

MINUTES
MEETING OF THE BOARD OF DIRECTORS
OPERATIONS & SAFETY COMMITTEE
METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

May 28, 2020

The Board of Directors Operations & Safety Committee met on May 28, 2020 at 10:12 a.m. via WebEx, Atlanta, Georgia.

Board Members Present

Roberta Abdul-Salaam
Roderick E. Edmond
William 'Bill' Floyd
Roderick A. Frierson
Jerry Griffin, **Chair**
Freda B. Hardage
Russell McMurry*
John 'Al' Pond
Rita A. Scott
Christopher Tomlinson*
W. Thomas Worthy

MARTA officials in attendance were: General Manager/ CEO Jeffrey A. Parker; Chief Administrative Officer Luz Borrero, Chief Bus Operations Collie Greenwood, Chief Financial Officer Kevin Hurley (Interim), Chief of Staff Melissa Mullinax, Chief Counsel Elizabeth O'Neill, Chief Capital Programs, Expansion & Innovation Franklin Rucker, Chief of Rail Operations David Springstead; AGMs Marsha Bomar Anderson, LaShanda Dawkins, Dean Mallis and Kirk Talbott; Directors Peter Bruno (Acting) and William Taylor; Manager MARTA Board of Directors Rebbie Ellisor-Taylor; Others in attendance Gregory Gamble, Abebe Girmay, Courtne Middlebrooks and LaTonya Pope.

Approval of the April 30, 2020 Operations & Safety Committee Meeting Minutes

On motion by Mrs. Hardage seconded by Mr. Frierson, the minutes were unanimously approved by a vote of 9 to 0, with 11* members present.

* Russell R. McMurry, P.E. is Commissioner of Georgia Department of Transportation (GDOT); Christopher Tomlinson is Executive Director of Georgia Regional Transportation Authority (GRTA) and are therefore non-voting members of the MARTA Board of Directors

Resolution Authorizing the Expenditure of Capital Funds for General Consulting and Professional Services (GCPS) for the Departments of Safety and Quality Assurance, Police, and Information Security in Fiscal Year 2021

Lieutenant Gamble presented a resolution authorizing the General Manager/CEO or his delegate, to provide funding authorization in an amount of \$4,260,000 to the Department of Safety and Quality Assurance, Police and Information Security for professional and specialize vendors holding a valid GSA Schedule 70 to support delivery and execution of the Capital Improvement Program (CIP) on an as-needed basis in Fiscal Year 2021.

GCPS contract staff is necessary to implement MARTA's Departments of Police, Cyber Enterprise and Safety and Quality Assurance, to support projects identified in the Capital Improvement Program.

These capital projects require highly experienced staff with specialized expertise in the areas of planning, design, implementation, training and documentation, to support the developing and maturing security initiatives, and maintain adequate levels of daily system security and emergency management protocols in accordance with federal regulations.

GCPS is used for Systems Security (Vehicle Security Camera System/video-pullers). A group of thirteen (9 GCPS + 4 FTE) pulls all requested videos for investigations, complaints, or commendations, while maintaining the chain of custody.

Mr. Mallis presented an overview of General Consulting and Professional Services for Cyber Enterprise.

Cyber Enterprise contract personnel:

Support Police, Cyber Enterprise, Safety and Quality Assurance

- Total FY'21 requested budget: \$4,260,000.00
- FY'21 Support requested for Cyber Enterprise: \$1,800,000.00
- Cyber Enterprise FY'20 budget: \$3,000,000.00 – spent \$1,279,026.70 as of April 30, 2020.
- Four GCPS positions that were part of the original FY'20 request were not Filled. The play for FY'21 and forward, is to reduce dependency on GCPS Contract staff. The request for FY'21 covers annual Payment Card Industry Compliance, building protection, monitoring around the train control network And implementation of new technologies. The GCPS costs will be paid from \$2.4M allocated for Capital Project #32149 in FY'21.

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Mr. Frierson said the presentation indicates that there were 7,907 requests to pull video footage. He asked if the Authority was compensated for pulling the video footage.

Ms. O'Neill said yes, the Authority is compensated when video footage is supplied in response to an Open Record Request.

Ms. Scott noted that the spend on the police budget is in the amount of \$1,079,332.96 as of April 30, 2020, and asked are there any videos in accordance with that dollar amount.

Lieutenant Gamble said there were and he provide an update following the Webex.

Mr. Pond said the presentation references that the Authority is tracking a little over \$1M for this year. However, the request is for \$2M. He asked what factor is driving the increase.

Lieutenant Gamble said that there was a transition period before his position was filled and during this period, there were job vacancies that were not filled. However, looing at the historical view of FY19, the Authority spent \$2M.

Mr. Griffin said while cameras are live and monitored at MARTA Headquarters, the hard-drive is physically located on MARTA buses. He asked to maintain the chain of custody, if the data was downloaded from the hard-drive.

Lieutenant Gamble said yes that is correct. When a video request is received, security technicians go out to the requested bus to pull the hard-drive. Once the hard-drive is pulled, the drive uploaded to a classified drive where security parameters secure the drive.

Ms. Abdul-Salaam asked how long are videos maintained on the bus hard-drive.

Lieutenant Gamble said with the number of recordings taking place, video footage is pulled from the buses within 24-72 hours.

