

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

**January 30, 2020**

The Board of Directors Operations & Safety Committee met on January 30, 2020 at 10:28 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**

Roberta Abdul-Salaam  
Jim Durrett  
Roderick E. Edmond  
William F. Floyd  
Roderick A. Frierson  
Jerry Griffin, Chair  
Freda B. Hardage  
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 of System Safety, Security & Emergency Management/Police Wanda Dunham, Chief Bus Operations Collie Greenwood, Chief Financial Officer Kevin Hurley (Interim), Chief Counsel Elizabeth O'Neill, Chief Capital Programs, Expansion & Innovation Franklin Rucker, Chief of Rail Operations David Springstead; AGMs Marsha Anderson Bomar, LaShanda Dawkins, Kirk Talbott, Emil Tzanov, Tom Young (Interim) and Dean Mallis; Directors Rhonda Allen, David Emory, Robert Goodwin, Jacqueline Holland (Acting), Jonathan Hunt and Remy Saintil; Sr. Executive Administrator Board of Directors Tonya Gantt; Sr. Executive Administrators Kenya Hammond, Karen Harper and Keri Lee. Others in attendance Adrien Carter, Keith Chambers, Amar Gannarapu, Abebe Girmay, Cedric Griffin, Cedric McKitt, Courtne Middlebrooks and LaTonya Pope.

Also in attendance Keith Parker of Clayton County CAG.

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

**Approval of the November 21, 2019 Operations & Safety Committee Meeting Minutes**

On motion by Mrs. Hardage seconded by Mr. Durrett, the minutes were unanimously approved by a vote of 10 to 0, with 11\* members present.

**Briefing – MARTA Electrical Vehicle Charging Program**

Mr. McKitt presented a briefing to the Board on the Authority's electrical vehicle charging program.

The program is a partnership between MARTA and Georgia Power for the benefit of MARTA patrons. Usage is free at this time.

Electrical Vehicle Charging Program:

Red Line: North Springs, Dunwoody, Lindbergh

Gold Line: Doraville, College Park, West End, East Point

Blue Line: Kensington, Hamilton E. Holmes, Ashby, Indian Creek

Green Line: Edgewood-Candler Park, Bankhead

Park & Ride: Mansell, Windward Parkway, Goldsmith Road

Facilities: Laredo, Avondale Yard, Browns Mill, South Yard, Armour Yard

The Charging Pedestal:

- Dual port level two-charge pedestal
- 24/7 driver support
- Full motion color LCD display
- MARTA custom branding
- Station location and real-time availability to drivers via ChargePoint cellphone app
- MARTA availability to set pricing policies and access control functions
- Assure Maintenance and Monitoring Program
- No upfront costs
- On time \$500 per charger rebate from Georgia Power. \$30K rebate for initial nine locations
- Georgia Power will include pricing as a line item in MARTA's monthly summary billing
- \$1,339.22 per 9 locations for 60 months. \$12,052.98 per month
- The average charging session is three hours. Driver will receive a text/email to remove their vehicle
- Permits, design, construction drawings, etc. are done by Georgia Power

The charge station can be accessed by key fob, smart phone, scan smart watch, 1-800 number listed on the pedestal.

Mr. Pond complimented McKitt, stating this is a great program. He asked how does money collected from the users wash out with total cost.

Mr. McKitt said looking at the analysis with the example of \$2 per hour minimum 100 sessions per year per location; if we get to the higher side of that, you're looking at 1/2 of that to recoup MARTA's cost and start making profit.

Mr. Floyd asked if MARTA keeps track of how long an individual stay at a location.

Mr. McKitt replied there is a dashboard where you can see how long individuals are at an exact location. There is a fifteen (15) minute grace period to remove your car after charging. After that time, the patron will incur parking fees.

Ms. Ivey asked if MARTA controls the digital content on the LED screens. Additionally, what is MARTA doing to ensure the public is aware of this rollout.

Mr. McKitt confirmed MARTA controls the digital content. Georgia Power and MARTA's Marketing Department will help rollout to each location by having ribbon cuttings, focusing on Earth Day, etc.

Ms. Abdul-Salaam asked if non-MARTA users could use the charging stations.

Mr. McKitt said the public can use charging stations located in open areas – such as Kensington and Hamilton E. Holmes.

### **Briefing – Vertical Transportation Consulting Services**

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Mr. Chambers presented a briefing on an upcoming qualifications-based selection process for vertical transportation consulting services. The current consulting service is due to expire December 31, 2020. MARTA's current consulting services include, but are not limited to:

- Support for capital projects
- Vertical transportation inspection auditing
- Incidence investigation support
- Maintenance and verification and repair support

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It is anticipated that the consulting services run a three-year base with a three-option year that will coincide with the maintenance and rehabilitation contract. The approximate value of this solicitation is \$1.5M per year, based on history and performance, to-date. Following solicitation and contract negotiations, a request for approval of the award will be submitted to the Board.

MARTA will perform a 4-step process:

- Expression of interest and statement for qualifications for solicitation
- Short-list based on competitive range
- Interview and selection
- Negotiation and approval

A Selection Committee has been established for procurement of these services. The Committee has technically-qualified individuals relevant to this area. The Committee shall not consider price as an evaluation factor in selecting the most qualified firm. MARTA will negotiate the successful firm and determine what is fair and reasonable cost.

Mr. Griffin asked how this is tied into the Station Rehabilitation Program.

