



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JULY 24, 2025

ATLANTA, GEORGIA

MEETING MINUTES

1. CALL TO ORDER AND ROLL CALL

Committee Chair Thomas Worthy called the meeting to order at 10:38 A.M.

Board Members

Present:

Freda Hardage
James Durrett
Kathryn Powers
Roderick Frierson
Russell McMurry¹
Thomas Worthy
Valencia Williamson
Jennifer Ide
Jacob Tzegaegbe
Sagira Jones
Elizabeth Bolton-Harris

Board Members

Absent:

Al Pond
Rita Scott
Jannine Miller
Shayna Pollock

Staff Members Present:

Rhonda Allen
Jonathan Hunt
Kevin Hurley
Micheal Kreher
Paulo Lopes
Ralph McKinney
Steven Parker
Carrie Rocha
George Wright

¹ Russell McMurry is the Commissioner of the Georgia Department of Transportation (GDOT). Per the MARTA Act, he is a non-voting member of the Board of Directors.

Also in Attendance:

Phyllis Bryant, Kenya Hammond, Daniel Hecht, Paula Nash, Lt. Philistin and Sean Thomas

2. APPROVAL OF THE MINUTES

Minutes from June 26, 2025

Approval of the minutes from June 26, 2025. On a motion by Board Member Durrett, seconded by Board Member Tzegaegbe, the motion passed by a vote of 8 to 0, with 2 members abstaining and 10 members present.

3. RESOLUTIONS

Resolution Authorizing a Modification in Contractual Authorization for License Plate Readers, RFPP P50489

Approval of Resolution Authorizing a Modification in Contractual Authorization for License Plate Readers, RFPP P50489. On a motion by Board Member Ide, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 9 to 0 with 2 members abstaining and 11 members present.

Resolution Authorizing the Award of a Contract for On-Call Snow and Debris Removal Services, IFB B50589

Approval of Resolution Authorizing the Award of a Contract for On-Call Snow and Debris Removal Services, IFB B50589. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 10 to 0, with one member abstaining and 11 members present.

4. BRIEFING

Landscaping/Greenspace Improvements by Station

Sean Thomas, Director Facilities, provided the Board with a briefing on landscaping and greenspace improvements by station.

Georgia Power Streetcar Closure

Daniel Hecht, Deputy Chief Mechanical Officer, updated the Board on Georgia Power's streetcar closure.

5. OTHER MATTERS

FY25 May Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:06 A.M.

Respectfully submitted,

A handwritten signature in blue ink, reading "Tyrene L. Huff". The signature is written in a cursive style with a large initial 'T' and 'H'.

Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: https://www.youtube.com/live/KIrD5PQHULs?si=Q_q_jVSH7pradxy8

Safe, Clean, Reliable

**Resolution Authorizing a
Modification in Contractual
Services for Flock Safety
License Plate Readers,
RFPP P50489**

Operations & Safety Committee
July 24, 2025

Lieutenant R. Philistin, MM
Marta Police Department



Overview

Flock License Plate Readers (LPRs)

- Automated cameras and software systems that capture images of vehicle license plates and vehicle characteristics (make, color, type, and even decals)
- Each capture is timestamped and geo-tagged
- Data is only accessible to authorized users
- End users can create hotlists or alerts for a vehicle of interest (e.g., stolen cars, BOLOs).



Current Devices and locations

Twenty (20) License Plate Readers are installed throughout the Authority

Lindbergh (3)
Doraville
Chamblee
Indian Creek (2)
Kensington
Candler Park
Ashby
Vine City
West Lake
H.E. Holmes (2)
West End
College Park (2)
East Point (2)
Oakland City



Benefits

Improve law enforcement efficiency

- Real-time alerts
- Quick investigation tool (helps solve crime faster)
- Hotlist integration (Sync with state and national databases)
- Missing person
- Amber alerts
- Stolen cars

Cross-jurisdictional use: Police departments can collaborate and share data across cities or regions.





Summary



Safe, Clean, Reliable

marta 

- The current contract amounts to \$70,400 and is set to expire in November 2025.
- The contract will be for a duration of three years, with an annual amount of \$60,000, resulting in a total of \$180,000.
- No DBE goal assign (single source)

Respectfully requesting authorization for a Modification in Contractual Authorization for Flock Safety License Plate Readers (RFPP P50489) in the amount of \$180,000. The total contract amount will increase to \$250,400 for 4 years.

Thank You



Safe, Clean, Reliable

**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL
AUTHORIZATION FOR LICENSE PLATE READERS, RFPP P50489**

WHEREAS, on October 3, 2024, MARTA entered into a Contract with Flock Safety, Inc., Request for Price Proposal P50489; 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. P50489 License Plate Readers from \$70,400.00 to \$250,400.00.

Approved as to Legal Form:

Signed by:

AA2A4DF3C58F44C...

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

**Resolution Authorizing Award of
Contract for On-Call Snow &
Debris Removal Services
IFB B50589**

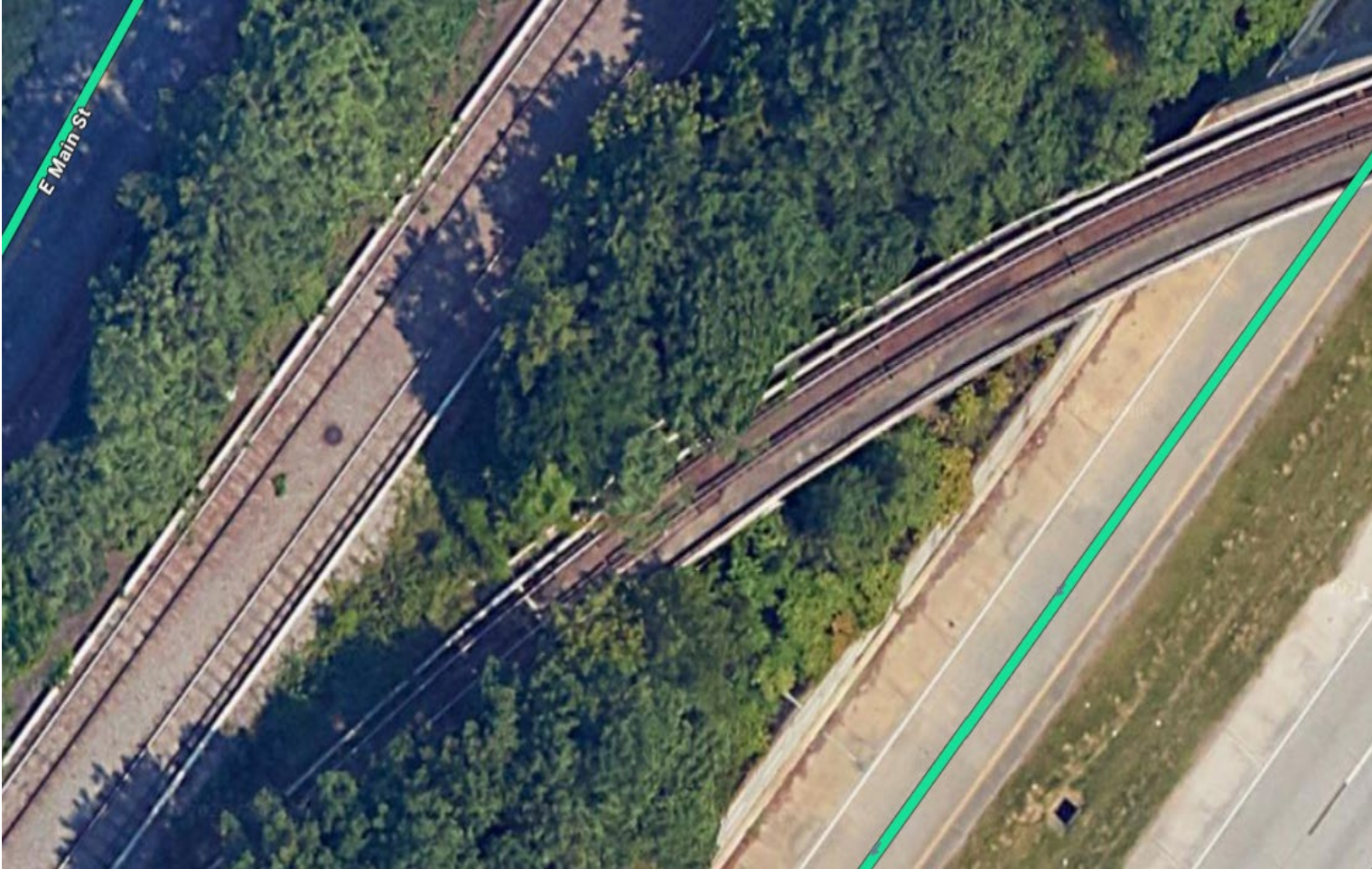
Operations & Safety Committee

July 24, 2025

Sean Thomas
Director, Facilities

Key Topics

- I. Purpose
- II. Scope
- III. Work to Date
- IV. Award Analysis
- V. Recommendation



Business Purpose

Allows Authority to quickly remove and dispose of debris attributed to inclement weather that would otherwise disrupt revenue service.

- *Prevent Damaged Vehicles*
- *Environmental Compliance*
- *Clearing Urban Campsites*
- *Minimize Service Disruptions*

Scope Overview

Agreement provides on-call access to operators & specialized equipment

- Knuckleboom
- Front-end Loader
- Crane Trucks
- Dump Trucks
- Snow Plow
- Sand Spreader





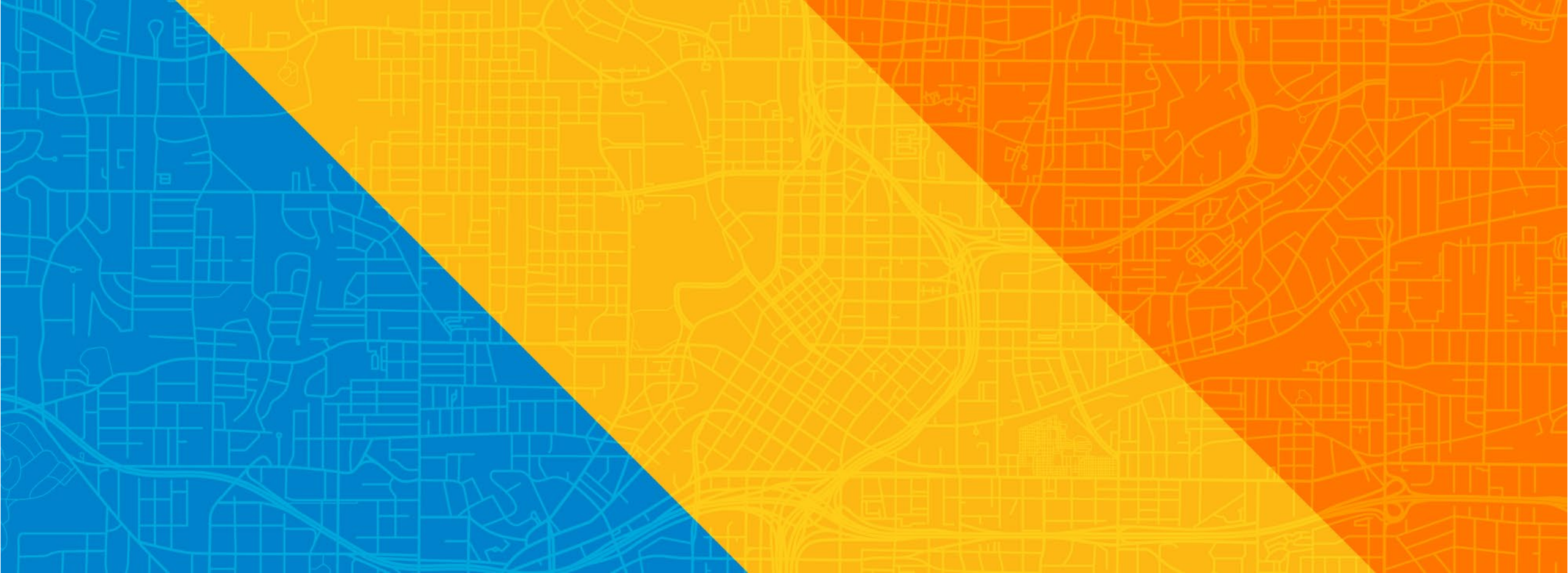


Award Analysis



Contract	B50589
Contract Value	\$997,500
Vendor	Good Choice Xpert Tree Service
Term	5 years
Contract Value	\$997,500
DBE Goal	25%





Thank You



**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR
ON-CALL SNOW AND DEBRIS REMOVAL SERVICES, IFB B50589**

WHEREAS, the Authority's Office of Facilities has identified the need for On-Call Snow and Debris Removal Services, Invitation for Bids Number B50589; and

WHEREAS, notice of the said Invitation for Bids was advertised in the local newspaper of the largest circulation in the Atlanta metropolitan area, once in each of the two weeks prior to opening bids; and

WHEREAS, all Bidders were given an opportunity to protest the bid instructions, specifications, and/or procedures; and

WHEREAS, on December 3, 2024, at 2:00 p.m., local time, one (1) bid was publicly opened and read aloud; and

WHEREAS, the single bid submitted by Good Choice X-pert Tree Service, LLC, is responsive and responsible and the bidder is capable of performing the Contract.

