



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, APRIL 29, 2021

ATLANTA, GEORGIA

via WebEx

MEETING MINUTES

Committee Chair W. Thomas Worthy called the meeting to order at 10:40 a.m.

Board Members Present	Staff Members Present
Roberta Abdul-Salaam	Jeffrey Parker
Robert Ashe III	Luz Borrero
Stacy Blakley	Melissa Mullinax
Jim Durrett	Elizabeth O'Neill
William Floyd	Allen, Rhonda
Roderick Frierson	Raj Srinath
Freda Hardage	
John Pond	
Rita Scott	
Reginald Snyder	
Christopher Tomlinson ¹	
W. Thomas Worthy, Chair	

Also in attendance: Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; other staff members: Phyllis Bryant, LaShanda Dawkins, Jacqueline Holland, Tyrene Huff, Kevin Hurley, Michael Kreher, Patricia Lucek, Gena Major, Dean Mallis, Ralph McKinney, Paula Nash, Santiago Osorio, Kirk Talbot, Sean Thomas, and George Wright.

1. Approval of the March 25, 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 Vice-Chair Abdul-Salaam and seconded by Board Member Hardage. The minutes were approved unanimously by a vote of 11 to 0 with 12 members present.¹

¹Christopher 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.

2. Briefing - MARTA Police Update [Presentation attached]

AGM/Chief of Police and Emergency Management, Scott Kreher, provided the Committee with an organizational overview of the department.

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

Board Member Hardage asked about a rail vehicle that had been previously approved. Chief Kreher replied the rail rescue vehicle was received two months ago.

Board Member Durrett asked how the City of Atlanta's goal to increase their police staff would impact MARTA. Chief Kreher replied that we're not the traditional police department, so he doesn't think it will have a major impact on retaining staff.

Board Chair Scott asked if we used the normal means of communication during emergency events. Chief Kreher replied that First Net by AT&T is used.

3. Resolution Authorizing the Award of a Contract for the Procurement of Inspection and Maintenance of Generator Services Authority-Wide, IFB B46991 [Presentation attached]

Acting Director of Facilities, Sean Thomas, presented the above resolution for approval. Committee Chair Worthy called for a motion to approve. A motion to approve was made by Board Member Durrett and seconded by Board Member Pond. The resolution was approved unanimously by a vote of 11 to 0 with 12 members present.¹

Committee Chair Worthy opened the floor for comments and/or questions. There were none.

4. Resolution Authorizing the Award of a Contract for the Procurement of Authority-Wide Landscaping Services, IFB B45932 [Presentation attached]

Acting Director of Facilities, Sean Thomas, presented the above resolution for approval. Committee Chair Worthy called for a motion to approve. A motion to approve was made by Board Member Durrett and seconded by Board Member Hardage. The resolution was approved unanimously by a vote of 11 to 0 with 12 members present.¹

Committee Chair Worthy had internet problems and asked Vice-Chair Abdul-Salaam to proceed on his behalf. Vice-Chair Abdul-Salaam opened the floor for comments and/or questions.

Board Member Frierson asked if this service would replace dying shrubbery. Mr. Thomas replied that we have partnered with Trees of Atlanta.

Committee Vice Chair Abdul-Salaam asked if MARTA had used any of the three vendors that were being recommended. Mr. Thomas replied that we had used one of them in a smaller capacity in the past.

5. Resolution Authorizing the Rejection of Bids Received for Facility-Wide Janitorial Services, IFB B47309

Director of Contracts, Procurement & Materials, Jacqueline Holland, presented the above resolution for approval. Committee Vice-Chair called for a motion to approve. A motion to approve was made by Board Member Durrett and seconded by Board Member Frierson. The resolution was approved unanimously by a vote of 11 to 0 with 12 members present.¹

Committee Vice-Chair Abdul-Salaam opened the floor for comments and/or questions.

Board Member Durrett asked how we could accommodate those who had taken the time to prepare bids and submitted them. Ms. Holland replied that, unfortunately, we would have to advertise again, and they would need to resubmit the bids. New procedures are in place so that this mistake doesn't happen again.

6. Resolution Authorizing Contract Modification for Facility-Wide Janitorial Service Agreement, IFB 37014 [Presentation attached]

Acting Director of Facilities, Sean Thomas, presented the above resolution for approval. Committee Worthy called for a motion to approve. A motion to approve was made by Board Member Durrett and seconded by Board Member Abdul-Salaam. The resolution was approved unanimously by a vote of 11 to 0 with 12 members present.¹

Committee Chair Worthy opened the floor for comments and/or questions. There were no questions or comments.

7. Resolution Authorizing the Award of a Contract for Professional Services for Department of Safety in Support of State Safety Oversight Program, LOA L48790 [Presentation attached]

Deputy Chief of Safety & Quality Assurance, Gena Major, presented the above resolution for approval. Committee Worthy called for a motion to approve. A motion to approve was made by Board Member Durrett and seconded by Board Member Hardage. The resolution was approved unanimously by a vote of 11 to 0 with 12 members present.¹

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

Board Member Durrett asked if we saw a time in the future that we won't need a consulting service for GDOT. Ms. Major replied that she doesn't see this as a long-term engagement. Additionally, General Manager Parker responded that he recently had a brief conversation with Ralph McKinney around this subject and saw this as

a supportive transitional contract to our existing resources that we have. We need to manage this internally to get us from where we are to where we aspire to be.

Board Member Frierson said that he enjoyed the Safety Management System training last month. It was very thorough and detailed and encouraged Ms. Major to keep up the good work.

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

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

9. Adjournment

The Committee meeting adjourned at 11:39 a.m.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tyrene L. Huff". The signature is written in a cursive, flowing style.

Tyrene L. Huff
Assistant Secretary to the Board

YouTube Link: <https://youtu.be/tPT7vddcm5A>

OPS/SAFETY COMMITTEE MPD UPDATE

MARTA POLICE DEPARTMENT

CHIEF M. SCOTT KREHER

mkreher@itsmarta.com

404-272-6152

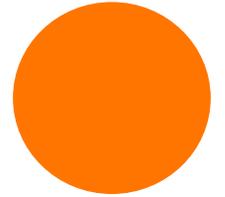
April 29, 2021



MPD ORGANIZATION

- 438 FTE/383 filled
- 4 police precincts
- 1 HQ/Admin (2424 Piedmont Rd)
- IOC/PCC/EOC (5292 New Peachtree Rd)

- SORT (SWAT)
- TFO (TACTICAL FIELD OFFICERS)
- Motors
- Bicycles
- K9
- JTTF (JOINT TERRORISM TASK FORCE)
- SERFTF (SOUTHEAST REGIONAL FUGITIVE TASK FORCE)



Deputy Chiefs



Pearline McKinzie –
Operations
PMcKinzie@itsmarta.com
404-427-4863



Michael Burrows –
Administration
mburrows@itsmarta.com
404-395-2876



North Precinct

- **Precinct Commander:**
- **Major Willie Davenport**
- **Dunwoody Station**
- **1111 Hammond Drive, Atlanta, GA 30346**
- **Phone: (404) 848-4813**
- **WDavenport@itsmarta.com**



South Precinct

- Precinct Commander:
- Major Eugene Roberts
- College Park Station
- 3800 E. Main Street, College Park, GA 30337
- Phone: (404) 848-3641
- ERoberts@itsmarta.com



Central Precinct

- Precinct Commander:
- Major Ernest Cloud
- Five Points Station
- 30 Alabama Street, Atlanta, GA 30303
- Phone: (404) 848-3098
- ewcloud@itsmarta.com



East Precinct

- Precinct Commander:
- Major Fredrico Jackson
- Indian Creek Station
- 3901 Durham Park Rd, Stone Mtn, GA 30032
- Phone: (404) 848-3072
- FAJackson@itsmarta.com



Special Operations Section

- Major Mathew Carrier
- MARTA Police HQ
- 2424 Piedmont Rd. N.W.
- Phone: (404) 848-3641
- MCarrier@itsmarta.com

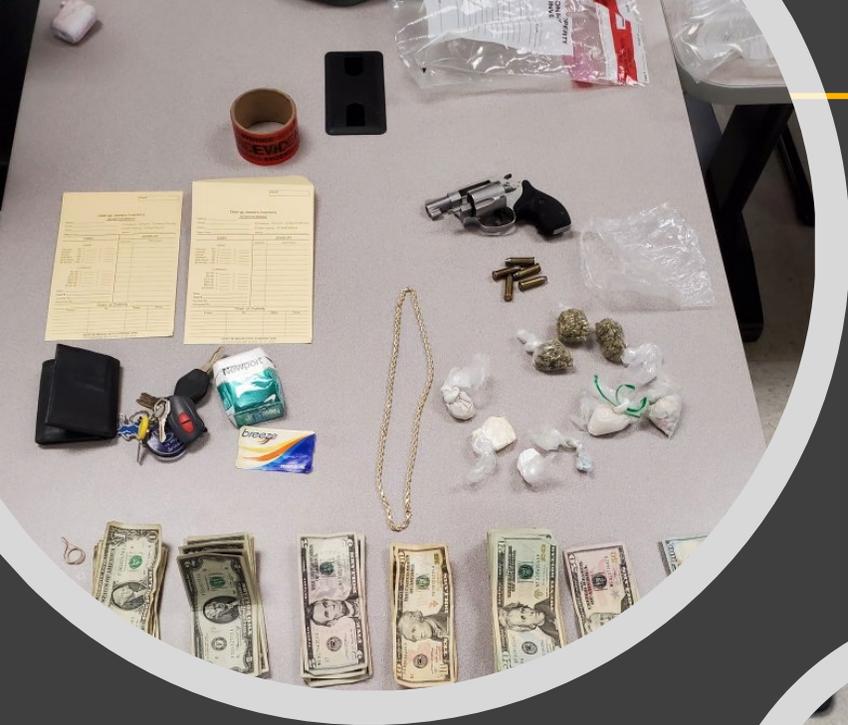


PCC Manager

- **Deloris Jacobs**
- **IOC/EOC/PCC**
- **5292 New Peachtree Rd., Chamblee, GA 30341**
- **Phone: (404) 848-4998**
- **djacobs@itsmarta.com**

