



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, OCTOBER 28, 2021

MARTA HEADQUARTERS

MEETING MINUTES

Committee Chair Worthy called the meeting to order at 10:34 A.M.

Board Members Present	Staff Members Present
Roberta Abdul-Salaam	Rhonda Allen
William Floyd	Peter Andrews
Roderick Frierson	Luz Borrero
Al Pond	Collie Greenwood
Reginald Snyder	M. Scott Kreher
Thomas Worthy, Chair	Ralph McKinney
	Melissa Mullinax
	Elizabeth O'Neill
	Raj Srinath

Also in attendance: Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; MARTA staff members: Phyllis Bryant, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Herold Humphrey, Keri Lee, Kerin Lester, Gena Majors, Douglas Miller, Anthony Morrow, Paula Nash and MPD Officer Softly.

1. **Approval of the September 30, 2021 Operations and Safety Committee Meeting Minutes** *[Presentation attached]*

Committee Chair Worthy called for a motion to approve the minutes. A motion to approve was made by Board Member Abdul-Salaam, seconded by Board Member Pond. The minutes were approved unanimously by a vote of 6 to 0.

2. **Resolution Authorizing the Final Payment for Bus Tire and Lease Services, IFB B36296** *[Presentation attached]*

Bus Mechanical Electrical Engineer, Anthony Morrow presented the above resolution for approval. Board Member Abdul-Salaam made a motion to approve the resolution, seconded by Board Member Frierson. The resolution was approved unanimously by a vote of 6 to 0.

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

Board Member Frierson asked what happened to the relationship with Goodyear. Mr. Morrow responded that Goodyear would assume responsibility for the disposal of Bridgestone tires.

Board Member Floyd asked how much was the Bridgestone contract. Mr. Morrow responded that it was for 10 million dollars for 5 years and that we have \$35,000 left on the contract.

Board Member Abdul-Salaam asked about the DBE consideration. Mr. Morrow responded that the service for the contract is through a DBE, Arts Professional Staffing.

Chief Counsel Liz O'Neill clarified that with this action, you would be increasing the contractual authorization from the initial contract that was awarded in 2016.

Board Member Snyder asked what is the value of the Goodyear contract. Mr. Morrow responded that it was for \$11 million.

3. **Briefing – Vehicle Technical Consulting Services** *[Presentation attached]*

Director of Rail Car Maintenance, Douglas Miller, provided the Committee with a high-level overview of the new Vehicle Consulting Services contract.

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

Board Member Floyd asked what is the amount we're looking for. Mr. Miller responded that the one brought to the Board last month was around \$30 million over 5 years. The new contract should make it a smaller portion.

4. **Briefing - Sustainability Highlights: Looking Back to Move Forward** *[Presentation attached]*

Project Manager I, Safety & Quality Assurance, Kerin Lester, provided the Committee with a high-level overview of our APTA Sustainability progress and what MARTA has accomplished to be awarded this honor.

Board Member Abdul-Salaam asked how many MARTA facilities utilize solar panels. Ms. Lester responded currently Laredo is the only one.

Board Member Pond wanted to commend Ms. Lester for being out front of some of these issues such as recycling and energy efficiency projects.

Board Member Floyd asked about the fiberglass market and what they do with it when it's removed. Ms. Lester responded that the process for recycling fiberglass is to shred it and then it's shipped to China and is reused.

5. **Other Matters – FY22 August Key Performance Indicators (Informational Only)** *[Attached]*

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

6. **Adjournment**

The Committee meeting adjourned at 11:14 A.M.

Respectfully submitted,



Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: <https://youtu.be/jvHQIQBSM0I>



B s Maintenance

Resolution Authorizing the Final Payment for Bus Tire and Lease Services, IFB B36296

Presented By Anthony Morrow, Bus Mechanical Electrical Engineer

October 28, 2021

Resolution Authorizing the Modification in Contractual Authorization for Bus Tire and Lease Services, IFB B36296



- Tire Usage
- Background
- Payment Review
- Request to Approve Resolution

Tire usage overview

- MARTA does not own the tires in the fleet
- Tires are leased from the vendor and a set rate is paid per mile of usage
- Average use of each tire 55,000 miles
- MARTA consumes roughly 4,500 tires per year

BRIDGESTONE



Background

2010

2021

- The Bridgestone was awarded the contract in 2010 and 2016. They were not the lowest bidder in 2021. Their contract expired March 31, 2021.
- Goodyear was the lowest bidder and awarded the new contract April 1, 2021
- This created the situation of 3,600 tires installed and another 667 tires owned by Bridgestone in MARTA's possession
- Removing these tires from the fleet and installing Goodyear tires would have substantial impact of MARTA operations
- Therefore, the buy-out payment in the contract was followed
- Bridgestone and MARTA staff completed the tire measurements and calculation together for the final invoices amount of \$920,022.54



Payment Review

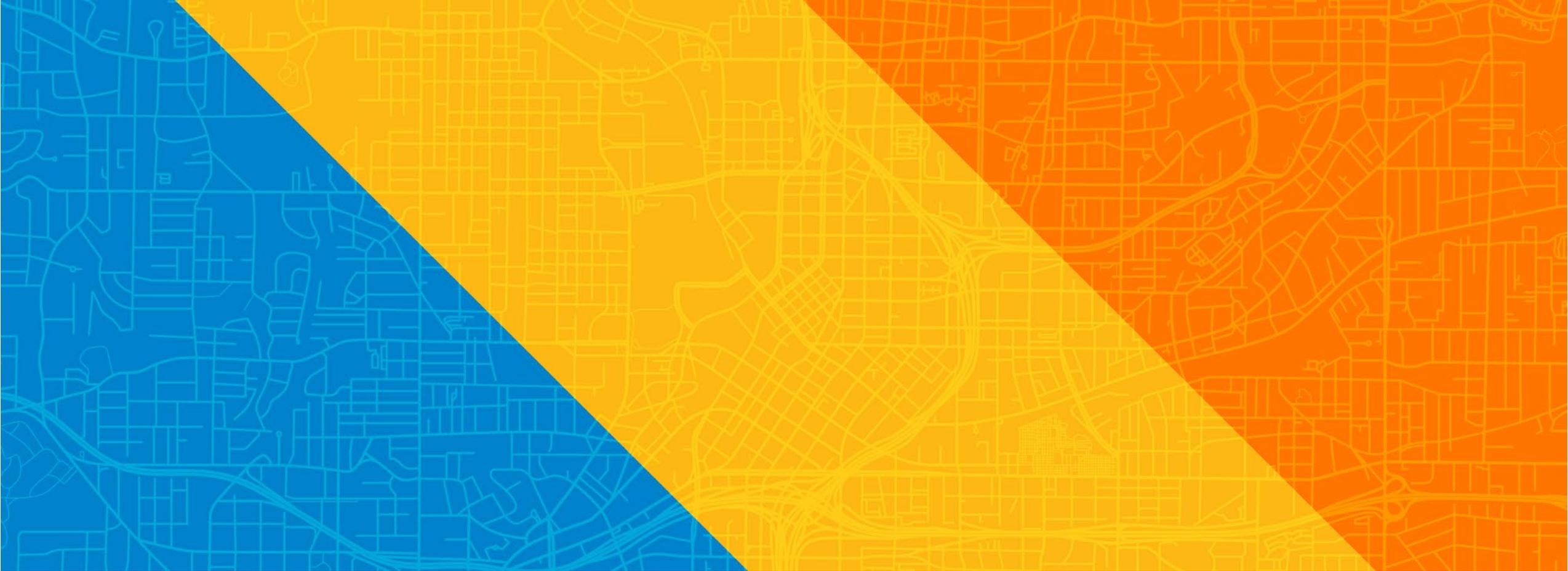
- Bridgestone submitted their request for payment in June 2021
- Bus Engineering reviewed the measurements and calculations by August 2021 and forwarded the determination to MARTA Internal Audit for review
- MARTA Internal Audit determined the request to be fair and reasonable on October 6, 2021



Request to Approve Resolution

The Office of Bus Maintenance respectfully request the approval of the resolution authorizing the final payment for Bus Tire and Lease Services, IFB B36296 in the amount of \$920,022.54.





