



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, AUGUST 28, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Hardage called the meeting to order at 10:28 A.M.

Board Members

Present:

Al Pond
Freda Hardage
James Durrett
Roderick Frierson
Jennifer Ide
Jacob Tzegaegbe
Sagirah Jones
Elizabeth Bolton-Harris
Shayna Pollock

Board Members

Absent:

Kathryn Powers
Russell McMurry
Rita Scott
Valencia Williamson
Jannine Miller

Staff Members Present:

Jonathan Hunt
Rhonda Allen
LaShanda Dawkins
Kevin Hurley
Michael Kreher
Paulo Lopes
Ralph McKinney
Steven Parker
Duane Pritchett
Carrie Rocha
George Wright

Also in Attendance:

Peter Crofton, Gambrell & Russell, LLP, Phyllis Bryant, Calisha Davis, Stephany Fisher, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Anthony Morrow, Paula Nash and Sean Thomas

2. APPROVAL OF THE MINUTES

Minutes from July 24, 2025

Approval of Minutes from July 24, 2025. On a motion by Board Member Frierson, seconded by Board Member Durrett, the motion passed by a vote of 9 to 0 with 9 members present.

3. RESOLUTIONS

Resolution Authorizing a Modification in Contractual Authorization for Commercial Doors and Installation, RFPP P50202

Approval of Resolution Authorizing a Modification in Contractual Authorization for Commercial Doors and Installation, RFPP P50202. On a motion by Board Member Ide, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 9 to 0 with 9 members present.

Resolution Authorizing the Award of a Contract for Diesel Exhaust Fluid Services, IFB B50590

Approval of Resolution Authorizing the Award of a Contract for Diesel Exhaust Fluid Services, IFB B50590. On a motion by Board Member Bolton-Harris, seconded by Board Member Durrett, the resolution passed by a vote of 9 to 0 with 9 members present.

Resolution Authorizing a Modification of Supplemental Mobility Operations and Maintenance Services, RFP P43706

Approval of Resolution Authorizing a Modification of Supplemental Mobility Operations and Maintenance Services, RFP P43706. On a motion by Board Member Durrett, seconded by Board Member Tzegaegbe, the resolution passed by a vote of 9 to 0 with 9 members present.

4. OTHER MATTERS

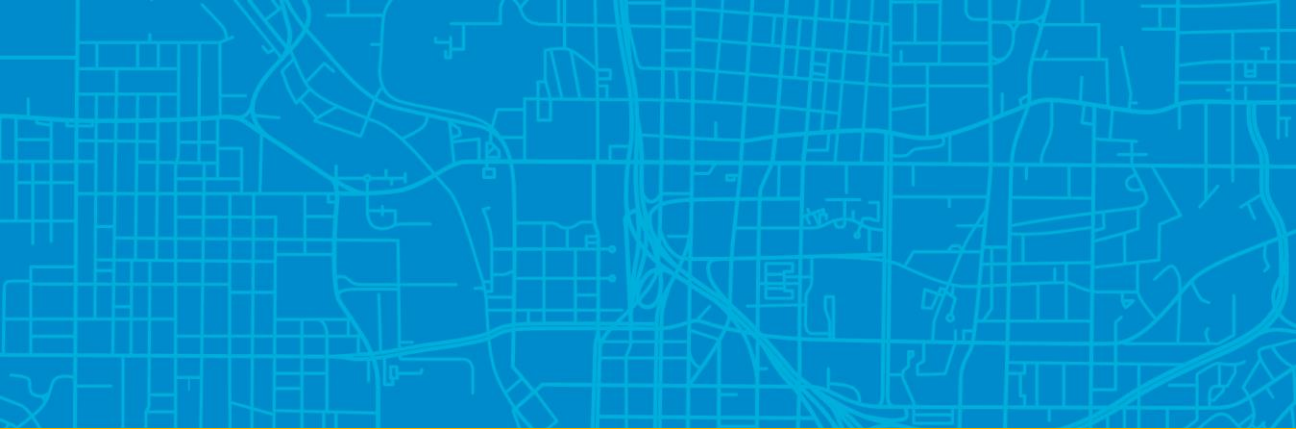
FY25 June Key Performance Indicators (Informational Only)

Letter to Inform the Board of Directors: Resolution Authorizing the Award of a Contract for the Procurement of Fuel Fleet Card Services, RFPP P50760, Utilizing the State of Georgia Contract

5. ADJOURNMENT

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

YouTube link: <https://www.youtube.com/live/rzxKXzDCcFA?si=KN7gCLSdBqz5bbxL>

A blue graphic with a white line pattern resembling a city map or street grid, located in the top left corner of the slide.

Resolution Authorizing a Modification in Contractual Authorization for RFPP P50202

Installation of Commercial Doors

**Operations & Safety Committee
August 28, 2025**

Sean Thomas
Director, Facilities



Key Topics

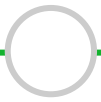
- I. Scope Overview**
- II. Work to Date**
- III. Financial Analysis**
- IV. Recommendation**



Scope Overview

Agreement provides products and services to improve the safety, security, and accessibility for a variety of MARTA sites.

- *Garage Doors at VMF sites*
- *Security Grills at Stations*
- *Emergency Egress Doors*
- *Vehicle Gates / Barrier Arms*
- *Key Cores & software*



Work Performed to Date

- NTP issued October 2023
- Contract Authorization \$2,000,000
- Issued over 40 task orders since NTP
- Authorized \$1.516M (75%)
- \$88K currently underway
- \$484K balance remaining

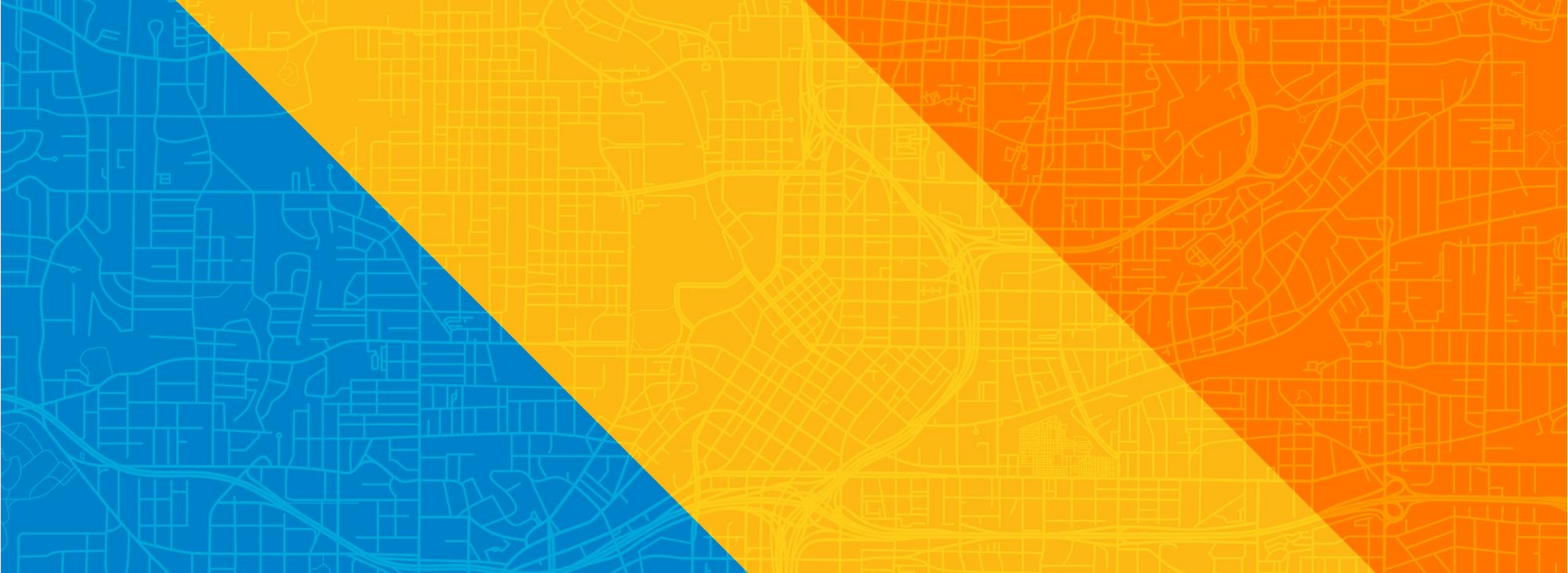


Financial Considerations

Contract:	P50202
Vendor:	DH Pace Company Inc.
Initial Award:	\$2,000,000
Modification:	\$2,000,000
	2-year term
New Award:	\$4,000,000

Agreement to align with GSA Pricing Schedule





Thank You



**RESOLUTION AUTHORIZING A MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR
COMMERCIAL DOORS AND INSTALLATION, RFPP P50202**

WHEREAS, on October 18, 2023, the General Manager entered into a Contract with DH Pace Company, Inc for Commercial Doors and Installation RFPP P50202; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to extend the contract term and to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, Modification #1 removed the price proposal form and option years to allow the Department to place task orders on an as-needed basis using the GSA pricing schedule; and

WHEREAS, Modification #2 extended the contract term for 12 months to 12/10/2025; and

WHEREAS, This modification shall increase the contract value from \$2,000,000.00 to \$4,000,000.00 to increase funds and extend the contract term two (2) additional years; 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 Interim General Manager/CEO or his delegate be, and hereby is, authorized to extend the contract term and to increase contract value authorization for Contract No. P50202 Commercial Doors and Installation from \$2,000,000.00 to \$4,000,000.00.

Approved as to Legal Form:

Signed by:

Duane Pritchett

538C25A7490942F...

