



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, MAY 27, 2021**

**ATLANTA, GEORGIA**

**via WebEx**

**MEETING MINUTES**

Committee Chair W. Thomas Worthy called the meeting to order at 10:05 a.m.

<b>Board Members Present</b>	<b>Staff Members Present</b>
Roberta Abdul-Salaam	Jeffrey Parker
Stacy Blakley	Rhonda Allen
Jim Durrett	Luz Borrero
William Floyd	Collie Greenwood
Roderick Frierson	Melissa Mullinax
Freda Hardage	Elizabeth O'Neill
Russell McMurry <sup>1</sup>	Larry Prescott
John Pond	Raj Srinath
Kathryn Powers	
Rita Scott	
Reginald Snyder	
Christopher Tomlinson <sup>1</sup>	
W. Thomas Worthy, <b>Chair</b>	

Also in attendance: Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; other staff members: Marsha Anderson Bomar, Phyllis Bryant, LaShanda Dawkins, Tyrene Huff, Michael Kreher, Patricia Lucek, Gena Major, Dean Mallis, Addi Matthew, Ralph McKinney, Paula Nash, Santiago Osorio, Kirk Talbott and William Taylor.

**1. Approval of the April 29, 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 Hardage, seconded by Board Member Durrett. The minutes were approved unanimously by a vote of 11 to 0 with 13 members present.<sup>1</sup>

<sup>1</sup>Russell McMurry is the Commissioner of the Georgia Department of Transportation and Christopher Tomlinson is the Executive Director of Georgia Regional Transportation Authority (GRTA). Per the MARTA Act, they are non-voting members of the Board of Directors.

**2. Briefing – Maintenance of Way (MOW) Update [Presentation attached]**

Director of Maintenance of Way (MOW), Addi Matthew, provided the Committee with an overview of the department, their performance, and current accomplishments.

Chair Worthy opened the floor for comments and/or questions.

Board Member Durrett said that it was one of the best informational presentations that he has ever received and complimented Mr. Matthew on the preparation and how he delivered it.

Board Member Hardage agreed with Board Member Durrett and thanked Mr. Matthew for the update.

Board Member Floyd said that we had problems in the past with trash and debris being in the retention ponds and asked if this was a part of the issue. Mr. Matthew responded that it wasn't directly connected; however, MOW is focusing on the platform and outside the platform with the new vacuum trucks.

**3. Briefing – Bus Maintenance Update [Presentation attached]**

Director of Bus Maintenance, William Taylor, provided the Committee with an overview of the department, their performance, and current accomplishments.

Chair Worthy opened the floor for comments and/or questions.

Board Member Pond asked how many buses are in operation during the week. Mr. Taylor responded that during our peak service, it is 80% of our fleet size.

Board Member Durrett asked if we are planning on engaging the public in any way for the Summerhill BRT. Mr. Taylor responded, yes, we would have public input.

Board Member Abdul-Salaam asked why the numbers had dipped in March and April on-time percentages' preventive maintenance. Mr. Taylor responded that we had staff out during that time due to Covid-19. She also asked if we were actively recruiting to fill staff vacancies. Mr. Taylor responded that he has a standing monthly meeting with HR.

Board Member Frierson asked if the electric buses had anything on them to indicate that they are electric. Mr. Taylor responded that our CNG buses have a blue decal on the rear of the bus. Our electric bus has "Go Green, Go Marta." on them.

**4. Other Matters – FY21 February Performance Indicators (Informational Only)**

- a. Committee Chair Worthy advised the Committee to review the FY 2021 February Performance Indicators listed as information only in their packet.

- b. General Manager Parker shared updates on the American Rescue Plan (ARP) funds proposed by Atlanta Transit Link (ATL). About two weeks ago, we had a meeting between the MARTA staff, the ATL staff, and several Board members. We committed to having follow-up conversations.

There are currently (3) projects:

- I-285 Top End
- Clayton BRT
- MARTA Station Rehab

We have made significant progress in working through the ARP funding, ensuring that we focus on maintaining flexibility in allocating the funds, recognizing that we have a shared vision around priority projects, some of which the ATL will intend to recommend we advance those projects. I am confident that we're in a good place around this. Mr. Tomlinson added that he agreed with Mr. Parker. We have come to a great place and there's a lot we can do together.

Chair Worthy opened the floor for comments and/or questions.

Board Member Abdul-Salaam asked about the (3) projects. Will these be supported by ATL or are they joint? Mr. Tomlinson responded that these are all MARTA projects.

Board Member Floyd asked about ARP funds on approaching it with Cities and Counties and the State. Mr. Tomlinson responded that the ATL Board is recommending that ARP funds be used towards these projects. Mr. Parker responded that we are talking about the slice of the ARP funds coming through the FTA to the region through their 5307 programs.

Board Member Frierson commented that he's looking forward to everyone working together to take down the barriers.

Mr. McMurry commended Mr. Parker, Mr. Tomlinson, and colleagues for working forward on this issue.

Chairwoman Scott thanked Mr. Parker and Mr. Tomlinson for arriving at an amicable solution.

**5. Adjournment**

The Committee meeting adjourned at 11:11 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/DNLSmEeXL\\_w](https://youtu.be/DNLSmEeXL_w)



# Maintenance of Way

Operations and Safety Committee Briefing  
Presented by Addi Matthew, Director of Maintenance of Way  
MAY 27, 2021



# Agenda

1. MOW Overview
2. Electrical Power and Equipment (EP&E)
3. Automatic Train Control (ATC)
4. Track and Structures (T&S)
5. Key Performance Indicators
6. Capital Projects
7. Wayside Fires

# Maintenance of Way

The Office of Maintenance of Way (MOW) is comprised of three critical branches that are responsible for managing the core rail operations and wayside maintenance programs for the Authority

- Electrical Power and Equipment
- Automatic Train Control
- Tracks and Structures



# Electrical Power and Equipment (EP&E)



**Manager Connie Thierry**

# Electrical Power and Equipment Responsibilities

- Traction Power
- Auxiliary power
- Lighting Systems



# Automatic Train Control (ATC)



**Manager Timothy Bryant**

# Automatic Train Control Responsibilities

- Maintenance and repairs of the signaling and train control systems that guide automatic rail vehicle movement.
- Ensure the safe operations of trains by maintaining vital equipment such as track circuits, impedance bonds, switch machines, vital control relays, routing circuits, and automatic speed command systems to name a few.



# Track and Structures Inspection and Maintenance (T&S)



**Manager Devin Asgar**

# Track and Structures Inspection and Maintenance

- The Track and Structures Maintenance branch is comprised of three major units:
- Track Inspection & Support
- Track Maintenance
- Structural Engineering & Inspection



