



MINUTES 3/28/17 I

Memphis Area Transit Authority

MATA'S MISSION: To provide a reliable, safe, accessible, clean and customer-friendly public transportation system that meets the needs of the community.

Gary Rosenfeld
Interim Chief Executive Officer

Board of Commissioners

Sean Healy, Chairman

Andre Gibson, Vice Chairman

Commissioners

Kristen Bland

Lauren Taylor

Roquita Coleman-Williams

John C. Vergos

Martin Lipinski

Shelia Williams

Tommy Pacello

Regular Meeting of the MATA Board of Commissioners

Tuesday, March 28, 2017 - 3:30 p.m.

1370 Levee Road

- | | |
|--|-----------------------|
| I. CALL TO ORDER | Sean Healy |
| II. BOARD ROLL CALL | Linda Eskridge |
| III. APPROVAL OF FEBRUARY 28, 2017 BOARD MINUTES | Sean Healy |
| IV. INTERIM CEO REPORT <ul style="list-style-type: none">• Gary Rosenfeld | Sean Healy |
| V. ACTION ITEMS: | Sean Healy |
| A. <u>FINANCE</u>
NO ITEMS | |
| B. <u>SERVICE DEVELOPMENT</u>
NO ITEMS | |

RES OF 3/28/17 I

C. PROCUREMENTS

- 1. **Resolution to Award a Contract to River City Rail Road TTC LLC for Repairs of Pavers and Elastomeric Grout on Main Street Line - Res. No. 17- 11** Gary Rosenfeld
- 2. **Resolution to Award a Contract to Complete Coach Works for Rebuilding up to 15 Gillig Buses - Res. No. 17-12** Gary Rosenfeld
- 3. **Resolution to Rescind Res. No. 16-39 to Award a Five-Year Contract for Janitorial Service at Airways Transit Center -Res. No. 17-13** Gary Rosenfeld
- 4. **Resolution to Award a Five-Year Contract for Janitorial Service at Airways Transit Center -Res. No. 17-14** Gary Rosenfeld

VI. FINANCIAL REPORT Gil Noble

VII. SPEAKER ACKNOWLEDGEMENT Lawson Albritton
(Please fill out a Speaker's card)

VIII. OLD/NEW BUSINESS Sean Healy

Informational Business

Alternative 11 of the Midtown Alternatives Analysis that was adopted by the MATA Board of Commissioners last year will be on the Memphis Metropolitan Planning Organization's Agenda for incorporation into the Regional Transportation Plan and adoption by the MPO's Transportation Policy Board as the Locally Preferred Alternative in May.

Discussions:

- City Auditor's Review - Gary Rosenfeld, Interim CEO
- April 2nd Service Changes - John Lancaster, Director of Planning & Scheduling

~~MINUTES OF 3/28/17 ITEM III~~

MINUTES OF THE
REGULAR FEBRUARY 28, 2017
MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS MEETING

CALL TO ORDER: A regular meeting of the MATA Board of Commissioners was called to order by Chairman Sean Healy at 3:30 p.m. on Tuesday February 28, 2017 at 1370 Levee Road Board Room.

BOARD ROLL CALL:

Present: Chairman Sean Healy; Vice-Chairman Andre Gibson
Commissioners: John Vergos; Lauren Taylor; Tommy Pacello;
Roquita Williams; Kristen Bland

Absent: Shelia Williams; Martin Lipinski

Quorum: Yes

Staff: Lawson Albritton, Senior Administrative Officer, Ashley Best, Contract Administrator; Frances Boyland, Sr. Contract Administrator; Linda Eskridge, Executive Office Manager; John Lancaster, Director of Planning & Scheduling; Shelia Maclin, Manager of Purchasing; Al McCoy, Asst. Director of Finance; Maury Miles, Director of Grants & Procurement; Gil Noble, Chief Financial Officer; Alvin Pearson, Chief Operations Officer; Gary Rosenfeld, Interim Chief Executive Officer; Susan Schubert, Director of Human Resources

Guests: MCIL/STAC Attendees:
Memphis Bus Riders Union: Sammie Hunter; Betty Robinson

Others: Nicole Bowen; Pearly Bowen; Suzanne Carlson, Innovate Memphis; Justin Entzminger, Innovate Memphis; Sammie Hunter, MBRU; James Johnson, Small Planet Works; Dennis Lynch, Sierra Club; John Michaels, Memphis Chamber; Johnnie Mosley, Citizens for Better Services; Colin McDonald, Innovate Memphis; John Paul

Schaffer, Livable Memphis; Jordan Smith, Memphis, MPO; Brad Schmiedeke, Pickering Firm; Arthur Taylor, Mid-South Ambulatory Services; Tyra Taylor, Mid-South Ambulatory Services; Henry Wilson, MATA Retiree

Linda Eskridge, Board Secretary welcomed guest and staff to the February 28, 2017 Board of Commissioners Meeting. Ms. Eskridge encouraged everyone to visit the MATA website for updates on any Board Meeting changes. Mr. Albritton, Speaker Facilitator reminded everyone that wish to speak to fill out a speaker's cards and submit it to him as soon as possible. If speaking on an agenda item, they would be called on before the item is approved. If speaking on a general topic, they would be called on at the speaker's section of the meeting. This is an opportunity to address the Board, not a dialogue. However, any questions or concerns will be addressed by staff either after the meeting or in writing.

