

**MINUTES**  
**MEETING OF THE BOARD OF DIRECTORS**  
**OPERATIONS & SAFETY COMMITTEE**  
**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**December 3, 2012**

The Board of Directors Operations & Safety Committee met on December 3, 2012 at 10:15 a.m. in the Board Room on the 6<sup>th</sup> Floor of the MARTA Headquarters Building, 2424 Piedmont Road, Atlanta, Georgia.

**Board Members Present**

Harold Buckley, Sr.  
Frederick L. Daniels, Jr.  
Jim Durrett  
Adam Orkin, Chair

MARTA officials in attendance were: General Manager/CEO Beverly A. Scott; Deputy General Manager/COO Dwight A. Ferrell; Chief, Business Support Services and Administration Theodore Basta, Jr.; AGMs Davis Allen, Deborah Dawson, Lisa DeGrace (Acting), Wanda Dunham, Garry Free (Acting), Ben Graham, Georgetta Gregory, Robin Howard, Mary Ann Jackson, Cheryl King, Ryland McClendon and Elizabeth O'Neill; Sr. Director David Springstead; Directors Tom Beebe, Anton Bryant, Lee Burner, Sharon Crenchaw, John Crocker, Joseph Dorsey, Joe Erves, Charlotte Harris, Lyle Harris, Rod Hembree, Ming His, Connie Krisak, Pat Minnucci, Fred Remen, Ferdinand Risco, Carol Smith and John Weber; Managers Joyce Brown and Marvin Toliver; Sr. Executive Administrator Tyra J. Wiltz; Finance Administrative Analyst Tracy Kincaid. Others in attendance Jeter Barnhill, Arnold Campbell, Eulethia Dooley-McLin, Forrest Graham, Ashton Green, Kathy Jordan, Paul Kelley, Fernell Patterson, Jr., Anthony Pines, Srinath Remala, Marcus Sharpe, James Sibert, Calvin Starling, Bill Thomas, Tuan Vo, Dansby Wade, Damita Williams, Kimberly Williams and Renee Willis.

Also in attendance Matt Pollack of MATC; Kailor Gordy of Metro Atlanta Chamber; Jeff Parker; Ayana Bell and Jack Jackson of ATU Local 732; Steve Visser of *The AJC*.

**Approval of the November 5, 2012 Operations & Safety Committee Meeting Minutes**

---

On motion by Mr. Durrett seconded by Mr. Buckley, the minutes were unanimously approved by a vote of 4 to 0, with 4 members present.

**Resolution Authorizing the Award of a Contract for the Procurement of AC Wheel/Axle Overhaul and Repair Services, CP B23566**

Mr. Erves presented this resolution authorizing the General Manager/CEO or her delegate to award a contract for the procurement of AC Wheel/Axle Overhaul and Repair Services in the amount of \$5,222,548. The contract term is two (2) years base and one (1) one-year option.

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

**Resolution Authorizing Award of a Sole Source Contract With Motorola Solutions, Inc. for Maintenance and Support Services for the Radio Communications System**

Mr. Erves presented this resolution authorizing the General Manager/CEO or her delegate to enter into a Sole Source Contract with Motorola Solutions for Maintenance and Support Services for the Radio Communications System in the amount of \$1,629,723.31.

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

**Resolution Authorizing the Award of Contracts for the Voice Communication Systems Project, RFP P27193**

Mr. Graham presented this resolution authorizing the General Manager/CEO or her delegate to award contracts that allow MARTA to procure hardware, software and professional services from multiple local resellers with valid GSA schedules and/or State of Georgia contracts to achieve the best competitive pricing for the Authority in the amount not to exceed \$8,372,100.

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

**Resolution Authorizing Negotiations With a Selected Safety, Health and Industrial Hygiene Services Consultant, A/E 24109**

Ms. Jordan presented this resolution authorizing the General Manager/CEO or her delegate to enter into negotiations with the most qualified firms to secure

Safety, Health and Industrial Hygiene Consulting Services. These services will support on-call system wide safety related to occupational, industrial, system safety/security, asbestos and lead-based paint management services.

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

### **Briefing - Safety Update**

---

The bus collision target is currently less than or equal to 2.55 collisions per 100,000 revenue miles. The mobility collision target is less than or equal to 2.85 collisions per 100,000 miles. MARTA grades every collision no matter how minor – even collisions with no damage. The major collision types are collisions with fixed objects; closely followed by side swipes. Improvement strategies include toolbox safety meetings and defensive driver tips. Defensive driver training is conducted by MARTA drivers with many years of experience. Other strategies are improved data acquisition and analysis, improved accident and investigation through bus supervisor training, a new safety program, Safety Award Recognition program and Mobility Roadeo course.

