



**BOARD OF DIRECTORS**  
**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**  
**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, SEPTEMBER 30, 2021**

**MARTA HEADQUARTERS**

**MEETING MINUTES**

Committee Chair Worthy called the meeting to order at 10:29 a.m.

<b>Board Members Present</b>	<b>Staff Members Present</b>
Roberta Abdul-Salaam	Jeffrey Parker
Jim Durrett	Rhonda Allen
William Floyd	Luz Borrero
Roderick Frierson	Collie Greenwood
Freda Hardage	M. Scott Kreher
Al Pond	Ralph McKinney
Kathryn Powers	Elizabeth O'Neill
Rita Scott	Manjeet Ranu
Christopher Tomlinson <sup>1</sup>	Raj Srinath
Thomas Worthy, <b>Chair</b>	

Also in attendance: Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; MARTA staff members: Phyllis Bryant, Lawrence Graham, Kenya Hammond, Tyrene Huff, Herold Humphrey, Kevin Hurley, Deloris Jacobs, Tracy Kincaid, Connie Krisak, Keri Lee, Paula Nash, MPD Officer Altagracia Oliva, William Taylor, Miles Turpin, Nicholas Waters, and George Wright.

**1. Approval of the August 26, 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 Pond. The minutes were approved unanimously by a vote of 9 to 0 with 10 members present.<sup>1</sup>

**2. Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733 [See attached]**

Director of Bus Maintenance, William Taylor, presented the above resolution for approval. Board Member Durrett made a motion to approve the resolution, seconded by Board Member Abdul-Salaam. The resolution was approved unanimously by a vote of 9 to 0 with 10 members present.<sup>1</sup>

<sup>1</sup>Christopher Tomlinson is Executive Director of the Georgia Regional Transportation Authority (GRTA). Per the MARTA Act, he is a non-voting member of the Board of Directors.

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

Board Member Pond asked if Hatch was an acquisition with the existing contract. CEO Parker responded that LDK and Hatch are now a single firm and initially, we contracted with LDK.

Board Member Floyd asked what the date of the 7-month extension is. Mr. Taylor responded that the extension would put us around June of 2022.

Board Member Abdul-Salaam asked if LDK was included in the contract before us today. Mr. Taylor responded that it wasn't.

**3. Resolution Authorizing an Extension and Modification to the Technical Support & Spare Supply Services for the Atlanta Streetcar, FC-9839 [See attached]**

Light Rail Maintenance Superintendent Lawrence Graham presented the above resolution for approval. Board Member Durrett made a motion to approve the resolution, seconded by Board Member Abdul-Salaam. The resolution was approved unanimously by a vote of 9 to 0 with 10 members present.<sup>1</sup>

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

Mr. Tomlinson asked what is the projected useful life of the vehicle? Mr. Graham responded 30 years.

Board Member Floyd asked if this money was still coming out of the half-cent from Atlanta. CEO Parker responded, that's correct.

**4. Resolution Authorizing the Award of a Contract for the Procurement of Police Computer Aided Dispatch/Records Management System, RFP P46669 [See attached]**

AGM/Chief of Police and Emergency Management, Scott Kreher, presented the above resolution for approval. Board Member Hardage made a motion to approve the resolution, seconded by Board Member Durrett. The resolution was approved unanimously by a vote of 9 to 0 with 10 members present.<sup>1</sup>

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

Chair Worthy added that none of us were here at the time, but just thinking of the timeline, I estimate that this was probably installed in preparation for the 96 Olympics. Chief Kreher introduced and acknowledged Ms. Deloris Jacobs, the manager of our Police Communications Center. She does a fantastic job of keeping this system together and making sure that it works every day.

Chair Scott asked about the term "end of the life" and whether the physical equipment would be removed. Chief Kreher responded that it was the end of the expected life cycle of the equipment. CEO Parker added this contract would replace both hardware and software, and everything would be new, including computers.

Board Member Floyd said that there was a substantial difference in the cost of the price received and asked if the Chief could elaborate on it. Chief Kreher responded that the bigger the company is, they have a higher price tag. Both companies did a virtual presentation and he's comfortable that they're going to produce per the scope.

Chair Scott asked how we arrived at the 12% DBE goal. Ms. Nash responded that they looked at the DBE opportunities that are available out of Georgia DBE companies.

Board Member Frierson asked within this contract if this includes all the project implementation required to move from one system to another, data migration, and the new data that will have to be entered. Chief Kreher responded that they are starting from scratch replacing the entire system.

Mr. Tomlinson asked if there was an expectation when the new system would go live. Chief Kreher responded in about a year.

**5. Briefing – Office of Mobility [See attached]**

Collie Greenwood, Deputy General Manager Operations and Urban Planning introduced and welcomed Herold Humphrey, Deputy Chief of Bus Operations, and Miles Turpin, Director of Mobility, to MARTA.

Miles Turpin provided the Committee with an update on Mobility's current accomplishments and performance.

Chair Worthy welcomed Mr. Turpin and mentioned that the improvement in Mobility has been tangible and is very important.

Chair Scott said that she's excited to think about the community that's aging and excited about the Mobility app and wants to know if there is a plan for a tutorial. Mr. Turpin responded that once they have completed testing it, they will reach out to seniors for training thru avenues like town hall meetings.

Board Member Abdul-Salaam asked if customers could make reservations online. Mr. Turpin responded that they are currently working on it. Additionally, she asked if he would be presenting this to the MAC committee. He responded yes.

Board Member Floyd gives his 100% support because Mobility is an essential service.

**6. Other Matters – FY22 July Key Performance Indicators (Informational Only)**

Chair Worthy advised the Committee to review the FY 2022 July Key Performance Indicators listed as information only in their packet.

**7. Adjournment**

The Committee meeting adjourned at 11:34 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/piDG2Ohotu0>



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733

September 30, 2021

William Taylor, Director of Bus Maintenance



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733

- **Why we need a Bus and Rail Vehicle Consulting Service Contract**
- **Current Contract Terms**
- **Procurement Considerations**
- **Request to Approve Resolution**



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733

## Initial Bus and Rail Vehicle Consulting Services Contract Terms



- ❖ Awarded in 2015
- ❖ 3 Year Base Contract
  - ❖ Two (1) Year Options
- ❖ \$21,000,000
- ❖ \$15,000,000 Extension May 2019
- ❖ 30% DBE Participation Goal Achieved



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733

## Bus and Rail Vehicle Consulting Services Contractors



### ❖ Bus Vehicle Consulting Services Contractors

- ❖ STV
- ❖ WSP

### ❖ Rail Vehicle Consulting Services Contractors

- ❖ SNC-Lavalin Rail and Transit
- ❖ LTK Engineering Services
- ❖ WSP



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733



## Fund and Extension Utilization



- ❖ Fleet Enhancements
- ❖ New Vehicle Specifications
- ❖ Inspection Services
- ❖ Increased Competitive Bids



# Resolution Authorizing a Modification in Contractual Authorization for Bus & Rail Vehicle Consulting Services, AE 34733



## Seeking Committee Approval



- ❖ 7 Month Extension
- ❖ \$6,000,000





Thank You





**Resolution Authorizing an Extension &  
Modification to the Technical Support & Spare  
Supply Services for the Atlanta Streetcar,  
FC-9839**

September 30, 2021

Lawrence Graham, Maintenance Superintendent



# TABLE OF CONTENTS



- Current Siemens Contract
- Scope of Work
- One Year Contract Extension
- Incorporate Tire Replacement Modification

# SIEMENS

*Ingenuity for life*



## CURRENT SIEMENS CONTRACT

- Awarded to Siemens Industry, Inc. (Mobility Division) November 2017 under the City of Atlanta
- Sole Source for \$3,367,800.00
- Term: Originally 5 years until merge with MARTA ( No options)
- There is no DBE since it came from the City of Atlanta

## SCOPE OF WORK

- Preventative Maintenance Kits
- Repair Parts
- Engineering Support Services
- Technical Support Services
- Tire Kits
- Accident Investigation/Reporting



## One Year Extension

- No gaps in Siemens Engineering and Technical Support Services
- Time to re-solicit new contract
- One year extension for \$673,560.00



## Tire Replacement Modification

### Scope

- Four car sets of Powered and Non-powered trucks
- Roundtrip shipment of trucks
- Disassembly of trucks
  - Press of wheels
  - Press new wheels on the hubs
  - Rebuild hydraulic circuits including flush, fill and pressure test
  - Replace all rubber components on trucks
- Turn around time: 8-10 weeks
- Total amount: \$403,755.00



# Resolution Authorizing an Extension & Modification to the Technical Support & Spare Supply Services for the Atlanta Streetcar, FC-9839

- ❖ One-Year Extension
- ❖ Tire Replacement Modification
- ❖ Total amount of \$1,077,315.00