**Interim Chief Counsel, Metropolitan Atlanta
Rapid Transit Authority**



**Resolution Authorizing the Award of a
Contract for the Procurement of
Diesel Exhaust Fluid Services,
IFB B50590**

Operations and Safety Committee
August 28, 2025

Anthony Morrow
Acting Manager, Engineering, Reliability,
and Bus Maintenance



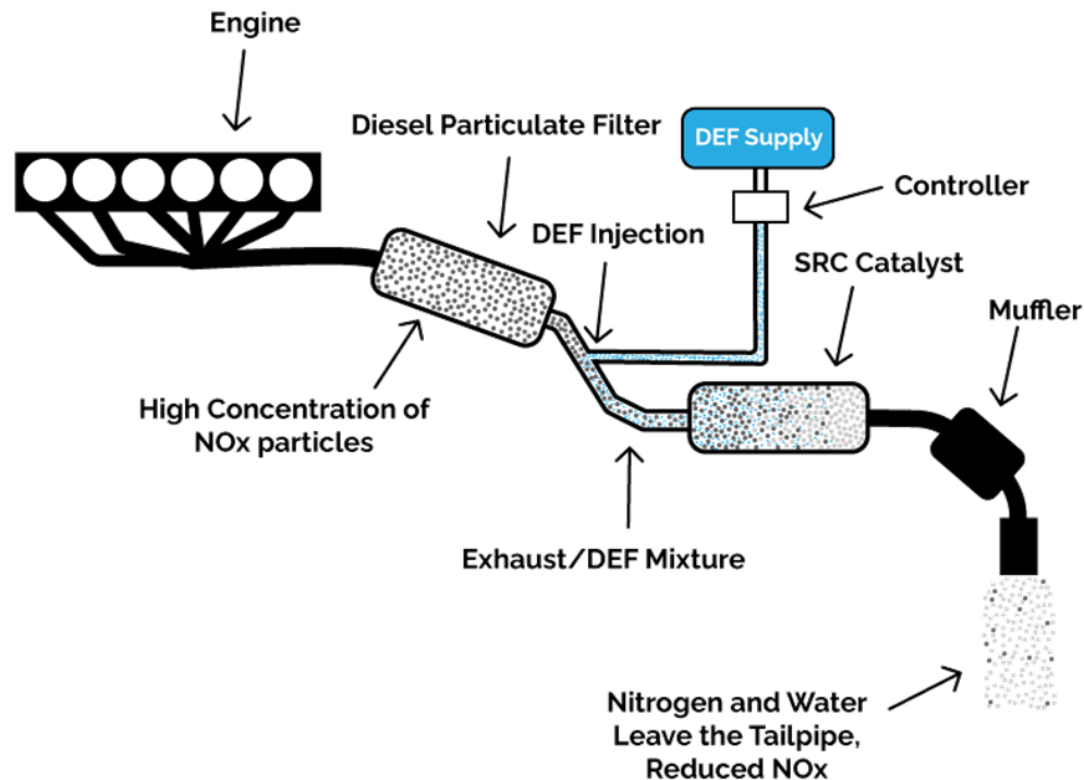
Discussion

- What is Diesel Exhaust Fluid
- Why Do We Need it
- Fleet Usage
- Request for the Approval



What is Diesel Exhaust Fluid

Diesel Exhaust Fluid (DEF) is a liquid used to reduce the amount of air pollution created by a diesel engine. Specifically, DEF is a solution made with 32.5% urea and 67.5% deionized water.



Why Do We Need it

- DEF falls under the Clean Air Act that was put in place in the 1970s, the Environmental Protection Agency (EPA) has been making strides toward lowering emissions.
- 40 CFR Part 86 – Control of Emissions from New and In-Use Highway Vehicles and Engines.
- In 2010 the EPA tightened restrictions requiring the use of DEF with all medium and heavy-duty diesel engines.
- DEF reduces nitrogen oxides (NOx) emissions, by up to 90%.



Fleet Usage

- Yearly consumption is 65,000 gallons per year.
- Bulk deliveries to Hamilton, Perry, Laredo and Maintenance of Way.
- 224-diesel buses and over 20-non-revenue vehicles.



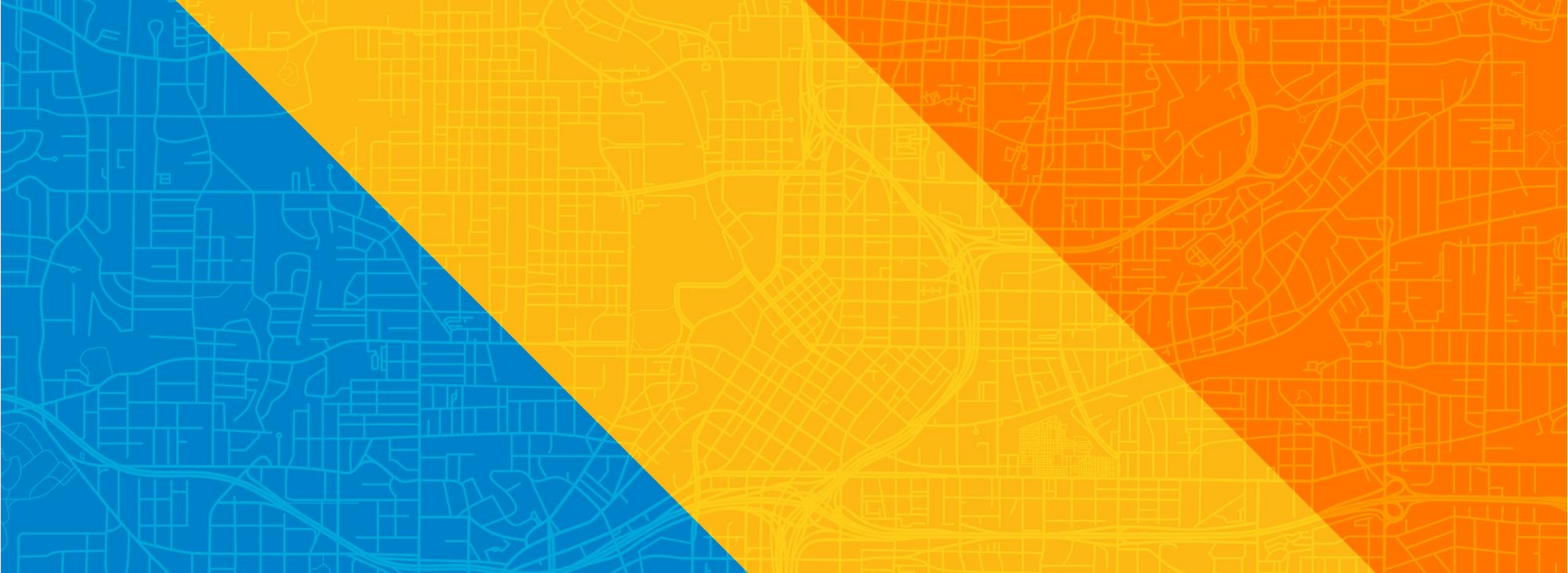


Winning Bidder

- McPherson Oil Products \$530,640
- Contract Term 4 Years



*McPherson
Oil Products*



Thank You





Supplemental Mobility Operations & Maintenance Services, RFP P43706

Resolution Authorizing a Modification in Contractual Authorization

**Operations and Safety
Committee
August 28, 2025**

**Calisha Davis
Director, Mobility Services**



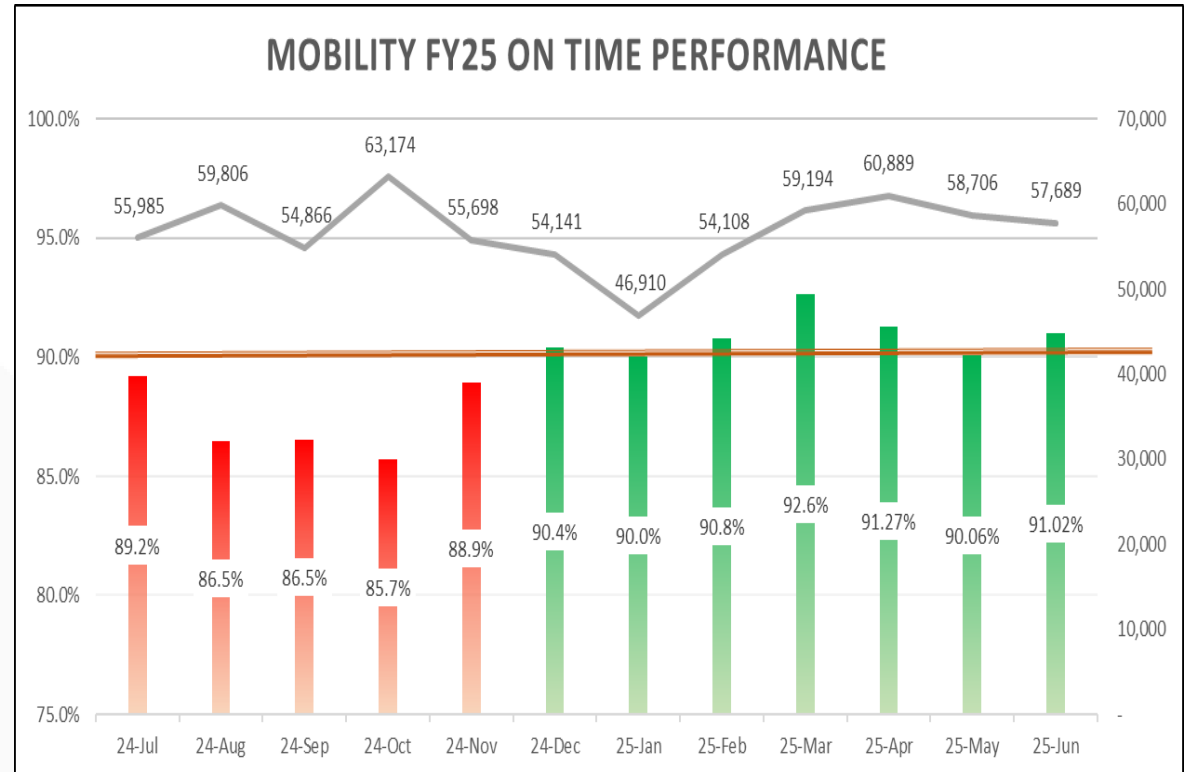
Necessity of Extension

- May 2025: Board approved 3-month extension through September 30, 2025
- Ensured service continuity during procurements for contracted Mobility services
- Procurements ongoing: proposals remain under review for award
- Risk Mitigation: service degradation, disruption; adverse customer impact
- Requesting 3-month extension (December 31, 2025)



A National's Performance

- Minimum 20% overall service maintained
- FY25: 136,097 trips performed
- Positive productivity trends and KPI achievement
- Capital project shuttles; special event service
- Significant driver of recent Mobility performance trajectory



Safeguarding service reliability and operational performance

Current value: \$56,665,485.38



Agreement to uphold current rate



3-month Estimated Cost: \$2,966,662.57



Increased value: \$59,632,147.95

Resolution



The Office of Mobility respectfully requests the approval of a resolution authorizing a contract modification for a 3-month extension of RFP P43706 Supplemental Mobility Operations and Maintenance Services for A National Limousine Service



Thank You

**RESOLUTION AUTHORIZING MODIFICATION OF SUPPLEMENTAL MOBILITY
OPERATIONS AND MAINTENANCE SERVICES, RFP P43706**

WHEREAS, the Authority's Office of Mobility Services has identified the need to extend the contract term and increase the contract value, due to finalizing current contract negotiations of the pending Operations, Maintenance, Scheduling, and Dispatching Services contract, of the Supplemental Mobility Operations and Maintenance Services Contract Request For Proposals Number P43706; and

WHEREAS, Modification #15 assigned the contract to A-National Limousine Services on January 26, 2023; and

WHEREAS, Modification #16 extended the contract term to expire June 30, 2025, and increased contract value from \$43,223,131.81 to \$53,863,822.81; and

WHEREAS, Modification #17 extended the contract term, by ninety (90) days, to expire September 30, 2025, and increased the contract value from \$53,863,822.81 to \$56,665,485.38; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to extend the contract term and increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, an audit from the Department of Internal Audit is not required as the

rates remain unchanged; and

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the Interim General Manager/CEO or his delegate be, and hereby is, authorized to increase the authorization for Contract No. P43706 Supplemental Mobility Operations and Maintenance Services from \$56,665,485.38 to of \$59,632,147.95.

Approved as to Legal Form:

Signed by:

Duane Pritchett

538G25A7490942F...

