BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, FEBRUARY 24, 2022

ATLANTA, GEORGIA

<u>MEETING MINUTES</u>

1. **CALL TO ORDER AND ROLL CALL**

Chair Worthy called the meeting to order at 10:19 A.M.

<u>Board Members Present:</u>	Stacy Blakely
	Jim Durrett
	William "Bill" Floyd
	Roderick Frierson
	Freda Hardage
	Rod Mullice
	Al Pond
	Rita Scott
	Reginald Snyder
	Thomas Worthy, Chair
<u>Board Members Absent:</u>	Roberta Abdul-Salaam
	Robert Ashe, III
	Russell McMurry
	Kathryn Powers
	Christopher Tomlinson
<u>Staff Members Present:</u>	Collie Greenwood
	Rhonda Allen
	Peter Andrews
	Luz Borrero
	M. Scott Kreher

Ralph McKinney
Manjeet Ranu
Raj Srinath
George Wright

Also in Attendance: Board General Counsel Justice Leah Ward Sears of Smith, Gambrell & Russell, LLP; David Wickert (AJC); other MARTA staff: Jorge Bernard, Phyllis Bryant, Keith Chambers, Stephany Fisher, Lawrence Graham, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Jonathan Hunt, MPD Officer Hutt, Deloris Jacobs, Keri Lee, Dean Mallis, Douglas Miller, Paula Nash and Kirk Talbott.

2.   **APPROVAL OF THE MINUTES**

Minutes from January 27, 2022 Operations and Planning Committee
Approval of Minutes from January 27, 2022 Operations and Planning Committee. On a motion by Board Member Pond, seconded by Board Member Mullice, the motion passed by a vote of 9 to 0 with 9 members present.

3.   **RESOLUTIONS**

Resolution Authorizing the Award of a Contract for the Procurement of Threat & Vulnerability Assessment, Training & Exercise, RFP P47755
Approval of the Resolution Authorizing the Award of a Contract for the Procurement of Threat & Vulnerability Assessment, Training & Exercise, RFP P47755. On a motion by Board Member Hardage, seconded by Board Member Pond, the resolution passed by a vote of 9 to 0 with 9 members present.

Resolution to Rescind the Award to Tyler Technologies, Inc., and an Approval of Award to Central Square Technologies, LLC for Police Computer Aided Dispatch/Records Management System, RFP P46669
Approval of the Resolution to Rescind the Award to Tyler Technologies, Inc., and an Approval of Award to Central Square Technologies, LLC for Police Computer Aided Dispatch/Records Management System, RFP P46669. On a motion by Board Member Pond, seconded by Board Member Mullice, the resolution passed by a vote of 9 to 0 with 9 members present.

Resolution Authorizing the Award of a Single Source Contract for Procurement of Brake System Overhaul/Repairs for Atlanta Streetcar Number RFPP P49950
Approval of the Resolution Authorizing the Award of a Single Source Contract for Procurement of Brake System Overhaul/Repairs for Atlanta Streetcar Number RFPP P49950. On a motion by Board Member Hardage, seconded by Board Member Durrett, the resolution passed by a vote of 9 to 0 with 9 members present.

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Airport End of Line Rail Car Cleaning, P49173
Approval of the Resolution Authorizing a Modification in Contractual Authorization for Airport End of Line Rail Car Cleaning, P49173. On a motion by Board Member Durrett, seconded by Board Member Pond, the resolution passed by a vote of 9 to 0 with 9 members present.

4.   **BRIEFING**

> **FY22 December KPIs (Rail Operations)**
> George Wright, Jorge Bernard, Douglas Miller, and Keith Chambers presented the Committee with Key Performance Indicators (KPIs) from Rail Operations.

5.   **OTHER MATTERS**

> FY22 December Operations and Safety Department KPIs (Informational Only)

6.   **ADJOURNMENT**

> The meeting adjourned at 11:17 A.M.

Respectfully submitted,

Tyrene L. Huff

Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: https://youtu.be/Fw9-4in0zM4

Request for approval of a contract for Procurement of Threat & Vulnerability Assessment, Training & Exercise P47755

OPS/Safety Committee

**February 24, 2022**

History

- MARTA is overseen by the Georgia Department of Transportation and the associated Federal Transit Administration agency (49 CFR Part 674).

- Threat & Vulnerability Assessment, Training & Exercise (**TVA**) program managed by a consultant since 2009.

- OPS/Safety Committee approved TVA in November 2020.

Request for Proposals Process

- Commenced solicitation with release of public Request for Proposals June 21, 2021

- Nine (9) proposals were received by the due date of August 6, 2021

- Source Evaluation Committee (SEC) commenced evaluation process of nine (9) proposals September 9, 2021

- SEC entertained three (3) Proponent's virtual presentations November 1, 2021

- SEC evaluated best and final offers (BAFO) from three (3) Proponents November 8, 2021

- SEC submitted recommendation for Tetra Tech, Inc. November 8, 2021
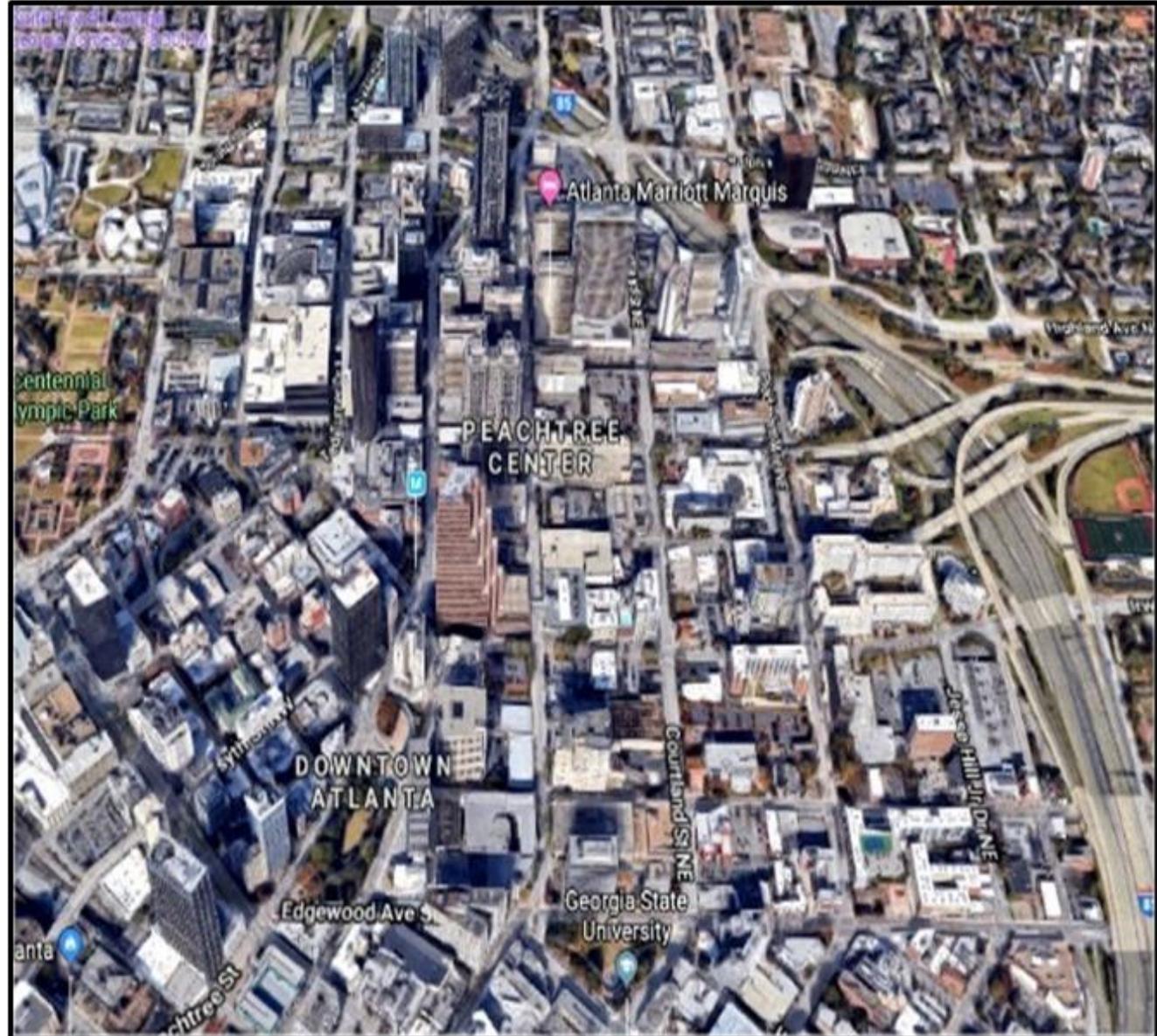
Benefits

The Authority has Dedicated & Professional Staff to:

- Develop and maintain a system security plan that complies with the Georgia Department of Transportation's (GDOT) program standard and requirements

- Conduct quarterly internal safety and security audits

- Review and update emergency plans annually (Pandemic Plan, Security & Emergency Preparedness Plan, Continuity of Operations Plan)

- Conduct Threat & Vulnerability Assessments for the Authority and all new capital projects

- Develop & conduct full-scale, functional and tabletop exercises (after-action report)

- Assist in the creation and implementation of security certification plan for all new capital projects

- Handle corrective action items from the state audit

- On-site support for the Police Emergency Preparedness Unit (EPU)

- Quarterly on-site/virtual program management meetings to prepare MARTA for upcoming audits, oversight meetings, and executive briefings.

- Respond to GDOT's evolving demands

Summary

- Current Threat & Vulnerability Assessment, Training and Exercise contract expires February 28, 2022

- Three (3) vendors were selected for review by the Source Evaluation Committee with two (2) moving forward to the competitive range.

- Source Evaluation Committee selected Tetra Tech, Inc. with a unanimous vote

- Four-year contract in the amount of $2,823,483.60 and an option year of $709,071.62

- Disadvantaged Business Enterprise goal of 8% met

- **Respectfully requesting authorization to enter a contract (P47755) with Tetra Tech, Inc. for the Threat & Vulnerability Assessment, Training & Exercise in the amount of $3,532,555.22 for 4 years and one option year**

Thank You

marta

Request for approval of a contract for MPD Computer Aided Dispatch/Records Management System P46669

OPS/Safety Committee

February 24, 2022

History

- Current system originally called Pamet went live in January 1995.

