



## 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.

Ronald L. Garrison  
Chief Executive Officer

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### Board of Commissioners

Chairman – Sean Healy

Vice Chairman – Andre Gibson

Commissioners

Chooch Pickard

John C. Vergos

Martin Lipinski

Roquita Coleman-Williams

Shelia Williams

Kristen Bland

Lauren Taylor

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Board of Commissioners Meeting  
Tuesday, March 29, 2016 - 3:30 p.m.  
1370 Levee Road  
Memphis, TN 38108

- |      |   |                |
|------|---|----------------|
| I.   | CALL TO ORDER   | Andre Gibson   |
| II.  | BOARD ROLL CALL & OBSERVATIONS  | Linda Eskridge |
| III. | APPROVE February BOARD MINUTES  |                |
| IV.  | ACTION ITEMS:   | Andre Gibson   |
| A.   | <u>FINANCE COMMITTEE</u>  |                |
| 1.   | Resolution to Approve Contract for On-Call Engineering Services to Smith Seckman Reid, Inc. – Res. No. 16-08      | Ron Garrison   |
| 2.   | Resolution to Award Insurance Brokerage Services to Arthur J. Gallagher Risk Management Services – Res. No. 16-09 | Ron Garrison   |
| 3.   | Resolution to Award a Contract to GMI LLC for Fabrication and Repair of Trolley Parts – Res. No. 16-10            | Ron Garrison   |

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**B. SERVICE COMMITTEE**

1. Resolution to Revise Key Performance Indicators 3-1 – Res. No. 16-11 Ron Garrison
2. Resolution to Approve May 2016 Service Changes – Res. No. 16-12 Ron Garrison

**V. PRESENTATION**

- HDR, Inc.

**VI. FINANCIAL REPORT** Gilbert Noble

**VII. SPEAKERS** Andre Gibson  
(Please fill out a Speaker's card)

**VIII. OLD/NEW BUSINESS** Andre Gibson  
• CEO Update (as time permits)

**MINUTES OF BOARD MEETING  
MEMPHIS AREA TRANSIT AUTHORITY  
February 23, 2016**

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**CALL TO ORDER:** A regular meeting of the MATA Board of Commissioners was called to order by Vice Chairman Andre Gibson at 3:30 p.m. on Tuesday February 23, 2016 at the Benjamin Hooks Library, 3030 Poplar Avenue.

**BOARD ROLL CALL:**

**Present:** Vice Chairman Andre Gibson  
Commissioners: Charles Pickard; Martin Lipinski; Kristen Bland; Shelia Williams; Roquita Williams; Lauren Taylor

**Absent:** Chairman Sean Healy, John Vergos

**Quorum:** Yes

**Staff:** Alison Burton, Director Marketing/Customer Relations; Linda Eskridge, Executive Asst.; Ron Garrison, Chief Executive Officer; Wendell Hussey, Sr. Systems Adm.; John Lancaster, Interim Chief Administrative Officer; Maury Miles, Director of Grants & Procurement; Gilbert Noble, Chief Financial Officer; Alvin Pearson, Chief Operations Officer; Susan Schubert, Director of Human Resources

**Guests:** MCIL/STAC Attendees:

Memphis Bus Riders Union: Cynthia Bailey; Justin Davis; Bennett Foster; Sammie Hunter; Betty Robinson; James Robinson

Others: Kwasi Agyakwa, MPO; Betty Anderson, Memphis Advisory Council/Citizens with Disabilities; Janice Banks, Small Planet Works; Tralicia Banks, Banks Transportation Service; Suzanne Carlson, Innovative Memphis; Steve Carroll, HDR; Lyndia Crawford; City of Memphis Law Division; Andrew Gafford, Office of City Council; Taiwo Jaiyeoba, HDR; Dennis Lynch, BS MechEng MIT, MS CivEng MIT; Julia Marshall, Citizens for Better Services; Carlos McCloud, TDOT; Nicholas Oyler, MPO; Eric Rouse, HDR; John Paul Schaffer, Livable Memphis

Alison Burton, Director of Marketing and Customer Relations, welcomed all guests to MATA's Board Meeting. Ms. Burton also made the usual Board Meeting observations, as well as encouraged everyone to visit the MATA website for updates on any Board Meeting changes.

**APPROVAL OF MINUTES:** Mr. Lipinski moved for approval of the February 2016 Board Minutes. Ms. Bland seconded the motion. The minutes were unanimously approved.

## **CEO's REPORT**

### **Mr. Ronald Garrison**

Mr. Garrison began his report with a Power Point Presentation first updating the Board on January Action Items.

#### **CURRENT UPDATES:**

Mr. Garrison gave the Board an abbreviated version of his CEO report. He discussed the presentation that what was sent out to the Board as well as discussed at the City Council Executive Session. He received good feedback from both the Memphis City Council and the MATA Board. The presentations showed a little bit about where MATA was, where MATA is, and where MATA is hopefully going in the future. MATA has eight facilities and leases about 75 acres. MATA have 4,000 sq. ft. of interior space; 36 trolley stations, 324 bus shelters; a little over 5,200 bus stops, and three customer transit centers. In addition to that we have 162 fixed buses, 17 trolleys, 82 MataPlus vehicles, and 45 service vehicles with a total of 306 vehicles. Ridership was a little over \$8MM last year, which is down considerably. In the year that Mr. Garrison has been with MATA, in order to assess where we are, staff did a SWOT analysis, met several times and then held a Board Retreat. The Board identified the threats based on the presentation and information given to them, which was how we came up with the Three Guiding Principles that we are still dealing with today. The three guiding principles are: 1) commit to achieve the eight priorities or eight threats that MATA is dealing with; 2) Work to make what we do fiscally feasible; 3) Improve in reaching excellence together.

#### **Progress Updates on 7 Priorities**

**Cultural Transformation** - MATA received a grant for \$160,000, which was used for training and assessments of management staff and customer service training for all staff. **Staffing** - Numerous staff positions were filled after people retired or left. **Maintenance** - Has been a threat. **IT**- For all of our computers systems, and data integrity, and also ITS for automatic vehicle locations, stop announcements, and a number of other things. **MATApplus** - Severe threat in this area and is still working on this. The other three include **Facilities**, **Trolley Service**, and **Funding**.

