

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108
Telephone: 901-722-7100 www.matatransit.com

MINUTES OF 3/27/19 ITEM I

Gary J. Rosenfeld
Chief Executive Officer

Board of Commissioners
John Vergos – Acting Chair

Martin Lipinski – Vice Chair
Shelia Williams
Roquita Williams
Kristen Bland

Janice Holder
Michael Fulton
Tommy Pacello
Robert Clark

AGENDA
Board of Commissioners Meeting
March 26, 2019
3:30p.m.

- | | | |
|------|---|----------------|
| I. | Call to Order | John Vergos |
| II. | Board Roll Call | Linda Eskridge |
| III. | Approval of February 26, 2019 Board Minutes | |
| IV. | CEO Report | Gary Rosenfeld |
| V. | Consent Agenda Items | Gary Rosenfeld |
| | a) Resolution to Approve Minor Service Change Policy – Res. No. 19-10 | |
| | b) Resolution to Amend MATA’s FY19 Section 5339 Bus and Bus Facilities Capital Grant Budget – Res. 19-11 | |
| VI. | Service and Development Items | Gary Rosenfeld |
| | a) Resolution to Award a Contract for the Engineering And Design of the Memphis Innovation Corridor Project - Res. No. 19-12 | |
| VII. | Procurement Agenda Items | Gary Rosenfeld |
| | a) Resolution to Award a Contract to Tyler Technologies, Inc. for a Hosted Enterprise Resource Planning and Enterprise Asset Management (ERP/EAM) System – Res. No. 19-13 | Gary Rosenfeld |
| | a) Resolution to Award a Contract to A&B Construction Company, Inc. for Section 5310 – City of Memphis Overton Park Sidewalk Improvement Project – Res. No. 19-14 | Gary Rosenfeld |

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VIII. Finance Agenda Item

John Vergos

Financial Report – Bernhard Rudolph, CFO

Speaker(s) Acknowledgement

Lawson Albritton

Old/New Business

John Vergos

Finance Committee Meeting before April Board Meeting

Adjournment

John Vergos

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CALL TO ORDER: A regular meeting of the MATA Board of Commissioners was called to order by Acting Chair, John Vergos at 3:30 p.m. on Tuesday, February 26, 2019 at 1370 Levee Road Board Room.

BOARD ROLL CALL:

Present: John Vergos; Shelia Williams; Martin Lipinski; Janice Holder; Robert Clark; Tommy Pacello; Michael Fulton; Kristen Bland

Absent: Roquita Williams

Quorum: Yes

Staff: Lawson Albritton, Senior Administrative Officer; Linda Eskridge, Executive Office Manager; John Lancaster, Director of Planning & Scheduling; Dale Lane, Chief Safety and Security Officer; Maury Miles, Director of Grants and Procurement; Alvin Pearson, Chief Operations Officer; Gary Rosenfeld, Chief Executive Officer; Bernhard Rudolph, Chief Financial Officer

Guests: Kenneth Bonds, Citizens for Better Services; Nicole Bowen, PCA for Pearly Bowen, MATAplus Customer; Justin Davis, MBRU; Beauregard Frierson, Rider; Brent Hooks, AWPM; Charles Johnson, MBRU; James Johnson, Small Planet Works; Kenneth Monroe, Kimley-Horn; Johnnie Mosley, Citizens for Better Services; Jordan Smith, MPO; Sandy Sweagelsky, MICAH

Minutes of the January 29, 2019 Board Meeting were unanimously approved.

CEO Report – Gary Rosenfeld

- Mr. Rosenfeld introduced and welcomed Dale Lane, MATA's new Chief of Safety and Security.
- MATA has published a couple of different videos over the past couple weeks, and one of the videos titled "MATA Matters", put together by MATA CCO, Nicole Lacey, who is attending an APTA Marketing Conference, was shown at the Board meeting. MATA will use this video to continue telling our story. Mr. Pacello complemented Ms. Lacey, as well as the videographer that helped put it together. The video was funded internally and was not that expensive.
- MATA now supplies Wi-Fi service at our transit centers for our customers. Each week we receive a report on what is being done on Wi-Fi. The number one destination is: 1) you tube; 2) emails; 3) face book; and 4) google play. We do not keep track of who is doing what on the destination, but this helps MATA to understand what our customer needs are.
- A couple of weeks ago, Mayor Harris's presented his State of the County Address and listed three priorities for his first year: 1) school; 2) juvenile detention center; 3) MATA.

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MINUTES OF 3/27/19 ITEM III

Discussions continue with having the county participate in funding for MATA. There are ongoing meetings with the mayor's office and the city to make sure whatever agreement we come up with the county and city will be happy.

