



PLANNING & EXTERNAL RELATIONS COMMITTEE MEETING

Metropolitan Atlanta Rapid Transit Authority

Thursday, September 7, 2017
10:35 a.m.

MEETING SUMMARY

Board Members Present

Juanita Jones Abernathy
Robert F. Dallas
Jim Durrett
William F. Floyd
Alicia M. Ivey
Russell McMurry, P.E.*
John "Al" Pond
Christopher S. Tomlinson*

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Consent Agenda

1. Approval of the August 3, 2017 Planning & External Relations Committee Meeting Minutes
2. Resolution Authorizing the Solicitation of Proposals for the Procurement of Professional Government Affairs Services (Federal), P40331

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

Individual Agenda

1. Briefing – Proposed Bus Service Modifications, December 9, 2017

Board members received a briefing on proposed modifications for routes: 4, 13, 16, 24, 40 (New), 42, 49, 95, 107, 110, 111, 115, 116, 142 (Demo), 155, 172, 295 (New) and 889 (Demo). The Public Hearing schedule was also discussed.

2. Briefing - Customer Service Center Report Summary FY 17

Staff presented a briefing which entailed customer complaints and commendations received during FY 17.

* Christopher Tomlinson is Executive Director of Georgia Regional Transportation Authority (GRTA); Russell McMurry, P.E. is GDOT Commissioner, and are therefore non-voting members of the MARTA Board of Directors

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3. Briefing – Passenger Environment Survey FY 17 Update

The Passenger Environment Survey is an assessment encompassing 203 metrics which cover cleanliness and appearance, customer information, function equipment and operation's dress code. This survey allows MARTA to assess the system from the customers' perspective and monitor changes in transit service over time to identify deteriorating conditions and measure improvement.

4. Briefing – MARTA FY 2018 Service Standards

The Board received a briefing on the proposed 2018 Service Standards. The Standards are driven by the following three measures:

- Ensure that MARTA provides quality transit services
- Quantifiable standards used to measure service
- Establish benchmarks to inform decision-making

The Standards will come before the Board for approval in October.

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The meeting adjourned at 11:41 a.m.