Mr. Garrison showed a comparison from 2005-2018 on where we are and where MATA is going. The comparison showed some of the reasons that we have the threats that we have because of where we are fiscally. The 5307 funds are the funds used for capital. These are the funds used to purchase buses, maintain our facilities and purchase shelters. Instead of using these funds to purchase buses, MATA used 96 ½% up until last year to maintain service on the street. That has to be reversed or we will not be able to buy buses. This is a severe threat for us.

Over the last year MATA has received a total of almost \$12MM in new funding. We have not received the funding yet, but the line share for the funds is for new routes to get people to and from work. The funding will only last for three years, and would need additional operating funds to keep that service in place.

MATA has 43 inoperable vehicles on our lot, which means that we would have to pay the federal government \$2.3MM to retire those vehicles and we do not have \$2.3MM to pay the federal government. Mr. Garrison explained the strategy that MATA has to address this. The trolley buses will go back into the fleet as we get the trolleys back into service.

Mr. Garrison hopes to implement the rest of the Short Range Transit Plan this year. A large portion of it is being implemented with the May service change.

MATA will have a new Interim Trolley Director, Terry MaCahey, who will begin with MATA on March 2, 2016. Also James Spore, Certified Project Manager and Engineer, will be working with the trolley division starting on March 1, 2016. Gary Rosenfeld will be our new Chief Administrative Officer and should be starting around the 3<sup>rd</sup> week of March.

A copy of the adopted performance measures were passed out to the Board and discussed by Mr. Garrison. He also stated there would be some changes to the performance measures and staff would be coming back to the Board possibly in the form of a resolution regarding the changes.

## ACTION ITEMS:

### A. FINANCE COMMITTEE

#### 1. Resolution to approve Two Optional Years of the On-Call Contract with Shelby Electric Company for Rail System and Facility Electrical Service – Res. No. 16-06

**Discussion:** Maury Miles, Director of Grants and Procurement, presented this resolution to the MATA Board. He stated that a few years ago the MATA Board approved an on-call contract with Shelby Electric to do the various electrical work needed for the trolley system. The Board awarded a three-year contract but there was also an additional two-year option included. Staff is asking the Board to authorize the two-year option for that contract because MATA has been satisfied with their work. *Lauren Taylor moved that Res. No. 16-06 be moved to the floor for discussion. Mr. Pickard seconded.* Mr. Pickard asked if the hourly rate is the same. Mr. Gibson asked about the scope of work and if we are sitting on tasks now. He also asked about the working relationship and if we are satisfied with where the rates are. Mr. Miles answered all the questions to the Board's satisfaction. Resolution No. 16-06 was unanimously approved.

#### 2. Resolution to Amend the Nelson\Nygaard Contract to Update the Short Range Transit Plan – Res. No. 16-07

**Discussion:** John Lancaster, Interim CAO presented this resolution to the MATA Board. MATA has had a contract with Nelson\Nygaard since 2010. They produced the Short Range Transit Plan (SRTP) and MATA periodically had them to update it as well. With MATA's current budget that MATA is looking forward to receiving next service year, and with the service changes that we want to implement this fall, which essentially is implementing the SRTP, we

would like to execute a change order with them for \$29,000 to re-examine our productivity standards, how services can be redeveloped downtown due to the Central Station Redevelopment, and the St. Jude expansion, etc. *Mr. Pickard moved that Res. No. 16-07 be moved to the floor for discussion. Ms. Taylor seconded the motion.* Ms. Taylor asked if this is an update to the existing plan. Mr. Lancaster stated that this is an update to the existing plan. Mr. Gibson stated that his understanding is that the SRTP was intended to be revenue neutral, so if we move forward with this, will we be assuming a new level of revenues. Mr. Lancaster stated that we might do two scenarios with them, one on cost neutral and one on what we hope we might receive. Mr. Garrison stated that if this is done it will be much easier for staff when additional funding becomes available for us to increase the frequency to provide better service. Mr. Lancaster mentioned the St. Jude space that is on the horizon; however we do not know at this time how it would affect us, but we want to be prepared for. Mr. Garrison mentioned some ways we can provide different or additional services and how that would be funded. Mr. Lancaster stated we are also looking at ways to tie St. Jude with the other Medical center, maybe another route circulator between the two; however, there have been no discussion with St. Jude yet. Ms. Taylor asked if the revisions for adoption would be brought back to the Board and will there be any public input. Mr. Lancaster stated that any revisions would be brought back to the Board. However, regarding the public input, we haven't put a lot of scope in that right now we are not looking at any large changes, just some special areas. However, Mr. Lancaster stated that we could accommodate that as well. Mr. Gibson asked if approved today, what would be a timeline. Mr. Lancaster stated that we could execute a change order this week, and possibly have them on Board by the first of March. Mr. Lancaster stated the plans are to have them implemented by the fall. Resolution No. 16-07 was unanimously approved.

## **B. SERVICE AND DEVELOPMENT**

### **PRESENTATIONS**

#### **Midtown Alternative Analysis Preliminary Financial Review**

Taiwo Jaiyeoba and Eric Rouse with HDR gave a presentation on preliminary financial strategies for implementing projects from the Midtown Alternative Analysis Study. The presentation explained the FTA process for advancing projects through engineering and construction phases and how transit projects are funded. A copy of the presentation is available is requested. There were several questions from the Board.

Question:

**Mr. Pickard** – Are the next steps within our contract? He also mentioned there would be a couple of projects recommended, and asked if HDR going to “hold MATA’s hand” in get the funding through for all of that and is that part of the contract? **Mr. Jaiyeoba** stated no, this is not part of HDR contract. In order for us to go to the next step, MATA would have to apply to the FTA to enter into project development. If MATA receives funding from FTA they can advance the process.

**Mr. Lipinski** – His concern was how can we get money like this, when the earlier presentation stated that we are really up against it to get funding for a bare bone system, non-federal sources. Also we do not have a big history in the town of attracting choice riders. How are we going to get even close to enough riders to make this economically viable? **Mr. Garrison** stated those are great questions that require a much longer discussion.