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 execute a Contract on substantially the same terms and conditions as contained in the Invitation for Bids Number B50589, On-Call Snow and Debris Removal Services between the Authority and Good Choice X-pert Tree Service, LLC., in the amount

of \$997,500.00.

Approved as to Legal Form:

Signed by:

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

Briefing on Landscaping/Greenspace Improvements by Station

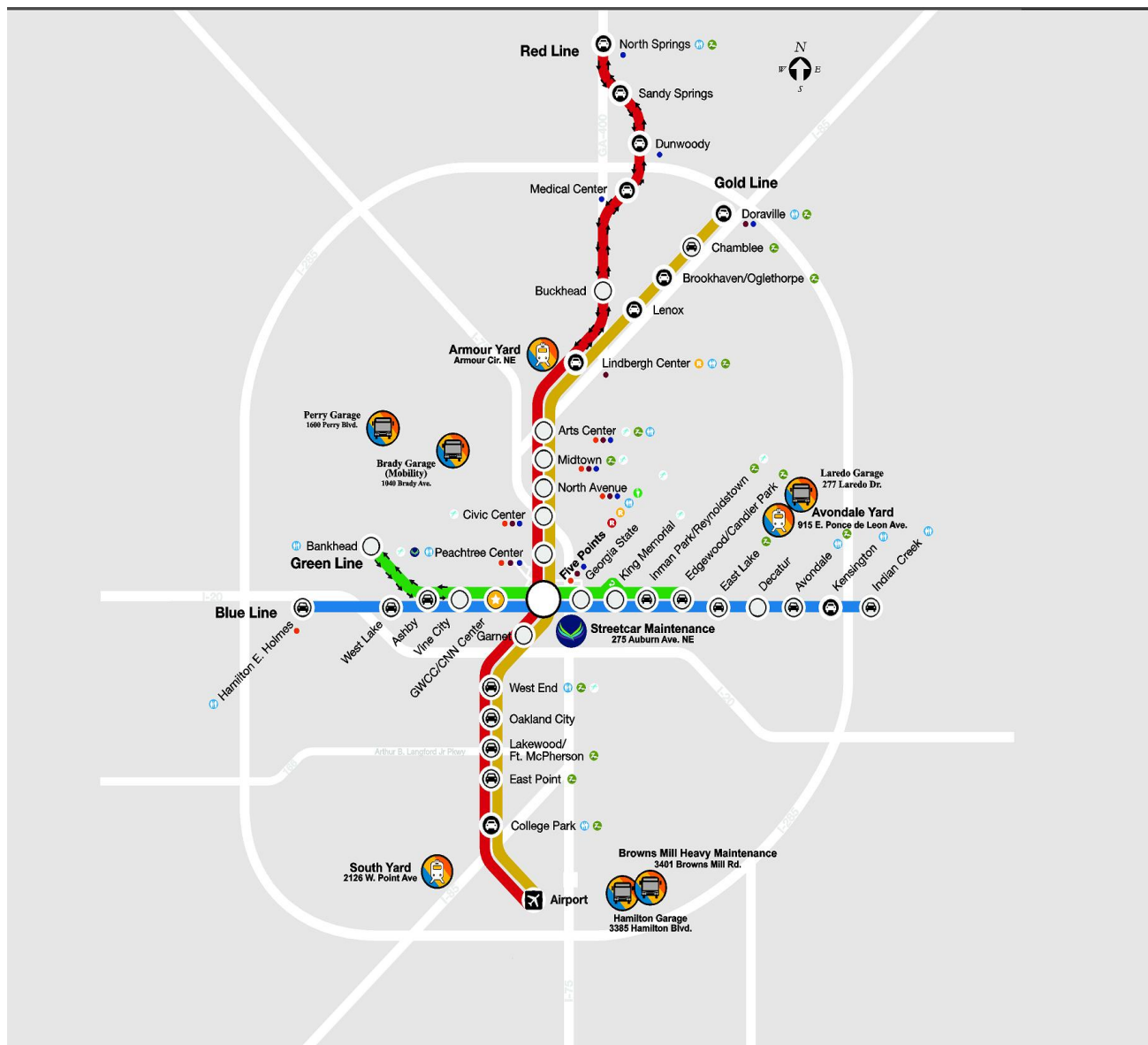


Operations & Safety
July 24, 2025

Sean Thomas
Director of Facilities

Key Topics

- I. Work Distribution
- II. Improvement Types
- III. Initiatives



❖ Routine Landscaping

Mowing, edging, pruning
All 143 sites

❖ Landscape Construction

Station Rehabilitation
Parking Lot Pavement Program

❖ Landscape Enhancements

mature landscaping
seasonal planting
hardscaping, drainage

❖ Partnerships

pathways
streetscapes



Lindbergh Station





Indian Creek Station





College Park Station



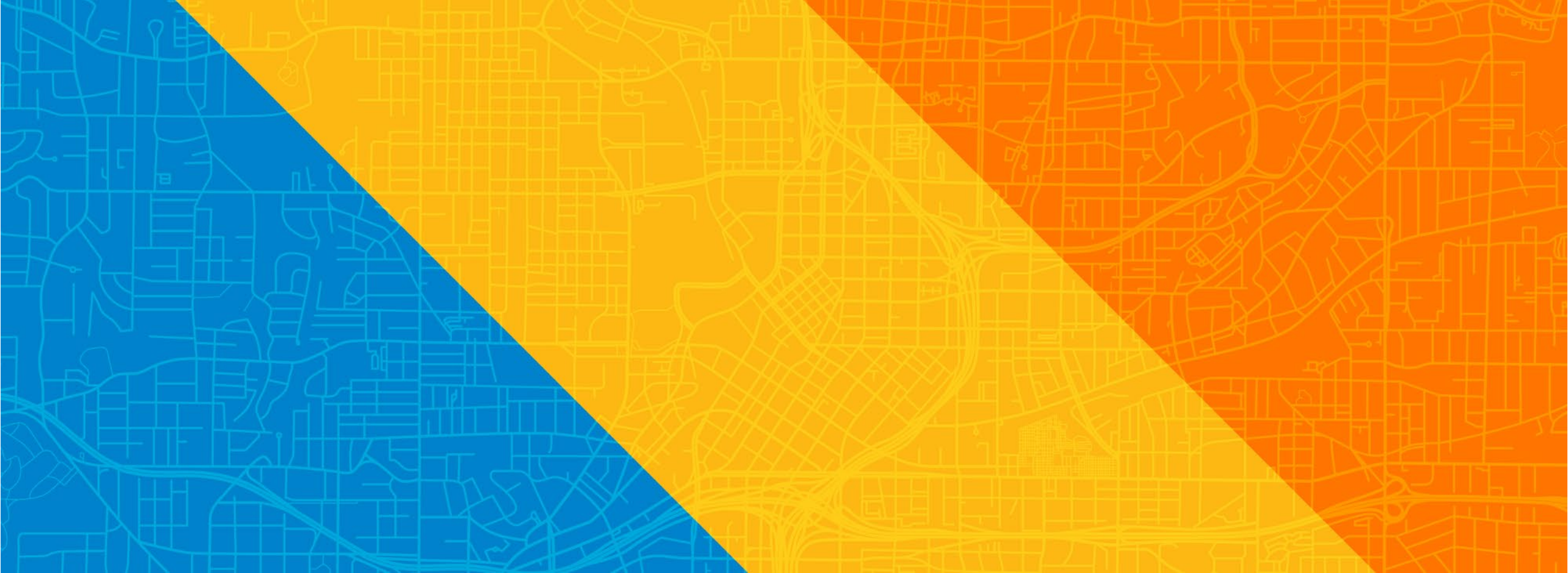
Avondale Rail Yard





Lenox Station





Thank You





GA Power Streetcar Closure - 2025

O&S Committee
July 24, 2025

Daniel Hecht, P.E.
Deputy Chief Mechanical
Officer



*Image via Metro Magazine

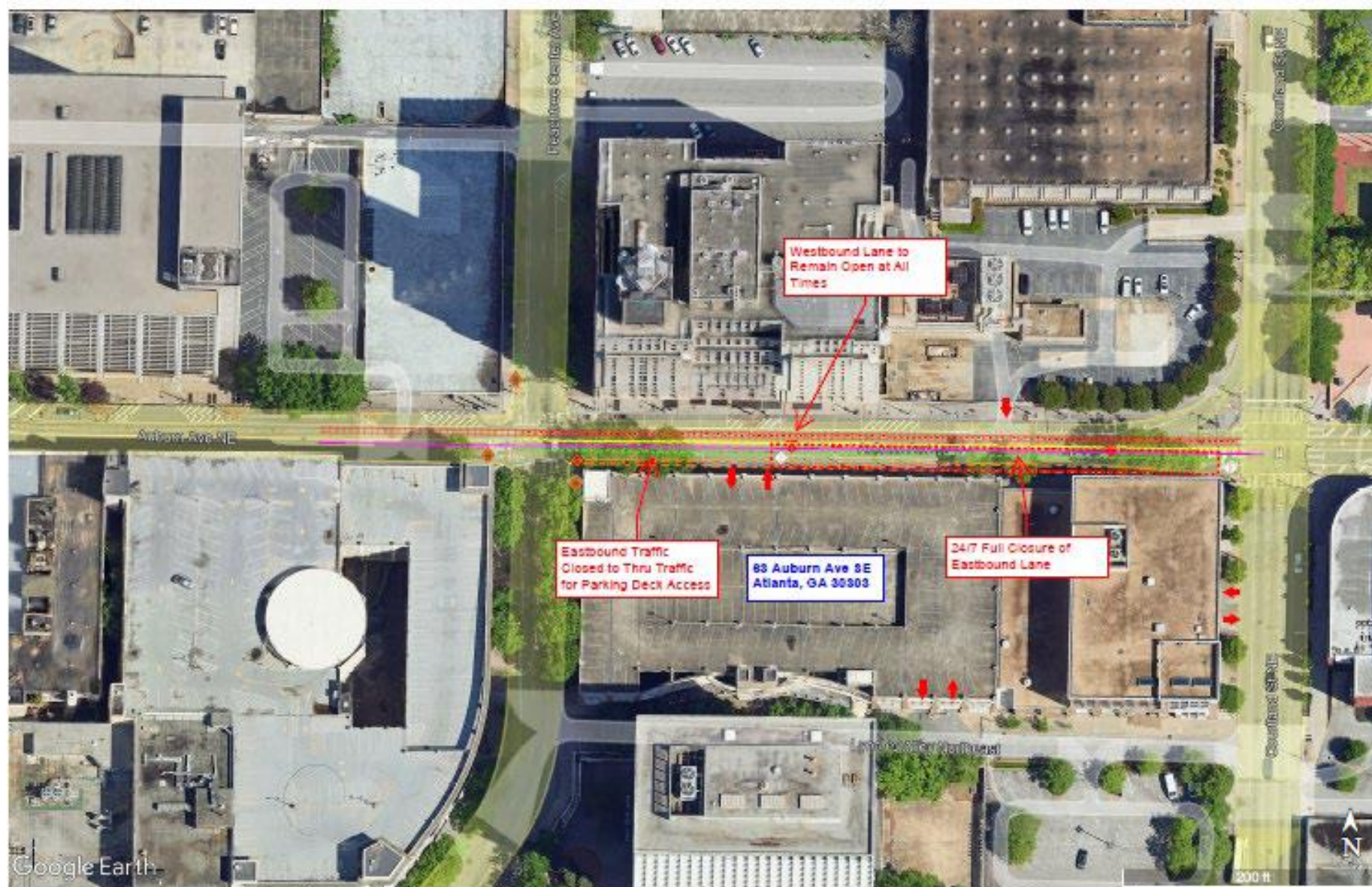
OVERVIEW

- GA power underground lines
- Single lane closure b/w Courtland and Peachtree Center
- Starting September 8, 2025
- Lasts 3-4 months
- Repair need and risks
- Discussion
- Next Steps



