

**MINUTES**  
**MEETING OF THE BOARD OF DIRECTORS**  
**PLANNING & EXTERNAL RELATIONS COMMITTEE**  
**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**September 6, 2018**

The Board of Directors Planning & External Relations Committee met on September 6, 2018 at 10:33 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 L.Ashe, III  
Robert F. Dallas  
Jim Durrett  
William F. Floyd  
Jerry Griffin  
Freda B. Hardage  
John Algernon (AI) Pond

MARTA officials in attendance were: General Manager/ CEO Jeffrey A. Parker; Deputy General Manager A. Robert Troup; C-Suite Team Members Chief of Police & Emergency Management Joseph Dorsey (Acting), Chief Financial Officer Gordon L. Hutchinson, Chief of Staff Melissa Mullinax and Chief Counsel Jonathan Hunt (Acting); AGMs Elayne Berry, LaShanda Dawkins, Benjamin Limmer, Patrick Minnucci (Acting), Emil Tzanov and Thomas Young (Interim); Chief Information Security Officer Dean Mallis; Executive Director Shelton Goode; Senior Directors Lyle Harris (Contract), Jennifer Jinadu-Wright and Donald Williams; Directors Robert Goodwin and Richard Slaton; Managers Davis Allen, John Cochran and Stephany Fisher; Manager Executive Office Administration Tyrene Huff; Sr. Executive Administrator Ashanti Boothe; Department Administrators Kenya Hammond and Debra Oliver. Others in attendance Hunter Abel, Debbie Frank, Greg Floyd, Abebe Girmay, Kareem Jackson, Courtne Middlebrooks, Terry Ponder and LaTonya Pope.

Also in attendance Peter Bruno of HNTB; Jack Buckingham of MATC; Danica Key of McGuire Woods Consulting; Marla Loyal; Jason Morgan of City of Atlanta; Paul Patterson and Rob Ross of KHA; Audra Rojek of WSP USA; John Saxton of HNTB; Ron Shakir of 20/20 Others; Sylvia Smith of DeKalb County and Sherry Williams of Georgia Stand Up.

**Consent Agenda**

- a. Approval of the August 2, 2018 Planning & External Relations Committee Meeting Minutes

On motion by Mr. Pond seconded by Mrs. Hardage, the Consent Agenda was unanimously approved by a vote of 5 to 0, with 5 members present.

**Briefing – FY18 Bus On-Time Performance**

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Mr. Goodwin provided an update on the FY18 Bus On-Time Performance.

MARTA measures Bus On-Time Performance by using an Automatic Vehicle Location (AVL) system.

On-Time Performance (OTP) is the percentage of scheduled stops with on-time departures.

***FY 2018 System-wide Bus On-Time Performance Exceeded Target***

- FY 2018 Bus OTP Target = 78.5%
- FY 2018 Bus OTP Actual = 78.6%

***MARTA's Bus On-Time Performance is Generally Consistent with the following Peers:***

- Miami – (MDT)
- Baltimore – (MTA)
- Portland (Tir-Met)
- Denver (RTD)
- Seattle (King County)

MARTA's OTP appears to have plateaued since 2015.

***FY 2018 Bus On-Time Performance Percentage***

- 7.8% early
- 78.6 on time
- 13.6 late

***In FY 2018 30 Seconds Time Performance***

- 4.6% (30 seconds being on time)
- 2.6% (30 seconds early)
- 2.0% (30 seconds late)

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*In FY 2018 1-Minute of Being On Time Performance*

- 4.0% (1 minute early)
- 7.9% (1 minute of being on time)
- 3.9% (1 minute late)

*Factors That Impact Bus On-Time Performance*

- |                      |                                |
|----------------------|--------------------------------|
| - Traffic congestion | - Cash fare payment            |
| - Number of turns    | - Breeze card loading onboard  |
| - Number of signals  | - Wheel chair lift deployments |
| - Ridership          | - Construction                 |
| - Weather            | - Rerouting                    |
| - Special events     | - Accidents                    |
| - Number of stops    | - Etc.                         |

Mr. Pond asked how are we being proactive in dealing with traffic back-up.

Mr. Williams said MARTA works with the City. If there is a closure, they will notify us.

