



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JUNE 20, 2024

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Al Pond called the meeting to order at 11:23 A.M.

Board Members

Present:

James Durrett
William Floyd
Roderick Frierson
Freda Hardage
Sagirah Jones
Al Pond
Kathryn Powers
Rita Scott

Board Members

Absent:

Stacy Blakley
Jennifer Ide
Russell McMurry
Jannine Miller
Jacob Tzegaegbe
Valencia Williamson
Thomas Worthy

Staff Members Present:

Melissa Mullinax
Rhonda Allen
Peter Andrews
Micheal Kreher
Ralph McKinney
Carrie Rocha
George Wright

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Benita Gibson, Kenya Hammond, Jonathan Hunt, Paula Nash and Wendee Sexton

2. APPROVAL OF THE MINUTES

Minutes from May 23, 2024

Approve Minutes from May 23, 2024. On a motion by Board Member Powers, seconded by Board Member Durrett, the motion passed by a vote of 8 to 0 with 8 members present.

3. RESOLUTIONS

Approval of Resolution Authorizing the Modification in Contractual Authorization for Professional Services for Transit Scheduling Support Services, LOA L50415

Approval of Resolution Authorizing the Modification in Contractual Authorization for Professional Services for Transit Scheduling Support Services, LOA L50415. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 8 to 0 with 8 members present.

Approval of Resolution Authorizing the Solicitation of Proposals for the Procurement of Professional Services for Transit Scheduling Support Services, RFP P50564

Approval of Resolution Authorizing the Solicitation of Proposals for the Procurement of Professional Services for Transit Scheduling Support Services, RFP P50564. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 8 to 0 with 8 members present.

4. BRIEFING

Briefing - Rail Services

5. OTHER MATTERS

FY24 April Key Performance Indicators (Informational Only)

Letter to Inform the Board - Resolution Authorizing the Award of Maintenance Support Agreement for AssetWORKs GPS RFPP P50552 Utilizing the General Services Administration (GSA) Contract

6. ADJOURNMENT

The Committee meeting adjourned at 11:44 A.M.

YouTube link: <https://www.youtube.com/live/FS2PcRKRFCl?feature=shared>



Professional Services for Transit Scheduling Support Services

2 Resolutions:

*** Modification of LOA L50415**

*** Request Authorization to
Solicit RFP P50564**

Operations and Safety Committee Meeting
June 20, 2024

Wendee Sexton
Sr. Manager Track Allocation & Operations Scheduling

Transit Scheduling Support Services

Nelson\Nygaard Consulting Associates, Inc.

- **Nationally Recognized firm Specializing in Transportation Planning & Scheduling Services**
- **Located in 13 Cities, Coast-to-Coast**
- **Supporting MARTA Service Planning and Scheduling Teams since 2015**
- **Understands the complexities of the MARTA Rail System, its Capabilities and its Constraints**
- **Atlanta-based Team that utilizes our System**



Scope of Work

- **Support Office of Operations Planning & Controls through provision of technical services for Bus, Rail & Streetcar Schedules**
- **Support Office of Deputy Chief, Rail Services through provision of technical support for Track Allocation Special Rail Schedules for the Capital Improvement Program**
- **Support Office of Deputy Chief, Mechanical through provision of technical support for Maintenance of Way to accommodate trackwork to repair or replace heavy rail infrastructure**

Development of Bus, Rail & Streetcar Schedules – Support Office of Operations Planning & Controls

- **Provide technical training for the new scheduling staff as needed**
- **Participate in Schedule-related Meetings**
- **Assist with the following:**
 - **Development of service schedules for three general mark-ups**
 - **Development of Holiday & Special Event Schedules (DragonCon, etc.)**
 - **Development of Atlanta StreetCar schedules**
 - **Bus Network Redesign (BNR)**

Development of Special Rail Schedules – Support Track Allocation Department

- Support request from various stakeholders
- Work performed on Wayside and/or Station Platform
- Requires Special Schedules
- Future Request include
 - CQ400 New Rail Cars (testing program)
 - Bankhead Platform Expansion
 - H.E. Holmes Station Renovation

Current Request	
CMAR Airport Station	Maintenance of Way (Track, EP&E, ATC)
CMAR Five Points Station	Heavy Cleaning Program
CMAR Indian Creek Station	Training Dept. (Operator & Fire Depart.)
CMAR Lenox Station	RCM Radio Maintenance
CMAR Brookhaven Station	TOD / TAD Projects (Brookhaven City Hall, etc.)
CMAR East Lake Station	Elevator / Escalator Program
CMAR College Park Station	Advanced Traveller Information System (ATIS)
ETS4 (Emerg. Trip Station Replc)	Utilities (Atlanta Gas Light, City of Atlanta, Verizon, etc.)
Rail Car Life Extension Programs	Facilities Dept (BS&E, B&G, Paint Shop, Sign Shop)

Contract Modification

The purpose is to secure a modification for a time extension and increased value.

- Existing LOA:
 - September 2023 through July 31, 2024
 - Current Value \$197,575.70
- Proposed LOA Modification:
 - Extend Timeline to December 31, 2024
 - Additional Funding Request of \$159,740.00
- CIP Project 32317 Bus and Rail Scheduling / Operations Planning Support Services
 - Year 2 / 10-Year Program
 - Total Budget \$3MIL
- Letter of Agreement (LOA) is a bridge while we secure a multi-year contract

Cost Category	Value
Total Contract Value	\$197,476.70
Modification Value	\$159,740.00
Total Requested Value	\$357,216.70

Request for Authorization to Solicit RFP# P50564 Professional Services – Transit Scheduling Support

- **Support Office of Operations Planning & Controls through provision of technical services for Bus, Rail & Streetcar Schedules**
- **Support Office of Deputy Chief, Rail Services through provision of technical support for Track Allocation Special Rail Schedules for the Capital Improvement Program**
- **Support Office of Deputy Chief, Mechanical through provision of technical support for Maintenance of Way to accommodate trackwork to repair or replace heavy rail infrastructure**
- **Funds provided through FY25 approved capital project 32317 – Bus & Rail Scheduling/Operations Planning**
- **Anticipated Notice to Proceed, January 2025**

Resolution Authorizing a Modification in Contractual Authorization for Professional Services for Transit Scheduling Support Services, LOA L50415 & a Resolution Authorizing the Solicitation of Proposals for the Procurement of Professional Services for Transit Scheduling Support Services, RFP P50564



Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL
AUTHORIZATION FOR PROFESSIONAL SERVICES FOR TRANSIT SCHEDULING
SUPPORT SERVICES, LOA L50415**

WHEREAS, on September 26, 2023, the Chief of Capital Programs Expansion & Innovation entered into a Contract with Nelson Nygarrrd Consulting Associates, Inc, Letter of Agreement L50415; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO or his delegate be, and hereby is, authorized to increase the authorization for Contract No. L50415 Professional Services for Transit Scheduling Support Services from \$197,476.70 to \$357,216.70.

Approved as to Legal Form:

DocuSigned by:
Peter J. Andrews
A0EF047927B94DA...

**Chief Counsel, Metropolitan Atlanta
Rapid Transit Authority**

**RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR THE
PROCUREMENT OF PROFESSIONAL SERVICES FOR TRANSIT SCHEDULING
SUPPORT SERVICES, RFP P50564**

WHEREAS, the Authority is authorized by Section 14(m) of the MARTA Act to procure goods and services without competitive bidding if it is impracticable to prepare adequate specifications and an adequate description on the basis of which to solicit competitive bids; and

WHEREAS, the General Manager/CEO has certified, in accordance with Section 14(m) of the MARTA Act, that the procurement of Professional Services for Transit Scheduling Support Services is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Professional Services for Transit Scheduling Support Services, after the solicitation of proposals and selection of a preferred proponent pursuant to Section 14(m) of the MARTA Act, is subject to approval by the Board of Directors.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO, or his designee be, and hereby is, authorized to solicit proposals for the procurement of Professional Services for Transit Scheduling Support Services by means other than competitive bidding, in

accordance with Section 14(m) of the MARTA Act, through the use of Request for Proposals.

Approved as to Legal Form:

DocuSigned by:
Peter J. Andrews
A0EF047927B94DA...

**Chief Counsel, Metropolitan Atlanta
Rapid Transit Authority**



Briefing Rail Services

Operations & Safety Committee
June 20, 2024

Benita Gibson, Deputy Chief, Rail
Operations

Topics Of Discussion

Rail Services On-Time Performance (OTP)



Mean Distance Between Service Interruptions (MDBSI)

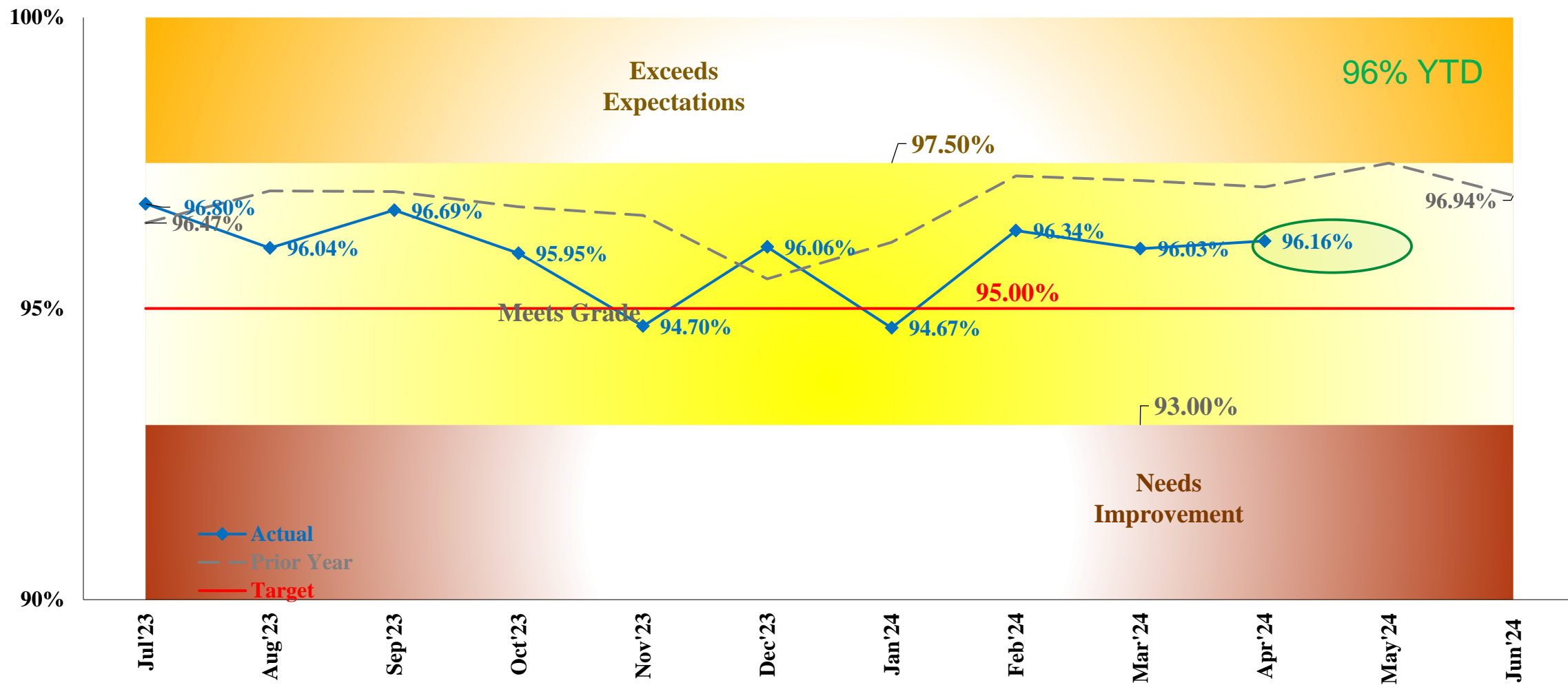


Summary of Delays by Category



Station Management Updates

Rail On-Time Performance measured as percentage of scheduled rail trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes after scheduled time.