Thank You





Vehicle Technical Consulting Services Contract

**Douglas Miller, Director
Rail Car Maintenance**

October 28, 2021



- Business Purpose
- Procurement Considerations
- Review / Questions

Business Purpose

- Current Contract Expires June 30, 2022
- Rail Services Overview
- Bus Services Overview





CQ400 Technical Support **not** included



Procurement Considerations

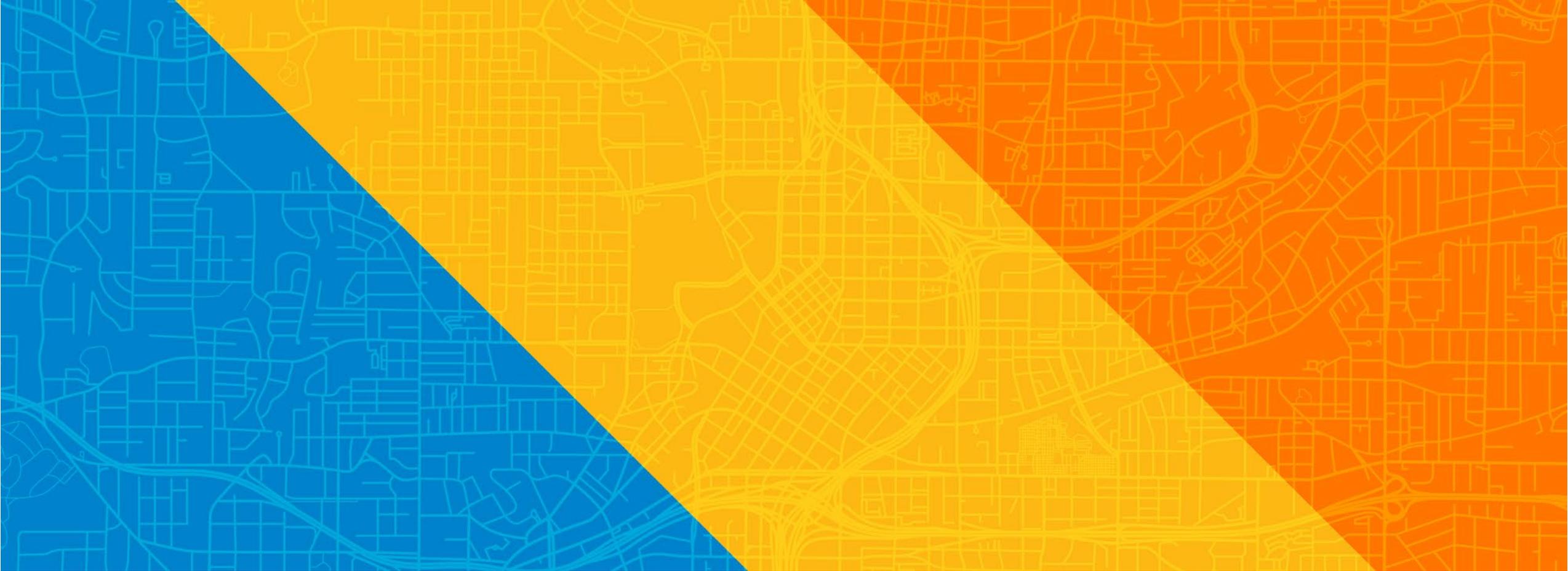
- Qualifications Based
- Selection Process
- DBE Considerations





Questions?





Thank You





Sustainability Highlights: Looking Back To Move Forward



APTA Sustainability Commitment

- Levels
 - Entry Level, Bronze, Silver, Gold, Platinum
- Set of core principles
 - Quantitative improvements in normalized metrics (2%, 5%, 10%) by vehicle revenue mile (VRM)
 - Short-term action items
 - Long-term “stretch” goals



Recognizes members who commit to becoming more sustainable in their operations and practices. Through a series of core sustainability principles, the Commitment provides agency members with a common framework that helps define, initiate, and advance sustainability in the public transportation industry.

MARTA's Road to Gold



2009

- Served as a founding signatory to the Sustainability Commitment

2012

- Established sustainability baseline for most metrics

2015

- Achieved the Bronze Level

2018

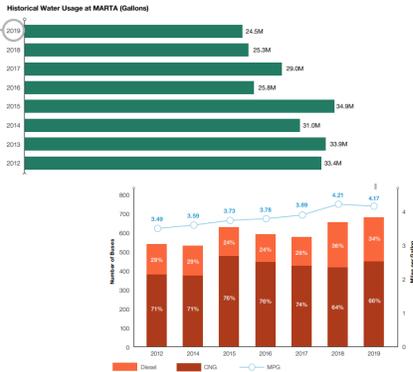
- Achieved the Silver Level
- Inaugural Sustainability Report released

2019

- 2019 Sustainability Report Released

2021

- Achieved the Gold Level
- 2020 Sustainability Report Released



Sustainability at **marta**



Environment



Social



Economic





Environmental Sustainability

- ISO 14001:2015 Environmental Management System (EMS) Certified
- Bus fleet mix: CNG, Clean Diesel, Electric
- Bus and rail wash water recycling
- Railcar Refurbishing Project & New Cars
- Various Recycling Projects





Social Sustainability

- COVID-19 Support
- MARTA HOPE Project
- MARTA Fresh Market
- Transit Oriented Development (TOD)
- MARTA Artbound
- StationSoccer Project (4 locations)
- Electric Vehicle Charging Stations
- Increased and improved bus shelters





Economic Sustainability

- **Energy Efficiency Projects**

- Building automation, HVAC & LED lighting upgrades; estimates showing 20-25% efficiencies savings

https://www.epa.gov/sites/default/files/2016-03/documents/table_rules_of_thumb.pdf

- **Diverted water program**

- Produce annual savings using reclaimed water

- **Laredo solar panels**

- Generating 1.2 Megawatts of renewable energy used by Laredo and sell back excess to the grid

www.saportareport.com December 4, 2011

- **Halon Fire Suppression Agent Recycling**

- Sell back program netted \$240K in FY20 (Contract # IFB 45608)

- **Growing job opportunities across ATL**

- Clayton County and other expansion efforts





marta ®

Thank You

Kerin Lester, EMS Program Manager

klester@itsmarta.com

404-848-6202

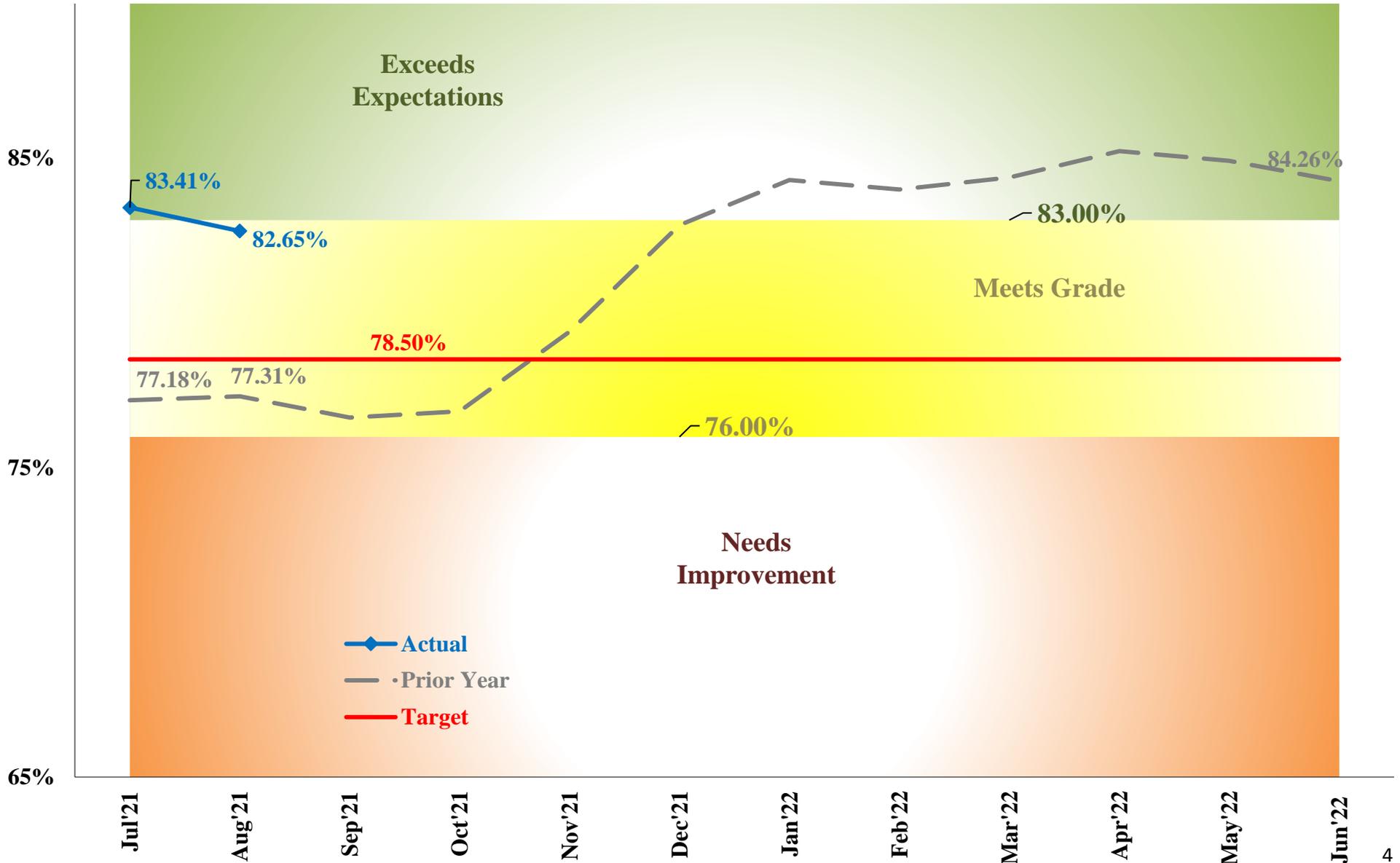
AUGUST FY22
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

