

**MINUTES**  
**MEETING OF THE BOARD OF DIRECTORS**  
**OPERATIONS & SAFETY COMMITTEE**  
**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**  
**September 24, 2015**

The Board of Directors Operations & Safety Committee met on September 24, 2015 at 10:02 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  
Robert F. Dallas  
Jim Durrett  
Roderick E. Edmond, *Chair*  
Jerry Griffin  
Freda B. Hardage  
Barbara Babbit Kaufman

MARTA officials in attendance were: General Manager/CEO Keith T. Parker, AICP; Chief Operating Officer Richard A. Krisak; Chief Financial Officer Walter Jones (Acting); Chief of Staff Rukiya S. Thomas; Chief Counsel Johnathan Hunt (Acting); AGMs Robin Henry, Ming Hsi, Reginald Mason, Terry Thompson and Donald Williams (Acting); Executive Director Ferdinand Risco; Sr. Director Joseph Erves; Directors James Biscoe (Acting), Lisa DeGrace, Tim Elsberry (Acting), Donna Jennings, Joel T. Larkins, Warren Taylor (Acting) and William Taylor; Sr. Executive Administrator Brenda L. Williams; Finance Administrative Analyst Tracy Kincaid. Others in attendance Davis Allen, Frederick Askew, Denise Coleman, Jolando Crane, Abebe Girmay, Aston Greene, Nicholas Gowens, and Srinath Remala.

Also in attendance Pamela Alexander of LTK Engineering; Jack Buckingham of MATC; Jamie Fischer of GRTA.

**Consent Agenda**

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- a) Approval of the August 27, 2015 Operations & Safety Committee Meeting Minutes
- b) Resolution to Accept the Contract for Project B13447, Emergency Trip Station Replacement – South Line
- c) Resolution Authorizing Award of a Contract for the Procurement of Mobile Radios and Communications Consolettes, RFP P36301

On motion by Mr. Durrett seconded by Mrs. Kaufman, the Consent Agenda was unanimously approved with a vote 6 to 0, with 6 members present.

### **Individual Agenda**

#### **Resolution Authorizing the Solicitation of Proposals for Eligibility Assessment Services for MARTA's Mobility (Paratransit) Operation, RFP P36410**

Mr. Allen presented this resolution for Board of Directors' approval authorizing the General Manager/CEO or his delegate to solicit proposals for Eligibility Assessment Services for MARTA Mobility in the Department of Operations.

#### *Mobility Assessment Services – Paratransit Optimization*

- Current Process
  - Paper based application process, supported by phone interviews, and mixed data management solutions
  - Limited technological integration with operations
  - Limited integration with Travel Training
- Service Impact
  - Approximately 10,000 certified patrons
  - Four-year recertification cycle
  - FY09 –FY15 91.8% of all complete applications were certified as eligible
  - Average approximately 2,000 trips/day
  - Limited leveraging of Travel Training Center

#### *Best Practices in Paratransit Eligibility*

- In-person interviews for new application/recertification
- Functional assessments
- Cognitive assessments
- High level of data integration with operations
- Tight integration with Travel Training

*Best Practices Adopted by Transit Peers*

- Boston
- Pittsburgh
- Portland
- Seattle
- Philadelphia
- Phoenix
- Chicago
- Los Angeles

*Operational Impacts*

- Short-term
  - Re-orient staff and patrons to "one stop" location
  - New data management system/interfaces
  - Manage customer expectations
  - Operational costs increase at "ramp up"
- Long-term
  - More thorough data collection/retention
  - Closer adherence to FTA requirements
  - Higher quality customer service
  - Better service planning capabilities
  - Operational costs decrease

*Budgeted Costs*

- Current Process
  - 4.5 Full Time Employees (FTEs)
  - 1 - Eligibility Specialist
  - 4 - Mobility Service Agents

- \$287,341
- Anticipated – Proposed Process
  - MARTA (internal costs)
    - 2.5 FTEs
    - 1 - Eligibility Specialist
    - 2 - Mobility Service Agents
    - \$177,184
  - Contract Professionals (external costs)
    - \$400,000 (estimated)
    - \$577,184 - Total Estimated Costs

*Grant Request to ARC 5310 Program (One-Year Funding)*

- Project Cost
  - Federal \$324,000 (grant request)
  - Local \$216,000
  - Total \$540,000
- Addressing:
  - Mobility Management
  - Mobility Services Software
  - Computer Hardware
  - Functional Assessments
  - Recertification Staff
  - Project Administration

Dr. Edmond asked will patrons be able to appeal certification denials.

