



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JULY 25, 2024

ATLANTA, GEORGIA

MEETING MINUTES

1. CALL TO ORDER AND ROLL CALL

Committee Chair Al Pond called the meeting to order at 11:13 A.M.

Board Members

Present:

Al Pond
Freda Hardage
James Durrett
Roderick Frierson
Stacy Blakley
Rita Scott
Sagirah Jones

Board Members

Absent:

Kathryn Powers
Russell McMurry
Thomas Worthy
William Floyd
Valencia Williamson
Jennifer Ide
Jacob Tzegaegbe
Jannine Miller

Staff Members Present:

Collie Greenwood
Rhonda Allen
Peter Andrews
Kevin Hurley
Micheal Kreher
Ralph McKinney
George Wright

Also in Attendance: Justice Leah Ward Sears, Peter Bruno, Phyllis Bryant, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Anthony Morrow, Paula Nash, and Jonathan Weaver

2. APPROVAL OF THE MINUTES

Minutes from June 20, 2024

Minutes from June 20, 2024. On a motion by Board Member Blakley, seconded by Board Member Durrett, the motion passed by a vote of 7 to 0 with 7 members present.

3. RESOLUTIONS

Resolution Authorizing the Award of a Contract for GPS Hardware and Software for MARTA Fleet, RFPP P50552 utilizing the Federal General Services Administration (GSA) Contract

Resolution Authorizing the Award of a Contract for GPS Hardware and Software for MARTA Fleet, RFPP P50552 utilizing the Federal General Services Administration (GSA) Contract. On a motion by Board Member Durrett, seconded by Board Member Blakley, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing Award of a Contract for the Non-Revenue Vehicle Tires, IFB B50451

Resolution Authorizing Award of a Contract for the Non-Revenue Vehicle Tires, IFB B50451. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 6 to 0 with 6 members present.

Resolution Authorizing the Solicitation of Proposals for the Procurement of Mobility (Paratransit) Eligibility & Training Services, RFP P50572

Resolution Authorizing the Solicitation of Proposals for the Procurement of Mobility (Paratransit) Eligibility & Training Services, RFP P50572. On a motion by Board Member Hardage, seconded by Board Member Durrett, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing the Solicitation of Proposals for the Procurement of Mobility (Paratransit) Operations, Maintenance, Scheduling & Dispatching Services, RFP P50407

Resolution Authorizing the Solicitation of Proposals for the Procurement of Mobility (Paratransit) Operations, Maintenance, Scheduling & Dispatching Services, RFP P50407. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 7 to 0 with 7 members present.

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

Resolution Authorizing Modification of Supplemental Mobility Operations and Maintenance Services, RFP P43706. On a motion by Board Member Hardage, seconded by Board Member Durrett, the resolution passed by a vote of 7 to 0 with 7 members present.

4. OTHER MATTERS

FY24 May Key Performance Indicators (Informational Only)

5. ADJOURNMENT

The Committee meeting adjourned at 11:51 A.M.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tyrene L. Huff". The signature is written in a cursive style with a large initial 'T'.

Tyrene L. Huff
Assistant Secretary to the Board

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



Resolution Authorizing the Award of a Contract for GPS Hardware and Software for MARTA Fleet, RFPP P50552 utilizing the Federal General Services Administration (GSA) Contract

Operations and Safety Committee Meeting
July 25, 2024

Jonathan Weaver,
Manager of Operations Technology

PURPOSE

- Improved Customer Service
- Route Optimization
- Theft Recovery
- Improved Employee Productivity
- Reduced Paperwork



BENEFITS

- Increase Visibility
- Data-Driven Decision Making
- Optimize Operations
- Enhance Safety
- Improved Security
- Insurance benefits



AssetWORKs GPS

- Proven Partnership
- Seamless Integration
- Reduced Costs
- Enhanced Data Insights
- Minimized Implementation Risk





Contract Terms

Contract Type: Utilize the pre-vetted efficiency and cost benefits of GSA contract

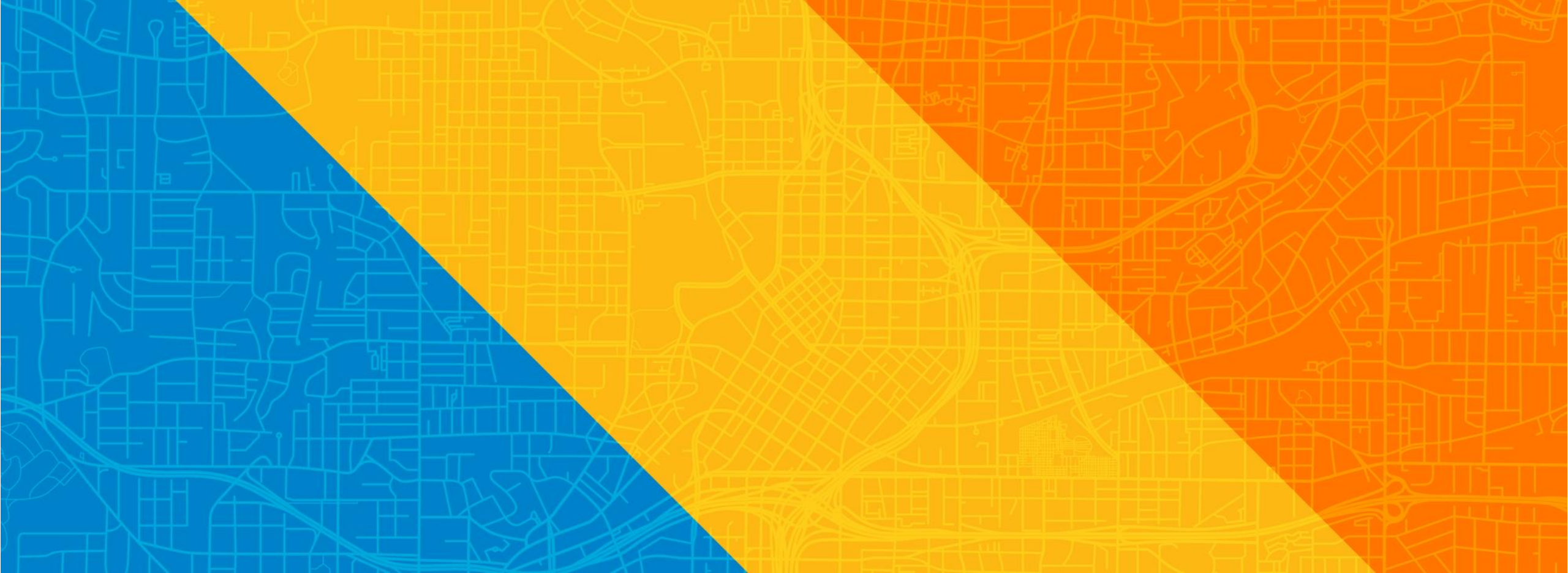
Vendor: AssetWORKS

Terms: 3-year base term with two (2) option years

Cost: \$608,138 for three (3) base years (\$291,134 year one)
\$317,004 for two (2) option years (\$158,502 per year)

Request

Resolution Authorizing the Award of a contract for GPS hardware and software for MARTA non-revenue fleet (RFPP P50552), for a total cost not to exceed \$925,142.00



Thank You



**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR GPS
HARDWARE AND SOFTWARE FOR MARTA FLEET RFPP P50552
UTILIZING THE FEDERAL GENERAL SERVICES
ADMINISTRATION (GSA) CONTRACT**

WHEREAS, the Authority's Department of Bus Operations has identified a need for the GPS Hardware and Software; and

WHEREAS, the Authority's staff has determined that the GPS Hardware and Software for MARTA Fleet may be purchased utilizing the Federal General Services Administration (GSA); and

WHEREAS, Section 14(l) of the MARTA Act permits the Authority to purchase without competitive bidding, any goods, supplies, equipment, other property, or services from any vendor who, at the time of such purchase, has in effect a contract or schedule with the United States Government, provided that such purchase is made pursuant to the price, terms and conditions of such contract or schedule and the Authority receives all the benefits thereof.

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 utilizing the Federal General Services Administration (GSA) Contracts that are valid at the time the Authority procures its GPS Hardware and Software for MARTA Fleet in the amount of \$925,142.00. The Authority will annually renew (or enter into a new contract) its GPS Hardware and Software for MARTA Fleet Contract pursuant to a valid GSA Contract.

Approved as to Legal Form:

DocuSigned by:
Peter J. Andrews
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**Counsel, Metropolitan Atlanta
Rapid Transit Authority**



**Resolution Authorizing the Award of a Contract for the
Procurement of Non-Revenue Vehicle Tires,
IFB B50451**

Operations and Safety Committee
July 25, 2024

Anthony Morrow
General Superintendent, Bus Maintenance



FLEET



- Police
- Auto
- Light and Medium Duty Trucks
- Heavy Duty Truck and Maintenance of Way
- Additional Tires



ROADSIDE SERVICE



- Heavy Duty Trucks
- 24 Hour Service Required



TIRE DISPOALS



- Georgia Environmental Protection Division Scrap Tire Permit
- Authorized Scrap Tire Site



BIDS



- Atlanta Commercial Tire - \$2,360,911
- 5 Year Contract
- Previous Vendor - No Issues
- 10% DBE Goal
- Marta Audit - Fair and Reasonable



Questions



The Office of Bus Maintenance is Requesting Approval of a Contract to Atlanta Commercial Tire in the Requested Amount of \$2,360,911

**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR THE
NON-REVENUE VEHICLE TIRES, IFB B50451**

WHEREAS, the Authority's Office of Bus Maintenance has identified the need for Non-Revenue Vehicle Tires, Invitation for Bids Number B50451; and

WHEREAS, on March 8, 2024, the Metropolitan Atlanta Rapid Transit Authority duly sent Notice of the Invitation for Bids to potential Bidders; 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 April 16, 2024, at 2:00 p.m., local time, one (1) bid was publicly opened and read aloud; and

WHEREAS, the single bid submitted by Atlanta Commercial Tire, Inc. is responsive and responsible, and the bidder is capable of performing the Contract; and

WHEREAS, The Department of Internal Audit has completed the price analysis and determined the price to be fair and reasonable.

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 B50451, Non-Revenue Vehicle Tires between the Authority and Atlanta Commercial Tire, Inc. in the amount of \$2,360,911.85.

Approved as to Legal Form:

DocuSigned by:
Peter J. Andrews
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**Chief Counsel, Metropolitan Atlanta
Rapid Transit Authority**

RFP P50572 Mobility Eligibility & Training Services

Resolution Authorizing Request to Solicit

Peter Bruno
Sr Director, Operations
Planning & Controls
July 25, 2024



Mobility Eligibility Outsourcing: 2016 to 2025



March
2016

MARTA awards a contract to MTM, a private company to begin eligibility functional assessments for Mobility certification



June
2016

MTM begins conducting eligibility functional assessments under a new certification program for Mobility customers



May
2021

Transdev begins the contract for Eligibility Assessment Services



July
2024

Committee consideration of a request authorizing solicitation for Mobility Eligibility & Training Services, RFP P50572



October
2024, est.

RFP P50572 Advertised for proposing. D&I assigns DBE %.



January
2025, est.