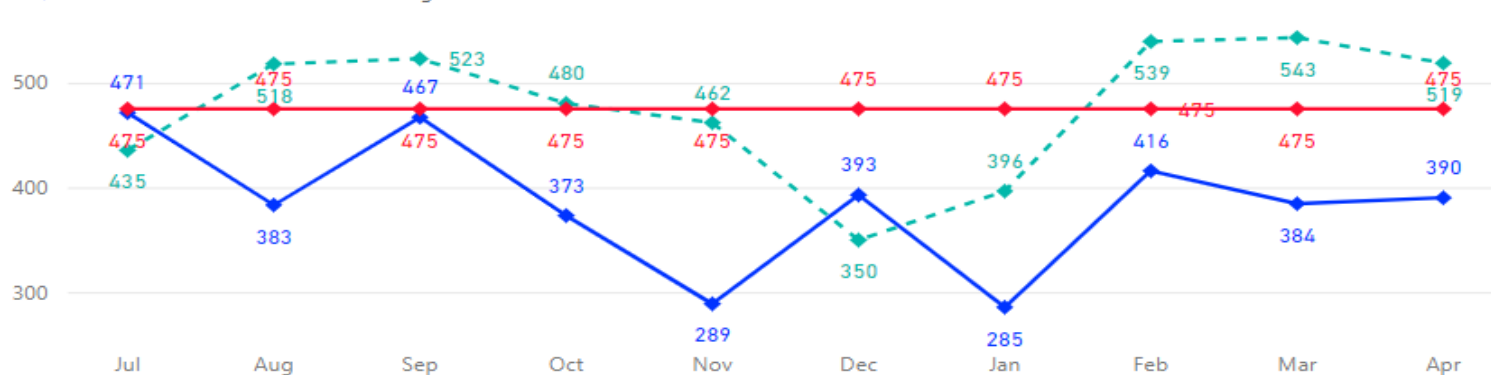


Mean Distance Between Service Interruptions (MDBSI): measures the mean distance (train miles) between lost and delayed scheduled rail trips.

Actual, Prior Year and Target by Period

All Lines

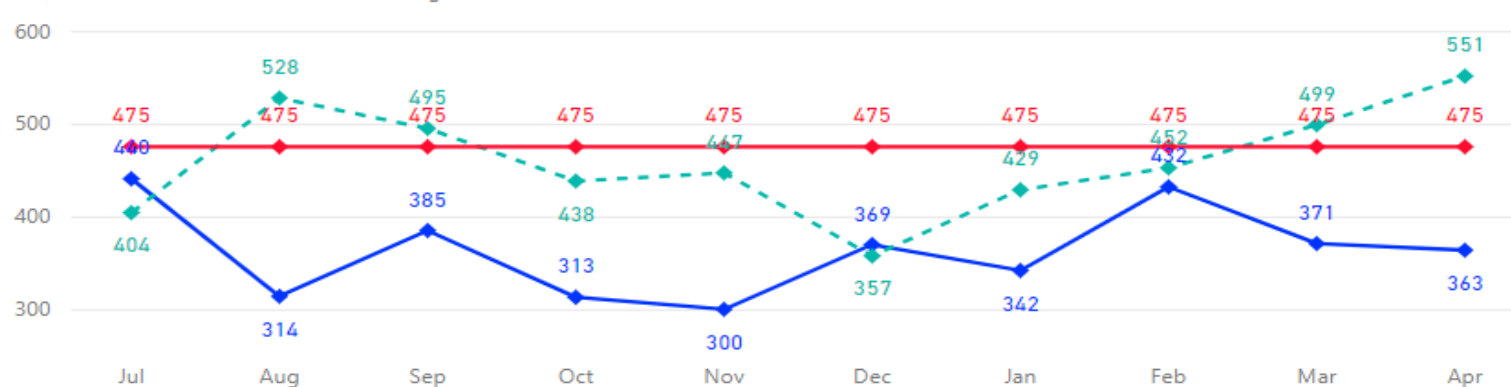
Actual Prior Year Target



Actual, Prior Year and Target by Period

North/South

Actual Prior Year Target



Rail Service MDBSI(YTD of the latest YEAR selected)

KPI Name	Prior Year	Actual	Target	Variance
Rail Service MDBSI	466	375	475	-100

CONTRIBUTING FACTORS

- Door Obstructions
- Passenger Disruptions
- Passenger Sick/Medical Emergency
- Unauthorized Person Wayside

Delays By Category

Week of	OTP	MDBSI	All Delays	RCM	Passenger	Operator	Other
4/6/2024	94.2%	256	250	102	83	21	ATC 14
4/13/2024	96.1%	458	142	68	41	8	N/A
4/20/2024	96.3%	406	161	30	29	14	N/A
4/27/2024	95.4%	321	203	89	55	12	Wayside 24
5/4/2024	96.3%	406	191	70	41	18	EP&E 56
5/11/2024	94.1%	251	260	90	84	57	Radio MTC 24
5/18/2024	95.7%	347	188	51	43	20	CompMaint 35
5/25/2024	96.6%	458	141	79	42	26	N/A

Action Items

- Door Faults highest impact for RCM
 - 12 doors/railcar
 - Frequent Opening / Closing
 - Door Enhancement Project
- Continue to engage with MPD
 - Increase in unauthorized people wayside
 - Riding more trains
 - Return service to normal operations
- Additional training Rail Operators
 - Trouble shoot equipment
 - Station overruns
 - Add to Recertification - Trends
- 7 DOW Pre - Revenue Meeting
 - Dispatch & Tower Supervisors
 - Insert Supervisors
 - Management Increase visibility in field

Station Management Updates

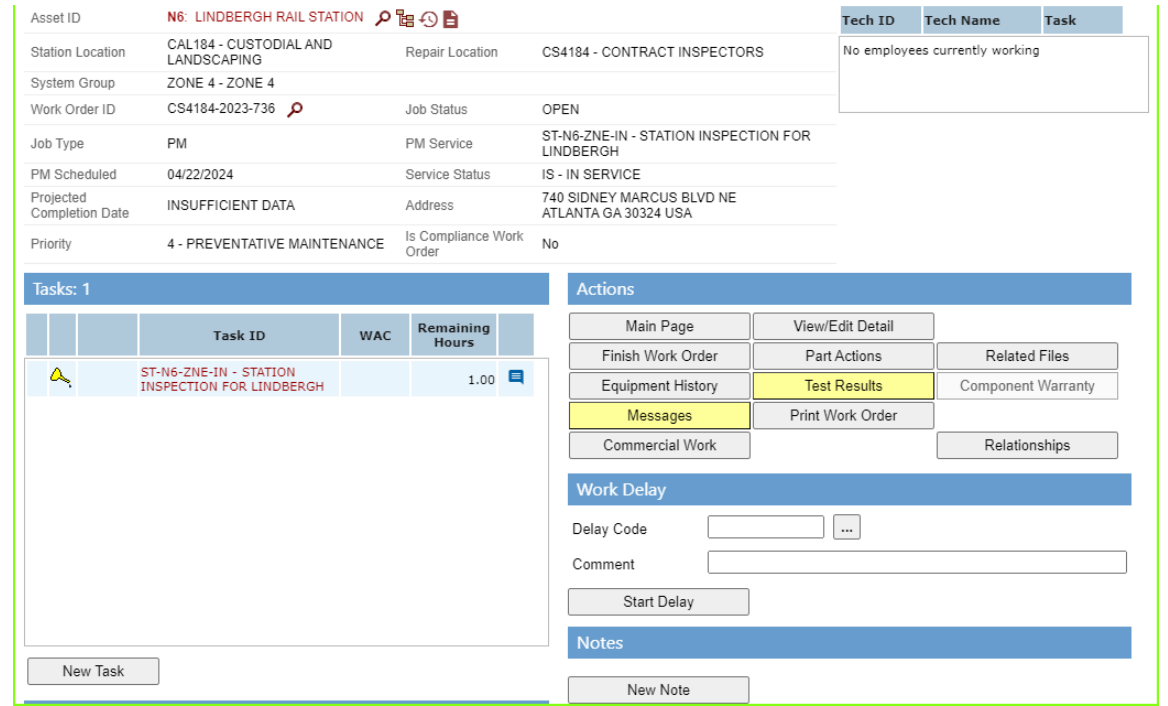
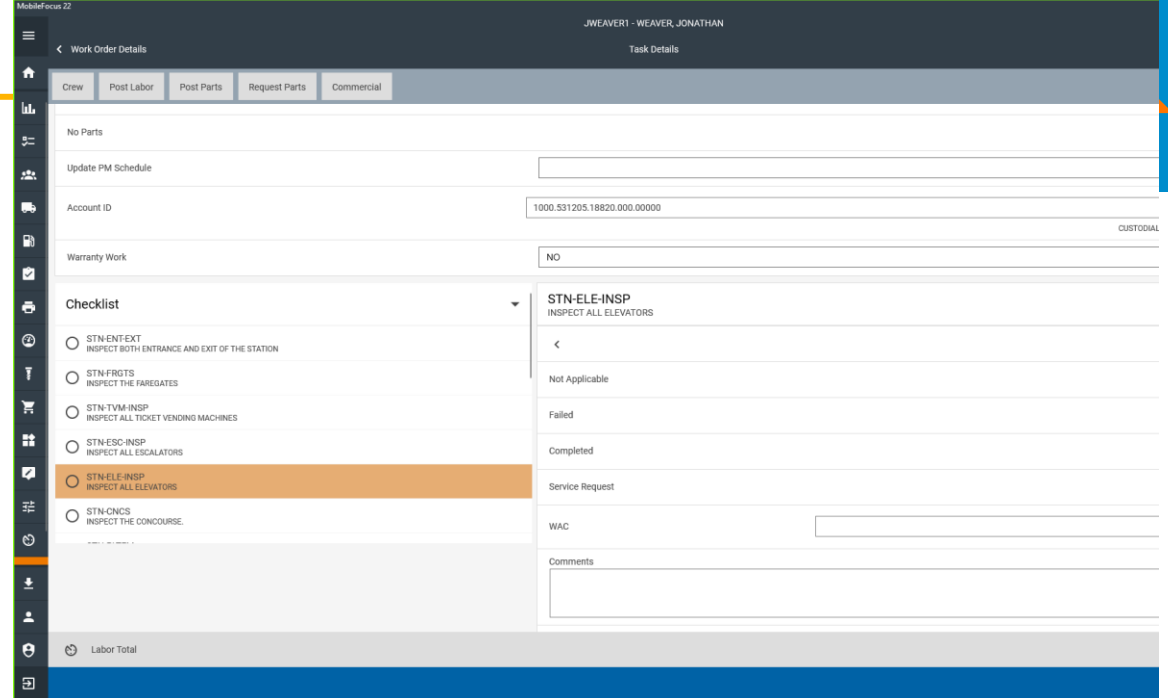
- Mobile inspection tool introduced to all Zone Superintendents (Mobile Focus)
- Increased Wayside De-littering & Platform Cleaning
- Egress Improvements
- Five Points High Cleaning Initiative
- Lighting enhancements
- Implementation of Zone Rewards Program