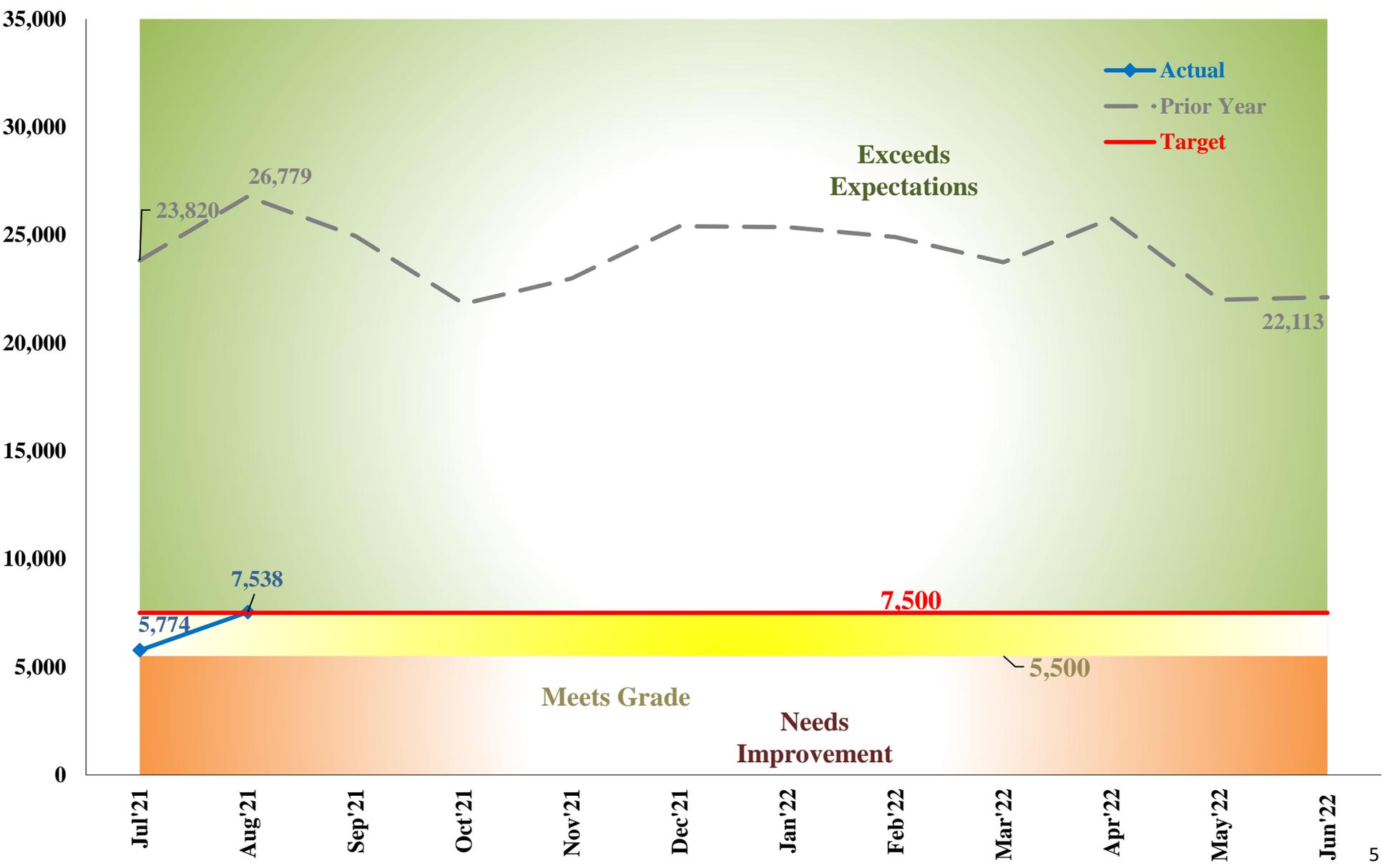
Operations KPIs (Bus)

KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	82.65%	4.15%	83.03%	4.53%	5.78%
Mean Distance Between Failures	7,500	7,538	38	6,545	-955	-18,615
Customer Complaints per 100K Boardings	8.00	16.80	8.80	14.48	6.48	4.32

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.

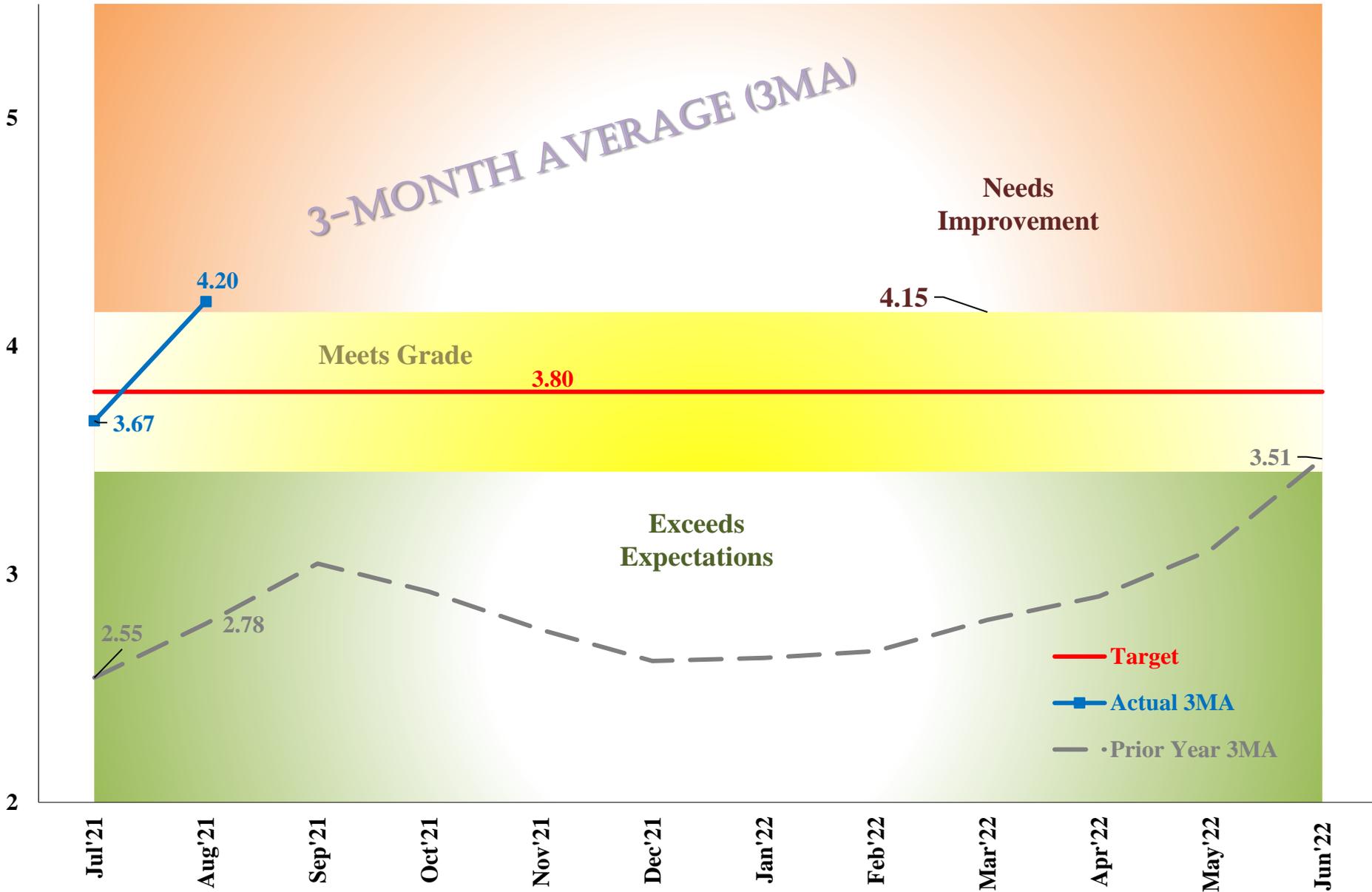


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.



