



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JANUARY 27, 2022

ATLANTA, GEORGIA

MEETING MINUTES

1. CALL TO ORDER AND ROLL CALL

Chair Worthy called the meeting to order at 10:05 A.M.

Board Members

Present:

William "Bill" Floyd
Roderick Frierson
Freda Hardage
Al Pond
Rod Mullice
Rita Scott
Reginald Snyder
Thomas Worthy, Chair

Board Members

Absent:

Roberta Abdul-Salaam, Vice Chair
Robert Ashe, III
Stacy Blakely
Jim Durrett
Russell McMurry
Kathryn Powers
Christopher Tomlinson

Staff Members Present:

Collie Greenwood
Rhonda Allen
Peter Andrews
Luz Borrero
M. Scott Kreher

Ralph McKinney
Melissa Mullinax
Manjeet Ranu
Raj Srinath
George Wright

Also in Attendance:

Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; David Wickert (AJC); other MARTA staff: Phyllis Bryant, Charles Chafin, Tracie Cogdell, Stephany Fisher, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Herold Humphrey, Jonathan Hunt, Colleen Kiernan, Keri Lee, Gloria Londono, Gena Major, Douglas Miller, Paula Nash, MPD Officer Oliva, Jesse Taylor, Sean Thomas, Miles Turpin and Board Techs, Jonathan Brathwaite, Adrian Carter, Abebe Girmay and Courtne Middlebrooks.

2. APPROVAL OF THE MINUTES

Minutes from November 18, 2021 Operations and Planning Committee.

Approval of Minutes from November 18, 2021 Operations and Planning Committee. On a motion by Board Member Snyder, seconded by Board Member Worthy, the motion passed by a vote of 8 to 0 with 8 members present.

3. RESOLUTIONS

Resolution Authorizing Award of a Contract for the Procurement of Authority-Wide Landscaping Services, IFB B49479 *[Presentation attached]*

Approval of the Resolution Authorizing Award of a Contract for the Procurement of Authority-Wide Landscaping Services, IFB B49479. On a motion by Board Member Hardage, seconded by Board Member Snyder, the resolution passed by a vote of 8 to 0 with 8 members present.

Resolution Authorizing the Award of a Contract for the Procurement of New and Remanufactured Engines and Overhaul/Repairs, IFB B46989 *[Presentation attached]*

Approval of the Resolution Authorizing the Award of a Contract for the Procurement of New and Remanufactured Engines and Overhaul/Repairs, IFB B46989. On a motion by Board Member Frierson, seconded by Board Member Snyder, the resolution passed by a vote of 7 to 0 with 8 members present and 1 abstained.

Resolution Authorizing a Modification in Contractual Authorization for the Payment of Lease Agreements for Radio Antenna Sites, L40123 *[Presentation attached]*

Approval of the Resolution Authorizing a Modification in Contractual Authorization for the Payment of Lease Agreements for Radio Antenna Sites, L40123. On a motion by Board Member Mullice, seconded by Board Member Snyder, the resolution passed by a vote of 8 to 0 with 8 members present.

4. BRIEFING

FY22 November KPIs (Bus Operations) *[Presentation attached]*

Herold Humphrey, Tracie Cogdell, Charles Chafin and Miles Turpin presented the Committee with Key Performance Indicators (KPIs) from Bus Operations.

5. OTHER MATTERS

FY 2022 November Operations and Safety Department KPIs (Informational Only) [*Presentation attached*]

6. ADJOURNMENT

Committee Meeting adjourned at 10:57 A.M.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tyrene L. Huff". The signature is written in a cursive style with a large initial 'T'.

Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: <https://youtu.be/b-K5n3nL5n8>



Resolution Authorizing Contract Award for IFB 49479

Authority-Wide Landscaping Services



STRATEGIC INITIATIVES

Fostering Employee Safety & Morale

Promoting MARTA Image & Brand



OVERVIEW of RESOLUTION

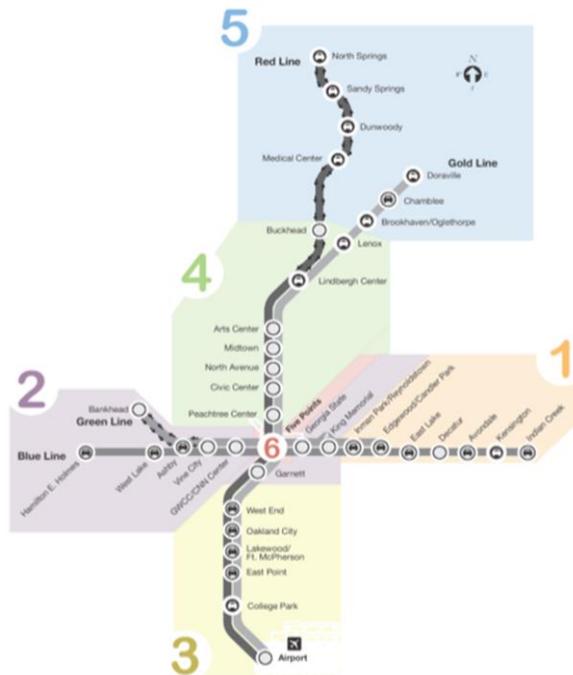
- I. Summary of Locations
- II. Description of Services Provided
- III. Bid Timeline Summary
- IV. Award Analysis
- V. Recommendation



OVERVIEW of LOCATIONS

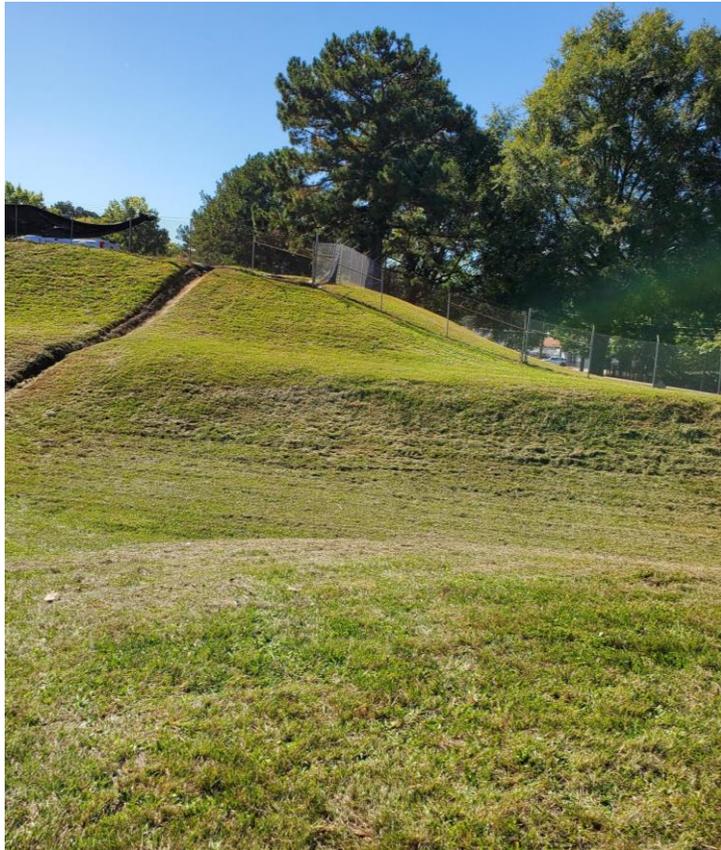
- Service Agreement covers:
 - 84 locations across South, West, & East lines of system
 - Right of way areas adjacent to tracks
 - Detention Ponds, Park & Ride Lots

Station Zone Map



Service Area	Locations	Total sq. ft.
1. East Line	35 sites	4,643,351
2. West Line	20 sites	1,078,582
3. South Line	29 sites	2,070,844

OVERVIEW of SERVICES



Scope of Work within Agreement

- Standard Services
 - *Standard mowing, edging, trimming, de-littering*
- Limited enhancements
 - *Seasonal plantings of shrubs, flowers, etc.*
- Emergency on-call services
 - *Immediate site improvements*
 - *Unscheduled services*
- Limited enhancements

BID TIMELINE



Invitation for Bids	Oct 2021
Pre-Bid Conference	Oct 2021
Site Visits	Nov 2021
Bid Deadline	Dec 2021
Responsibility Determination	Jan 2022
Award Recommendation	Jan 2022
Resolution Request	Jan 2022

AWARD ANALYSIS

- **Authority Wide Landscaping Services**
- Contract: IFB 49479
- Term: 2-year base; 3) option years
- DBE Goal: 28%
- Primary Award: \$2,840,425
 - WorldScapes LLC
 - Lawn Creations
- Supplementary Award: \$2,718,000
 - Grand Landscapes
 - Flex Landscaping LLC
 - Stone Mountain Turf & Shrubs

RECOMMENDATION

Multiple Awards for Landscaping Services



- **Primary**
 - WorldScapes
 - Lawn Creations *

- **Supplementary**
 - Grand Landscapes
 - Flex Landscaping *
 - Stone Mountain Turf & Shrub Care *

* Certified DBE vendors





Thank You



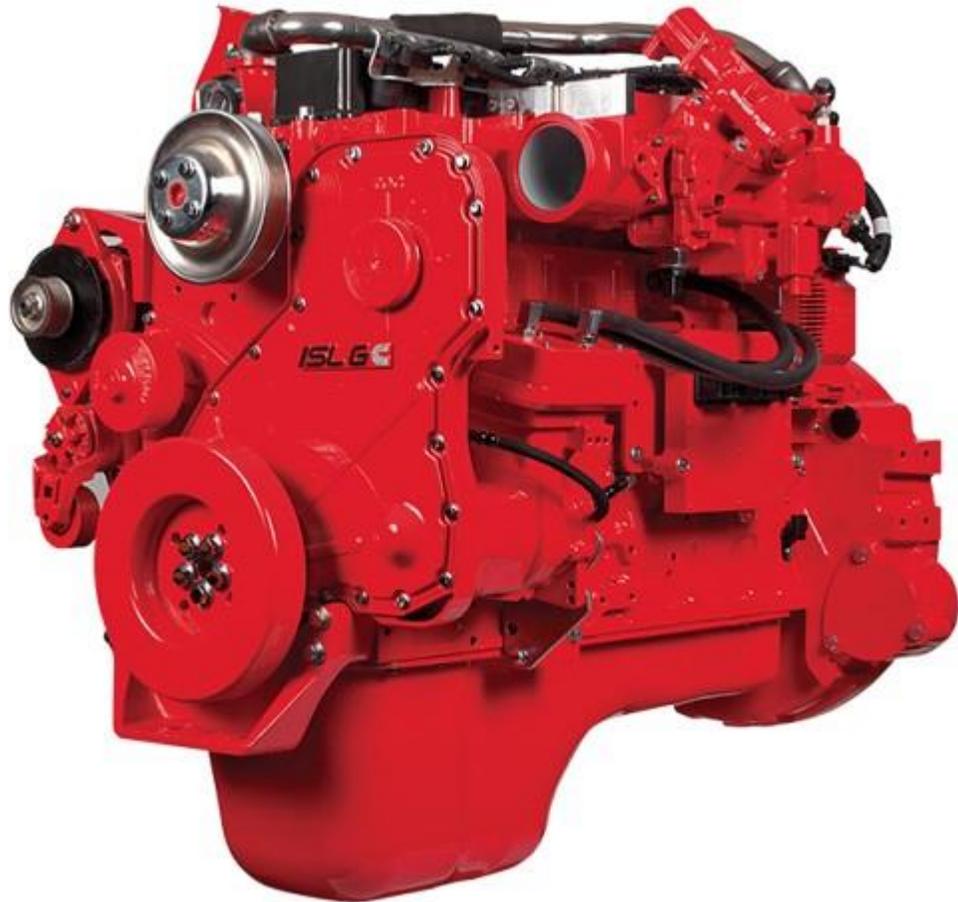


**Request for Approval for
B46989
Procurement of
New and Remanufactured
Engines
and
Overhaul/Repairs**

Background

- This contract will supersede current contract B41702 - Cummins Engine Exchange
- New contract contains FTA clauses which allow grant reimbursement of up to 80%
- Remanufactured engines now meet MARTA requirements regarding internal components and warranty
- New contract will include procurement, repair, and overhaul of any MARTA transit bus engine

Engine Procurements



- Engine procurements will support bus midlife overhaul program
- Contract term is for Five (5) Years – No options
- Contract award for Engine Procurement - \$26,473,242.77
- Eligible for FTA grant reimbursement of up to 80%

Engine Repairs & Overhauls



- Engine repairs and overhauls will support buses Outside of Bus Midlife Overhaul Program
- Contract term is for Five (5) Years – No options
- Contract award for repairs and overhauls \$320,000
- Not eligible for grant reimbursement

Request to Approve Resolution



- Anticipated contract term is for Five (5) years
- Cummins Power South - \$26,473,242.77 (Only bid. Submitted for audit per policy)
- Associated Fuel Systems - \$320,000.00 (Lowest bid out of 3 submitted)
- The Office of Bus Maintenance respectfully requests authorization for the resolution to enter into contracts with Cummins Power South and Associated Fuel Systems in the amount of \$26,793,242.77

Questions?

