

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

September 30, 2020

The Board of Directors Operations and Safety Committee meeting was called to order at 9:56 a.m., Wednesday, September 30, 2020, via WebEx, Atlanta, Georgia.

Board Members Present

Roberta Abdul-Salaam
Robert Ashe
Jim Durrett
Roderick Edmond
William Floyd
Roderick Frierson
Ryan Glover
Jerry Griffin **(Chair)**
Freda Hardage
Alicia Ivey
John Pond
Rita Scott

Staff Members Present

Jeffrey Parker
Rhonda Allen
Luz Borrero
Collie Greenwood
Kevin Hurley
Michael Kreher
Melissa Mullinax
Elizabeth O'Neill
Franklin Rucker
David Springstead
Gena Major
LaShanda Dawkins

Other staff members in attendance: Virgil Fludd, Dean Mallis, Steven McClure, Torrey Kirby, Jacqueline Holland, Santiago Osorio, Lawrence Graham, Paula Nash, Sean Thomas, Stephany Fisher, Tyrene Huff, Marie Peters. Also in attendance, Peter Bruno from HNTB

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1. **Approval of August 27, 2020, Operations and Safety Committee Meeting Minutes**

On a motion by Ms. Abdul-Salaam, seconded by Mrs. Hardage, the minutes were unanimously approved by a vote of 12 to 0 with 12 members present.

2. **Briefing – Mobility Overview**

The Board received an update on the following:

- Town Hall Recap
 - Held on October 29, 2019
 - Mr. Bruno reported that 211 customers, stakeholders, and other interested parties attended; however, Ms. Abdul-Salaam noted that 400 people attended and not 211
 - 50-60 MARTA Staff supported the event

- Comment Categories – There are six comments categories: on-time performance, onboard communication, reservations, pick up & drop off locations, breeze, and onboard time

- October 2019 Town Hall Update
 - On Time Performance – Objective: exceed the contractual target of 90%
 - On Board Communication – Objective: enforce professionalism and customer awareness
 - Reservations – Objective: call abandonment rate of <5.5%, queue hold time <120 seconds
 - Trip Pick up & Drop Off Locations – Objective: 100% accuracy of customer trip locations
 - Breeze - Objective: Vehicles with inoperable readers back in-service in 1 day or less
 - On Board Time - Objective: 0 excessive rides per monthly 50 randomly sampled rides

- COVID19 Health Safety Measures – Update
 - Hand sanitizer dispensers were installed in mobility vehicles
 - The reservation agent has been taking customer reservations from home since March.
 - Operators and customers are required to wear a mask during transport.
 - The eligibility assessment center incorporated health safety measures in the reception area and modified the intake area by installing dividers at cubicles.

- FY20 KPIs – Functional Assessments
 - Unconditional Eligibility 223 or 20%
 - Conditional Eligibility 356 or 33%
 - Temporary Eligibility 474 or 44%
 - Ineligible/Denied 31 or 3%

- Major Initiatives – Next 180 Days
 - Continue execution of Bus Operations Pandemic Plan

3. **Resolution Authorizing the Award of a Contract for Mobility Operations and Maintenance Services, RFP P42894**

Santiago Osorio, Deputy Chief of Bus Operations, presented the above resolution for approval.

- Mobility three service areas concept desire to
 - Designed to create competition and maximize performance
 - Designed to mitigate growth demand pressures on cost and resources

- Recent internal/external developments
 - Implementation of the Centralized Scheduling and Dispatch Center creates a new Mobility approach
 - Motivation to take advantage of attractive rate per revenue hour as proposed by recommended firm

- Recent internal/external developments
 - Uncertainty around continued impact to ridership by the Pandemic; less revenue hours = less cost
 - Time is needed to implement, evaluate and adjust as required

- Mobilization plan – continuity of Operations
 - Mobilization set to begin on February 1, 2021

- Mobilization Plan – Lessons Learned
 - MARTA Oversight Team has four years of structured contractor auditing and compliance reviews
 - A third of the service provided under a separate contract assures consistent service delivery during Mobilization

- DBE Participation
 - Current prime contractor has accumulated 12% DBE participation
 - Functional Assessment Service contract has 25% DBE participation

On a motion by Mr. Durrett, seconded by Mr. Frierson, the resolution was unanimously approved by a vote of 12 to 0 with 12 members present.