BUS SAFETY KPI

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

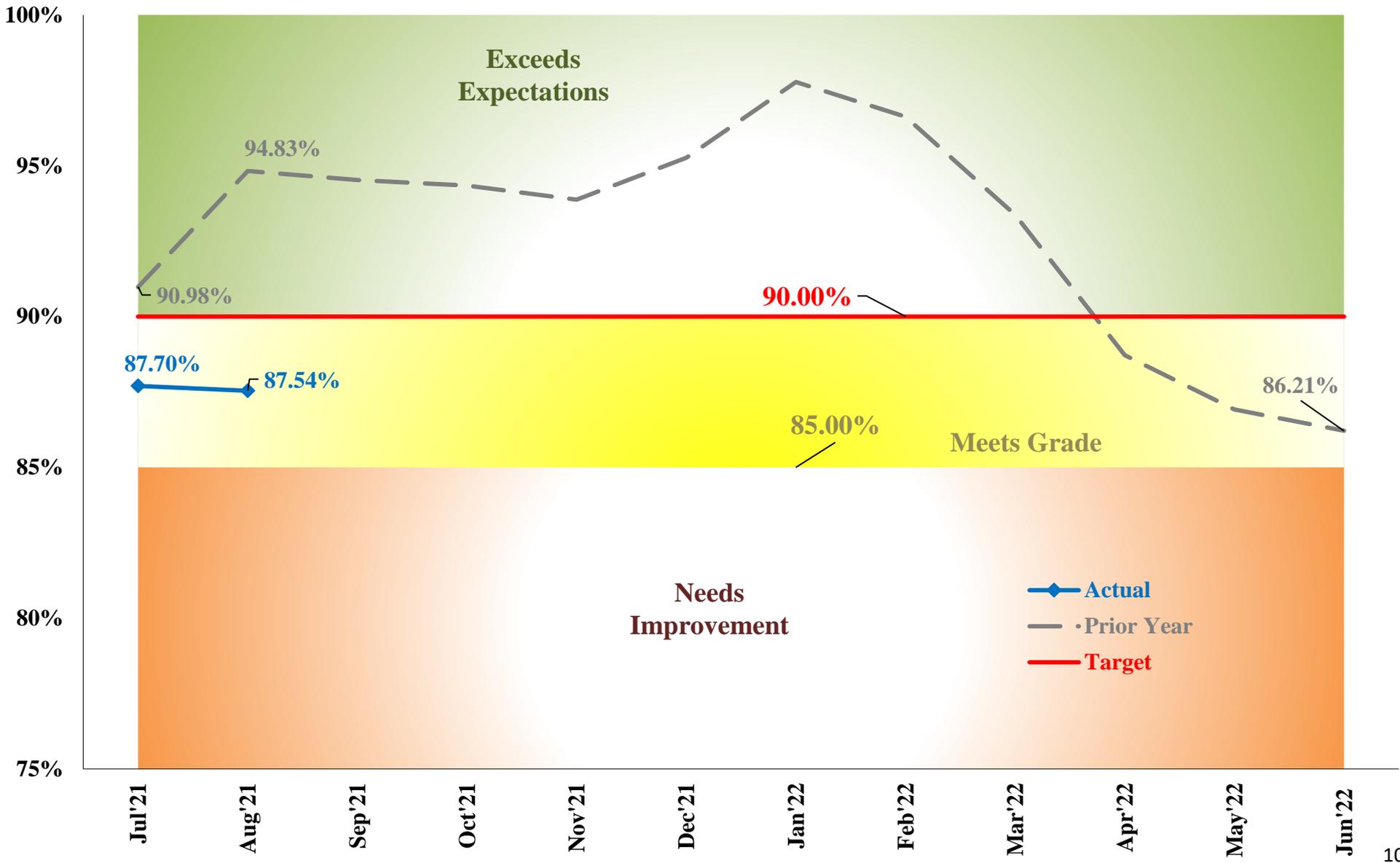


OFFICE OF
MOBILITY

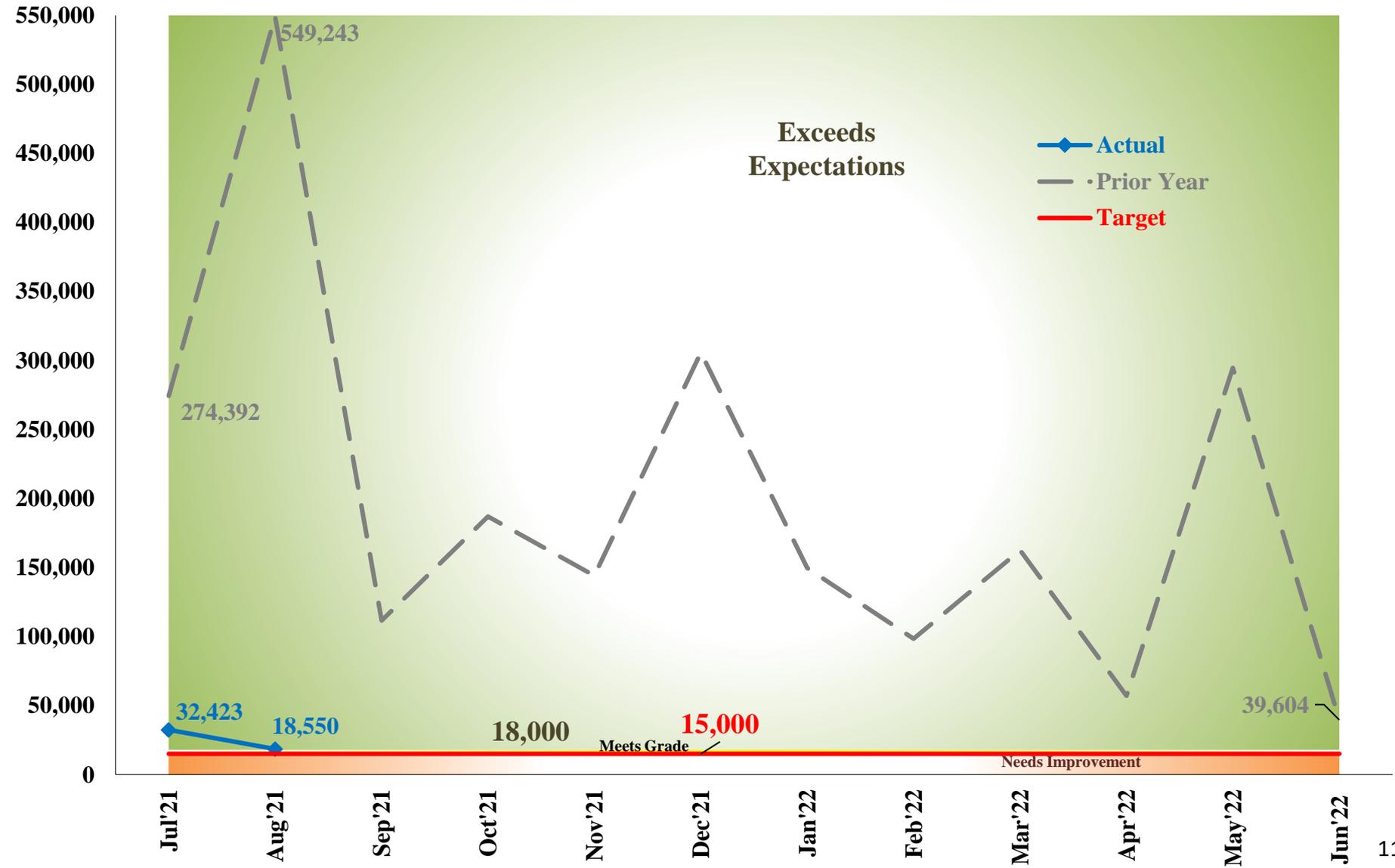
Operations KPIs (Mobility)

KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	87.54%	-2.46%	87.62%	-2.38%	-5.29%
Mean Distance Between Failures	15,000	18,550	3,550	23,504	8,504	-342,505
Missed Trip Rate	0.50%	0.48%	-0.02%	0.59%	0.09%	0.17%
Reservation Average Call Wait Time	2:00	0:43	-1:17	0:44	-1:16	0:32
Reservation Call Abandonment Rate	5.50%	1.40%	-4.10%	1.35%	-4.15%	1.12%
Customer Complaints per 1K Boardings	4.00	3.06	-0.94	3.63	-0.37	0.59

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

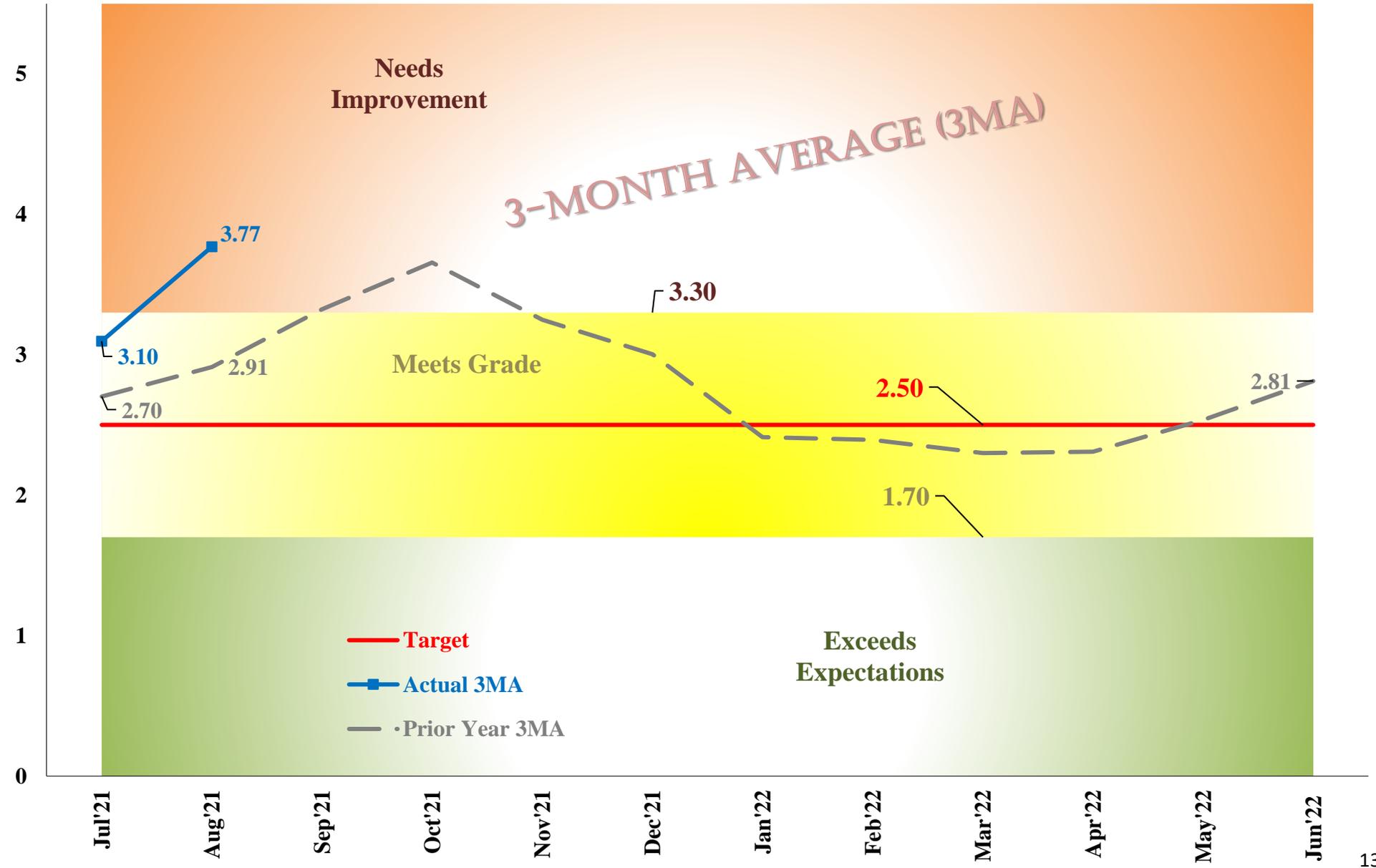


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



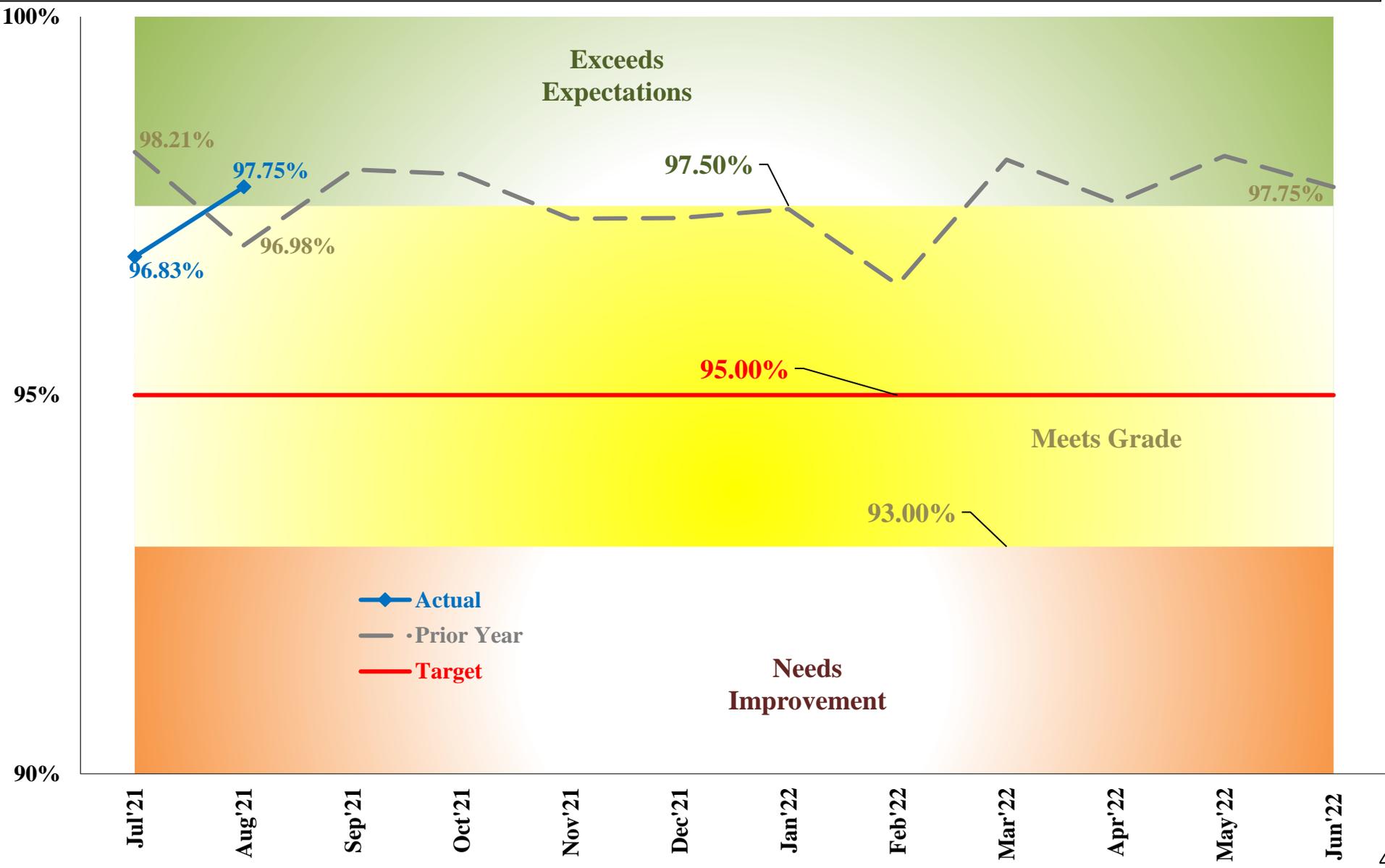
AUGUST FY22
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