This could be part of MATA's entire financial picture. If everything worked out perfectly, this type of program could provide additional resources for MATA. But as you identified earlier, there are other things that have to be done first.

**Mr. Pickard** – stated his concern on how we will get choice riders on the #2, and how it would be marketed. He stated that he hasn't seen anything realistic on how we can sell MATA on this idea on anything except for what it is now, which is seen by the majority of the public as a second class citizens. General consensus is so in the opposite direction of any of this. He has not seen anything in this analysis that looks at what makes any of this realistic.

**Mr. Gibson** – When we talk about alternative analysis, are we speaking about non-fixed route solution? **Mr. Jaiyeoba** stated it is corridors and modes. **Mr. Lancaster** stated the key point is this a Federal process.

**Ms. Taylor** – Given the timing of this, is it feasible with what Nelson\Nygaard is doing and will they take this into consideration as far as what they are doing. The answer to this question is yes.

**Mr. Lipinski** – stated he is a researcher and would like to see the decision made on factual data. Looking at other cities that converted to BRT or something else, he would like to know what that corridor was like before the BRT, what was the ridership, frequency of service; choice ridership vs. captive ridership to see what happened after BRT. **Mr. Jaiyeoba** gave a brief explanation to this question.

## FINANCIAL REPORT

January, 2016

Gilbert Noble, CFO

Mr. Noble stated that we have been asked about our operating expenses over the last few years and how it compared to the budget. Mr. Noble included the last three fiscal year Budget comparisons – for FY2015, FY2014 and FY2013 – for discussion. Mr. Noble first discussed the year to date FY16 budget. Revenues are for the seven months period over by less than \$1MM primarily due to timing. Expenses are on budget for the seven-month period of time. Passenger fares had been running in the \$700,000 per month area, but turned down in January in line with lower ridership in January. MATA had a bad month which was also below the previous year, and which was also below the year before that.

Cash Status: Cash-wise we are about at the same place at the end of January this year as we were the preceding year, but our upcoming problem is the same as it was the preceding year. What we are looking for in the second half of the year is for our federal grants to start flowing in. The grants have been apportioned and it takes several weeks for FTA to set up to disburse the funds. MATA could potentially be in a cash crunch if there's a delay in disbursing these grant funds.



MATA has no cash reserve and around March or April we come close to running out of dollars. MATA met with Memphis City Council for the 4<sup>th</sup> consecutive year to ask request authorization for bridge funding - City Administration agreed and City Council approved it. We will determine where we are, around the middle of March and if those funds are not on the immediate horizon, then MATA would have to draw down on the funds from the City. A similar situation last year resulted in a drawdown of bridge funding.

Mr. Noble reported on the FY15 comparison, which is the 12 months that ended June 30, 2015. Revenues were \$53,269.0k compared to a budget of \$52,953.8k so we were favorable by \$300,000. Operating expenses were \$56,894k compared to a budget of \$58,734.9k, a combination of those two numbers were a deficit of \$(3,625.2)k. As you know we have been running at a deficit for several years, since we started having to book OPEB every year, but we did not cut cost enough to actually start funding it. The objective from the OPEB is to gradually accumulate that total liability on our Balance Sheet, so we are increasing the liability in our P&L to about \$6MM a year.

Mr. Noble talked about the corresponding FY15 audit financials, which we submit to FTA, and shows a deficit of \$(8,461.9)k. The deficit includes the depreciation expense, which we normally don't talk about in our operating profit, and it also includes all of the grants that MATA received for capital expenditures. Capital grants not discussed along with operating revenue because there is not corresponding operating expense. Mr. Noble also explained the one audit adjustment had to do with a revised pension accounting standard which was implemented by MATA and by the City. Mr. Noble also included the previous two years FY2014 was a deficit amount of \$(5,903.5)k and FY2013 was a deficit amount of \$(3,771.6)k - both of which were discussed in past Board Meetings. Mr. Gibson asked is additional revenue the only answer to getting MATA out of the perpetual deficits. Mr. Garrison answered yes. Reducing deficits by reducing transit service leads to further reductions in formula grant revenues. Mr. Garrison also gave an example of his answer. There were no further questions.

## **SPEAKERS**

**Mr. Bennett Foster, MBRU** - Mr. Foster wanted to make the Board aware of their stance and perspective on privatization. This is also backed up by the Amalgamated Transit Union, of which MBRU have been working with their international location, which represents all drivers in North America and Canada mostly to put together some of the problems that they have. This is by no mean reflective of Mr. Garrison's leadership, but is regarding a question they feel Garrison was cornered about.



Mr. Bennett wants everyone to know how they feel about it and could probably educate staff and Board on the issues they find with privatization. This is something that is happening across the country and seems as if it is happening everywhere. The issue mainly is within the past few decades public transit has been defunded by the federal government, and is a man-made crisis that happens. Generally what happens is you lose money and you're not able to provide accurate service and the employees are not able to provide adequate service with the funding that is provided. Therefore the fingers get pointed at the drivers because they can only do what they can do with a system that is constantly shrinking. A private company can come in and say they can provide these services cheaper and we will lower fares. After about a year these companies will either shut down the routes that are not profitable or begin to increase fares because they come in with new vehicles and low maintenance cost, those costs start to go up. Mr. Bennett passed out a sheet prepared by MBRU with more information on privatization, as well as MATA's future and what does it mean for the riders.

**Mr. Sammie Hunter, MBRU** – One of Mr. Hunter's concerns was new bus routes, and get back and forth to work for riders is an everyday struggle. The route cuts are hurting the poor people. Mr. Hunter alluded to the fact that the State funds MATA at 10%, but Nashville gets much more funding. He stated that MBRU will be looking more into that as well. Mr. Hunter stated that MATA need to make good decisions. He commended Mr. Garrison for going out and making the necessary people aware of the fact that MATA needs more money. He stated that they have met with the Mayor and are constantly meeting with people letting them know that we need money. We are fighting for this system, and we need transportation. It is at an all-time low now and MATA needs to make good decisions and take pride in what you are doing and what is going on. Riders depend on this bus service. Vice Chairman Gibson stated that we appreciate the MBRU's continued support, especially as we go before the city for funding. Mr. Gibson stated that MATA and the Board do not meet monthly to cut service for fun; we only do so if we have to, and the funding process is the most important piece of that. Mr. Gibson stated that MATA and the Board appreciate MBRU standing beside MATA on that.