4. **Resolution Authorizing the Solicitation of Proposals for the Procurement of Mobility Centralized Scheduling and Dispatching Services, RFP P46865**

Peter Bruno, Acting Director of Mobility (HNTB) presented the above resolution for approval.

- Centralized Dispatch & Scheduling Approach
 - Supporting the Mobility Operations & Maintenance Providers through scheduling services, dispatch services and administrative support
- Value to MARTA
 - Ensure an objective, consistent and standardized application of policies and procedures
 - Result in a more efficient, high performing service delivery and greater customer satisfaction

On a motion by Mr. Pond, seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 12 to 0 with 12 members present.

5. **Resolution Authorizing the Award of a Contract for the Procurement of Emergency On-Call Repairs and Maintenance Services for MARTA's Light Rail Overhead Contact System and Traction Power Substations, IFB B45064**

Lawrence Graham, Acting Director of Light Rail presented the above resolution for approval.

- System Operations
 - Normal operations
 - Two contingency conditions
- Contract Purpose
 - To ensure the OCS and Substations are in a State of Good Repair
 - Contractor to conduct monthly, quarterly, semi-annual, and annual preventive maintenance inspections on OCS and TPSS
- C3M Accomplishments
 - Installed new support equipment for feeder cables (removed tie wraps) for more permanent and long-lasting support
 - Emergency repair of feeder cable

On a motion by Ms. Abdul-Salaam, seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 12 to 0 with 12 members present.

6. **Resolution Authorizing the Solicitation of Proposals for the Procurement of Deep Cleaning and Sanitizing Services for MARTA Facilities, RFP P47530**

Sean Thomas, Acting Director of Facilities, presented the above resolution for approval.

- Authorization for Deep Cleaning & Sanitizing Service Agreement
 - Contract terms of 2 base years and (3) one-year options
 - Preliminary estimates are for \$10,000,000 over term

- Award to multiple vendors for increased responsiveness
- Significant DBE participation from cleaning vendors

- Deep Cleaning & Sanitizing Goals
 - Detail cleaning of high touch point surfaces
 - Increased frequency of Deep Cleaning services
 - Emergency On-call Sanitizing

On a motion by Mrs. Hardage, seconded by Mr. Ashe, the resolution was unanimously approved by a vote of 12 to 0 with 12 members present.

7. Resolution Authorizing the Approval of the MARTA Agency Safety Plan

- New federal rule 49 CFR 673 – minimum Requirements / ASP must include
 - Performance targets based on the safety performance criteria established under the National Public Transportation Safety Plan
 - Address all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and National Public Transportation Safety Plan
 - Emergency preparedness and response plan
 - Establish a process and timeline for conducting an annual review and update of the ASP.

On a motion by Mrs. Hardage, seconded by Ms. Abdul-Salaam, the resolution was unanimously approved by a vote of 12 to 0 with 12 members present.

8. Briefing – Security of MARTA Frontline Employees

The Board received an update on the following:

- MARTA Bus Operator Assaults Calendar Year 2020 as of 9/12

- Most Affected Routes
 - Route 117,71,78,89,83,107

- Bus Marshall Program
 - Began Monday, September 7th to coincide with moving from rear to forward boarding (fare collection)
 - MPD Officer on the bus for added security of operator/passengers utilizing overtime

- Train Patrol
 - Began Monday, August 24th
 - Day and Evening shifts
 - Central – East – South providing two officers
 - North providing three officers

- Uniformed and K9 Officers utilizing overtime
- MPD Crime Tip Line/Fare Evasion Details
 - Recognized a need for employees to report criminal activity anonymously
 - Plainclothes detail for fare evasion

9. **Other Matters**

- a. FY2021 July Key Performance Indicators – Informational Only

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Adjournment

The meeting adjourned at 11:29 a.m.