

BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JULY 24, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Chair Thomas Worthy called the meeting to order at 10:38 A.M.

Board Members Freda Hardage

Present: James Durrett

Kathryn Powers Roderick Frierson Russell McMurry¹ Thomas Worthy Valencia Williamson

Jennifer Ide

Jacob Tzegaegbe Sagirah Jones

Elizabeth Bolton-Harris

Board Members Al Pond

Absent: Rita Scott

Jannine Miller Shayna Pollock

Staff Members Present: Rhonda Allen

Jonathan Hunt Kevin Hurley Micheal Kreher Paulo Lopes Ralph McKinney Steven Parker Carrie Rocha George Wright

¹ Russell McMurry is the Commissioner of the Georgia Department of Transportation (GDOT). Per the MARTA Act, he is a non-voting member of the Board of Directors.

Also in Attendance: Phyllis Bryant, Kenya Hammond, Daniel Hecht, Paula Nash, Lt.

Philistin and Sean Thomas

2. APPROVAL OF THE MINUTES

Minutes from June 26, 2025

Approval of the minutes from June 26, 2025. On a motion by Board Member Durrett, seconded by Board Member Tzegaegbe, the motion passed by a vote of 8 to 0, with 2 members abstaining and 10 members present.

3. RESOLUTIONS

Resolution Authorizing a Modification in Contractual Authorization for License Plate Readers, RFPP P50489

Approval of Resolution Authorizing a Modification in Contractual Authorization for License Plate Readers, RFPP P50489. On a motion by Board Member Ide, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 9 to 0 with 2 members abstaining and 11 members present.

Resolution Authorizing the Award of a Contract for On-Call Snow and Debris Removal Services, IFB B50589

Approval of Resolution Authorizing the Award of a Contract for On-Call Snow and Debris Removal Services, IFB B50589. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 10 to 0, with one member abstaining and 11 members present.

4. BRIEFING

Landscaping/Greenspace Improvements by Station

Sean Thomas, Director Facilities, provided the Board with a briefing on landscaping and greenspace improvements by station.

Georgia Power Streetcar Closure

Daniel Hecht, Deputy Chief Mechanical Officer, provided the Board with an update on Georgia Power's streetcar closure.

5. OTHER MATTERS

FY25 May Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:06 A.M.

YouTube link: https://www.youtube.com/live/KIrD5PQHuLs?si=Q_g_iVSH7pradxy8





Safe, Clean, Reliable

Resolution Authorizing a Modification in Contractual Services for Flock Safety License Plate Readers, RFPP P50489

Operations & Safety Committee July 24, 2025

Lieutenant R. Philistin, MM Marta Police Department

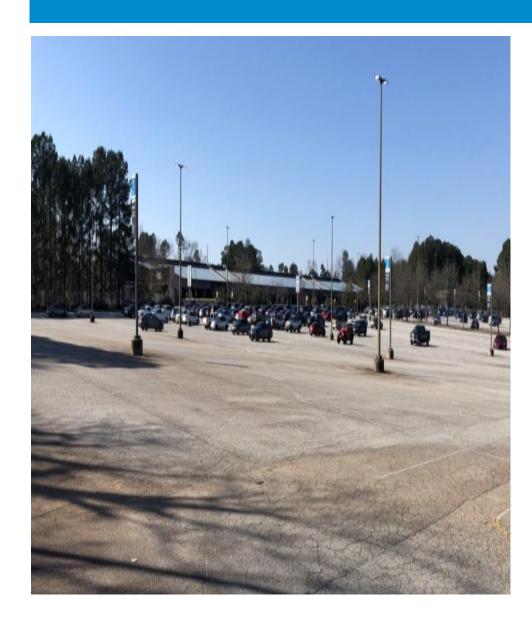




Overview

Flock License Plate Readers (LPRs)

- Automated cameras and software systems that capture images of vehicle license plates and vehicle characteristics (make, color, type, and even decals)
- Each capture is timestamped and geo-tagged
- Data is only accessible to authorized users
- End users can create hotlists or alerts for a vehicle of interest (e.g., stolen cars, BOLOs).





Current Devices and locations

Twenty (20) License Plate Readers are installed throughout the Authority

Lindbergh (3) Doraville Chamblee Indian Creek (2) Kensington Candler Park Ashby Vine City West Lake H.E. Holmes (2) West End College Park (2) East Point (2) Oakland City





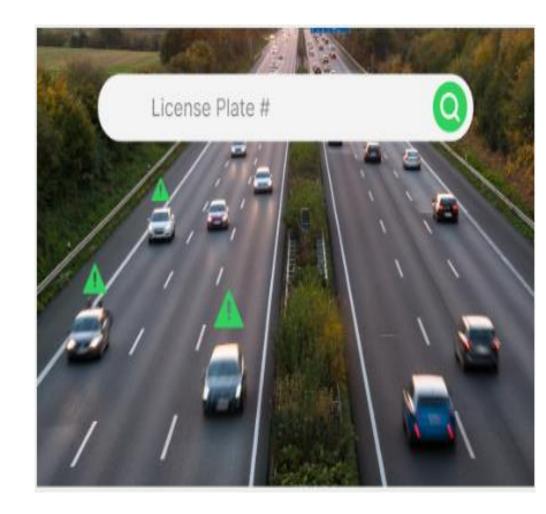


Benefits

Improve law enforcement efficiency

- Real-time alerts
- Quick investigation tool (helps solve crime faster)
- Hotlist integration (Sync with state and national databases)
- Missing person
- Amber alerts
- Stolen cars

Cross-jurisdictional use: Police departments can collaborate and share data across cities or regions.



Summary

- The current contract amounts to \$70,400 and is set to expire in November 2025.
- The contract will be for a duration of three years, with an annual amount of \$60,000, resulting in a total of \$180,000.
- No DBE goal assign (single source)

Respectfully requesting authorization for a Modification in Contractual Authorization for Flock Safety License Plate Readers (RFPP P50489) in the amount of \$180,000. The total contract amount will increase to \$250,400 for 4 years.



Thank You



Safe, Clean, Reliable

RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL

AUTHORIZATION FOR LICENSE PLATE READERS, RFPP P50489

WHEREAS, on October 3, 2024, MARTA entered into a Contract with Flock Safety,

Inc., Request for Price Proposal P50489; and

WHEREAS, MARTA staff has determined that it is in the best interest of the

Authority to increase the contract value to provide for known changes and additions to the

contract; and

WHEREAS, all contractual changes and additions for this modification will follow

the Authority's procurement policies and guidelines; and

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta

Rapid Transit Authority that the General Manager/CEO or his delegate be, and hereby is,

authorized to increase the authorization for Contract No. P50489 License Plate Readers

from \$70,400.00 to \$250,400.00.

