777 North Capitol Street, N.E., Suite 300, Washington, D.C. 20002-4290 (202) 962-3310 Fax: (202) 962-3202 TDD: (202) 962-3213

## **Item #5**

## **MEMORANDUM**

February 15, 2006

**TO:** Transportation Planning Board

**FROM:** Ronald F. Kirby

Director, Department of Transportation Planning

**RE:** Letters Sent/Received Since the January 18<sup>th</sup> TPB Meeting

The attached letters were sent/received since the January 18<sup>th</sup> TPB meeting. The letters will be reviewed under Agenda #5 of the February 15<sup>th</sup> TPB agenda

Attachments

# Potomac Watershed Trash Summit 2006



## **TRASH FREE BY 2013!**

## Mark Your Calendar ► March 16, 2006

The Alice Ferguson Foundation presents the 1st Annual Trash Summit, hosted at

## **The World Bank**

Preston Auditorium 1818 H Street, NW Washington, DC 20433 USA (near Farragut West and Farragut North Metro)

# Must Register by March 6 to Attend!

Your timely registration is important due to security measures at the World Bank.

Registration fee: \$40 (includes delicious lunch, morning and afternoon snack breaks)

Please visit **www.TrashFreePotomac.org** to register online.

For more information on the 2006 Trash Summit, including sponsorships, exhibiting, or registration, please contact:

Gina Mathias, Alice Ferguson Foundation, 301-292-5665 Email: TrashSummit@fergusonfoundation.org www.TrashFreePotomac.org

## Agenda (9:30<sub>AM</sub>-4:30<sub>PM</sub>)

- Ceremonial signing and media coverage of elected officials committing to the 2006 Action Plan to reduce trash in the Potomac Watershed
- Keynote presentations
- Dialogue and panel discussions
- Exhibits

## Who Should Attend

- National, state, regional, and local community elected officials from within the Potomac Watershed
- Governmental agency representatives
- Staff of nonprofit organizations and educational institutions
- Private company representatives
- Interested citizens

Gathering key stakeholders to learn, discuss, plan, and take action on strategies that lead to a Trash-Free Potomac Watershed by 2013

777 North Capitol Street, N.E., Suite 300, Washington, D.C. 20002-4290 (202) 962-3310 Fax: (202) 962-3202

## **MEMORANDUM**

**TO:** Transportation Planning Board

**FROM:** Michael Farrell

Transportation Planner

**SUBJECT:** Street Smart Regional Pedestrian and Bicycle Safety Campaign:

**Proposed Public Relations Activities** 

**DATE:** February 9, 2006

## Background

At its January 18 meeting the TPB received a report on the results of the 2005 Street Smart pedestrian and bicycle safety campaign and proposed activities for 2006. After discussion of the planned kick-off event, the TPB requested that staff prepare a plan for multiple public relations events for the March-April campaign. There was to be an increased emphasis on elements most likely to get media attention, such as live law enforcement. The proposal should also include a strategy for engaging local media outlets, in addition to the regional television, radio, and newspapers.

In response the Street Smart steering committee, the consultant Design House, and staff met on January 26 and developed a proposal providing for multiple public relations events.

## **Proposed Public Relations Activities**

A kick-off event is proposed to take place in Alexandria, on March 21. It will include live law enforcement in addition to speaking opportunities for representatives of the agencies sponsoring the program, and a survivor of a pedestrian crash. The target audience for the event will be the regional mass media.

A wrap-up event is proposed to take place on April 25 at the Fairfax INOVA Hospital in Fairfax County. The theme will be the effect of vehicular crashes on pedestrians. Likely guest speakers include an automotive engineer and a Fairfax INOVA emergency room physician. Vehicles designed to lessen the impact of a crash on a pedestrian may be available for display and discussion, as well as a video of a pedestrian crash dummy being hit. The speakers will be technical experts rather than public officials.

A third element is proposed to consist of at least two locally-oriented events, at locations to be determined in coordination with TPB member jurisdictions, to take place during the campaign. TPB staff will coordinate with member jurisdictions to identify high pedestrian-crash locations, and/or a location where a well-publicized pedestrian crash occurred. TPB staff and member jurisdictions will coordinate ride-alongs with local law enforcement and a local official, invite a local newspaper/cable editor/or reporter, and highlight local jurisdiction statistical trends. The events will focus on involvement of local-area media. TPB member jurisdictions interested in hosting an event are encouraged to contact Michael Farrell at 202-962-3760.