APPROVAL OF JANUARY 24, 2017 BOARD MINUTES - Mr. Vergos moved that the Regular January 24, 2017 Board Minutes be approved. Mr. Pacello seconded the motion and the minutes were unanimously approved.

APPROVAL OF JANUARY 26, 2017 EMERGENCY BOARD MINUTES - Mr. Vergos moved that the January 26, 2017 Emergency Board Minutes be approved. Ms. Bland seconded the motion and the minutes were unanimously approved.

INTERIM CEO'S REPORT

Mr. Gary Rosenfeld reported on activities for the month of January. MATA had a lot of good communications with public, as well as good communications and notice from the media. We are moving forward to our Legislative season in Nashville and Washington, which will give us the opportunity to address some of MATA's long-term funding issues.

Other updates:

- On-time performance for the month of January, 2017 was 72% for fixed route and 87% for MATApplus. In January 2016 fixed route was at 55%, which is a nice 17% gain from year-to-year, and MATApplus was at 83%.
- 13 bus operators, 11 trolley operators, and 18 MATApplus operators were congratulated for hitting 90% or more OTP in January, 2017.
- Preventable accidents per 100,000 for the month of Jan. 2017 was .4, which is amazing and staff is working to keep it at that level or better.

- Miles between Road calls went down year-to-year but up from previous month, so we are at about 6,130.
- We do not have data on complaints for 2016, but did have about 35.6 in Jan. 2017.
- Ridership continues to be a concern. Memphis is down but not as much as some communities. If we are successful during the Legislative visits, and we can get funding set up properly, we will be able to add services, which would add ridership. **Question:** *Mr. Vergos asked if there is a correlation between gas prices and ridership. Mr. Rosenfeld stated yes it is, and naturally we would see a drop in ridership as people make an investment in cars or other vehicles.*
- Complaints per 100,000 boardings should be somewhere in the high teens and low 20's, which should become a target for us for the next year. Nicole Lacey, CCO and Tiffany Casey, Sr. Manager of Customer Service Experience, are attending the APTA Marketing Conference and hopefully will bring back some new updates on methods of managing complaints. **Question:** *Mr. Pacello asked for more explanation on road calls and preventable accidents. Mr. Rosenfeld stated that road calls are maintenance breakdowns, and the determining factor for preventable accidents is if the operator did everything possible, as a professional bus operator, to prevent the accident. Mr. Rosenfeld stated that most accidents that we have are preventable. It is not uncommon to see a higher percentage of preventable accidents as it is to see non-preventable accidents.*
- The Special Trolley Board Meeting presentation, held on February 23, 2017 at the Trolley barn was very successful and well received by the public and the media. This was an opportunity to put the return of the trolleys in the lime light, and announce that we are working on solving the final stages of getting the trolleys back on the track. About five Board of Commissioners were in attendance and gave some very positive comments and feedback on the meeting. Mr. Healy also stated that it was a well put together presentation.
- MATA's HR department conducted a job fare for MATA's Call Center positions. We received 408 applications for three opened positions. Mr. Rosenfeld stated this is indicative of other underlined issues in the economy. **Question:** *Mr. Gibson asked what is the entry level pay for this job. Susan Schubert, HR Director stated for customer service it is \$14.00/hr. and information specialist is \$11.00/hr. Since the beginning of February, 2017 we have received 132 bus operator applicants. We were hoping that there would be more Diesel Mechanic applicants, but only received seven applicants.*
- Mr. Rosenfeld gave an update on the APTA CEO Conference that he attended in January 2017. Other upcoming meetings are: The Shelby County Delegation Meeting/Lunch in Nashville, TN; TPTA Day on the Hill in Nashville, TN; and the APTA Legislative Conference in Washington, DC.
- Mr. Rosenfeld and Mr. Bobbie Abram, Director of Maintenance will be visiting the Gillig Factory to inspect the progress on MATA's bus order, of which delivery should begin on April 1st and a bus is expected every 10 days within the next several weeks after that.

- Staff will attend a forum at the request of Rep. Barbara Cooper on Saturday March 4, 2017 mostly regarding service changes that have affected the community. Rep. Cooper also requested information from MATA to help them help us in supporting MATA's dedicated funding desires.

A. FINANCE COMMITTEE

1. Resolution Authorizing Signatures on Memphis Area Transit Authority General Liability Account - Res. No. 17-04

Discussion: Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. This resolution is to allow Interim CEO Gary Rosenfeld signing authority on the general liability account to pay MATA's bills and MATA's employees. *Mr. Vergos moved that the resolution be put on the floor for discussion. Mr. Pacello seconded the motion. There were no discussion. Resolution No. 17-04 was unanimously approved.*

B. SERVICE DEVELOPMENT

1. Resolution to Approve National Dump the Pump Day in Memphis, TN on June 15, 2017 - Res. No. 17-05

Discussion: Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. This is a marketing campaign designed by APTA to encourage people to ride MATA. MATA has participated in this event for several years. We are asking for Board's approval today so that staff can do the proper marketing of the event to the public, and we are planning to do free rides on that day as well. *Mr. Vergos moved that the resolution be put on the floor for discussion. Mr. Gibson seconded the motion. There was no discussion. Resolution No. 17-05 was unanimously approved.*