**Interim Chief Counsel, Metropolitan Atlanta
Rapid Transit Authority**

JUNE FY25
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

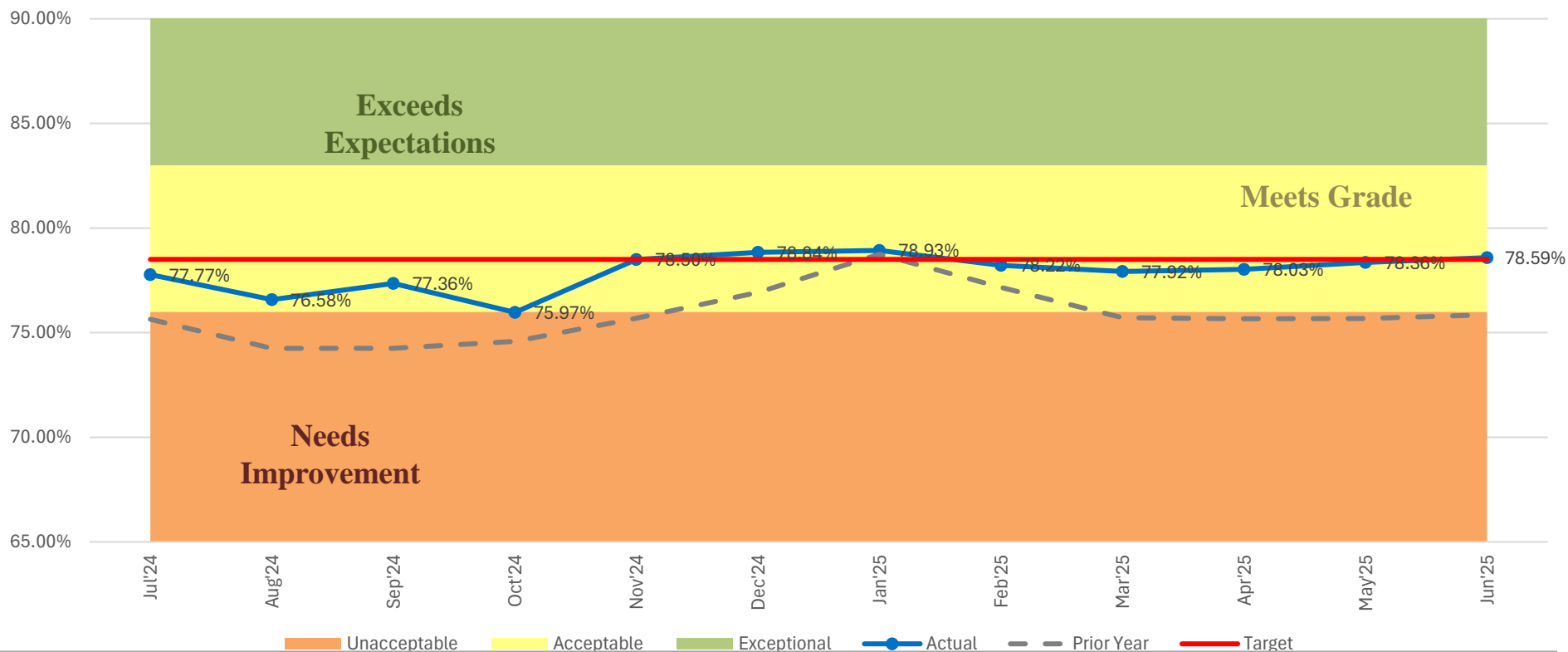
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	78.50%	78.59%	0.09%	77.92%	-0.58%	2.05%
Mean Distance Between Failures	7500	2703	-4797	3479	-4021	-674
Customer Complaints per 100K Boardings	8.00	10.01	2.01	11.21	3.21	-0.13

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 On-Time Performance

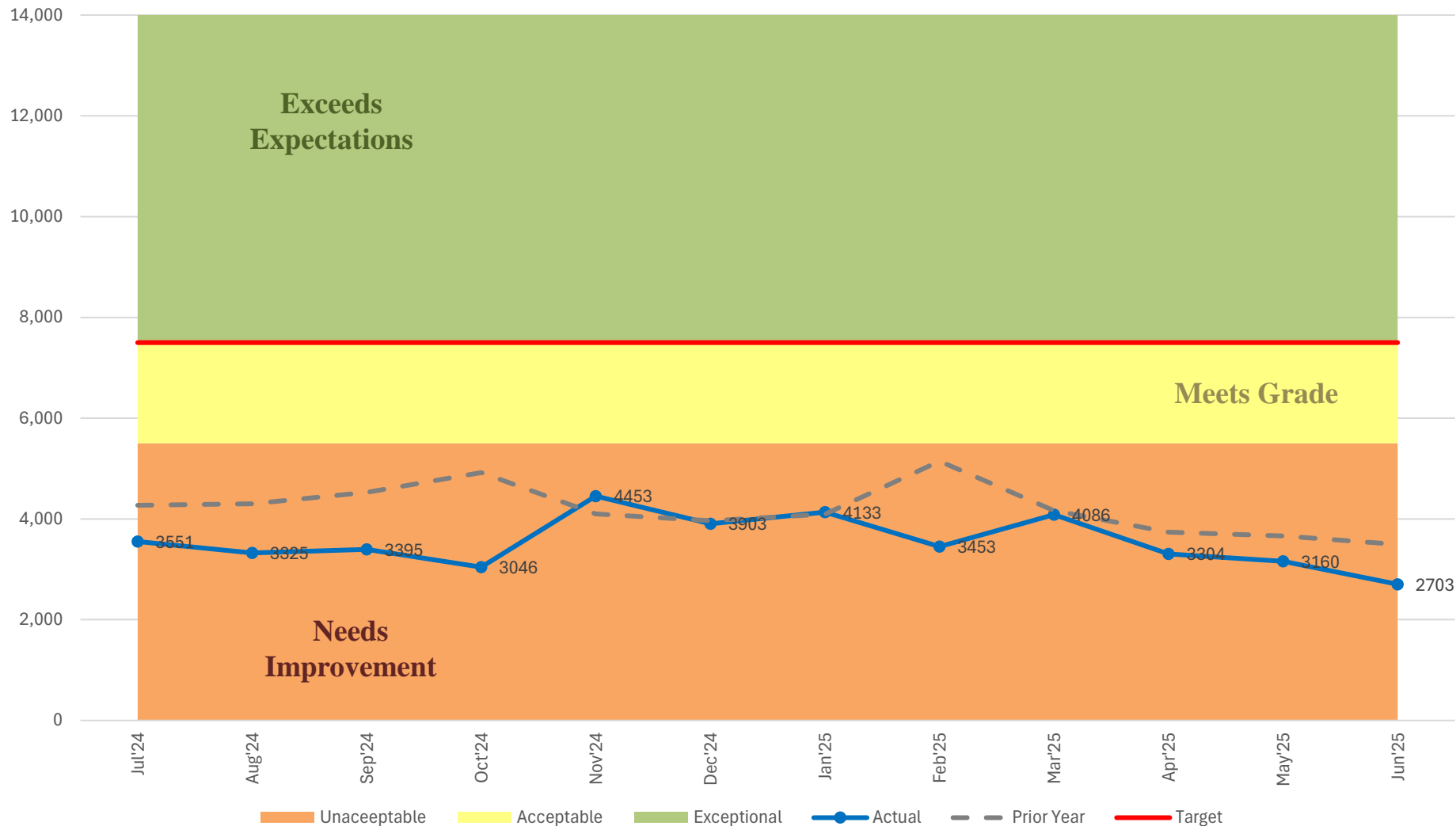
measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.



Note:

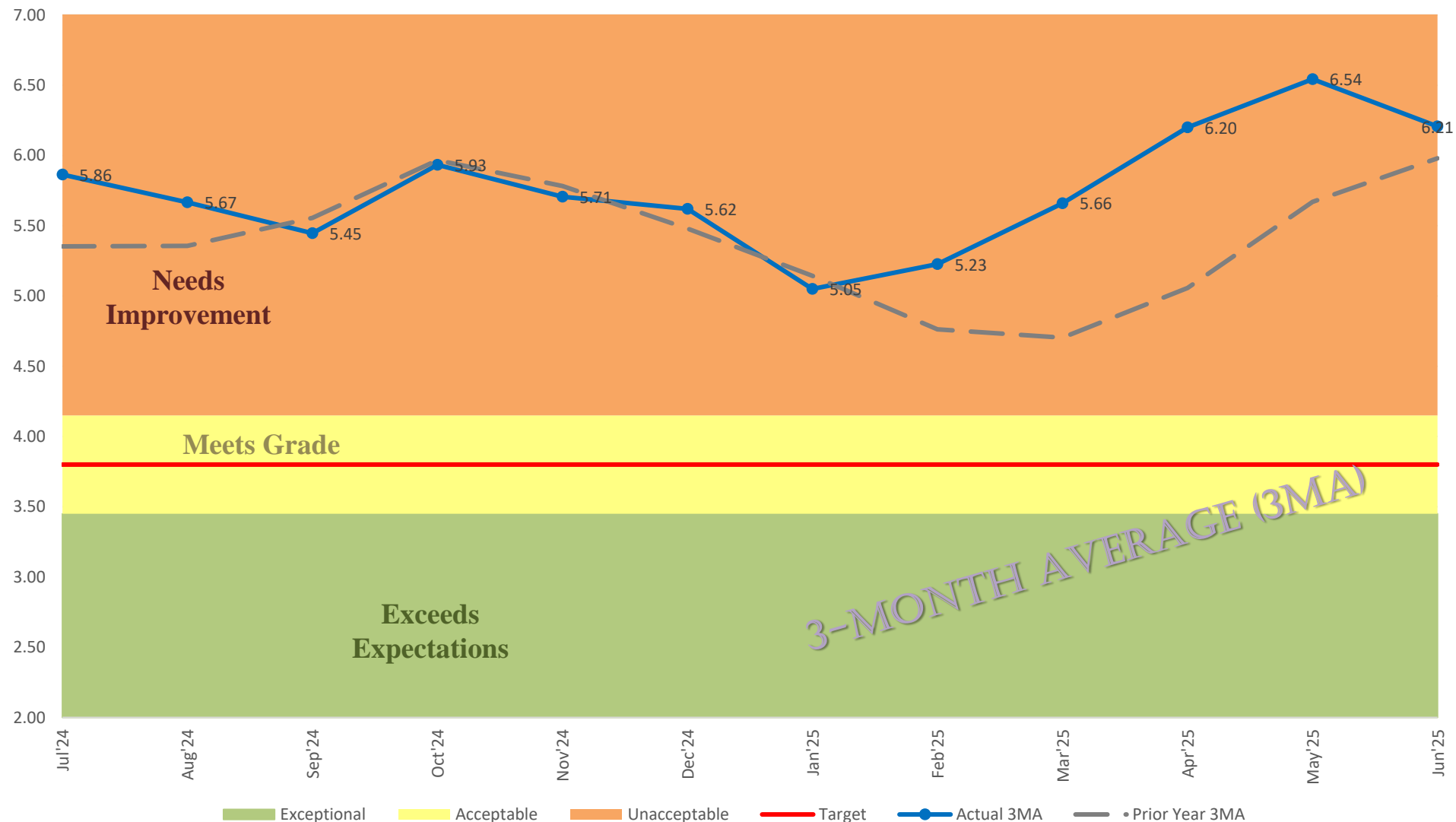
- Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting 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.

