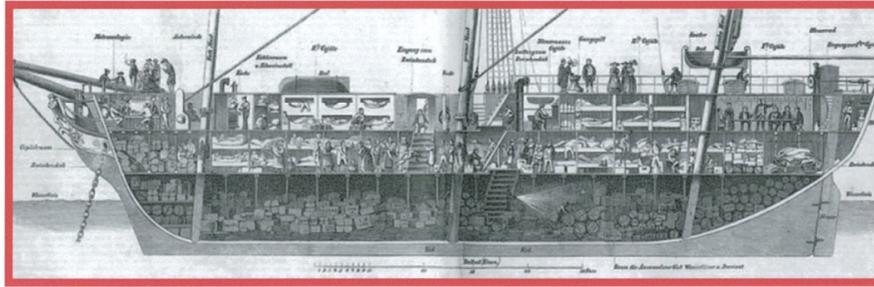
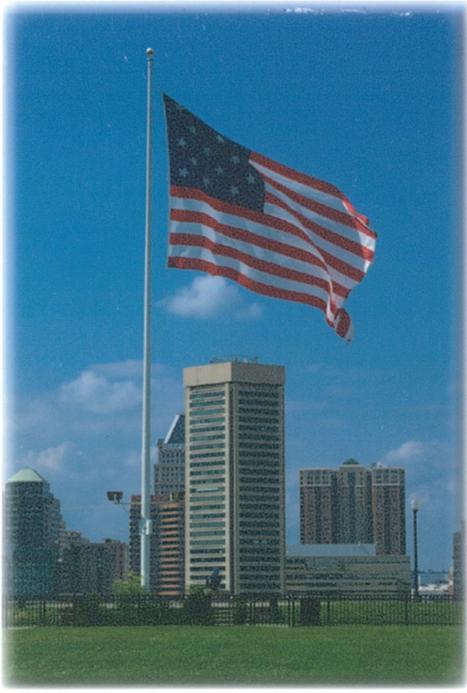


# OUR PLEDGE 2012

Program established 1996 Winner of Vice President Al Gore's Prestigious Hammer Award



## Baltimore Port-Wide Customer Service Pledge

As an active part of our port community and integral part of history, in service to our mutual customers, we the undersigned commit our local agencies and associations to meet at the request of our port customers to address specific issues, events, incidents or concerns. We fully recognize and acknowledge that our valued customers are also part of this history. Together, we

will continue making history. If a neutral party is needed, the Maryland Port Administration will provide coordination. Contact Mary Jane Norris, Manager Port Operations Services, Maryland Port Administration at 410-633-1181 or [mjnorris@marylandports.com](mailto:mjnorris@marylandports.com).

Captain Eric A. Nielsen, President  
Association of Maryland Pilots

Priscilla R. Royster, President  
Baltimore Custom Brokers & Forwarders Association

Armand Patella, Chairman  
Intermodal Council Maryland Motor Truck Association

Horace T. Alston, International Vice President  
International Longshoremen's Association

James J. White, Executive Director  
Maryland Port Administration

Bruce Corley, Deputy Resident Agent in Charge  
U.S. Fish & Wildlife Service

Ricardo Scheller, Port Director  
U.S. Customs & Border Protection

Michael P. Angelos, President  
Steamship Trade Association of Baltimore

Captain Mark P. O'Malley, Captain of the Port  
U.S. Coast Guard Sector Baltimore

Sue Monaghan, President  
Baltimore International Warehousing & Transportation, Inc.  
CES

Rupert Denney, President  
Maryland Maritime Association

Evelyn Bonnin, District Director  
Baltimore District Office / U.S. Food & Drug  
Administration

Matthew A. Travis, State Plant Health Director  
U.S. Department of Agriculture  
Animal Health Inspection Service, Plant Protection &  
Quarantine

David W. Stambaugh, General Manager  
Baltimore Maritime Exchange

John R. Redding, Vice President & General  
Manager  
Belt's CES



## Evolution of Container Ships

