

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

March 21, 2011

The Board of Directors Operations Committee met on March 21, 2011 at 10:02 a.m. in the Board Room on the 6th Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

Board Members Present

Juanita Jones Abernathy, Chair
Harold Buckley, Sr.
Wendy Butler
Jim Durrett
Roderick E. Edmond
Barbara Babbit Kaufman
Adam Orkin

MARTA officials in attendance were: General Manager/CEO Beverly A. Scott; Deputy General Manager/COO Dwight A. Ferrell; Chief Business Support Services Theodore Basta, Jr.; AGMs Davis Allen, Deborah Dawson, Wanda Dunham, Georgetta Gregory, Charlotte Harris (Acting), Mary Ann Jackson, Jonnie Keith, Cheryl King, Rich Krisak, Ryland McClendon, Elizabeth O'Neill and Gary Pritchett; Sr. Director Johnny Dunning, Jr.; Directors Rich Boullain (Acting), Lisa DeGrace, Reginald Diamond, Garry Free, Scott Haggard, Jennifer Jinadu-Wright, Connie Krisak, and Jayant Patel; Managers Donna DeJesus, Cara Hodgson and Roosevelt Stripling; Executive Manager to the Board Rebbie Ellisor-Taylor; Sr. Executive Administrator Tyra J. Wiltz; Executive Administrator Renee Willis; Office Administrator II Tracie Roberson. Others in attendance, Arnold Campbell, Ricky Chambers, Louis Grisoglio, Anthony Pines and Srinath Remala.

Also in attendance Charles Pursley, Jr. of Pursley, Lowery and Meeks; Matt Pollack of MATC.

Approval of February 21, 2011 Operations Committee Meeting Minutes

On motion by Mrs. Kaufman seconded by Mr. Durrett, the minutes were unanimously approved by a vote of 6 to 0, with 6 members present.

Resolution Authorizing Award of a Contract for the Maintenance and Repair of MARTA Facilities Fire Extinguishers, Contract Proposal Number B21767

Mr. Free presented this resolution for Board of Directors' approval authorizing the General Manager/CEO or her delegate to enter into a contract for the maintenance and repair of MARTA facilities fire extinguishers.

The contract term is two (2) years base, with three (3) one (1) year options, replacing RFQ Q18188. The average unit prices in the proposed contract are approximately 8% higher than the average unit price in the current contract. However, the proposed contract provides MARTA with a fixed price for up to five years, if the options are exercised. The lowest bidder was determined by Legal Services to be non-responsive for failure to bid on all line items. Thus, it is in the best interest of the Authority to enter into a contract with the second lowest bidder, Cliff's Fire Extinguisher.

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

Dr. Edmond asked what specific issues did the lowest bidder not respond to.

Mrs. DeGrace answered the firm did not bid on all MARTA facilities and rail stations as required in the solicitation documents.

Dr. Edmond said when MARTA decides that a contract should not be awarded to the lowest bidder that staff should provide documentation on the specific issues they did not comply with.

Mr. Free responded that staff would provide information of that nature in the future.

Resolution Authorizing the Solicitation of Proposals for the Procurement of a Design-Build Brady Mobility Facility, Request for Proposals Number P22221

Mr. Boullain presented this resolution for Board of Directors' approval authorizing the General Manager/CEO or her delegate to solicit proposals for the procurement of a Design-Build Brady Mobility Facility. The purpose of the Request for Proposals (RFP) includes the design, site work and construction of a new Mobility Paratransit Administration and Operations area.

On motion by Mr. Buckley seconded by Mr. Durrett, the resolution was unanimously approved with a vote of 7 to 0, with 7 members present.

Operations Key Performance Indicators (KPIs)

Mr. Ferrell presented the Operations Key Performance Indicators (KPIs) for January 2011.

The Authority achieved a Bus On-time Performance (OTP) of 71.66%, which is a decrease of 0.03% from the previous month. The Metro Atlanta area experienced an ice storm from January 10-17. As a direct result, MARTA bus service was cancelled for two days; only limited service was possible the remaining days of the affected week.

The January 2011 Rail On-Time Performance was 04.5%, which is slightly below the targeted goal of 97.5%. The casual factor was inclement weather that occurred on January 10 and January 11. Rail service ran on a 20-minute headway instead of the normal 15-minute headway. Mobility did not meet the January FY11 On-Time Performance goal of 95%; OTP was 85.60%. Operator availability is a constant conspirator to meeting the Mobility OTP target. However, January's performance was also negatively impacted by inclement weather; resulting in road closures, increase in accidents and mechanical and technical failures.

Mobility Reservations did not meet the Average Call Wait Time or Call Abandonment Rate targets for January FY11, 90 seconds and 4.5% respectively. This was primarily due low employee availability and high call volume. The average call wait time was 239 seconds. The call abandonment rate was 11.42%.

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The Escalator Availability target of 98% was not met; the actual for the month of January was 81.08%. Escalator Availability was reduced due to the nine units that are out of service in the current modernization program as well as the nine units that are out of service awaiting parts and work by others.

Dr. Edmond asked if the Mobility Reservation Call Abandonment Rate for January FY 11 was considered tremendously out of range.

Mr. Ferrell responded yes.

Dr. Edmond asked for an explanation of the rate.

Mr. Ferrell explained that Mobility Reservation Call Abandonment Rate is measured as the percentage of customers terminating a call while waiting in queue to make a MARTA Mobility reservation.

Dr. Edmond asked if there were more calls than usual during this time.

Mr. Ferrell said yes.

Dr. Edmond asked why MARTA didn't put additional staff on the phones to handle the increase in calls.

Mr. Ferrell responded that MARTA is looking at ways to automate the reservations process; at the same time management has interviewed candidates for part-time reservationists to assist with increases in call volume and employee availability. Mobility customers that may normally use regular service prefer the door-to-door service of paratransit during severe and/or cold weather. So the Authority typically experiences an uptick in call volume during the winter months. However, January 2011 was different in that the ice storm greatly impacted employees. Many employees could not make it to work during the week of January 10-17.

Dr. Edmond said he would like staff to explore ways to be better prepared for the increased call volume seen during the winter months.

Other Matters

Mrs. Abernathy referenced Tab 5 of the Operations Committee books – One Year Look Ahead – asking that Board Members review these items.

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Adjournment

The meeting of the Operations Committee adjourned at 10:21 a.m.