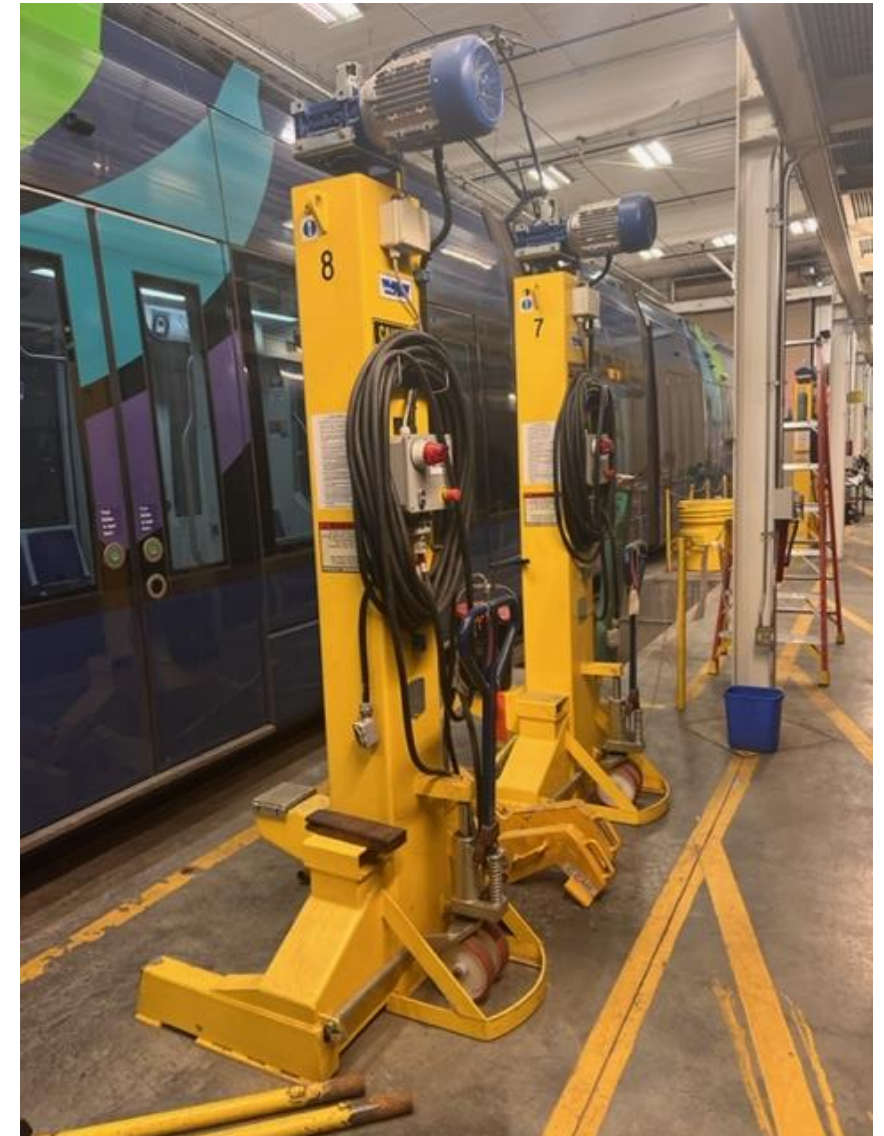
*Image via Atlanta Convention and Visitors Bureau





Discussion

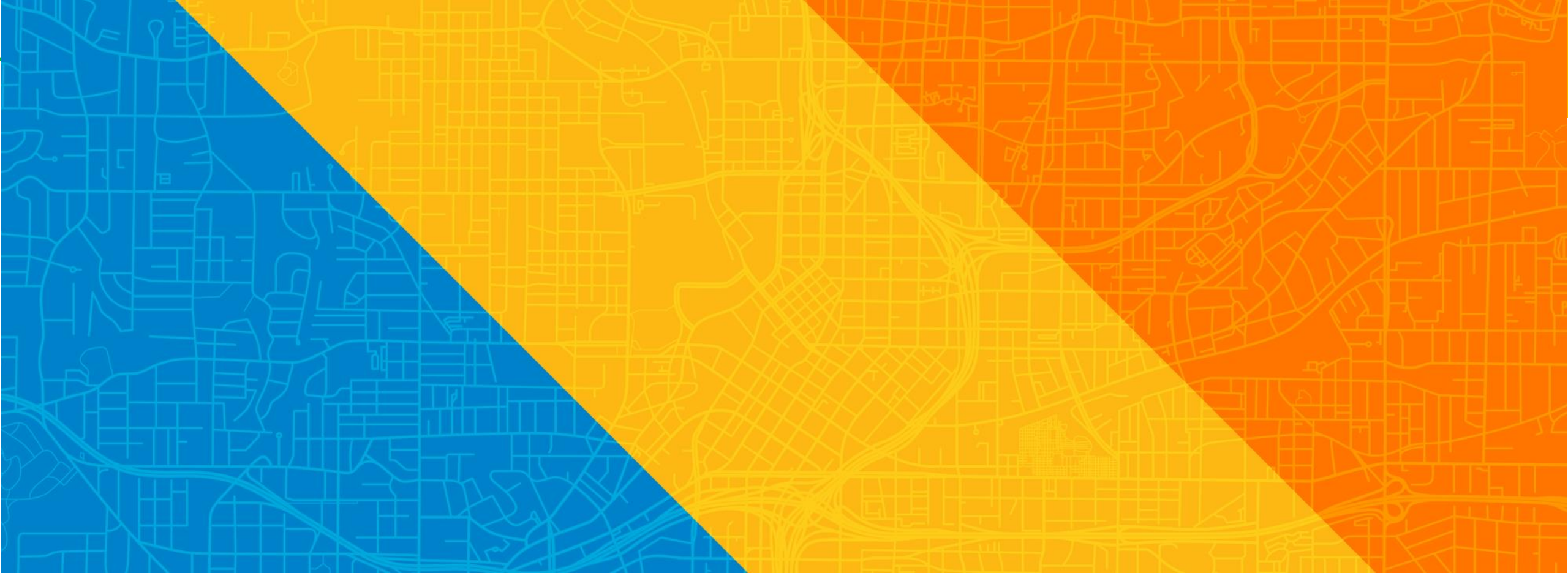
- September 8th start date
 - 3-4 months
- Other Work
 - Catenary inspection and repair
 - Track inspection and maintenance
 - Tree trimming
 - Station refurbishment and repair
 - Heavy cleaning
 - Signage updates
 - Vehicle repair and updates
- Partner work (ATLDOT, Atlanta Watershed)



Next Steps

- GA Power document review
- Coordination with ATLDOT
- Coordination with MARTA staff
 - Safety
 - Construction
 - Permitting
 - Environmental
 - External Affairs
- Customer Outreach





Thank You



MAY FY25
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

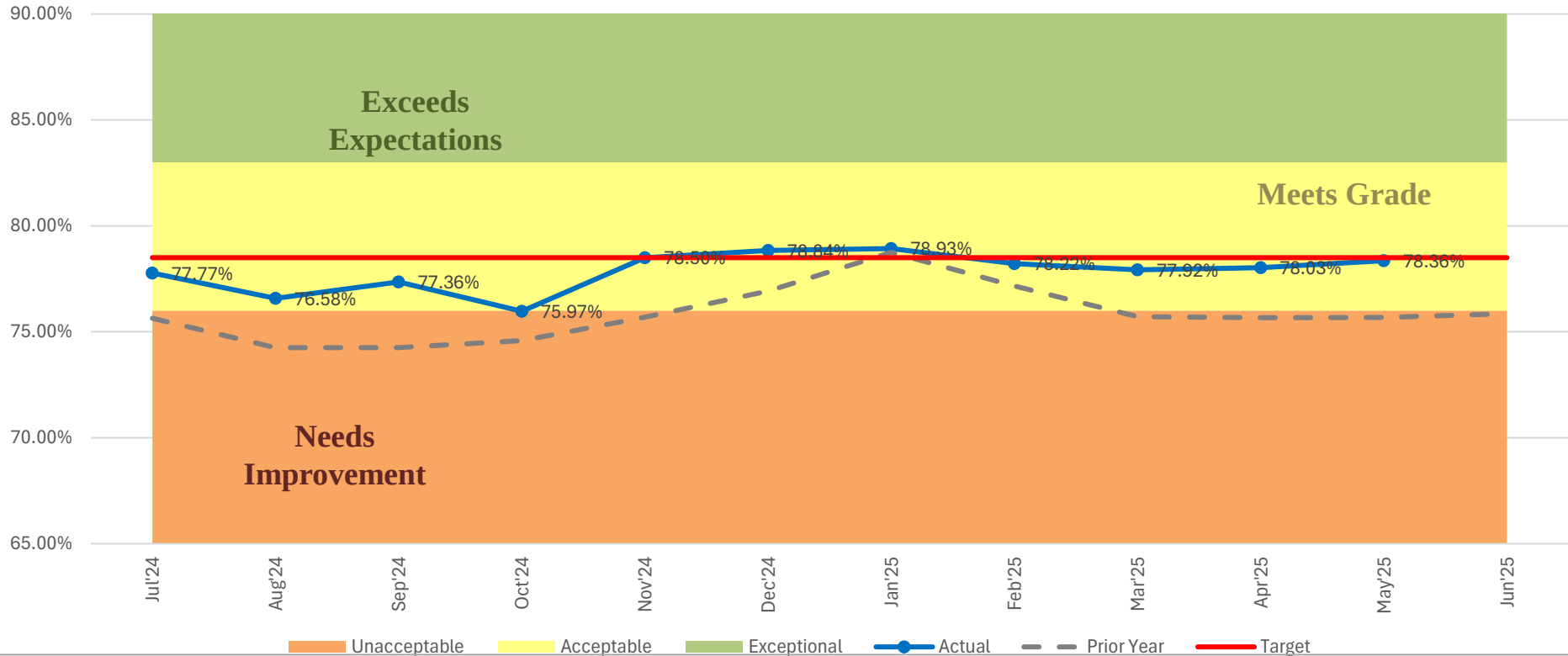
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	78.50%	78.36%	-0.14%	77.87%	-0.63%	2.00%
Mean Distance Between Failures	7500	3160	-4340	3574	-3926	-650
Customer Complaints per 100K Boardings	8.00	10.90	2.90	11.31	3.31	-0.19

Note:

- Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
- For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

