



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, MARCH 25, 2021

ATLANTA, GEORGIA

via WebEx

MEETING MINUTES

Board Chair W. Thomas Worthy called the meeting to order at 10:44 a.m.

Board Members Present	Staff Members Present
Roberta Abdul-Salaam	Jeffrey Parker
Stacy Blakley	Collie Greenwood
Jim Durrett	Rhonda Allen
William Floyd	Luz Borrero
Roderick Frierson	Melissa Mullinax
Freda Hardage	Elizabeth O'Neill
Al Pond	Franklin Rucker
Rita Scott	Raj Srinath
W. Thomas Worthy, Chair	

Also in attendance: MARTA Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; other MARTA staff members: Peter Bruno, Phyllis Bryant, LaShanda Dawkins, Tyrene Huff, Kevin Hurley, Donna Jennings, Patricia Lucek, Gena Major, Dean Mallis, Paula Nash, Santiago Osorio, Roosevelt Stripling, Miles Turpin, Kirk Talbot, and George Wright.

1. Approval of February 25, 2021 Operations and Safety Committee Meeting Minutes

Committee Chair Worthy called for a motion to approve the minutes. A motion to approve was made by Board Member Durrett and seconded by Board Member Abdul-Salaam. The minutes were approved unanimously by a vote of 9 to 0 with 9 members present.

2. Resolution Authorizing the Award of a Contract for the Procurement of Eligibility Assessment Services for MARTA Mobility, RFP P46866

[Presentation attached]

Mobility Support Program Manager, Roosevelt Stripling, presented the above resolution for approval. Board Member Durrett made a motion to approve the resolution and it was seconded by Board Member Abdul-Salaam. The resolution was approved unanimously by a vote of 9 to 0 with 9 members present.

- Board Member Abdul-Salaam noted for the record that the recommendations were reviewed with the MAC Committee at their last meeting. Mr. Stripling responded that they went over some of the proposed changes that MARTA Mobility is working on; however, they didn't discuss specific contract items.

3. Briefing – 2002 ADA Court Order Update [Presentation attached]

Paula M. Nash, Executive Director, Office of Diversity and Inclusion, Santiago Osorio, Deputy Director of Bus Operations, George Wright, Deputy Director of Rail Operations, and Peter Bruno, Mobility Program Support, provided the Committee with an update on the 2002 American Disabilities Act (ADA) Court Order. In 2001, a Federal lawsuit was filed against MARTA by six plaintiffs on behalf of themselves and others with disabilities. It was alleged that MARTA was in violation of the ADA. As the result of this lawsuit, MARTA has been under a Consent Order since December 24, 2002. There is no Sunset Provision or specific end date to this consent order. In 2014, after both parties came to an agreement, the court entered a Modified Order. We believe that after we get back to full ridership, we can show clear and sustained compliance and can go back to the court to seek release from the court. With the positive direction regarding MARTA's ADA compliance status, we will be in a good position to seek release from the court.

4. Briefing – Bus Transportation Key Performance Indicators [Presentation attached]

Deputy Chief of Bus Operations, Santiago Osorio, provided the Committee with an update on bus operations Key Performance Indicators (KPIs).

- 1) Mean Distance Between Failures – Bus maintenance continues to meet and exceed our goals.
- 2) Customer Complaints – This is our temperature check with the level of service that we're providing to our customers.
- 3) Bus Collisions – We continue to stay focused on safety.
- 4) Overtime – We perform well against the budget.
- 5) On-Time Performance – This is an area that we've struggled in. We have a task force that meets monthly to resolve some of the issues.

- Board Member Frierson commented that it was great information.
- Board Member Abdul-Salaam asked when we receive the comprehensive reports, will they also include our smaller vendors? Mr. Osorio responded that they are included.

5. Other Matters

FY21 January Performance Indicators (Informational Only)

6. Adjournment

The Committee meeting adjourned at 11:28 a.m.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tyrene L. Huff". The signature is written in a cursive style.

Tyrene L. Huff
Assistant Secretary to the Board



Resolution Authorizing the Award of a Contract for Mobility Eligibility Assessment Services, RFP P46866

March 25, 2021

Operations & Safety Committee



Mobility Eligibility Process Overview

- Service for individuals unable to use fixed route bus & train
- Certification based on functional ability
- Contracting for this process began in 2016
- Average number of assessments per year = 3,300

Business Purpose

- Support Mobility Eligibility's business process of consistently providing excellence in customer service through:
 - Individualized Comprehensive Assessments
 - In-person & Telephonic Interviews
 - Functional Assessments
 - Cognitive Assessments
 - Daily, Weekly & Monthly Reporting
 - Documentation in Support of Eligibility Appeals

Transdev's Experience

- Over **20**-Years of assessment experience
- **7** - Eligibility Assessment Contracts of similar size and larger

Assessment Contracts

ACCESS, Port Authority of Allegheny County, PA

SFMTA (Muni), San Francisco, CA

Nassau Intercounty Express, Long Island, NY

MetroLift Paratransit, Detroit, MI

Community Transit, Snohomish, WA

East Bay Paratransit Brokerage, Oakland, CA
(*AC Transit & BART*)

Santa Clara Valley Transportation Authority
(VTA), San Jose, CA

Transdev's Assessment Management Approach

- Experienced Project Manager - seamless transition for staff and customers
 - 15 years eligibility assessment experience
 - developer of the data management platform
- Back-office technology enhancements & support to provide increased front-end engagement and functionality for the customer
- Cloud-based data management platform – 'Get Going' - that provides greater efficiency in processing customer eligibility certifications
 - Integrated Online application, auto populates customer record
 - Automated production of customer Determination Letters
 - Compatible with Trapeze PASS (Passenger Automated Scheduling System)

Transdev's Assessment Management Approach

- Improved customer satisfaction:
 - Greater transparency to track application and provide status throughout each phase of the certification process
 - Shorter timeline for customer to go from application submittal to riding
- Greater efficiency for the Authority:
 - Processing timeline shortened by eliminating several manual steps
 - Increased capacity to process more customers within the proposed staffing levels

Agenda Report

- Advertisement period: 11/20/2020
- 3 Proposals received on – 02/08/2021:
 - IPS Lynx
 - Medical Transportation Management (MTM),Inc
 - Transdev Services, Inc
- SEC determined its in the best interest of MARTA to enter negotiations with Transdev
- The price is determined to be fair and reasonable based on the Independent Cost Estimate
- DBE Participation goal = 25%
 - Proposed participation level is 39.08% (\$1,077,526); Johnson TOD Group LLC
- Base Term = 3 years \$1,552,177.75
- Option Term = 2 / 1-year options \$1,134,547.48
- Total Local Funding = \$2,707,431.65