- System has gone through several buyouts and Securus Technologies is the current vendor and was due to sunset in 2019.

- Securus Technologies agreed to provide support until December 2021 which will be the "end of life" state for the system.

- A few hardware upgrades have been completed recently to include Barcoding for Property/Evidence and software to support new federal guidelines on reporting crime from UCR to NIBRS.

- OPS/Safety Committee approved system refresh in May 2020.

Benefits

- Responding units will be directed, expeditiously, by embedded ESRI mapping and Picometry aerial imagery.
- Integrated mobile communication and collaboration will augment in-the-field situational awareness, all to improving officers' safety and security.
- Expanded productivity and efficiency by supplanting MPD's repertoire of roughly twenty paper forms with workstation and laptop-based documentation and reporting.
- Enhanced workflow as officer submissions will be routed to supervisors, electronically. Supervisors will discharge incomplete/inaccurate reports and straightforwardly return those to the author for revision and refiling.
- NCIC/GCIC and CJIS database access will highlight persons-of-interest and repeat offenders.
- Automatic formatting and transmission of (NIBRS) reports will ensure timely compliance.
- Call-takers' tasks will be facilitated by automatic address verification (ANI/ALI Caller-ID support for E911 Phase I, Phase II, and wireless callers).

RFP Process

- Commenced solicitation with release of public Request for Proposals February 2021

- Due date extended to May 2021 after questions were presented by vendors

- SEC commenced evaluation process of (4) proposals June 2021

- SEC entertained (2) Proponent's virtual presentations July 2021

- SEC evaluated BAFO responses from (2) Proponents

- SEC submitted recommendation for Tyler Technologies, Inc.
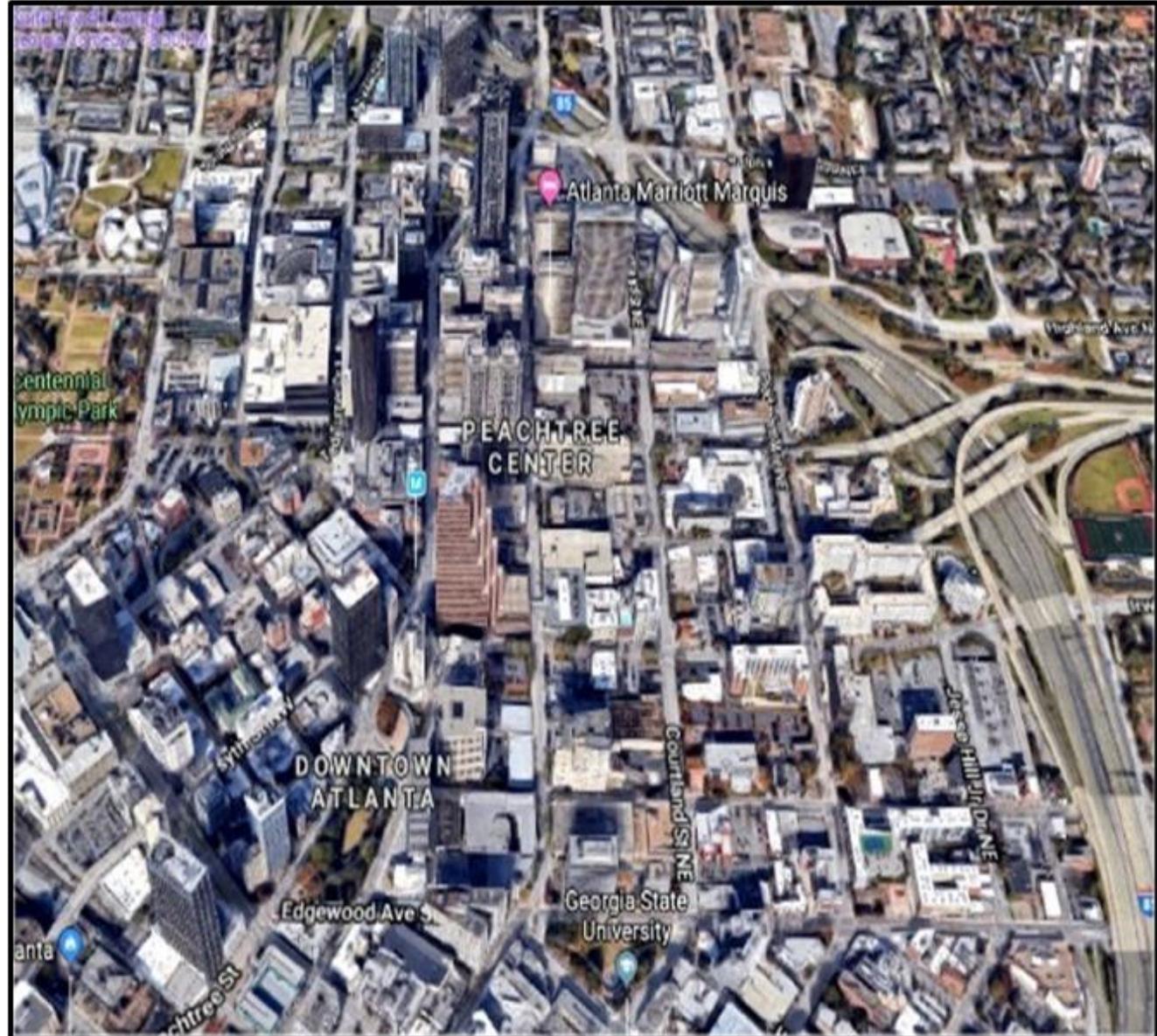
Summary

- SEC selected Tyler Technologies, Inc. but was found unable to meet the requirements of the Authority and was canceled. CentralSquare was the next vendor and selected.

- Four-year contract in the amount of $4,529,169.54.

- DBE goal is 12%. As of today, CentralSquare is at 10%.

- **Respectfully requesting authorization to enter a contract (P46669) with CentralSquare for the MPD CAD/RMS system in the amount of $4,529,169.54 for 4 years.**

Thank You

marta

Resolution Authorizing the Award of a Single Source Contract for Procurement of Brake System Overhaul/Repairs for Atlanta Streetcar RFPP P49950

Lawrence Graham, General Superintendent

OVERVIEW

- Contract Information
- Scope of Work
- Components
- Recommendation

Contract Information

Vendor: KNORR Brake Company (KBC) (OEM)

Contract Type: Single Source

Contract Award: $858,687.00

Funding Source: Local Capital

Contract Term: One Year – No Options

DBE: No DBE Goal

Scope of Work

SCOPE: Provide technical and overhaul services for four (4) Atlanta Streetcar S70 Light Rail Vehicles

- Overhaul four (4) trainsets of Brake Units

- Supply one trainset of float new brake units to minimize the impact on revenue service

- Provide labor to perform removal and installation of brake units in Atlanta

- Includes roundtrip shipment of brake units to KBC in Westminster, Maryland

- Turn around time is 8-10 weeks

- Warranty twelve months

Components

- Electro-Hydraulic Unit (EHU)
- Brake Calipers (Power & Center Truck)
- Track Brakes
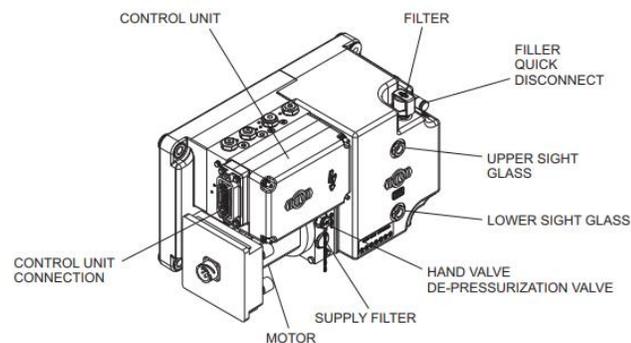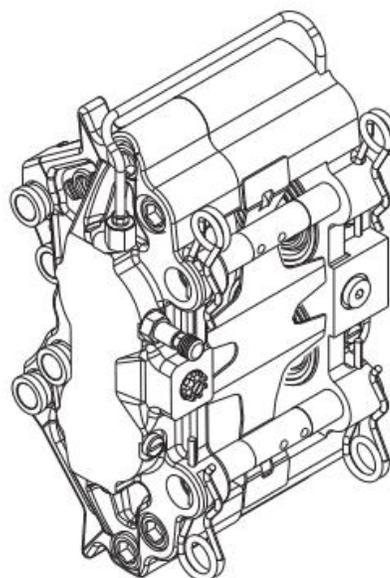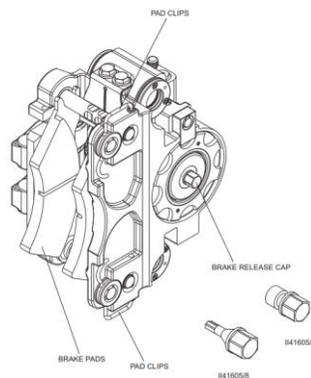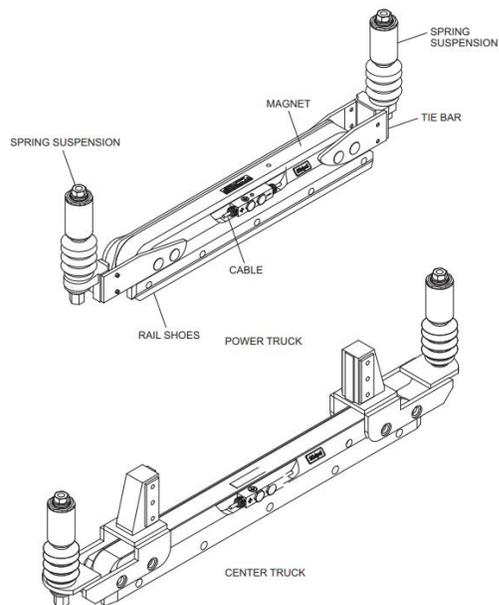
Request to Approve Resolution