Approved as to Legal Form:

Signed by:

Jonathan Hunt

Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

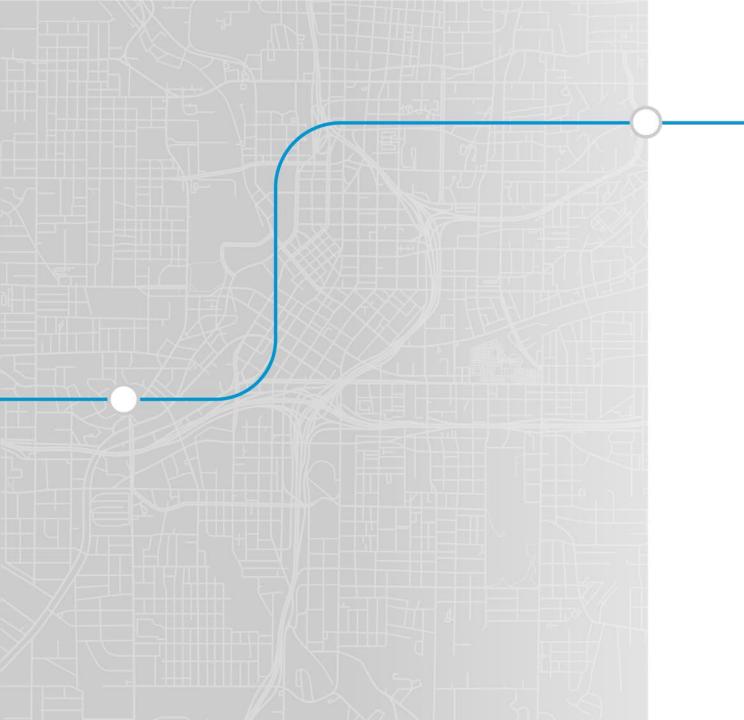


Resolution Authorizing Award of Contract for On-Call Snow & Debris Removal Services IFB B50589

Operations & Safety Committee

July 24, 2025

Sean Thomas Director, Facilities

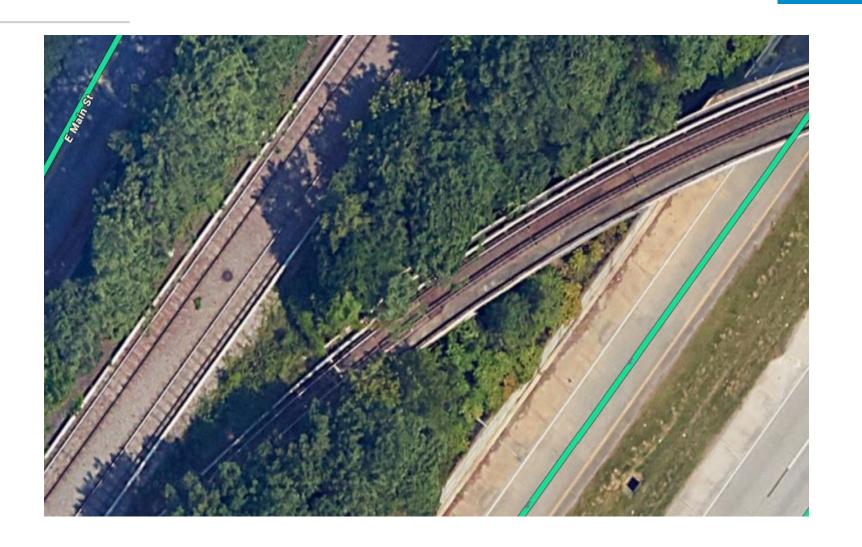


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Key Topics

- I. Purpose
- II. Scope
- III. Work to Date
- IV. Award Analysis
- V. Recommendation





Business Purpose

Allows Authority to quickly remove and dispose of debris attributed to inclement weather that would otherwise disrupt revenue service.

- Prevent Damaged Vehicles
- Environmental Compliance
- Clearing Urban Campsites
- Minimize Service Disruptions



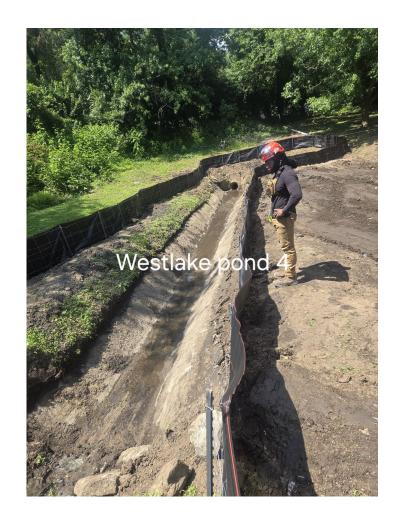


Scope Overview

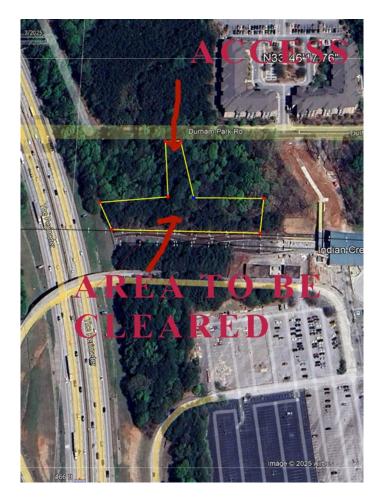
Agreement provides on-call access to operators & specialized equipment

- Knuckleboom
- Front-end Loader
- Crane Trucks
- Dump Trucks
- Snow Plow
- Sand Spreader











Contract B50589

Contract Value \$997,500

Vendor Good Choice Xpert Tree Service

Term 5 years

Contract Value \$997,500

DBE Goal 25%







Thank You



RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR ON-CALL SNOW AND DEBRIS REMOVAL SERVICES, IFB B50589

WHEREAS, the Authority's Office of Facilities has identified the need for On-Call Snow and Debris Removal Services, Invitation for Bids Number B50589; and

WHEREAS, notice of the said Invitation for Bids was advertised in the local newspaper of the largest circulation in the Atlanta metropolitan area, once in each of the two weeks prior to opening bids; and

WHEREAS, all Bidders were given an opportunity to protest the bid instructions, specifications, and/or procedures; and

WHEREAS, on December 3, 2024, at 2:00 p.m., local time, one (1) bid was publicly opened and read aloud; and

WHEREAS, the single bid submitted by Good Choice X-pert Tree Service, LLC, is responsive and responsible and the bidder is capable of performing the Contract.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO or his delegate be, and hereby is, authorized to execute a Contract on substantially the same terms and conditions as contained in the Invitation for Bids Number B50589, On-Call Snow and Debris Removal Services between the Authority and Good Choice X-pert Tree Service, LLC., in the amount

of \$997,500.00.