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Thank You





2002 (2014) ADA Court Order Update

Operations & Safety Committee

March 25, 2021

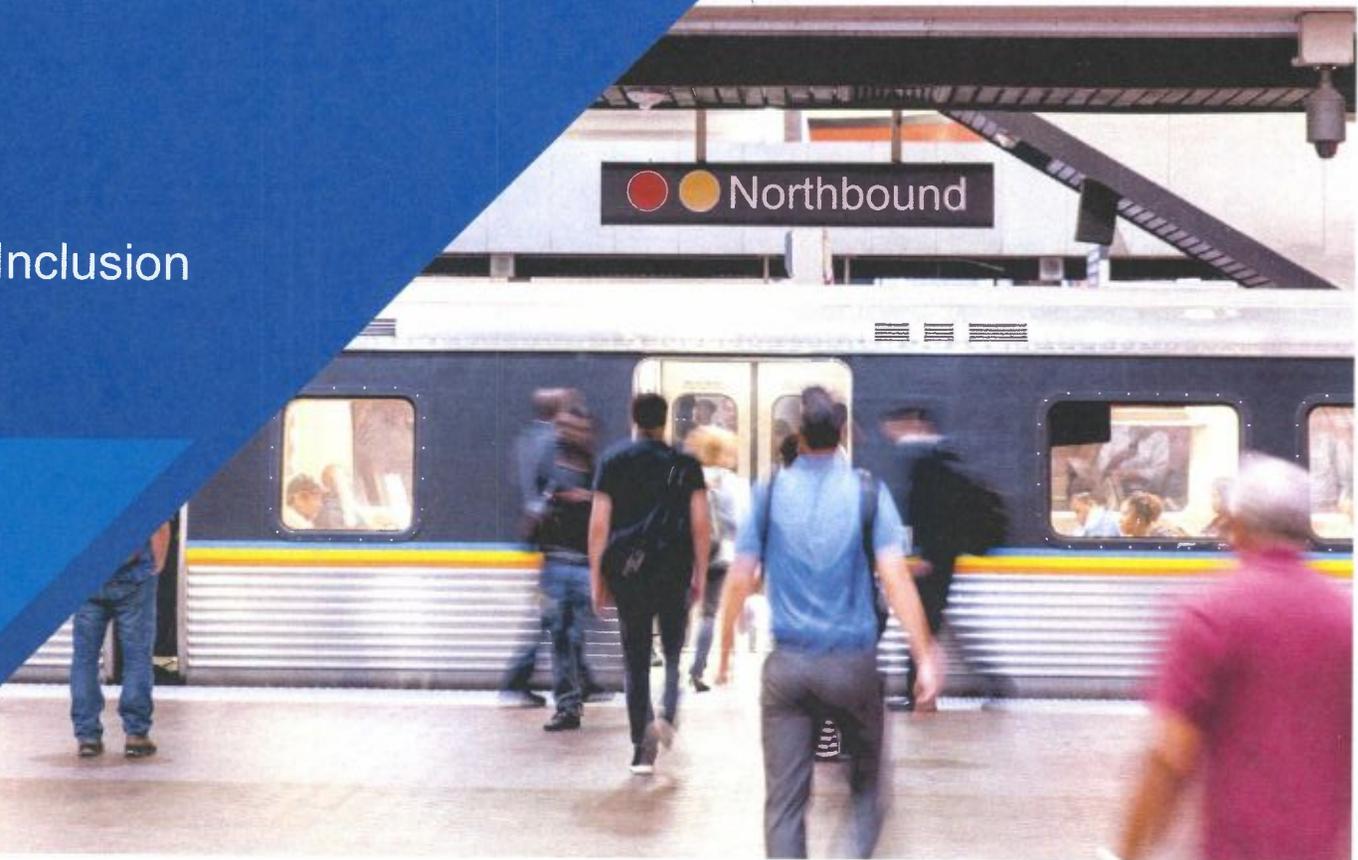


Agenda

- ADA Court Order History and Overview
 - Paula Nash, Executive Director, Office of Diversity and Inclusion
- Bus Operations Compliance Status
 - Santiago Osorio, Deputy Chief of Bus Operations
- Rail Operations Compliance Status
 - George Wright, Deputy Chief of Rail Operations
- Mobility Operations Compliance Status
 - Peter Bruno, Mobility Program Support
- Future Status
 - Paula Nash, Executive Director, Office of Diversity and Inclusion

ADA Court Order History and Overview

Paula Nash
Executive Director
Office of Diversity and Inclusion



History of the ADA Court Order

VINCENT MARTIN, SHERMAN BAKER, EMPISH THOMAS,
BRENT REYNOLDS, STEPHANIE C. DAVIS and
BETTY HASAN-AMIN

Plaintiffs

v.

MARTA

Defendant

- Filed in the United States District Court, Northern District of Georgia
- Judge Thomas Thrash
- Consent Order signed December 24, 2002
- Order has no Sunset Provision

History of the ADA Court Order

- Original 2002 Court Order Addressed
 - More than MARTA Mobility
 - System-wide Compliance with Americans with Disabilities Act (ADA)
 - Nine Distinct Areas
 - Regular Monitoring



History of the ADA Court Order

- 2014 Modified Order Addressed
 - ADA Announcements
 - Paratransit Services
 - Continued Monitoring



Consent Decree Requirements Compliance Status 2002 vs 2014

	2002	2014
I. ALTERNATIVE FORMATS		
A. Website	X	✓
B. Customer Information	X	✓
II. WHEELCHAIR ACCESS		
A. Maintenance of Lifts & Ramps on FR	X	✓
B. Lift Ramp Failures on FR Buses in Service	X	✓
C. Use of Lifts or Ramps on FR Buses	X	X
D. Door Failures on Rail Cars in Service	X	✓
III. PICK-UP SIGNALS	X	✓