**Mr. Dennis Lynch – Sierra Club** – Mr. Lynch thanked the Board for the opportunity to speak. He stated that he is a long-time transportation professional, and have worked in the regional transportation area planning area in Boston before coming to Memphis to work for Federal Express. Mr. Lynch stated that he has not attended any MATA Board meeting, but have attended other MATA related meetings. Two things he would like to focus on are money and social justice. The Sierra Club is going to continue to try to influence City Council to help with funding for MATA and for transit. He stated that the Sierra Club is behind MATA very much in that regard.

Mr. Lynch is also a part of the Mayor's Advisory Council for Citizens with Disabilities, and the Transportation Advisory Committee, and participates in other discussion there.

He stated that his wife is a physical therapist and he is aware of how difficult it is to get around when you are disabled. Mr. Lynch mentioned that MATA only has one vote on the MPO of 29, and that most of the votes are in the suburbs. Mr. Lynch encouraged Mr. Garrison to attend the MPO meetings as often as he can; however, MATA does have representation at the meetings. He also encouraged MATA to dedicate their time and phone calls to City Council and Mayor Strickland. He stated that Memphis only has 57% of the votes and it takes 67% to pass, and that has to change.

**Ms. Julia Marshall, Citizens for Better Services** – Ms. Marshall talked about two main issue she is experiencing as she rides both fixed route and MATApplus. One is the transfers. When riding the fixed route, she requested they give the riders more respect. When the pitch comes over the radio, what is said at the end of the pitch is "step off the bus" she stated that is insulting to her. Also when riding MATApplus, when making reservations, operations limitations should be explained specifically at the time you make your reservation, and riders should not be left behind, told something wrong, and all of a sudden you are opted out because the reservationist did not tell the customer of the three-day limitation. Ms. Marshall stated that we need to work together, promote and support our Memphis Area Transit Authority.

**Cynthia Bailey, MBRU** – Ms. Bailey thanked staff for taking care of the MBRU request regarding announcements becoming a priority on the buses. She thanked Mr. Garrison for acknowledging and going after more money for MATA as well. The other concern was there are not enough shelters and people are standing out in the elements, as well as not having seating while waiting for their transportation. This is an unfair situation and we are asking MATA to make this a priority to the riders. She asked that MATA would look into this matter.

## **OLD/NEW BUSINESS**

Mr. Pickard asked for an update on Bass Pro or an updated on the Riverfront Trolley since they met with staff last month. He stated that he feels his concerns are being ignored. Mr. Garrison reassured Mr. Pickard that his concerns are not being ignored as he, as well as staff has been out with Mr. Pickard to check on this concern. Staff has also met with Bass Pro. After much communication on Mr. Pickard's concerns, Vice Chairman Gibson asked if there are any objections with Mr. Pickard pursuing this on his own. Mr. Garrison stated there are no objections. Mr. Pickard will report his findings at the next Board Meeting. Mr. Pickard also mentioned that the he was told the boxes near the trolley signage had been moved as he requested.

He stated that maps and the information are not accessible to the customers because of these boxes. Mr. Pearson agreed to go out with Mr. Pickard the next day to get this rectified.

The other concern Mr. Pickard stated is the agreement made on the purchase of the pantograph for Trolley 799. It was stated that they should be received within six weeks, but that whole process has been put on hold. Mr. Pickard feels that our trolley did not meet the RFP that was put out, but MATA accepted it anyway and paid \$1MM for it, and are using more of our existing trucks to put underneath the trolley. First, Mr. Pearson, explained why this was process put on hold. Mr. Pearson also stated there would be a rebate on the trucks. Mr. Garrison stated this is a longer conversation, and points well taken. Mr. Garrison explained the process that the specification went through and everyone that reviewed it. Mr. Pickard was dissatisfied with some the answers to some of his concerns, Mr. Gibson asked Mr. Pickard would he be willing to put his inquiries, as well as have the response in writing and forwarding a copy to the Board as well. Mr. Pickard agreed.

Mr. Gibson mentioned that Clear Channel has been sold to Lamar Transit, LLC, and asked how this would affect MATA's bus advertising. Mr. Garrison stated that we believe this would help MATA have better maintained shelters, which is one of the things we are working towards. Mr. Garrison also wanted to share with the Board where we are right now and that MATA is positioned to work with the City and if we can get a little bit of incremental funding for this year, and build communication with a long-term financial strategy for the other funding sources, he believe that we could rebuild MATA, and with the SRTP adding in additional frequency so that we can have better service for all of our customers. He feels that we are poised for some really great things happening at MATA and he is very excited about it. Mr. Garrison also stated that though he has not shared this, but with any additional funding that we have, he would like to recommend increasing the percentage of bus shelters that we have right now in relations to bus stops. Right now it is about 7 1/2%, but would like to be close to 15%.

Mr. Gibson asked everyone to turn in their survey cards before leaving the meeting. The next Board Meeting is slated for March 22, 2016 at 3:30 p.m. at Ben Hooks Library. Ms. Taylor moved that the meeting be adjourned. Mr. Lipinski seconded the motion and the meeting was adjourned.

