

SUMMARY
MEETING OF THE BOARD OF DIRECTORS
PLANNING & EXTERNAL RELATIONS COMMITTEE
METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY
September 1, 2016

Board Members Present

Robert F. Dallas
Jim Durrett, *Chair*
Jerry Griffin
Freda B. Hardage

Consent Agenda

- a) Approval of the August 4, 2016 Planning & External Relations Committee Meeting Minutes

On motion by Mrs. Hardage seconded by Mr. Griffin, the Consent Agenda was unanimously approved by a vote of 3 to 0, with 3 members present.

Individual Agenda

Briefing – Customer Service Observance Overview

Mr. Stripling briefed the Committee on MARTA's 2016 Customer Service Month Observance and overall customer service initiatives.

Briefing – Customer Service Center FY16 Report

Mr. Bishop briefed the Committee on the FY16 Customer Service activities reported by the Customer Service Center.

Briefing – FY16 Ridership Update

Mr. Akingbade briefed the Committee on trends in MARTA ridership.

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Briefing – MARTA FY 2017 Service Standards

Mrs. Crane briefed the Committee on the MARTA FY 2017 Service Standards.

Briefing – Update to the MARTA and Cobb County Service Coordination Agreement

Mr. Williams briefed the Committee on the update to the MARTA and Cobb County Service Coordination Agreement.

Resolution Authorizing an Amendment to the Service Coordination Agreement between Cobb County, Georgia and Metropolitan Atlanta Rapid Transit Authority

On motion by Mr. Dallas seconded by Mr. Griffin, the resolution was unanimously approved by a vote of 4 to 0, with 4 members present.

Other Matters

Mrs. Jinadu-Wright announced the following events:

- Public Hearings for December Service Modifications
 - September 19 – Fulton County
 - September 21 – DeKalb County
 - September 22 – Clayton County
- MARTA Fresh Market Seasonal Launch
September 23
Five Points Station

Adjournment

The Planning & External Relations Committee meeting adjourned at 11:31 a.m.