Bus On-Time Performance

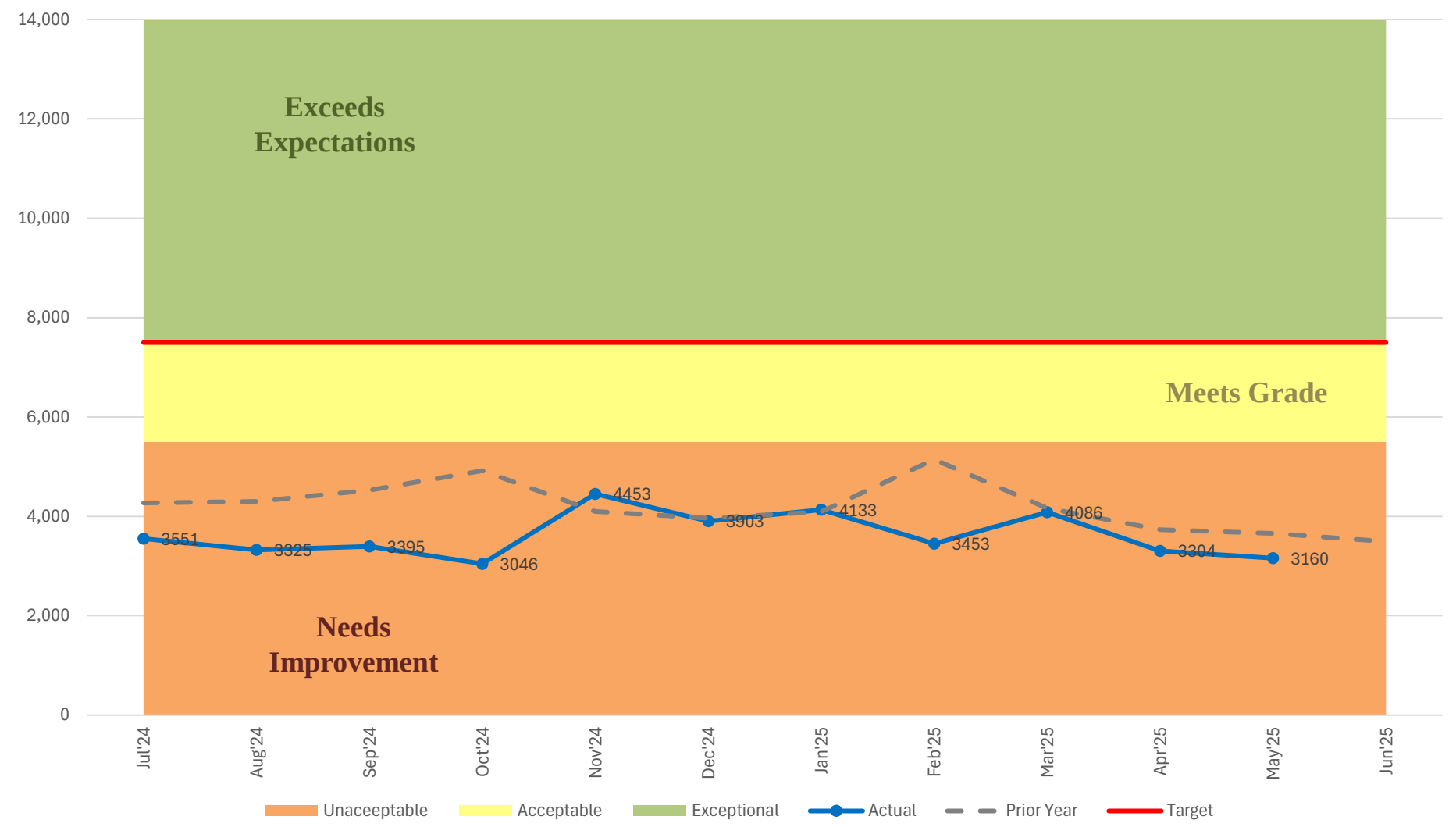
measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.



Note:

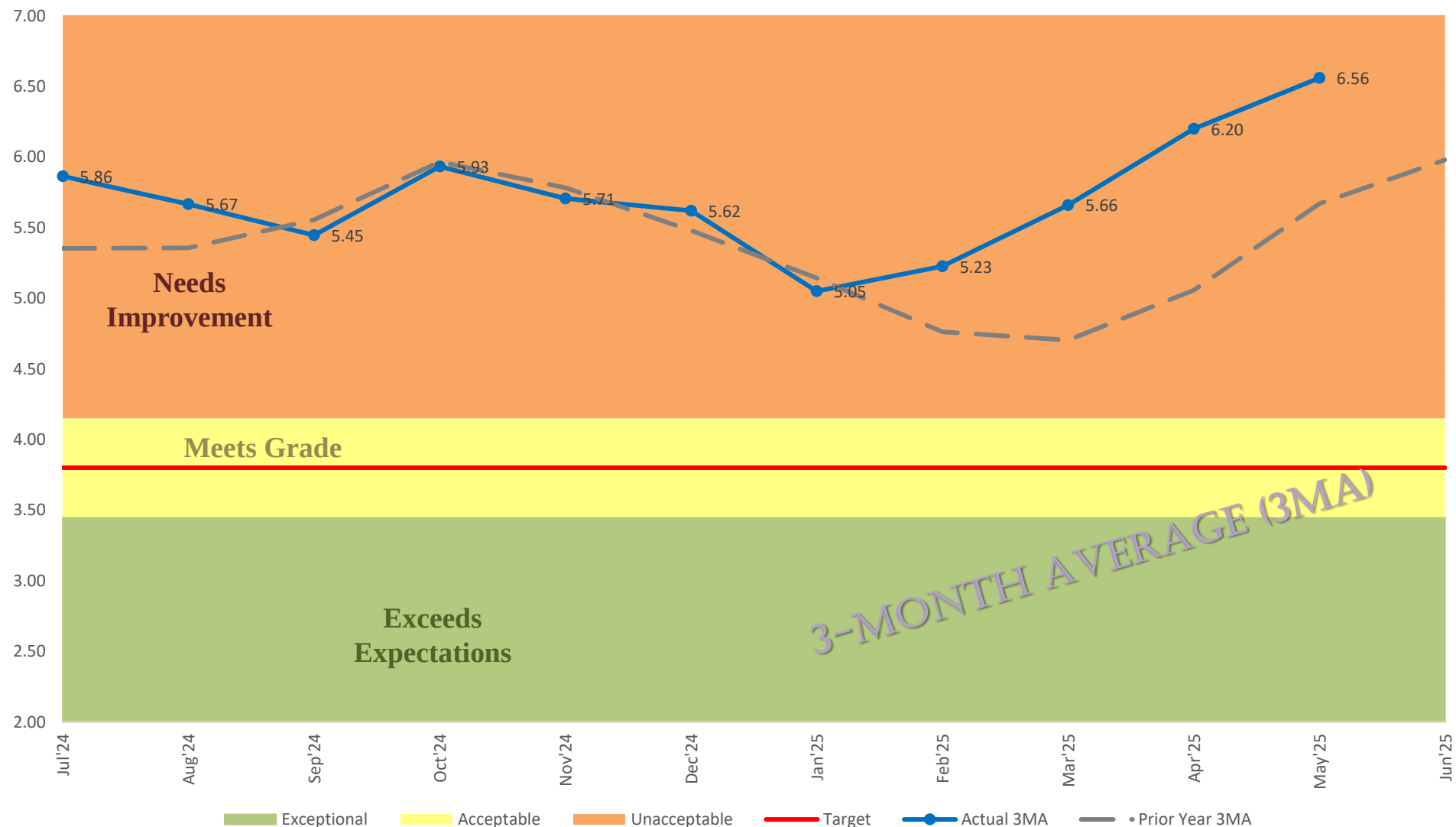
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Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

