Sheppard, Donna O	29
Harvey, Jaimie A	35	Smalls, Terrence T	29
Lewis Jr, Wilbert R	34	Fleming, Vanessa	29
Jackson, George L	34	Johnson, Jennifer L	27
Latterner, Peter F	34	Pinkney, Melvin D	27
Davis, Mark S	34	Smalls, Arlene Z	27
Bowers, Wayne H	34	Allen, Alvina D	27
Stewart, Mary E	33	Alston, Iris	27
Johnson, Tracy	33	Purnell-Lewis, C C	26
Rosendale, Robert	32	Thomas, Frank D	26
Brooks, Randolph	31	Johnson, Reginald C	26
Coleman, Rochelle	31	Jones, Estoria L	26
Nickens, Elmer G	30	White, Debbie E	26
Glover, Myrtle M	30	Briscoe, Denise V	25
Taylor, D B	30	Wilder, Mark C	25

**Sandra Harris**, Manager of the MTA Information Center, would rather count calls than years - she has 37 of the latter and over 3 million of the former coming in annually.



(Photo by Jon Berle)

## DECEMBER

EMPLOYEE	YOS	EMPLOYEE	YOS
Pitts, Debra L	37	Horrell, Donald E	29
Johnson, Cyprian F	37	Jefferson, Alfred L	29
Lewis, Cynthia	37	Mccollum, Burna L	29
Hall, Carlton L	35	Johnson, Anthony	29
Payne, Priscilla	32	Redfearn, Wesley	28
Brown, Kevin L	31	Saunders, William N	28
Baier, Reed T	31	Willies Iii, James O	28
Smith, Shawn	31	Carter, Teairsa A	28
Fennell, Jeffrey K	30	Pevia, Linda F	28
Nuzum, Steve R	30	Love, Walter J	27
Cutler, Karen M	30	Young-Merrick, S	27
Lacks, Paula	30	Love, Sheila A	26
Robinson, Freddie L	30	Carey, Charles J	25
Taylor, Emmitt J	29	Pitts, Aaron T	25



## JANUARY

EMPLOYEE	YOS	EMPLOYEE	YOS
Weber, Michael J	46	Stepney Jr, Leonard	28
Angelini, Nello D	43	Brady, James W	28
Damon, Jerome	40	Daniels, Qulis M	28
Harris, Sandra M	37	Nesbitt, Dale C	28
Bowman, Raymond S	35	Summerville Jr, A	28
Parks, William A	33	Wolf, Robert A	27
Schuster, George D	32	White, Aaron B	26
Williams, Rhonda P	32	Frederick, Denise	26
Robinson, Wanda B	32	Hux, Garry Q	26
Trabert, Ronald L	32	Williams, Mark A	26
Donaldson, J L	31	Wynn, Cheryl H	26
Alvi, Mahmood A	31	Reid, Gregory	26
Carpenter, Leroy K	31	Small, Jerome S	26
Pandya, Jayant	31	Paige, Donald A	25
Bowens, Georgia	30	Perry, Timothy R	25
Simpson, Kevin M	30	Tomlinson, John A	25
Snier Jr, James J	30	Hartsock, Vernon G	25
Goode, Lournie E	30	Jackson, Darion A	25
Merritt, Francine S	30	Riley, Ronald E	25
Wilson Jr, Wilmer	30	Barber Jr, Warren G	25
Murray, Beverly	30	Hohn, William H	25
Eisen, Ellis	30	Borgerding, David	25
Egan, William J	30	Griffin, Datonya	25
Morgan, June A	28	Emm, Carl N	25



### Rail Excitement Coming to Baltimore for 2017 APTA International Rodeo

Let's do it again! **Elmer Nickens** (2nd from right), who now has 30 years of service, also has the distinction of being part of the rail maintenance team *Metro Stars*, who, along with Brian Heck and Frank Fritzingler, became the first team in MTA history to win First Place in an APTA Rodeo (spring 2005). Next year, Baltimore will once again be a mecca for visiting transit agencies from around the world as they were in 2002 when MTA hosted the APTA 2002 International Rail Rodeo. The APTA 2017 International Rail Rodeo will be June 8-11. Following the Rail Rodeo, MTA will also host the 2017 APTA Rail Conference June 11-14 at the Baltimore Hilton.