Thank You





**Contractual
Authorization for the
Payment of Lease
Agreements for Radio
Antenna Sites,
L40123**



Contractual Authorization for the Payment of Lease Agreements for Radio Antenna Sites, L40123

- Financial Considerations
- Business Purpose
- Procurement Considerations
- Resolution



Financial Considerations

Current Agreement Value:	\$3,129,077.80
Additional Funds Requested:	<u>\$1,560,687.31</u>
Total Agreement Amount:	\$4,689,765.11*

* FY22 and subsequent years budgets



Business Purpose

Four (4) Radio Tower Sites

- Stone Mountain
- Union City
- Alpharetta
- Georgia Pacific





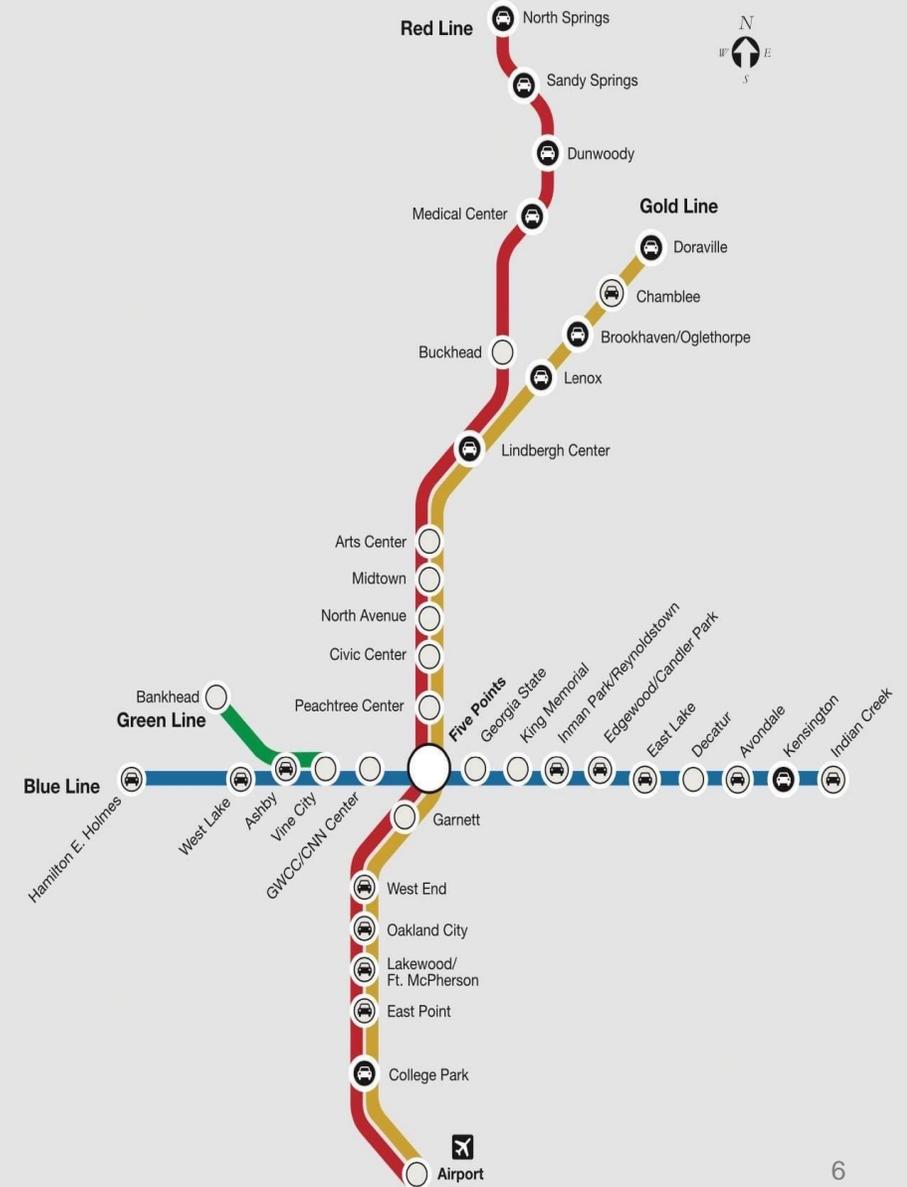
Procurement Considerations

- Provide Funding until 2027
- Enables Fiduciary Controls
- DBE Considerations





Resolution





Thank You



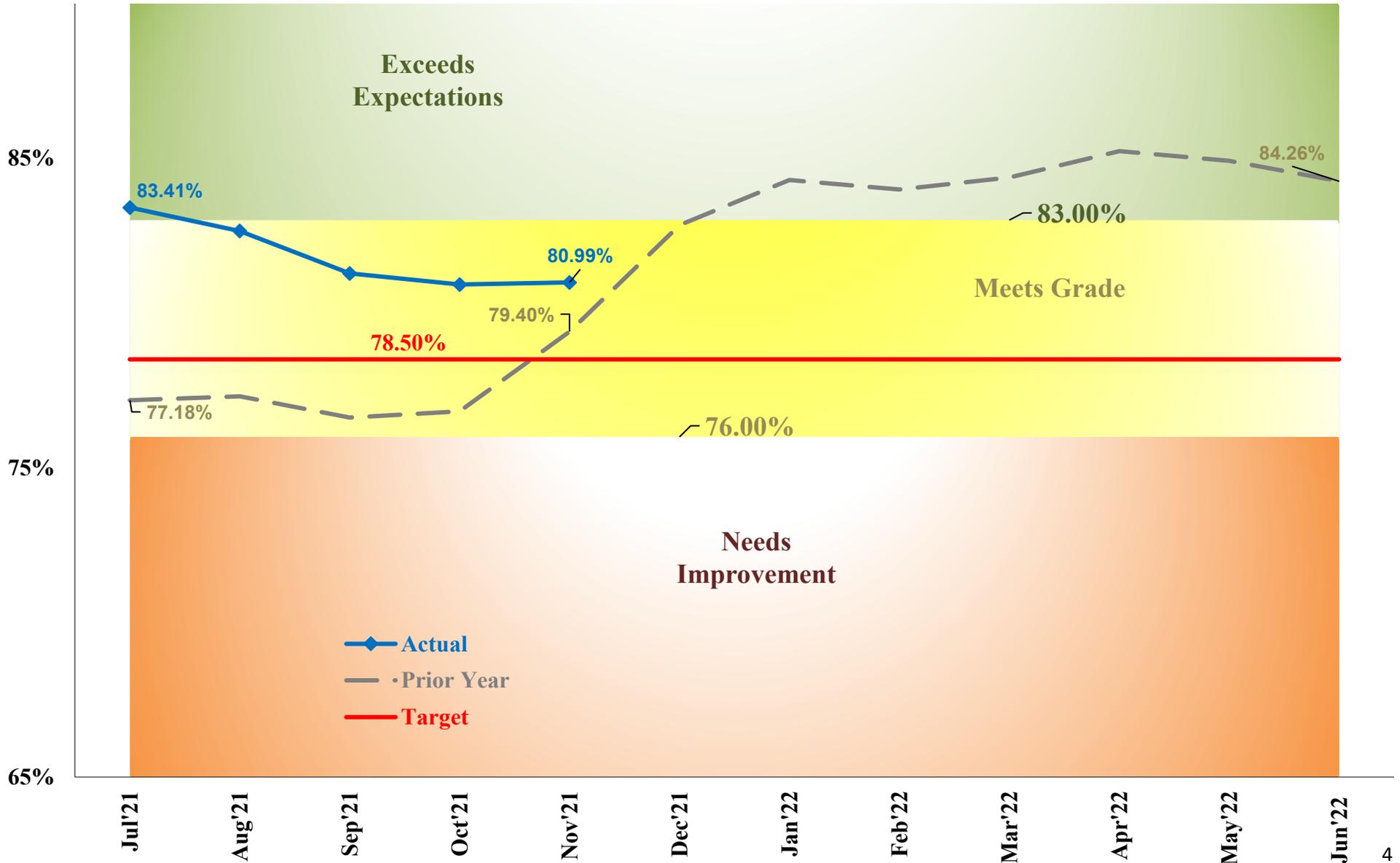
NOVEMBER 2021
PERFORMANCE
(BUS OPERATIONS)

Operations KPIs (Bus)

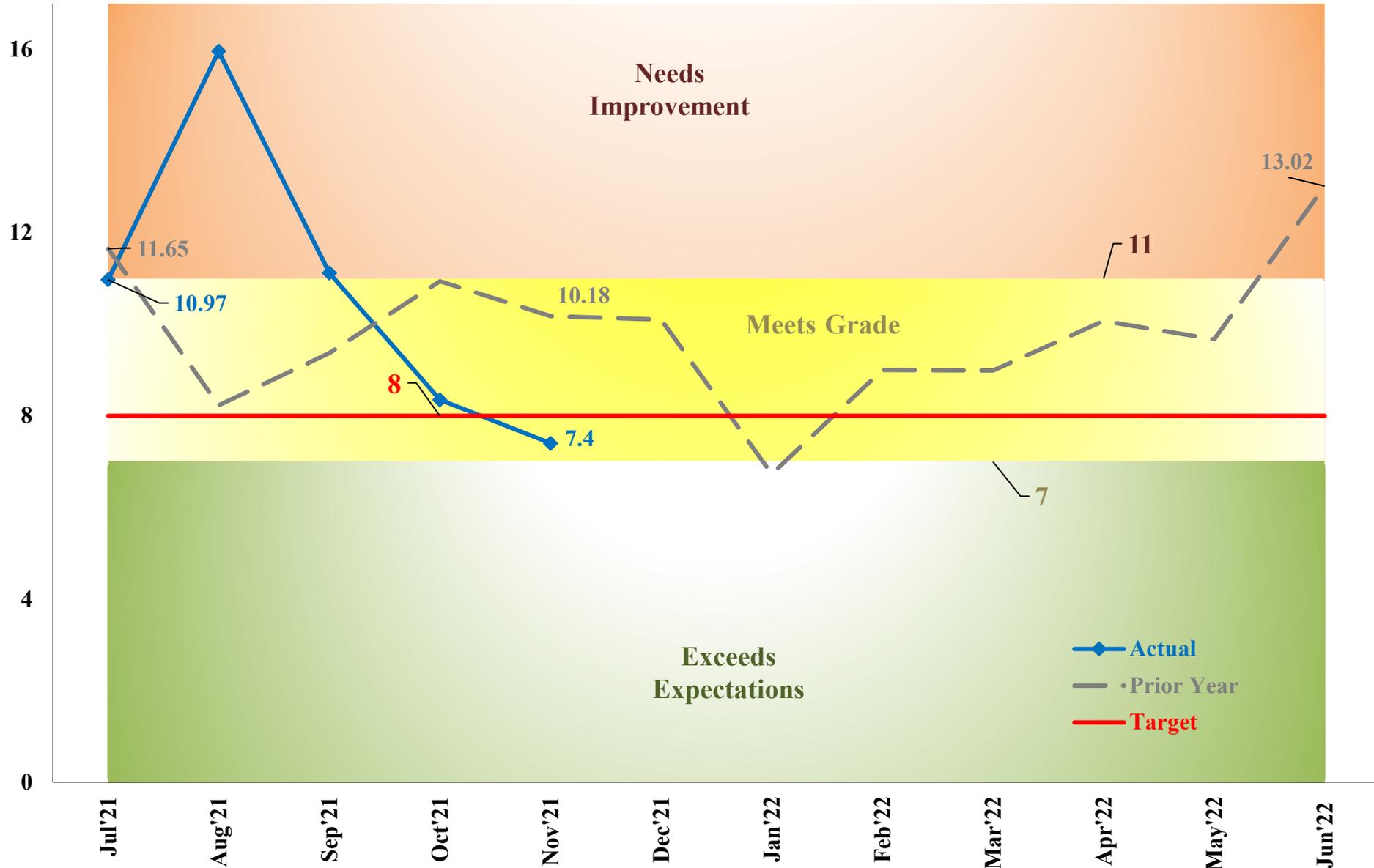
KPI	FY22 Target	November 2021	Monthly Variance vs. Target	FY21 Year-To-Date	FY22 Year-To-Date	YTD Variance vs. Target	YTD Variance FY22 vs. FY21
On-Time Performance	78.50%	80.99%	2.49%	77.57%	81.91%	3.41%	4.34%
Customer Complaints per 100K Boardings	8.00	7.40	-0.60	10.03	10.71	2.71	0.68
Bus Collision Rate per 100K Miles	3.80	3.32	-0.48	2.91	3.91	0.11	1.00
Mean Distance Between Failures	7,500	5,612	-1,888	23,964	5,784	-1,716	-18,180

BUS
TRANSPORTATION

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.