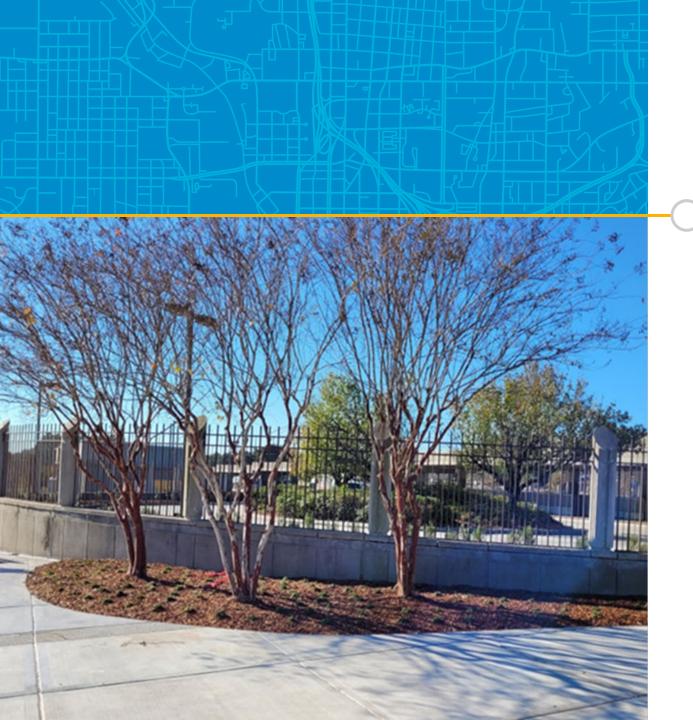
Approved as to Legal Form:

Signed by:

Jonathan Hunt

AA2A4DF3C56F44C...

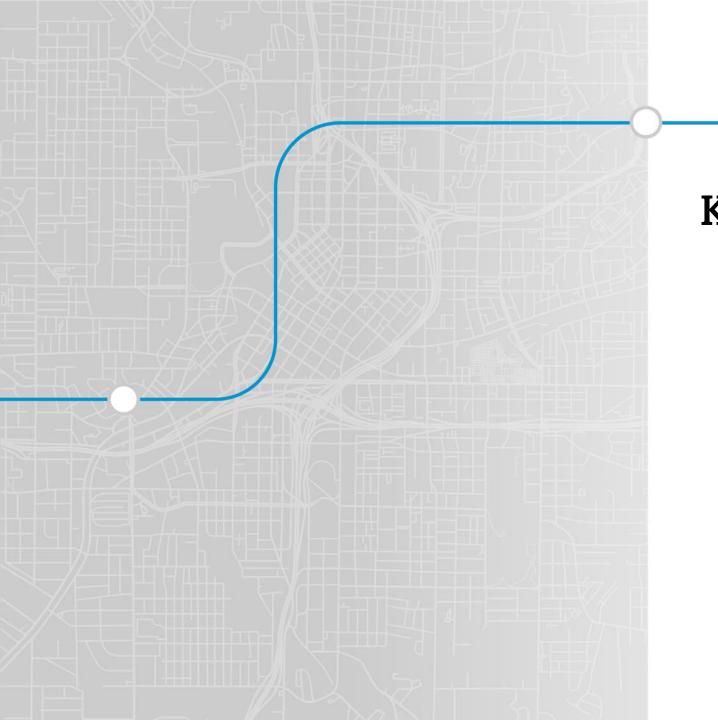
Chief Counsel, Metropolitan Atlanta Rapid Transit Authority



Briefing on Landscaping/Greenspace Improvements by Station

Operations & Safety July 24, 2025

Sean Thomas
Director of Facilities





Key Topics

- I. Work Distribution
- II. Improvement Types
- III. Initiatives





❖ Routine Landscaping

Mowing, edging, pruning All 143 sites

❖ Landscape Construction

Station Rehabilitation
Parking Lot Pavement Program

❖ Landscape Enhancements

mature landscaping seasonal planting hardscaping, drainage

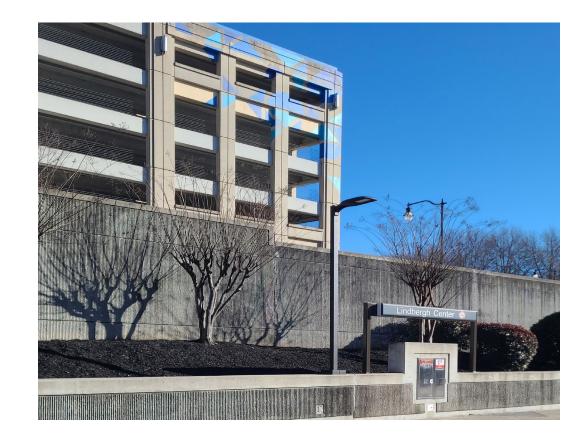
Partnerships

pathways streetscapes



Lindbergh Station







Indian Creek Station









College Park Station











Avondale Rail Yard











Lenox Station









Thank You





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GA Power Streetcar Closure - 2025

O&S Committee July 24, 2025

Daniel Hecht, P.E.

Deputy Chief Mechanical

Officer



OVERVIEW

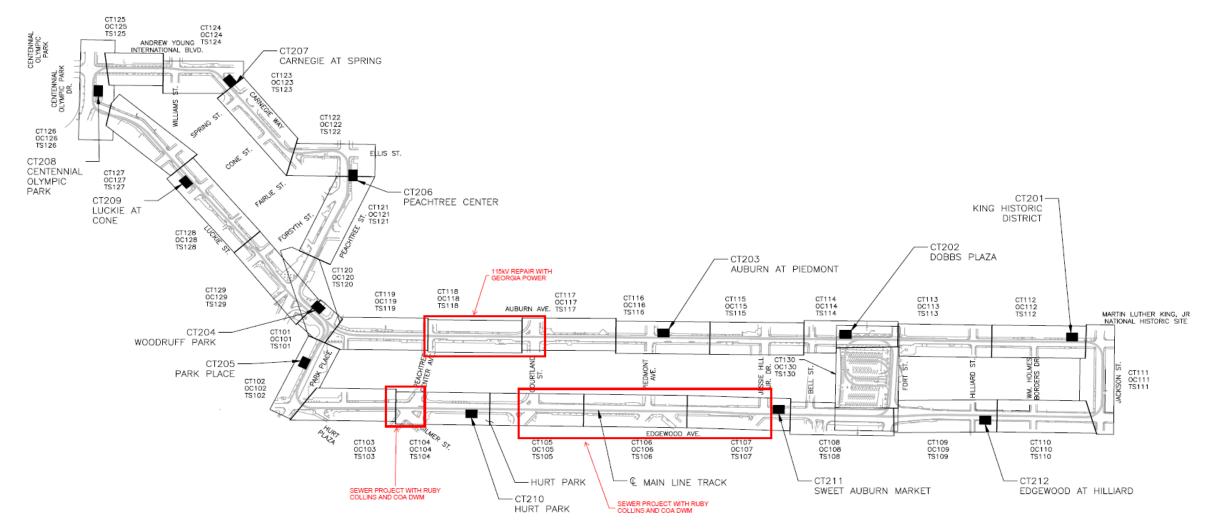
- GA power underground lines
- Single lane closure b/w
 Courtland and Peachtree
 Center
- Starting September 8, 2025
- Lasts 3-4 months
- Repair need and risks
- Discussion
- Next Steps