Part 1 Crimes as of April 23, 2021

*This document is for Management use only and is subject to change	7 DAY 2021	7 DAY 2020	7 DAY % CHANGE	3/23/21 - 4/22/21	3/23/20-4/22/20	MTHLY % CHANGE	YTD 2021	YTD 2020	YTD % CHANGE
OFFENSES									
Homicide	0	0	0%	1	0	100%	1	1	0%
Robbery	0	1	-100%	2	6	-67%	7	14	-50%
Aggravated Assault	0	0	0%	3	6	-50%	14	28	-50%
Larceny / From Auto	1	1	0%	2	2	0%	7	10	-30%
Larceny / Other	2	3	-33%	10	21	-52%	18	64	-72%
Auto Theft	1	0	100%	2	0	200%	2	6	-67%
Arson	0	0	0%	1	1	0%	1	2	-50%
Burglary	0	0	0%	0	0	0%	0	0	0%
TOTAL OFFENSES	4	5	-20%	21	36	-42%	50	125	-60%



MPD Violent Crime/Fare Evasion 1st QTR 2021

- 406 Fare Evasion charges
- 524 Copy of Charges
- 55 Quality of Life Offences (Drinking in Public, Vending w/o permit, possession of marijuana)
- 26 custodial arrests
- 3 firearm arrest
- 18 wanted persons located



TSA/FTA MASK COMPLIANCE DETAIL FEBRUARY 2021

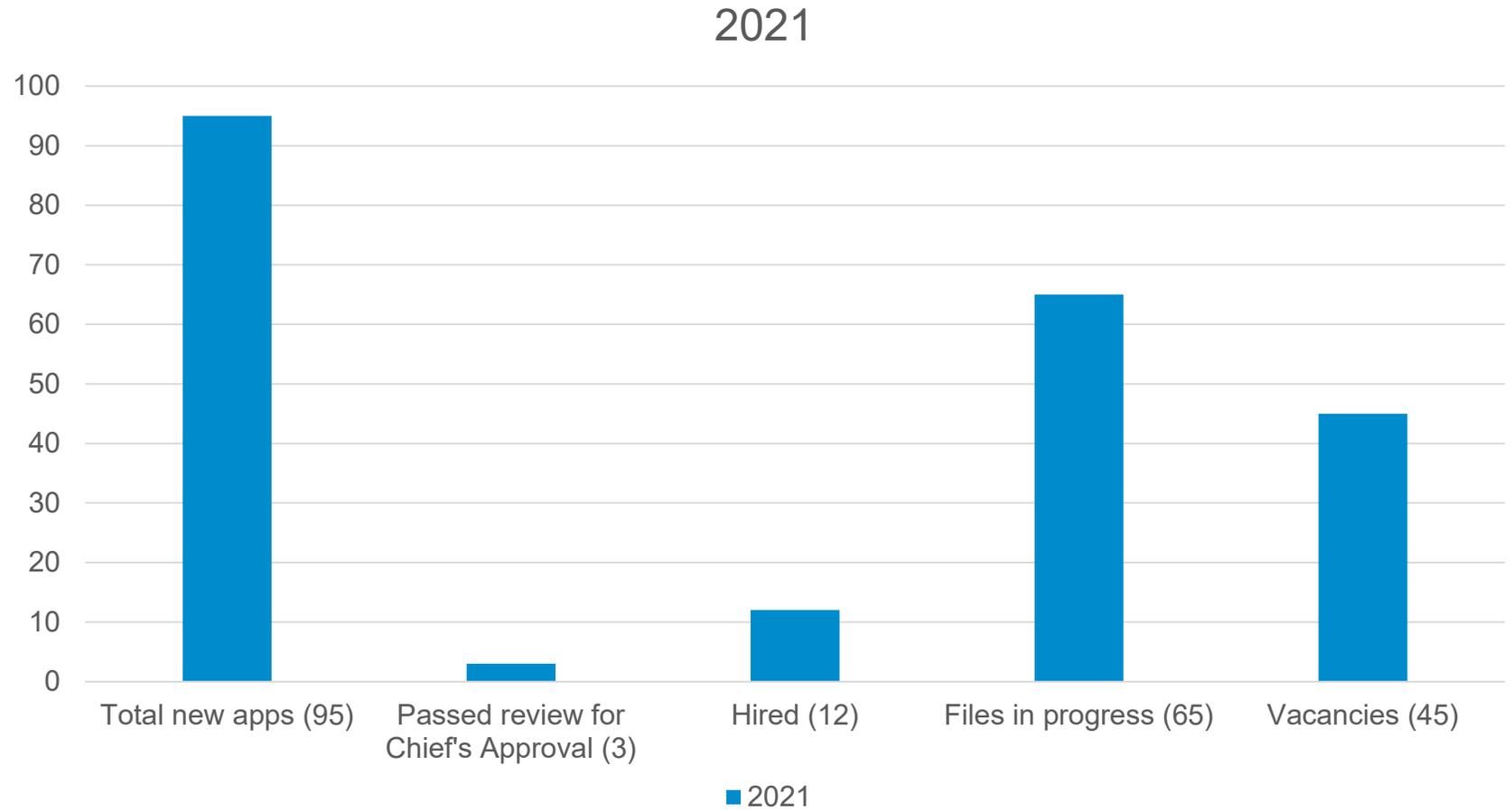
- 2677 patrons stopped for mask compliance (avg 111/day)
- 2596 patrons complied and continued system
- 78 patrons did not comply and left the system voluntarily
- 3 Ride With Respect suspensions or arrests



2021 MPD Projects

- GDOT approved 2021 SEPP (Security and Emergency Preparedness Plan)
- New Body Worn Camera/Taser/Signal Sidearm
- Researching new/improved Taser/Weapon transition training
- Transition from .40 to 9mm service weapon
- CAD/RMS replacement out for bid
- Uniform Contract out for bid
- New Breeze Card validation device test phase late April
- Lieutenant promotional exam scheduled for June
- Completed annual CALEA (Commission on Accreditation for Law Enforcement Agencies) inspection

Sworn Hiring YTD



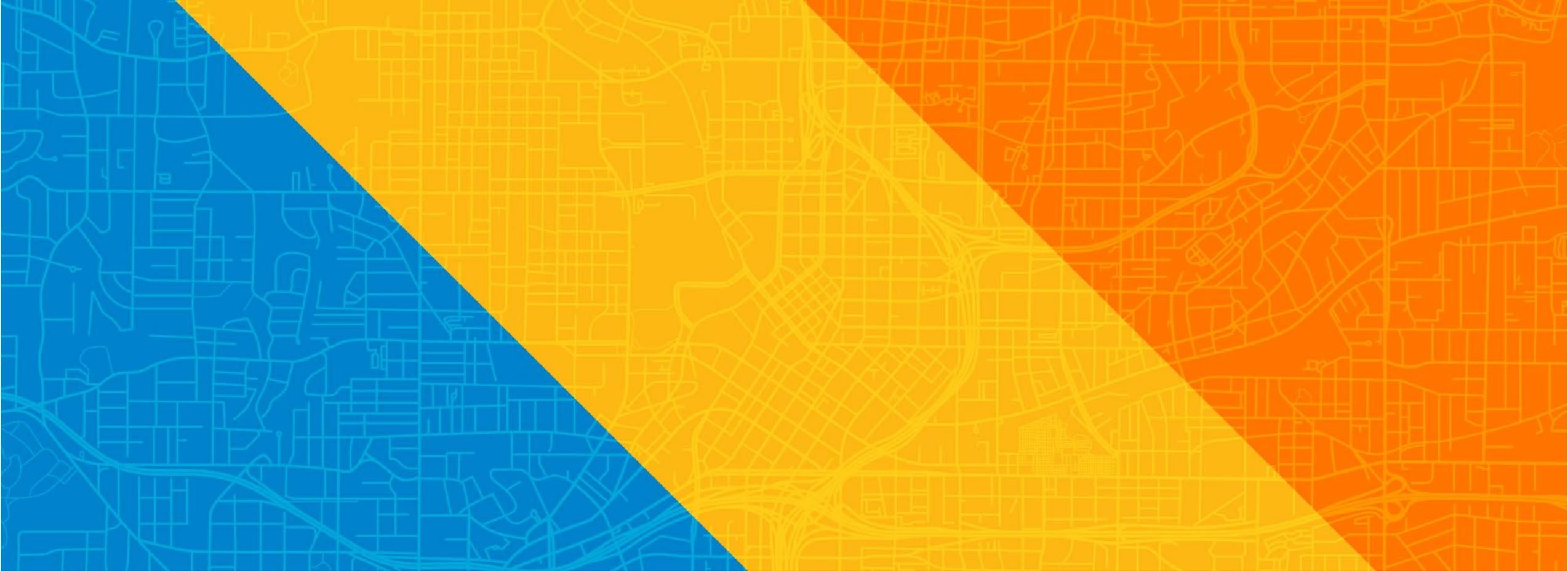
MPD LONG TERM COMPENSATION PLAN

- 2019 Northhighland MPD Compensation Study initiated
- 2020 Results provided to MARTA
- Proposal Submitted to CFO/CAO and approved March 2021
- Proposal submitted to CEO and approved April 2021

Results:

- \$3500 Pandemic Pay provided to front-line employees May 2021
- FY22 3% salary increase for all non-represented employees July 2021
- FY23 2% salary increase for ranks of Lieutenant and below July 2022
- FY24 5% salary increase for ranks of Lieutenant and below July 2023

- Immediate impact on retention of current police officers
- Immediate impact on recruitment of future police officers
- Keeps MPD competitive in the ever-shrinking pool of qualified candidates



Thank You





Resolution Authorizing Award

IFB 46991 Authority-wide Service Agreement for
Inspection & Repair of Generator Equipment

marta ®

OBJECTIVE

To ensure continuous compliance with fire and life safety codes related to emergency and standby power equipment.



OVERVIEW

- I. Regulatory Compliance
- II. Equipment Overview
- III. State of Good Repair
- IV. Bid Timeline
- V. Award Analysis
- VI. Recommendation



COMPLIANCE REQUIREMENTS

- NFPA 110 Standard for Emergency Power
- EPA Regulations for stationary engines
- EPD compliance for fuel storage
- Regulations for various municipalities



Equipment Overview

30 + stationary units support critical functions

- emergency egress lighting
- fire protection systems
- CNG functions/detection
- fueling systems
- Various communication systems



State of Good Repair

- EPSS systems upgraded
- Approximately 20 units installed in the past 5 years
- Integrated into Building Automation system
- Provides real-time data for run times, power loss, fuel levels, engine dashboard, etc.