Thank You



# **Request for approval of a contract for MPD Computer Aided Dispatch/Records Management System P46669**

**OPS/Safety Committee**

**September 30, 2021**



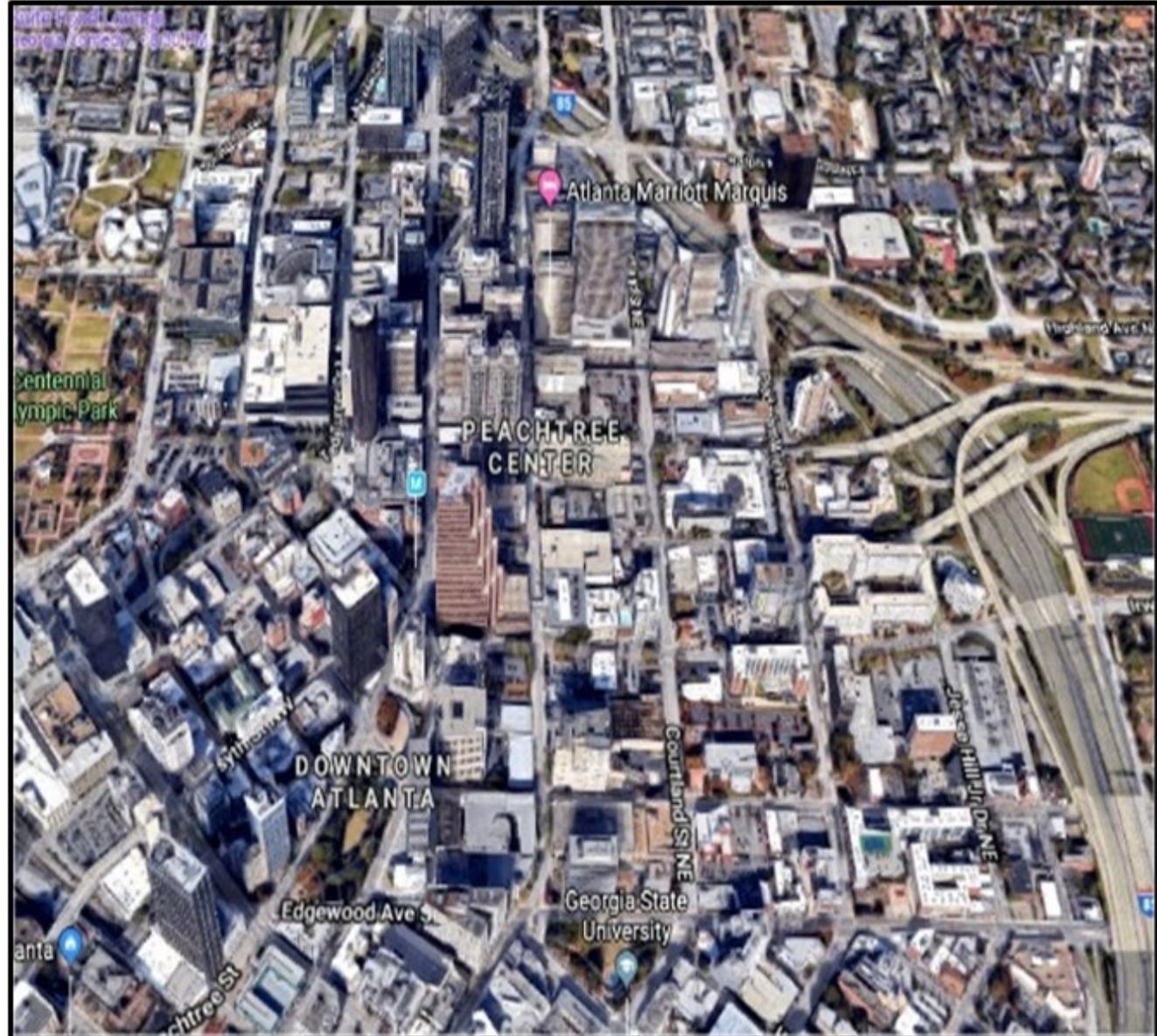
# History

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- Current system originally called Pamet went live in January 1995.
- System has gone through several buyouts and Securus Technologies is the current vendor and was due to sunset in 2019.
- Securus Technologies agreed to provide support until December 2021 which will be the “end of life” state for the system.
- A few hardware upgrades have been completed recently to include Barcoding for Property/Evidence and software to support new federal guidelines on reporting crime from UCR to NIBRS.
- OPS/Safety Committee approved system refresh in May 2020.

# RFP Process

- Commenced solicitation with release of public Request for Proposals February 2021
- Due date extended to May 2021 after questions were presented by vendors
- SEC commenced evaluation process of (4) proposals June 2021
- SEC entertained (2) Proponent's virtual presentations July 2021
- SEC evaluated BAFO responses from (2) Proponents
- SEC submitted recommendation for Tyler Technologies, Inc.





# Benefits

- Responding units will be directed, expeditiously, by embedded ESRI mapping and Picometry aerial imagery.
- Integrated mobile communication and collaboration will augment in-the-field situational awareness, all to improving officers' safety and security.
- Expanded productivity and efficiency by supplanting MPD's repertoire of roughly twenty paper forms with workstation and laptop-based documentation and reporting.
- Enhanced workflow as officer submissions will be routed to supervisors, electronically. Supervisors will discharge incomplete/inaccurate reports and straightforwardly return those to the author for revision and refileing.
- NCIC/GCIC and CJIS database access will highlight persons-of-interest and repeat offenders.
- Automatic formatting and transmission of (NIBRS) reports will ensure timely compliance.
- Call-takers' tasks will be facilitated by automatic address verification (ANI/ALI Caller-ID support for E911 Phase I, Phase II, and wireless callers).

# Summary

- Current CAD/RMS system originally installed in 1995 and will reach “end of life” state December 2021
- Four (4) vendors were selected for review by the SEC with two (2) moving forward to the competitive range.
- SEC selected Tyler Technologies, Inc. with a unanimous vote.
- Four-year contract in the amount of \$3,062,534.
- DBE goal of 12% met.
- **Respectfully requesting authorization to enter a contract (P46669) with Tyler Technologies for the MPD CAD/RMS system in the amount of \$3,062,534 for 4 years.**





Thank You





# The Office of Mobility Operations

- Redefining our Service Commitments



- The Mobility Oversight Team
- Core Concepts – Paratransit Services
- KPI Performance & OTP
- Partnership Synergy & Strategic Plans
- Mobility Vision & Values

# Mobility Team



**Russell Daniel**  
Field Inspector Maint.



**Jonathan Weaver**  
Program Manager  
Maint.



**Calisha Davis**  
Program Manager  
Ops



**Erick Knowles**  
Field Inspector Ops



**Miles Turpin**  
Director,  
Office of Mobility



**Cheryl Turner**  
Office Administrator II



**Roosevelt Stripling**  
Program Manager Support  
Services



**Delton Quarles**  
Reservation Call  
Center Supervisor



## MARTA Mobility: Core System Foundations

- > Travel time plus a 30-minute window.
- >  $\frac{3}{4}$  miles service from all Fixed-Route Bus lines.
- > Seven (7) day in advanced reservations.
- > Power BI – [KPI Metric Performance](#)
- > MAC Committee Meetings.
- > TownHall Meetings.



# ■ KEY PERFORMANCE INDICATORS

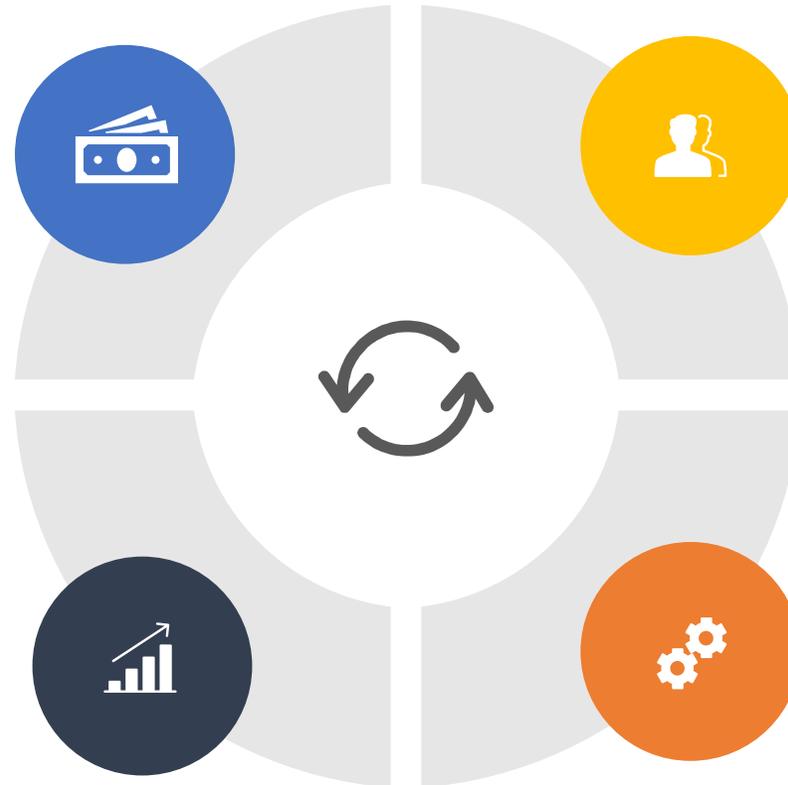
Challenges in achieving our **90% On-time** Performance Goal (OTP).

## CONTRACTOR TRANSITION

- PROGRAM MANAGEMENT & STRUCTURE
- AGGRESSIVE CHANGEOVER PROCESS
- POWER BI INTERFACE
- NATIONAL PANDEMIC

- MDT SOFTWARE UPGRADES
- GPS MAPPING
- POLYGON RECONFIGURATION
- TRAPEZE DROP LOGIC

## INTERNAL SOFTWARE CHANGES



## WORKFORCE CHALLENGES

- INDUSTRY-WIDE OPERATOR SHORTAGE
- WAGE COMPETITION
- STOP-OVER V. A CAREER
- EMPLOYEE RETIREMENTS

- CONTRACTOR SYNERGY
- SCHEDULING INEFFICIENCIES
- NEW SERVICE MODEL
- RADIO COMMUNICATIONS GROUPING

## OPERATIONAL CONTINUITY

# MARTA Mobility On-Time Performance

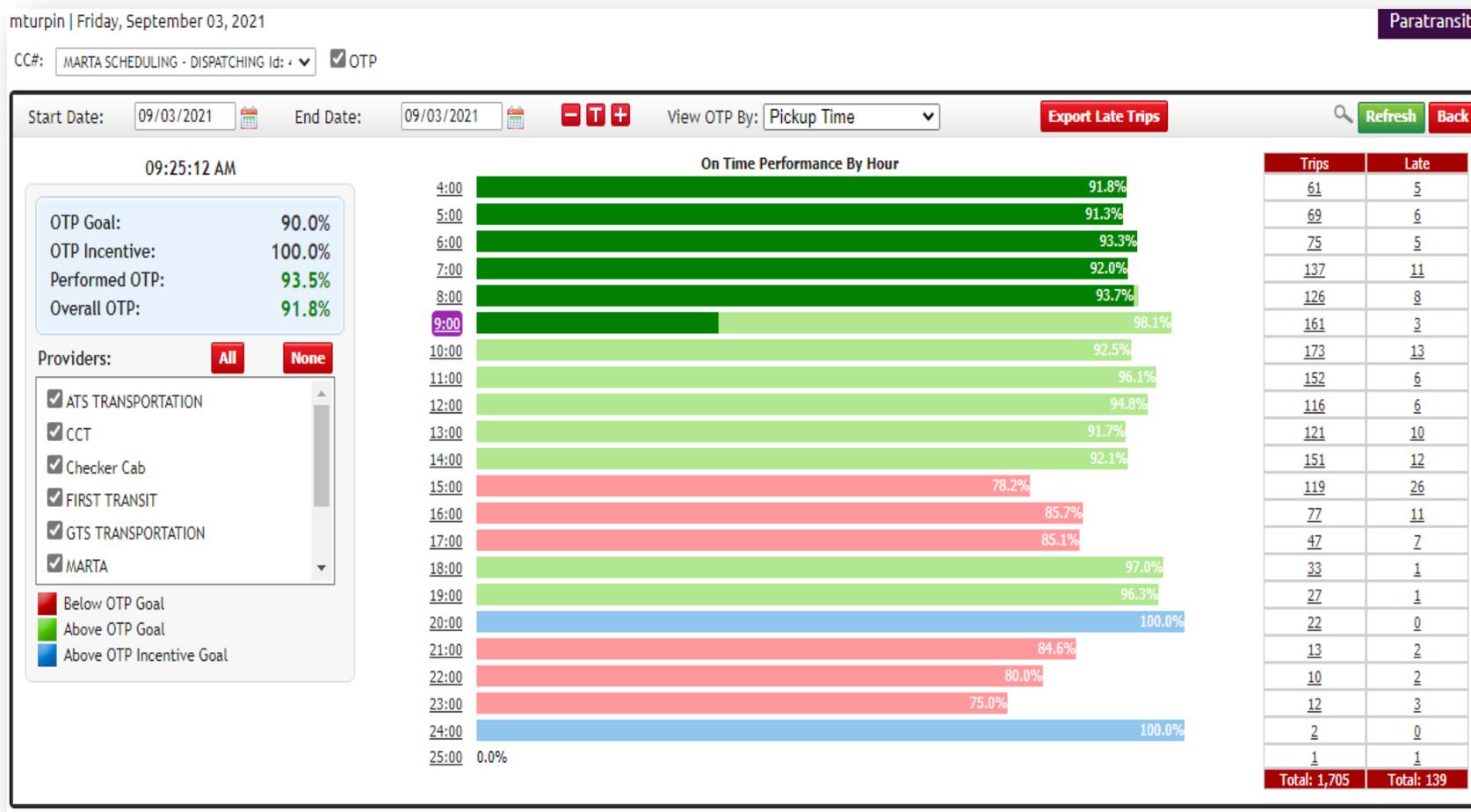
> Goal is 90% OTP



OTP - July & August



# “Real-Time” Monitoring of Mobility Operations



# Enhanced Operations Oversight

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## On Time Performance

Objective: Exceed contractual target of 90%

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- October 2019 = 84%
- March 2021 = 93%
- Since Contractor Transition = 91%