Mr. Orkin asked how MARTA compares to other markets.

Mrs. Gregory said MARTA compares itself with other markets through the National Transit Database. While the data is steadily improving, it is not always the best data. She noted that she does have data that compares MARTA to WMATA – i.e., in calendar year 2012 year-to-date; MARTA had 152 collisions in Mobility compared to WMATA's 630 Mobility collisions. In the fixed route, MARTA had 490 collisions reported compared to WMATA's 1,260 collisions.

Mr. Orkin asked if MARTA's collision rate was more or less than other transit systems.

Mr. Ferrell replied considering the number of miles MARTA travels during a 12-month period; it is a very good rate – both for Mobility and fixed route. The National Transit database, depending on how information is reported, can skew comparisons.

Mrs. Gregory said collisions are graded as preventable or non-preventable. Professional drivers are held to a higher standard. The National Safety Council defines a preventable collision one where the driver fails to do everything

**Operations Committee**

**12/3/12**

**Page 4**

reasonable that could have been done to avoid it. MARTA bus and Mobility operators are challenged by narrow and congested streets and erratic behavior of other motorists on the road. In many cases, operators simply cannot avoid collisions. Last November 2011, the process was changed to include the safety of the driver. This was done to improve the employee perception that MARTA conducts a fair and independent review of collisions.

Under Workers Compensation Guidelines in Georgia, an employee must be absent seven days before the incident is considered lost time. MARTA is not faring very well this year. Staff is further analyzing the data looking for a root cause. The primary cause of injury is soft tissue injury from slips, trips and falls. MARTA has an aging workforce that is prone to back, knee and rotator cuff injuries.

Action plans include defensive driver training, a capital project to replace the aging Risk Management database, review of operational rules and procedures, specific training modules such as push-pull steering techniques, the Safety Award Recognition Program, ongoing Wellness Program, fitness facilities, root cause analysis and review of personal protective equipment guidelines.

Mr. Buckley asked what is being done to deal with sprains.

Mrs. Gregory said MARTA has an aging workforce. In workplace injuries, sprains are always the number one injury type. In comparison, sprains trends fairly well with other industry standards.

Mr. Buckley asked what are we doing to address the risks?

Mrs. Gregory responded that MARTA is focusing on employee fitness, health fairs, specific training modules, etc.

Rails incidents are reported to GDOT; MARTA's State Safety Oversight Agency - a fatality or death within thirty days of an incident, injuries requiring immediate medical attention away from the scene for two or more individuals, property damage equal to or exceeding \$25,000, an evacuation for life safety reasons, a main line derailment, a collision between two rail transit vehicles or one rail transit vehicle and a non-revenue vehicle or any evacuation due to passengers to the wayside.

MARTA tracks near-misses – (not mandated by GDOT). This is an opportunity

## **Operations Committee**

**12/3/12**

**Page 5**

to correct errors before a catastrophe happens. There have been eight derailments over the past four years – these were not train derailments but on-track equipment.

Red Signal Violations are not mandated by GDOT, but incidents that could be head-on collisions if they are not taken seriously. Over a 5-year period, there have been twenty-three red signal violations; nine of which occurred on the main track. Procedures and processes have been changed to eliminate these violations.

MARTA reports to the National Transit Database. The criteria is a fatality within 30 days of an incidents, deaths from illness and other natural causes are not reportable, entry requiring immediate medical attention away from the scene, property damage equal to or exceeding \$25,000, evacuation for life safety reasons or main track derailment. The ratio to rail miles is in line with the Authority's sister agencies.

Vertical transportation continues to improve through modernization of equipment. There were no incidents in 2012. Availability continues to improve. The first 30 units in the modernization program are complete. MARTA has undertaken specific strategies – analysis of information through trends, identifying problematic units, field investigation and analysis by the inspector and the consultant, investigation of accidents collaboratively with the Department of Safety, State of Georgia and the MARTA consultants.

Major safety initiatives include MARTA's Marketing Department and Department of Safety launched a public safety video, the Department of Vertical Transportation, Marketing and Safety are working on a safety campaign for vertical transportation to improve patron behavior. MARTA's Safety First Campaign is now in its second year. There have been 111 issues submitted by MARTA employees with 98 successfully closed and 13 still in progress. Educational efforts are ongoing. During 2012, the Office of Safety engaged the American Society of Safety Engineers to develop its examination and preparation workshop to the Department of Safety and Quality of Assurance. The Rodeo course is a big hit in training Mobility operators. The Bus Supervisor Program is ready to launch with the Bus Supervisor Recertification Program next month. The Office of Safety has assigned a system safety expert in the Office of Training to assist in developing new safety training and reviewing existing safety training. The Office of Safety has engaged in a three-year plan with the USDOT Transportation Safety Institute to bring prerequisite courses to MARTA for

employees wishing to earn the USDOT certificate and/or the TSI Safety and Security Program Certification.