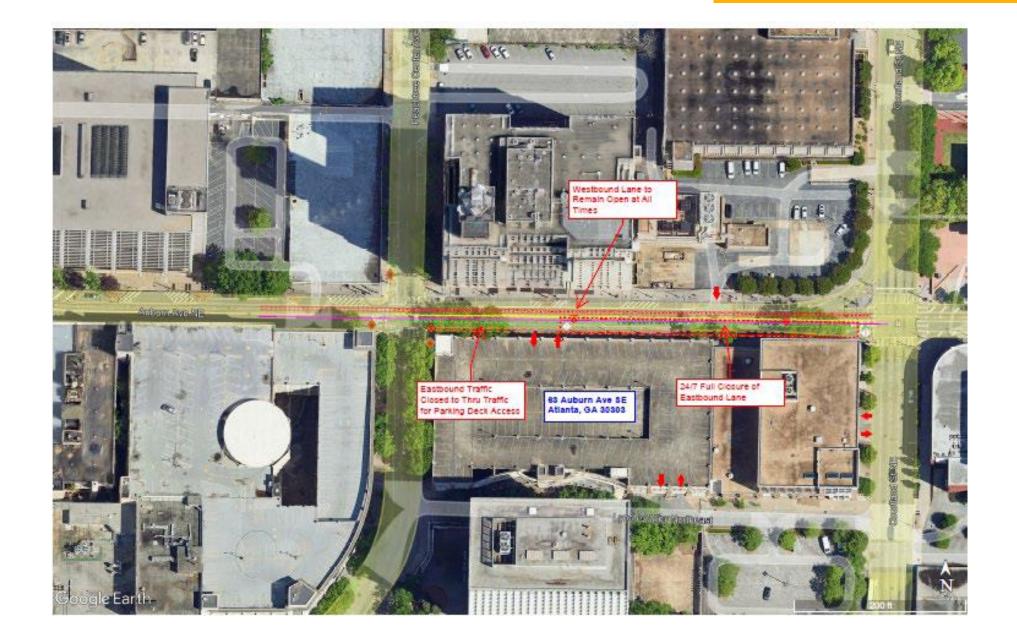
*Image via Atlanta Convention and Visitors Bureau







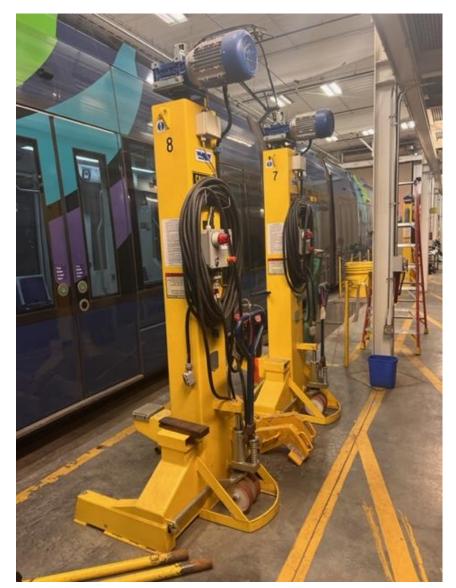






Discussion

- September 8th start date
 - 3-4 months
- Other Work
 - Catenary inspection and repair
 - Track inspection and maintenance
 - Tree trimming
 - Station refurbishment and repair
 - Heavy cleaning
 - Signage updates
 - Vehicle repair and updates
- Partner work (ATLDOT, Atlanta Watershed)





Next Steps

- GA Power document review
- Coordination with ATLDOT
- Coordination with MARTA staff
 - Safety
 - Construction
 - Permitting
 - Environmental
 - External Affairs
- Customer Outreach





Thank You



MAY FY25 PERFORMANCE (BUS OPERATIONS)



OFFICES OF

BUIS TRANSPORTATION BUSMAINTENANCE



Operations KPIs (Bus)

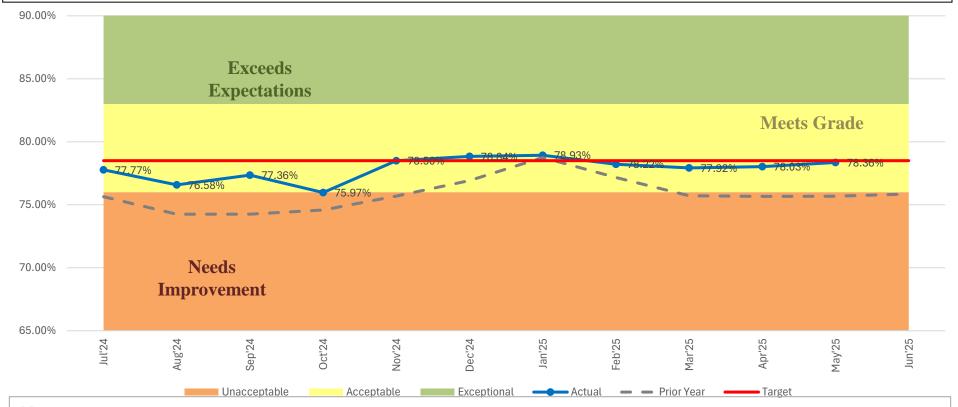
KPIName	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	78.50%	78.36%	-0.14%	77.87%	-0.63%	2.00%
Mean Distance Between Failures	7500	3160	-4340	3574	-3926	-650
Customer Complaints per 100K Boardings	8.00	10.90	2.90	11.31	3.31	-0.19

Note:

- Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
- For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

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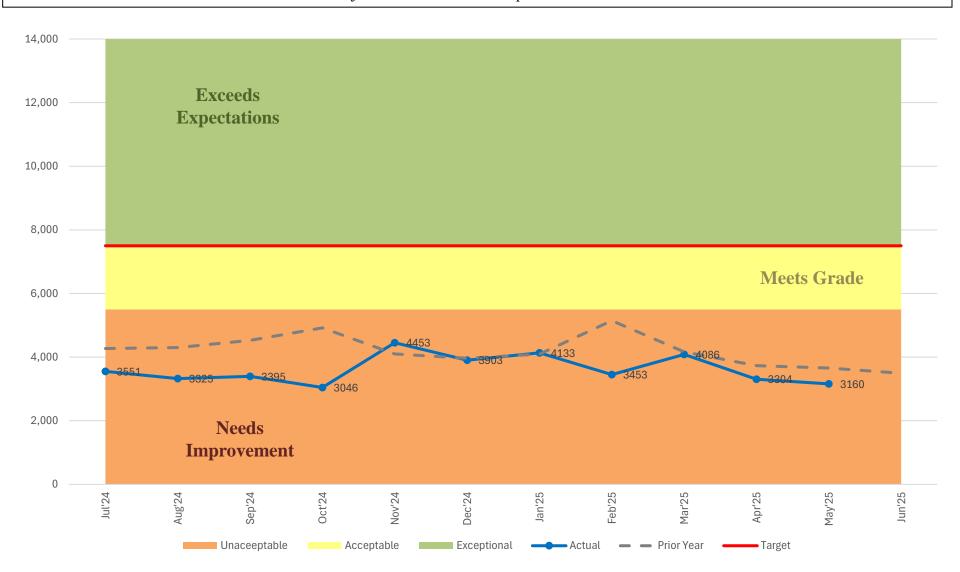
Bus On-Time Performance measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.



