



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, APRIL 28, 2022**

**ATLANTA, GEORGIA**

**MEETING MINUTES**

**1. CALL TO ORDER AND ROLL CALL**

Committee Chair Worthy called the meeting to order at 9:58 A.M.

**Board Members**

**Present:**

Roberta Abdul-Salaam  
Robert Ashe, III  
William Floyd  
Roderick Frierson  
Freda Hardage  
Roderick Mullice  
Al Pond  
Rita Scott  
Reginald Snyder  
Thomas Worthy, Chair

**Board Members**

**Absent:**

Stacy Blakley  
Jim Durrett  
Russell McMurry  
Kathryn Powers  
Christopher Tomlinson

**Staff Members Present:**

Collie Greenwood  
Rhonda Allen  
Peter Andrews  
Luz Borrero  
Michael Scott Kreher  
Ralph McKinney  
Manjeet Ranu

Raj Srinath  
George Wright

**Also in Attendance:**

Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, Phyllis Bryant, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Connie Krisak, Keri Lee, Gena Major, Douglas Miller, Paula Nash, Lee Nelson, MARTA Police Officer, Amy Shumate, Roosevelt Stripling and Sean Thomas.

**2. APPROVAL OF THE MINUTES**

**Minutes from March 31, 2022 Operations and Planning Committee**

Approval of Minutes from March 31, 2022 Operations and Planning Committee. On a motion by Board Member Mullice, seconded by Board Member Hardage, the motion passed by a vote of 8 to 0 with 8 members present.

**3. RESOLUTIONS**

**Procurement of Controls Systems Upgrades of the NSH USA Corporation-Stanray Wheel Truing Machines, RFPP P49916**

Approval of the Resolution Authorizing the Award of a Single Source Contract for the Procurement of Controls Systems Upgrades of the NSH USA Corporation-Stanray Wheel Truing Machines, RFPP P49916. On a motion by Board Member Pond, seconded by Board Member Worthy, the resolution passed by a vote of 9 to 0 with 9 members present.

**Resolution Authorizing a Modification in Contractual Authorization for Bus Lifts Remanufacturing, B47090**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Bus Lifts Remanufacturing, B47090. On a motion by Board Member Mullice, seconded by Board Member Ashe, the resolution passed by a vote of 10 to 0 with 10 members present.

**Resolution Authorizing a Modification in Contractual Authorization for Eligibility Assessment Services for MARTA Mobility, RFP P46866**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Eligibility Assessment Services for MARTA Mobility, RFP P46866. On a motion by Board Member Hardage, seconded by Board Member Worthy, the resolution passed by a vote of 8 to 0 with 8 members present.

**Resolution Authorizing a Modification in Contractual Authorization for CCure 800 Model 40 Maintenance Support, RFP P47416**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for CCure 800 Model 40 Maintenance Support, RFP P47416. On a motion by Board Member Frierson, seconded by Board Member Mullice, the resolution passed by a vote of 7 to 0 with 7 members present.

**Resolution Authorizing a Modification in Contractual Authorization for Professional Services for Department of Safety in Support of State Safety Oversight Program, LOA L48790**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Professional Services for Department of Safety in Support of State Safety Oversight Program, LOA L48790. On a motion by Board Member Snyder, seconded by Board Member Worthy, the resolution passed by a vote of 7 to 0 with 7 members present.

**Resolution Authorizing the Award of a Contract for New Rail Car Support Services, Request for Price Proposal RFPP P50153**

Approval of the Resolution Authorizing the Award of a Contract for New Rail Car Support Services, Request for Price Proposal RFPP P50153. On a motion by Board Member Snyder, seconded by Board Member Mullice, the resolution passed by a vote of 7 to 0 with 7 members present.

**4. BRIEFING**

**Briefing - Safety Performance KPIs**

Gena Major, Deputy Chief, Safety & Quality Assurance presented the Committee with a briefing on Safety's Performance KPIs.

**5. OTHER MATTERS**

**FY22 February Operations and Safety Department KPIs (Informational Only)**

**Notification Requesting to Utilize the State of Georgia Contract to Procure MARTA Non- Revenue Vehicles (Informational Only)**

**6. ADJOURNMENT**

The Committee meeting adjourned at 11:17 A.M.

Respectfully submitted,



Tyrene L. Huff  
Assistant Secretary to the Board

YouTube link: <https://youtu.be/za4CGiCwO4A>

# Wheel Truing Machine Control System Upgrades, RFPP P49916

Douglas Miller, Director of Rail Car Maintenance

April 28, 2022

marta 





# Wheel Truing Machine Control System Upgrades RFPP P49916

- Financial Considerations
- Business Purpose
- Procurement Details
- Resolution

One-year base	\$953,529
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Option year	None
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Total	\$953,529
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## **Financial Considerations**

- NSH USA Corporation - Formally Simmons Machine & Tool (OEM)
- Local Capital funds

# Business Purpose

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- Stan-Ray Wheel Truing Machines
- Current Controls
- Improved Performance



# Procurement Considerations

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- Single source
- Price Analysis
- DBE content



# Resolution

- NSH USA Corporation
- RFPP-P49916
- \$953,529.00





Thank You



## **Modification of Bus Lift Rehabilitation, IFB 47090**

**Sean Thomas,  
Director of Facilities**

**April 28, 2022**

# STRATEGIC OBJECTIVE

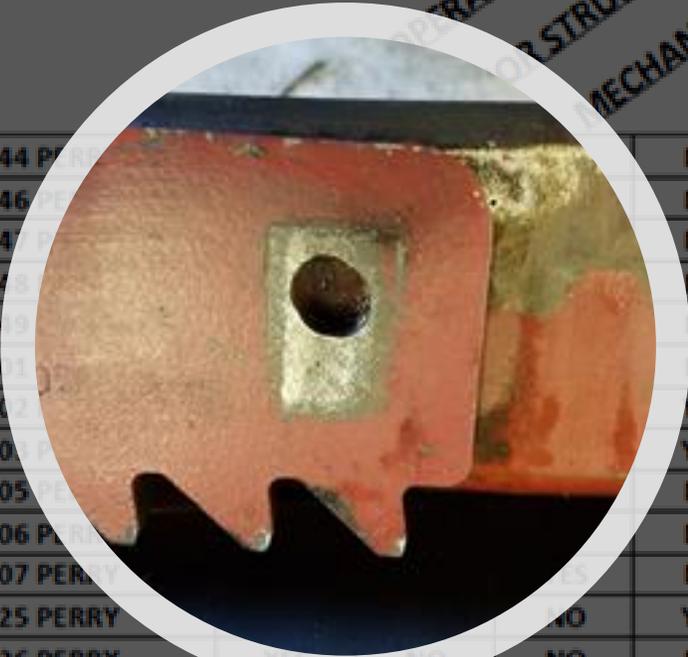
To improve upon the State of Good Repair of the Authority's Bus Lifts





# Outline of Discussion

- I. Contract Overview
- II. Progression to Date
- III. Modification Request



BAY 144 PERRY					NO	NO				NO		
BAY 146 PERRY					NO					NO		
BAY 147 PERRY					NO					NO		
BAY 148 PERRY					NO					NO		
BAY 149 PERRY					NO					NO		
BAY 201 PERRY					NO					NO		
BAY 202 PERRY					YES					NO		
BAY 203 PERRY					YES					NO		
BAY 205 PERRY					NO		YES			NO		
BAY 206 PERRY					NO		NO			NO		NO
BAY 207 PERRY					NO		NO			NO		NO
BAY 225 PERRY					NO	YES	YES			YES		NO
BAY 226 PERRY	YES	NO	NO	NO	NO	YES	YES	NO	YES	NO	NO	NO
BAY 227 PERRY	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BAY 228 PERRY	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

BAY 03 LAREDO	YES	NO	YES	NO	YES	YES	YES	YES	NO	NO	NO	YES
BAY 04 LAREDO	NO	UNKNOWN	UNKNOWN	UNKNOWN	UNKNOWN	NO						
BAY 05 LAREDO	YES	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	YES
BAY 07 LAREDO	YES	NO	NO	NO	NO	YES						
BAY 08 LAREDO	YES	NO	NO	NO	NO	YES						
BAY 09 LAREDO	YES	NO	NO	NO	YES	YES	YES	YES	NO	NO	NO	YES
BAY 10 LAREDO	YES	NO	NO	NO	YES	NO	YES	YES	NO	NO	NO	NO
BAY 11 LAREDO	YES	NO	NO	NO	YES	YES	NO	YES	NO	NO	NO	YES
BAY 12 LAREDO	YES	NO	NO	NO	NO	YES	YES	YES	NO	NO	NO	NO
BAY 13 LAREDO	N/A	N/A	N/A	N/A	N/A							
BAY 14 LAREDO	YES	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	YES