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Mr. Andre Gibson  
Vice Chairman of the Board

**BOARD OF COMMISSIONERS  
MEMPHIS AREA TRANSIT AUTHORITY**

**RESOLUTION NO. 16-08**

**RESOLUTION TO APPROVE CONTRACT FOR ON-CALL GENERAL ENGINEERING  
AND PROGRAM MANAGEMENT SERVICES TO SMITH SECKMAN REID, INC.**

**WHEREAS, The Memphis Area Transit Authority (MATA) has plans for multiple capital improvement projects over the next three-year period; and**

**WHEREAS, MATA has need for certain engineering, architectural, program management and related services to accomplish these projects; and**

**WHEREAS, It is in the best interest of MATA to establish a task-by-task order based contract for use of such services as may be required; and**

**WHEREAS, MATA has advertised and solicited proposals for On-Call Engineering and Services in accordance with established qualification-based selection procedures; and**

**WHEREAS, Five proposals were received and evaluated by the Evaluation Committee; and**

**WHEREAS, Smith Seckman Reid, Inc. (SSR) was determined to be the best qualified firm; and**

**WHEREAS, SSR submitted the unit costs shown in Attachment 1 as their Best and Final Offer; and**

**WHEREAS, Staff recommends that a contract be awarded to SSR for On-Call Engineering Services for a period of three years at the rates listed in Attachment 1; and**

**WHEREAS, Funding for this contract will be provided by federal, state, city and other local capital planning and operating grants.**

**NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a contract be awarded for On-Call General Engineering and Program Management Services to Smith Seckman Reid, Inc. for a period of three years effective April 1, 2016 at the rates listed in Attachment 1.**

**BE IT FURTHER RESOLVED That staff be authorized to execute task orders for up to a total of \$500,000.**

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

\* \* \* \* \*

**Motion Made By:** John Vergos      **SECONDED:** Martin Lipinski

**YEA:** Charles Pickard; Martin Lipinski; John Vergos; Shelia Williams; Andre Gibson

**NAY:** None

**Approved:** March 29, 2016

**Absent at Time:** Roquita Williams; Lauren Taylor; Sean Healy; Kristen Bland

UNIT COST SUMMARY			
GENERAL ENGINEERING AND PROGRAM MANAGEMENT SERVICES			
HOURLY RATES			
CLASSIFICATION	YEAR 1 4/1/16 – 3/31/17	YEAR 2 4/1/17 – 3/31/18	YEAR 3 4/1/18 – 3/31/19
Principal/Program Manager	\$60.60	\$61.81	\$63.05
Senior Project Engineer/Construction Manager	\$58.62	\$59.79	\$60.99
Senior Planner	\$49.19	\$50.18	\$51.18
Project Engineer	\$56.37	\$57.49	\$58.64
Transportation Specialist	\$67.91	\$69.27	\$70.66
Senior Project Architect	\$58.62	\$59.79	\$60.99
Senior Architect/Engineer	\$56.79	\$57.93	\$59.09
Staff Architect/Engineer/Planner	\$40.22	\$41.02	\$41.84
Electrical Engineer	\$50.80	\$51.81	\$52.85
Mechanical Engineer	\$50.52	\$51.53	\$52.56
Engineering Intern (0-2) yrs. exp.	\$34.02	\$34.70	\$35.39
Inspector	\$28.97	\$29.55	\$30.14
Technician	\$29.02	\$29.60	\$30.19
Senior Environmental Specialist	\$44.81	\$45.70	\$46.62
Quality Control/Quality Assurance	\$58.62	\$59.79	\$60.99
Field Technician	\$25.84	\$26.35	\$26.88
Secretary/Administrative Assistant	\$24.68	\$25.18	\$25.68
Survey Crew (3 - Men)	\$75.00	\$76.50	\$78.03
Overhead	182.71%	182.71%	182.71%
Profit	10%	10%	10%
Administrative Mark-up on Subcontractors	5%	5%	5%
Telephone, Printing (other than Bid Documents), Local Travel,	4%	4%	4%

Reproduction, Allocated cost based on salary plus overhead			
Retainage when required on specific task orders	8%	8%	8%





**TO: MATA Board of Commissioners**

**FROM: Ronald L. Garrison, Chief Executive Officer**

**SUBJECT: ON-CALL ENGINEERING SERVICES**  
**RFP #16-05**

**DATE: MARCH 29, 2016**

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This memo summarizes the procurement and evaluation process for on-call engineering services for three years. This contract provides for a contractor to be available as needed by MATA to perform services without having to go through a separate procurement process each time a need arises. Individual task orders are issued for specific work that is needed by MATA. This contract is for a three-year period with a compensation limit of \$500,000.

The Evaluation Committee consisted of five MATA staff members. The following technical criteria were established:

- a. Experience and technical competence of proposed personnel (40%)
- b. Qualifications and experience of the firms/team (20%)
- c. Representation of DBE firms on project team (20%)
- d. Past record of performance (20%)

Per FTA regulations, the Brooks method was used to determine the recommendation. With the Brooks method, technical qualifications were evaluated by the Committee who scored the proposals based upon the criteria listed above. Hourly rates for various job classifications were then requested from the top-ranked firm. These rates are used as the primary measure of cost, since the exact services are not known at this time.

MATA did not establish a goal for Disadvantaged Business Enterprise (DBE) participation since no specific task orders have been determined. A DBE goal will be established individually for each task order.

Five proposals were received. The Evaluation Committee reviewed and rated each proposal on each technical criterion as shown below:

EVALUATION CRITERIA	EXPERIENCE & TECHNICAL COMPETENCE OF PROPOSED PERSONNEL (40%)	QUALIFICATIONS & EXPERIENCE OF THE FIRMS/ TEAMS (20%)	REPRESENTATION OF DBE FIRMS ON PROJECT TEAM (20%)	PAST RECORD OF PERFORMANCE (20%)	TOTAL (100%)
Maximum Possible Points	200	100	100	100	500
Allen & Hoshall	199	95	100	100	494
Fisher Arnold	186	86	98	89	459
O. T. Marshall Architects	188	88	100	98	473
Self + Tucker Architects	183	91	99	95	468
Smith, Seckman Reid, Inc.	200	100	100	100	500

After scoring on technical criteria, Smith Seckman Reid, Inc. (SSR) was determined to be the top ranked proposer. A price proposal was then requested from SSR for their hourly rates. After review of the price proposal, the Committee recommended the contract be awarded to SSR.

**MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS**

**RESOLUTION NO. 16-09**

**RESOLUTION TO AWARD INSURANCE BROKERAGE SERVICES TO ARTHUR J.  
GALLAGHER RISK MANAGEMENT SERVICES**

**WHEREAS, The Memphis Area Transit Authority (MATA) maintains a self-funded risk management program; and**

**WHEREAS, Insurance coverage in the following areas:**

- Crime & Fiduciary
- Cyber
- D&O Employment Practices
- Defined Perils – Revenue Vehicle Fleet
- Excess General Liability Insurance
- Excess Workers Compensation
- Hazard
- Physical Damage – Service Vehicle
- Property
- Terrorism Stand Alone
- Underground Storage Tank

**is a part of that program and is collectively referred to as the Corporate Insurance Coverage; and**

**WHEREAS, Staff solicited proposals from insurance brokerage firms for providing the services listed in Exhibit A; and**

**WHEREAS, Two proposals were received in response to MATA's solicitation and were evaluated by MATA's staff; and**

**WHEREAS, Arthur J. Gallagher Risk Management Service, Inc. was the top-ranked firm by the Evaluation Committee; and**

**WHEREAS, Staff recommends that a five-year contract be awarded to Arthur J. Gallagher Risk Management Services, Inc. at a cost of \$58,500 for Year 1, \$60,000 for Year 2, \$62,500 for Year 3, \$65,000 for Year 4, and \$67,500 for Year 5 for a five-year total of \$313,500.00 .**

**NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS that a five-year contract for insurance brokerage services be awarded to Arthur J. Gallagher Risk Management Services, Inc. at a cost of \$58,500 for Year 1, \$60,000 for Year 2, \$62,500 for Year 3, \$65,000 for Year 4, and \$67,500 for Year 5 for a total of \$313,500.00.**

**BE IT FURTHER RESOLVED, That the Chief Executive Officer, Chief Administrative Officer, Chairman or Vice Chairman is authorized to execute any and all documents necessary to process this contract(s).**

\*\*\*\*\*

**Motion Made By: John Vergos      SECONDED: Charles Pickard**

**YEA: Charles Pickard; Martin Lipinski; John Vergos; Shelia Williams; Andre Gibson**

**NAY: None**

**Approved: March 29, 2016**

**Absent at Time: Roquita Williams; Lauren Taylor; Sean Healy; Kristen Bland**

**EXHIBIT A**

**A. Designing, Marketing and Implementing**

- 1. Design, market and implement the broadest coverages at the most reasonable cost for exposures of MATA.**
- 2. Present specifications to the marketplace, request quotations for specified programs, respond to the underwriter's questions, and provide additional data if requested.**
- 3. Receive and analyze the underwriter's quotations, determine whether they meet the specifications and whether the price is reasonable, negotiate changes and refinements.**
- 4. Place, cancel and otherwise handle, for the benefit of MATA, all placements, binders, policies and endorsements as requested by MATA in a timetable which would avoid lapse in coverage.**
- 5. Present recommendations to MATA on placement of policies not less than 30 days prior to the expiration of the policies. Include a detailed written report documenting outreach efforts and responses from underwriters.**
- 6. Review policies upon receipt to verify conformance to the specification and negotiations, and request and monitor required changes.**
- 7. Coordinate and provide ongoing services between MATA and the carriers that are normally provided by the underwriters in a fully insured program.**

**B. Policyholder Services**

- 1. Provide ongoing services to MATA throughout the duration of the contract. Issue required Certificates of Insurance to all insured parties.**
- 2. Keep current on all exposure changes and amend the policies as appropriate.**
- 3. Request modifications to the coverage from the underwriters as required. Monitor requested changes provided by the insurers.**
- 4. Produce and verify accuracy of bills, audits and other premium adjustments.**

**C. Claims Management and Procedures**

- 1. Monitor activity on claims as presented.**
- 2. Provide status reports to MATA's Risk Manager upon request.**



**MATA**

**MEMO**

**TO: MATA Board of Commissioners**  
**FROM: Ronald L. Garrison, Chief Executive Officer**  
**SUBJECT: RFP 16-06 Insurance Broker Services**  
**DATE: March 29, 2016**

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**This memo summarizes the procurement process for the purchase of Insurance Brokerage Services to maintain a self-funded risk management program.**

**The RFP was sent to 17 vendors, formally advertised and posted to MATA's website. The DBE goal of 9% was established for this solicitation. Two proposals were received. MATA's Evaluation Committee reviewed the proposals and discussed their findings based on the criteria set forth in the solicitation.**

**The Evaluation Committee consisted of three MATA staff members. The following criteria with their point values were established:**

- a. Qualifications and experience of the firm (30%)**
- b. Service to the Account (30%)**
- c. Cost (40%)**

**The Evaluation Committee reviewed and rated each proposal on each technical criterion as shown below:**

	QUALIFICATIONS & EXPERIENCE OF THE FIRM (30%)	SERVICE TO THE ACCOUNT (30%)	COST (40%)	TOTAL (100%)
Maximum Possible Points	90	90	120	300
Arthur J. Gallagher	90	90	120	300
Willis Towers Watson	86	81	117	284

Arthur J. Gallagher was the top ranked proposer, and MATA has had a very good experience with this firm. Not only have they helped to reduce MATA's insurance premiums through the years, they have been very responsive to MATA's requests. Both firms surpassed the assigned DBE goal of 9%, and Arthur J. Gallagher will have a participation rate of 20% by using their existing subcontractor, Alexander & Associates, Inc.

Arthur J. Gallagher's cost proposal for the five-year period was \$313,500 compared to Willis Towers Watson's five-year cost of \$319,450. MATA's Contracting Officer has determined Arthur J. Gallagher's five-year cost for the proposed contract to be fair and reasonable compared to their existing five-year contract's cost of \$300,000. This is a 4.5% increase over the five-year period.

The Evaluation Committee recommends that a five-year contract for insurance brokerage services be awarded to Arthur J. Gallagher Risk Management Services at a cost of \$313,500.00.

Let me know if you have questions.



MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS

RESOLUTION NO. 16-10

RESOLUTION TO AWARD CONTRACT TO GMI, LLC FOR  
FABRICATION AND REPAIR OF TROLLEY PARTS

WHEREAS, The Memphis Area Transit Authority (MATA) needs to maintain parts for its fleet of trolleys for safe upkeep and repair; and

WHEREAS, MATA issued an Invitation for Bid (IFB) for companies to provide services for fabrication and repair of various trolley parts; and

WHEREAS, The parts being requested for fabrication and repair are listed in Exhibit A; and

WHEREAS, Two responsive and responsible bids were received and are listed under Exhibit B; and

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

WHEREAS, Capital and Operating funds are available for this project; and

WHEREAS, Staff has determined that the bid from GMI, LLC is responsive, responsible and the lowest bid and recommends approval of a one-year contract with GMI, LLC at a cost not to exceed \$300,000.00.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That a one-year contract be awarded to GMI, LLC at a cost not to exceed \$300,000.00.

