

MARYLAND TRANSPORTATION AUTHORITY  
SPECIAL BOARD MEETING

THURSDAY, NOVEMBER 30, 2022  
4:00 P.M.

2310 BROENING HIGHWAY, BALTIMORE MD 21224  
VIRTUAL & LIVESTREAMED OPEN MEETING

OPEN SESSION

James F. Ports, Jr., Chairman

MEMBERS ATTENDING:

Dontae Carroll  
William H. Cox, Jr.  
William C. Ensor, III  
W. Lee Gaines, Jr.  
Mario J. Gangemi  
Cynthia D. Penny-Ardinger, Esq.  
Jeffrey S. Rosen  
John F. von Paris

STAFF ATTENDING:

Meryle F. Dunlap, Esq.  
Natalie Henson  
Selena McKissick  
Megan Mohan, Esq.  
Mary O'Keeffe  
William Pines  
Joseph Sagal  
Deb Sharpless  
Timothy Sheets

OTHERS ATTENDING:

Samantha Biddle, MDOT TSO  
Ebony Moore, MDOT TSO

At 4:00 p.m. Chairman James F. Ports, Jr. called the Special meeting of the Maryland Transportation Authority (MDTA) Board to order. The meeting was held virtually and was livestreamed on the MDTA Board Meeting web page.

### **APPROVAL – CUSTOMER ASSISTANCE PLAN**

Mr. William Pines, MDTA's Executive Director, requested approval from the MDTA Board for a two-week extension of the Customer Assistance Plan. This extension would change the end date from November 30, 2022 at 11:59 pm to December 14, 2022 at 11:59 pm.

Mr. Pines explained that at November's Finance Committee staff recommended to retain the November 30, 2022, closing date for the Customer Assistance Plan and return to standard operations on December 1, 2022. This recommendation was because many customers were not taking actions to pay their outstanding tolls and enforcement measures would be necessary. However, since that time there has been a substantial increase in customers taking actions to make payments of their tolls. Mr. Pines indicated that the Call Center and Customer Service Centers have experienced large upticks with customers making last minute payments. He added that on Tuesday, November 15<sup>th</sup> the Call Center had approximately 8,800 requests for service, but that this increased to over 30,000 on Tuesday, November 29<sup>th</sup> (two weeks later). Mr. Pines also informed the Board that employees at MDTA's Customer Service Centers have been staying late to help customers who were standing in lines at closing time. Because of this, the staff is now recommending a two-week extension of the Customer Assistance Plan to assist customers who want to pay their tolls but who waited until the last minute to pay. The staff anticipates this to be beneficial to both the MDTA and its customers. MDTA's Chief Financial Officer, Ms. Deb Sharpless, advised that the proposed extension does not put the MDTA in jeopardy of violating any of its financial policies.

During the meeting some Members emphasized that no further extensions should be brought to the MDTA Board for approval. Mr. Pines committed to the Board that no further extensions would be requested as there are customers who refuse to pay their tolls and further extensions would delay appropriate actions for these customers. Mr. Pines acknowledged that reinitiating enforcement measures will be necessary immediately after the new extension deadline.

Upon motion by Member Mario J. Gangemi and seconded by Member William C. Ensor, III, the Board approved a two-week extension of the Customer Assistance Plan extending the deadline to 11:59 p.m. on December 14, 2022. Member Dontae Carroll abstained from voting on this item.

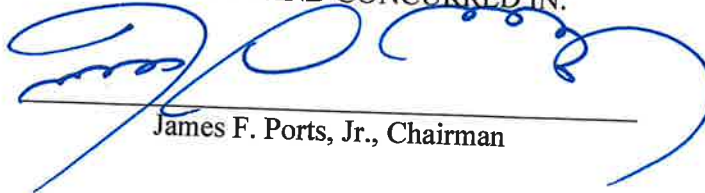
### **VOTE TO ADJOURN MEETING**

There being no further business, upon motion by Member William H. Cox, Jr. and seconded by Member Jeffrey S. Rosen, the Members unanimously voted to adjourn the meeting at 4:31 p.m.

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The next MDTA Board Meeting will be held on Thursday, December 15, 2022 at 9:00 a.m. at MDTA, 2310 Broening Highway, Baltimore MD and will be livestreamed on the MDTA Board webpage.

APPROVED AND CONCURRED IN:



James F. Ports, Jr., Chairman