



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, SEPTEMBER 26, 2024

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair John Pond called the meeting to order at 10:46 A.M.

Board Members

Present:

Al Pond
Stacy Blakley
James Durrett
Roderick Frierson
Freda Hardage
Jennifer Ide
Sagirah Jones
Kathryn Powers
Rita Scott
Valencia Williamson

Board Members

Absent:

Russell McMurry
Jannine Miller
Jacob Tzegaegbe
Thomas Worthy

Staff Members Present:

Collie Greenwood
Rhonda Allen
Peter Andrews
Kevin Hurley
Michael Kreher
Ralph McKinney
Melissa Mullinax
George Wright

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Kenya Hammond, Tyrene Huff, Paula Nash, Jacqueline Holland, and Dedric Parham.

2. APPROVAL OF THE MINUTES

Minutes from August 22, 2024

Approval of the Minutes from August 22, 2024. On a motion by Board Member Durrett, seconded by Board Member Hardage, the motion passed by a vote of 10 to 0 with 10 members present.

3. BRIEFING

Briefing: 2022 GDOT Triennial Audit

Dedric Parham, Director of Safety Management, briefed the Committee on the 2022 GDOT Triennial Audit.

4. OTHER MATTERS

FY24 July Key Performance Indicators (Informational Only)

Letter to Inform the Board - Resolution Authorizing the Award of a Contract for the Procurement of Non-Revenue Vehicles Utilizing the State of Georgia Contract, P50597. (The resolution will be presented at the October 2024 Board Committee meeting.)

5. ADJOURNMENT

The Committee meeting adjourned at 11:00 A.M.

YouTube link: <https://www.youtube.com/live/BHZhY5Otml0?feature=shared>



2022 Triennial Audit Briefing

Operations & Safety Committee September 26, 2024

Dedric Parham, Director of SMS
Division of Safety

Agenda

- Authority
- Audit Process
- Audit Activities
- Summary of Audit Findings
- Comparison of CAP Closures
- Key Activities between MARTA and GDOT
- Triennial Audit Completion

Authority

Congress mandated the FTA to establish a National Public Transportation Safety Plan. The law requires the FTA to update the State Safety Oversight (SSO) program to ensure that rail transit agencies are managing safety risks through the implementation of their Agency's Safety Plan.

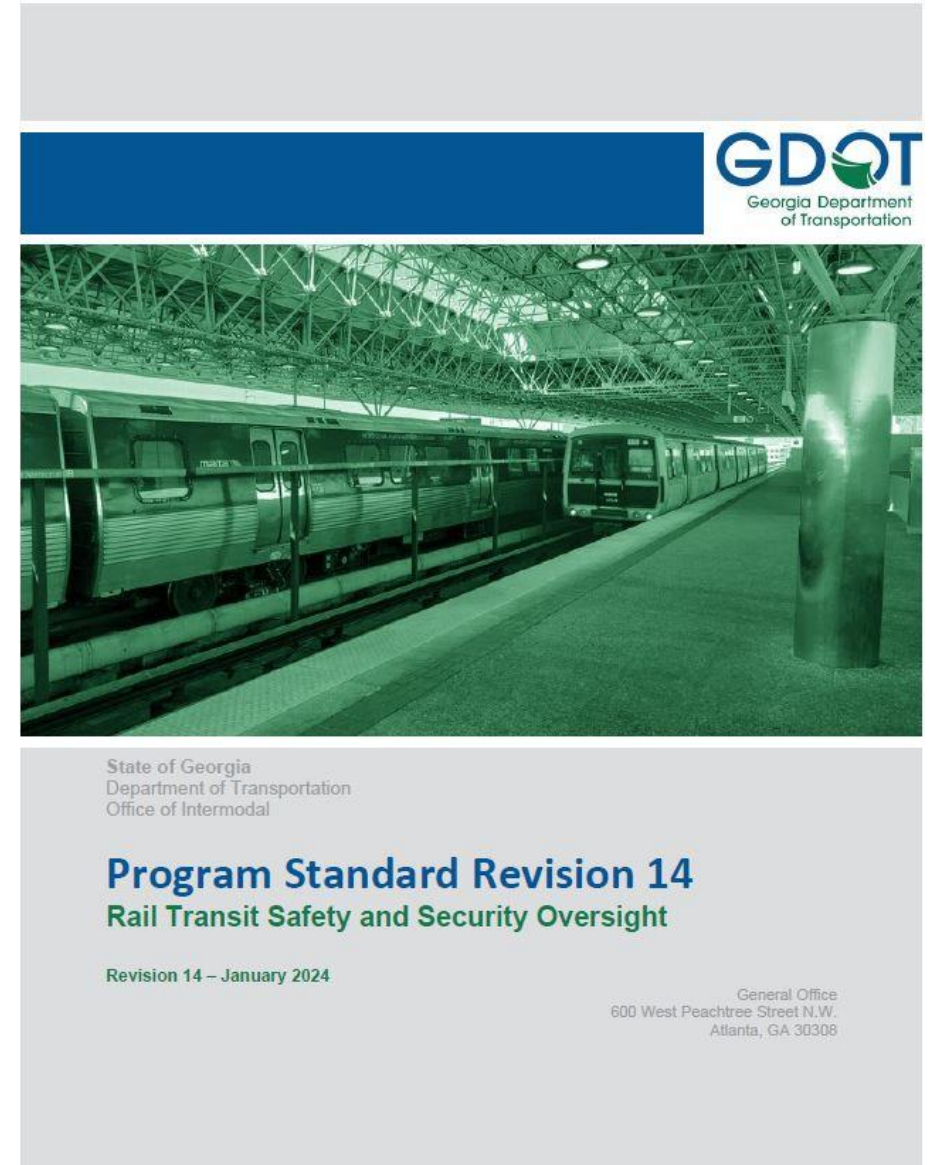
- 49 CFR 670 – Public Transportation Safety Program
- 49 CFR 673 – Public Transportation Agency Safety Plans (MARTA Agency Safety Plan)
- **49 CFR 674 – State Safety Oversight (GDOT Program Standard)**