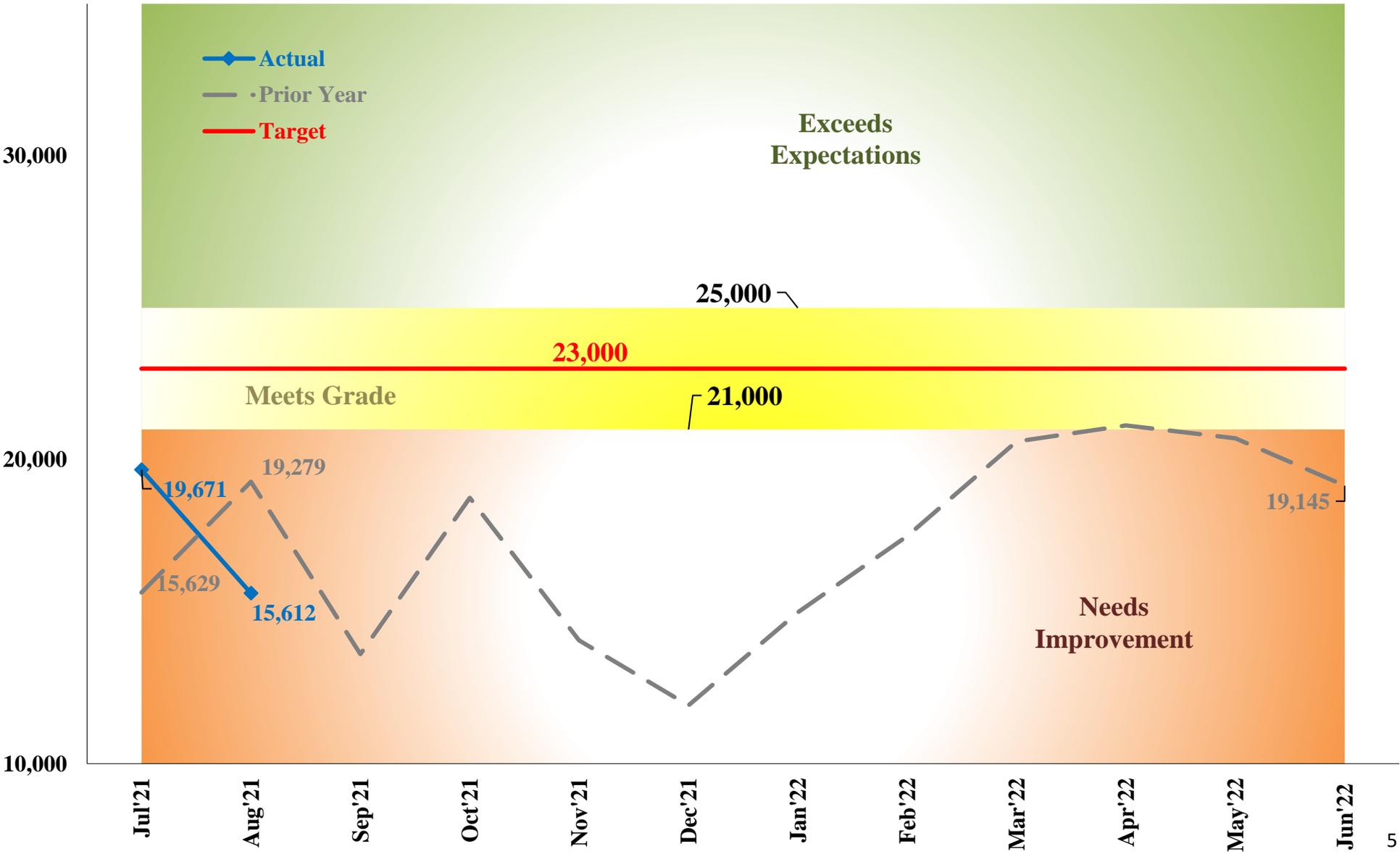
Operations KPIs (Rail)

KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	97.75%	2.75%	97.28%	2.28%	-0.32%
Mean Distance Between Failures	23,000	15,612	-7,388	17,445	-5,555	213
Mean Distance Between Service Interruptions	475	691	216	578	103	-41
Customer Complaints per 100K Boardings	1.00	0.06	-0.94	0.42	-0.58	-0.04

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)

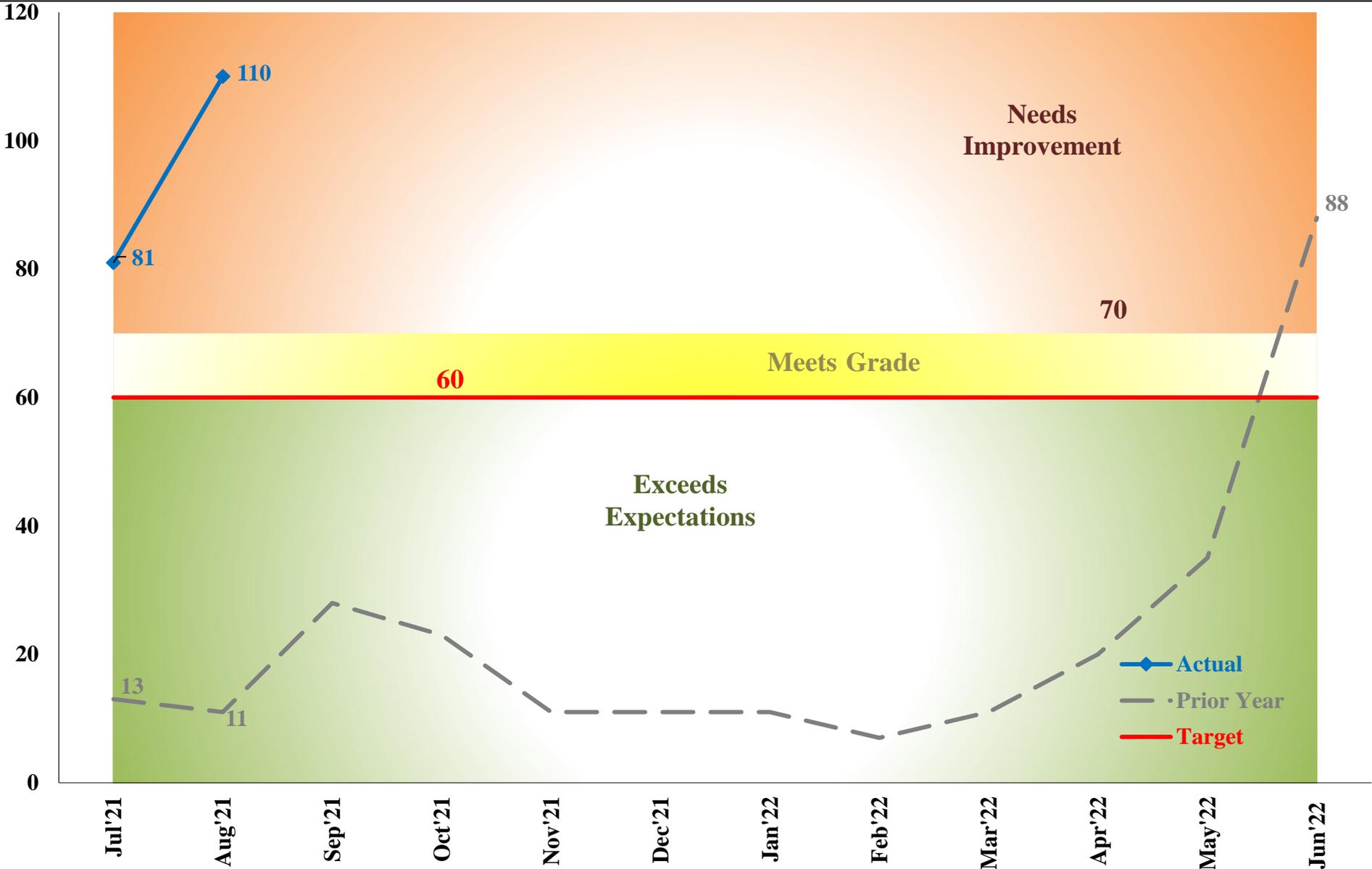
KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.44%	-0.06%	98.43%	-0.07%	0.02%
Elevator Availability	98.50%	98.71%	0.21%	98.74%	0.24%	0.08%