Mr. Chambers said the Station Rehabilitation Program is replacing 116 escalators and 111 elevators and it is about a quarter of the way through. These consulting services lend their support in the inspection and they are overseeing the verification of the quality of work.

Mr. Frierson said MARTA has had its challenges and he is interested in the new technology in vertical transportation. There are other cities using new technology. He said he would like to see how this can work for MARTA.

Mr. Chambers explained the new technology is not proprietary; therefore it is accessible to any nonproprietary elevator company that MARTA may use in the future. Also, the contract is set up where they are to install specific remote monitoring systems, they are to install data that the Authority can readily access. MARTA is looking at expanding that remote monitoring technology into our Watson System so that we can have real-time analysis in determining what may or may not prevent the breakdown of equipment based on calculations. We have access to a dashboard where we can see the result of a fix, with these, we can combine

them into a matrix that narrows down the performance of the contractor, the equipment, the uptime, the availability, all of things where we can see our shortfalls and our opportunities.

Ms. Abdul-Salaam asked if the schedule for replacing the escalators and elevators fall in line with the timeline of the station rehab itself?

Mr. Chambers said yes, the Authority is approximately 3-1/2 years into the rehabilitation. It is a 10-year contract. The three option years would fall in line with the end of this project; also the maintenance project. The maintenance is a little ahead of the construction because there was a lapse, but all this consulting services timeline would end approximately at the same time.

### **Briefing – Mobility Townhall Status Update**

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Mr. Young presented a Mobility Townhall Status update.

MARTA held its first Mobility Townhall on October 29, 2019.

There were more than 350 Mobility customers in attendance. Early on we hit capacity and had to stop registration.

The event was set up in two stages:

- Informal session where there were 12 offices that participated by providing informational tables – External Affairs, External Affairs, Bus Transportation Rail Transportation and Station Services, Safety, MARTA Police, Eligibility Reservations, Travel, Training Representation Technology, Mobility Accessibility Committee, MV Transportation, Management staff of Gresham Transportation Services, etc.
- Formal setting where individuals could talk to the panel and other MARTA staff. There were more than 40 individual that spoke on over 100 different issues. The primary themes were confusion on MARTA's eligibility process for Mobility, on-time pick up, getting to appointments on time, long ride times, staff conduct, MARTA Mobility Service Area, fares, comments on the new vehicles, accessibility of bus stops

What did we do with the comments

- We took over 100 issues and categorized into 13 areas of responsibility. The first three areas of responsibility have the highest impact of quality

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- service for MARTA's customers. Mobility is a demand-response reservation type system.
  1. Mobility Scheduling Department
  2. Mobility Dispatch Department
  3. Where is my Ride?
  4. Mobility Eligibility
  5. Mobility Operators
  6. Bus Operators
  7. Customer Service
  8. Fare
  9. Service Area
  10. Bus Stops
  11. Technology
  12. External Issues
  13. Policy Issues

The day before the service, the scheduling department is putting the schedule together for the next day. This is probably the number one most important office of Mobility, because if the schedules are not properly done, then Mobility will not run efficiently.

Dispatch is most likely where accidents and incidents happen. Dispatchers must respond to accidents and incidents and readjust schedules. MV have made proactive changes in this area.

Mobility Eligibility is another area of confusion. MARTA will work with the public to help them understand this area more thoroughly. The use of Mobility riders on bus have increased dramatically.

There have been comments about Customer Service – mainly that it takes too long to get a response.

*Lessons Learned*

- Must locate a larger venue for the next Townhall Meeting. Registration had to be stopped when it reached 350
- There were volunteers for the Townhall but there needs to be more training, with volunteers being educated on disability awareness

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- Mr. Parker thanked Ms. Abdul-Salaam and Ms. Ivey for helping with the Townhall effort and committed to making sure the entire Board is informed when the next Townhall is scheduled
- On Time Performance continues to improve
- Customer Complaints have drastically decreased in December and continues to do so in January

### **Next Steps**

- MARTA Accessibility Committee (MAC) discussion on streamlining the eligibility process
- Discussion on accessibility
- Change model of service delivery

In conclusion, it was a great event. MARTA received a lot of customer feedback. We have reached out to External Affairs to start work on the next event. Staff is working on a deep dive for work with MARTA Accessibility Committee. MARTA has been receiving an increase in Mobility compliments from Mobility customers.

Mrs. Hardage asked if service animals are allowed on MARTA.

Mr. Young confirmed service animals are allowed on all MARTA modes of service.

Ms. Abdul-Salaam noted that one of the driving forces in putting the Townhall together was ensuring that everyone had a voice. The event was a huge success. Additional challenges are the online application and the behavior of some MARTA drivers. She said it is her hope these areas can be addressed in the near term. Mr. Young reported in addition to better scheduling for the operators, operators have also undergone customer service retraining. Regarding the online application, Information Technology is working to get it to an online format.

Mr. Floyd referenced the T-SPLOST, noting one of the projects was a coordination center between all forms of transportation – private carriers, public carriers, etc. He asked where MARTA is in the conversation to centralize Mobility operations.

Mr. Young said on February 12<sup>th</sup>, MARTA is involved in a regional discussion at ARC which will involve coordination of all Mobility providers in the region.

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Ms. Scott asked if there is an application process in place for the visually impaired.

Mr. Young said MARTA provides alternative formats for individuals with disabilities.

Ms. Scott said she would like to see MARTA bring the Mobility meeting to DeKalb County.

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**Adjournment**

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The meeting of the Operations Committee adjourned at 11:21 a.m.