Consent Decree Requirements Compliance Status 2002 vs 2014

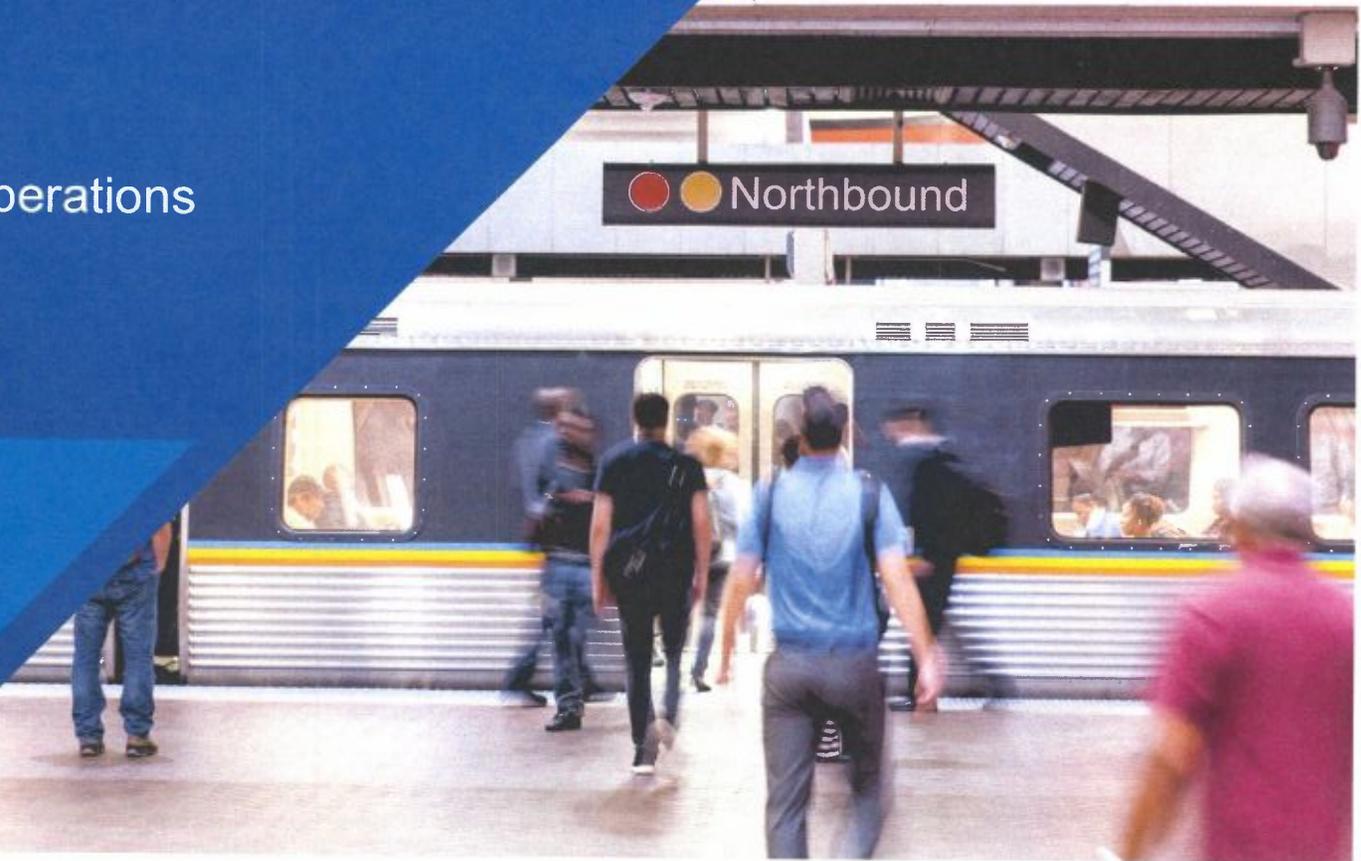
	2002	2014
IV. ADA ANNOUNCEMENTS		
A. Stop Announcements by Bus Operators	X	X
B. Stop Announcements by Rail Operators	X	X
V. PARATRANSIT SERVICES		
A. Telephone Services	X	X
B. On-Time Performance	X	X
C. Length of Trips	X	X
D. Capacity Denials	X	X
E. Maintenance of Wheelchair Securement Systems	X	X

Consent Decree Requirements Compliance Status 2002 vs 2014

	2002	2014
VI. CUSTOMER SERVICE		
A. Telephone Service	X	✓
B. Email Complaints	X	✓
C. Processing of Complaints	X	✓
D. ADA-Related Complaints	X	X
VII. TRAINING	X	✓
VIII. DISCIPLINARY GUIDELINES	X	X
IX. MONITORING & COMPLIANCE	X	X

Bus Operations Compliance Status

Santiago Osorio
Deputy Chief of Bus Operations
Division of Operations



Policy Orders Compliance Status

Policy Order	Enforcement	Status
ADA Announcements	Bus Operator Certification (Training)	✓
	Bus Transportation Work Rules	✓
	Bus Operator Recertification Training	✓
Use of Lifts or Ramps on FR Buses	Bus Operator Certification (Training)	✓
	Bus Transportation Work Rules	✓
	Bus Operator Recertification Training	✓

Compliance Status	Performance Reporting	Status
ADA Announcements Compliance	Mystery Shopper Report	✗
• Operator and Automated		
Use of Lifts or Ramps on FR Buses	PM Inspection/Pre-, Post Trips Programs	✓

ADA Touch-points during Training: Announcements

Bus Operator Candidate 8-week Initial Training

New Employee Orientation (NETO)

- NETO includes employee ADA in brevity

Classroom Training

- ADA announcements
- ADA Act of 1990 Introduced
- Customer service for Disabled riders introduced
- Pre-trip ADA items
- MARTA Mobility services described



Fixed Route Bus ADA Compliance – Use of Lifts

ZONAR Daily Pre-Trip Inspection

- Zone 1 – ADA Annunciator
- Zone 2 – Wheelchair Securement Belts
- Zone 3 – Passenger Seats
- Zone 4 – Wheelchair Ramp Manual Strap
- Zone 10 – Bus Kneel, Wheelchair Ramp

Daily Functional Inspection

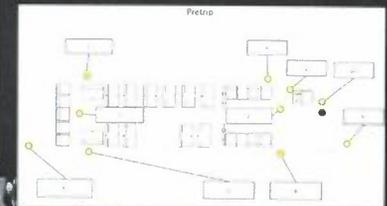
- Wheelchair Ramp Operation

6,000-mile P.M. Inspections

- Inspection of Wheelchair Ramp
- ADA Passenger Signs and Decals
- Inspection of Kneeling Function,
- Inspection of Wheelchair Seatbelts and Harnesses
- Inspection of ADA Stop Request Button
- Check Ride Height