Note:

- Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
- For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD

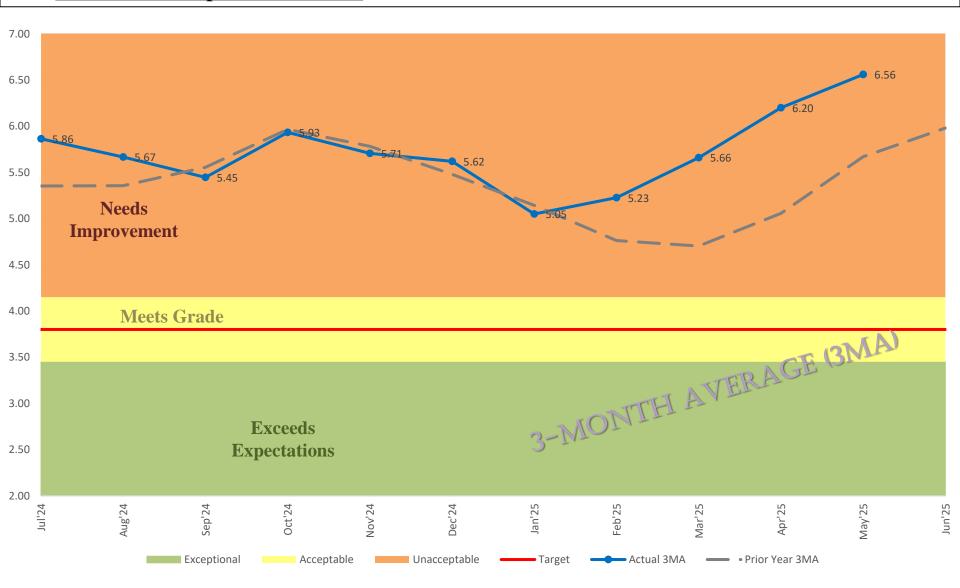




BUS SAFETY KPI



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





OFFICE OF MOBILITY

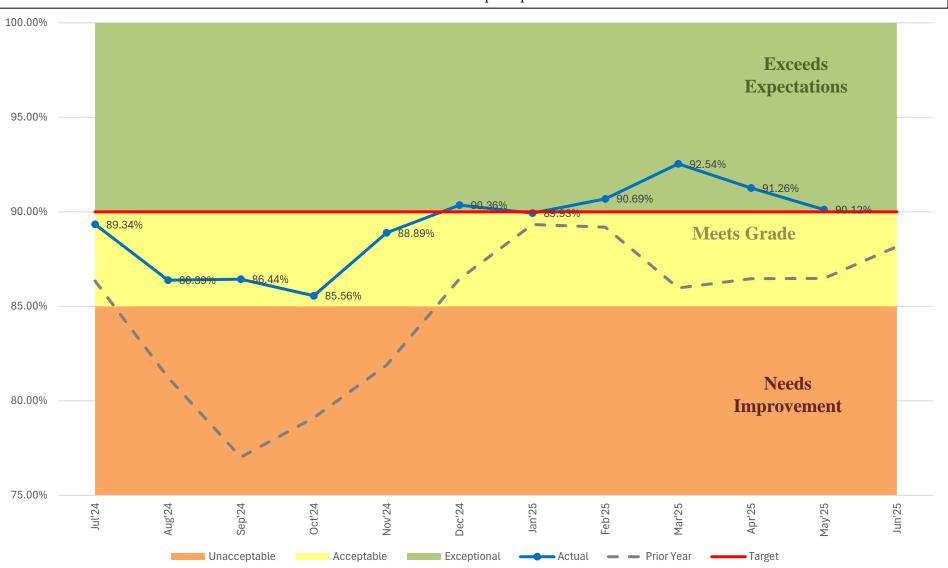


Operations KPIs (Mobility)

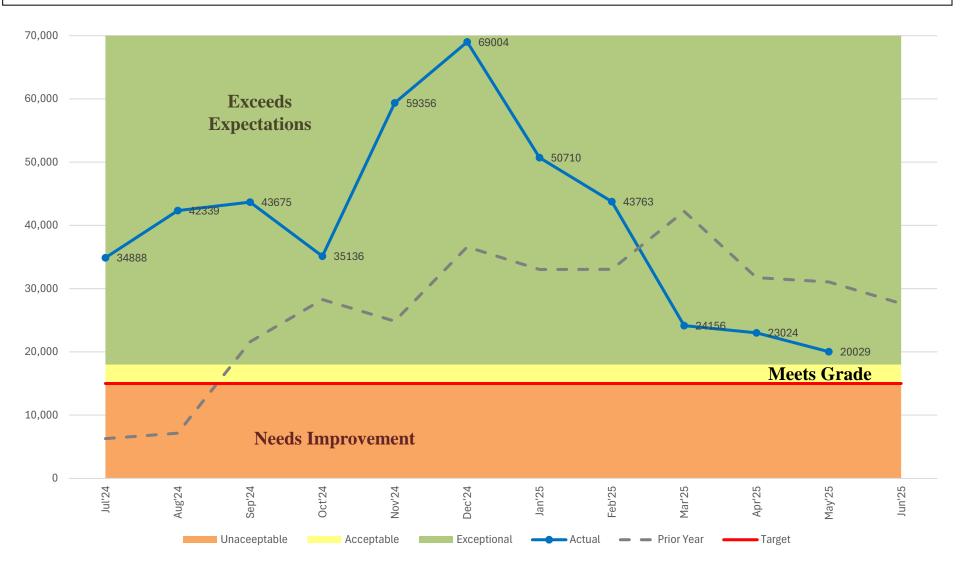
K P I Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	90.00%	90.12%	0.12%	89.19%	-0.81%	4.75%
Mean Distance Between Failures	15,000	20029	5029	34875	19875	16434
Missed Trip Rate	0.50%	0.31%	-0.19%	0.45%	-0.05%	-0.71%
Reservation Average Call Wait Time	2:00	2:00	0:00	2:10	0:10	-3:31
Reservation Call Abandonment Rate	5.50%	3.16%	-2.34%	3.28%	-2.22%	-5.00%
Customer Complaints per 1K Boardings	4.00	2.91	-1.09	2.77	-1.23	-1.92



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.

