



## **OPERATIONS & SAFETY COMMITTEE MEETING**

Metropolitan Atlanta Rapid Transit Authority

March 26, 2020

### **MEETING SUMMARY**

The Board of Directors Operations & Safety Committee met on March 26, 2020 at 11:10 a.m. via WebEx 1-866-432-9903, Atlanta, Georgia.

#### **Board Members Present**

Roberta Abdul-Salaam  
Jim Durrett  
Roderick E. Edmond  
William 'Bill' Floyd  
Roderick A. Frierson  
Jerry Griffin, Chair  
Freda B. Hardage  
John 'Al' Pond  
Rita A. Scott

#### **1. Approval of the February 27, 2020 Operations & Safety Committee Meeting Minutes**

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

#### **2. Resolution Authorizing the Award of a Contract for the Sale, Removal and Disposal of Halon Fire Suppression Gas Tanks, IFB 4560**

On motion by Mr. Durrett seconded by Mr. Pond, the resolution was unanimously approved by a vote of 9 to 0, with 9 members present.

#### **3. Briefing – Rail Initiatives and FY 2020 January Key Performance Indicators**

A briefing was provided by the Department of Rail Operations highlighting a new station management approach, including new rail Key Performance Indicators(KPIs).

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Improving the Customer Experience

- Because service drives ridership, MARTA is charting a path to a world-class customer experience
  - Chief Customer Experience Officer
  - Rider Advisory Council
  - Customer & Management Training
  - Station Enhancement Program
  - Stations as Community Hubs
  - Prepare for the Year of the Bus (FY 2020)
  - Implement Station Management Approach
  - Automated Fare Collection System 2.0

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The meeting adjourned at 11:52 a.m.