Honeywell | MARTA
Browns Mill: Generator - BM_GEN_1

CATERPILLAR
GENERATOR SET

Engine Model 2612C Year 2012

1562 kVA 1250 kW .8 COS φ 60 Hertz
Prime X Standby Continuous
WITH FAN RATING

Generator Data
Generator Data Description

3 Phase 6 Wire
X Wye Delta
X Series Parallel

Generator 480 Volts 1879 Amps
Sub-Transient X'D .1804 Per Unit .0266 Ohms
Transient X'D .2611 Per Unit .0365 Ohms
Excitation 29 Volts 6.4 Amps
697 Frame 1800 Rev/Min
Maximum Temperature Rise 105 °C By Resistance
40 °C Ambient 1000 Meters Altitude
Class H Insulation

Enclosure Type:

Include Serial Number and Generator Part Number from generator serial number plate when ordering parts and in correspondence.
Gen S/N : G6J00573 ESD: LSJNK

110-3452-2

Power

Total Real Pwr	0.0 W
Total App Pwr	0.0 Va
Total Reactive Pwr	0.0 Var
Real Pwr Per Hr A	0.0 W
Real Pwr Per Hr B	0.0 W
Real Pwr Per Hr C	0.0 W
App Pwr Per Hr A	0.0 Va
App Pwr Per Hr B	0.0 Va
App Pwr Per Hr C	0.0 Va
Reactive Pwr Per Hr A	0.0 Var
Reactive Pwr Per Hr B	0.0 Var
Reactive Pwr Per Hr C	0.0 Var
Pwr Factor	1.0 Pf

Volts

Volts A-B	
Volts B-C	
Volts C-A	
Volts A-N	
Volts B-N	
Volts C-N	
Battery Volts	

Current

Current Per Hr A	
Current Per Hr B	
Current Per Hr C	

Freq

Freq	
------	--

Bid Timeline

Timeline of Bid Activities for IFB 46991	
Wednesday, October 21, 2020	Notice of Invitation for Bids to potential bidders
Tuesday, November 3, 2020	Pre-Bid Conference interested bidders
Wednesday, December 2, 2020	Deadline for bid submission
Thursday, December 3, 2020	Bid Opening
	Responsibility Determination
	Operations & Safety Committee Agenda

- 3 bids received by deadline
- 1 bid deemed non-responsible

Award Analysis

Authority Wide Generator Inspection & Repair Services

Contract: IFB 46991



Vendor: Signal Point Solutions

Award: \$302,010.00

Term: 2 base years: 3 1-year options

DBE: 18%



Thank You





Resolution Authorizing Contract Award for IFB 45932

Authority-Wide Landscaping Services



STRATEGIC INITIATIVES

Fostering Employee Safety & Morale

Promoting MARTA Image & Brand



OVERVIEW of RESOLUTION

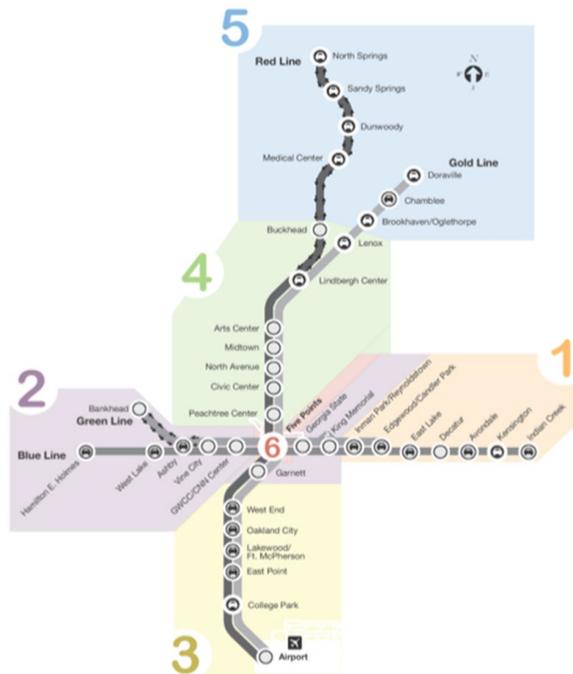
- I. Summary of Locations
- II. Description of Services Provided
- III. Bid Timeline Summary
- IV. Award Analysis
- V. Recommendation



OVERVIEW of LOCATIONS

- Services Agreement covers:
 - 125 locations across system
 - Over 6.5 million sq. ft. green space
 - Right of way areas adjacent to tracks
 - Detention Ponds

Station Zone Map



North Line	26 sites	1,120,000
Northeast	17 sites	1,126,286
South Line	29 sites	2,070,934
East Line	34 sites	1,824,213
West Line	19 sites	441,544
HQ Complex	3 sites	

DESCRIPTION of SERVICES

General landscaping services to include:

- General mowing, edging, trimming
- Litter & weed removal pavers/sidewalks
- Periodic services at retention/detention ponds
- Pruning & trimming shrubs/groundcover
- Mulching, aerating, trenching
- Aerate, fertilize, herbicide
- Limited enhancements



BID TIMELINE

Invitation for Bids	Oct 2020
Pre-Bid Conference	Oct 2020
Site Visits	Nov 2020
Bid Deadline	Dec 2020
Responsibility Determination	Jan 2021
Award Recommendation	March 2021
Resolution Request	April 2021

- Forty companies retrieved on-line IFB or CD
- Eight bids received prior to deadline
- Seeking award to multiple vendors

AWARD ANALYSIS

- **Authority Wide Landscaping Services**
- Contract: IFB 45932
- Award: \$ 3,889,507
- Term: 2-year base; 3) option years
- DBE Goal: 28%
- Vendors:
 - (1) Flex Landscaping *
 - (2) Lawn Maintenance Solutions **
 - (3) WorldScapes LLC. **

RECOMMENDATION

Award to multiple vendors

- **Flex Landscaping**
 - Certified DBE

- **Lawn Maintenance Solution**
 - 28% DBE goal identified

- **WorldScapes LLC**
 - 28% DBE goal identified





Thank You





Resolution Authorizing Contract Modification for IFB 37014

Facility-wide Janitorial Service Agreement



KEY TOPICS

- I. Objective
- II. Status of Replacement Contract
- III. Overview of Current Agreement
- IV. Modification Request



OBJECTIVE

Extend current janitorial contract while procurement process for replacement contract continues.



REPLACEMENT SOLICITATION

- ✓ IFB 43709 re-advertisement pending
- ✓ Preliminary bid activities completed
- ✓ Significant vendor interest
- ✓ 52 vendors attended pre-bid
- ✓ 18 bids received
- ✓ **Bids Rejected**

EXISTING AGREEMENT

A – Action Janitorial Services Inc.

Term:	2 + 1 + 1 + 1
Original Award:	\$2,173,328.50
Contingency:	\$108,666.43
Modification A:	\$233,879.08
Contract Value:	\$2,515,874.01
Expended:	\$2,197,548.21 (87%)
DBE Goal:	100%
Expires:	June 30, 2021
Modification:	add \$175,409





Thank You





PROFESSIONAL SERVICES FOR DSQA

Presented by:

Gena Major, Deputy Chief Safety and Quality Assurance

April 29, 2021



BoydCaton Group (BCG)

Provides DSQA with enhanced support and monitoring of GDOT's State Safety Oversight (SSO) Program

- Supports preparation of corrective actions and reviews related to safety events.
- Provides training and additional subject matter expertise related to the SSO program.
- Improves the working relationship with GDOT related to SSO program requirements.



SSO Program Overview

- An FTA mandated program to oversee safety at rail transit systems.
- A State Safety Oversight Agency (SSOA) carries out the SSO Program. In Georgia, it's GDOT.
- Implemented/Monitored via Accidents and Hazards Reporting, Monthly & Quarterly Safety Meetings (FTA, GDOT, MARTA Departments, MARTA CEO), Internal Safety Audit Program, Safety and Security Certification, and Triennial Audits.



**Federal Transit
Administration**



BCG – Initial Support

- Corrective Actions
- Accident Investigations
- Safety and Security Certification



ACTIVITIES FOR ADDITIONAL BCG ENGAGEMENT:

- Development of an internal Strategic Action Plan to address enhancements and improvements to foster compliance with GDOT requirements
- Enhancing Accident Investigation Capability and Resolving Backlog
 - Support Tiger Team stand up and operation
 - Support triage and review of outstanding Final Investigation Reports
- Implementing Safety and Security Certification Program and Addressing GDOT CAPs
 - Assist in Revision of MARTA's Safety and Security Certification Program Plan
- Support New Process for Developing and Tracking CAPs
- Enhancing Process for Reporting, Addressing and Tracking Hazards and Safety Risk Mitigation
 - Review and triage current Hazard Log
 - Support update of Hazard tracking log
- Safety Performance Monitoring and Measurement
 - Provide input on training related to development of strategic performance indicators
- Meetings and Communication
 - Facilitating GDOT-related biweekly CAP and hazard meetings

BCG Resolution for Award

- Contract to be awarded through December 31st, 2022.
- Contract to be awarded at an amount not to exceed \$1.5 MM.