Audit Process

GDOT Program Standard

Section 7: GDOT SSOA Audits and Inspections

Section 7.3 Triennial Audit Process and Procedures

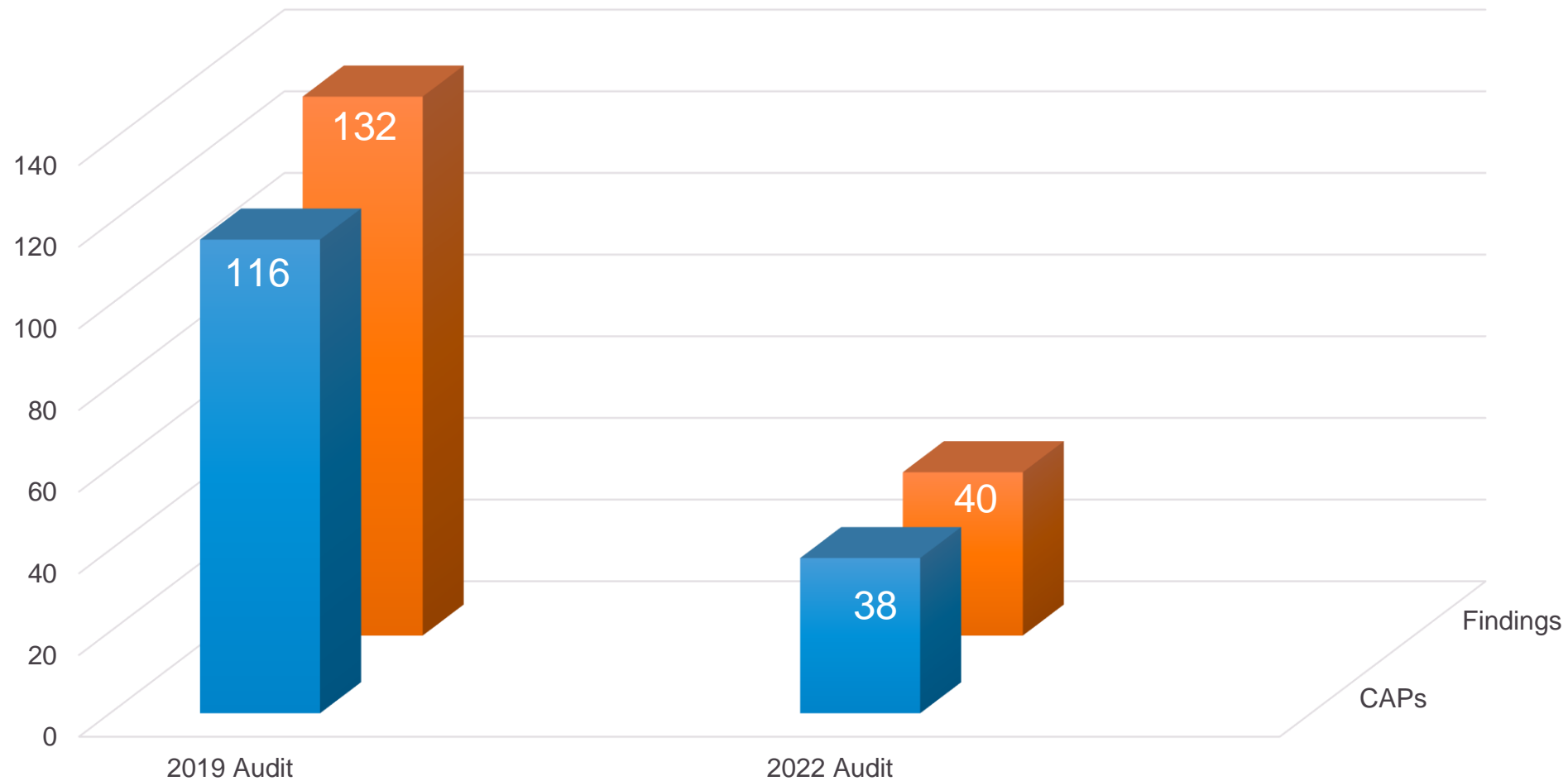


2022 Triennial Audit Activities

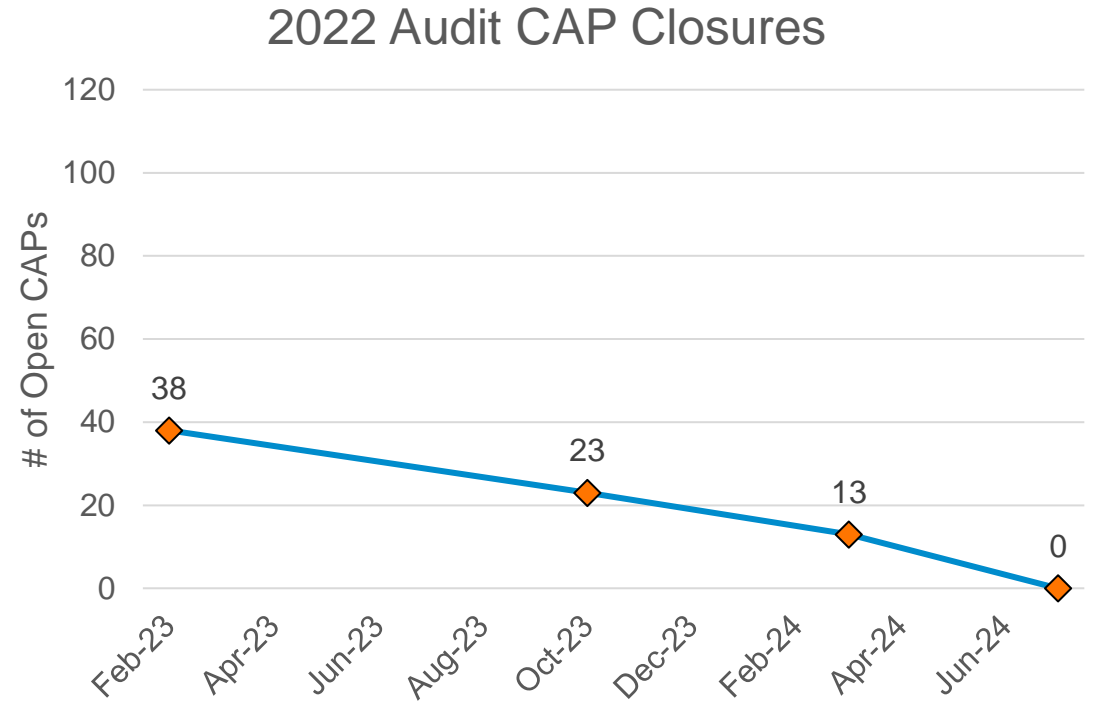
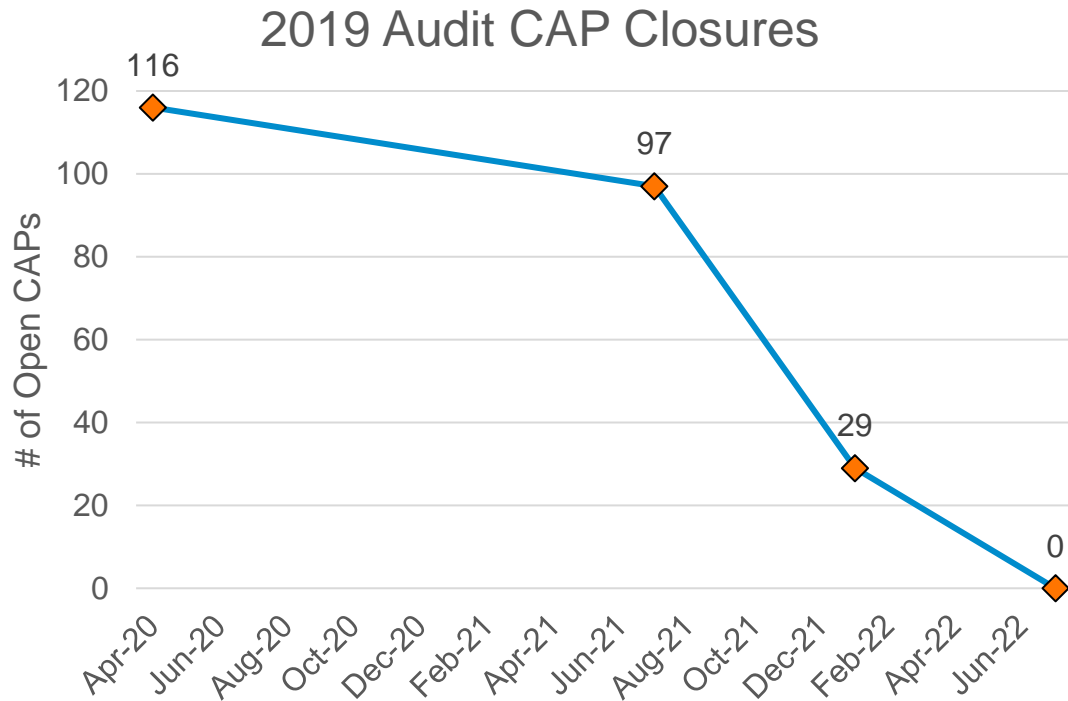
Schedule/Activities

- On-Site Review Completed – September 30, 2022
- MARTA Factual Review and Comment of Draft Report – January 3, 2023
- GDOT Issued Final Audit Report – January 31, 2023
- MARTA submitted proposed CAPs – March 1, 2023
- GDOT Accepted proposed CAPs – April 2023

Comparison of Triennial Audit Findings



Comparison of CAP Closures (progress)



Key Activities between MARTA and GDOT

- Enhanced collaboration with the SSOA
- Business Process Improvements
- Assisted SSOA with closing FTA Special Directive 22-1
- Presented at the 2022 FTA Joint SSO and RTA Hybrid Workshop (FTA request)

2022 Triennial Audit Completion

- *GDOT Notification of Completion – July 11, 2024
- 2019 Triennial Audit Findings (132) – 116 CAPs – Closed
- 2022 Triennial Audit Findings (40) – 38 CAPs – Closed
- 2025 Triennial Audit - Anticipated date (Fall 2025)



Thank You



JULY FY25
PERFORMANCE
(BUS OPERATIONS)

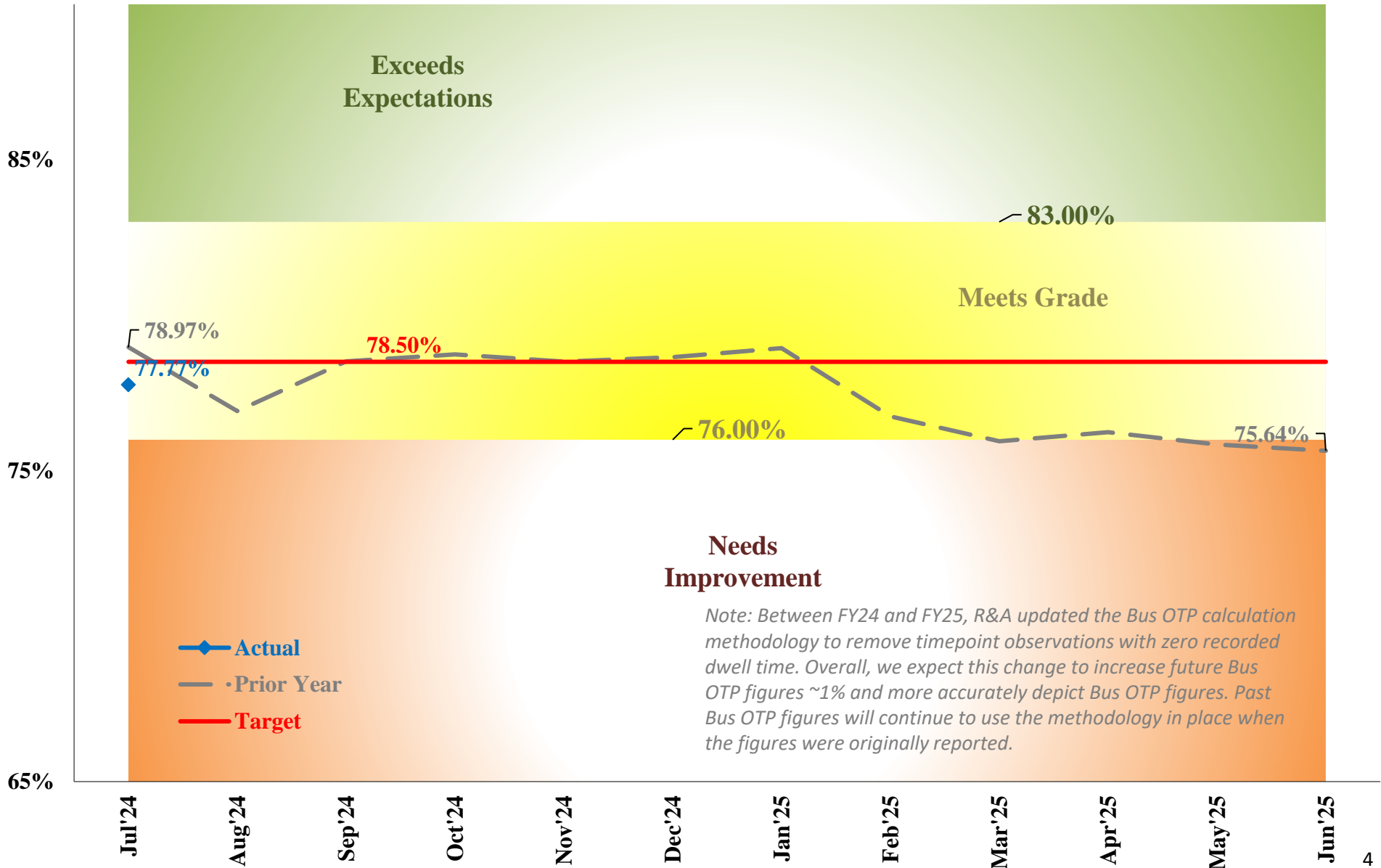
OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