This overall public relations plan satisfies the needs of the program as well as TPB's January requests. There will be multiple events for the program spread around the region; there will be several opportunities for local official involvement; and the multiple events on different days and of different natures will not overly compete against one another for the vital media attention the campaign needs. While a larger pool of funding would have been beneficial in increasing the reach of the campaign, a successful, high-impact program will be delivered.

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#### **MEMORANDUM**

February 7, 2006

To: Transportation Planning Board

From: Michael J. Clifford

Systems Planning Applications Director

Subject: Draft Scope of Work for the Air Quality Conformity Assessment of

the 2006 Constrained Long Range Plan (CLRP) and the FY2007-

2012 Transportation Improvement Program (TIP)

This memo transmits the draft scope of work for the air quality conformity assessment for the 2006 CLRP and the FY2007-2012 TIP. Consistent with the CLRP and TIP call for projects approved by the TPB at its December 21, 2005 meeting, this scope reflects the necessary technical tasks and public comment / interagency consultation requirements to assess conformity, to be performed on a schedule leading to adoption of the plan and program by the TPB in October 2006.

These work efforts address conformity requirements associated with: attainment of the 8-hour ozone standard (volatile organic compounds (VOC) and nitrogen oxides (NOx) as ozone precursor pollutants); attainment of the fine particles (PM2.5) standards (directly emitted particles and precursor NOx); and maintenance of the wintertime carbon monoxide (CO) standard.

This scope of work will be released for public comment and agency review at the TPB Citizens Advisory Committee meeting on February 9, 2006; the comment period ends on March 12. The Board will be asked to approve the scope of work at its March 15, 2006 meeting.

Attachment

## AIR QUALITY CONFORMITY ASSESSMENT: 2006 CONSTRAINED LONG RANGE PLAN AMENDMENTS AND FY2007-2012 TRANSPORTATION IMPROVEMENT PROGRAM

#### DRAFT SCOPE OF WORK

#### I. INTRODUCTION

Projects solicited for the 2006 Constrained Long Range Plan (CLRP) and the FY2007-2012 Transportation Improvement Program (TIP) are scheduled to be finalized at the March 15, 2006 TPB meeting. This scope of work reflects the tasks and schedule designed for the air quality conformity assessment leading to adoption of the plan and program on October 18, 2006. This work effort addresses requirements associated with attainment of the 8-hour ozone standard (volatile organic compounds (VOC) and nitrogen oxides (NOx) as ozone precursor pollutants), and fine particles (PM2.5) standards (direct particles and precursor NOx), as well as maintenance of the wintertime carbon monoxide (CO) standard.

The plan and program must meet air quality conformity regulations: (1) as originally published by the Environmental Protection Agency (EPA) in the November 24, 1993 Federal Register, and (2) as subsequently amended, most recently on June 1, 2005, and (3) as detailed in periodic FHWA / FTA and EPA guidance. These regulations specify both technical criteria and consultation procedures to follow in performing the assessment.

This scope of work provides a context in which to perform the conformity analyses and presents an outline of the work tasks required to address all regulations currently applicable.

## II. REQUIREMENTS AND APPROACH

## **A. Criteria** (See Exhibit 1)

As described in the 1990 Clean Air Act Amendments, conformity is demonstrated if transportation plans and programs:

- 1. Are consistent with most recent estimates of mobile source emissions,
- 2. Provide expeditious implementation of TCMs, and
- 3. Contribute to annual emissions reductions.

Assessment criteria for ozone, CO, and PM2.5 are discussed below.

Consistent with 'interim procedures' (temporary until 8-hour ozone emissions budgets are determined) under EPA regulations, and with concurrence from the Metropolitan Washington Air Quality Committee (MWAQC), the 1-hour ozone standard emissions budgets will provide the basis for the ozone season emissions budget comparison element of the conformity assessment. These budgets were set by MWAQC and approved by EPA as adequate for conformity under severe area State Implementation Plan (SIP) planning requirements. This

approach was established in the conformity assessment approved by the TPB on January 19, 2005, and will be utilized in this current assessment.

The region is in maintenance for mobile source wintertime CO and, as in prior conformity assessments, is required to show that pollutant levels do not exceed the approved budget.

