



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, MARCH 28, 2024

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Al Pond called the meeting to order at 10:31 A.M.

Board Members

Present:

Al Pond
James Durrett
William Floyd
Roderick Frierson
Freda Hardage
Jennifer Ide
Kathryn Powers
Rita Scott
Jacob Tzegaegbe
Valencia Williamson
Thomas Worthy
Sagirah Jones

Board Members

Absent:

Stacy Blakley
Russell McMurry
Jannine Miller

Staff Members Present:

Collie Greenwood
Rhonda Allen
Peter Andrews
Kevin Hurley
Micheal Kreher
Gena Major
Carrie Rocha
George Wright

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Shelandra Cornick, Thomas Drozt, Stephany Fisher, Kenya Hammond, Jacqueline Holland, Leslie Hubble, Tyrene Huff, and Jonathan Hunt

2. APPROVAL OF THE MINUTES

Approval of the Minutes from February 22, 2024

Approval of the minutes from February 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 1 member abstaining and 11 members present.

3. RESOLUTIONS

Resolution Authorizing the Solicitation of Qualification Statements for the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services Contract, A/E50490.

Resolution Authorizing the Solicitation of Qualification Statements for the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services Contract, A/E50490. On a motion by Board Member Powers, seconded by Board Member Floyd, the resolution passed by a vote of 10 to 0 with 1 member abstaining and 11 members present.

4. BRIEFING

Briefing - Bus Operations Key Performance Indicators.

5. OTHER MATTERS

FY24 January Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee Meeting adjourned at 11:08 A.M.

YouTube link: <https://www.youtube.com/live/gWIpN8fX5Vg?feature=shared>



**Resolution Authorizing the
Solicitation of Qualification
Statements for the Procurement
of Environmental Engineering,
Compliance, and Sustainability
Consulting Services - AE 50490**

Operations & Safety Committee
March 28, 2024

Leslie Hubble, MPH, CHMM
Director of Environmental Health and
Safety

Overview

○ Current Contract Accomplishments

Framework

Scope of Services

Environmental Compliance Programs

Environmental Management System

Sustainability



Current Contract Accomplishments

Engineering/Design services

Regulatory reporting

Permitting & permit reviews

Remediation sites cleaned up and closed

Underground storage tank closures

Aboveground storage tank life extension



Current Contract Accomplishments

Air Emission Performance Testing

Inspections & training

Env Site Assessments – Phase I & II

ISO 14001 EMS

Sustainability reporting



Framework





Hazardous & Regulated Waste



Stormwater & Wastewater



Storage Tank Management



Air Compliance



Remediation



Due Diligence



Environmental Management System



Sustainability

Scope of Work Summary

Environmental Compliance Programs



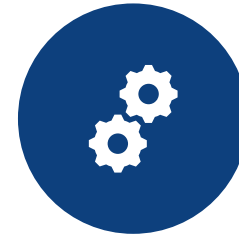
TECHNICAL
GUIDANCE,
REPORTING



PERMITTING



DESIGN &
ENGINEERING
SERVICES



FIELD WORK,
SAMPLING, GAUGING,
MAINTENANCE



INSPECTIONS,
AUDITS, TRAINING
SUPPORT

Environmental Management System



TECHNICAL GUIDANCE,
PROGRAM
DEVELOPMENT



EVALUATION OF
COMPLIANCE AUDITS



EXTERNAL AUDIT
PREPARATION



TRAINING, GAP
ANALYSES

Sustainability



TECHNICAL GUIDANCE,
PROGRAM
DEVELOPMENT



CLIMATE MITIGATION
STRATEGIES



SOLUTION
DEVELOPMENT



TRAINING, GAP
ANALYSES



Thank You



**RESOLUTION AUTHORIZING THE SOLICITATION OF QUALIFICATION
STATEMENTS FOR THE PROCUREMENT OF ENVIRONMENTAL ENGINEERING
COMPLIANCE AND SUSTAINABILITY CONSULTING SERVICES CONTRACT,
A/E50490**

WHEREAS, the Authority is authorized by Section 14 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 of the MARTA Act, that the procurement of Environmental Engineering Compliance and Sustainability Consulting Services is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Environmental Engineering Compliance and Sustainability Consulting Services, after the solicitation of qualification statements and selection of a preferred proponent pursuant to Section 14 of the MARTA Act and Federal Law, 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 qualification statements for the procurement of Environmental Engineering Compliance and Sustainability Consulting Services by means other than competitive bidding, in accordance with Section 14 of the MARTA Act and Federal Law, through the use of Request for Qualification Statements.

Approved as to Legal Form:

DocuSigned by:

Peter J. Andrews

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



Briefing: Bus Operations Key Performance Indicators (KPIs)

Operations and Safety Committee
March 28, 2024

Thomas Drozt,
Deputy Chief Bus Operations

AGENDA

- ❑ Bus Service On-time Performance (OTP) Chart
- ❑ Mobility OTP Chart
- ❑ Team Strategy
- ❑ Team Engagement



Bus Service Monthly OTP



Mobility Monthly OTP



Team Strategy

- ❑ **Active Management**
 - Consistent management of service
- ❑ **Engagement & Coaching**
 - Superintendents reviewing performance with Operator
- ❑ **Pullout Blitz**
 - Management staff assisting with morning Pullout
- ❑ **Line Blitz**
 - Management staff saturating a route via Timepoint
- ❑ **Data Analysis**
 - Superintendents review Playback

Jan to Present	Hamilton	Perry	Laredo
Coaching Sessions	150	124	92

Team Engagement

- ❑ **Bus Operations Team**
 - Manage Performance
- ❑ **Radio & Bus Maintenance**
 - Manage onboard Equipment
- ❑ **Bus Communications Center**
 - CAD / AVL software upgrade
- ❑ **Bus Stop Planning Department**
 - Management of all Geofencing
- ❑ **Scheduling Department**
 - Management of schedule adherence
- ❑ **Research and Analysis**
 - Manage and analyze data being recorded

The screenshot displays the 'Default Map - TransitMaster Play Back' interface. On the left, a data table lists bus activities with columns for In/Out, Time/Date, Vehicle, Message, Source, Destination, and Communication Subtype. A red box highlights row 151, which shows a 'Timepoint Crossing' event. On the right, a satellite map shows a bus route in Atlanta, Georgia, with a red square marking a timepoint. A yellow arrow points from the highlighted row in the table to the red square on the map. A blue callout box above the red square contains the text: 'Route Manager has timepoint at red square'. Below the map is a street view image of the location.

In/Out	Time/Date	Vehicle	Message	Source	Destination	Communication Subtype
119	06:08:44	1565	Return to Network	V.047	H.00	Unknown (4)
120	06:08:50	1565	Vehicle Location	V.047	H.00	Unknown (4)
121	06:09:44	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
122	06:10:50	1565	Vehicle Location	V.047	H.00	Unknown (4)
123	06:11:00	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
124	06:11:01	1565	Verbose Pass Count	V.047	H.00 [s]	Unknown (4)
125	06:12:06	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
126	06:12:10	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
127	06:14:02	1565	Return to Network	V.047	H.00	Unknown (4)
128	06:14:03	1565	Vehicle Location	V.047	H.00	Unknown (4)
129	06:14:22	1565	Timepoint Crossing	V.047	H.00	Unknown (4)
130	06:14:22	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
131	06:14:24	1565	Vehicle Location	V.047	H.00 [s]	Unknown (4)
132	06:15:16	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
133	06:16:12	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
134	06:16:24	1565	Vehicle Location	V.047	H.00	Unknown (4)
135	06:17:02	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
136	06:17:48	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
137	06:18:24	1565	Vehicle Location	V.047	H.00	Unknown (4)
138	06:18:28	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
139	06:18:52	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
140	06:19:40	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
141	06:20:14	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
142	06:20:24	1565	Vehicle Location	V.047	H.00	Unknown (4)
143	06:20:38	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
144	06:22:24	1565	Vehicle Location	V.047	H.00	Unknown (4)
145	06:23:40	1565	Verbose Pass Count	V.047	H.00	Unknown (4)
146	06:23:40	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
147	06:24:02	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
148	06:24:29	1565	Vehicle Location	V.047	H.00	Unknown (4)
149	06:26:29	1565	Vehicle Location	V.047	H.00	Unknown (4)
151	06:27:16	1565	Timepoint Crossing	V.047	H.00	Unknown (4)
152	06:27:06	1565	Stop Activity	V.047	H.00 [s]	Unknown (4)
153	06:27:14	1565	Vehicle Location	V.047	H.00	Unknown (4)