- Trolley #455 went into service on February 8th. Trolley 799 is still in testing, but Mr. Rosenfeld anticipates it being in service by next Board meeting, which would bring us to six.
- MATA is proud of Black History Month and pictures were shown of some of MATA's Black pioneers as well as recognition of Mr. Hudson, who worked his way up the ranks through most all departments and finally become MATA first black general manager. MATA still has a couple of senior operators, Melvin Deener, 47 years of service; Wesley Cox, 41 years, and John Russell, 49 years.
- MATA received several comments from riders regarding the MATA Traveler, which is the app that helps people to get where they want to go and tells them how to get there.
- Upgrades have been done at the Hudson Transit Center during the past couple of weeks. The upgrades were shown in the CEO Report.
- OTP - 20 bus operators above 90%; 10 trolley operators above 90%; and 29 MATAplus operators above 90% OTP in January 2019.
- Ridership is slightly above last year's level, which is a trend that we would like to see continued. Fixed Route was down slightly, mainly due to trolleys being reported under fixed route; MATAplus was slightly up over the last two years with 140 rides for the month of January higher than the previous two years; Trolley had 19,000 rides in January, which is still about 7,000 or 8,000 higher than the fixed route side. The overall gain for fixed route for transit is about 2%.
- OTP – working our way back to where we have been in the past, we hope to have OTP up to the 78-79% range in April.
- Mileage is good and we are still tracking as we should.
- Customer Comments – This is going in the right direction, 21 comments per 100,000 Boardings for the month of January: 88 on the motorbus side; 15 on MATAplus; and five for the trolley.
- We are adding something new, which is the top five customer comments: 1) 42% said fixed route passed them up at the stop; 11% scheduling & planning; 11% fixed route rude operators; 17% buildings & grounds signs; and 19%-fixed route late buses.
- Mr. Rosenfeld gave a detailed update on the Statistic Report
- Mr. Rosenfeld updated the Board on future projects and conferences that he will attend.

Consent Agenda Items

None

Service and Development Items

- a. Resolution to Award a Contract to Innovation in Transportation, Inc. to Purchase a Next Generation Fare Collection System – Res. No. 19-08

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Discussion: Mr. Rosenfeld stated that we did have a presentation was done on this resolution in February. Gary briefly went through what had been done and the resolution and how they came up with the ideal for to awards contracts to these individual companies. The current system that we have is maintained by GFI and is 25 years old and to the point where we cannot service them anymore. The new account-based system will allow people to use other forms of payments other than cash. This new system will also allow use of a Tap cards. Several months ago, MATA entered into an agreement with a company called nMomentum, which is a consulting group that specializes in Fare Collections and ERP Systems for transit industries. The Principal, Shyam Dunna, is a former executive with one of the largest transit agencies in the U.S and has intimate knowledge of how the system is supposed to work. MATA hired his group to develop the RFP for this project, to receive and evaluate the bids, and to negotiate the best and final offer from the different vendors. The contract had to be broken into two different pieces because MATA was not able to have one vendor to be the general contractor over all vendors, and we were not able to meet our goals at cost of being able do that, and there will probably be a third piece of the contract awarded in a future meeting. *Mr. Pacello moved that the resolution be put on the floor for discussion. Ms. Bland seconded the motion.* The floor was opened for questions and comments.

Questions: 1) *Mr. Clark asked for a brief explanation of the RFP process.* Mr. Rosenfeld explained that the RFP went to 22 vendors and we received four bids, and each were invited to come and demonstrate how their equipment works. One of the four bids was found non-responsive and did not meet the DBE goal. 2) *Ms. Bland asked if that is standard with most agencies that they have more than one fare box technology?* Mr. Rosenfeld stated there are companies that do everything, but there will be a subcontract under them. It is not uncommon to see different companies partnering with each other with these types of projects. 3) *Mr. Fulton asked where the DBE role is on this contract.* Mr. Rosenfeld stated for the project itself, the consultant is a DBE. DBE functions that will be done here locally include installation of equipment and he believes that one of the companies has a DBE subcontractor as a project management. Mr. Rosenfeld is not sure if that is local, but the installation is local. 4) *Mr. Pacello stated commented on Shyam's presentation and stated it was very helpful and he understands the magnitude and scope of the project and how important it is, but Mr. Pacello wanted to be clear on is this an August or October 2020 for completion date.* Mr. Rosenfeld stated that is correct and there will be stages of implementation. 5) *Mr. Pacello asked is the \$10MM+ agreement and the \$3MM+ agreement does that include the total cost of the program throughout this next two years or is their other resolutions.* Mr. Rosenfeld stated there will be a third piece of it for the wi-fi process but is nowhere near this dollar amount. Mr. Rosenfeld stated that we have Improve Act money that we are spending on this project and city CIP money doing the rest of it. MATA is not using any Federal funds on this project. Mr. Rosenfeld stated that city CIP money is capital money. 6) *Mr. Fulton asked if we will have capability for people to get these smart trip cards throughout the city or just random points.* Mr. Rosenfeld stated at the transit centers there will be vending machines to disburse the tickets as well as accept cash to put against them. There will also be a community outreach for retail locations throughout the city to sell the cards. There will be outreach to get retail organizations to accept cash to charge a rider's card. There will be multiple opportunities for that in the future and that is part of this program. You can also use your phone app. We are not eliminating cash.

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A whole Fare Policy would have to be reviewed before we introduce this new equipment and that will be within the coming months when the Board will have the opportunity to have input on that.

7) *Mr. Vergos asked for an explanation on how we add credit to a phone.* Mr. Rosenfeld stated that the ticket vending machine will be able to add credit to a phone for cash or if you link a credit card to the phone app, you can automatically charge it to a debit card.

8) *Mr. Vergos asked has this been approved in the city's CIP Budget for this present year or hoping it will be approved in July FY 2019?* Mr. Rosenfeld stated that we have a commitment from the city through 2019. We just presented the 2020 CIP Budget and we have not yet received or gone through the voting process on the 2020 budget. Mr. Rosenfeld named other cities that having similar systems. The technology is tried and true and it is exciting to be offering it to the community.

9) *Ms. Williams (via phone), asked about these cards being sold at different retail places to purchase the prepaid card.* Mr. Rosenfeld as he stated earlier, there will be an outreach to the community for retail establishments to sell bus passes. We have a plan to go out into the community to reach out to these different retail vendors to sell the cards as a process and charge the cards as an ongoing issue. This outreach will probably start 90 days before the cards are scheduled to go live and we still need to design all those aspects, but MATA is excited about it. We want people to have trust in the system.