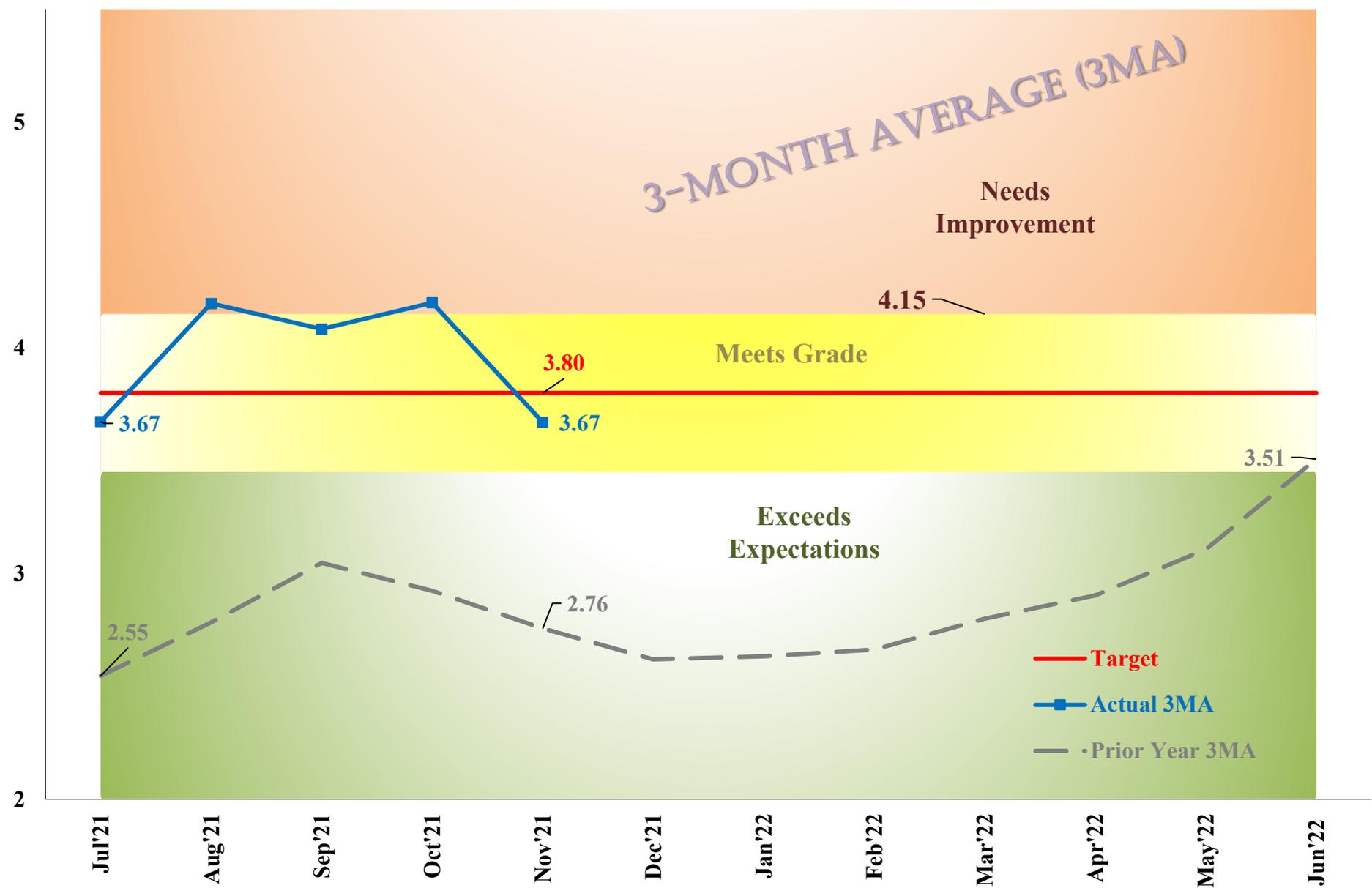


Bus Customer Complaints per 100,000 boardings Measures customer complaints about bus service (for example, related to on-time performance; operator courtesy, etc.) per 100,000 bus passenger boardings..



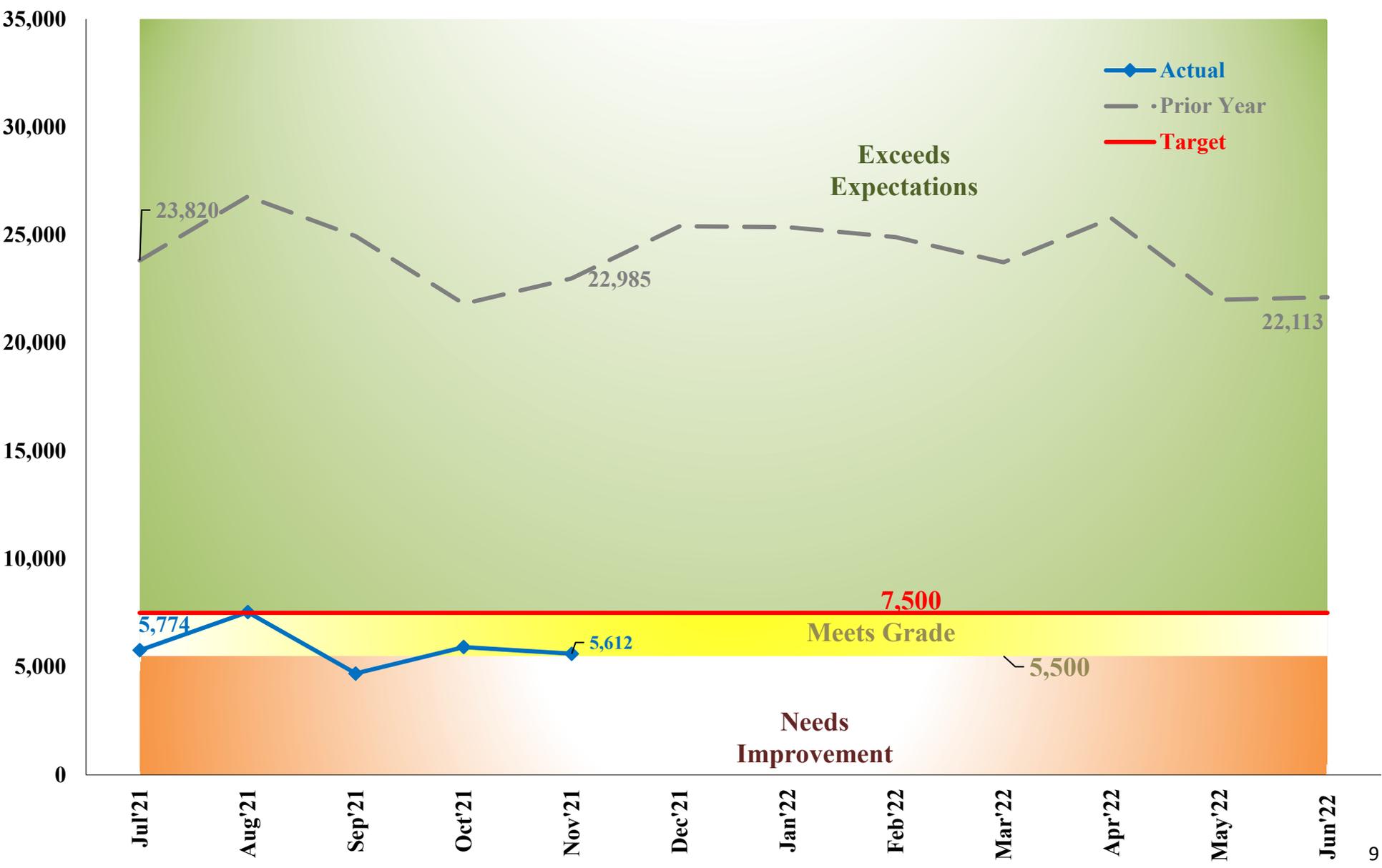
BUS SAFETY KPI

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



BUS MAINTENANCE

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



Ongoing efforts to increase reliability

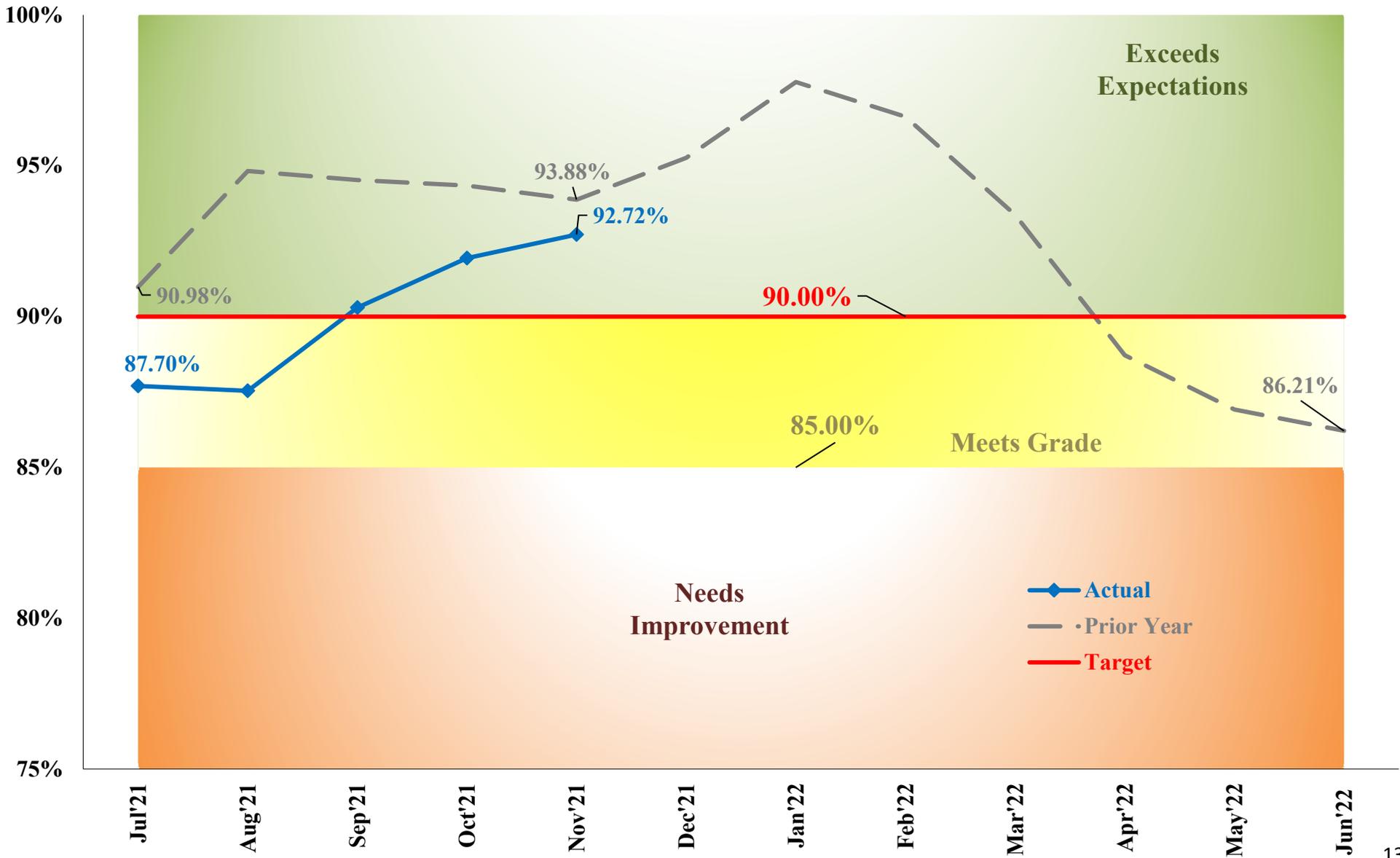
- Trend analysis daily, weekly, monthly
- Increased training emphasis based on trends
- Proactive emission system replacement plan
- Increased quality inspection

OFFICE OF
MOBILITY

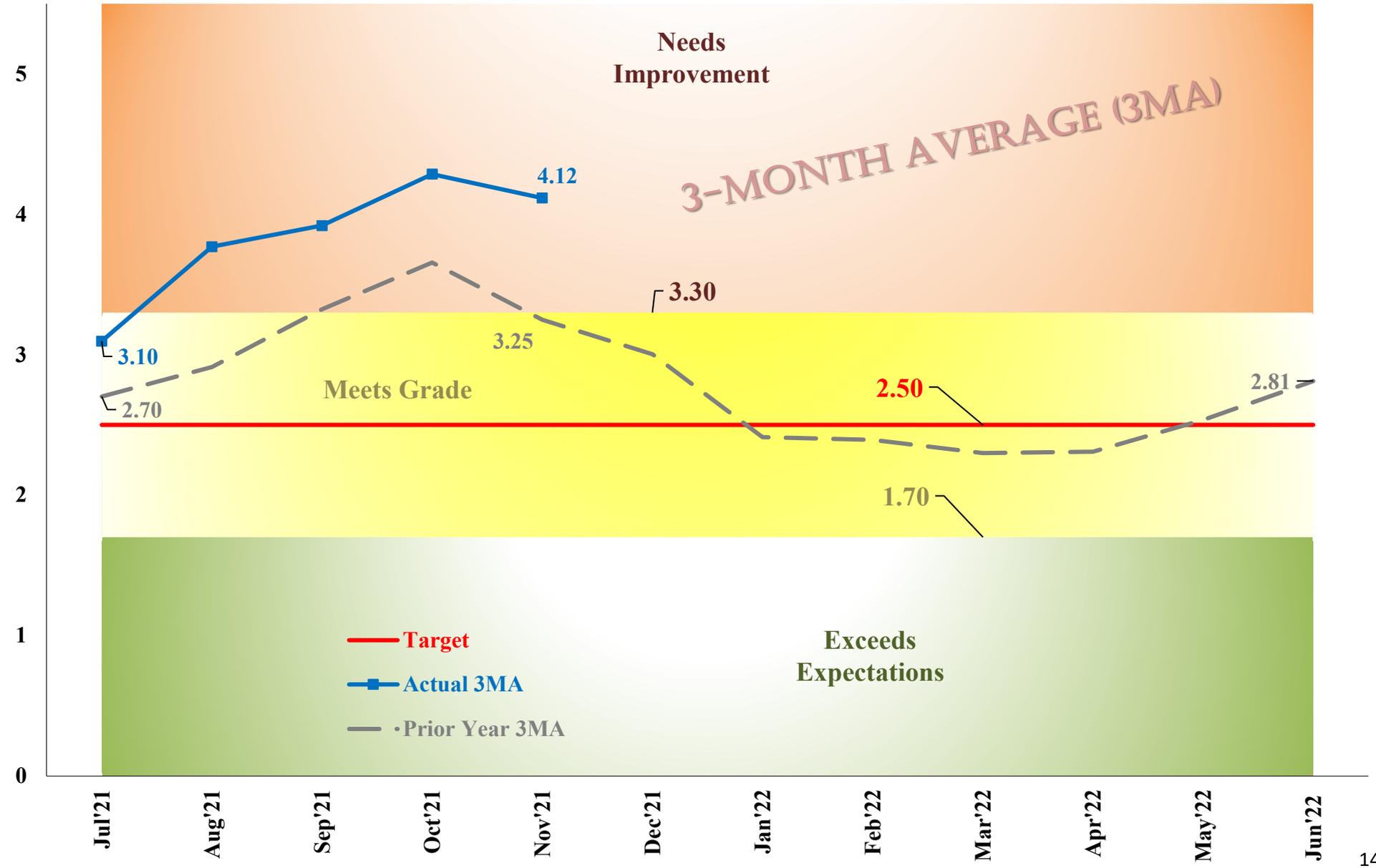
Operations KPIs (Mobility)