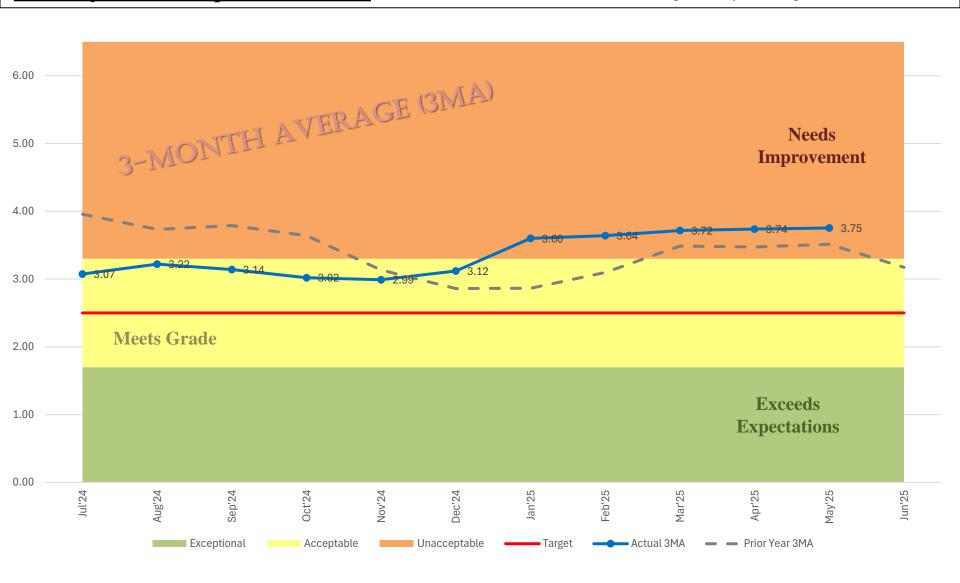




MOBILITY SAFETY KPI



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



MAY FY25 PERFORMANCE

(RAIL OPERATIONS)

OFFICES OF

RAII TRANSPORTATION

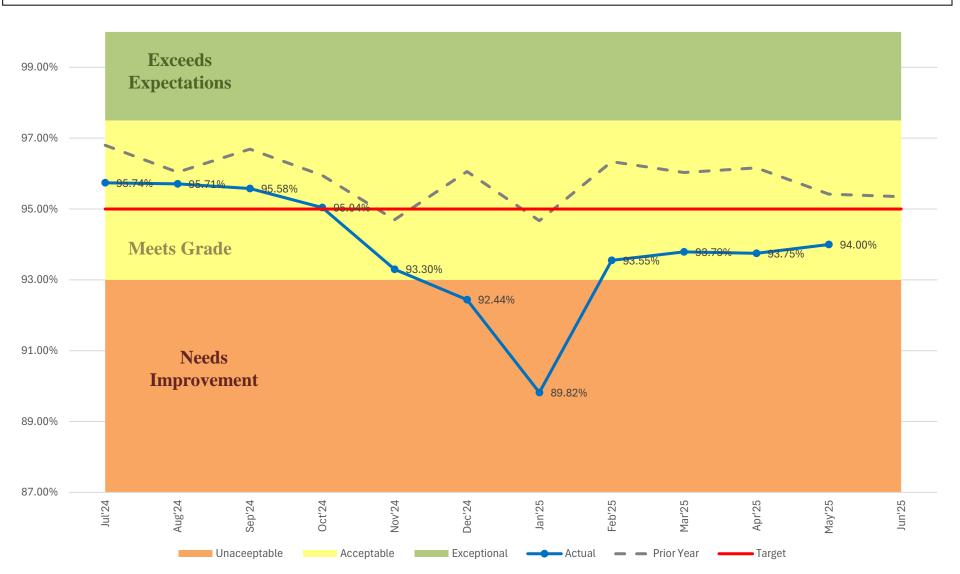
RAIL CAR MAINTENANCE



Operations KPIs (Rail)

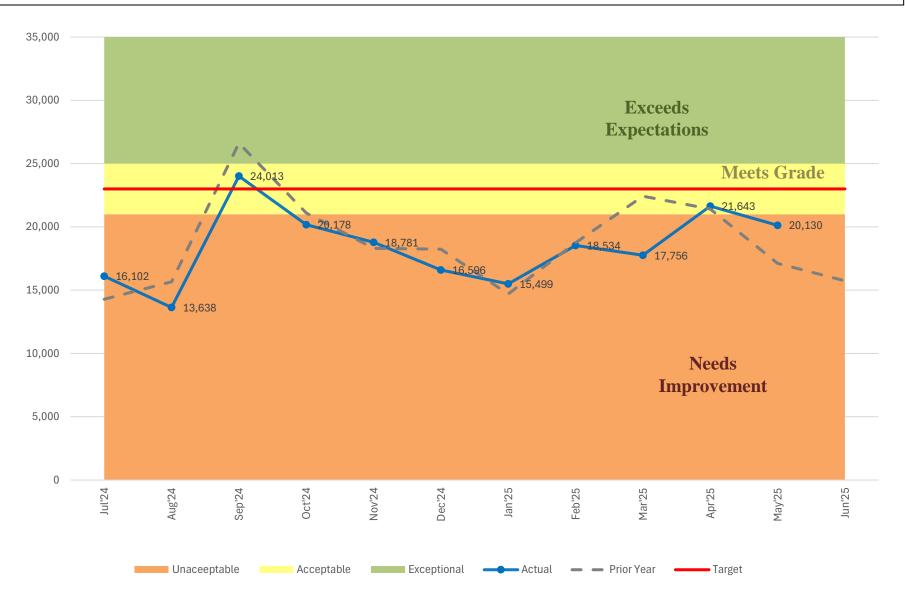
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected		YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	95.00%	94.00%	-1.00%	93.84%	-1.16%	-2.05%
Mean Distance Between Failures	23,000	20130	-2870	18015	-4985	-396
Mean Distance Between Service Interruptions	475	258	-217	250	-225	-120
Customer Complaints per 100K Boardings	1.00	0.54	-0.46	0.80	-0.20	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)

KPIName	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
Escalator Availablity	98.50%	98.51%	0.01%	98.55%	0.05%	0.04%
E levator A vailablity	98.50%	98.56%	0.06%	98.62%	0.12%	0.05%

MAY FY25 PERFORMANCE (STREETCAR)