10) *Mr. Lipinski asked if we will have a line item for education.* Mr. Rosenfeld stated that we will have a line item for education. The goal is to make it as simple as possible. Mr. Rosenfeld stated that we had representatives of all departments of MATA that participated in the process of selection. Mr. Vergos asked some of the support groups at this meeting if they understood what they are about the vote on. *Mr. Justin Davis, MBRU, stated that the ideal of updating the fare box is long overdue. His concern is less on the end of implementation and more on the end of what does a new fare structure look like and how can we do it in a way that is as equitable as possible. He stated the update of the infrastructure was a good ideal. Mr. Mosley, Citizens for Better Services, stated he is in favor of upgrading the fare box services; however, he is concerned about educating the general public about the new changes ahead. He wants to make sure that people can use the upgraded system and is particularly concerned about access of getting the passes at various locations in the city. He Just need to be assured that people who need this information will be able to get the information.* Mr. Vergos thanked them for their comments. Mr. Rosenfeld stated that MATA will have Customer Appreciation Day on April 25, 2019. After no further questions, the **Resolution Passed.**

- b. Resolution to Award a Contract to Trapeze Software Group, Inc. to Purchase Fareboxes and Equipment for a Next Generation Fare System – Res. No. 09-19

Discussion: There was no questions or comments on this item. **Resolution Passed.**

Financial Agenda Item(s)

January 2019 Financial Report
Bernhard Rudolph, CFO

January year-to-date we are \$0.5 MM ahead of budget on Revenues and right on budget on the expenses. Passengers fares July-January are still below budget by \$88,000 and \$16,000 favorable

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to budget for the month of January. Hopefully we will continue to reduce the shortfall. Cash position of \$7.8M is enough to carry us through and we are going to get \$2.5MM of funding from the city from their Improve Act Money and MATA has asked for a \$6.75MM bridge loan but have not yet heard back from the city. This ended the Financial Report.

Procurement Agenda Items

None

Speaker(s) Acknowledgement

Ken Welch – P. O. Box 11384, Memphis, TN

Re: Electronic Signs at Trolley Stops

Mr. Welch stated that he often visits downtown, and he notices people that are often confused when standing at the trolley stop waiting for a trolley but do not know when it will be coming to their station. They are confused because the Electronic signs do not tell when a trolley is coming. Mr. Welch stated that he was of the impression that when these signs were installed, they would not only give the passenger information on a time, but also show where a trolley is. It is not a positive thing for visitors to our city to see Electronic Signs at trolley stops that only gives a welcome. Mr. Welch shared three suggestions with MATA: 1) The sign needs to give a precise time that the trolley will arrive at the station; 2) If not precise, give an interval of time as to when the next trolley will arrive at the station; 3) Turn them off until you can give useful information. He hopes this is something that MATA will consider. Mr. Rosenfeld stated that he had a meeting on March 4th with Doug McGowen and Jennifer Oswalt from the DMC to review all the Electronic signs in the mall area as we look to create upgraded bus shelter program for the future that would include next bus information. Mr. Rosenfeld stated that he appreciates the comments from Mr. Welch.

Bouregard Frierson, MATA Rider – 2716 Deadrick – Memphis, TN

Re: Bus Stop Sign

Mr. Bouregard is requesting a bus stop sign in his area on Deadrick Street between Park Ave. and Lamar Ave. because he must walk a long distance to catch a bus. He also mentioned that bus stop signs are being taken down and the drivers need to know where the signs are. We also need more bus stop seats at the bus shelters, especially for the elderly and handicapped individuals.

Justin Davis, MBRU - 382 Collins Street, Memphis, TN 38112

Re: Memphis City Schools Bus Pass Proposal

Mr. Davis wanted to encourage members of the Board, MATA, and the public that tonight (2/26) at 5:30p.m. at Shelby County Schools Administration Building, 160 S. Hollywood, Shelby County Schools will be considering a proposal to start a program that will provide free bus passes to high school students. MBRU has been talking to Mr. Kevin Woods, a member of the Shelby County

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MINUTES OF 3/27/19 ITEM III

School Board, who has been pushing this a lot lately, and thinks this is a good ideal for MATA as this would be an opportunity for some extra funding, and a great ideal for high-school students, not only to get them to and from school but to jobs, after school programs, community service sites etc. Mr. Davis stated they are looking forward to seeing these discussions continue. Mr. Rosenfeld stated that MATA staff is in discussion with Shelby County School staff and we are putting the final touches on a Feasibility Study to be able to see how a program like this would work. We are excited about it and the level of Shelby County School participate is great. We are encouraged by their actions, and we welcome Board Member Woods' support. We think that, in conjunction with our discussion with Shelby County and the Mayor's office, this would generate some interesting opportunity for us.

Old/New Business

MATA's Next Board Meeting is March 26, 2019 at 3:30p.m. The meeting was adjourned.