Criteria and procedures for demonstrating conformity with respect to PM2.5 in the interim period before SIPs are filed differ from ozone or wintertime carbon monoxide assessments in that there are no existing budgets which can be applied. In this case EPA allows for an assessment that shows emissions in "action" scenarios are no greater than those in a 2002 base. This criterion was established and applied, with the concurrence of MWAQC, in the initial PM2.5 conformity assessment approved by the TPB on December 21, 2005. Emissions will be inventoried for yearly totals instead of on a daily basis.

## **B.** Approach (See Table 1 – Summary of Technical Approach)

The analytical approach is similar to that applied and documented in the October 19, 2005 air quality conformity assessment of the 2005 CLRP and the FY2006-2011 TIP for the ozone precursors and wintertime CO pollutants, and in the December 21, 2005 PM2.5 standards air quality conformity assessment for the PM2.5 pollutants. In addition to the highlighted elements below, explicit inputs include: a summary list of major policy and technical input assumptions, shown as Attachment A; and all transportation network elements which will be finalized at the March 15, 2006 TPB meeting.

**TABLE 1 – Summary of Technical Approach** 

	Ozone	Wintertime CO	PM2.5
Pollutant:	VOC, NOx	СО	Direct particles, Precursor NOx
Budget:	8-hour ozone 'interim' mobile source emissions budgets	Approved wintertime CO emissions budget	Budget not yet set - Use Reductions from base 2002 inventory
Emissions Analysis Time-frame:	Daily	Daily	Annual
Geography:	MSA	DC, Arl., Alex., Mont., Pr. Geo.	MSA less Stafford and Calvert counties
Network Inputs:	Regionally significant projects		
Land Activity:	Round 7.1		
Modeled Area:	Expanded Cordon (2191 zone)		
Model Set:	Version 2.1 D #50		
Mobile Model:	MOBILE6.2 emissions factors, consistent with the procedures utilized to establish the VOC and NOx mobile source emissions budgets	MOBILE6.2 Consistent with procedures used to establish the budget	MOBILE6.2 'Seasonal' approach, as developed in 2005 CLRP conformity analysis
Emissions Factor Refinements:	Refinements developed as part of the 2005 CLRP PM2.5 conformity assessment and subsequent research include: use of 2005 vehicle registration data for all jurisdictions; use of hourly temperatures, relative humidity, barometric pressure and NOx rebuild effects.		

#### III. CONSULTATION

- 1. Execute TPB consultation procedures as outlined in the consultation procedures report adopted by the TPB on May 20, 1998.
- 2. Participate in meetings of MWAQC, its Technical Advisory Committee and its Conformity Subcommittee to discuss the scope of work activities, TERM development process, and other elements as needed; discuss at TPB meetings or forums, as needed, the following milestones:
  - CLRP / TIP Call for Projects
  - Scope of work
  - TERM proposals
  - Project submissions: documentation and comments
  - Analysis of TERMs, list of mitigation measures
  - Conformity assessment: documentation and comments
  - Process: comments and responses

#### IV. WORK TASKS

- 1. Receive project inputs from programming agencies and organize into conformity documentation listings (endorsement of financially constrained project submissions scheduled for March 15, 2006)
  - Project type, limits, NEPA approval, etc.
  - Phasing with respect to forecast years
  - Transit operating parameters, e.g. schedules, service, fares
  - Action scenarios
- 2. Utilize Round 7.1 Cooperative Forecasts
  - Households by auto ownership, population and employment
  - Zonal data files
- 3. Prepare forecast year highway, HOV, and transit networks
  - Update GIS highway database
  - Filter database to create 2010, 2020, and 2030 highway networks
  - Rebuild networks for modeling
  - Update / edit transit files
  - Update fares, as necessary
- 4. Prepare 2002 travel and emissions estimates
  - Execute travel demand modeling
  - Develop and apply Mobile 6.2 emission factors (ozone, PM2.5, winter CO)
  - Calculate emissions (daily for ozone season VOC and NOx; daily for winter CO;