KPI	FY22 Target	November 2021	Monthly Variance vs. Target	FY21 Year-To-Date	FY22 Year-To-Date	YTD Variance vs. Target	YTD Variance FY22 vs. FY21
On-Time Performance	90.00%	92.72%	2.72%	93.73%	90.06%	0.06%	-3.67%
Mobility Collision Rate per 100K Miles	2.50	4.73	2.23	3.36	4.21	1.71	0.85
Mean Distance Between Failures	15,000	42,269	27,269	186,244	22,945	7,945	-163,299
Missed Trip Rate	0.50%	0.19%	-0.31%	0.33%	0.37%	-0.13%	0.04%
Reservation Average Call Wait Time	2:00	0:58	-1:02	0:14	0:52	-1:08	0:38
Reservation Call Abandonment Rate	5.50%	2.34%	-3.16%	0.28%	1.92%	-3.58%	1.64%
Customer Complaints per 1K Boardings	4.00	2.44	-1.56	2.69	2.80	-1.20	0.11

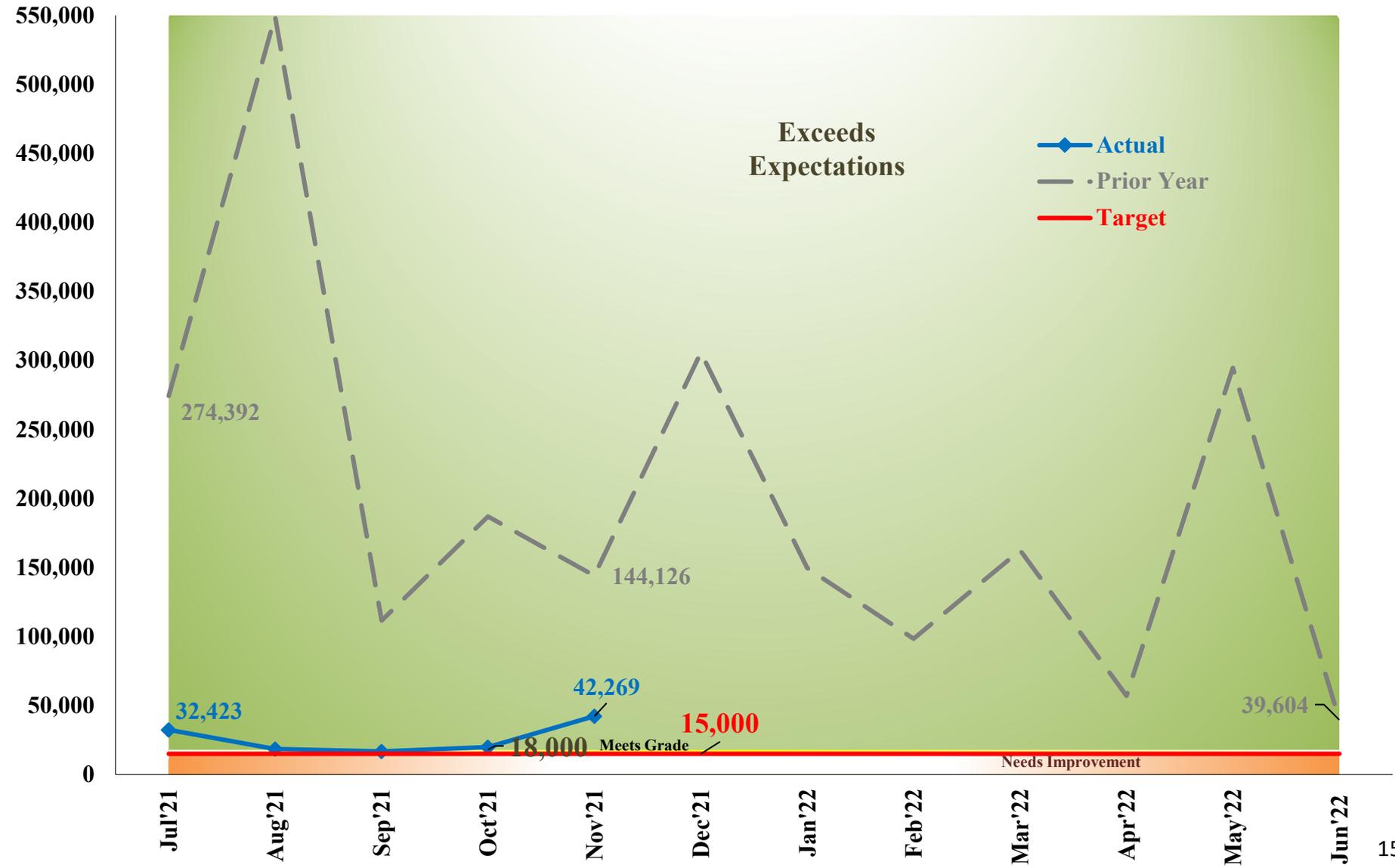
Mobility On-Time Performance measured as the percentage of MARTA Mobility customer pickups made within 30 minutes from scheduled pickup time.



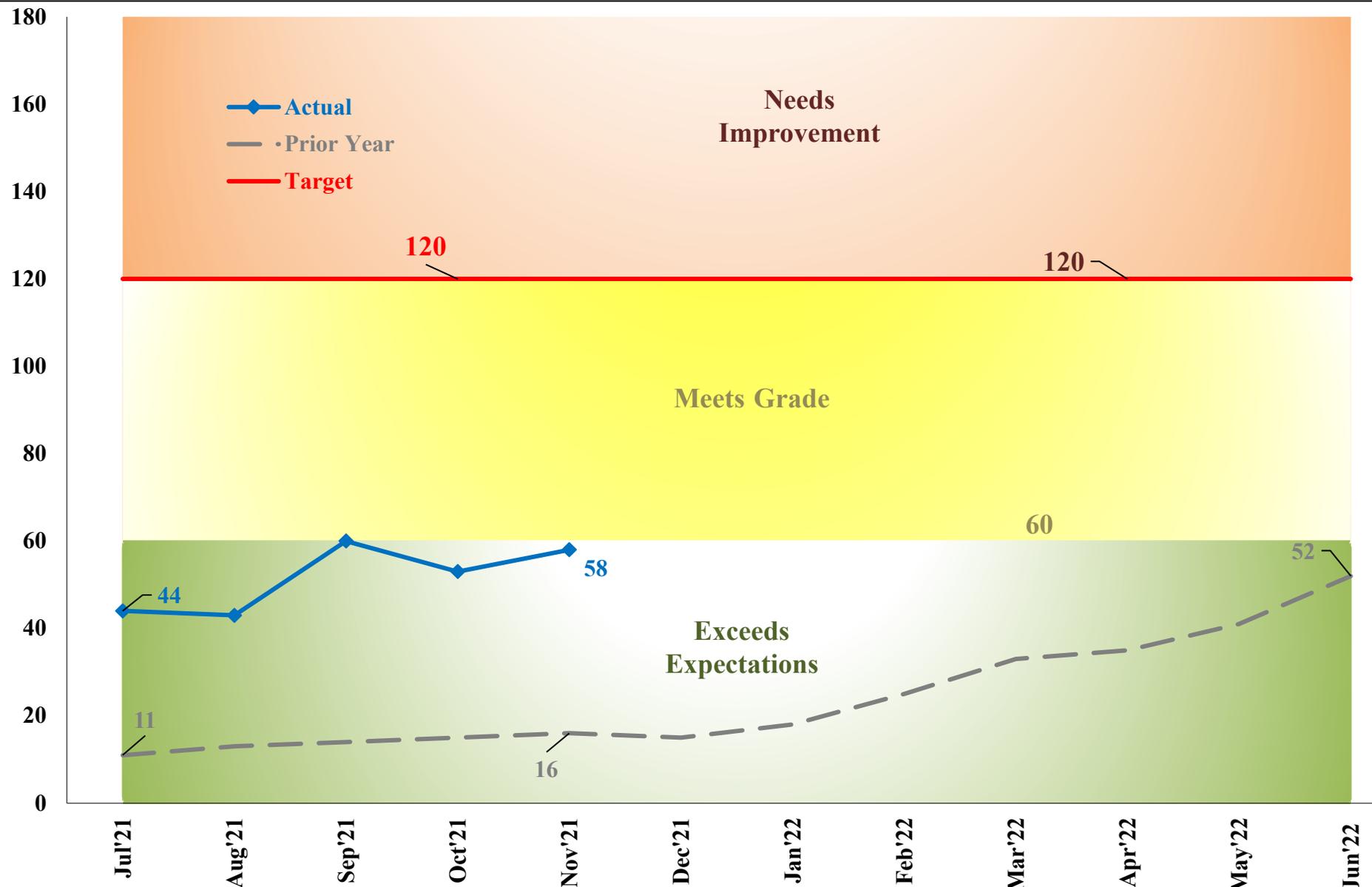
Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.



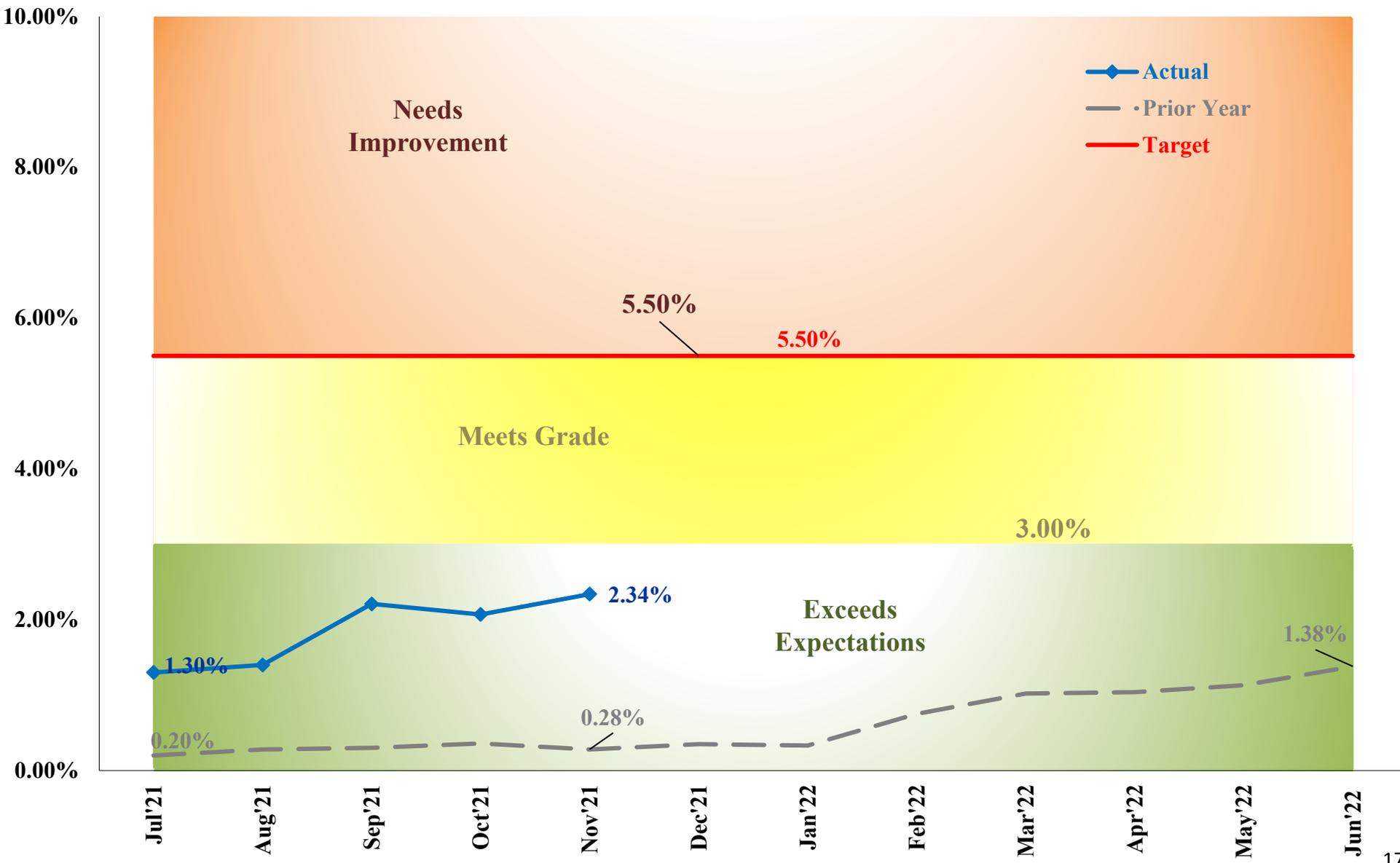
Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