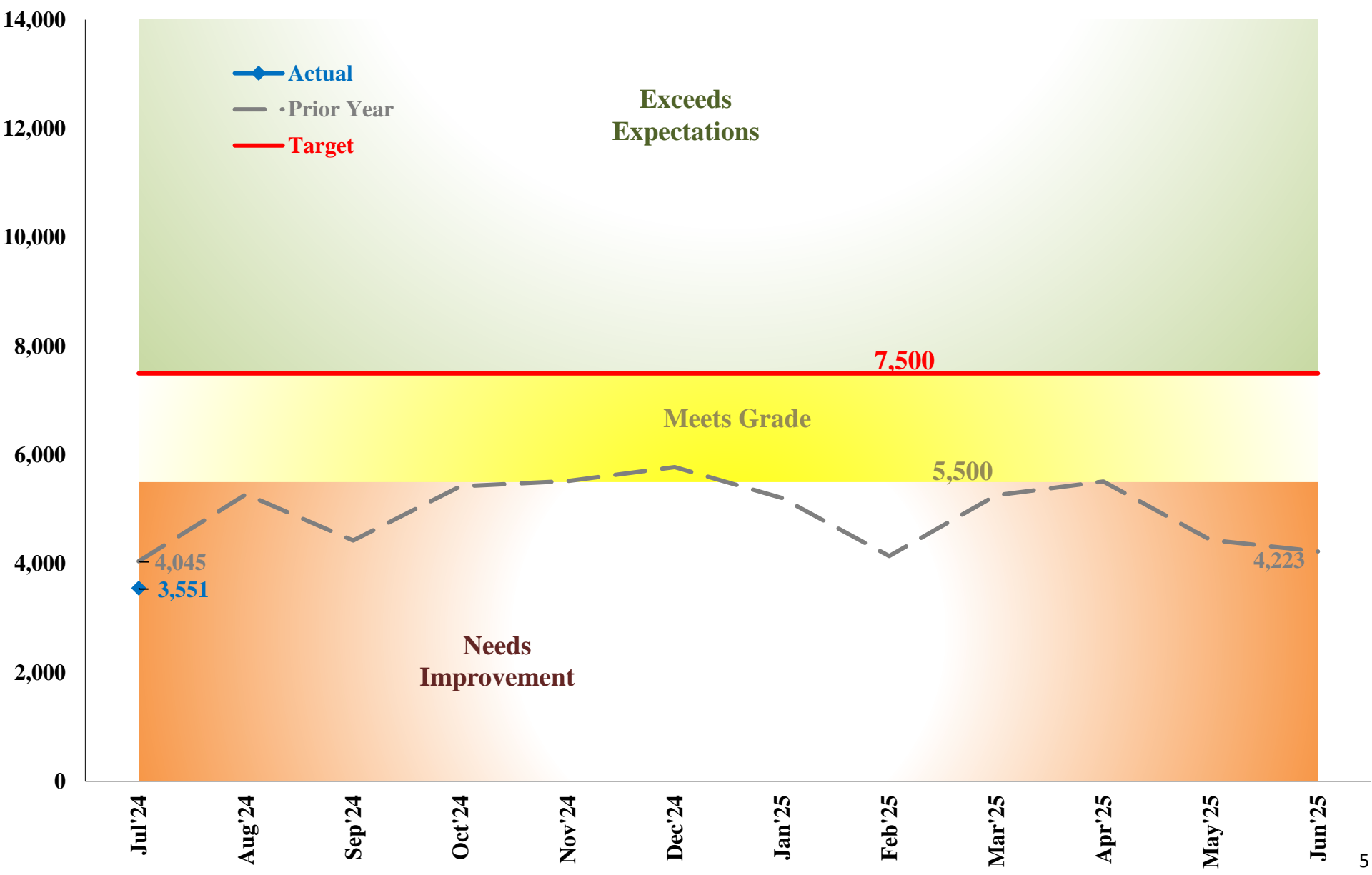
KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	77.77%	-0.73%	77.77%	-0.73%	2.13%
Mean Distance Between Failures	7,500	3,551	-3,949	3,551	-3,949	-728
Customer Complaints per 100K Boardings	8.00	11.10	3.10	11.10	3.10	-1.19

Note: Between FY24 and FY25, R&A updated the Bus OTP calculation methodology to remove timepoint observations with zero recorded dwell time. Overall, we expect this change to increase future Bus OTP figures ~1% and more accurately depict Bus OTP figures. Past Bus OTP figures will continue to use the methodology in place when the figures were originally reported.

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.

