

**MEMPHIS AREA TRANSIT AUTHORITY**

1370 Levee Road  
Memphis, TN 38108

Telephone: 901-722-7100 www.matatransit.com

MINUTES OF 8/30/18 ITEM I

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**Gary J. Rosenfeld**  
Chief Executive Officer

**Board of Commissioners**

John Vergos  
Martin Lipinski  
Shelia Williams

Roquita Coleman-Williams  
Kristen Bland  
Tommy Pacello

Janice Holder  
Michael Fulton  
Robert Clark

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**AGENDA**  
for the  
**Regular Meeting of the MATA Board of Commissioners**  
**Thursday, August 30, 2018**  
**3:30 p.m.**

- |       |   |                  |
|-------|---|------------------|
| I.    | Call to Order   | John Vergos      |
| II.   | Board Roll Call   | Linda Eskridge   |
| III.  | Approval of July 26, 2018 Board Meeting Minutes   | John Vergos      |
| IV.   | CEO Report  | Gary Rosenfeld   |
| V.    | Consent Agenda Items<br>No Item(s)  | John Vergos      |
| VI.   | Finance Agenda Items<br>No Item(s)  | John Vergos      |
| VII.  | Service and Development Agenda Items  | John Vergos      |
|       | a. Resolution to Adopt MATA's Transit Asset<br>Management Plan and Performance Management<br>Targets – Res. No. 18-34 | Gary Rosenfeld   |
|       | b. Resolution for Section 5339(b) Funds for Vehicles –<br>Res. No. 18-35  | Gary Rosenfeld   |
| VIII. | Procurement Agenda Items<br>No Item(s)  | John Vergos      |
| IX.   | Financial Report  | Bernhard Rudolph |

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- X. Speaker Acknowledgement Lawson Albritton
- XI. Old/New Business John Vergos
- o Fare Negotiation w/Memphis In May
  - o Board Vice-Chairman (vote)
- XII. Adjournment John Vergos

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- XIII. Executive Session - Personnel

## MEMPHIS AREA TRANSIT AUTHORITY

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**CALL TO ORDER:** A regular meeting of the MATA Board of Commissioners was called to order by Acting Chairman, John C. Vergos at 3:30 p.m. on Tuesday July 26, 2018 at 1370 Levee Road Board Room.

**BOARD ROLL CALL:**

**Present:** John Vergos, Acting Chairman; Tommy Pacello; Janice Holder; Michael Fulton; Kristen Bland; Shelia Williams

**Absent:** Roquita Williams

**Quorum:** Yes

**Staff:** Lawson Albritton, Senior Administrative Officer; Anthony Amos, Compliance Officer; Linda Eskridge, Executive Office Manager; Nicole Lacey, Chief Communications Officer; John Lancaster, Director of Planning & Scheduling; Shelia Maclin, Manager of Purchasing; Maury Miles, Director of Grants/Procurement; Alvin Pearson, Chief Operations Officer; Gary Rosenfeld, Chief Executive Officer; Bernard Rudolph, Chief Financial Officer

**Guests:** Tony Bologna, Bologna Consultants; Theryn Bond, Guest; Nicole Bowen, PCA for Pearlie Bowen, MATAplus Customer; Suzanne Carlson, Innovate Memphis; Pete Evans, Henry Turley Company; Beauregard Frierson, Bus Rider; James Johnson, Small Planet Works; Betty Robinson, MBRU; Alvan Sanchez, MPO; Leslie Smith, Bldg. Memphis; Nick Warren, Memphis MPO

Ms. Eskridge, Board Secretary, welcomed all guests to the June 26, 2018 Board of Commissioners Meeting and encouraged them to check the MATA website as the Board Meetings change from time to time.