Resolution Authorizing the Award of a Single Source Contract for Procurement of Brake System Overhaul/Repairs for Atlanta Streetcar RFPP P49950 in the amount of $858,687.00

Thank You

Terminal Point Rail Car Cleaning

P49173 Rail Car Cleaning at the Terminal Point

Jorge L Bernard
Director of Rail Services N/S Line

Overview

Scope of Work
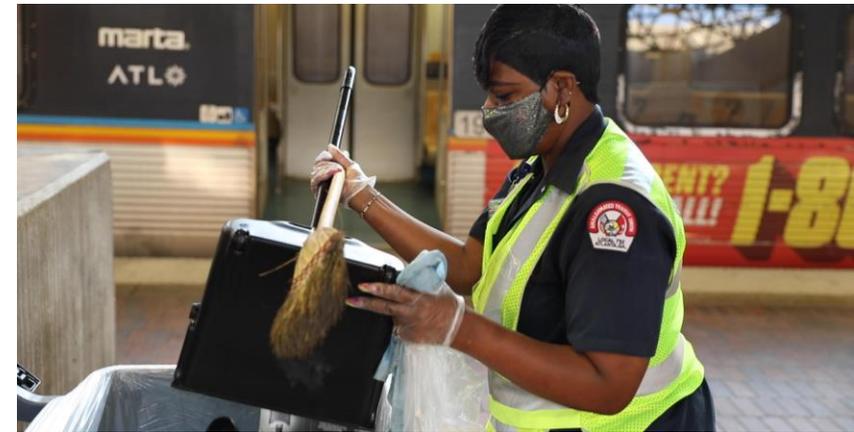
Contract Information

Recommendation

Scope of Work

Provide enhanced Rail Car Cleaning at the Terminal Point Stations (Airport and Indian Creek)

- De-litter Rail Cars

- Sanitize High Touch Areas

- Mop spills

Contract Information

- Vendor: Atlanta Transportation Systems, Inc.
- Initial Award: $195,000.00
- Initial Contract Length: 60 Days for one location
- Additional Funding: $564,480.00
  - Add a second Terminal Point (Airport and Indian Creek)
  - Provide service thru the end of FY22

Request to Approve Resolution

Resolution

- Authorizing a modification of contract P49173

- Additional funding in the amount of $564,480.00

Benefits

- Additional Terminal Point (Indian Creek)

- Continuous Enhance Cleaning thru end of FY22

    - Additional 5 months

Thank You

DECEMBER FY22 PERFORMANCE

(RAIL OPERATIONS)

OFFICES OF
# RAIL TRANSPORTATION
RAIL CAR MAINTENANCE
VERTICAL TRANSPORTATION

Operations KPIs (Rail)

KPI	FY22 Target	December 2021	Monthly Variance vs. Target	FY21 Year-To-Date	FY22 Year-To-Date	YTD Variance vs. Target	YTD Variance FY22 vs. FY21
On-Time Performance	95.00%	96.82%	1.82%	97.63%	97.31%	2.31%	-0.32%
Mean Distance Between Failures	23,000	16,156	-6,844	15,035	17,757	-5,243	2,722
Mean Distance Between Service Interruptions	475	490	15	631	582	107	-49
Customer Complaints per 100K Boardings	1.00	0.24	-0.76	0.60	0.28	-0.72	-0.32

**MARTA | METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

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.

4
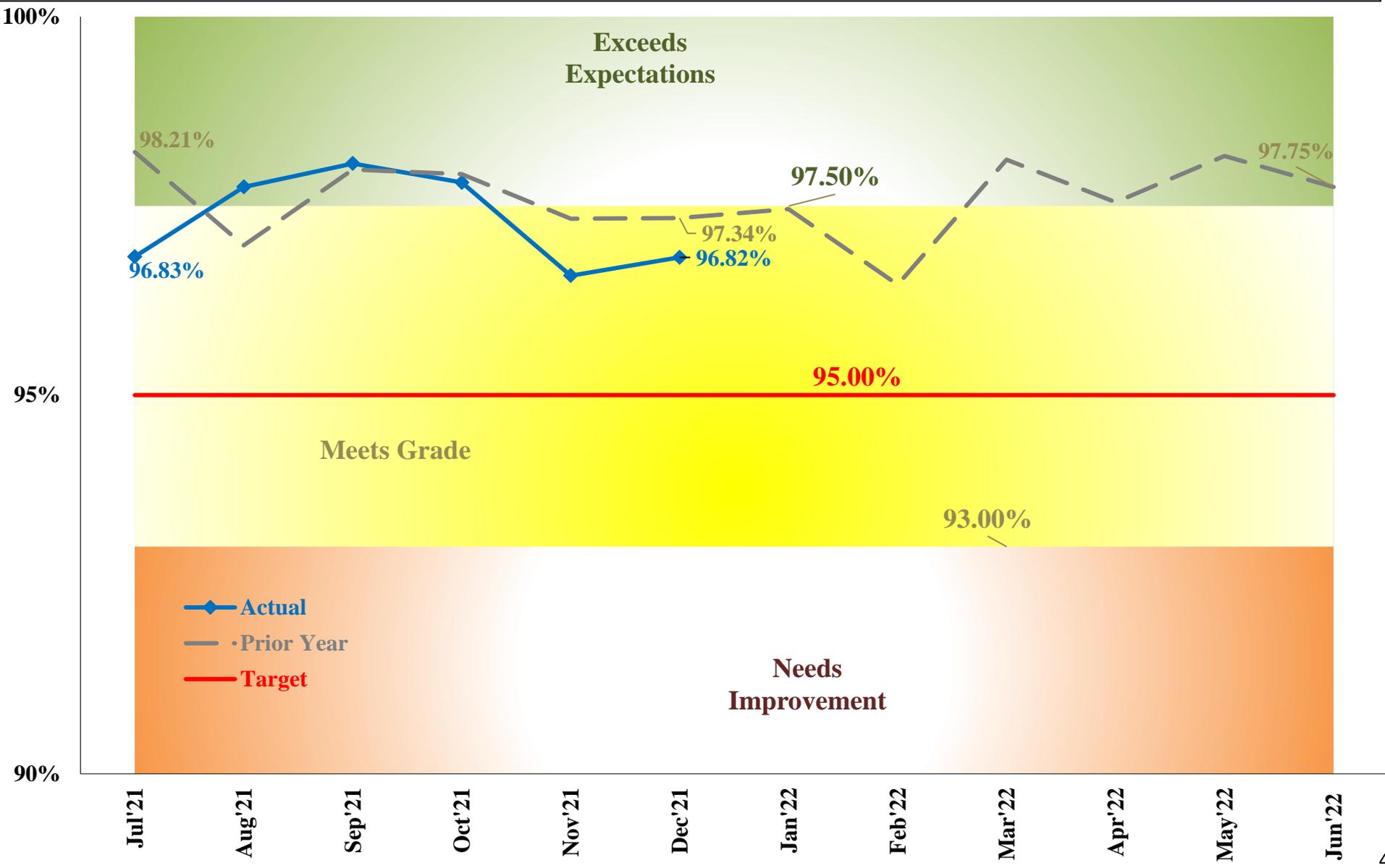
Rail Mean Distance Between Service Interruptions
Measures the mean distance (train miles) between lost and delayed trips..
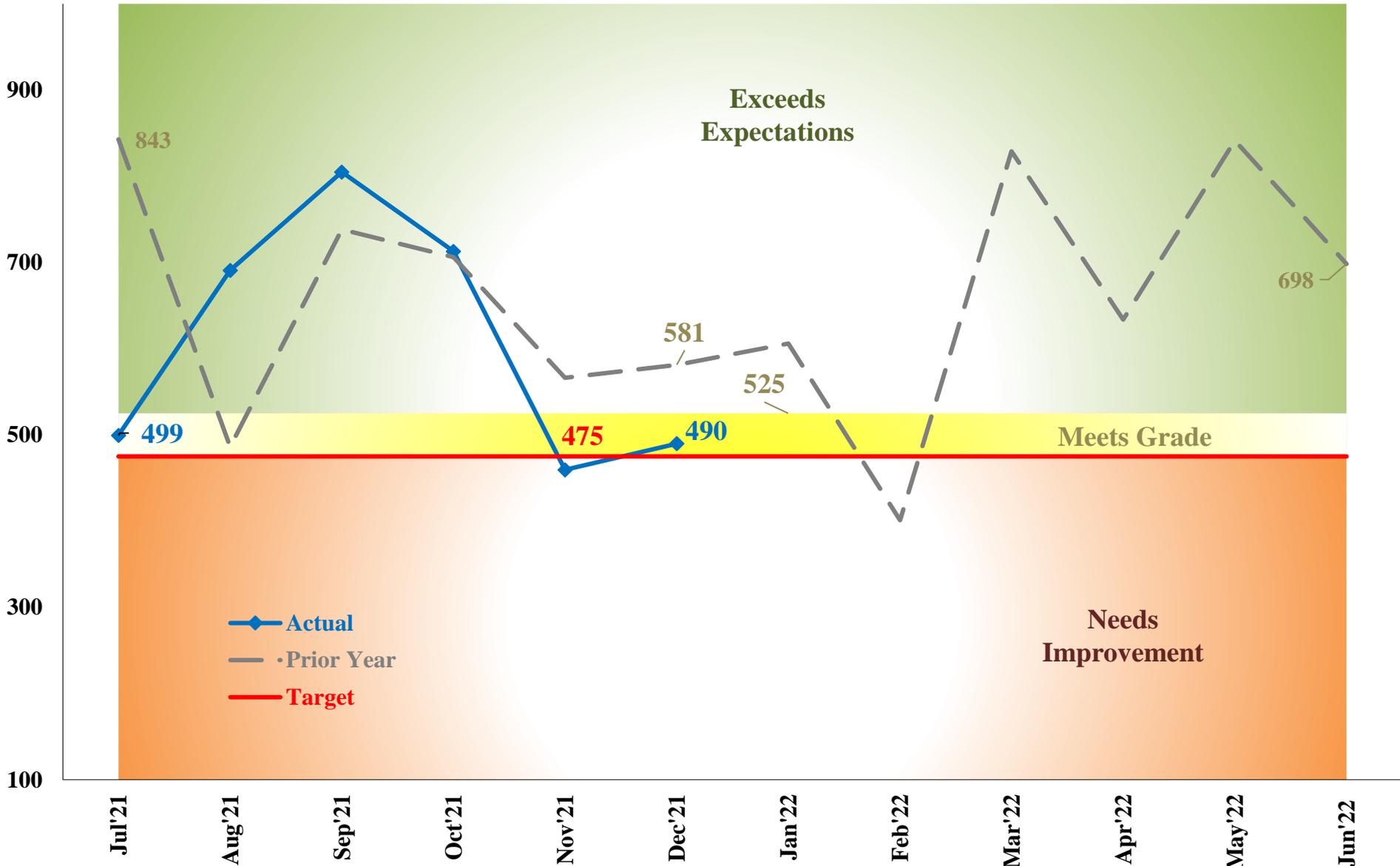
Rail Customer Complaints per 100,000 boardings Measures customer complaints about rail service per 100,000 rail passenger boardings...
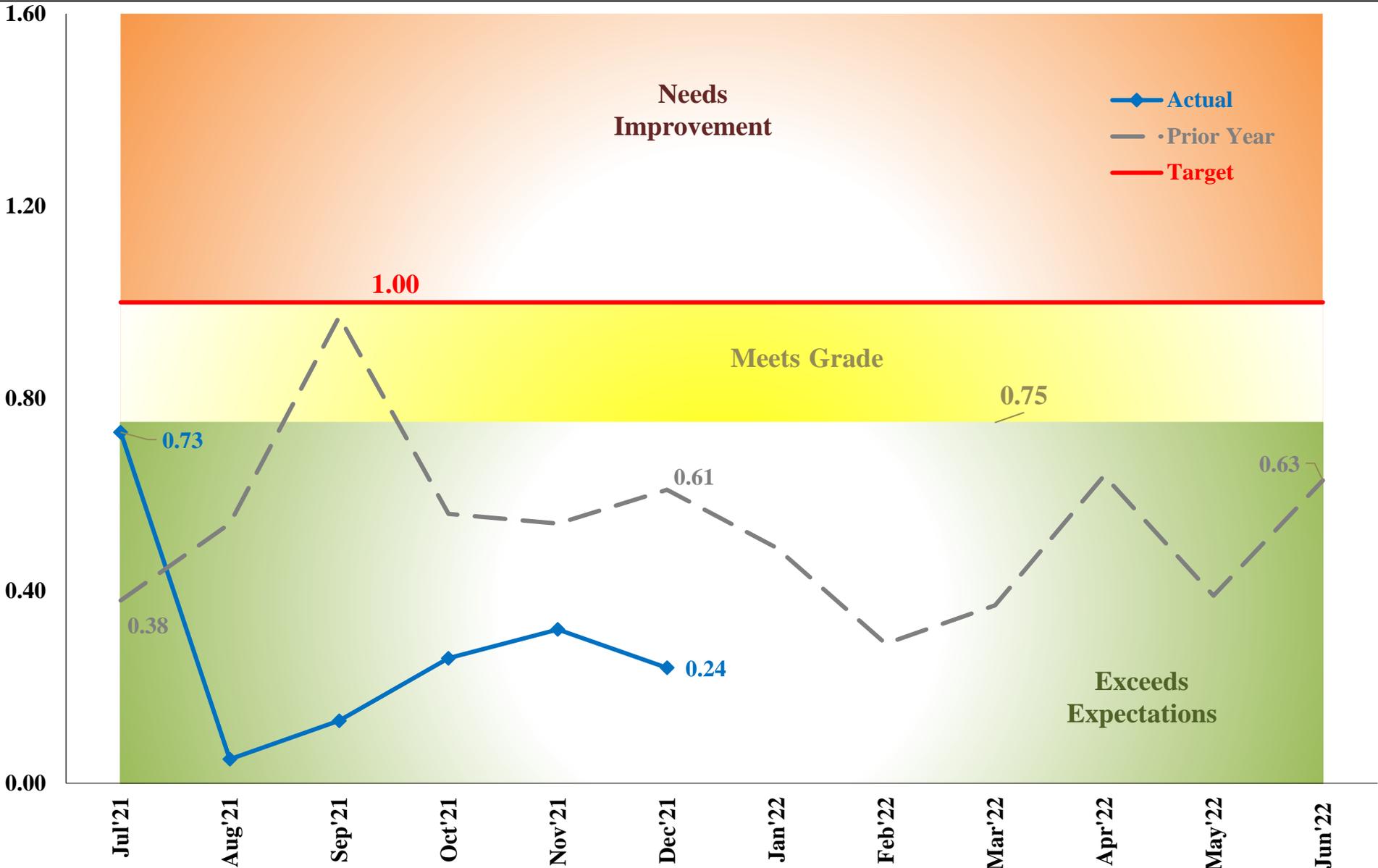
Rail Services Key Performance Indicators