THANK YOU



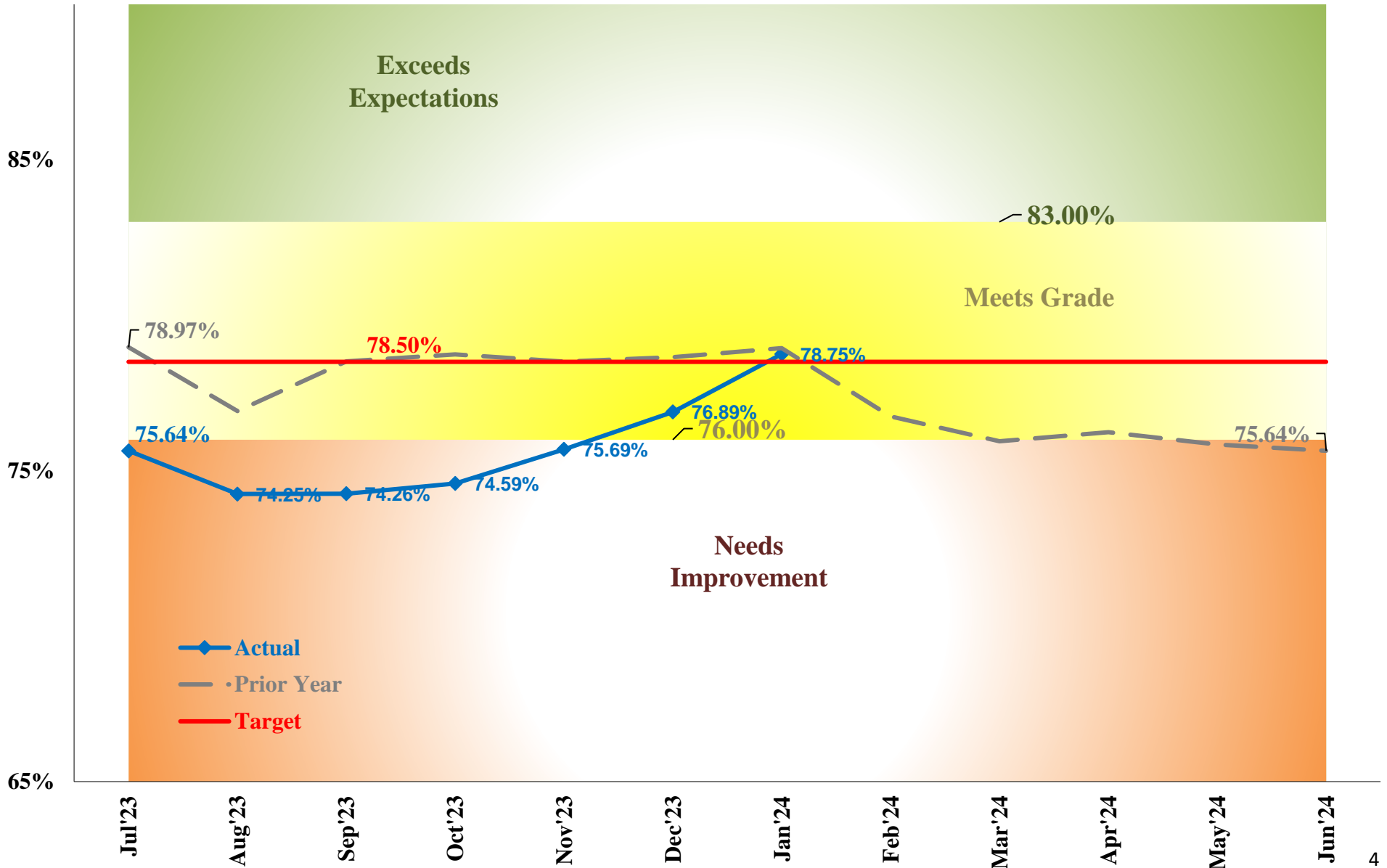
JANUARY FY24
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

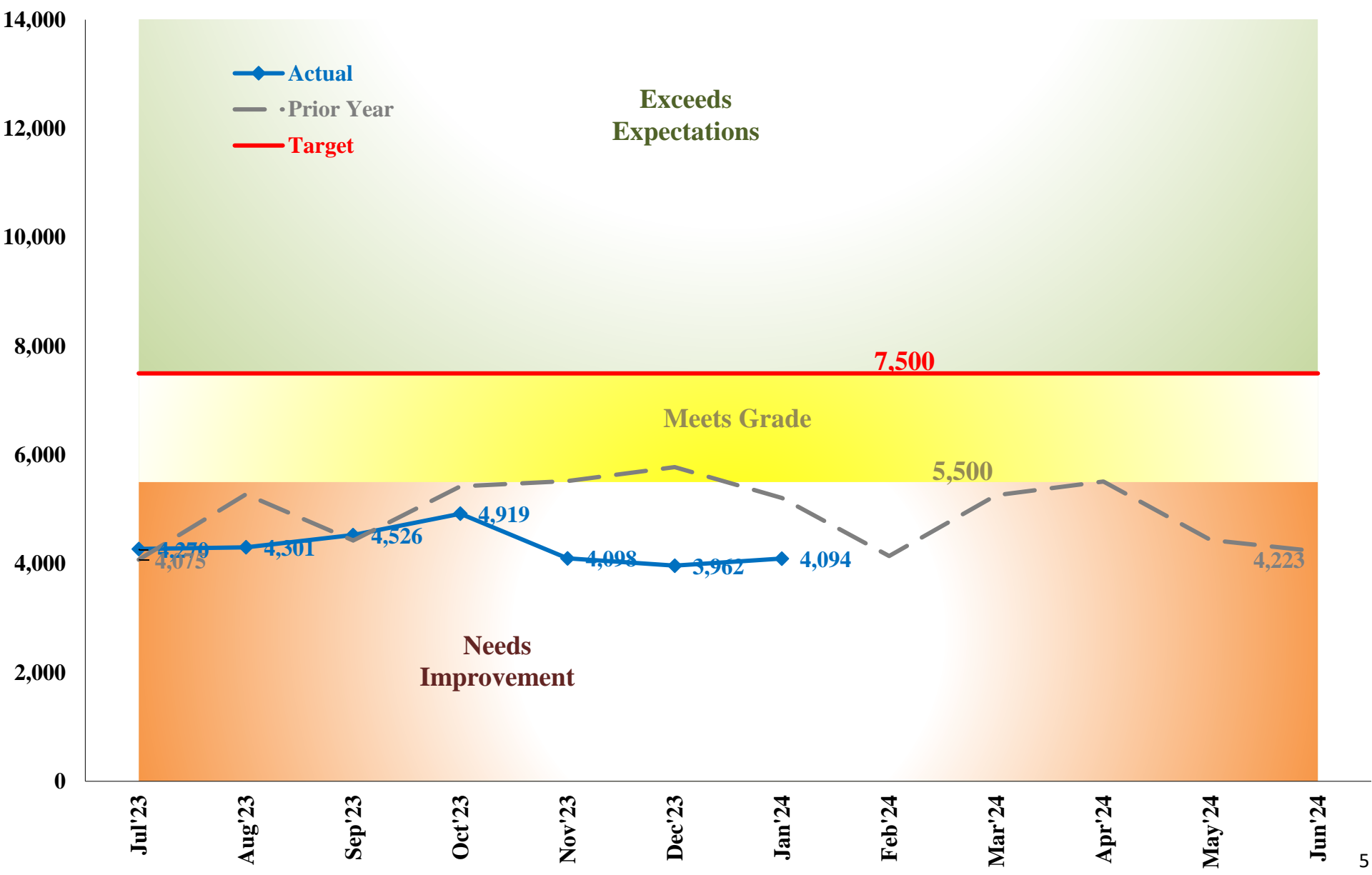
Operations KPIs (Bus)

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	78.75%	0.25%	75.76%	-2.74%	-2.70%
Mean Distance Between Failures	7,500	4,094	-3,406	4,290	-3,210	-742
Customer Complaints per 100K Boardings	8.00	11.59	3.59	11.34	3.34	0.81

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.

