



**MEETING OF THE BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**Thursday, October 6, 2016**

**MEETING SUMMARY**

A meeting of the MARTA Board of Directors was held on Thursday, October 6, 2016 at 1:34 p.m. in the MARTA Board Room, 6<sup>th</sup> Floor, MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia 30324.

**Board Members Present**

Roberta Abdul-Salaam  
Juanita Jones Abernathy  
Robert L. Ashe III  
Robert F. Dallas  
Frederick L. Daniels, Jr.  
Jim Durrett  
Noni Ellison-Southall  
Jerry Griffin  
Freda B. Hardage  
Christopher Tomlinson

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**Public Comment**

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Ms. Roberta Bueford, a MARTA Mobility customer. The van picks her up late for dialysis treatment. It would be nice if MARTA provided water and crackers for dialysis patients. She said she is on hold 20-40 minutes waiting to talk to MARTA Customer Service. She further noted that Mobility drivers do not know how to use tablets and the vans break down. There needs to be an alternative in place when a van breaks down.

Ms. Amanda Chatman said she doesn't feel like her comments are being addressed when she talks with Customer Service. She said Customer Service does not answer the phone. She asked that a Board member be assigned to speak with customers regarding MARTA issues.

**1. Approval of the Minutes of the September 1, 2016 Meeting of the MARTA Board of Directors**

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On motion by Mrs. Hardage seconded by Mrs. Ellison-Southall, the minutes were unanimously approved by a vote of 9 to 0, with 9 members present.

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**2. Planning & External Relations Committee Report**

On motion by Mrs. Ellison-Southall seconded by Mr. Griffin, resolution 'a' was unanimously approved by a vote of 9 to 0, with 9 members present.

The Committee received the following briefings:

- a) Customer Service Observance Overview
- b) Customer Service Center FY 16 Report
- c) FY 16 Ridership Update
- d) MARTA FY 17 Service Standards
- e) Update to the MARTA and Cobb County Service Coordination Agreement

**3. Operations & Safety Committee Report**

On motion by Mr. Durrett seconded by Mrs. Hardage, resolutions 'a - d' were unanimously approved by a vote of 9 to 0, with 9 members present.

The Committee received the following briefings:

- a) Results of the Public Hearings for December 2016 Service Modifications
- b) Comprehensive Safety Overview – Let's Get in S.T.E.P.

**4. Business Management Committee Report**

On motion by Mr. Daniels seconded by Mr. Griffin, resolutions 'a - f' were unanimously approved by a vote of 9 to 0, with 9 members present.

The Committee received the following briefing:

- a) FY 2016 Year End Close Budget Variance Analysis and Performance Indicators

**5. Briefing – FY 2016 Quality of Service Survey**

The Board received a briefing on Fiscal Year 2016 quality of service survey. Core topics reported were:

- a) Customer satisfaction
- b) Performance ratings of 51 attributes
- c) Demographics and ridership behavior

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The meeting adjourned at 2:09 p.m.