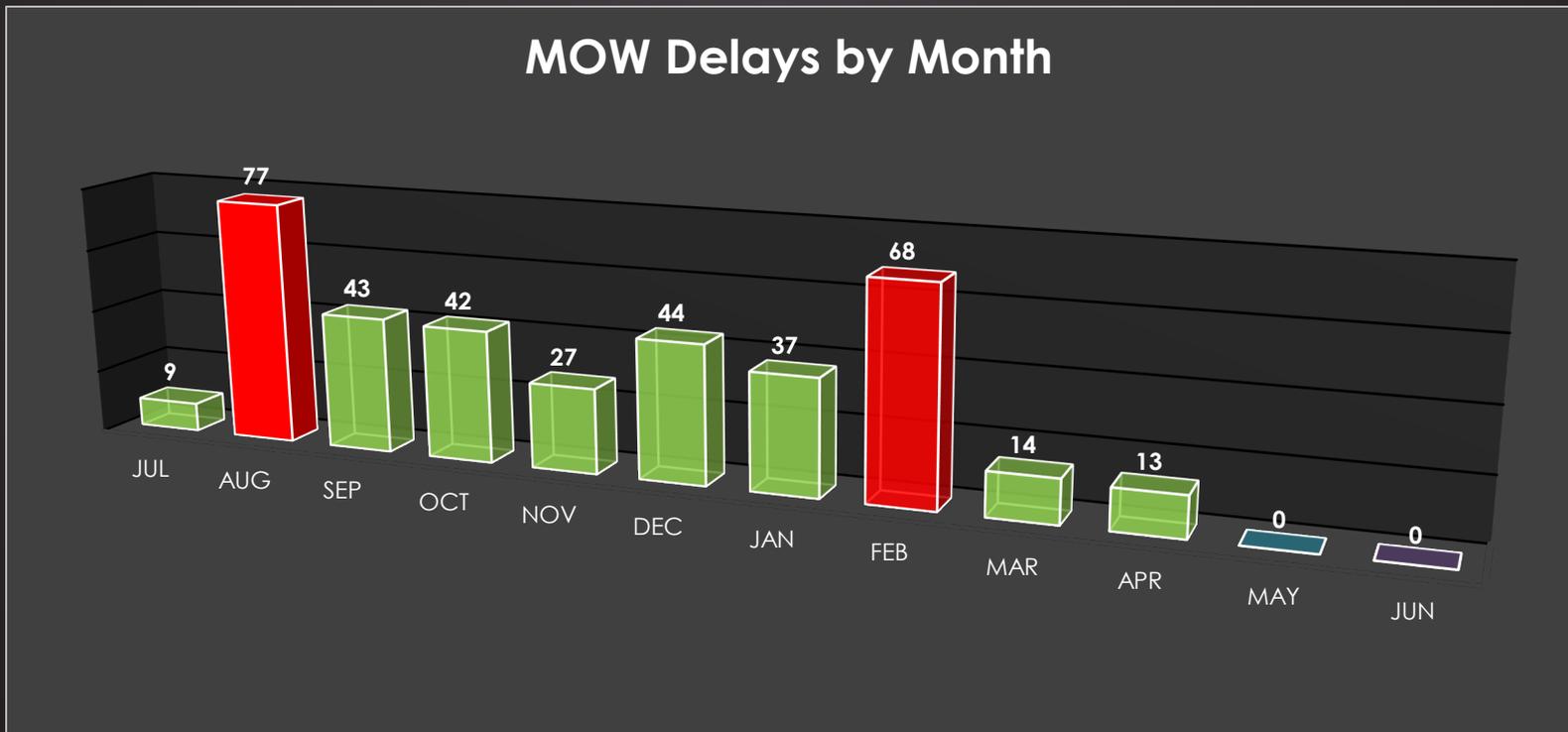
# MOW KPIs



# MOW KPIs

## MOW Rail Service Delays

Goal = < 60

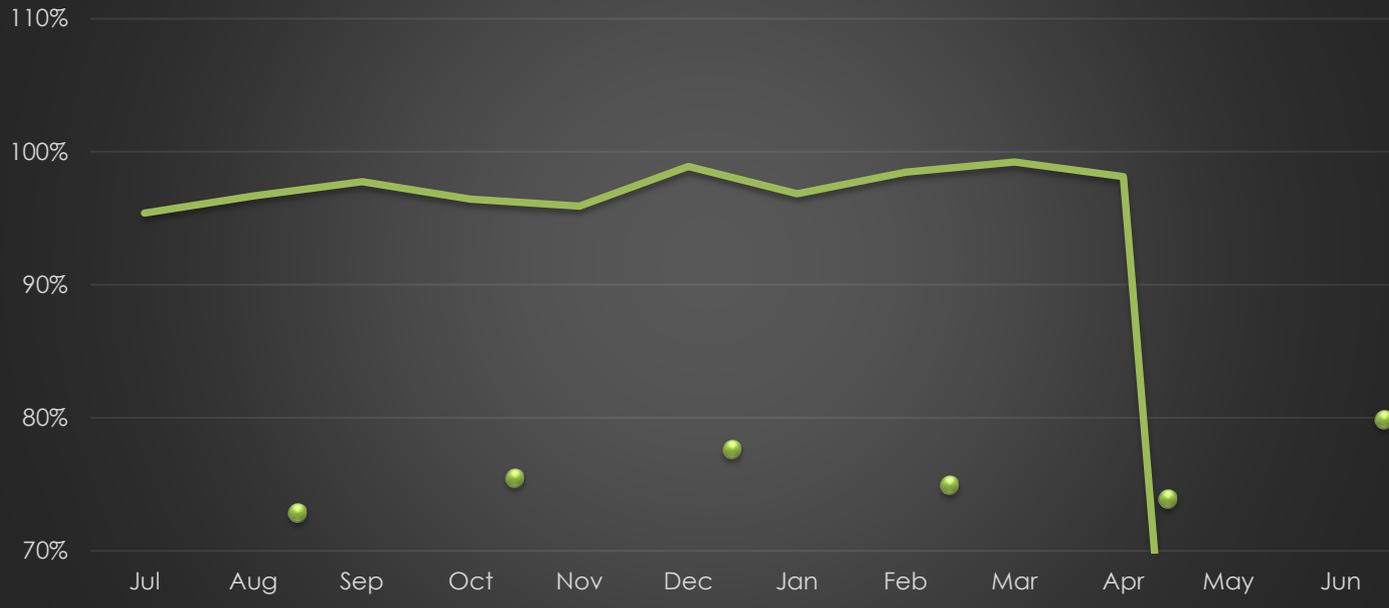


# MOW KPIs

## PM Compliance

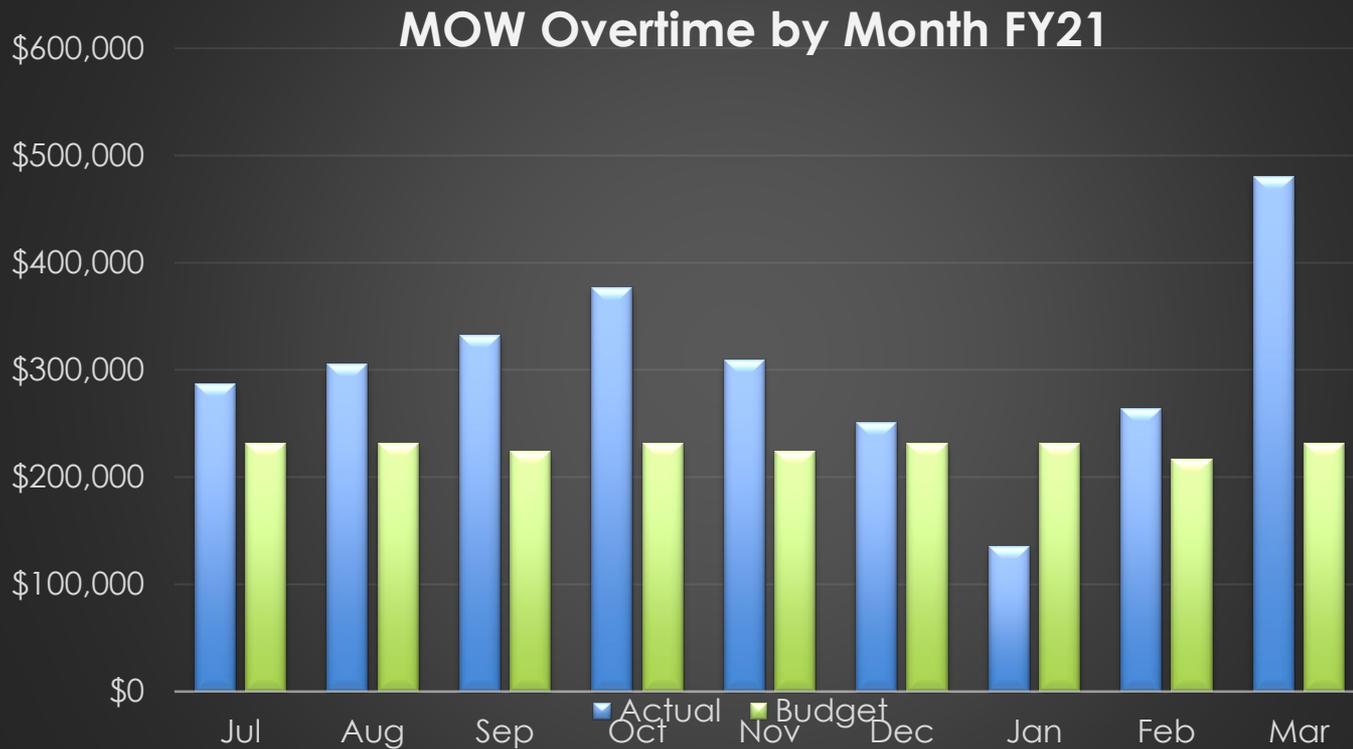
Goal = > 95%

MOW PM Compliance Average



# MOW KPIs

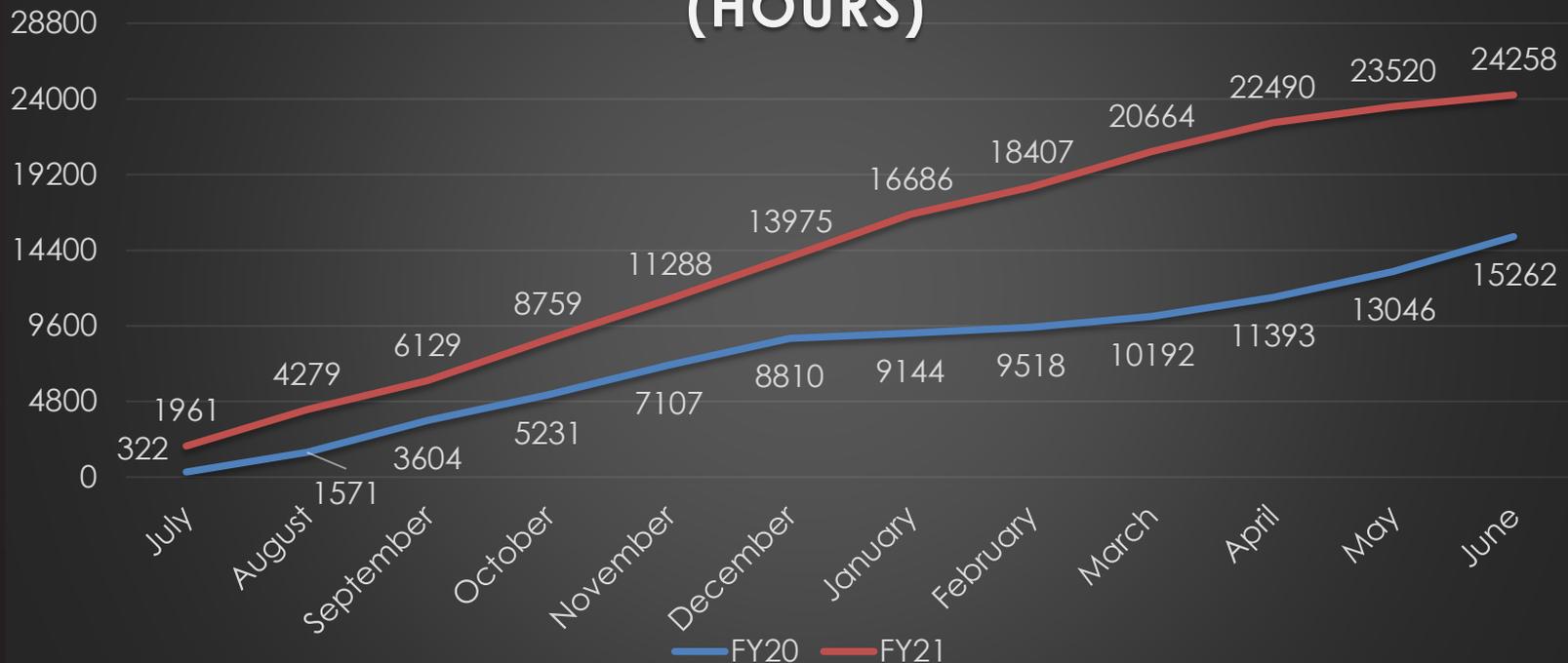
## Overtime



# Capital Single Tracking

Significant increase of Capital Single Tracking Restriction Hours for FY21

## CIP Single Tracking Restriction Type (HOURS)



# MOW Capital Programs



# MOW Capital Programs

- Track Renovation –Phase IV (TRIV)