Congratulations to the following employees who retired between July 1, 2016, and September 30, 2016.

Herman Hazelwood  
Wayne Jackson  
Denise Coates  
Kenneth Green, Sr.  
Willie Page  
Gregory Hewlett  
Dorothy Bundley  
John Block, Jr.  
Donna Marshall  
Clarence Bell  
Richard Turc  
John McCann  
Walter C. Davis  
Phillip Vass, Sr.  
Joseph Solomon  
Gilbert Cooper, Jr.

Annette Huff  
Brenda Thompson  
George Willis  
Edward Brewington  
Teresa Lyles  
Chesler Dorsey  
Reid Kreider  
Albert Bell  
Jerome Roles  
James Rodgers  
Larry Pailin  
James Brady  
Drake Ward  
Kevin Hartman  
Joseph Milburn



Joseph Beckett  
Keith Manor  
Phillip Finch  
David Horvath

Annie Stokley  
Donald Robey  
Millard Redding  
Charles Blair, Jr.

# BaltimoreLink Workshops Provided Feedback Useful for Final Draft

Nearly a year has passed since BaltimoreLink was first announced to the public by Governor Larry Hogan on October 25, 2015. Since that announcement, several BaltimoreLink projects have been implemented, and more have entered the construction phase. Recently implemented projects include:

- June 2016 - New and enhanced Express BusLink routes
- August 2016 - Dedicated bus lanes painted on Lombard and Pratt streets
- September 2016 - Enhanced Commuter Bus service between Columbia and Baltimore
- October 2016 - New Commuter Bus service between Aberdeen and Baltimore

The most recent round of public outreach events this year were held July 5 - September 30, and included 20 public workshops, 20 elected official briefings, and over 60 stakeholder, community and other meetings. To encourage public participation, a convenient "Request-a-Briefing" form was made available online at BaltimoreLink.com.

Community groups and stakeholders that gave feedback included representatives from Baltimore City schools and

student organizations, advocacy groups such as *Transit Choices*, community associations, and major employers in the region.

After gathering more than 1,100 comments from the public and internal stakeholders, the BaltimoreLink team reviewed the information and made revisions to the route alignment, service levels and bus stop locations of the entire BaltimoreLink network and will use this information in version 1.3.

## What's on the horizon for BaltimoreLink:

- Completion of the final public draft of the plan
- Final public comment period in early 2017
- Additional training for bus operators
- Launch of BaltimoreLink system in June

Public hearings will be held in January 2017 and comments will be accepted up to 30 days after the last hearing. This will include proposed bus stop locations, and the last formal opportunity for MTA to receive public feedback. Visit BaltimoreLink.com to learn more.



The BaltimoreLink team discusses proposed routes with workshop attendees at Humanim on August 16.

# Highly Decorated Detective Retires After 30 Years with MTA Police Force

## Detective Margaret Fleming

Detective Margaret Fleming, who first joined the MTA Police Force on September 2, 1986 as a Security Guard and officially began full time active duty as an Officer on February 26, 1997, retired on October 1. Serving in Detective Investigations from 2000-2016, she was instrumental in the development of the Special Response Squad, a small unit of officers that work extended plain clothes details.

A member of the Honor Guard from 1990-2008, Detective Fleming also served as a Field Training Officer for 13 years and was named "Officer of the Month" three times. With 2,173 calls for service and 457 arrests, she received numerous awards in her career: 3 Chief Awards; 39 Unit Citations; 17 Commendation Awards; 5 Letters of Appreciation; 8 Commendation Letters; 3 Letters of Merit; a Certificate of Merit from Maryland Law Enforcement, Inc.; and a Citation of Recognition from both the Governor's Office and the Mayor's Office.

Detective Fleming was MTA's first "Gang Liaison" and worked in that role for 11 years, where she implemented "Gang Intel" and initiated and populated the MTA Police Force's gang database. She set state court precedence and had the distinct honor of making the first arrest under the Maryland Gang Law.

She also had an instrumental role in the implementation of the Bus CCTV viewing system that is now used by every jurisdiction in Maryland that intersects with the MTA Police Force. Detective Fleming also implemented the MTA Police Force biweekly newsletter, forged the Force's relationship with "National Night Out" and helped spearhead and enhance the "Junior Police Officer Program" with badges, fingerprints and certificates for small children.