Request for Board Authorization for GM/CEO to enter negotiations for award of RFP P50572



May
2025

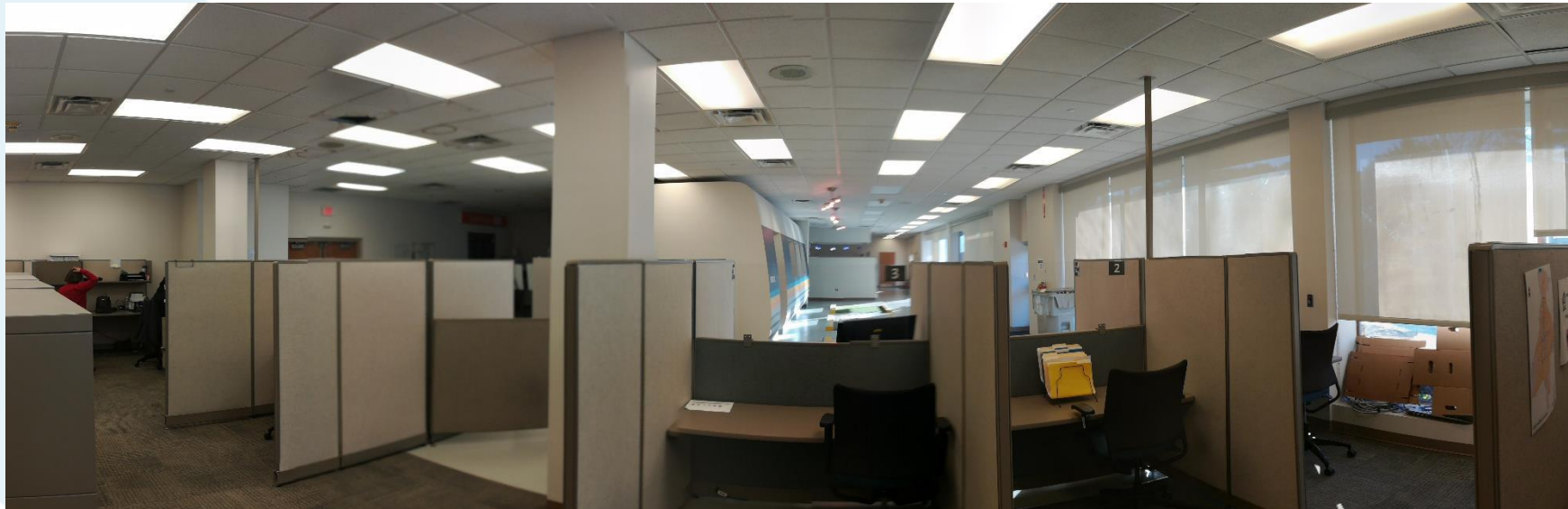
TBD begins providing Eligibility and Training Services for MARTA Mobility.

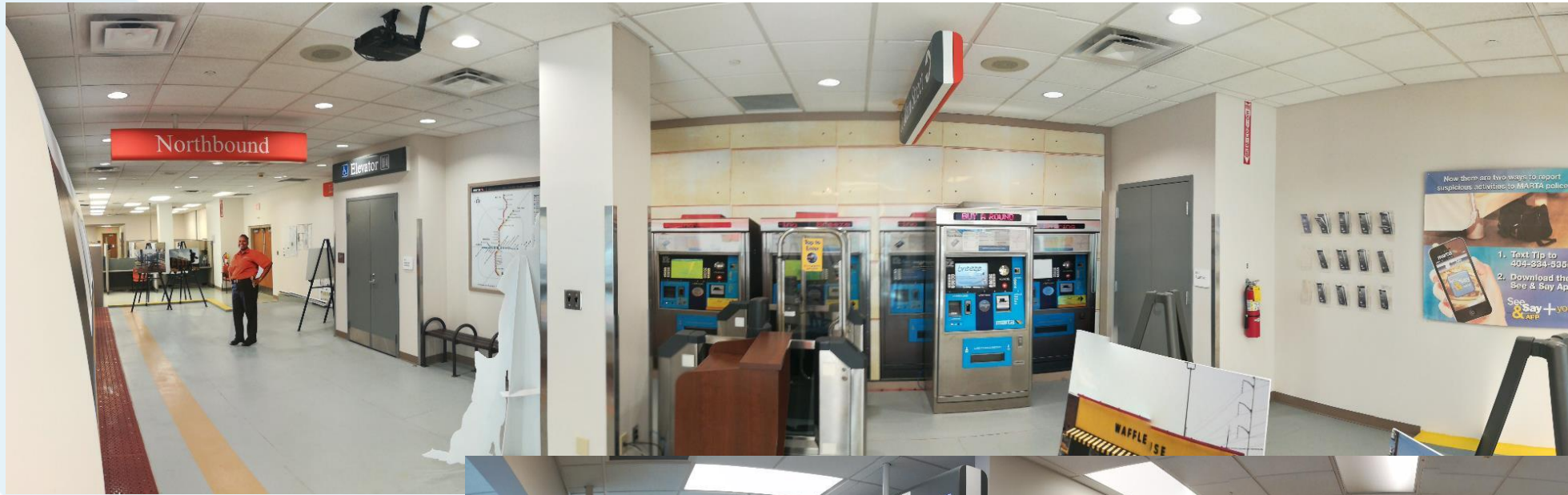
MARTA Primary Duties

- Initial screening interview on telephone
- Mail application packet to applicant
- Review submitted applications for completeness
- Manage the Mobility Eligibility & Training Center at the MARTA Annex Building
- Manage the certification process
- Manage the Appeals Process

Contractor Primary Duties

- Conduct eligibility functional assessments, and if required, cognitive assessments
- Interview each applicant/current registrant, as part of the certification process
- Provide clear, documented findings and written determinations of applicants' Mobility eligibility, consistent with ADA and MARTA policies
- Ensure that MARTA staff have sufficient notice to inform applicants of their eligibility status
- Identify applicants for participation in MARTA's Travel Training program
- Make accommodations to effectively communicate with applicants in languages other than English, including sign language, during in-person interviews







Closing

**RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR THE
PROCUREMENT OF MOBILITY (PARATRANSIT) ELIGIBILITY & TRAINING
SERVICES, RFP P50572**

WHEREAS, the Authority is authorized by Section 14(m) of the MARTA Act to procure goods and services without competitive bidding if it is impracticable to prepare adequate specifications and an adequate description on the basis of which to solicit competitive bids; and

WHEREAS, the General Manager/CEO has certified, in accordance with Section 14(m) of the MARTA Act, that the procurement of Mobility (Paratransit) Eligibility & Training Services is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Mobility (Paratransit) Eligibility & Training Services, after the solicitation of proposals and selection of a preferred proponent pursuant to Section 14(m) of the MARTA Act, is subject to approval by the Board of Directors.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO, or his designee be, and hereby is, authorized to solicit proposals for the procurement of Mobility (Paratransit) Eligibility & Training Services by means other than competitive bidding, in accordance with Section 14(m) of the MARTA Act, through the use of Request for Proposals.

Approved as to Legal Form:

DocuSigned by:

Peter J. Andrews

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



RFP P50407 Mobility Operations, Maintenance, Scheduling & Dispatching Services

Resolution Authorizing Request to Solicit

Peter Bruno
Sr Director, Operations
Planning & Controls
July 25, 2024

Mobility O&M Outsourcing: 2016 to 2025



February
2016

MARTA awards a contract to MV, a private provider for operations & maintenance services



May
2021

First Transit (now Transdev) begins full operation and maintenance of MARTA Mobility Service.



October
2024, est.

RFP P50407
Advertised for proposing. D&I assigns DBE %.



May
2025

TBD begins full operation and maintenance of MARTA Mobility Service.



May
2016

MV begins full operation and maintenance of MARTA Mobility Service. MARTA Oversight Team in place for contractor management



July
2024

Committee consideration of a request authorizing solicitation for Mobility O&M Services, RFP P50407



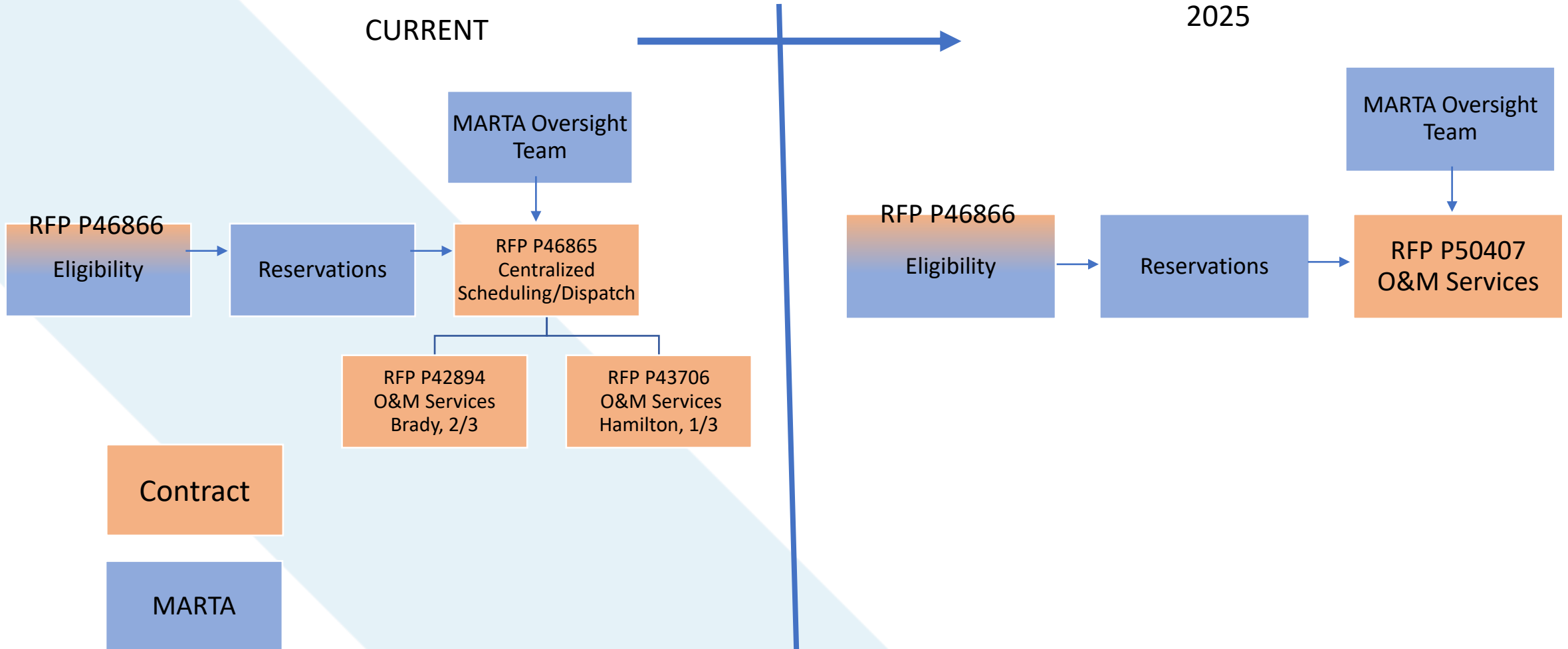
January
2025, est.