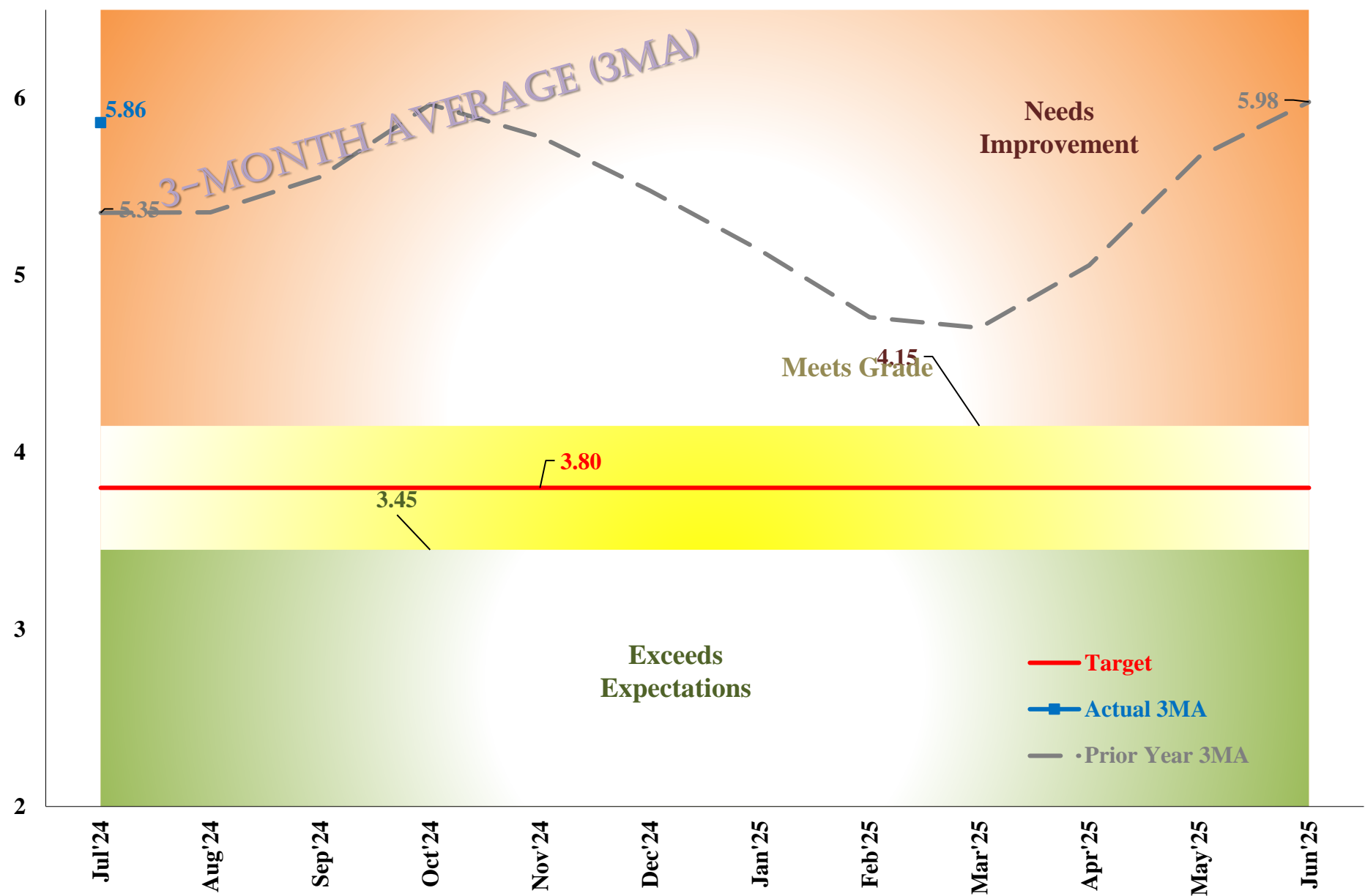


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

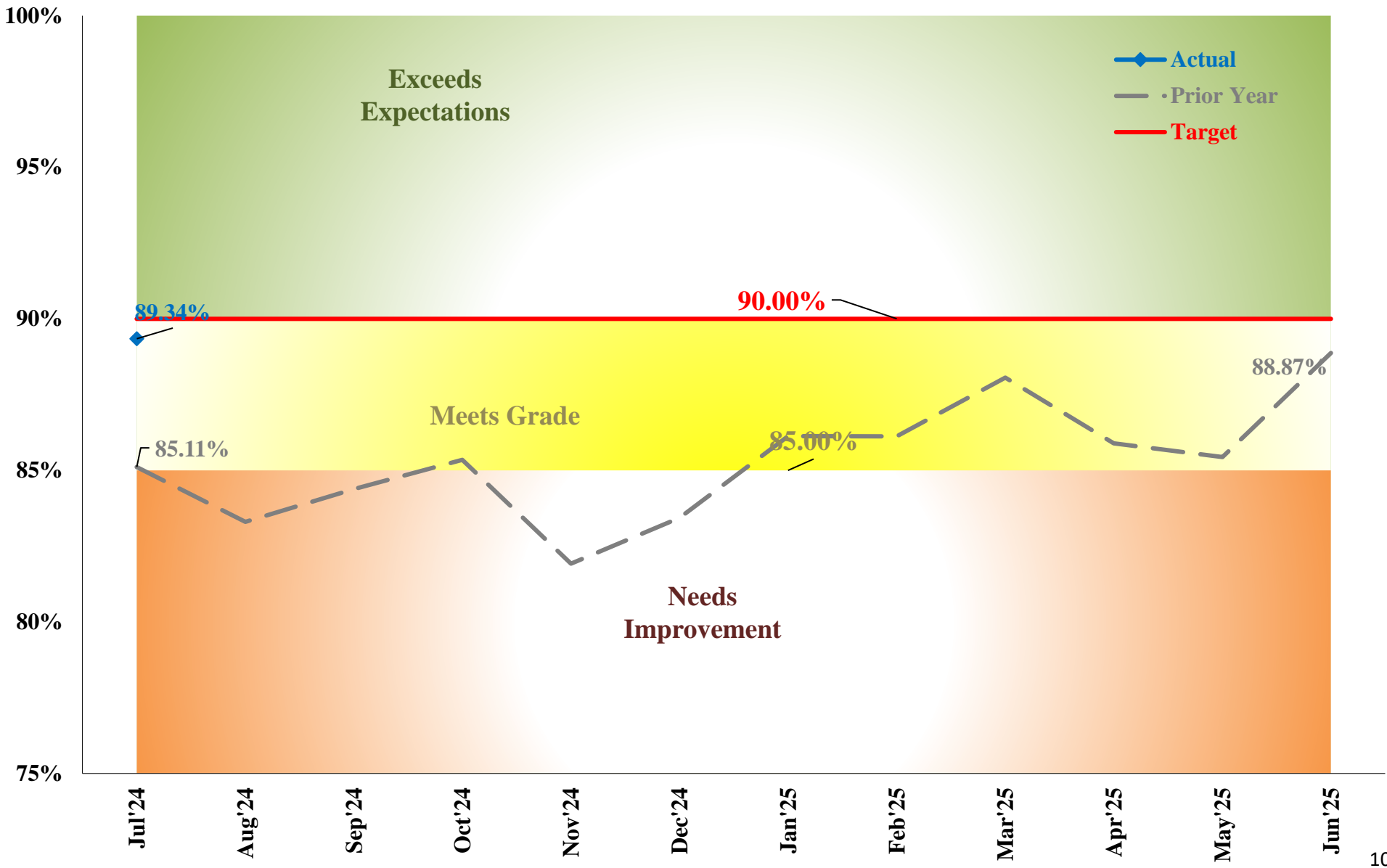


OFFICE OF
MOBILITY

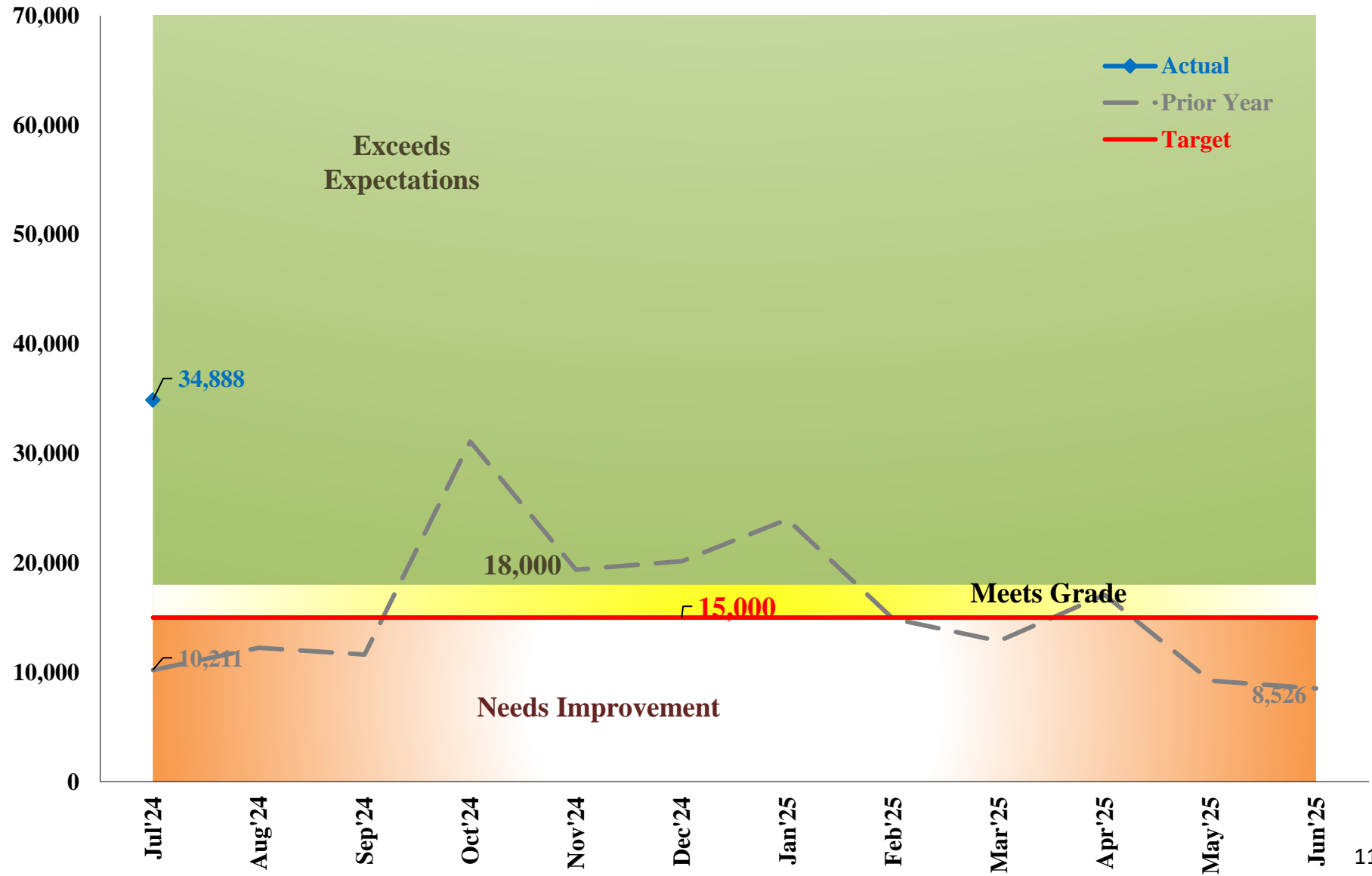
Operations KPIs (Mobility)

KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	89.34%	-0.66%	89.34%	-0.66%	3.00%
Mean Distance Between Failures	15,000	34,888	19,888	34,888	19,888	28,602
Missed Trip Rate	0.50%	0.55%	0.05%	0.55%	0.05%	0.05%
Reservation Average Call Wait Time	2:00	2:06	0:06	2:06	0:06	0:10
Reservation Call Abandonment Rate	5.50%	3.55%	-1.95%	3.55%	-1.95%	-0.93%
Customer Complaints per 1K Boardings	4.00	2.37	-1.63	2.37	-1.63	-0.90