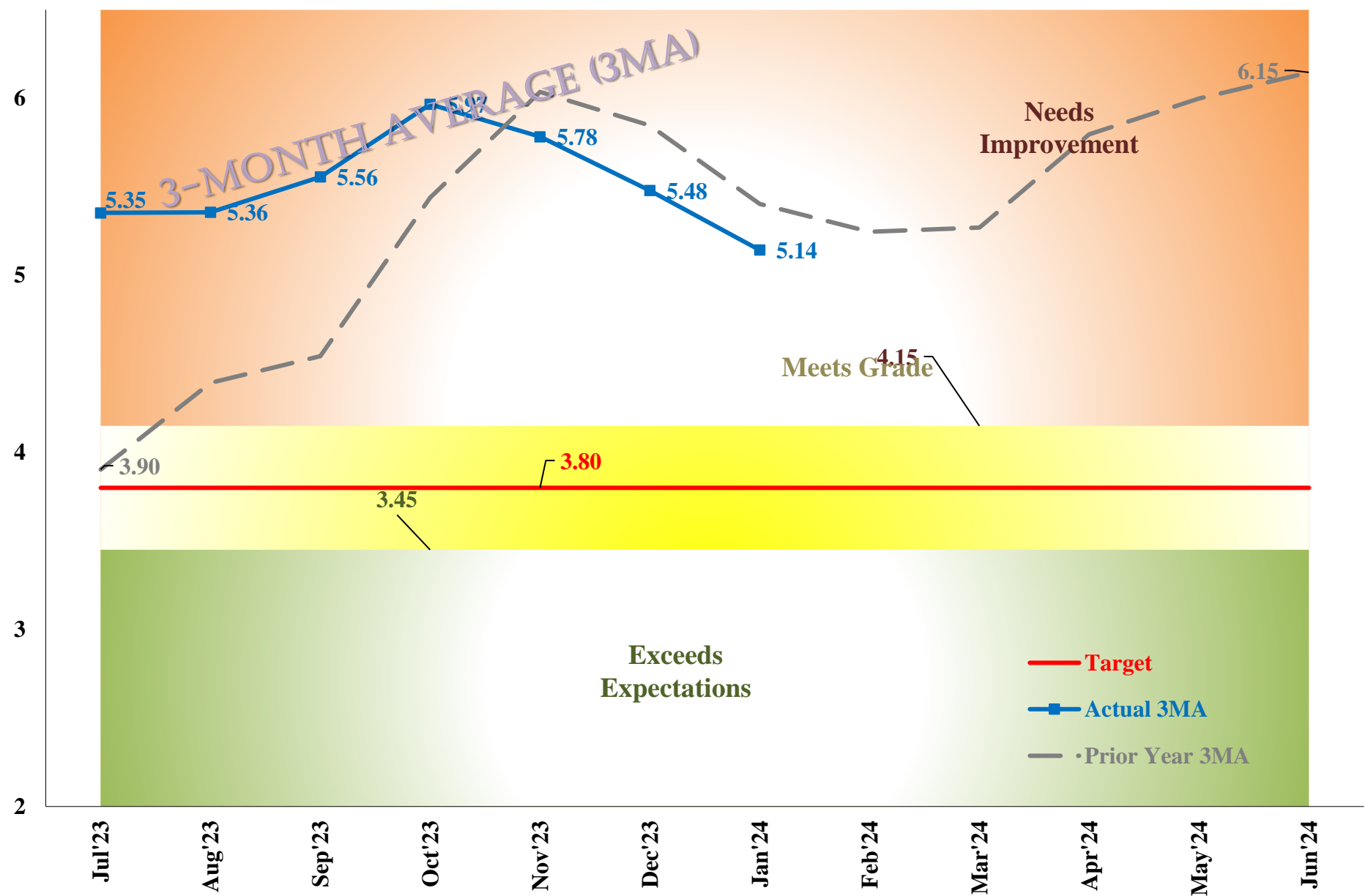


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

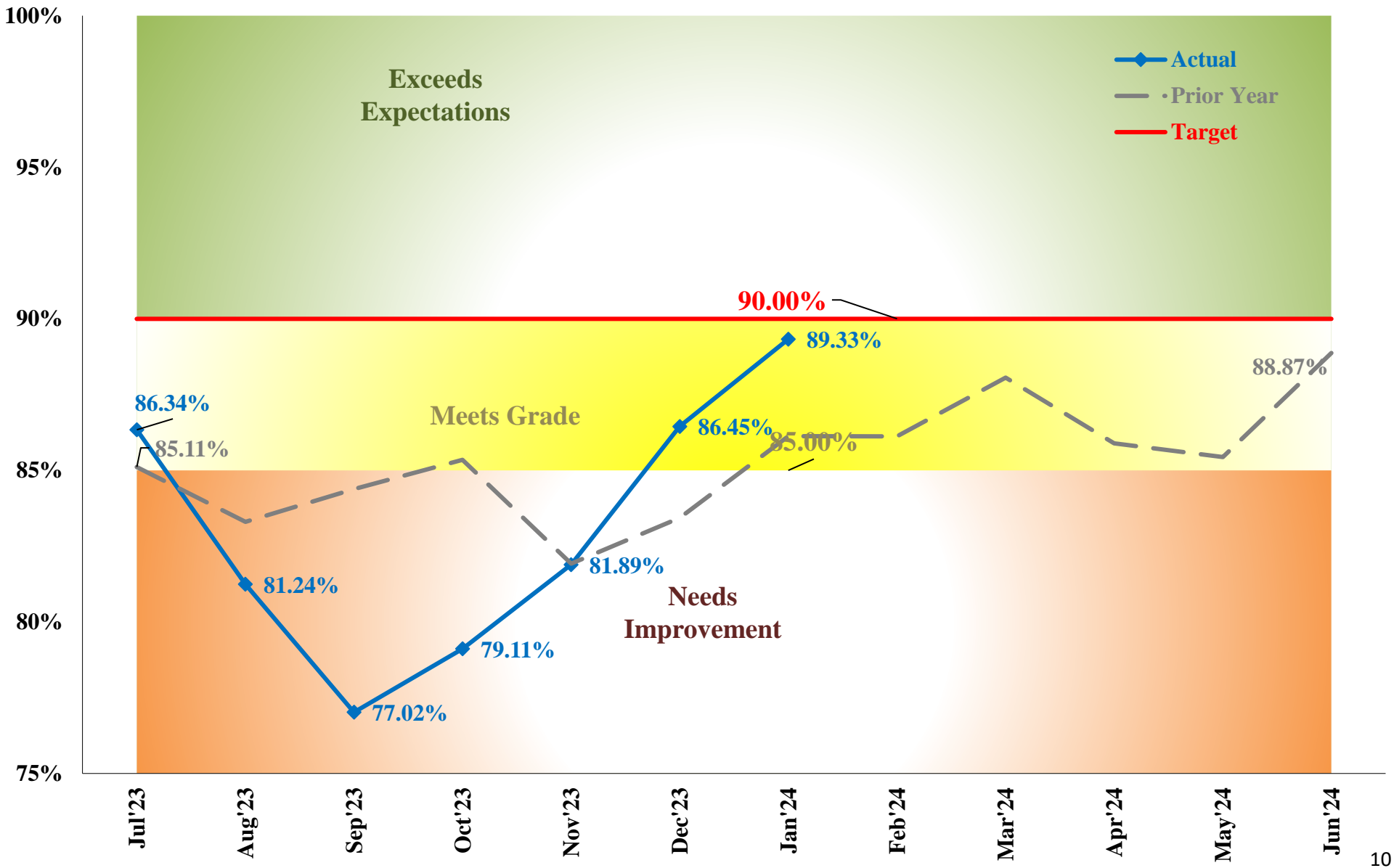


OFFICE OF
MOBILITY

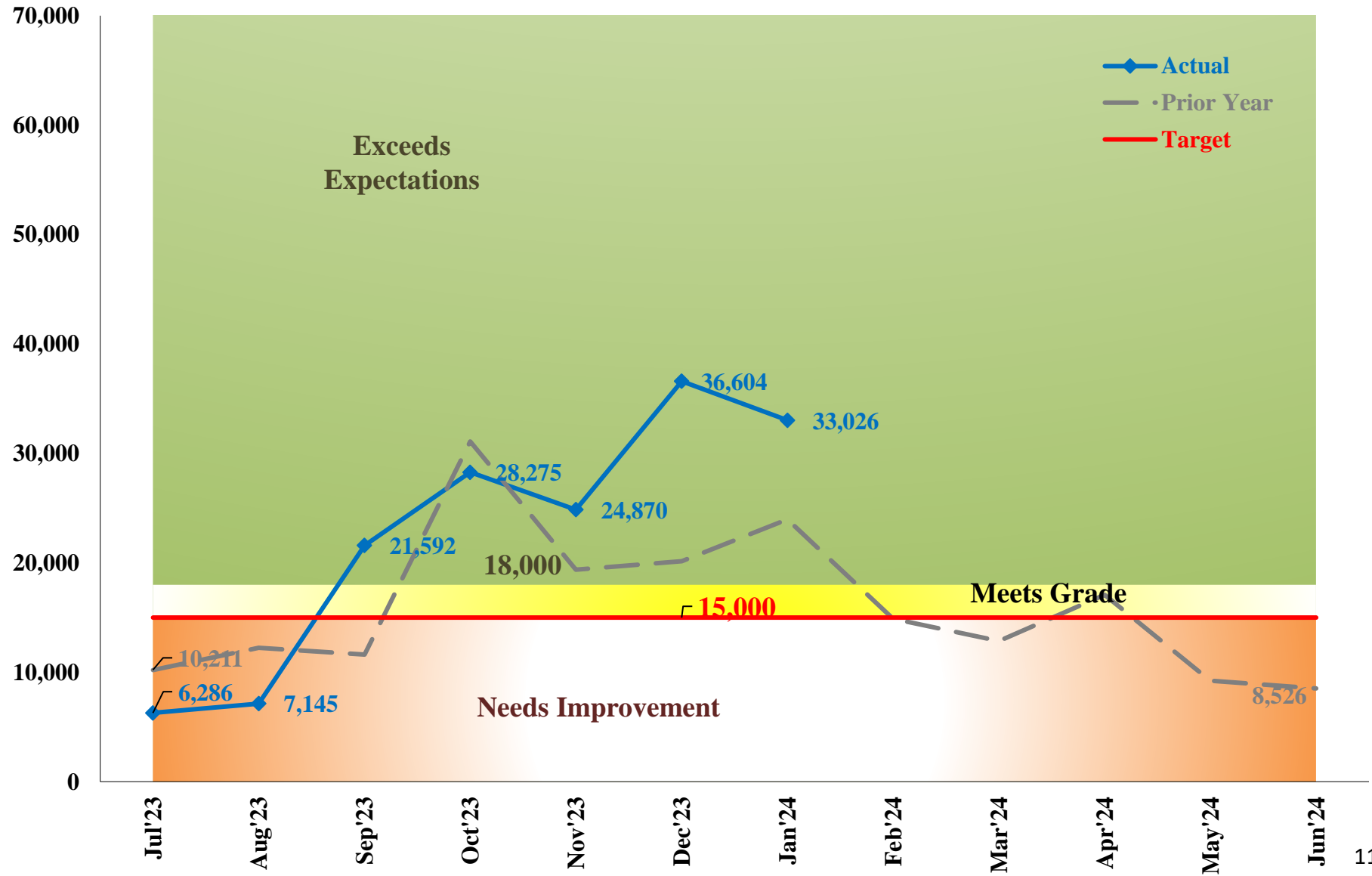
Operations KPIs (Mobility)

