

**MEETING SUMMARY**  
**MEETING OF THE BOARD OF DIRECTORS**  
**PLANNING & EXTERNAL RELATIONS COMMITTEE**  
**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

December 4, 2014

The Board of Directors Planning & External Relations Committee met on December 4, 2014 at 10:40 a.m. in the Board Room on the 6<sup>th</sup> Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

**Board Members Present**

Harold Buckley, Sr.  
Jim Durrett, *Chair*  
Roderick E. Edmond  
Kirk Fjelstul\*

**Consent Agenda**

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- a. Approval of the November 6, 2014 Planning & External Relations Committee Meeting Minutes

On motion by Dr. Edmond seconded by Mr. Buckley the Consent Agenda was unanimously approved by a vote of 3 to 0, 4\* members present.

**Individual Agenda**

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**Briefing – 2014 Review of Customer Complaints**

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Mr. Bishop provided the Committee a review of the FY 14 Customer Complaints and Commendations.

**Briefing – FY15 Quality of Service Survey – 1<sup>st</sup> Quarter Report**

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The Quality of Service (QOS) Survey is a comprehensive survey that tracks customer satisfaction and perceptions of MARTA's service attributes throughout the year. Dr. Salter briefed the Committee on the results of the FY15, 1<sup>st</sup> QOS survey.

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

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Briefing – The Office of Architecture and Design

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Mrs. Krisak briefed the Committee on the functions and programs supported by the Office of Architecture and Design.