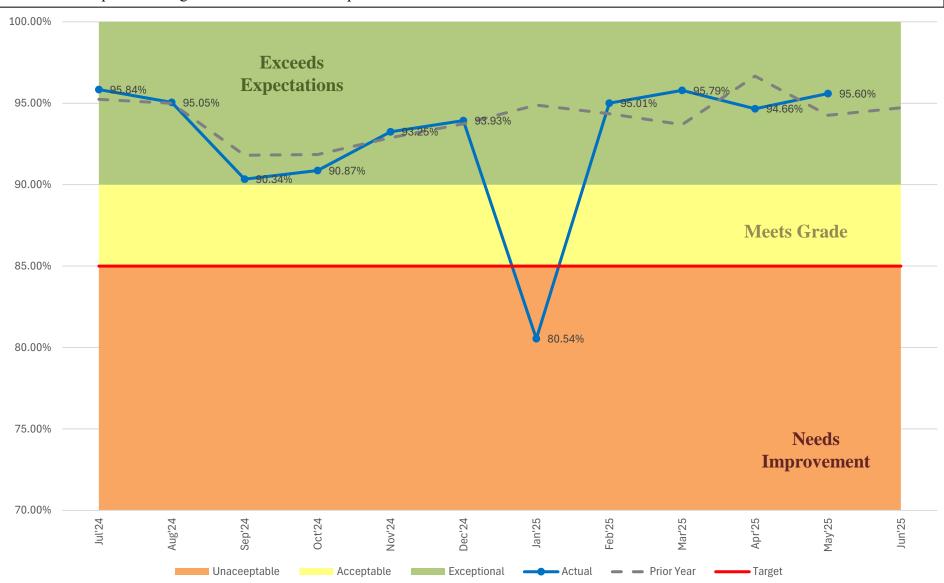


Operations KPIs (Streetcar)

K P I Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	95.60%	10.60%	92.79%	7.79%	-1.24%
Mean Distance Between Failures	2700	1308	-1392	1392	-1308	-1025
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.01	-0.09	0.01

Marta Metropolitan atlanta rapid transit authority

Streetcar On-Time Performance measured as percentage of scheduled 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 and 59 seconds after scheduled time.



Streetcar 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.



MAY FY25 PERFORMANCE (CUSTOMER SERVICE)

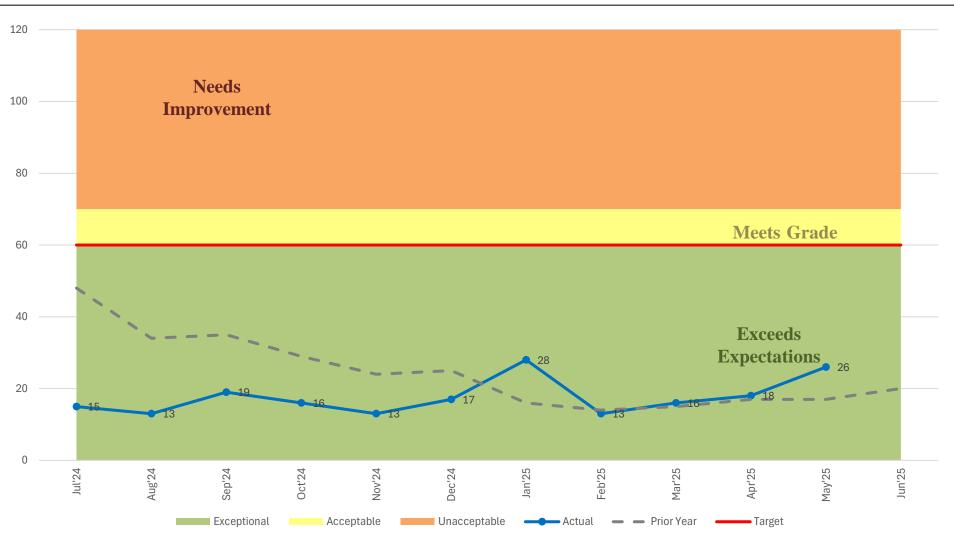


Customer Service KPIs

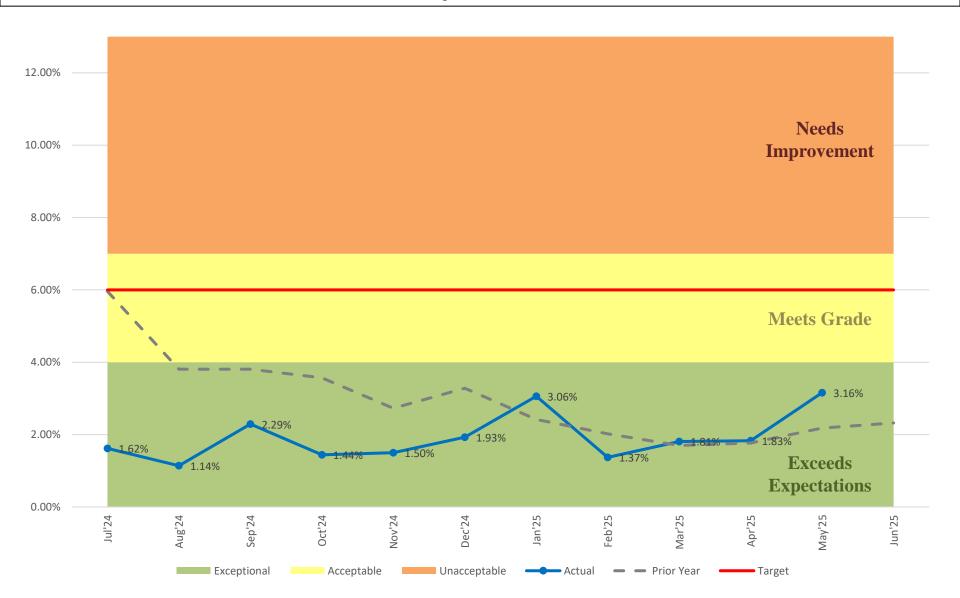
K P I Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
Customer Service Call Wait Time	1:00	0:26	-0:34	0:18	-0:42	-0:07
Customer Service Call Abandonment Rate	6.00%				-	



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.



MAY FY25 PERFORMANCE (SYSTEM SAFETY SECURITY & EMERGENCY MANAGEMENT)