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	89.33%	-0.67%	82.97%	-7.03%	-1.27%
Mean Distance Between Failures	15,000	33,026	18,026	14,533	-467	-1,466
Missed Trip Rate	0.50%	0.73%	0.23%	1.40%	0.90%	0.75%
Reservation Average Call Wait Time	2:00	2:59	0:59	5:09	3:09	3:29
Reservation Call Abandonment Rate	5.50%	4.63%	-0.87%	8.51%	3.01%	3.86%
Customer Complaints per 1K Boardings	4.00	3.84	-0.16	5.27	1.27	1.57

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

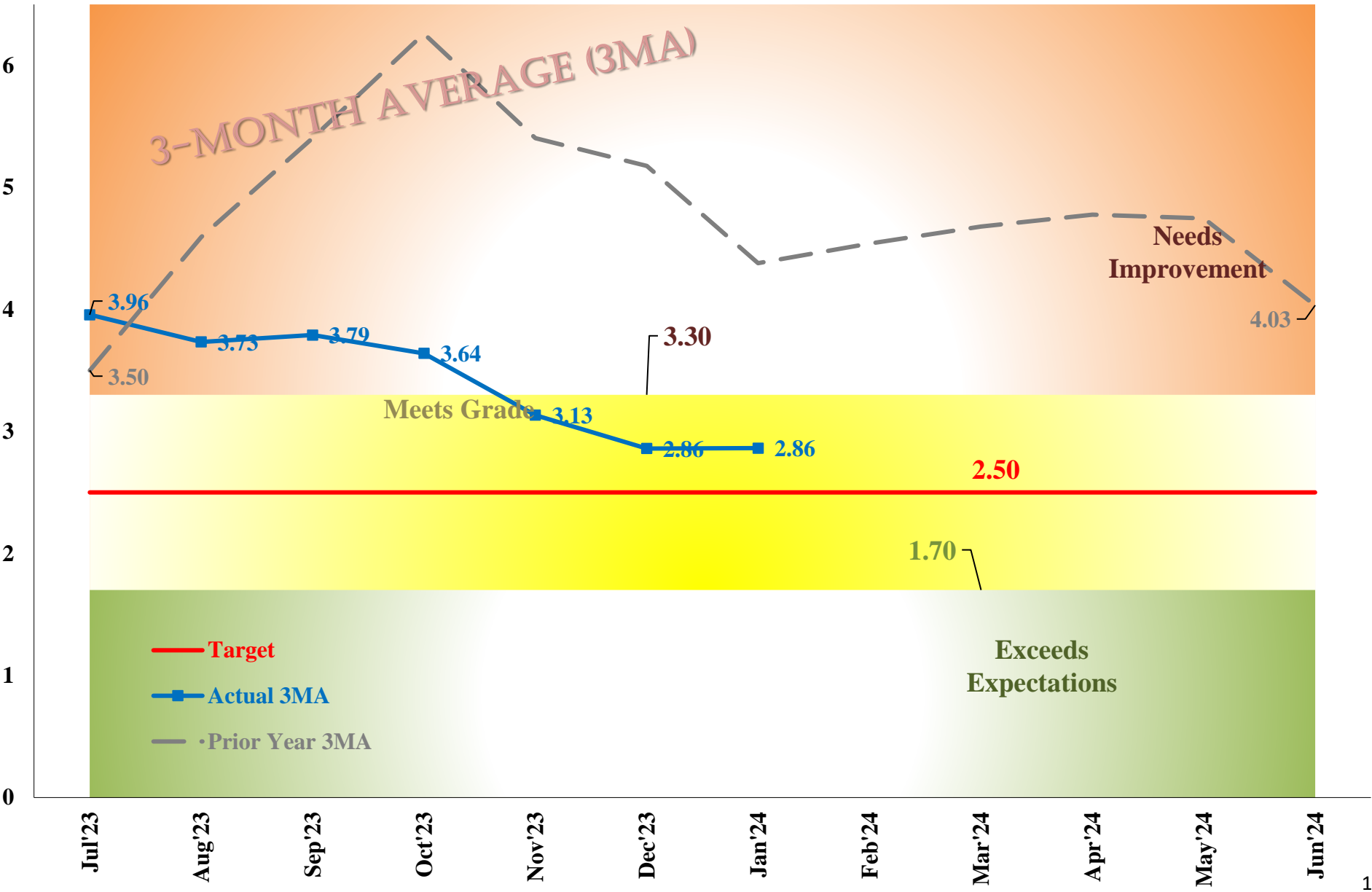


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



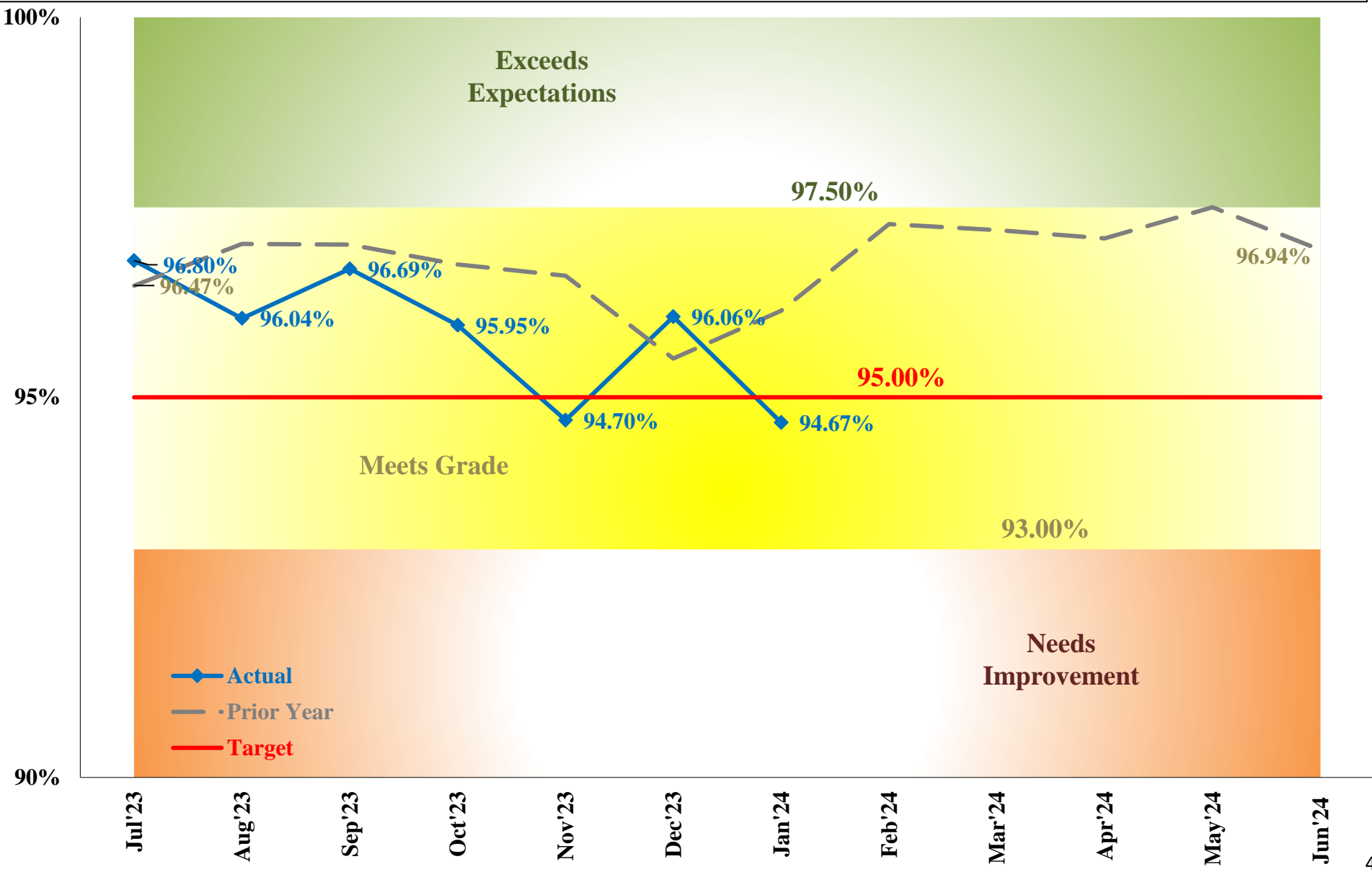
JANUARY FY24
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