Request for Board Authorization for GM/CEO to enter negotiations for award of RFP P50407

Planned Change - MARTA Mobility Organization Structure

CURRENT

2025



Planned Changes - MARTA Mobility Operations Plan

- Return management of mobile data terminal tablets to contractors – leverage private sector technology solutions
- Restoration of liquidated damages & performance bonus for critical KPIs – incentivize attainment of high performance
- Implementation of a robust trip optimizer software solution – higher quality of timely service and productivity efficiency
- Expanded provision for contractor provided vehicles – contract language to protect customers and the Authority
- Single contract consolidation of supplemental O&M service, scheduling, dispatch at Brady Avenue – reduction of performance risks stemming from multiple vendors

Mobilization Plan

- Mobilization estimated to begin on February 1, 2025
 - Recommended Prime provider to begin developing staffing, operations and maintenance plans
 - Turnover condition assessment of MARTA-owned assets
 - Transition of mobile data terminals from MARTA to contractor
 - Opportunities for current front-line employees to interview with new contractor
 - Scheduled “ramping down/ramping up” service % transition

Closing



EXIT ↘ To Street ↻
To Ga. St. Univ. State Capitol

**RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR THE
PROCUREMENT OF MOBILITY (PARATRANSIT) OPERATIONS, MAINTENANCE,
SCHEDULING & DISPATCHING SERVICES, RFP P50407**

WHEREAS, the Authority is authorized by Section 14(m) of the MARTA Act to procure goods and services without competitive bidding if it is impracticable to prepare adequate specifications and an adequate description on the basis of which to solicit competitive bids; and

WHEREAS, the General Manager/CEO has certified, in accordance with Section 14(m) of the MARTA Act, that the procurement of Mobility (Paratransit) Operations, Maintenance, Scheduling & Dispatching Services is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Mobility (Paratransit) Operations, Maintenance, Scheduling & Dispatching Services, after the solicitation of proposals and selection of a preferred proponent pursuant to Section 14(m) of the MARTA Act, is subject to approval by the Board of Directors.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO, or his designee be, and hereby is, authorized to solicit proposals for the procurement of Mobility (Paratransit) Operations, Maintenance, Scheduling & Dispatching Services by means other than

competitive bidding, in accordance with Section 14(m) of the MARTA Act, through the use of Request for Proposals

Approved as to Legal Form:

DocuSigned by:

Peter J. Andrews

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

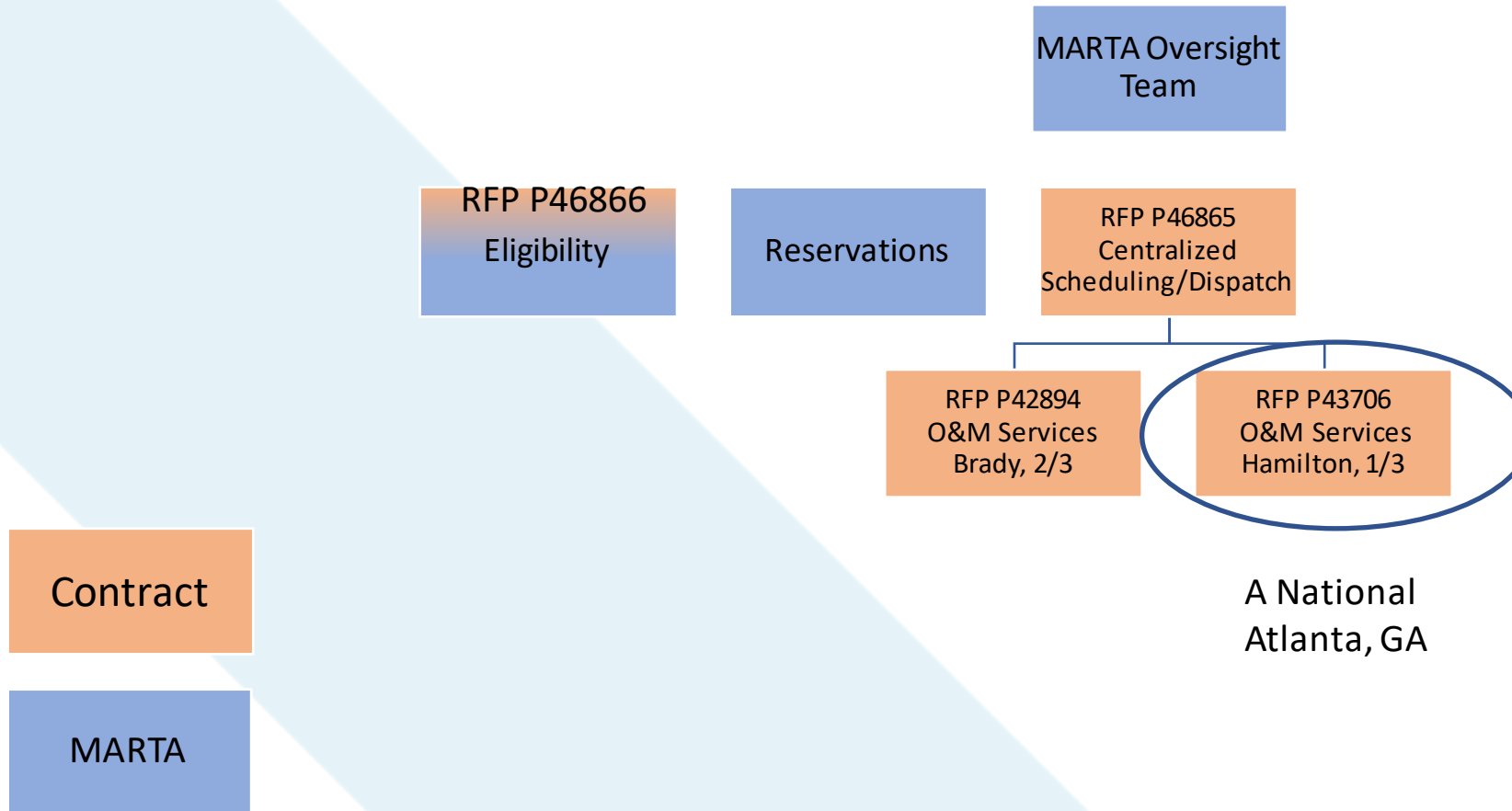
RFP P43706 Mobility Supplemental Services

Resolution Authorizing Modification to Contract

Peter Bruno
Sr Director, Operations
Planning & Controls
July 25, 2024



MARTA Mobility Organization Structure



A National – Supplemental Mobility Services

- Local company based in Atlanta
- Certified DBE serving as Prime
- Purchased the prior Supplemental Mobility Services contractor company in 2022. With this action they assumed operation of the service.
- Since January 1, 2024
 - Successfully performed 12,240 trips
 - Consistently matching and at times outpacing National prime's OTP %
 - Productivity, passengers per hour, exceeds National prime's performance
- The company's expertise and professionalism ensured a smooth and interruption-free transition from prior contractor
- Supported the recent Airport Shuttle Service with high marks

RFP P43706 Proposed Contract Modification

The purpose of this resolution is to seek a modification for an increase in contract value:

- Current Contract Value: \$43,223,131.81
- Additional Funds Requested: \$10,640,691.00
- Total Contract Value: \$53,863,822.81
- Contract Term: 4 – year base, 1 – 1 year option (unchanged)
- Contract Expiration Date: March 31, 2025

Closing



**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 increase the contract value, due to an increase in service, of the Modify the Supplemental Mobility Operations and Maintenance Services Contract Request For Proposals Number P43706; and

WHEREAS, the contract was assigned to A-National Limousine Services on or about January 26, 2023; 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, the Department of Internal Audit has been requested to perform a cost/price analysis to determine fair and reasonable pricing; 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. P43706 Supplemental Mobility Operations and Maintenance Services from \$43,223,131.81 to of \$53,863,822.81.

Approved as to Legal Form:

DocuSigned by:

Peter J. Andrews

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

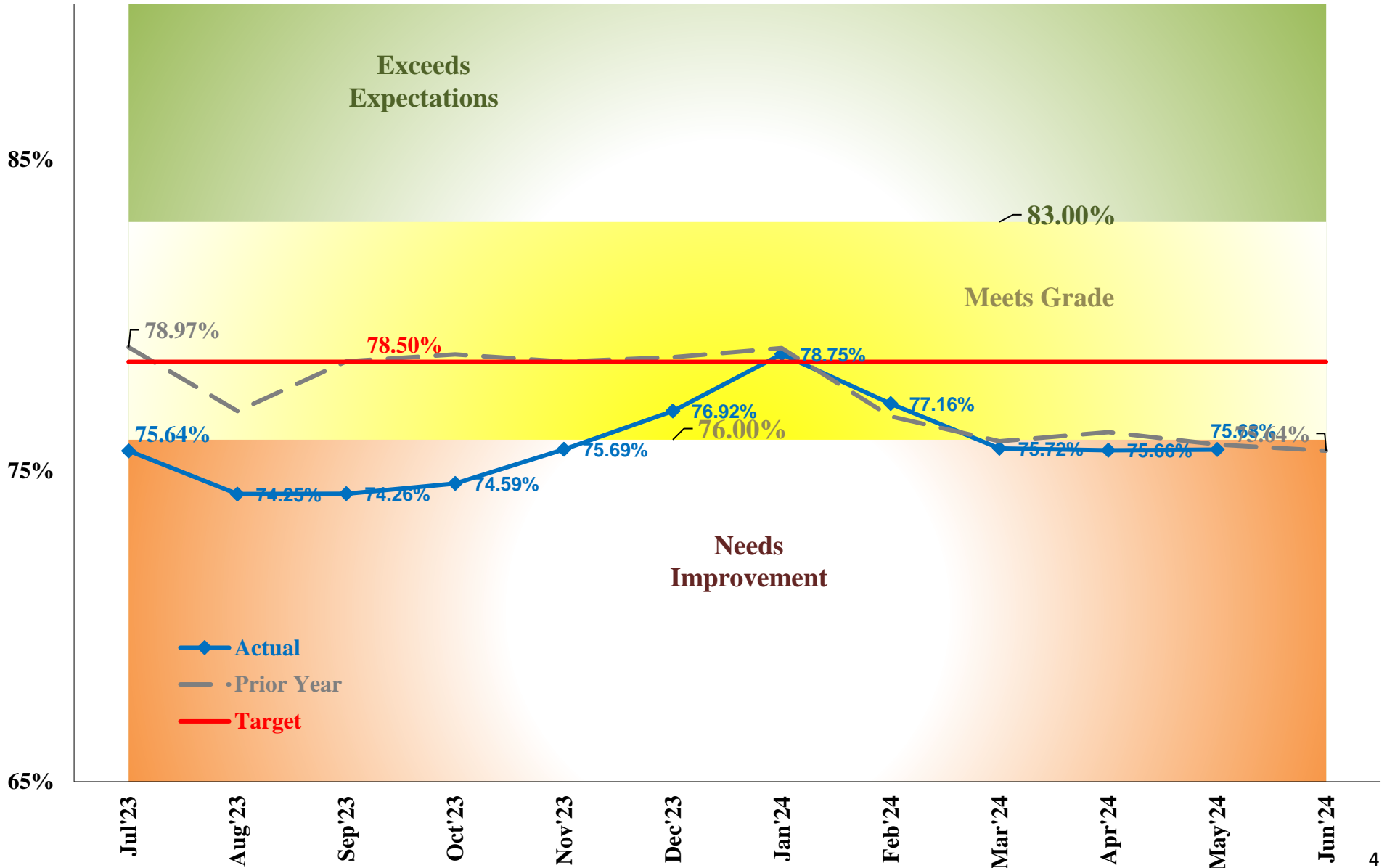
MAY FY24
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