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

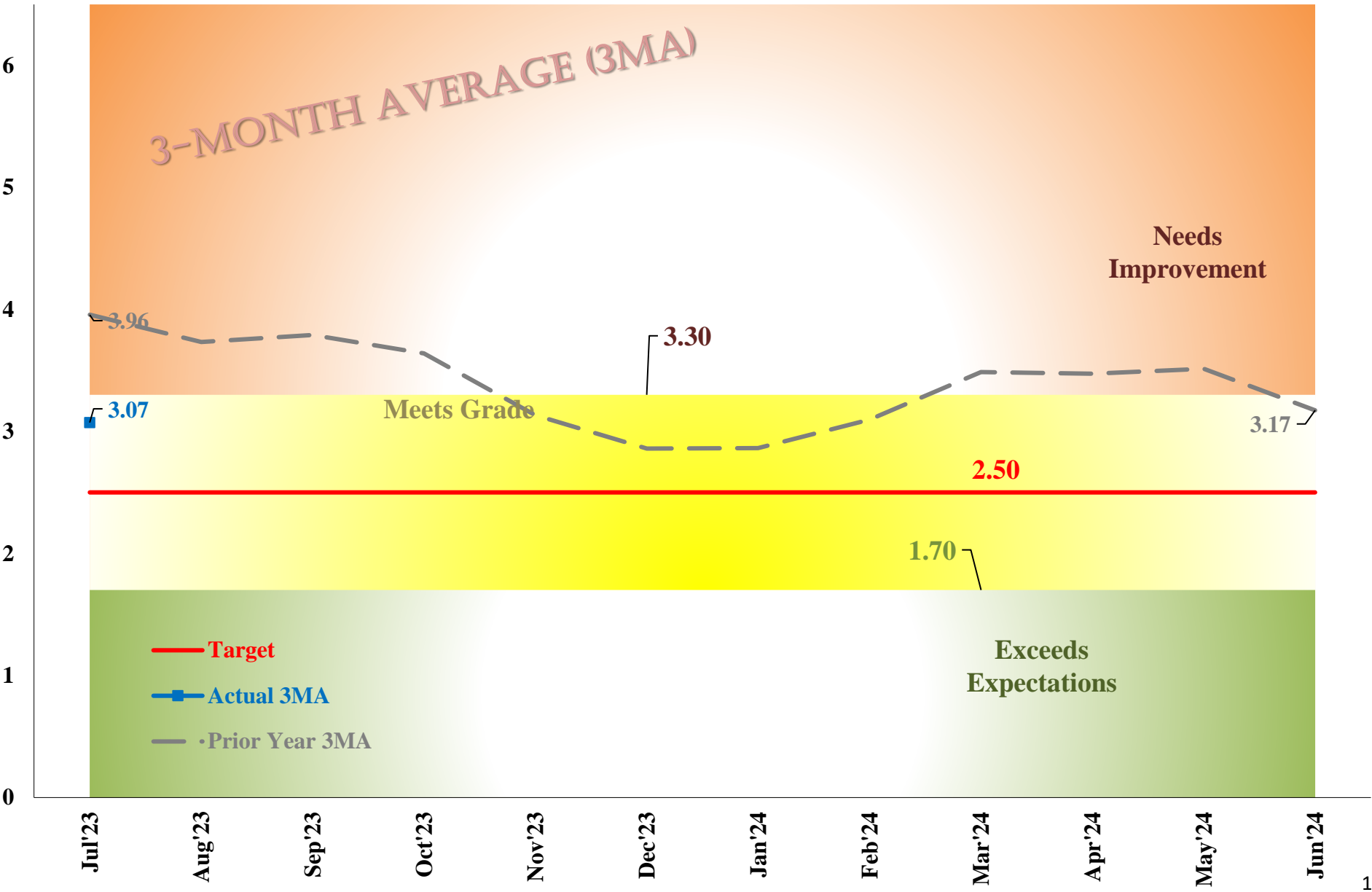


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



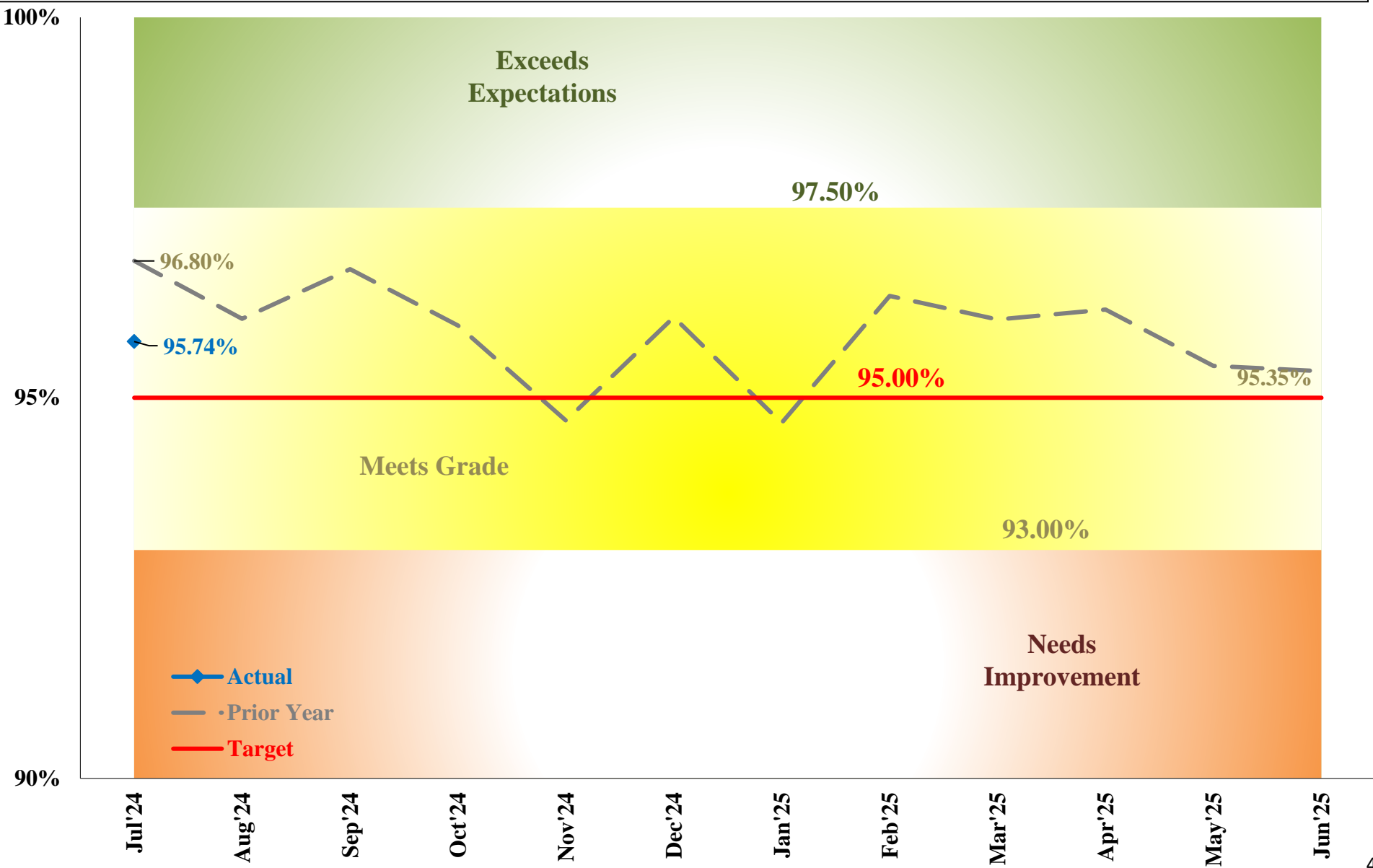
JULY FY25
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

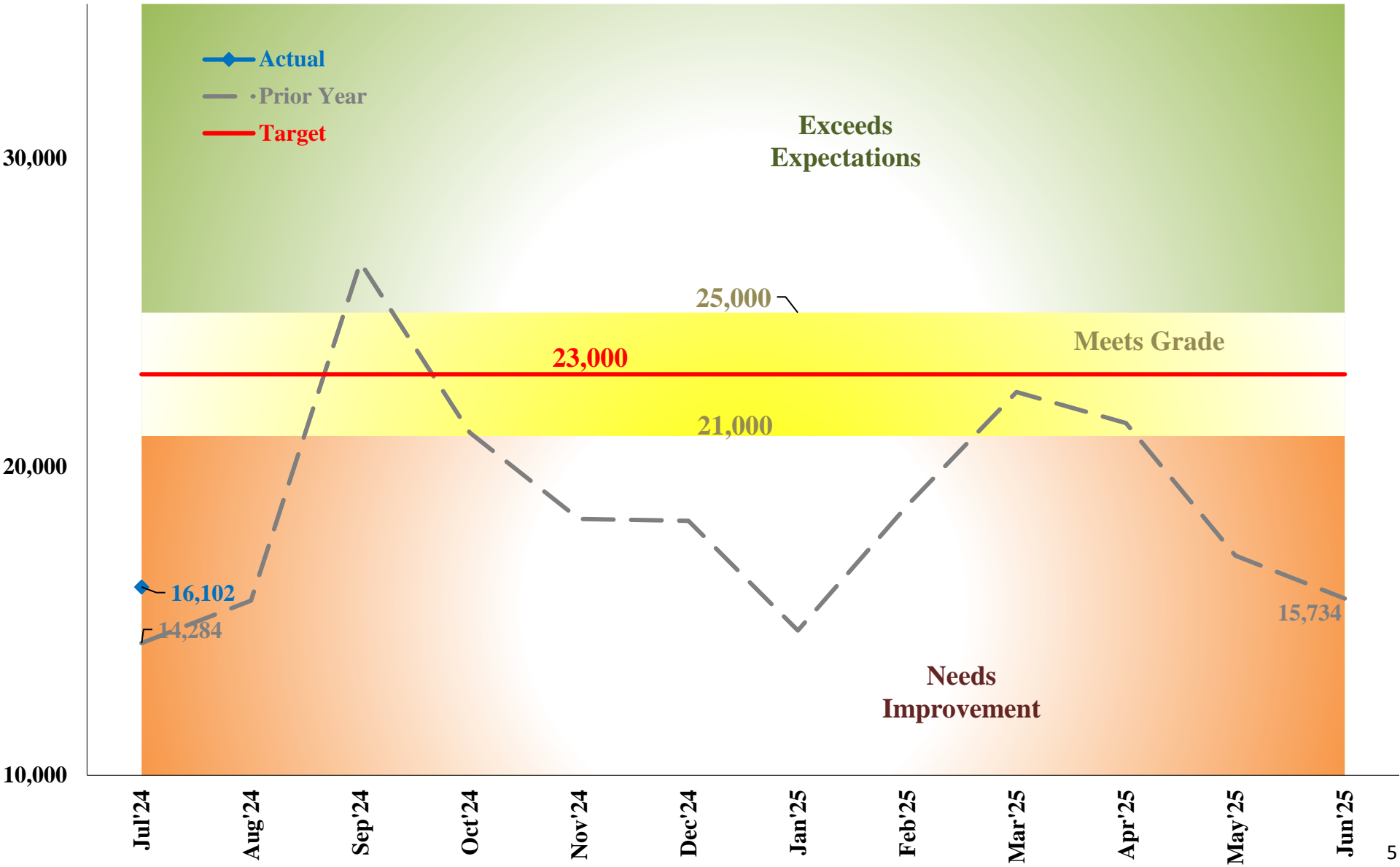
Operations KPIs (Rail)

KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	95.74%	0.74%	95.74%	0.74%	-1.06%
Mean Distance Between Failures	23,000	16,102	-6,898	16,102	-6,898	1,818
Mean Distance Between Service Interruptions	475	366	-109	366	-109	-105
Customer Complaints per 100K Boardings	1.00	0.92	-0.08	0.92	-0.08	0.22

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)

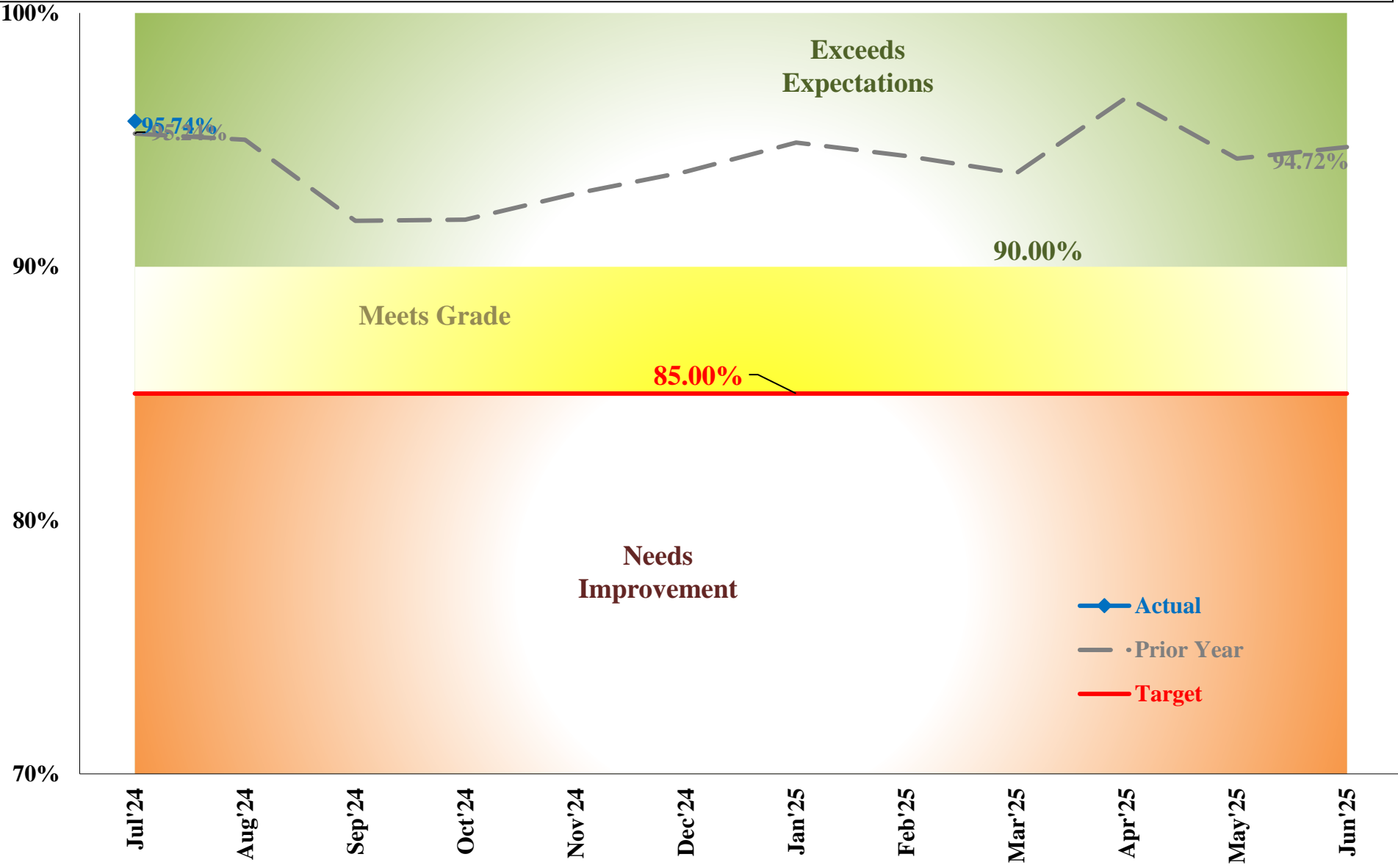
KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.51%	0.01%	98.51%	0.01%	-0.04%
Elevator Availability	98.50%	98.71%	0.21%	98.71%	0.21%	0.02%