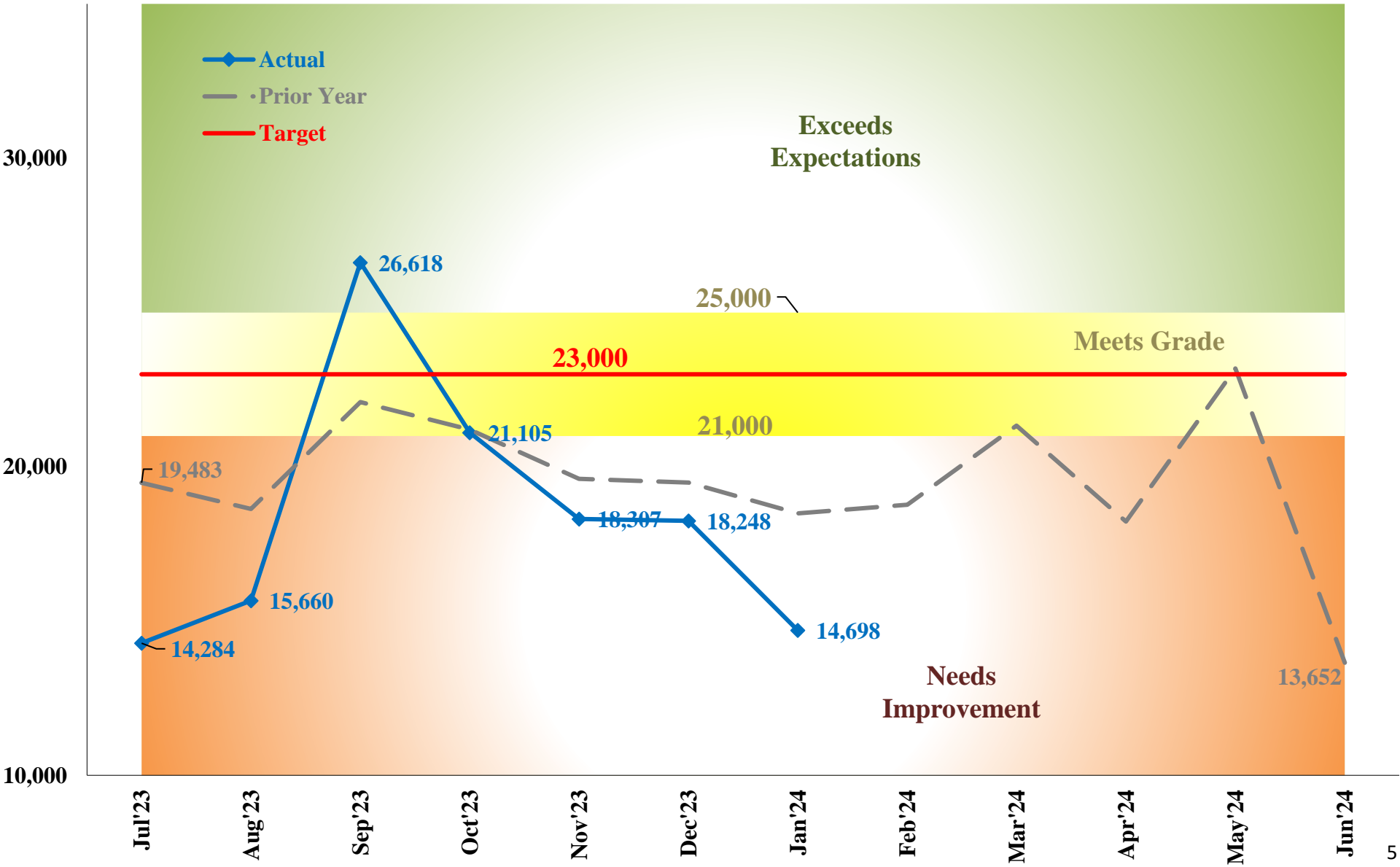
Operations KPIs (Rail)

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	94.67%	-0.33%	95.84%	0.84%	-0.66%
Mean Distance Between Failures	23,000	14,698	-8,302	17,729	-5,271	-2,060
Mean Distance Between Service Interruptions	475	285	-190	366	-109	-78
Customer Complaints per 100K Boardings	1.00	0.55	-0.45	0.44	-0.56	0.15

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)

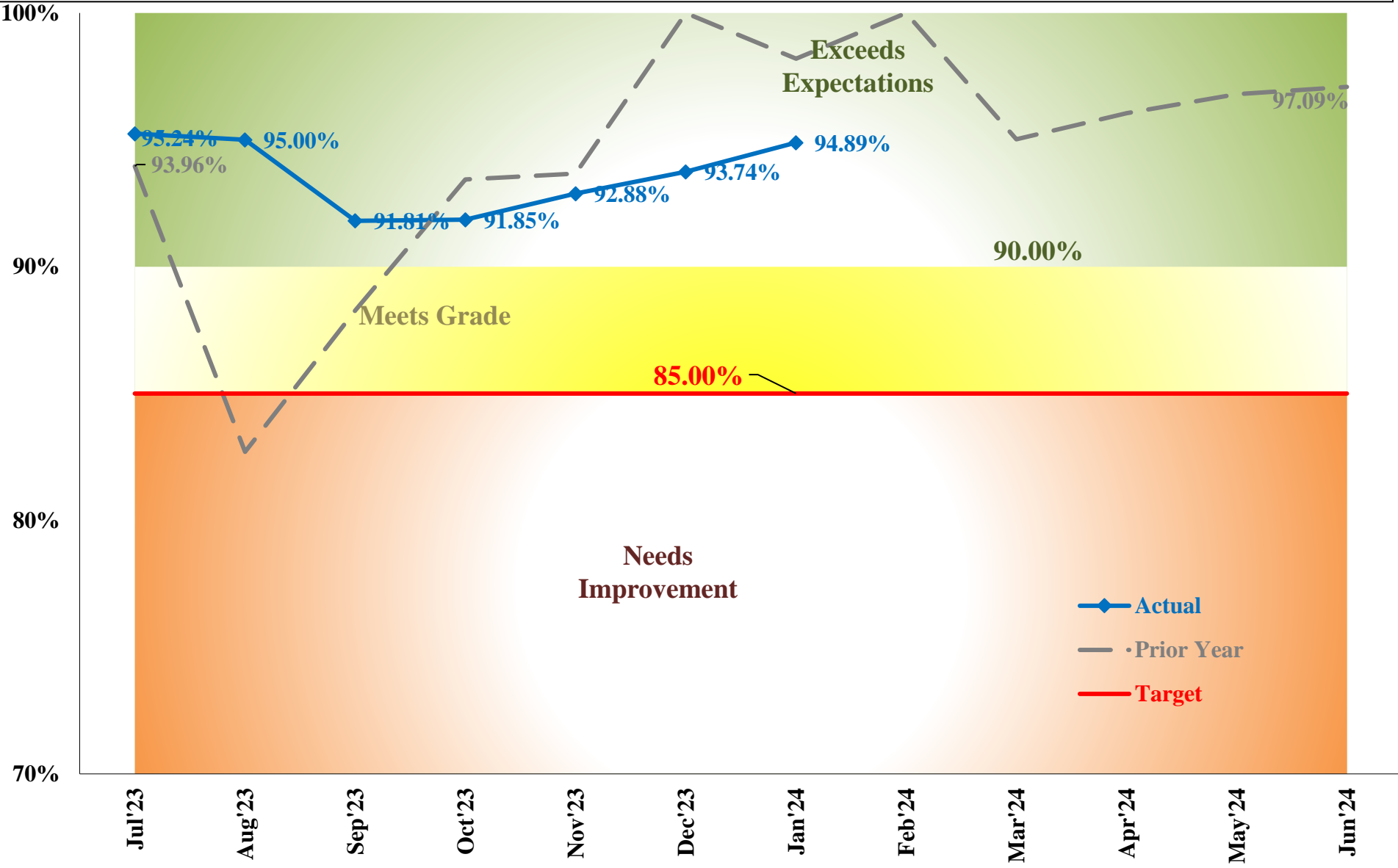
KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.50%	0.00%	98.52%	0.02%	-0.06%
Elevator Availability	98.50%	98.52%	0.02%	98.58%	0.08%	-0.09%

JANUARY FY24
PERFORMANCE
(STREETCAR)

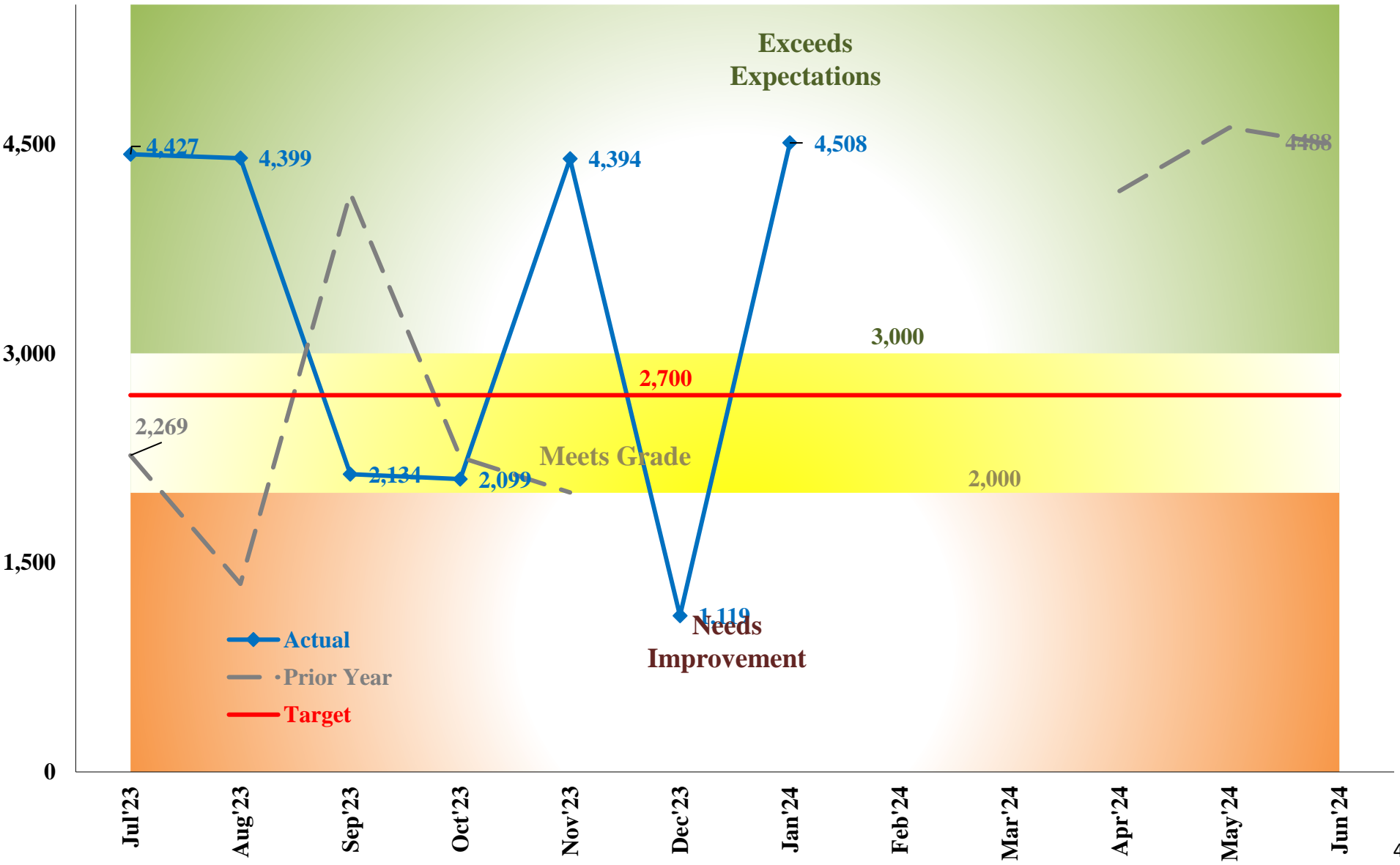
Operations KPIs (Streetcar)