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

\* \* \* \* \*

Mr. Garrison, CEO suggested that Resolution No. 16-10 be tabled due to some unanswered questions that needed to be addressed.

## PARTS FOR FABRICATION AND REPAIR

Parts
Air Cylinder Clevis-Piston rod 1/2" clevis w/1/2pin
Air Governor Insulator (Micarta)
Air Governor Contacts
Axel-Melbourne
Bumper Plates
Butterfly Contactors
Brush Cover
Contract Rollers-Micarta
Cow Catchers
Display Step Bracket
Door Rods-35" long w (1) nut ea. End
Dowell Pins
Drain Grate - 10" x 36" - steel
Grease Fitting 3/8" NPTF - #MA01910138
Light Fixture Cup Holder
Lock Box - 16" x 16" x 48"
Motor Supports - Micarta
Passenger Door Brackets
Ramp - Aluminum
Switch Bar Cup
Trolley Bumper
Turnbuckle - Large
Tie Rod w/ small turnbuckle 5/8" x 6"
Z-Bars 4.25" or 5.5"

Bearings & Bearing Accessories
Axle Bearings
End Cap for Bearings (Ellis)
Saddle Bearing-Rebabbit
Split Brass Bearing-Rebabbit
Sleeve (steel) for Timken Bearing
Timken Bearing Housing (Ellis)

<b>Bolts, Keys, Nuts, and Washers</b>
Bolt-3/8" Dia rod x 33 3/4" long w/2" threads One end - 1" threads other end Bolt 16 M.M. X 2.0 Keeper Nuts-non standard Porto Motor Shaft
Special curved key 5/8" x 5/8" x 8" Special Key 1/2" x 3/8" x 2 1/2" Special Washer 1 7/8" ID x 2 5/16" O.D. x 1/4" Special Nut 1 1/2" x 8" threads Special Nut 1 3/4" x 2 1/2" long for Pull Bars T-Bolt for switch 27 MM-1 1/4" long

<b>Brakes</b>
Equalizer Brackets for Brake Shoe Brake Pull Rod - 1 1/8" x 1 1/8" x 152" long- turn thread ea. End 1 1/8" x 12 1/2" Brake Rod-Melbourne Brake Rollers - Steel 3 9/16" O.D. x 1 1/4" 1 1/4" I.D. X 1" wide Brake Shoe Pins-Porto / Melbourne 5/8" x 5/8" x 7 3/4" long Brake Saddle Hangers Brake Saddles Brake Shoe Holders Brake Shoe Stabilizer Brake Shoe Stabilizer Modified Clip

<b>Gears</b>
14 tooth Herringbone Gear Bull Gear Cover (top and bottom) Pinion Gears for MV101

# EXHIBIT B

## Fabrication & Repair of Vintage Trolley Parts

Vendor	Regular			Premium			Sunday/Holiday		
	Machinist	Laborer	Other*	Machinist	Laborer	Other	Machinist	Laborer	Other
W.M.C. Ellis	\$ 70.00	\$ 40.00	\$ -	\$ 105.00	\$ 60.00	\$ -	\$ -	\$ -	\$ -
GMI LLC	\$ 45.00	\$ 38.00	\$ 55.00	\$ 45.00	\$ 38.00	\$ 65.00	\$ 45.00	\$ 38.00	\$ 55.00
* Drafting									
*^ Engineering									

MINUTES OF 3/29/16 ITEM LVA 3



## MEMO

**TO:** MATA Board of Commissioners  
**FROM:** Ronald L. Garrison, Chief Executive Officer  
**SUBJECT:** IFB 16-03 Fabrication and Repair of Trolley Parts  
**DATE:** March 29, 2016

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This memo summarizes the procurement process for the purchase of services to Fabricate and Repair Trolley Parts to maintain safe upkeep and repair of MATA's fleet of trolleys.

The IFB was sent to four vendors, formally advertised and posted to MATA's website. A DBE goal of 0% was set for this procurement due to the unavailability of certified DBEs that can perform this work. Two responsive and responsible bids were received -- from W. C. Ellis and GMI, LLC. MATA staff reviewed these bids on the criteria of the lowest responsive and responsible bid. GMI, LLC's hourly rate was lower than W. C. Ellis'. MATA checked references for GMI, and each of the respondents stated that GMI was a reliable vendor for their needs and would award them more work if needed.

MATA staff recommends a one-year contract be awarded to GMI, LLC at a cost not to exceed \$300,000.00.

Let me know if you have questions.

**MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS**

**RESOLUTION 16-11**

**RESOLUTION TO REVISE KEY PERFORMANCE INDICATORS 3-1**

**WHEREAS, On August 22, 2011, the MATA Board adopted a mission statement, vision statement, and four goals for the agency; and**

**WHEREAS, Staff has worked with consultants from Nelson\Nygaard to develop Key Performance Indicators that can be used to assess progress toward achievement of the four goals; and**

**WHEREAS, Eight Key Performance Indicators were adopted by the MATA Board on June 25, 2012 – two for each goal.**

**Goal 1: Increase Ridership while maintaining service efficiency**

**Key Performance Indicators 1-1: Monthly Boardings**

**Key Performance Indicators 1-2: Passengers per Revenue Hour**

**Goal 2: Operate reliable transportation services**

**Key Performance Indicators 2-1: On-Time Performance**

**Key Performance Indicators 2-2: Miles Between Chargeable Road Calls**

**Goal 3: Sustain a customer-focused service environment**

**Key Performance Indicators 3-1: Passenger Complaints per 100,000 miles**

**Key Performance Indicators 3-2: Average Customer Call Wait Time**

**Goal 4: Ensure a safe and clean environment for both customers and employees**

**Key Performance Indicators 4-1: Accidents per 100,000 miles**

**Key Performance Indicators 4-2: Preventable Accidents per 100,000 miles**

**WHEREAS, Key Performance Indicators 3-1 is not easily understood and as meaningful.**

**WHEREAS, MATA Staff recommends revising Key Performance Indicators 3-1: Passenger Complaints per 100,000 miles to Passenger Complaints per 100,000 boardings to make the Key Performance Indicators more easily understood and consistent with other agencies reporting.**