Mobile Inspection Tool – Mobile Focus

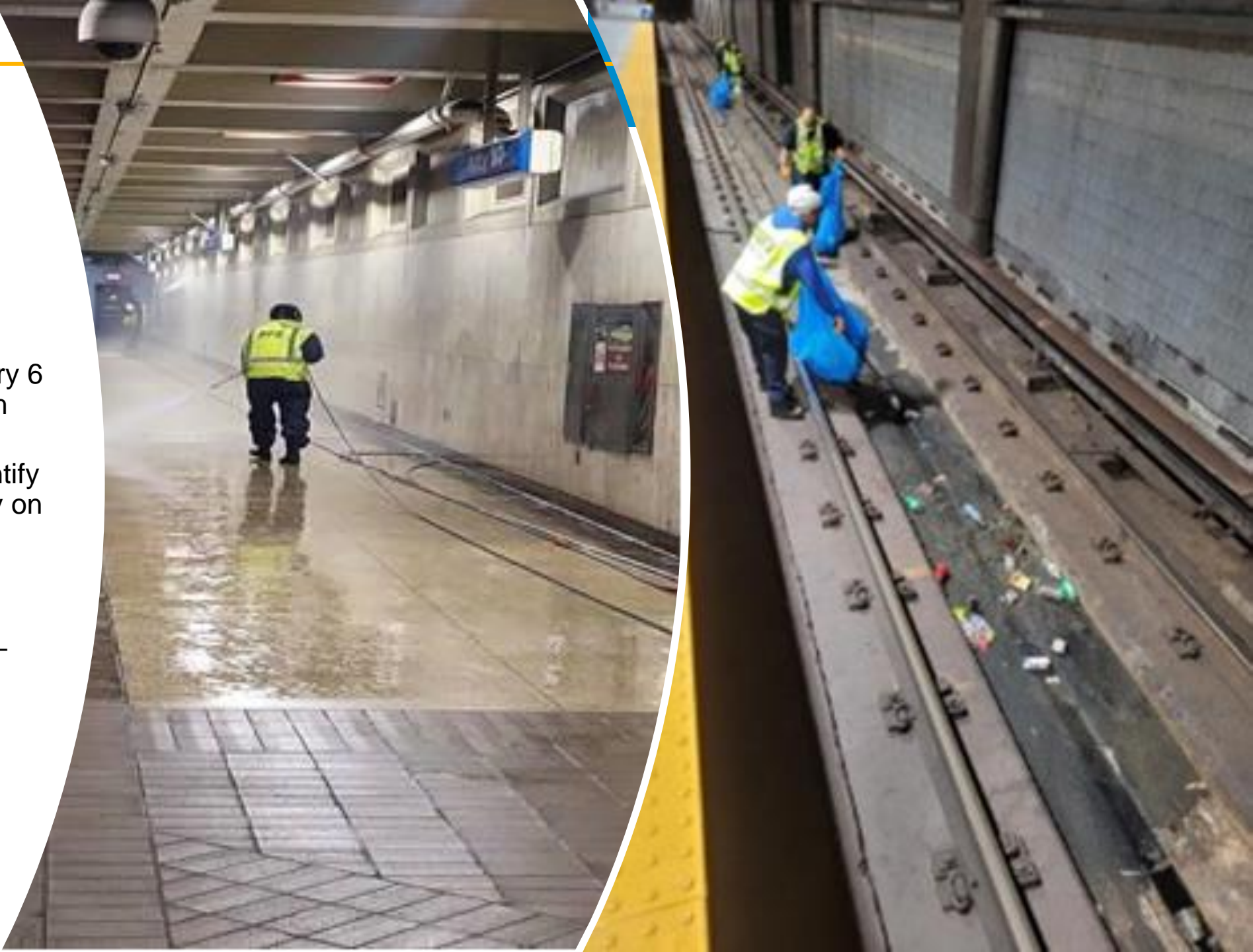
EAM (Enterprise Asset Management) Mobile is accessible anywhere anytime.

- Installed on current mobile devices (MARTA tablets & cell phones)
- Perform daily checklist & inspections
- Eliminate paper
- Creates automatic tickets
- Readily accessible to all departments



Increase Wayside De-littering & Platform Cleaning

- Wayside de-littering
 - Current status – Every 6 weeks we touch each station
 - FY25 Initiative – Identify & increase frequency on 6 stations during 1st quarter
- Platforms receive detailed cleaning once per month – minimum





Egress Audit Response

Location	Audit Findings	Response	Emergency Stairwell Detail Cleanings				
			January	February	March	April	May
Civic Center	Both outside exit gates on the north end of the station are locked.	Locked exit gates, with chain, located outside station lead to HWY. BS4171-2024-675 01/26/2024 08:20 in place for resolution.	4 Cleanings	3 Cleanings	3 Cleanings	3 Cleanings	3 Cleanings
Five Points	Limited egress for patrons exiting from the East/West Platforms toward the west side exit under Forsyth Street. There is significant overgrowth from plant life and the area is surround by a fence with a locked gate. Very poor and no lighting in multiple emergency exit stairwells.	Very poor and no lighting in multiple emergency exit stairwells. Epe183-2024-123 04/22/2024 12:33	3 Cleanings	7 Cleanings	5 Cleanings	5 Cleaning	5 Cleanings
							Egress Landscape Trimmed
Garnett	No lighting in the emergency exit stairwell on the north end of the platform level. There is also trash/debris and human waste in the stairwell.	No lighting in the emergency exit stairwell on the north end of the platform level. Epe183-2024-130 05/12/2024 02:59	2 Cleanings	2 Cleanings	2 Cleanings	1 Cleaning	3 Cleanings
Peachtree Center	Missing wayside exit gate on the south end of the southbound platform.	Gate was removed and placed in staff room temporary door installed. Reported 5/3/2024 WO# BS417120243131 (Pending Repair)	3 Cleanings	4 Cleanings	3 Cleanings	3 Cleanings	3 Cleanings
Vine City	No lighting in the emergency exit stairwell on the east end of the platform level. There is also trash/debris and human waste in the stairwell.	No lighting in the emergency exit stairwell on the east end of the platform level. W2-LITSSTA-24241030 05/21/2024 15:02	2 Cleanings	2 Cleanings	1 Cleaning	1 Cleaning	2 Cleanings
							Egress Landscape Trimmed
West Lake	Exit doors on eastbound platform are not labeled. Egress path from the west end of the eastbound platform has trash/debris, sediment, and some overgrowth. The condition of lighting in this area is to be determined.	Repairs made by sign shop under wo# CS21 84-2023-271 10/23/2023 00:46 work order showing repairs made and close.	1 Cleaning	1 Cleaning	1 Cleaning	1 Cleaning	1 Cleaning



Five Points – High Cleaning Initiative

Cobweb removal and pillar cleaning took place to address hard to reach areas

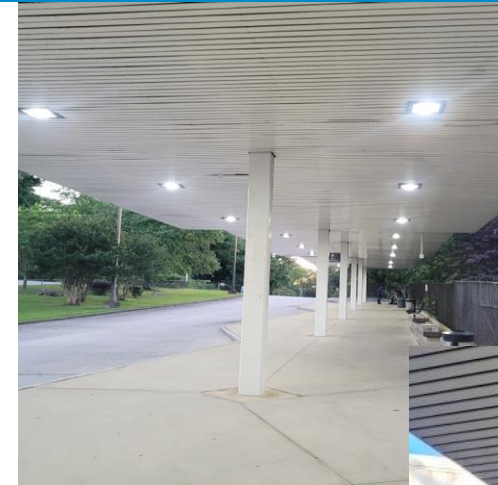


Take Wuzhuan
Mercedes-Benz
State Farm Arena
Georgia World C
EXIT

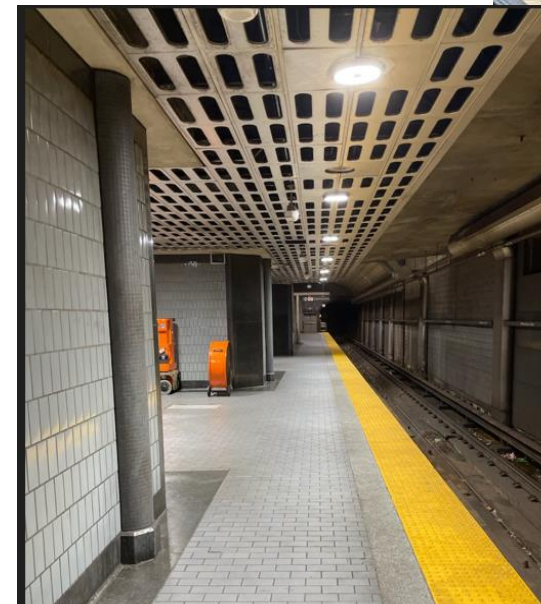


Lighting Enhancements

Station	Status
North Ave	100%
Civic Center	100%
Decatur	100%
Avondale	100%
Candler Park	100%
West Lake	100%
Lindbergh	99%
Medical Center	95%
GWCC / CNN	95%
Arts Center	85%
Doraville	85%
Dunwoody	85%
Arts Center	85%
Georgia State	85%
West End	75%
Peachtree Center	50%
East Point	40%
Vine City	40%



MARTA Customer Charter Item Initiative Started – 10/2023
Work performed In-house
Six stations @ 100%



Zone Rewards Program

Two-part awards program set in place to recognize exemplary performance and dedication.

Part 1: Recognize a Zone that has performed excellence in :

- Cleanliness
- Customer Service
- Attendance
- Teamwork

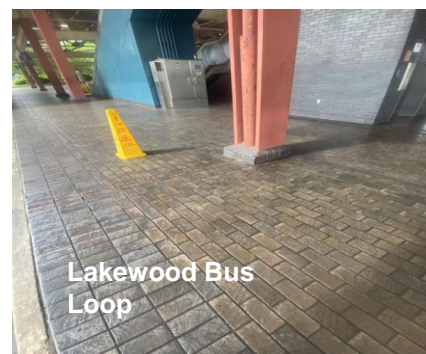
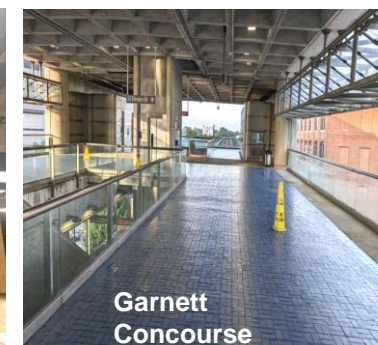
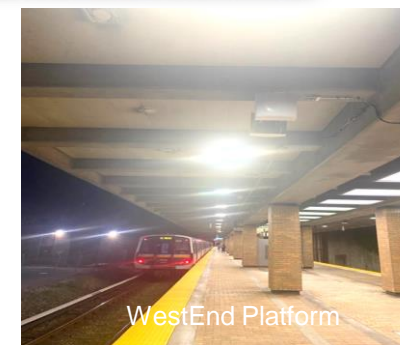
FY24, Q3 Winner - Zone 3
Tamara Hunte'
Station Superintendent

Part 2: Recognition to acknowledge front line employees for the following:

- Performance
- Attendance
- Embodiment of MARTA's Strategic Goals
- Team Impact

Employee of the Quarter
Linda Bass

Station Zone Map





Thank You



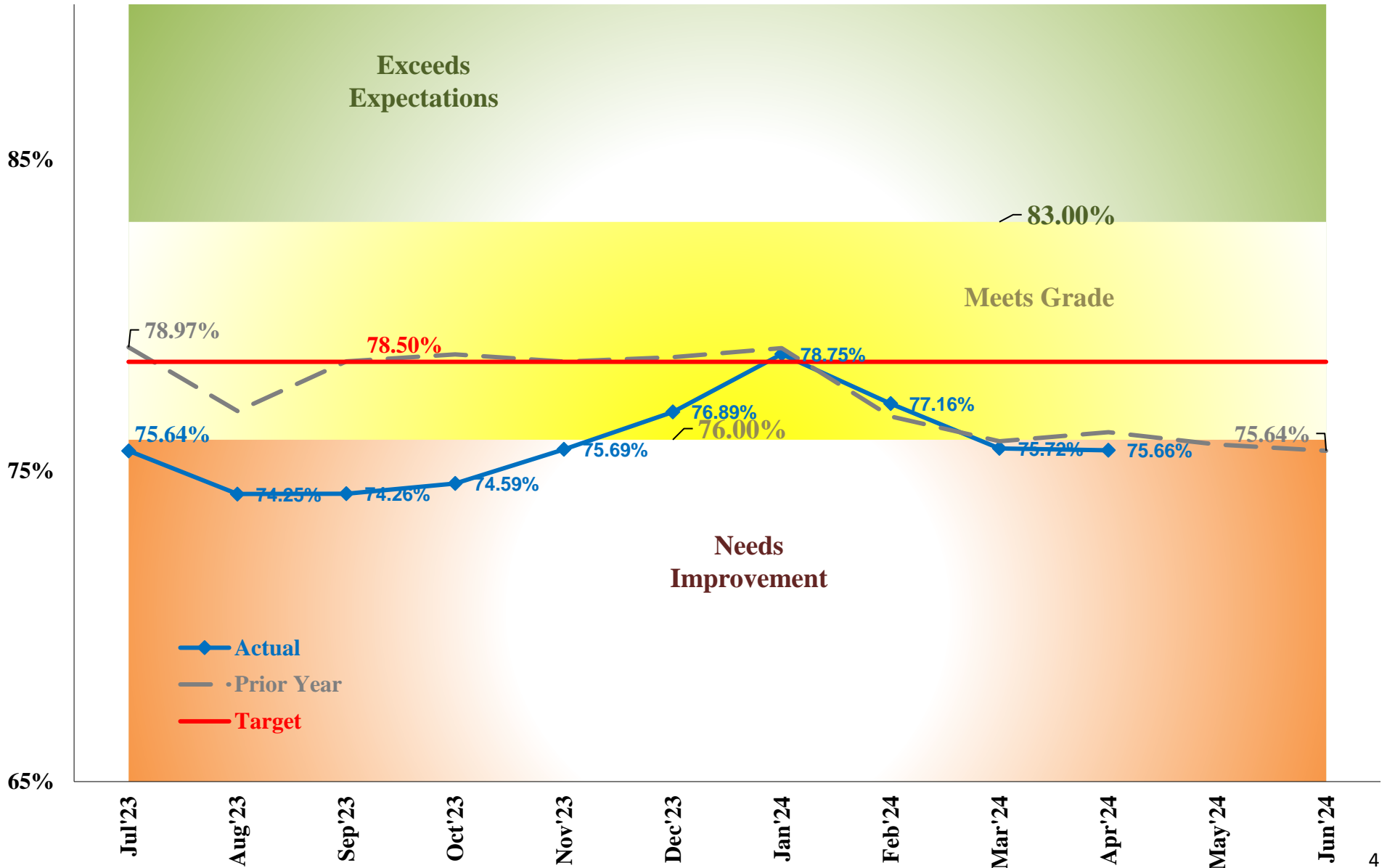
APRIL FY24
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

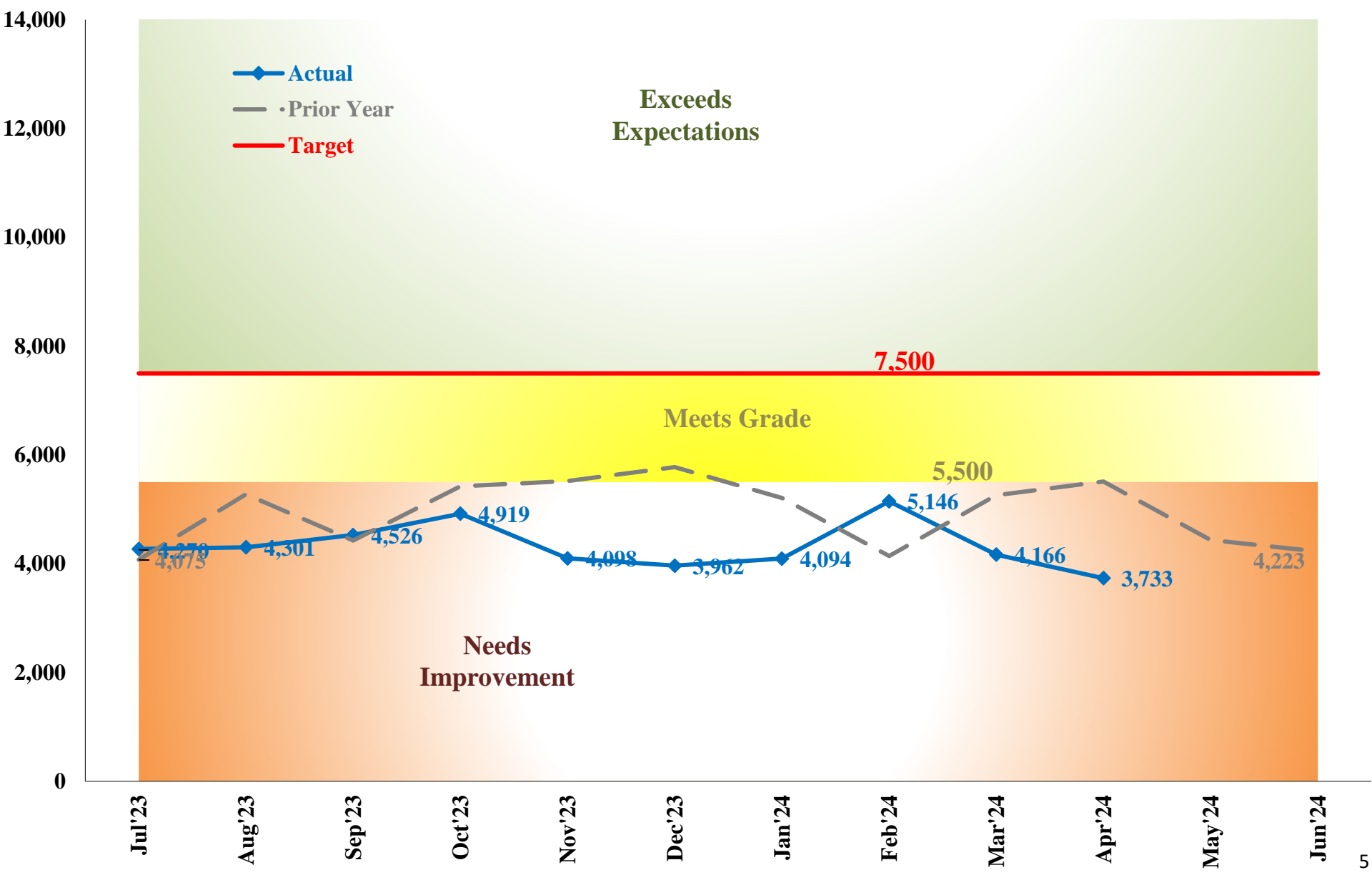
Operations KPIs (Bus)

KPI	FY24 Target	Mar FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	75.66%	-2.84%	75.89%	-2.61%	-1.91%
Mean Distance Between Failures	7,500	3,733	-3,767	4,286	-3,214	-712
Customer Complaints per 100K Boardings	8.00	10.11	2.11	11.73	3.73	0.94

Bus On-Time Performance measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.

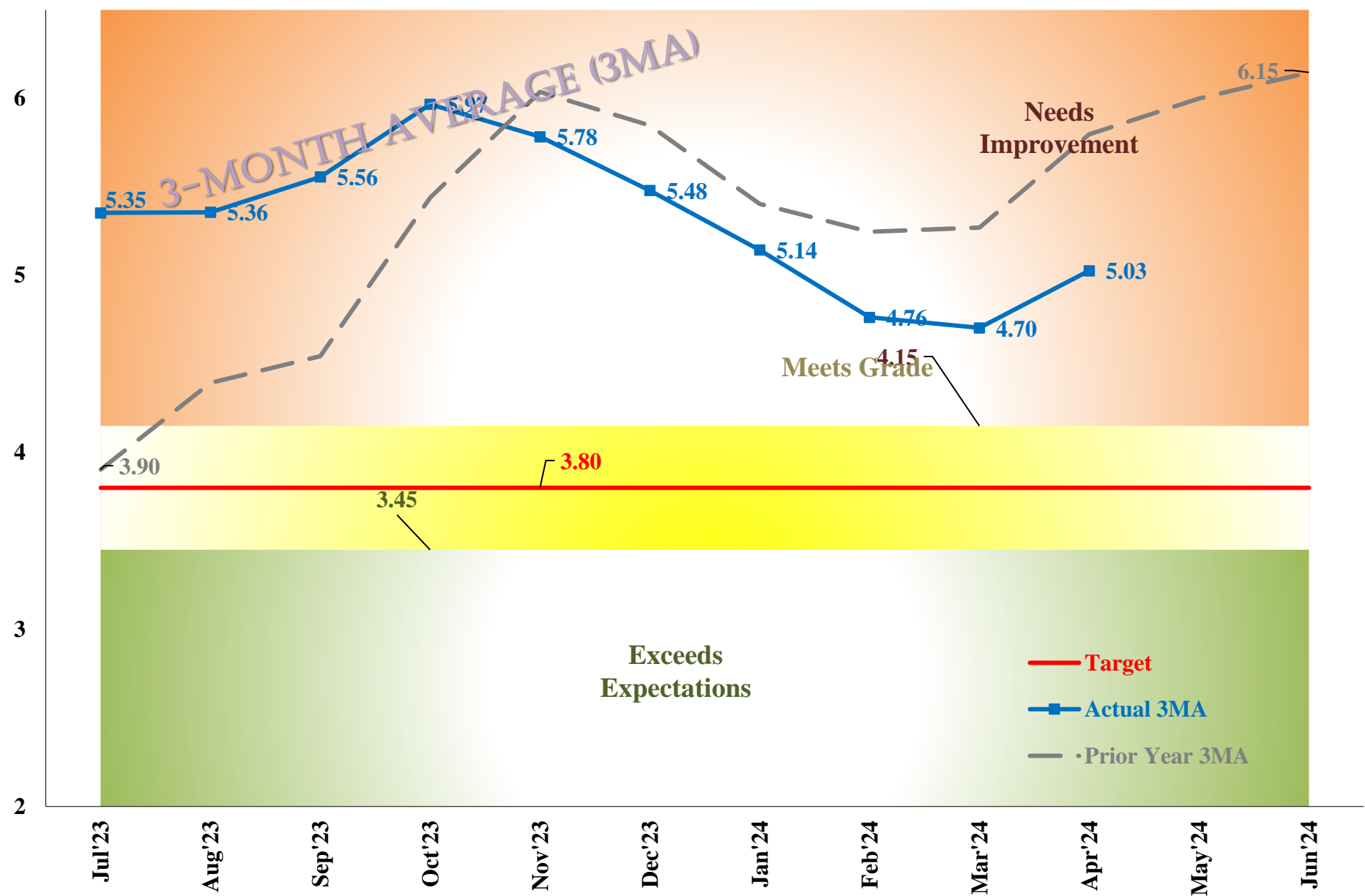


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.