John Vergos, Acting Chairman

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**MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS**

RESOLUTION NO. 19-10

RESOLUTION TO APPROVE ADOPTION OF MINOR SERVICE CHANGE POLICY

WHEREAS, MATA staff has reviewed past practices and policies related to minor service changes; and

WHEREAS, By Sec. 2-56-11 (E), Code of Ordinances, City of Memphis, Tennessee, the MATA Board of Commissioners shall have the authority to select and determine all routes and scheduling of the transportation system; and

WHEREAS, MATA has previously adopted a definition for major service changes and policies for conducting public hearings and Title VI analysis for major service changes, as outlined in Resolution 13-11: Resolution to Adopt Title VI Policies, adopted by the Board of Commissioners on March 25, 2013, and included also in Appendix I of the Title VI Update adopted by the Board of Commissioners November 28, 2017 in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B); and

WHEREAS, a new policy was desired to clarify the definition of a minor service change and confirm the authority of the President/General Manager/Chief Executive Officer to implement minor service changes without a public hearing, Title VI analysis, or Board Approval; and

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS, that the Board of Commissioners hereby adopts the Minor Service Change Policy, effective March 26, 2019 attached hereto, which defines minor service changes, confirms the delegation of authority to the President / General Manager / Chief Executive Officer to make minor service changes, subject to the authority of the Board of Commissioners to review any such minor service change implemented by the President/General Manager/Chief Executive Officer.

BE IT FURTHER RESOLVED that the definition of minor service change set forth in the Minor Service Change Policy shall supersede and replace any prior definitions of minor service change that may be contained in previous Board policies or procedures.



Minor Service Change Policy

March 26, 2019

This Policy provides MATA staff with the criteria guiding minor and non-major service changes.

Minor and Non-Major Service Changes: Definition

A *Non-major service change* includes service increases, decreases, and schedule or route adjustments that do not meet the major service change threshold, as defined in the Major Service Change Policy adopted by the Board of Commissioners on March 25, 2013, or the most recently adopted Major Service Change Policy.

Minor service changes are non-major service changes which result in two percent or less change in annual fixed-route revenue hours *AND* are consistent with the Transit Vision guiding plan, or most recent transit plan adopted by the Board of Commissioners.

Typically, a *Non-Major Service Change* is made to address near-term operational issues, such as on-time performance, transfer connections, passenger requests, and traffic revisions. A *Non-Major Service Change* is generally a route modification or set of route modifications that can be accommodated without impacting the vehicle or operator requirements of the service.

A *Non-Major Service Change* must meet the following criteria:

- Total reduction of revenue hours does not exceed five percent annual fixed-route revenue hours
- No routing change exceeds 25 percent change of the route configuration
- No service reduction of any route exceeding 25 percent of the route's annual revenue hours, except for reductions equaling less than 1,000 annual revenue hours

A *Non-Major Service Change* may also include:

- Minor timing adjustments of 25 minutes or less
- Temporary route detours caused by road construction, maintenance, closures, emergencies, weather-related conditions or natural disasters, labor strikes, fuel shortages, or safety concerns

- Any temporary service addition, change, or demonstration route with less than 12 months of operation

Approval of Minor and Non-Major Service Changes

A *Non-Major Service Change* that results in more than 2 percent and less than 5 percent change in annual fixed-route revenue hours shall require approval by the Board of Commissioners. A *Non-major Service Change* falls below the Title VI Major Service Change threshold, and therefore does not require a Title VI Analysis or the publication of a formal Public Notice.

A *Minor Service Change*, defined as a Non-Major Service Change that results in two percent or less change in annual fixed-route revenue hours *AND* is consistent with the most current transit plan adopted by the Board of Commissioners, shall not require approval by the Board of Commissioners.

A *Non-Major Service Change* that results in two percent or less change in annual fixed-route revenue hours but is not consistent with the recommendations outlined in the most recent transit plan shall require approval by the Board of Commissioners.

A *Minor Service Change* deemed by the President / General Manager / Chief Executive Officer to be impactful due to public perception or Board interest will be brought to the Service Development Committee for review. The President / General Manager / Chief Executive Officer will determine whether Board action is desired.

Minor and Non-Major Service Changes: Public Notification

If implementation of a non-major service change is to take place, MATA staff will strive to execute the following recommendations:

- At least ten (10) days prior to the implementation date, new route schedules shall be made available to the public via MATA's website www.matatransit.com.
- At least ten (10) days prior to the implementation date, MATA shall notify the public of the service change in accordance with methods recommended in MATA's Public Participation Plan.
- No later than one (1) day prior to the schedule change implementation date, printed schedule materials shall be made available at all MATA transit centers.

Exceptions may include when changes are being made due to an immediate emergency, road blockage, safety concern, or when unforeseen circumstances impede the ability of staff to fulfill these recommendations within the suggested timeframe.

