

MINUTES OF BOARD MEETING
MEMPHIS AREA TRANSIT AUTHORITY
July 28, 2014

CALL TO ORDER: A regular meeting of the MATA Board of Commissioners was called to order at 3:30 p.m. on Monday July 28, 2014 in the MATA Board Room at 1370 Levee Road by Vice Chairman Andre Gibson.

BOARD ROLL CALL:

Present: Vice Chairman, Andre Gibson
Commissioners: Charles Pickard; Lauren Taylor; Shelia Williams; John Vergos; Roquita Coleman; Martin Lipinski; Kristen Bland

Absent: Chairman Sean Healy

Quorum: Yes

Staff: Lawson Albritton; Ashley Best; Alison Burton; Yuri Chambers; Darryl Covington; Linda Eskridge; Lavelle Fitch; Don Forsee; Tom Fox; John Lancaster; Willie Lewis; Maury Miles; Gilbert Noble; Niketa Reed; Glenda Wade; Tommy Wallace

Guests: **MCIL/STAC Attendees:** Josue Rodriguez;
Memphis Bus Riders Union: Juanita Brooks; Bennett Foster; Sammie Hunter; Charles Johnson; David Mason; Ray McClanahan; Betty Robinson; James Robinson; Shahin Samiei

Others: Kwasi Agyakwa, Memphis MPO; Betty Anderson, Travel Trainer; Cynthia Bailey; Jimmie Bragg; Don Carter, CDA/Maxsent; Lyndia Crawford, City of Memphis Law Division; JoAnn Diffay; Leonard Ewing; Taiwo Jaiyeoba, HDR; Aury Kangelos, TDOT; Doug Moore, HDR; Johnnie Mosley, Citizens for Better Services; Nicholas Oyler, Memphis MPO; Russell Scholl, CDA/Maxsent; Chris Shaw, Memphis Flyer; Bernard Sherrod; Emily Trenholm, Community Development Council of Greater Memphis; Kati Thomas, Proud On, Inc.; Henry Wilson, MATA Retiree

APPROVAL OF MINUTES: Mr. Pickard moved for approval of the June 23, 2014 Board Minutes. Mr. Vergos seconded the motion and the June 2014 minutes were unanimously approved. Mr. Vergos moved for approval of the July 15, 2014 Special Board Meeting Minutes. Mr. Pickard seconded the motion and the July 15, 2014 Special Board Meeting Minutes were unanimously approved.

ACTION ITEMS:

A. FINANCE COMMITTEE

1. Resolution to Authorize a Lease with the Amalgamated Transit Union-713 for Office Space at the Hudson Transit Center - Res. No. 14-34

Discussion: Dr. Fox presented this resolution to the MATA Board. MATA has 14,000 sq. feet office space available at the Hudson Transit Center, and ATU was seeking office space for lease. Staff negotiated a five-year lease with ATU at \$925 per month, which equates to about \$5.00 per sq. foot. This resolution is to authorize a five-year lease to ATU with an option to extend at an agreed upon rate. Mr. Pickard moved that Res. No. 14-34 be put on the floor for discussion. Mr. Vergos seconded the motion. After no further discussion **Resolution No. 14-34 was unanimously approved.**

2. Resolution to Approve a Task Order to Smith Seckman Reid, Inc. (SSR) for Provision of Technical Assistance Related to Trolley Vehicles - Res. No. 14-35

Discussion: Dr. Fox presented this resolution to the MATA Board. MATA has an on-call three-year contract with SSR Engineers for various technical/engineering tasks and task orders are issued on an as needed basis. Dr. Fox stated that staff is asking the Board to approve an \$85,000 task order for them and a sub consultant to assist us in some of the re-inspection and repairs/updates associated with getting the trolley system back in operation. This resolution is also to ask for an increase in the overall contract ceiling up from \$500,000 to \$750,000. This resolution would approve the task order for assistance relating to the trolley vehicles, as well as increase the limit of the contract. Mr. Vergos moved that the resolution be put on the floor for discussion. Ms. Taylor seconded the motion. Ms. Taylor asked about the source of the \$500,000 if it is from a capital grant. Dr. Fox stated that the new money would be determined when a task order is issued. It usually comes from a capital grant, and all of our capital grants are 80% Federal money. This particular task order would be charged against the left over Madison Avenue money. Ms. Bland asked if the additional money to raise the ceiling would be like money set aside in the event you need to utilize the engineering firm up to the next 1 ½ years. Dr. Fox stated yes, and that any task order that exceeds \$50,000 would have to come back to the Board for approval. After no further discussion, **Resolution No. 14-35 was unanimously approved.**

