

MINUTES
MEETING OF THE BOARD OF DIRECTORS
OPERATIONS AND SAFETY COMMITTEE
METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY
NOVEMBER 2, 2020

The Board of Directors Operations and Safety Committee meeting was called to order at 10:05 a.m., Monday, November 2, 2020, via WebEx, Atlanta, Georgia.

Board Members Present

Robert Ashe
Jim Durrett*
William Floyd
Roderick Frierson
Jerry Griffin **(Chair)**
Freda Hardage
Alicia Ivey
John Pond
Rita Scott

Staff Members Present

Jeffrey Parker
Rhonda Allen
Collie Greenwood
Kevin Hurley
Michael Kreher
Melissa Mullinax
Elizabeth O'Neill
Franklin Rucker
David Springstead
Gena Major

Other staff members in attendance: Marsha Anderson Bomar, Kirk Talbott, LaShanda Dawkins, Steven McClure, George Wright, Cynthia Beasley, Santiago Osorio, William Taylor, Lyle Harris, Paula Nash, Tyrene Huff and Marie Peters.

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1. **Approval of September 30, 2020, Operations and Safety Committee Meeting Minutes**

On a motion by Mrs. Hardage, seconded by Ms. Ivey, the minutes were unanimously approved by a vote of 8 to 0 with 9* members present.

* Board member Jim Durrett joined the meeting after the vote for the approval of the minutes. Mr. Durrett entered the meeting at 10:51 a.m.; therefore, he was not present during the votes of the two (2) resolutions.

2. **Resolution Authorizing the Award of a Contract for Procurement of Bus Midlife Overhaul Labor, IFB B44856**

William Taylor, Director Bus Maintenance presented the above resolution for approval.

- Firm fixed unit price contract – will be utilized on an as-needed basis
- Federal funded contract at eighty percent
- DBE goal is five percent
- MARTA received five bids
- Reasons for recommendation:
 - Opportunity to increase DBE goal from five to twenty percent
 - Additional maintenance opportunity was identified
 - Future expectations

On a motion by Mr. Pond, seconded by Mr. Ashe, the resolution was unanimously approved by a vote of 8 to 0 with 9* members present.

3. **Resolution Authorizing the Procurement of Body Worn Cameras for the MARTA Police Department**

Michael Kreher, Assistant General Manager, Chief of Police and Emergency Management presented the above resolution for approval.

- Public Expectations
 - Body worn camera (BWC) is now the norm and expected from the public for transparency
 - Conducted electrical weapon (CEW) must be compatible with BWC for transparency
- History of the MARTA Police Department (MPD) BWC/CEW
 - Current contract expires December 31, 2020
 - Not compatible with current CEW
 - No software to store from BWC/CEW under one program
 - Current CEW is no longer serviceable
- Axon Production Capabilities
 - Axon production capabilities
 - Communicates with other Axon BWCs
 - When activated will turn on other BWCs automatically
 - Signal sidearm will start when service weapons are deployed
 - BWC is not limited to outer vest carrier

- Software updates are done automatically
- 12-hour battery life
- Proposed Aon Product – Body worn camera, signal sidearm and taser 7
- Report Highlights
 - Single source requested due to the unique capabilities
 - DBE not required on previous utility contract
 - No opportunity for DBE for this single source contract
 - Axon will be required to provide an affirmative action plan

On a motion by Mr. Ashe, seconded by Mrs. Hardage, the resolution was unanimously approved by a vote of 8 to 0 with 9* members present.

4. **Briefing – Fire Safety**

The Board received an update on the following:

- Fire Safety Prevention at MARTA
 - Fire/standpipe crew
 - Knox box program
 - Fire extinguisher check program
 - Fire protection system upgrade
 - Tunnel ventilation upgrade
 - Fire Marshall program
- Fire Safety Prevention – Bus
 - Fire suppression control panel with a manual release for diesel buses
 - Fire suppression dry agent cylinder
 - Gas detection fire suppression control panel for CNG buses
- Fire Safety Prevention – Rail
 - Tunnel ventilation system (TVS)
 - All blue line tunnel segments are substantially completed apart from Kensington tunnel
 - Gold line
 - Garnett TVS is substantially completed
 - Five Points is undergoing testing
 - Peachtree Center is in construction
 - North Avenue construction will start this fall
 - Project is sixty-five percent completed
- Fire Safety Prevention – Facilities
 - Ninety-seven structures: rail/bus stations facilities and administrative buildings

- Evacuation of passengers are done by individuals trained in the situation outlined in the guide
- Code using elevators as a tool for rescue
- Vendors submit inspection reports electronically
- Facilities building automation system improves response to building fire safety HVAC equipment
- Annual fire extinguisher inspections
 - Mobile devices track:
 - Inspection services performed
 - Discrepancies identified during the inspection
 - Units removed from service for repairs
- Emergency Elevator Evacuation Procedures
 - Wayside fires – response log
 - Wayside fires power BI/heat map
 - Corrective action plan
- Emergency Evacuation Drills
 - Fifteen major drills are performed at MARTA facilities
 - Safety Marshal task force (300-400 personnel)
 - Pre-drill facility inspections
 - Assembly areas confirmed with facility management

5. **Briefing – Bus and Rail Operations Key Performance Indicators (KPIs) Update**

The Board received an update on the following:

Bus

- On Time Performance Indicators
 - Dipped in the middle of FY18; however, FY18 ended with positive results
 - Improvements began in FY19 and continued into FY20
 - FY21 is slightly below expected performance. To increase performance, operations gave specific focus to three underperforming routes. As a result, a five percent increase in performance was noticeable.
- Mean Distance Between Failures
 - Maintenance department worked exceptionally well during the Public Health Emergency to keep the buses safe and clean
- Customer Service Complaints
 - MARTA's complaints have declined; however, the Authority will continue to take actions to reduce complaints
 - The top ten complaints in FY19 significantly dropped in FY20

- Overtime
 - FY19 ended thirteen percent higher than FY18; while FY20 ended fourteen percent lower than the prior years
 - MARTA continues to perform due diligence in monitoring overtime to utilize all workforce (s) that are on-hand.
- Bus Collisions
 - MARTA goal surpasses its initial goal of 3.38 per one hundred miles to 2.16

Rail

- Key Performance Indicators (KPIs)
 - MARTA's mean distance between service interruptions (MDBSI) are positive and are ahead of the set target
 - Impact and leading indicators include:
 - Performance of infrastructure
 - Planning and executing around single-track events
 - Operator performance
 - Weather conditions
 - On-time performance (OTP)
 - Departure from origin to destination is considered as on-time no later than five minutes after the scheduled time
 - OTP has continuously been above target
 - Absenteeism (unscheduled) versus overtime - COVID and FLMA as influence increased in unscheduled absence and over-time
 - Elevator availability – is generally above target at ninety-eight-point - five percent
 - MARTA will ensure that the service alert tab on the Authority's website is updated timely and the information is accurate with re-routing instructions
 - All operators should make announcements when service elevators are out of service
 - Guides will be on-site to provide instructions on re-routing patrons who may not have checked the website, in the event the operator failed to make an announcement or if the patron missed the announcement
 - Escalator availability - is always above target at ninety-eight percent
- Customer Experience
 - Customer complaints – results are in line with the set target of having one complaint per one hundred thousand board
 - Main complaints are delays and unclear announcements

- Future Focus
 - Station transformation
 - KPIs customer centric
 - Performance management

6. **Other Matters**

None

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Adjournment

The meeting adjourned at 10:58 a.m.