

MINUTES
MEETING OF THE BOARD OF DIRECTORS
BUSINESS MANAGEMENT COMMITTEE
METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY
NOVEMBER 2, 2020

The Board of Directors Business Management Committee Meeting was called to order at 11:00 a.m., Monday, November 2, 2020, via WebEx, Atlanta, Georgia.

Board Members Present

Jim Durrett
William Floyd
Roderick Frierson (**Chair**)
Jerry Griffin
Freda Hardage
Alicia Ivey
John Pond
Rita Scott

Staff Members Present

Jeffrey Parker
Rhonda Allen
Collie Greenwood
Kevin Hurley
Michael Kreher
Melissa Mullinax
Elizabeth O'Neill
Franklin Rucker
David Springstead
Gena Major

Other staff members in attendance: Kirk Talbott, LaShanda Dawkins, Steven McClure, George Wright, Cynthia Beasley, Santiago Osorio, William Taylor, Lyle Harris, Paula Nash, Tyrene Huff and Marie Peters.

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1. **Approval of September 30, 2020, Business Management Committee Meeting Minutes**

On a motion by Mrs. Hardage, seconded by Ms. Ivey, the minutes were unanimously approved by a vote of 8 to 0 with 8 members present.

2. **Resolution Authorizing the Solicitation of Proposals for the Procurement of Consulting Services for Group Benefit Plans, RFP P46683**

Steven McClure, Director Human Resources presented the above resolution for approval.

- Purpose – to provide ongoing support to the Human Resource Department for current employees and retirees
- Plans will include coverage such as medical, dental, disability, vision, pharmacy, critical illness and flexible spending
- Scopes of services include:
 - Analyze plan designs and recommend changes to support financial outlook
 - Monitor claim cost and performance guarantees
 - Review semi-annual utilization reports and provide trend analysis
 - Review and recommendation for stop-loss coverage
 - Calculate annual premium rate equivalents

On a motion by Mr. Durrett, seconded by Ms. Ivey, the resolution was unanimously approved by a vote of 8 to 0 with 8 members present.

3. **Resolution Authorizing the Modification of a Contractual Authorization for Additional Funds for the Multi-Functional Printers (MFPs) Lease and Maintenance Services, RFP P33231**

Kirk Talbott, Assistant General Manager Technology/CIO presented the above resolution for approval.

The purpose of this resolution is to add additional funding to the current contract. This contract provides copier, printing, and faxing services to the Authority.

On a motion by Mr. Pond, seconded by Mr. Griffin, the resolution was unanimously approved by a vote of 8 to 0 with 8 members present.

4. **Resolution Authorizing the Solicitation of Proposals for the Procurement of Multi-Functional Printers (MFPs) Lease and Maintenance, RFP P47640**

Kirk Talbott, Assistant General Manager Technology/CIO presented the above resolution for approval.

The purpose of this resolution is to allow the solicitation of a proposal for an RFP request for new competitive bids.

On a motion by Mr. Durrett, seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 8 to 0 with 8 members present.

5. **Briefing – Technology**

The Board received an update on the following:

- Organizational Overview
 - Technology applications – software interactions internally/externally
 - Infrastructure and production – hardware interactions & connectivity
 - Support services – project management, help desk, and contract/receivables management
 - Strategy and innovation – solution design and relationship management
- Technology Supported Strategic Initiatives – internally facing
 - System upgrades – replacement and expansion of core storage
 - Business process enhancement – fully enable encumbrance as of July 1, 2020
 - Lost and found management – automation of lost item reporting and resolution
 - Board management platform – improvements to audio, video and, connectivity
- Technology Supported Strategic Initiatives – customer facing
 - Computer aided dispatch/automated vehicle location upgrade (Trapeze)
 - Regional technology direction
 - MARTA received a grant to develop a regional mobility app
 - MARTA looking to endorsed a third party trip planning app to exchange data information
- Data Quality Improvement Effort
 - Evaluating methods of automated passenger counts on buses
- AVIS project installed three hundred and eighteen rail signs and four thousand five hundred and forty speakers
- Mobile ticketing project (breeze mobile services) available on apple and android platform
 - Next steps
 - Develop single use, promotional, and integrated payments
 - Ongoing fare policy discussion and strategy
 - Fare capping, transfers, and street car ticketing

6. **Briefing – Year End FY 2020 Financial Highlights and Key Financial Performance Indicators**

The Board received an update on the following:

- FY2020 Operations Performance Year-End
 - There is an unfavorable budget to variance; this adverse impact is due to COVID-19, while net expenses are favorable to budget
- Year-End Operating Revenues and Expenses –
 - Sales taxes are below budgeted due to COVID-19
 - Passenger revenue is also impacted by COVID-19
- Sales Tax Required to Fund Operating Expenses
 - Showed the dollar figure that is required to cover operating expenses
- Overtime Expense
 - Was above budget for most of the year except July and December
- Next Operating Revenue and Expenses
 - Due to COVID-19 expenses were higher in March, April, and May
 - The Cares Act was instrumental to MARTA's operating expenses
- Sales and Ad Valorem Tax Revenue
 - MARTA was on target to meet budgeted and actual figure; however, COVID-19 impacted the final figure
- Passenger Revenue
 - Before COVID-19, passenger profits were above average; however, in March, passenger revenue decreased significantly

7. **Other Matters**

- a. End of Year Financial Performance Indicators - (Informational Only)

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Adjournment

The meeting adjourned at 12:01 p.m.