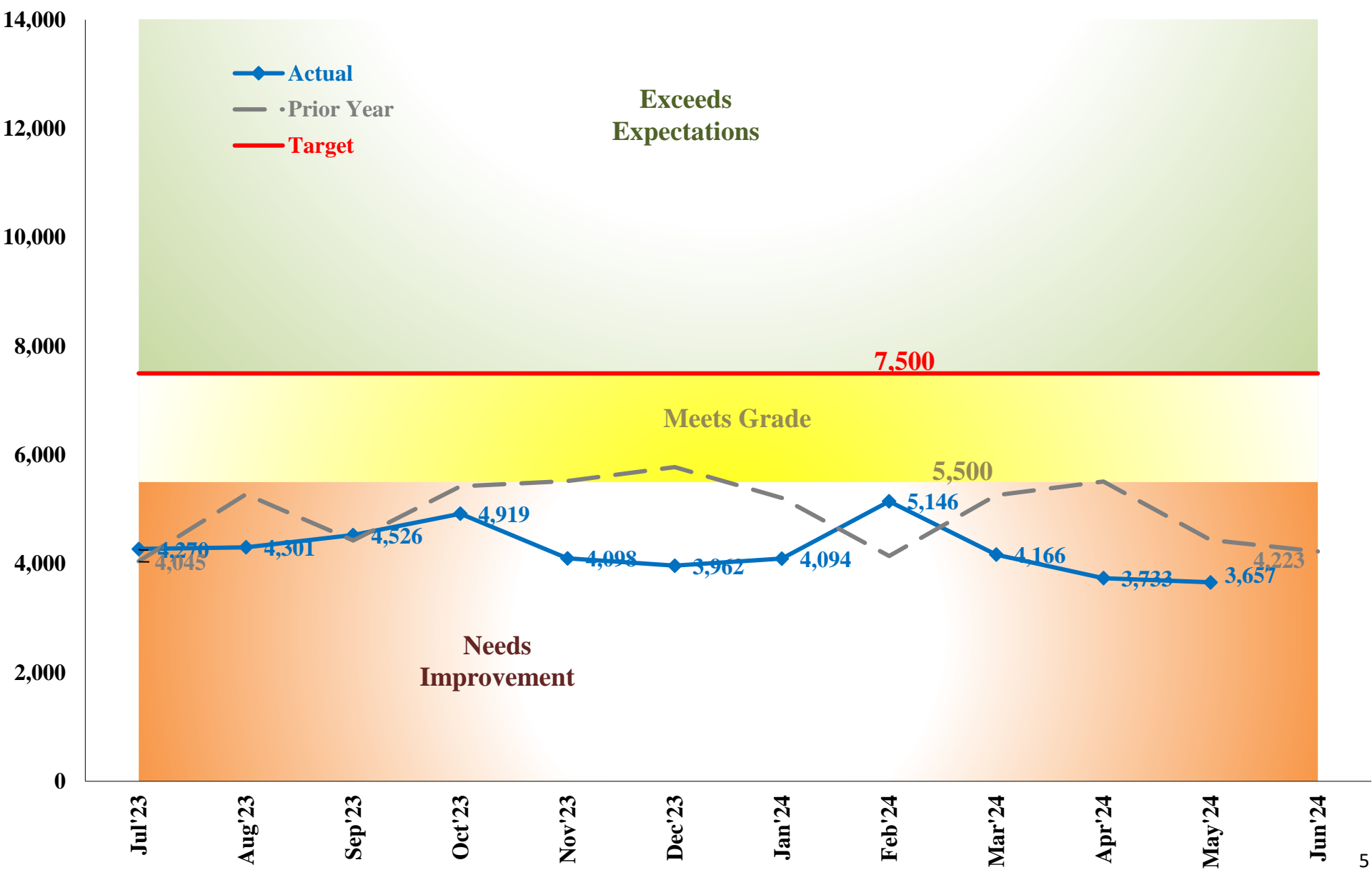
Operations KPIs (Bus)

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	75.68%	-2.82%	75.87%	-2.63%	-1.73%
Mean Distance Between Failures	7,500	3,657	-3,843	4,219	-3,281	-719
Customer Complaints per 100K Boardings	8.00	9.38	1.38	11.50	3.50	0.62

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.