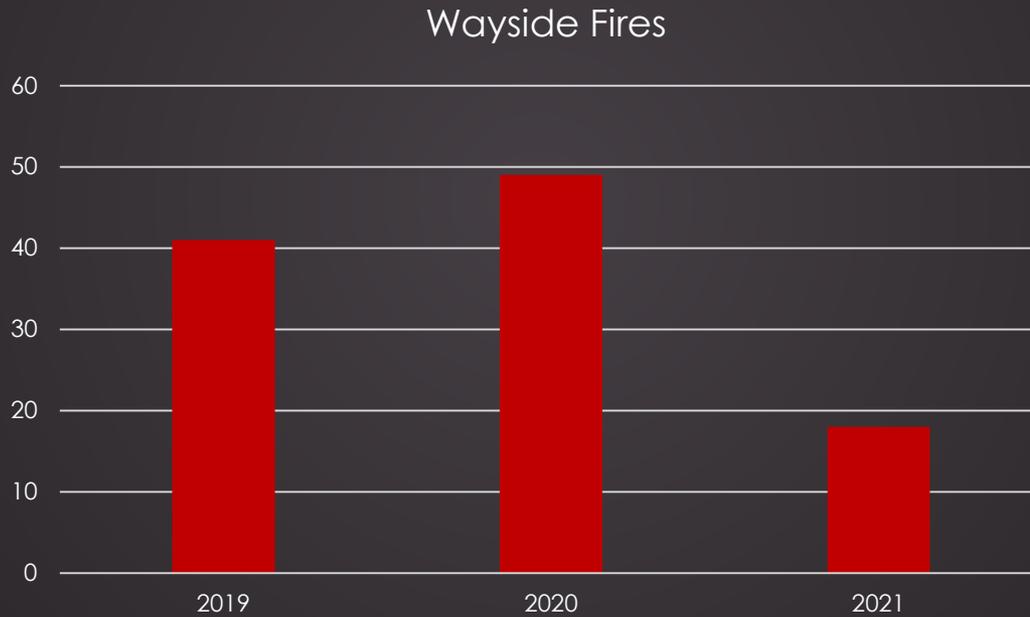
# MOW Capital Programs

- Traction Power Substation System Equipment Upgrade





# Wayside Fires



## Industrial Vacuum



## On-Track Vacuum



Current



Suggested

Third Rail Insulator



Traction Power Cables



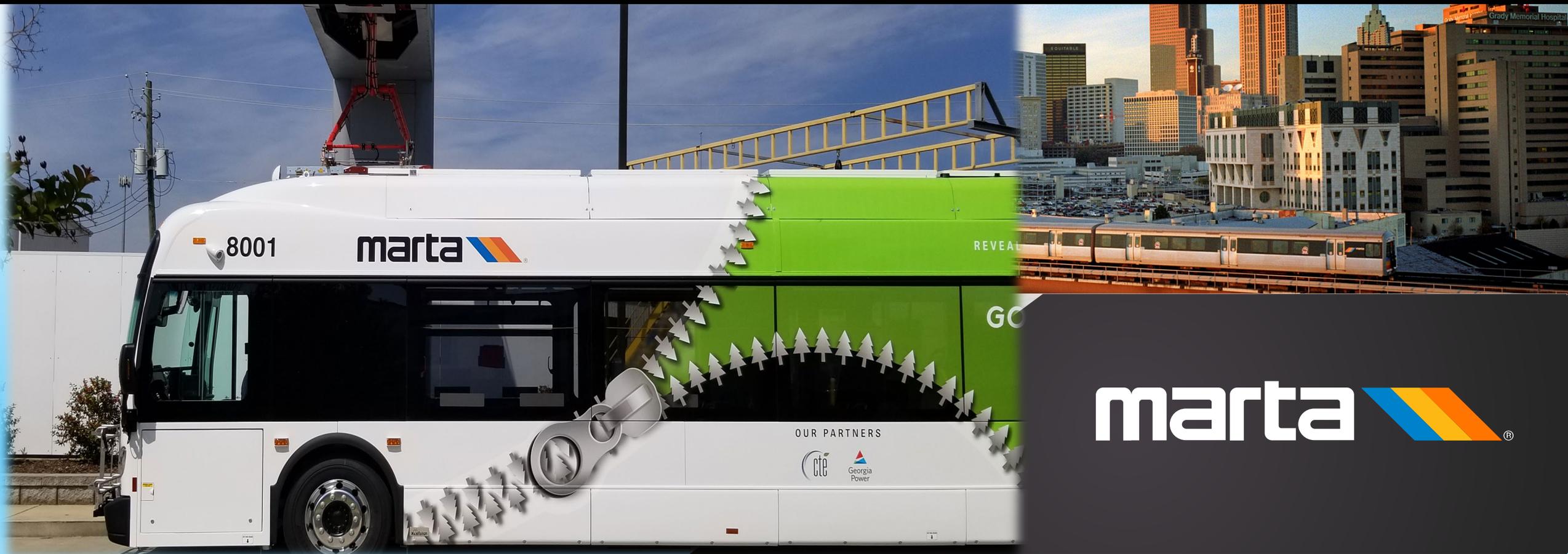
Thank You



# Operations and Safety Committee Bus Maintenance Update



Director of Bus Maintenance  
William Taylor  
May 27, 2021





# Operations and Safety Committee Bus Maintenance Update

- Bus Maintenance Responsibilities
- Staff
- Fleet Composition
- Key Performance Indicators
- Covid-19 Projects
- New Buses
- Summerhill BRT



# Operations and Safety Committee Bus Maintenance Update



## Leadership TEAM



William Taylor  
Director of Bus Maintenance



Dexter Canty  
General Superintendent



Kenneth Middlebrooks  
General Superintendent



David Marsh  
General Superintendent



Jesse Taylor  
General Superintendent



Scott Gates  
General Superintendent



Erik Johnson  
General Superintendent



Hamilton Blvd.  
Operating Facility



Laredo Dr.  
Operating Facility



Perry Blvd.  
Operating Facility



Browns Mill  
Heavy Maintenance  
Facility



Non-Revenue  
Vehicles

Browns Mill  
Heavy Maintenance  
Facility



Business  
Systems

Browns Mill  
Heavy Maintenance  
Facility

# Operations and Safety Committee Bus Maintenance Update



## Workforce

- ❖ 418 Employees Budgeted
  - ❖ 359 Positions Filled
- ❖ 359 Represented Employees Budgeted
  - ❖ 308 Positions Filled
- ❖ 59 Non-Represented Employees Budgeted
  - ❖ 51 Positions
- ❖ 244 Bus Technicians Budgeted
  - ❖ 209 Positions Filled
    - ❖ 27 positions are in Training
    - ❖ 75% Fill Rate until Candidates Graduate



# Operations and Safety Committee Bus Maintenance Update



## Fleet and Facilities

- ❖ 539 Active Transit Buses
- ❖ 451 Non-Revenue Vehicles
- ❖ 242 Mobility Vans
  
- ❖ 3 Bus Operating Facilities
  - ❖ Hamilton Blvd.
  - ❖ Laredo Dr.
  - ❖ Perry Blvd.
  
- ❖ 1 Heavy Maintenance Facility
  - ❖ Browns Mill Rd.



# Operations and Safety Committee Bus Maintenance Update



## FY2020 Fleet Mileage

- ❖ Bus Fleet = 34,280,811 miles
- ❖ Van Fleet = 9,877,767 miles
- ❖ Non-Rev Vehicle Fleet = 5,284,609 miles



# Operations and Safety Committee Bus Maintenance Update



## Fleet Composition

- ❖ 31 - New Flyer Diesel Buses
- ❖ 343 - New Flyer CNG Buses
  
- ❖ 154 - Gillig Diesel Buses
- ❖ 79 - Gillig CNG Buses
  
- ❖ 10 - Grande West Diesel Buses



# Operations and Safety Committee Bus Maintenance Update



## Fleet Variations

❖ 42 - 30-foot Length



❖ 67 - 35-foot Length



❖ 490 - 40-foot Length



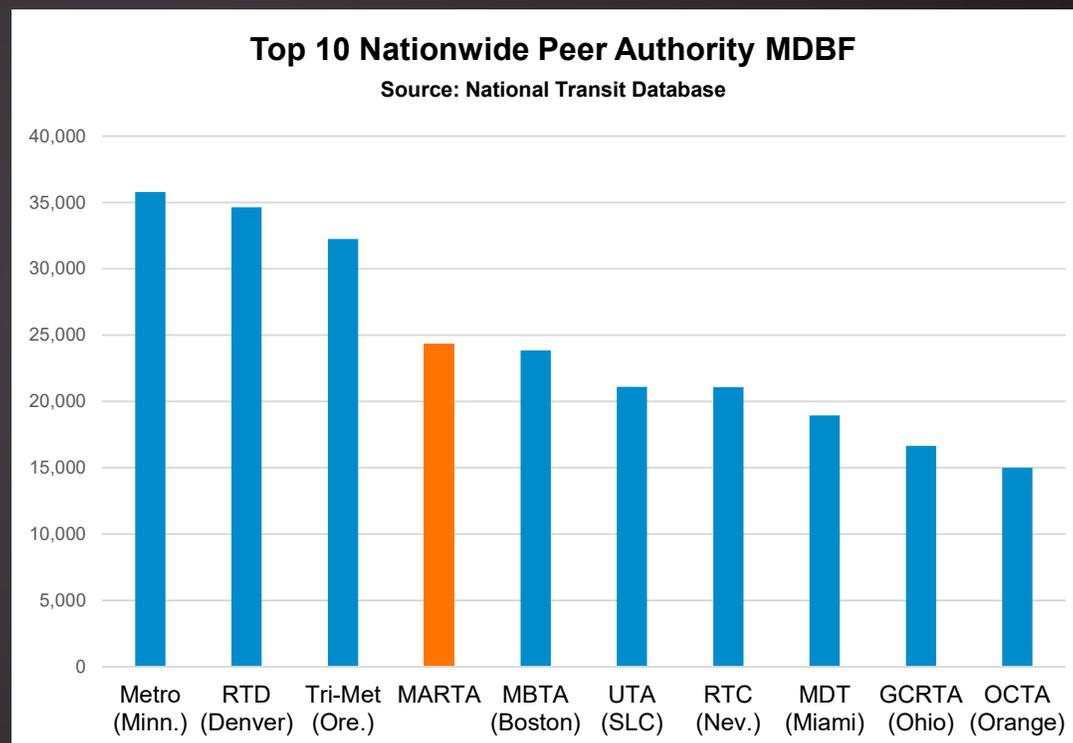
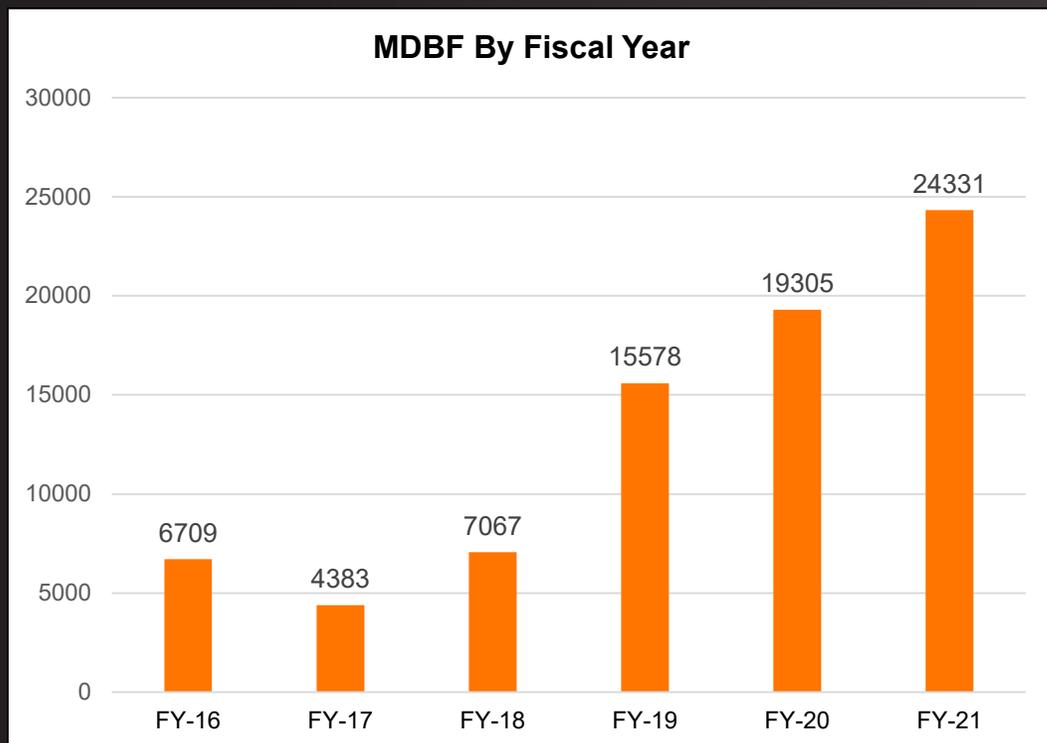
❖ 18 - 60-foot Length