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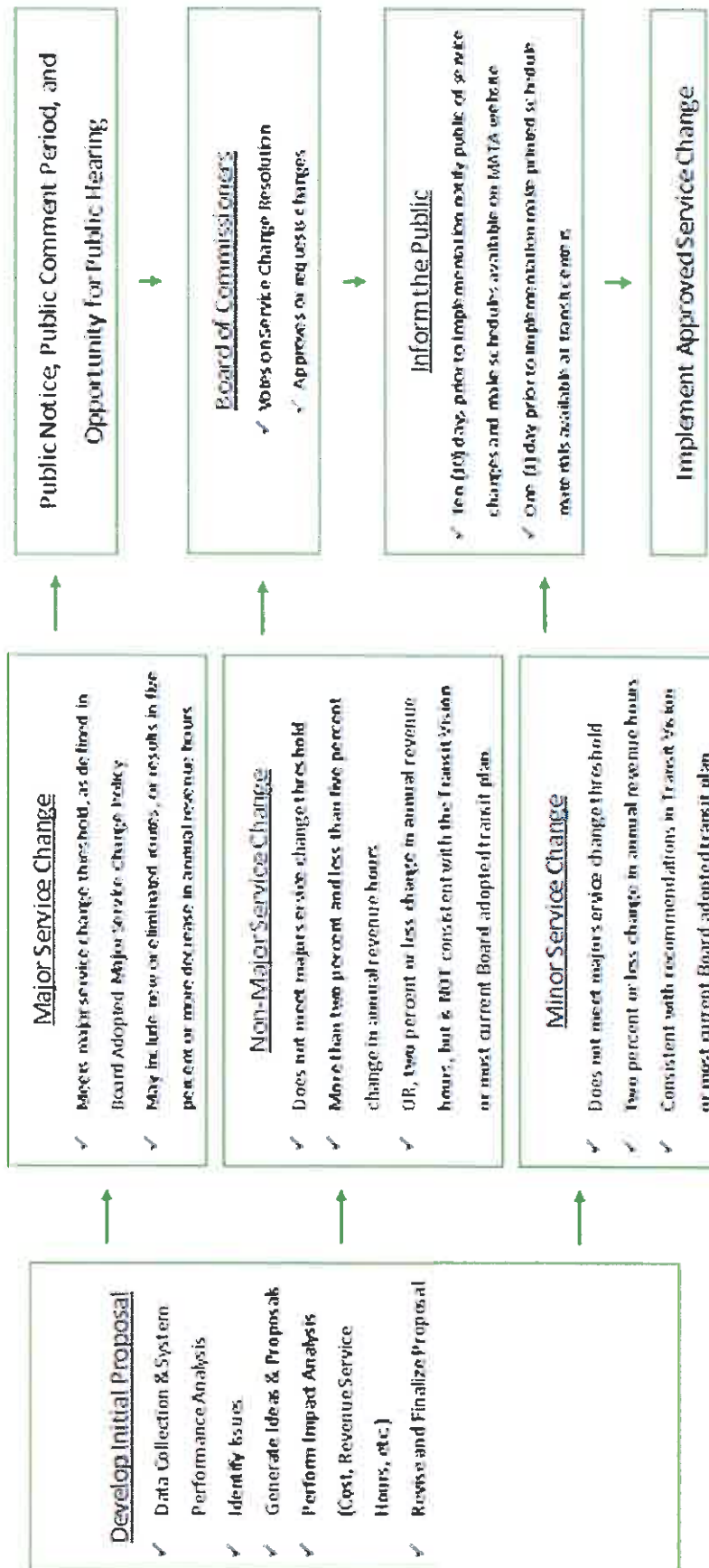
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MATA staff may also choose to execute other public participation strategies as deemed appropriate and necessary, and in accordance with MATA's Public Participation Plan.

MATA Service Change Process



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MINUTES OF 3/27/19 ITEM 1a

Res. No. 19-10

Motion: Made By: Tommy Pacello

SECONDED: Michael Fulton

Present: John Vergos; Shelia Williams; Martin Lipinski; Kristen Bland; Tommy Pacello;
Michael Fulton

NAY: None

Approved: March 26, 2019

Absent: Richard Clark; Janice Holder; Roquita Williams

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MINUTES OF 3/27/19 ITEM IVa



MEMO

TO: MATA Board of Commissioners
FROM: Gary Rosenfeld, Chief Executive Officer
SUBJECT: Minor Service Change Policy
DATE: March 26, 2019

This memo summarizes the proposed Minor Service Change Policy and the purpose of adopting such a policy.

The Federal Transit Administration (FTA) provides guidance for defining a major service change and regulatory requirements for providing public notice and opportunity for public comment. The FTA also requires recipients to provide a Public Participation Plan as a part of the recipient's Title VI Program, and to "use its established administrative process to solicit and consider public comments before: (a) increasing fares, or (b) instituting a major reduction of service" (FTA Title VI Circular 4702.1B, MA18, October 1, 2013). The FTA provides no specific guidance or requirements for non-major service changes.

MATA's Public Participation Plan, included in Appendix C of the 2017 Title VI Program Update outlines the public participation requirements for a Major Service Change, and provides a list of recommended activities for a non-major service change, as deemed appropriate and reasonable by MATA staff.

The City of Memphis grants the MATA Board of Commissioners authority to determine all routes and scheduling of the transportation system. Currently all MATA service changes, regardless of scale, are subject to approval by the MATA Board of Commissioners. This provides a public benefit of additional oversight and accountability in ensuring that significant changes or reductions of service hours provide the most benefit or least possible impact to the public.

However, in the case of minor changes being made in response to operational issues identified by operators or customers, the Board Approval process can result in the agency being less flexible and responsive, prolonging the negative impact of these service issues on customers.

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Planning and Scheduling staff often receive feedback from operators, operations management, and customers about schedule time issues related to route connections, on-time performance, and connecting to popular destinations, including major employers, healthcare, and educational institutions. The cost and staff time associated with the typical public participation and board approval process, while necessary and appropriate for larger changes, becomes arduous when trying to respond to small, less impactful service change requests.

The creation of a Minor Service Change Policy would give staff more flexibility to respond to small, immediate service requests, improving customer experience.

Many other transit operators have adopted Minor Service Change Policies, including Beloit Transit System (WI), Central Contra Costa Transit Authority (CA), Los Angeles County Metropolitan Transportation Authority (CA), The Municipality of Anchorage Public Transportation Department (AK), Sacramento Regional Transit (CA), and Sound Transit (WA). Most of these policies provide for a reduced level of public participation and give staff and/or the CEO authority to execute minor changes without board approval.

