

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

**June 25, 2020**

The Board of Directors Operations & Safety Committee met on June 25, 2020, at 12:11 p.m. via WebEx, 1-866-432-9903, Atlanta, Georgia.

**Board Members Present**

Robert L. Ashe, III  
Roderick E. Edmond  
William “Bill” Floyd  
Roderick A. Frierson  
Jerry Griffin, **Chair**  
Alicia M. Ivey  
John “Al” Pond  
Rita A. Scott  
Christopher S. Tomlinson\*

MARTA officials in attendance were: General Manager/CEO Jeffrey A. Parker; Chief Administrative Officer Luz Borrero, 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; AGM Kirk Talbott; Directors Sherrie Johnson and Sean Thomas (Acting); Others in attendance Abebe Girmay and Courtne Middlebrooks.

**Approval of the May 28, 2020 Operations & Safety Committee Meeting Minutes**

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On motion by Ms. Ivey seconded by Mr. Frierson, the minutes were approved by a vote of 7 to 0, with 8\* members present.

**Resolution Authorizing the Solicitation of Proposals for the Procurement of Eligibility Assessment Services for MARTA’s Mobility (Paratransit) Operation**

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On motion by Mr. Frierson seconded by Ms. Ivey the resolution was unanimously approved by a vote of 8 to 0, with 9\* members present.

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

**Resolution Authorizing the Award of a Contract for the Procurement of Parking Lot Sweeping Services, B45532**

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On motion by Ms. Ivey seconded by Mr. Pond the resolution was unanimously approved by a vote of 8 to 0, with 9\* members present.

**Briefing – Station Transformation**

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Mr. Springstead provided an update of Station Management and discussed the following topics:

- MARTA Priorities: Timeliness, Information, Courteous, Knowledge, and available staff, Cleanliness, safe environment and reliable equipment
- New Approach to Station Management: Establishes ownership and accountability in addition to reallocates existing staff into a new structure that effectuates improving customer service.
- General Manager and C- suite team came up with new initiative to realign the Authority's focus and efforts to improve customer service
- Station Transformation Work Group
- Station Zone Superintendents: Focused on cleaning oversight and identification of "hot spots" that maintenance can focus on immediately for impact
- Targeted Cleaning Program: MARTA light & heavy cleaning staff have been actively cleaning the stations, including escalators and steps
- Leveraging Technology and Data
- Revise, Retrain and Reenergize the Station Agent Program

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**Other Matters**

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- a. FY2020 April Key Performance Indicators – (Informational only)

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**Adjournment**

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The meeting of the Operations & Safety Committee adjourned at 1:07 p.m.