JULY FY25
PERFORMANCE
(STREETCAR)

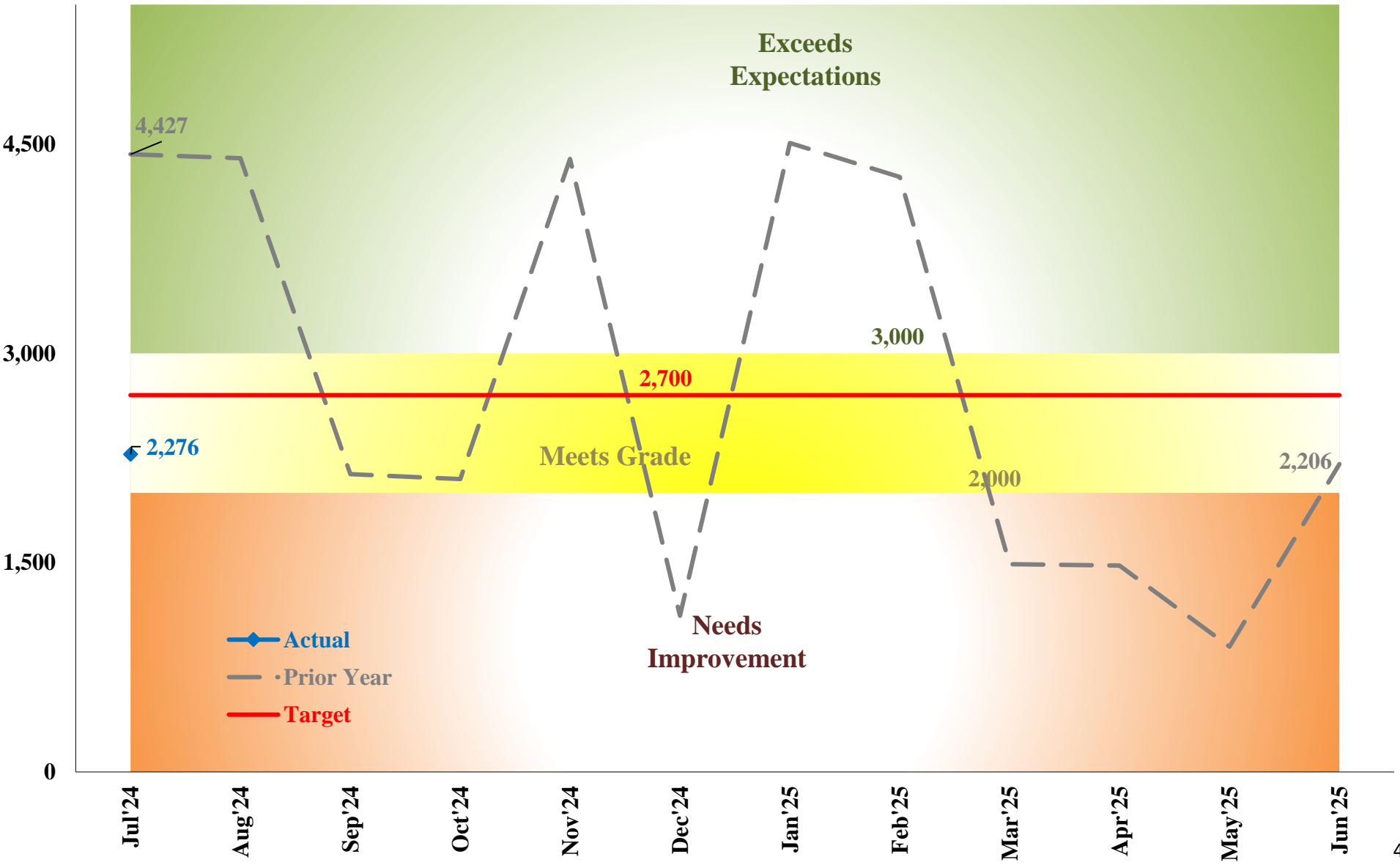
Operations KPIs (Streetcar)

KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	95.74%	10.74%	95.74%	10.74%	0.50%
Mean Distance Between Failures	2,700	2,276	-424	2,276	-424	-2,151
Customer Complaints per 1K Boardings	0.10	0.03	-0.07	0.03	-0.07	0.03

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.

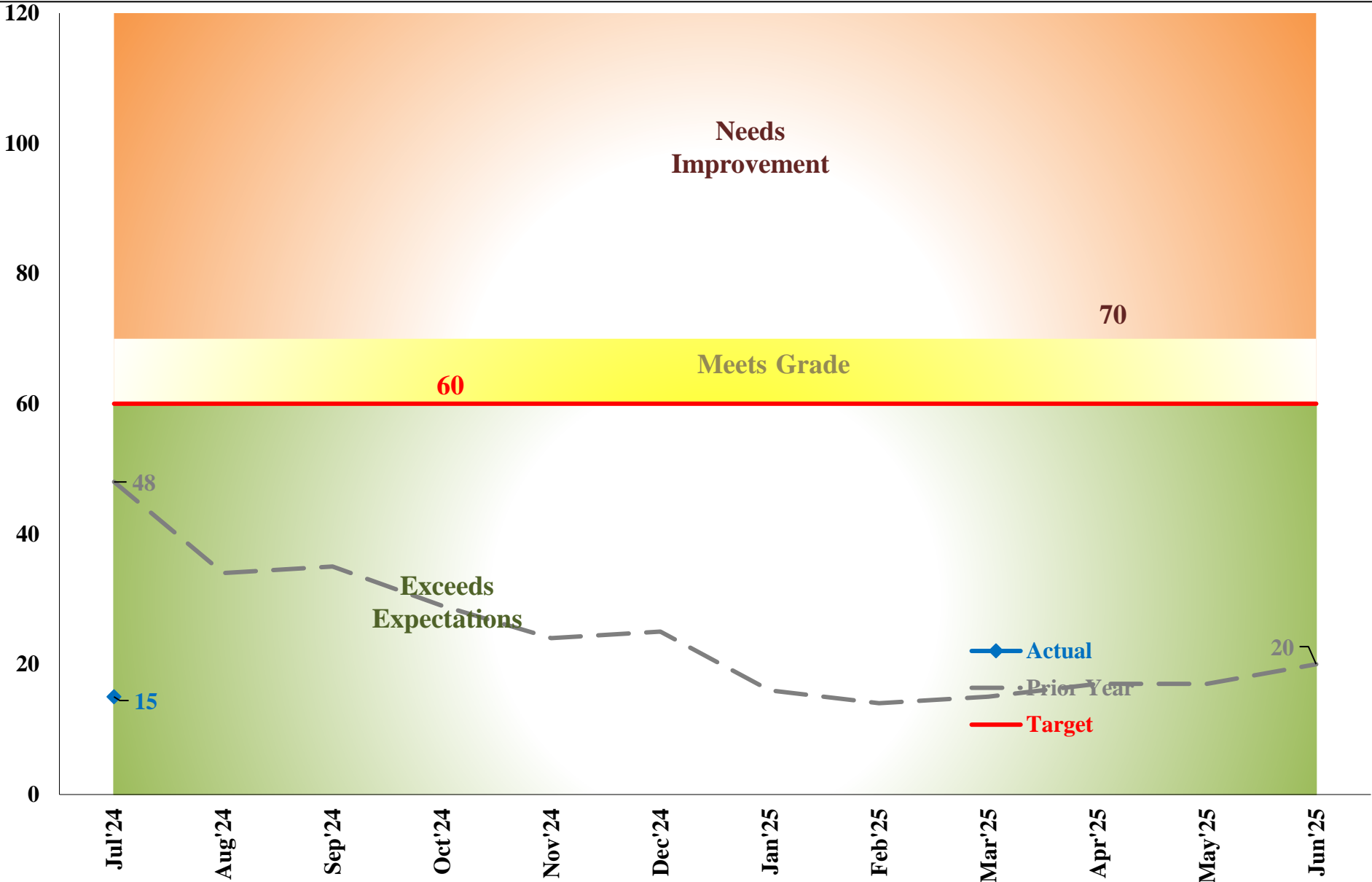


JULY FY25
PERFORMANCE
(CUSTOMER SERVICE)