After considering current policies and practices at MATA, as well as national best practices, MATA's planning and scheduling staff recommends that the MATA Board of Commissioners adopt a Minor Service Change Policy.

The Minor Service Change Policy being presented to the Board designates two levels of non-major service changes:

1. A Non-Major Service Change which impact two percent or less of MATA's annual fixed-route revenue hours AND is consistent with the Transit Vision or most current transit plan adopted by the Board of Commissioners, is defined as a **Minor Service Change**, and would *not* require Board Approval.
2. A Non-Major Service Change which impacts more than two percent and less than five percent of annual fixed-route revenue hours, OR impacts two percent or less of the annual fixed-route revenue hours but is NOT consistent with recommendations outlined in the most current transit plan adopted by the Board of Commissioners, though not meeting the threshold for a Major Service Change as defined in MATA's Title VI Program, would still require Board approval.

This is to ensure flexibility for very minor changes, and accountability for proposed changes that may have more significant impacts on the public.

The policy also requires that any Minor Service Change not requiring Board Approval be consistent with the Transit Vision (or the most current Board adopted transit plan). The Transit Vision, or any other major transit plan adopted by the Board, most follow a rigorous public input process. Therefore, a Minor Service Change consistent with the recommendations in the

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current transit plan will only include changes consistent with the recommended network, which has already been presented to the public for comment as a part of the transit plan development process.

Additionally, the Minor Service Change Policy suggests that the President/General Manager/ Chief Executive Officer bring Minor Service Changes to the Service Development Committee for review, if the changes are deemed to be impactful due to public perception or Board interest.

The Minor Service Change Policy provides recommendations for providing informational materials and notice to the public. MATA staff may also choose to use additional public outreach techniques as deemed beneficial and appropriate.

The overall impact of adopting a Minor Service Change Policy will provide greater flexibility for staff to be responsive to operations and customer service requests, while still maintaining an appropriate level of oversight for service changes with broader public impact, with the goal of providing better and more cost-efficient service to the customer. The MATA Board has authority to review any Minor Service Change implemented by the President/General Manager/Chief Executive Officer.

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MINUTES OF 3/27/19 ITEM VB

MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS

RESOLUTION NO. 19-11

RESOLUTION AUTHORIZING THE FILING OF AN APPLICATION
WITH THE FEDERAL TRANSIT ADMINISTRATION, AN ADMINISTRATION OF THE UNITED STATES
DEPARTMENT OF TRANSPORTATION, FOR
FEDERAL TRANSPORTATION 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 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 assistance projects, and with the Tennessee Department of Transportation in accordance with the program of projects and budget.
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.

MEMPHIS AREA TRANSIT AUTHORITY

MINUTES OF 3/27/19 ITEM Vb

1370 Levee Road

Memphis, TN 38108

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

Res. No. 19-11

Motion: Made By: Tommy Pacello

SECONDED: Michael Fulton

Present: John Vergos; Shelia Williams; Martin Lipinski; Kristen Bland; Tommy Pacello;
Michael Fulton

NAY: None

Approved: March 26, 2019

Absent: Richard Clark; Janice Holder; Roquita Williams

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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MINUTES OF 3/15/19 ITEM 16

MEMPHIS AREA TRANSIT AUTHORITY
49 U.S.C. § 5339 BUS AND BUS FACILITIES FUNDS
PROGRAM OF PROJECTS AND BUDGET
FISCAL YEAR 2019

<u>PROJECT</u>	<u>FEDERAL SHARE</u>	<u>STATE SHARE</u>	<u>LOCAL SHARE</u>	<u>TOTAL SHARE</u>
1. Up to 30 Revenue Vehicles	\$1,080,000	\$135,000	\$135,000	\$1,350,000
2. Purchase of Office Equipment	80,000	10,000	10,000	100,000
3. Bus Facility Improvements	<u>160,000</u>	<u>20,000</u>	<u>20,000</u>	<u>200,000</u>
Total	\$1,320,000	\$165,000	\$165,000	\$1,650,000

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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MINUTES OF 3/27/19 ITEM VIIa

MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS

RESOLUTION NO. 19-12

**RESOLUTION TO AWARD A CONTRACT TO KIMLEY-HORN ASSOCIATES FOR THE ENGINEERING
AND DESIGN OF THE MEMPHIS INNOVATION CORRIDOR PROJECT**

WHEREAS, The Memphis Area Transit Authority (MATA) operates a public transportation system in the Memphis area; and

WHEREAS, MATA is partnering with the City of Memphis to implement the Memphis Innovation Corridor Project; and

WHEREAS, MATA will execute a Memorandum of Understanding with the City of Memphis to administer the Project; and

WHEREAS, MATA and the City of Memphis solicited qualified professional engineering firms according to the procurement policies of the City of Memphis and MATA; and

WHEREAS, A review committee composed of City of Memphis and MATA Staff reviewed the firms who proposed for the project's design and engineering services and made a recommendation to the City Engineer to select the top ranked firm; and

WHEREAS, MATA and the City of Memphis have the capital funds available for the project's design and engineering.

NOW THEREFORE BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS, that a contract is approved and awarded to Kimley-Horn Associates for the design and engineering of the Memphis Innovation Corridor Project, in an amount not to exceed of \$7,585,718.66.

BE IT FURTHER RESOLVED That the President/General Manager/Chief Executive Officer, Chairman, and/or Vice-Chairmen are authorized to execute the contract.