# OVERVIEW

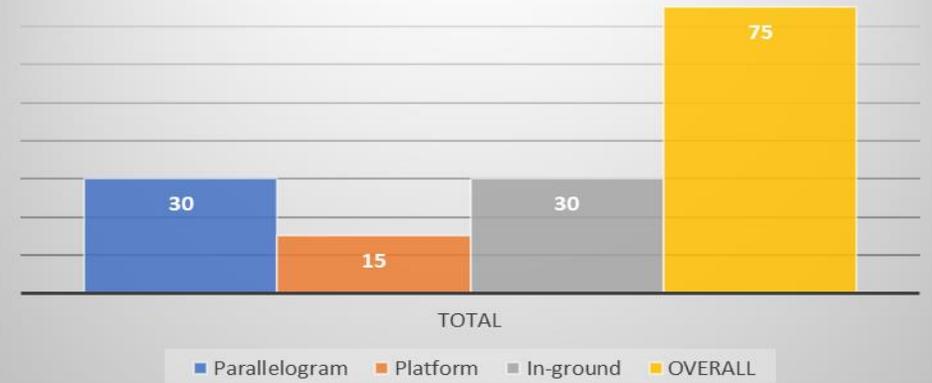


# PROGRESSION

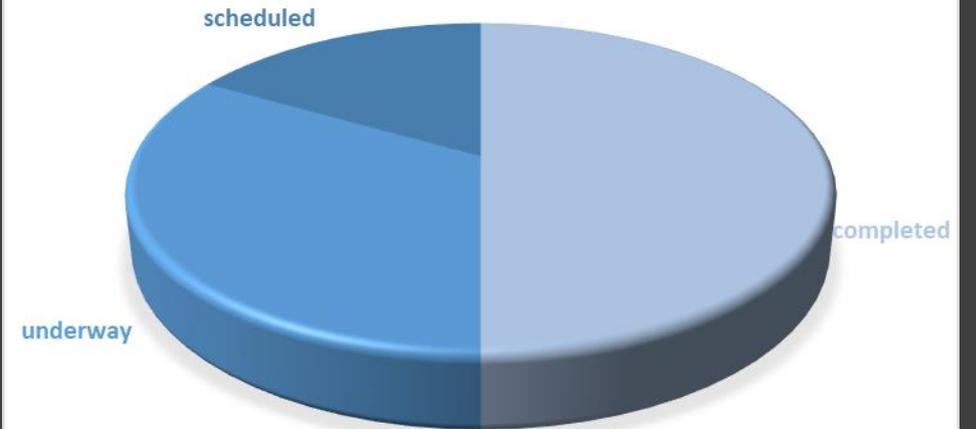
PARALLELOGRAM BUS LIFT CONDITION MATRIX

	IS LIFT OPERATIONAL	MAJOR STRUCTURAL DAMAGE	MECHANICAL LOCK DAMAGE	CYLINDER(S) LEAKING BADLY	COSMETIC DAMAGE	PIN RETAINING BADLY	ANCHORAGE ISSUES	LOCK SWITCH ISSUES	CONTROLS ISSUES	EDGE SWITCH OPERATIONAL	OPEN ELECTRICAL CONNECTIONS
BAY 144 PERRY	YES	NO	NO	NO	NO	YES	YES	YES	NO	NO	YES
BAY 146 PERRY	YES	NO	NO	NO	NO	YES	NO	YES	NO	NO	NO
BAY 147 PERRY	YES	NO	YES	NO	NO	YES	NO	YES	NO	NO	YES
BAY 148 PERRY	YES	NO	YES	NO	NO	YES	NO	YES	NO	NO	NO
BAY 149 PERRY	YES	NO	NO	NO	YES	NO	NO	YES	NO	NO	NO
BAY 201 PERRY	YES	YES	YES	NO	YES	YES	NO	YES	NO	NO	NO
BAY 202 PERRY	NO	YES	NO	YES	YES	YES	NO	YES	NO	NO	NO
BAY 203 PERRY	NO	YES	NO	YES	YES	YES	YES	YES	NO	NO	NO
BAY 205 PERRY	NO	NO	NO	NO	YES	YES	YES	YES	NO	NO	YES
BAY 206 PERRY	YES	NO	NO	NO	NO	YES	NO	YES	NO	NO	YES
BAY 207 PERRY	YES	NO	YES	NO	NO	YES	NO	YES	NO	NO	NO
BAY 225 PERRY	NO	NO	NO	YES	YES	YES	NO	YES	YES	NO	NO
BAY 226 PERRY	YES	NO	NO	NO	YES	YES	NO	YES	NO	NO	NO
BAY 227 PERRY	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BAY 228 PERRY	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BAY 03 LAREDO	YES	NO	YES	NO	YES	YES	YES	YES	NO	NO	YES
BAY 04 LAREDO	NO	NO	NO	NO	NO	NO	NO	UNKNOWN	UNKNOWN	UNKNOWN	NO
BAY 05 LAREDO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES
BAY 07 LAREDO	YES	NO	NO	NO	NO	YES	NO	YES	NO	NO	YES
BAY 08 LAREDO	YES	NO	NO	NO	NO	YES	NO	YES	NO	NO	YES
BAY 09 LAREDO	YES	NO	NO	NO	YES	YES	YES	YES	NO	NO	YES
BAY 10 LAREDO	YES	NO	NO	NO	YES	NO	YES	YES	NO	NO	NO
BAY 11 LAREDO	YES	NO	NO	NO	YES	YES	NO	YES	NO	NO	YES
BAY 12 LAREDO	YES	NO	NO	NO	NO	YES	YES	YES	NO	NO	NO
BAY 13 LAREDO	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BAY 14 LAREDO	YES	NO	NO	NO	NO	NO	NO	YES	NO	NO	YES
BAY 15 LAREDO	YES	NO	NO	NO	YES	NO	NO	YES	NO	NO	YES
BAY 16 LAREDO	NO	YES	YES	YES	YES	NO	YES	NO	NO	NO	YES
BAY 17 LAREDO	YES	NO	NO	NO	NO	NO	YES	YES	NO	NO	NO
BAY 18 LAREDO	NO	NO	NO	NO	NO	NO	YES	YES	NO	NO	NO

Bus Lifts by Type



scheduled



## Analysis of Modification

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**CONTRACT:** IFB B47090

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**AWARDEE:** EQ Renew Inc

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**AWARD:** Add \$927,660

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**TERM:** Add 1 year

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**DBE GOAL:** 7%



Thank You





# The Office of Mobility: Eligibility Certification Process

Contract Modification – P46866 Eligibility Assessment Services

Roosevelt Stripling

Support Services Program Manager

April 28, 2022

## P46866 - Eligibility Assessment Services Contract

### Current Contract Terms

- 10 Months into 1<sup>st</sup> Base Year
- Award Amount = \$2,707,431.65
- Executed 4-14-2021
- 3 Year Base + 2 – 1 Year Options

### Contract Modification Recommendation

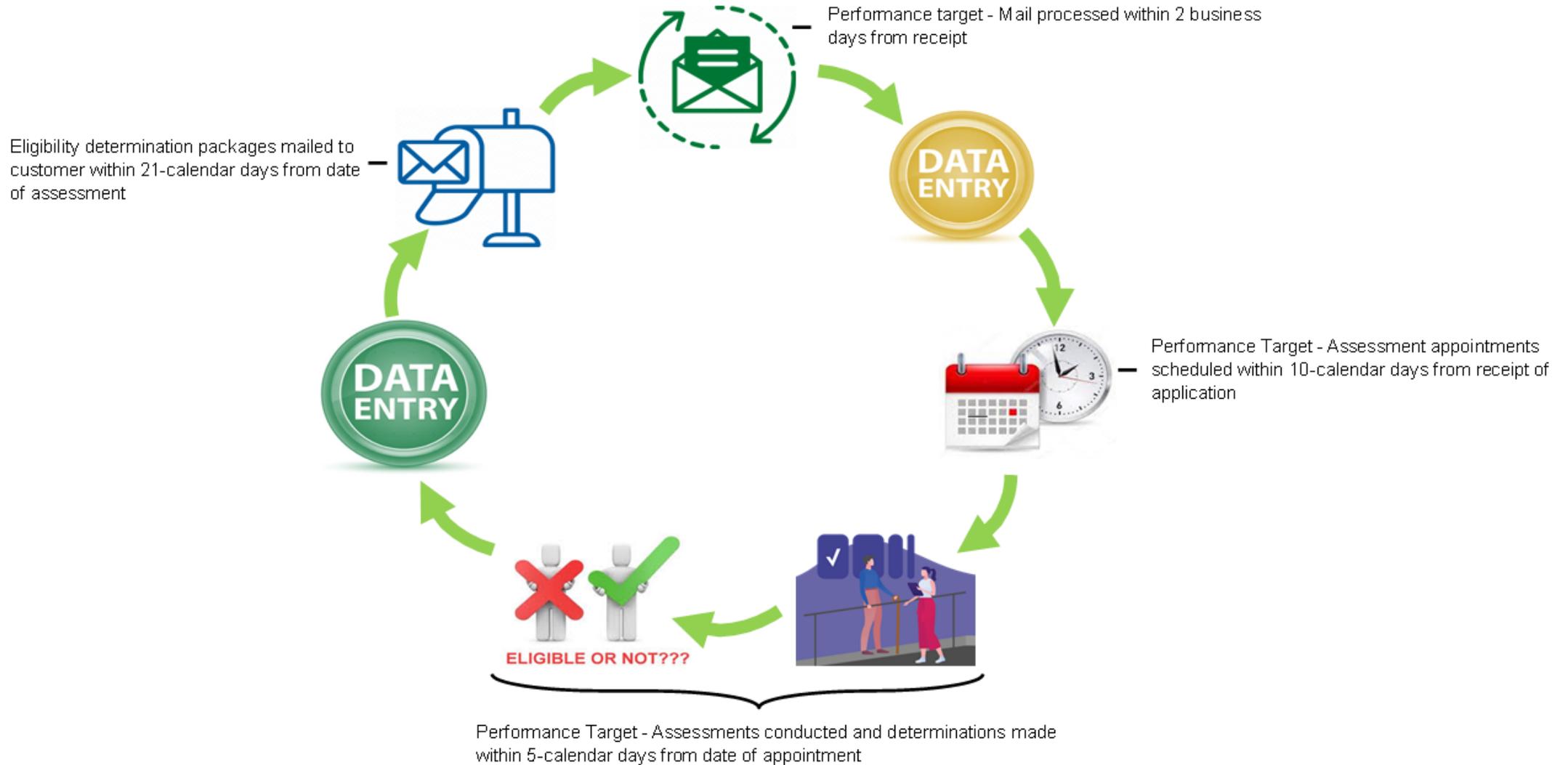
- Increase Award Amount by 11%
- Revised Contract Award Amount = \$3,023,915.97

# Assessments Summary & Projections

	<b>MTM</b>	<b>TRANSDEV - P46866</b>					
<b>ASSESSMENT TOTALS</b>	<b>P36410</b>	<b>FY 2022</b>			<b>FY 2023</b>		
	<b>PREV 5-YR AVG</b>	<b>CONTRACT BASE YR 1</b>	<b>YEAR-END PROJECTIONS</b>	<b>BASE YR 1 vs FY22 VARIANCE</b>	<b>CONTRACT BASE YR 2</b>	<b>PROJECTIONS</b>	<b>BASE YR 2 vs FY23 VARIANCE</b>
	3,229	2,967	4,370	47.29%	3,281	3,897	18.77%

- NOTE: Total contract savings from the decrease in assessments due to the pandemic and Contractor staff furloughs for P36410 was **\$697,460.63**.
- Projected FY 2022 year-end assessments will result in an increase of 35.36% above the 5-year average and **47.29%** above the Base Year 1 pre-pandemic projection.

# Certification Process & Service Delivery Standards



# Major Steps Of The Mobility Eligibility Certification Process

## Staffing Requirements Calculator

(1) FRONT DESK: <i>Greet customers, answer incoming calls, Open and review incoming mail, scan applications to customer files</i>		(2) DATA ENTRY: <i>Creating &amp; Updating Customer Records</i>		(3) SCHEDULING <i>Assessment Appointments</i>		(4) MAILING DETERMINATIONS PACKAGE <i>(after assements)</i>		(5) UPDATE CUSTOMER RECORDS <i>w/Post Determination Info</i>		(6) CUSTOMER CALL BACKS / FOLLOW-UP CALLS		(7) TOTAL PROJECTED TIME / DAY ON CERTIFICATION PROCESSING ONLY		(8) MARTA & TRANSDEV <i>Assigned to the Process</i>	(9) *REQUIRED ADMIN STAFF	(10) STAFFING VARIANCE
During Hrs of Operations	Time	# of Apps	Time	# of Slots to Fill	Time	# of Pkgs to Process	Time	# of Records	Time	Calls Presented	Time	HH:MM:SS	Total in Mins.	6.00 HRS/DAY	6.00 HRS/DAY	
7:30AM - 4 PM	7:30:00	20	5:00:00	18	2:42:00	26	4:20:00	26	6:30:00	25	2:05:00	28:07:00	1,687.00	4.00	<b>4.69</b>	<b>(0.69)</b>

\*Excludes

- Administration and maintenance of hardcopy files
- In-Service training, team meetings, and
- Processing customer appeals of eligibility determinations
- Staff coverage for Planned & Unplanned absences

# Eligibility Performance Dashboard

As of February 28, 2022

## INCOMING MAIL

AVG # DAYS TO PROCESS



Performance Standard: Incoming Applications are processed by COB the following Business Day.  
**Performance Target is 2 Business Days.**

## SCHEDULING

AVG # DAYS TO SCHEDULE



Performance Standard: Assessments are scheduled within 10-calendar days from receipt of the completed application.  
**Performance Target is 10 calendar days.**