## On Board Communication

Objective: Enforce professionalism and customer awareness

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- Daily monitoring of radio communication by Oversight Team, correction as required
- Covert monitoring for training, coaching and quality control purposes
- ✓ Revised Guidelines requiring professionalism and proper radio usage

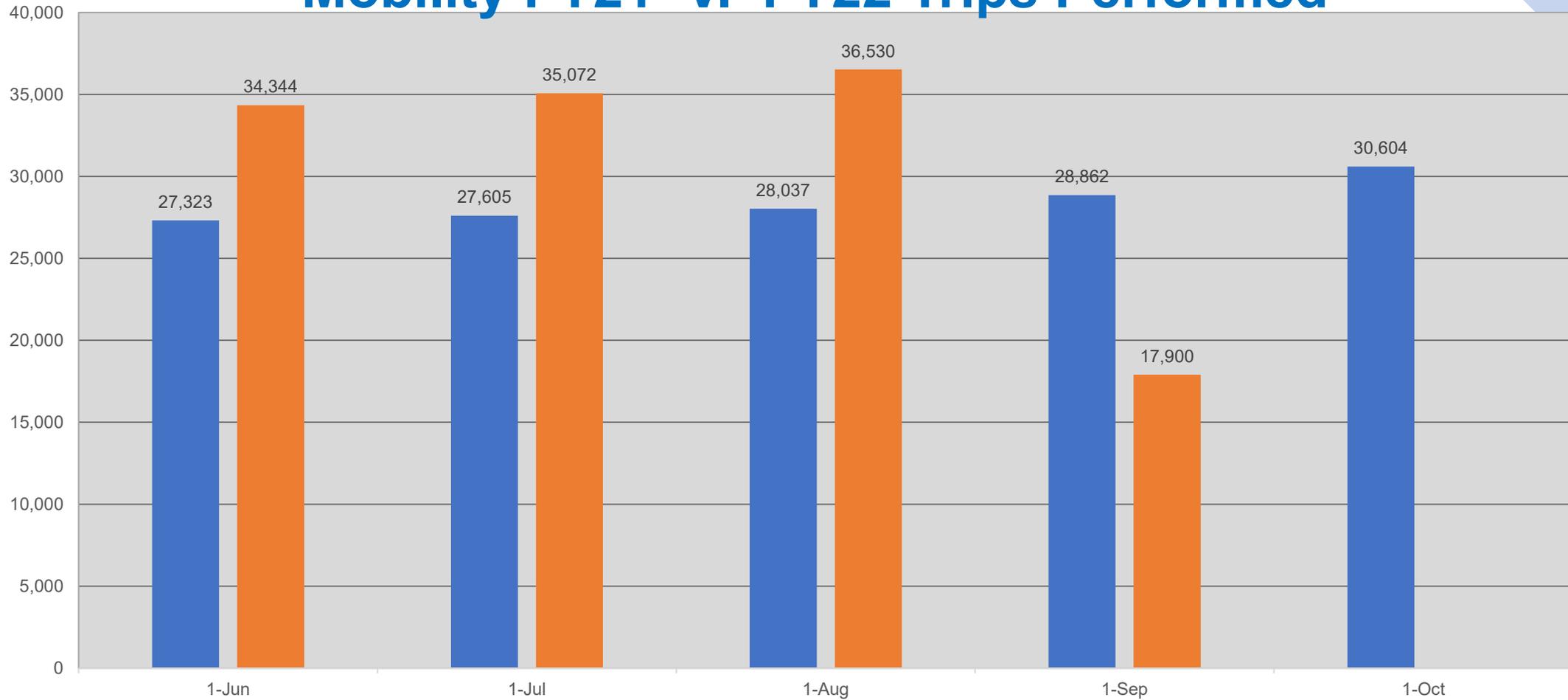
## Reservations

Objective: Call abandonment rate of <5.5%, queue hold time <120 seconds

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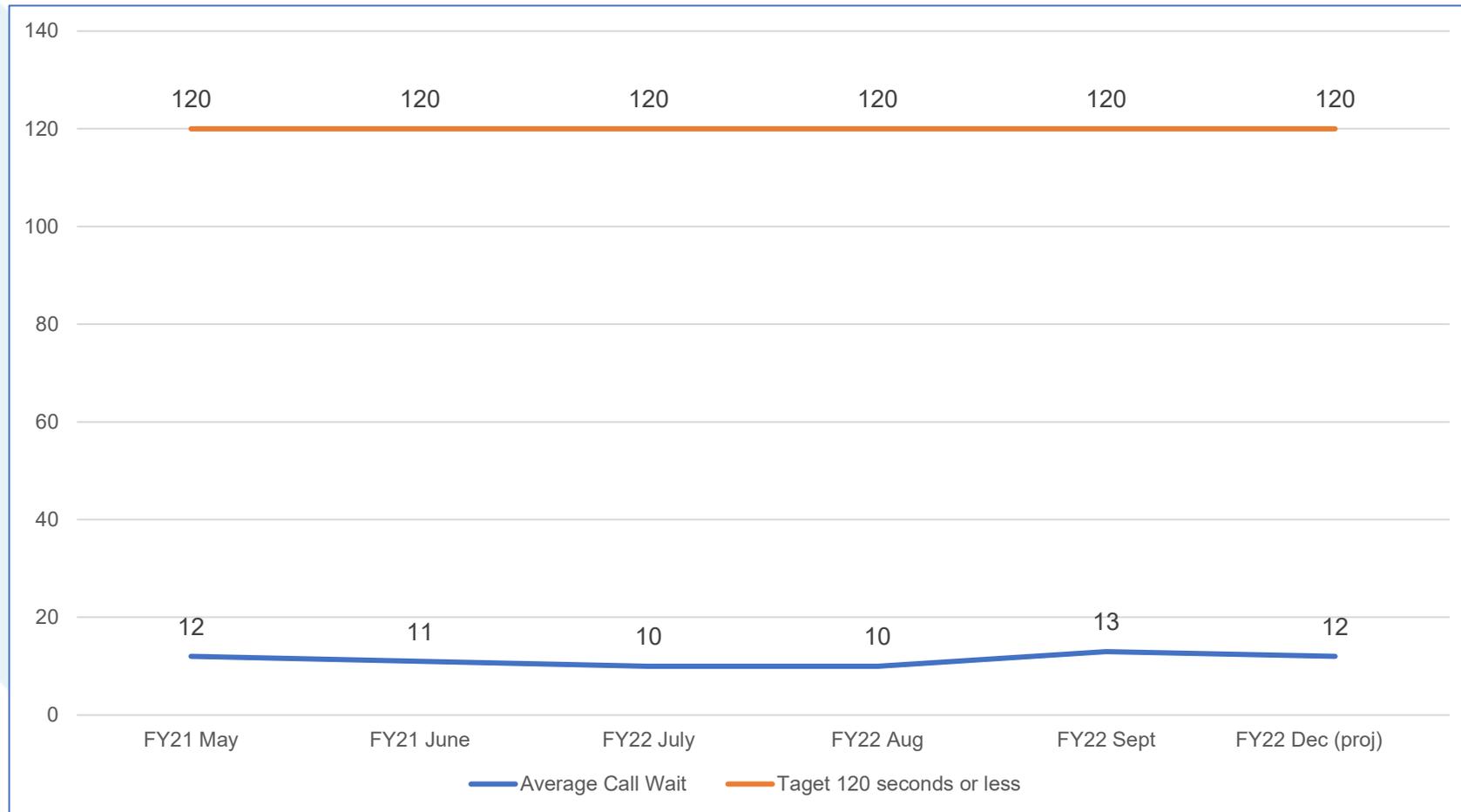
- October 2019: Call abandonment rate of 5.75%, queue hold time of 149 seconds
- March 2021: Call abandonment rate of 1.02%, queue hold time of 33 seconds
- ✓ Covert monitoring for training, coaching and quality control purposes

# Mobility FY21 V. FY22 Trips Performed

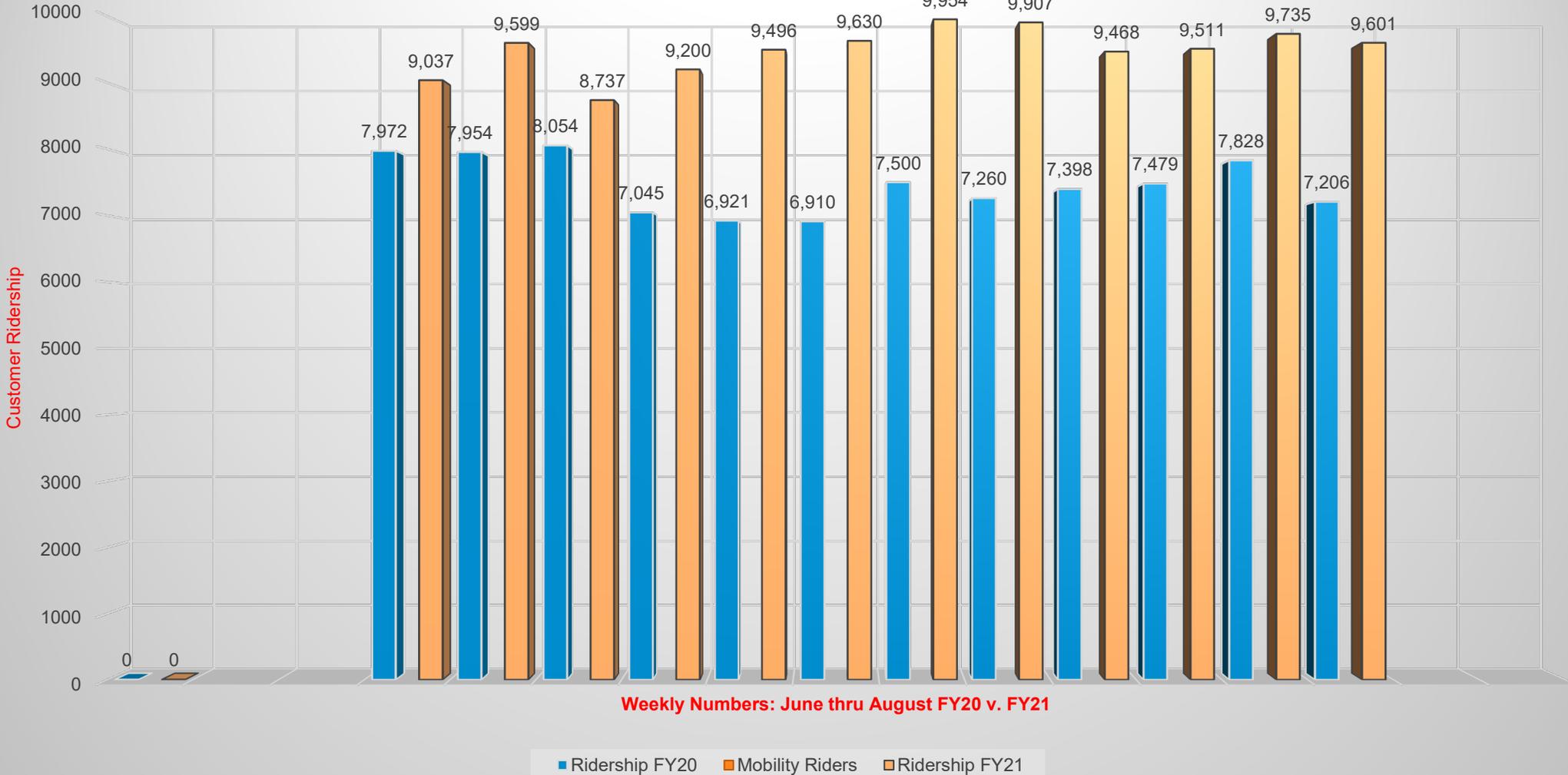


	20-Jun	20-Jul	20-Aug	20-Sep	20-Oct		
■ Mobility FY21 Trips	27,323	27,605	28,037	28,862	30,604		
■ Mobility FY22 Trips	34,344	35,072	36,530	17,900			

# FY22 – Reservation Hold Time



### Mobility Ridership: FY20 v. FY21



## Sustainability & Partnership

- 100% Oversight!
- 100% Accountability!
- 100% Collaboration!