3. Resolution Authorizing the Filing of an Application with the Federal Transit Administration for Discretionary Funding Under the Section 5309 "Ladders of Opportunity" Program as Part of a Statewide Application Res. No. 14-36

Discussion: Maury Miles presented this resolution to the MATA Board. About a month ago, FTA announced there would be \$100MM available nationwide on a discretionary basis for capital projects under Section 5309. These funds could be used for purchasing; replacing and rehabilitating transit buses or vans, as well as to modernize and construct new bus facilities. MATA was notified that TDOT was interested in applying for these funds on a statewide basis for the various grantees throughout the state, and limit it to replacement vehicles. MATA identified vehicles that are eligible for replacement to include 41 fixed route buses and 13 buses used for MATAplus services. This list was given to TDOT and will be added to all other bus agencies throughout the state. Mr. Vergos motioned that the resolution be moved to the floor for discussion. Mr. Pickard seconded the motion.

Mr. Vergos asked when making requests for these grants, does staff coordinate with the city. Dr. Fox stated this was coordinated with the City CAO's office. Mr. Vergos also asked about the breakdown of each state, as well as how the state breaks down what each grantee gets. Dr. Fox stated the money comes in as a formula. Of the vehicles that staff is looking at replacing, they are all diesel powered ranging in the 2002 - 2003 model vehicles. TDOT will determine how the money is divided among the grantees, and at that point, we may have the option of determining whether we purchase hybrid or diesel vehicles. There is also wording in the resolution that allows staff to adjust this amount downward. Staff may meet with TDOT to scale it back to what we think would be a reasonable request. After no further discussion, **Resolution No. 14-36 was unanimously approved.**

4. Resolution Authorizing Insurance Coverage - Res. No. 14-37

Discussion: Dr. Fox reported on this resolution. This is for our annual insurance program. We have a contract with a consultant, Arthur J. Gallagher, who shops the coverage and the market and make recommendations to MATA on the most cost-effective carrier for each type of coverage. The recommendations included in the package is an increase over the previous year due primarily to the coverage for trolley vehicles that experienced two claims from fires. MATA received about \$1MM from the insurance company from that, so naturally the premium increased. A representative from Arthur J. Gallagher was present for any questions. Mr. Vergos moved that Resolution No. 14-37 be put on the floor for discussion. Ms. Coleman seconded the motion. Mr. Vergos asked if the \$1MM would cover both trolley fires. Dr. Fox stated that is still open for discussion as well as what to do with our trolley fleet moving forward. No liability will be paid out. Mr. Gibson asked about the increase in excess worker's compensation. Mr. Miller, with Gallagher stated that is due more to a market based increase. After no further discussion, **Resolution No. 14-37 was unanimously approved.**

5. Resolution to Award a Contract to Gillig to Purchase Spare Parts for Hybrid Electric Buses - Res. No. 14-38

Discussion: Ashley Best presented this resolution to the MATA Board. This procurement is used to buy spare parts for the new Hybrid Electric buses. Not a lot of companies make these parts and bids were sent out to major bus part companies and MATA received one bid, which was Gillig. Gillig's total bid was \$87,185.82. Mr. Vergos moved that the Resolution No. 14-38 be put on the floor for discussion. Dr. Lipinski seconded the motion. Mr. Vergos asked if staff could start tracking when we put out a bid and only receive one bidder, as it happens so routinely. Bids were sent to other major companies, but they would have a problem getting the parts, or they don't make the parts, or could not find anything that matches what MATA needed. Dr. Fox stated Gillig is not the only company that makes Hybrid buses; however, we have had good luck with our Hybrid buses from Gillig. Dr. Fox also stated that we do keep track of the number of bids received, as there is additional scrutiny that goes along with single bids. After no further discussion, **Resolution No. 14-38 was unanimously approved.**