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	94.89%	9.89%	93.63%	8.63%	0.72%
Mean Distance Between Failures	2,700	4,508	1,808	3,408	708	1,283
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.

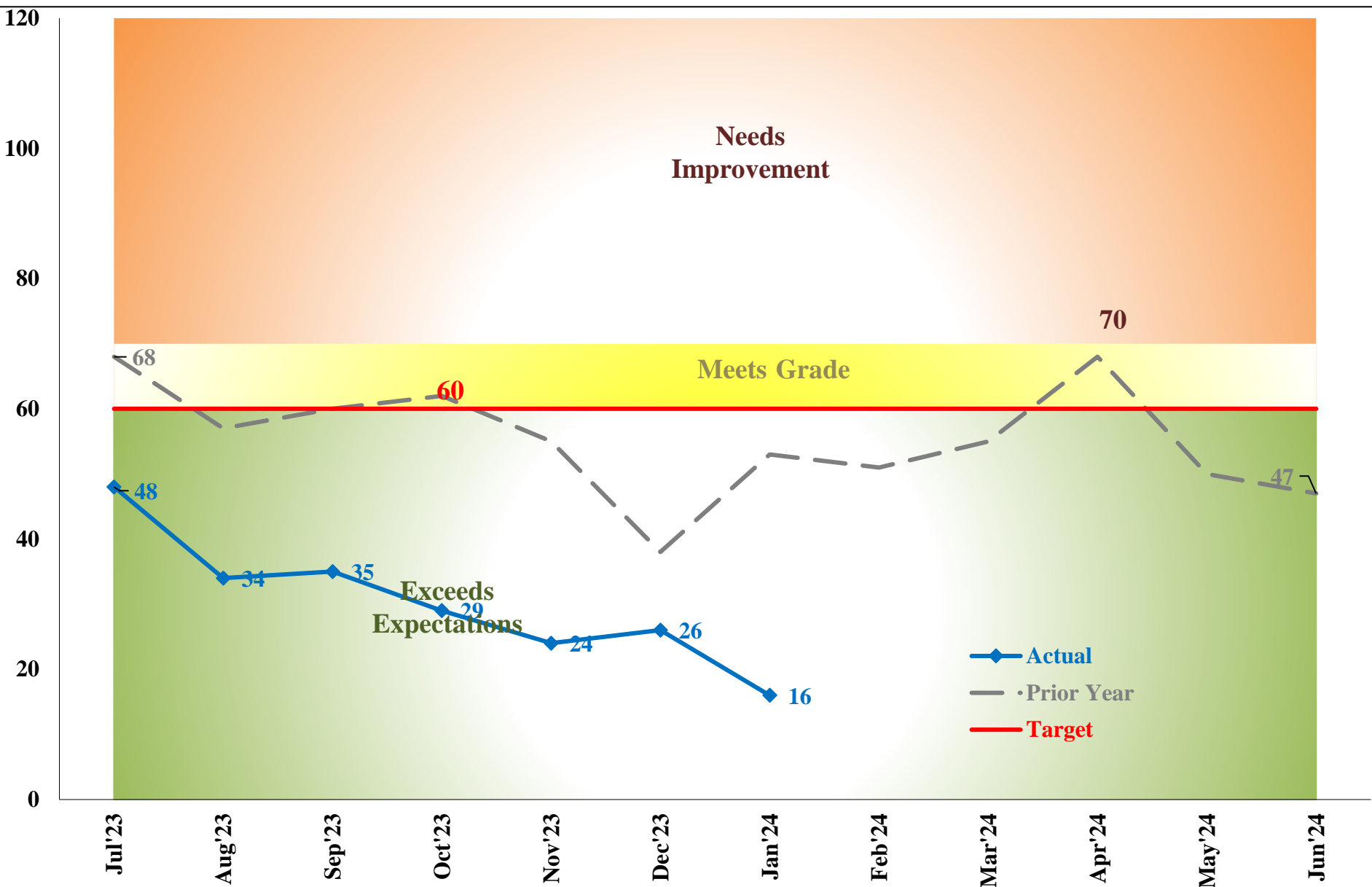


JANUARY FY24
PERFORMANCE
(CUSTOMER SERVICE)

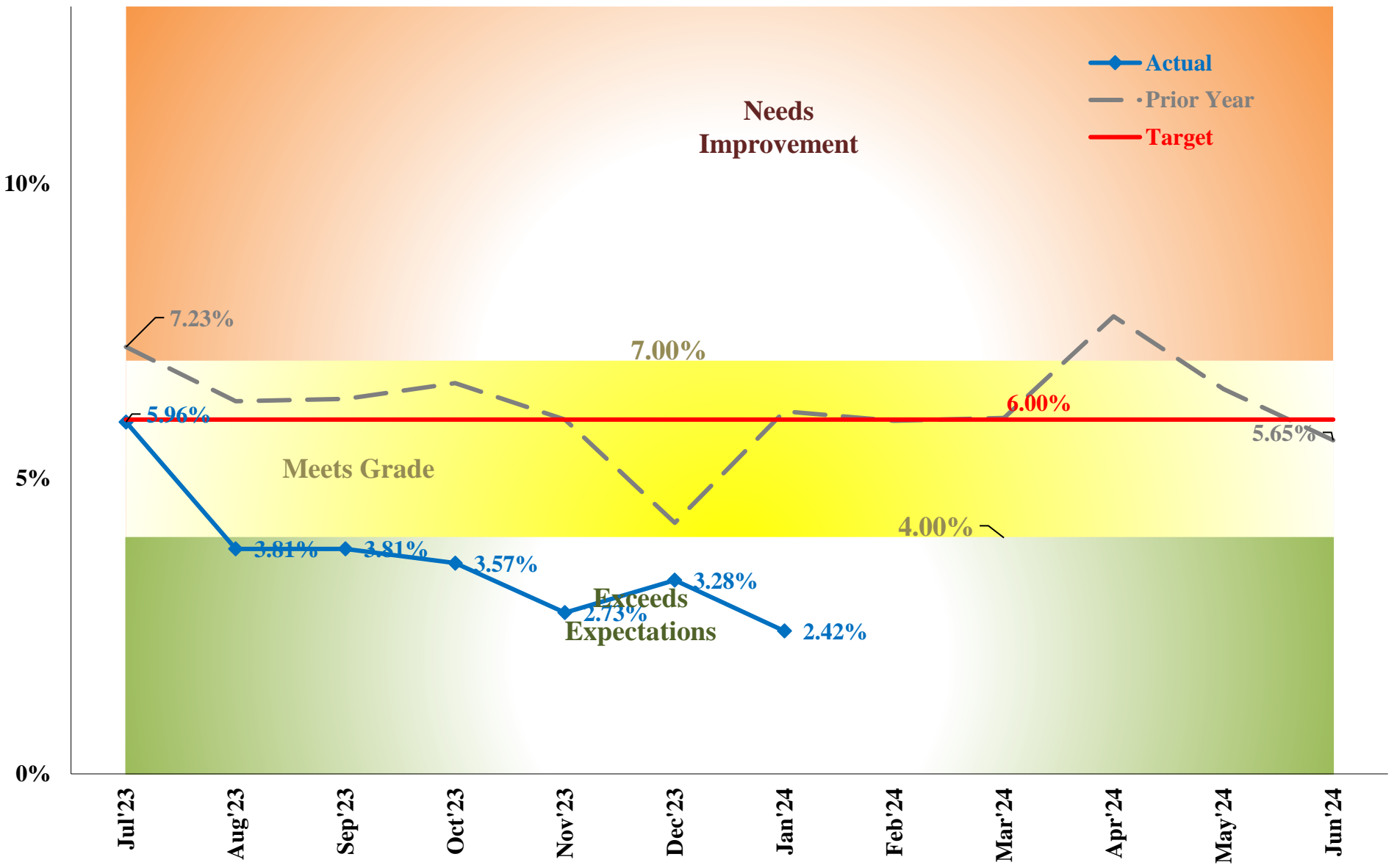
Customer Service KPIs

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:16	-0:44	0:31	-0:29	-0:25
Customer Call Abandonment Rate	6.00%	2.42%	-3.58%	3.71%	-2.29%	-2.47%

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.