2. Resolution to Establish a Transit FastPass Assistance Program beginning March 1, 2017 - Res. No. 17-06

Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. This is another marketing program authorizing us to give away some bus passes so that we can encourage people to try transit. Each year as part of an organizational process, the Board would authorize the general manager to issue bus passes for that purpose. *Mr. Vergos moved that the resolution be put on the floor for discussion. Ms. Bland seconded the motion. Questions: Ms. Bland asked for an explanation on how this would work. Mr. Rosenfeld stated this would be a stock of bus passes that we can hand out based on the opportunity if we are working with an employer. It also allows us to do service recovery with our Customer Service Center. Mr. Gibson asked if this is only for non-profit organizations? Mr. Rosenfeld stated it is a discretionary item on management's part. Mr. Vergos asked how is the procedure handled as far as what organization is distributing the passes. Mr. Rosenfeld stated that it depends on how we encode them, as well as the situation at that time. There are also extensive reporting requirements associated with this. Ms. Taylor asked, how much data do we gather and what is it based on. Mr. Rosenfeld stated we would visit an employer who we are trying to encourage to offer a transit pass or to encourage their employees to ride transit. If we are issuing them out for the individual*

request for assistance, then we would require a certain level of information. Ms. Taylor asked what would be the outcome from this campaign? Mr. Rosenfeld stated if we visit with an employer, we can the employer to offer the employer the benefit of a compensation package or encourage an ongoing campaign with their employees, we could then monitor it to see how effective it becomes. We would be able to see the utilization and then we can judge it whether or not we enter into an agreement with businesses or organizations. Mr. Rosenfeld stated that this program has a limit of 3,000 passes. Mr. Healy asked what is the economic value of the 3,000 passes. Mr. Rosenfeld stated it is a minimum of \$350 per pass at 3,000 passes roughly \$10,000. Mr. Rosenfeld stated that this program is geared toward both the clients and the staff. **Resolution No. 17-06 was unanimously approved.**

C. PROCUREMENT

1. Resolution to Award a 57-Month Contract to CONDUENT for Maintenance of MATA's ITS System on Vehicles - Res. No. 17-07

Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. Mr. Rosenfeld stated that CONDUENT is the new word for Xerox. It is a new company worth about \$7 billion. The original service contract was included with the capital purchase of the system five years ago, and is now time for us to sign up for the new service for the equipment. Mr. Rosenfeld explained the different features of the OrbCAD System and how beneficial it is to those in the fields in real time. Ms. Taylor moved that the resolution be put on the floor for discussion and Mr. Vergos seconded the motion. **Questions:** Mr. Gibson asked if staff is satisfied with the level of service that we are receiving, considering under the previous name there was some concern about how the system was performing. Mr. Rosenfeld stated that we are at a position where we know we need to manage it and will get out of it what we put into it. Mr. Gibson asked what the capital expense would be if we went out for all new systems. Mr. Noble stated when we did the original ITS project in the 2008-2009 timeframe it was a \$12MM project that included a 5-year maintenance agreement and the functionality of our system is good. There are a lot of complexities and many different types of software and components must function together, and it is an ongoing job to maintain. But in terms of the help that CONDUENT provides they are very responsive. Mr. Gibson asked if our fare box system would be a part of this. Mr. Rosenfeld stated that the fare box system is separate from this now, but could look at how we package things in the future. Mr. Vergos had some concern that about voting on a 57-month maintenance contract for equipment that we purchased 5 years ago, and would that service be upgraded. Mr. Noble stated that this does not include the equipment, but as we get new equipment this includes refiguring the software on the new equipment. These funds would be coming out of operating budget. CONDUENT is being used by other transit systems and is huge in the industry. Mr. Vergos asked who do we rely on to assure that this is the best vendor for a system our size. Mr. Rosenfeld stated that this is sort of a local option. It becomes the responsibility of the company or organization that is purchasing the product, as well as have the proper management skill set available to assure that you are getting what you paid for and that it is working as it should. Mr. Pacello asked if the new buses are coming in April would be replaced with the existing equipment, and this is correct. **Resolution No. 17-07 was unanimously approved.**

2. Resolution to Approve Projects using 5310 Funds for Enhanced Mobility of Seniors and Individuals with Disabilities - Res. No. 17-08

Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. This is an annual award of capital funds to local organizations who are looking to enhance services for individuals and seniors with disabilities. MATA received several proposals, an interesting one was Innovate Memphis, who designed call center software that would help the city divert emergency medical calls in the direction of non-emergency medical, thereby reducing the overall cost of that program. We look at this as a positive step. The utilization for some of the providers is probably not where they should be but nonetheless they are providing services to our seniors and persons with disabilities from time to time. *Mr. Vergos moved that the resolution be put on the floor for discussion. Ms. Taylor seconded the motion. Questions: Mr. Healy asked is the usage data influencing the way that this is spread out rather than concentrating the funds with one or two groups. Mr. Rosenfeld stated that is correct. Mr. Healy stated that Mr. Vergos had a concern a while back as to whether we were getting the usage out of the vehicles that we purchased and leased back to some of these groups. Mr. Rosenfeld stated it is not what it should be meaning that the reported utilization is very low. Mr. Vergos asked what are some other things this grant could have been used for. Mr. Rosenfeld explained what this grant is limited to and stated that MATA will be able to manage on a day to day basis MATA's utilization of the remaining funds in the system. There is about \$1.5MM available in capital, \$1.45MM for same day service and \$150,000 in administrative cost for MATA staff. The funding for the suggested award is \$1,051,000. Mr. Pacello asked for a little explanation on the scoring process. Mr. Miles gave a brief explanation on the evaluation process and the scoring. Mr. Dennis Lynch, with Sierra Club of Memphis addressed the Board on this item. Mr. Lynch stated that he would like to clarify that MATAplus does not have same day service. What they have is an opportunity if a trip is canceled on MATAplus and there is time available they try to fill it in with previous requests. He stated that the terminology for Same Day Service is really misleading and hopes that term will not be used. Resolution No. 17-08 was unanimously approved.*

3. Resolution to Approve Disposal of Surplus Vehicles - Res. No. 17-09

Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. There are several buses on the list that have suffered some type of catastrophic damage. A lot of buses have been moved from our property over the last few weeks. The goal is to have all non-useful assets off the property by June 1, 2017. The list includes most vehicles that have exceeded its useful life or not financially feasible for repair. *Ms. Roquita Williams motioned that the resolution be put on the floor for discussion. Ms. Taylor seconded the motion. Questions: Mr. Gibson asked what happens if the five buses listed that require FTA approval is not received. Mr. Miles stated that FTA will probably give their approval, but it is a process that MATA has to go through when vehicles are taken out of revenue service before reaching their useful life. Mr. Rosenfeld stated the issue of the FTA funds has already been addressed and the new vehicles coming in will allow us to put that debt on those vehicles. Mr. Gibson asked for more details on moving forward to the new buses. Mr. Rosenfeld addressed Mr. Gibson's question and gave details on the new buses. Resolution No. 17-09 was unanimously approved.*

**4. Resolution Authorizing Disposal of Surplus/Obsolete Equipment -
Res. No. 17-10**

Mr. Rosenfeld, Interim CEO presented this resolution to the MATA Board. This is the furnishing that came out of the Central Station building when it closed. Staff wishes to dispose of the listed assets. *Mr. Vergos moved that the resolution be put on the floor for discussion. Ms. Taylor seconded the motion. Questions: Mr. Vergos asked who keeps the money if sold. Mr. Rosenfeld stated that it would come under MATA general funds, unless some of it was purchased with federal funds of which if over \$5,000, we would have to share it with the FTA. Resolution No. 17-10 was unanimously approved.*

FY 2017 Financial Summary

January, 2017

Gil Noble, CFO

Revenues are very close to budget overall. Passenger fares are down slightly from budget and we have other operating revenues that are favorable to budget. Overall, we are within \$300,000 of budget for the seven-month period. Expenses are favorable by 3.4%, primarily due to the favorable impact of the budgeted but unfilled positions, as well as more unexpected turnover. Passenger fares declined for four straight months, but January fares reflected an improvement over the preceding month. Cash status remains strong this time of the year, but anticipate that in our 4th quarter (April-June) we will be heavily reliant on federal funds that we are not able to draw down yet. We feel that we will be able to draw them down in late March; however, if we do not, we will go to City Council and ask them to authorize bridge funding for us for \$6MM. Fixed Assets include a large project that was a part of the Main-to-Main where we were doing streetscape improvements and repairs, and this work was done by Zellner Construction Company. The work is completed and we capitalized those funds and they are now depreciated on MATA's balance sheet. *Questions: Mr. Gibson asked about the requested amount of bridge funding threshold. Mr. Noble stated it is up to \$6MM. Mr. Healy asked if we would see the benefit of preventable accidents coming down in our insurance. Mr. Noble stated that he feels the person that is working our consumer claims is much more aggressive in getting others to pay us when MATA is not at fault and that gets credit against those consumer claims, and it's been up dramatically from past years. Mr. Rosenfeld also stated that we should see quotes coming in on our liabilities insurance in April, and we should note some continuous drop.*
This ended the Financial Report.

SPEAKERS:

- **Sammie Hunter, Co-Chair - MBRU - 3225 Applewood Cove, Memphis, TN**

Mr. Hunter's main concern is how many buses will MATA put on the streets on April 1, 2017. He stated that the buses are breaking down and causing people to be late for work.