## ASSESSMENT DECISIONS

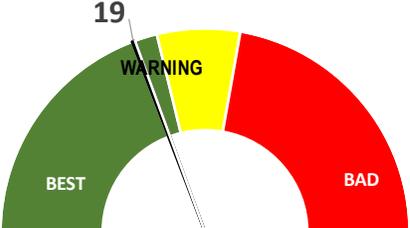
AVG # DAYS TO PROCESS



Performance Standard: Transdev is contractually required to provide the eligibility decision to MARTA within 5 calendar days  
**Performance Target is 5 calendar days.**

## DETERMINATIONS

AVG # DAYS TO PROCESS



Performance Standard: Determination notifications MUST BE in the mail, to the customer, within 21 calendar days  
**Performance Target is 21 calendar days.**

## Images of Current State of Administrative Process



USPS Mail & Faxes



Customer files - various stages of processing



Customer files - various stages of processing



Customer records that require filing or archiving

# Summary of Request

## Contract Modification:

- Add 1 - Administrative Assistant
- 11% Increase in Overall Contract Value by \$316,484.32
- Revised Contract Award Amount = \$3,023,915.97

Monthly	Year 1	Year 2	Year 3	Year 4	Year 5
Current	\$25,324.97	\$26,044.55	\$26,806.16	\$27,554.60	\$28,369.25
Proposed	\$31,251.25	\$32,127.92	\$33,061.57	\$33,986.51	\$34,984.52
Variance	\$5,926.28	\$6,083.38	\$6,255.41	\$6,431.91	\$6,615.28



Thank You



## **Secure Access Control Project RFP P47416 Resolution**

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Modification in Contractual Authorization  
for Maintenance Support

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*presented to the*  
Operations & Safety Committee  
by Lee J. Nelson, Project Manager II

28-Apr-22

## Secure Access Control – Brief History

Access Control is the preeminent system for securing and protecting personnel, property, and infrastructure. It is the computerized solution that manages ingress and egress throughout the Authority's facilities.

The Authority's existing Access Control System (C-Cure 800/8000) has been in-service since the 1990s, and...

- Surpassed its projected life expectancy in the last decade.
- Was sunset by the manufacturer in 2016 with end-of-life support announced in 2019.

## Secure Access Control – Path Forward

By prolonging utility of the current system, we gain the time needed to solicit a replacement solution.

- Patch the current system ("Interim Extension") via firmware upgrade and retrofit of select components.
- Initiate a Modification in Contractual Authorization to the existing maintenance support contract with Johnson Controls, Inc., to broaden:
  - ▶ Scope;
  - ▶ Duration; and,
  - ▶ Total value.

## Secure Access Control – Capital Costs

	Deliverable	Capital Funding ❶
1	Software, Firmware, Migration Services, and Training	\$110,327
2	On-Premises Labor and Testing	146,198
3	Ancillary Equipment (replaces fault-ridden hardware)	122,580
4	On-Premises Warranty (initial year)	5,516
5	Maintenance, Support, and System Key (2nd and 3rd years) ❷	30,070
6	Shipping and Freight	6,129
7	Licenses and Use Fees	9,806
	Total Value	\$430,626

❶ Pricing was provided by the vendor, is supported by an internal Independent Cost Estimate, and reflects the difficulty in obtaining replacement parts as well as availability of skilled service personnel with knowledge of a system that is more than twenty years old.

❷ Pre-paid through FY'25.

## Secure Access Control – Let's Proceed

Approval, please, to proceed with the Modification to:

- Add the Scope of Work to include Interim Extension of the Access Control System.
- Extend the Period of Performance through Fiscal Year 2025.
- Increase the Total Value by \$430,626.



Thank You





# Resolution Authorizing the Modification of Professional Services Agreement L48790

Ralph McKinney, Chief Safety Officer  
Chief of Safety and Quality Assurance  
April 28, 2022



# OVERVIEW

Contract Summary

BCG – Initial Support

High Level Tasks

Additional Engagement

Modification

Request



# Contract Summary

Contractor: Boyd Caton Group (BCG)

Period of Performance: July 2021 –  
December 30, 2022

Cost: \$1,500,000.00

# BCG – Initial Support

- Corrective Actions
- Accident Investigations
- Safety and Security Certification

## High Level Tasks

- Draft responses to GDOT's Draft Investigation Report.
- Support at GDOT Enhanced meetings
- Develop a Corrective Action Plan for 2019 Triennial CAP's and Final GDOT Investigation Report
- Develop and conduct Accident/Incident Investigator Training

# Additional Engagement

- SMS Gap Analysis of Current Practices
- SMS Process Mapping
- SMS Workload Assessment
- Integration Plan for Safety Data and Information Mapping – Origami Risk Management
- 2022 GDOT Triennial Audit preparation

# Modification

Period of Performance: December 31, 2022 –  
June 30, 2023 (6-month extension)

Additional Cost: \$737,451.76

Total Cost: \$2,237,451.76

## Request

Request authorization to modify Professional Services Contract L48790 to include a 6-month extension and to increase the contract budget by an amount not to exceed \$737,451.76.



Thank You





# Professional Service Agreement New Rail Car Support Services RFPP P50153

Connie Krisak,  
Senior Director Rail Vehicle Procurement

April 28, 2022

## Bus and Rail Vehicle Consulting Services Contract

- **Hatch-LTK** was issued part of a Bus and Rail Vehicle Consulting Services contract on February 10, 2016. The Rail portion consisted of two primary tasks: Rail Car Maintenance Support and New Car (CQ400) Technical Support.
- The original Bus and Rail Services Contract consisted of multiple consultants with differing scope. This contract is set to expire on June 30, 2022
- As noted at the October 2021 Operations and Safety Committee Meeting, MARTA will resolicit the Bus and Rail Vehicle Consulting Services Contract; however, the technical support for the New Car CQ400 will be excluded from the new solicitation
- **Hatch-LTK** has provided support to MARTA on key activities for CQ400 such as:
  - Prepare Performance Specifications
  - Review and recommends revision to Contract Terms and Conditions
  - Support during the BAFO process
  - Technical and project management expertise during the preliminary and intermediate design review phase.

# Request to award New Rail Car Support Services

- Resoliciting the new car support services would lead to **costly delays in completion of the ongoing project delivery of the new trains**
  - Hatch-LTK is an industry leader in rail vehicle consulting services and has the greatest knowledge of Stadler's vehicle design and its subsystems
  - Hatch-LTK has already assembled a team of highly experienced engineers with in-depth knowledge of the MARTA operations and infrastructure that spans for decades
  - Soliciting a new consultant would lead to substantial schedule impacts due to mobilization and familiarization with new design
- Resoliciting the new car support services would lead to **substantial duplication of engineering and project management costs**
  - Hatch-LTK has been part of the CQ400 procurement since inception
  - Hatch-LTK is highly integrated into all technical support related functions such as engineering, quality, and safety and PM support related functions such as project admin and document control
  - Soliciting a new consultant would incur additional costs with replicating current project controls

# CQ400 Project Overview

- December 2019, MARTA issued NTP to Stadler US inc. for the procurement of 254 CQ400 vehicles to replace the aging legacy fleet
- CQ400 is the largest and most complex procurement in MARTA's history
- The Office of Rail Vehicle Procurement (RVP) is responsible for management and oversight of the CQ400 procurement
- In November 2020, MARTA decided to rebrand the rail vehicles and initiated the design 2.0 process resulting in a modern fully open gangway vehicle

## CQ 400 Project Timeline

Activity	Status
Preliminary Design	Completed (Nov 2021)
Intermediate Design	In-Process
Final Design	August 2022
Car Shell Assembly	Q1 2023
Pilot Train Unit Delivery	Q3 2024
CA of First Train Unit	Q4 2025
Completion of Order Delivery	Q1 of 2029
Contract Completion	Q1 of 2031

# New Rail Car Support Services Contract Details

- 5- year contract with two 1-year options
  - Base contract start: FY23 (July 1)
  - Base Contract end: FY27 (June 30)
  - Option 1: FY28
  - Option 2: FY29
  
- Same scope of work as new car task with the following additions:
  - In-plant resident inspector services
  - On-site testing services
  - Technical services for shop equipment updates for CQ400 fleet compatibility
  
- Period of performance w/options ends before contract completion, but RVP believes duration of support is sufficient

Term	Total Cost
FY23	\$ 7,044,158.23
FY24	\$ 7,573,343.64
FY25	\$ 7,882,670.12
FY26	\$ 5,779,336.88
FY27	\$ 5,598,421.22
FY28 (Option)	\$ 2,839,427.45
FY29 (Option)	\$ 926,990.65
FY23-FY27 (5yr Base)	<b>\$ 33,877,930.10</b>
FY28-FY29 (Options)	<b>\$ 3,766,418.10</b>
5yr Base + Options	<b>\$ 37,644,348.20</b>
<b>DBE</b>	
<b>Goal</b>	<b>Projected</b>
30%	31%

RVC DBE Performance							
FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total Avg	Goal
26.0%	26.8%	34.0%	29.0%	19.4%	18.1%	<b>24.5%</b>	<b>30.0%</b>

## **Request Approval of the Board**

Hatch-LTK has participated in the CQ400 program since inception and their continued engineering support and vehicle system/ component expertise is required for the project's overall success.

Request approval of the award of Professional Service Agreement to Hatch/ LTK for New Rail Car Support Services RFPP P50153 for a base term of FY2022 to FY2027 for a total of \$33.8 Million.



Thank You





# **Operations & Safety Committee Safety Performance KPI Briefing**

**April 28, 2022**

**Gena Major, Deputy Chief  
Safety & Quality Assurance**

## Calendar Year 2021

### Safety Events

Mode of Service	Yearly Target	Total	*Yearly Target Per 10 M VRM	Total
<u>Heavy Rail</u>	45	54	7	8
<u>Streetcar</u>	5	9	0	0
<u>Motor Bus</u>	110	129	28	28
<u>Mobility</u>	5	13	0	1

### Injuries

Mode of Service	Yearly Target	Total	*Yearly Target Per 10 M VRM	Total
<u>Heavy Rail</u>	135	131	22	20
<u>Streetcar</u>	1	4	0	0
<u>Motor Bus</u>	344	343	86	59
<u>Mobility</u>	7	28	0	13

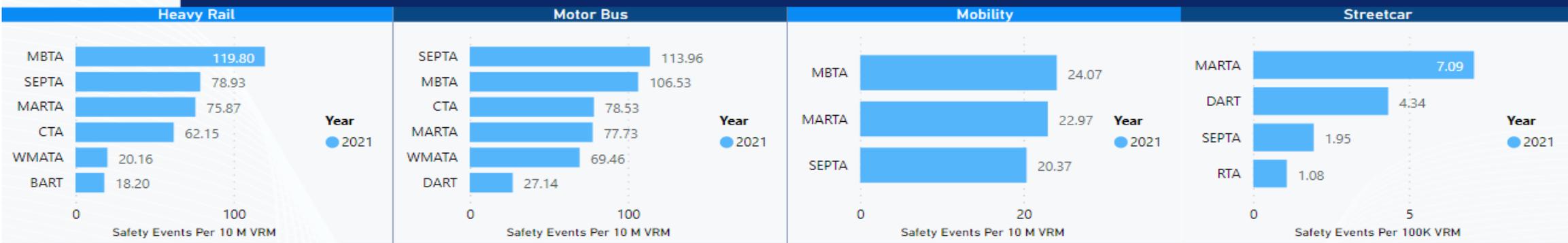
### Fatalities

Mode of Service	Yearly Target	Total	*Yearly Target Per 10 M VRM	Total
<u>Heavy Rail</u>	0	1	0	0
<u>Streetcar</u>	0	0	0	0
<u>Motor Bus</u>	0	2	0	0
<u>Mobility</u>	0	0	0	0