B. SERVICE AND DEVELOPMENT

1. Resolution to Approve an Easement for Artistic Bus Shelter - Res. No. 14-39

Discussion: Dr. Fox presented this resolution to the MATA Board. In 2012 the Board approved a project for MATA to work with the Urban Art Commission to fabricate and install two artistic bus shelters. One of the shelters will be in the Binghamton neighborhood, and this resolution grants us an easement of some property owned by the Binghamton Development Corporation to set the bus shelter on that property at no cost.

Mr. Pickard moved that Resolution No. 14-39 be put on the floor for discussion. Ms. Taylor seconded the motion. There was no discussion. **Resolution No. 14-39 was unanimously approved.**

2. Resolution to Adopt Customer Code of Conduct – Res. No. 14-40

Discussion: Dr. Fox presented this resolution to the MATA Board. For the past several months, staff has been working on a customer code of conduct. This would be the first written formal Code of Conduct for customers. We conducted in-house meetings, and solicited several rounds of comments from stakeholders to include regular riders, Memphis Center for Independent Living, Memphis Bus Riders Union, STAC Committee, Betty Anderson, and Johnnie Mosley with Citizens for Better Services, and also the Sierra Club. Staff is satisfied with the comments from the stakeholders, and is asking the Board to approve this Customer Code of Conduct. Ms. Taylor moved that Resolution No. 14-40 be put on the floor for discussion. Ms. Coleman seconded the motion. All stakeholders were given the opportunity to review the changes. Ms. Bland asked if staff got a sense that the stakeholders were satisfied with the code of conduct. Dr. Fox stated that he feels they were satisfied; however, some were present at the meeting if they wanted to reply to the question. Ms. Coleman asked how would this be made available to the public. Dr. Fox stated that it would be put on our website, all transit centers, and would like to create a more condensed version to go on each vehicle as an interior card. Ms. Williams voiced her concerns about filling out a comment card for complaints and stated this has not worked for her. Getting through to the complaint line itself is very difficult. Resolutions to the complaints are not received until 3 or 4 months from the date of the complaint. Dr. Fox stated that we want to have a process to track these complaints. There is one person monitoring the complaint line, and she also has other duties as well. She does listen to messages as well as call the person back, record the complaint and it is followed up on. Mr. Gibson asked if staff could consider response time to a complaint as a performance measure in hours or days. Ms. Bland stated that if staff creates a metric for response time, you also have to create an average of what the response time would be. Mr. Gibson stated there are a lot of questions surrounding this, and maybe could be discussed in a small committee meeting to make sure Board is updated in this area. Ms. Coleman asked if there is any intention to have this incorporated into the App and/or social media for online acceptance. Ms. Burton stated currently you can submit it online; however, we do not at present have a specific App due to the budget. However there is a place to submit on our website, but it is not the App that we would like to have. This has been added into our 2015 CIP Budget. After no further discussion, **Resolution No. 14-40 was unanimously approved.**

3. Resolution to Approve Disposal of Surplus Vehicles – Res. No. 14-41

Discussion: Maury Miles presented this resolution to the MATA Board. MATA has several vehicles that have met their useful life and some have been replaced by some of the new buses we received. We also have six that have not met their useful life, but need to be disposed of. Three of these buses had engine problems, which would be more expensive to replace the engine than to pay back the federal share. If the Board approves, we would have to get FTA's approval to dispose the six vehicles that did not meet their useful life. We would calculate the remaining federal shares, which would be returned to the Feds. The vehicles would be put on a website called public surplus.com, where people would submit their bids on the buses. Mr. Vergos moved that Resolution No. 14-41 be put on the floor for discussion. Ms. Taylor seconded the motion. Mr. Gibson asked for the difference in price on the repairs for the Blue Birds rather than returning them back to the Feds. Maury stated the engine on those would be over \$10,000, and the federal share of the remaining price for their useful life would probably be less than \$10,000 total, and the federal share of that would be 80%.