### yearly for PM2.5 direct particles and precursor NOx)

- 5. Prepare 2010 travel and emissions estimates
  - Tasks as in year 2002 analysis
- 6. Prepare 2020 travel and emissions estimates
  - Tasks as in year 2010 analysis
  - Apply "transit constraint" using 2010 levels
- 7. Prepare 2030 travel and emissions estimates
  - Tasks as in year 2020 analysis
- 8. Identify extent to which TIP and plan provide for expeditious implementation of TCMs contained in ozone state implementation plans and emissions mitigation requirements of previous TIP and CLRP commitments (TERMs)
  - In the CLRP / TIP Call for Projects document staff identified previous TCM and TERM commitments and requested a status report from the implementing agencies
  - Staff will review these reports as they are received and update the TERM tracking sheet that was included in the October 19, 2005 air quality conformity report
  - The status reports and the updated TERM tracking sheet will be included in the air quality conformity report.
- 9. Coordinate / analyze emissions reductions associated with CMAQ and similar projects
  - Obtain project-specific emissions reductions from programming agencies
  - Summarize daily ozone season VOC and NOx reductions for each milestone year
  - Analyze current TERMs for yearly direct PM2.5 and precursor NOx PM2.5 pollutant reductions; explore additional TERMS
  - With oversight from the Travel Management Subcommittee, as needed, propose and analyze additional measures for their emissions benefits, costs, cost effectiveness, and other evaluation criteria
- 10. Analyze results of above technical analysis
  - Reductions from 1990 (ozone season VOC and NOx and winter CO) and 2002 base (ozone season VOC and NOx, winter CO, and PM2.5)
  - Ozone season VOC and NOx and winter CO emissions budgets
  - With oversight from the Travel Management Subcommittee, the Technical Committee and the TPB, identify and recommend additional measures should the plan or program fail any test and incorporate

## 11. Assess conformity and document results in a report

- Document methods
- Draft conformity report
- Forward to technical committees, policy committees
- Make available for public and interagency consultation
- Receive comments
- Address comments and present to TPB for action
- Finalize report and forward to FHWA, FTA and EPA

## V. SCHEDULE

The schedule for the execution of these work activities is contained within the air quality conformity schedule in Exhibit 2. The time line shows completion of the analytical tasks, preparation of a draft report, public and interagency review, response to comments and action by the TPB on October 18, 2006.

## Exhibit 1

## Conformity Criteria

## All Actions at all times:

Sec. 93.110	Latest planning assumptions.
Sec. 93.111	Latest emissions model.
Sec. 93.112	Consultation.

## Transportation Plan:

Sec. 93.113(b) TCMs.

Sec. 93.118 Emissions budget.

Sec. 93.119 Interim emissions in areas without emissions budgets

TIP:

Sec. 93.113(c) TCMs.

Sec. 93.118 Emissions budget.

Sec. 93.119 Interim emissions in areas without emissions budgets

## Project (From a Conforming Plan and TIP):

Sec. 93.114	Currently conforming plan and TIP.
Sec. 93.115	Project from a conforming plan and TIP.
Sec. 93.116	CO and PM10 hot spots.
Sec. 93.117	PM10 control measures.
Sec. 93.118	Emissions budget.
Sec. 93.119	Interim emissions in areas without emissions budgets

## Project (Not From a Conforming Plan and TIP):

Sec. 93.114 Currently conforming plan and TIP. Sec. 93.116 CO and PM10 hot spots. Sec. 93.117 PM10 control measures. Sec. 93.118 Emissions budget. Sec. 93.119 Interim emissions in areas without emissions budgets	Sec. 93.113(a)	ICMs.
Sec. 93.117 PM10 control measures. Sec. 93.118 Emissions budget.	Sec. 93.114	Currently conforming plan and TIP.
Sec. 93.118 Emissions budget.	Sec. 93.116	CO and PM10 hot spots.
$\mathcal{E}$	Sec. 93.117	PM10 control measures.
Sec. 93.119 Interim emissions in areas without emissions budgets	Sec. 93.118	Emissions budget.
	Sec. 93.119	Interim emissions in areas without emissions budgets

## Sec. 93.110 Criteria and procedures: Latest planning assumptions.

The conformity determination must be based upon the most recent planning assumptions in force at the time of the conformity determination.

## Sec. 93.111 Criteria and procedures: Latest emissions model.

The conformity determination must be based on the latest emission estimation model available. Sec. 93.112 Criteria and procedures: Consultation.

Conformity must be determined according to the consultation procedures in this subpart and in the applicable implementation plan, and according to the public involvement procedures established in compliance with 23 CFR part 450.