➢ **On-Time Performance**

➢ **Mean Distance Between Service Interruptions**

➢ **Customer Complaints Per 100K Boardings**

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.

8
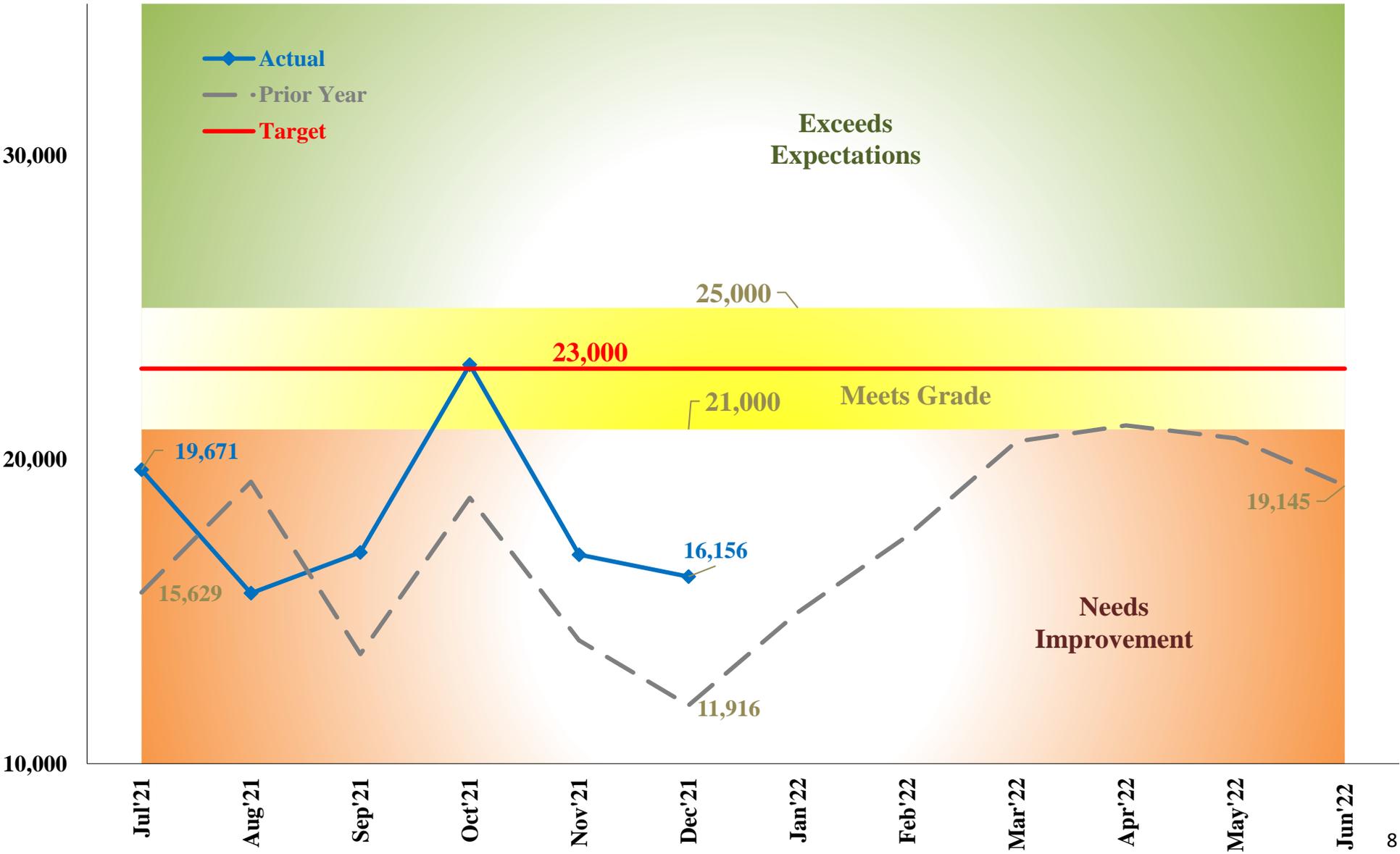
Rail Car Maintenance Program

Performance Review & Analysis

Daily: Service Review Meeting
- Review all Incidents

Weekly: Performance Review
- Review all Offloads

Monthly: Car Maintenance Review Board
- Review Subsystem Performance

FY22 MDBF
CQ310 21,539
CQ311 19,199
CQ312 11,916

RAIL CAR MAINTENANCE TROUBLESHOOTING PROTOCOL

The following guidelines are established to ensure that all our troubleshooting efforts are thorough and complete. All maintenance efforts should document this protocol. All troubleshooting efforts should follow a logical method (cause and effect) and include details in all documentation.

Clear definition of the problem or failure.
It is essential to have a clear understanding of the problem. Contact RSCC or anyone needed to clarify and/or define the problem. Obtain copies of incident reports, operator's reports, incident chronologies, or any needed information.

Check subsystem failure history.
This may provide insight into the failure or indicate the direction the troubleshooting should take.