\*Streetcar Yearly Target is Per 100K VRM

## MARTA vs Peer Agencies

### Safety Events



### Injuries



### Fatalities





Thank You



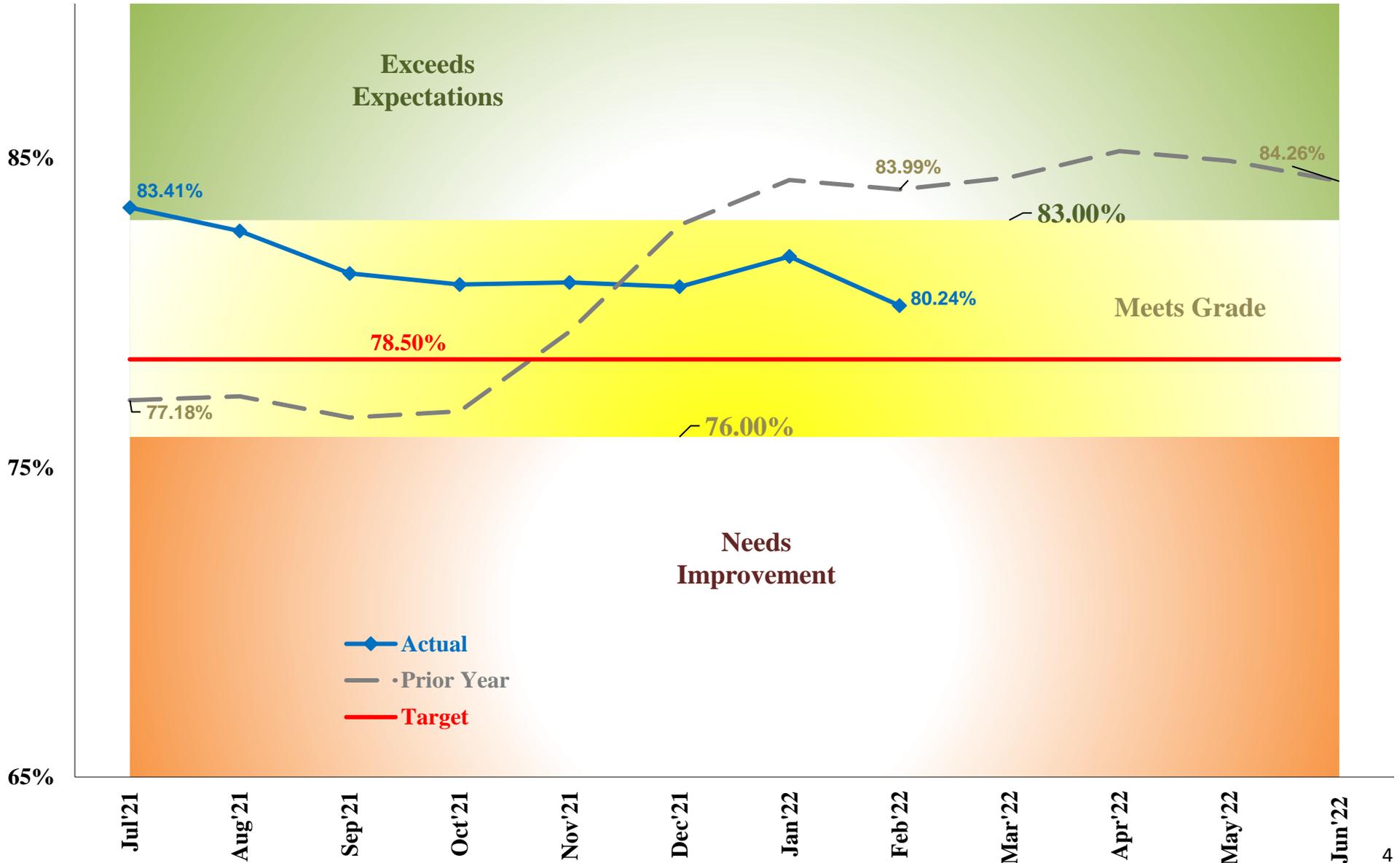
FEBRUARY FY22  
PERFORMANCE  
(BUS OPERATIONS)

OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

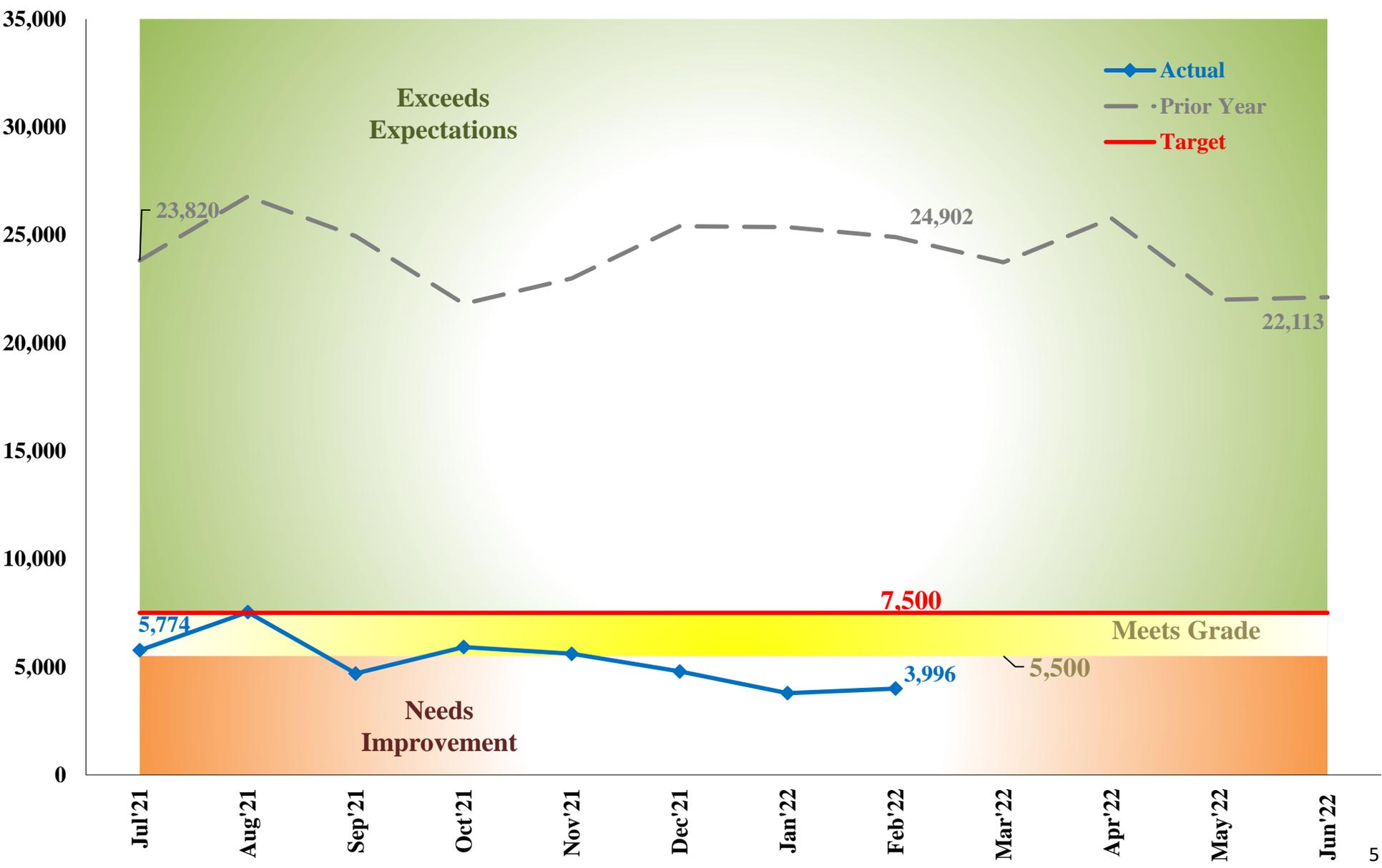
## Operations KPIs (Bus)

KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	80.24%	1.74%	81.63%	3.13%	1.39%
Mean Distance Between Failures	7,500	3,996	-3,504	5,093	-2,407	-19,319
Customer Complaints per 100K Boardings	8.00	7.50	-0.50	9.54	1.54	-0.03

