

MINUTES

MEETING OF THE BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

March 8, 2018

The Board of Directors of the Metropolitan Atlanta Rapid Transit Authority held a meeting on March 8, 2018 at 1:49 p.m. in the Board Room on the 6th Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

Board Members Present

Roberta Abdul-Salaam
Robert L. Ashe III
Robert F. Dallas
Frederick L. Daniels, Jr.
Jim Durrett
Roderick E. Edmond
William "Bill" Floyd
Ryan Carter Glover
Jerry Griffin
Freda B. Hardage
Alicia M. Ivey
John (Al) Pond
Christopher Sean Tomlinson*
Thomas W. Worthy

MARTA officials in attendance were: Interim General Manager/CEO Elizabeth O'Neill; Deputy General Manager Robert A. Troup; C-Suite Team Members – Chief Counsel Corporate Law Jonathan Hunt (Acting), Chief Financial Officer Gordon L. Hutchinson, Chief Operating Officer Richard A. Krisak; Chief Counsel Litigation Paula M. Nash (Acting), Chief Marketing and Communications Officer Goldie Taylor; AGMs LaShanda Dawkins, Wanda Dunham, Torrey Kirby (Acting), Benjamin Limmer, David Springstead, Emil Tzanov; Chief Information Security Officer Dean Mallis; Executive Director Shelton Goode; Sr. Directors Donna DeJesus (Acting), Jennifer Jinadu-Wright, George Wright; Directors Rhonda Allen, Patricia Sullivan; Managers Davis Allen, Ed Bishop, John Cochran, Roderick Lyles, Ryland McClendon. Sr. Executive Administrator Ashanti Boothe; Sr. Executive Administrator to the Board of Directors Tonya Gantt (Contract); Manager Executive Office Administration Tyrene Huff; Sr. Sr. Executive Administrator Keri Lee; Sr. Executive Administrator Debra Oliver.

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

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Others in attendance Negesha Boyd, Adrien Carter, Katherine Dirga, Abebe Girmay, Louis Grisoglio, Andy McBurney, Latresha Groover, Courtne Middlebrooks, Toni Thornton, Leslie Walter, Mallory Wright.

Also in attendance were Robert S. Highsmith, Jr. and LaToya Brisbane of Holland & Knight LLP; Pam Alexander of LTK Engineering; Michael Allegra of Stadler; Phyllis Anderson; Charles Atkinson; Kwandwo Atta of Atkins; Daniel Blackman of Coalition of People's Agenda; Jimmy L. Brown, Ph.D, Rosa Render and Joann Scott of Dixie Hill Civic Community Club; Sam Donaldson of ABC; Britt Dumas; Vincent Fort; Angela Hamby, Nikita Howard, Tom Leach, Vanessa Owens, Rufus Silas and Sherry Smalls of ATU Local 732; Edward LeDelmeyer of Fulton County; Monica Muhammad of FCT; Keith Parker of Clayton County Advisory Group; Carol Parr of Mobility; Maria Saporta of *Saporta Report*; Caroline Stinthcomb; Michael Sutton of Dixie Hills First Baptist; Bernie Toher of GRTA.

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Public Comment

Mr. Daniel Blackman. There are legitimate concerns with the bills that are before the Legislature: SB 460, HB 930 and SB 386. The Governor may have potential control of how funds will be spent. As we look at the legislative bills, as decisions are made, please have MARTA workers and MARTA rider's best interest at heart.

Mrs. Nikita Howard. A member of ATU Local 732, 20-year employee and advocate. There are three key pieces of legislation and no one is talking. The legislation will affect us harshly economically. This gives the Governor autonomy over MARTA. Federal funding can be taken from MARTA and given to anyone. I think it will hurt us and workers will not be protected. To this day, we are still fighting for Mobility. People have lost their homes. We are asking for a seat at the table. We deliver the service. We love what we do. Bring us to the table.

Mr. Tom Leach. Lobbying on behalf of MARTA. This hurts us as workers. We are tired of being left out of the loop. I talked to Ms. Briggins. We have to do the work – we ought to be included. We need in writing, from Chairman Ashe and Interim GM/CEO Ms. O'Neill, how this will affect us. Please inform us. People are afraid they will lose their jobs.

Ms. Vanessa Owens. MARTA early retiree. Talking to you as a rider and about jobs being outsourced. As workers, we had to clean up. When you outsource jobs, we call it insanity. It did not work in the past and will not work in the future. Please include us. I live in DeKalb

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and we have been in it since the beginning. I am the voice of the people in DeKalb that need MARTA. I-20 is a mess. Asking the Board to rethink.

Mr. Rufus Silas. Vice President of Local 732. Here on behalf of ATU Local 732. We are aware of language of various bills. They are causing anxiety in this workforce. We want you to ensure protection of jobs. We want to be included in decisions that determine our future here at MARTA. ATU wants to meet with Chairman Ashe and Interim GM/CEO Ms. O'Neill.

Ms. Phyllis Anderson. MARTA bus operator. No one is saying the drivers will remain protected. One percent tax for 30 years? Will people be made aware of increase in fare? How do we know the Governor will be on our side? We are also worried about the community.

Mr. J. LeVon Brown. We have been in conversation with staff members and some concessions have been made. We are asking that you give back. Why? One mile of travel with a bus will disturb our neighborhood. The consensus is you are taking a quarter of that mile. Within this quarter of a mile, seven churches, three denominations will totally be discarded. In that quarter of a mile, the historic nature of the neighborhood will be wiped out. In that quarter of a mile, new residences will be disturbed. In that quarter of a mile, nine older residents will no longer have access to the bus. We are asking that you give back that quarter of a mile and let our community remain whole.