### MARTA and Prime Contractor Business Model

MARTA Mobility  
30%



70%

GRESHAM  
TRANSPORTATION SERVICES

ATS

transdev

First Transit

# Major Accomplishments

- 100% of the fleet outfitted with GPS Ionization Unit
- Provided supplemental TR4 Shuttle Service for Mobility Customers
  - 5 L vans per shift, February 16 - 22
- Working with community apartment complexes on gate timing issues
- MDT Tablet mobilization & Verizon collaboration
- **P42894** – Mobility O&M First Transit mobilization, seamless transition
- **P46865** – Centralized Dispatch & Scheduling award completed – TransDev Inc.
- **P46866** – Eligibility Assessment Services award – Transdev Inc.

# New Operations Design Model

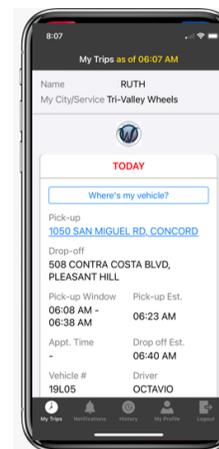
## Flexible Functionality & Management

- **Multi-Layered** approach provides operational consistency.
- Mobility Oversight can determine & make efficiency changes quickly.
  - Three-Fold Model provides the ability to **combine resources**.
  - Nature of the model engrains an aspect of **“High Performance.”**
  - Accountability is streamlined.
  - **Centralized Dispatch** reports “pure” data for the transit day.
  - Greater level of **Communication**.

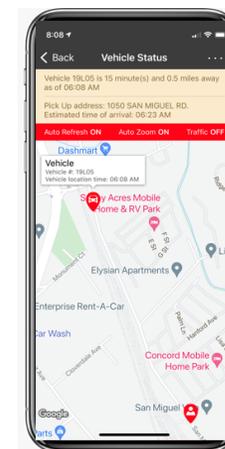


Where's MyBus

Get Information on Active Pickups



- Estimated Pickup time based on latest Trapeze GPS data
- See assigned vehicle number
- See driver first name
- Watch vehicle as it approaches pickup/drop-off location



MyTransitManager

- See trips scheduled for today and future days.
- View vehicle location for trips in progress.
- Passenger notifications via app, text, email, and/or IVR.
- Caregiver can monitor progress throughout the ride.



**“Fostering individual-independence and helping to make the future more accessible for everyone”**

**LASER FOCUSED!**





Thank You



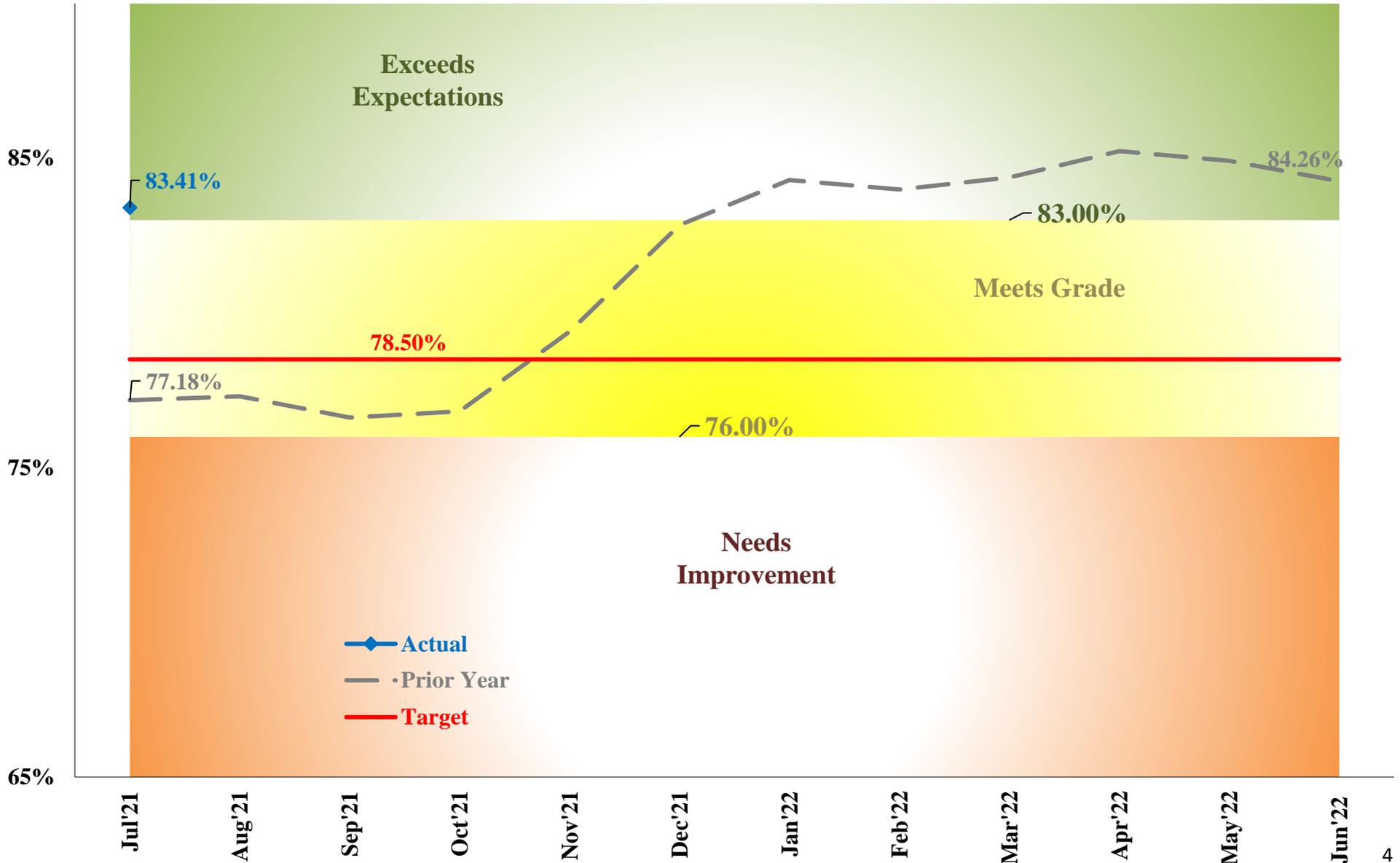
JULY FY22  
PERFORMANCE  
(BUS OPERATIONS)

OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

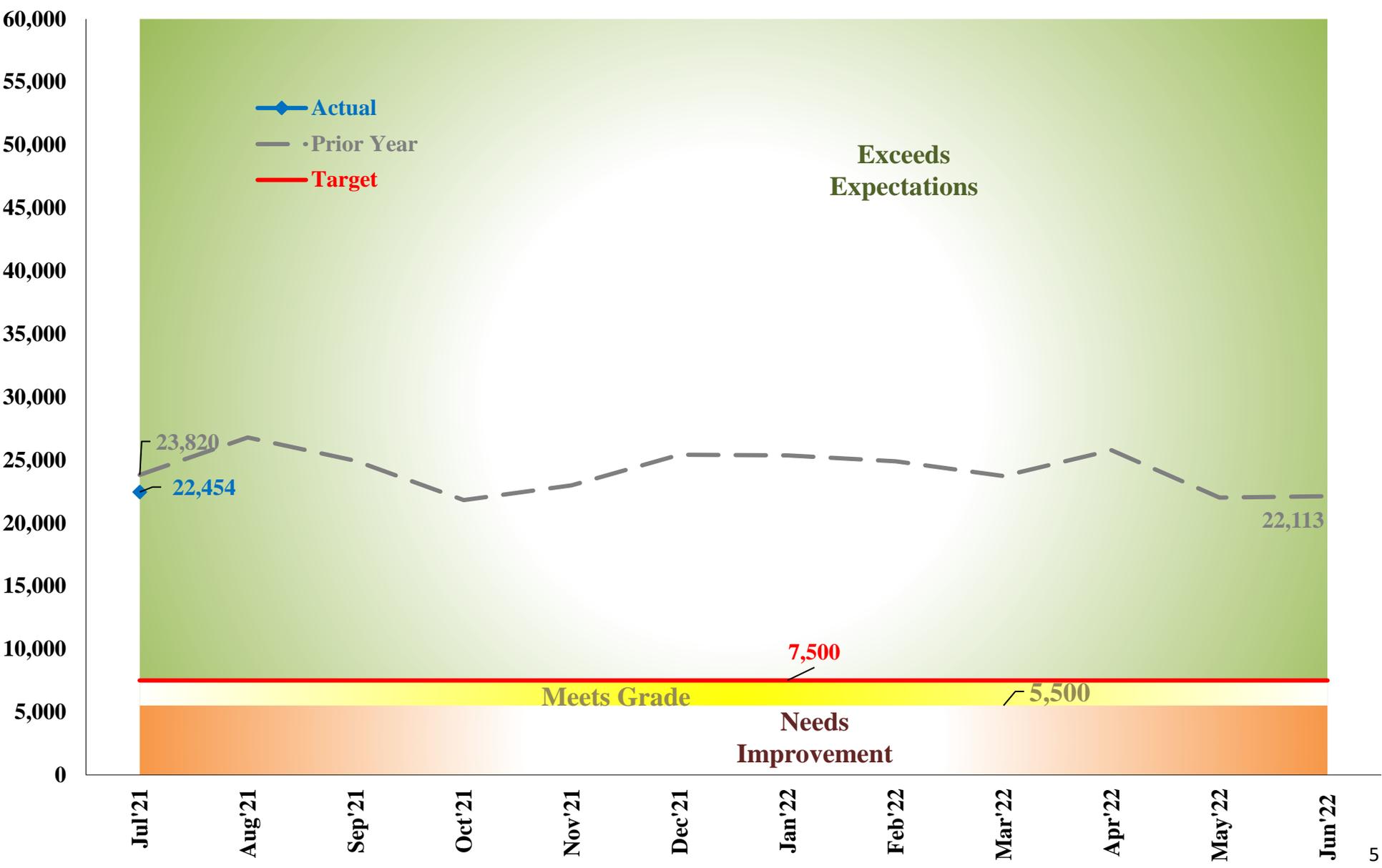
## Operations KPIs (Bus)

KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	83.41%	4.91%	83.41%	4.91%	6.23%
Mean Distance Between Failures	7,500	22,454	14,954	22,454	14,954	-1,366
Customer Complaints per 100K Boardings	8.00	12.15	4.15	12.15	4.15	0.22

**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.

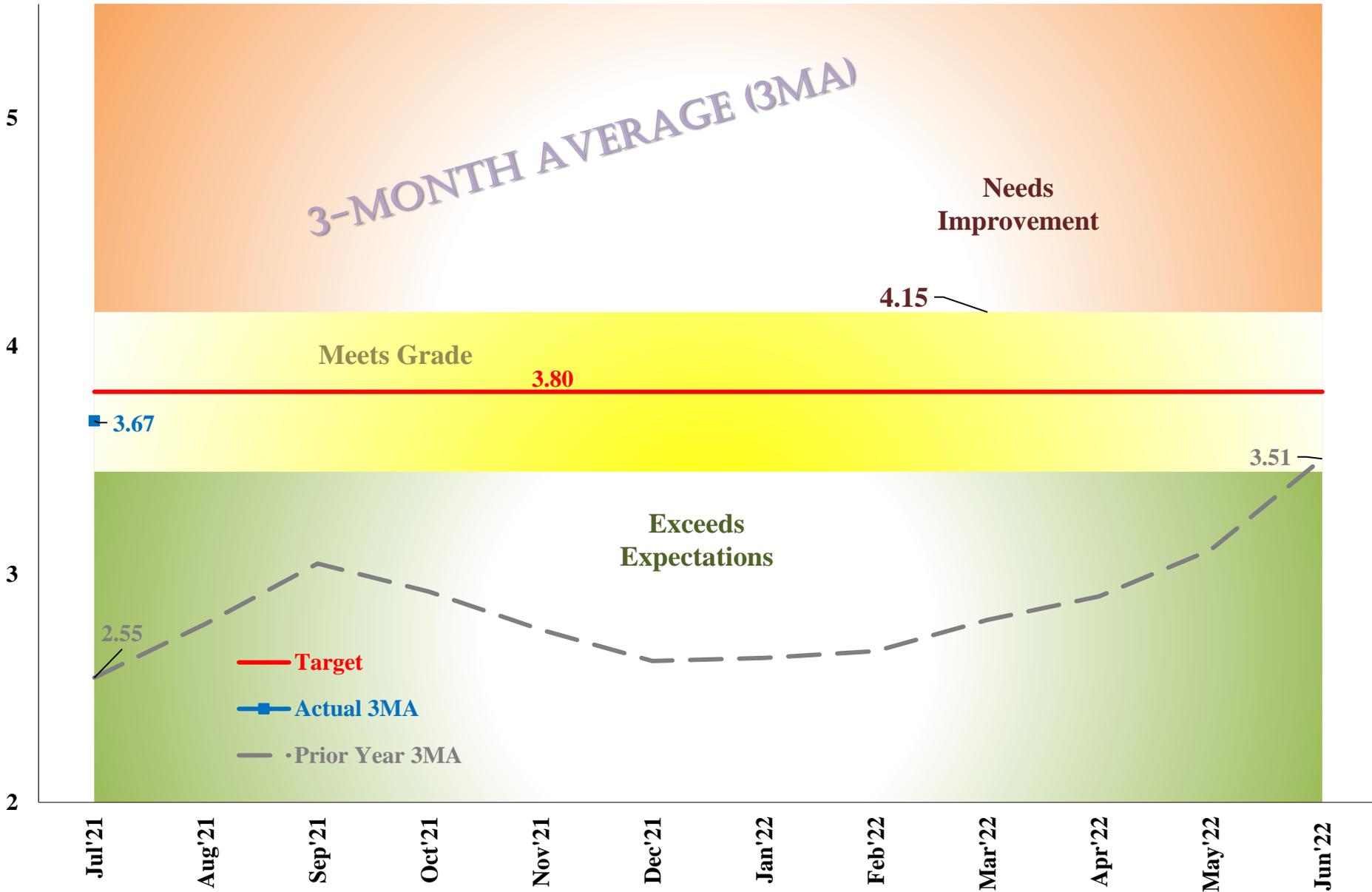


**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.



# BUS SAFETY KPI

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

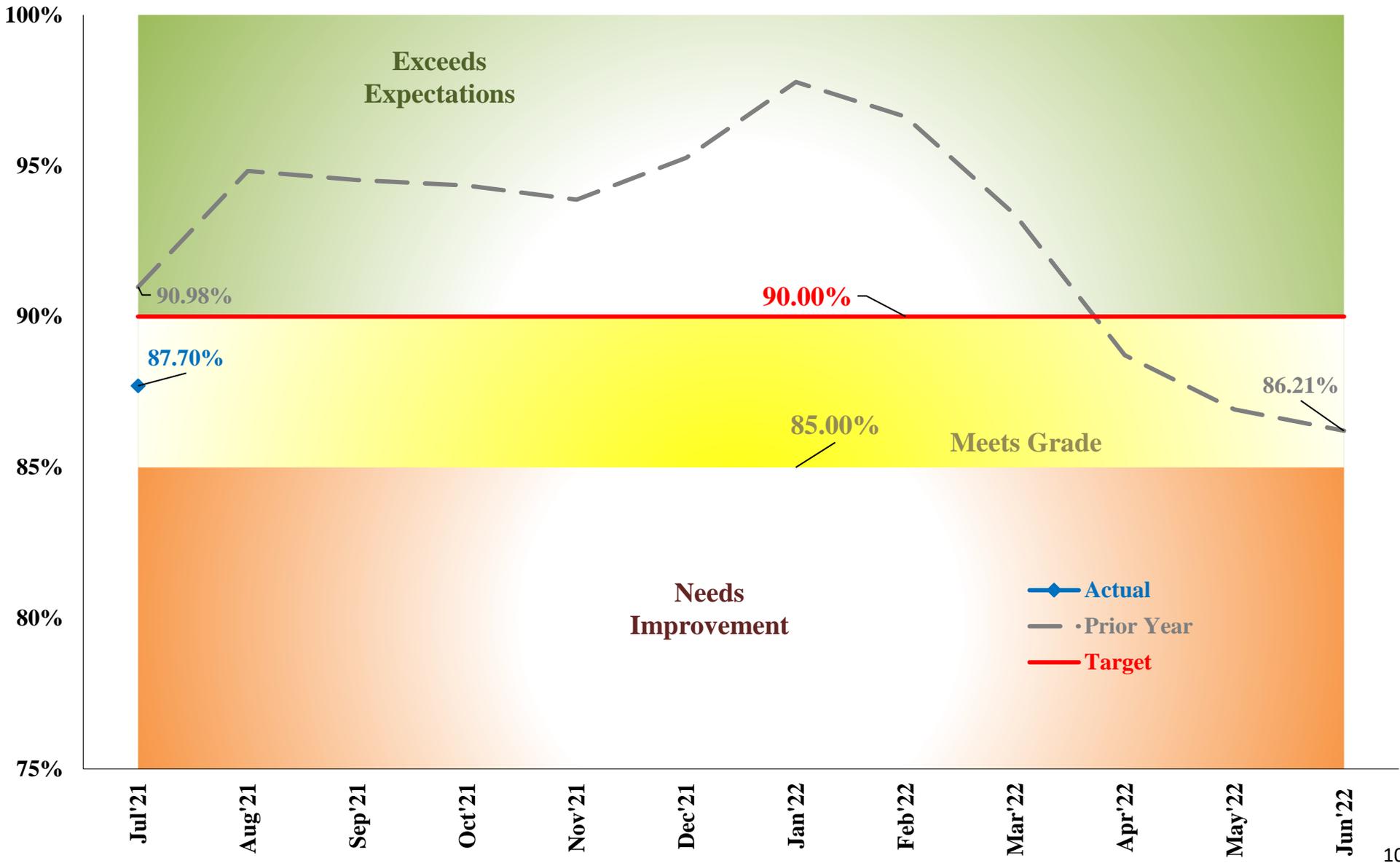


OFFICE OF  
MOBILITY

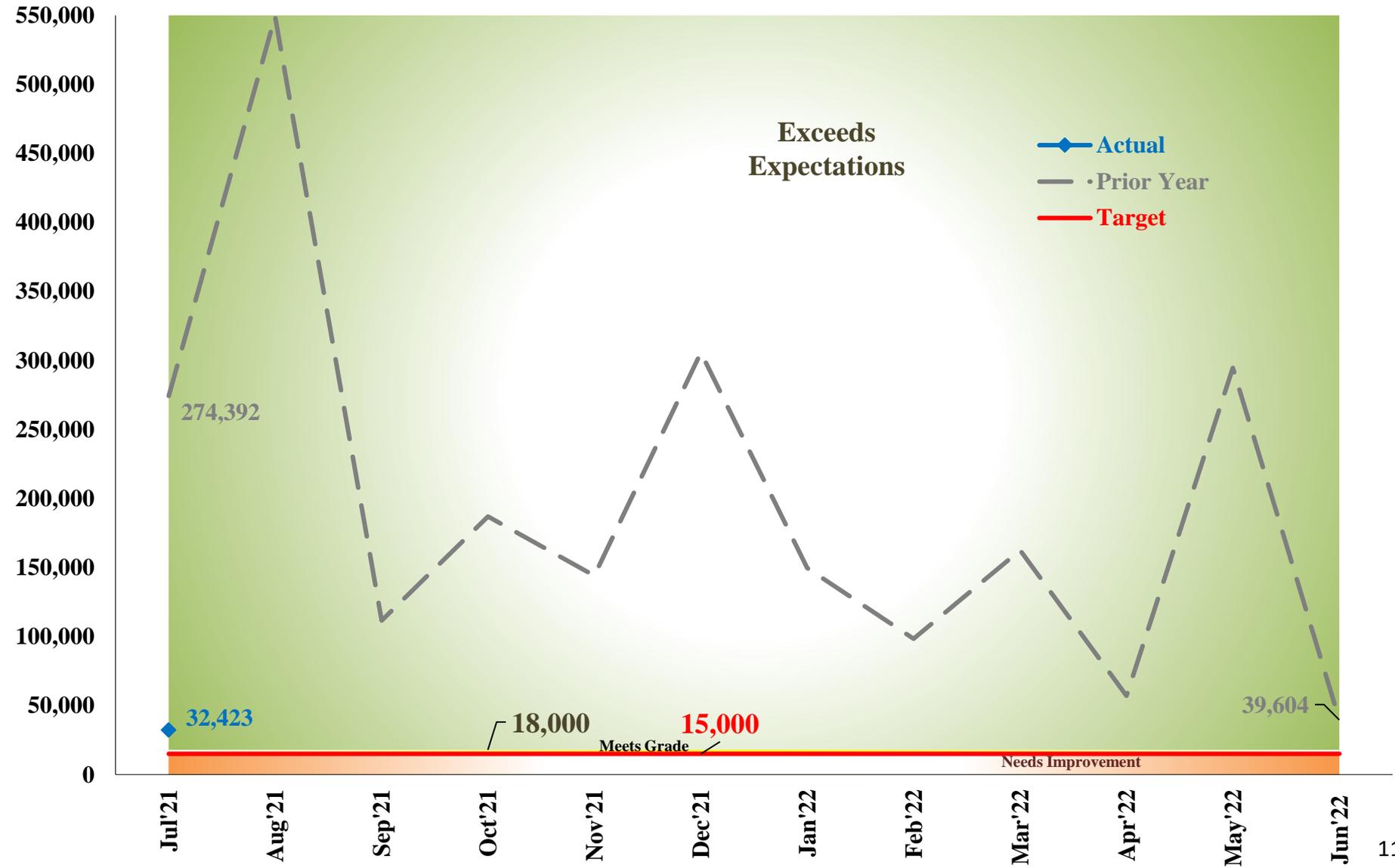
## Operations KPIs (Mobility)

KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	87.70%	-2.30%	87.70%	-2.30%	-3.28%
Mean Distance Between Failures	15,000	32,423	17,423	32,423	17,423	-241,969
Missed Trip Rate	0.50%	0.70%	0.20%	0.70%	0.20%	0.02%
Reservation Average Call Wait Time	2:00	0:44	-1:16	0:44	-1:16	0:33
Reservation Call Abandonment Rate	5.50%	1.30%	-4.20%	1.30%	-4.20%	1.10%
Customer Complaints per 1K Boardings	4.00	4.23	0.23	4.23	0.23	0.57

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

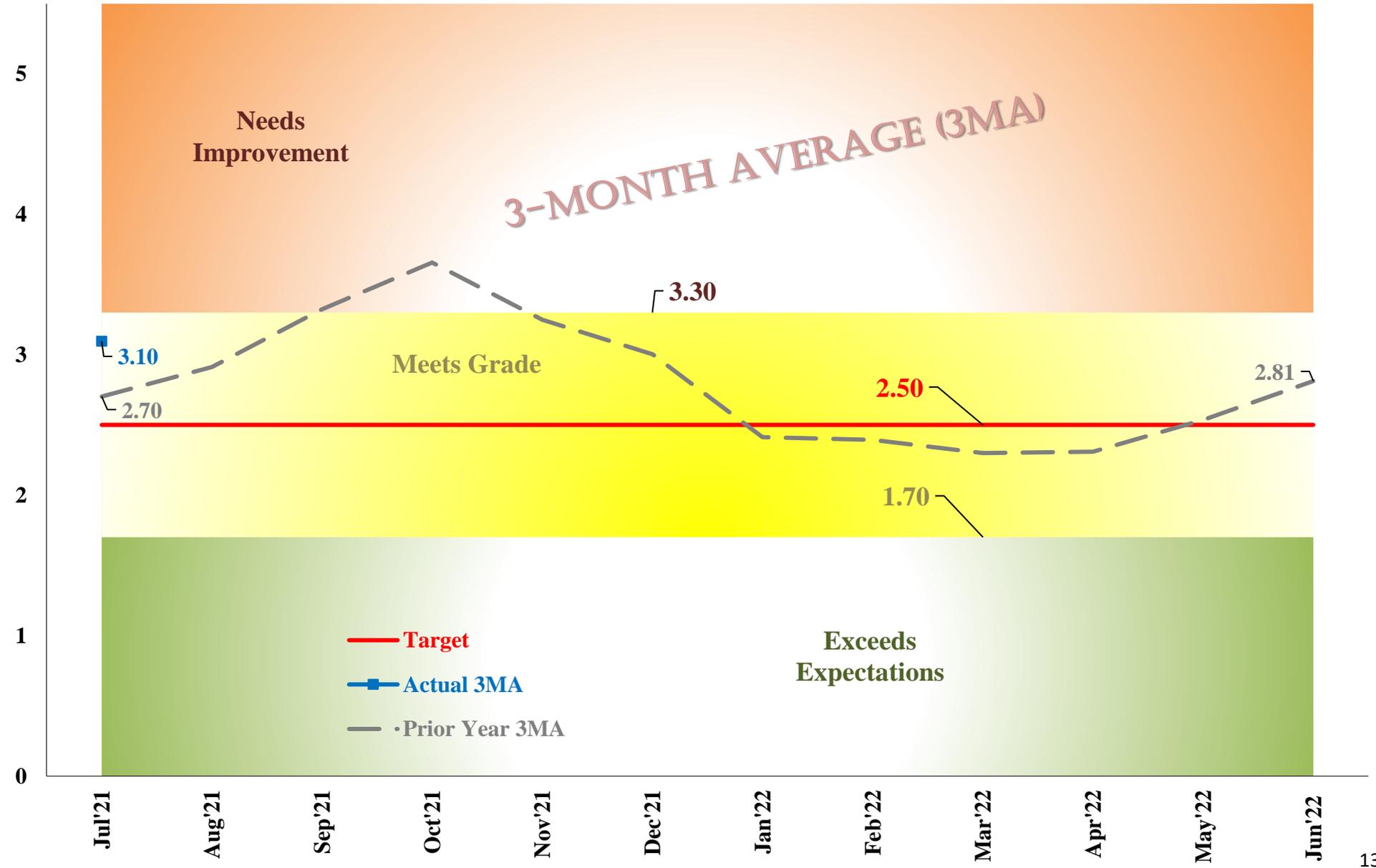


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI

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



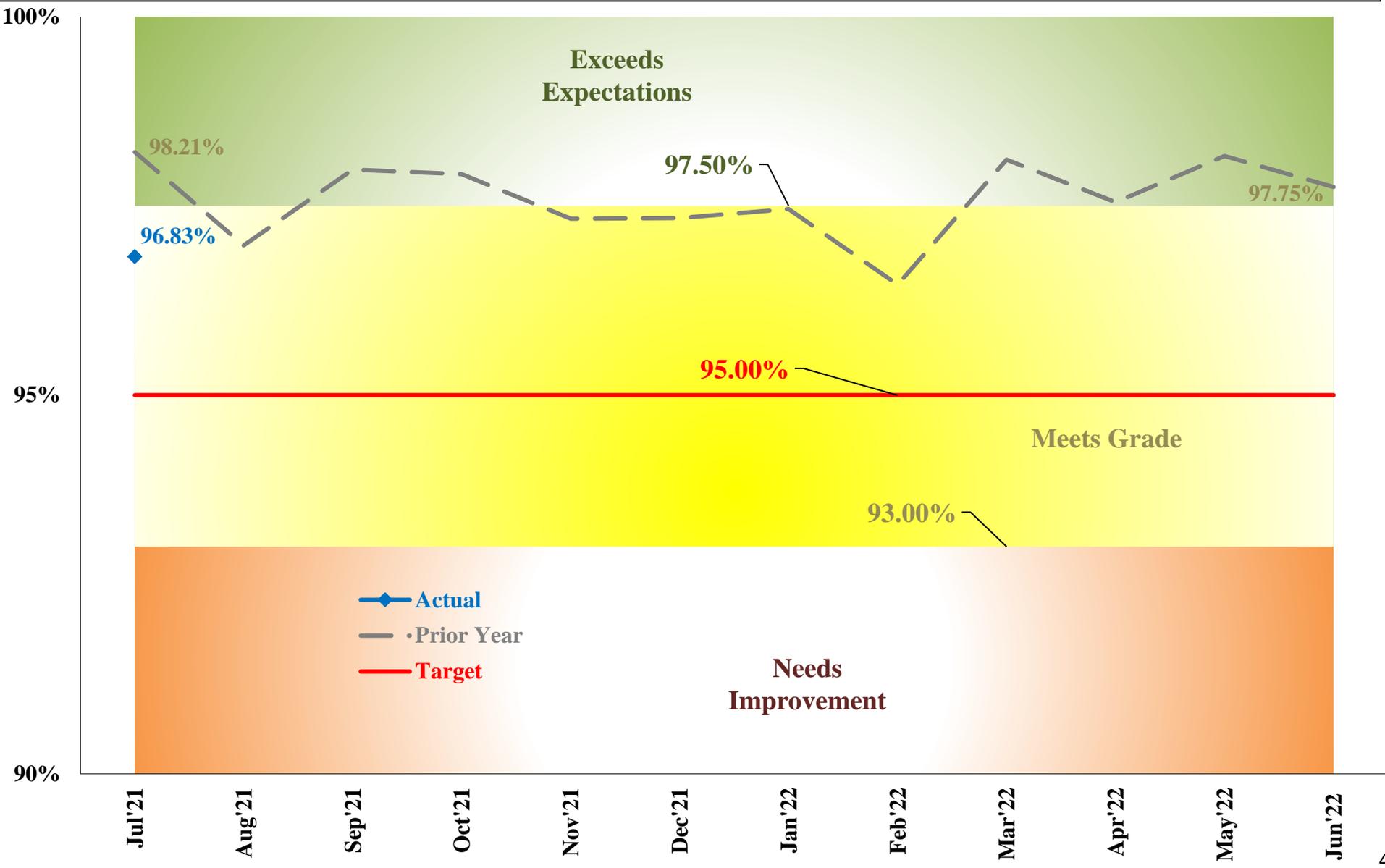
JULY FY22  
PERFORMANCE  
(RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