**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.

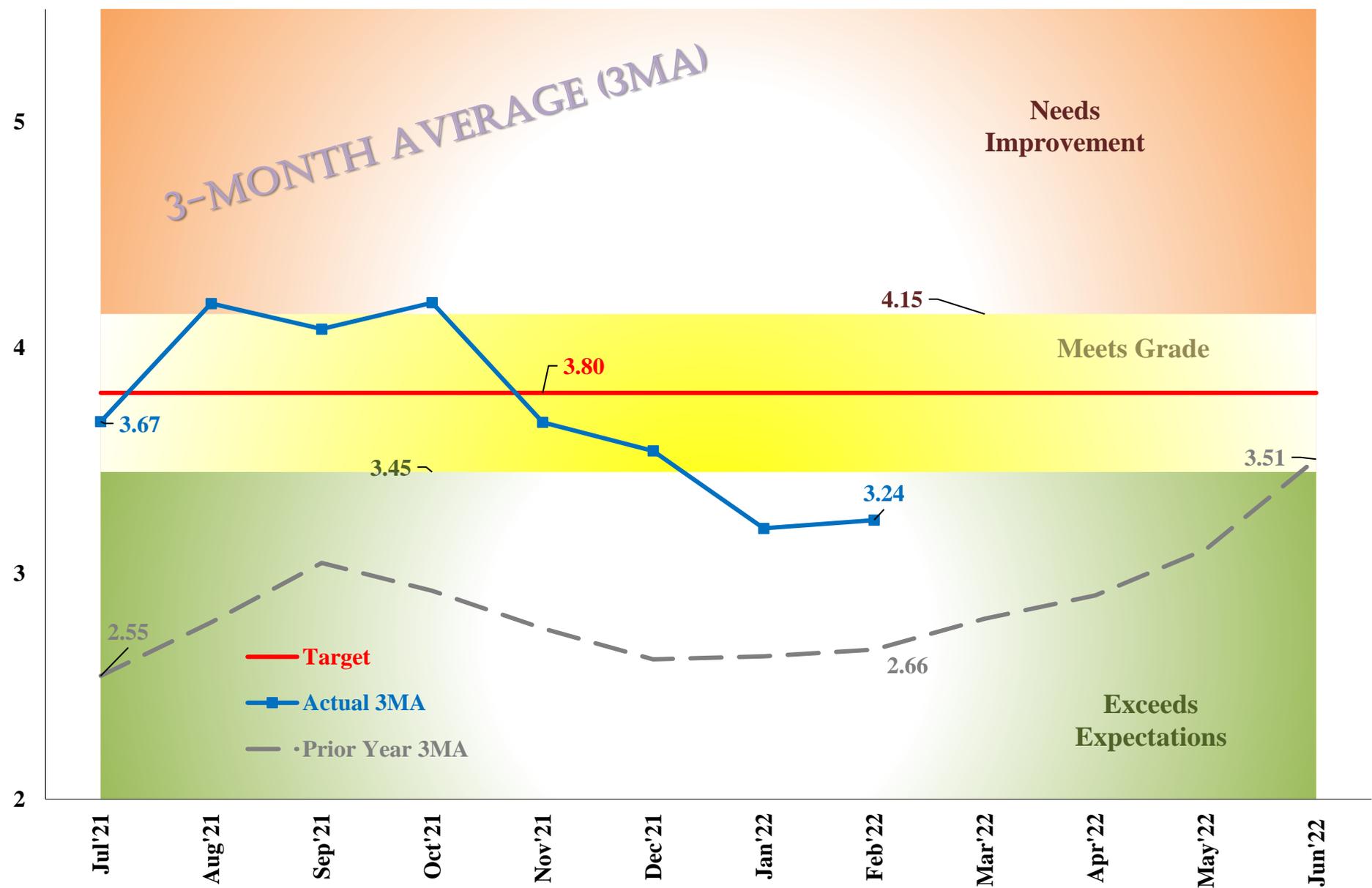


**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS  
SAFETY KPI

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

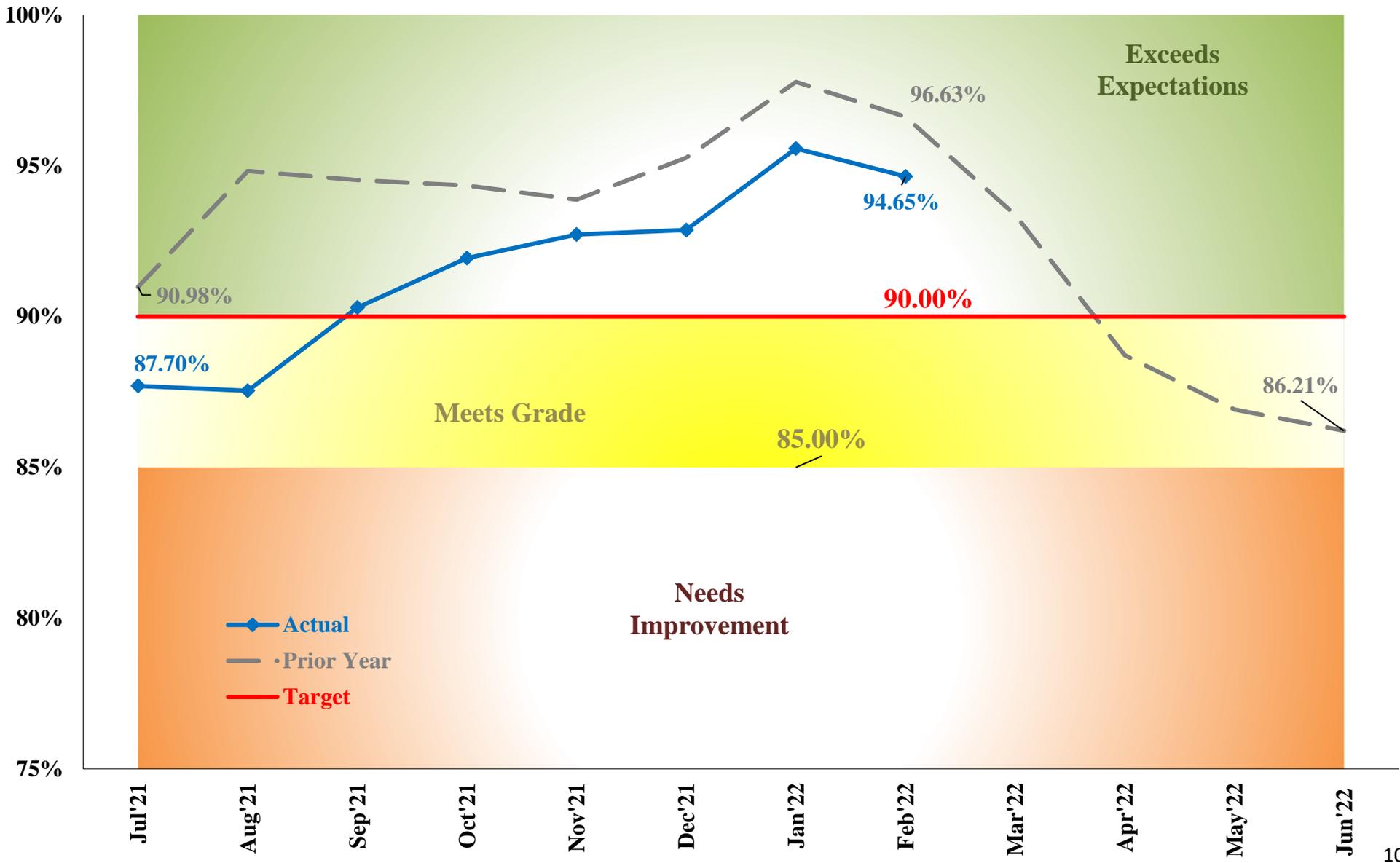


OFFICE OF  
MOBILITY

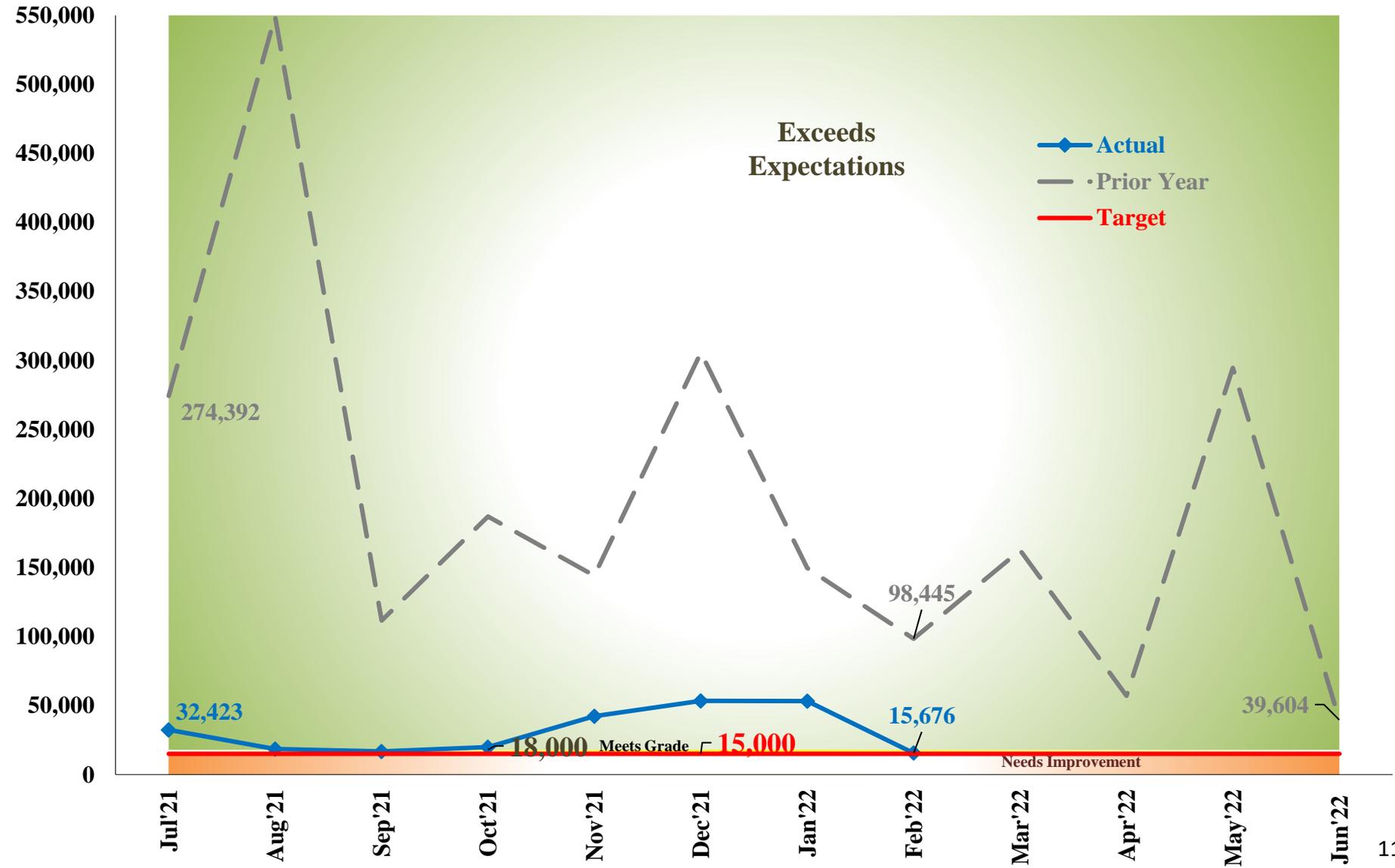
## Operations KPIs (Mobility)

KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	94.65%	4.65%	91.61%	1.61%	-3.16%
Mean Distance Between Failures	15,000	15,676	676	24,996	9,996	-145,159
Missed Trip Rate	0.50%	0.10%	-0.40%	0.28%	-0.22%	0.02%
Reservation Average Call Wait Time	2:00	1:26	-0:34	0:57	-1:03	0:41
Reservation Call Abandonment Rate	5.50%	3.43%	-2.07%	2.12%	-3.38%	1.77%
Customer Complaints per 1K Boardings	4.00	1.98	-2.02	2.39	-1.61	0.01