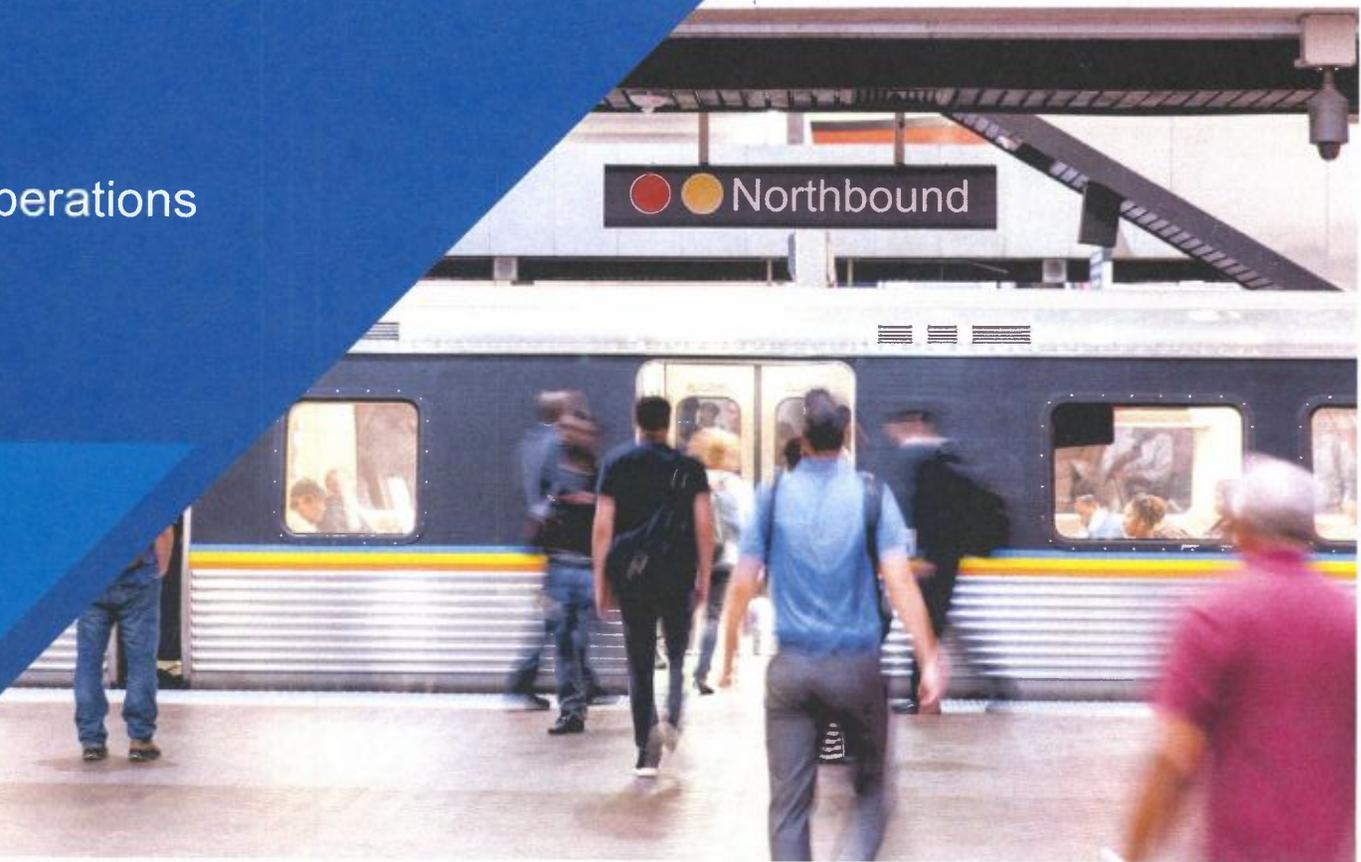
Bi-Annual P.M. Inspection and Maintenance

- Thorough Inspection
- Lubrication
- Change Fluid in Reservoir



Rail Operations Compliance Status

George Wright
Deputy Chief of Rail Operations
Division of Operations



Policy Orders Compliance Status

Policy Order	Enforcement	Status
ADA Announcements	Rail Operator Certification (Training)	✓
	Rail Transportation Operating Rules	✓
	Rail Operator Announcements and Communications Booklet	✓
	Rail Operator Recertification Training	✓

Compliance Status	Performance Reporting	Status
ADA Announcements Compliance	Mystery Shopper Report	✗
• Operator and Automated		

ADA Touch-points during Training

Rail Operator Candidate 70-Day Initial Training

Carborne Interior – Module 4

- ADA Lights

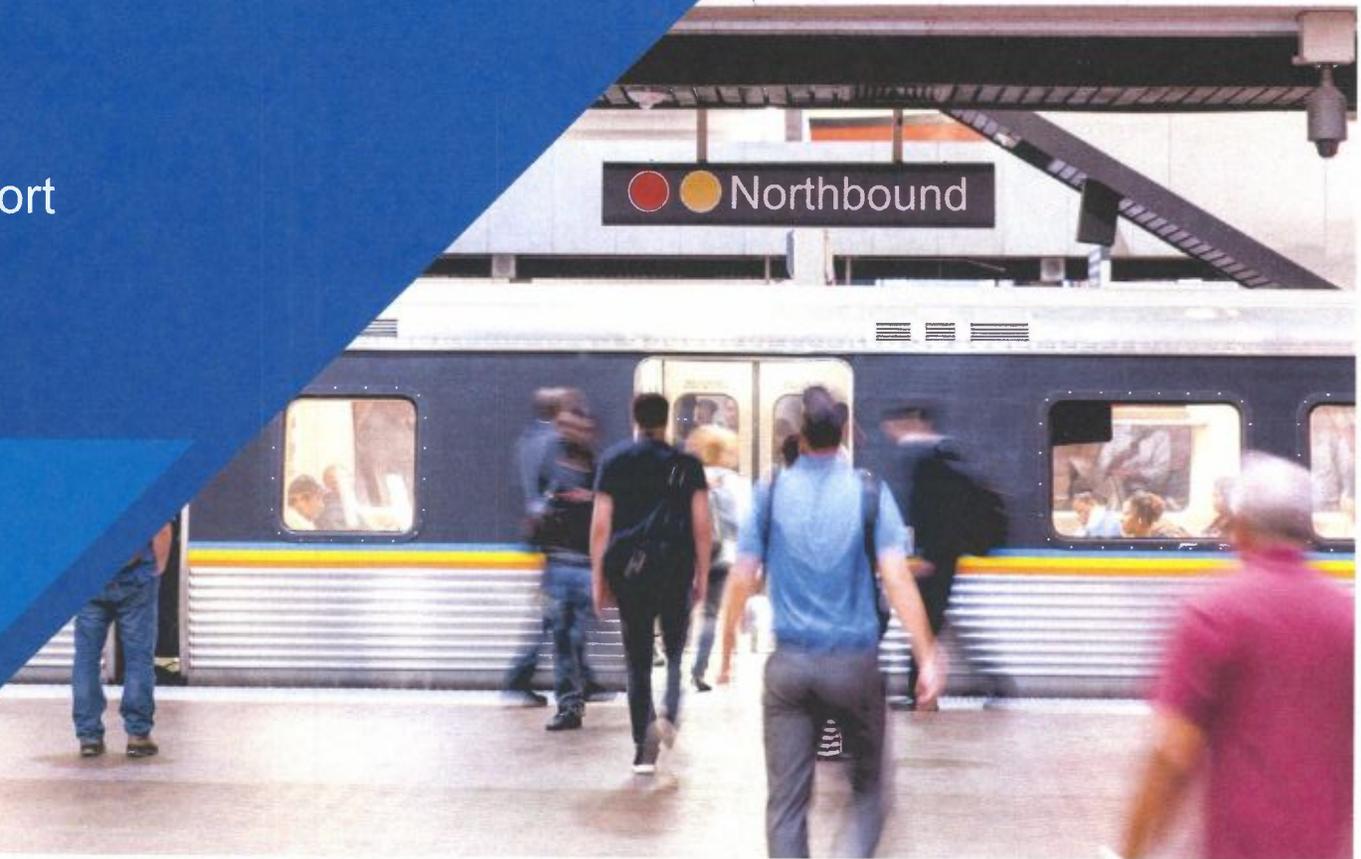
Mainline Operations – Module 5

- ADA Announcement Mandate
- ADA Announcements
- ADA Announcements in Rail Operator Announcement Booklet