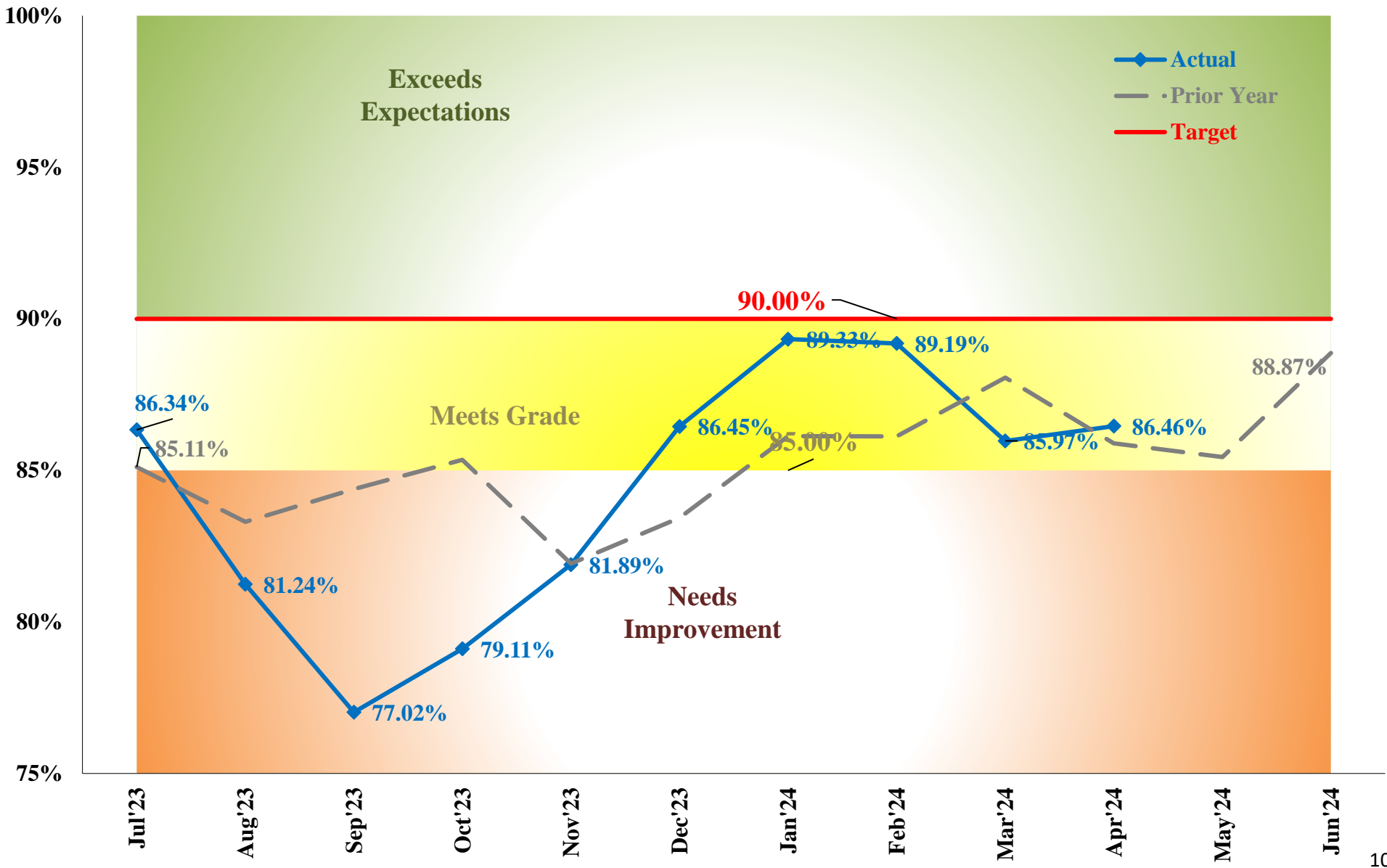


OFFICE OF
MOBILITY

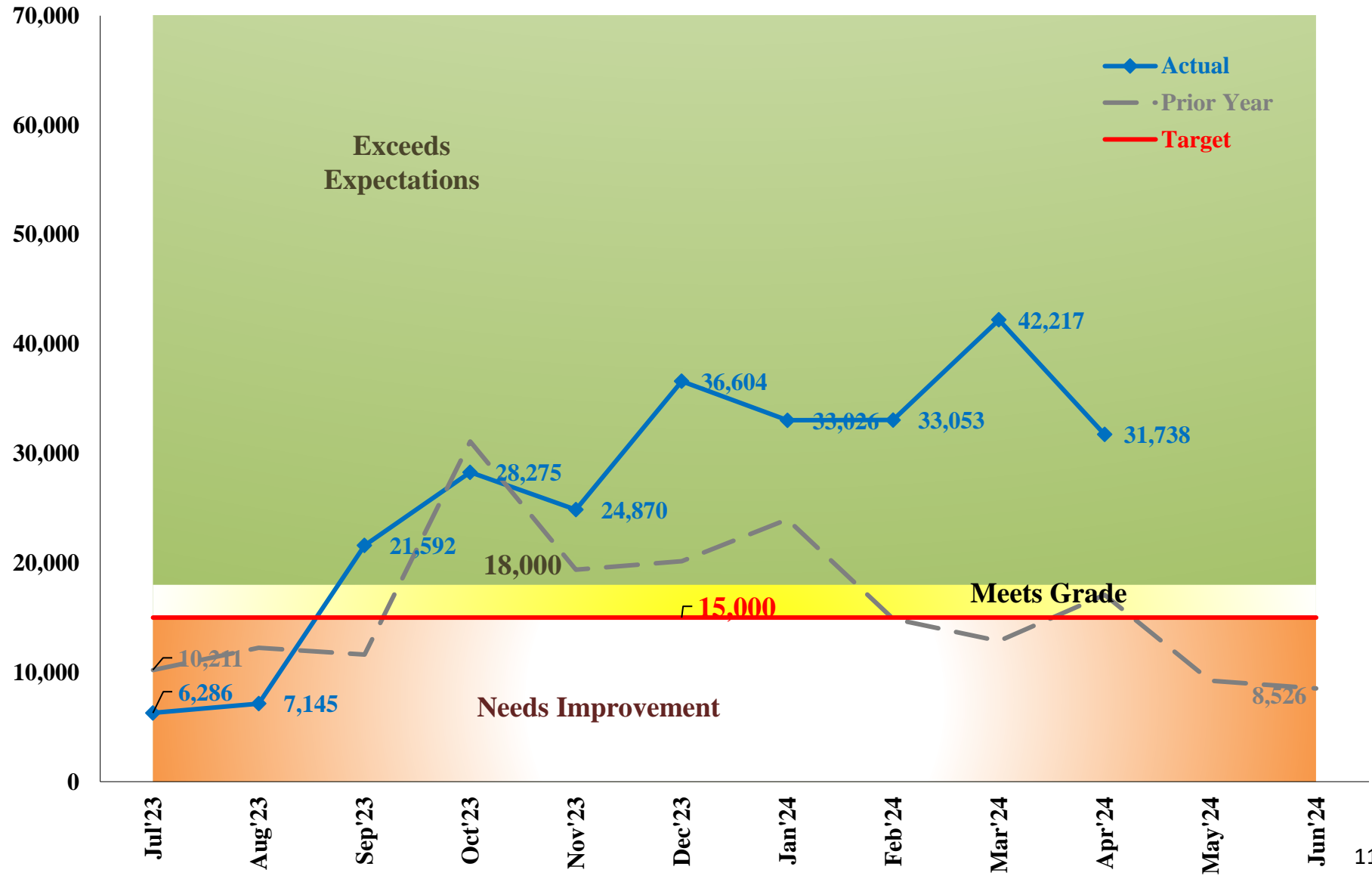
Operations KPIs (Mobility)

KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	86.46%	-3.54%	84.21%	-5.79%	-0.82%
Mean Distance Between Failures	15,000	31,738	16,738	17,659	2,659	2,118
Missed Trip Rate	0.50%	0.92%	0.42%	1.22%	0.72%	0.62%
Reservation Average Call Wait Time	2:00	8:30	6:30	5:17	3:17	3:38
Reservation Call Abandonment Rate	5.50%	10.49%	4.99%	8.35%	2.85%	3.99%
Customer Complaints per 1K Boardings	4.00	4.42	0.42	4.92	0.92	1.50

Mobility On-Time Performance measured as the percentage of MARTA Mobility customer pickups made within 30 minutes from scheduled pickup time.

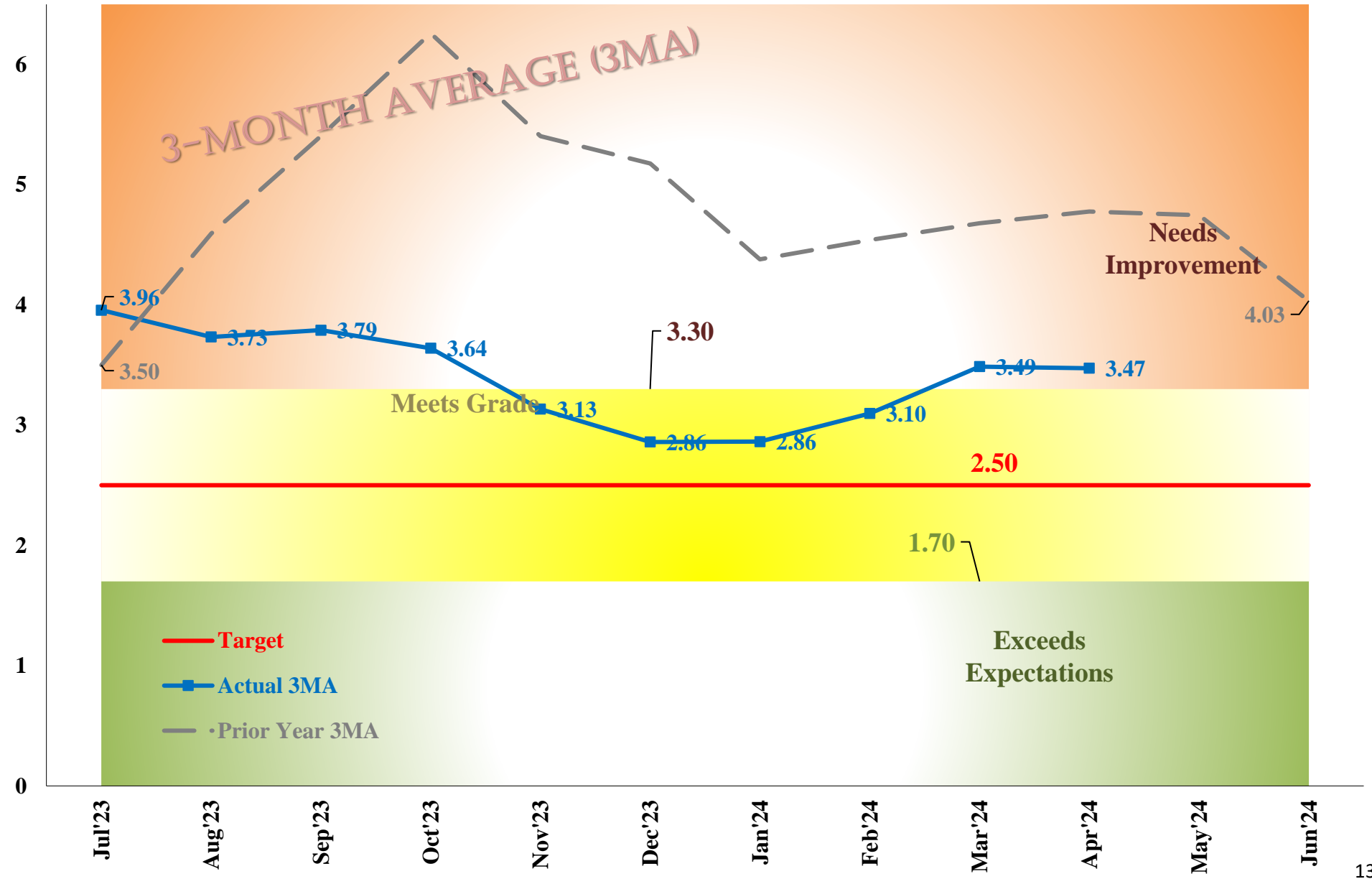


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.