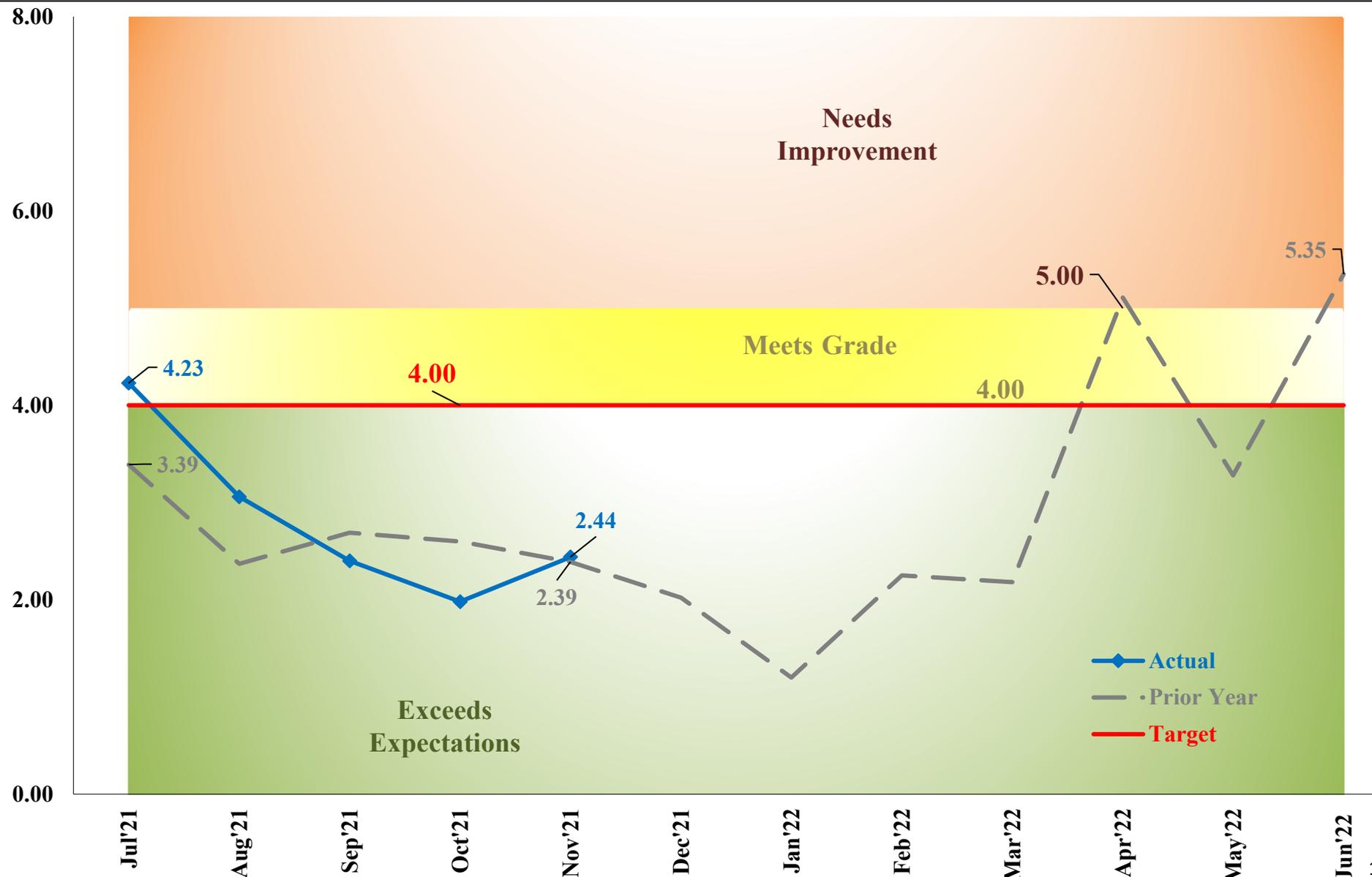
Mobility Reservation Average Call Wait Time (in seconds) Measures the average time a customer waits in queue while making a Mobility reservation.



Mobility Reservation Call Abandonment Rate Measures the percentage of customers who terminate a call while waiting in queue to make a MARTA Mobility reservation..



Mobility Complaints per 1,000 boardings Measures customer complaints about Mobility service (for example, on-time performance; operator courtesy; etc.) per 1,000 MARTA Mobility boardings.





Thank You



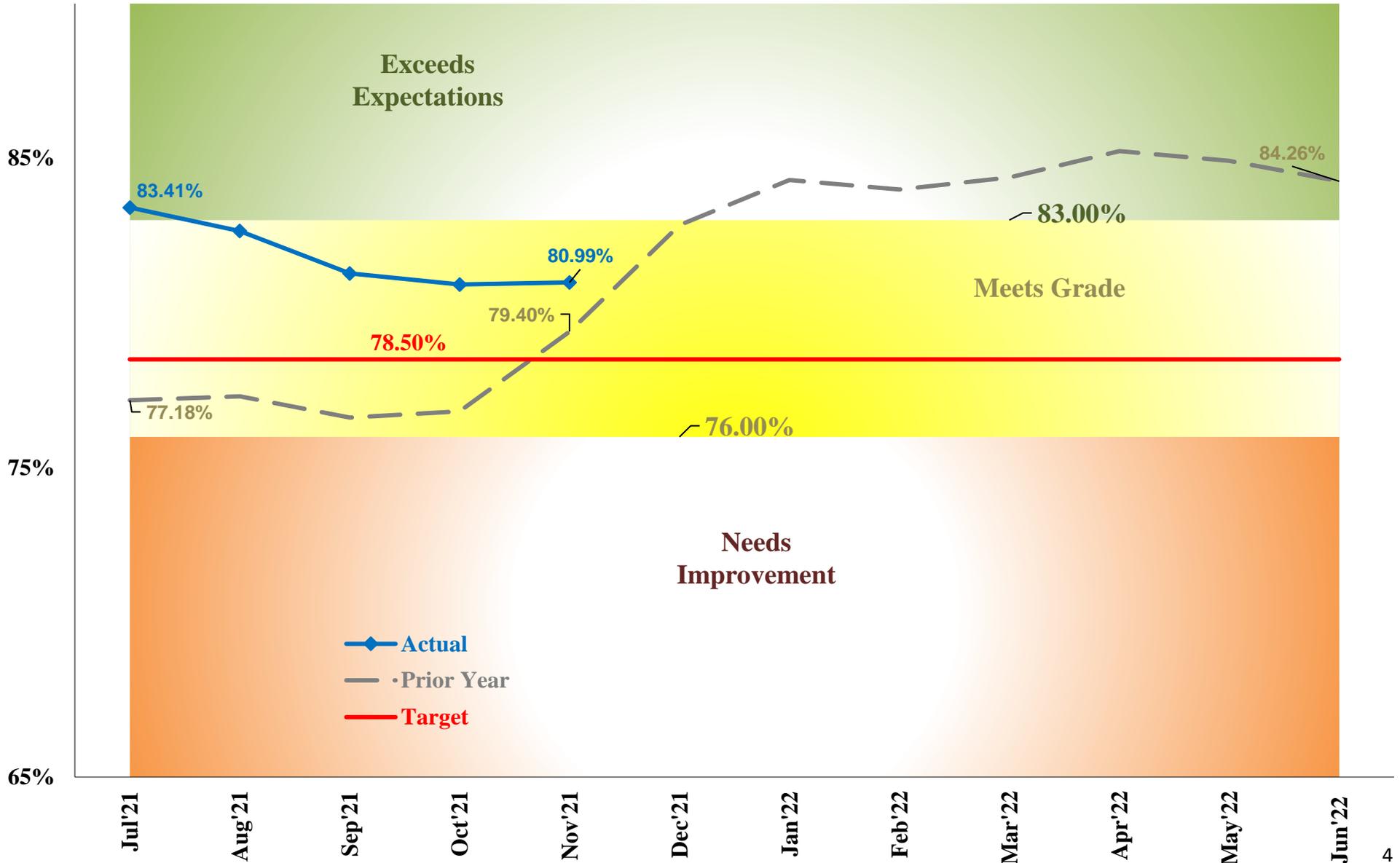
NOVEMBER FY22
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

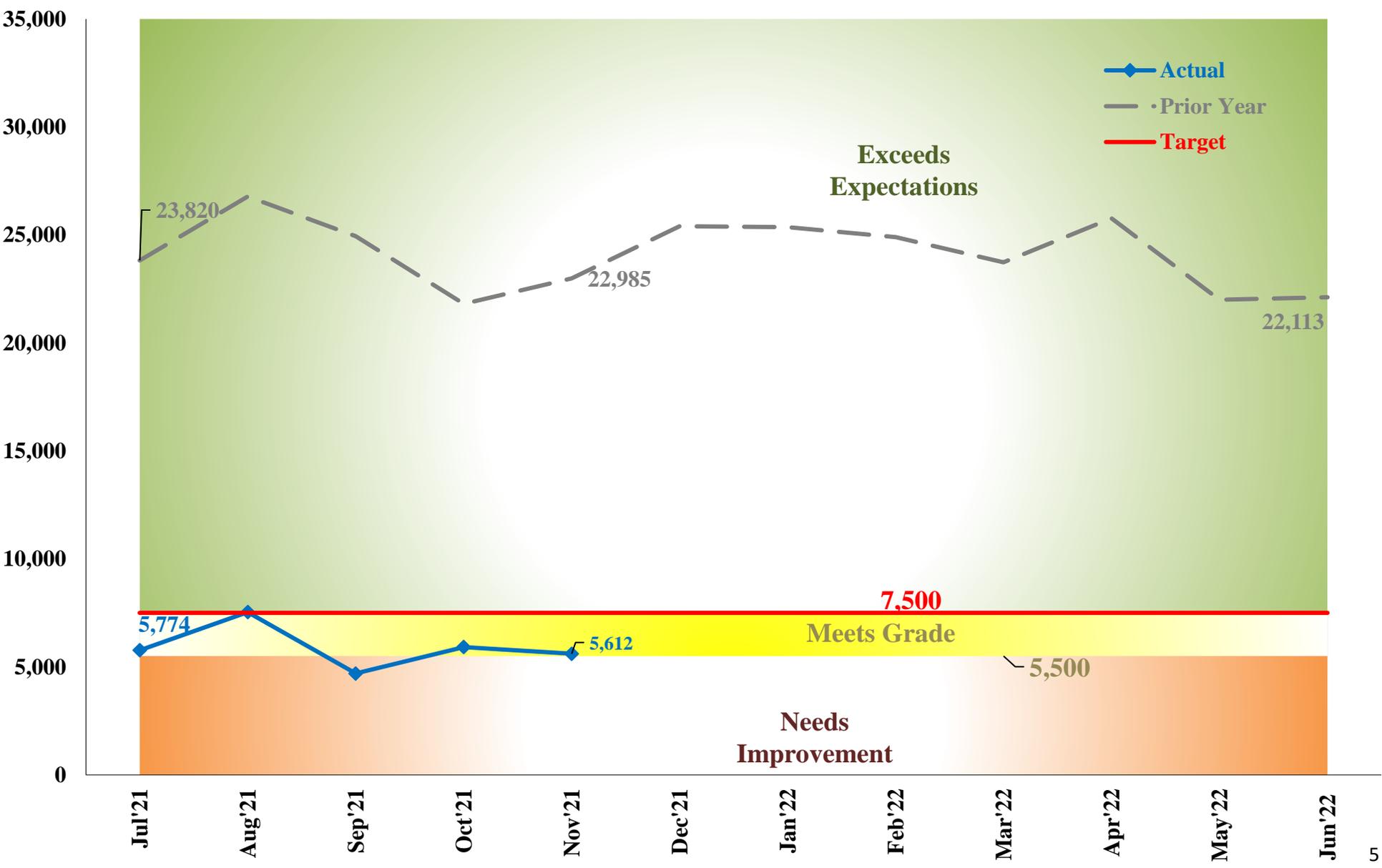
Operations KPIs (Bus)

KPI	FY22 Target	November FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	80.99%	2.49%	81.91%	3.41%	4.34%
Mean Distance Between Failures	7,500	5,612	-1,888	5,784	-1,716	-18,180
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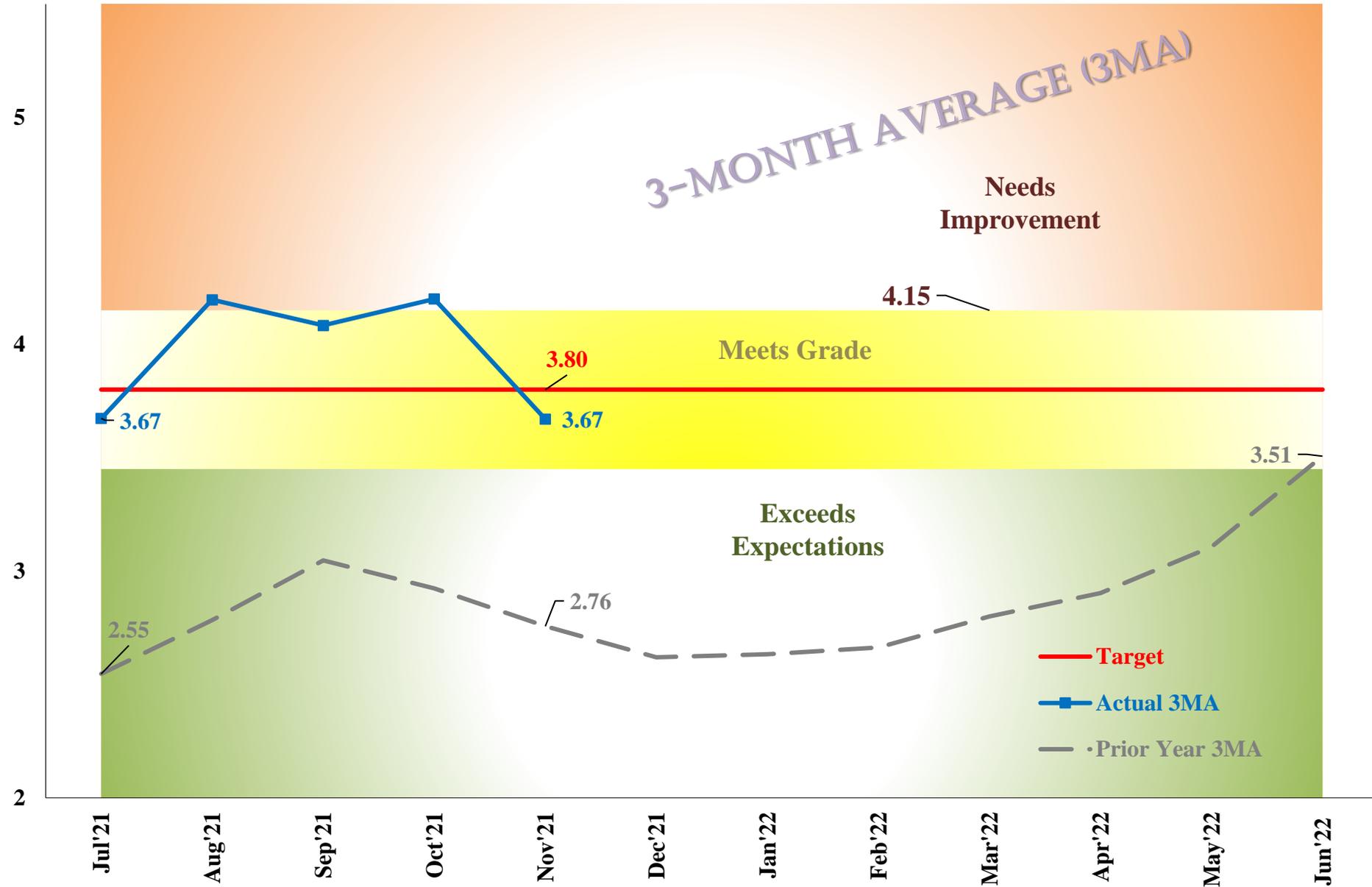