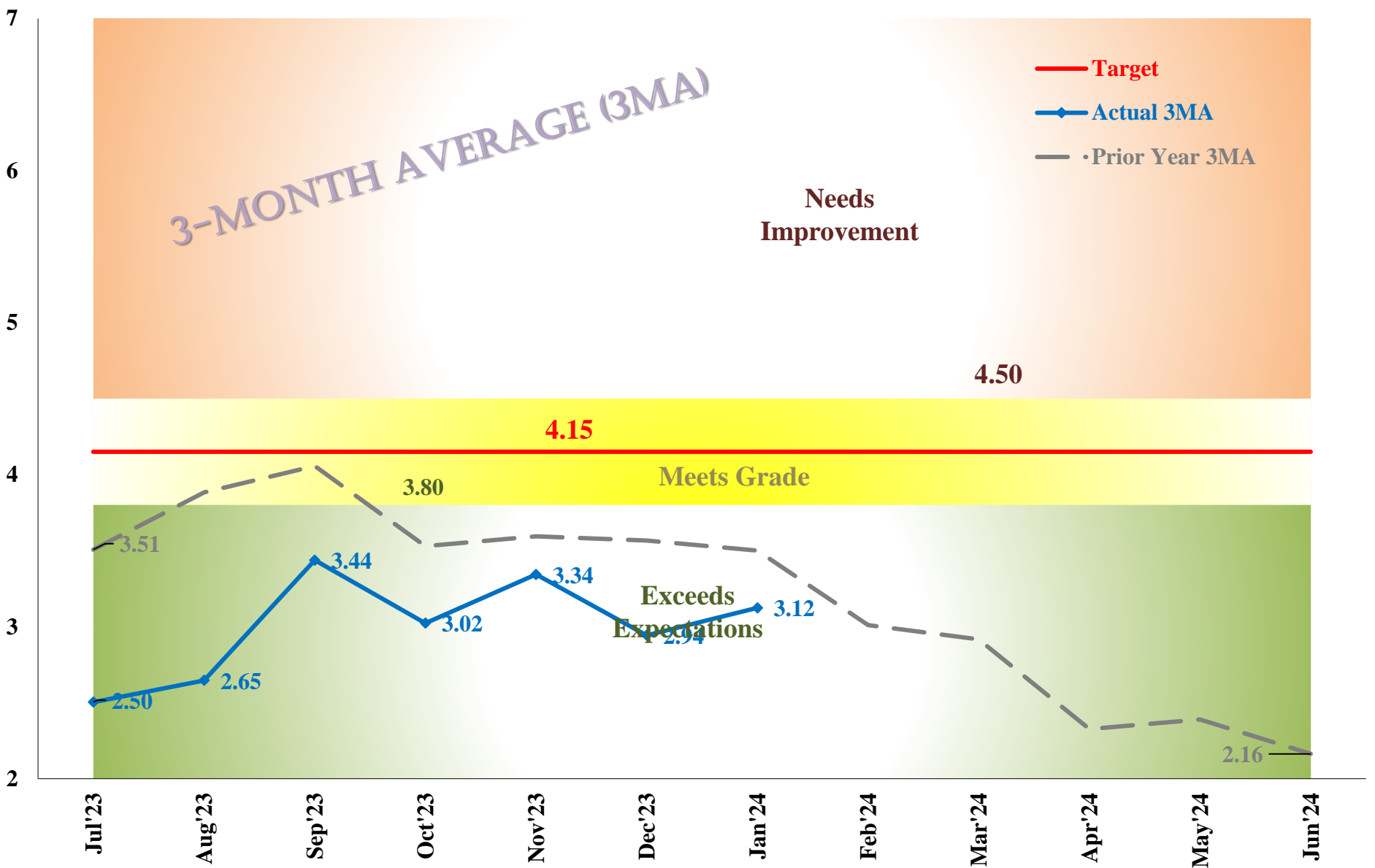


JANUARY FY24
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

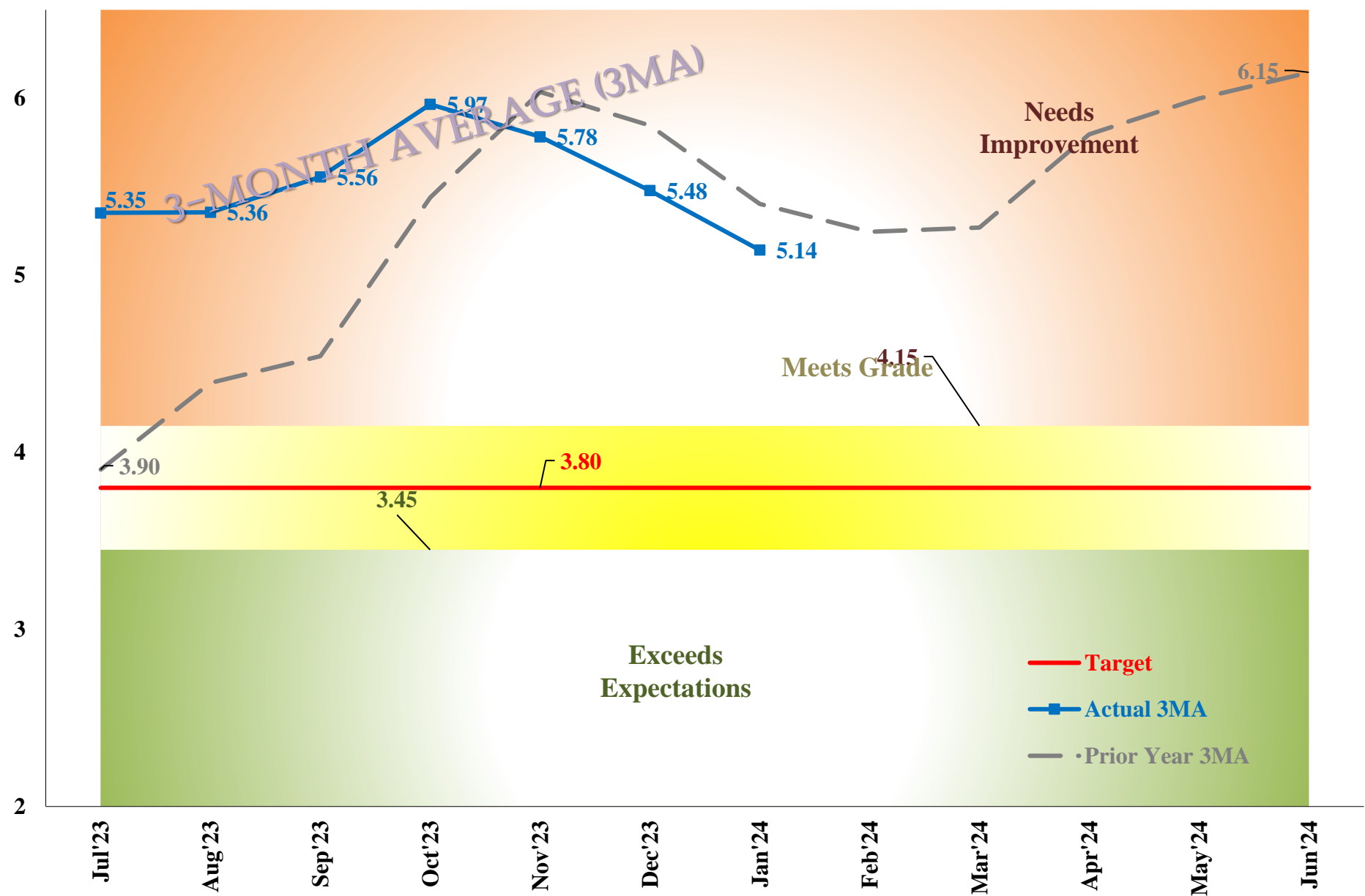
Safety & Security KPIs

KPI	FY24 Target	Jan FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.57	-1.58	2.91	-1.24	-0.92
Bus Collision Rate per 100K Miles	3.80	4.67	0.87	5.40	1.60	0.22
Mobility Collision Rate per 100K Miles	2.50	3.66	1.16	3.38	0.88	-1.76
Employee Lost Time Incident Rate	3.80	3.38	-0.42	3.84	0.04	-0.11