Detective Fleming maintained the highest clearance rate in the Criminal Investigation Unit (CIU). The CIU is comprised of highly trained and professional members of the MTA Police Force that are committed to targeting crime patterns as they emerge by using all of the latest technology available.

"When one door closes another door opens," Alexander Graham Bell once said. Everyone at the MTA echoes this sentiment and knows that the best from Detective Margaret Fleming is still yet to come.

**WE WELCOME  
YOUR IDEAS!**

Send by interoffice mail to: MTA Office of  
Communications and Marketing at 6 St. Paul or FAX to  
410-333-0893 or email to: [jberle@mta.maryland.gov](mailto:jberle@mta.maryland.gov)



# Inquirer Spotlight

## Austin Miller



Austin Miller, Acting IT Director, may be new to MTA, but has been involved in electronics, computers and telecommunication technology since graduating college over ten years ago.

Before coming to MTA, Austin, who also has a degree in Business Management, was VP of Information Technology at

Signal Hill, a Baltimore-based investment firm that caters to the telecommunications and technology sectors. This knowledge and experience has enabled him to jump in with both feet running, ready to meet the unique challenges of the MTA head on.

“One of the main things I like about working at MTA,” Austin said, “is knowing that I am here to make a difference in people’s lives, both internally and externally. What we do in IT is at the core of all departments, and we are here to support and improve their operations so they in turn can help MTA run smoother and provide people with world-class customer service.”

In this technology-based world, the department Austin oversees not only manages all computer systems in the MTA and the MTA Police Force, but also has a key role interfacing with The Secretary’s Office (TSO) and all business units of the Maryland Department of Transportation (MDOT).

“We’re responsible for all cyber security within the agency and are here to ensure that all aspects of computer driven systems of MTA and MDOT are successful at all levels. We want employees from all departments to know that we are here to help and service their needs, no matter how small they are.”

Outside of work, Austin enjoys reading and keeping up with the latest advances in technology, but added “I have two kids ages four and six, so most of the time when I’m home they keep me pretty busy running to and from all their activities.”

## Officer Anthony Bossalina



Officer Anthony Bossalina, who has been with the MTA Police force just a little over three years, was chosen 2015 Officer of the Year on July 26 at the annual Police Awards Ceremony held at Police Headquarters on Mt. Hope Drive.

The special award was presented by MTA Police Chief John E. Gavrilis, who cited Officer

Bossalina for his “Bravery, diligence and selflessness, and for exhibiting all the finest attributes of a Maryland Transit Administration Police Force Officer.”

In addition to his regular duties, Officer Bossalina serves as a member of the Anti-Terrorism Team. “As an officer I am tasked with ensuring the safety and security of our riding public, our employees, and MTA properties and infrastructure. I am also an active member of the Mobile Field Force team tasked with civil unrest suppression and mitigation, and a Field Training Officer, so I get to participate in the training of new and lateral police officers.”

When asked what he likes best about working at MTA, Officer Bossalina said that what he enjoys most is the ever-changing workweek. “No two days are the same. I love having the opportunity to help people and make a positive difference in their lives. Each day presents obstacles to overcome as well as unique challenges. I like facing new challenges and having the kind of job where quick thinking is an asset. I am very pleased to be honored in this way. I couldn’t do what I do without the dedication of my fellow officers.”

“One call that sticks out in my mind happened in January 2015. I was working patrol and received a call about an aggravated assault on the subway. I went to the location and was met by some of my fellow officers from Northern District. With their help, we were able to apprehend all of the suspects involved – and most likely saved the customer’s life.”

“It is very comforting to be a part of a squad that is so effective in their duties every day and is always ready to put their lives on the line to back you up. It is this camaraderie and cohesiveness that makes the work we do at the MTA Police Force possible.”

Outside of work, Officer Bossalina enjoys spending time with family, skiing in the wintertime, and working on cars.

# Team Effort Improves ON-TIME Performance

You can't change the past, but you can certainly direct the future. Under the direction of John Duncan, Director of Operations and BaltimoreLink Implementation, a new team was formed with representatives from Service Development, Bus Operations, Field Supervision and the Bus Operations Control Center (BOCC).

The team analyzed data and made revisions to operations and service delivery. This strategy resulted in better on-time performance (OTP) and a decrease in customer complaints. The revisions implemented are described in more detail below.