Mr. Durrett said when he set expectations for a late bus or expectations of when he needs to leave to get the bus – usually its wrong. He asked what is the relationship of timing; on time performance?

Mr. Cochran said based upon Infrastructure upgrade the MARTA On the Go App will include cellular communication that will enhance on-time performance.

Mr. Parker said the source of the data is the same – the AVL system – information is collected and warehoused from off the system to our App, there is the issue of off-time moving from the radio system. The data connection going to the cellular system will give us better information.

Mr. Griffin said looking at the system as a whole, were specific routes identified?

Mr. Goodwin explained that we typically target the three lowest performing routes.

**Briefing – Proposed Service Modifications for December 2018**

Mr. Williams presented an update on proposed modifications for routes: 79, 82, 89, 95, 143, 178 and 872 (replaces 172) and the scheduling of public hearings to review with members of the public.

*Service modifications occur three times per year:*

- April
- August
- December

***Key Objectives***

- Operations and Safety Requirements
- Service Efficiency and Effectiveness
- Community and Stakeholder Input

***Proposed Modifications – December 2018***

- 7 routes have significant changes
- Routes: 79, 82, 89, 95, 143, 178 and 872 (replaces 172)

**South Atlanta Improvements**

***South Atlanta Hapeville – Routes 79, 95, 178 and 872***

- Implement City of Atlanta recommendations
- Streamlines service on major arterials
- Eliminates large one-way loops
- Improves north-south connectivity to Atlanta Tech/ Metropolitan State campuses
- Designates smaller buses where turn movements are constrained

***Old National Highway – Route 89***

- Improves connectivity between Clayton County and South Fulton County
- Concentrates higher frequency on Old National Highway where utilization is greater
- Minimizes frequency along less dense portions of GA 138

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***South Fulton – Route 82***

- Extends service to multifamily and retail development at Campbellton-Fairburn Road
- First step toward implementing Express, or BRT service as recommended in the Fulton County Transit Master Plan
- Subject to securing private property access for turnaround at Campbellton-Fairburn Road

***North Fulton – Route 143***

- Improves connectivity to Red Line trains at North Springs Station
- Mitigates crowding on peak hour trips
- Complements future implementation of BRT service as recommended in the Fulton County Transit Master Plan
- Provides relief for North Springs Station as GA 400/I-285 construction delays increase

***Community Outreach***

- Neighborhood Planning Units
- Senior Centers
- Outreach Email Database
- Station Outreach

***Public Hearing Schedule***

- Monday, September 17, Fulton County Government Center  
141 Pryor Street, Atlanta, GA 30303
- Tuesday, September 18, Clayton County Water Authority Community Room  
1600 Battle Creek Road, Morrow, GA 30260
- Wednesday, September 19, DeKalb County at DeKalb Maloof Auditorium  
1300 Commerce Drive, Decatur, GA 30030

Mr. Durrett asked could the modifications be characterized as reduction of service.

Mr. Williams said No. MARTA is in a steady state and is not looking to reduce service.

**Briefing – MARTA FY 2019 Service Standards**

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Mr. Williams presented an update on FY 2019 service standards.

*Service Standards*

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

*State and Federal Requirements*

- State requirements
  - MARTA Act
- Federal requirements
  - Public hearings
  - School and charter service restrictions
  - Senior and disable populations
  - Title VI

*Primary Service Monitoring Areas*

- Heavy rail service delivery standards
- Streetcar service delivery standards (new) FY 2019
- Bus service delivery standards
- Transit amenities
- Other service considerations

*Heavy Rail Service Delivery Standards*

- Rail headways
- Rail load factors
- Span of service hours
- Transit access
- On-time performance

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***Streetcar Service Delivery Standards***

- Streetcar headways
- Streetcar load factors
- Span of service hours
- Transit access
- On-time performance

***Bus Service Delivery Standards***

- Bus headways
- Bus load factors
- Route productivity (revised for 2019)
- Bus stop spacing
- Vehicle distribution
- Span of service hours
- Transit access
- On-time performance

***Transit Amenities***

- Rail and streetcar station amenities
- Bus shelter and bench placement
- Vehicle amenities

***Other Service Considerations***

- MARTA Mobility (paratransit)
- Special events
- Seasonal routes
- Contracted services