Attempt to verify failure. (if possible)
The failure may be duplicated, clarified, or re-defined during this step. Clear and complete documentation is essential here. (The effect)

All tests or checks performed and detailed results.
This includes maintenance indicators, test points, measurements or readings found during troubleshooting or testing. The specific test equipment used should be noted.

The specific failure(s) found in detail.
A clear, concise, specific description of the failure is required. (The cause)

The specific detailed repair action taken to address the failure.
The corrective action that repairs the problem. (Addresses the cause and eliminates the effect)

The specific test and results performed to validate the repair.
This would include operational tests, test equipment results, maintenance indicators, and specific detailed track test results.

All failures must be investigated thoroughly. If a problem is found, all cursory checks must still be completed to address the nature of the failure. Do not stop when one related failure is found. Car histories should also be used to help judge the repair effort.

All maintenance documentation should be reviewed to ensure compliance with these criteria before releasing the car to service. We need to consistently take the troubleshooting to the next level in an effort to avoid repeated failures.

Initiatives
- LCARE
- Troubleshooting Protocol
- Three C's
- Truck Frame Transom Tube Repairs
- CQ311 Fleet Life Extension
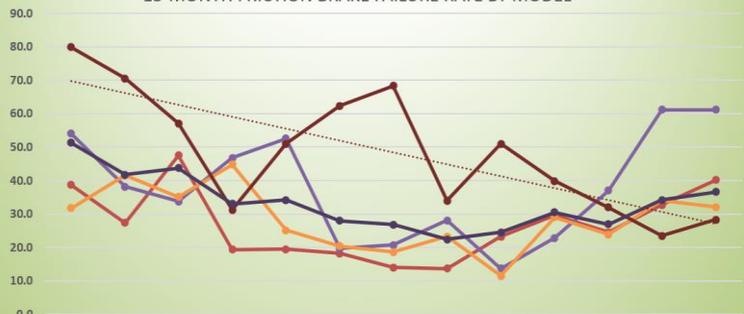
THREE (3) C's
WHEN FINISHING WORK ORDERS

1 COMPLAINT Any information to clarify the reported failure.
The source can be an operators or supervisors report, a review of the video, or more information obtained from RSCC. This should be used to further define the failure.
A review of the sub-system history must be included in this field.

2 CAUSE The actual failure (if any) that was validated.
The cause should be consistent with the reported or redefined symptoms. If the incident was caused by a passenger related issue, or by foreign object damage (FOD), this information must be included in this field.

3 CORRECTION The action taken to correct the cause of the reported failure.
This shall include the part replaced or the repair made to correct the cause of the reported failure. The test or validation shall also be included. Parts that were changed for fault isolation must be identified in this field.

Consistent complete closing information is essential to ensure that we are validating proper troubleshooting of failures of cars prior to release.

13-MONTH FRICTION BRAKE FAILURE RATE BY MODEL

|	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
CQ310	38.7	27.4	47.5	19.4	19.5	18.2	14.0	13.7	23.2	29.6	24.5	32.7	40.1
CQ311	54.1	38.2	33.7	46.8	52.5	19.6	20.7	28.1	13.6	22.9	37.0	61.2	61.2
CQ311FLE	31.8	41.5	35.1	44.8	25.2	20.4	18.6	23.3	11.5	29.1	23.9	34.1	32.0
CQ312	79.9	70.5	57.1	31.3	51.0	62.3	68.3	33.9	51.0	39.9	32.0	23.5	28.3
FLEET	51.3	41.7	43.7	33.0	34.2	28.0	26.8	22.4	24.5	30.4	26.9	34.1	36.6

Data Analysis: For the 13-month period, the failure rate trend line serves as an indicator of performance for the Friction Brake subsystem.

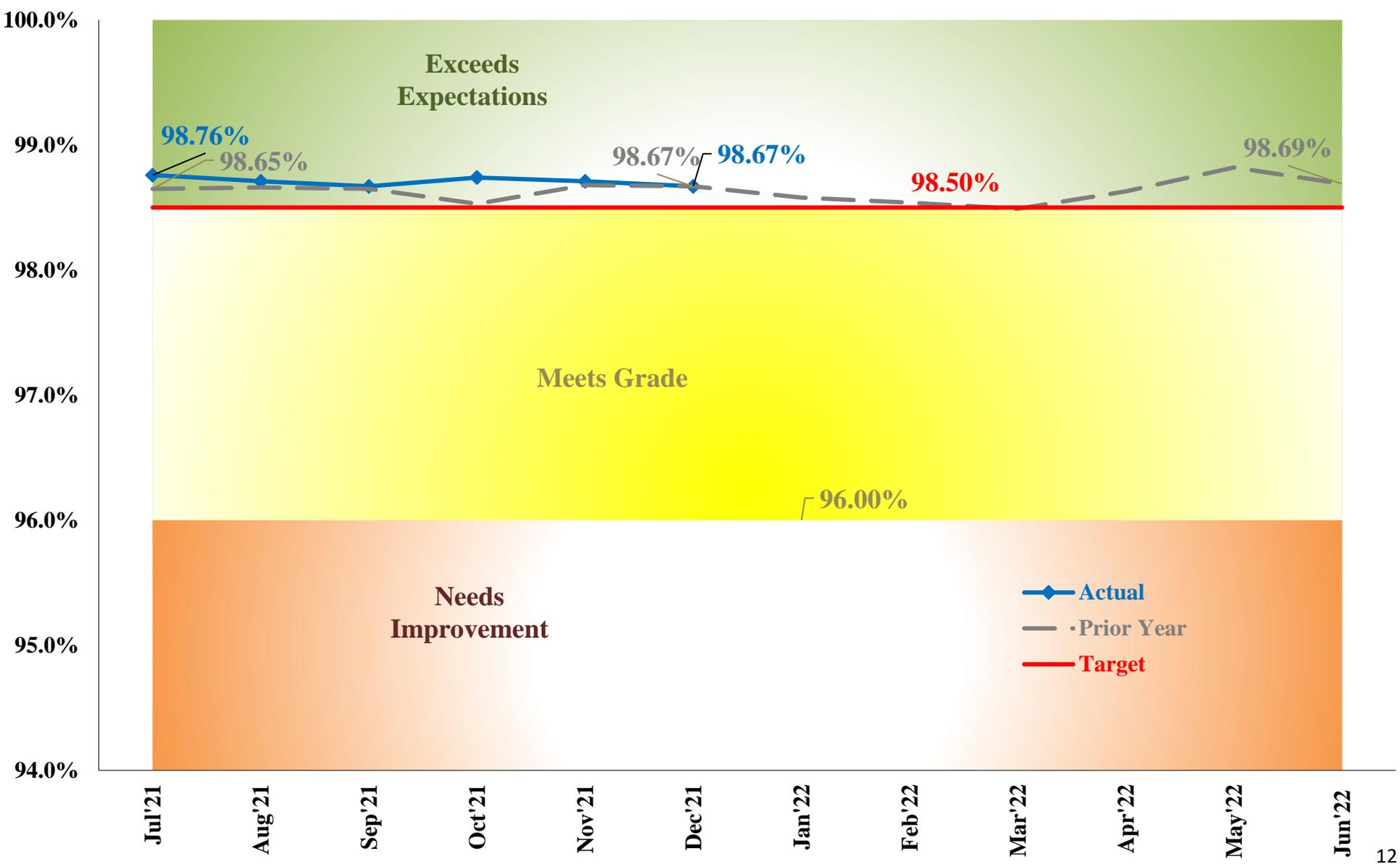Legend: CQ310, CQ311, CQ311FLE, CQ312, FLEET, Linear (CQ312)
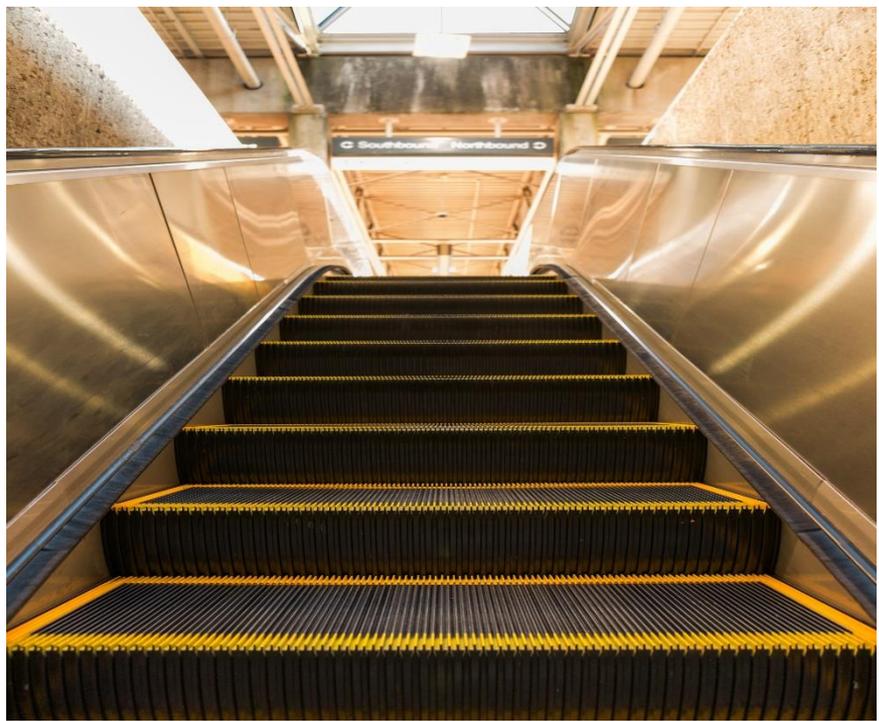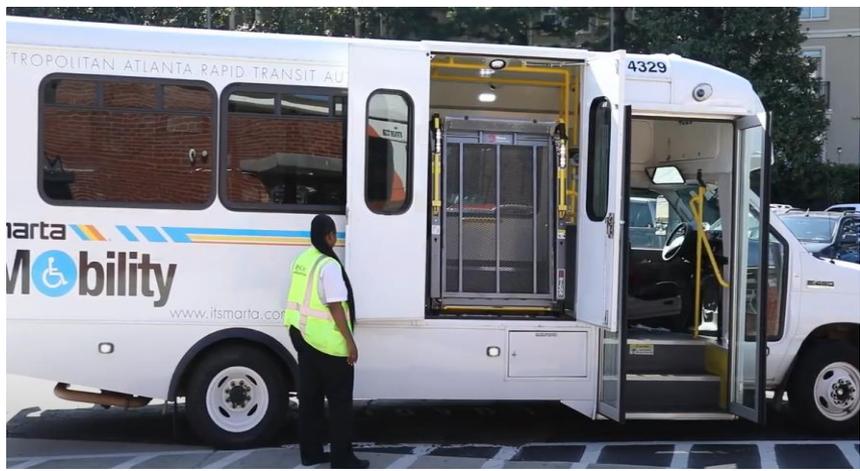
Operations KPIs (Vertical Transportation)