Mr. Hunter thanked Mr. Alvin Pearson for his assistance in assuring that seven UPS workers got to work on time when the bus broke down. *Mr. Healy stated that he would like to not only address the April 1st numbers, but would like for staff to report on what MATA will roll out within the remainder of the calendar year. Mr. Hunter thanked Mr. Healy for his suggestion.*

- **Suzanne Carlson, Innovate Memphis, TN - 516 Tennessee St. Memphis, TN**
 Ms. Carlson thanked the staff and Board for the award of the 5310 grant and hope that they can do a good job at creating a dispatch system that includes public transit and human services transportation. Ms. Carlson wanted to talk about the transportation funding white papers that just came out and to introduce, as well as thank some of the committee people that worked on the project as well as Tommy Pacello, Andre Gibson and John Lancaster. She stated that they are getting quite a bit of favorable press coverage on working to get dedicated funding for MATA, which is a high priority. Ms. Carlson shared a sneak preview on some of the survey, because the survey is not closed yet. Bottom line is more service, more people riding the bus, and getting people to work on time. Ms. Carlson is asking the MATA Board for their support in this effort, as it's a new MATA, a new day and new leadership and let's get to some successes that we can really point to. *Mr. Rosenfeld stated that Suzanne Carlson will be joining the staff in Nashville for the Shelby County Delegation Meeting & Lunch.*

OLD/NEW BUSINESS:

- **MATA-Soulsville Bus Shelter**

Mr. Lancaster stated that we have had a great partnership with Memphis Soulsville and Community Lift. MATA is putting in a shelter at Soulsville on Route 4 along McLemore. MATA is paying for the shelter's foundation and the shelter itself will be paid for with money raised through the community by Soulsville and Community Lift.

Gary Rosenfeld updated the Board on the Transit Advisory Committee. The subcommittee is in the process of interviewing applicants. We have reopened the application opportunity and received a total of 45 applications. Thirteen interviews were conducted within the last week and more interviews will be conducted this week. TAC will finalize the selection by March 9th and will hold an orientation for new TAC members in late March or early April.

Mr. Vergos asked about the BRT grant, of which MATA did not receive, Mr. Rosenfeld stated that we are going to apply for the Small Starts grant. Mr. Vergos emphasized the Transportation Plan and gave two reasons why he feels it should be implemented as soon as possible. 1) It is a fund mechanism because if we start running routes to the different schools we can begin transporting 20,000-30,000 public school students daily by issuing bus passes, and they in turn write us a check. Mr. Vergos stated he feels this is a good time to approach the schools, when considering the problems with Durham buses. 2) He also stated he had an opportunity to meet with Mayor Strickland on another matter and the Mayor asked him about the status of the Transportation Plan. He feels that the Mayor was under the impression that the Plan would have already been implemented by now, and feels that the Mayor is expecting the plan to be implemented as soon as reasonably possible.

Mr. Rosenfeld stated that we are implementing as much of the Transit Plan as we can. We are limited to the cost-neutral issues because of our funds. MATA staff have been meeting with Shelby County Schools Transportation department for the last several months, and will continue to look for ways that we can work together to help them with managing the problems they are having and live within the rules and regulations of FTA.

Mr. Vergos stated that he does firmly believe that if you change a route here and route there the public will never know about it or understand it. He feels that this is something that need to be rolled out in a big way.

Mr. Gibson made some comments to fellow Commissioners in looking at the process of a new CEO. This is a situation that is being approached at APTA as well and they are in the process of selecting a new CEO. Mr. Gibson expressed what he envisioned in bringing this process to Memphis and gave a breakdown of forming Board committees and explained each committee's responsibility, all being led by the Chairman of the Board. Mr. Vergos stated that the Mayor mentioned that he hopes nine months from now that MATA is not still looking for a CEO, and that we do move expeditiously. Mr. Healy stated that they are certainly not going to rush it and will take the appropriate steps and time to find the right person. Mr. Healy has expressed this to both Doug McGowen and Mayor Strickland. Mr. Gibson stated there are many replicable assets available through APTA as well.

Mr. Pacello commented on the CEO Search process and in addition to Mr. Gibson's comments, he included the importance of knowing what type of leader we are looking at for MATA.

Ms. Taylor asked about the implementation of the Short-Range Transit Plan (SRTP), and would like to know how the Strategic plan, that was mentioned in the past by Mr. Rosenfeld, is integrated with what is left for us to do on the implementation of the SRTP. Mr. Rosenfeld stated this is two different products, and explained the difference in the two. Ms. Taylor mentioned in terms of funding and the service that is going to come online in with what is left to do with the SRTP how are we thinking about what else we could do with extra money and what steps can we taken to position for something that offers more than how people perceive the current service. Mr. Rosenfeld gave a brief answer to Ms. Taylor's questions. He also stated that the Strategic Plan could not address this question, but the SRTP could.

Mr. Healy stated that given all the questions, suggestions and comments brought forth, this would be a great time to look at a Board Retreat. Ms. Eskridge will come up with some dates to poll the Board regarding a Retreat as soon as possible.

The next Board Meeting will be March 28, 2017 at 3:30p.m. at the 1370 Levee Road Facility Board Room.

Mr. Sean Healy
Chairman

3/28/17 JCI

**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 17-11

**RESOLUTION TO AWARD A CONTRACT TO RIVER CITY RAILROAD TTC
LLC FOR REPAIRS OF PAVERS AND ELASTOMERIC GROUT ON MAIN
STREET LINE**

WHEREAS, The Memphis Area Transit Authority (MATA) has a rail trolley system; and

WHEREAS, MATA requires the services of a professional contractor to provide labor and materials for repairs and replacement of pavers and elastomeric grout on the Main Street Line; and

WHEREAS, Bids were solicited for this work in accordance with MATA's Procurement Policy, and the procurement was formally advertised; and

WHEREAS, Capital funds are available for this procurement; and

WHEREAS, Two bids were received; however, only one (from River City Railroad TTC LLC) was determined to be responsive and responsible; and

WHEREAS, Staff recommends that a contract be awarded to River City Railroad TTC LLC at a total cost not to exceed \$440,651,05.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a contract be awarded to River City Railroad TTC LLC at a total cost not to exceed \$440,651,05.