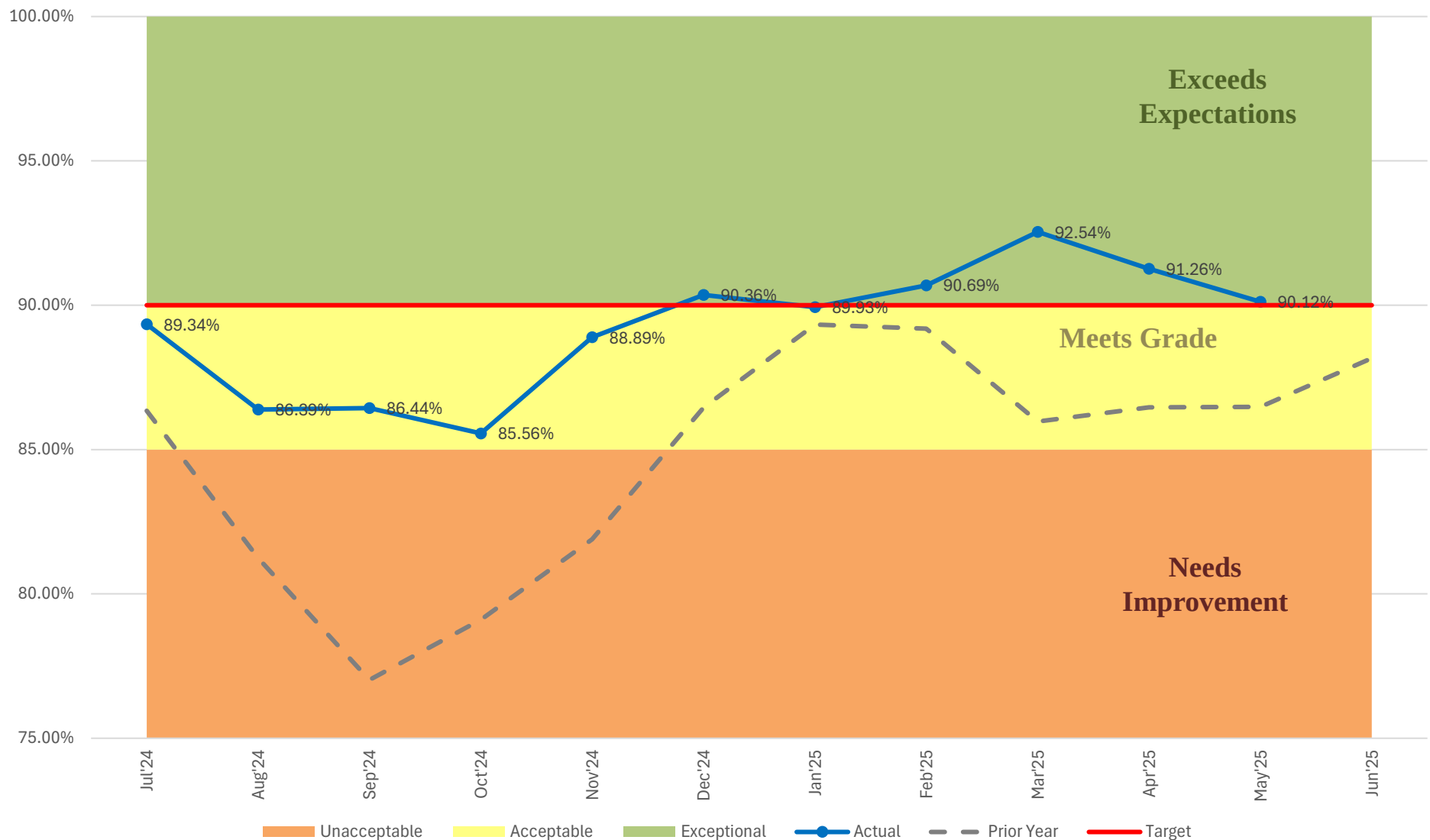


OFFICE OF
MOBILITY

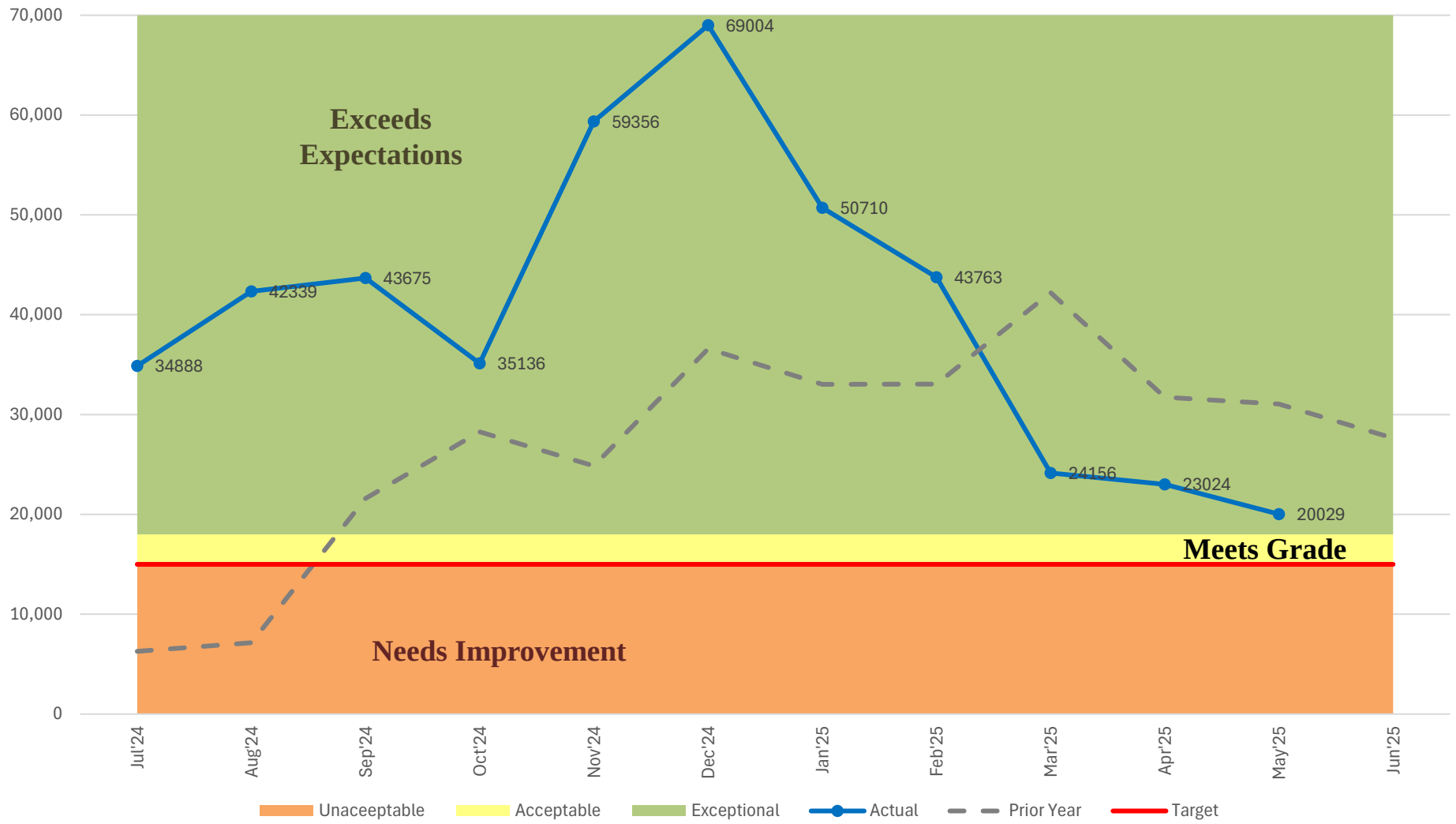
Operations KPIs (Mobility)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	90.00%	90.12%	0.12%	89.19%	-0.81%	4.75%
<i>Mean Distance Between Failures</i>	15,000	20029	5029	34875	19875	16434
<i>Missed Trip Rate</i>	0.50%	0.31%	-0.19%	0.45%	-0.05%	-0.71%
<i>Reservation Average Call Wait Time</i>	2:00	2:00	0:00	2:10	0:10	-3:31
<i>Reservation Call Abandonment Rate</i>	5.50%	3.16%	-2.34%	3.28%	-2.22%	-5.00%
<i>Customer Complaints per 1K Boardings</i>	4.00	2.91	-1.09	2.77	-1.23	-1.92

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

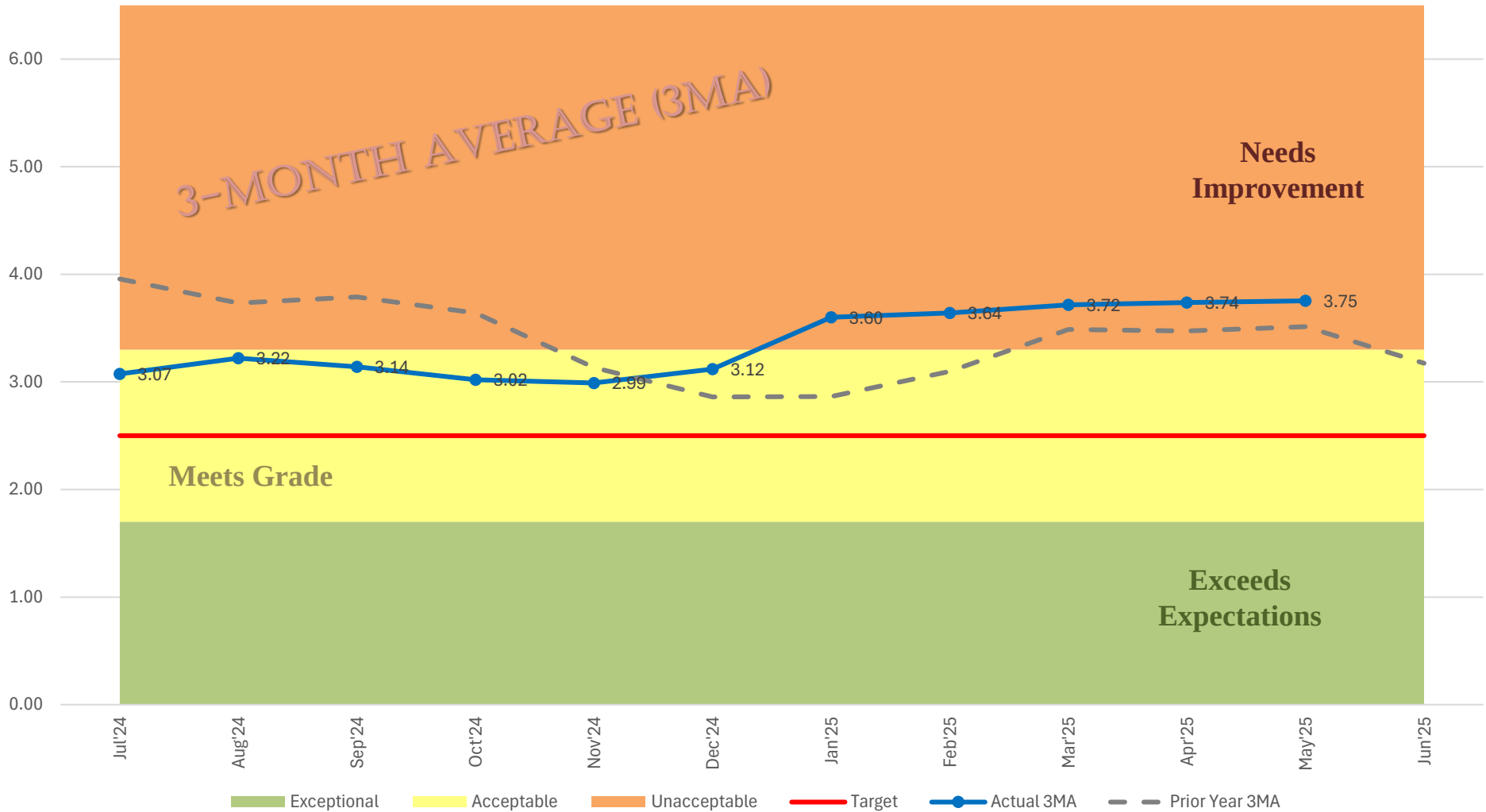


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY SAFETY KPI

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



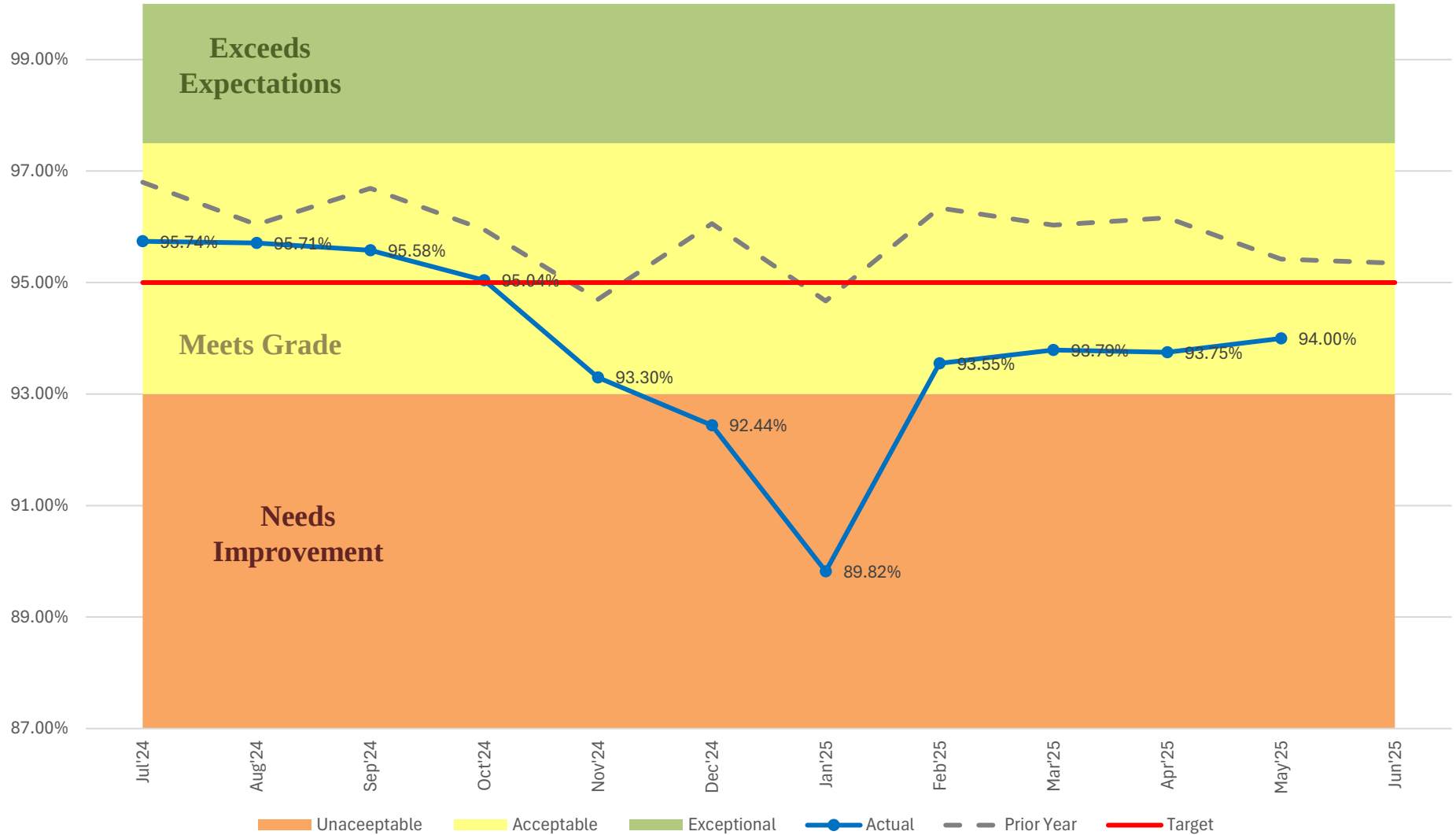
MAY FY25
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

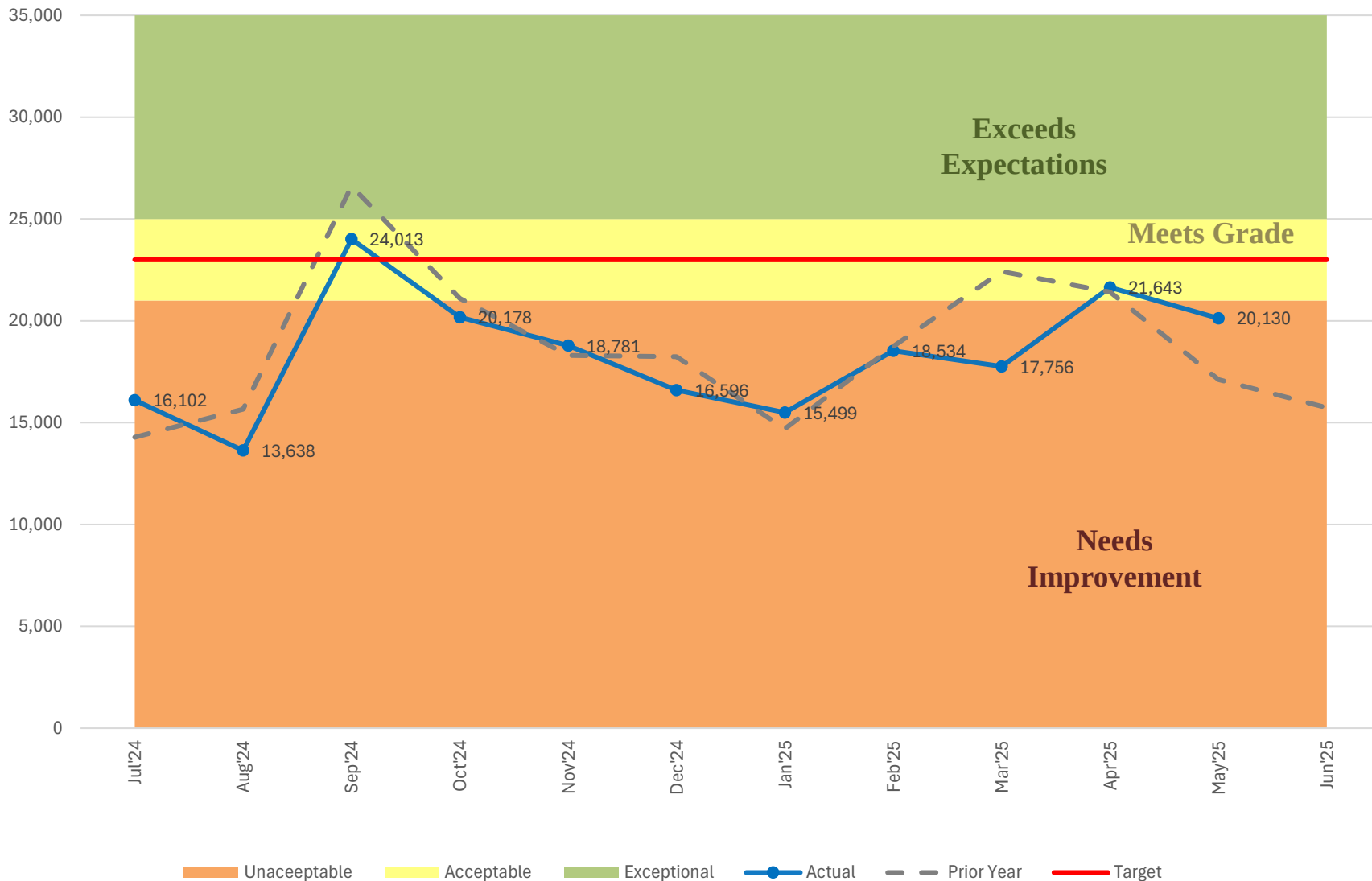
Operations KPIs (Rail)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	95.00%	94.00%	-1.00%	93.84%	-1.16%	-2.05%
<i>Mean Distance Between Failures</i>	23,000	20130	-2870	18015	-4985	-396
<i>Mean Distance Between Service Interruptions</i>	475	258	-217	250	-225	-120
<i>Customer Complaints per 100K Boardings</i>	1.00	0.54	-0.46	0.80	-0.20	0.32