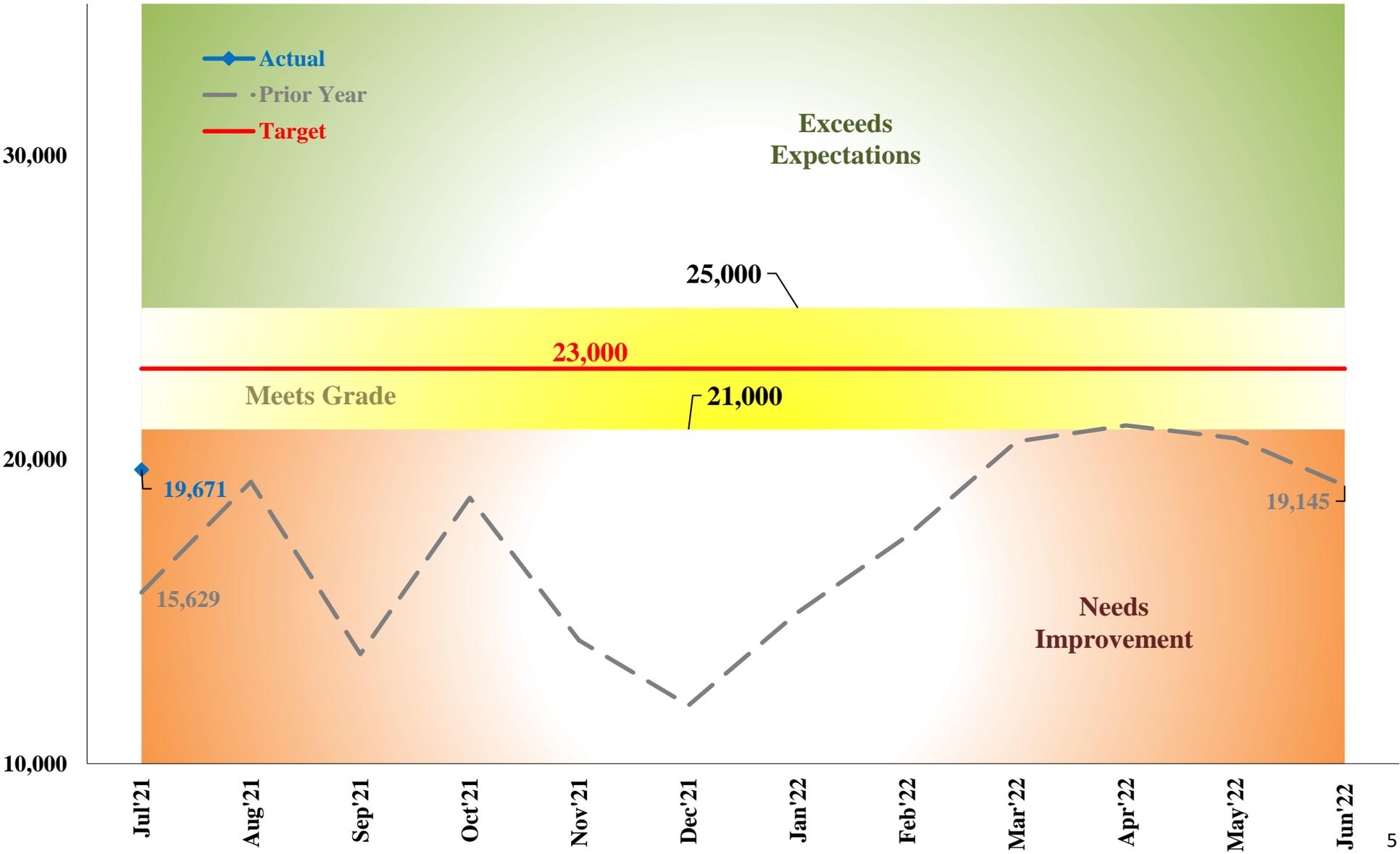
## Operations KPIs (Rail)

KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.83%	1.83%	96.83%	1.83%	-1.38%
Mean Distance Between Failures	23,000	19,671	-3,329	19,671	-3,329	4,042
Mean Distance Between Service Interruptions	475	499	24	499	24	-344
Customer Complaints per 100K Boardings	1.00	0.74	-0.26	0.74	-0.26	0.36

**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)

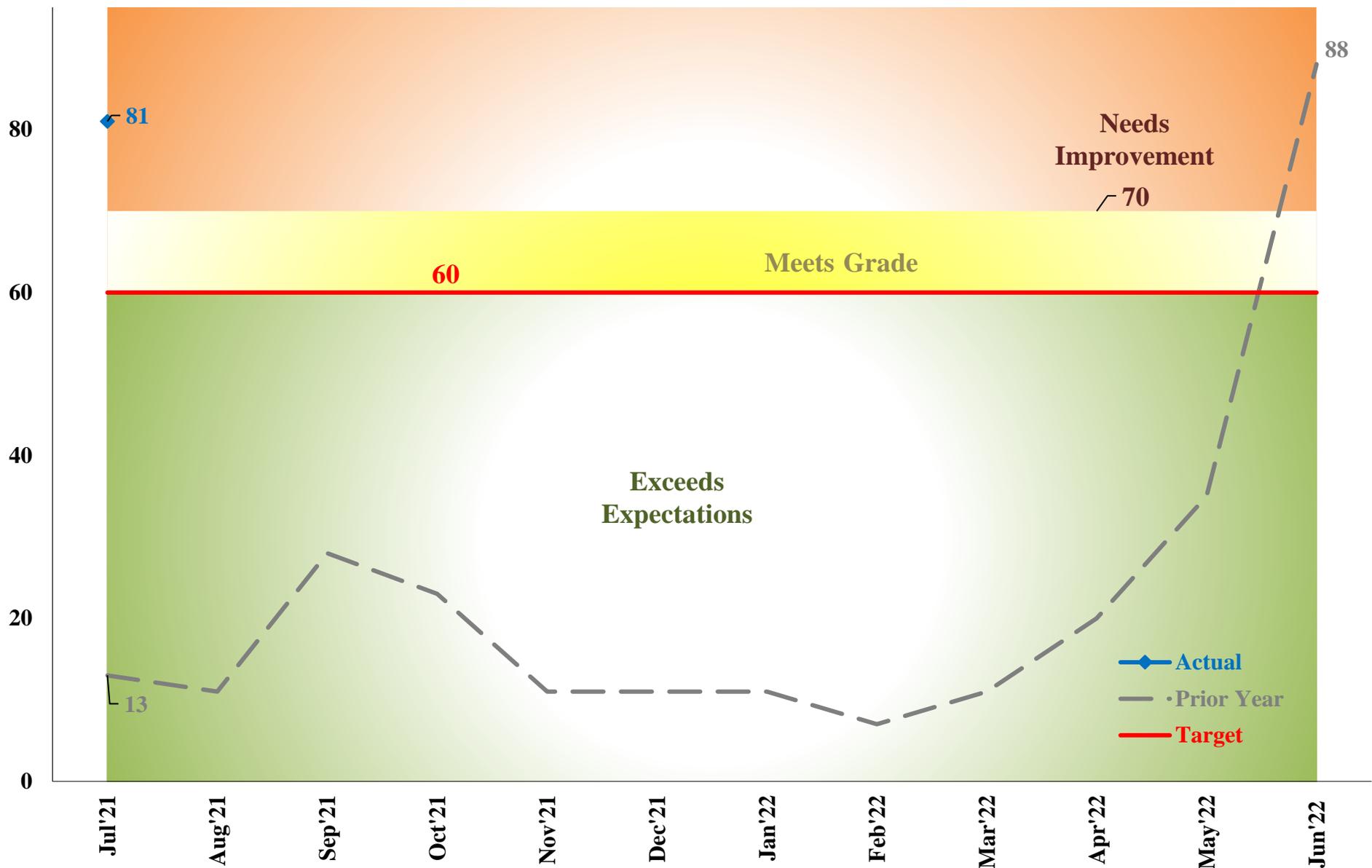
KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.43%	-0.07%	98.43%	-0.07%	0.17%
Elevator Availability	98.50%	98.76%	0.26%	98.76%	0.26%	0.11%

JULY FY22  
PERFORMANCE  
(CUSTOMER SERVICE)

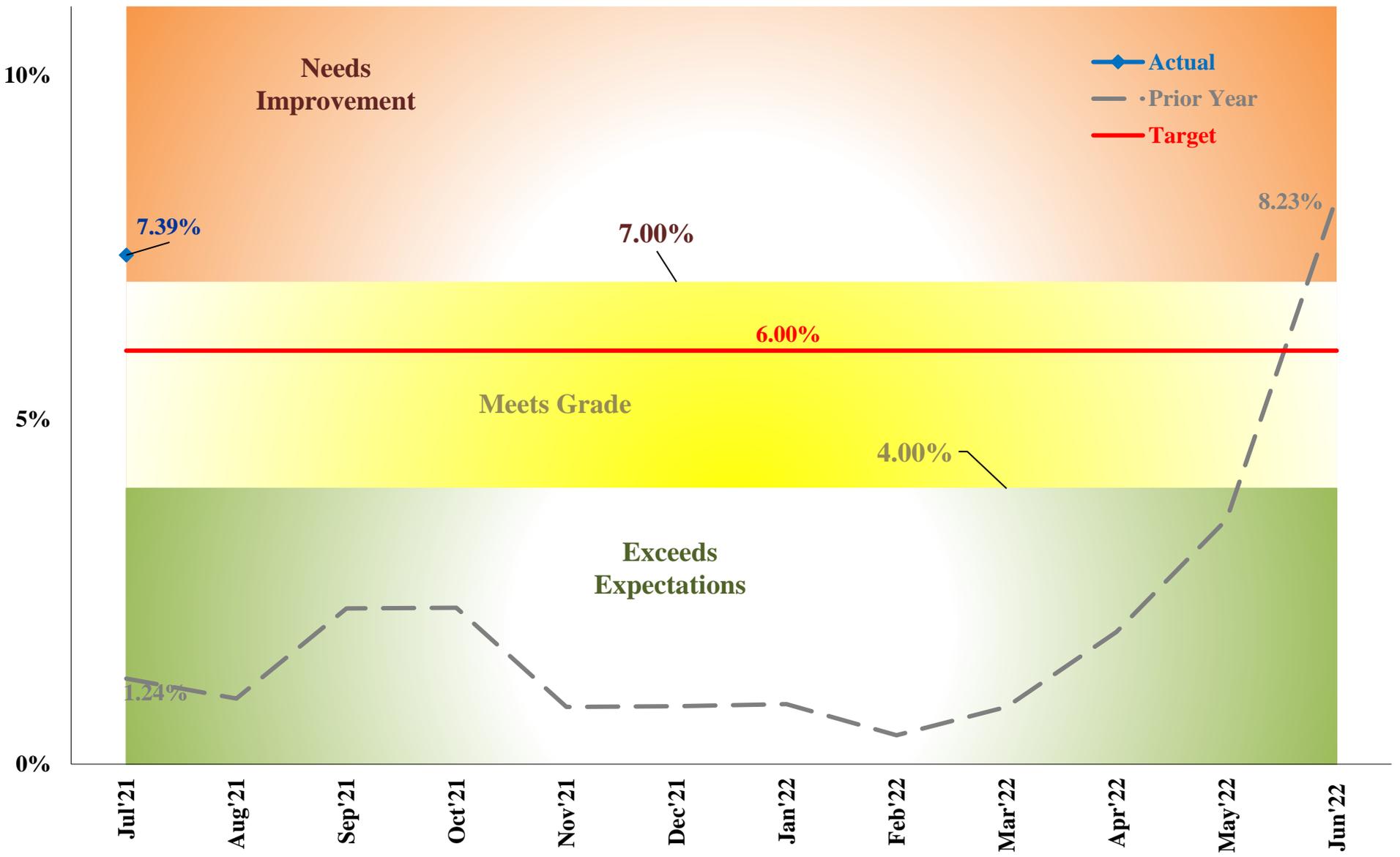
# Customer Service KPIs

KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	1:21	0:21	1:21	0:21	1:08
Customer Call Abandonment Rate	6.00%	7.39%	1.39%	7.39%	1.39%	6.15%