***Service Evaluation Guiding Principles***

- Maximize ridership
- Preservation of lifeline service
- Maintain core service quality while retaining critical links
- Maintain equity and systems connectivity
- Minimize adverse impacts on complementary ADA paratransit services
- Maintain safety and transit security

***Public Hearing Requirements***

- New bus routes
- Geographical alteration
- Discontinuation of any bus service
- Major route modification -25%+/- in number of daily trips
- Implementation of new service
- Changes in fare policy

***FY 2019 Service Standards - Modifications***

- Added standards for Streetcar service
- Identified rail service as “heavy rail” to more clearly differentiate it from Streetcar service throughout the document and the newly established Office of Light Rail
- Replaced service type “Small Vehicle Service” with “Community Circulator”
- Added description of Wi-Fi amenities for stations, trains, buses, and Streetcar
- Revised bus productivity standard to reflect changes adopted by the Board in January 2018

***Next Steps***

- Review Draft FY 2019 Service Standards
  - Distribute draft to Board
  - Planning and External Relations Committee (September 2018)
  - Board approval (October 2018)
- Transit Development Plan
  - Define scope and vision for plan
  - Kick off Fall 2018
  - Anticipated completion Spring 2019
- FY 2020 Service Standards
  - Service Standards will be overhauled to reflect transit service tiers and new modes of service delivery
  - Comprehensive assessment of Transit Amenities and Service Standards
  - Inclusion of peer review and public outreach



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Mr. Durrett asked what plan is in place for removing stops, gypsy benches, etc.

Mr. Williams explained that once identified, staff puts in a Work Order to remove the stop.

Mr. Durrett asked if there is internal expectations to remove the stops.

Mr. Williams said MARTA will have this done as soon as possible. Currently, a complete inventory is being done. In that process staff is identifying what stops need to be removed. He further noted there is no policy on trashcans at bus stops. Trash removal is typically done by local government.

**Briefing – I20 East Transit Oriented Development Strategic Plan**

Mr. Floyd presented an update on the I-20 Transit Oriented Development Strategic Plan that is being undertaken by MARTA and DeKalb County.

***Background***

- MARTA awarded \$1.6 million FTA grant in 2015 through pilot program
- MARTA and DeKalb County partnership on \$400,000
- Initiated in spring 2017
- PER Briefings
  - April 2017
  - December 2017
- Complete in late 2018
- Coordination with DeKalb County Transit Master Plan

***DeKalb County Transit Master Plan Timeline***

- Summer 2018 (project kickoff)
- Fall 2018 (economic and transit vision)
- Winter 2019 (investment scenarios and financial constraints)
- Summer 2019 (recommendations and final plan)

***TOD Study Objectives***

- Corridor-wide TOD Strategy

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- Economic development and equitable TOD programs and policies
- Strategies to transform communities to be livable, walkable and transit-friendly
- Catalyze private development around stations

***Why plan for TOD on I-20 Corridor?***

- Transit-supportive land use
- More affordable housing options
- Maximize ridership
- Funding

***FTA New Starts Funding Criteria***

***Project Justification:***

- Mobility
- Environmental benefits
- Congestion relief (new riders)
- Economic development
- Land use
- Cost effectiveness (cost per trip)

***Local financial commitment***

***Planning Context***

- GDOT Managed Lanes
- I-20 E Transit Initiative
- I-20 E TOD Strategy
- Stonecrest Comp Plan
- DeKalb County Transit Study

***Station Area Visions***

- Indian Creek
- Covington Highway

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- Wesley Chapel Road
- Panola Road
- Lithonia Industrial Boulevard
- Mall at Stonecrest

*Next Steps*

- Implementation Strategy
- Coordination with Implementing Bodies
  - DeKalb County
  - City of Stonecrest
- Presentation of Final Plan at Open House
  - Fall 2018
- Adoption by DeKalb County
  - End 2018

Commentary Board Member Durrett

It is important that expectations in the community are managed. Will the mode of transit be compatible with land use development? It is important to think this through. Secondly, there is a trip to Minneapolis, St. Paul next week where there will be an opportunity to visit TOD from a Minneapolis perspective. Have we thought about presenting the I-20 East TOD while we're there?

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Adjournment

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The meeting of the Planning & External Relations adjourned at 11:45 a.m.