## Sec. 93.113 Criteria and procedures: Timely implementation of TCMs.

The transportation plan, TIP, or any FHWA/FTA project which is not from a conforming plan and TIP must provide for the timely implementation of TCMs from the applicable implementation plan.

## Sec. 93.114 Criteria and procedures: Currently conforming transportation plan and TIP.

There must be a currently conforming transportation plan and currently conforming TIP at the time of project approval.

### Sec. 93.115 Criteria and procedures: Projects from a plan and TIP.

The project must come from a conforming plan and program.

## Sec. 93.116 Criteria and procedures: Localized CO and PM10 violations (hot spots).

The FHWA/FTA project must not cause or contribute to any new localized CO or PM10 violations or increase the frequency or severity of any existing CO or PM10 violations in CO and PM10 nonattainment and maintenance areas.

## Sec. 93.117 Criteria and procedures: Compliance with PM10 control measures.

The FHWA/FTA project must comply with PM10 control measures in the applicable implementation plan.

#### Sec. 93.118 Criteria and procedures: Motor vehicle emissions budget

The transportation plan, TIP, and projects must be consistent with the motor vehicle emissions budget(s).

# Sec. 93.119 Criteria and procedures: Interim emissions in areas without motor vehicle budgets

The FHWA/FTA project must satisfy the interim emissions test(s).

**NOTE:** See EPA's conformity regulations for the full text associated with each section's requirements.

## Exhibit 2

# Proposed Schedule For the 2006 Constrained Long-Range Transportation Plan (CLRP) and FY 2007 – 2012 Transportation Improvement Program (TIP)

*November 16, 2005	TPB Reviews Draft Call For Projects (formerly called the "Solicitation Document")
*December 21, 2005	TPB Releases Final Call For Projects
December 21, 2005	Transportation Agencies Begin Submitting Project Information through Database Application
February 3, 2006	<u>DEADLINE:</u> Transportation Agencies Complete On-Line Project Submissions
February 9, 2006	Plan and TIP Project Submissions and Draft Scope of Work for Conformity Assessment Released for Public Comment
*February 15, 2006	TPB Briefed on Project Submissions
March 12, 2006	Public Comment Period Ends
*March 15, 2006	TPB Reviews Public Comments and is asked to Approve Scope of Work and Project Submissions for Inclusion in the Air Quality Conformity Analysis
*July 19, 2006	TPB Receives Status Report on the Conformity Assessment, Draft Plan and TIP
September 14, 2006	Draft Conformity Assessment and Draft Plan and TIP Released for Public Comment (Public-friendly materials are provided to facilitate public comment)
*September 20, 2006	TPB Briefed on the Conformity Assessment and the Plan and TIP
October 14, 2006	Public Comment Period Ends
*October 18, 2006	TPB Reviews Public Comments and Responses to Comments, and is Presented the Draft Conformity Assessment and the Draft Plan and TIP for Adoption

<sup>\*</sup>TPB Meeting

#### WORK SCOPE ATTACHMENT A

2/09/06

## POLICY AND TECHNICAL INPUT ASSUMPTIONS AIR QUALITY CONFORMITY ANALYSIS OF 2006 CLRP AND FY2007-2012 TIP

#### 1. Land Activity

- Round 7.1 Cooperative Forecasts

## 2. Policy and Project Inputs

- Highway, HOV and transit projects and operating parameters
- Financially constrained project submissions to be advanced by the TPB on 3/15/2006

## 3. Travel Demand Modeling Methods

- Version 2.1 D #50 Travel Model
- All HOV facilities at HOV-3 in 2010
- Transit "capacity constraint" procedures (2010 constrains later years)

#### 4. Emissions Factors

- Update emissions factors methods originally developed and applied in the 2005 CLRP conformity process: MOBILE6.2, 2005 registration data, VMT mix specific to each analysis year
- Refinements based upon new methods developed for PM2.5 and for SIP analysis
- Seasonal PM2.5 factors for total directly emitted particles and precursor NOx
- No oxygenated fuels assumed for wintertime carbon monoxide conditions

## 5. Emissions Modeling Methods / Credits

- Updated post-processor methods to reflect EPA guidance associated with Mobile6.2 model release updates for local road speed profiles in rural areas
- Yearly PM2.5 emissions (total PM2.5 and precursor NOx) using latest seasonal traffic adjustments and above emissions factors
- Offline emissions analyses

