

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

January 9, 2012

The Board of Directors Operations & Safety Committee met on January 9, 2012 at 10:34 a.m. in the Board Room on the 6th Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

Board Members Present

Harold Buckley, Sr.
Wendy Butler
Frederick L. Daniels, Jr.
Jim Durrett
Roderick E. Edmond
Adam Orkin

MARTA officials in attendance were: General Manager/ CEO Beverly A. Scott, Ph.D.; Deputy General Manager/COO Dwight Ferrell; AGMs Davis Allen, Deborah Dawson, Wanda Dunham, Ben Graham, Mary Ann Jackson, Jonnie Keith, Cheryl King, Rich Krisak, Ryland McClendon, Elizabeth O'Neill and Gary Pritchett; Sr. Directors Johnny Dunning and David Springstead; Directors Anton Bryant, Sharon Crenchaw, Lisa DeGrace, Reginald Diamond, Joe Erves, Garry Free, Charlotte Harris, Rod Hembree, Connie Krisak, Fred Remen, Elvin Tobin and John Weber; Managers Ming Hsi and Marvin Toliver; Department Administrator Tyra J. Wiltz; Executive Administrator Renee Willis; Others in attendance Doug Chambers, Alphonse Eugenia, Cathy Jordan, Don Lawrence and Josh Piermarini.

Also in attendance Charles Pursley, Jr. of Pursley, Lowery & Meeks; Pam Alexander of LTK Engineering; Matthew Pollack of MATC.

Minutes of the December 12, 2011 Operations & Safety Committee Meeting

On motion by Mr. Durrett seconded by Mr. Daniels, the minutes were unanimously approved by a vote of 5 to 0, with 5 members present.

Resolution Authorizing the Award of a Contract for Voice and Data Telecommunications Services, RFP 23964

Mr. Graham presented this resolution for Board of Directors' approval, authorizing the General Manager/CEO or her delegate to enter into a contract with AT&T for Voice and Data Telecommunications Services.

The Authority is seeking to obtain services for central office-grade dial services, including local service and dial tone, voice messaging, switched long distance, data networking and dedicated internet access with the principal objectives of obtaining better rates, improving customer care and technical support levels.

On motion by Mr. Durrett seconded by Mr. Buckley, the resolution was unanimously approved by a vote of 6 to 0, with 6 members present.

Dr. Edmond expressed concern that there are not representative numbers responding to MARTA's Request for Proposals.

Mr. Graham said vendors did not apply because of the scope of work. The last time this contract was out for bid, there was a merger of companies.

Mr. Daniels questioned whether that speaks to MARTA's infrastructure – because there are so many types of telecommunication needs. He stated that we must put things together to make it more attractive to bidders.

Mr. Ferrell said historically, the RFP is combined in a single procurement. He said it was done that way this time.

Dr. Edmond said he is concerned that companies may have some sense that you won't get a fair shake with MARTA. He said he wants the Board to consider options, noting that he would come back with some ideas.

Resolution Authorizing the Close-Out of Job Order Contract B4732

Mr. Pritchett presented this resolution seeking Board approval to close-out Job Order Contract B4732. The contract was awarded to Centennial Contractors, Inc. on November 3, 2003. The contract was completed on June 1, 2008. The contract will be closed at a final cost of \$19.5M, with an unexpended authorization in the amount of \$1.4M. The contractor has furnished the required release. There are no unresolved claims. The DBE goal on this contract was

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satisfied and the contractor has submitted all required EEO/DBE reports and submittals required by the contract.

On motion by Mr. Durrett seconded by Mr. Daniels, the resolution was unanimously approved by a vote of 6 to 0, with 6 members present.

Mr. Durrett stated the work was completed in 2008. He asked why wait until the end of 2011 to close out.

Mr. Keith responded that close out audits are usually the lengthiest. Additionally, close outs are done in between other audits. Every audit goes through a review process with staff to ensure information is accurate. There are no regulations being violated. It just takes time.

Dr. Edmond suggested the Board adopt a policy on audit close-outs. He said there needs to be a standard policy and asked that it become an Agenda item.

Mr. Keith said close outs would be placed on the Agenda for the March Audit Committee meeting.

Mr. Daniels noted that he pointed this out at the last Audit Committee meeting.

Mr. Keith said there are a lot of audits that must be done in two weeks. Work on close outs are done in between.

Mr. Daniels said audits should not have to be completed in two weeks unless fraud is involved.

Briefing – Customer Complaint

Chief Dunham briefed the Board on a customer complaint.

A letter was received from a customer who took the train from the Airport to Buckhead. He stated that the trip took an hour and forty minutes. MARTA's cameras show that his total time on the MARTA system was one hour and 6 minutes.

Mr. Ferrell informed the Board that staff is in the process of addressing procedures for complaints.

Mr. Buckley asked Board members to keep in mind that a KPMG audit was recently completed that says MARTA has 98% on-time performance.

Dr. Edmond thanked Dr. Scott and staff for the efficiency in which the customer's complaint was addressed. He said the customer also mentioned that he was harassed.

Chief Dunham said there was no evidence of the customer being harassed. She reported that MARTA is currently working on a nuisance campaign

Chief Dunham said there is a Board-approved policy for banning habitual violators. Staff is working on a suspension policy. Another idea staff is working on is a 'quiet car'. Seattle and New Jersey currently have quiet cars. The car is monitored, but usually the people police it themselves. The quiet car is easily identifiable to customers (by color or it may be wrapped, etc.). If a customer rides in this car, there is agreement that there will be no radios, loud music, excessive conversation, talking on phones, etc. A customer can listen to an I-pod with headset (but you must not be able to hear it if you're near), texting is allowed, but no talking, you can work on your computer, read or simply sit back and enjoy the ride. If someone boards the car and is noisy, someone can grab a pocket card that lists the rules and hand to them.

Dr. Scott informed the Board that a total plan will be brought to the Board during the March Planning & External Relations Committee meeting.

Mr. Durrett asked that staff look into providing more cars during big events - it would be an opportunity to provide better service. He said he and his family attended the Chick-fil-A Bowl and had a long wait at Vine City.

Mr. Ferrell said MARTA increases headway during these types of events. He said he would check to see what happened in this case.

Mrs. Butler said she appreciates the dialogue. People need to have a positive experience when riding MARTA and she is looking forward to the report in March. She said she knows the customer that made the complaint. He is a businessman and an advocate for the homeless. He is the type that would advocate for MARTA.

Dr. Scott commented that as painful as it sometimes is, complaints can be gifts. This is an opportunity to communicate better with our customers.

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Mr. Daniels made the following comments:

- A Suspension Policy will make a statement that MARTA will not tolerate bad behavior
- Cameras need to be on every car
- MARTA needs to double service at large events
- It would be good to have someone from the media at every meeting

Mr. Buckley noted there is a perception that the MARTA system is not safe and there is nuisance behavior on the system. To address these issues, the Board was looking into CCTV. He asked that staff update the Board on the status of CCTV.

Mr. Ferrell responded that CCTV will come before the Board next month.

Mr. Durrett congratulated staff on a recent article on safety, noting that it was a very good article.

Mr. Ferrell stated that staff takes performance of MARTA very seriously.

Adjournment

The meeting of the Operations & Safety Committee adjourned at 11:30 a.m.