BE IT FURTHER RESOLVED That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice-Chairman is authorized to execute the necessary documents.

Res. No. 17-11

Motion Made By: John Vergos SECONDED: Andre Gibson

YEA: Sean Healy; John Vergos; Martin Lipinski; Andre Gibson; Tommy Pacello; Shelia Williams; Kristen Bland

NAY: None

Approved: March 28, 2017

Absent at Time: Lauren Taylor; Roquita Coleman (present via phone for informational purposes)



MINUTES DE 3/28/17 ITEM VC1

TO: MATA Board of Commissioners
FROM: Gary Rosenfeld, Interim Chief Executive Officer
SUBJECT: Repair and Replacement of Pavers and Elastomeric Grout on the Main Street Line
DATE: March 28, 2017

MATA's Main Street Line of the trolley system requires repairs and replacement of pavers on the Main Street Mall portion and elastomeric grout on the Mall portion all the way to the Trolley Maintenance and Storage Facility at 547 North Main Street.

The Invitation for Bid was sent to twelve vendors, formally advertised and posted to MATA's website. Two bids were received as follows:

Prewett Enterprises	\$361,422.00
River City Railroad TTC LLC	\$440,651.05

There was a 25% DBE goal assigned to this procurement. Prewett Enterprises' bid was deemed non-responsive since they did not meet the DBE goal nor provide their good faith efforts to meet the goal. River City Railroad TTC LLC is a certified DBE and indicated they would be performing 100% of the work, so all of their cost would be counted as DBE participation.

River City is currently MATA's on-call contractor for rail maintenance, and they have performed work on the trolley system in a satisfactory manner. Due to the cost of this project, MATA decided we should bid this project since the cost would probably exceed the amount of River City Railroad's on-call contract. River City's bid was determined responsive and responsible, and their price was determined to be fair and reasonable when compared to MATA's cost estimate. Staff recommends that a contract be awarded to their company for this project at a total cost of \$440,651,05.

Let me know if you have questions.

**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 17-12

**RESOLUTION TO AWARD A CONTRACT TO COMPLETE COACH WORKS
FOR REBUILDING UP TO 15 GILLIG BUSES**

WHEREAS, The Memphis Area Transit Authority (MATA) has 15 2003 Gillig buses that have reached their useful service life with 14 of them being in the Contingency Fleet; and

WHEREAS, MATA desires that the buses be rebuilt so that they can be placed back into the active fixed-route bus fleet; and

WHEREAS, Proposals were solicited in accordance with MATA's Procurement Policy, and the procurement was formally advertised; and

WHEREAS, FY16 and FY17 Capital funds are available and FY18 and FY19 Capital funds are programmed and will be available for 14 of the buses and future funding may become available for rebuilding the 15th bus; and

WHEREAS, Two proposals were received; however, only one (from Complete Coach Works) was determined to be responsive and responsible; and

WHEREAS, Staff recommends that a contract be awarded to Complete Coach Works for rebuilding up to 15 2003 Gillig buses at a cost of \$298,000 per bus for a total of \$4,470,000.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a contract be awarded to Complete Coach Works for rebuilding up to 15 2003 Gillig buses at a cost of \$298,000 per bus for a total of \$4,470,000.

BE IT FURTHER RESOLVED That Staff will give Complete Coach Works a Notice to Proceed for the buses based as grant funds become available.

BE IT FURTHER RESOLVED That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice-Chairman is authorized to execute the necessary documents.

Res. No. 17-12

Motion Made By: Martin Lipinski SECONDED: John Vergos

YEA: Sean Healy; John Vergos; Martin Lipinski; Andre Gibson; Tommy Pacello; Shelia Williams; Kristen Bland

NAY: None

Approved: March 28, 2017

Absent at Time: Lauren Taylor; Roquita Coleman (present via phone for informational purposes)



TO: MATA Board of Commissioners

FROM: Gary Rosenfeld, Interim Chief Executive Officer

SUBJECT: Rebuilding of up to 15 2003 Gillig Buses

DATE: March 28, 2017

MATA has 14 2003 40' diesel Gillig buses that have met their useful service life in the Contingency Fleet and another 2003 40' diesel Gillig bus that has been approved for disposal by the Board. We plan to have them rebuilt so that they can be placed back into the active fixed-route bus fleet and replace buses that have met their useful service life. The cost for rebuilding a bus is less expensive than purchasing a new bus by about \$125,000 - \$150,000 per bus. Due to MATA's limited capital funds, we think this is a prudent use of our funds and will also allow us to receive them back sooner than the manufacturing process for new buses. The Federal Transit Administration (FTA) requires that the useful service life of rebuilt buses be at least five years; however, MATA Staff believes that after these Gillig buses are rebuilt, their useful service life will be seven to 10 years.