Ms. Caroline Stinchcomb. Approximately seven months ago, we were waiting on Gresham Road for the #34 to arrive. It did not come until after 5:00 p.m. We got on the bus and everyone was distraught. I told everyone on the bus to call in. The next day, one of the passengers saw the driver. The driver said we caused him to lose his job. We did not. If he were on time, we would not have to complain. When the bus system was changed I had to run down the street to catch the bus. I called in and asked for a stop between Austin Drive and Redwing.

Senator Vincent Fort. The creation of a transit authority by the state has tremendous implications of state power over transit. In reference to HB 930, page 20 of the substitute, line 727 "such body the authority shall serve as a sole entity for regional transit planning, federal and state funding and coordination and work with counties and municipalities and operators of transit services within the region to provide a consistent and integrated vision for transit for decision-making and execution." This is a serious extension of the state's power. We come here (I'm working with ATU) concerned about the impact of this legislation on ATU, MARTA workers, represented employees and the impact on riders.

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The flavor at MARTA has changed. The community orientation no longer exists. We are asking that the partnership be revived. We came down unannounced to meet with Ms. O'Neill. ATU is requesting meetings with you and the officers at ATU. We need MARTA to partner with the community and ATU. If necessary, ask that language be written in to protect ATU, the workers and the community. We need the MARTA Board to stand up for the community.

Minutes of the February 8, 2018 Meeting of the MARTA Board of Directors

On motion by Mrs. Hardage seconded by Mr. Daniels, the minutes were unanimously approved by a vote of 13 to 0, with 14* members present.

Planning & External Relations Committee Report

Mr. Griffin reported that the Planning & External Relations Committee met on February 8, 2018 and approved the following resolution:

- a. Resolution Authorizing the Solicitation of Proposals for the Procurement of MARTA's Mystery Customer Service Program, RFP P32261

In motion by Mr. Griffin seconded by Mr. Durrett, the resolution was unanimously approved by a vote of 13 to 0, with 14* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

The Committee received the following briefings:

- a) Customer Service Experience Initiatives
- b) Results of Public Hearings on Service Modifications April 14, 2018
- c) Media Impressions Quarterly Update
- d) More MARTA Program Development Update

Operations & Safety Committee Report

Dr. Edmond reported that the Operations & Safety Committee met on February 28, 2018 and approved the following resolution:

- a. Resolution Authorizing Award of a Contract for Inman Park Pedestrian Bridge Rehabilitation, IFB B30682

On motion by Dr. Edmond seconded by Mr. Durrett, the resolution was unanimously approved by a vote of 13 to 0, with 14* members present. A copy of the resolution, **AS APPROVED, IS ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

The Committee received the following briefing:

- a) Bus Maintenance and Fleet Performance

Business Management Committee Report

Mr. Daniels reported that the Business Management Committee met on February 28, 2018 and approved the following resolutions:

- a. Resolution Authorizing the Addition of the Avondale Intermodal Parking Facility to the FY 2018 Capital Improvement Program (CIP)
- b. Resolution Authorizing the Extension of the Lease for One Atlantic Center Near the Arts Center Station

On motion by Mr. Daniels seconded by Ms. Abdul-Salaam, the resolutions were unanimously approved by a vote of 13 to 0, with 14* members present. A copy of the resolutions, **AS APPROVED, ARE ATTACHED TO AND MADE PART OF THE OFFICIAL RECORD COPY OF THESE MINUTES.**

The Committee received the following briefing:

- a) The 2018 December Financials and Performance Indicators

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MARTA Board of Directors Vote to Determine the Finalist(s) for MARTA's Next General Manager/CEO

Mr. Daniels reported the Search Committee for General Manager/CEO met and conducted a national search. There were a total of eighteen (18) candidates that submitted applications. Eleven interviews took place.

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Mr. Daniels motioned that the sole finalist, Jeffrey A. Parker become MARTA's next General Manager/CEO. Mrs. Hardage seconded. The Board unanimously agreed by a vote of 13 to 0, with 14* members present.

Other Matters

Chairman Ashe along with Board and staff recognized and congratulated:

- Ms. Rhonda Briggins who will receive the *2018 Women of Excellence Award* by Atlanta Tribune and Atlanta Daily World
- Mrs. Ryland McClendon will be honored by COMTO as a *2018 Recipient of Women Who Move the Nation Award*
- Ms. Mallory Wright – Winner of the *APTA 2018 Call Center Challenge*
Ms. O'Neill further noted that Ms. Wright was selected from a pool of over 50 Call Center representations as one of the five nationwide finalists to attend the APTA conference to demonstrate her superior telephone customer service and problem-solving skills in front of a live audience. Mallory began her career at MARTA in 2013 as a surveyor in the office of Research & Analysis. She was promoted to a fulltime position as a Customer Care Representative in October 2014. Mallory is known for her high level of professionalism, patience and empathy as she responds to callers on a daily basis. Her expertise has resulted in her receiving 26 commendations from customers during FY 2017 and since joining the Call Center team she has received 53 commendations. Ms. Wright represents the very best at MARTA.

Comments from the Board

Ms. Abdul announced three (3) years of MARTA service in Clayton County. A celebration event will be held at the Morrow Center on March 23 and it is opened to the public. A roundtable discussion is scheduled for 7:00 p.m.; followed by entertainment and music. Great things that have happened to date and we invite you to come grow with us.

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Mr. Durrett thanked the Search Committee for executing a great process which brought the Board great candidates from which to make a selection.

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Adjournment

The meeting of the MARTA Board of Directors adjourned at 2:32 p.m.