

MINUTES

MEETING OF THE BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

February 6, 2014

The Board of Directors of the Metropolitan Atlanta Rapid Transit Authority held a meeting on February 6, 2014 at 1:36 p.m. in the Board Room on the 6th Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

Board Members Present

Juanita Jones Abernathy
Robert L. Ashe III
Harold Buckley, Sr.
Wendy Butler
Frederick L. Daniels, Jr.
Jim Durrett
Roderick E. Edmond
Noni Ellison-Southall
Keith Golden, PE
Freda B. Hardage
Barbara Babbit Kaufman
Jannine Miller*

MARTA officials in attendance were: General Manager/CEO Keith T. Parker, AICP; C-Suite Team Members – Chief Operating Officer Rich Krisak, Chief of Staff Rukiya S. Eaddy, Chief Administrative Officer Edward Johnson, Chief Financial Officer Gordon L. Hutchison, Chief Legal Counsel Elizabeth O'Neill; AGMs LaShanda Dawkins (Acting), Wanda Dunham, Shyam Dunna (Acting), Rod Hembree (Acting), Cheryl King, Ryland McClendon and Terry Thompson; Executive Director Ferdinand Risco; Sr. Directors Rhonda Briggins, David Springstead, Amanda Rhein; Directors John Crocker, Joseph Dorsey, Lyle Harris; Managers Ed Bishop, Donna DeJesus, Beverly D. Williams; Manager Executive Office Administration Tyrene Huff; Sr. Executive Administrator to the MARTA Board Kellee Mobley; Finance Administrative Analyst Tracy Kincaid. Others in attendance Davis Allen, Carlos Arrieta, Jeremy Craig, Alphonse Eugene, Jeff Masisak, Anthony Pines, Srinath Remala, Tuan Vo and Dabsby Wade.

Also in attendance was Charles Pursley, Jr. of Pursley Friese Torgrimson, LLP; Lawrence Bell of Troutman Sanders; Bill Darden of Darden & Co.; Sarah Ens of URS; Regan Hammond of ARC; Stan King and Damon Levell of S.L. King; Adelee LeGrand of AECOM; Saba Long; Shepherd Long of Long Engineering; Matt Pollack of MATC; Mike Schwao of Icon Venue Group; Henrietta Turnquest; Andrea Simmons of *The AJC*.

* Jannine Miller is Executive Director of Georgia Regional Transportation Authority (GRTA) and is therefore a non-voting member of the MARTA Board of Directors

Public Comment

No Public Comments were submitted.

Minutes of the January 6, 2014 Meeting of the MARTA Board of Directors

On motion by Mrs. Abernathy seconded by Mrs. Ellison-Southall, the minutes were unanimously approved by a vote of 11 to 0, with 12* members present.

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Planning & External Relations Committee Report

Mrs. Ellison-Southall reported that the Planning & External Relations Committee met on January 6, 2014 and approved the following resolution:

- a. Resolution Authorizing the Solicitation of Proposals for the Procurement of MARTA's Mystery Customer Service Program, RFP P32261

On motion by Mrs. Ellison-Southall seconded by Mr. Durrett, the resolution was unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

The following resolution was moved forward without recommendation:

- a) Resolution Authorizing MARTA In-Kind Staff Support for the Regional Transit Committee

Operations & Safety Committee Report

Dr. Edmond reported that the Operations & Safety Committee met on January 27, 2014 and approved the following resolutions:

- a. Resolution Authorizing Negotiations With Selected Environmental Engineering Consultant, A/E 30754
- b. Resolution for Approval of MARTA's Title VI Program Update

On motion by Dr. Edmond seconded by Mr. Durrett, the resolutions were unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolutions, **AS**

APPROVED, ARE ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.

The Committee received the following briefings:

- a) Results of Public Meetings – Title VI Update
- b) FY 2014 Capital Improvement Program (CIP) Update

Business Management Committee Report

Mr. Daniels reported that the Business Management Committee met on January 27, 2014 and approved the following resolutions:

- a. Resolution Authorizing the Execution of a Federal Transit Administration Section 5339 Bus Formula Program Subgrant Agreement With Cobb County
- b. Resolution Authorizing Award of Multiple Contracts for the Procurement of Printing Paper for Authority-Wide Use, Contract Proposal Number B29892
- c. Resolution Authorizing the Renewal of the Excess Workers' Compensation Insurance Policy
- d. Resolution Authorizing the Award of a Contract for Workers' Compensation Managed Care Organization, Request for Proposals P29319
- e. Resolution Authorizing Award of Contracts Utilizing GSA Schedules and State of Georgia Contracts for Renewal of Authority-Wide Microsoft Software Licensing, P32248 and a True-Up of Existing Contract B21582 with Dell Marketing, LP
- f. Resolution Authorizing Additional Funding for the Base Term of the Contract for Group Health and Wellness Insurance Coverages and Authorizing the General Manager or His Delegate to Exercise the Two One Year Options for the Contract
- g. Resolution Authorizing the Receipt and Execution of a Federal Transit Administration Section 5339 Bus Formula Program Grant by MARTA
- h. Resolution Authorizing the Solicitation of Proposals for MARTA to Source the Automation of Paid Parking, Request for Proposals Number P30186