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

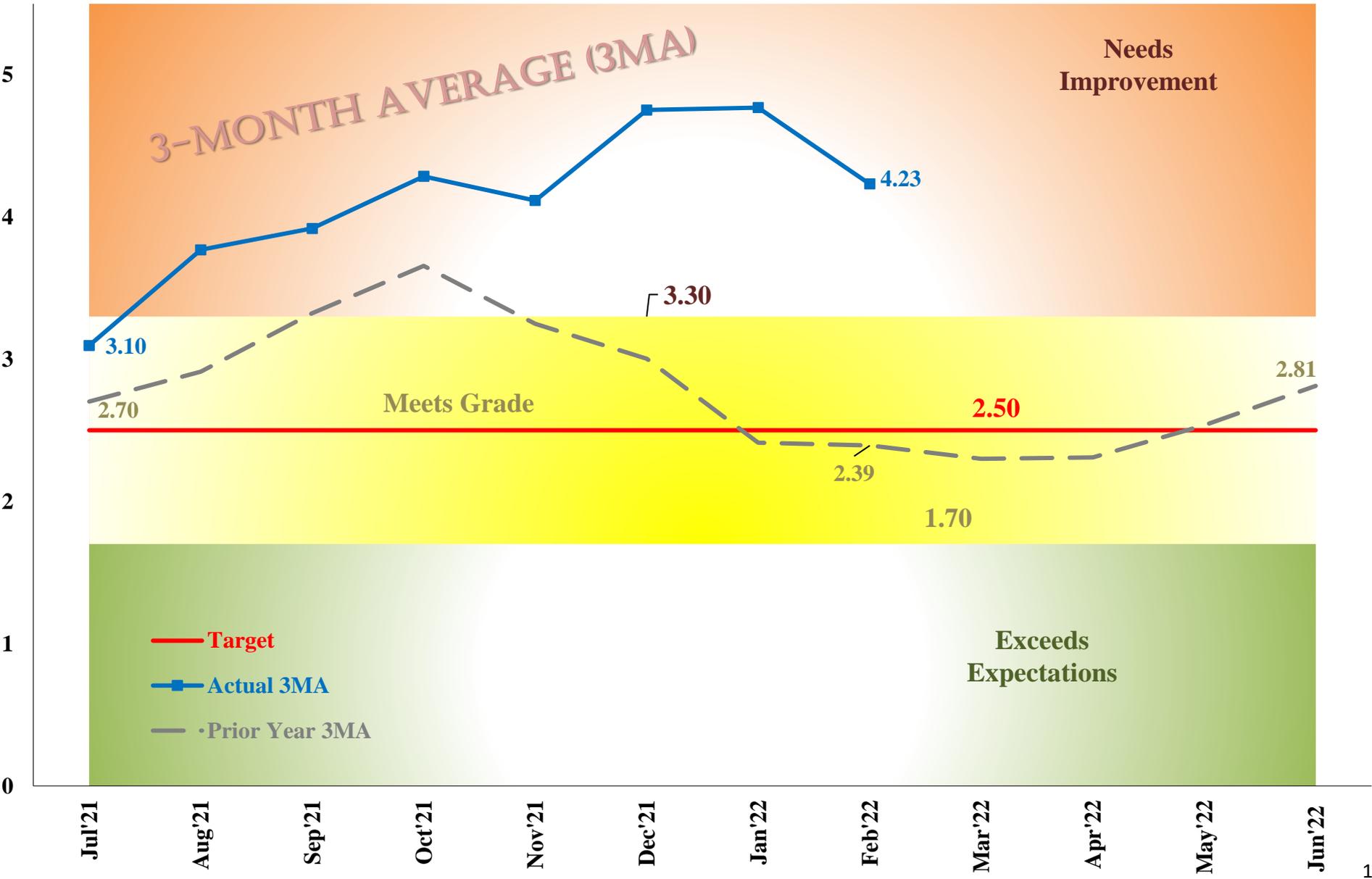


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI

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



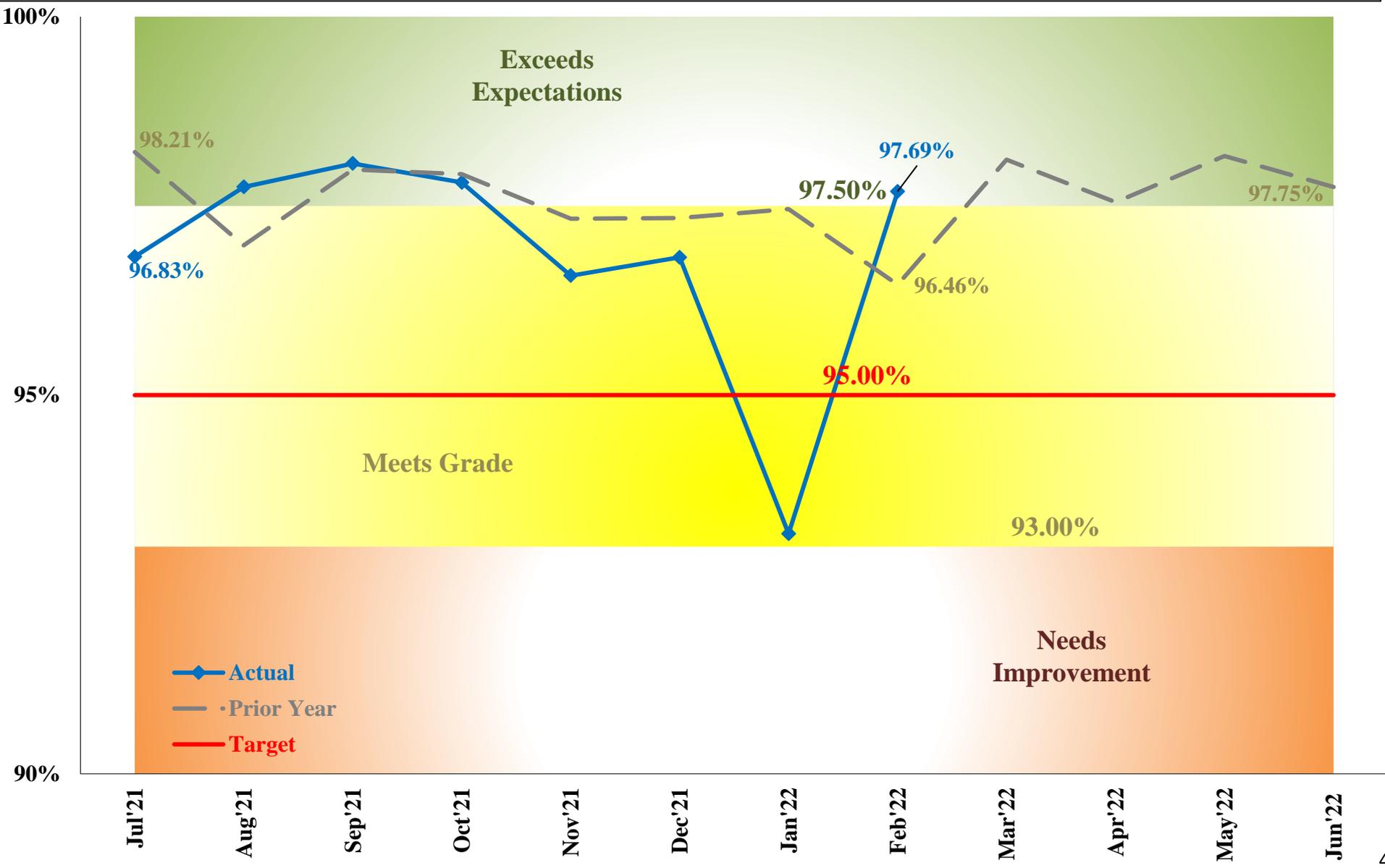
FEBRUARY FY22  
PERFORMANCE  
(RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

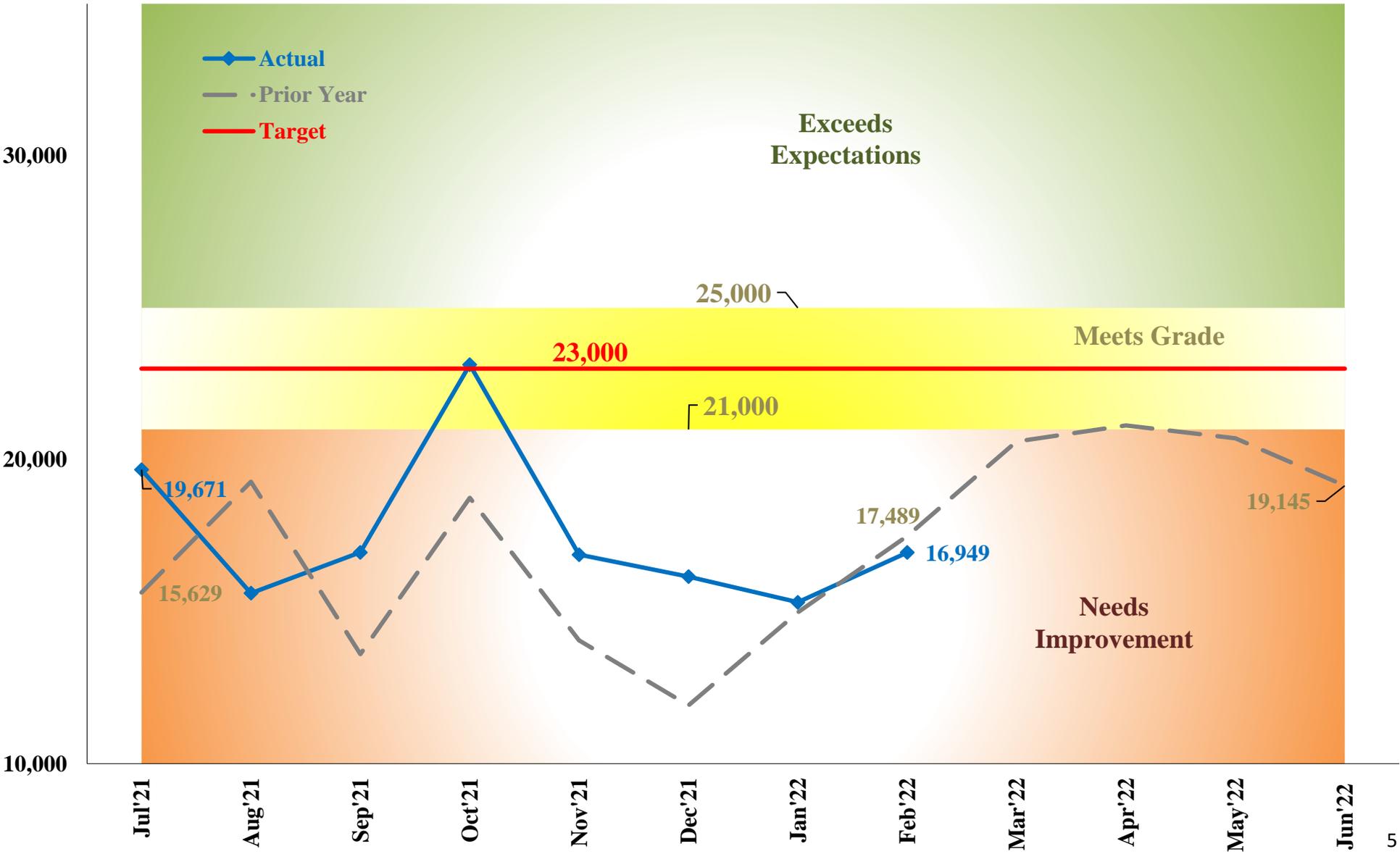
## Operations KPIs (Rail)

KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	97.69%	2.69%	96.84%	1.84%	-0.60%
Mean Distance Between Failures	23,000	16,949	-6,051	17,318	-5,682	2,012
Mean Distance Between Service Interruptions	475	630	155	490	15	-93
Customer Complaints per 100K Boardings	1.00	0.32	-0.68	0.29	-0.71	-0.26