Thank You



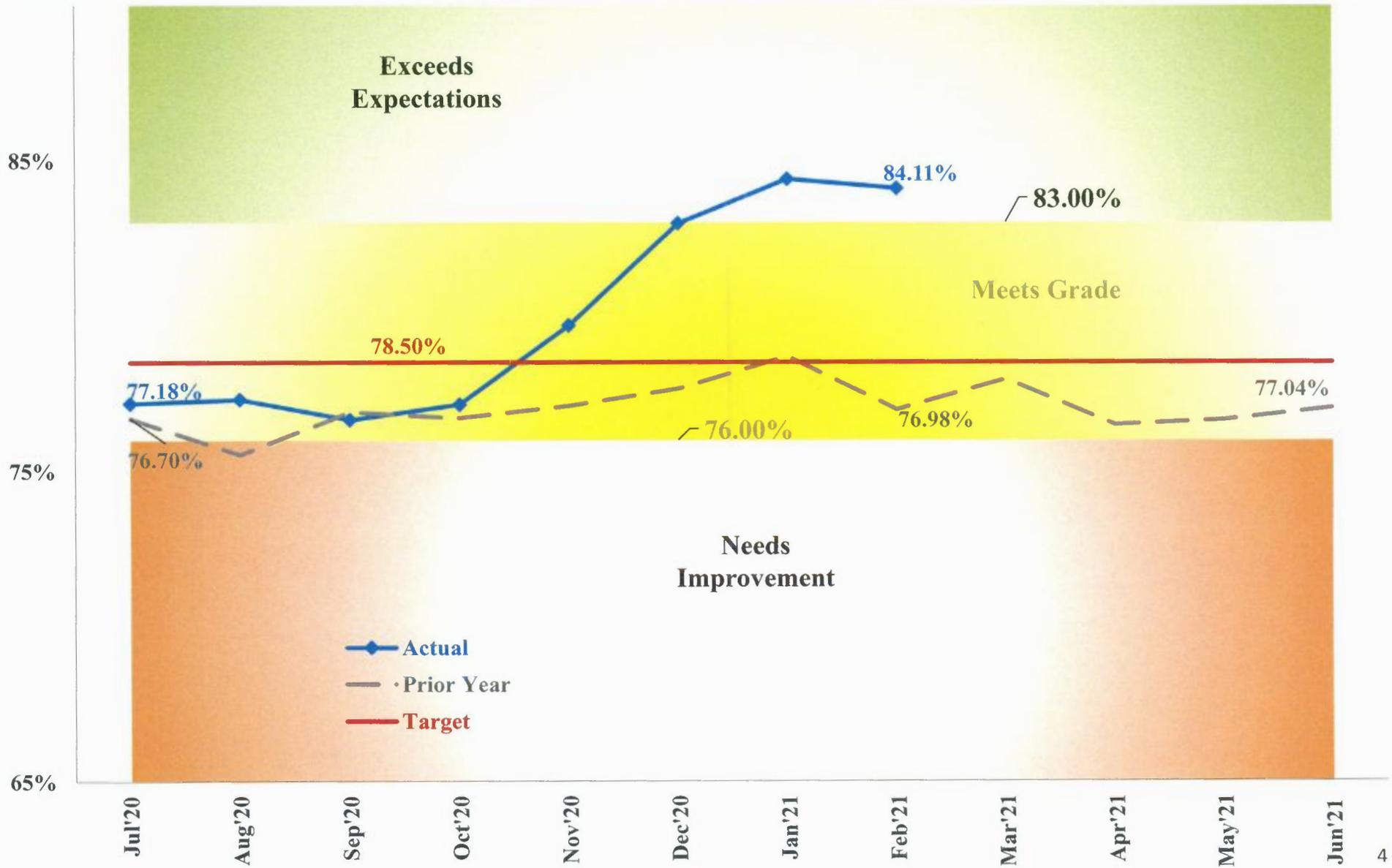
FEBRUARY FY21
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

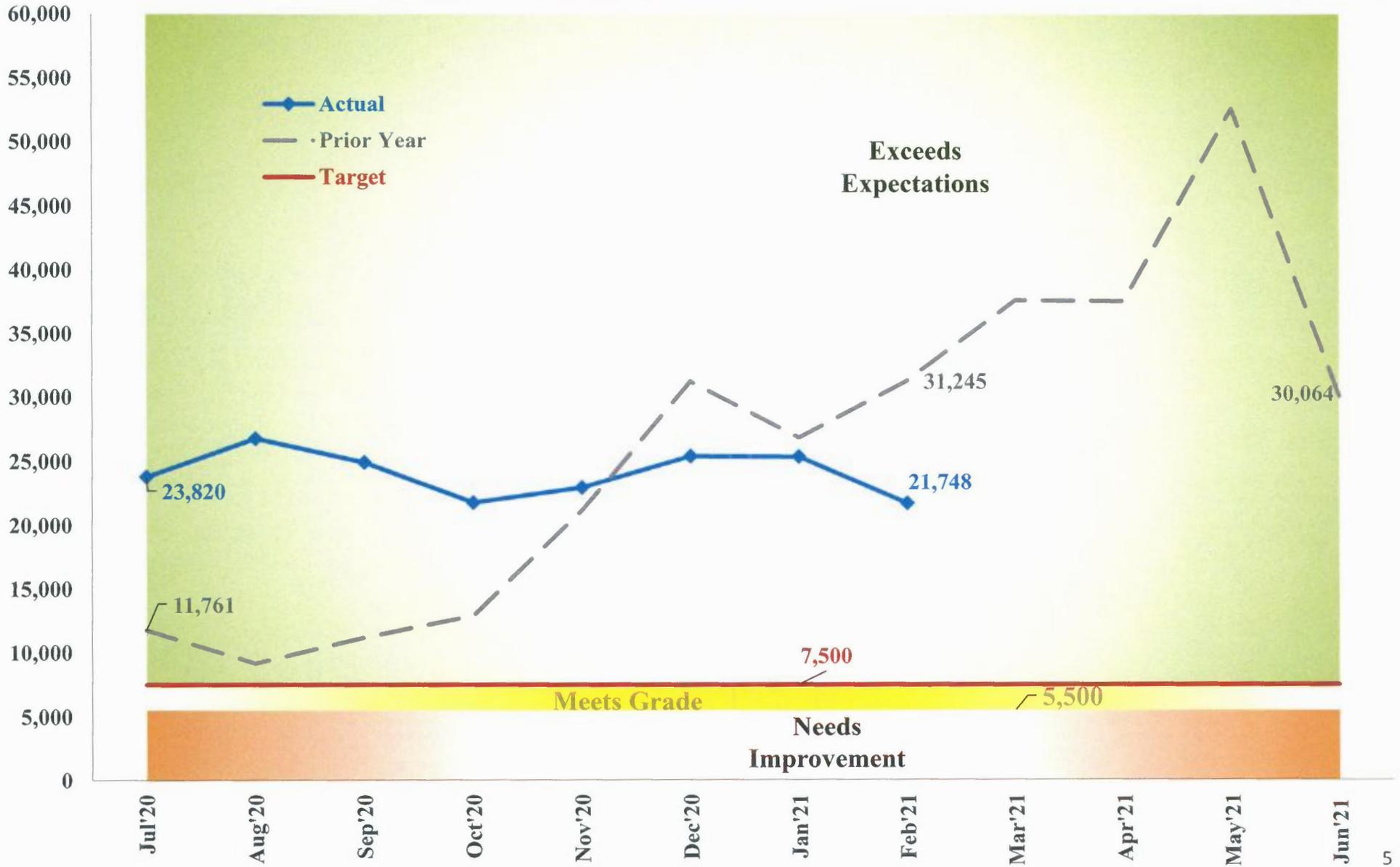
Operations KPIs (Bus)

KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	84.11%	5.61%	80.44%	1.94%	3.40%
Mean Distance Between Failures	7,500	21,748	14,248	24,049	16,549	8,444
Customer Complaints per 100K Boardings	8.00	9.21	1.21	9.92	1.92	-2.10

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.

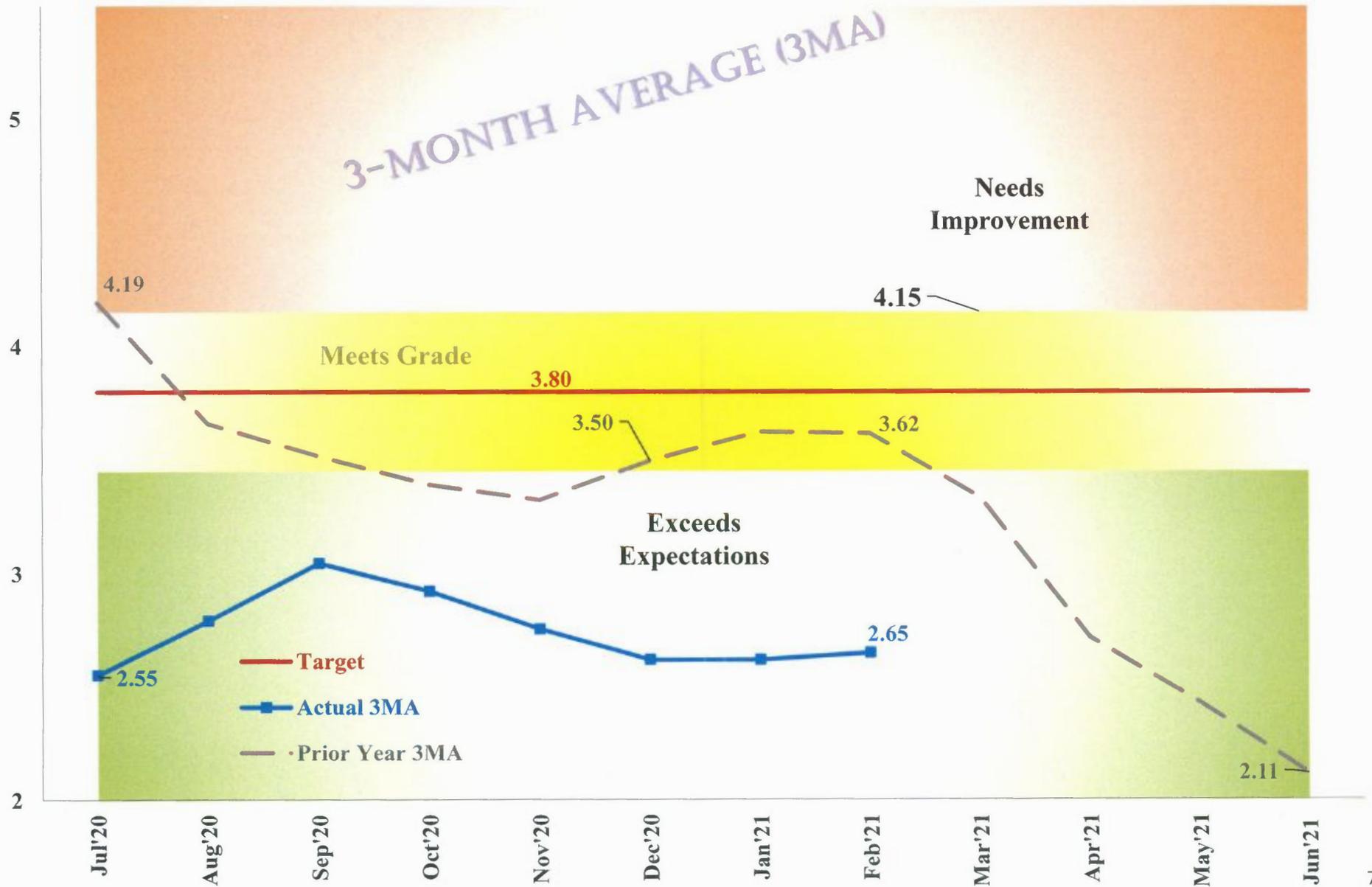


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.