**Mr. Pacello moved for approval of the June 26, 2018 Board Minutes and Ms. Bland seconded the motion. MOTION CARRIED**

**CEO Report****Gary Rosenfeld**

- MATA was selected by TDOT to receive a CMAQ Grant to begin the process of electrifying our fleet. This will provide us with the opportunity to do 10 buses and do the infrastructure upgrades necessary to this facility for depot charging and opportunity charging at our transit centers.
- The City of Memphis Office of Performance Management suggested MATA participate in the Startup in Residence (STIR) Program that pairs start-up tech companies with public agencies to solve identified challenges to better serve the public and will be conducted over the next 10 months.
- Mr. Rosenfeld attended the APTA Mobility Conference July 12, 2018 held in Washington and stated that it was one of the best conferences he has attended. Approximately 250 attended to discuss the trials and tribulations of mobility and how our industry needs to move more towards being mobility managers rather than just transit managers and recognize the different technologies that are before us.

- Reservation Responsiveness shows the number of calls received and calls that go directly to a reservationist. We are in a good place and hope to continue that.
- The Call Center Charts show the total cost, the wait time, and duration of the call. Because of hiring new reservation agents at the Call Center, the average duration of the calls are less than three minutes.
- Through July 21<sup>st</sup> MATApus Dispatch shows calls received, the number of calls that go direct, the abandoned rate is low, and the average wait for calls for MATApus is less than 30 seconds.
- Mr. Rosenfeld updated the Board on his monthly calendar.

Mr. Fulton asked for an update on the status of the Grant application. Mr. Rosenfeld explained the project to the Board and all that is included within the project. Mr. Rosenfeld stated that he expects to hear something around October or November.

#### Consent Agenda

No Items

#### Finance Agenda Items

- a. Resolution to Approve Operating Budget for Fiscal Year 2019 - Res. No. 18-28

Mr. Rudolph, CFO, presented this resolution to the MATA Board. The Finance Committee met on July 17, 2018 and MATA presented the FY19 Operating Budget to the Committee. The net result is the City is reducing funding by \$1.75MM. It is going to be a very tight year, but MATA was able to offset some non-recurring expenses in Central Station and Trolley. Now that the Trolleys is up and running the startup cost is not there on the Expense side. All-in-all it is another FY18 but a little tighter. MATA will probably have to make some changes to the route structure but should be ok. The budget was submitted and approved by the Finance Committee for a recommendation from the full Board. **Mr. Pacello moved that the resolution be moved to the floor for discussion. Ms. Williams seconded the motion.** Mr. Rosenfeld stated that the City's contribution to MATA in FY18 had some Improve Act funds they were able to leverage over to MATA that they are retaining for Improve Act projects with the City this year, which is where the drop comes from. Mr. Rosenfeld stated the thing to be cautious about is fuel because it went up over \$300,000 in FY18 and looks like it could be a \$500,000 problem for us in FY19. Mr. Pacello asked for an explanation on the stagnant revenue line item, as well as operating loss that we are anticipating. Mr. Rosenfeld addressed these questions as well as the adjustments that would have to be made to offset some losses. Mr. Rosenfeld stated It is much better to cut revenues than to cut expenses. **Resolution No. 18-28 was unanimously approved.**

#### Service and Development Agenda Items

No Items

#### Procurement Agenda Items

- a. Resolution Authorizing Insurance Coverage — Res. No. 18-29

Mr. Rosenfeld, CEO presented this resolution to the Board. This annual resolution is to provide insurance coverage for MATA, which covers all the liability lines of insurance that we carry.