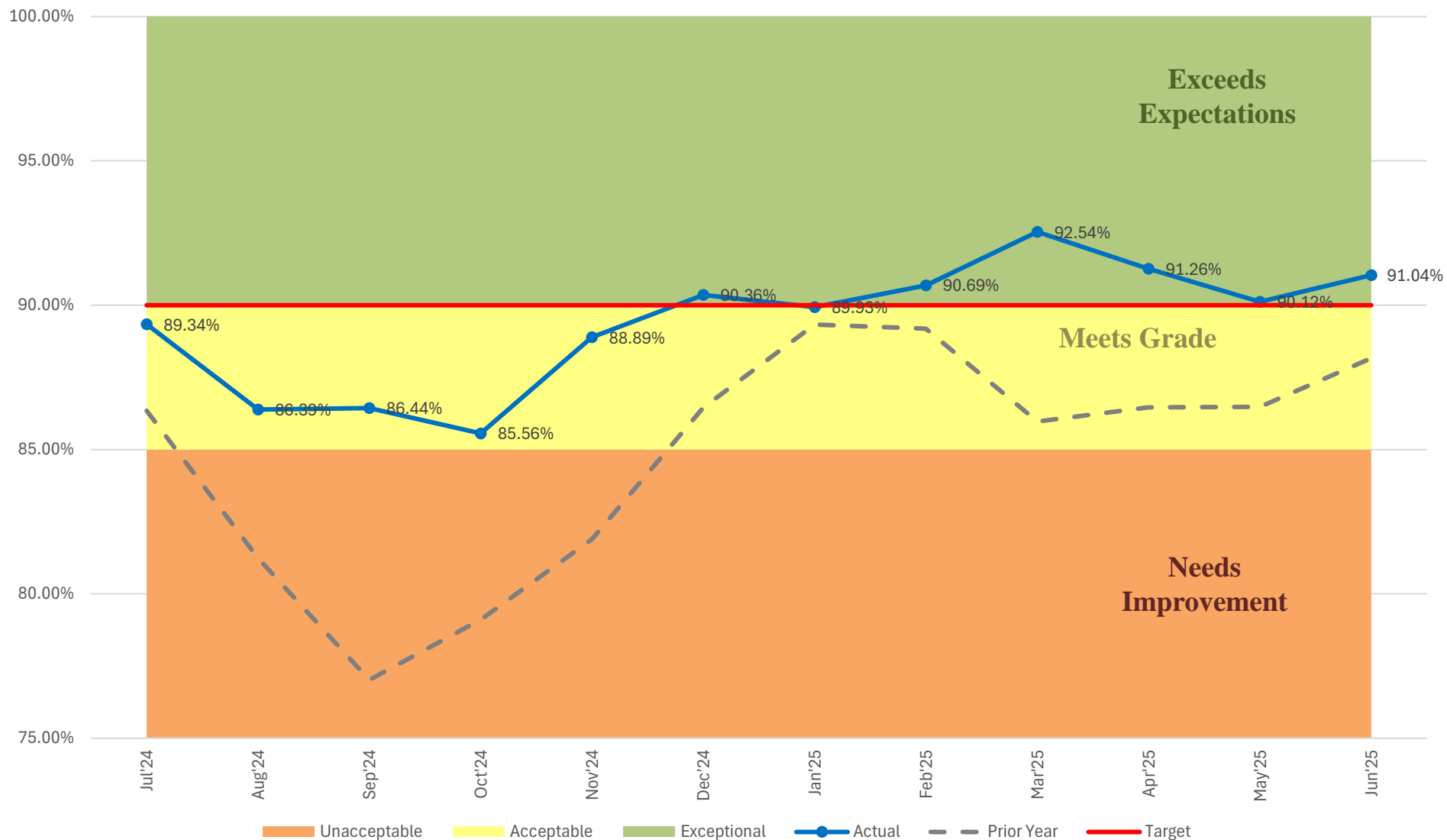


OFFICE OF
MOBILITY

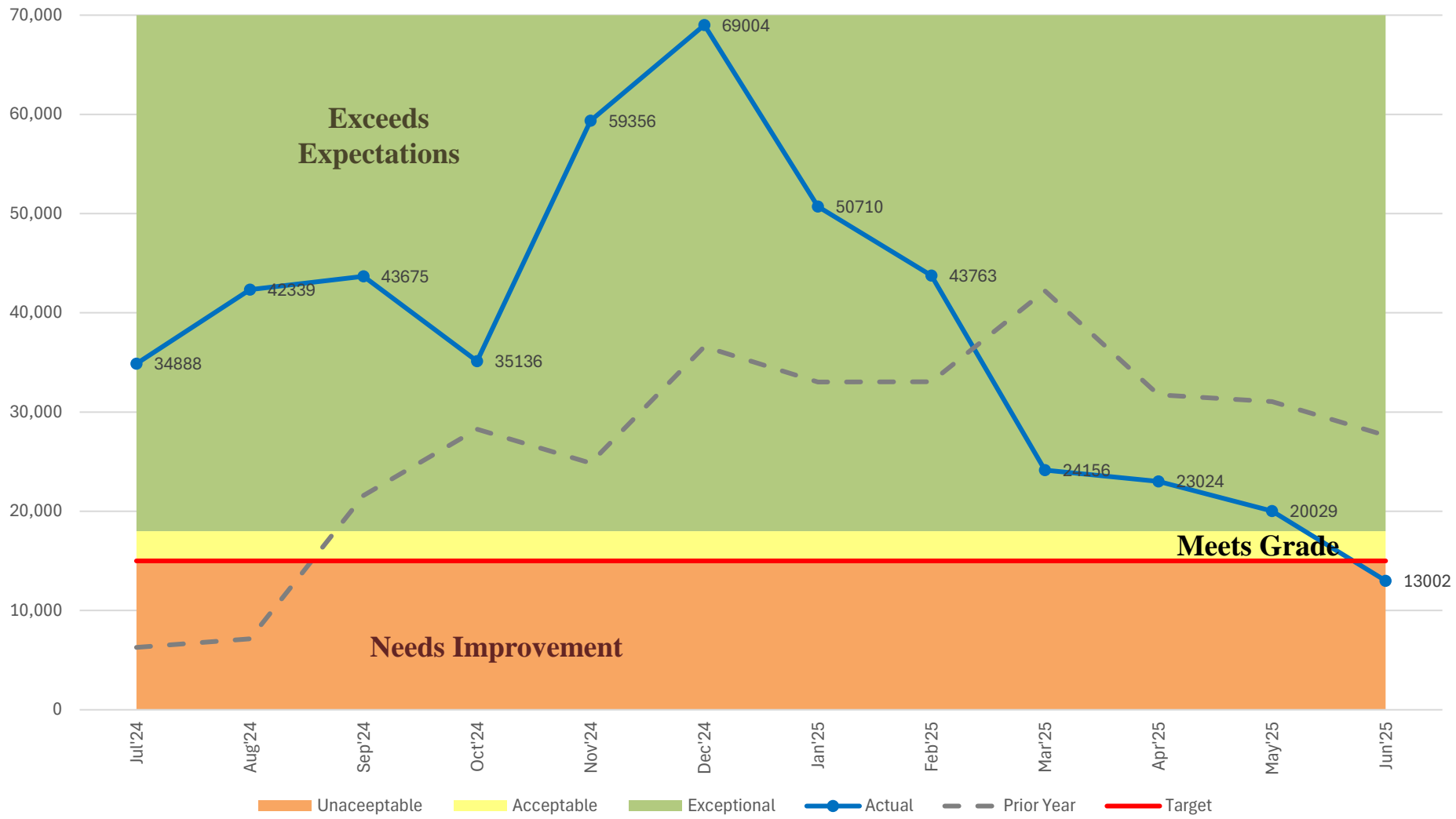
Operations KPIs (Mobility)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	90.00%	91.04%	1.04%	89.35%	-0.65%	4.59%
<i>Mean Distance Between Failures</i>	15,000	13002	-1998	30708	15708	11743
<i>Missed Trip Rate</i>	0.50%	0.49%	-0.01%	0.45%	-0.05%	-0.66%
<i>Reservation Average Call Wait Time</i>	2:00	2:50	0:50	2:14	0:14	-2:52
<i>Reservation Call Abandonment Rate</i>	5.50%	5.29%	-0.21%	3.46%	-2.04%	-4.36%
<i>Customer Complaints per 1K Boardings</i>	4.00	2.52	-1.48	2.75	-1.25	-1.72