## Service Development:

Bus Operations, Operations Support, Field Supervision, Bus Maintenance and members of the Planning Department have held a series of ongoing meetings to help everyone understand and improve the log on process and data flow. As a result of everyone putting their heads together at the meetings, changes were made to the Kirk parking lot and traffic patterns, thus allowing the CAD/AVL system to communicate operator log ons with greater reliability.

## CAD/AVL Process Improvements at Kirk Bus Division:

The Service Development department has implemented fall bus schedule modifications based on data analysis, operator input, public comment, and the resources required to operate our Local Bus service. These minor modifications have increased the reliability and efficiency of the service. Service Development has been reviewing operator recommendations on in-line issues and taking corrective measures for verifiable concerns.

## Log On Monitoring:

The BOCC now uses "Pull Out" monitors for Bus Operations. With use of this tool, the BOCC can better monitor the log on status of buses in the field. The follow-up with operators and the field supervision of buses not logged on has led to a larger volume of more accurate log on information and data analysis for the Service Development and Bus Operations departments.

## Trapeze Schedule Import:

The Service Development department has upgraded Trapeze, the scheduling software that continuously exports data into

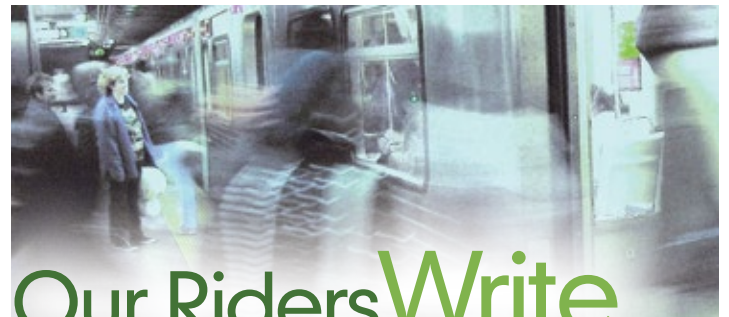
the CAD/AVL system. This has resulted in greater accuracy of on-time performance reporting.

## Field Supervision:

Field Supervision has begun monitoring all Local Bus lines operating under 70 percent on-time performance. While monitoring these lines, the Field Supervisors also investigate the root cause of the OTP issues. Based on these findings, supervisors suggest corrective action that is then carried out by BOCC, Bus Garage, Bus Maintenance, Service Development or management personnel.

## Work Lates:

The people in Bus Operations, Service Development, BOCC and Field Supervision have all been working diligently on reducing and eliminating work lates. The decrease in work lates has had a direct, positive impact on the amount of service cuts and delays occurring the next morning, which in turn also helps increase on-time performance.



## Metro Rider Praises MTA Police Force

Dear MTA,

On September 26, 2016, I had a medical emergency for which I was admitted to the hospital for 16 days. I was unable to drive and had no option but to leave my car at the Milford Mill Subway Station. At the hospital, I was able to reach out to MTA Police and ask them to keep an eye on my car for me. They were GREAT! You guys have my deepest gratitude for doing this for me and allowing me that peace of mind during my recovery. I want to say MUCH THANKS!!! Please share this as people never hear about the GOOD that MTA staff does. I would hope to meet these diligent employees face to face to give them all a big hug!!!

– Ethel J.



# Spotlight On Employees

## Twenty-seven New Bus Operators Graduate

The MTA welcomed 27 new bus operators at graduation ceremonies held in Mt. Washington on August 18 after they successfully completed an extensive 10-week training program under the supervision of the Office of Training & Development. The graduates included (in alphabetical order): **Zahirah Abdul-Aziz, Johaun Booker, Michael Chapman, Donaven Creighton, Cherice Daughtry, Iesha Dennis, Donte Gayle, Pearl Ewell, Shakia Fitchett, Jemella George, Kandace Grimes, Askahie Harris, Christine Harris, Britney Keeling, Javon Little, Chanell Maker, Anthony Martin, Andreas McClary, Jerome Poole, Jr., Linda Pope, Adrian Sampson, Ruth Sewell, Kolby Smith, Richard Spencer, Nicole Stott, Ross Sye and Latisha Wilson.**

(Photo by Gerry Hanlon)