Mr. Worthy asked if the Authority's camera and videos are connected with the Atlanta Police Department.

Lieutenant Gamble said not at this time. The Authority recently signed a Memorandum of Understanding (MOU) Agreement with the City of Atlanta and is currently in the process of implementing the Agreement.

On motion by Mr. Worthy, seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 9 to 0, with 11* members present

Resolution Authorizing the Solicitation of Proposals for the Procurement of Computer Aided Dispatch/Records Management System-P46669

Lieutenant Gamble presented a resolution authorizing the solicitation of proposals for the Procurement of Computer Aided Dispatch/Records Management System in the amount of \$4,350,297, for a term of three years.

He explained that Computer-Aided Dispatch is used for a variety of incident response and communication capabilities including call-taking, location verification dispatching, and call disposition.

Pamet Systems is the current CAD software that has been in-service since 1995 and is outdated. Officer incident and accident reports are hand-written and manually circulated. It is an obsolete, time consuming process that takes the officer out of service for an extended period of time. Additionally, there are no real-time analytical functions to track crime trends.

MPD will require the new vendor to submit bids that will move the Authority's current CAD system to paperless report writing and our RMS system to analytical data retrieval for the MARTA Police department to track and report crime real-time. The new RMS system also will also allow MARTA's Criminal Investigations Unit to document, track, and report all investigations to internal and external stakeholders for prosecution.

On motion by Ms. Abdul-Salaam seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 9 to 0, with 11* members present.

Resolution Authorizing the Rejection of Bids Received for the Procurement of MPD Uniforms and Equipment-IFB B45252

Lieutenant Gamble presented a resolution authorizing the General Manager/CEO or his delegate to reject all bids received for the Procurement of MARTA Police Department (MPD) Uniforms and Equipment, IFB B45252.

The purpose of this contract is to procure professional uniforms and equipment for personnel in the MARTA Police Department.

It was determined that it is in the best interest of the Authority to reject all of the bids received and to resolicit uniforms and equipment through multiple solicitations.

On motion by Mrs. Hardage, seconded by Ms. Abdul-Salaam, the resolution was unanimously approved by a vote of 9 to 0, with 11* members present.

Resolution Authorizing the Award of a Contract for the Procurement of (4) Sixty-foot (60') Articulated CNG Buses – P46638

Mr. Taylor presented a resolution authorizing the General Manager/CEO or his delegate to enter into a Contract with New Flyer of America, Inc. for the purchase of four (4) Sixty-Foot (60') Articulated CNG Buses.

This procurement would be funded with the FY2021 Federal (80%) and Capital (20%) Budget in the amount of \$4,457,492.44.

This contract provides MARTA with four (4) New Flyer, Compressed Natural Gas (CNG), XN60 Xcelsior – 60' buses utilizing a Federal Transit Administration (FTA) grant, which will replace aging diesel buses that have reached useful life of 12 years and 500,000 miles. The new CNG articulated buses will be placed on heavy ridership routes allowing the Authority to provide rapid transit at a higher seating capacity of fifty-three (53) passengers and an allowance of 48 standees. The buses will be identical to the existing articulated fleet apart from product improvements made since 2016. It is anticipated that these buses will help to ease overcrowding on assigned routes.

On motion by Mr. Frierson seconded by Mr. Pond, the resolution was unanimously approved by a vote of 9 to 0, with 11* members present.

Briefing – Mobility Overview

Mr. Bruno provided a Mobility briefing to the MARTA Board of Directors.

He advised that three Key Focus Areas for Mobility are:

- Reporting & Performance Tracking
- Oversight of Contractors
- Continual Improvement

Mr. Bruno provided a summary to the current Mobility Program and the current three contracts

- P36410 – MTM Functional Assessment
- Executed May 18, 2016

P43706 – GTS Supplemental Operations & Maintenance

- Executed May 16, 2019
- Full NTP April 1, 2020
- Expiration May 15, 2023

Reporting & Performance Tracking

- Increasing Accessibility and Simplifying KPI Reporting

Mr. Bruno then discussed the Continual Improvement that Mobility is undergoing

- October 29, 2019 Town Hall event provided key touch points, Oversight team continues to find ways to improve on feedback
- Mobility Oversight team engaging in the “why” around KPI trend analysis,
- Evaluating the Unconditional Certification program, how can we streamline
- Protecting MARTA’s assets; recent re-engineering of on board farebox mounting system will increase the lifespan of operator seats
- Currently developing a Reservations/Eligibility Team cross-training plan
- RFP Operations Model - Executive Leadership evaluating best path forward for the Authority

Mr. Bruno concluded his presentation by outlining Mobility-specific COVID19 Health Safety Measures including

- Suspended the practice of providing door-to-door service on request
- Suspended the requirement for in-person interview and functional assessments for new and re-certifying Mobility applicants
- Revised daily scheduling assumption to a limit of 2 passengers (or combo customer/PCA) per vehicle
- Created FA Suite work orders specifically for COVID19 cleaning protocols
- Established remote work arrangement for all Reservation Agents

Other Matters

- a) FY2020 March Key Performance Indictors – (Informational only)

* * *

Adjournment

The meeting of the Operations & Safety Committee adjourned at 11:09am.