**NOW THEREFORE BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE MEMPHIS AREA TRANSIT AUTHORITY That revised Key Performance Indicators 3-1 be adopted.**

\*\*\*\*\*

**Motion Made By: Martin Lipinski      SECONDED: John Vergos**

**YEA: Charles Pickard; Martin Lipinski; John Vergos; Shelia Williams; Andre Gibson**

**NAY: None**

**Approved: March 29, 2016**

**Absent at Time: Roquita Williams; Lauren Taylor; Sean Healy; Kristen Bland**





**TO:** MATA Board of Commissioners

**FROM:** Ron Garrison, Chief Executive Officer

**SUBJECT:** Resolution to revise Key Performance Indicators 3-1

**DATE:** March 29, 2016

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In August of 2011 the MATA Board of Commissioners adopted a mission and vision statement along with four goals as guiding principles and high-level policies for the direction of the agency. Later in June of 2012 eight Key Performance Indicators were adopted by the Board to reflect the agency goals and allow staff to track the performance of key service indicators back to the Board on a regular basis.

After further review, it has been determined that Key Performance Indicators 3-1 should be revised from complaints per 100,000 miles, to complaints per 100,000 boardings to be more easily understood and consistent with how other agencies report this Key Performance Indicator.

MATA staff will continue to review and assess all of our existing Key Performance Indicatorss and may bring additional revisions or other recommendations to the Board for consideration.

Please let me know if you have questions or would like to discuss.

**MEMPHIS AREA TRANSIT AUTHORITY  
BOARD OF COMMISSIONERS**

**RESOLUTION NO. 16-12**

**RESOLUTION TO APPROVE MAY 2016 SERVICE CHANGES**

**WHEREAS, The Memphis Area Transit Authority (MATA) makes service changes periodically in order to increase efficiency and effectiveness of service and to align service levels with available funding; and**

**WHEREAS, The proposed set of service changes was made available for public comment by posting notices in the Daily News and Tri-State Defender, on MATA's website, the Prensa Latina, and at transit centers; and**

**WHEREAS, Open house meetings were held on February 9<sup>th</sup>, 2016 at Benjamin L. Hooks Central Library and on February 11<sup>th</sup>, 2016 at Hickory Ridge Mall, and a formal Public Hearing was held March 1<sup>st</sup>, 2016 at Central Station to provide riders and citizens an opportunity to submit comments in addition to the normal public comment period; and**

**WHEREAS, Comments from riders and citizens in the community have been considered; and**

**WHEREAS, Staff recommends that the changes summarized below be approved for fixed route bus service:**

**Schedule changes to make better connections between routes and to adjust the frequency of the service: Routes 4, 34, 37, and 50.**

**Routing changes to the following routes:**

<b>Route</b>	<b>Route Name</b>	<b>Proposed May 2016</b>
<b>6</b>	<b>Northaven</b>	<b>Reroute to new transfer center at Frayser Plaza</b>
<b>7</b>	<b>Air Park</b>	<b>Shorten and straighten route at SE end; add hourly midday service from American Way</b>
<b>9</b>	<b>Highland</b>	<b>Add midday service every 2 hours</b>
<b>11</b>	<b>Thomas</b>	<b>Reroute weeknights and Sunday to Frayser Plaza</b>
<b>15</b>	<b>President's Island</b>	<b>Eliminate route</b>

18	Hawkins Mill	New route from Frayser Plaza replaces northern end of Route 42
20	Bellevue	Replace by new Route 28 from Airways
21	Mt. Moriah	New route from American Way replaces southern branch of Route 57
22	Raines	New route from American Way replaces western branch (Outland / Raines) of Route 56
26	Hickory Hill	New route from American Way replaces eastern branch (Hickory Ridge Mall) of Route 56 and eastern end of Route 7
28	Holmes	New route from Airways replaces Route 20
32	East Parkway	Extend route south to state line
42	Crosstown	Shorten route to end at Frayser Plaza
56	Lamar	Shorten route to trunk only between American Way and Hudson Transit Center
57	Park	Southern branch replaced by Route 21
69	Winchester	Shorten route to end at American Way on all trips; existing eastern segments had limited service and are/will be served by other routes

**WHEREAS, The recommended changes are consistent with the goals and recommendations of the Short Range Transit Plan adopted by the MATA Board of Commissioners in 2014; and**

**WHEREAS, There will be a minor change to the MATApplus service area due to the elimination of Route 15 and extension of Route 32, but no other changes to MATApplus service; and**

**WHEREAS, There will be no changes to Trolley service; and**

**WHEREAS, There will be no changes to MATA's fare structure as part of these proposed service changes; and**

**WHEREAS, The proposed changes have been reviewed according to MATA's adopted Title VI policies and a service equity analysis was performed to determine whether the elimination of Route 15 would have adverse effects, potential disparate impacts, or disproportionate burdens to minority or low-income populations; and**

**WHEREAS, It has been determined that there will be no adverse effects, potential disparate impacts, or disproportionate burdens to minority or low-income populations associated with these proposed service changes; and**

**WHEREAS, Staff recommends said changes be effective on May 1, 2016.**

**NOW, THEREFORE, BE IT RESOLVED BY THE MEMPHIS AREA TRANSIT AUTHORITY BOARD OF COMMISSIONERS That the service changes are approved to be effective May 1, 2016.**

\*\*\*\*\*

**Motion Made By: John Vergos                      SECONDED: Charles Pickard**

**YEA: Charles Pickard; Martin Lipinski; John Vergos; Shelia Williams; Andre Gibson**

**NAY: None**

**Approved: March 29, 2016**

**Absent at Time: Roquita Williams; Lauren Taylor; Sean Healy; Kristen Bland**