# Operations and Safety Committee Bus Maintenance Update



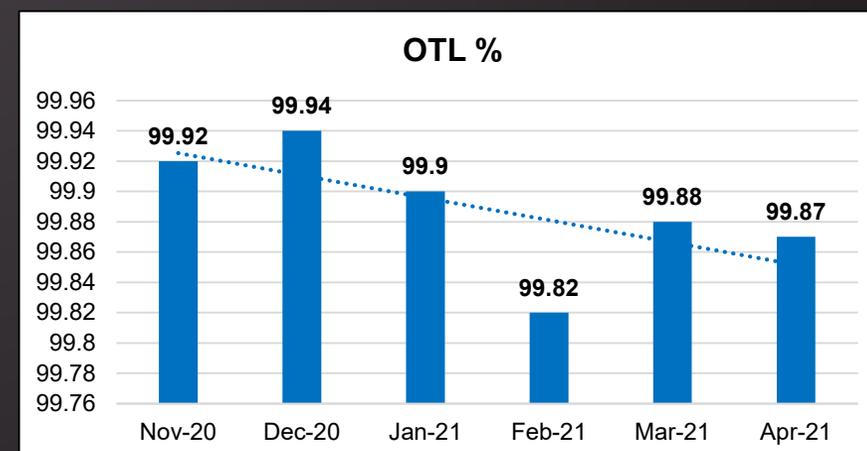
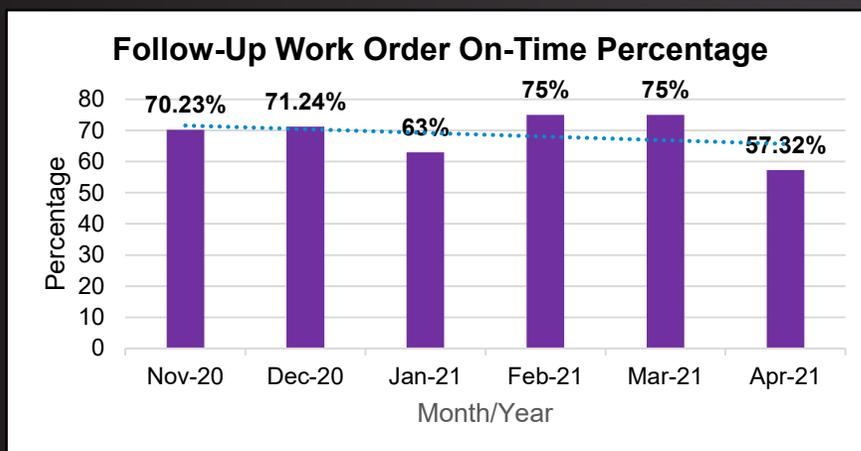
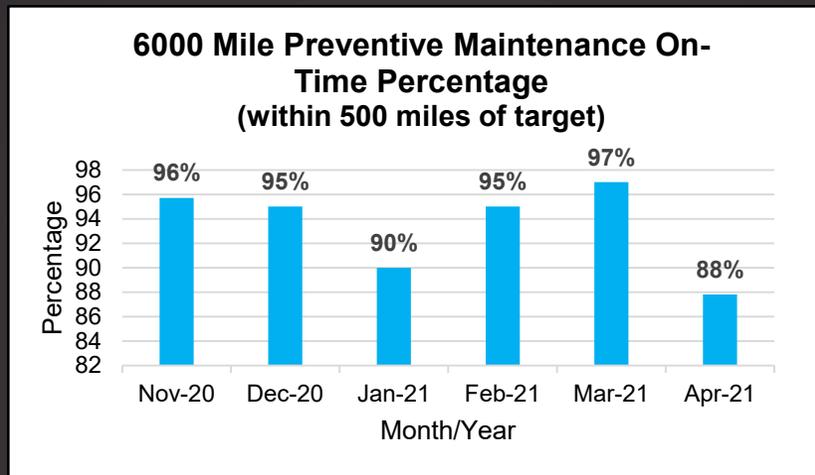
## Key Performance Indicators



# Operations and Safety Committee Bus Maintenance Update



## Key Performance Indicators

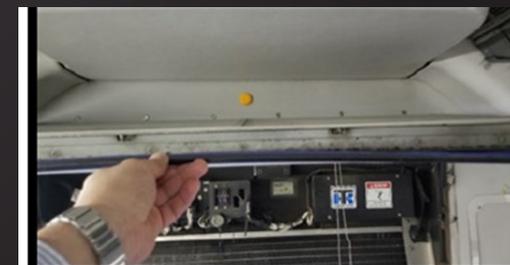
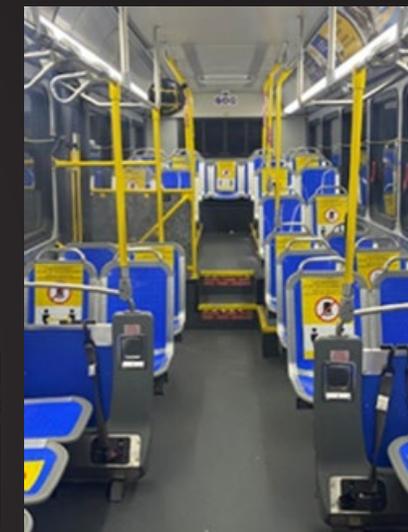


# Operations and Safety Committee Bus Maintenance Update

## Covid-19 Projects



- ❖ Bus Operator Shields
- ❖ Decals
- ❖ Mask Dispensers
- ❖ Anti-Microbial HVAC Filters
- ❖ Needlepoint Bipolar Ionization



# Operations and Safety Committee Bus Maintenance Update



## FY2021 New Bus Deliveries

❖ 4 New Flyer 60' Articulated Buses



❖ 12 Gillig 40' CNG Buses



❖ 6 New Flyer, 40' Battery Electric Buses



# Operations and Safety Committee Bus Maintenance Update



## FY2022 Battery Electric Bus Program



# Operations and Safety Committee Bus Maintenance Update



**BEB's**

Roof Battery Strings



Propulsion Electronics



Propulsion Inverters



Interior



Rear Battery Strings



# Operations and Safety Committee Bus Maintenance Update



## Charging Infrastructure



Depot Charging



Opportunity Charging



# Operations and Safety Committee Bus Maintenance Update



## MARTA's First BRT Route

# Summerhill BRT





Thank You



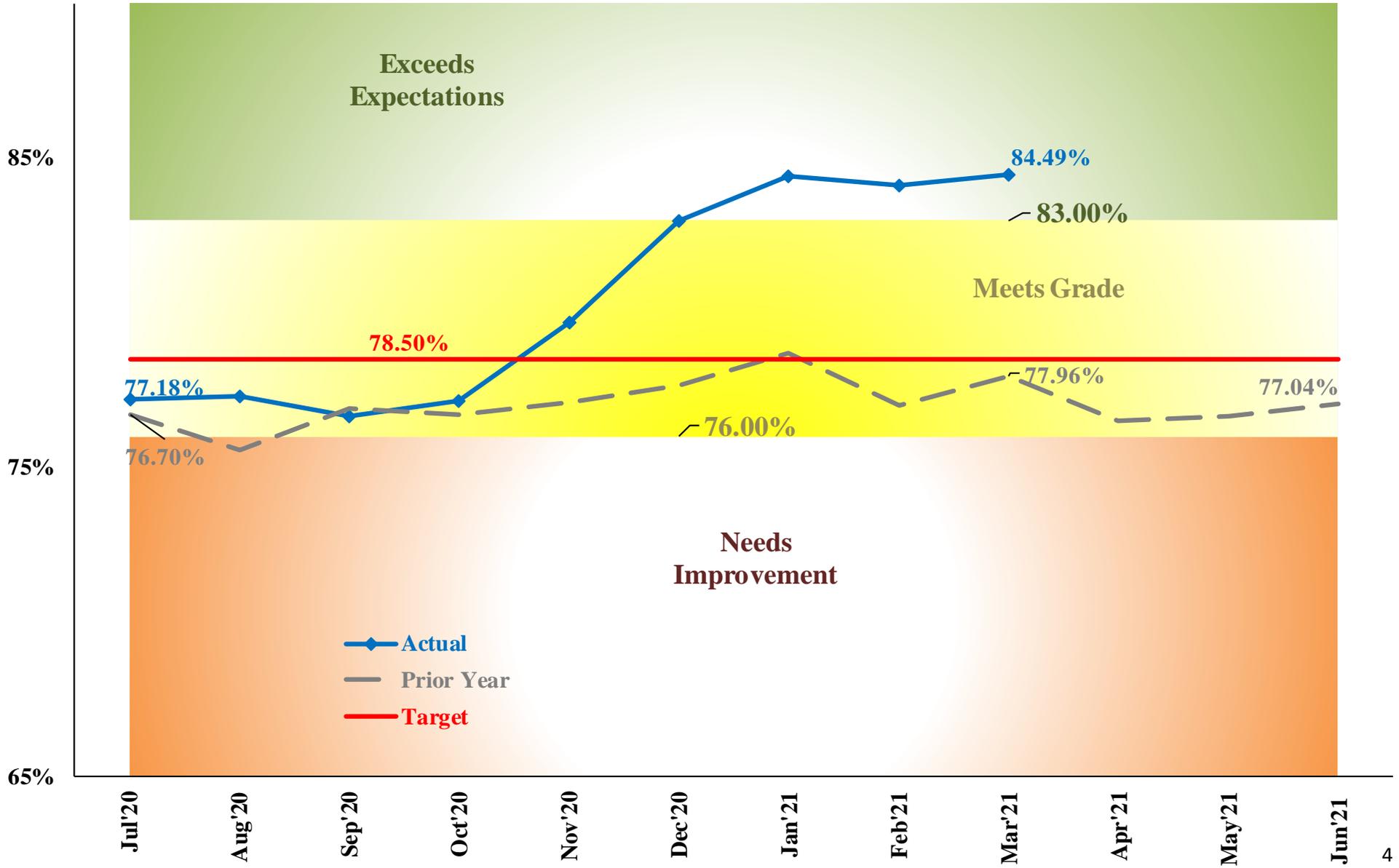
MARCH FY21  
PERFORMANCE  
(BUS OPERATIONS)

OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

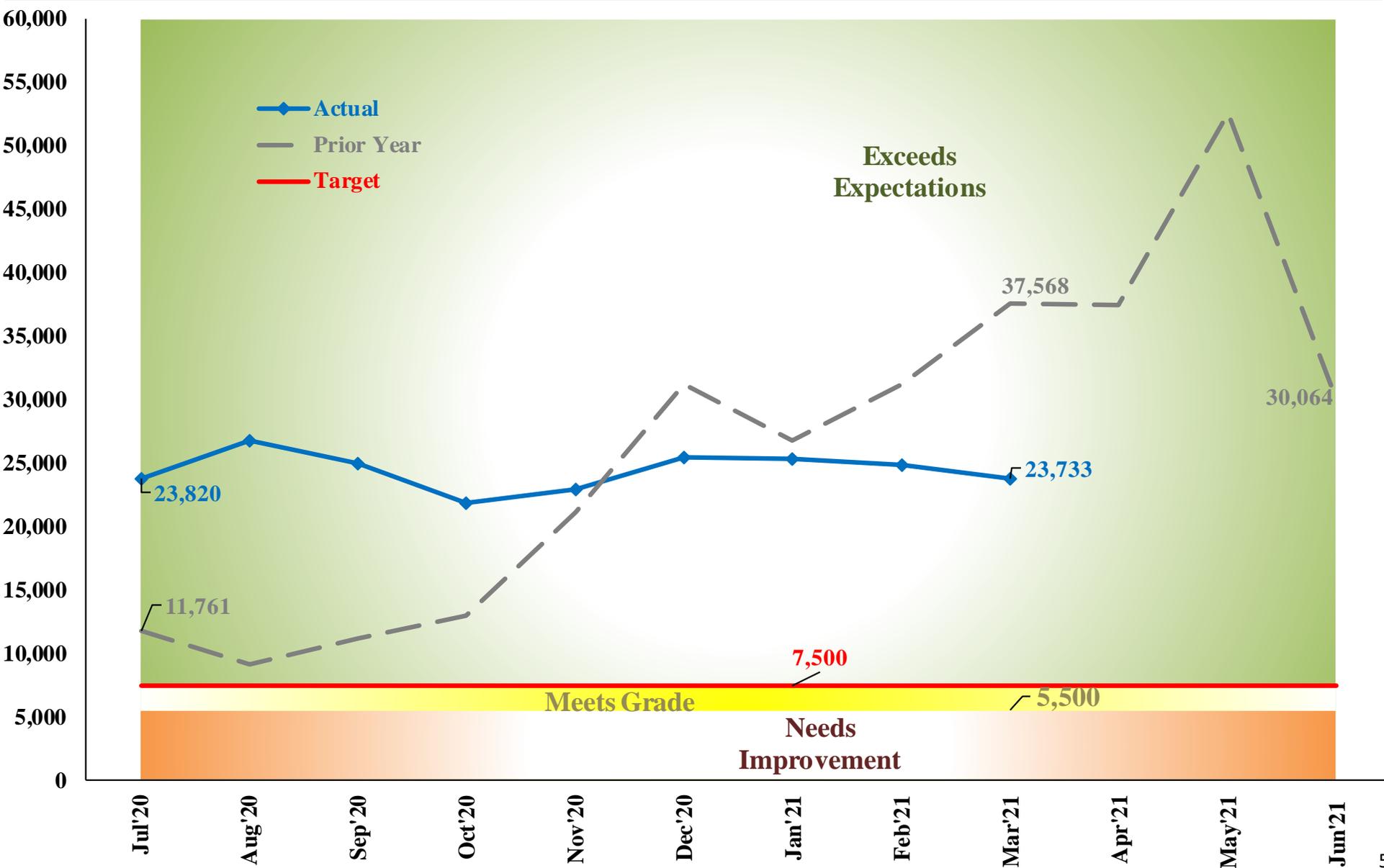
## Operations KPIs (Bus)

KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	84.49%	5.99%	81.00%	2.50%	3.85%
Mean Distance Between Failures	7,500	23,733	16,233	24,331	16,831	7,620
Customer Complaints per 100K Boardings	8.00	9.51	1.51	9.87	1.87	-2.04

**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.

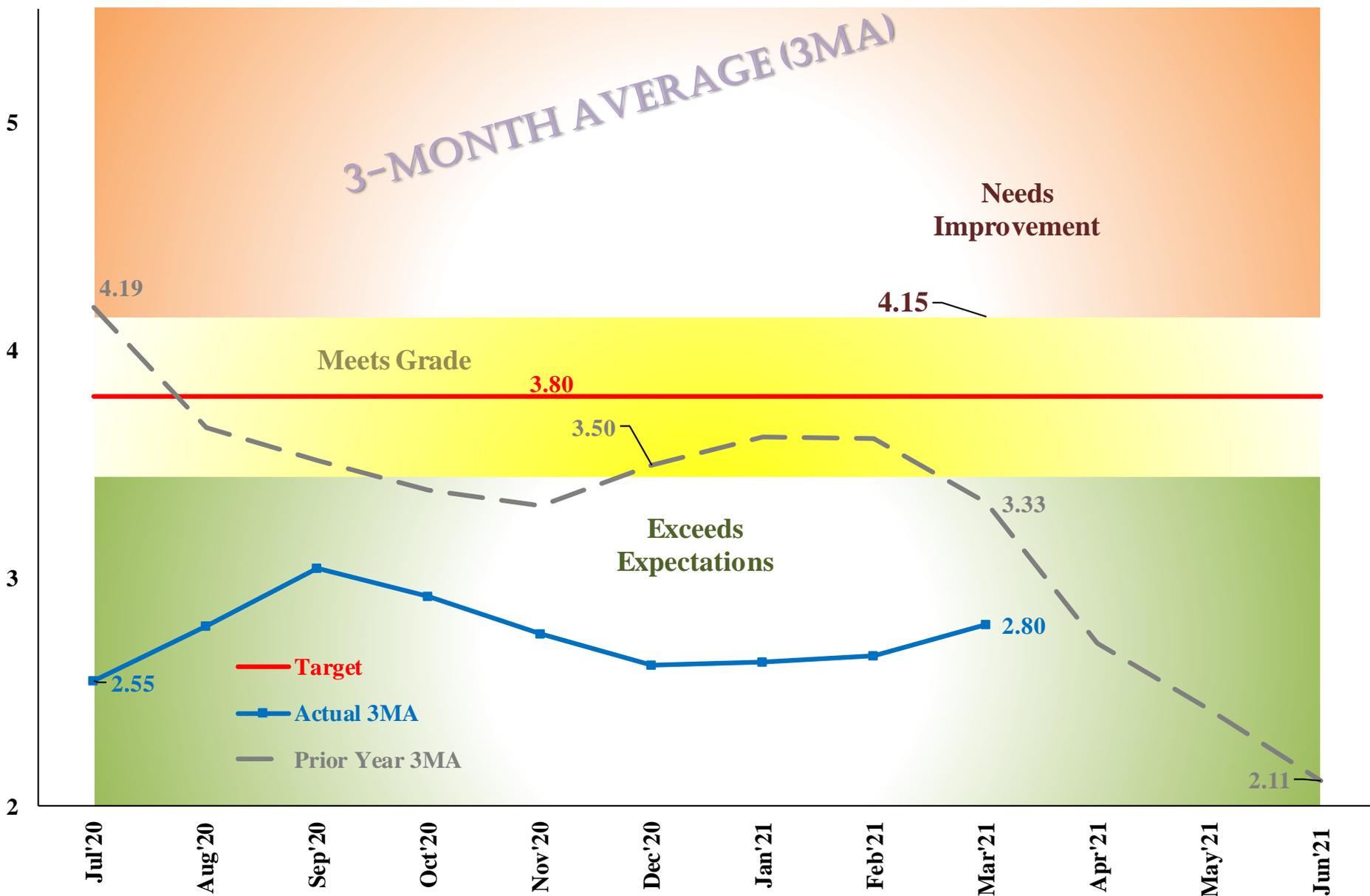


**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.



# BUS SAFETY KPI

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

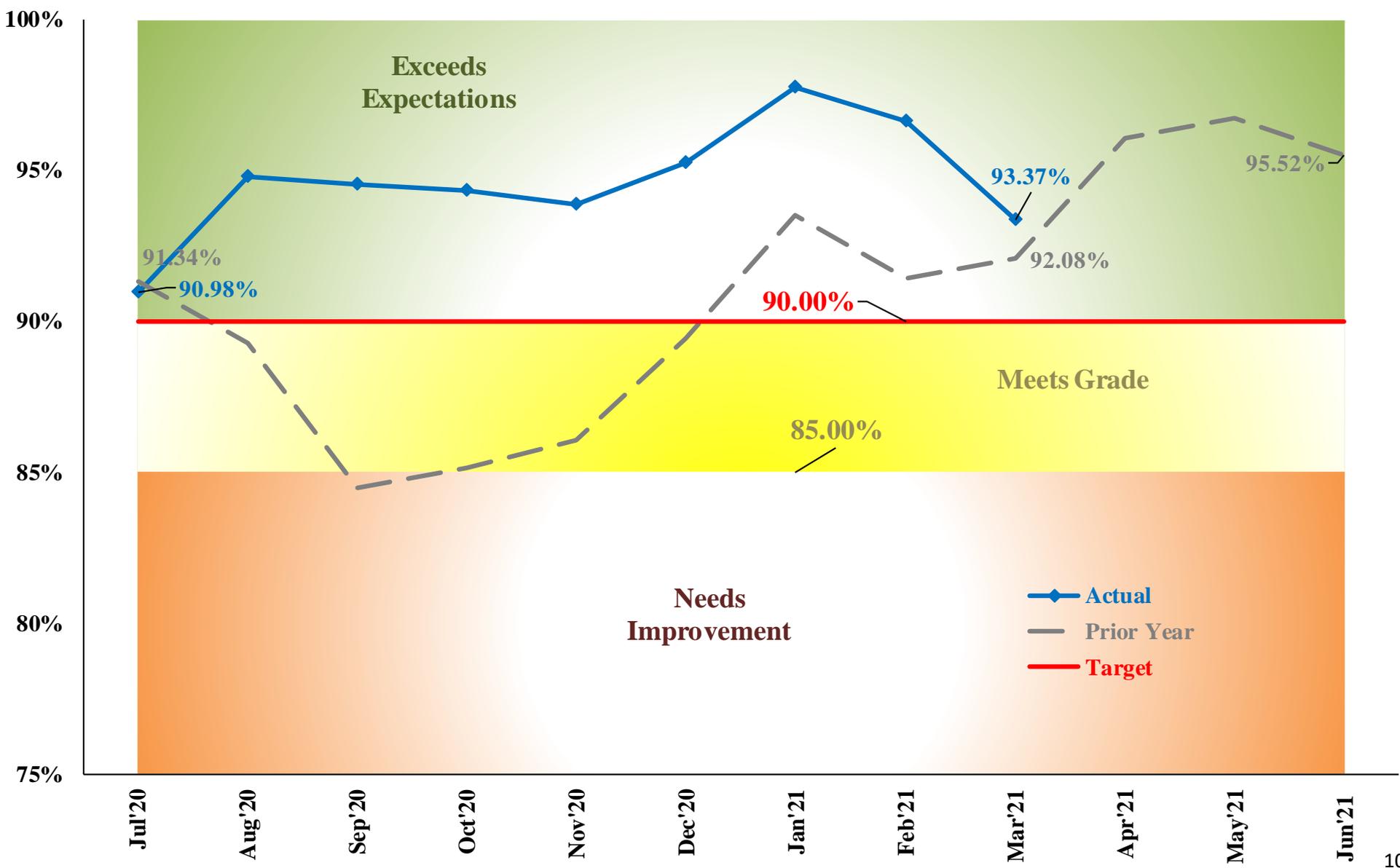


OFFICE OF  
MOBILITY

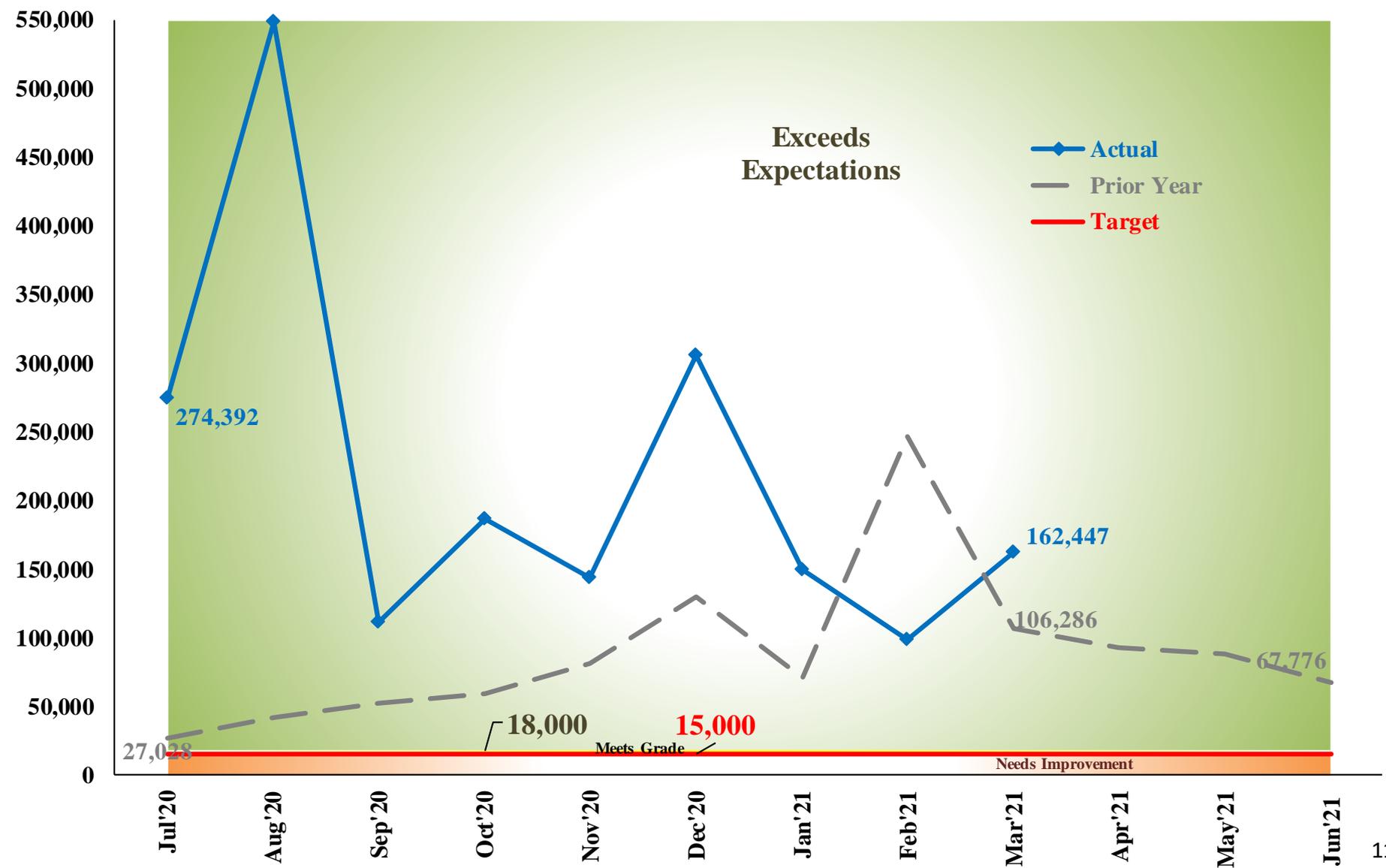
## Operations KPIs (Mobility)

KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	93.37%	3.37%	94.60%	4.60%	5.53%
Mean Distance Between Failures	15,000	162,447	147,447	169,160	154,160	111,972
Missed Trip Rate	0.50%	0.23%	-0.27%	0.25%	-0.25%	-0.40%
Reservation Average Call Wait Time	2:00	0:33	-1:27	0:18	-1:42	-1:59
Reservation Call Abandonment Rate	5.50%	1.02%	-4.48%	0.44%	-5.06%	-4.82%
Customer Complaints per 1K Boardings	4.00	2.19	-1.81	2.45	-1.55	-0.61

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

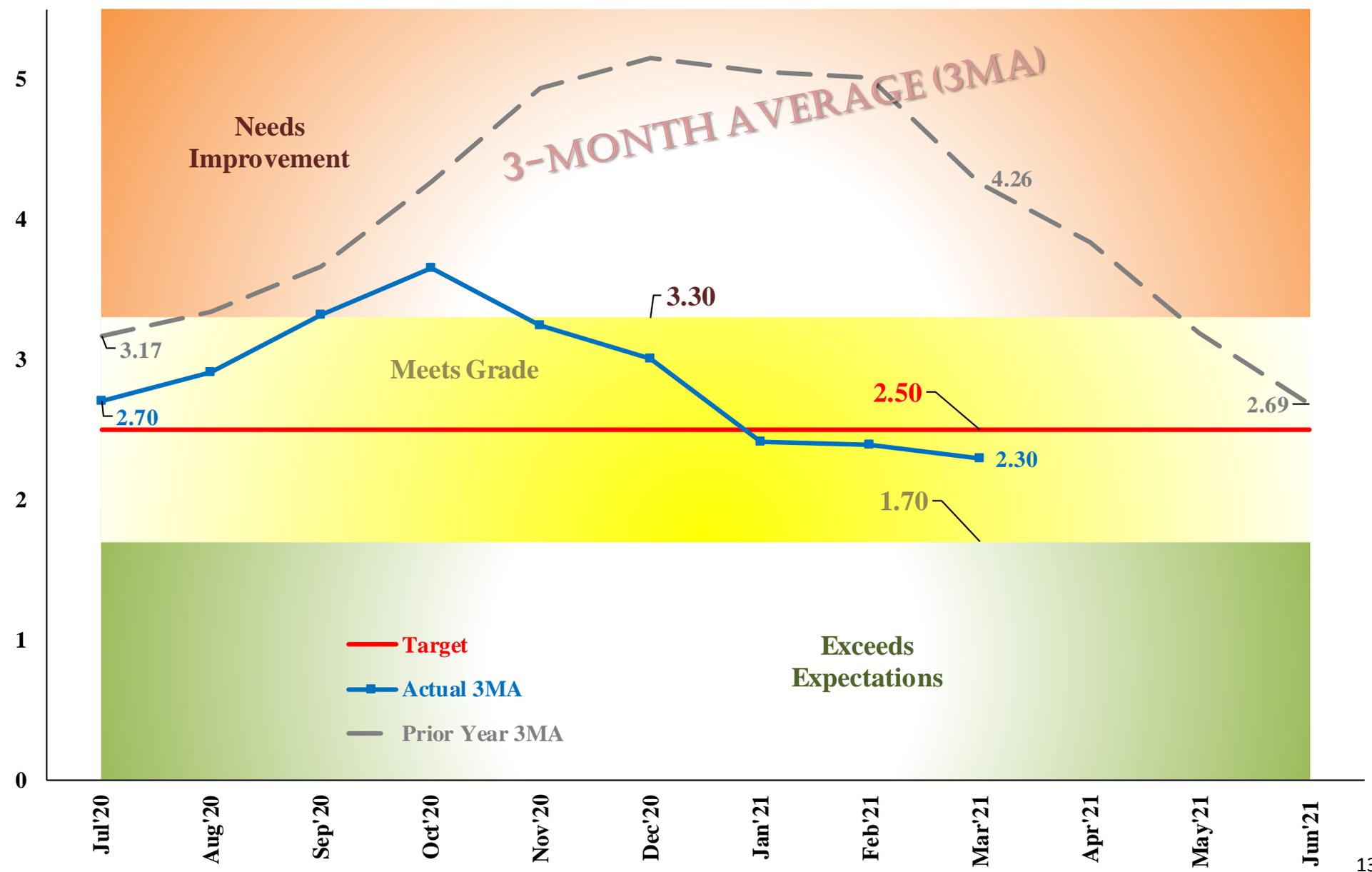


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI

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



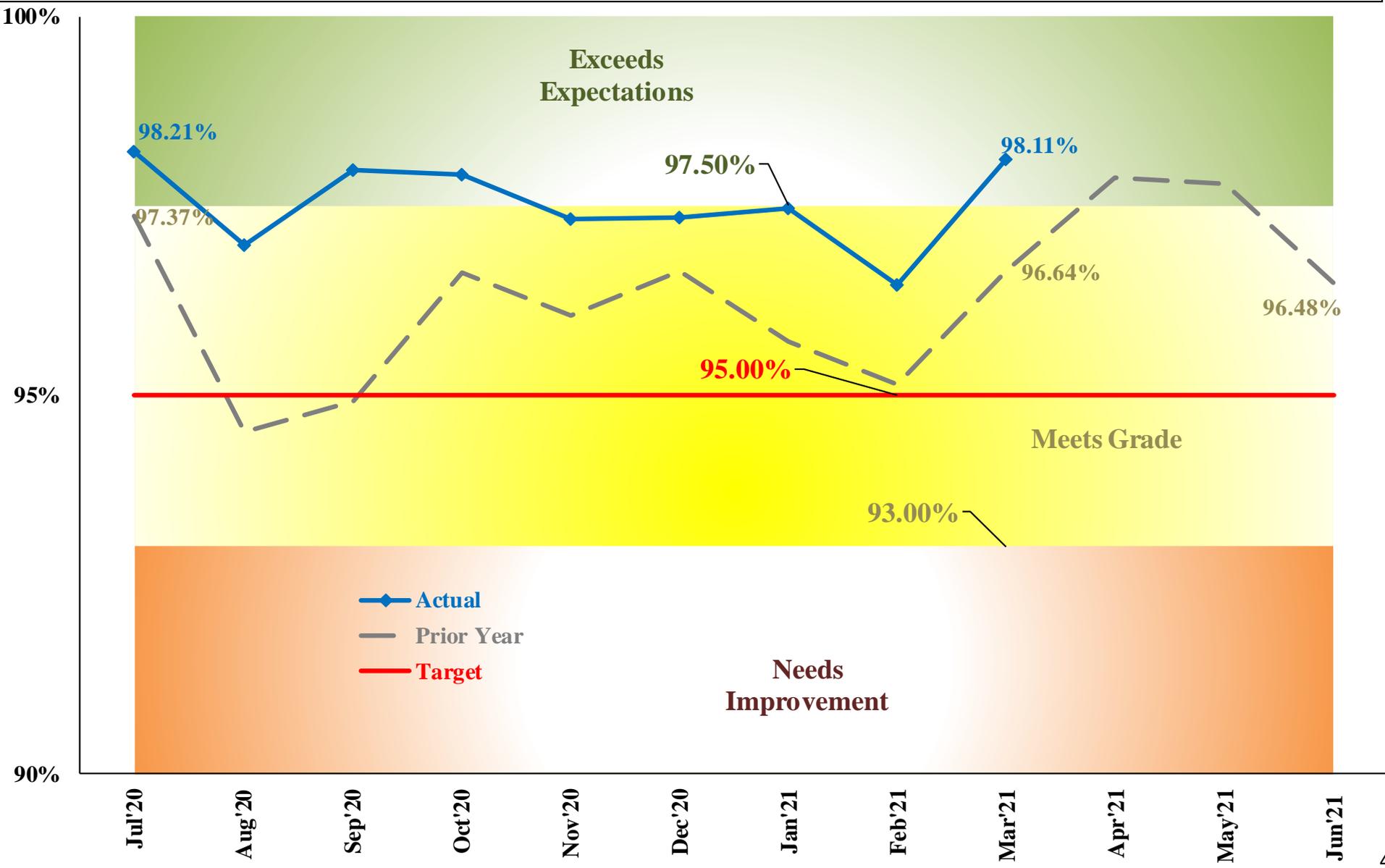
MARCH FY21  
PERFORMANCE  
(RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