KPI	FY22 Target	December 2021	Monthly Variance vs. Target	FY21 Year-To-Date	FY22 Year-To-Date	YTD Variance vs. Target	YTD Variance FY22 vs. FY21
Escalator Availability	*98.50%*	**98.51%**	0.01%	**98.37%**	**98.49%**	-0.01%	0.12%
Elevator Availability	*98.50%*	**98.67%**	0.17%	**98.64%**	**98.71%**	0.21%	0.07%

Escalator Availability Measures the percentage of service hours during which escalators are available for customer use.
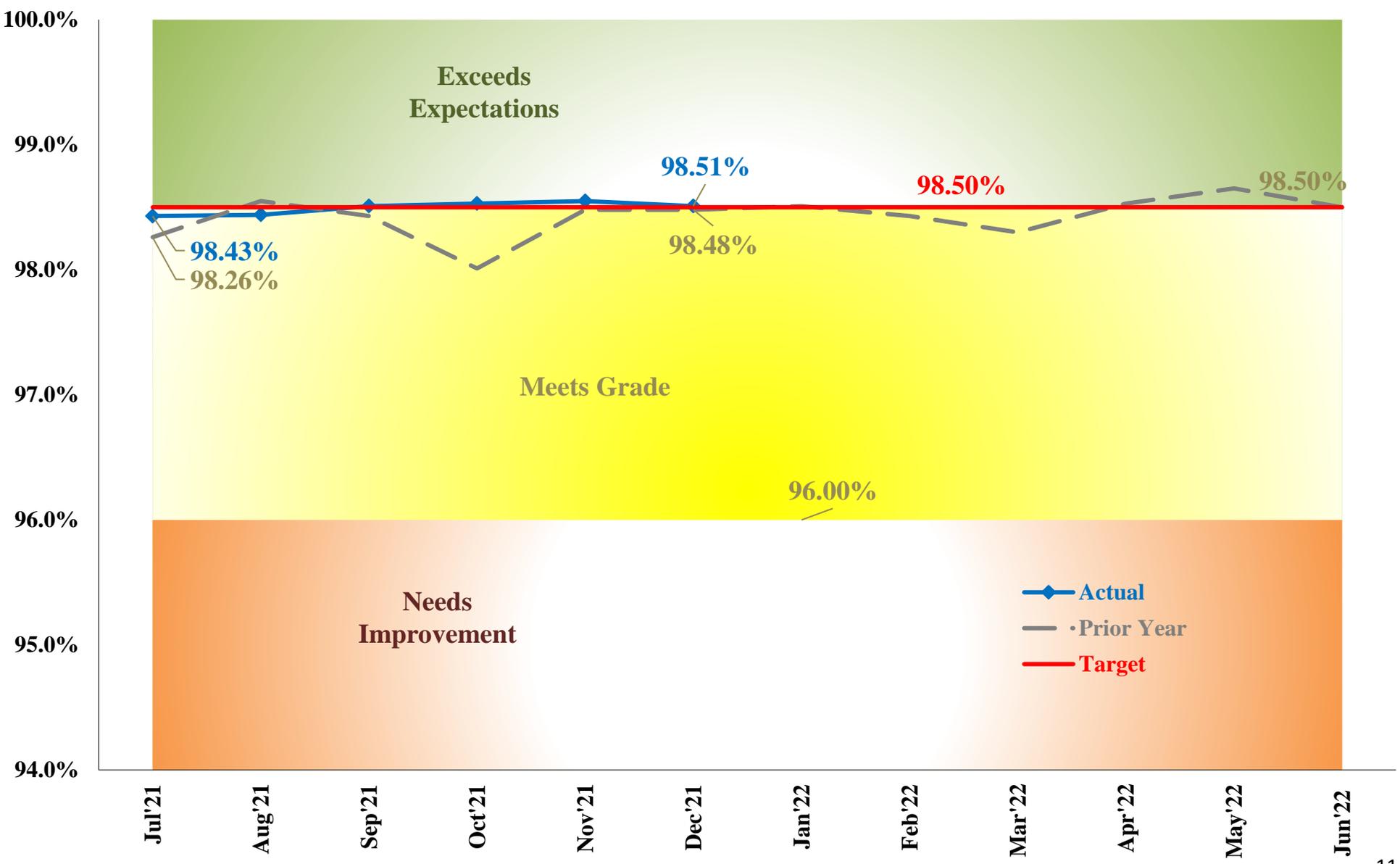
Elevator Availability Measures the percentage of service hours during which elevators are available for customer use.


Chart: Elevator Availability from Jul'21 to Jun'22

- 100.0%
- 99.0%
- 98.0%
- 97.0%
- 96.0%
- 95.0%
- 94.0%

Zones: Exceeds Expectations (green), Meets Grade (yellow), Needs Improvement (orange)

Data labels: 98.76%, 98.65%, 98.67%, 98.67%, 98.50%, 98.69%, 96.00%

Legend:
- Actual (blue line with diamonds)
- Prior Year (gray dashed line)
- Target (red line)

X-axis months: Jul'21, Aug'21, Sep'21, Oct'21, Nov'21, Dec'21, Jan'22, Feb'22, Mar'22, Apr'22, May'22, Jun'22

Thank You

marta

DECEMBER FY22
PERFORMANCE
(BUS OPERATIONS)

OFFICES OF
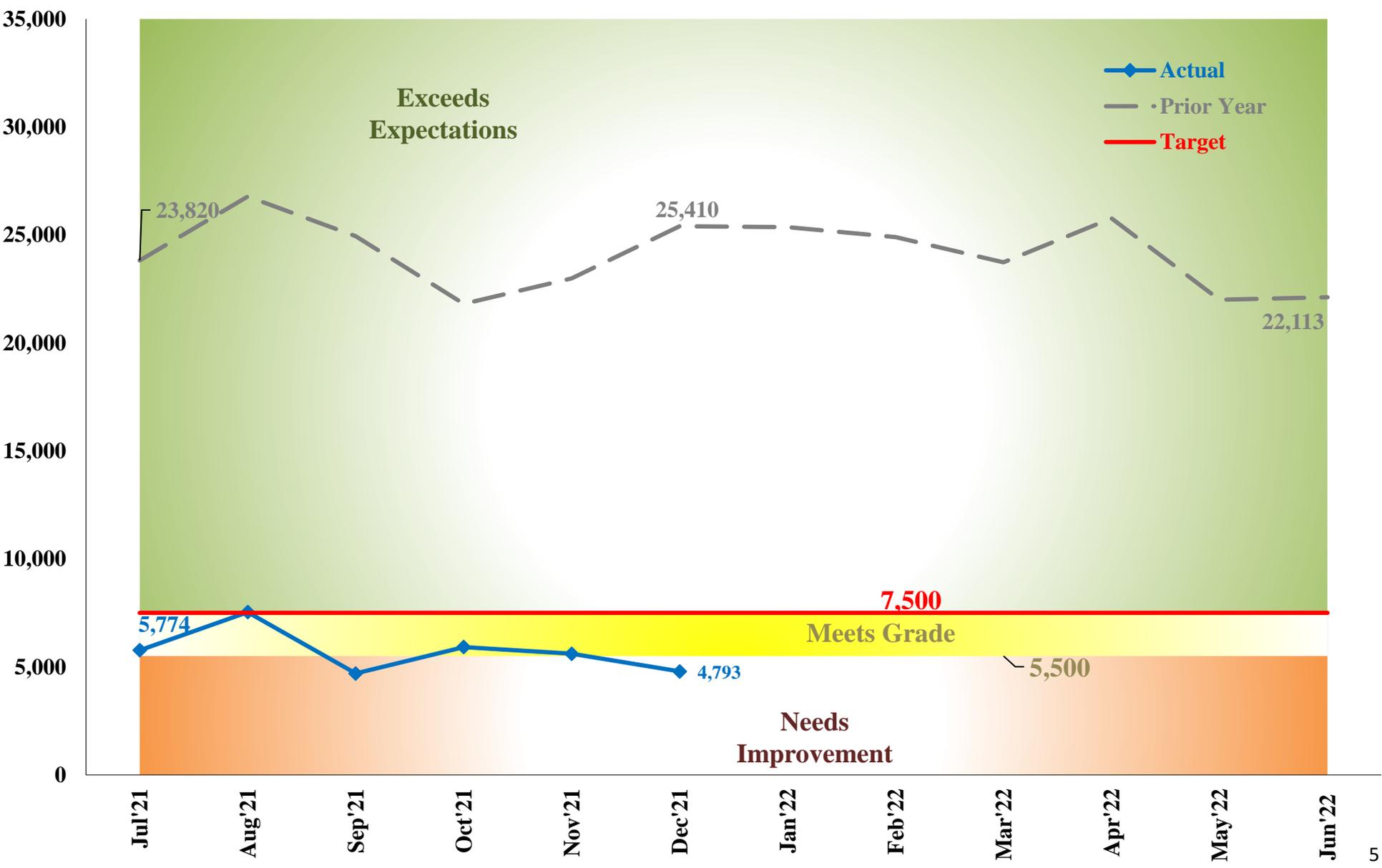# BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	80.85%	2.35%	81.76%	3.26%	3.13%
Mean Distance Between Failures	7,500	4,793	-2,707	5,598	-1,902	-18,592
Customer Complaints per 100K Boardings	8.00	6.21	-1.79	10.07	2.07	0.03