**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.



JULY FY22

PERFORMANCE

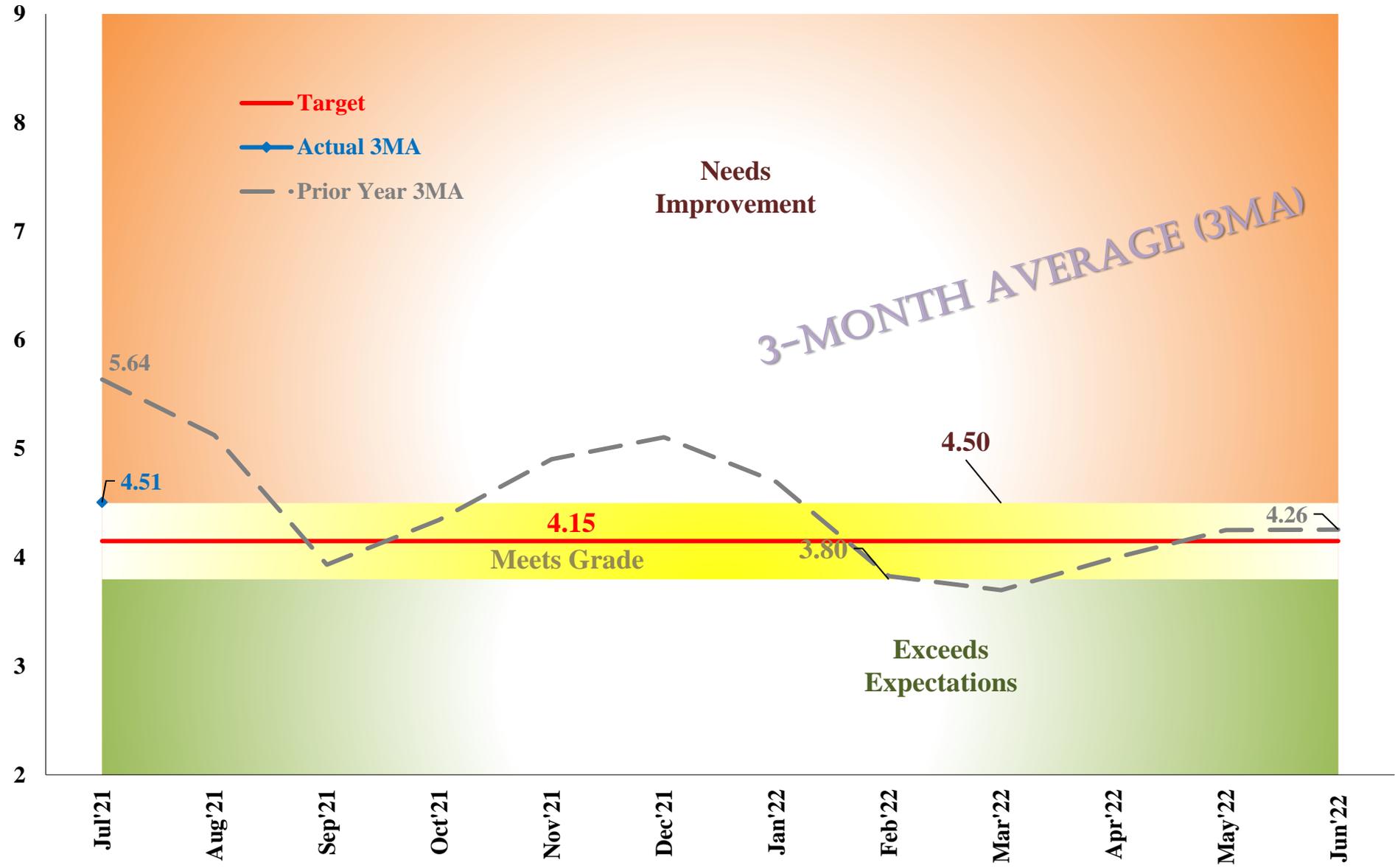
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

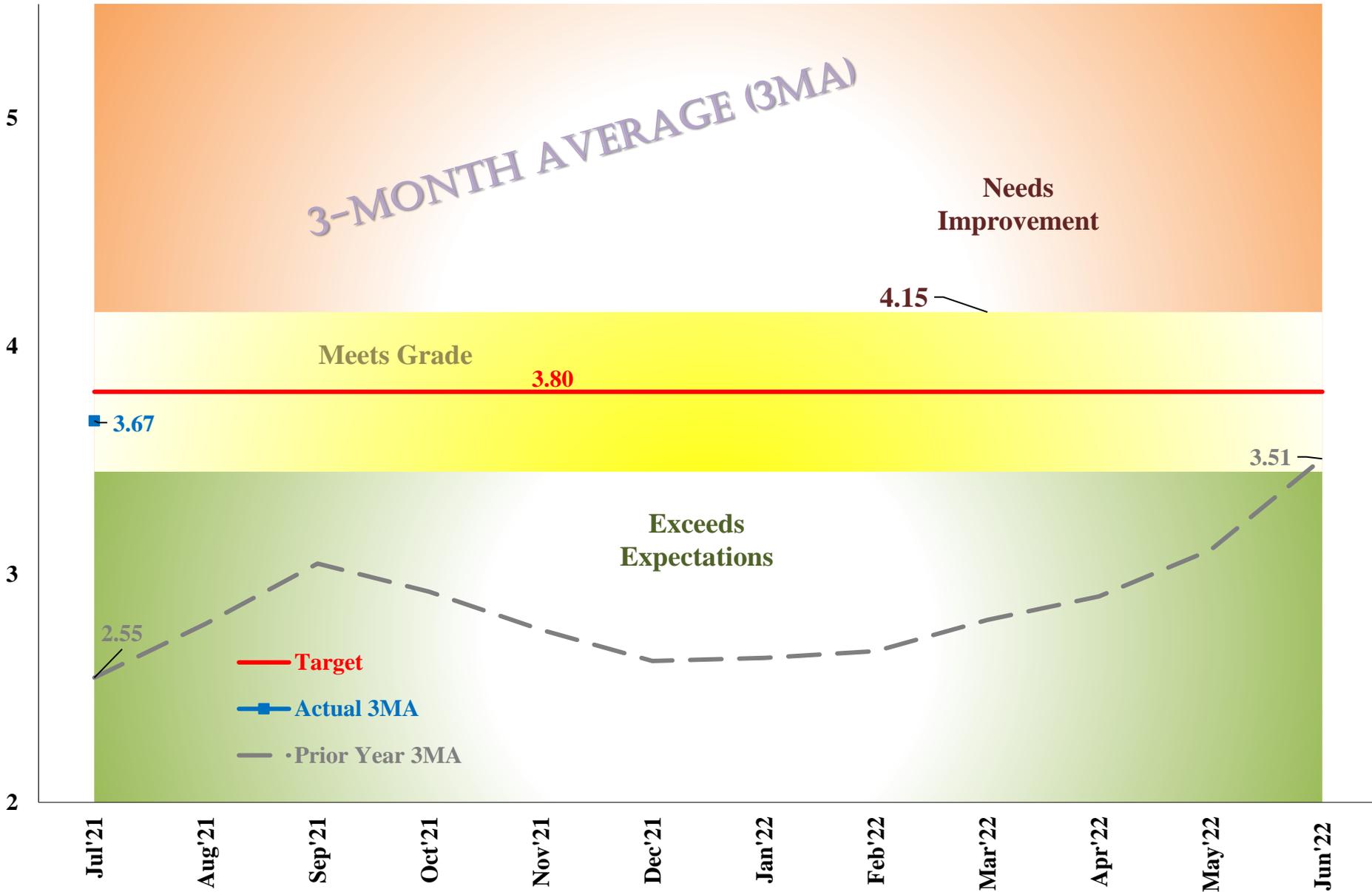
## Safety & Security KPIs

KPI	FY22 Target	July FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	4.62	0.47	4.62	0.47	1.64
Bus Collision Rate per 100K Miles	3.80	3.63	-0.17	3.63	-0.17	0.48
Mobility Collision Rate per 100K Miles	2.50	3.39	0.89	3.39	0.89	0.11
Employee Lost Time Incident Rate	3.80	3.93	0.13	3.93	0.13	-1.77

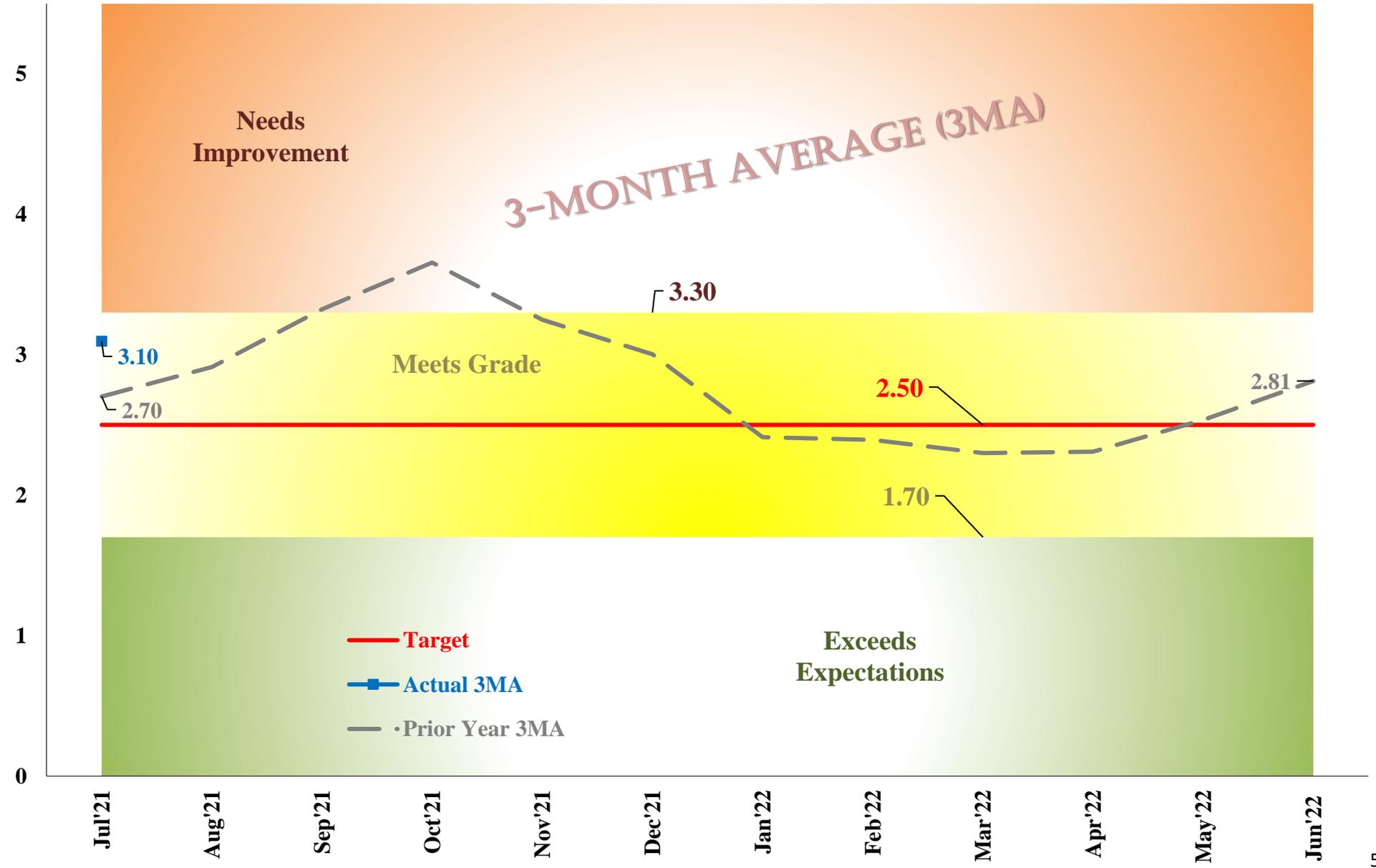
**Part I Crime Rate** measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



**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.