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

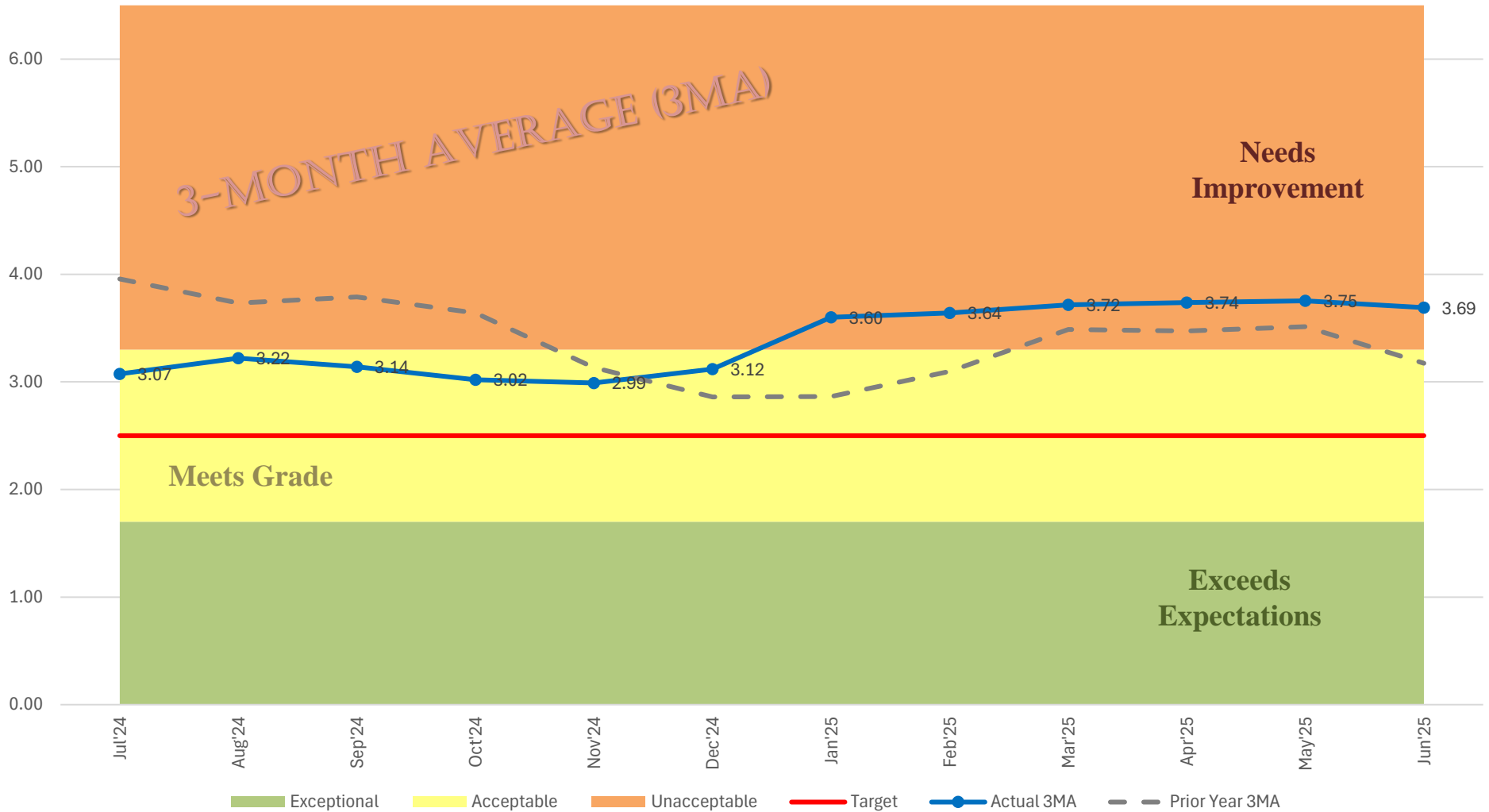


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY SAFETY KPI

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



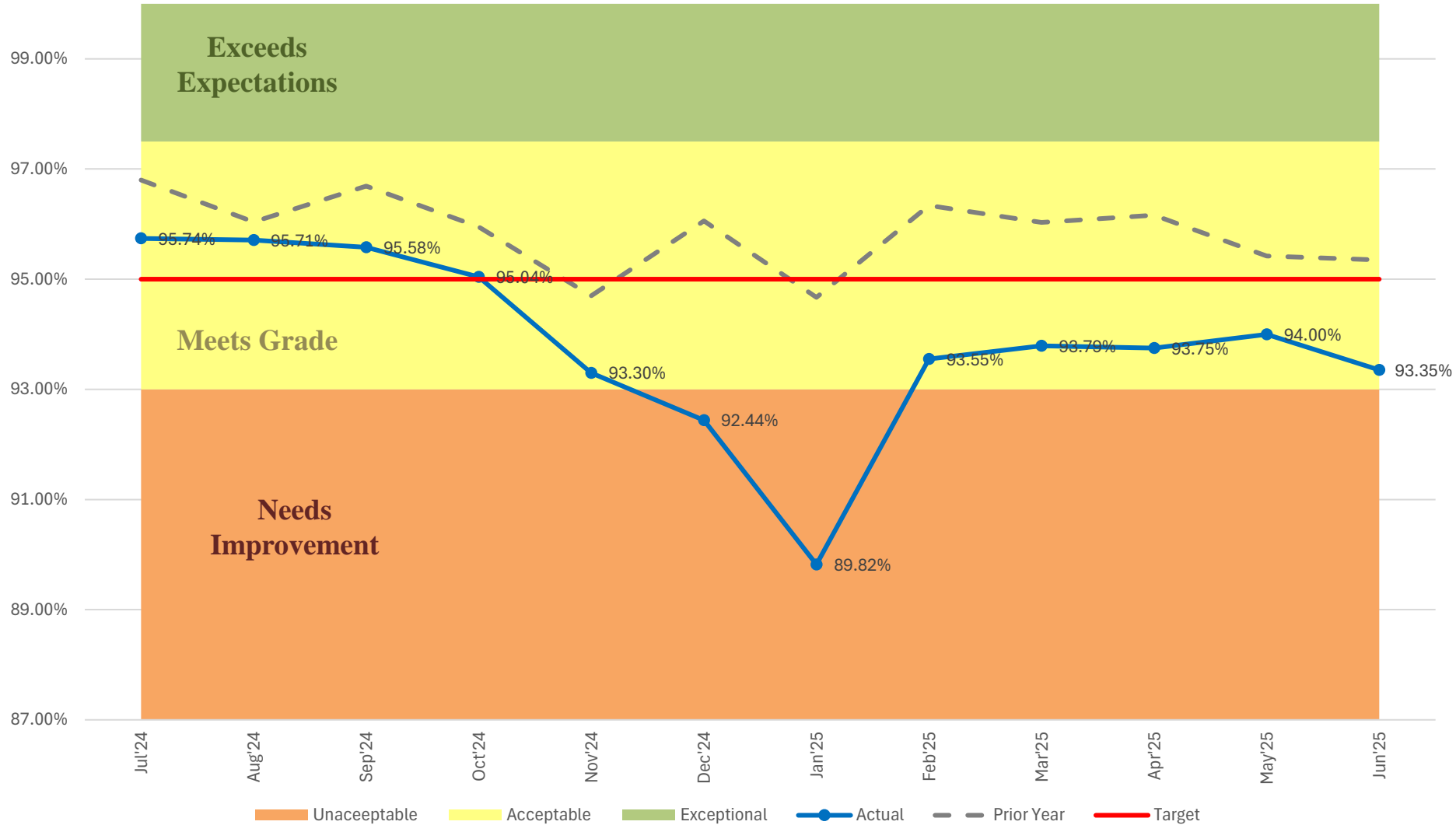
JUNE FY25
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

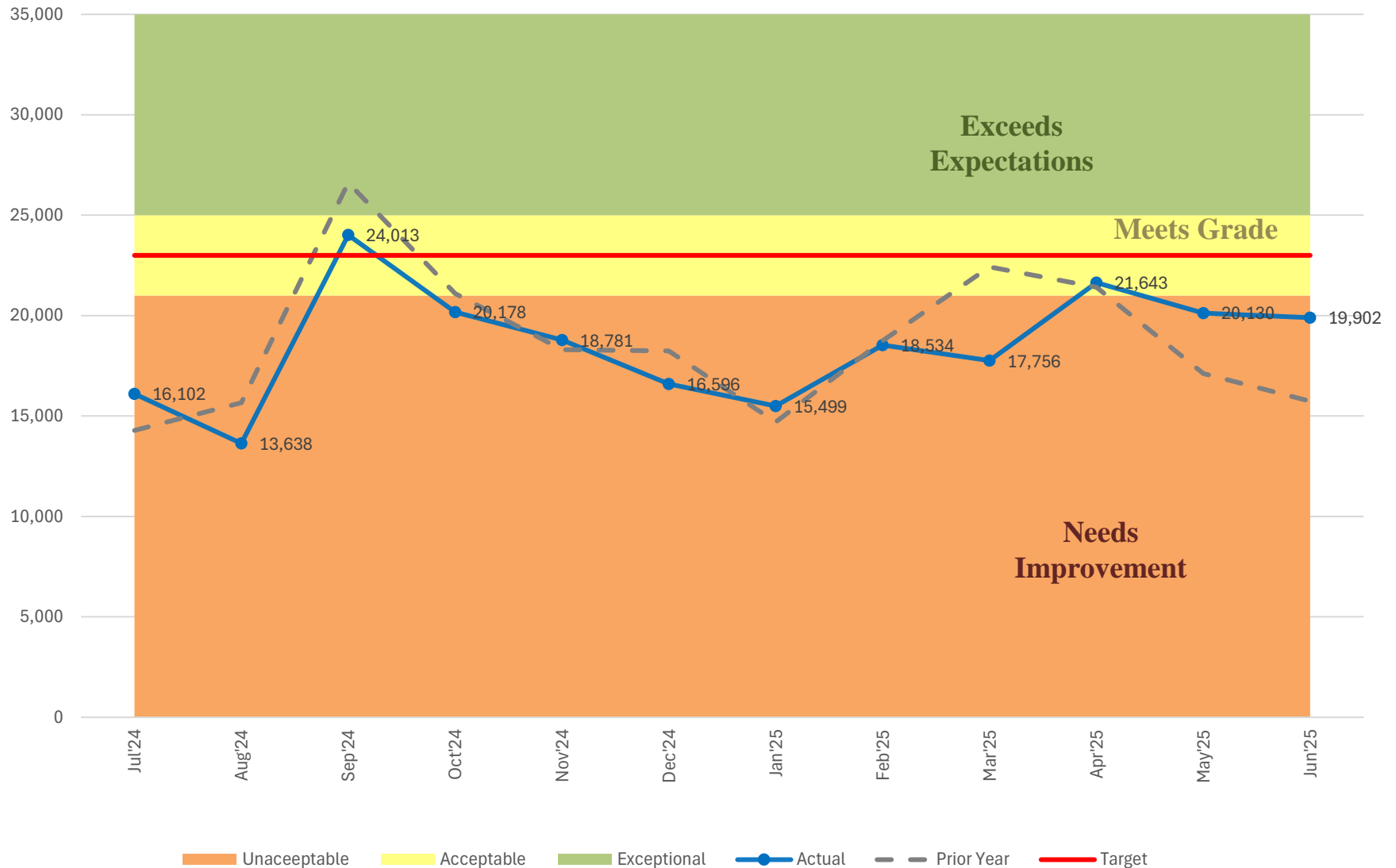
Operations KPIs (Rail)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	95.00%	93.35%	-1.65%	93.80%	-1.20%	-2.05%
<i>Mean Distance Between Failures</i>	23,000	19902	-3098	18170	-4830	7
<i>Mean Distance Between Service Interruptions</i>	475	236	-239	249	-226	-117
<i>Customer Complaints per 100K Boardings</i>	1.00	0.52	-0.48	0.78	-0.22	0.29

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)

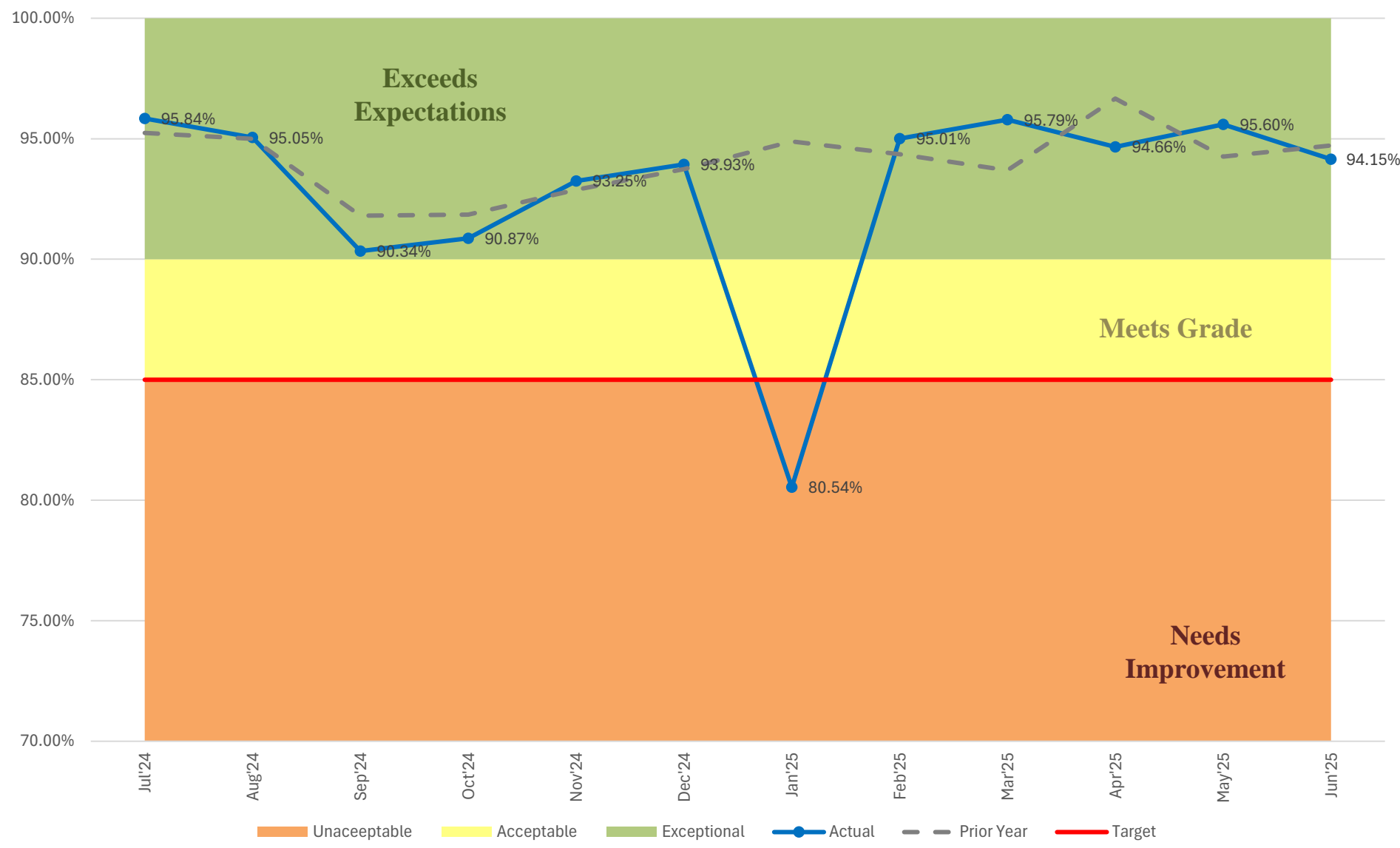
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Escalator Availability</i>	98.50%	98.54%	0.04%	98.55%	0.05%	0.03%
<i>Elevator Availability</i>	98.50%	98.72%	0.22%	98.63%	0.13%	0.06%