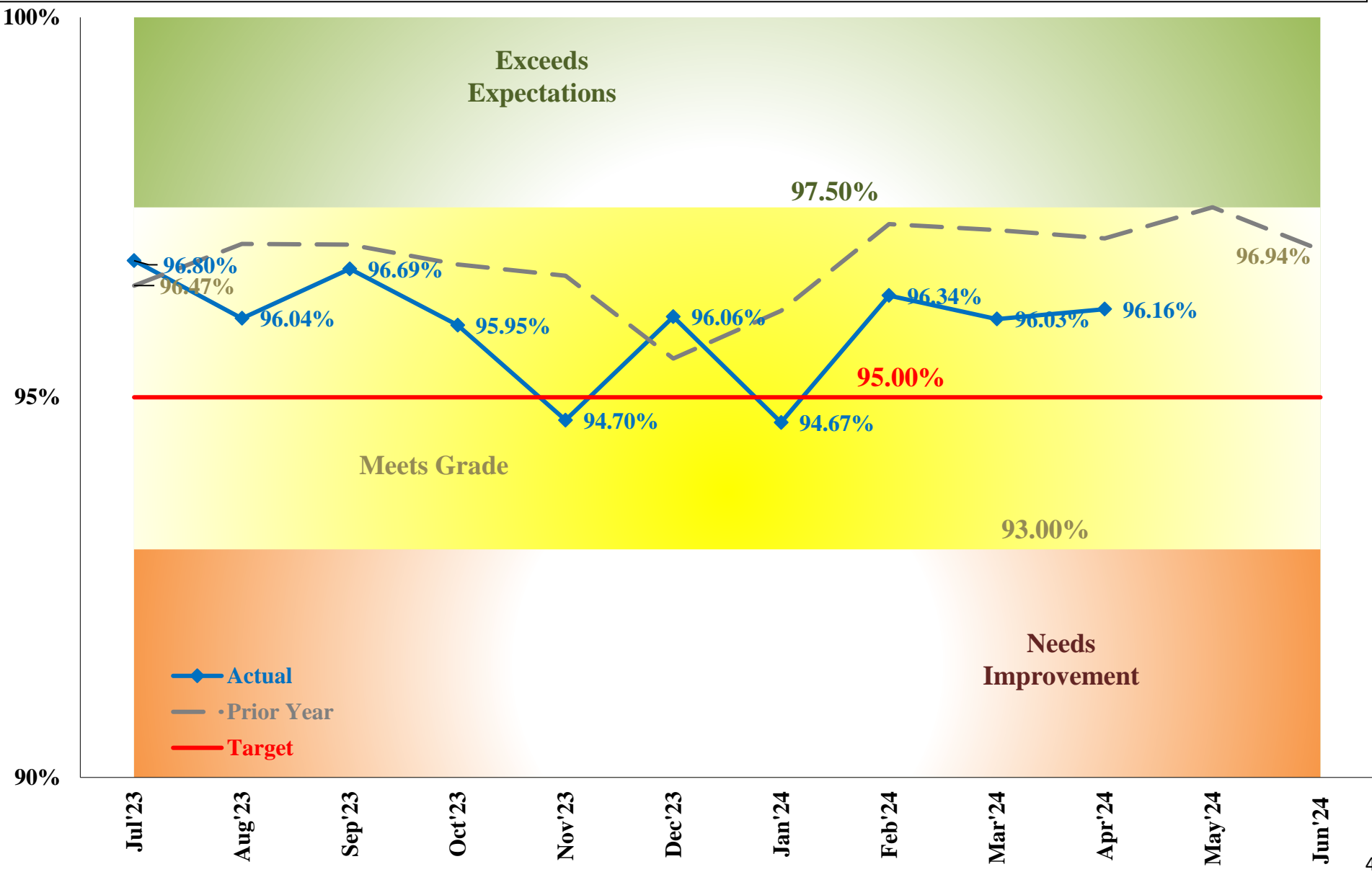
APRIL FY24
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

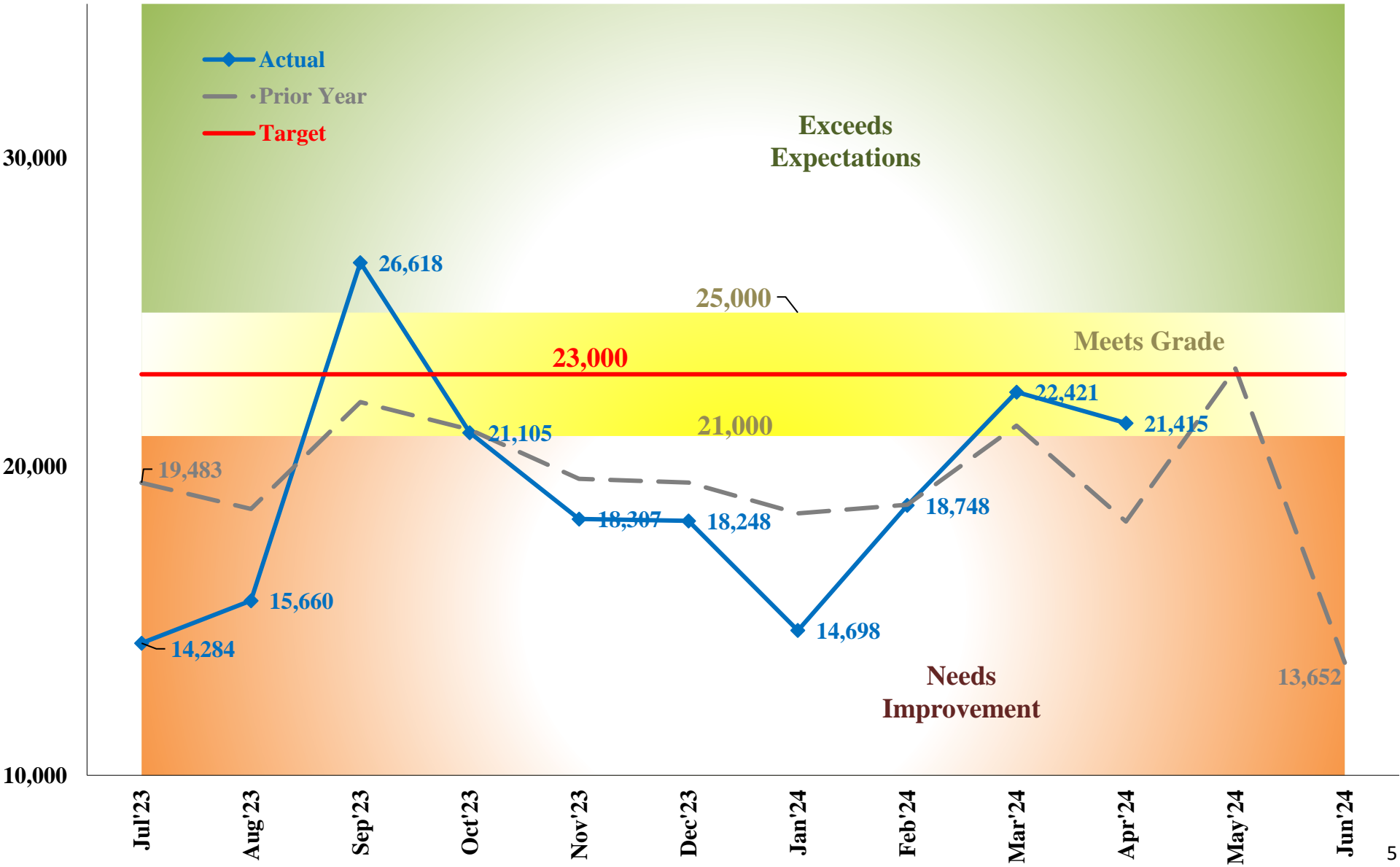
Operations KPIs (Rail)

KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.16%	1.16%	95.94%	0.94%	-0.76%
Mean Distance Between Failures	23,000	21,415	-1,585	18,558	-4,442	-1,115
Mean Distance Between Service Interruptions	475	390	-85	375	-100	-91
Customer Complaints per 100K Boardings	1.00	0.46	-0.54	0.51	-0.49	0.20

Rail On-Time Performance measured as percentage of scheduled rail trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes after scheduled time.



Rail Mean Distance Between Failures measured as the average rail car miles between NTD reportable mechanical failures, i.e., those precluding a rail car from completing its revenue trip or starting its next scheduled revenue trip.



OFFICE OF
VERTICAL
TRANSPORTATION

Operations KPIs (Vertical Transportation)

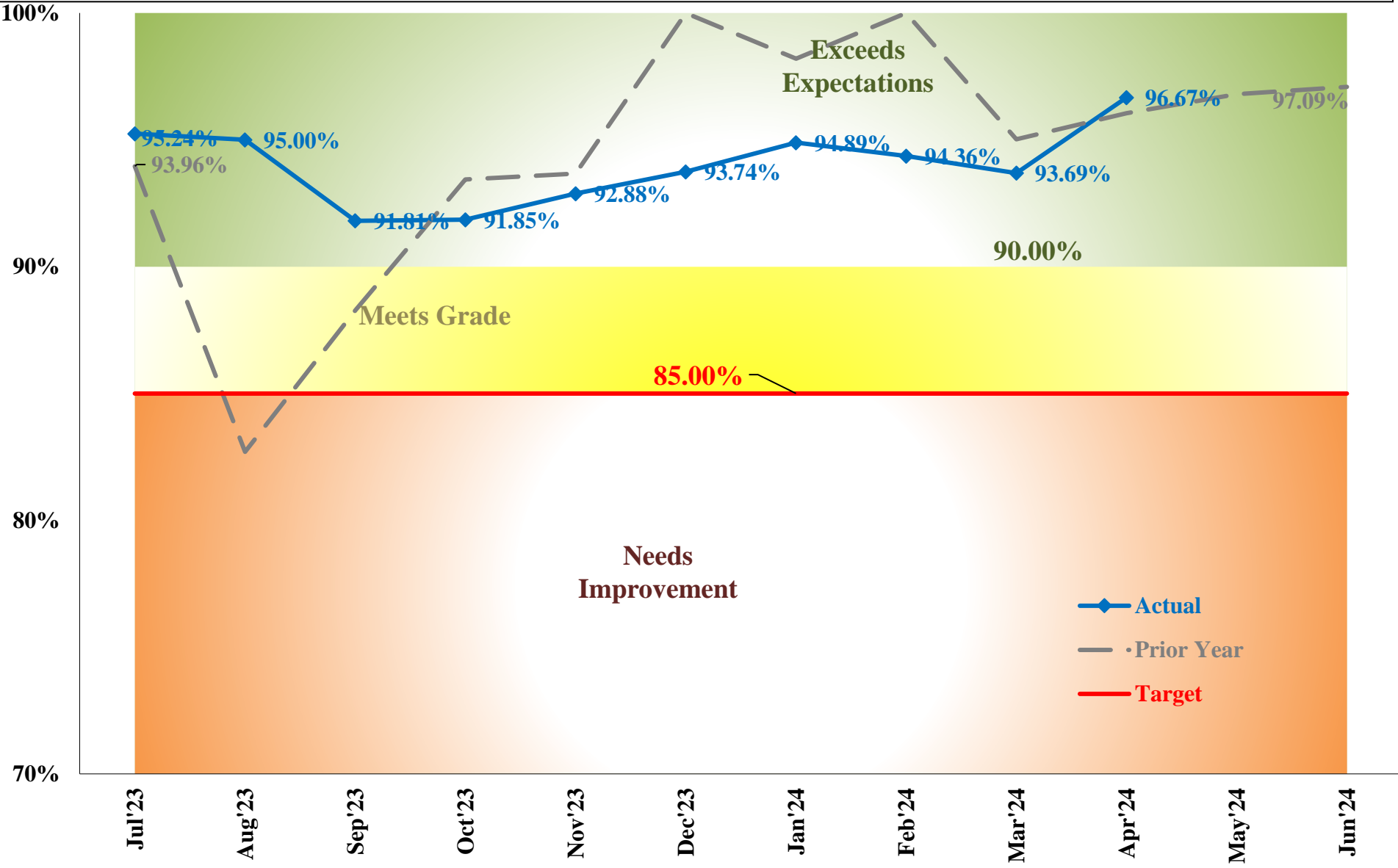
KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.50%	0.00%	98.51%	0.01%	-0.05%
Elevator Availability	98.50%	98.54%	0.04%	98.56%	0.06%	-0.09%

APRIL FY24
PERFORMANCE
(STREETCAR)