MATA solicited proposals for rebuilding up to 17 Gillig buses, and the Request For Proposals was sent to 18 vendors, formally advertised and posted to MATA's website. Two proposals were received as follows:

<u>Vendor</u>	<u>Cost Per Bus w/ Rebuilt HVAC</u>	<u>Cost Per Bus w/ New HVAC</u>	<u>Delivery Schedule</u>
ABC Companies	\$245,196.54	\$275,761.54	84 days from NTP
Complete Coach Works	\$295,867.36	\$309,274.76	130 days from NTP

There was no DBE goal assigned to this procurement since bus manufacturers and remanufacturers must submit their DBE goals to FTA and be on FTA's Transit Vehicle Manufacturer's (TVM) list if grantees want to award a contract using Federal funds to their company. ABC Companies' proposal was deemed non-responsive since they are not on FTA's TVM list.

Complete Coach Works submitted their DBE goals to FTA and is on FTA's TVM list, so MATA can award a contract to their company.

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Complete Coach Work's proposal was determined to be responsive and responsible, and they proposed to perform the work in MATA's facilities located at 1364 and 1376 Watkins Street. This will require MATA to enter into a lease with Complete Coach Works, and the lease will have to be approved by the Federal Transit Administration since the buildings were purchased with Federal funds.

Staff determined that new HVAC systems should be installed on the rebuilt buses and requested Complete Coach Works' Best and Final Offer. They reduced their price per bus to \$298,000; however, their delivery schedule remained at 130 days from Notice to Proceed.

The Evaluation Committee recommends that a contract be awarded to Complete Coach Works for rebuilding up to 15 Gillig buses at a cost of \$298,000 per bus for a total contract amount of \$4,470,000. A Notice to Proceed will be given to Complete Coach Works as grant funds become available.

Let me know if you have questions.

MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS

RESOLUTION NO. 17-13

RESOLUTION TO RESCIND THE AWARD OF A FIVE-YEAR CONTRACT TO
TABORCO, LLC FOR JANITORIAL SERVICES AT THE AMERICAN WAY
TRANSIT CENTER

WHEREAS, The Memphis Area Transit Authority (MATA) awarded a five-year contract for janitorial service to Taborco, LLC at the November 15, 2016 Board meeting (Resolution 16-39); and

WHEREAS, MATA received a formal protest from Pro-Touch Services after the award of the contract; and

WHEREAS, Taborco, LLC was informed of the protest; and

WHEREAS, MATA investigated the protest and concluded that the protest should be upheld and that the project be re-solicited; and

WHEREAS, The contract was not signed since MATA decided to re-solicit; and

WHEREAS, It is necessary for the award of the contract to Taborco, LLC under Resolution 16-39 be rescinded.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That the five-year contract for janitorial services awarded to Taborco, LLC at the November 15, 2016 Board meeting is hereby rescinded.

Res. No. 17-13

Motion Made By: John Vergos SECONDED: Kristen Bland

YEA: Sean Healy; John Vergos; Martin Lipinski; Andre Gibson; Tommy Pacello; Shelia Williams; Kristen Bland

NAY: None

Approved: March 28, 2017

Absent at Time: Lauren Taylor; Roquita Coleman (present via phone for informational purposes)



MINUTES OF 3/28/17 ITEM VC 3

TO: MATA Board of Commissioners

FROM: Gary Rosenfeld, Chief Executive Officer

SUBJECT: Rescission of the Award of a Five-Year Contract with Taborco, LLC for Janitorial Services at the American Way Transit Center

DATE: March 28, 2017

This memo summarizes the rescission of the five-year contract that was awarded to Taborco, LLC at the November 15, 2016 Board Meeting (resolution 16-39).

The IFB was properly solicited, advertised and awarded to Taborco, LLC. Upon issue of the procurement award letters, Pro-Touch Services formally protested the contract award. In accordance with MATA's protest procedures, Taborco was informed of the protest and was notified that we could not proceed with executing the contract until the protest was resolved.

MATA investigated the reason for the protest and decided it was in MATA's best interest to re-solicit the project.

Based upon this decision, it is necessary to rescind the award of the contract to Taborco, LLC on November 15, 2016 so that a new contract can be awarded.

**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 17-14

**RESOLUTION TO AWARD A FIVE-YEAR CONTRACT TO PRO-TOUCH
SERVICES, INC. FOR JANITORIAL SERVICES AT THE AMERICAN WAY
TRANSIT CENTER**

WHEREAS, The Memphis Area Transit Authority (MATA) maintains upkeep and cleanliness of the American Way Transit Center; and

WHEREAS, MATA issued an Invitation for Bid (IFB) for companies to provide janitorial services for five-years at the Center; and

WHEREAS, Eight bids were received; however, only six were determined to be responsive and responsible; and

WHEREAS, Contract award is based on the lowest responsive and responsible bid; and

WHEREAS, Pro-Touch Services, Inc. submitted the lowest responsive and responsible bid and met the DBE goal at the prices shown in Exhibit A; and

WHEREAS, Staff recommends approval of a contract with Pro-Touch Services, Inc. at a cost of \$164,460.00 for five-years of janitorial services at the American Way Transit Center.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a five-year contract be awarded to Pro-Touch Services, Inc. for janitorial services at the American Way Transit Center at a cost of \$164,460.00.