JUNE FY25
PERFORMANCE
(STREETCAR)

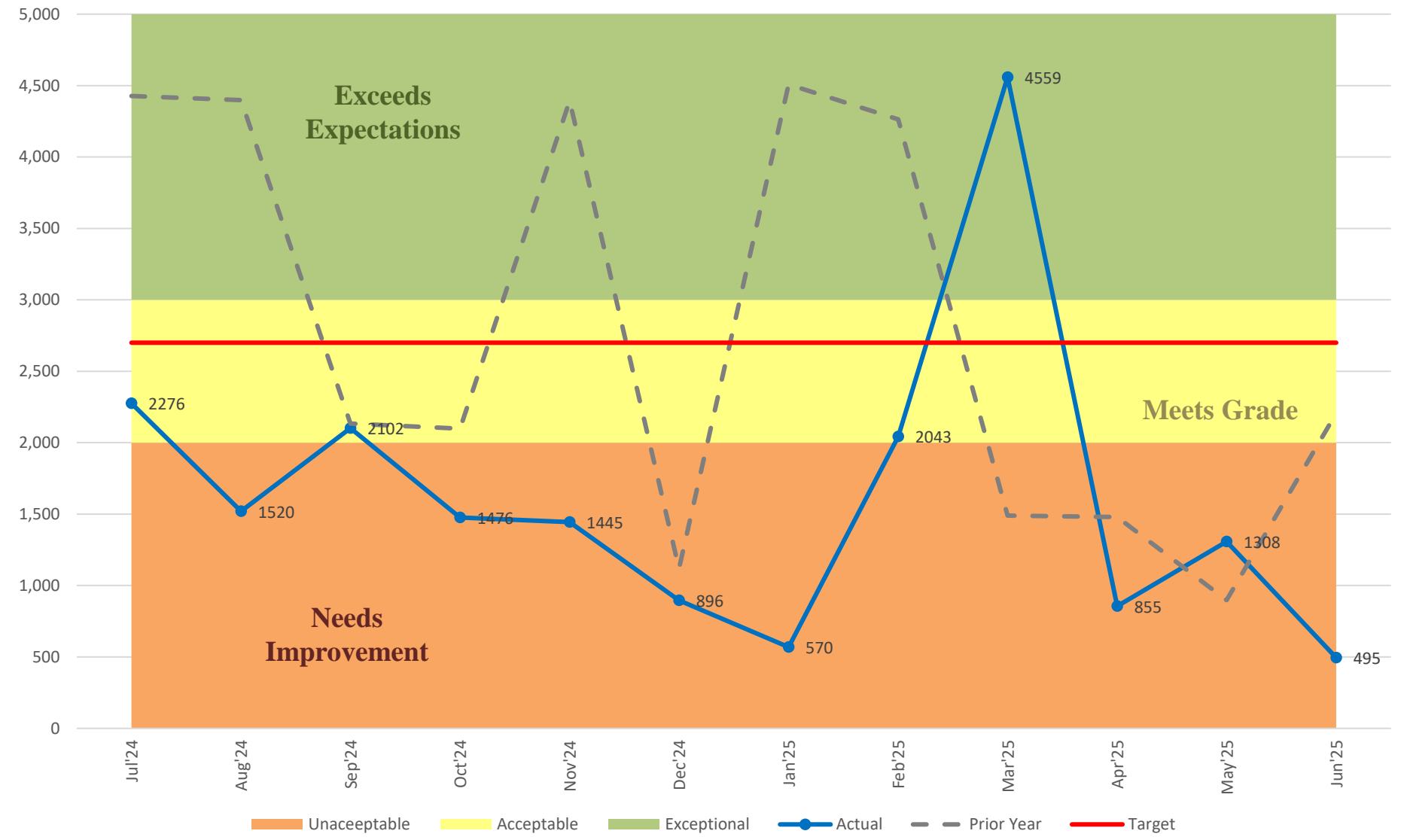
Operations KPIs (Streetcar)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	94.15%	9.15%	92.90%	7.90%	-1.19%
Mean Distance Between Failures	2700	495	-2205	1195	-1505	-1203
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.01	-0.09	0.01

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.

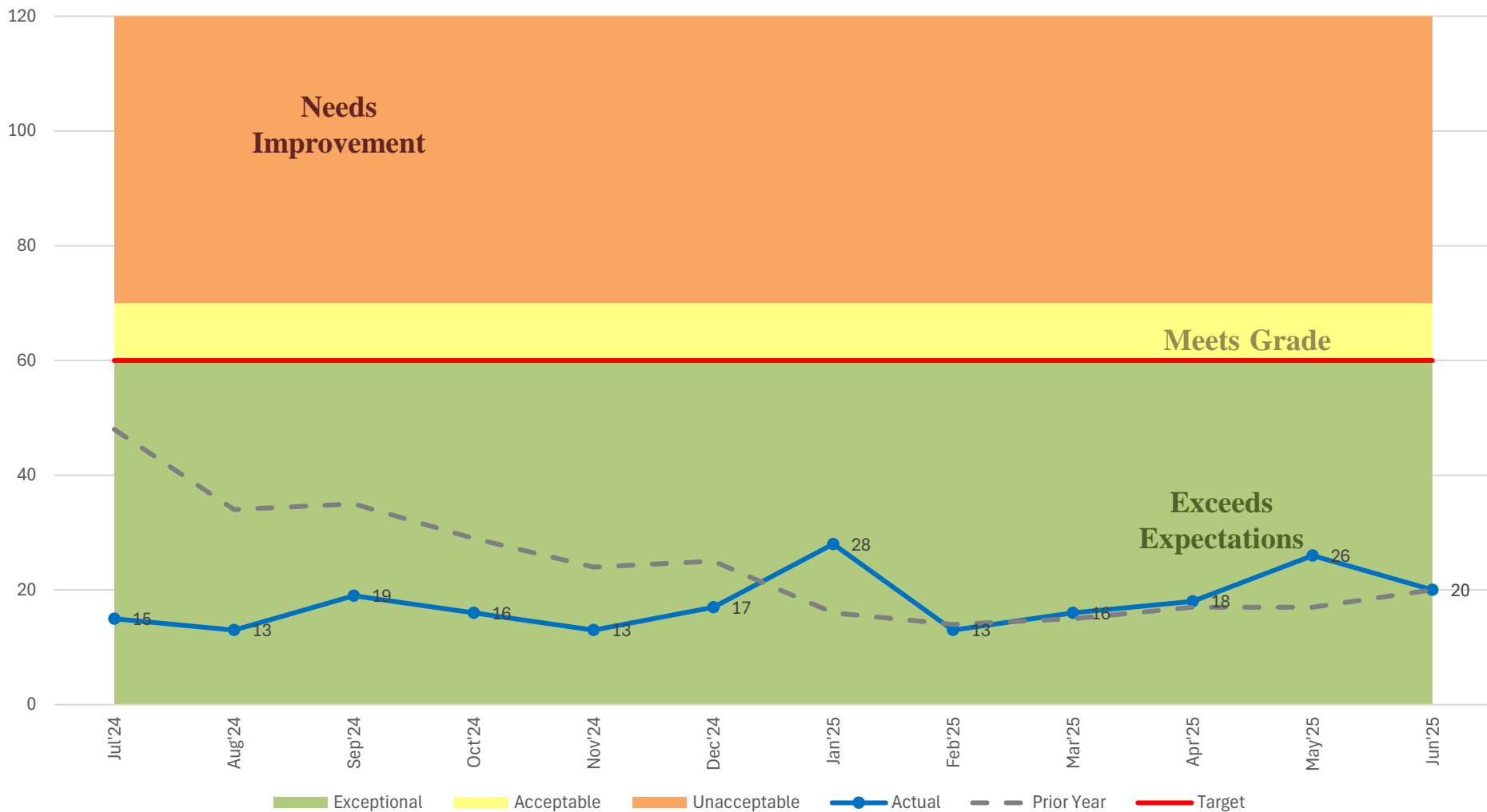


JUNE FY25
PERFORMANCE
(CUSTOMER SERVICE)