## MDOT Deputy Secretary Jim Ports Presents APTA Gold Safety Award to Police at Awards Ceremony

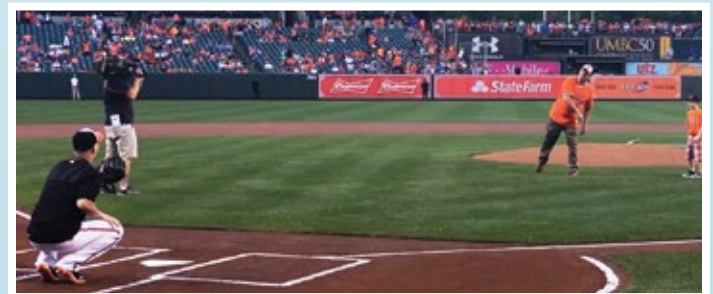
MTA Police Chief **Colonel John E. Gavrilis** (l) was presented with the APTA 2016 Rail Safety and Security Excellence Gold Award by Maryland Department of Transportation Deputy Secretary **Jim Ports** (r) and MTA Administrator **Paul Comfort**. The presentation took place at the annual MTA Police Awards ceremony held on July 26, 2016 at Police Headquarters on Mt. Hope Drive.



## Governor Hogan Praises MTA Efforts at 2016 Maryland Association of Counties Conference

**Governor Larry Hogan** (l) visited the MDOT and MTA booth at Maryland Association of Counties (MACo) 2016 Summer Conference. The conference, whose theme was *Cyber Solutions: Counties in the Digital Age*, was held in Ocean City, MD from August 17-20. Pictured with **Governor Hogan** are some of the attendees from MTA, including **Paul Comfort**, MTA Administrator, **Doug DeLeaver**, Director of Governmental Affairs, **Ryan Nawrocki**, Senior Director of Communications and Marketing (OCM), **Sarah Peters**, Office of Governmental Affairs, and **Juan Torrico**, OCM Business and Community Development Manager.

(Photo courtesy Executive Office of the Governor)



## Rangers 5 / Orioles 3, but Pete's Pitch...Priceless!

**Transportation Secretary Pete Rahn** (with grandson) threw out a great first pitch on August 4 when the Birds took on the Rangers at Oriole Park at Camden Yards.

(Photo by Kyle Yearwood)

# MTA FREE CLASSIFIEDS



**1996 new Milton Bradley Battleship Naval Combat game** in sealed box. Must sell. \$30. Call 410-456-2040.

**Power Paint Roller** – \$200. Also **Fine Finished Pump Cup Paint Sprayer** – \$700. Call Eugene Roberts 443-250-9845.

**Phonograph records** 33 rpm (albums), 45s, audio cds, transportation memorabilia (bus, train, airline, timetables/books, etc.). Herb Green Herbergreenjr@comcast.net or 410-435-0603.

**Metrokane Velvet Champagne and Wine Sealer** – works on all size bottle necks, preserves champagne bubbles and seals wine bottles air tight. \$5.00. Call 410-456-2040.

**Digital Picture Keychain** – stores up to 56 photos! Includes USB cable, rechargeable battery and software. \$10. Call 410-456-2040.

**New Canoe** – inflatable with oars, and fail safe. Yes, you can sail away! Wanderedsongs@aol.com.

**Residential and Commercial Cleaning and Organizing** – Over 7 years experience cleaning and organizing. Get \$10 off your first service. Teara.Booker@mail.com or 443-850-0110.

**Wisdom Cake Company** – Creative cake decorating by Amber Wisdom. Discounts offered for MTA employees and referrals. Ask for specials. AWisdom07@live.com or 443-297-7728.

**Personal Care Provider** – Licensed. Level 1, 2 or 3, in home. Sedan service available also. Call for rates. ADA. 443-469-7100.

**Sparkling Occasions** – Expert planning for every occasion – weddings, birthdays, bar mitzvahs & more! Serving MD, DC & VA. Martina Williams, sparkyouroccasion@gmail.com or 443-469-7733.

**Learn to Hand Dance** – Stay fit with dance at 909 22nd St., Balto. MD with instructor Marcus (Coolbrz) Calabrese. Mon. and Wed. 6-8 pm. 443-743-7732.