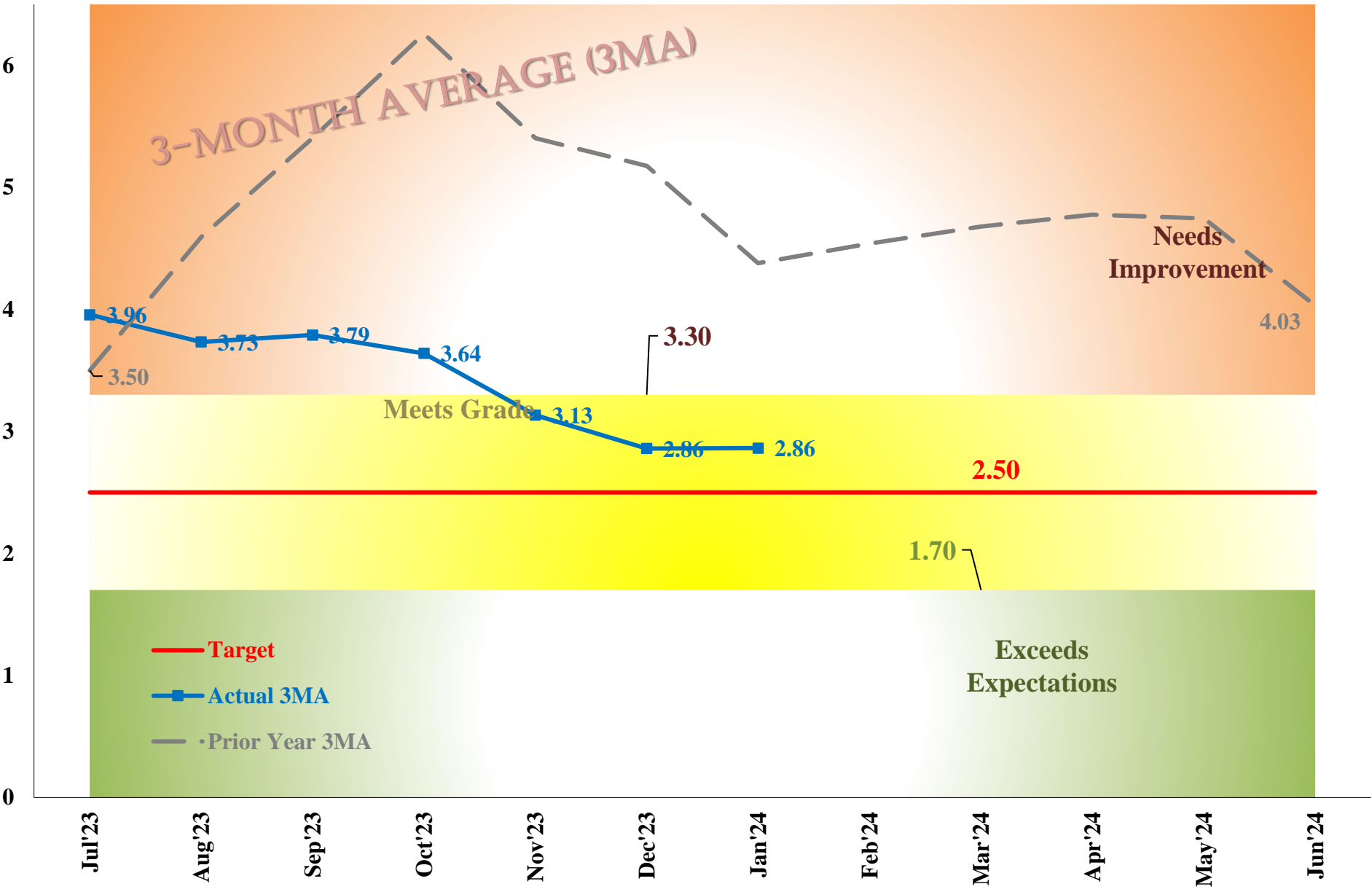
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



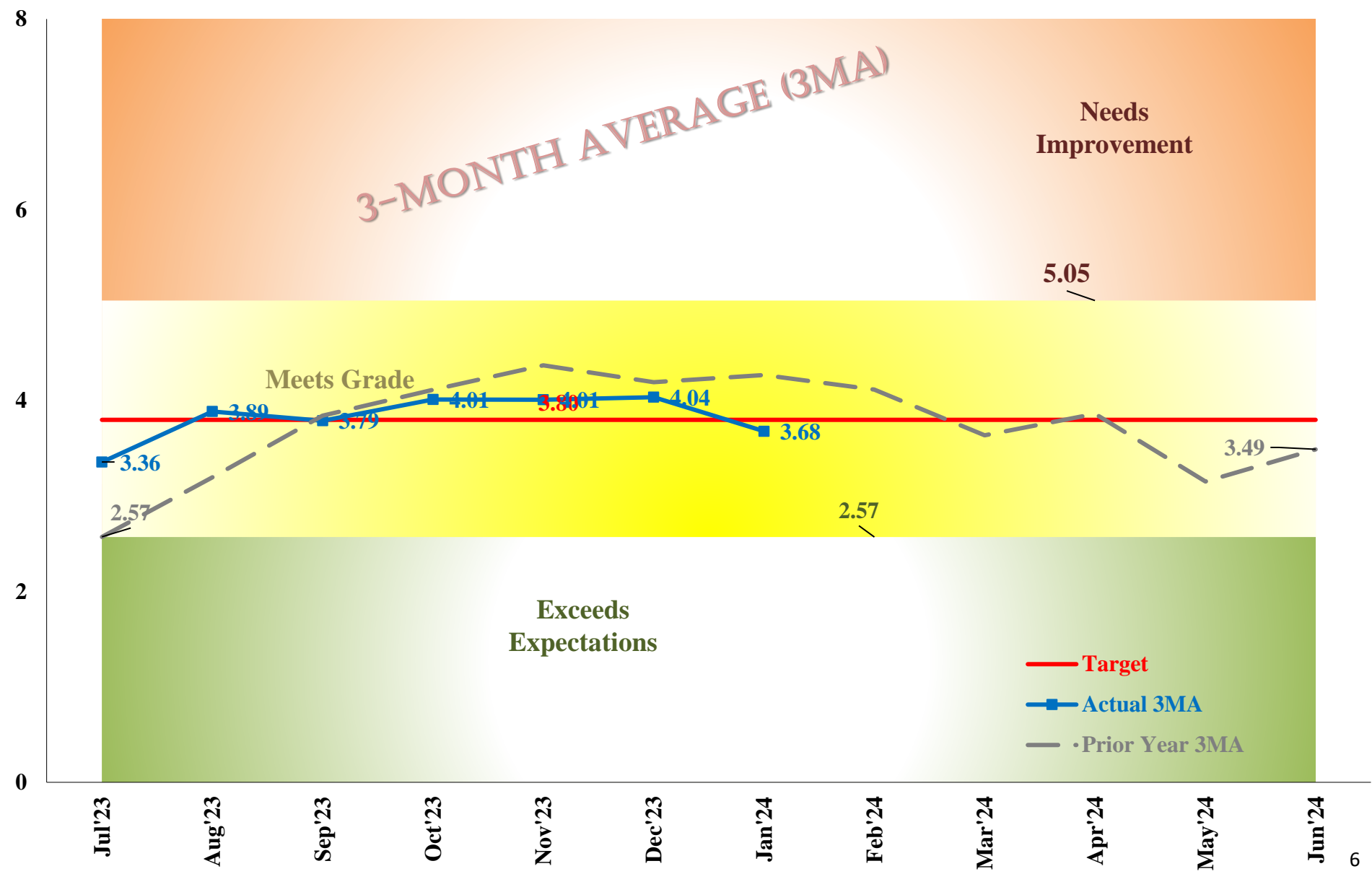
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.

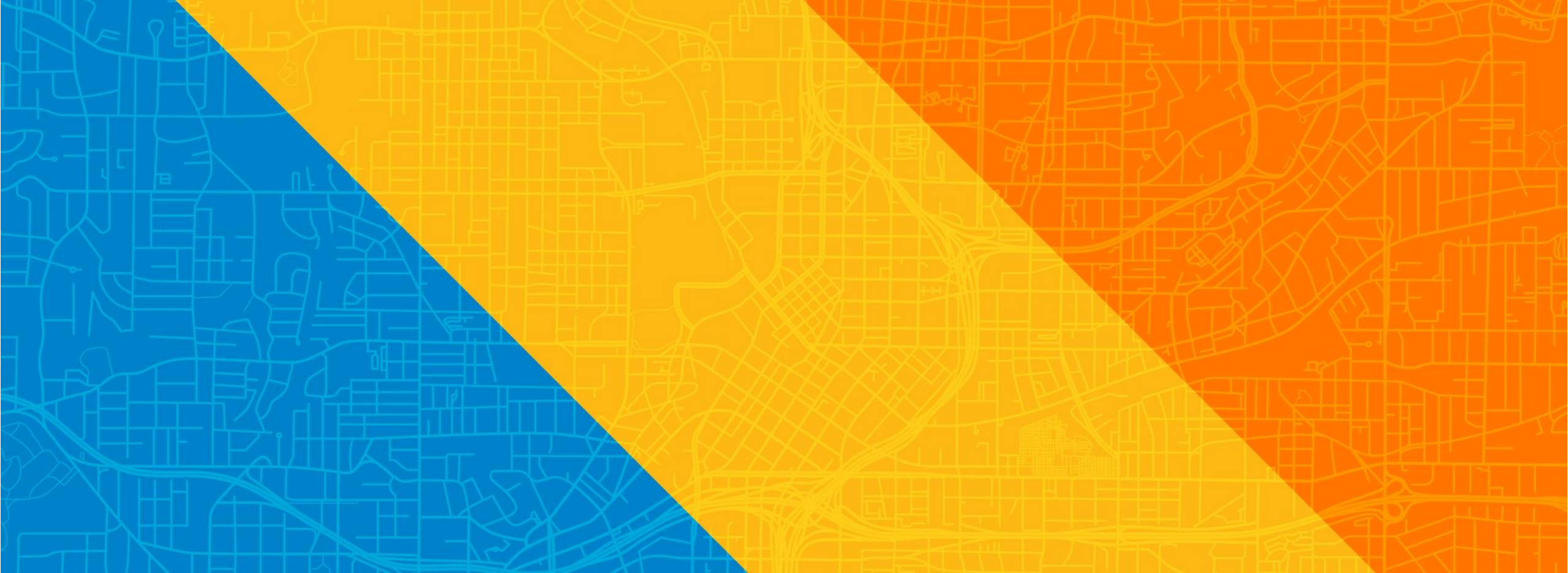


Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.



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





Thank You