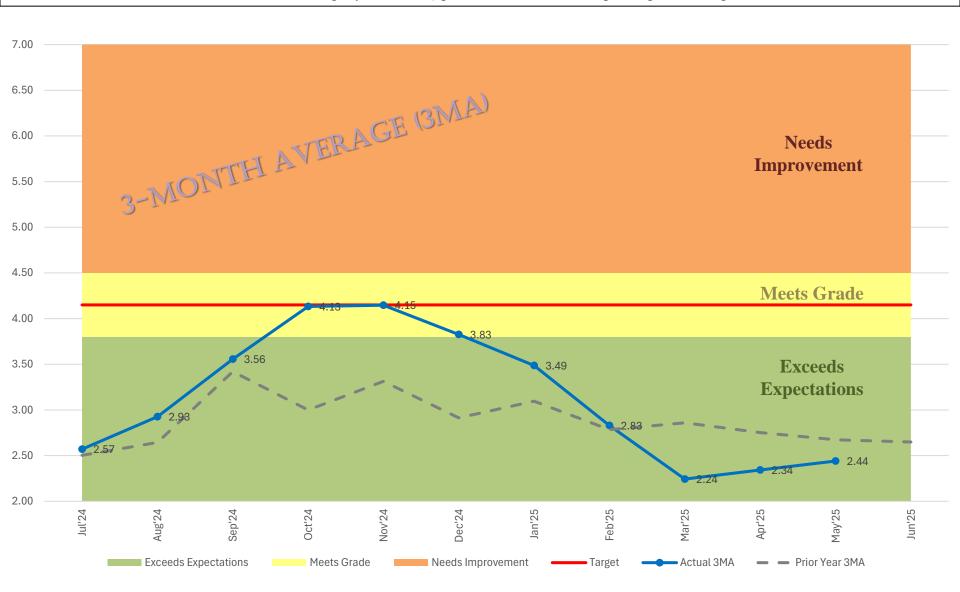


Safety & Security KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
Part 1 Crime	4.15	2.31	-1.84	3.14	-1.01	0.17
Bus Collision Rate per 100K Miles	3.80	6.62	2.82	5.77	1.97	0.39
Mobility Collision Rate per 100K Miles	2.50	3.41	0.91	3.43	0.93	0.07
Employee Lost Time Incident Rate	3.80	4.78	0.98	6.49	2.69	2.06

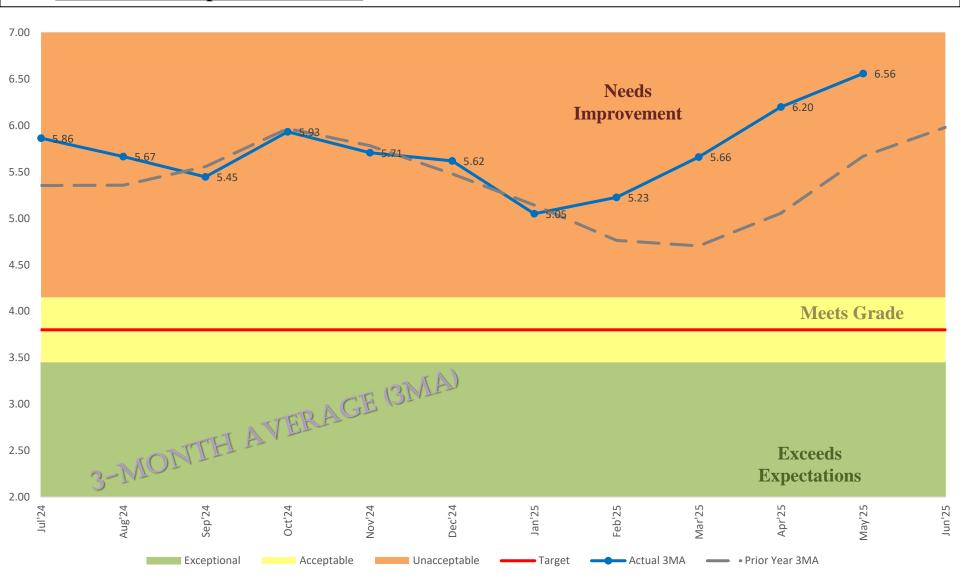


Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



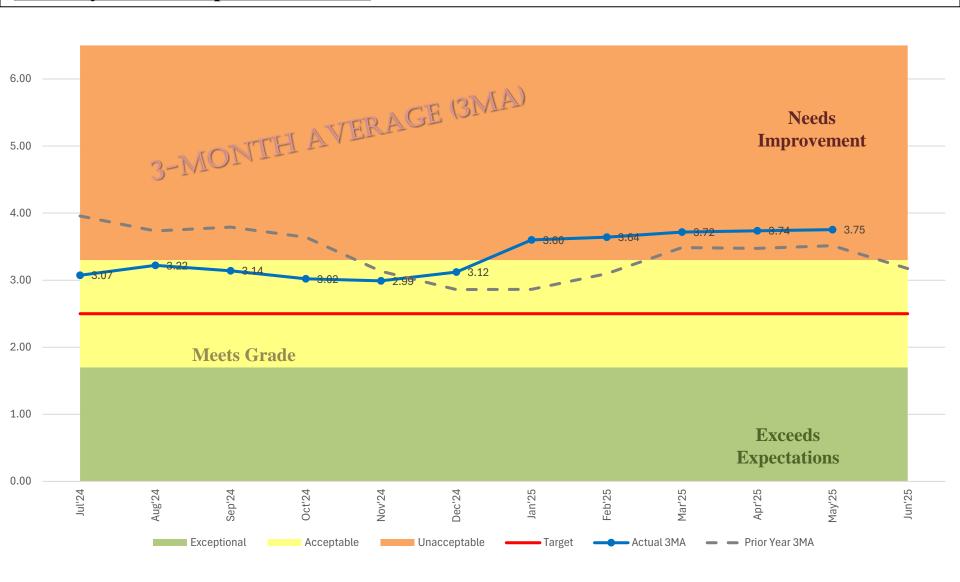


Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 total miles.



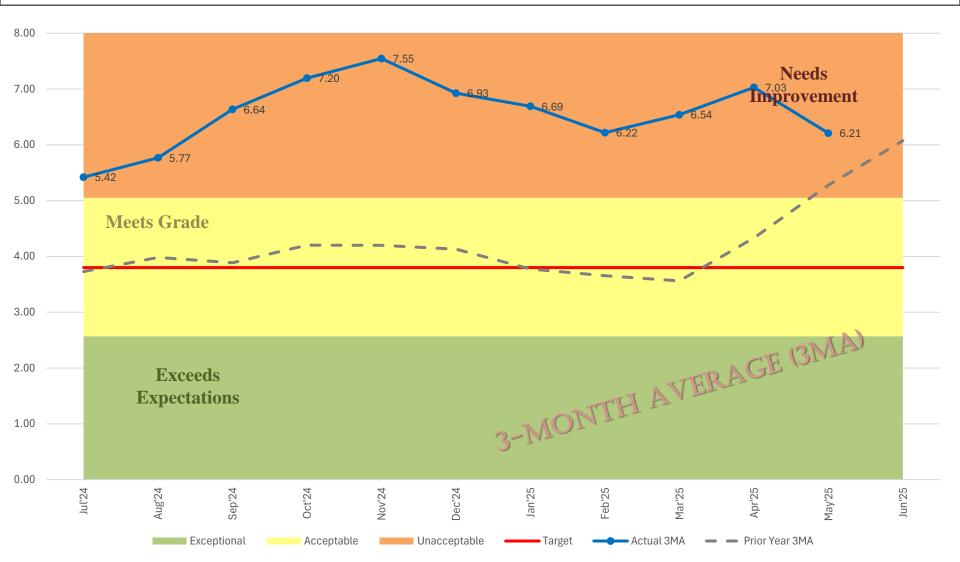


Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.





Employee Lost Time Incident Rate measured as the annualized number of accidents resulting in the lost time of over 7 days per 100 employees.





Thank You