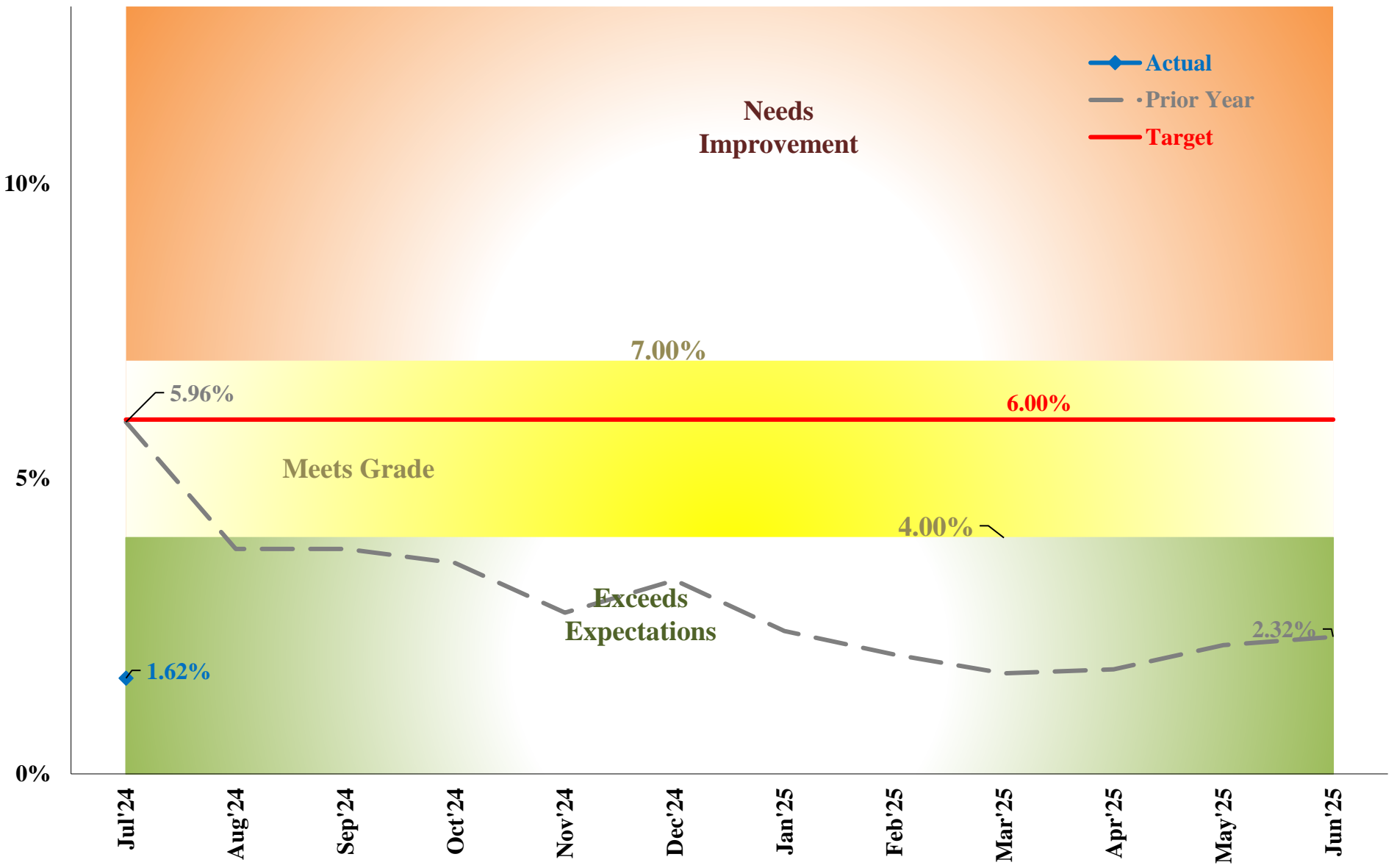
Customer Service KPIs

KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:15	-0:45	0:15	-0:45	-0:33
Customer Call Abandonment Rate	6.00%	1.62%	-4.38%	1.62%	-4.38%	-4.34%

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.



JULY FY25

PERFORMANCE

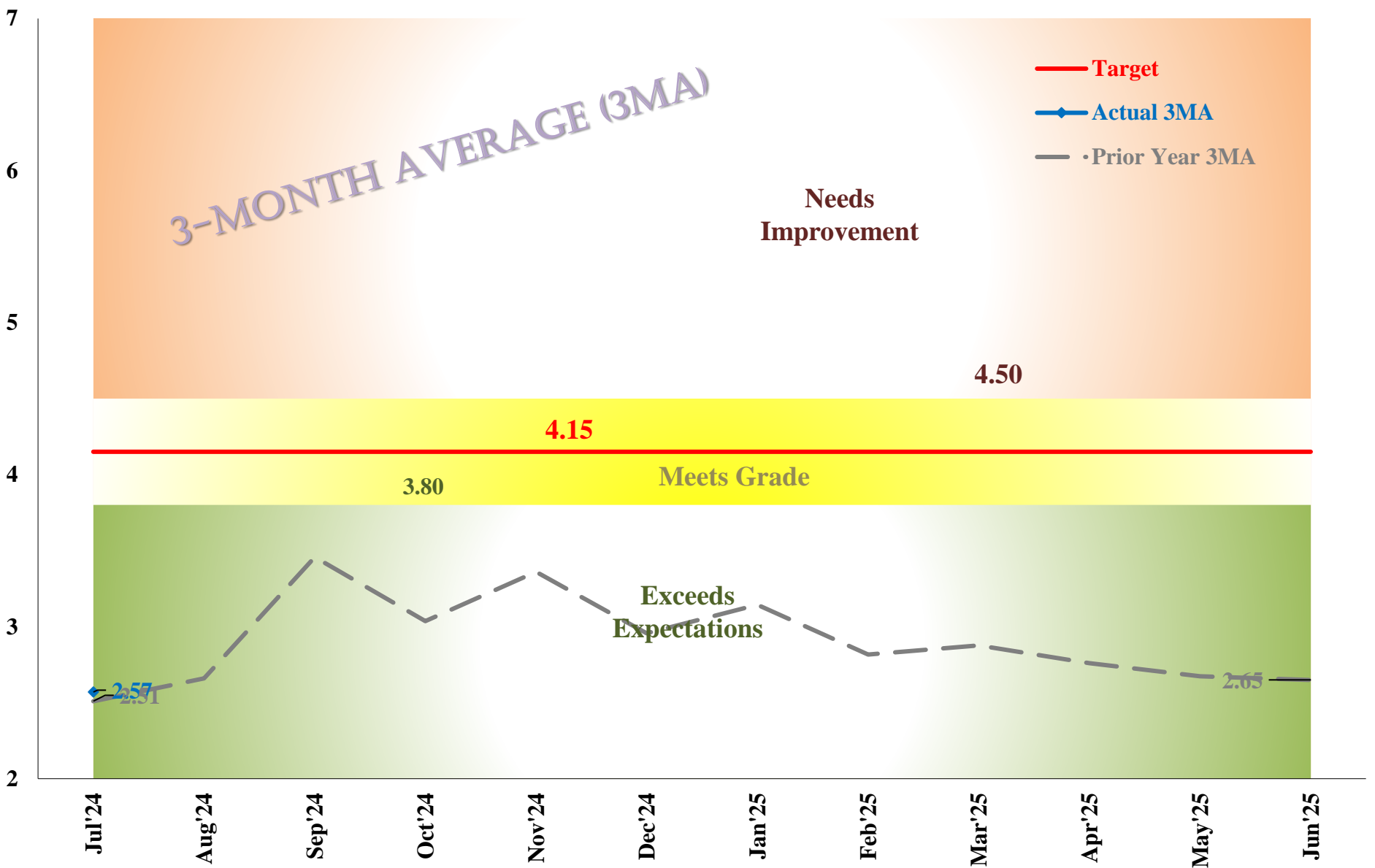
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