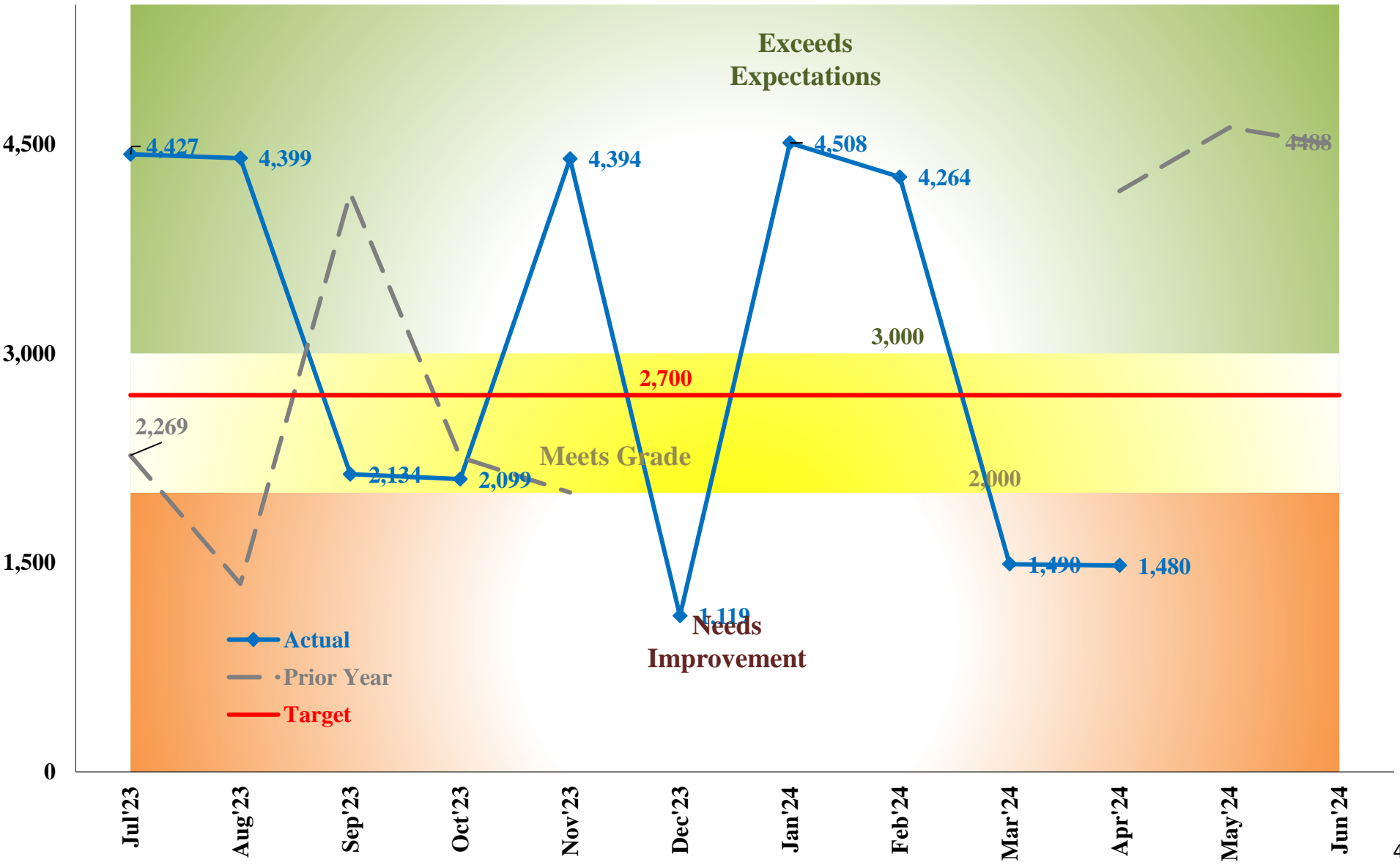
Operations KPIs (Streetcar)

KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	96.67%	11.67%	94.01%	9.01%	-0.08%
Mean Distance Between Failures	2,700	1,480	-1,220	2,923	223	382
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.00	-0.10	-0.02

Streetcar On-Time Performance measured as percentage of scheduled trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes and 59 seconds after scheduled time.



Streetcar Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.

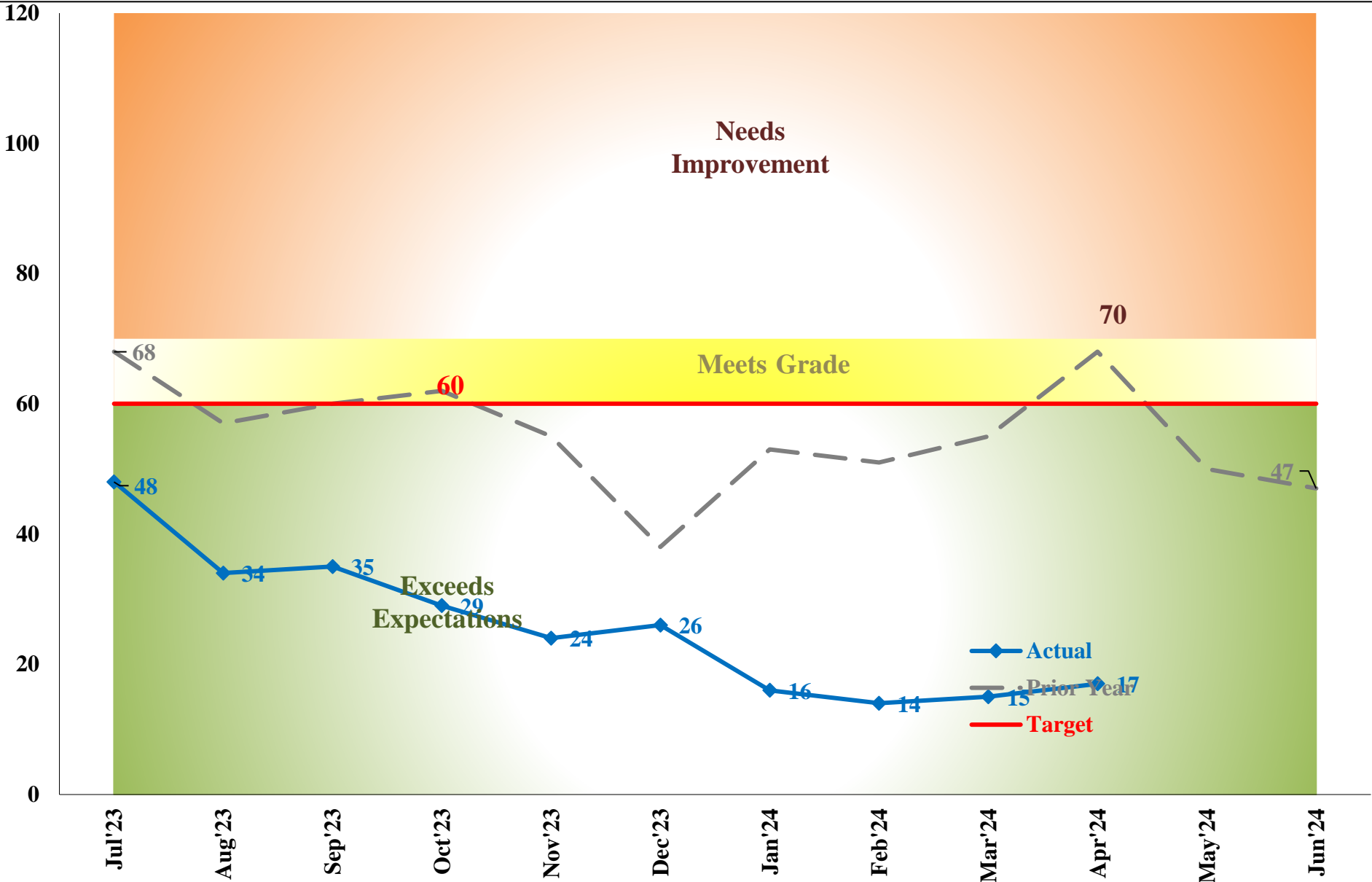


APRIL FY24
PERFORMANCE
(CUSTOMER SERVICE)

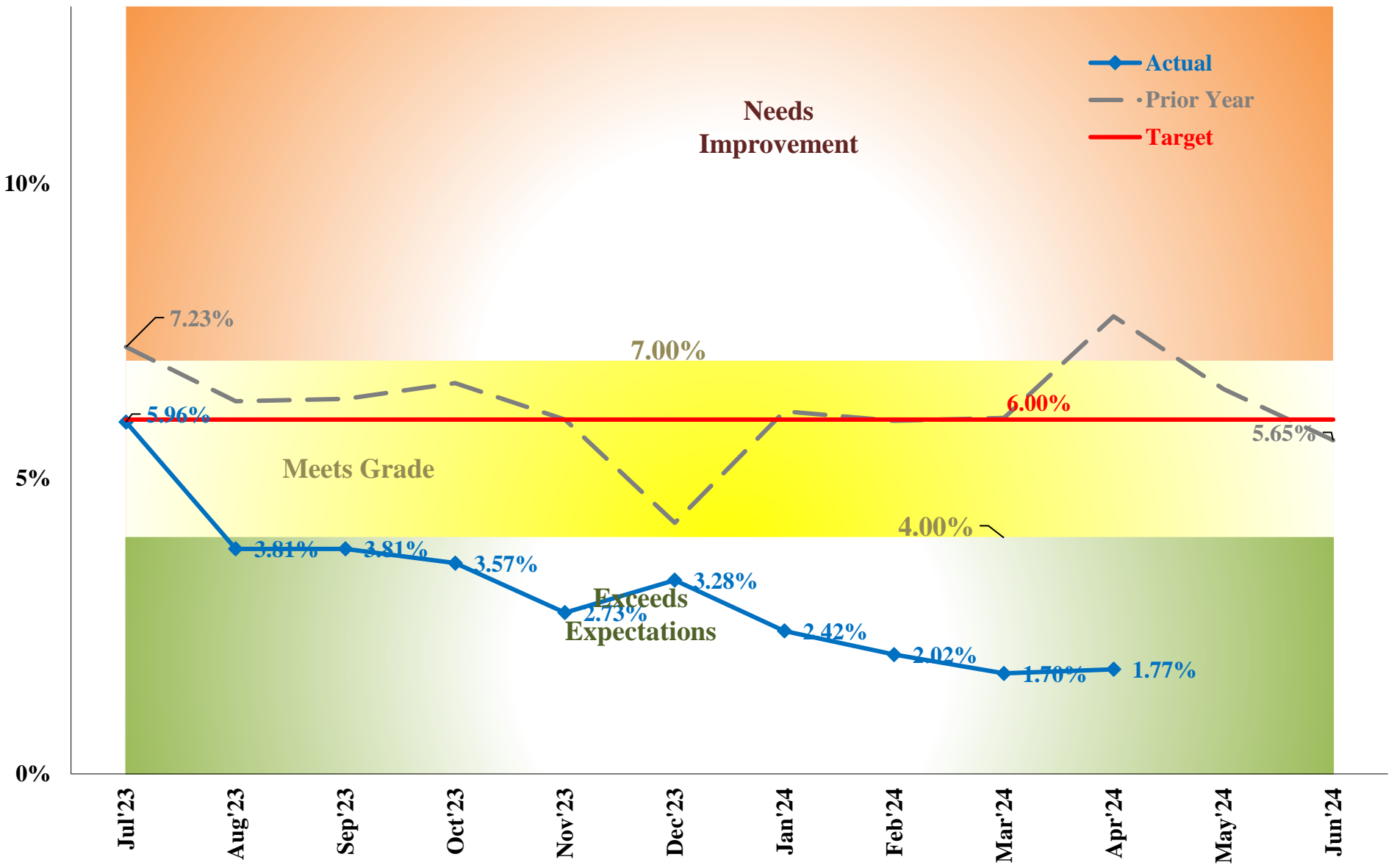
Customer Service KPIs

KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:17	-0:43	0:27	-0:33	-0:30
Customer Call Abandonment Rate	6.00%	1.77%	-4.23%	3.17%	-2.83%	-1.19%

Average Customer Call Wait (in seconds) measured as average time a customer waits in queue prior to speaking to customer service representative.



Customer Call Abandonment Rate measured as the percentage of customers terminating a call, while waiting in queue for a customer service representative to answer the call.