Mobility Operations Compliance Status

Peter Bruno
Mobility Program Support
Division of Operations



Policy Orders Compliance Status

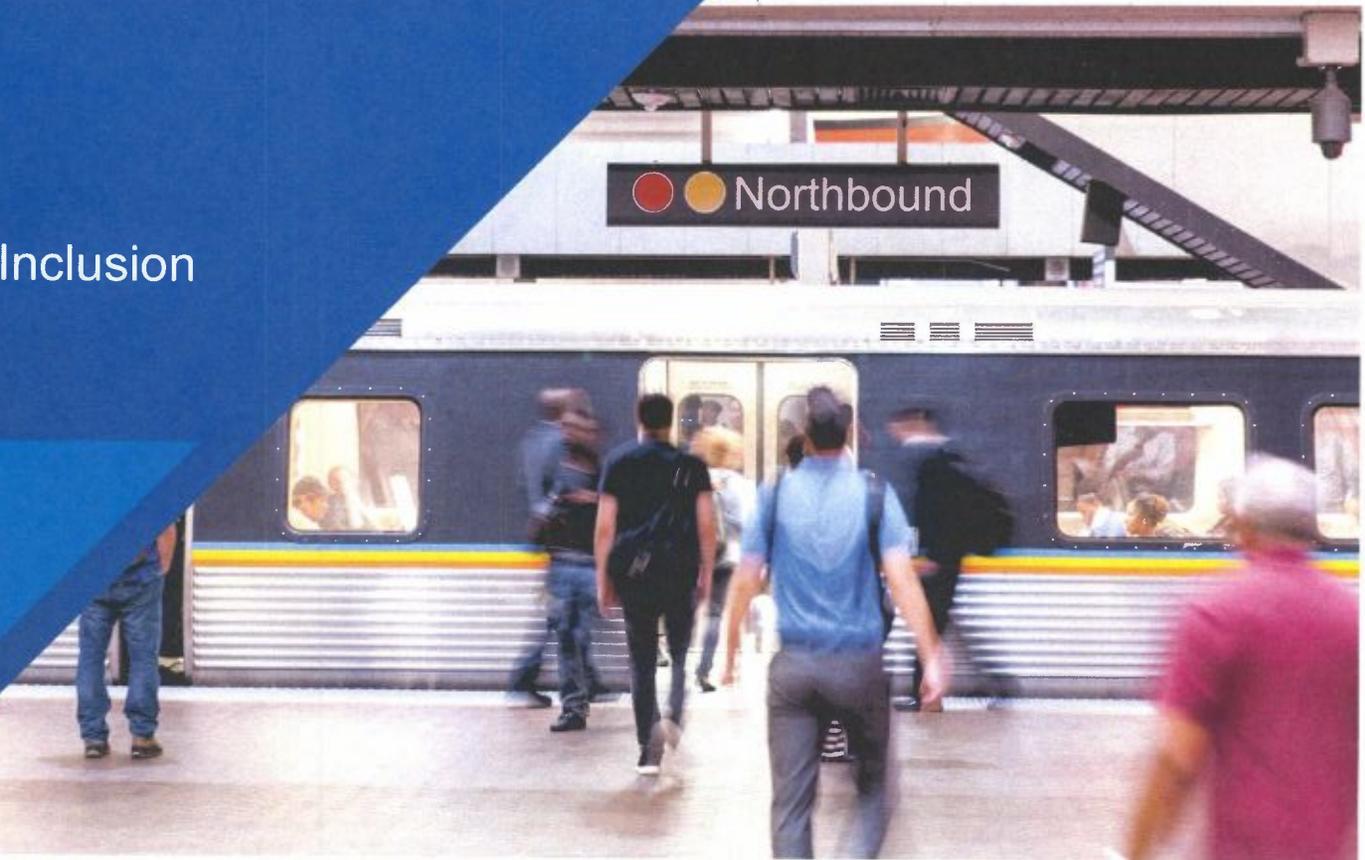
Policy Orders	Enforcement	Status
Agents Answer Phone with Name and Greeting	Reservation Agent Training Manual	✓
Customer Verification Call back not required	Reservation Agent Training Manual	✓
Day of Service Phone Number	Mobility Riders Guide	✓
5-minute wait beyond "Ready Time"	P34324 & P43706 Executed Contracts	✓
>30 minutes past ready time, waive no show	"No Show Standard Operating Procedure" 2/19/2021	✓
Ready time change log	Trapeze PASS Tracker Action Log	✓
No 'ready time' change without Customer agreement	"Understood" Policy, training manual update	✗

Performance Orders Compliance Status

Performance Orders	Performance Reporting	Status
Answers in 3 minutes or less	Daily Reservation Stat Calculation, FY21TD = 16 seconds	✓
Hold time of less than 5 minutes	FY21 CSQ All Fields Report, Section A1, 3/2/2021: FY21 TD = 2:01 minutes	✓
Customer Call Daily Statistics Report	Daily Reservation Stat Calculation	✓
Every attempt to achieve 100% OTP	C Team Weekly Report: FY21TD = 95%	✓
Excessive ride time, MARTA shall limit...	"Excessive Ride Time Report, July 2020 – February 2021" FY21TD = 0.01%	✓
Capacity Denials - Sufficient # of vehicles	Veh. Availability Tracker, FY21TD, Avg Daily Spare Ratio = 43%	✓
Wheelchair securement system maintenance	5000 Mile PM Inspection Report	✓

Future Status

Paula Nash
Executive Director
Office of Diversity and Inclusion



Future Status of ADA Consent Order

- Compliance Monitoring Continues
 - Court Monitors (Plaintiffs' Counsel)
 - Office of Diversity & Inclusion
 - Independent Third-Party Monitors (Mystery Customer Program)

