

way Administration, the American Association of State Highway and Transportation Officials, and kindred groups. The Office also works with other units to analyze issues, develop policy, and recommend State and federal highway legislation.

#### OFFICE OF PLANNING & PRELIMINARY ENGINEERING

Neil J. Pedersen, *Director*  
(410) 333-1110

Created in 1985, the Office of Planning and Preliminary Engineering directs and manages systems planning and project planning for the State Highway Administration and develops the six-year capital program of the Administration.

#### OFFICE OF REAL ESTATE

Robert J. Finck, *Director*  
(410) 333-1666

The Office of Real Estate dates from 1930 when the Right of Way Department was created under the State Roads Commission. The Office directs statewide acquisition of land and relocation of people and businesses necessary for the construction of State Highway Administration projects in the *Consolidated Transportation Program*. If the amicable purchase of land is not possible, the Office requests authorization from the State Roads Commission to condemn property. The Office also leases properties of the State Highway Administration, sells excess land parcels, and licenses billboards and other outdoor advertising along State highways.

### MASS TRANSIT ADMINISTRATION

John A. Agro, Jr., *Mass Transit Administrator*  
Dianna Rosborough, *Deputy Administrator*

6 St. Paul St., 2nd floor  
Baltimore, MD 21202—1614 (410) 767-3943

The Mass Transit Administration originated as the Metropolitan Transit Authority in 1961 (Chapter 670, Acts of 1961). The Administration was created as part of the Department of Transportation in 1970 (Chapter 526, Acts of 1970). The Administration develops, constructs, and operates the Baltimore Metro subway system, the Central Light Rail Line, and the Maryland Commuter (MARC) Rail Passenger Service.

Operating and maintaining the public bus, subway and rail systems, the Mass Transit Administration is responsible for public transportation. The metropolitan area served encompasses Anne Arundel County, Baltimore City, and Baltimore County. Commuter bus service also links Howard and Harford Counties to Baltimore City, and southern Maryland to Washington, DC. The Administration also gives technical and financial assistance to de-

velop or improve public transportation in small urban areas throughout the State (Code Transportation Article, secs. 7-101 through 7-706).

Administration functions are carried out by the Mass Transit Administration Police, and eight offices: Administration; Customer Services; Engineering; Finance; Planning and Programming; Real Estate and Freight Services; Transit Communications; and Transit Operations.

#### MASS TRANSIT ADMINISTRATION CITIZENS ADVISORY COMMITTEE

Thomas Sunseri, Jr., *Chair*  
Ruth F. Silverstone, *Coordinator*  
(410) 767-3942

Appointed by the Secretary of Transportation, members of the Citizens Advisory Committee serve three-year terms.

#### OFFICE OF CUSTOMER SERVICES

Ellisa C. Darnall, *Director*  
(410) 767-8348

The Office of Customer Services is responsible for four divisions: Certification; Customer Services; Marketing; and Transit Information Services.

#### CERTIFICATION DIVISION

Peter Owens, *Manager*  
(410) 333-4347

The Certification Division issues MTA photo identification cards to qualified senior citizens and persons with disabilities for use on regular and handicapped modes of transit. The Division informs potential riders of fares and services. At schools and rehabilitation centers, it trains riders to use mass transit.

#### CUSTOMER SERVICES DIVISION

Beth Robinson, *Manager*  
(410) 767-8352

The Customer Services Division distributes timetables and other information about public transportation. It sells tokens and discounted passes, and processes customer refunds for all modes of transportation. It also responds to recommendations and complaints from riders and resolves problems. In addition, the Division holds fairs and conferences, and mounts displays to inform citizens about public transportation. At Union Station in Washington, DC, the Division runs a customer service booth.

#### MARKETING DIVISION

Patrice M. Malloy, *Manager*  
(410) 767-8755

The Marketing Division develops and implements consumer marketing programs. It manages a revenue contract that grants advertising rights on