**Above & Beyond Commercial Cleaning Services** – Years of experience. No job is too small. Please call for rates. (301) 379-6570.

**Carpet Cleaning Services** – Special! 2 BR full apt., only \$100; 3 BR house, stairs & hallway included, only \$170! Don't delay - make appt today! 443-824-9014.

**Fast and Neat Painting Company** – Licensed painter with 20 years experience for indoor and outdoor painting. Also, drywall and other home improvement projects. Call Eugene S. Roberts, owner at 443-250-9845.

**Original Abstract paintings by commission** – Decorate your home or office. Contact Towanda\_Farmer@yahoo.com for more information.

**Tax Preparation or Bookkeeping Services** Contact Joyce Coates at 443-668-9052 or jcincometaxbookser@hotmail.com. Over 30 years of service. Open throughout the year.

**For Sale** – 4 Ten Pin Bowling Balls and Bag – \$150 or best offer. Call 443-825-5184.

**Hauling/Junk Removal** – Next day service. One piece or full truck load, \$40 & up. No job too small, thankful for them all. 410-419-3902.

**Terrance Hancock** – “The People’s DJ” specializing in Funk, Soul, 80s Pop, Disco, Old School Hip-Hop, R & B and Jazz. Call 443-739-5439 or terrance.hancock@gmail.com.

**For Sale** – Four used 17-inch chrome rims, \$75 (or best offer). Call John 410-258-5488.

**Cars & Trucks Wanted** – Running or not. Paying cash, \$350 and up. Free Towing. Larry, 410-387-5000.

**Floyd & Latronda’s 3 Strands Tree Service** We offer tree removal & landscaping. Other services include moving & hauling. We will beat the competition. MTA employees get a 10% discount. 410-905-2320.

**Just’s Auto Spa** – Mobile Detailers. We are a fully mobile automobile detailer. Never again get your car just washed – give it the Just’s Auto Spa treatment. Call Marc 443-902-1079.

**Wanted** – White MTA Police Crown Victoria 1/24 scale model that was sold here a few years ago with a hard plastic case for \$40 to raise funds for the MTA Police Force. Call 443-214-8045.

**Rush’Fully Tasteful Ex’Pyrience – “A Soul Food Tradition” Catering Services** – Caters all events to fit your budget and need at an affordable price. Please contact Shenise Rush 443-723-2257 for an additional 10% discount.

**MTA “Voices of Praise” Gospel Group** seeking musicians and singer. Contact Minister Brockington 410-900-3769 or email chillieWillie44@gmail.com.

**LADIES – Don’t get caught not looking your best.** AJAMac is available for all your cosmetic needs. Weddings, baby showers, proms, photo shoots, etc. Unbeatable prices from a certified MAC artist. Contact AjaMAC 443-813-3305.

**Antique Vintage Cars and Truck** – I have three vintage toy cars and truck. Will accept best price offered. Cathy 410-260-9261.

**Gift Baskets only \$40** – Great for gifts. Includes embroidered name on bath towel and scented soap. Call 410-804-8821.

**Summer Rental at Ocean Pines South** – Cool A-frame. 3 Bedrooms, 2 baths, sleeps 8. Weekly, mid-week, & long weekend rentals available. Email: sshahblake@gmail.com

**Nice Rims for sale** – Have six 22” rims and 4 tires for sale. Call Dave, 443-622-3562.

## FREE CLASSIFIED AD COUPON

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Category: \_\_\_\_\_

Place as many ads as you like. Restrictions: No MTA phone numbers or MTA email addresses; no personal or dating ads; no firearms or third party ads. Ads must be 25 words or less. MTA reserves the right to edit or decline submissions.

Send form by interoffice mail to: **MTA Office of Communications and Marketing, 6 St. Paul Street, 2nd floor, Baltimore, MD 21202** or FAX to **410-333-0893** or email **jberle@mta.maryland.gov**

*The MTA and State of Maryland do not endorse, warrant or guarantee any of the property (real or personal), products and/or services referenced in the classified advertisements. Liability lies solely with the persons requesting placement of the classified advertisements.*

# MTA SUPERSTARS

## July 2016

### **Bush**

ANTAWAN BRISCOE  
TYRONE CARR  
LINDA DAVIS  
KERWYN DUNCAN  
BERNARD FITCHETT  
COLETTE LINNEN  
GERALDINE MOORE  
JAMES MURPHY  
MATTHEW SINGLETON  
BENNIE WILLIAMS