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

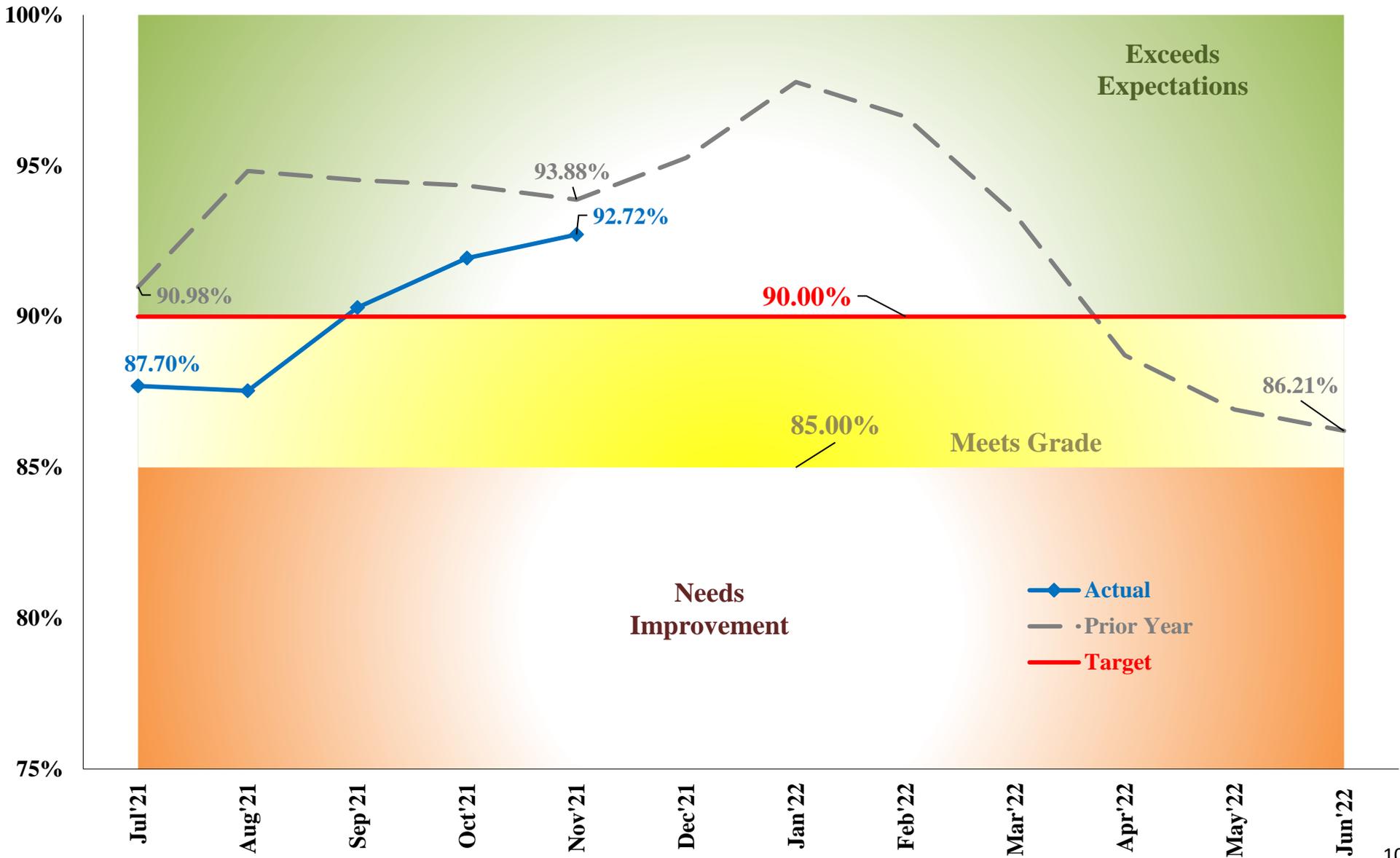


OFFICE OF
MOBILITY

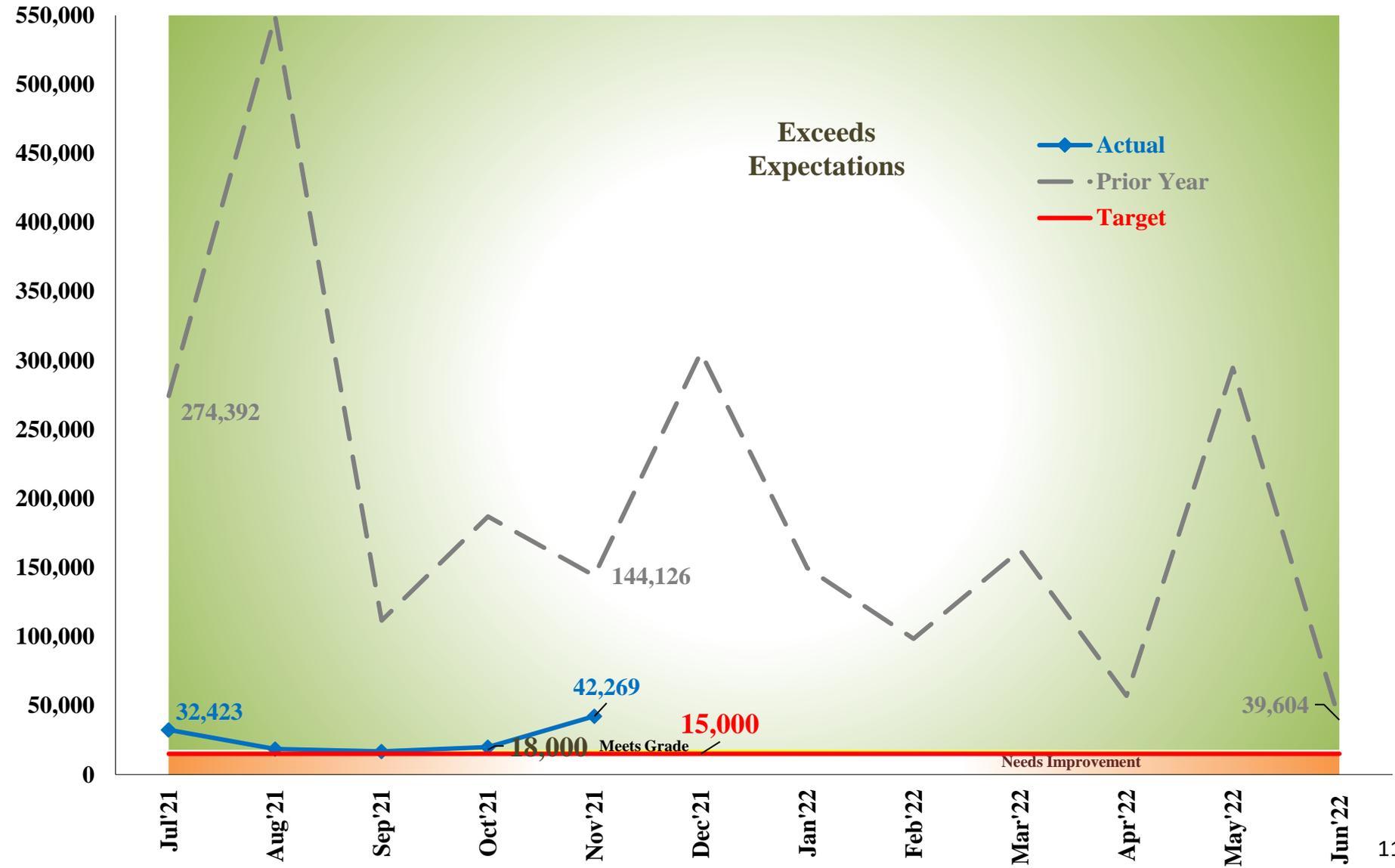
Operations KPIs (Mobility)

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Reservation Average Call Wait Time	2:00	0:58	-1:02	0:52	-1:08	0:38
Reservation Call Abandonment Rate	5.50%	2.34%	-3.16%	1.92%	-3.58%	1.64%
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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.



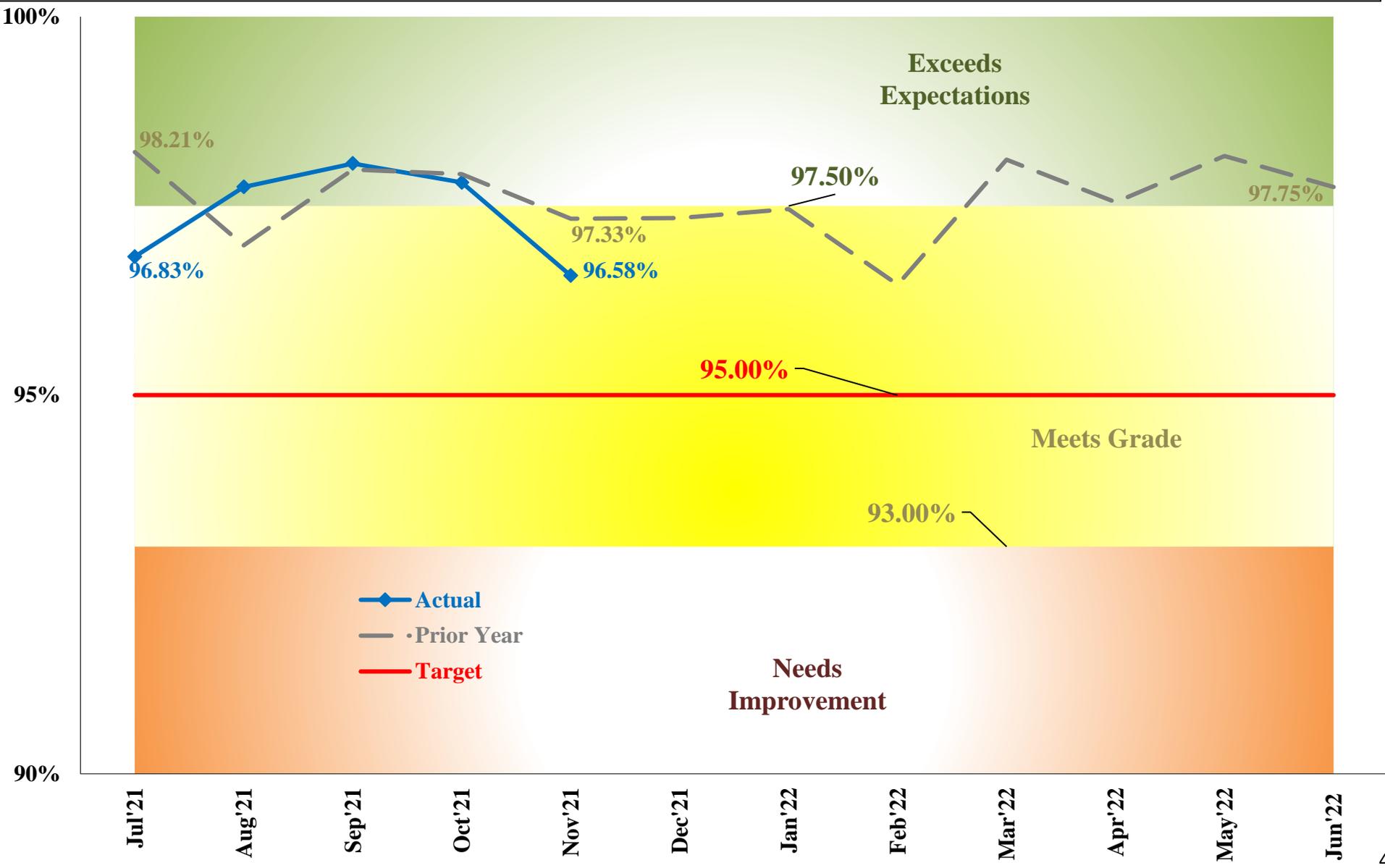
NOVEMBER FY22
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