**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)

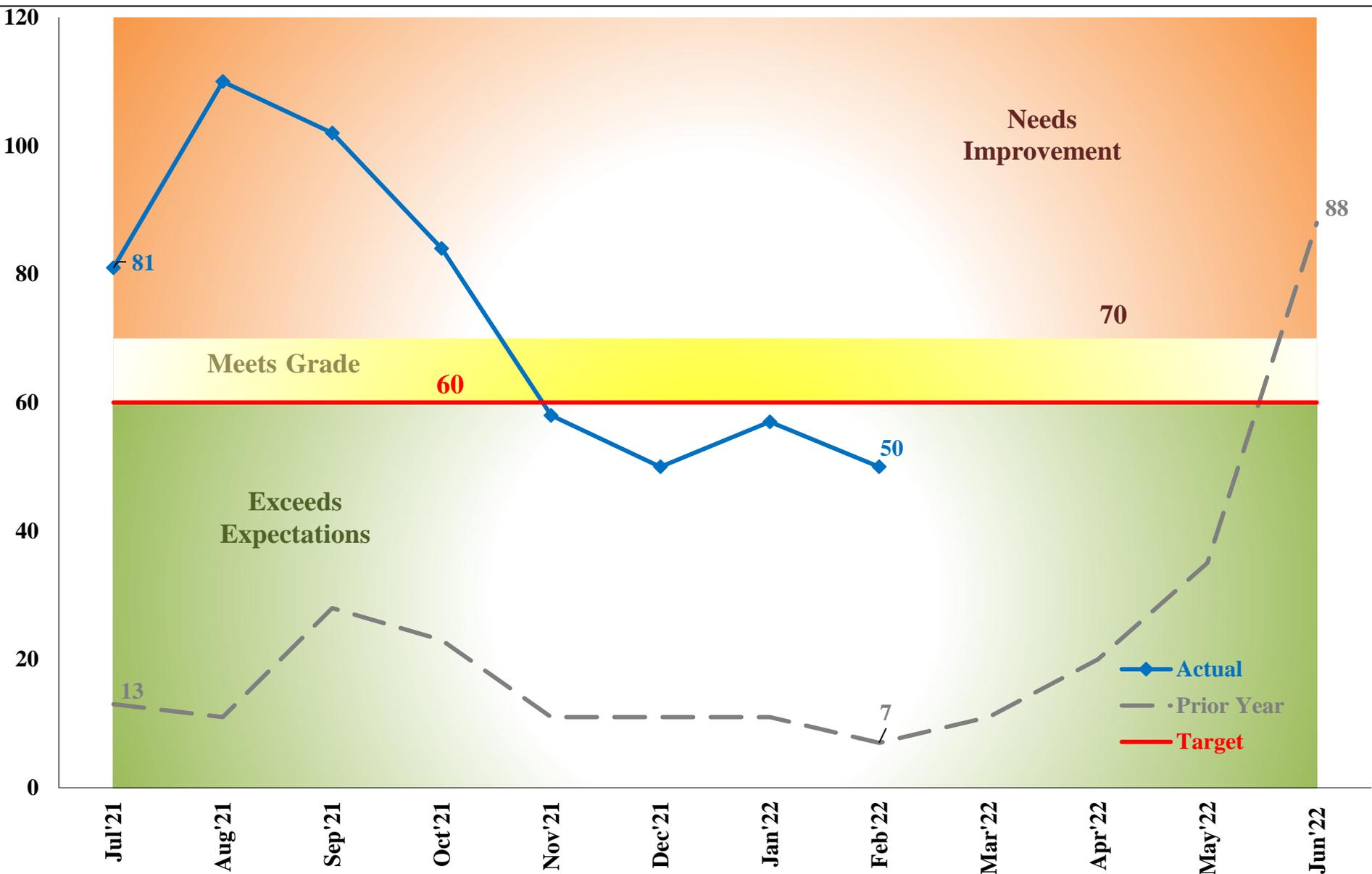
KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.51%	0.01%	98.53%	0.03%	0.14%
Elevator Availability	98.50%	98.54%	0.04%	98.70%	0.20%	0.08%

FEBRUARY FY22  
PERFORMANCE  
(CUSTOMER SERVICE)

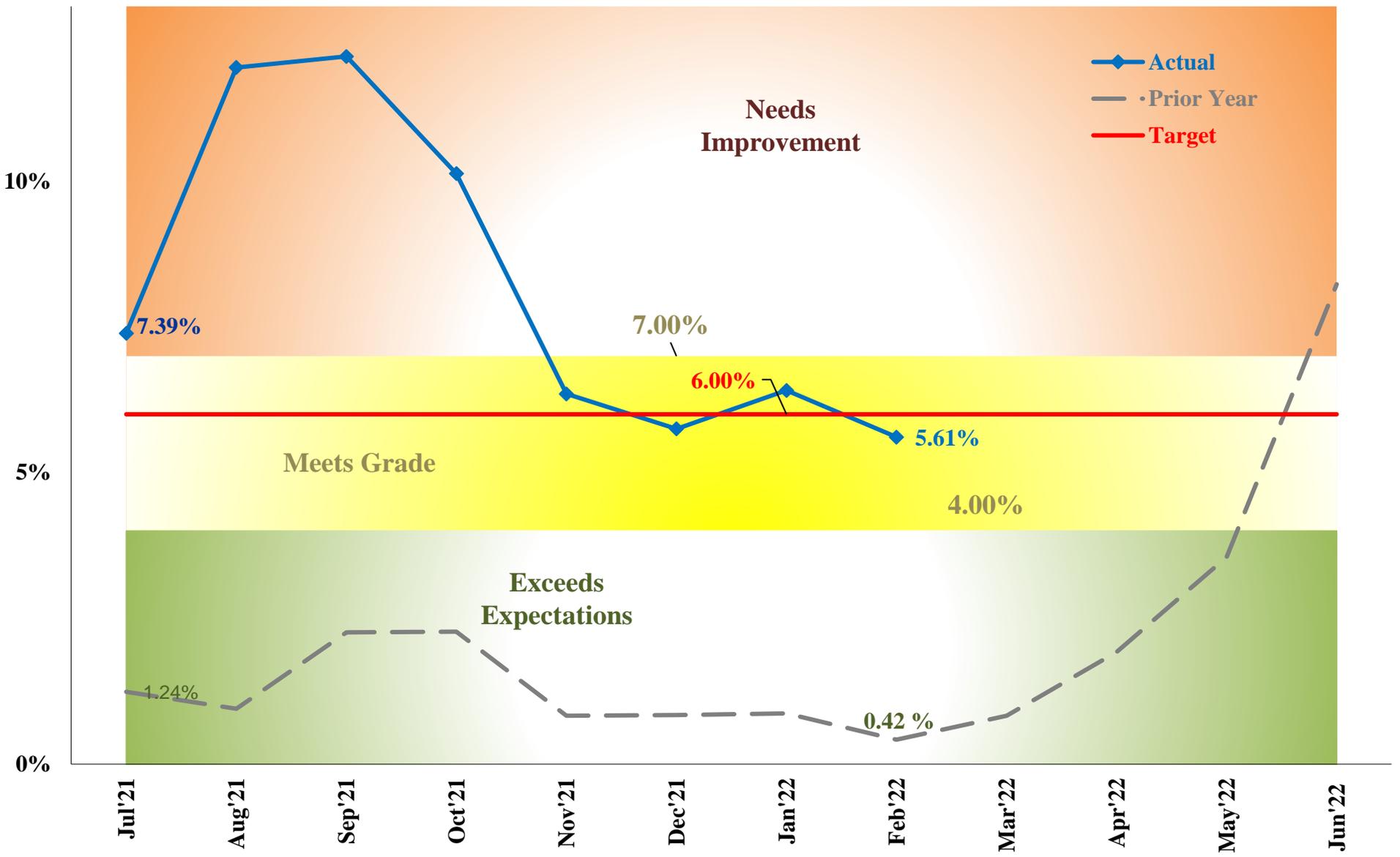
# Customer Service KPIs

KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:50	-0:10	1:14	0:14	1:00
Customer Call Abandonment Rate	6.00%	5.61%	-0.39%	8.42%	2.42%	7.05%

**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.

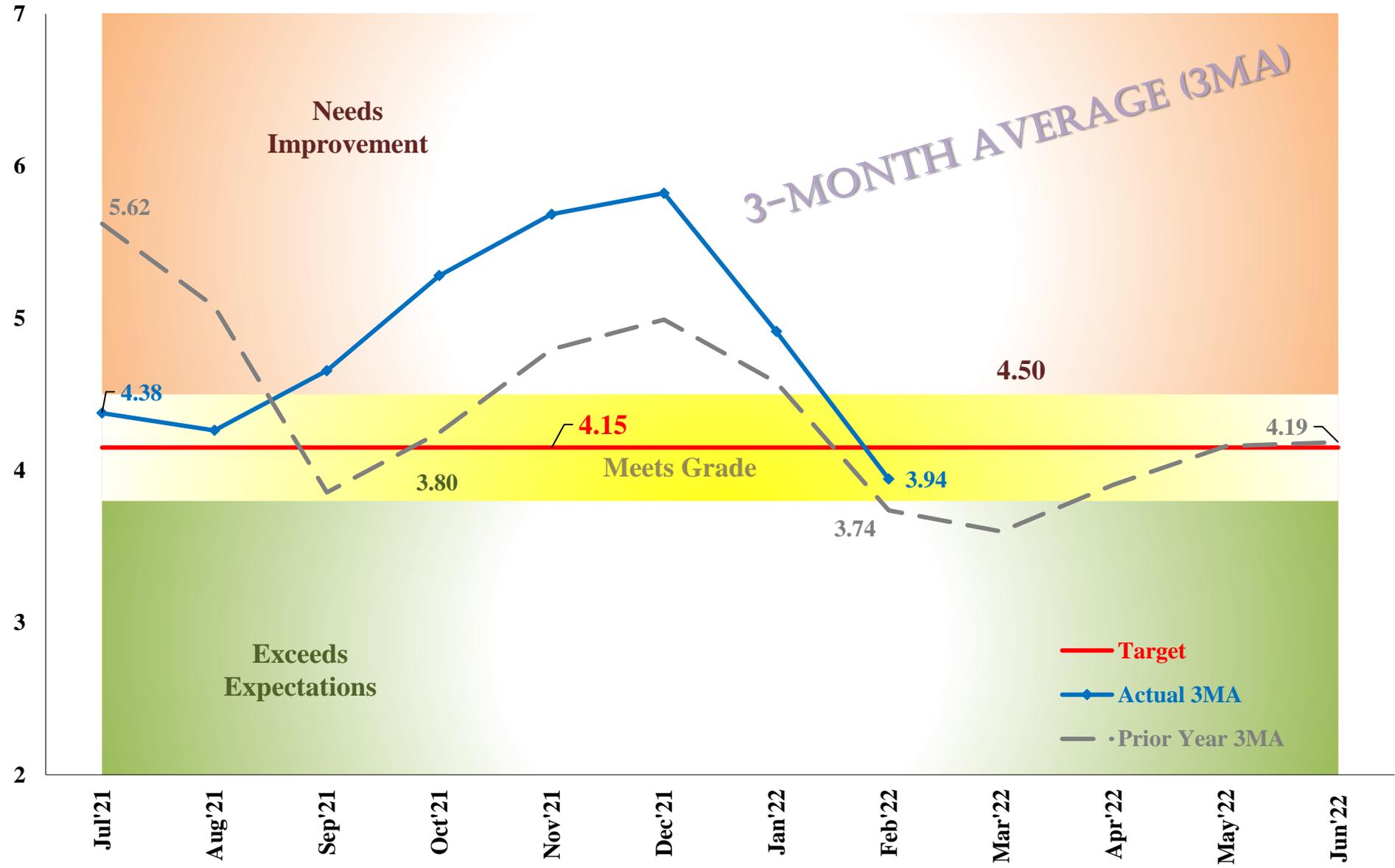


FEBRUARY FY22  
PERFORMANCE  
(SYSTEM SAFETY SECURITY &  
EMERGENCY MANAGEMENT)