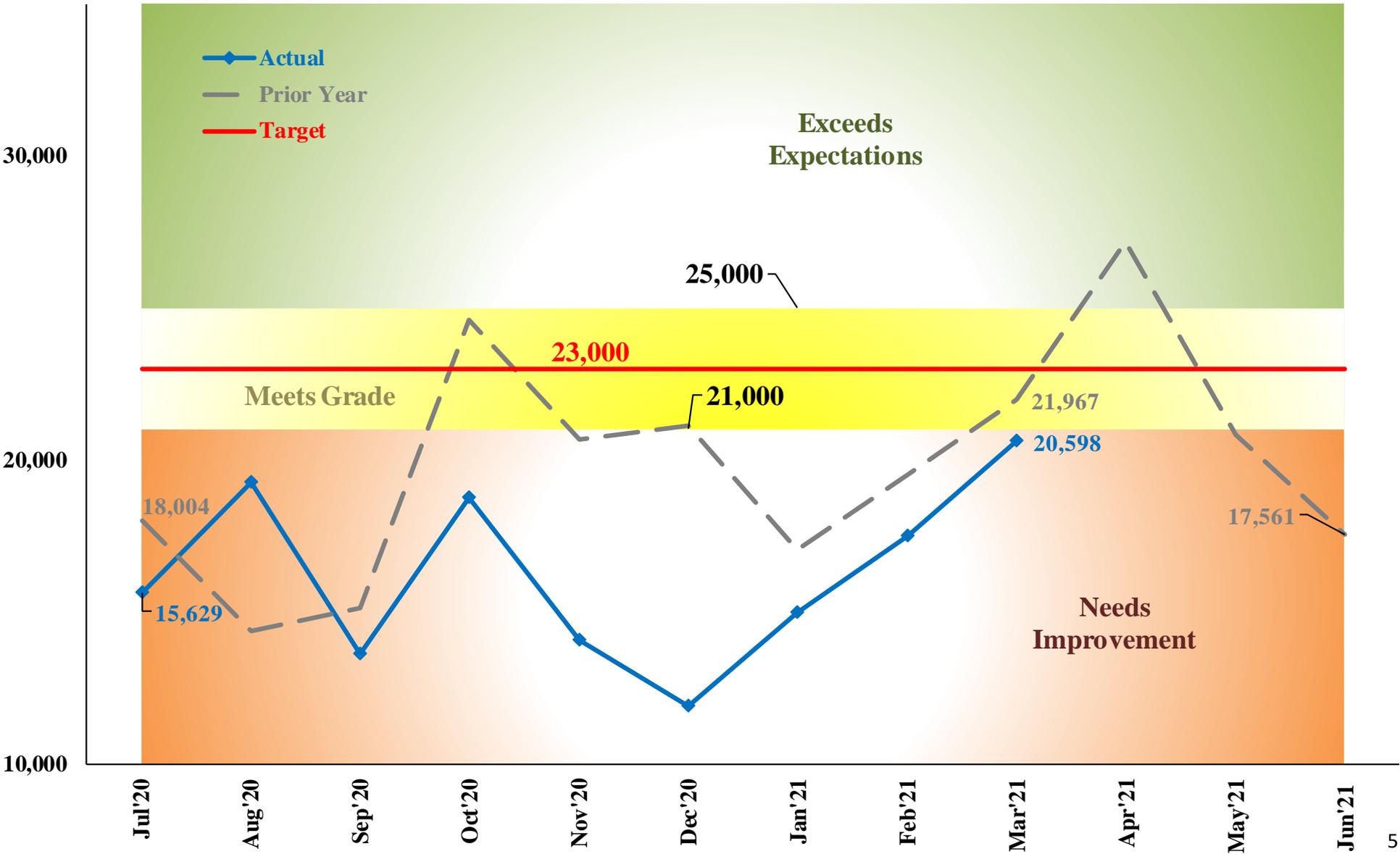
## Operations KPIs (Rail)

KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	98.11%	3.11%	97.52%	2.52%	1.56%
Mean Distance Between Failures	23,000	20,598	-2,402	15,805	-7,195	-2,796
Mean Distance Between Service Interruptions	475	829	354	605	130	215
Customer Complaints per 100K Boardings	1.00	0.37	-0.63	0.53	-0.47	-0.34

**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)

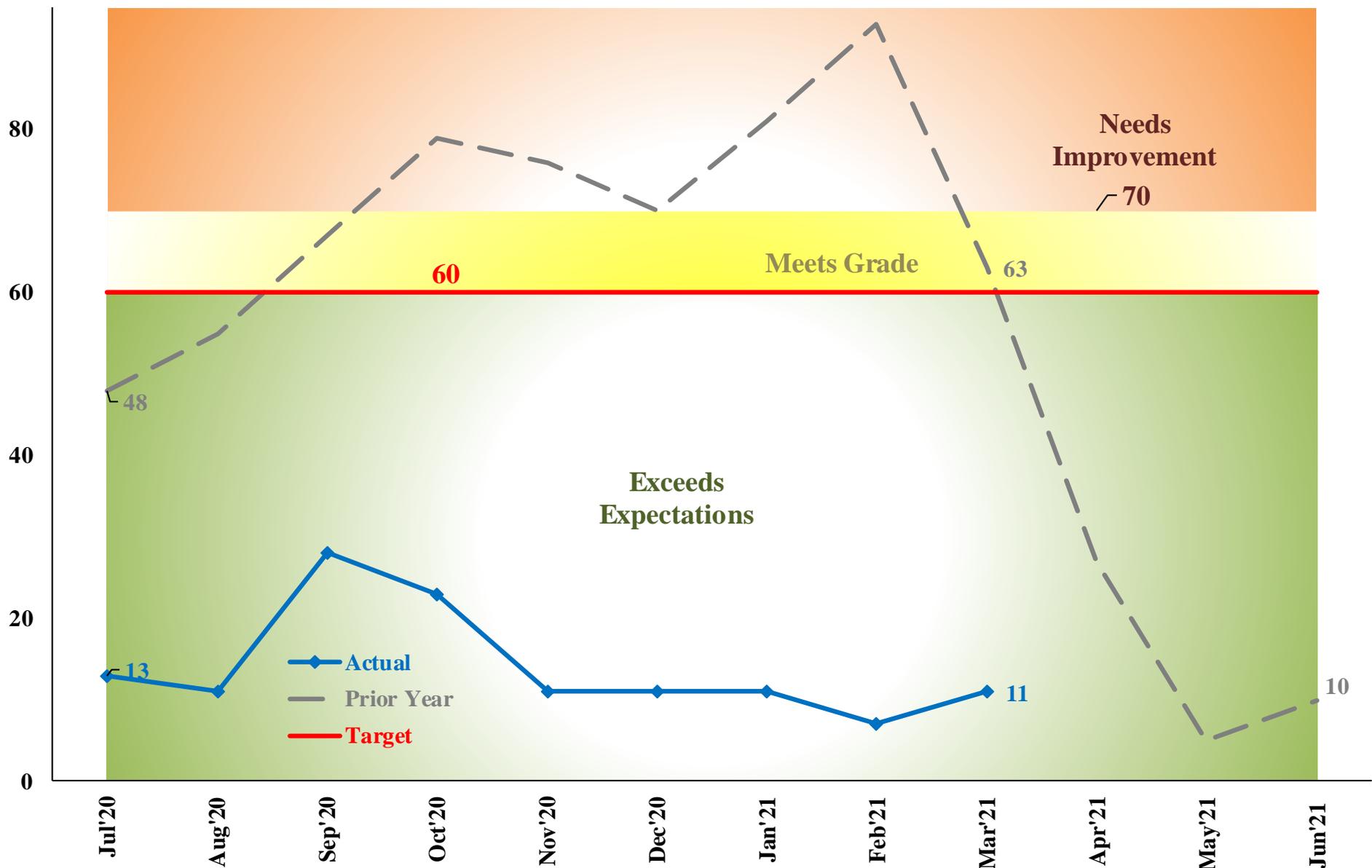
KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.30%	-0.20%	98.38%	-0.12%	1.12%
Elevator Availability	98.50%	98.49%	-0.01%	98.61%	0.11%	0.58%

MARCH FY21  
PERFORMANCE  
(CUSTOMER SERVICE)

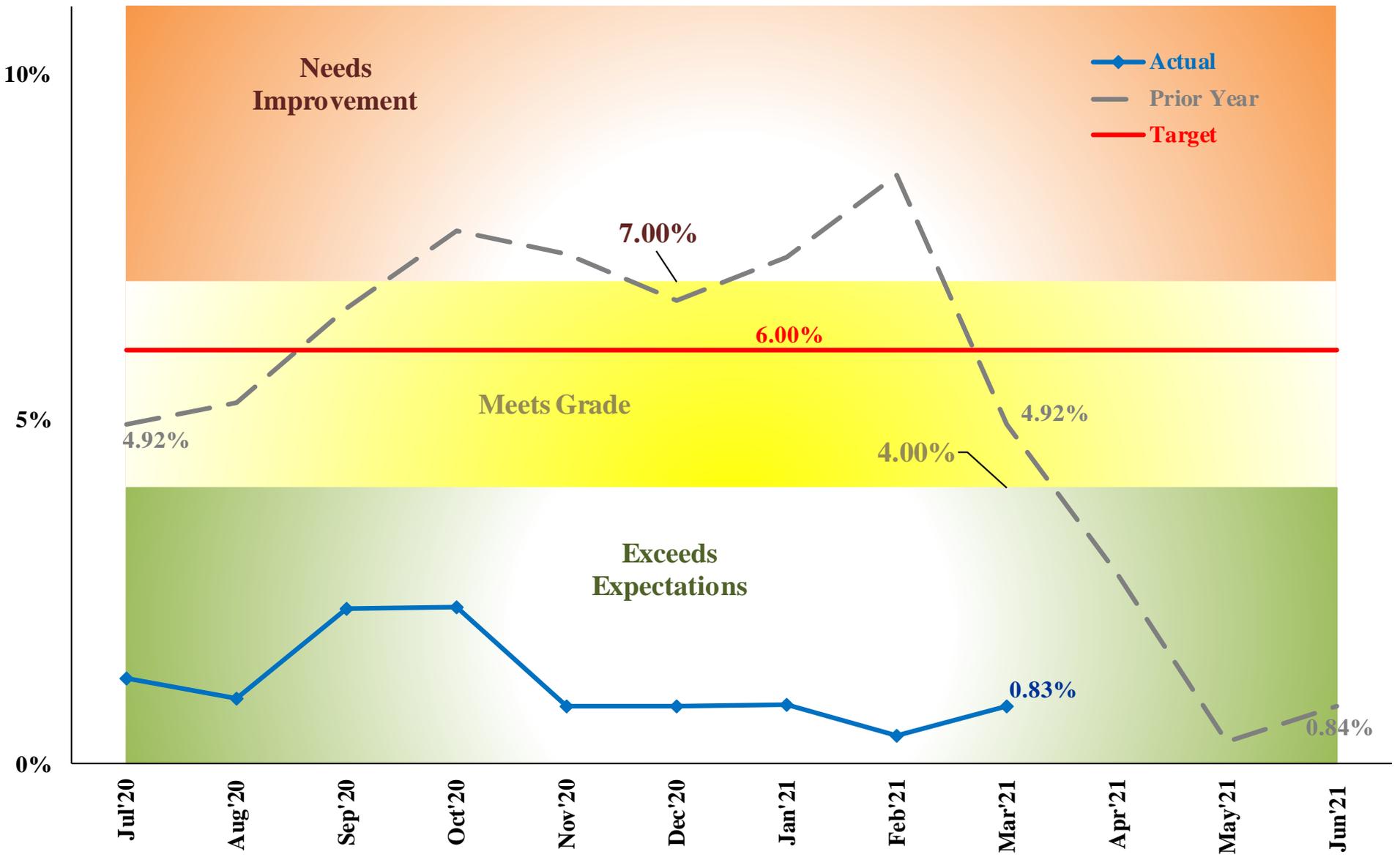
## Customer Service KPIs

KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:11	-0:49	0:15	-0:45	-0:55
Customer Call Abandonment Rate	6.00%	0.83%	-5.17%	1.22%	-4.78%	-5.23%