MATA contracts with an Insurance Broker and over the past five years they have done a good job in getting carriers to recognize our special needs and getting us competitive rates. It's good to see rates at least stagnant or falling a little and if we can see better financial performance in the stock market, we could possibly see lower insurance rates. **Mr. Pacello moved that the resolution be put on the floor for discussion. Ms. Holder seconded the motion.** There was no additional discussion. **Resolution No. 18-29 was unanimously approved.**

b. Resolution to Provide Additional Funds for Changes to the Central Station Trolley Station  
— Res. No. 18-30

Mr. Rosenfeld, CEO mentioned that a representative from Turley Company was present and available to answer any question. Mr. Rosenfeld stated that the MATA staff reviewed the design plans for the Central Station Trolley Station and it became apparent that the original design needed some changes to improve Trolley operations, provide additional Trolley storage, increase passenger waiting areas, and reduce traffic congestion at the hotel entrance. After pulling this together we then came up with the cost estimate, which is affected by the steel tariff issue, however if we buy into this quickly we will be protected from most of that. **Mr. Pacello moved that the resolution be put on the floor for discussion. Ms. Bland seconded the motion.** Mr. Vergos asked what are MATA's financial obligations. Mr. Rosenfeld stated the addition is \$1.5MM at this point projected. This comes out of the Capital Grants Program as this is trolley money not bus money. We are seeking a maximum of \$1.5MM but are confident it will come in a little below that. **Resolution No. 18-30 was unanimously approved.**

c. Resolution to Award a Change Order to TransPro for Strategic Planning Services Res. No. 18-31

Mr. Rosenfeld, CEO stated that TransPro is the company that did MATA's Strategic Vision last year, and MATA has created a good relationship with the organization. They will be in to do an update to the Plan, as well as the gathering of statistics. There is a Score Card due quarterly, but we shifted it out to being due semi-annually. TransPro will do a customer outreach to Paratransit customer groups like the on-board survey for fixed route and some staffing outreach programs to deal with some professional staffing positions that are open. Staff is asking for Board's approval on the change order in the amount of \$98,875.00. **Ms. Williams moved that the resolution be moved to the floor for discussion. Mr. Pacello seconded the motion. Resolution No. 18-31 was unanimously approved.**

d. Resolution to Authorize the Purchase of Diesel Fuel — Res. 18-32

Mr. Rosenfeld, CEO stated to control fuel cost we have identified a process to take prices of fuel and we have a potential to lock in a price when we feel it is the lowest possible price. This contract allows us to price fuel daily basically on the spot market and when we are confident that the price of fuel has hit the bottom for the year, we lock in the price for a year. This resolution will allow that process to continue. It is not a separate contract for any vendor at this time, it only enables the process to be executed by our Procurement department. **Mr. Pacello moved that the resolution be moved to the floor for discussion. Ms. Williams seconded the motion. Resolution No. 18-32 was unanimously approved.**

e. Resolution to Authorize the Purchase of Unleaded Gasoline Res. No. 18-33

The same information from Res. No. 18-32 applies to Res. No. 18-33; however, the resolutions were voted on separately. **Mr. Pacello moved that the resolution be moved to the floor for discussion. Ms. Williams seconded the motion. Resolution No. 18-33 was unanimously approved.**

Resolution to Award a Contract to Alliance Bus Group for the Purchase of Vans for MATApplus  
— Res. No. 18-34

Mr. Rosenfeld stated that we committed to the ADA community that we would be replacing vehicles in the MATApplus fleet. A meeting will be held with different vendors to look at vehicles to make sure they would meet our needs over the long-hall. We are confident that we are ready to place the order. These vehicles will be under state contract pricing and we would be able to pull the agreement in place. We said that we would start to see vehicles in place in August but looks like it will be more like October or November to complete the delivery of these vehicles. Staff is asking the Board to allow us the opportunity to award a contract for the purchase of 35 buses at a unit price not to exceed \$70,000 for a total of \$2,450,000 with a delivery time of 120 days from Notice to Proceed. **Mr. Pacello moved that the resolution be put on the floor for discussion. Ms. Williams seconded the motion. Resolution No. 18-34 was unanimously approved.**

