

Maryland Department of Transportation (MDOT) Customer Feedback

MDOT is constantly working to improve performance. Your feedback will provide valuable insight for future advancements.

Please take a moment to fill out the back of this card or visit our website below. Thank you for helping MDOT stay on a path of constant improvement.

<https://www.surveymonkey.com/r/MDOTpublicEventsCY18>

Event Date: Tuesday, May 8th

Event Name: Bay Crossing Study Public Meeting

Event Location: Calvert High School



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

*Keep up the great job of making
our ROADS in MD one of the best in
America.*

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

There was not much information provided. Where are you considering to build this bridge - Surely you have idea

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

- Send periodic updates to individuals who gave you their email addresses.
- Submit regular articles to local newspapers + Balt. Sun on project status.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

More public meetings where questions can be answered.
One question may answer several people.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Some board did not explain the
content well or were misleading.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I really don't like this format,
I would prefer the standard
presentation, then Q & A.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

This was an excellent presentation w/
as much or as little interaction as one
needed.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

N/A

More interactive in
"presentation"

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Continue to come & present information
as you progress.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

N/A

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



UNDERSTOOD

5. How can MDOT communicate more effectively?

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<https://www.surveymonkey.com/r/MDOTpublicEventsCY18>

Event Date: Wednesday, May 9th

Event Name: Bay Crossing Study Public Meeting

Event Location: Broadneck High School



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Paper Handouts

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

*Put a new crossing
Some other place than Broadway*

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Instead of referring to the Tier I study conclusion as an "Alternative", call it "Option". "Alternative" has an inherent implication that the conclusion will be recommending a corridor that is different than that of the existing Bay Bridge.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Advertise meetings more. None of my neighbors knew of meeting. Put in local paper more than once. TV coverage was great OK

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



N/A

5. How can MDOT communicate more effectively?

EXPLAIN - PRIORITY FUNDING ETC

MAPS IN MORE DETAIL & SCALE

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

insure that whenever public input is requested
this should be communicated via newspaper,
TV, radio so that most residents have
the opportunity to become involved.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

One way the MDOT could communicate more effectively is by compressing the information available.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I provided my email @ the sign in
Hopefully you'll be able to put me on the mailing list.

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

A video

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

I think this presentation was a great starting point.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I would prefer their occupations
be listed on there Name Tag.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



*SOME DID.
SOME DIDN'T*

4. Meeting information was in the language I requested?



?

5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

*I would have liked an actual talk
as well as the boards*

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Newsprint and Future crossing update at
Broadneck

1. The information presented was easy to understand?



2. The presentation was informative and useful?



A lot to digest in
a short time
period

3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

#5: - Survey & discuss

with users of the
Dillon Buses used by
commuters

- Signage - use the
electronic
bill boards
along Rte 50,
not just @ Bay
Bridge to get
wide input.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

- mailing to all taxpayers in the traffic corridors of existing Bridges.
- Speakers @ community assoc. meetings in the regions of current Bridges.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Keep us up to date on the progress
of the study - THANKS!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Handwritten signature

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

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<https://www.surveymonkey.com/r/MDOTpublicEventsCY18>

Event Date: Thursday, May 10th

Event Name: Bay Crossing Study Public Meeting

Event Location: Kent County Middle School



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Not keep things so veiled as to
your true intentions.
There are so many questions answered
with "WE DON'T KNOW" = we think
you do.

Concerned about
economic environment
Studies not being
done until after
selection is made.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

THIS TYPE OF PRESENTATION DOES NOT
ALLOW FOR CONSTRUCTIVE COMMENT - I
FEEL THIS WAS PUT ON JUST FOR THE
STATE TO BE ABLE TO SAY THEY DID
SOMETHING - DID NOT INCREASE AWARENESS

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Give us better answers - and
not - I do not know

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

MORE ROUTINE WORKSHOPS LIKE THIS

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Tell The Truth. who + why is this
Being pursued

Posters presentation only fed propaganda

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I think a slide presentation would have presented more continuity. It was disjointed if any speakers, need mic!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

More transparency of the process — internet information, more detail along the way, not just general information.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?









4. Meeting information was in the language I requested?









5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?




Good 	Okay 	Poor 
---	---	---
2. The presentation was informative and useful?




Good 	Okay 	Poor 
---	---	---
3. The presenters responded well to my questions?




Good 	Okay 	Poor 
---	---	---
4. Meeting information was in the language I requested?




Good 	Okay 	Poor 
---	---	---
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good 	Okay 	Poor 
---	---	---
2. The presentation was informative and useful?

Good 	Okay 	Poor 
---	---	---
3. The presenters responded well to my questions?