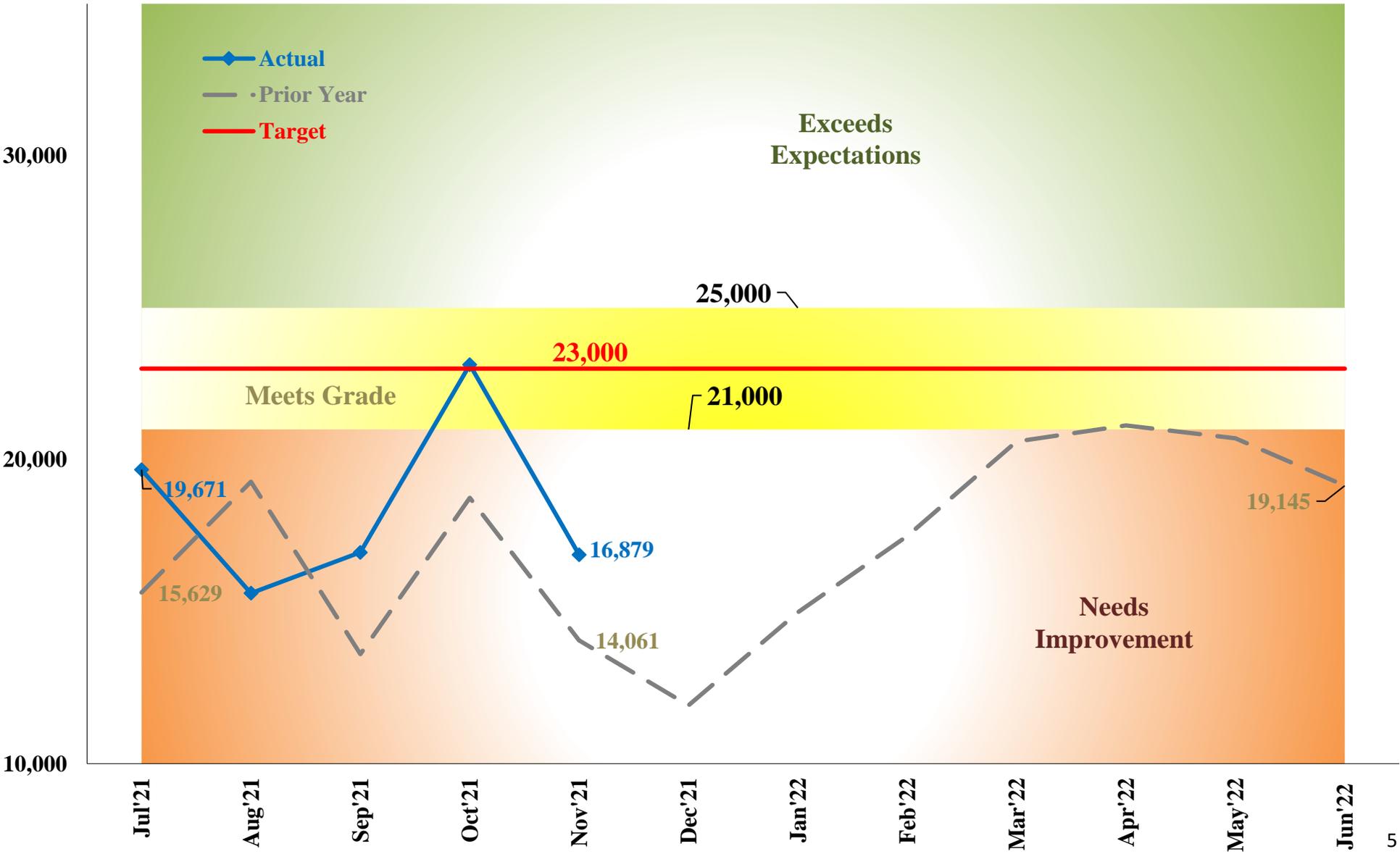
Operations KPIs (Rail)

KPI	FY22 Target	November FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.58%	1.58%	97.41%	2.41%	-0.28%
Mean Distance Between Failures	23,000	16,879	-6,121	18,114	-4,886	2,173
Mean Distance Between Service Interruptions	475	459	-16	604	129	-40
Customer Complaints per 100K Boardings	1.00	0.32	-0.68	0.29	-0.71	-0.31

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)

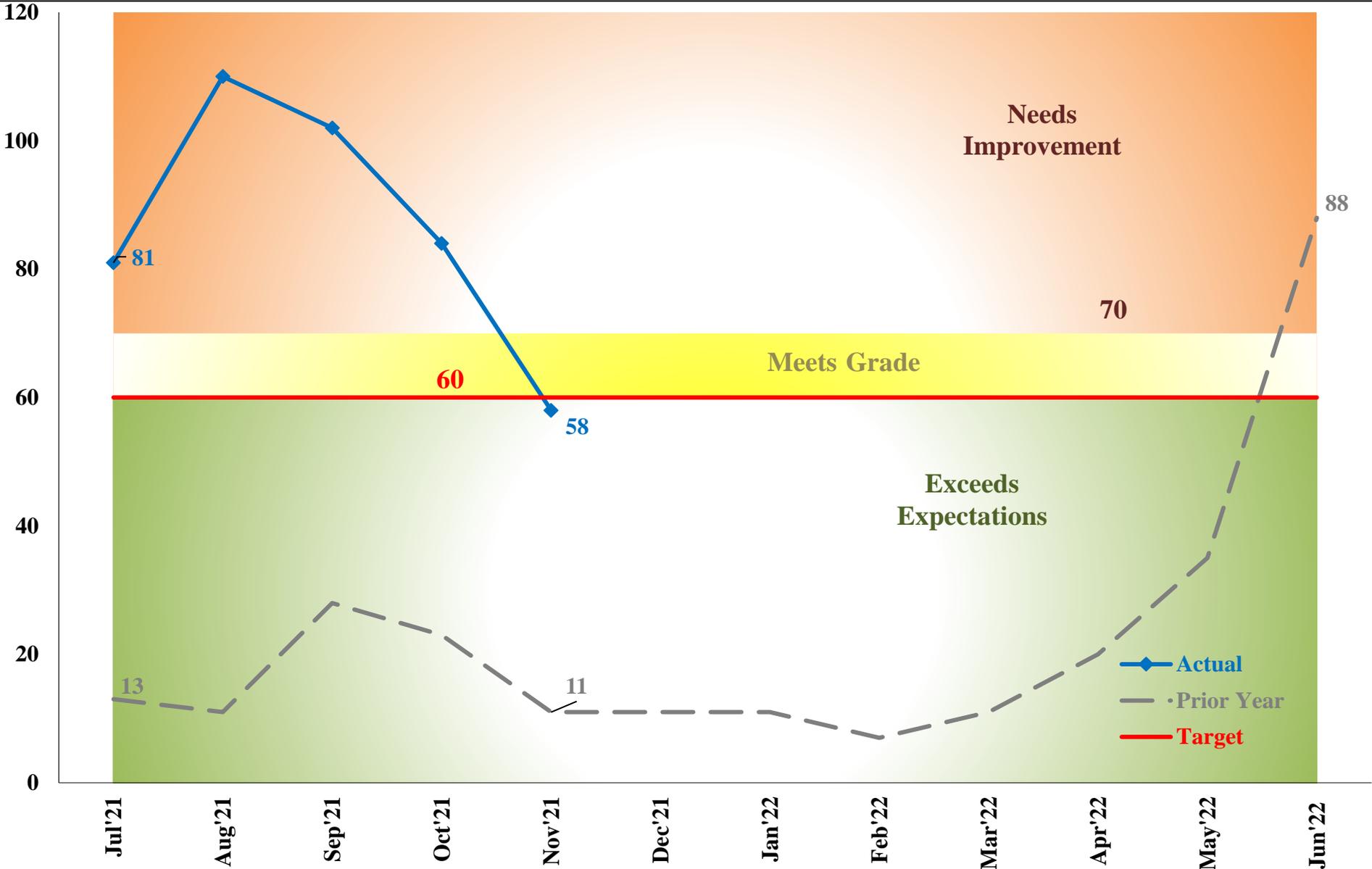
KPI	FY22 Target	November FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.55%	0.05%	98.49%	-0.01%	0.14%
Elevator Availability	98.50%	98.71%	0.21%	98.72%	0.22%	0.09%

NOVEMBER FY22
PERFORMANCE
(CUSTOMER SERVICE)

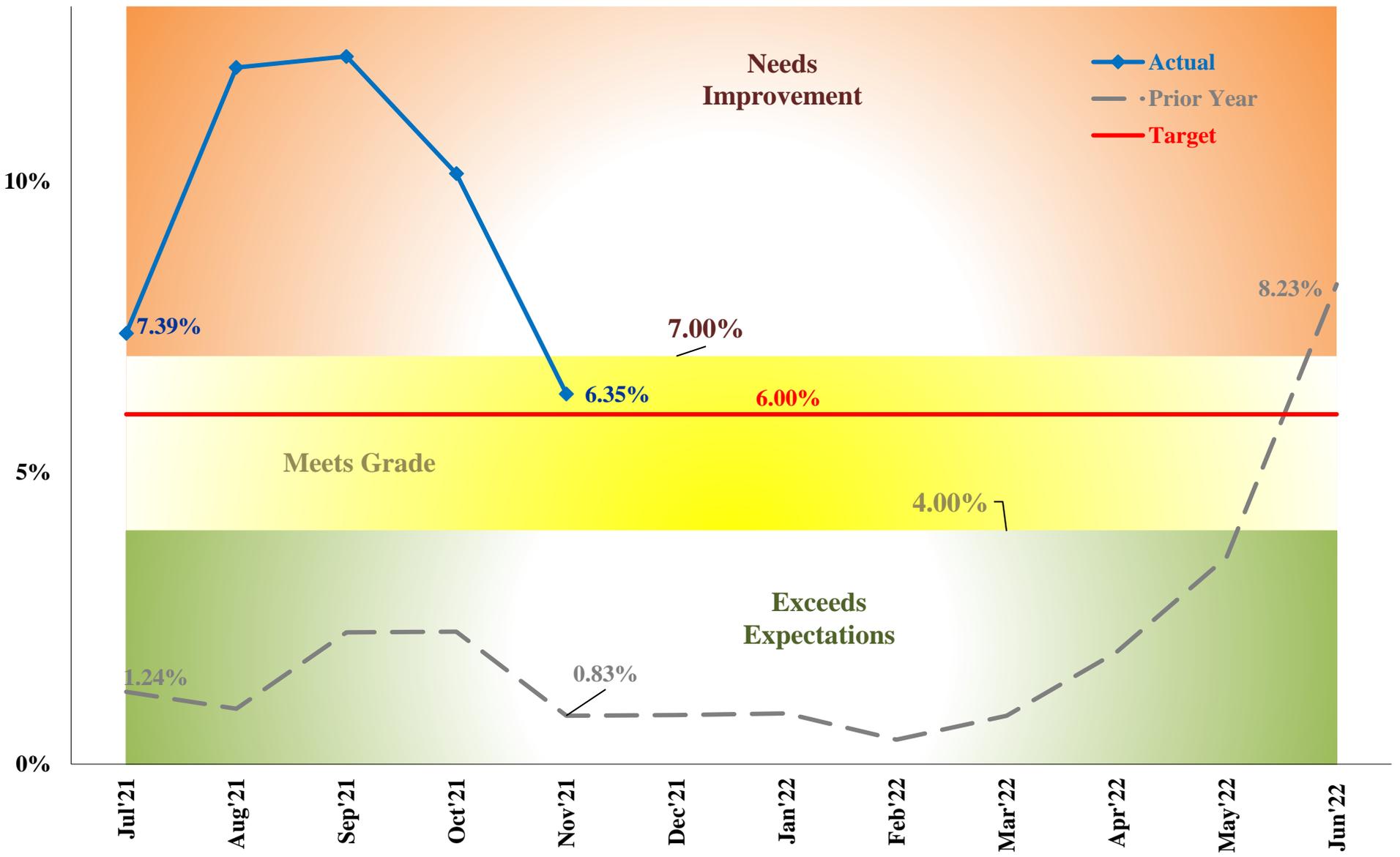
Customer Service KPIs

KPI	FY22 Target	November FY22	Monthly Variance vs. Projected	FY22Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:58	-0:02	1:27	0:27	1:10
Customer Call Abandonment Rate	6.00%	6.35%	0.35%	9.78%	3.78%	8.05%

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

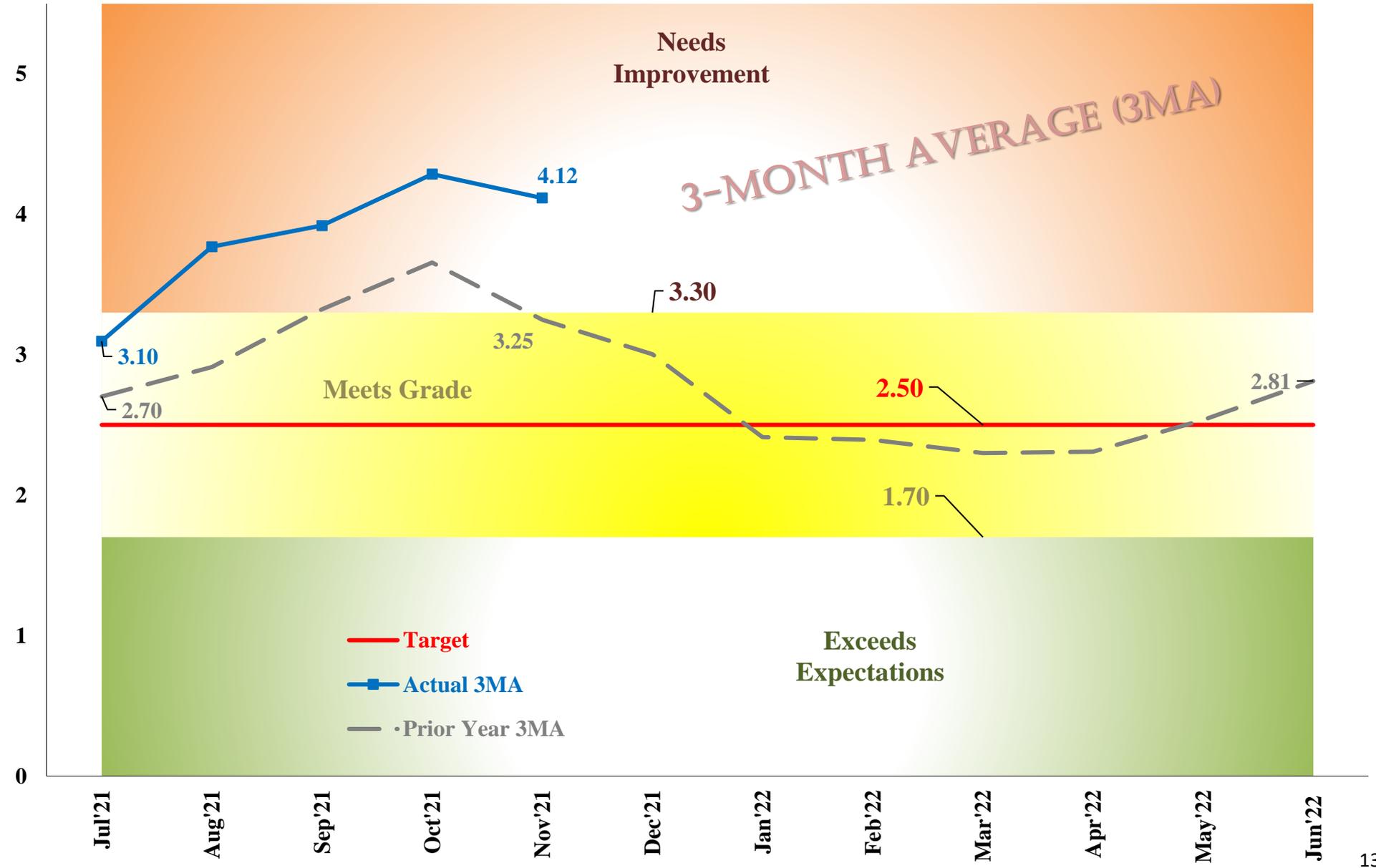


Customer Call Abandonment Rate measured as the percentage of customers terminating a call, while waiting in queue for a customer service representative to answer the call.