## 6. Conformity Assessment Criteria

- EPA conformity regulations stating the transportation conformity rule amendments for: (1) the 8-hour ozone standards including use of interim mobile source emissions budgets and (2) PM2.5 requirements to demonstrate emissions are no greater than a 2002 base case.
- Analysis years: 2010, 2020, and 2030

777 North Capitol Street, N.E., Suite 300, Washington, D.C. 20002-4290 (202) 962-3310 Fax: (202) 962-3202

January 25, 2006

Ms. Lyn Erickson
Acting Manager
Office of Planning and Capital Programming
Maryland Department of Transportation
7201 Corporate Center Drive
Hanover, Maryland 21076

Dear Ms. Erickson:

In your January 9, 2006 letter to me you forwarded for review and concurrence a project in southern Maryland which was evaluated with respect to its conformity status by the Maryland State Highway Administration (SHA). The project is:

## Calvert County

MD2/4 at MD 263 Geometric Improvement

SHA determined that the project is exempt from a regional emissions analysis, and also, after consideration of the need for a hot-spot carbon monoxide analysis, determined that such a study would not be required. You requested TPB concurrence in this assessment.

This project is in a category of projects which are exempt from regional emissions analysis, according to Section 93.127 of the Environmental Protection Agency's transportation conformity rule. Accordingly, we concur with SHA's assessment that there are no conformity issues with the project.

Sincerely yours,

Ronald F. Kirby

Director, Department of Transportation Planning

forder Kirley



Robert L. Ehrlich, Jr.
Governor
Michael S. Steele
Lt. Governor
Robert L. Flanagan
Secretary
James F. Ports, Jr.
Deputy Secretary

January 9, 2006

Mr. Ronald F. Kirby, Director
Department of Transportation Planning
Metropolitan Washington Council of Governments
777 North Capitol Street, N.E.
Washington DC 20002-45290

Dear Mr. Kirby:

The Maryland Department of Transportation requests your review and concurrence of the State Highway Administration's (SHA) evaluation of a project for Calvert County. Please refer to the attached memorandum dated December 22, 2005 from SHA. If you have any specific questions about the project, please call me at 410-865-1279.

Sincerely,

Lyn Erickson, Acting Manager

Syn Luckson

Office of Planning and Capital Programming

Attachment

cc: Mr. James Thompson, Assistant Division Chief, Regional and Intermodal Planning Division, Maryland State Highway Administration



Robert L. Ehrlich, Jr., Governor Michael S. Steele, Lt. Governor Robert L. Flanagan, Secretary Neil J. Federsen, Administrator

## Maryland Department of Transportation

## **MEMORANDUM**

TO:

Ms. Lyn Erickson

Office of Planning and Capital Programming Maryland Department of Transportation

FROM:

Bruce M. Grey

Deputy Director

Office of Planning and Preliminary Engineering

DATE:

December 22, 2005

SUBJECT:

**MWCOG** 

Conformity Review

Southern Maryland Project

RECEIVED

DEC 22 2005

OFFICE OF PLANNING & CAPITAL PROGRAMMING

We have evaluated the following project to determine whether it is eligible as air quality conformity "neutral" project. The project is:

## Calvert County

MD 2/4 at MD 263 Geometric Improvement

This project is exempt from a regional emissions analysis (US EPA Criteria and Procedures for Determining Conformity to State or Federal Implementation Plans of Transportation Plans, Programs, or Projects-Final Rule). The need for a hot-spot CO analysis has been considered and determined not to be required. The project consists of inside median widening for left-turn storage, widening existing shoulders for accel/decal lanes, re-stripping, resurfacing, lighting, and signing. The project will not add capacity, and therefore will not increase CO emissions.

If you need further assistance, please do not hesitate to call Mr. Gary Green at 410-545-8566.

by:

Mary I. Barse

Assistant Division Chief Project Planning Division

cc:

Mr. Gary Green, SHA-PPD

Mr. Mike Nixon, MDOT

Mr. Darrell W. Sacks, SHA-PPD Mr. James Thompson, SHA-RIPD

My telephone number/toll-free number is\_

Maryland Relay Service for Impaired Hearing or Speech: 1.800.735.2258 Statewide Toll Free