Dr. Lipinski asked how successful we are at selling the buses. Maury stated that we do pretty well with that, averaging about \$3,000 for the 40 ft. buses as most of the people are buying them for scrap. If we receive less than \$5,000 it is put back in the operating budget; however, if over \$5,000 the 80% federal share has to be paid back. After no further discussion, **Resolution No. 14-41 was unanimously approved.**

4. Resolution to Revise Contingency Fleet - Res. No. 14-42

Discussion: Maury Miles presented this resolution to the MATA Board. Because of the new buses that MATA received, we have to revise the contingency fleet. MATA maintained a contingency fleet of 20 buses, and are looking to increasing that to 23. Mr. Lockhart, Director of Maintenance recommended putting in 16 of the Gillig buses that have met their useful life and 4 of the 2000 Nova buses that have met their useful life. They are maintained and kept in service for emergency use, and the three trolley buses have been in the contingency fleet for several years. Mr. Vergos moved that Resolution No. 14-42 be put on the floor for discussion. Ms. Williams seconded the motion. After no discussion **Resolution No. 14-42 was unanimously approved.**

FINANCIAL REPORT

June 2014 (12 months of the fiscal year)

Gil Noble

June represents the final (12th) month of Fiscal Year 2014. We finished with an operating margin of roughly a \$7.6MM negative compared to Budget of \$7.3MM negative. The reason we can handle a negative budget of this magnitude is because we have accrued OPEB liability, about \$6.3MM, but we have not set aside any cash for the liability. Overall liability for OPEB, Health Benefits for Retirees, exceeds \$90MM. If our financial situation was stronger we would start setting aside cash for OPEB as we do for pension liability. Regarding revenues, some line-items are over budget and other under budget. Passenger revenues have fallen below budget. Trolley fares plummeted in June compared to the preceding month and to the previous June. Separately, grant revenues received for capital expenditures totaled \$13.9MM, which was used to fund 28 buses, 7 service vehicles, and 63 bus shelters.

Mr. Noble stated that we have been over budget overall for the year in salary and wages, and healthcare cost has been close to budget. In the fourth quarter these two categories combined to be \$64,000 below budget. Services and materials are a lot higher than budgeted, including some unplanned upgrading of engines which was offset by additional grant revenue. There was a large settlement in June of \$244,000 paid out to Zellner based on the litigation around the Airways Transit Center. Dr. Fox explained that the settlement also included insurance proceeds which exceeded the payout. Mr. Noble talked about the cash status and pension contributions that are still owed and due in the month of July for the previous quarter, and due in September for the previous calendar year.

MATA finished the FY2014 with a cash balance of \$3,242,000, but \$3.7MM for pension contributions was still owed. Taking that into account, we are starting the year negative \$463,000 in cash available.

We are concerned about the upcoming fiscal year as there is no cash cushion. Mr. Vergos stated that we need to analyze the passenger revenues, to determine if indeed the weather is the factor in the loss of passenger revenue, and if that is where our shortage really is. Mr. Vergos expressed a concern about impact on staff and stakeholders in MATA regarding the large pension liability. Mr. Vergos also inquired about the sum of grant money left over from the trolley line, and that the Board needs to be kept abreast of any money out there that can be used. Chooch mentioned that the availability had been brought to the Board's attention when repairs were done to the Madison Rail Line. Mr. Gibson asked about the passenger revenue vs the budget, in which Mr. Noble explained that although all Operating Revenues were on budget, the passenger fares were actually more than \$1 million below the budget. Maury Miles discussed the insurance recovery from the trolley fires, and what the funds might be eligible for, unless FTA required the funds be returned to FTA. We have not received anything from FTA in writing regarding the insurance funds. Ms. Coleman asked about the next round of service cuts and if any of those would affect the Raleigh area. Dr. Fox stated that we have not developed a package yet; however, we hope to have one to the Board soon. According to Mr. Noble, the financial state of the authority from a cash perspective is that negative number coming into the new fiscal year is the most concerning number because it allows no room for error in managing operating cash.