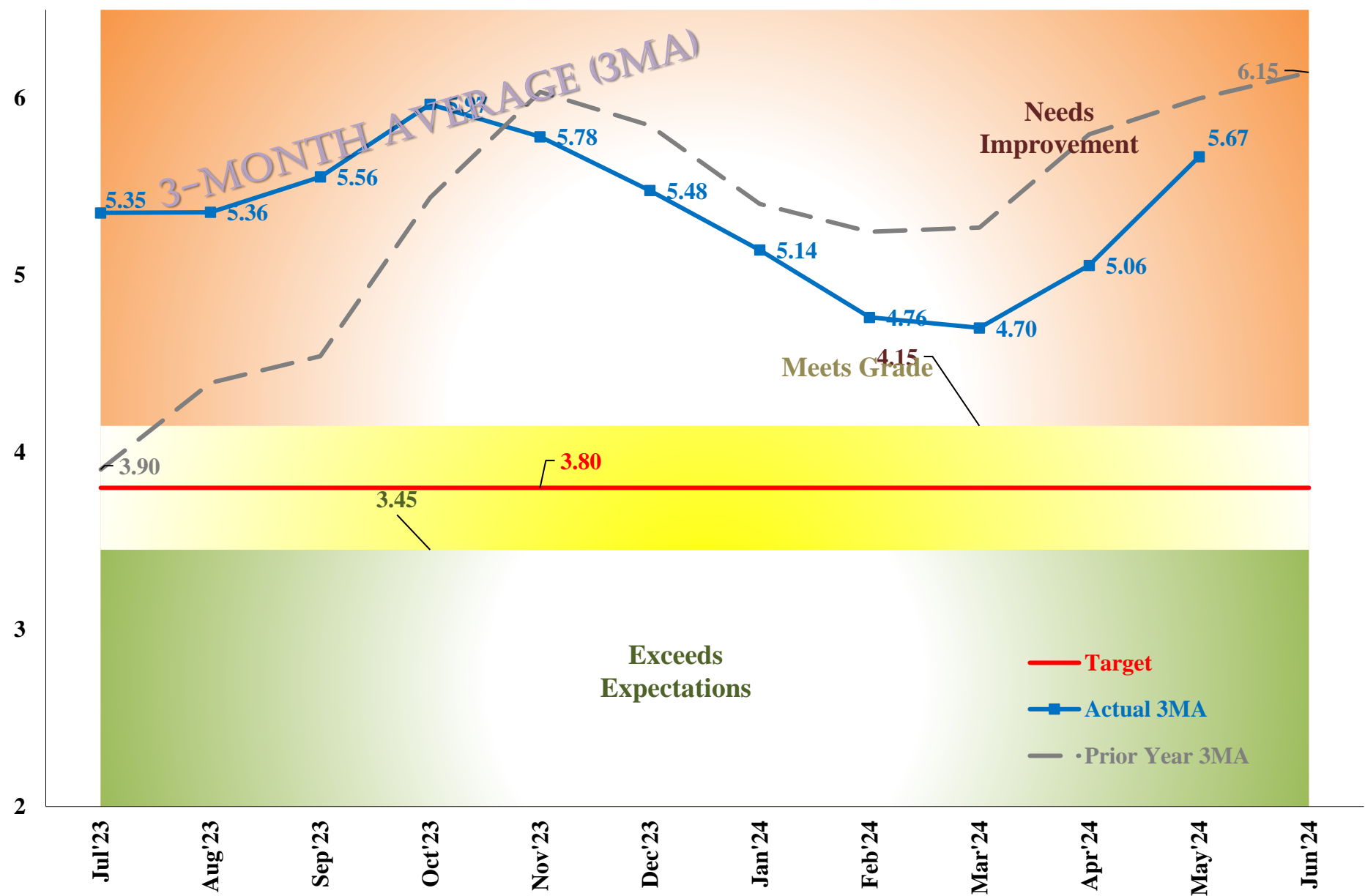


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

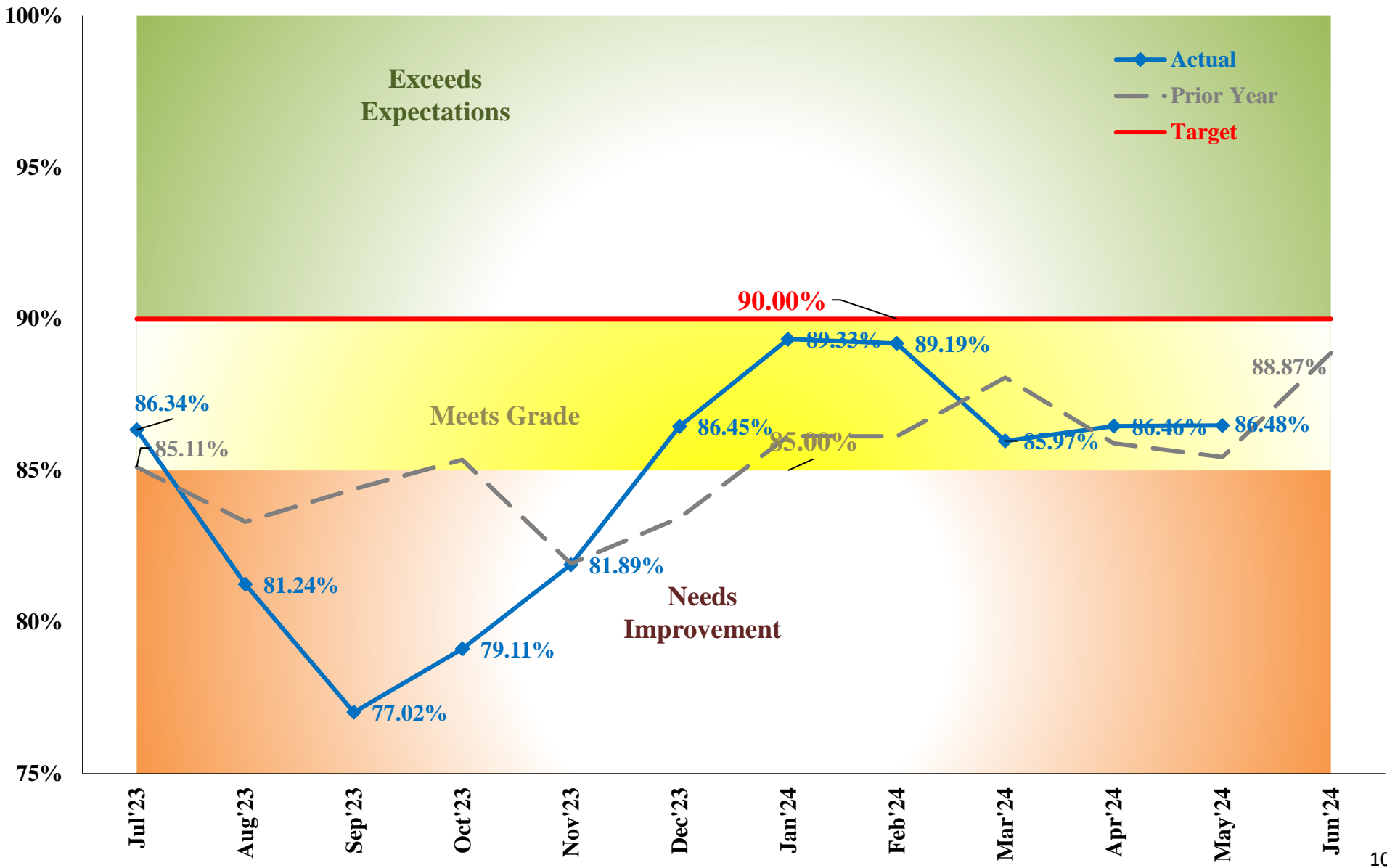


OFFICE OF
MOBILITY

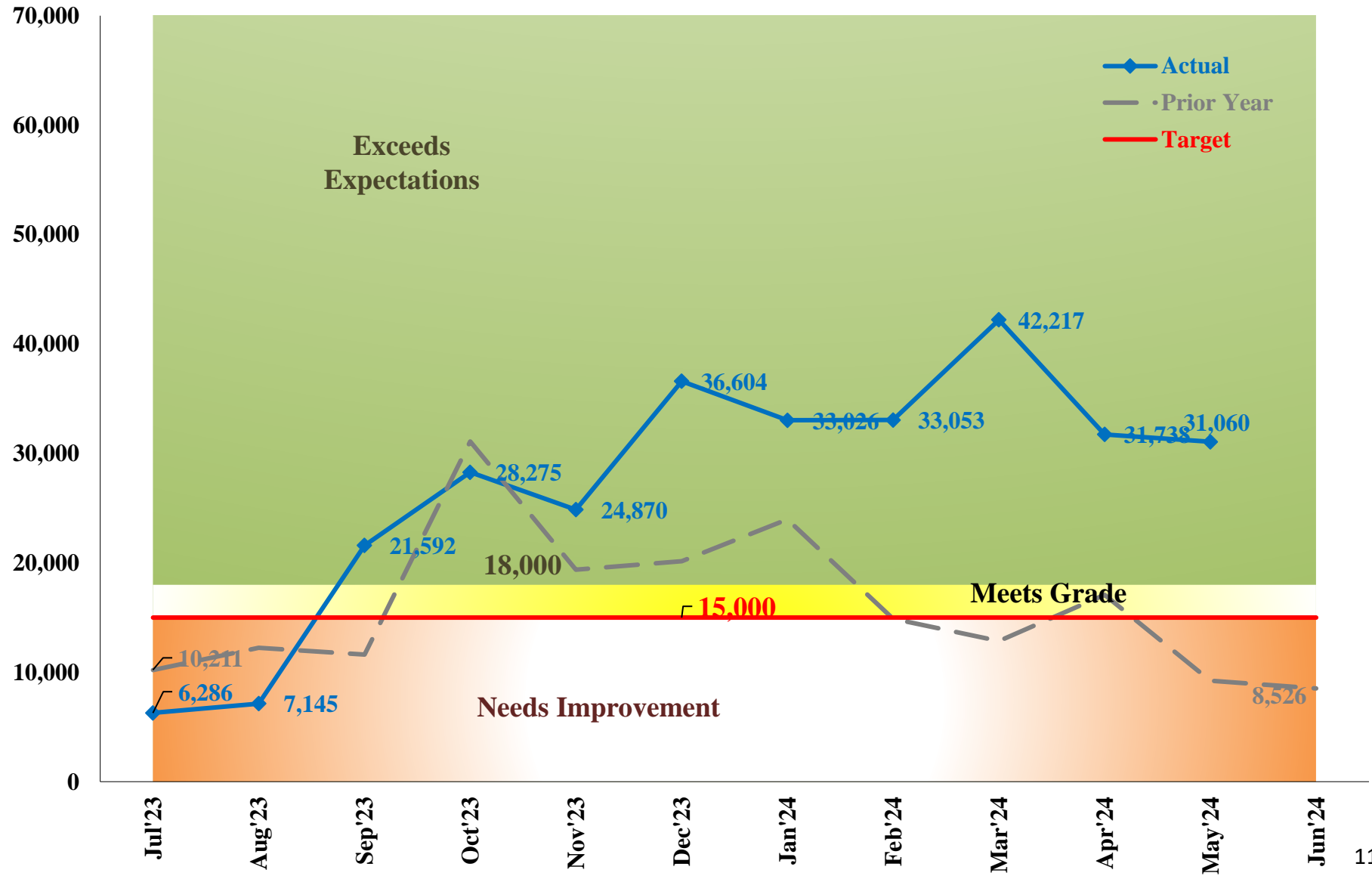
Operations KPIs (Mobility)

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	86.48%	-3.52%	84.44%	-5.56%	-0.63%
Mean Distance Between Failures	15,000	31,060	16,060	18,441	3,441	3,849
Missed Trip Rate	0.50%	0.60%	0.10%	1.16%	0.66%	0.55%
Reservation Average Call Wait Time	2:00	6:50	4:50	5:26	3:26	3:47
Reservation Call Abandonment Rate	5.50%	7.68%	2.18%	8.28%	2.78%	4.04%
Customer Complaints per 1K Boardings	4.00	2.52	-1.48	4.68	0.68	1.24

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

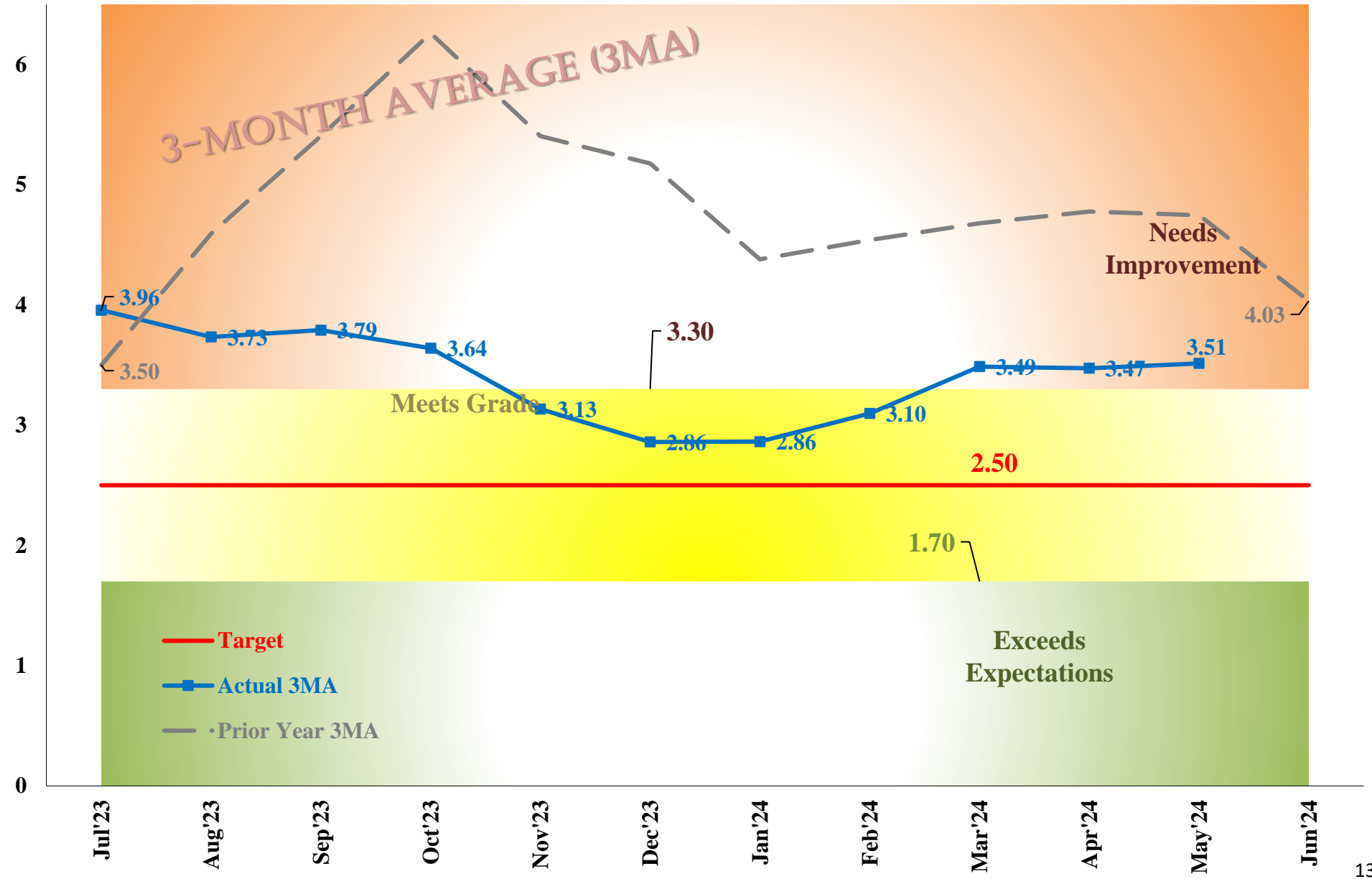


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



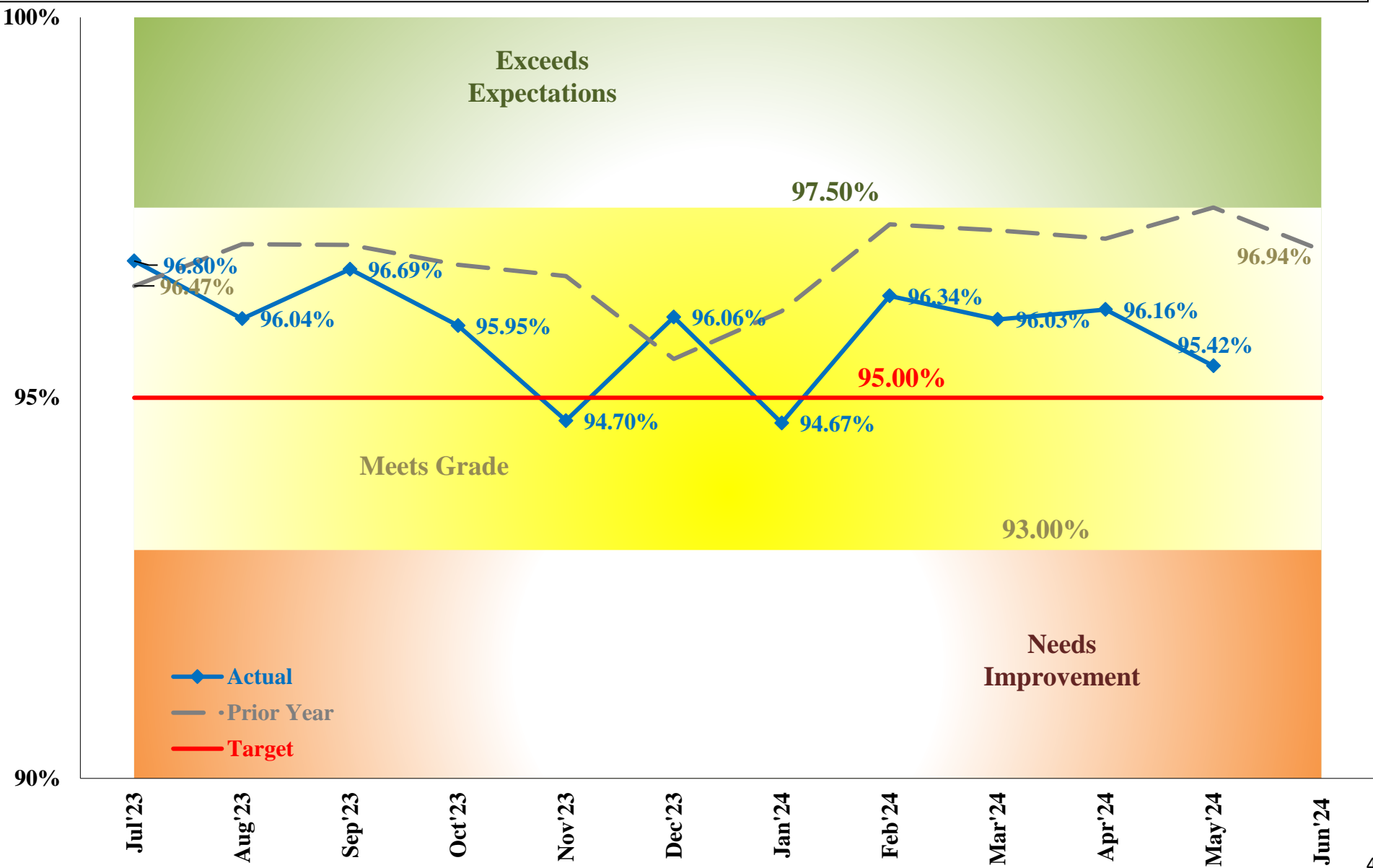
MAY FY24
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