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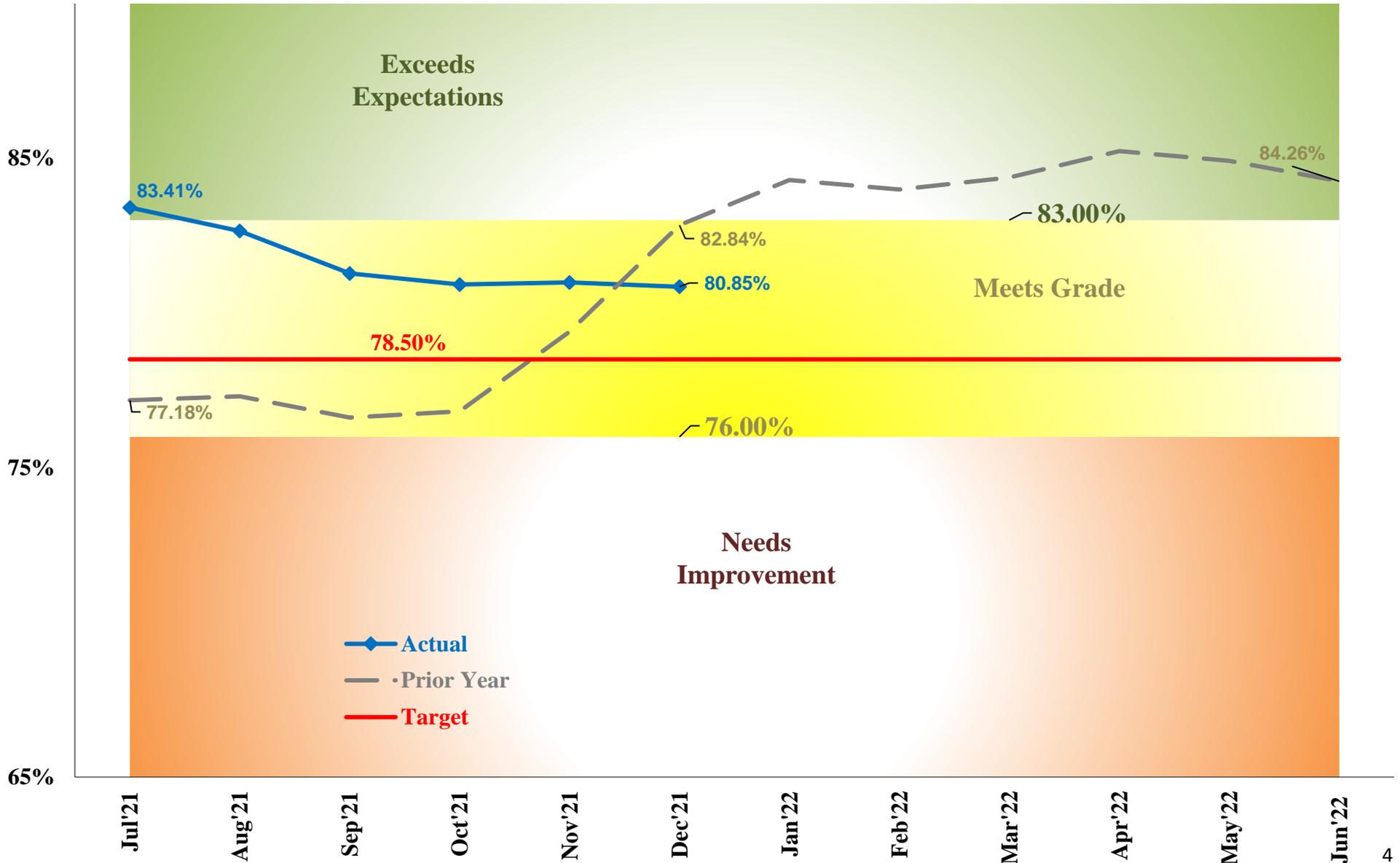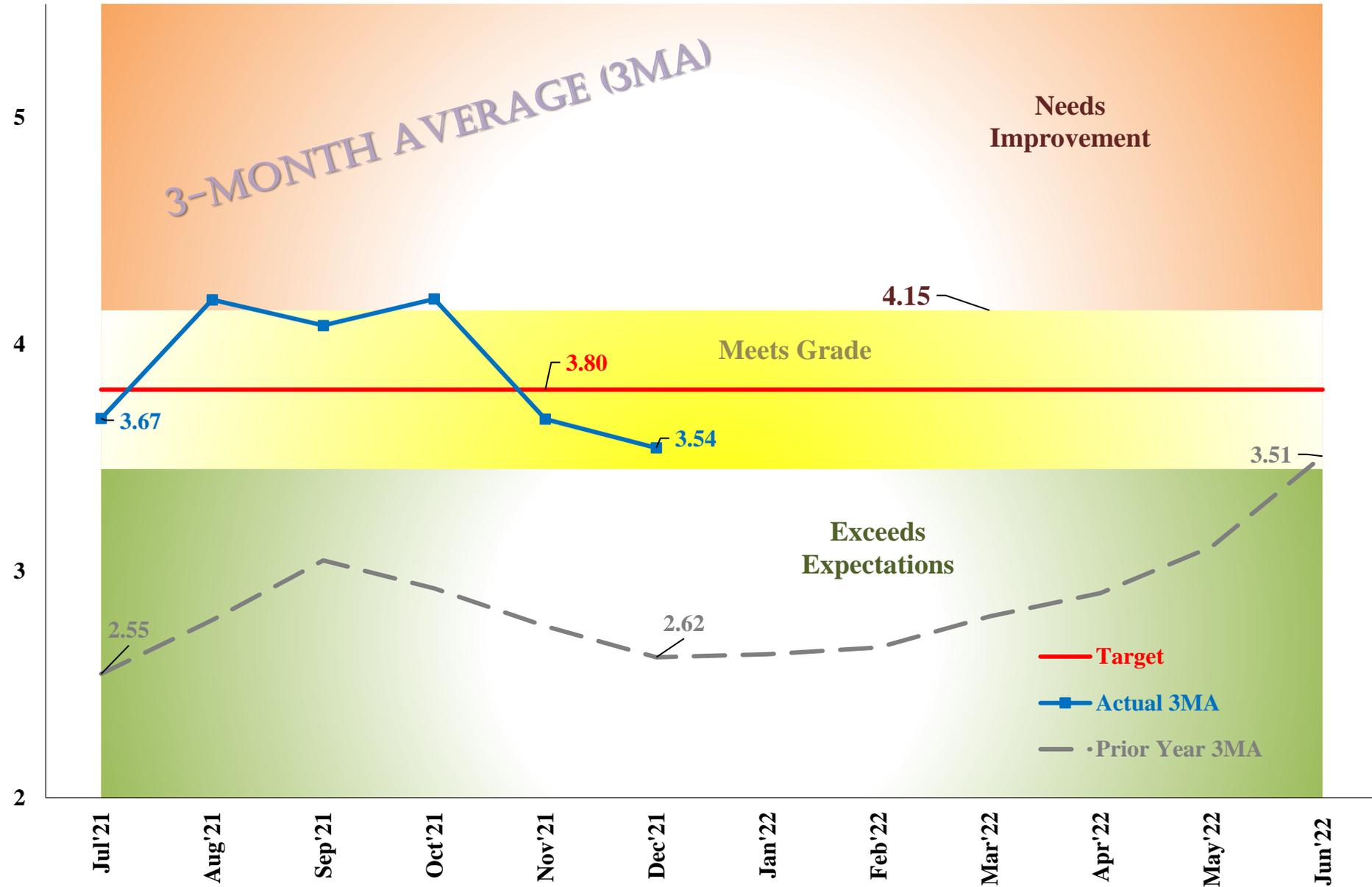
Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD