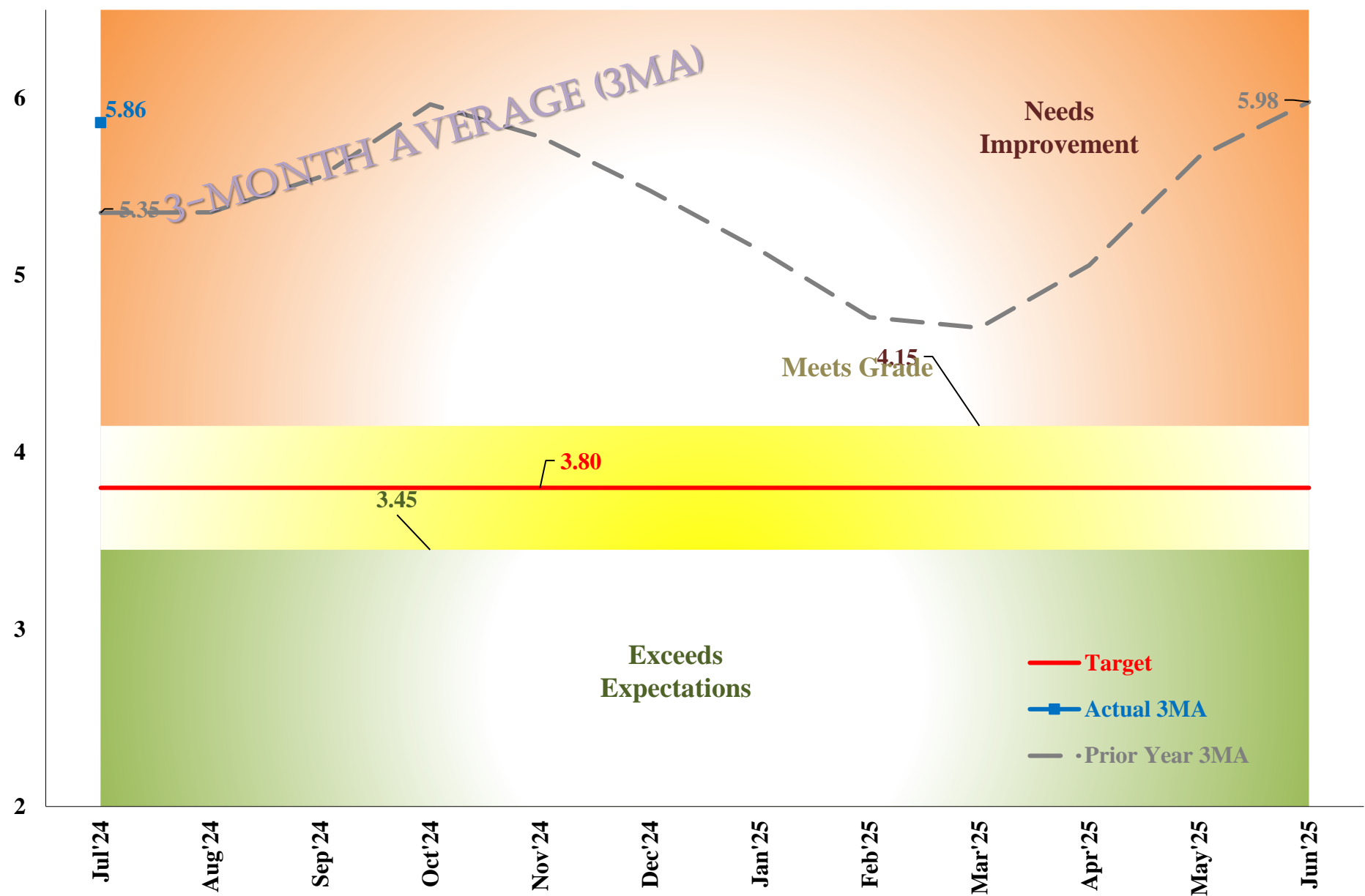
Safety & Security KPIs

KPI	FY25 Target	July FY25	Monthly Variance vs. Projected	FY25 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.00	-2.15	2.00	-2.15	-1.27
Bus Collision Rate per 100K Miles	3.80	5.38	1.58	5.38	1.58	0.93
Mobility Collision Rate per 100K Miles	2.50	3.32	0.82	3.32	0.82	-0.78
Employee Lost Time Incident Rate	3.80	3.67	-0.13	3.67	-0.13	-0.11

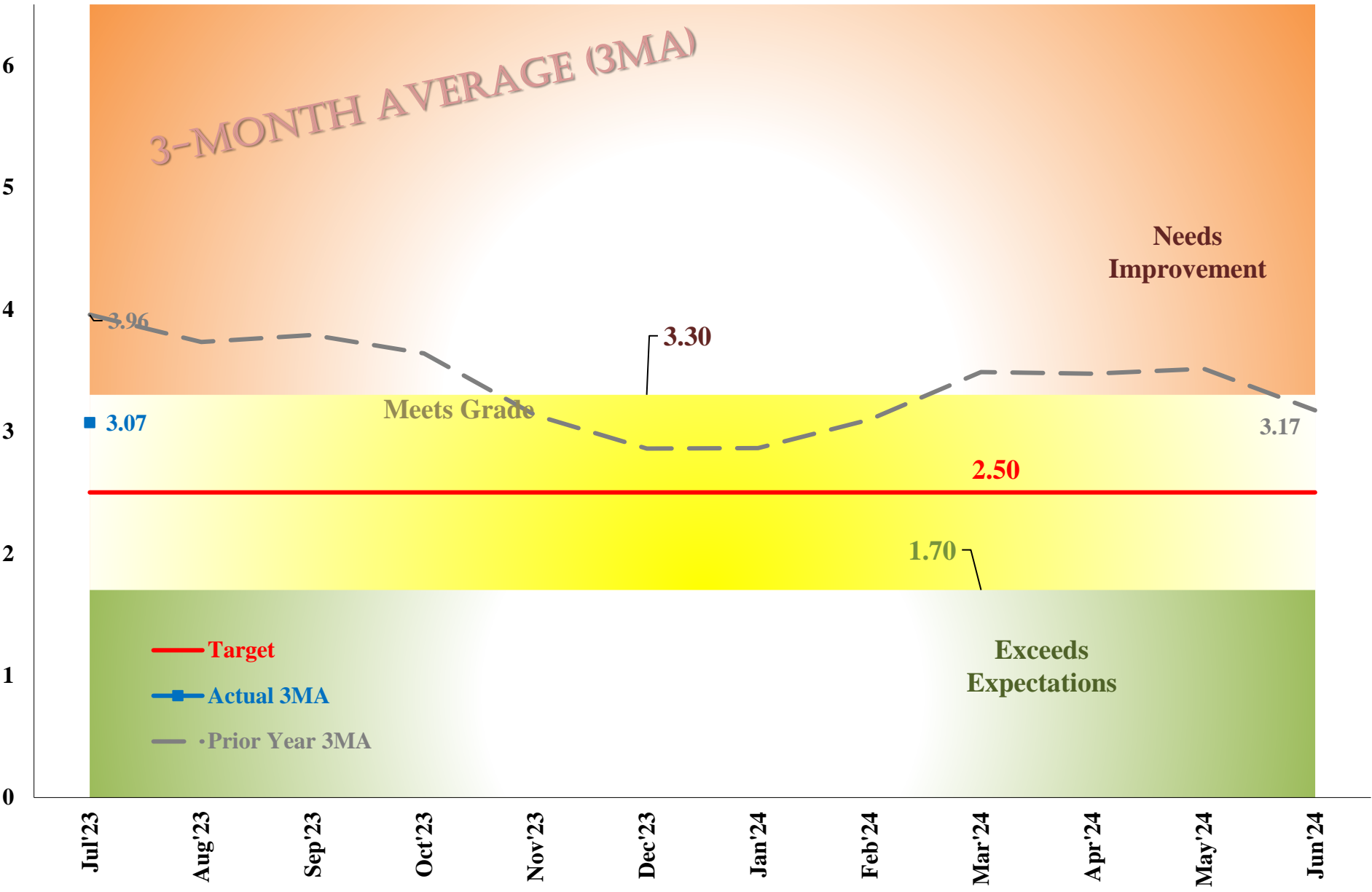
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



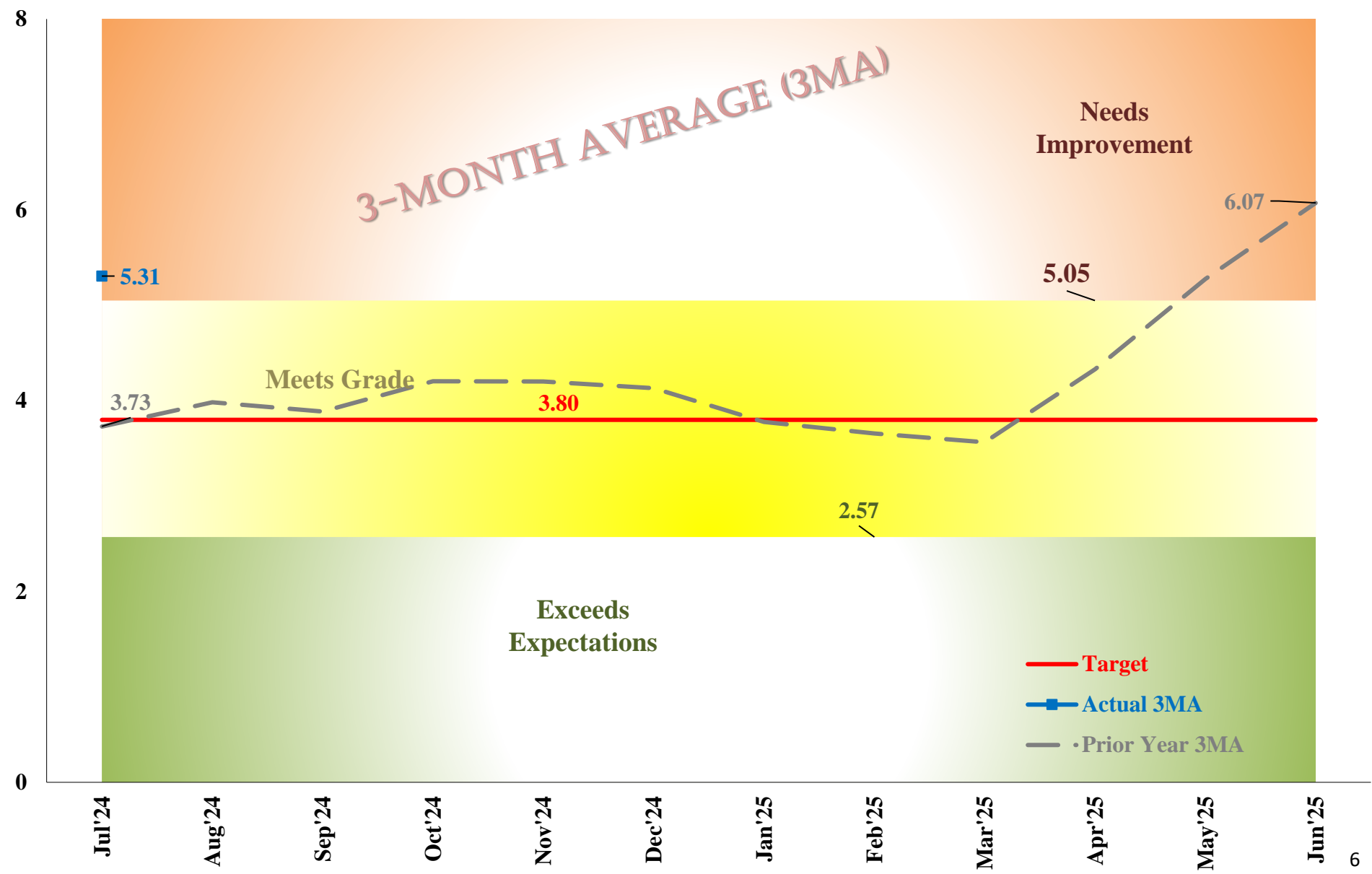
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.



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



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



MEMORANDUM

DATE: October 10, 2024

TO: Board of Directors

FROM: Bus Operations – Department of Bus Maintenance

SUBJECT: **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR THE
PROCUREMENT OF NON-REVENUE VEHICLES
UTILIZING THE STATE OF GEORGIA CONTRACT P50597**

MARTA's Department of Bus Operations has identified the need to purchase non-revenue vehicles under a normal fleet replacement of 7% vehicles per year and is informing the Board of Directors of its intent to utilize the State of Georgia Contract.

The purpose of the vehicle purchase is to ensure a normal fleet replacement of vehicles due to the age and mileage. This will ensure MARTA fleet stays in satisfactory repair and vehicles are kept past their usable service life.

This is a new contract with a term of five (5) years. This procurement is being funded with Local Capital funds in the estimated amount of \$12,275,985.00. The Authority is utilizing the State of Georgia Contract with various vendors.