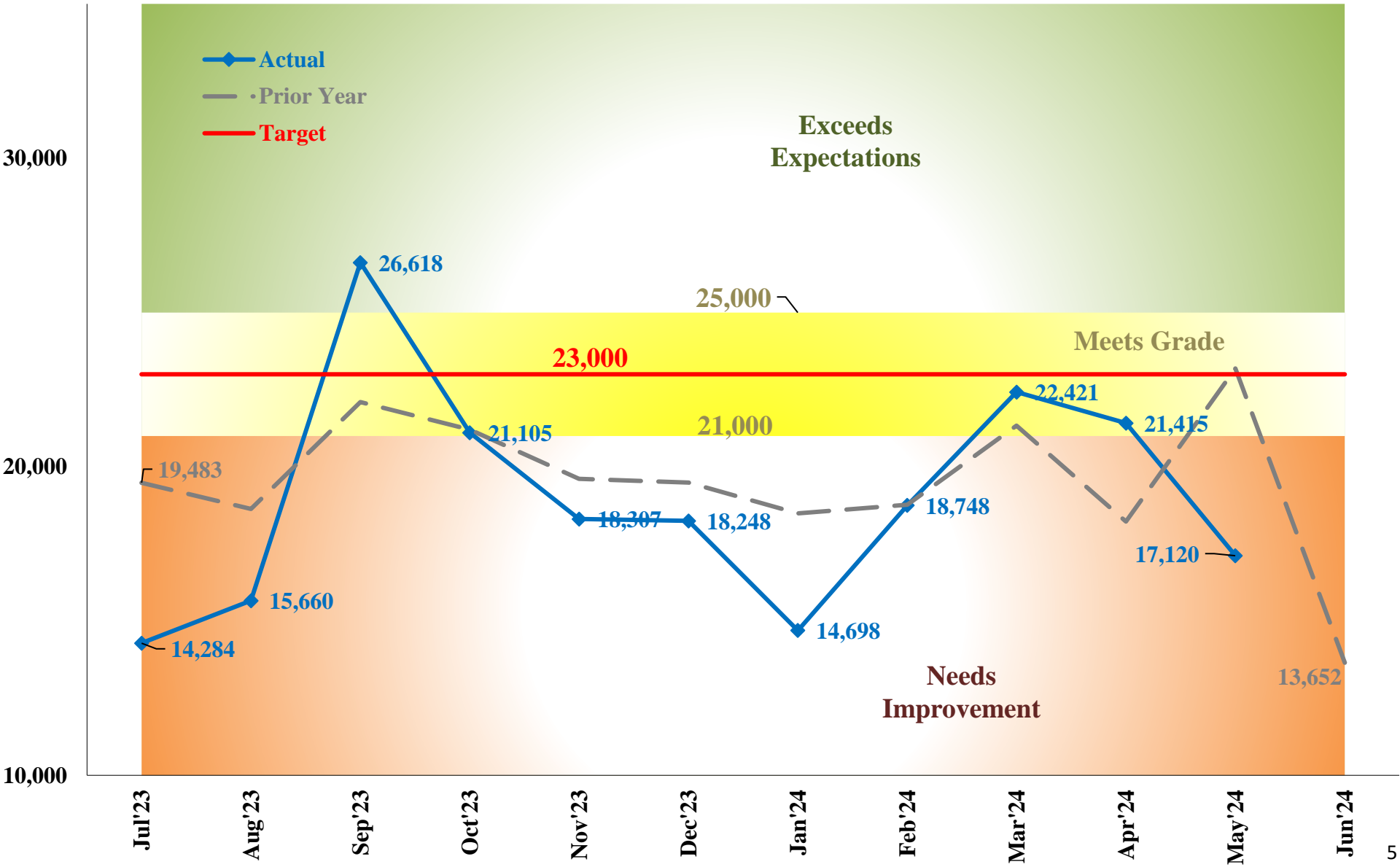
Operations KPIs (Rail)

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	95.42%	0.42%	95.89%	0.89%	-0.89%
Mean Distance Between Failures	23,000	17,120	-5,880	18,411	-4,589	-1,537
Mean Distance Between Service Interruptions	475	330	-145	370	-105	-107
Customer Complaints per 100K Boardings	1.00	0.28	-0.72	0.49	-0.51	0.17

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)

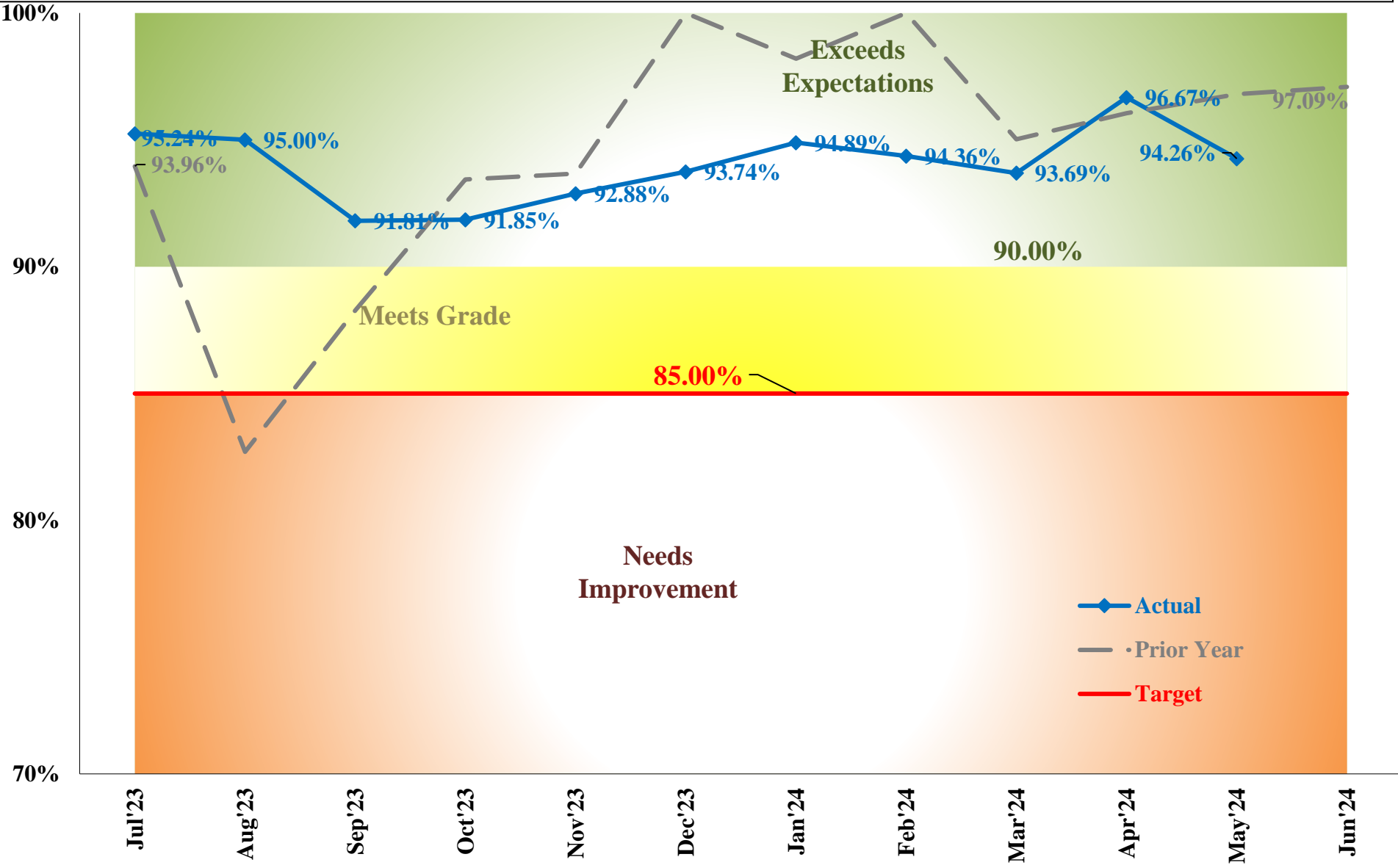
KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.53%	0.03%	98.51%	0.01%	-0.05%
Elevator Availability	98.50%	98.63%	0.13%	98.57%	0.07%	-0.08%

MAY FY24
PERFORMANCE
(STREETCAR)