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIA

Res. No. 19-12

Motion: Made By: Tommy Pacello

SECONDED: Shelia Williams

Present: John Vergos; Shelia Williams; Martin Lipinski; Kristen Bland; Tommy Pacello;
Michael Fulton

NAY: None

Approved: March 26, 2019

Absent: Richard Clark; Janice Holder; Roquita Williams

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIIb

**Memorandum of Understanding between the City of Memphis and the
Memphis Area Transit Authority regarding the
Memphis Innovation Corridor Project**

Whereas, the City of Memphis (the "City") is undertaking the Memphis Innovation Corridor Project (the "Project"); and

Whereas, the Project is funded with a variety of Federal grants, and State of Tennessee, City of Memphis funds; and in addition with potential BUILD funds, and potential IMPROVE Act funds; and

Whereas, Federal Transit Administration (FTA) grant funds will be received and managed by MATA as the designated recipient for FTA grants in the Memphis region; and

Whereas, the Federal funds presently total \$6,372,000, State matching funds amount to \$496,500, and City matching funds amount to \$1,096,500 for a total required funding of \$7,965,000 for the Project Development (PD) phase of the project.

Now, therefore, to document the parties' mutual understanding of how to move forward with the Project, the parties hereby state their understanding as follows:

1. MATA and the City and their consultants and contractors will work closely to insure coordination in all aspects of the Project.
2. The Federal and any BUILD funds will only be used for activities that are eligible under the FTA grant.
3. MATA and/or the City will procure all necessary third-party contracts in accordance with its procurement procedures, FTA and State requirements.
4. MATA and/or the City will be responsible for funding any amounts in excess of \$7,965,000 for the PD phase of the project.
5. The City will have the authority, but not the obligation, to approve all contracts and change orders prior to issuance by MATA but must take action in a timely manner so as not to delay the Project.
6. The City will provide its share of the funds to MATA necessary to pay each invoice within 30 calendar days of receipt of a check request by MATA.
7. MATA and the City will have the authority to charge to the grant, its respective staff time associated with managing the Project.
8. The City of Memphis currently has \$900,000 of funds obligated in the CIP for the project.
9. The City has flexed \$2,400,000 in STBG funds to FTA for this project.
10. MATA and the City agree that they will seek State funds to supplement City funding.

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIIa

So Understood:

CITY OF MEMPHIS

MEMPHIS AREA TRANSIT AUTHORITY

By: _____
Jim Strickland, Mayor

By: _____
Gary Rosenfeld, President/General
Manager/CEO

Its: _____

Its: _____

APPROVED AS TO
FORM AND LEGALITY

APPROVED AS TO
FORM AND LEGALITY

By: _____
Bruce McMullen, Attorney

By: _____
Bruce Smith, Attorney

Its: City Attorney

Its: MATA General Counsel

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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

3/27/19 VITA

MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS

RESOLUTION No. 19-13

**RESOLUTION TO AWARD A CONTRACT TO TYLER TECHNOLOGIES, INC FOR A HOSTED
ENTERPRISE RESOURCE PLANNING & ENTERPRISE ASSET MANAGEMENT (ERP/EAM) SYSTEM**

WHEREAS, The Memphis Area Transit Authority (MATA) is required to maintain and or replace various computer software to ensure efficient and continued operations; and

WHEREAS, MATA's existing computer systems are stand-alone, and an upgraded computer system will help MATA's departments coordinate better with each other; and

WHEREAS, MATA issued a Request for Proposal (RFP) for companies to provide an ERP/EAM system through both an on-premises and hosted process; and

WHEREAS, Four of the six proposals received were deemed responsive; and

WHEREAS, MATA's Evaluation Committee reviewed the proposals based on the Best Value method using the evaluation criteria set forth in the RFP and requested demonstrations from the two vendors in the competitive range; and

WHEREAS, After evaluating the demonstrations and conducting negotiations, the Evaluation Committee recommends that a contract be awarded to Tyler Technologies Inc. for a hosted ERP/EAM system at a cost not to exceed \$4,421,037; and

WHEREAS, Capital and operating funds are available for this procurement.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a contract be awarded to Tyler Technologies Inc. for providing a hosted ERP/EAM system at a cost not to exceed \$4,421,037

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

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIIa

Res. No. 19-13

Motion: Made By: Kristen Bland

SECONDED: Shelia Williams

Present: John Vergos; Shelia Williams; Martin Lipinski; Kristen Bland; Tommy Pacello;
Michael Fulton

NAY: None

Approved: March 26, 2019

Absent: Richard Clark; Janice Holder; Roquita Williams

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIIa



TO: MATA Board of Commissioners

FROM: Gary Rosenfeld, Chief Executive Officer

SUBJECT: RFP 19-06 Enterprise Resource Planning & Enterprise Asset Management (ERP/EAM) System

DATE: March 26, 2019

This memo summarizes the procurement process for an Enterprise Resource Planning & Enterprise Asset Management (ERP/EAM) System to replace MATA's existing computer systems that are currently stand alone. The new ERP/EAM system will implement new technology designed to interface with all departments.

nMomentum is MATA's consultant helping with this project, and they developed the Scope of Work for the Request for Proposals, which was sent to 18 vendors, formally advertised and posted to MATA's website. The Scope of Work requested vendors to provide pricing for both an on-premises and hosted (cloud-based) solution. The DBE goal was set at 6% for this procurement. Six proposals were received; however, only four were deemed responsive. The four vendors were Avail, Tyler Technologies, Inc., DXC, and Denovo Ventures. The proposals from Collaborative Solutions and Quintel-MC, Inc. were deemed non-responsive because they did not meet the DBE goal that was set for this procurement. MATA's Evaluation Committee evaluated proposals using the Best Value method based on the criteria set forth in the procurement as follows: (1) Technical/Functional Requirements, (2) Cost and Price, (3) Qualification/Executive Summary, Experience, Satisfaction of Previous and Current Clients and Technical Competence, (4) Staffing and Project Organization, (5) Financial Stability of the Proposer, (6) Project Management Plan and (7) Required Information Submittals.