MOBILITY
SAFETY KPI

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



NOVEMBER FY22

PERFORMANCE

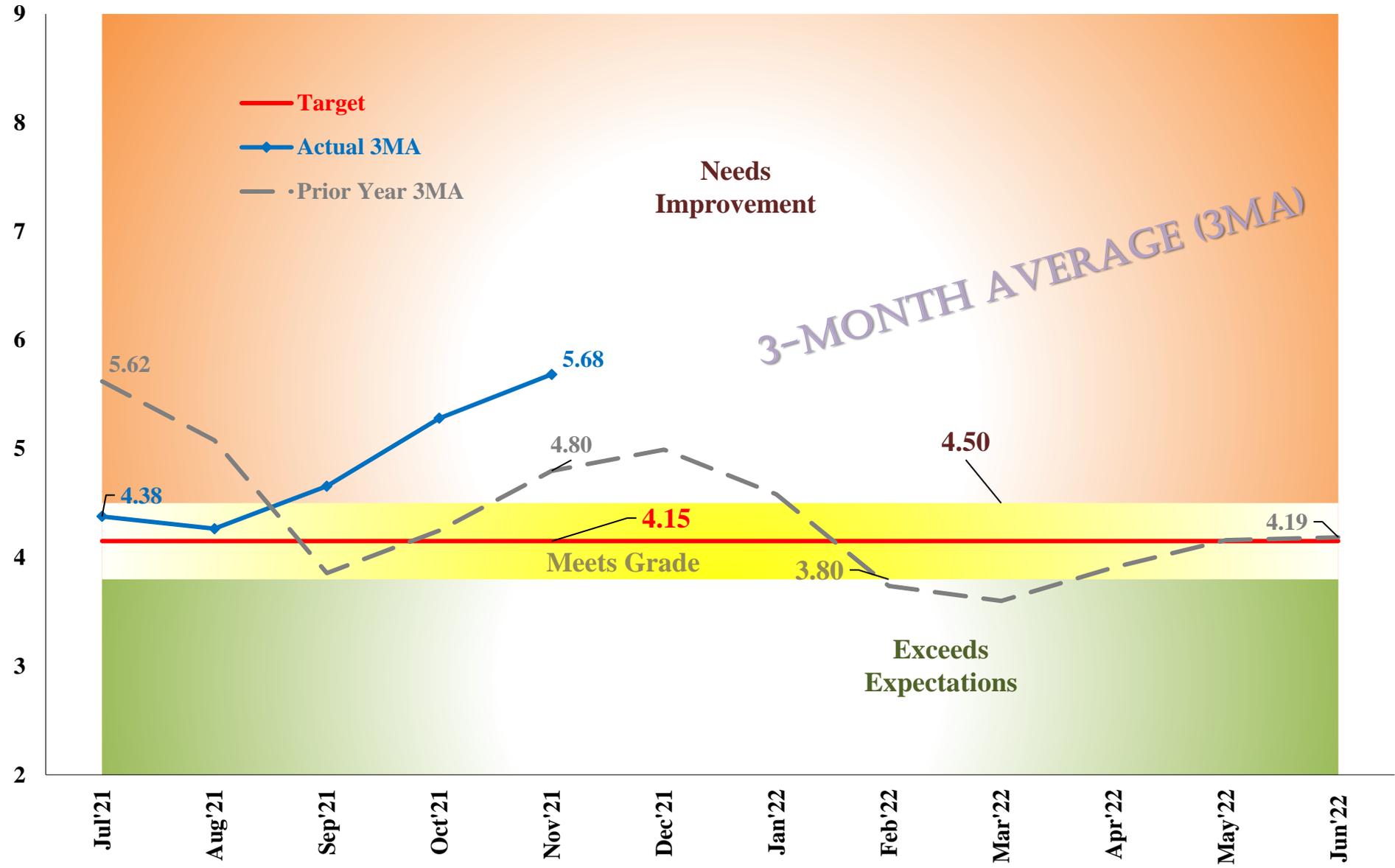
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

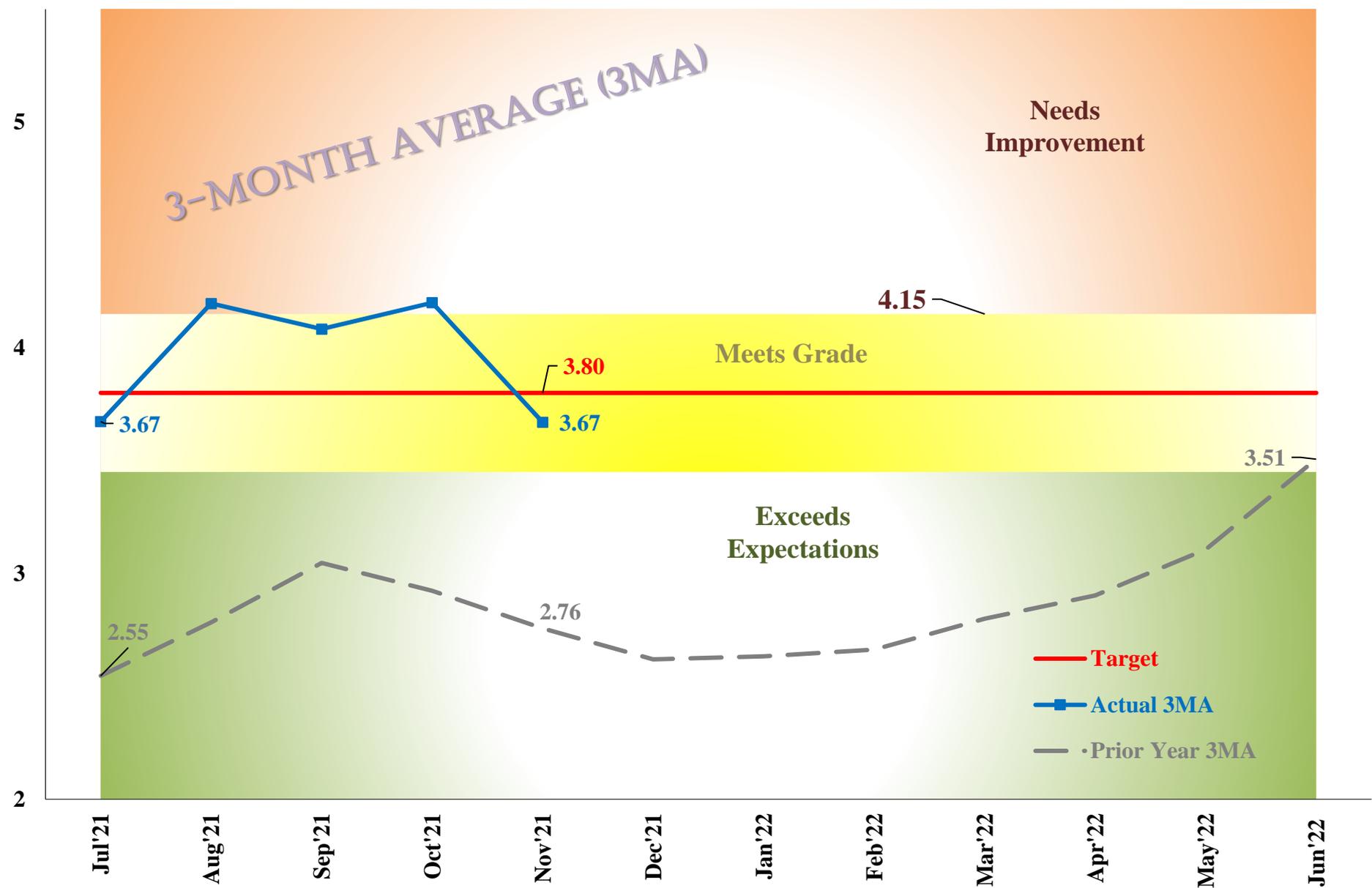
Safety & Security KPIs

KPI	FY22 Target	November FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	5.18	1.03	5.10	0.95	0.79
Bus Collision Rate per 100K Miles	3.80	3.32	-0.48	3.91	0.11	1.00
Mobility Collision Rate per 100K Miles	2.50	4.73	2.23	4.21	1.71	0.85
Employee Lost Time Incident Rate	3.80	5.36	1.56	4.86	1.06	-1.05

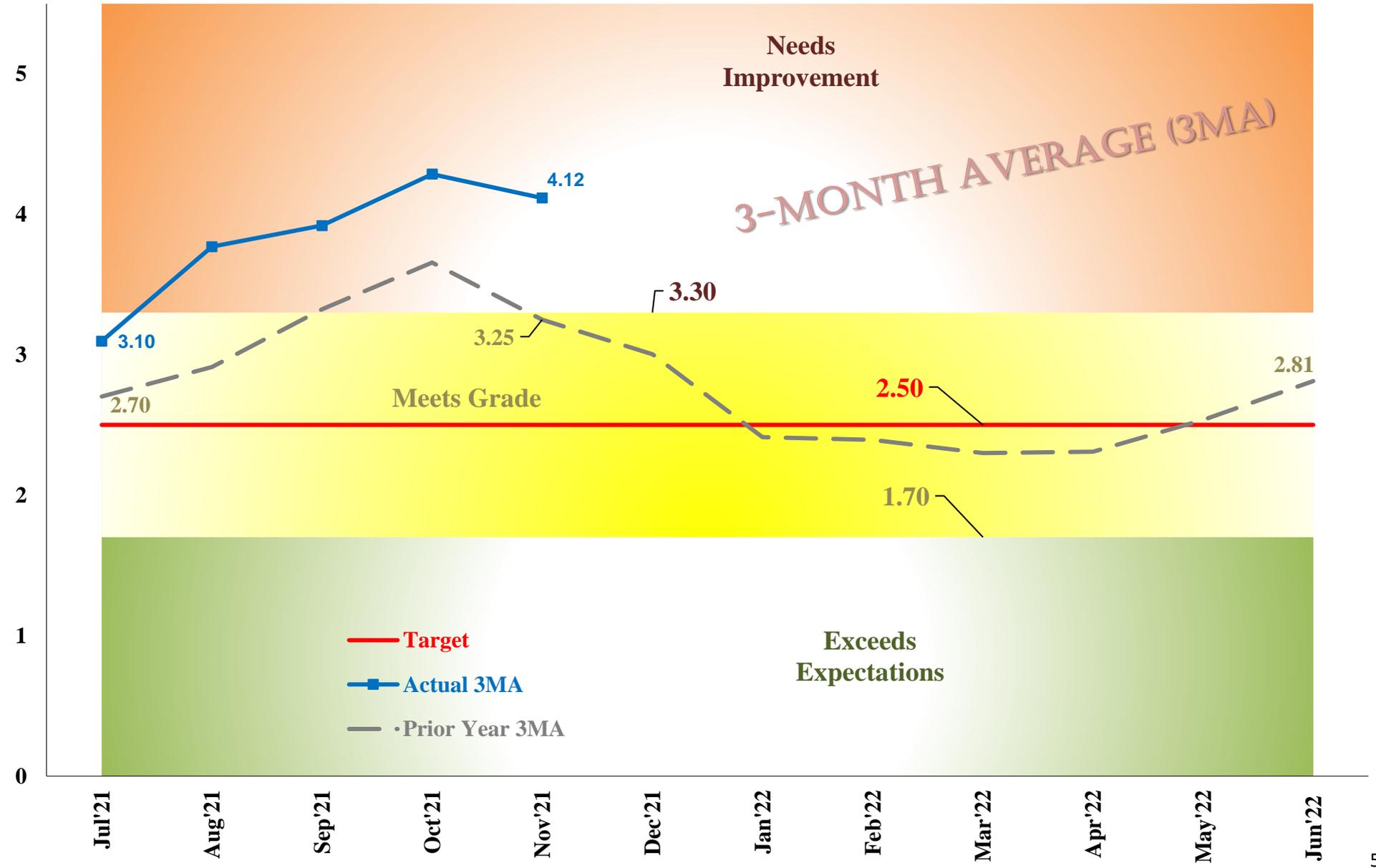
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



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.