BE IT FURTHER RESOLVED That the Chief Executive Officer, Chief Administrative Officer, Chairman, or Vice-Chairman be authorized to execute the contract.

Res. No. 17-14

Motion Made By: Kristen Bland SECONDED: John Vergos

YEA: Sean Healy; John Vergos; Martin Lipinski; Andre Gibson; Tommy Pacello; Shelia Williams; Kristen Bland

NAY: None

Approved: March 28, 2017

Absent at Time: Lauren Taylor; Roquita Coleman (present via phone for informational purposes)



TO: MATA Board of Commissioners
FROM: Gary Rosenfeld, Chief Executive Officer
SUBJECT: RFP 17-03-1 Five-Year Contract for Janitorial Services at the American Way Transit Center
DATE: March 28, 2017

This memo summarizes the procurement process for a five-year contract for janitorial services at MATA's American Way Transit Center.

The IFB was sent to 18 vendors, formally advertised and posted to MATA's website. The DBE goal was set at 10% for this solicitation. Eight bids were received; however, only six were determined to be responsive and responsible. Corporate Interior Cleaning submitted the lowest bid; however, it was deemed non-responsive since they did not meet the DBE goal and did not send in their good faith efforts to meet the goal. This was also the reason Perfect Edge Maintenance was deemed non-responsive.

Pro-Touch Services, Inc.'s price was the lowest of the six responsive and responsible bids. They are a certified DBE, so 100% of their contract can be counted towards MATA's DBE participation. MATA's Staff has determined that Pro-Touch's price is fair and reasonable (see Exhibit A) and recommends that the contract to be awarded to their company at a total cost of \$164,460.00 for the five-year period.

Let me know if you have questions.

**EXHIBIT A
FIVE-YEARS OF JANITORIAL SERVICES
FOR AMERICAN WAY CENTER**

VENDOR NAME	YEAR 1 4/01/17 - 3/31/18		YEAR 2 4/01/18 - 3/31/19		YEAR 3 4/01/19 - 3/31/20		YEAR 4 4/01/20 - 3/31/21		YEAR 5 4/01/21 - 3/31/22		5 YEAR TOTAL
	COST PER MONTH	YEARLY COST	COST PER MONTH	YEARLY COST	COST PER MONTH	YEARLY COST	COST PER MONTH	YEARLY COST	COST PER MONTH	YEARLY COST	
Taboreo, LLC	\$ 4,165.00	\$ 49,980.00	\$ 4,227.48	\$ 50,729.76	\$ 4,289.95	\$ 51,479.40	\$ 4,352.43	\$ 52,229.16	\$ 4,414.90	\$ 52,978.80	\$ 257,397.12
ServiceMaster Facilities Maintenance	\$ 5,864.75	\$ 70,377.00	\$ 5,864.75	\$ 70,377.00	\$ 5,982.05	\$ 71,784.60	\$ 5,982.05	\$ 71,784.60	\$ 6,101.69	\$ 73,220.28	\$ 357,543.48
Corporate Interior Cleaning	\$ 2,064.57	\$ 24,774.84	\$ 2,064.57	\$ 24,774.84	\$ 2,064.57	\$ 24,774.84	\$ 2,064.57	\$ 24,774.84	\$ 2,064.57	\$ 24,774.84	\$ 123,874.20 *
Lady Luv Commercial Cleaning	\$ 4,000.00	\$ 48,000.00	\$ 4,200.00	\$ 50,400.00	\$ 4,410.00	\$ 52,920.00	\$ 4,630.50	\$ 55,566.00	\$ 4,862.25	\$ 58,347.00	\$ 265,233.00
Perfect Edge Maintenance	\$ 7,242.00	\$ 86,904.00	\$ 7,242.00	\$ 86,904.00	\$ 7,459.26	\$ 89,511.12	\$ 7,459.26	\$ 89,511.12	\$ 7,685.04	\$ 92,220.48	\$ 445,050.72
Kimble Management Cleaning Service	\$ 4,711.00	\$ 56,532.00	\$ 4,711.00	\$ 56,532.00	\$ 4,711.00	\$ 56,532.00	\$ 4,711.00	\$ 56,532.00	\$ 4,711.00	\$ 56,532.00	\$ 282,660.00
Pro-Touch Services Inc.	\$ 2,741.00	\$ 32,892.00	\$ 2,741.00	\$ 32,892.00	\$ 2,741.00	\$ 32,892.00	\$ 2,741.00	\$ 32,892.00	\$ 2,741.00	\$ 32,892.00	\$ 164,460.00
Quarles Service Systems, Inc.	\$ 5,449.77	\$ 65,397.24	\$ 5,449.77	\$ 65,397.24	\$ 5,558.75	\$ 66,705.00	\$ 5,558.75	\$ 66,705.00	\$ 5,558.75	\$ 66,705.00	\$ 330,909.48

*Corporate Interior Cleaning did not meet the DBE goal and did not submit any good faith efforts; therefore, their bid was deemed non-responsive.

MATA staff recommends awarding the contract to Pro-Touch Services, Inc., the lowest and best responsive bidder.