**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.

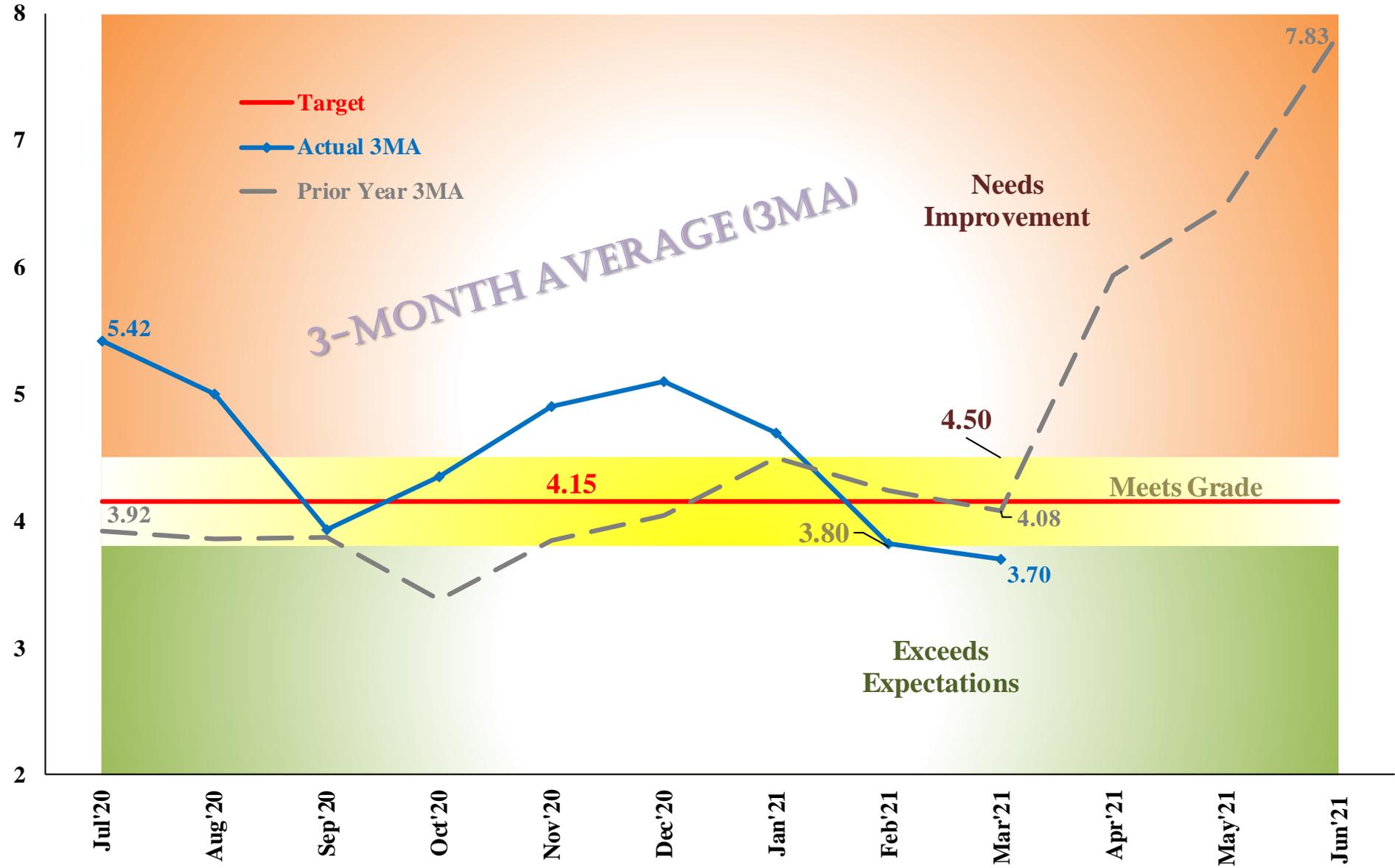


MARCH FY21  
PERFORMANCE  
(SYSTEM SAFETY SECURITY &  
EMERGENCY MANAGEMENT)

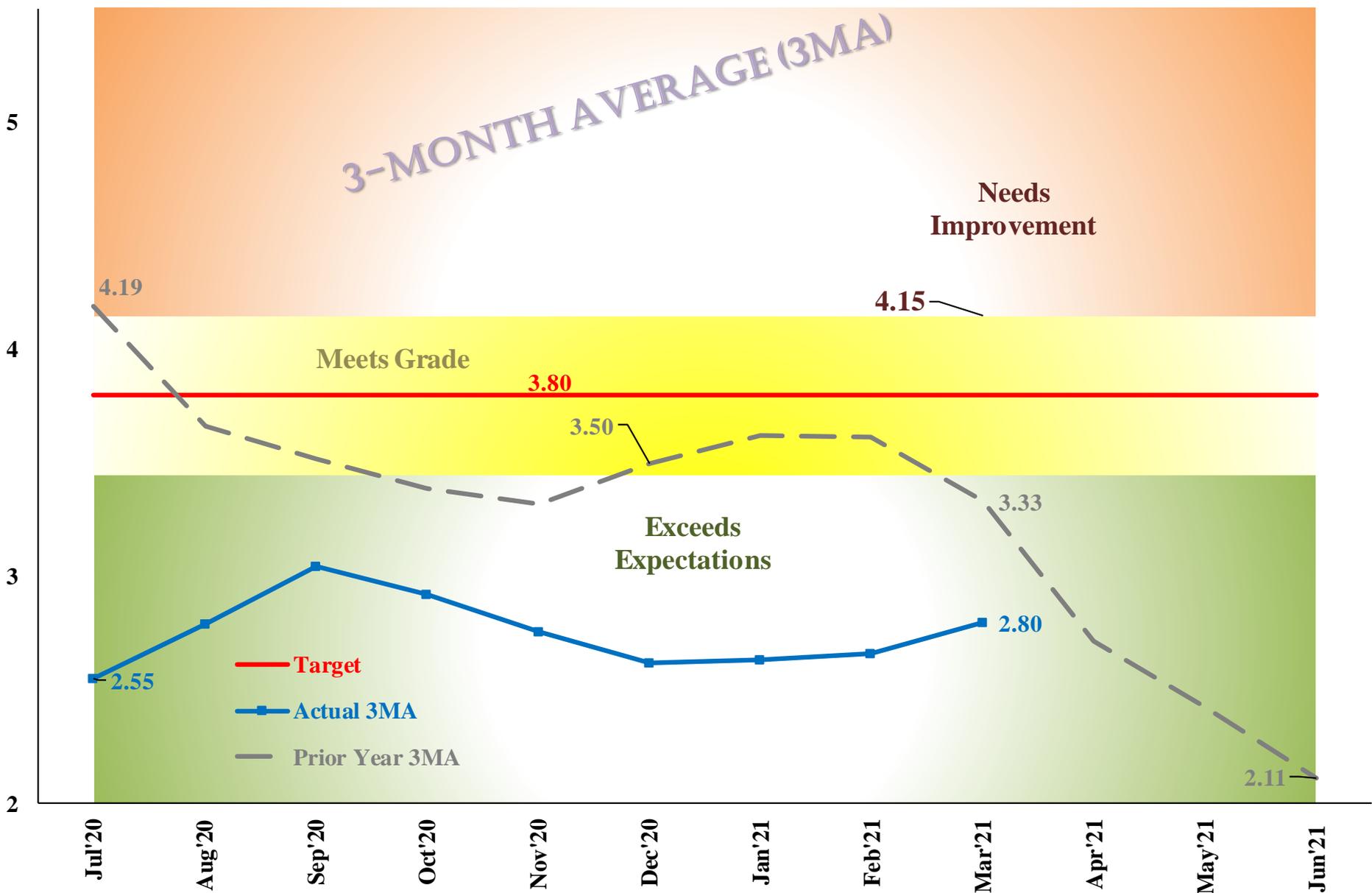
## Safety & Security KPIs

KPI	FY21 Target	March FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	4.51	0.36	4.25	0.10	0.25
Bus Collision Rate per 100K Miles	3.80	2.85	-0.95	2.82	-0.98	-0.63
Mobility Collision Rate per 100K Miles	2.50	1.85	-0.65	2.84	0.34	-1.48
Employee Lost Time Incident Rate	3.80	3.66	-0.14	5.14	1.34	1.94

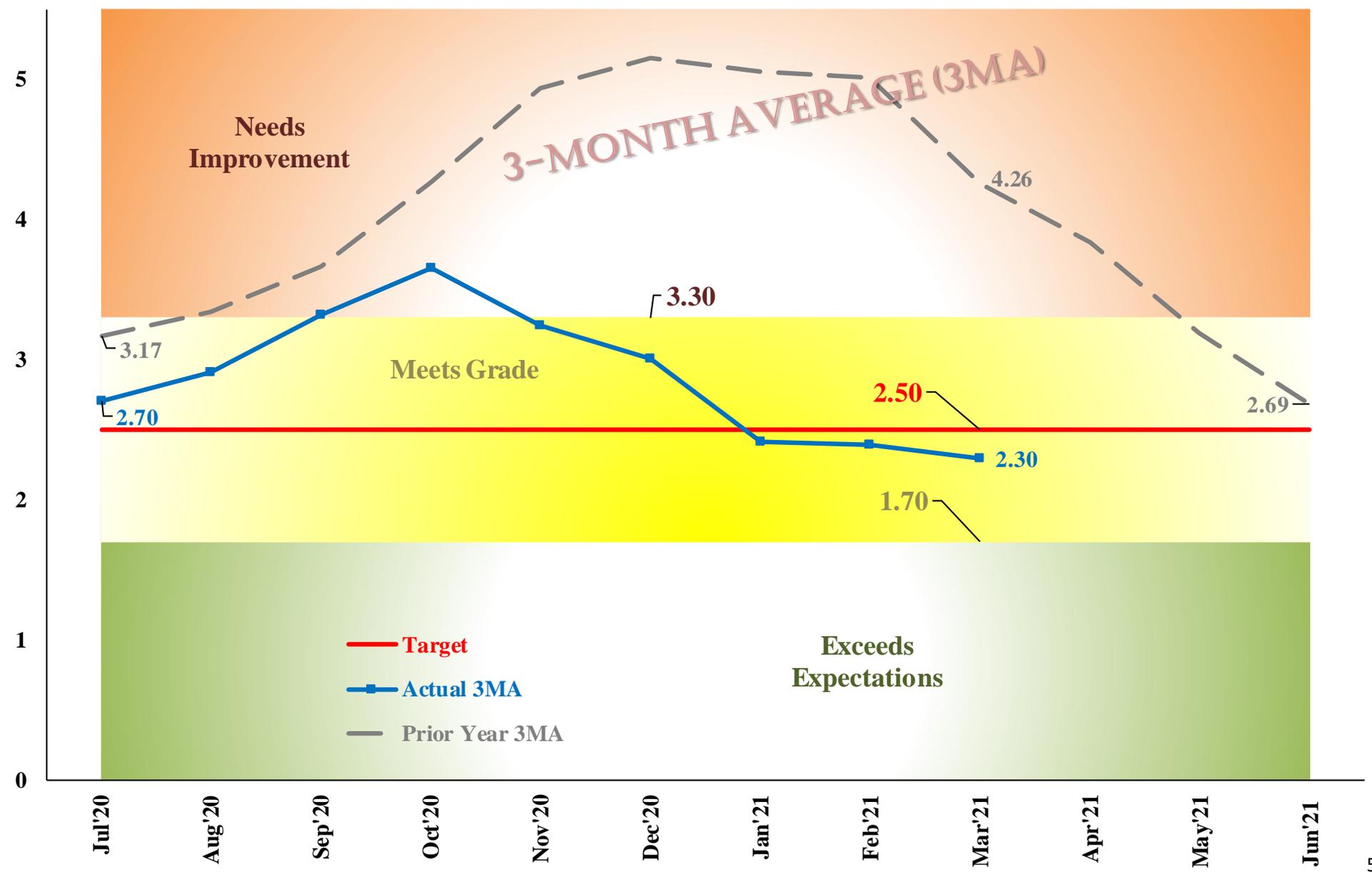
**Part I Crime Rate** measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



**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.