Mr. Parker said yes, an appeals process will be in place.

Mr. Allen said most likely 50 percent of applications will not need assessments; of the remaining 50 percent, 40 percent will go through functional assessments and 10 percent will go through cognitive assessments to determine eligibility.

Mr. Griffin asked if MARTA foresees any negative feedback.

Mr. Allen said MARTA's Communications Office is proactively going out now to explain the new process to the public.

Mrs. Abdul-Salaam asked when will the grant start.

Mr. Allen said the first of the year.

Mr. Parker commented that this process is necessary for the Authority. It is not a cost saving method, rather it is a method to increase paratransit capacity in order to service the people that really need paratransit.

Dr. Edmond asked what provisions are in place for acute disability.

Mr. Allen said in those cases patrons will be given temporary certification, or they will be conditionally approved.

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

**Resolution Authorizing the Award of a Contract for Eighteen New Flyer XN60 Xcelsior 60' Articulated Buses, RFP P35537**

Mr. Taylor presented this resolution for Board of Directors' approval authorizing General Manager/CEO or his delegate to execute an agreement with New Flyer Industries, Inc. for Eighteen (18) 60-ft. Articulated Transit Buses in the amount of \$15,406,006.

*Utilization Benefits*

- Additional revenue from ridership and business advertisement
- Fix-route utilization, BRT, special event, bus bridge, emergency response
- Tool to energize the community
- Improve MARTA's image
- MARTA has identified 12 potential routes for articulated bus service
  - 39-Buford Highway
  - 83-Campbellton Road/Greenbriar
  - 73-Fulton Industrial Blvd.

- 15-South DeKalb/Candler Road/Forest Pkwy
- 180-Fairburn/Palmetto
- 5-Piedmont Road/Sandy Springs
- 89-Old National Highway/Union City
- 117-Rockbridge Road/Panola Road
- 115-Covington Highway/South Hairston Road
- 186-Rainbow Drive/South DeKalb
- 189-Flat Shoals Road/Scofield Road
- 12-Howell Mill/Cumberland

*Pilot Program*

- MARTA will operate and evaluate the 18 articulated buses for one year under a pilot program; performance data will be considered for the feasibility of future procurements
- Ways to officially accommodate passengers
- Vehicle Performance
- Fuel Economy
- Maintenance Costs
- Route Utilization
- Driveability
- Customer Feedback Surveys
- Staff Recommendations

*Equipment Highlights*

- Passenger seating quantity - 55
  - Seats forward of artic joint - single aisle facing on each side
  - Seat positions forward of rear exit - forward facing
- Drivers Seat - Recaro Ergo AM80 model; 9.25" fore/aft travel
- ADA Seating
  - Wheelchair restraint system - for forward facing wheelchair position(s)

- Wheelchair restraints with shoulder harnesses - an integrated Q-Pod restraint system and stanchions

*Warranty Highlights*

- Basic NF Bus - 1 year, 50,000 miles base and 1 year, 100,000 mile extended
- Basic Structure is 3 years, 150,000 miles
- Chassis - 12 years, 500,000 miles
  - Axles - MAN front/rear and ZF center axles with 5 years, 300,000 miles
  - Engine - Cummins, 2 years, unlimited miles
  - Transmission - Allison, 2 years, unlimited miles
- Articulated Joint - ATG, 1 year, unlimited miles
- Flooring - Greenwood, 12 years, unlimited miles
- Electrical- Vansco Electrical Multi-Plexing Programming, 3 years, 150,000 miles, and East Penn batteries - 1 year, unlimited miles
- Brakes - New Flyer (NF) base, 50,000 miles, with 1 year, 100,000 miles extended
- HVAC - ThermoKing, 2 years, unlimited miles
- Wheelchair Lift - NF, 1 year, 50,000 miles base, and 2 years, 150,000 miles extended
- Destination Signs - Twin Vision, 10 years, unlimited
- Towing - NF, 50,000 miles base, and 1 year, 100,000 miles extended