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Thank You





Bus Operations Santiago Osorio

March 25, 2021



Key Performance Indicators

Mean Distance Between Failures 

Customer Complaints 

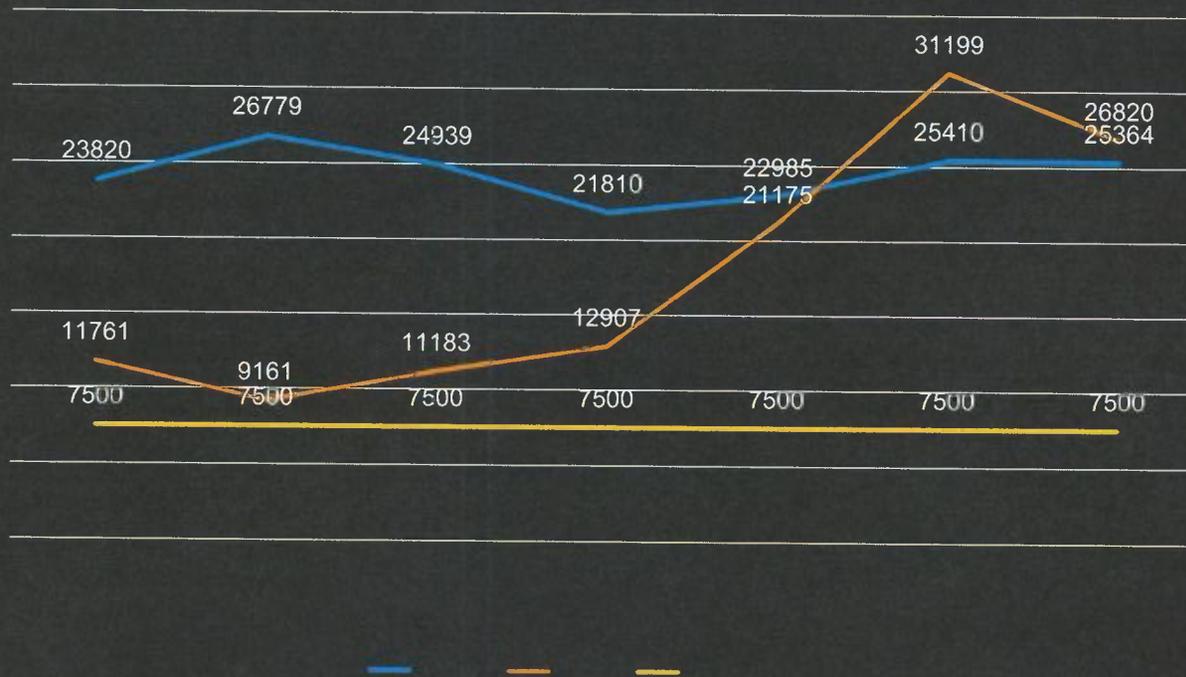
Bus Collisions 

Overtime 

On Time Performance 

Mean Distance Between Failures

↑
Favorable



Complaints Per 100K Boardings

Bus Customer Complaints



Bus Collisions

Collision Rate Per 100K Miles

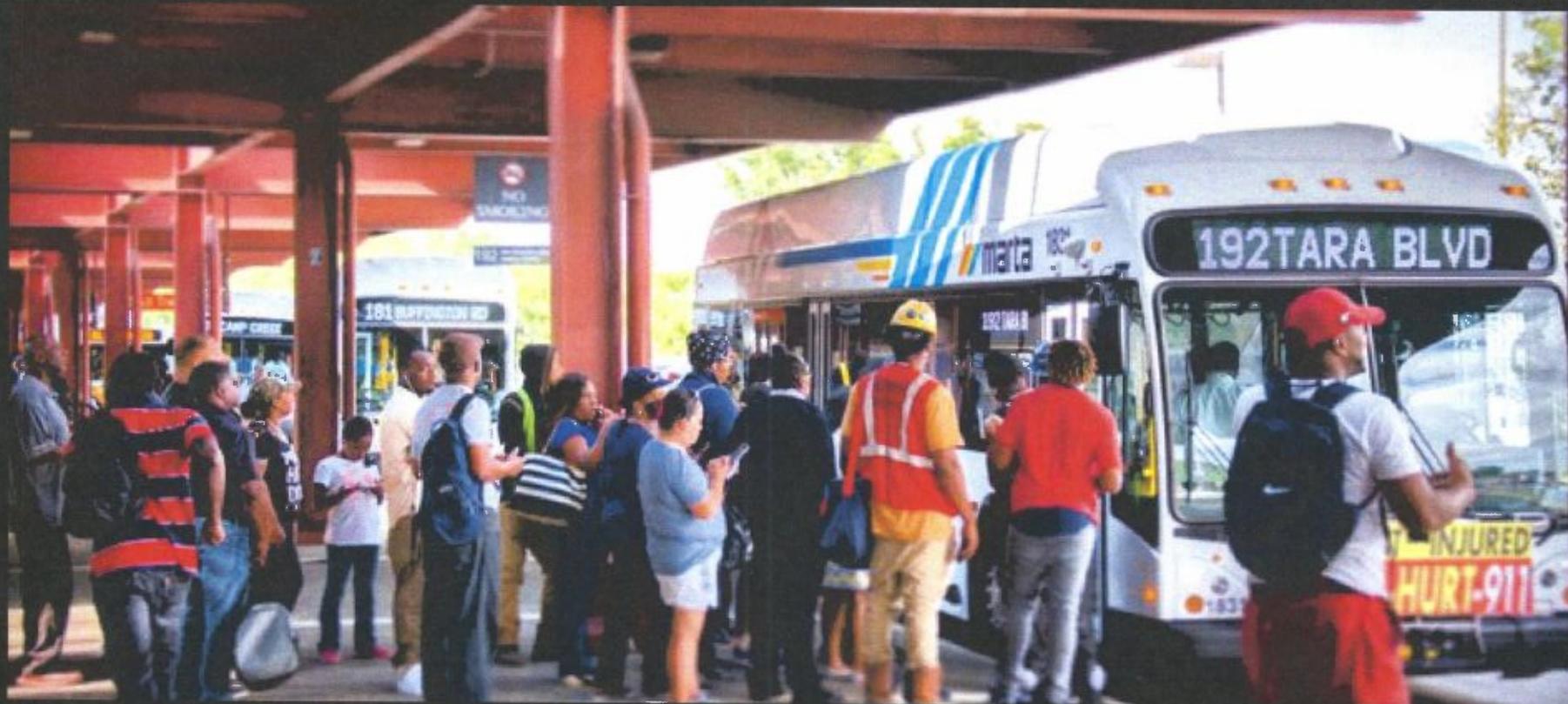


Favorable



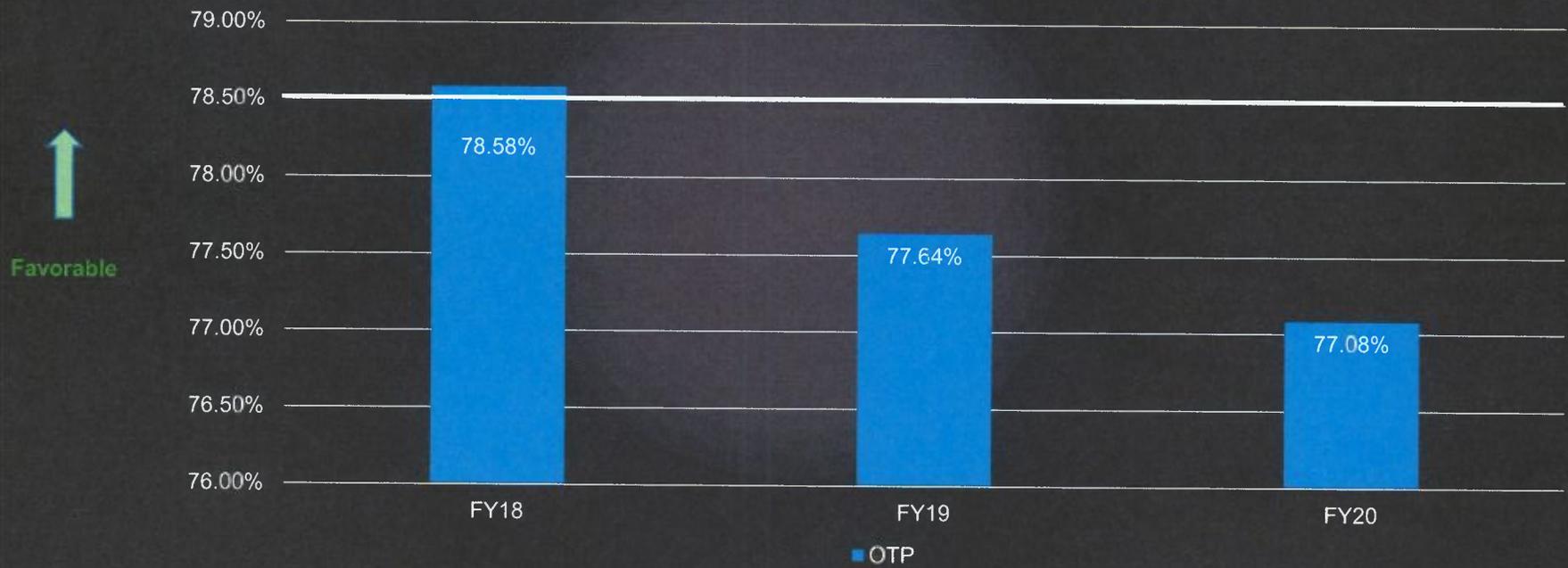
Bus Operations Overtime (millions)