Good 	Okay 	Poor 
---	---	---
4. Meeting information was in the language I requested?

Good 	Okay 	Poor 
---	---	---
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?















3. The presenters responded well to my questions?















4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
2. The presentation was informative and useful?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
3. The presenters responded well to my questions?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
4. Meeting information was in the language I requested?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
2. The presentation was informative and useful?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
3. The presenters responded well to my questions?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
4. Meeting information was in the language I requested?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

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<https://www.surveymonkey.com/r/MDOTpublicEventsCY18>

Event Date: Wednesday, May 16th

Event Name: Bay Crossing Study Public Meeting

Event Location: Middle River Middle School



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Have a SPEAKER and not have to discuss with second- that can be done after a main speaker

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

You needed to have a speaker

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

All Was Good!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



NOT MUCH DIFFERENT
FROM MATERIAL ON
WEBSITE

3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



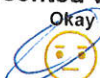
4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

THEY ARE DOING BETTER, BUT SHOULD
ADVERTISE OTHER WAYS. I DON'T LIKE
FACEBOOK

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?















3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
2. The presentation was informative and useful?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
3. The presenters responded well to my questions?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
4. Meeting information was in the language I requested?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
2. The presentation was informative and useful?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
3. The presenters responded well to my questions?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
4. Meeting information was in the language I requested?
- | | | |
|---|---|---|
| Good
 | Okay
 | Poor
 |
|---|---|---|
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

All Good !!

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

More online information

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Maryland Department of Transportation (MDOT) Customer Feedback

MDOT is constantly working to improve performance. Your feedback will provide valuable insight for future advancements.

Please take a moment to fill out the back of this card or visit our website below. Thank you for helping MDOT stay on a path of constant improvement.

<https://www.surveymonkey.com/r/MDOTpublicEventsCY18>

Event Date: Thursday, May 17th

Event Name: Bay Crossing Study Public Meeting

Event Location: Cambridge-South Dorchester High School



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

• Save our farm land.
• Don't kill our muskrats!!

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Internet updates / web site

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

→ Talk with and coordinate with other state agencies as well as local planners.

→ State should start immediate actions to eliminate traffic; congestion pricing; highway speed limits, transit, teleworking centers, etc.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?

















4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I attended for the Dochester Banner. It would have been nice to do interviews, but everyone was helpful.

1. The information presented was easy to understand?
- Good  Okay  Poor 
2. The presentation was informative and useful?
- Good  Okay  Poor 
3. The presenters responded well to my questions?
- Good  Okay  Poor 
4. Meeting information was in the language I requested?
- Good  Okay  Poor 
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?
- Good  Okay  Poor 
2. The presentation was informative and useful?
- Good  Okay  Poor 
3. The presenters responded well to my questions?
- Good  Okay  Poor 
4. Meeting information was in the language I requested?
- Good  Okay  Poor 
5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?

N/A



5. How can MDOT communicate more effectively?

Doing a good job!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Have someone respond directly
to public comments; name a committee
of citizens as advisory board to MDOT for
this issue.

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

I wish more people had attended. If you need help w/ local publicity e-mail me. → [redacted]

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

Doing a great job. Keep it up.

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

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Event Date: Tuesday, May 22nd

Event Name: Bay Crossing Study Public Meeting

Event Location: Chesapeake College



For language translation

www.mdot.maryland.gov/newMDOT/public_Meetings/MDOT_Customer_Feedback.html

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

UPDATES / RESULTS OF THE MEETING ON
RADIO AND TV MEDIA

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Need a forum hall so people can
ask questions + get answers on the
record!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Do more public meetings to get
input

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Hope study doesn't overemphasize
environmental vs human aspect (traffic
congestion on Kent Island)

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Keep doing what your doing

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

HAVE A TOWN HALL TYPE EVENT
WHERE PUBLIC CAN ASK QUESTIONS
THANKS

1. The information presented was easy to understand?

Good



Okay



Poor



2. The presentation was informative and useful?

Good



Okay



Poor



3. The presenters responded well to my questions?

Good



Okay



Poor



4. Meeting information was in the language I requested?

Good



Okay



Poor



5. How can MDOT communicate more effectively?

This was a great format - visuals
and help w/ staff!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

Keep up the engagement
with the public!
Well done!!

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

1. The information presented was easy to understand?



2. The presentation was informative and useful?



3. The presenters responded well to my questions?



4. Meeting information was in the language I requested?



5. How can MDOT communicate more effectively?

need to consider the possibility
of keeping all lanes on existing
Also Bridge open during peak periods
more info on where D.C. + Baltimore are
crossing to.