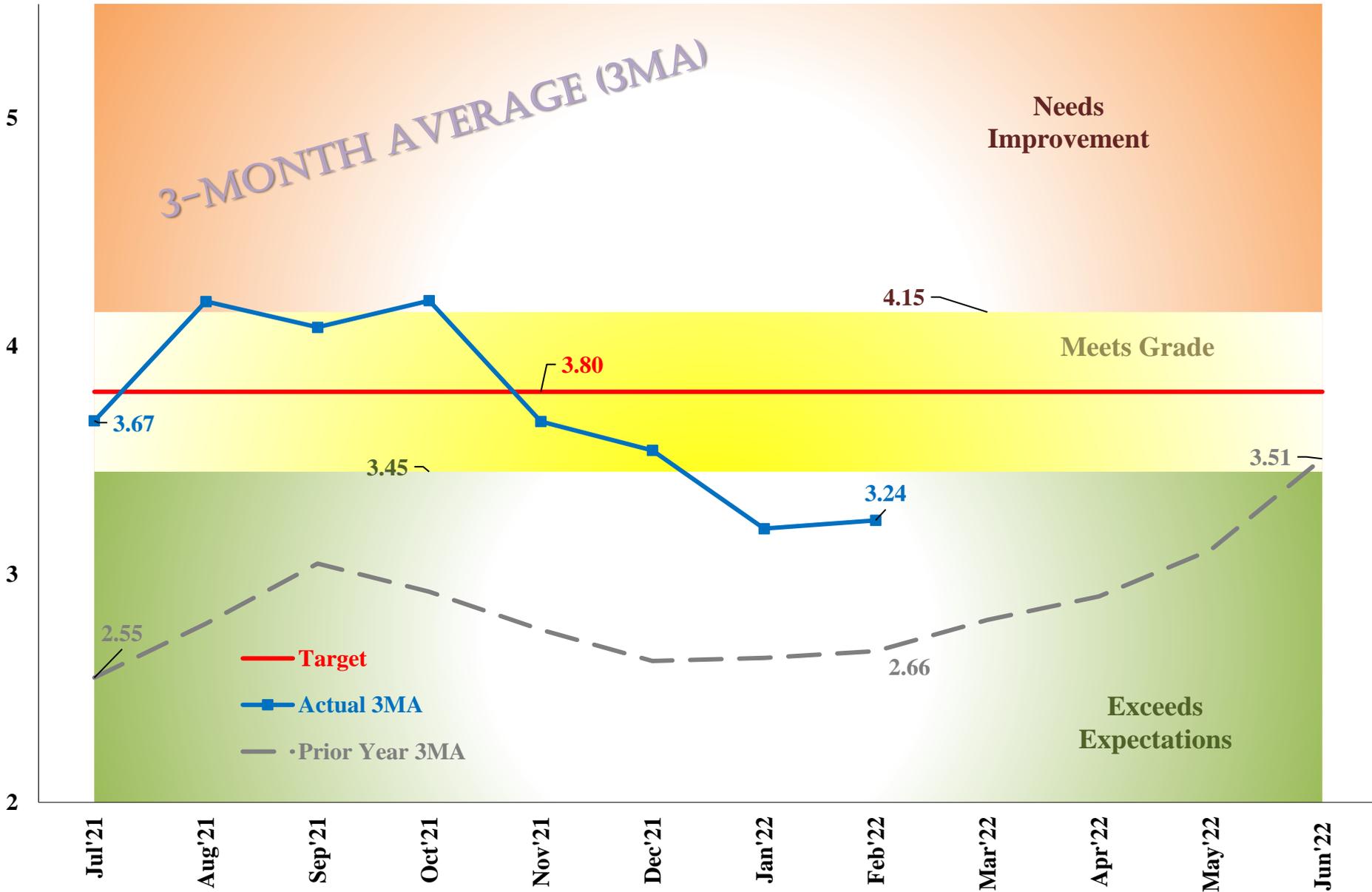
## Safety & Security KPIs

KPI	FY22 Target	February FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.27	-1.88	4.72	0.57	0.60
Bus Collision Rate per 100K Miles	3.80	3.43	-0.37	3.67	-0.13	0.85
Mobility Collision Rate per 100K Miles	2.50	3.12	0.62	4.22	1.72	1.24
Employee Lost Time Incident Rate	3.80	2.32	-1.48	4.56	0.76	-0.92

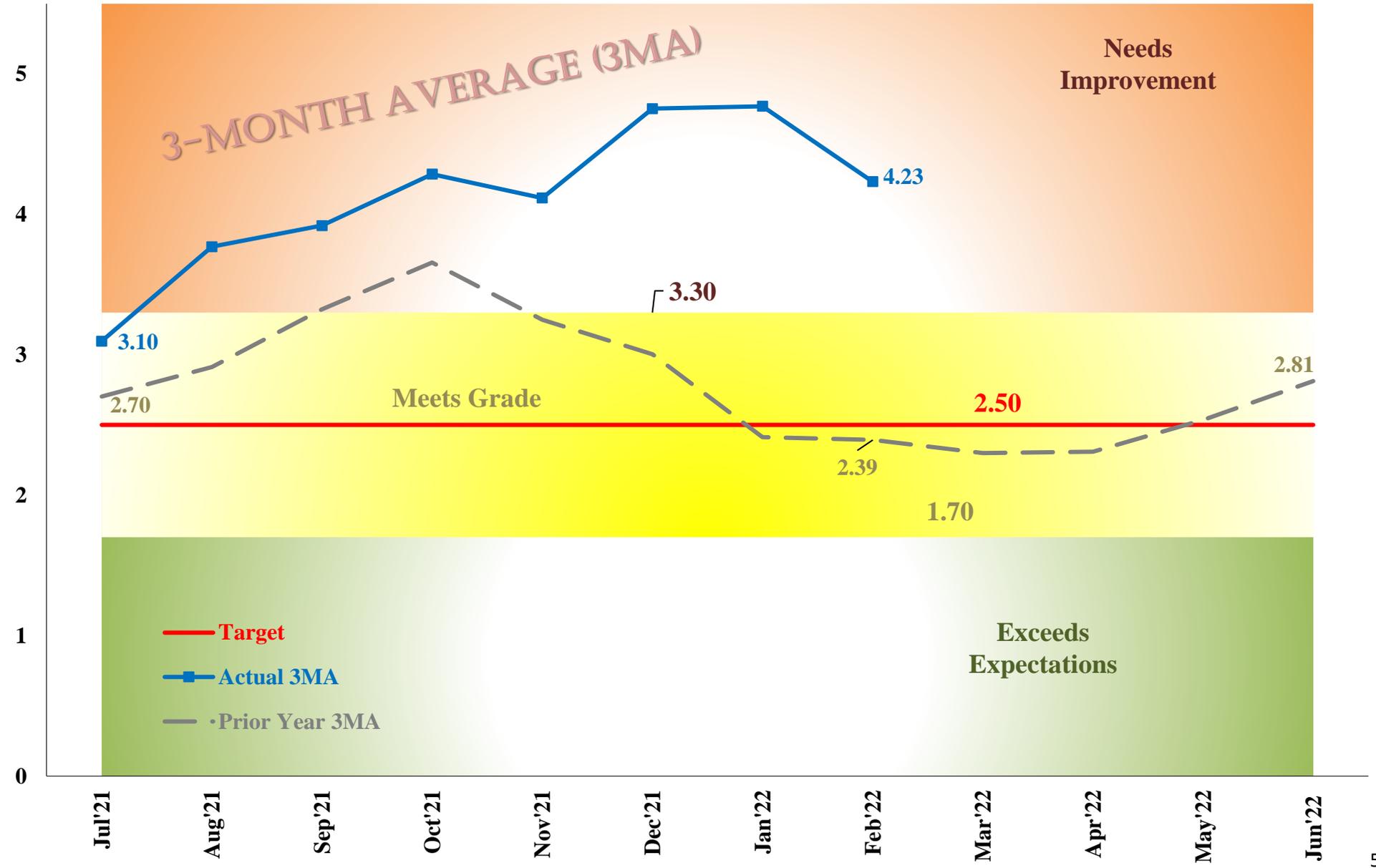
**Part I Crime Rate** measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



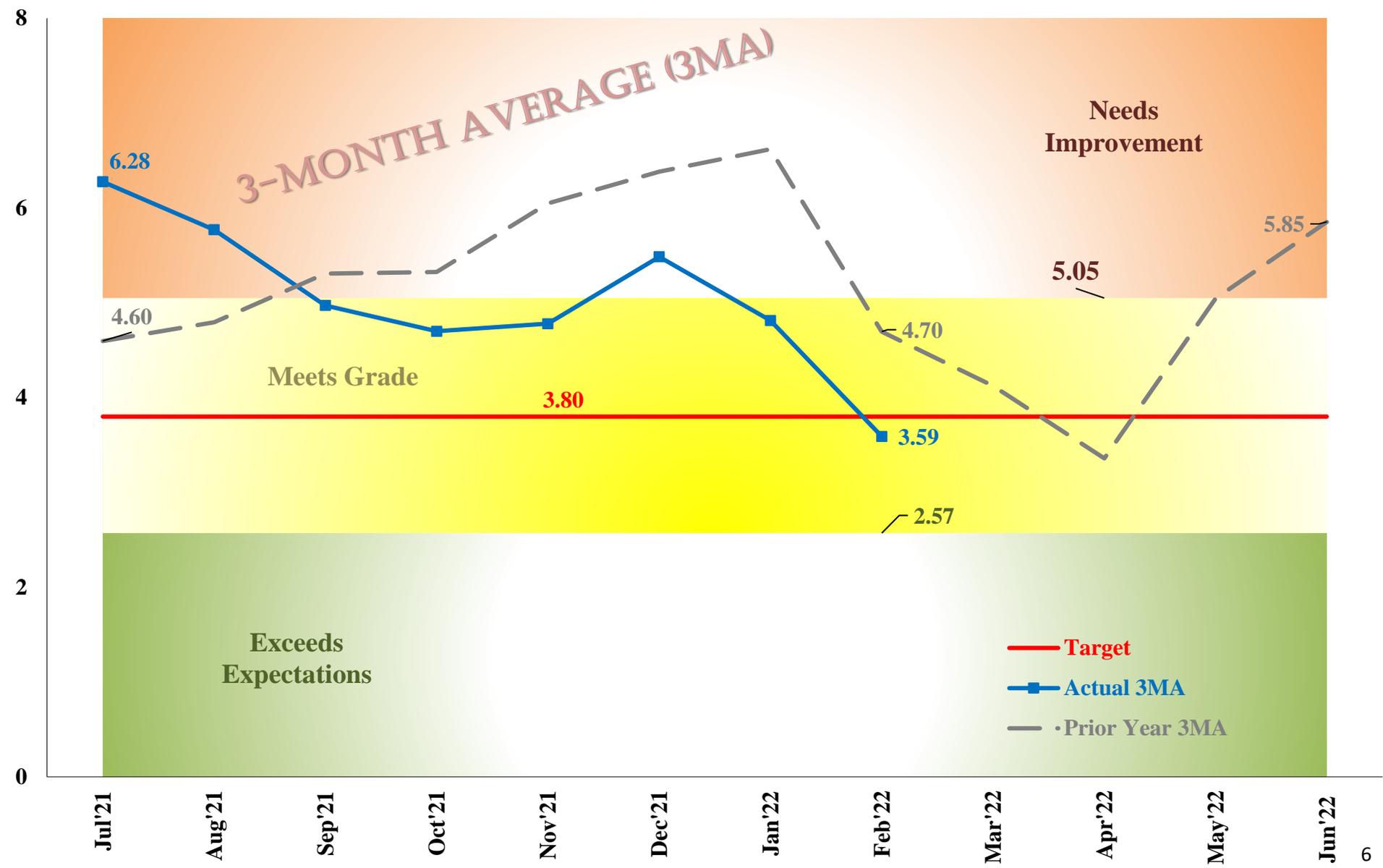
**Bus Collisions per 100K Miles** measured as the number of collisions involving bus service per 100,000 hub miles.



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



**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