BUS
SAFETY KPI

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

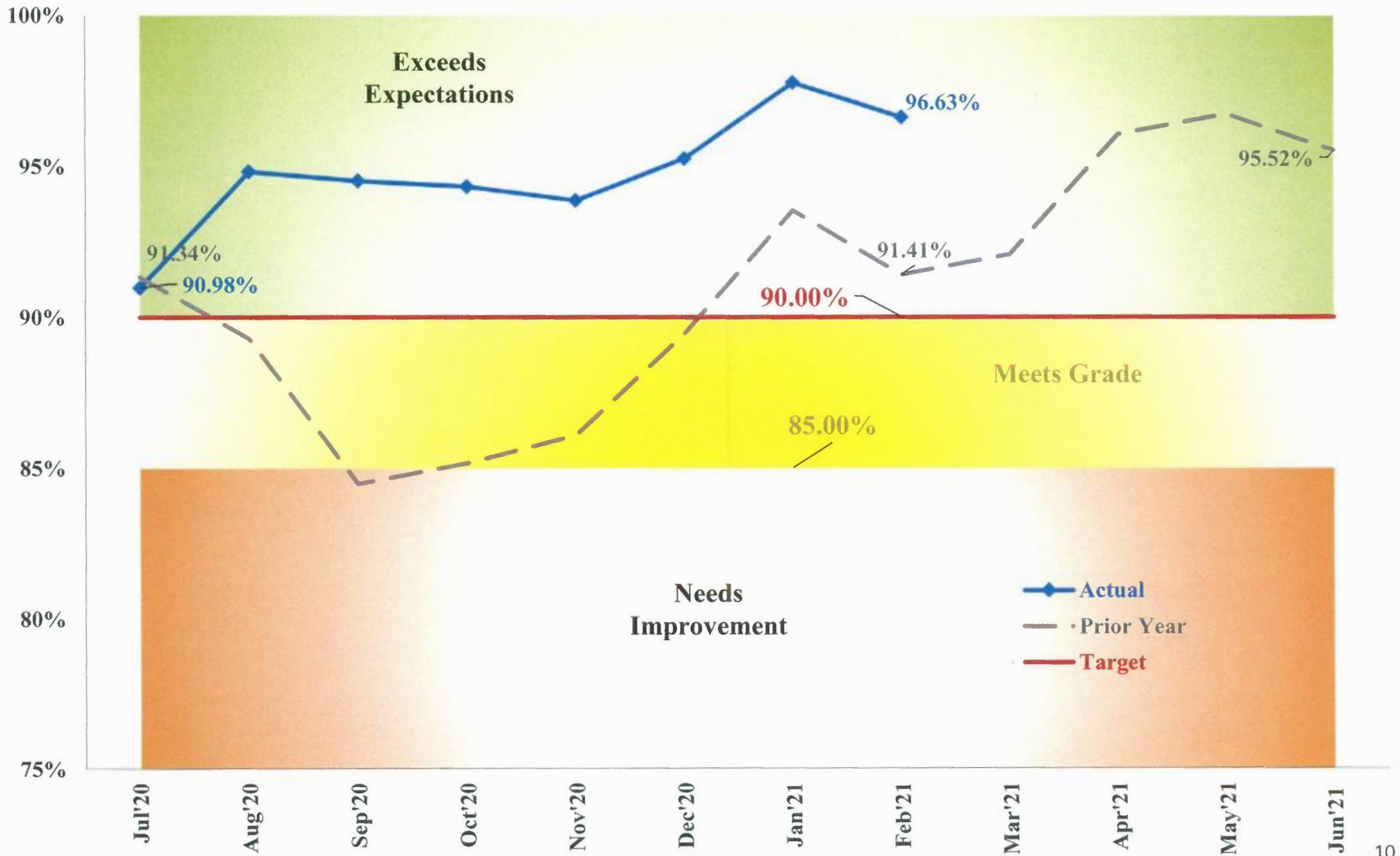


OFFICE OF
MOBILITY

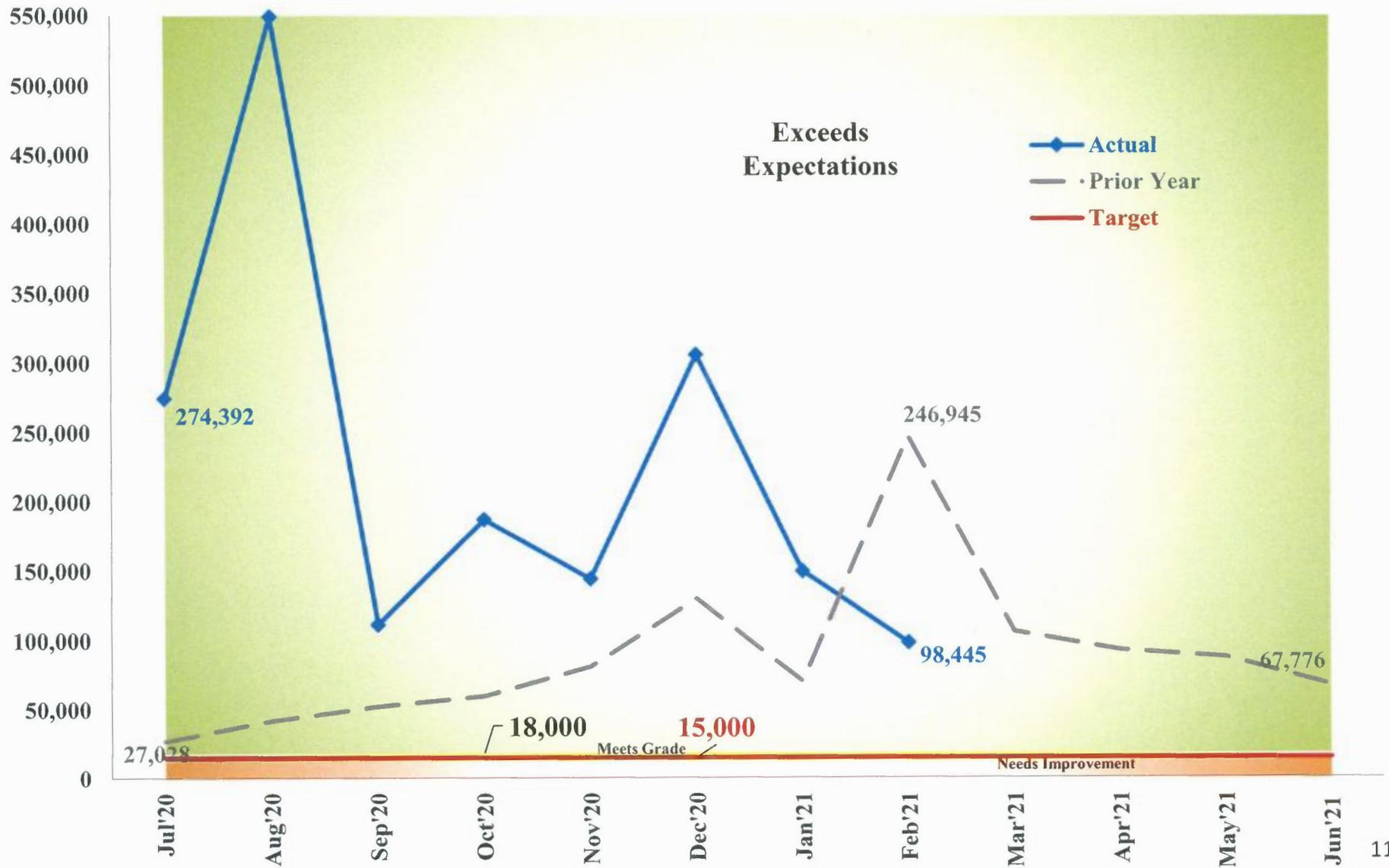
Operations KPIs (Mobility)

KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	96.63%	6.63%	94.77%	4.77%	5.96%
Mean Distance Between Failures	15,000	98,445	83,445	170,155	155,155	115,042
Missed Trip Rate	0.50%	0.11%	-0.39%	0.26%	-0.24%	-0.40%
Reservation Average Call Wait Time	2:00	0:25	-1:35	0:16	-1:44	-2:07
Reservation Call Abandonment Rate	5.50%	0.75%	-4.75%	0.35%	-5.15%	-5.24%
Customer Complaints per 1K Boardings	4.00	2.25	-1.75	2.48	-1.52	-0.64