Two of the four responsive vendors were requested to provide demonstrations for their respective ERP/EAM system. The Evaluation Committee completed their evaluations based on the demonstrations and a site visit which resulted in MATA only requesting a Best and Final Offer (BAFO) from Tyler Technologies, Inc. for an ERP/EAM system under the hosted solution only.

MEMPHIS AREA TRANSIT AUTHORITY

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Memphis, TN 38108

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MINUTES OF 3/27/19 ITEM VIIa

MATA accepted the BAFO for an ERP/EAM system based on a hosted solution from Tyler Technologies, Inc. at the cost not to exceed \$4,421,037.

The Evaluation Committee recommends that a contract be awarded to Tyler Technologies, Inc. for a ERP/EAM system based on a hosted solution at the amount stated above.

This project will be completed within 18 months from Notice to Proceed.

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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

MINUTES OF 3/27 ITEM VIII

MEMPHIS AREA TRANSIT AUTHORITY
BOARD OF COMMISSIONERS

RESOLUTION NO. 19-14

RESOLUTION TO AWARD A CONTRACT TO A & B CONSTRUCTION COMPANY INC, FOR SECTION 5310 - CITY OF MEMPHIS OVERTON PARK SIDEWALK IMPROVEMENT PROJECT

WHEREAS, The Memphis Area Transit Authority (MATA) is a public agency responsible for providing public transportation services within the City of Memphis and surrounding communities and is the designated recipient of Section 5310 funds for seniors and individuals with disabilities; and

WHEREAS, This procurement is the result of an Invitation for Bids issued by MATA soliciting projects to be funded under Section 5310 program as approved by the MATA Board of Commissioners in Resolution No. 17-08; and

WHEREAS, Bids were solicited from vendors for Construction Services for the City of Memphis Overton Park Sidewalk Improvement Project in accordance with MATA's Procurement Policies including formal advertisement; and

WHEREAS, Four responsive bids were received and evaluated by MATA's staff; and

WHEREAS, MATA's staff recommends that a contract be awarded to A & B Construction Company Inc., who submitted the lowest responsive bid, in an amount of \$176,246.16; and

WHEREAS, MATA has Federal, State and Local capital funds for this project.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a contract be awarded to A & B Construction Company Inc., for the City of Memphis Overton Park Sidewalk Improvement Project in the amount of \$176,246.16 and a time of completion of 45 days from Notice to Proceed.

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

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road

Memphis, TN 38108

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

MINUTES OF 3/27/19 ITEM VIIb

Res. No. 19-14

Motion: Made By: Michael Fulton

SECONDED: Kristen Bland

Present: John Vergos; Shelia Williams; Martin Lipinski; Kristen Bland; Tommy Pacello;
Michael Fulton

NAY: None

Approved: March 26, 2019

Absent: Richard Clark; Janice Holder; Roquita Williams

MEMPHIS AREA TRANSIT AUTHORITY

1370 Levee Road
Memphis, TN 38108

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

MINUTES OF 3/29/19 ITEM VIIb



TO: MATA Board of Commissioners
FROM: Gary Rosenfeld, Chief Executive Officer
SUBJECT: Section 5310 - City of Memphis Overton Park Sidewalk Improvement Project
DATE: March 14, 2019

This memo provides a summary of the MATA procurement for the City of Memphis Overton Park Sidewalk Improvement Project. The purpose, funding and bid results are described below.

MATA solicited projects under the Section 5310 program in late 2016. This program includes funding for projects to improve transit service for seniors and individuals with disabilities. The City of Memphis submitted a project to fund the installation of a sidewalk and curb ramps along Poplar Avenue at Overton Park. This project is eligible under the Section 5310 program, and after MATA's Evaluation Committee recommended it for approval, the Board subsequently approved the project in Resolution No. 17-08 with a budget of \$80,000 for construction. MATA's general engineering consultant designed the sidewalk. During the design process the project's scope had to be revised to include changes associated with the park entrance at Kenilworth Avenue.

This procurement was formally advertised and procured through a formal Invitation for Bid. Four responsive bids were received as follows:

A & B Construction	\$176,246.16
Barnes & Brower, Inc.	\$193,512.14
GCM, Inc.	\$215,521.00
Wagner General Contractors, Inc.	\$206,185.19

A & B Construction Company, Inc. submitted the lowest bid price of \$176,246.16. Their company is a DBE, and since they will be performing all the work, their DBE participation will be 100% which exceeds MATA's DBE goal of 15% for this project. MATA has worked with A & B on several projects and their work has always determined acceptable. They have indicated that they can meet the period of performance of 45 days after Notice to Proceed.

MATA's Staff recommends that a contract be awarded to A & B Construction Company, Inc. for the City of Memphis Overton Park Sidewalk Improvement Project in an amount of \$176,246.16. Since this amount exceeds the original budget of \$80,000 MATA will be submitting a grant amendment for the extra costs. Fiscal year 18 and fiscal year 19 Section 5310 funds are currently available to cover these extra expenses.