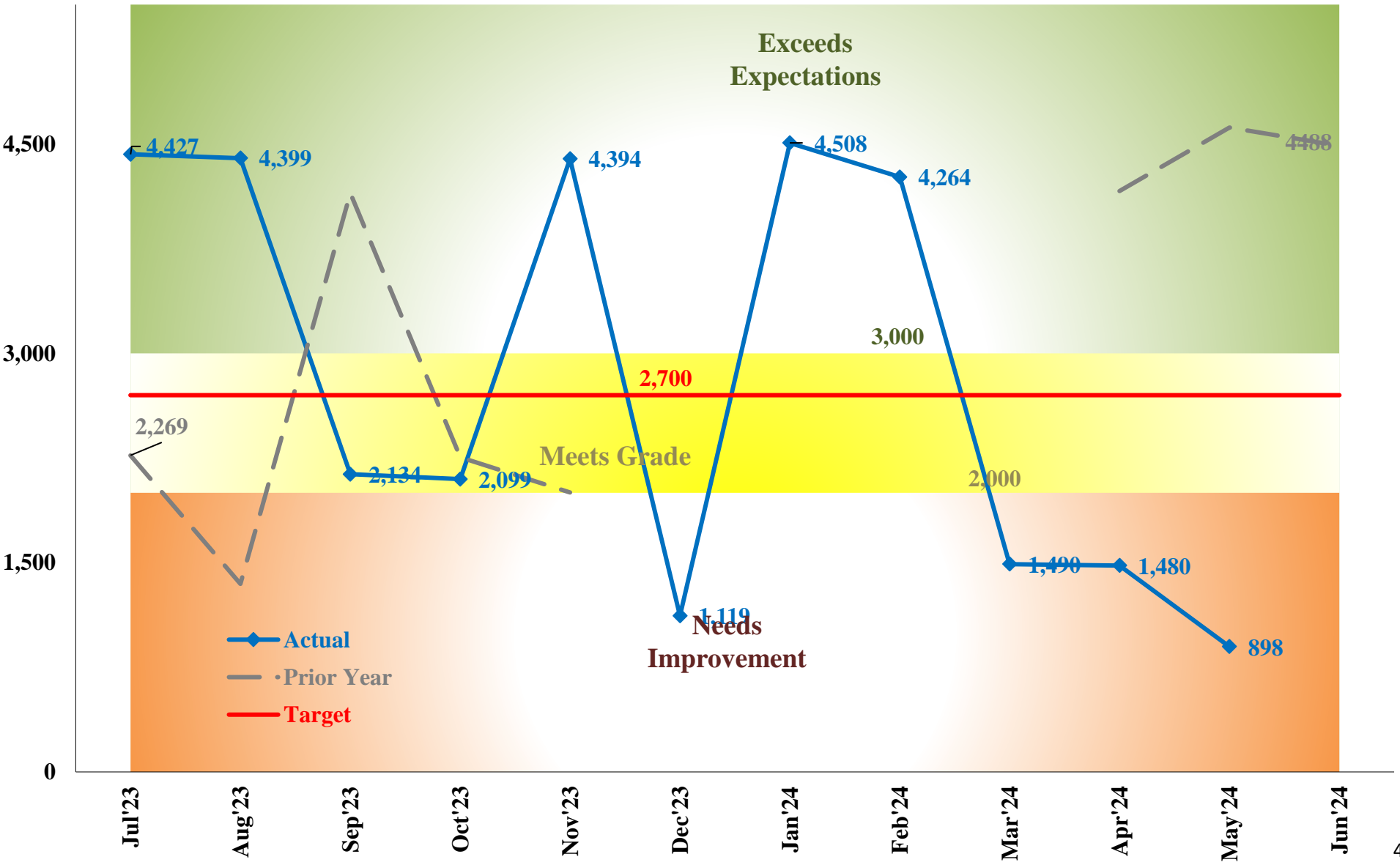
Operations KPIs (Streetcar)

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	94.26%	9.26%	94.03%	9.03%	-0.31%
Mean Distance Between Failures	2,700	898	-1,802	2,417	-283	-586
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.00	-0.10	-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.



MAY FY24

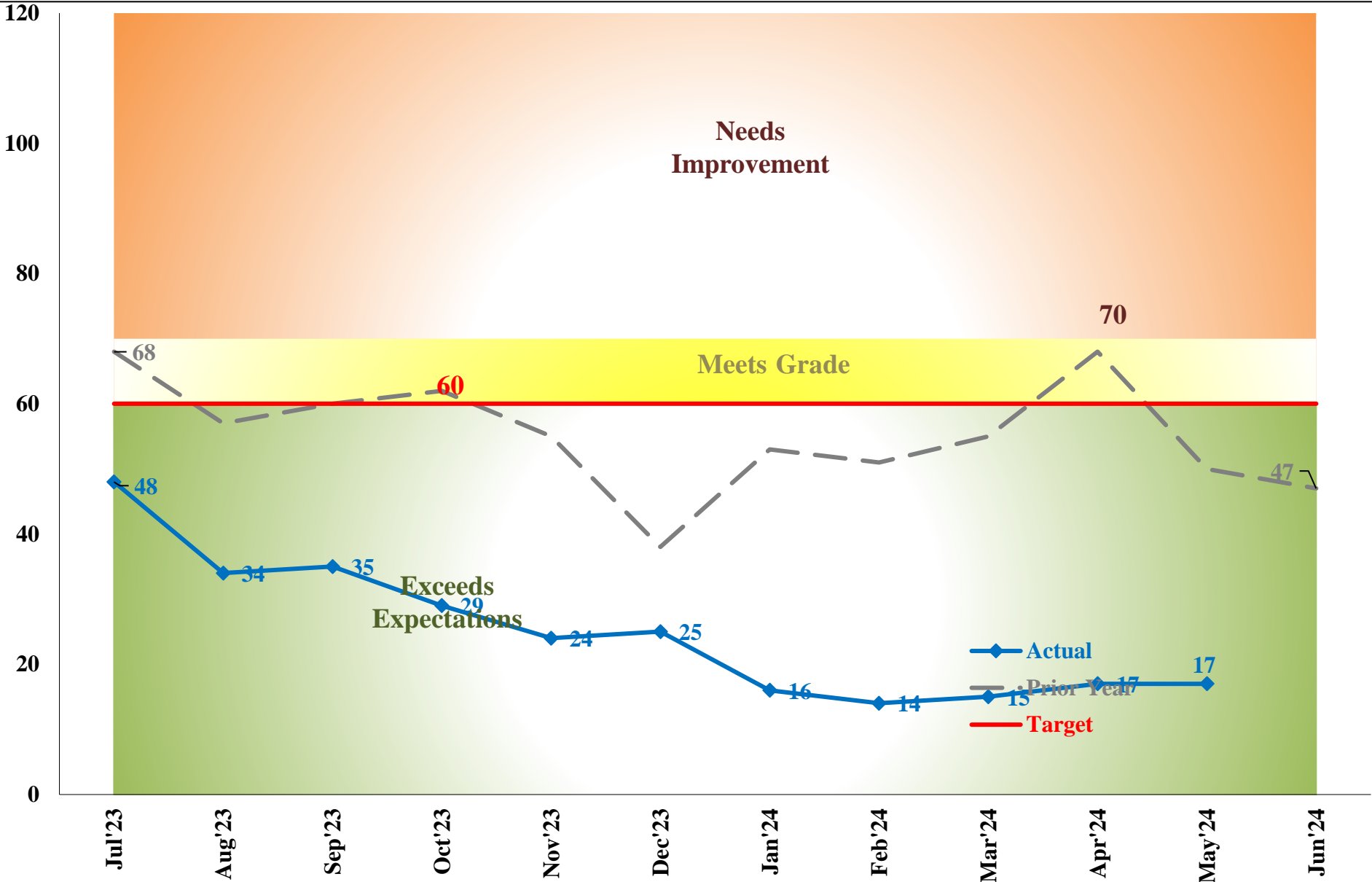
PERFORMANCE

(CUSTOMER SERVICE)

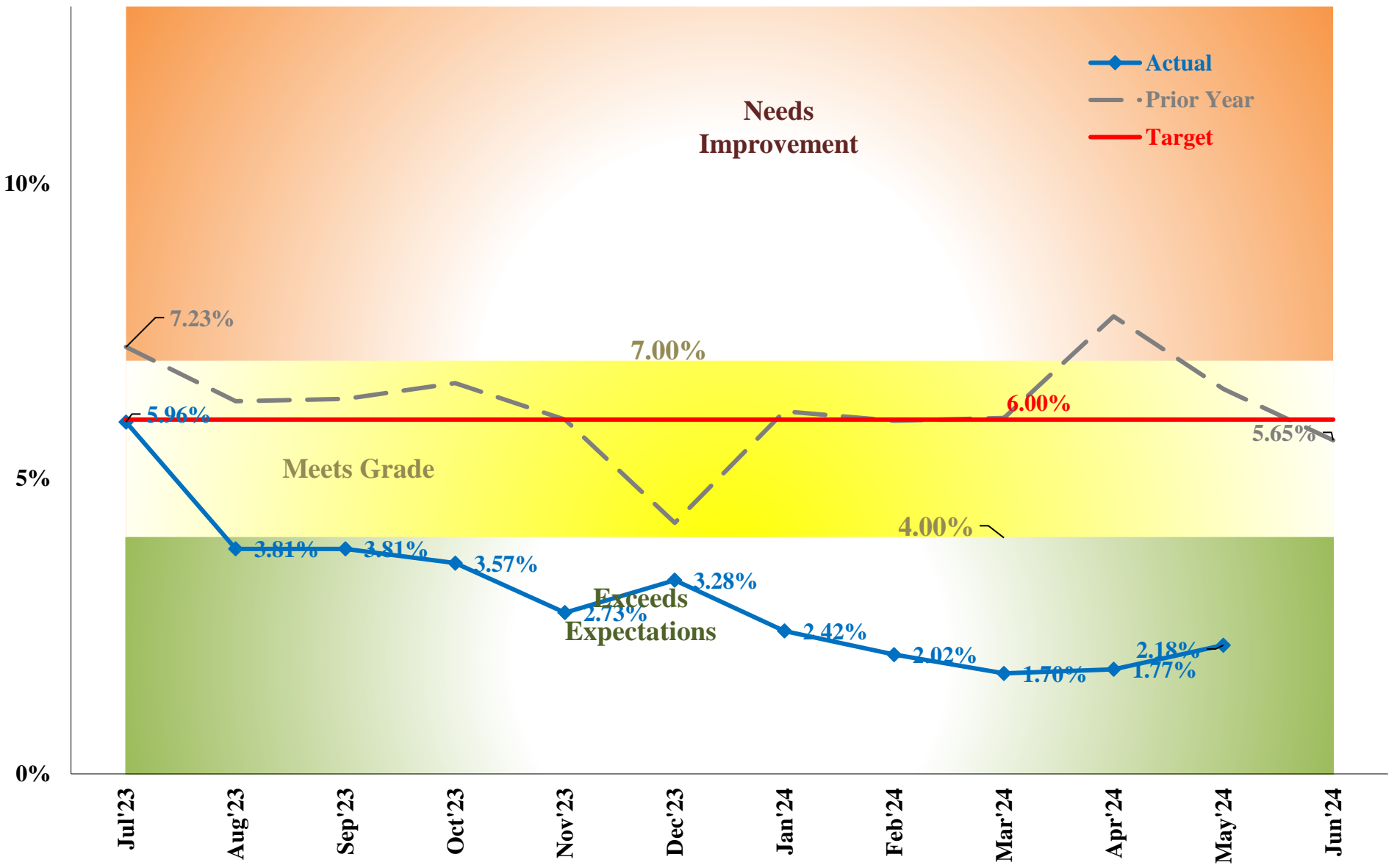
Customer Service KPIs

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:17	-0:43	0:25	-0:35	-0:31
Customer Call Abandonment Rate	6.00%	2.18%	-3.82%	3.07%	-2.93%	-3.28%