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

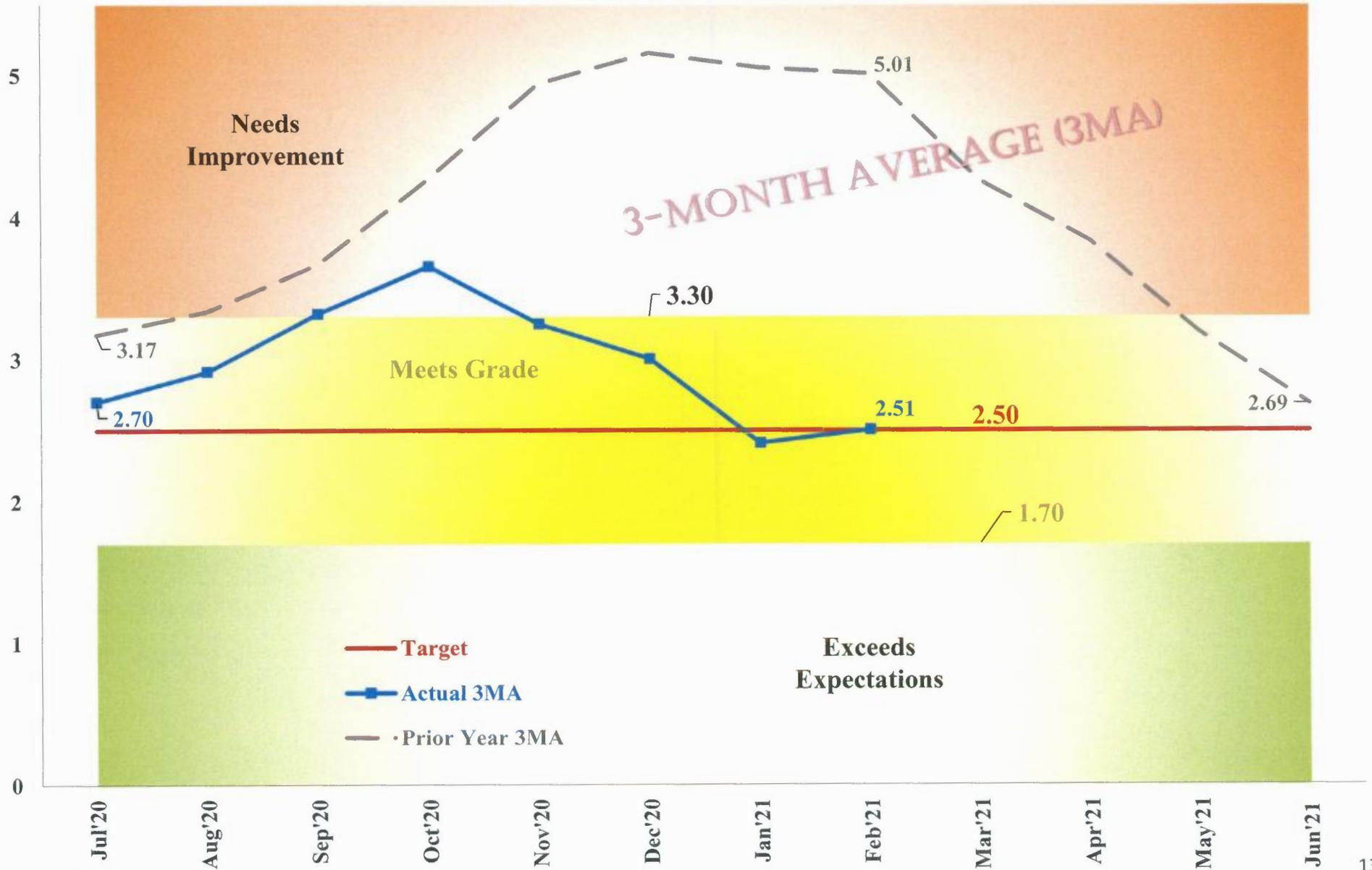


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



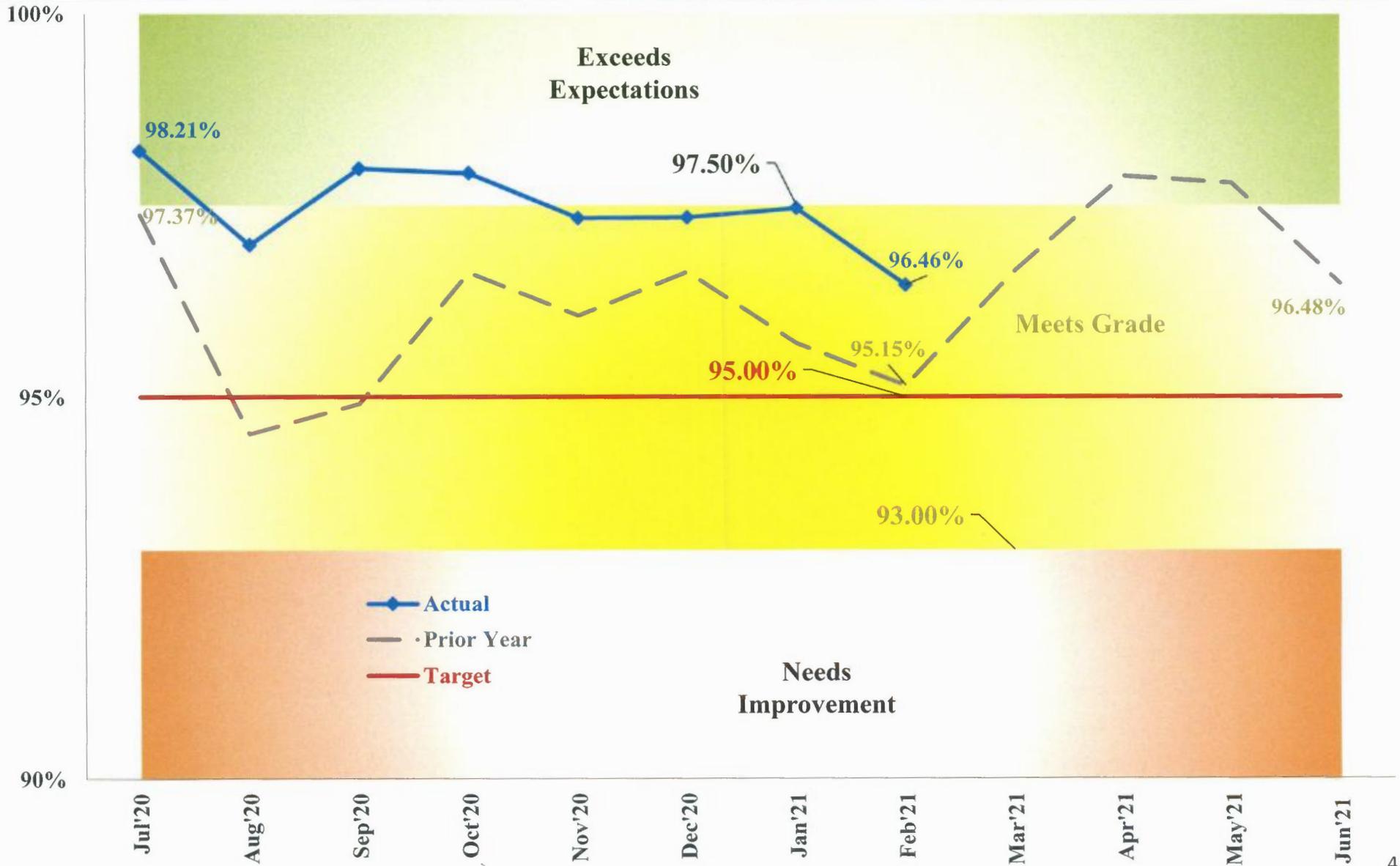
FEBRUARY FY21
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

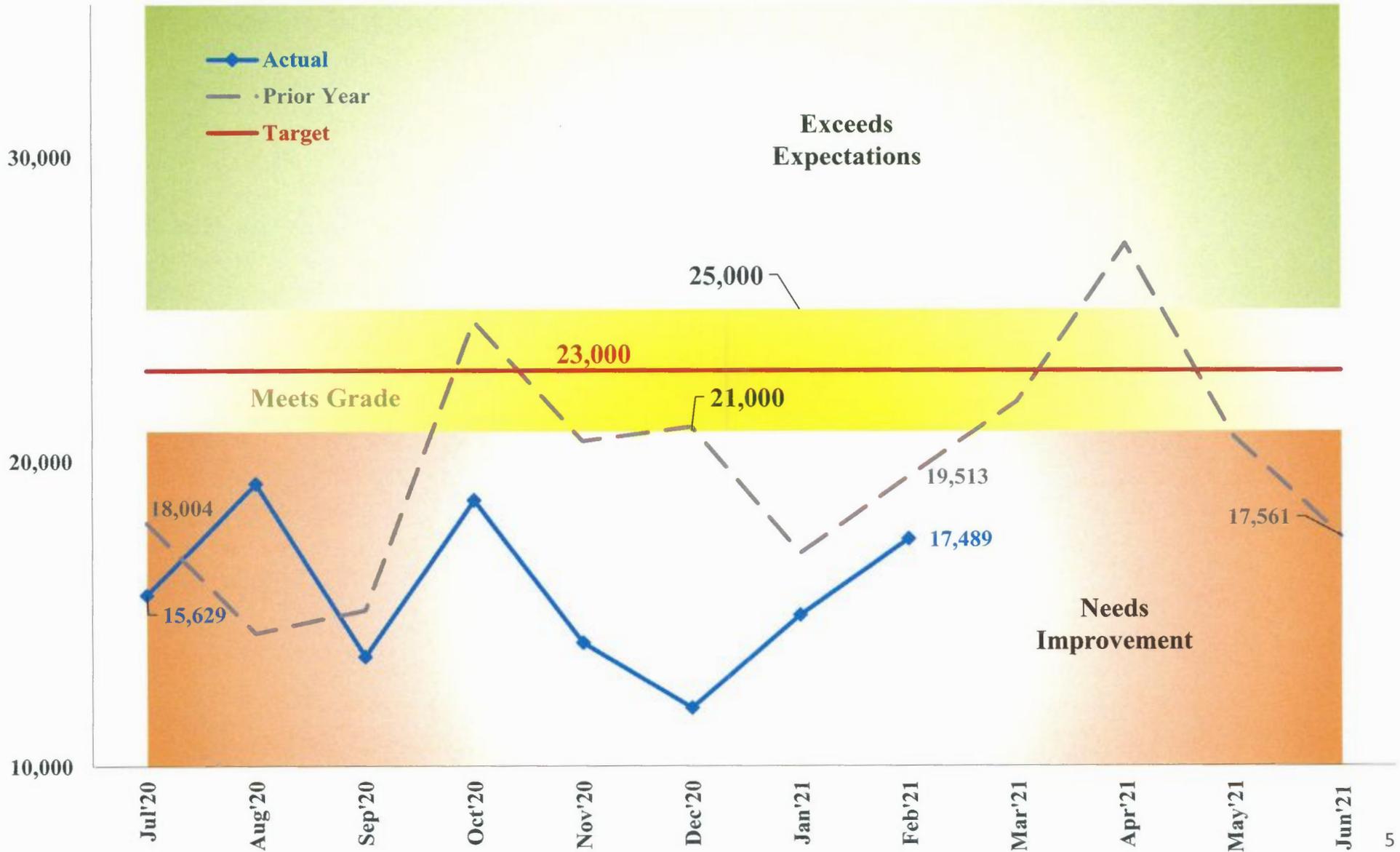
Operations KPIs (Rail)

KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.46%	1.46%	97.44%	2.44%	1.56%
Mean Distance Between Failures	23,000	17,489	-5,511	15,306	-7,694	-2,984
Mean Distance Between Service Interruptions	475	401	-74	583	108	200
Customer Complaints per 100K Boardings	1.00	0.29	-0.71	0.55	-0.45	-0.32

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)

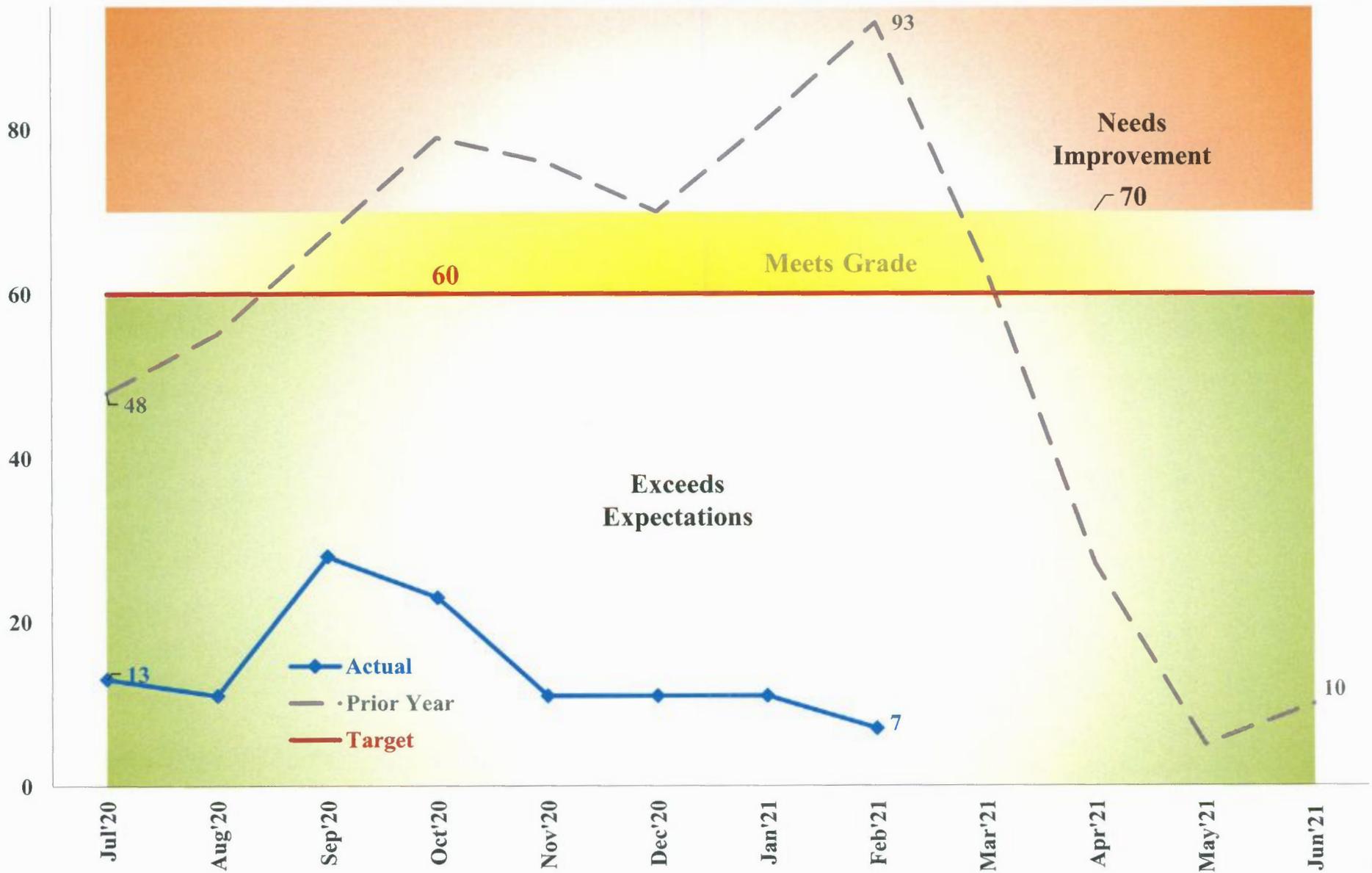
KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.43%	-0.07%	98.39%	-0.11%	1.16%
Elevator Availability	98.50%	98.54%	0.04%	98.62%	0.12%	0.59%

FEBRUARY FY21
PERFORMANCE
(CUSTOMER SERVICE)

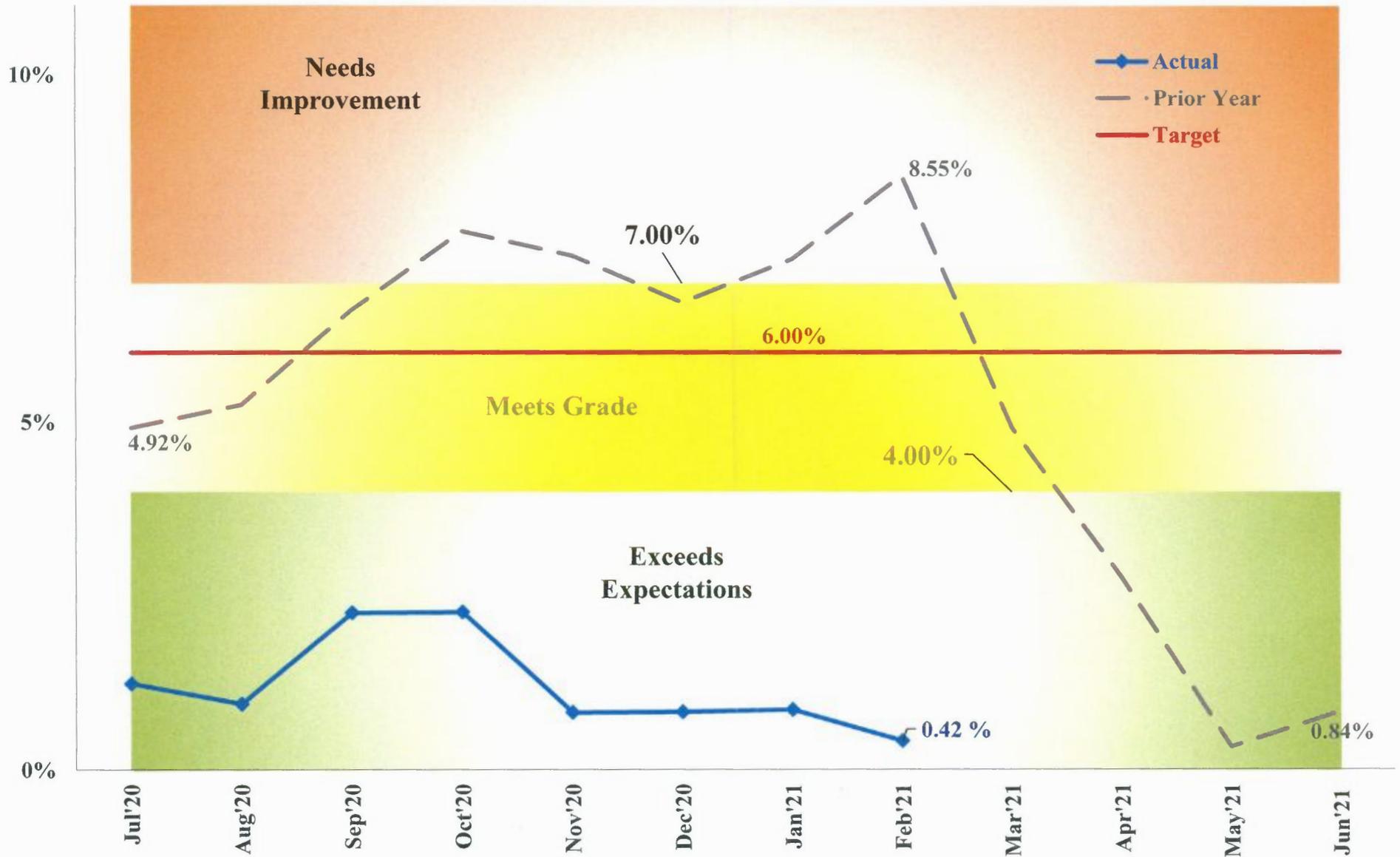
Customer Service KPIs

KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:07	-0:53	0:15	-0:45	-0:56
Customer Call Abandonment Rate	6.00%	0.42%	-5.58%	1.27%	-4.73%	-5.31%

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.