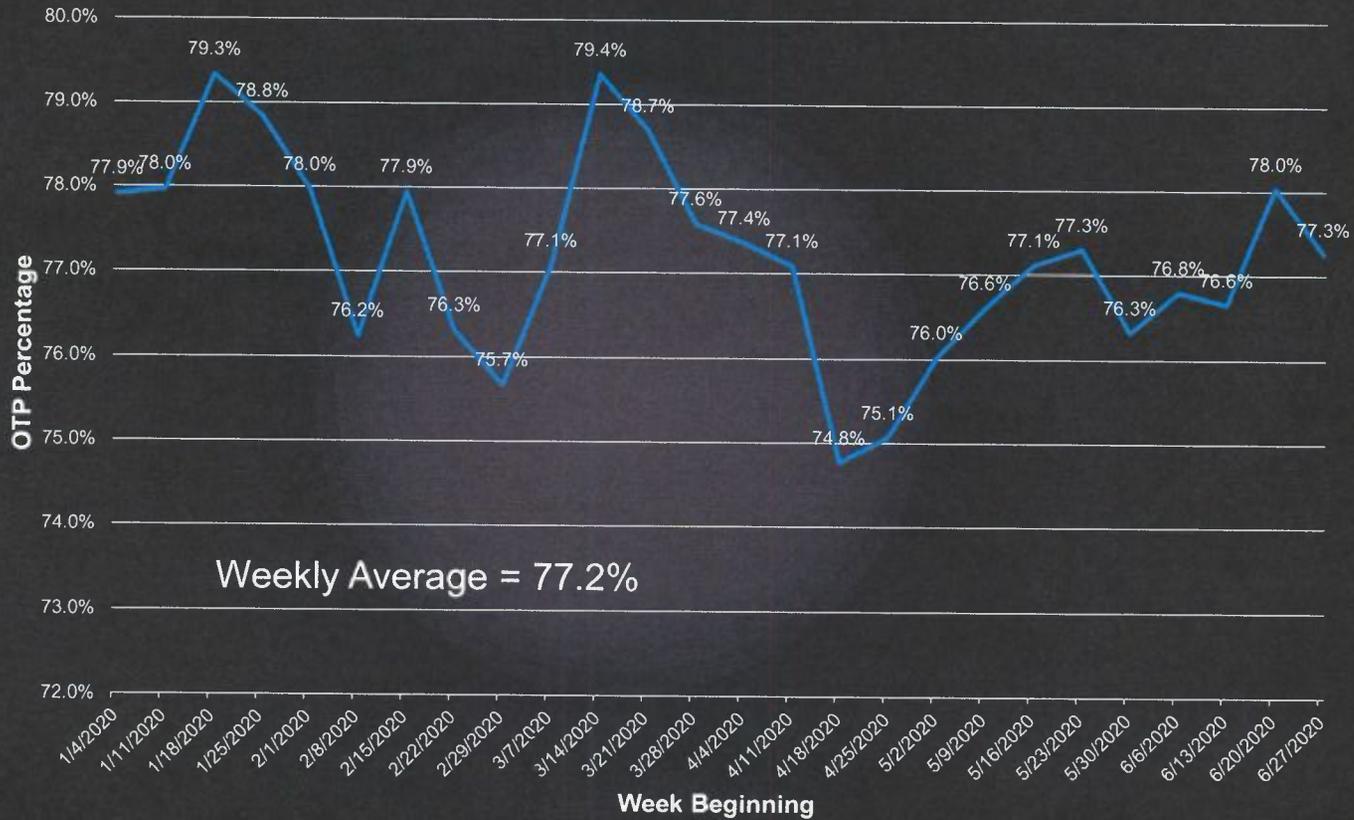


On Time Performance

OTP Past Performance



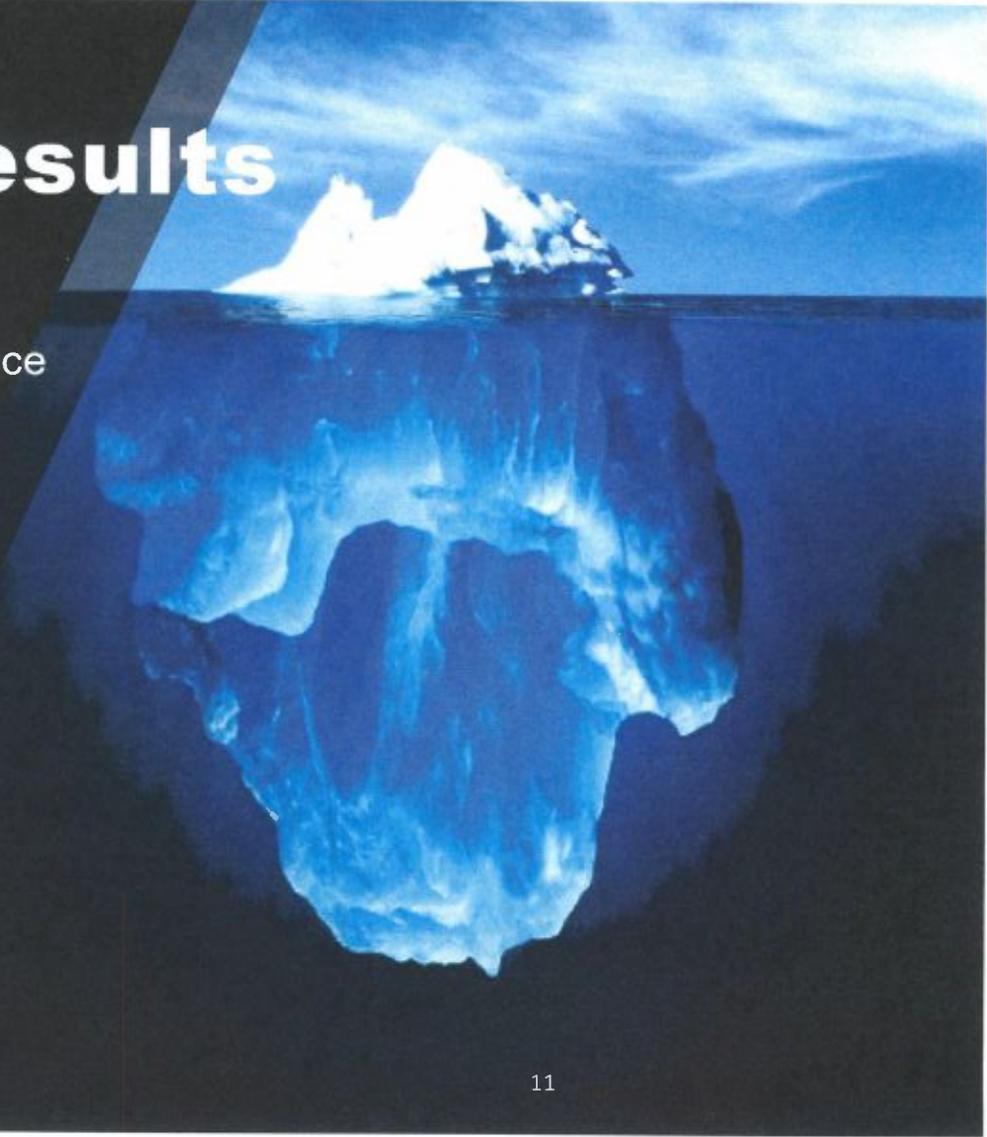
On Time Performance



OTP Negative Impacts



Efforts Before Results

An iceberg floating in the ocean. The tip of the iceberg is visible above the water surface, while the much larger, submerged part is hidden below. This visual metaphor represents the concept of 'Efforts Before Results', where the visible tip is the final result and the submerged part represents the extensive, often unseen, efforts required to achieve it.

- Bus Communications Center Monitoring Service
- Random Field Audits
- Bus Stops: Fix Geo Fencing
- Add Time Point Flag to Bus Stops
- Increased Supervision Visibility