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)

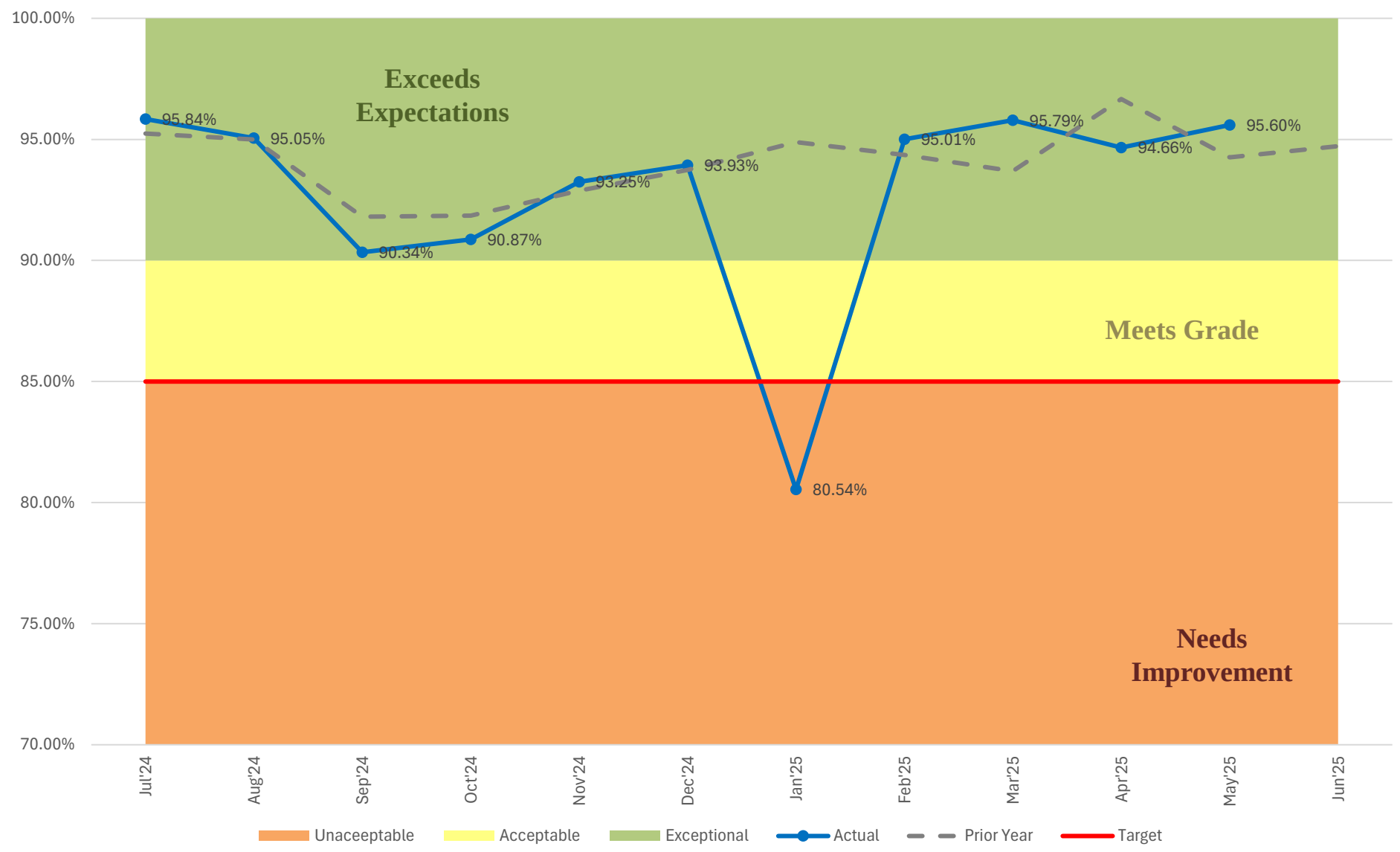
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Escalator Availability</i>	98.50%	98.51%	0.01%	98.55%	0.05%	0.04%
<i>Elevator Availability</i>	98.50%	98.56%	0.06%	98.62%	0.12%	0.05%

MAY FY25
PERFORMANCE
(STREETCAR)

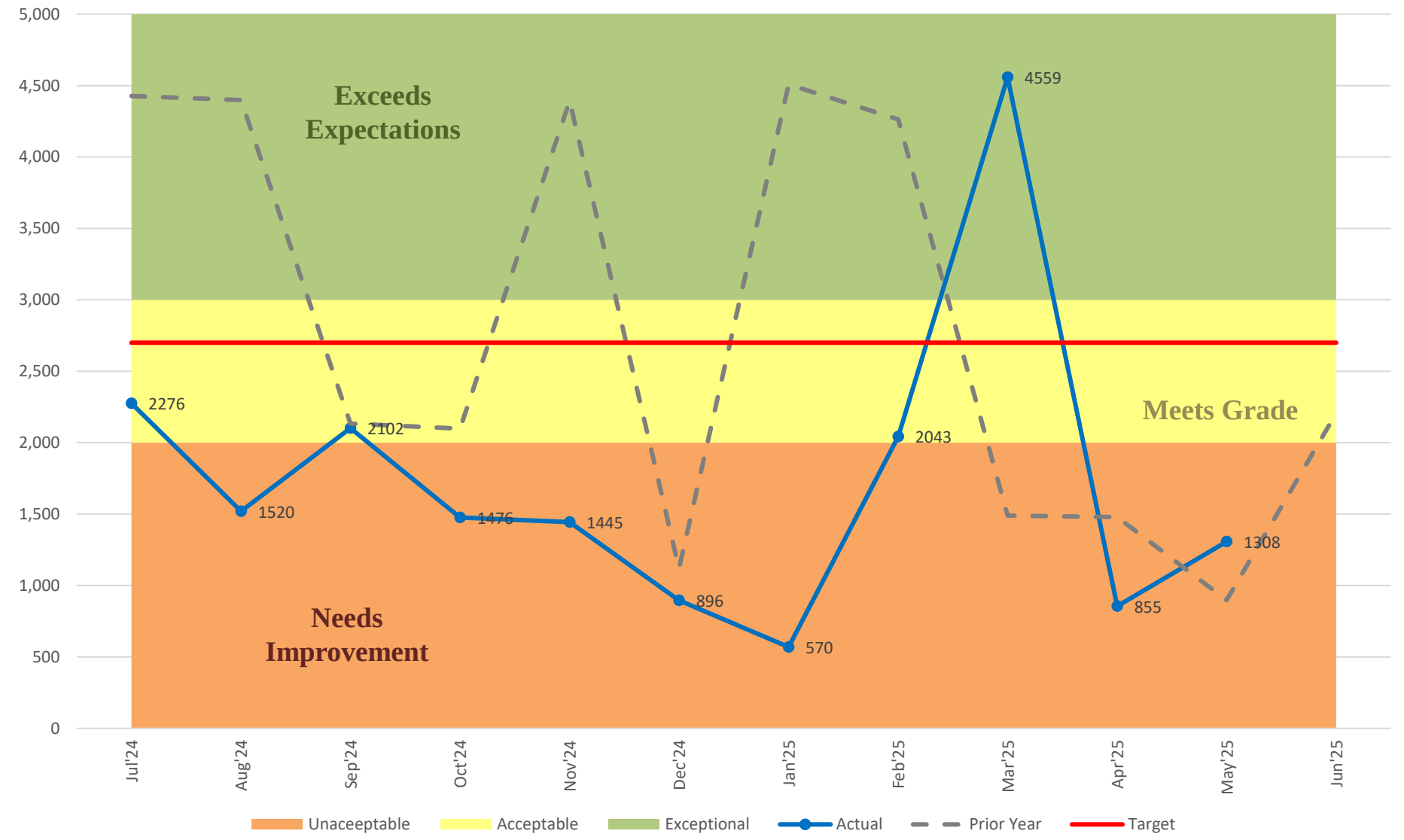
Operations KPIs (Streetcar)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	95.60%	10.60%	92.79%	7.79%	-1.24%
Mean Distance Between Failures	2700	1308	-1392	1392	-1308	-1025
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.01	-0.09	0.01

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.

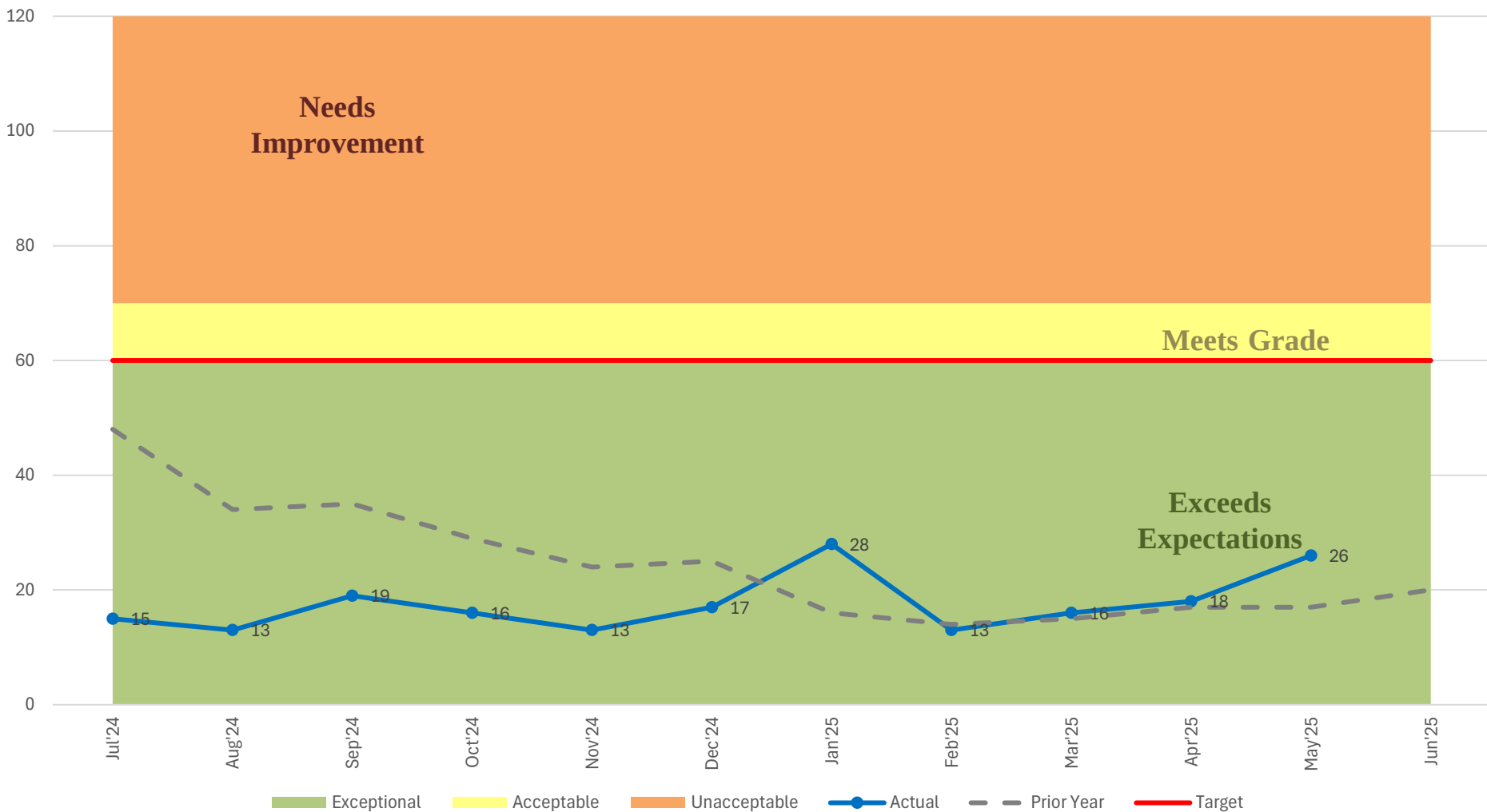


MAY FY25
PERFORMANCE
(CUSTOMER SERVICE)