*Peer Agency Reviews Completed by MARTA Planning*

- Sound Transit (Puget Sound, WA)
- King County METRO (Seattle)
- MBTA (Boston)
- GCRTA (Cleveland)
- WMATA (Washington, DC)

*Past MARTA Experience*

- Manhours - Increased repair man hours
- Additional Parking Space - Current space availability
- Maintenance Facility - Laredo is equipped to serve and repair; facility renovation is required to handle larger a fleet size
- Less Fuel Economy - Pilot program will quantify
- Body Parts Availability - Past issues resolved through new procurement
- Poor MDBF - Pilot Program will quantify

Mrs. Abdul-Salaam asked if a higher level of certification is required for articulated bus drivers.

Mr. Taylor said no, the same level of certification and licenses will be required as regular bus operators.

Mr. Dallas asked why did MARTA choose New Flyer.

Mr. Taylor said New Flyer is the only provider of CNG articulated buses. Nova has articulated buses but they run on diesel.

Dr. Edmond asked are there other providers globally.

Mr. Parker said to the Authority's knowledge, New Flyer is the only provider.

Mrs. Abdul-Salaam asked if there will be opportunity to look at other routes.

Mr. Taylor said yes.

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

**Resolution Authorizing Award of a Contract for the Procurement of Preventive Maintenance & Repair Services for Bus Fire Suppression and Gas Detection Systems, CP B35191**

Mr. Taylor presented this resolution for Board of Directors' approval authorizing the General Manager/CEO or his delegate to award a Contract for the Procurement of Preventive Maintenance & Repair Services for Bus Fire Suppression and Gas Detection



Systems, Contract Proposal Number B35191 to Cintas Fire Protection in the negotiated amount of \$3,056,225.50.

*Fire Suppression and Gas Detection*

- Fire Suppression and Gas Detection is a critical component installed on every bus that protects the bus from thermal events
- The Fire Suppression and Gas Detection system is a mix of optical, thermal and sniffer sensors capable of detecting leaking gas, smoke and fire
- The Fire Suppression and Gas Detection can be activated manually by the driver or automatically by the sensors
- The Fire Suppression and Gas Detection is "always on," The control panel is wired directly to the battery with reserve battery capacity if the main batteries are depleted

Dr. Edmond asked about DBE considerations.

Mr. Risco commented that the Office of Diversity and Inclusion determined that there are no certified DBEs available to perform the scope of work and assigned a zero goal on the contract; however, the Office will work with the proponent in ensuring compliance.

Mr. Durrett asked if staff was surprised by only receiving two bids.

Mr. Taylor said no, this is a very niche market and the top firms in the industry were the ones to submit a bid.

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

**Resolution Authorizing Award of a Sole Source Contract for Procurement of Bombardier Traction Motors for Use on MARTA Railcars, RFP P35183**

Mr. Taylor presented this resolution for Board of Directors approval authorizing the General Manager/CEO or his delegate to enter into a Sole Source Contract with Bombardier Transportation Holdings USA, Inc. for the procurement of Bombardier Traction Motors, in the amount of \$3,387,420.

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

### **Briefing – FY2016 Service Standards**

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Ms. Crane briefed the Committee on the FY 2016 Bus, Rail, and Mobility Service Standards.