MARKETING REPORT

Alison Burton

July Marketing Report

A report was forwarded to the MATA Board prior to the Board Meeting.

System information to mobile application developer: Gathering information and mobile application content for the mobile application developers at TransLoc. Application launch is slated for September 1st.

Website additions and upgrades: mobile web browsing format (for people who want to view the website on their phones, we are developing a mobile version of the full desktop version of the website), content management system upgrade (taking the website content management system from 8.5 to 9.1. This will give us more functionality and correct some of the bugs experienced in the old version), and audio turn by turn directions on each route (one of the first steps to making the website accessible to people with visual impairments).

Social media plan with promotions and content schedule: Creating a map of social media content to share with the ridership and general public that is connected to MATA on social media networks. Analyzing ways to better connect with and engage people through social media. Includes future transit related promotions for the upcoming year.

Stuff-A-Bus and Operation Feed: Event planning for future fundraising efforts with the Mid-South Food bank. Operation Feed is an internal focus for fundraising and Stuff-A-Bus our annual fundraising event for Hunger Action Month in September, slated for Thursday, September 18th.

Trolley Shutdown Update: Staff participated in a meeting organized by State Representative Barbara Cooper on July 14 for a Q & A session with business owners and restaurants. Staff organized a media briefing on July 25 to give an update on the status of trolleys. Staff participated in South Main Trolley Night on July 25 to answer questions and give update on trolleys. Also, provided informational items to Tanja Mitchell for DNA monthly meeting held on July 22.

The Southern Heritage Classic will be held on Saturday, September 14 at 6:00pm. This is the 25th year, and MATA has operated service since 1994. Many customers have reached out to us for information on the shuttle service.



We will celebrate one year on August 21. Over 4,000 books have been distributed since the program began last summer. We will be working with library and Friends of the Library to plan a celebration. The program has been extremely successful.

Labor Day – MATA will operate a Sunday schedule on Monday, September 1, 2014. 13 routes will be in operation: 2, 4, 8, 11, 17, 39, 40, 42, 20, 52, 53, 56, and 57. Posters, flyers, website, Facebook, twitter, on-board announcements and news releases will be issued on August 4 to ensure riders are aware of the holiday schedule.

Customer Service – We are in preparation for the 2014-15 school years. Customer Service will issue approximately 3,000 photo ID cards for students enrolled in public, private, charter and parochial Schools in grades 1-12.



Students ride for a reduced fare of \$1.35. The regular cash fare is \$1.75. Customer service will begin making new cards on Wednesday, July 30.

Ms. Burton reported that some of the government-related organizations, and non-profit organizations seems to be falling off. Some are not purchasing at the same level as in the past and this has a great impact on the overall bottom numbers mentioned in the financial report. Ms. Burton stated that staff have not yet begun to communicate with those organizations, but does plan to communicate to survey and get feedback from them about cutbacks.

Ms. Williams expressed that she is heavily involved with non-profit organizations, and she stated that a lot of the major issues is transportation, and this is due to service cuts. Mr. Pickard asked that MATA starts to compile stakeholders for the new general manager to meet when he comes aboard. Staff will begin to compile this list.

PERFORMANCE MEASURES REPORT (June)

Dr. Fox discussed the June performance measures, and pointed out reasons why June was not such a good month. Trolleys were replaced by buses, and we experienced a ridership and revenue loss due to the temporary trolley replacement. Mr. Pickard asked how is the on-time performance and if GPS is tracking this. Dr. Fox stated we have GPS on the buses; however, we are doing some clean up on the data, and will be working with Trapeze to get this straightened out. Dr. Fox stated the other comment is the geo coding issues that may be affecting some of the on-time performance. Some testing has been done on the 50 poplar; however, we feel the coding has solved the problem, but performance numbers did not improve. We will continue to work on this issue as well.