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 FY24

PERFORMANCE

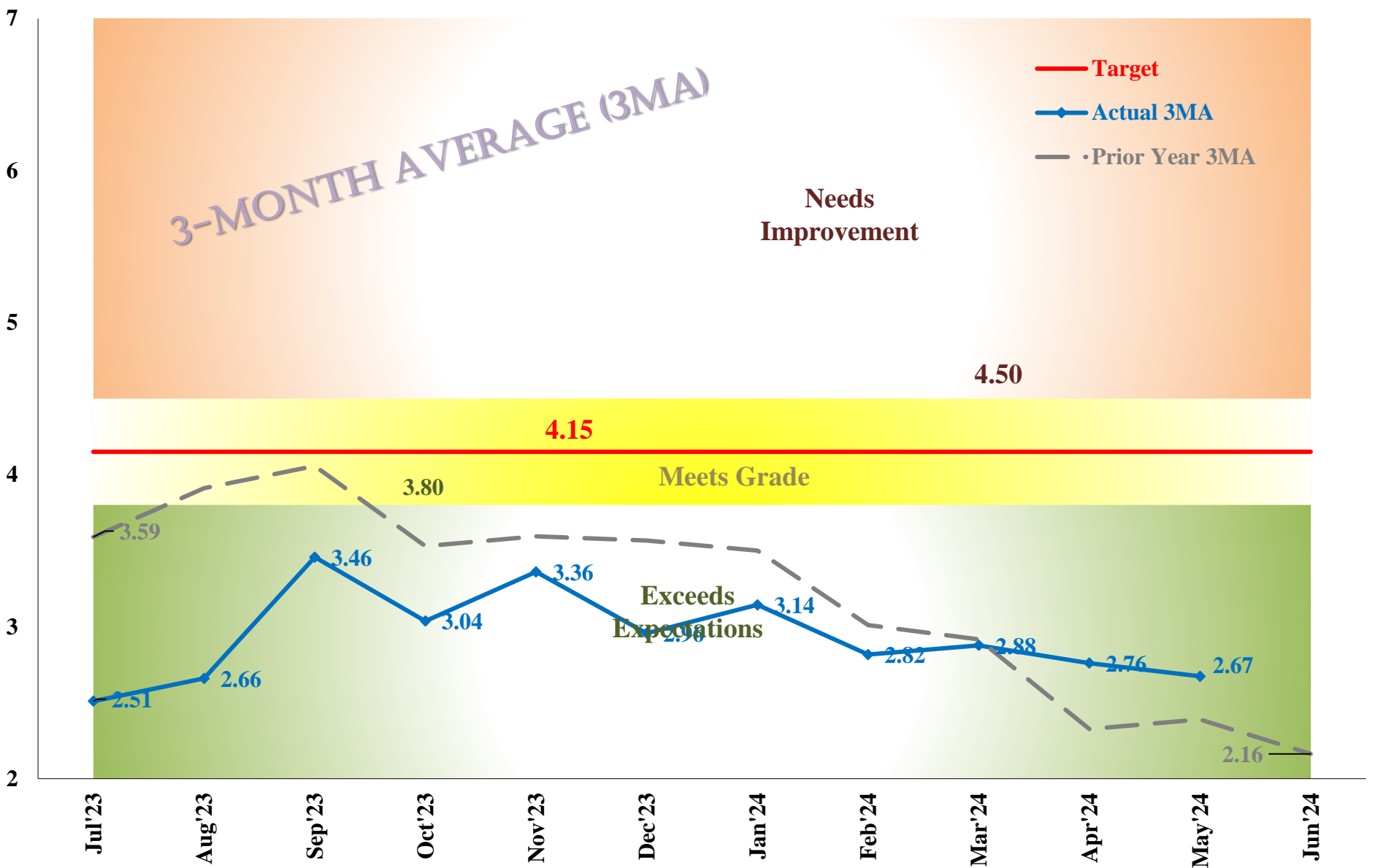
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

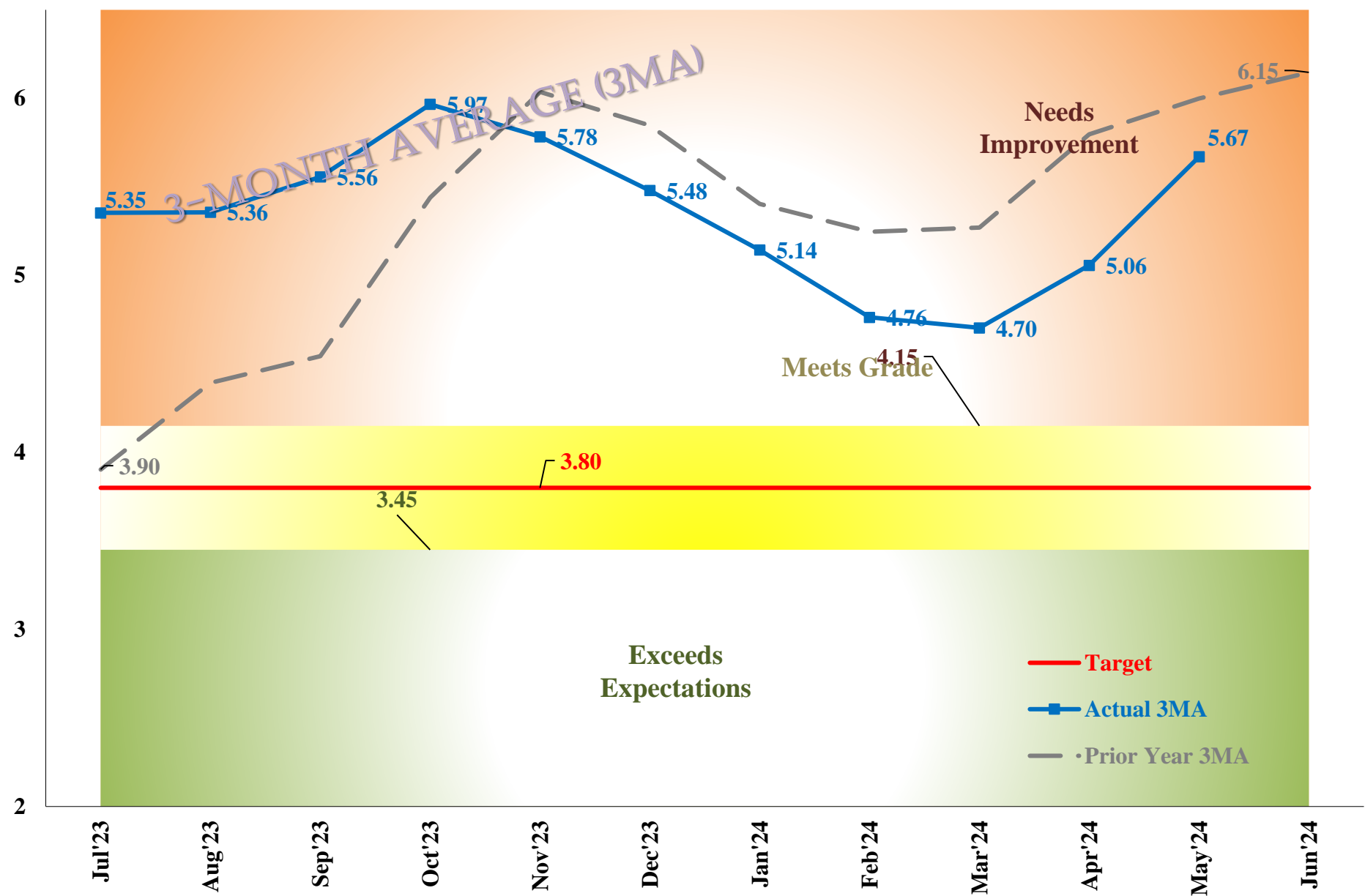
Safety & Security KPIs

KPI	FY24 Target	May FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.88	-1.27	3.00	-1.15	-0.31
Bus Collision Rate per 100K Miles	3.80	6.28	2.48	5.38	1.58	-0.05
Mobility Collision Rate per 100K Miles	2.50	2.89	0.39	3.36	0.86	-1.60
Employee Lost Time Incident Rate	3.80	6.24	2.44	4.24	0.44	0.38

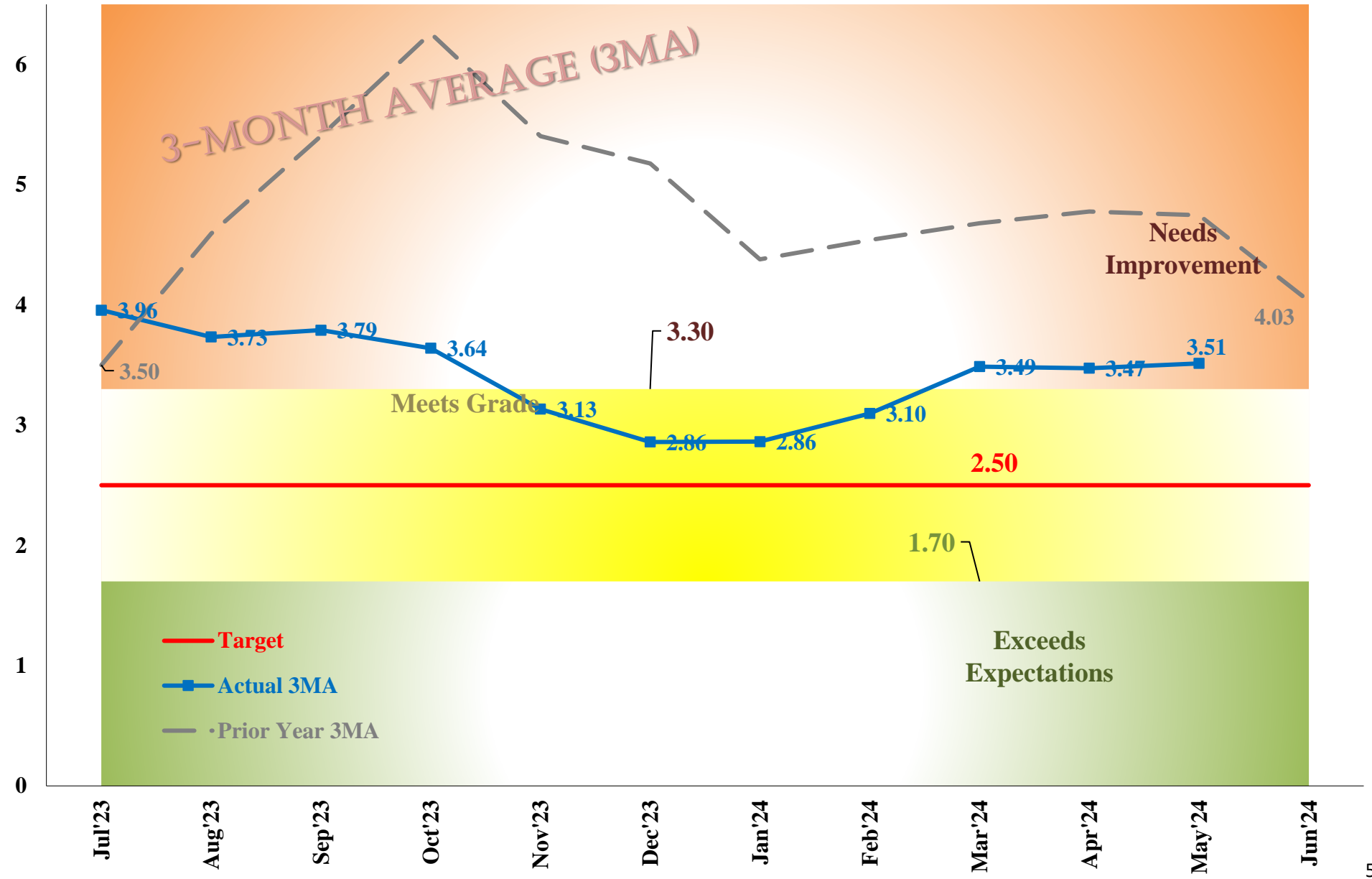
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



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.