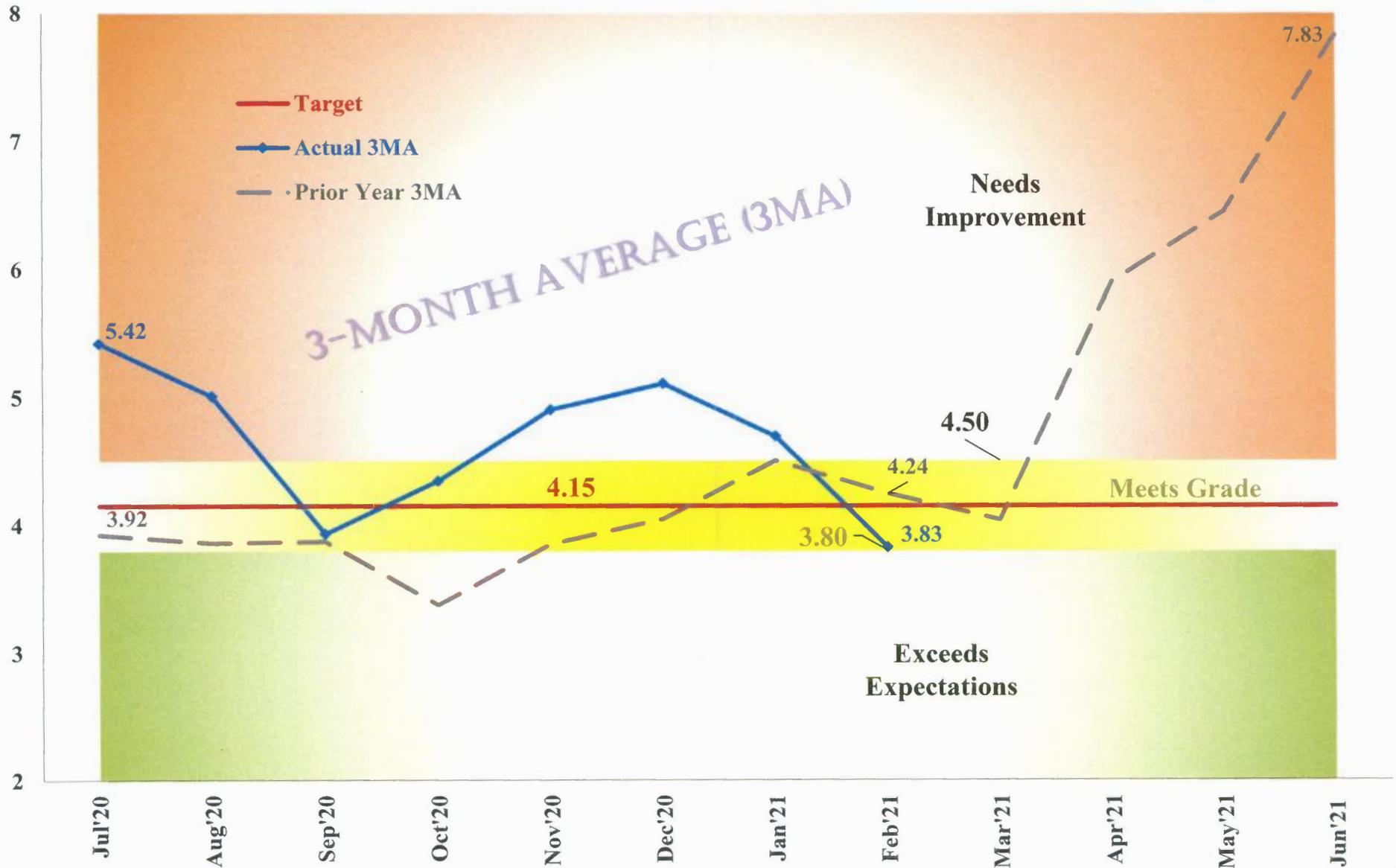


FEBRUARY FY21
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

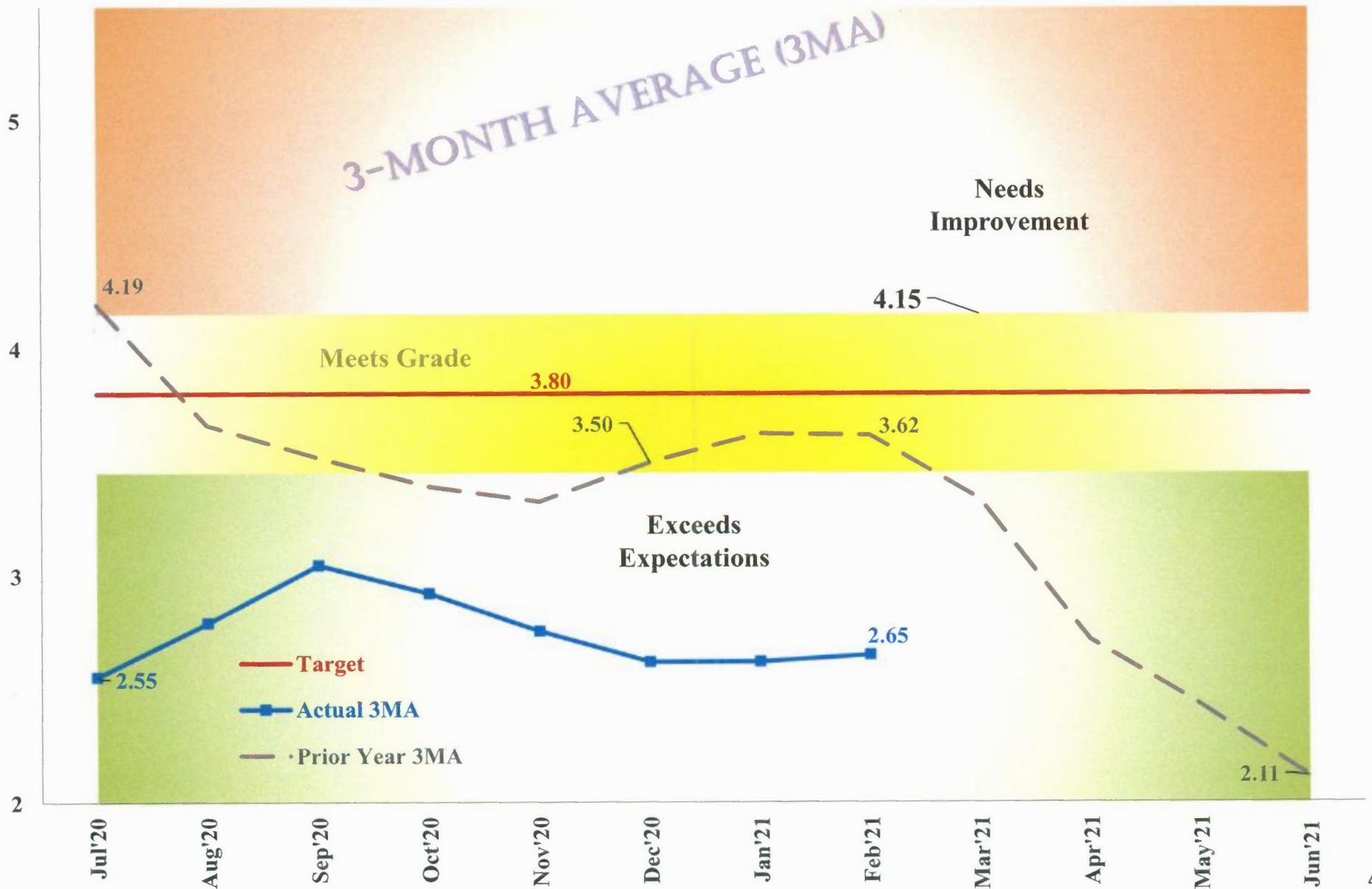
Safety & Security KPIs

KPI	FY21 Target	February FY21	Monthly Variance vs. Projected	FY21 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	3.60	-0.55	4.21	0.06	0.16
Bus Collision Rate per 100K Miles	3.80	2.73	-1.07	2.81	-0.99	-0.69
Mobility Collision Rate per 100K Miles	2.50	2.88	0.38	3.03	0.53	-1.39
Employee Lost Time Incident Rate	3.80	2.20	-1.60	5.30	1.50	2.20

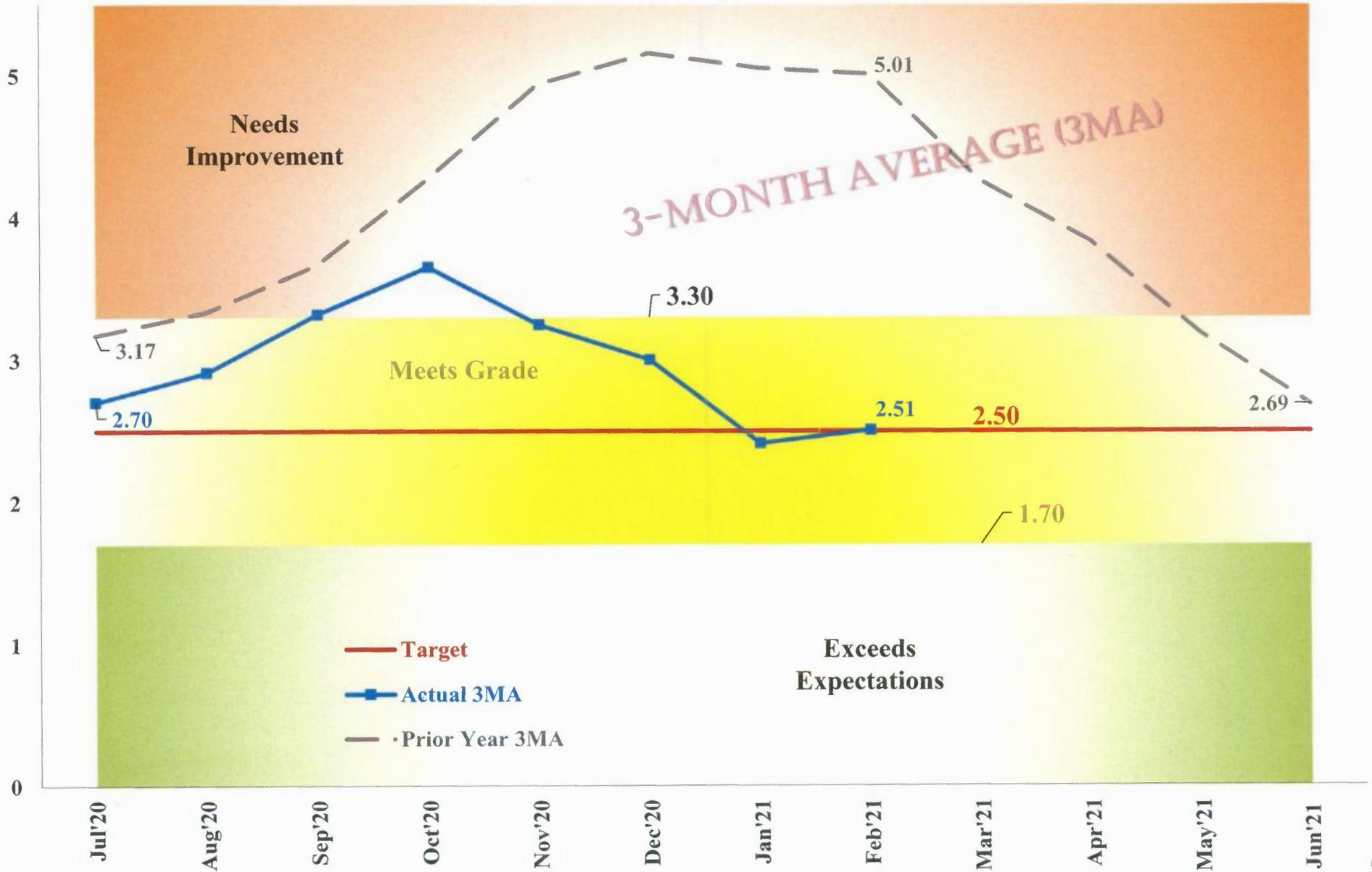
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



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.