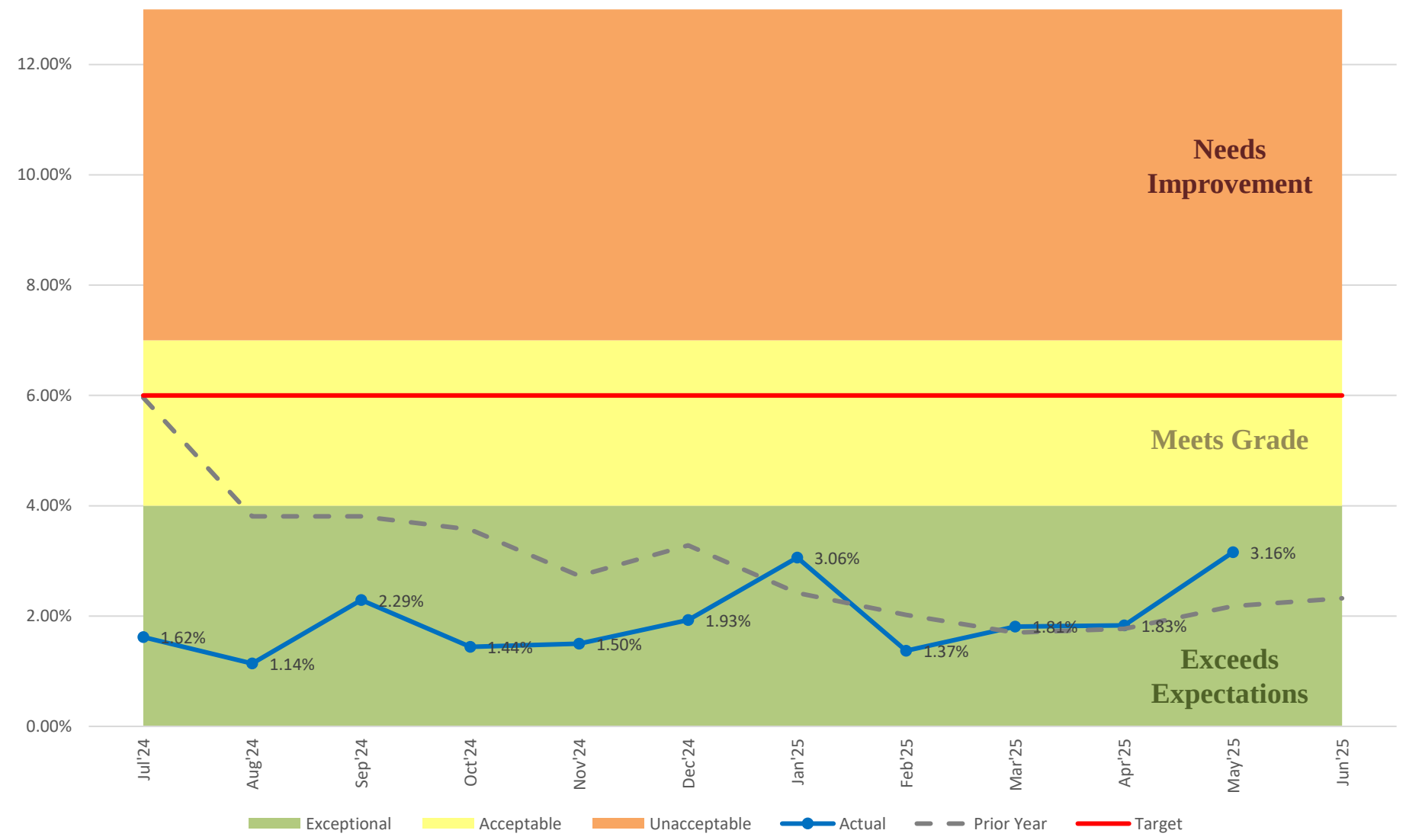
Customer Service KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Customer Service Call Wait Time</i>	1:00	0:26	-0:34	0:18	-0:42	-0:07
<i>Customer Service Call Abandonment Rate</i>	6.00%	3.16%	-2.84%	1.94%	-4.06%	-1.12%

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.



MAY FY25

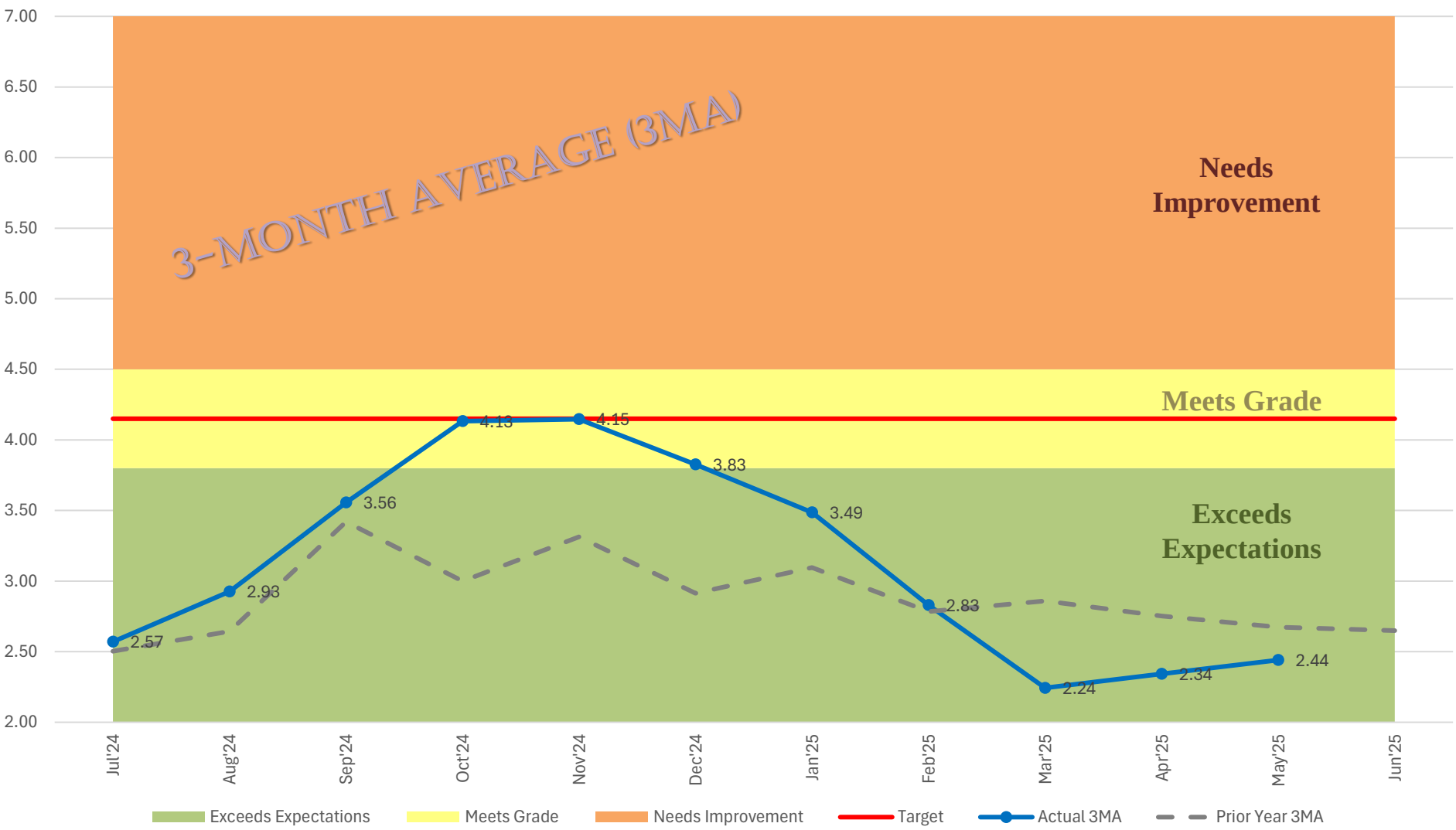
PERFORMANCE

(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

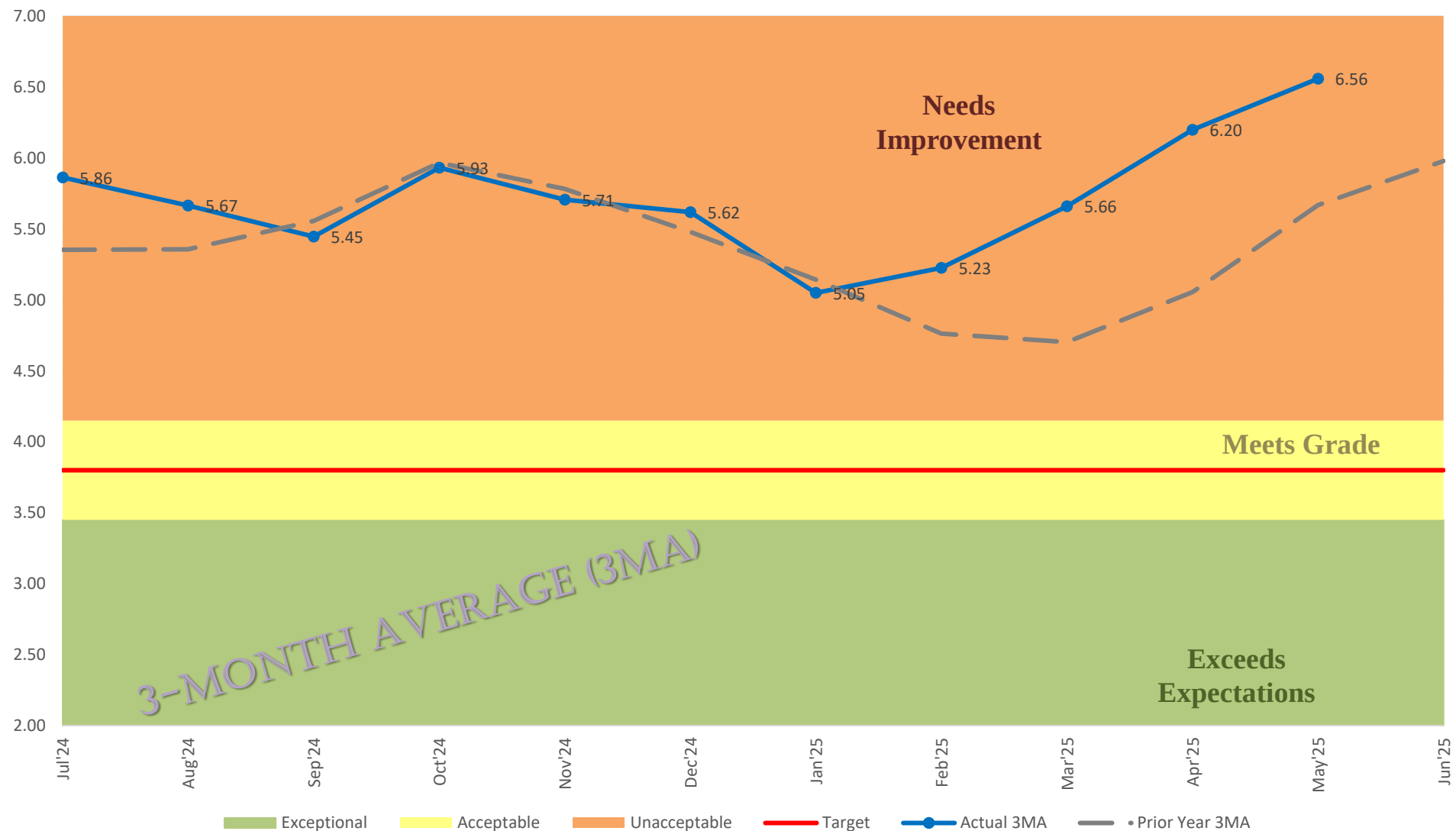
Safety & Security KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Part 1 Crime</i>	4.15	2.31	-1.84	3.14	-1.01	0.17
<i>Bus Collision Rate per 100K Miles</i>	3.80	6.62	2.82	5.77	1.97	0.39
<i>Mobility Collision Rate per 100K Miles</i>	2.50	3.41	0.91	3.43	0.93	0.07
<i>Employee Lost Time Incident Rate</i>	3.80	4.78	0.98	6.49	2.69	2.06