### **Northwest**

MICHAEL COLEMAN  
TRENT CORNISH  
ANTONIQUE FOSTER  
MICHAEL GRANDISON  
GERRENO HARMON  
LESLIE HAWKINS  
JAMAAL LLOYD  
EDWARD MORALES  
ALDRIC PITTMAN  
TRINA SKINNER  
ANTONIO WILMER

### **Kirk**

WILLIE BROCKINGTON  
KEVIN CHAVIS  
ONRI HECTOR  
TYRONE JOHNSON  
WILLIAM SAUNDERS  
LADONNA WILSON

### **Eastern**

TAMMY ADAMS  
JAMES BENBOW  
DESIREE BERKLEY  
JACQUALINE BEVERLY  
CORY DAVIS SR.  
ISAIAH DAVIS SR.  
EUNICE GILMORE  
JUNIOUS JENNINGS  
KEVIN JOHNSON  
TERENCE LYONS  
CIANNI RIVERA  
PW SHEARRILL JR.  
IRA TAYLOR  
DEMETREISS TURNER  
RODNEY WALKER  
THOMAS WORKMAN

### **Metro Subway**

HILTON CARTER  
DAVID FULGHAM  
ANNICE GORDON  
JAMES JACKSON  
ROBIN JOHNSON  
DEBBIE LLOYD  
GREGORY NORTON  
GERALDINE MOORE  
WILLIAM STEWART  
GARY WILLIAMS

### **Light Rail**

DENNIS BURTON  
ERNESTINE CARTER  
RUTHVIN ELBOURNE  
WENDELL LITTLE  
MAURICE SIMMONS  
MARK WILLIAMS

## August 2016

### **Bush**

JUNE NELSON  
KENNETH BURGESS  
JAMES GEE  
RONALD HAGAR  
DAVID HIGGINS  
STANFORD HOLNESS  
GEORGE KNARR III  
SHEMECIA LEWIS  
CHARLES SCOTT JR.  
JAMES SMITH

### **Northwest**

ROY JONES  
KEVIN MORRISON  
TIMOTHY PATTON

### **Kirk**

ROCHELLE PIERCE  
ATLAS BOWDEN  
WILLIE BROCKINGTON  
FRANK HARGRAVE  
NINO HINES  
COREY JOHNSON SR.  
VICTOR JONES  
DAVON MARSHBURN  
TRACIE PULLEN  
DEBORAH SALTERS  
CARDELL SAMPLE

### **Eastern**

TANYA BROWN  
KIAPHAS CROSBIE  
CYPRIAN JOHNSON  
TRISHA JOSEY  
ANTHONY PHILLIPS  
DEMETREISS TURNER

### **Metro Subway**

SABRINA PATTERSON  
GERALD BLUE  
HILTON CARTER  
ANNICE GORDON  
DEBORAH GARRIS  
GLEN GORDON  
RONALD GRANT  
VERNON HOOKER  
JAMES JACKSON  
ROBIN JOHNSON  
ADRIENNE KANE  
JAMES KELLAM SR.  
DEBBIE LLOYD  
SHIRLEY CRAIG  
GREGORY NORTON  
LEE RABINOVITZ  
TONYA SANDERS  
REN'EE SHAMBOURGER  
WILLIAM STEWART  
GWENDOLYN TERRY  
GARY WILLIAMS  
LALETA WILLIAMS

### **Light Rail**

SONDRA ALARK  
EARLEKE WILLIAMS  
THOMAS BROWNLEY JR.  
DENNIS BURTON  
DAVID CAPERS  
KEITH CARTER  
CORY COSBY  
RUTHVIN ELBOURNE  
REGINA JEFFERSON  
THEONDRES JOHNSON  
SHELLY JONES-BROOKS  
REGINALD KIDD  
VERONI LOVETT-BROWN  
RONALD MCCAIN  
ANGELITA MCCREA  
EUGENE METTS JR.  
HOSEA MILLER  
KATINA MILLS  
MICHAEL MORRIS SR.  
ANJANETTE MOUZON  
MAURICE SIMMONS  
MICHAEL THOMAS JR.  
KENT VADEN  
MARK WILLIAMS