AUGUST FY22
PERFORMANCE
(CUSTOMER SERVICE)

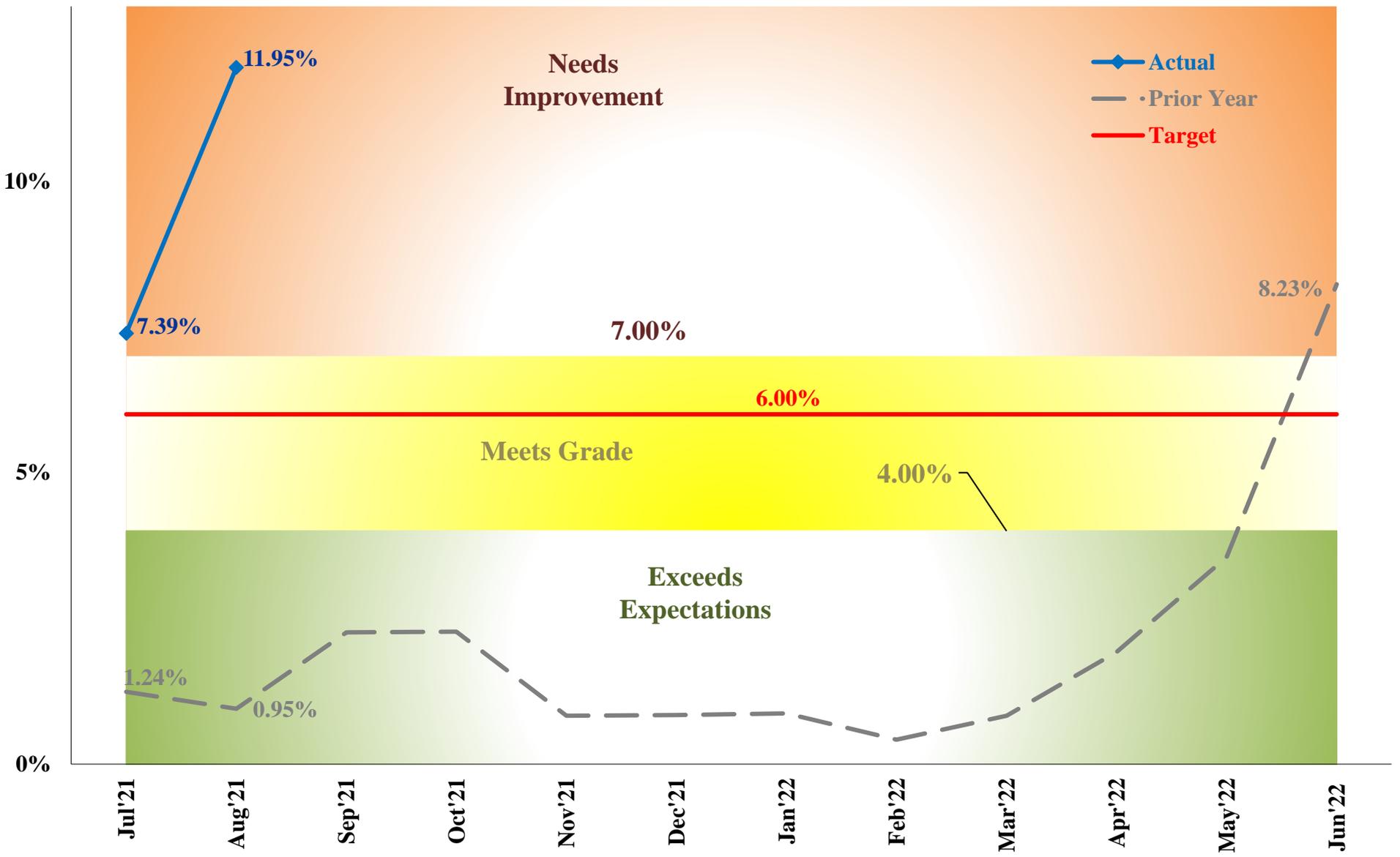
Customer Service KPIs

KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	1:50	0:50	1:35	0:35	1:23
Customer Call Abandonment Rate	6.00%	11.95%	5.95%	9.83%	3.83%	8.73%

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.