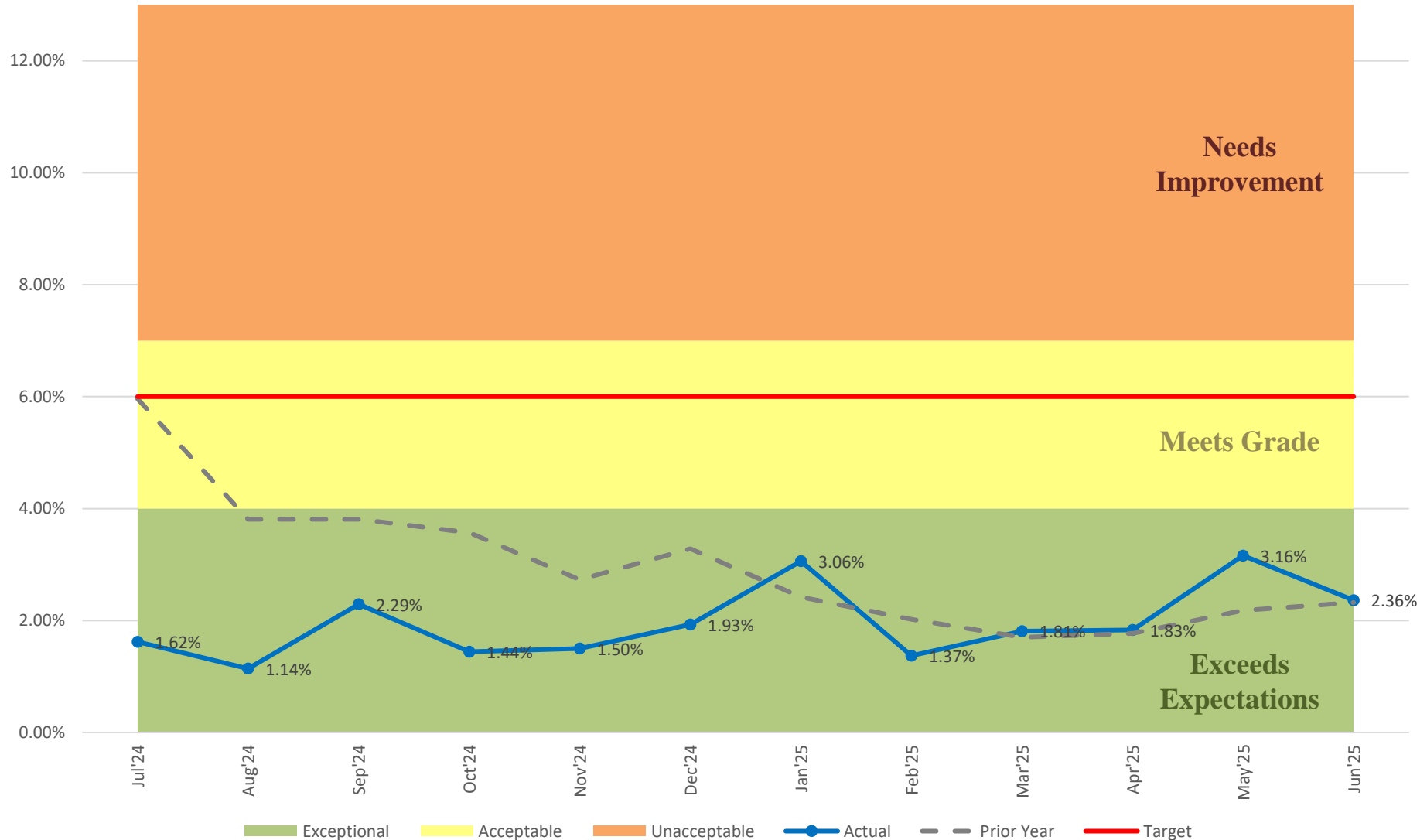
Customer Service KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Customer Service Call Wait Time</i>	1:00	0:20	-0:40	0:18	-0:42	-0:07
<i>Customer Service Call Abandonment Rate</i>	6.00%	2.36%	-3.64%	1.97%	-4.03%	-0.97%

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.



JUNE FY25

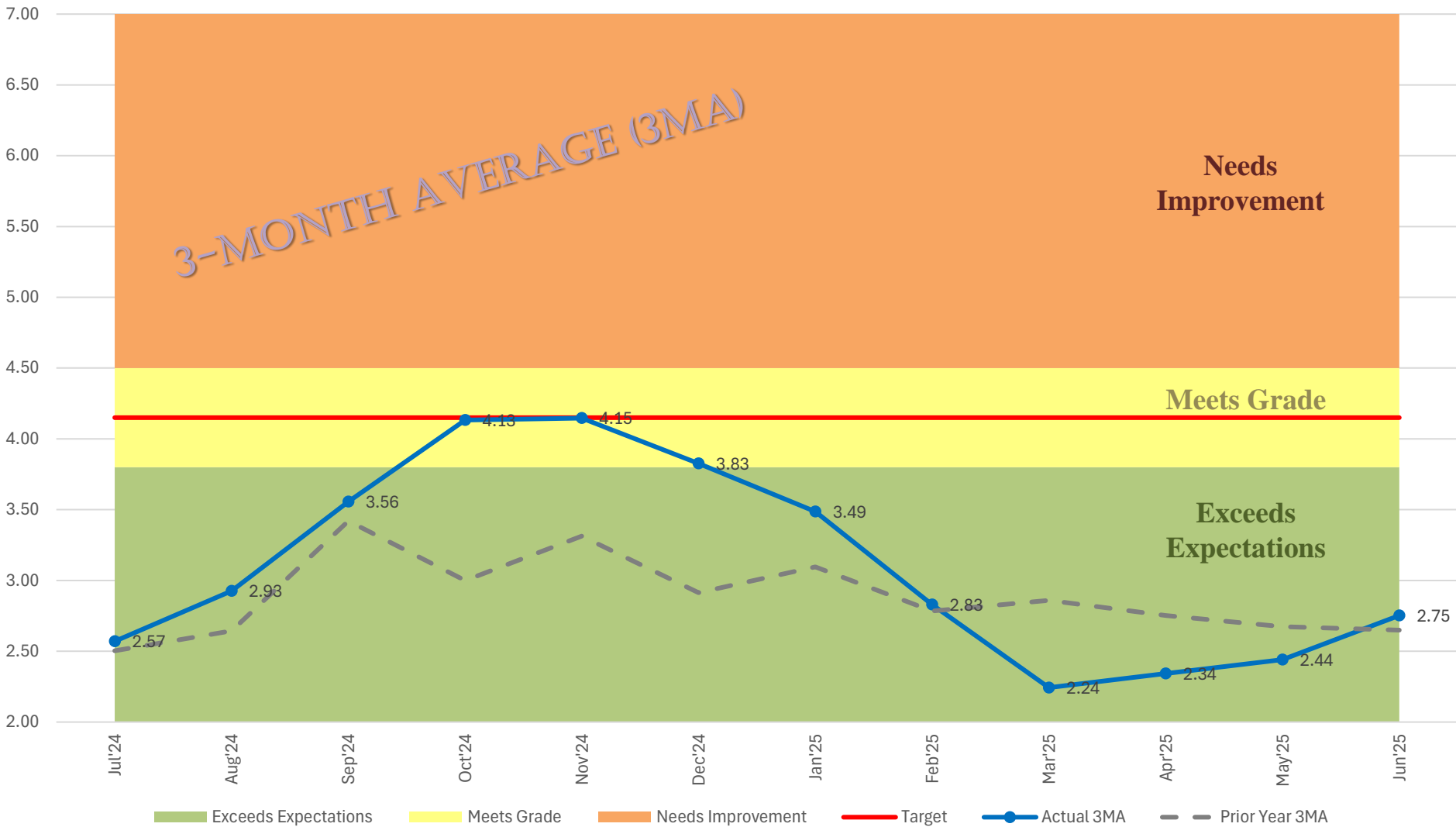
PERFORMANCE

(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

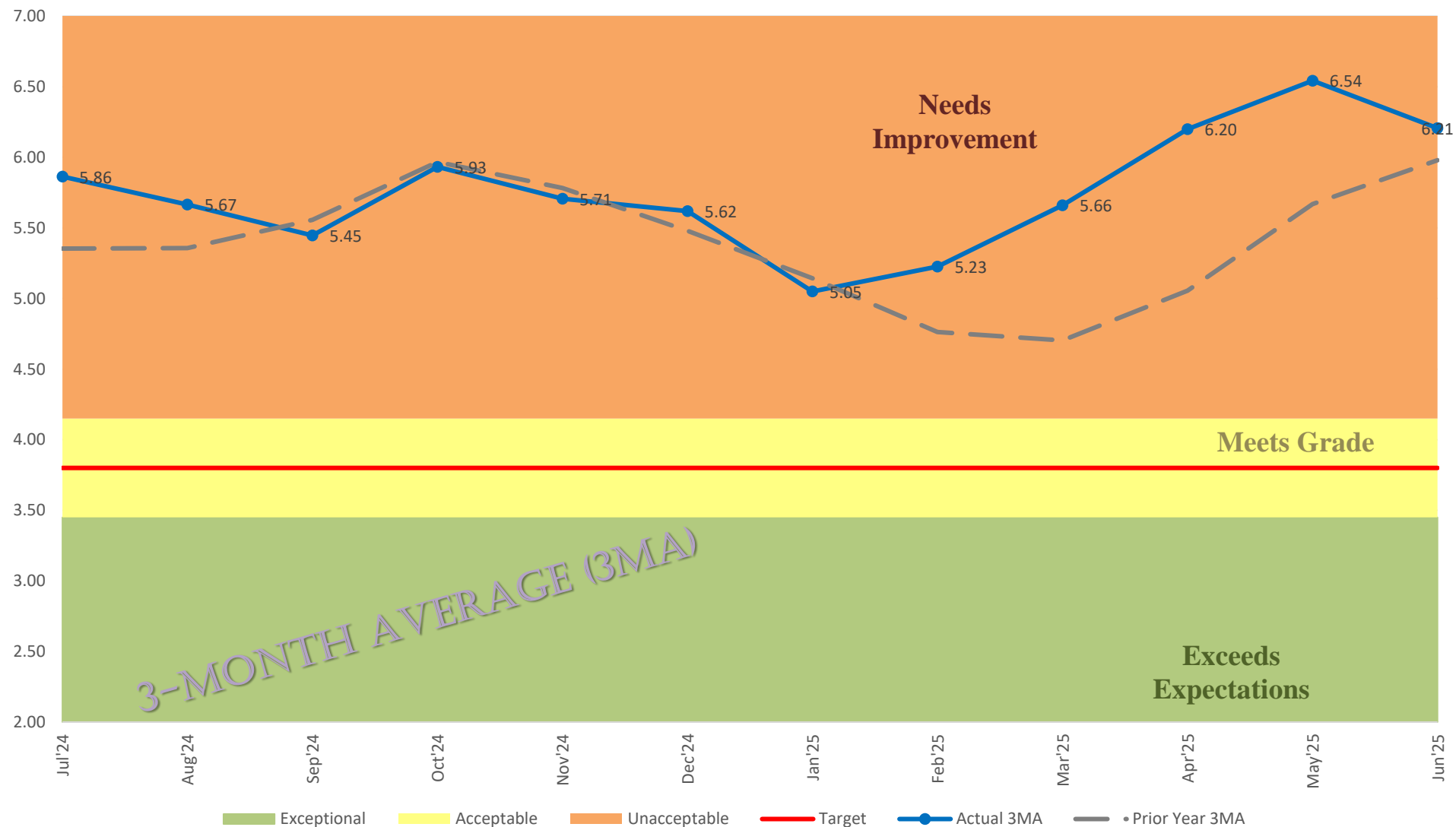
Safety & Security KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Part 1 Crime</i>	4.15	2.94	-1.21	3.13	-1.02	0.17
<i>Bus Collision Rate per 100K Miles</i>	3.80	5.30	1.50	5.73	1.93	0.30
<i>Mobility Collision Rate per 100K Miles</i>	2.50	3.20	0.70	3.41	0.91	0.08
<i>Employee Lost Time Incident Rate</i>	3.80	4.97	1.17	6.39	2.59	1.84