Dr. Fox also forwarded to the Board a breakdown of the complaints for the month of June with more categories included. Ms. Bland asked if the late bus/early bus category also included the trolley, and it was determined that trolley should be a separate category. Ms. Bland would also like to see a breakdown of the nature of the complaint and what it was in regards to. Dr. Fox stated that staff would do that. Ms. Bland asked about the total number of complaints and if that is within the average number of complaints receive in a month's timeframe. Dr. Fox stated that is a high total. By MATA's standards it is 45 per 100,000 miles, but this reflects 65 per 100,000 mile. This is due to a variety of things. Ms. Bland asked if it is possible to do a line graph to track if our complaints are going up or down, and how consistent. Dr. Fox stated that he feels we can do this.

INTERIM GENERAL MANAGER'S REPORT

The general manager's report was forwarded to the Board prior to the Board meeting. Dr. Fox highlighted a few areas for discussion.

Dr. Fox gave a brief update on the suspension of the trolley service. The five best trolleys have been identified, with the intent to have them re-inspected and back in service on Main Street by the Fall of 2014, and add services on Madison and Riverfront as more trolleys become recertified. Dr. Fox stated that there are a number of different ways that we can bring that technical support to assist in getting the trolleys back up and running. Mr. Gibson asked for a copy draft of the report, and also the final from APTA. The final from APTA is not available, but they stated it would possibly be available this week. Mr. Vergos asked about to cost to get five trolleys back into good standing? Dr. Fox stated a ball park estimate of around \$200,000. Mr. Pearson stated that we don't really know until you get into it, as there are three phases to this. Considering 87 years of age for the trolleys, and numerous worn parts, and getting every part back up to the original standard is very key. Dr. Fox stated what we are basically talking about a short term-fix on the five trolleys. Unless we find some major problems, the big dollar questions will come when we decide whether we want to completely overhaul these trolleys to keep them in service for the next 10 years. Mr. Gibson asked for a timetable for getting the five trolleys back on the streets. Dr. Fox stated our best estimate is around the October 2014 timetable of course not without independent approval.

Dr. Fox mentioned the game shuttles. Several months ago staff brought a proposal to the Board to eliminate all game shuttles, to include Memphis Grizzlies Basketball, University of Memphis Tiger Basketball, AutoZone Liberty Bowl Football, and Southern Heritage Classic Football. The Board asked Staff to communicate with venues to see if they would be willing to pay for advertising for those services to cover MATA losses. University of Memphis has agreed to pay for advertising to continue Tiger basketball shuttle service for \$26,640.00 for the upcoming season. Staff has been in constant communication with the Grizzlies, and while they understand MATA's situation, they have not responded to our final call for a decision. The AutoZone Liberty Bowl and Southern Heritage Classic feel they would like to work with us, but does not have the cash, and would have to do it through some type of trade arrangement. Also when the Memphis City Council approved MATA's FY15 appropriation, there was a condition attached that we would not use this money for game shuttles. They did modify the resolution to state that we would not operate any game shuttles at a loss.

Ms. Bland suggested that staff re-engage with Mr. Fred Jones with a timeline for an agreement, as well as offer some resources based on our policy. Dr. Fox stated that staff has already pursued this. Mr. Pickard stated that he is ok with the shuttle as long as it is not a negative to MATA. Mr. Pickard motioned that the MATA Board gives the Interim General Manager the authority to negotiate with Southern Heritage Classic and the AutoZone Liberty Bowl to come up with a solution that we are not subsidizing or running at a loss. Ms. Coleman seconded the motion. The motion was approved with a majority vote. Ms. Shelia Williams opposed.

A Power Point Presentation was shown on the Midtown Alternative Study.

The following is a summary of the Presentation:

Taiwo Jaiyeoba, the Project Manager for HDR Engineering Inc. and head of the consultant team responsible for conducting the Midtown Alternatives Analysis Study, gave a presentation and overview of the study, including draft goals and objectives, potential modes and alternative alignments as well as planned public involvement materials. The briefing was intended to update the Board on prior planning activities associated with the study and present draft materials before the first public meeting scheduled for Tuesday July, 29, 2014 and future public meetings that will be conducted later in the fall. Some Board Members expressed concerns about the necessity of conducting another planning study due to current financial conditions. Mr. Pickard requested that any "branding" strategies associated with the project or MATA be reviewed with the MATA Board.