Mr. Orkin thanked Mrs. Gregory for a great presentation. He challenged staff to develop a benchmark for comparison to other systems.

### **Briefing – Security Update**

---

Chief Dunham presented a briefing on MARTA's security

MARTA Police Part I Crime Statistics 2010 – 2012 - Part I Crimes are homicides, robbery, larceny, auto theft, arson, rape and burglary.

During fiscal years 2010-2012 robberies and larcenies were up. These were i-pod, i-phones and i-pad thefts. MARTA is talking with WMATA – WMATA is trending approximately 100 i-thefts per month. MARTA is trending about 25 i-thefts per month. Eco Machines are being placed in urban malls. These are machines where you can sell any type of phone. As long as you have a market where people can sell stolen goods – there will be a problem.

The highest number of incidents occurred on buses and trains. MARTA Police increased bus and rail patrol. By increasing overtime to \$2M, Officers were placed on 60% of the trains during evening hours.

#### *How Does MARTA Police Compare*

Compared to other agencies in the Atlanta region - Atlanta Police Department Zones 1, 4 and 5 experienced 2,352 crimes compared to MARTA's 97 crimes.

Bus operator assaults are a top concern. There has been a 13% decrease in operator assaults at MARTA.

MARTA is taking a proactive stance. Officers are wearing bright neon vest for increased visibility. Canine and SORT teams are providing extra patrol on our trains, buses and stations. We are proactively analyzing our crime trends and deploying officers to those areas.

## **Operations Committee**

**12/3/12**

**Page 7**

### *CCTV Expansion on Rolling Stock*

Cameras are being installed on the trains, buses and paratransit. Due to gaps in shifts, deployment will change in January 2013 to put more police officers on the system.

### **New Initiatives**

- MARTA hires sworn police Reserve Officers to provide greater visibility on trains to reduce overtime. (Reserve Officers are officers who have retired from MARTA or another jurisdiction). This officer has arrest power.
- Informational flyers to customers on the use of electronic devices in stations. The goal is for customers to be smart and informed riders.

Mr. Buckley asked for a timeline for CCTV.

Chief Dunham said CCTV is going well. There are currently 1,200 cameras in MARTA stations. The cameras have added benefits to MARTA stations in the area of criminal investigations, accident investigations, risk management and Authority liability. Staff will come back to the Board in the Spring to request approval of the CCTV expansion program (an additional 212 cameras for coverage of elevator and escalators). An additional 588 cameras will be added to remote sites – bus garages, rail yards, etc. All cameras will be in place by May 2015.

Full bus installation began November 1, 2012. To date, twenty-three (23) buses are complete. Final installation will be done by June 2013.

Rail car camera installation will begin April 2013. Mobility van installation will begin July 2013. The entire project will be complete by June 30, 2014, to include wireless infrastructure.

Chief Dunham thanked Mr. Buckley, noting that he was involved in the camera project from the beginning. From the beginning, Mr. Buckley stressed that MARTA install public view monitoring. The vendor is now recommending public view monitoring to other systems.

*Full Scale Exercise*

A full scale exercise was just completed at Five Points. The exercise was very successful with over 500 attendees. All fourteen (14) MARTA departments were involved. The After Action Conference will be held Thursday, December 6, 2012. The After Action Conference is set up to look at strengths, weaknesses, vulnerabilities and to come up with an improvement plan.

*Community Oriented Cops Grant*

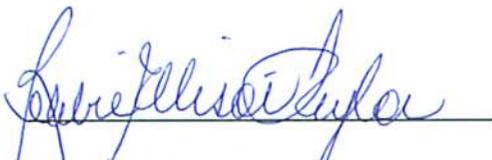
The Department of Justice awarded MARTA Police five new positions. The award is for \$625,000 over a 3-year period. The funds must be used to hire new police officers who are military veterans or rehire officers that are currently laid off or scheduled to be laid off.

**Adjournment**

---

The meeting of the Operations Committee adjourned at 10:29 a.m.

Respectfully submitted,

  
\_\_\_\_\_  
Rebbie Ellisor-Taylor  
Assistant Secretary