

buses, Metro light rail, MARC trains, and station platforms. It manages the advertising agency contract that promotes public transportation. The Division designs and produces brochures, flyers, newsletters, signs, displays, vehicle markings, timetables, and logos to inform the public and Administration employees of transportation services.

TRANSIT INFORMATION SERVICES DIVISION

Delores E. Liely, *Manager*
(410) 333-3515

The Transit Information Services Division answers telephone inquiries about transit schedules and routes. By telephone it also receives complaints and recommendations from mass transit riders and forwards their comments to units for evaluation.

OFFICE OF ENGINEERING

Frank S. Wacsche III, *Director*
(410) 767-3806

The Office of Engineering was formed as the Transit Development Division in 1983. The Division was renamed the Office of Engineering in 1993. The Office oversees contract administration, facilities, engineering, system equipment engineering, and construction management.

OFFICE OF FINANCE

Stephen J. Mangano, *Director*
(410) 767-3750

Established in 1986, the Finance Division was reorganized as the Office of Finance in 1993. The Office is responsible for the Administration's capital and operating budgets, analysis, management, accounting, auditing, and transit insurance.

MASS TRANSIT ADMINISTRATION POLICE

Bernard B. Foster, *Chief*
(410) 333-8144

The Mass Transit Administration Police was established in 1972. The Police ensures a safe and orderly environment within the transit system.

OFFICE OF PLANNING & PROGRAMMING

Kenneth A. Goon, *Director*
(410) 767-3787

The Office of Planning and Programming began as the Capital and Statewide Programs Department in 1984, and received its present name in 1993. The Office is responsible for the capital program, statewide and federal grants, legislative liaison, regional and State planning, and technical assistance.

OFFICE OF REAL ESTATE & FREIGHT SERVICES

Louis H. Pinkney, *Director*
(410) 767-3695

The Office of Real Estate and Freight Services directs the real property and freight railroad activities of the Mass Transit Administration. The Office acquires property and rights of way for commuter and transit projects and disposes of excess property. The Office manages and leases the Administration's real property, including State-owned rights of way. It furthers the use of mass transit through joint State and private sector projects for economic development and renews and upgrades transit services and facilities to help revitalize older neighborhoods. The Office also manages and maintains freight-railroad rights of way that are owned by the State, administers operating agreements with shortline railroads operating on these rights of way, and promotes the role of railroads in Maryland's economic and industrial development.

OFFICE OF TRANSIT COMMUNICATIONS

Anthony Brown, *Director*
(410) 767-3931

The Office of Transit Communications originated as the Communications Department in April 1988. It became the Office of Media and Public Relations in 1993 and received its present name in 1995. The Office is responsible for media-press relations, transit reports, and public relations.

OFFICE OF TRANSIT OPERATIONS

Charles S. Carnaggio, *Director*
(410) 767-8758

The Office of Transit Operations originated as the Transit Operations Division in 1983. The Office was reorganized under its present name in 1993. The Office oversees transportation maintenance as well as planning and scheduling; and the Mass Transit Administration Police paratransit services for the Bus, Light Rail, Maryland Commuter (MARC) Rail Passenger Service, and Metro.

BUS OPERATIONS

W. Stewart Taylor, *Manager*
(410) 333-3500

A fleet of 850 buses provides transportation to over 250,000 customers daily across 62 bus routes in Baltimore County, Baltimore City, and Anne Arundel County, along with contracted bus service in Harford, Howard, Montgomery and Talbot counties.

LIGHT RAIL OPERATIONS

Jerry W. Flanders, *Acting Manager*
(410) 333-7669

Inaugurated in 1992, the Central Light Rail Line consists of electric light rail cars that provide