- Coaching, Counseling
- Management Line Rides
- Task Force Meeting

OTP Recovery Plan Tactics



RESEARCH AND
ANALYSIS



SERVICE
PLANNING AND
SCHEDULING



BUS STOP
PLANNING



IT



TRAINING



RADIO/BUS
MAINTENANCE

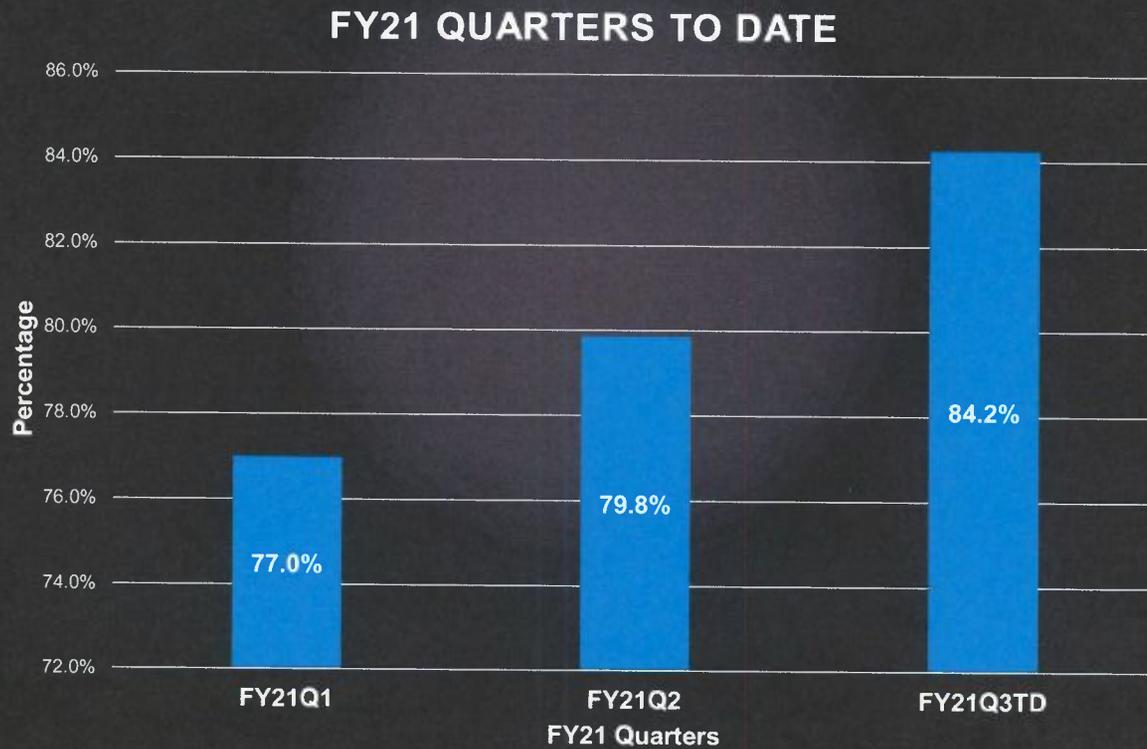
On Time Performance Today



Favorable

84.1

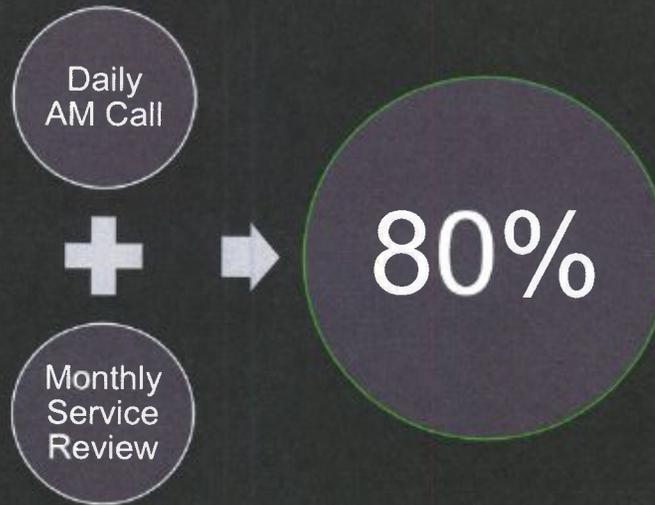
FY21 Quarters – Trend



MARTA vs Other Agencies

AGENCY	LOCAL OTP	GOAL	
MARTA	84.1%	78.50%	
DART	80.20%	83.00%	
KING COUNTY	74.80%	80.00%	
MIAMI DADE	67.00%	78.00%	
CAPITAL METRO	74.50%	83.00%	
WMATA	77.00%	90% - Pilot	
MUNI	44.20%	85.00%	
SEPTA	78.30%	80.00%	
METRO TRANSIT	82.00%	87.60%	

Next Steps



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Thank You