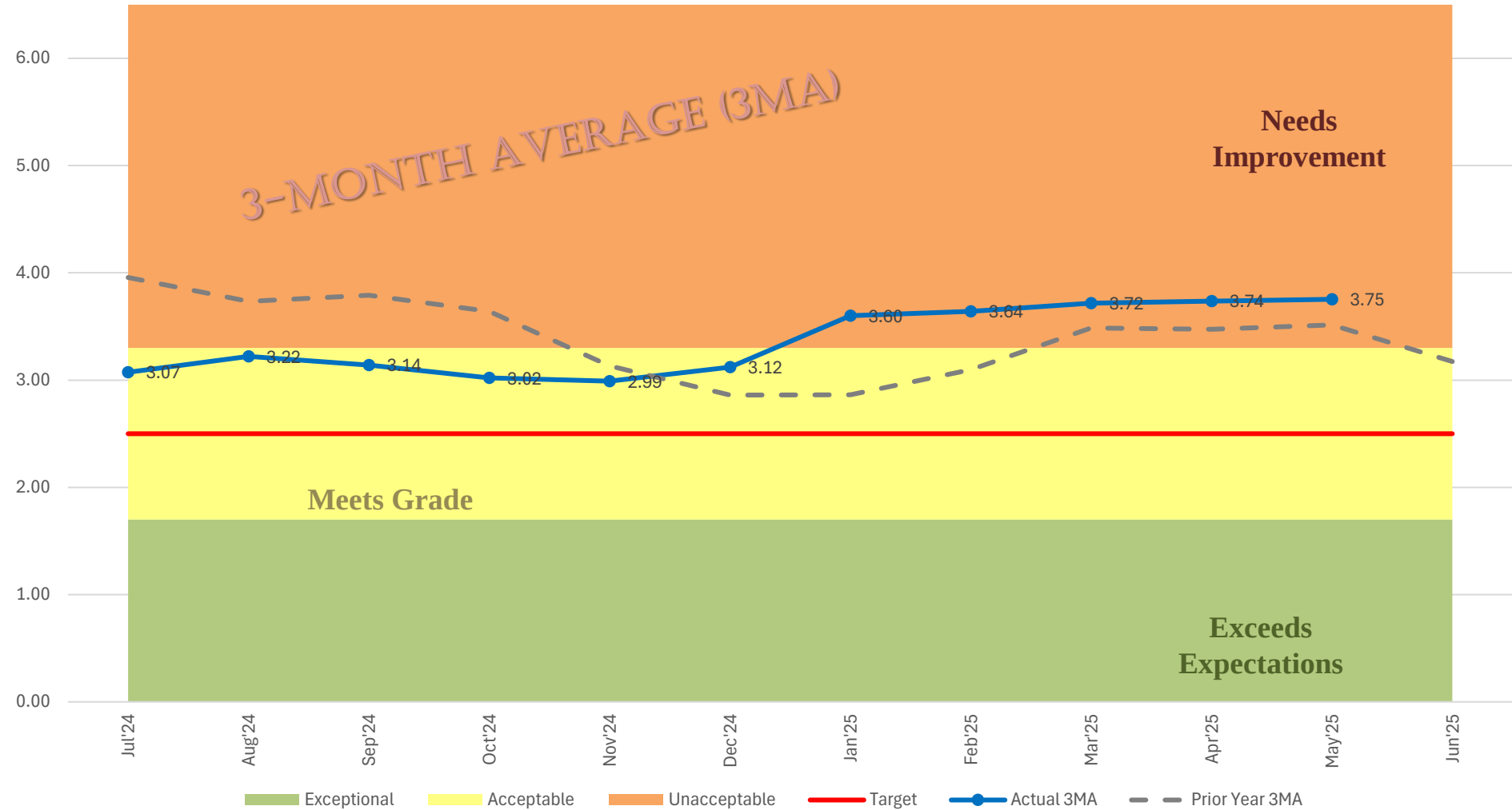
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



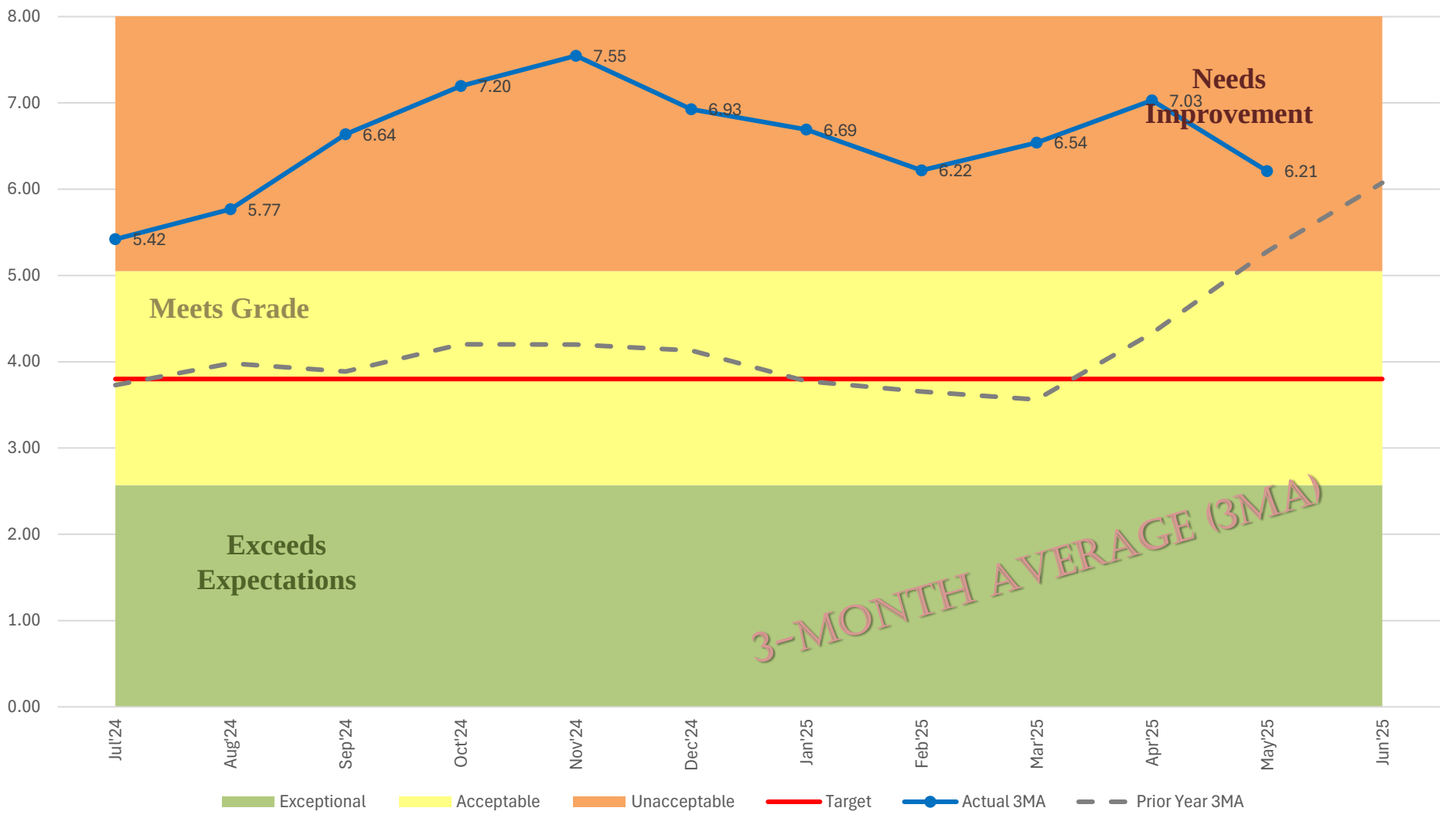
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 total miles.

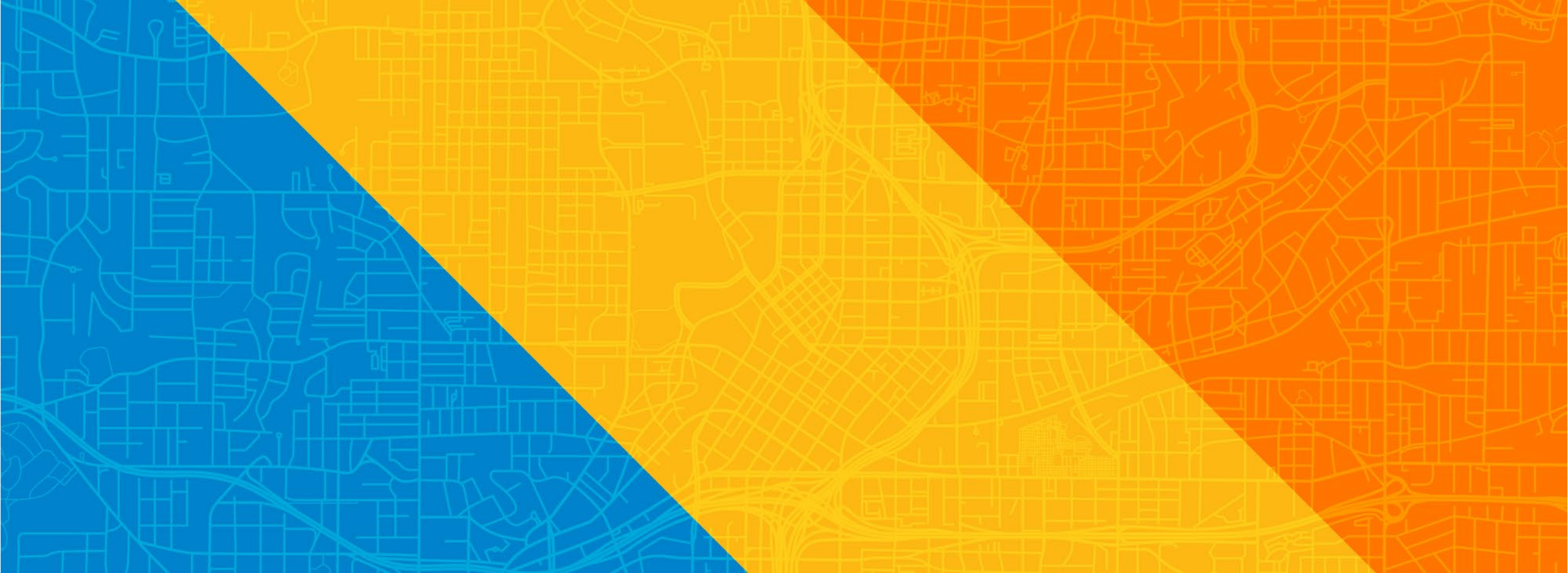


Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



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





Thank You