**FINANCIAL REPORT**

**Bernhard Rudolph, CFO**  
**June 2018**

On a year-to-date basis in FY18 we were ahead of budget on Revenue, largely due to the additional \$500k of Improve Act funds that the City of Memphis allocated to MATA. The actual Expenses for year-to-date exceeded budget by \$500k. Overall, we are basically right on budget. On a cash basis for the month of May we are about \$2.3MM in actual cash which carried us through to where we have started drawing down the FY19 funds from the City and we are drawing down at a rate of about \$2.5MM every two weeks and it is basically cycled with the payroll cycle. Mr. Rudolph stated that we are looking good for the foreseeable future until next Spring. Mr. Vergos asked if MATA had thought about marketing strictly trolley passes to residents downtown. Mr. Rosenfeld stated that he feels it is a worthy ideal from a marketing approach. There have been inquiries about this, however the problem is we must be sure we are fair across the system. Mr. Pearson stated that we have had more Ozone days this summer than in the last couple of years. Gary stated that it really does not affect us because we are drawing down from the Trust on those days. This ended the Financial Report.

**SPEAKER(S)**

**Mr. Beauregard Frierson, 2716 Deaderick St., Memphis, TN** - Mr. Frierson's concern was that MATA need more bus stop seats because he stands for a long period of time, which causes problems for him. He specifically alluded to the shelter at Elvis Presley & Raines Road on the No. 42 Line that's in need of a seat because the seat has been taken out and needs replacement. Mr. Frierson is consistently asking for consideration for a bus route on or near Deaderick Street where he lives. At present, he walks a long way to catch the bus that he needs to catch get to his destination.

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Mr. Vergos stated that he appreciates Mr. Frierson's comments and MATA staff will investigate the shelter on Elvis Presley.

**OLD/NEW BUSINESS**

Mr. Rosenfeld stated that the MPO took extraordinary measures to amend our Transportation Improvement Program (TIP) so the CMAQ funds could flow freely. The Board was pleased to hear this.

The next Board Meeting is scheduled for Thursday, August 30, 2018 at 3:30pm at the 1370 Levee Road Board Room.

Mr. Vergos, Acting Chairman, stated that the meeting was adjourned.

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**Mr. John Vergos, Acting Chairman**

- While there, the team was able to meet with members of the Congressional Delegation to discuss MATA projects and to solicit support. The team also met with Jane Williams, Acting Administrator with FTA to discuss MATA projects and funding issues.
- MATA conducted a series of training for our MATA team to include first line operations supervisors and invited Boss Builders in to work with our supervisors. Their goal is to help improve customer service processes and possibly create a happier environment for our employees. Our Bus Operators were trained on July 23rd and 24th by TSA Security Awareness Training. Situation Awareness included "See Something Say Something" and Pre-trip inspection.
- MATA had a great summer cookout on June 29, 2018. Mr. Rosenfeld recognized the team that came in on their day off and will show a little appreciation to them with cake and coffee.
- The United Way Campaign is active here at MATA with 86% of our \$10,000 goal already being met and the campaign will continue through July 31, 2018.

#### Operations On-Time Performance

- Special recognition was given to Bus Operator 1347 Robert Burks for 100% on-time performance for five consecutive work days. Mr. Burks is an Extra Board driver, so he was doing 100% for five days consecutively all over the city.
- For the month of June 2018 21 Fixed Route Bus Operators hit 90% OTP; Two Trolley Operators hit 90% OTP; and 42 MATAplus Operators hit 90% OTP.

#### Key Performance Indicators

- Ridership on all modes show that we are affected by the seasons. For May and June 2018, it shows potential for increase rather than a decrease in ridership.
- Motorbus is unfortunately still off a bit, but funding requires that we live within our means. We need to work on putting more service in the streets rather than cutting service.
- On the Demand Response side, we had more riders for the third month in a row on MATAplus. It is expensive but a worthy service to provide.
- Steel-wheeled Trolleys don't have much service, but we did see a rocket launch in the month of May.
- OTP is still ahead of last year's, but it looks like last year is catching up. We are monitoring that closely but are still at about 76% and OTP for Demand Response continues to be doing well.
- Miles between Road Calls information is coming together nicely, with miles between road calls going up and number of road calls going down.
- Complaints per 100K Boarding's numbers are looking good. If we are doing 35 complaints per 100,000 customers that's good but does not give us room to pause. These are complaints regardless of what they are.
- Complaints by mode for motor bus is down a bit, for Trolley and MATAplus up a bit. However, It's been a rough quarter, but things are improving.
- Preventable Accident Frequency Ratio is an interesting chart. There were two times this year where we experienced driver shortages and drivers working a lot of extra hours. The data reflects what's going on and we can recognize it and take the appropriate action.



**MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS**

**RESOLUTION NO. 18-34**

**RESOLUTION TO ADOPT MATA'S TRANSIT ASSET MANAGEMENT PLAN AND  
PERFORMANCE MANAGEMENT TARGETS**

**WHEREAS**, The Memphis Area Transit Authority (MATA) Is responsible for maintaining its equipment and infrastructure, including all of its buses, paratransit vehicles, rail trolleys, service vehicles, and facilities in a State of Good Repair; and

**WHEREAS**, Improving transit asset management is now a national policy, as enacted by current Federal surface transportation law with the passage of The Fixing America's Surface Transportation Act (FAST Act); and

**WHEREAS**, 49 CFR Part 625, the Federal Transit Administration (FTA) Transit Asset Management Rule, which became effective on October 1, 2016, requires transit operators to develop and adopt a Transit Asset Management Plan that addresses State of Good Repair for rolling stock, infrastructure, equipment, and facilities; and

**WHEREAS**, The Transit Asset Management Plan is a strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage the performance, safety, and costs over their life cycles; and

**WHEREAS**, MATA and the University of Memphis entered into an Interagency Agreement for the development of a Transit Asset Management Plan and related tasks; and

**WHEREAS**, MATA is the designated recipient of FTA funding for our area and utilizing those funds to operate transit service; and

**WHEREAS**, MATA has submitted the draft Transit Asset Management Plan and Performance Management Targets to the Memphis Urban Area Metropolitan Planning Organization and MATA Board of Commissioners for adoption.

**NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS** That the Transit Asset Management Plan and Performance Measure Targets are adopted.

**BE IF FURTHER RESOLVED** That the MATA Board of Commissioners agrees to program investments that support the Transit Asset Management Plan and Performance Measure Targets.

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Res. No. 18-34

Motion Made By: Robert Clark; Seconded: Michael Fulton

YEA: Kristen Bland; John Vergos; Janice Holder; Martin Lipinski; Michael Fulton; Robert Clark

NAY: None

Approved: August 30, 2018

Absent at Time: Roquita Williams; Shelia Williams; Tommy Pacello

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**TO:** MATA Board of Commissioners  
**FROM:** Gary Rosenfeld, Chief Executive Officer  
**SUBJECT:** Adoption of Transit Asset Management Plan and Performance Targets  
**DATE:** August 27, 2018

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The Federal Transit Administration (FTA) requires agencies such as MATA that operate over 100 buses or a rail system to develop a Transit Asset Management Plan (TAM) and Performance Measure Targets. The purpose of the TAM plan is to document the utilization and condition of assets operated by MATA and to guide the optimal prioritization of funding to keep the transit fleet and facilities in a State of Good Repair (SGR). As part of MAP-21, and the subsequent Fixing America's Surface Transportation (FAST) Act, the FTA has enacted regulations for transit asset management that require transit service providers to establish asset management performance measures and targets, as well as to develop a TAM plan. The final TAM Rule went into effect on October 1, 2016 and requires agencies and MPO's to submit TAM plans and targets by October 1, 2018.

On August 29, 2017, the MATA Board of Commissioners approved Resolution 17-28 allowing MATA Staff to enter into and Interagency Agreement with the University of Memphis for the development of a Transit Asset Management Plan and related tasks. The University of Memphis has prepared the required plan and performance targets and submitted them to MATA and the Memphis Urban Area Metropolitan Planning Organization (MPO) for adoption.