On motion by Mr. Daniels seconded by Mr. Buckley, the resolutions were unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolutions, **AS APPROVED, ARE ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

The Committee received the following briefing:

- a) November Year-to-Date FY 2014 Budget Variance Analysis and Performance Indicators

Resolution Authorizing MARTA In-Kind Staff Support for the Regional Transit Committee

On motion by Mrs. Kaufman seconded by Mrs. Ellison-Southall, the resolution was unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

Resolution Authorizing Issuance of a Work Order to Georgia Power

On motion by Mr. Durrett seconded by Mrs. Butler, the resolution was unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

Resolution Approving Absences From MARTA Board Meetings

On motion by Mr. Durrett seconded by Mr. Buckley, the resolution was unanimously approved by a vote of 11 to 0, with 12* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

Expressions of Sympathy

Chairman Ashe on behalf of the MARTA Board and MARTA Family extended condolences to Board members Wendy Butler on the loss of her mother and Freda B. Hardage on the loss of her father.

Board Briefing – Winter Storm 2014

Chief Wanda Dunham – Activation, Actions Taken, Impact

MARTA has a very active Emergency Preparedness Program. Prior to the storm, several meetings were held to discuss inclement weather.

On January 28, 2014, the day of the storm, a meeting was held with all stakeholders from every area of MARTA – salt trucks, sand, etc. Activation started at 1:30. A MARTA representative was sent to the APD Operations Center.

SUVs were deployed to transport mission-critical personnel. They also assisted some customers by helping them get home. Ongoing Authority conference calls were held with MARTA Executive staff and key stakeholders to provide timely information and updates during the entire time from January 28 through January 31. MARTA maintained and monitored MARTA's AFCEMA official web EOC for historical data to help with lessons learned.

- Call volume increased 133% for police activity
- Call volume increased on phones by 381%
- Part I Crimes decreased by 33%

Joe Erves – Service, Operations and Recovery

On January 30 an inclement weather service plan was implemented:

- Initially restored 27 "lifeline" bus routes
- Rail service ran 24-hours on all three days

Winter Operations Plans

Plan I (temperature between 20-30 degrees F). Plan I was activated 16 times
Bus/Mobility

- Employee shift hours adjusted
- Extra personnel placed on standby
- Personnel notified of impending current weather conditions
- Bus provided heavy ridership routes
- Mobility provided life sustaining routes

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Rail

- Revenue trains operated at maximum length, no uncoupling
- Yard towers operated switch functions hourly inside the yard area when temperatures reached 20 degrees

Plan II (temperature between 10-20 degrees F). Plan II was activated 6 times

Bus/Mobility

- Initiated all steps included under Winter Operation Plan I
- Field Supervisors surveyed territory to identify serviceable routes

Rail

- Initiated all steps included under Winter Operation Plan I
- 24-hour Line Superintendent coverage required
- Trains ran continuously throughout non-revenue periods and stored in underground locations
- Trains in yards were moved hourly

Ryland McClendon - Communications

Communications were necessary to MARTA customers, MARTA Board, MARTA employees and the general public.

Communication tools that were used:

- MARTA Website
- Social media
- Call Center/Interactive Voice Response
- Service Alerts

Employees were consistently updated to inform and advise. For the general public, MARTA updated and distributed numerous press advisories, conducted and or arranged interviews with local and national media, drafted AJC Op-Ed piece – Lessons Learned. There were 29 positive, 12 negative and 306 neutral stories. MARTA's Call Center volume increased 160% on Tuesday, 287% on Thursday. On Wednesday, MARTA's offices were closed.

Edward Johnson – Challenges & Opportunities

The greatest challenges were communications infrastructure and logistics. A large challenge was inaudible PA systems addresses at MARTA rail systems. There were problems with the MARTA *On The Go APP*. MARTA is increasing the number of phone lines at HQ to handle higher call volumes as well as increasing the band width on the

MARTA website. Moving forward, MARTA will ensure the Senior Team is well-trained under the National Incident Management Systems.

Mr. Durrett extended commendations to staff for an excellent report.

Commentary - General Manager/CEO Keith Parker

Mr. Parker said there was very good communications between the Governor's Office, City of Atlanta and MARTA. MARTA excelled during this three day period, safely carrying just under 400,000 passengers. During this period, there was not a single substantial customer injury or accident. MARTA heard from its customers who applauded staff for helping them get to where they needed to go.

Mr. Parker asked for prayers on behalf of MARTA employee Anton Bryant who had a significant fall.

Mr. Parker thanked staff for stepping up during this time and making a difference in the lives of MARTA customers.

Commentary - Chairman Robert L. Ashe

Chairman Ashe stated that MARTA is an asset to the region, noting that *MARTA Matters*. On behalf of the MARTA Board, he thanked Mr. Parker, Executive Team and Administrative staff for outstanding performance during the snowstorm. Special thanks went to MARTA's frontline employees who work the stations, operate the buses and trains and deal directly with our customers on a daily basis.

Adjournment

The meeting of the MARTA Board of Directors adjourned at 2:15 p.m.