APRIL FY24

PERFORMANCE

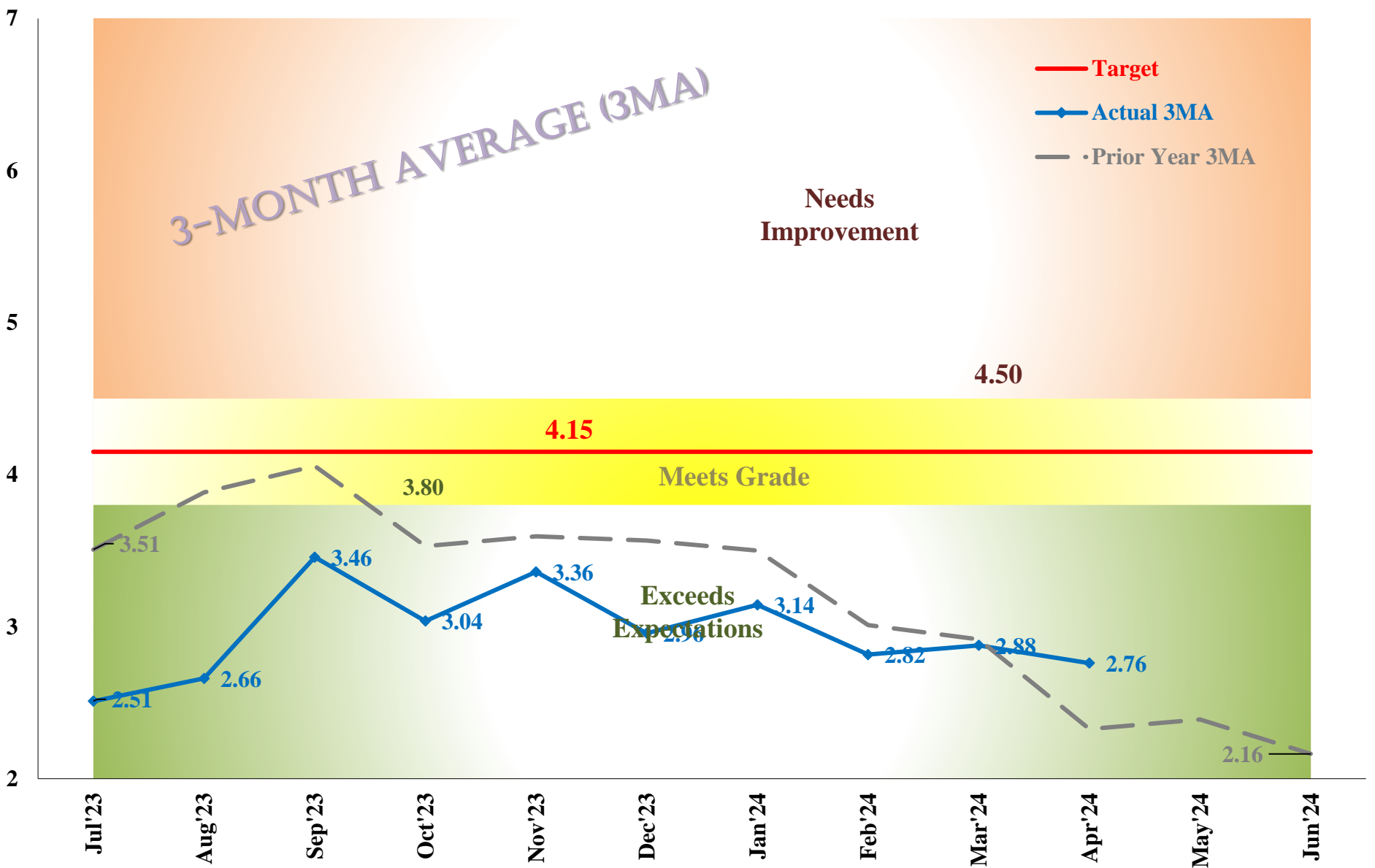
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

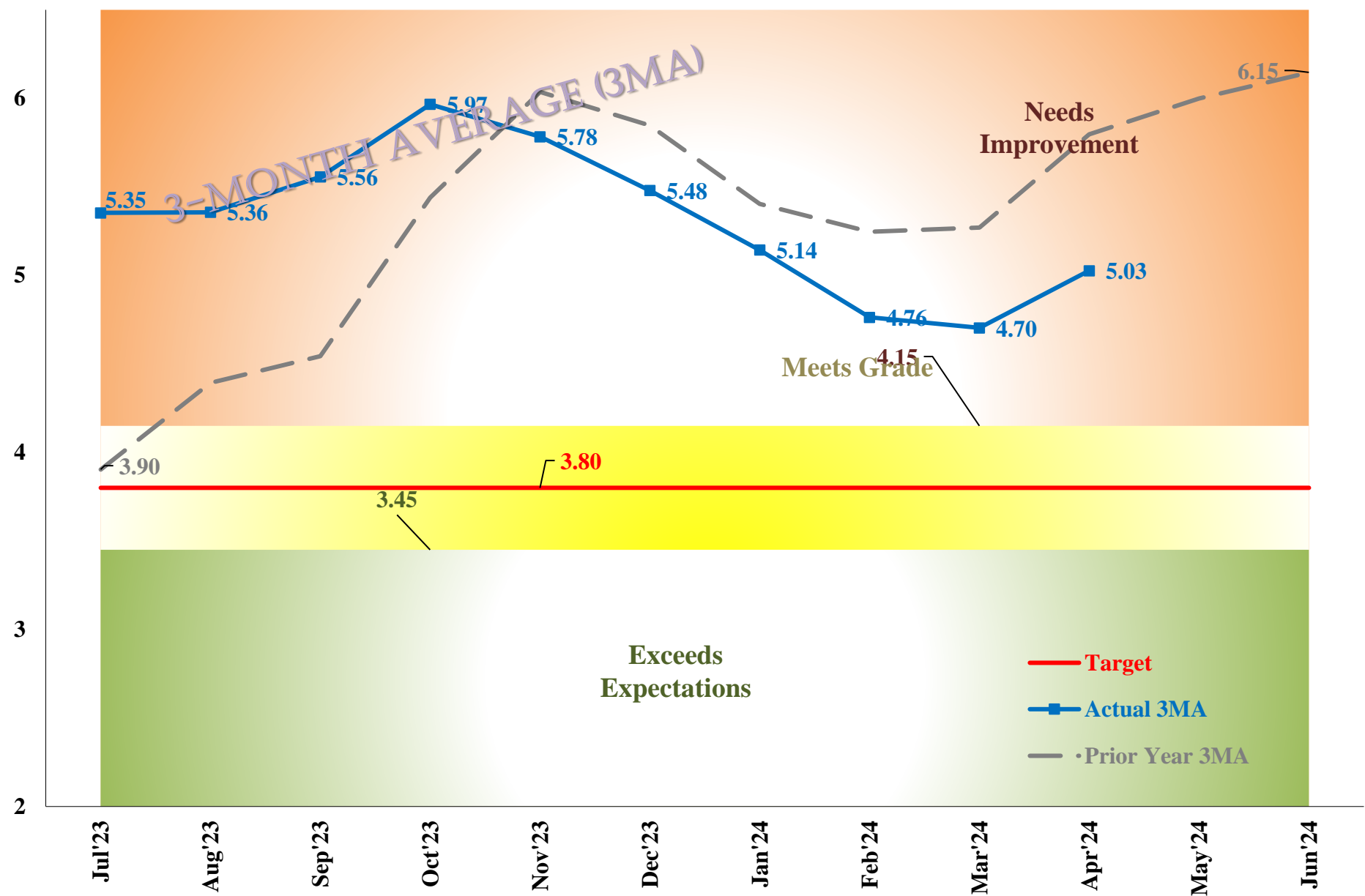
Safety & Security KPIs

KPI	FY24 Target	April FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.24	-1.91	3.01	-1.14	-0.36
Bus Collision Rate per 100K Miles	3.80	5.64	1.84	5.28	1.48	-0.07
Mobility Collision Rate per 100K Miles	2.50	3.62	1.12	3.41	0.91	-1.63
Employee Lost Time Incident Rate	3.80	4.64	0.84	3.94	0.14	0.03

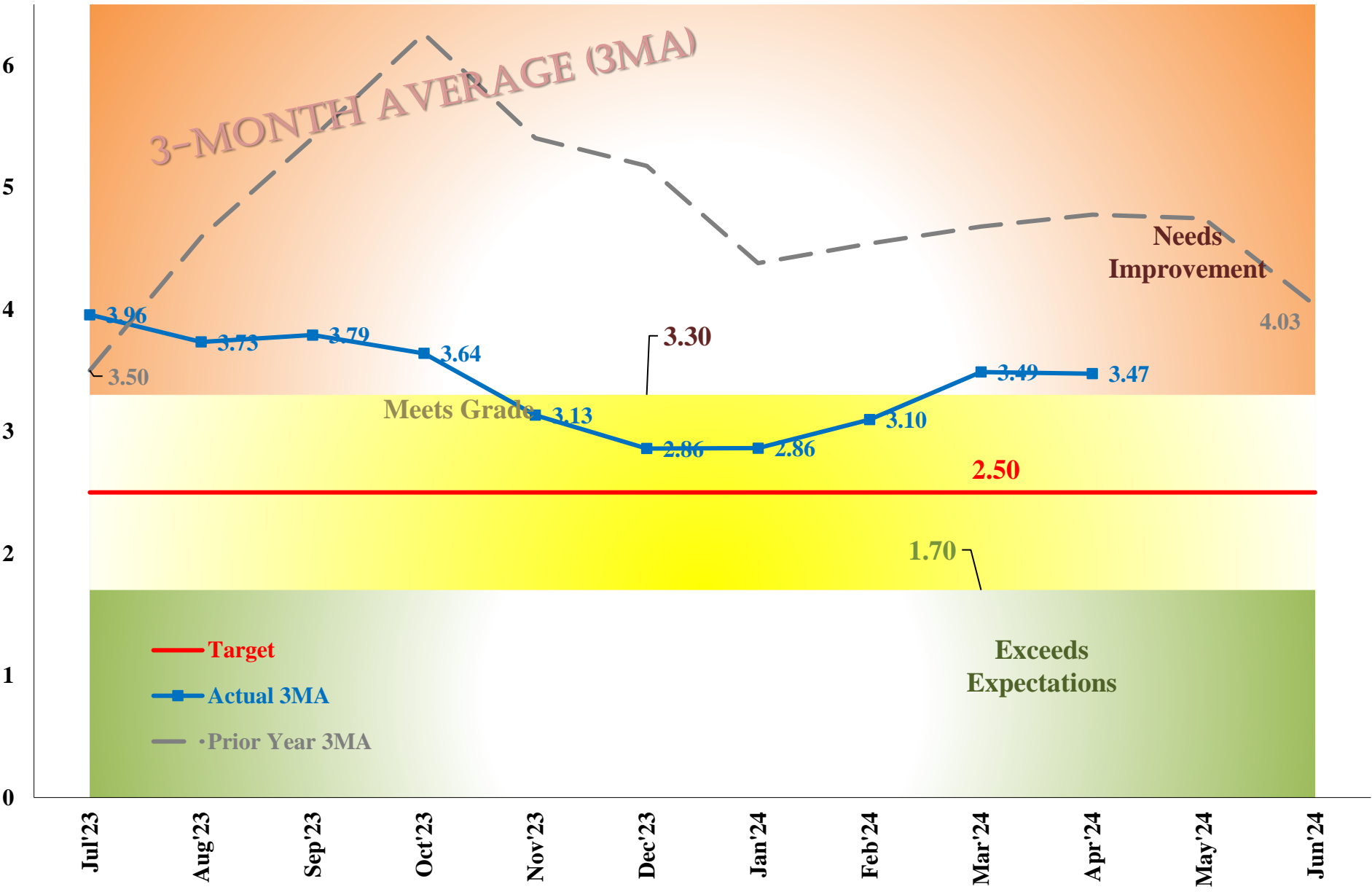
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.



Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.



Employee Lost Time Incident Rate measured as the annualized number of accidents resulting in the lost time of over 7 days per 100 employees.