#### *Service Standards and Why MARTA Needs Them*

- Service Standards support MARTA's ongoing mission to provide a safe, clean, reliable, and cost effective public transportation system
- The Standards ensure that services provided meets mobility needs, contributes to sustainable growth and development, and improves the quality of life in the Atlanta metropolitan region

#### *MARTA Board's Role*

- State Requirements (MARTA Act)
  - Consistent with the Authority's enabling legislation (the MARTA Act) and other external mandates, such as Title VI of the Civil Rights Act of 1964
  - Should be Board adopted not later than 120 days after the end of each fiscal year
- Federal Requirements
  - Public Hearing requirements for fare and service change, charter/school service restrictions, service requirements for seniors or persons with disabilities (ADA) and Title VI (Civil Rights Act of 1964)

#### *Services Monitored*

- Bus and Rail Headways
  - Hours of Service and Frequency of Service
- Bus and Rail Load Factors (how many people per bus or per rail car)
  - Bus maximum is 150% of a seated load (40 foot bus = 60 passengers)
  - Rail maximum is 150% of a seated load (6 cars/train = 576 passengers)

- Productivity standards (part of the KPI reporting system)
- Requests for New Service; Extensions of routes or expanded service hours
- Bus Stop Spacing and amenities
- Transit Access (physical distance from transit)

*Categories of Bus Service*

- Service is split into five (5) categories
- Routes are only compared with routes within their category to determine their performance
  - Core Service - served at each end by a rail station or major trip generator and has similar ridership in both directions of travel; additionally, this service generates greater than 2,000 passengers per day
  - Lifeline Service - links areas of low income or transit dependency to public facilities (hospitals, government centers, activity centers, etc.)
  - Supporting Local (previously less than 2,000) - service that has less than 2,000 passengers per day and does not serve a lifeline facility
  - Peak Hour Service Only - route operates only during the peak time of the day on weekdays only
  - Small Vehicle Service - fixed route service utilizing smaller vehicles to provide appropriate levels of service in terms of both load and impact to the community

*Update Highlights for FY 2016*

There are changes to the FY 2016 Service Standards which move to improve the service offered to the customer, clarify or add to language that has evolved over the past year. Changes include:

- Addition of Clayton County to Service Standards
- Bus service now contains 5 categories of service vs. 4 categories in FY 2015

- Addition of new service type (Small Vehicle Service) to address lower density areas and transit accessibility
- Clarifications of language and updates of definitions and data (Based the Moving Ahead for Progress in the 21st Century Act (MAP-21), and FTA Feedback)
- Addition of rail station and vehicles amenities
- Addition of vehicle types to the bus fleet (28 foot small vehicle bus and 60-foot articulated bus)
- Update of bus stop spacing to distance of 750-1000 feet, roughly two city blocks (interim; pending further study by staff)
- Update of passenger boardings for shelter installation (from 15/day to 40/day) and bench installation (from 7/day to 15/day) - interim pending further study by staff
- Modification of Public Hearing requirements to include an "increase" in service to match the existing need for hearings as a result in a "reduction" of service

*Next Steps*

- Notify staff of any changes
- Request conditional approval of Service Standards document for FY2016
- Conduct Board vote at October 2015 meeting formally approving Service Standards for FY 2016

Mr. Griffin asked about the benches and shelters installation update.

Mr. Williams said MARTA looked at the industry standards, as well as peers. The idea is to be in line with industry standards.

Mr. Griffin asked if benches and shelters will still be built by advertising contractors.

Mr. Williams said yes.

**Resolution Authorizing Acceptance of FY 2016 Bus, Rail, and Mobility Service Standards**

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Mr. Williams presented this resolution for Board of Directors' approval authorizing the acceptance of the FY 2016 Bus, Rail, and Mobility Service Standards.

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

**Other Matters**

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Mrs. Abdul-Salaam asked for clarification regarding the placement of shelters and benches; specifically, how does MARTA determine where they should go.

Mr. Parker recommended that staff come back to the Board with a full presentation on MARTA's amenities.

**Adjournment**

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The meeting of the Operations & Safety Committee adjourned at 10:55 a.m.

Respectfully submitted,



Kellee N. McDaniel  
Sr. Executive Administrator to the Board