SPEAKERS:

- **Ms. Juanita Brooks**, P. O. Box 111162, Memphis, TN - Ms. Brooks had a concern with the overcrowding on the 50 Poplar. She got pushed and shoved due to overcrowding and having to stand up on the bus. Ms. Brooks stated that she depends on the 50 Poplar to get around.
- **Mr. Bernard Sherrod**, 7600 Airways Blvd. Ste. B, Memphis, TN - Mr. Sherrod stated that his interest is in the recycling program; however in the best interest of time, he just wanted to introduce himself today. Mr. Sherrod asked about the biggest changes that occurred from the previous version of the Customer Code of Conduct that took into effect some of the complaints that were collected. Dr. Fox stated that we never really had a formal Code of Conduct, and this was an attempt to organize the rules and put them in one place so that everyone would understand them.

- **Betty Anderson**, 808 N. McLean, Memphis, TN - Ms. Anderson is an independent contractor with MATA as travel trainer. Ms. Anderson stated that MATA has some major problems with the trolley bus drivers stopping in front of the curb ramp. She also asked when you get new or used equipment such as buses, why are they not checked out thoroughly before putting on the streets. She encountered a small bus that the lift did not work. When drivers are on these buses with lifts, they are supposed to be on the ground, not in the bus pumping it up. Ms. Anderson stated this is dangerous, and she will take it further if it becomes necessary. Also on some of new buses, the ramps don't work. There are also buses in which the annunciation system does not work. When the annunciation system does not work on buses, these buses are not considered accessible to persons that are blind or visually impaired. Mr. Pearson stated the lift will not work on an incline, and the bus was not level when the driver picked her up. MATA will go back and retrain our operators to make sure that when using that bus, it needs to be where the lift needs can be on a level plain field. Staff is also working on the annunciation system to get it working properly as well. When it is not working, the operators are supposed to call out stops.
- **Mr. Sammie Hunter**, 3225 Applewood Cove, Memphis, TN - Mr. Hunter stated that he did not like what he heard today regarding more cuts. It lies in MATA's hands to get this system back to what it was. A lot of people depend on the system for jobs; take care of business, etc. He stated that he joined the Bus Riders Union to make a difference. He agreed with Mr. Vergos in stating that we need to get back to making sure our bus riders are happy and taken care of. Mr. Hunter also stated at Tchulahoma and Shelby Drive people are standing in the sun waiting on the #20. There is no place to sit, just have to stand in the sun. It's fine to talk, but the customers need some results.
- **Ms. JoAnn Deffay**, 3480 Beech Grove, Memphis, TN - Ms. Deffay stated she rides the #20 at Tchulahoma and Shelby Drive and stated that she was passed up three times. The next bus comes about an hour or so later. She is always late for her class. She stated that she too has some suggestions that she would like to make when the new general manager comes on board.

Mr. Gibson stated thanked each speaker and advised each one of them to take advantage of MATA's complaint system, and hold staff responsible for the concerns and complaints that were expressed. Mr. Vergos asked for a report back on the status of riders at the intersection of Tchulahoma and Shelby Driver, where there is no shelter and they are just standing there in the sun. Mr. Pearson stated that we would take care of that and follow up with the MATA Board.

OLD/NEW BUSINESS:

The next Board Meeting is scheduled for August 25, 2014 at 3:30 p.m. in the MATA Board Room at 1370 Levee Road.

Ms. Burton asked the Board Members that have not been photographed to arrive early at the next Board Meeting on August 25th to have a photo made. Linda Eskridge will send out a reminder as well.

Mr. Vergos moved that the Board Meeting be adjourned. Ms. Coleman seconded the motion and the Board Meeting was adjourned.

Mr. Andre Gibson
Vice-Chairman of the Board