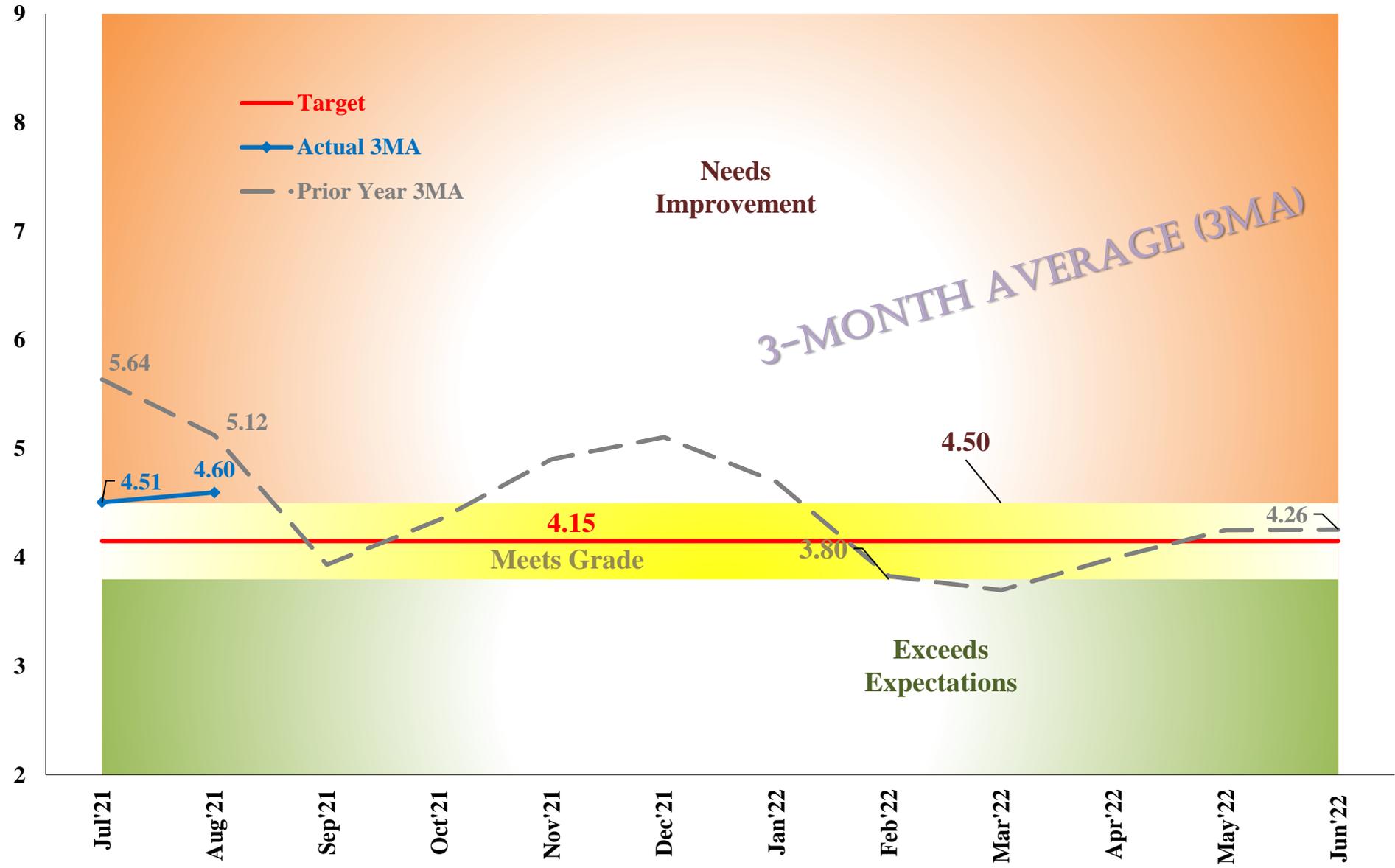


AUGUST FY22
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

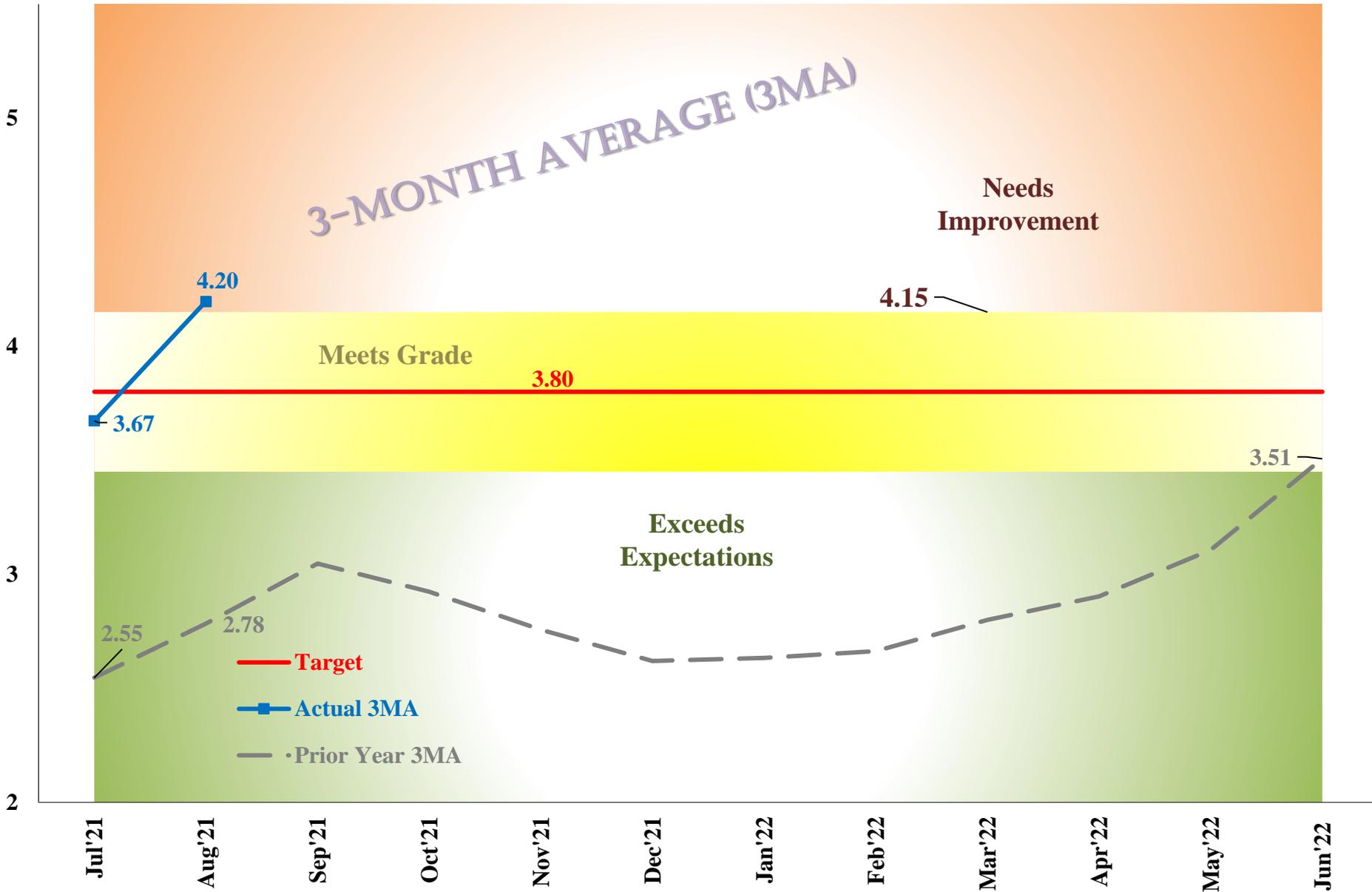
Safety & Security KPIs

KPI	FY22 Target	August FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	4.65	0.50	4.63	0.48	0.86
Bus Collision Rate per 100K Miles	3.80	4.91	1.11	4.28	0.48	1.13
Mobility Collision Rate per 100K Miles	2.50	5.24	2.74	4.33	1.83	0.78
Employee Lost Time Incident Rate	3.80	5.14	1.34	4.69	0.89	-1.06

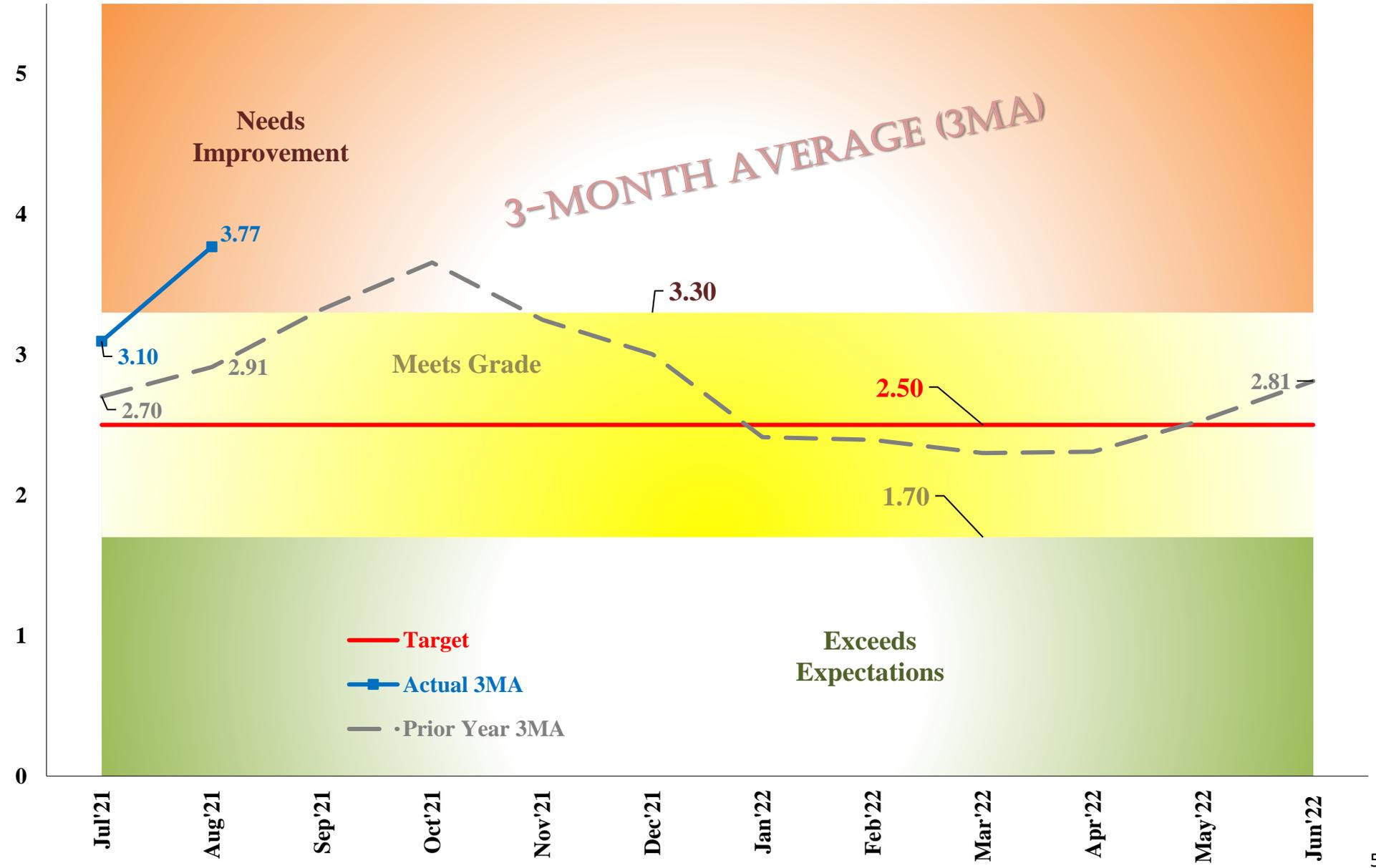
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



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