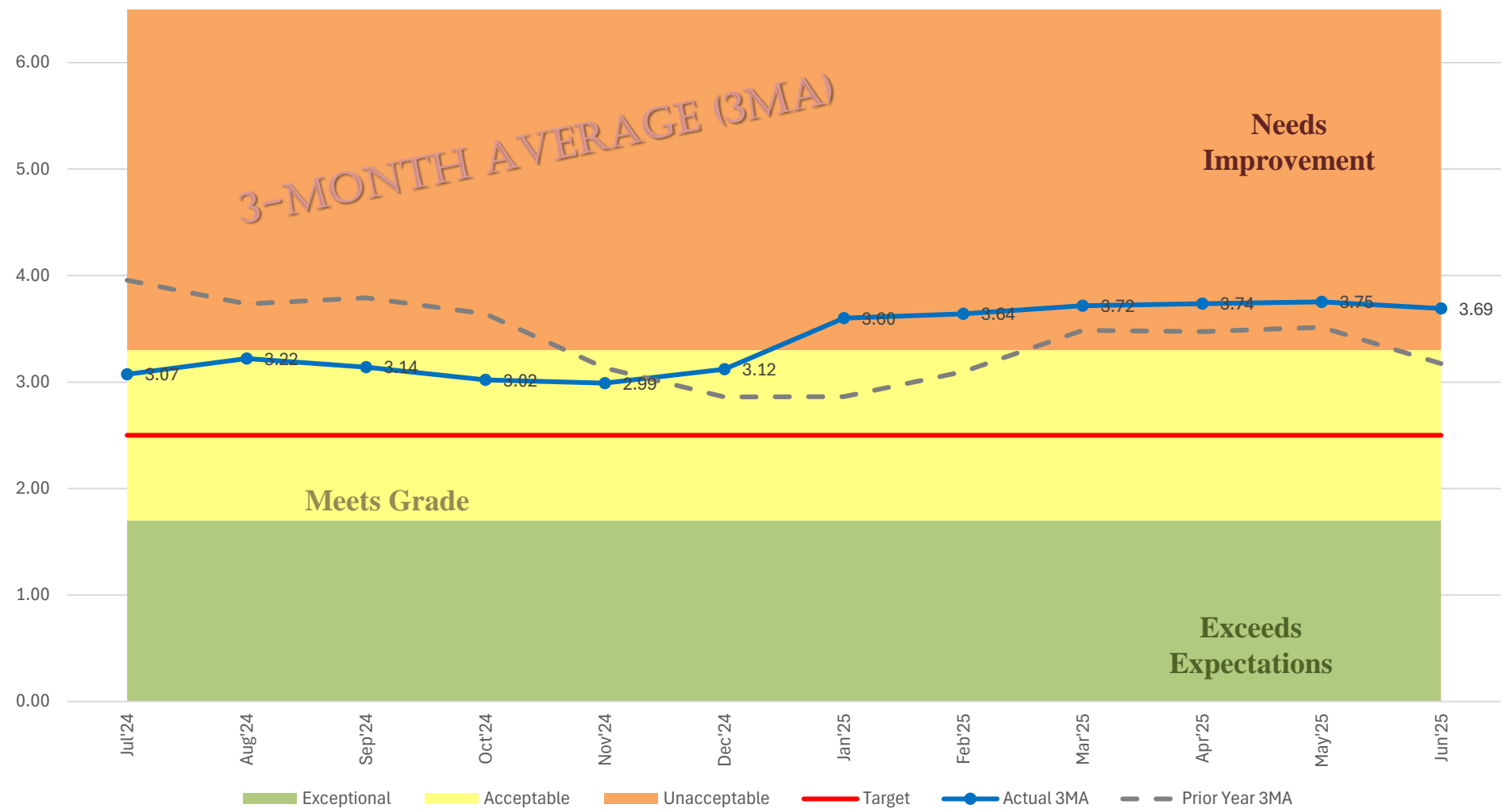
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



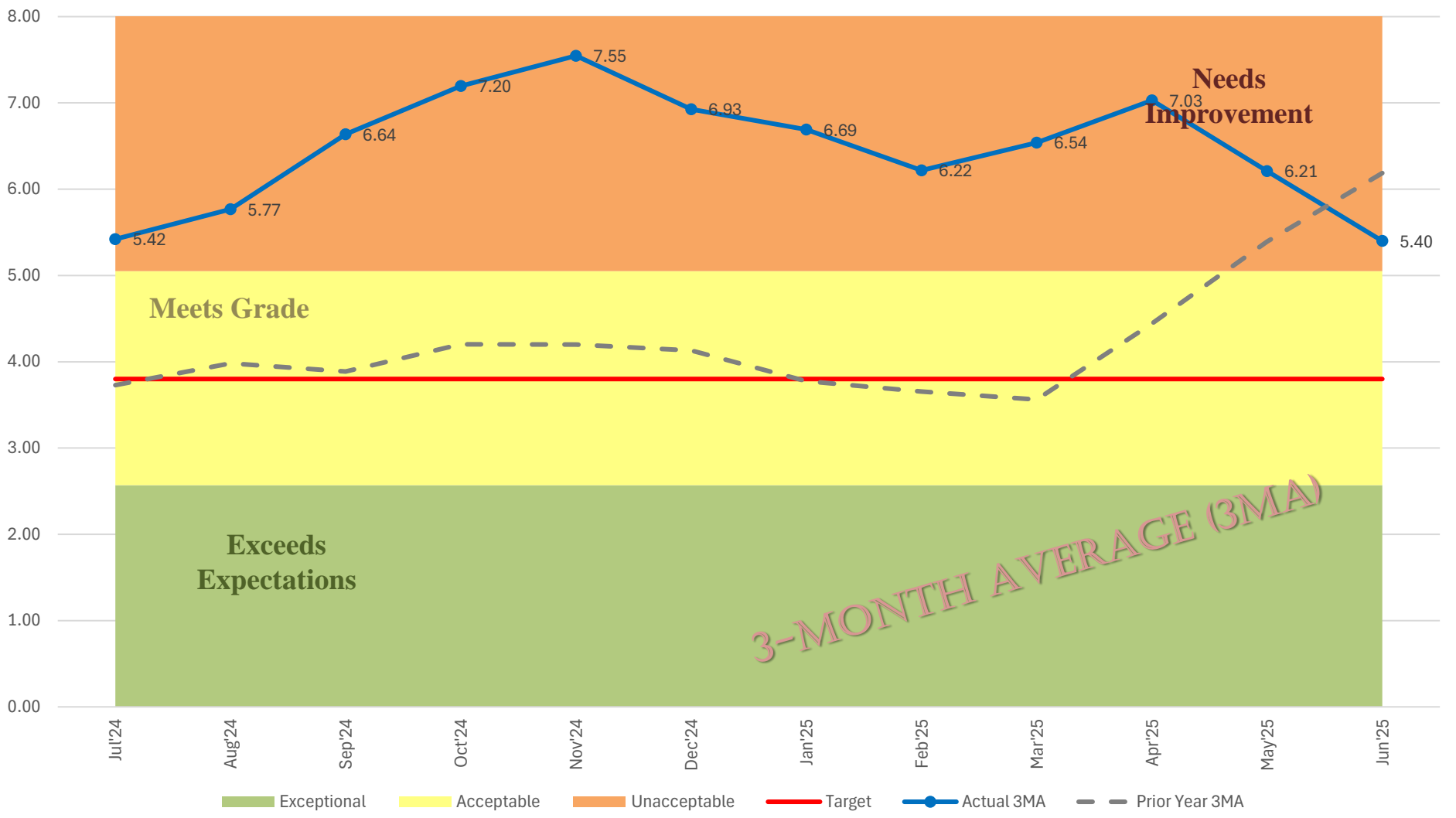
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 total miles.

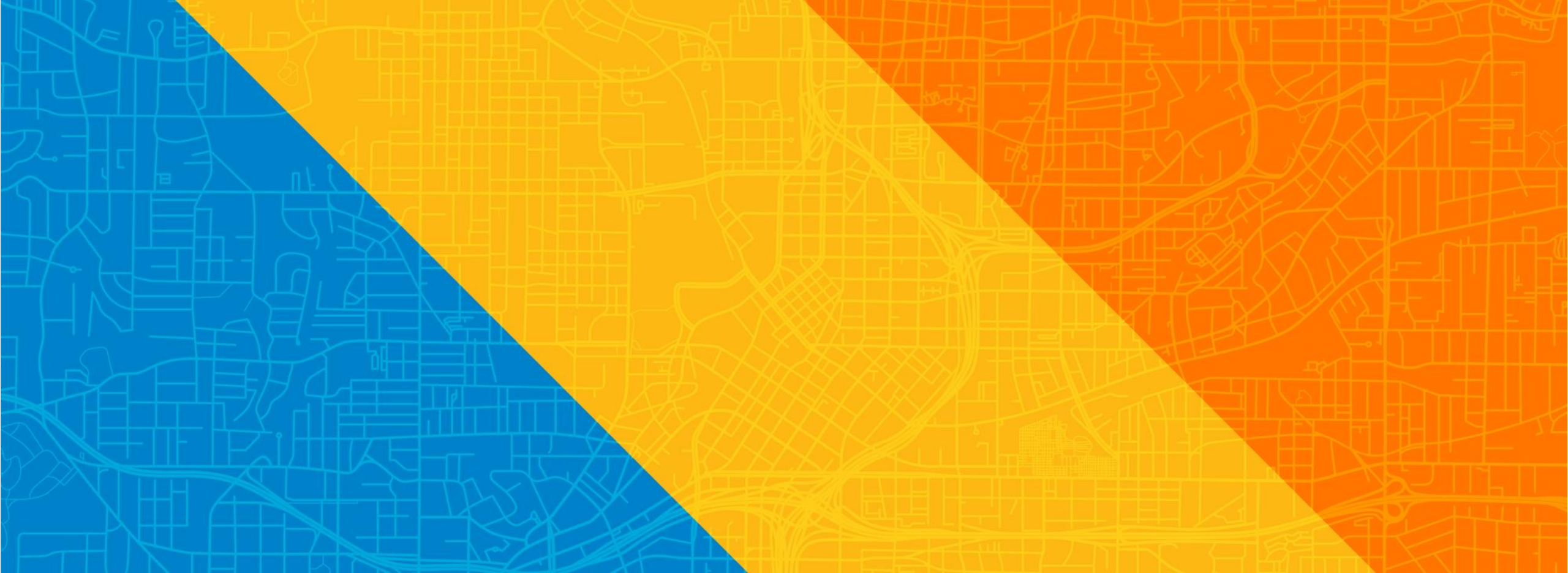


Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



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



MEMORANDUM

DATE: August 28, 2025

TO: Board of Directors

FROM: Bus Operations – Department of Bus Maintenance

SUBJECT: **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR FUEL FLEET CARD SERVICES UTILIZING THE STATE OF GEORGIA CONTRACT P50760**

MARTA's Department of Bus Operations has identified the need to purchase Fuel Fleet Card Services and is informing the Board of Directors of its intent to utilize the State of Georgia Contract.

The purpose of the contract is for off-site fueling of MARTA Revenue and Non-Revenue Vehicles. The off-site fueling function will be required for the Mobility Vehicles operated by GTS for all fueling needs due to no on-site fueling equipment or storage tanks, and MARTA's Non-Revenue Vehicles assigned to locations without fuel stations. Additionally, this contract will allow enhanced controls and better tracking of fuel usage by MARTA personnel holding off-site fueling cards.

This is a new contract with a term of three (3) base years with two (2) 1-year options. This procurement is being funded with Local Operating funds in the estimated amount of \$1,075,000.00.