MATA staff recommends adoption of the Transit Asset Management Plan and Performance Measure Targets.

**MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS**

**RESOLUTION NO. 18-35**

**RESOLUTION AUTHORIZING THE FILING OF AN APPLICATION WITH THE FEDERAL  
TRANSIT ADMINISTRATION, AN ADMINISTRATION OF THE UNITED STATES  
DEPARTMENT OF TRANSPORTATION, FOR FEDERAL ASSISTANCE AUTHORIZED BY 49  
U.S.C. CHAPTER 53, TITLE 23 UNITED STATES CODE AND OTHER FEDERAL STATUTES  
ADMINISTERED BY THE FEDERAL TRANSIT ADMINISTRATION AND THE TENNESSEE  
DEPARTMENT OF TRANSPORTATION**

**WHEREAS**, The Federal Transit Administrator has been delegated authority to award Federal financial assistance for transportation projects under the Section 5339(b) program; and

**WHEREAS**, The grant for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of project costs in the program; and

**WHEREAS**, The Memphis Area Transit Authority (MATA) has or will provide all annual certifications and assurances to the Federal Transit Administration required for the projects.

**NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS:**

1. That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice-Chairman of MATA is authorized to execute and file an application for federal assistance authorized by 49 U.S.C. Chapter 53, Title 23, United States Code, or other Federal statutes authorizing a project administered by the Federal Transit Administration to aid in the financing of capital and operating assistance projects, and with the Tennessee Department of Transportation in accordance with the program of projects and budget. MATA has received authority from the City of Memphis to apply for Urbanized Area Formula Program assistance.
2. That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice-Chairman is authorized to execute and file with its applications, the annual certifications and assurances and other documents the Federal Transit Administration requires before awarding a Federal assistance grant.
3. That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice-Chairman is authorized to execute grant agreements on behalf of MATA.

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Res. No. 18-35

Motion Made By: Martin Lipinski; Seconded: Robert Clark

YEA: Kristen Bland; John Vergos; Janice Holder; Martin Lipinski; Michael Fulton; Robert Clark

NAY: None

Approved: August 30, 2018

Absent at Time: Roquita Williams; Shelia Williams; Tommy Pacello

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MEMPHIS AREA TRANSIT AUTHORITY  
 49 U.S.C. § 5339(b) BUS AND BUS FACILITIES FUNDS  
 PROGRAM OF PROJECTS AND BUDGET  
 FISCAL YEAR 2018

<u>PROJECT</u>	<u>FEDERAL SHARE</u>	<u>STATE SHARE</u>	<u>LOCAL SHARE</u>	<u>TOTAL SHARE</u>
1. Up to 35 Revenue Vehicles and Spare Components	\$1,354,235	\$643,817	\$222,005	\$2,220,057
Total	\$1,354,235	\$643,817	\$222,005	\$2,220,057



**TO:** MATA Board of Commissioners  
**FROM:** Gary Rosenfeld, Chief Executive Officer  
**SUBJECT:** Descriptions for Capital Projects on Grant Resolutions  
**DATE:** November 28, 2017

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Earlier this year, FTA published the list of grantees receiving Section 5339(b) discretionary funds for bus and bus facility funds. TDOT was one of over 100 grantees throughout the nation receiving these funds, and the amount of Federal funds they received totaled \$6,000,000. TDOT split these funds between several agencies throughout the state that had applied for them under a statewide grant. MATA was approved by TDOT to receive \$1,354,235 of the \$6,000,000 for vehicles, and MATA has programmed these funds for purchasing up to 35 vans and spare components for MATAplus.

The Federal funds of \$1,354,235 represent 61% of the total amount available (\$2,220,057), and the remaining share is split between TDOT (29% or \$643,817) and the City of Memphis (10% or \$222,005).

Let me know if you have questions.