BUS
SAFETY KPI

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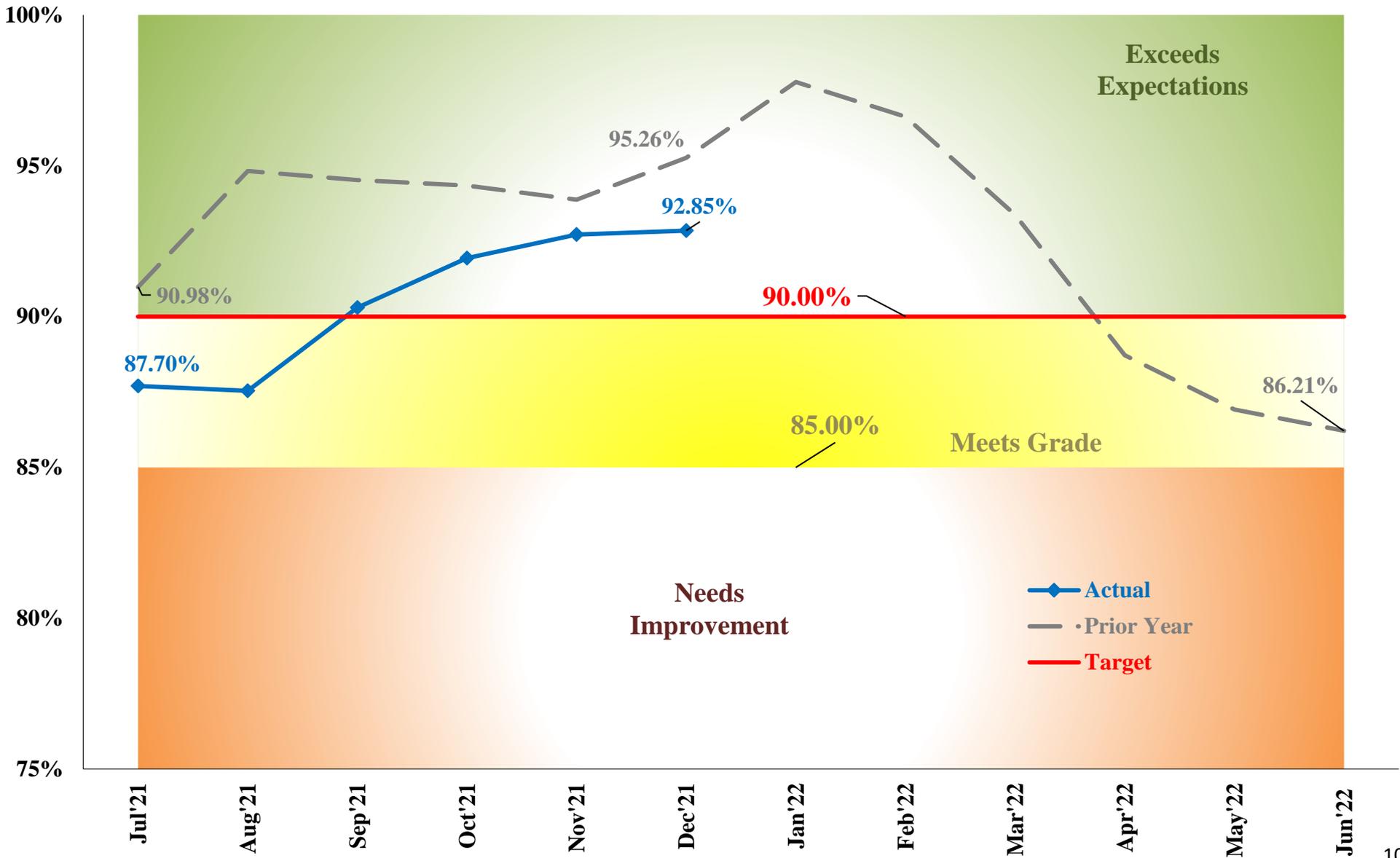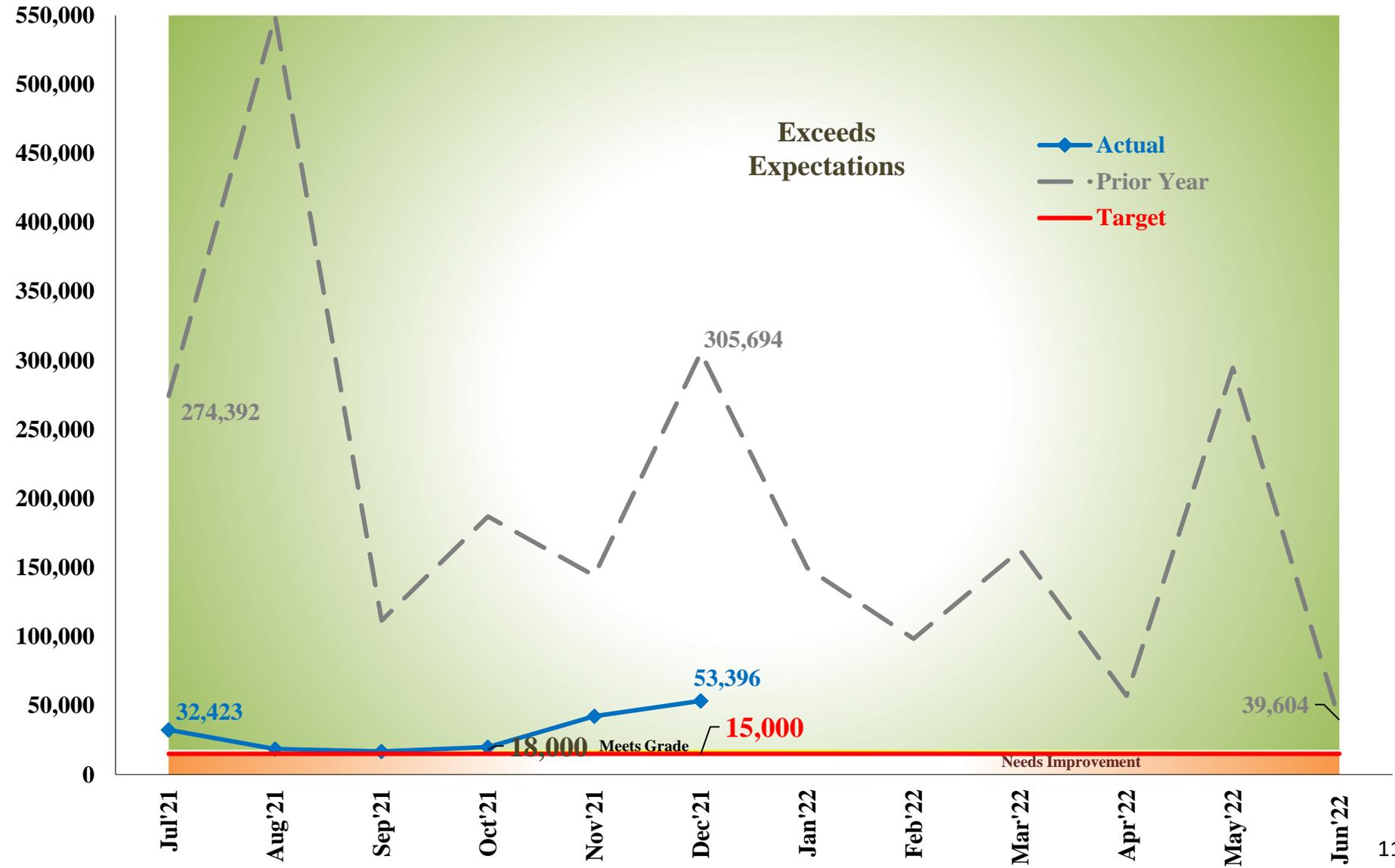
OFFICE OF
MOBILITY

Operations KPIs (Mobility)

KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	92.85%	2.85%	90.52%	0.52%	-3.47%
Mean Distance Between Failures	15,000	53,396	38,396	25,374	10,374	-174,923
Missed Trip Rate	0.50%	0.15%	-0.35%	0.33%	-0.17%	0.02%
Reservation Average Call Wait Time	2:00	0:58	-1:02	0:53	-1:07	0:39
Reservation Call Abandonment Rate	5.50%	2.23%	-3.27%	1.97%	-3.53%	1.67%
Customer Complaints per 1K Boardings	4.00	1.66	-2.34	2.61	-1.39	0.03

MARTA | METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

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.

11

MOBILITY
SAFETY KPI

Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.
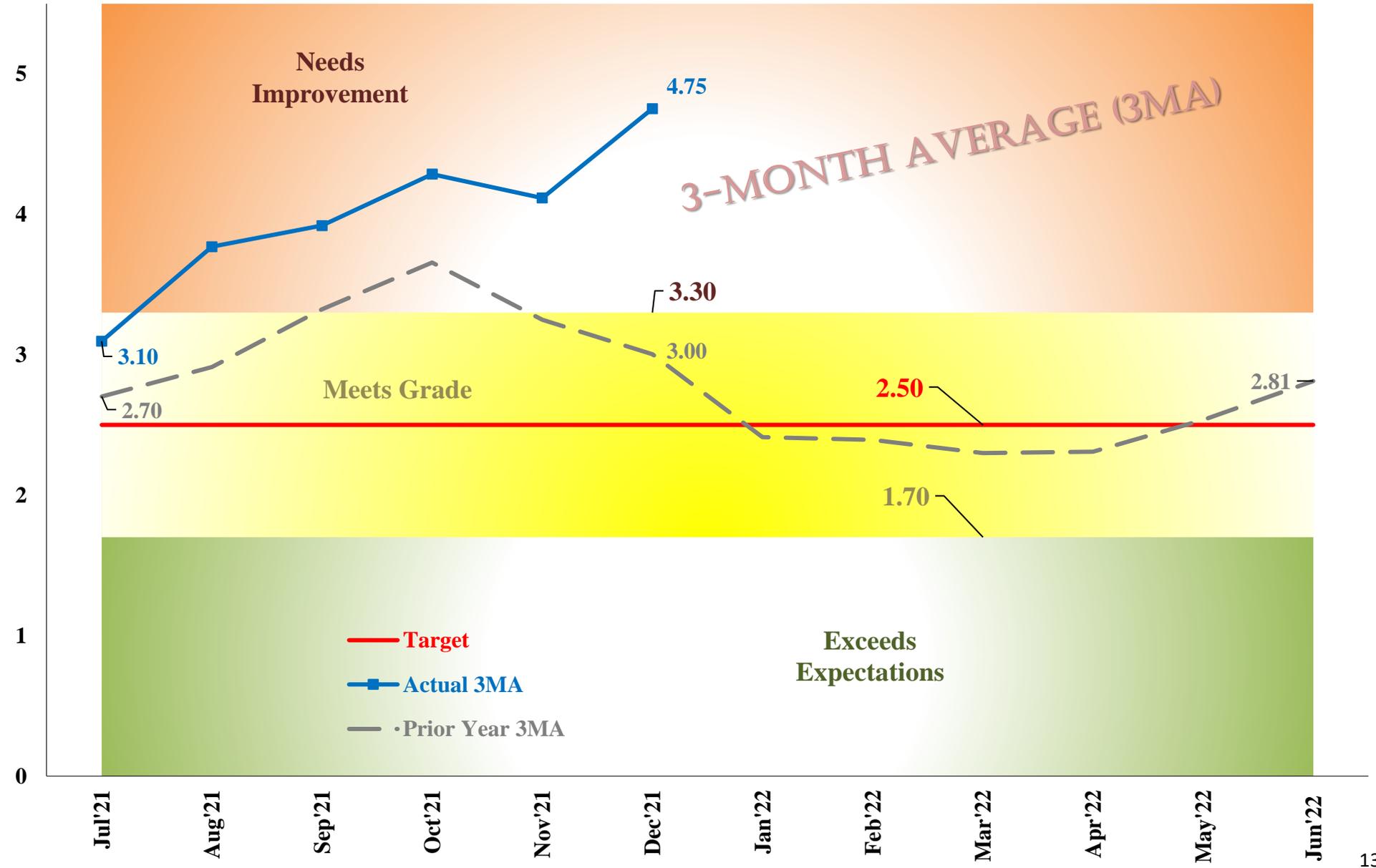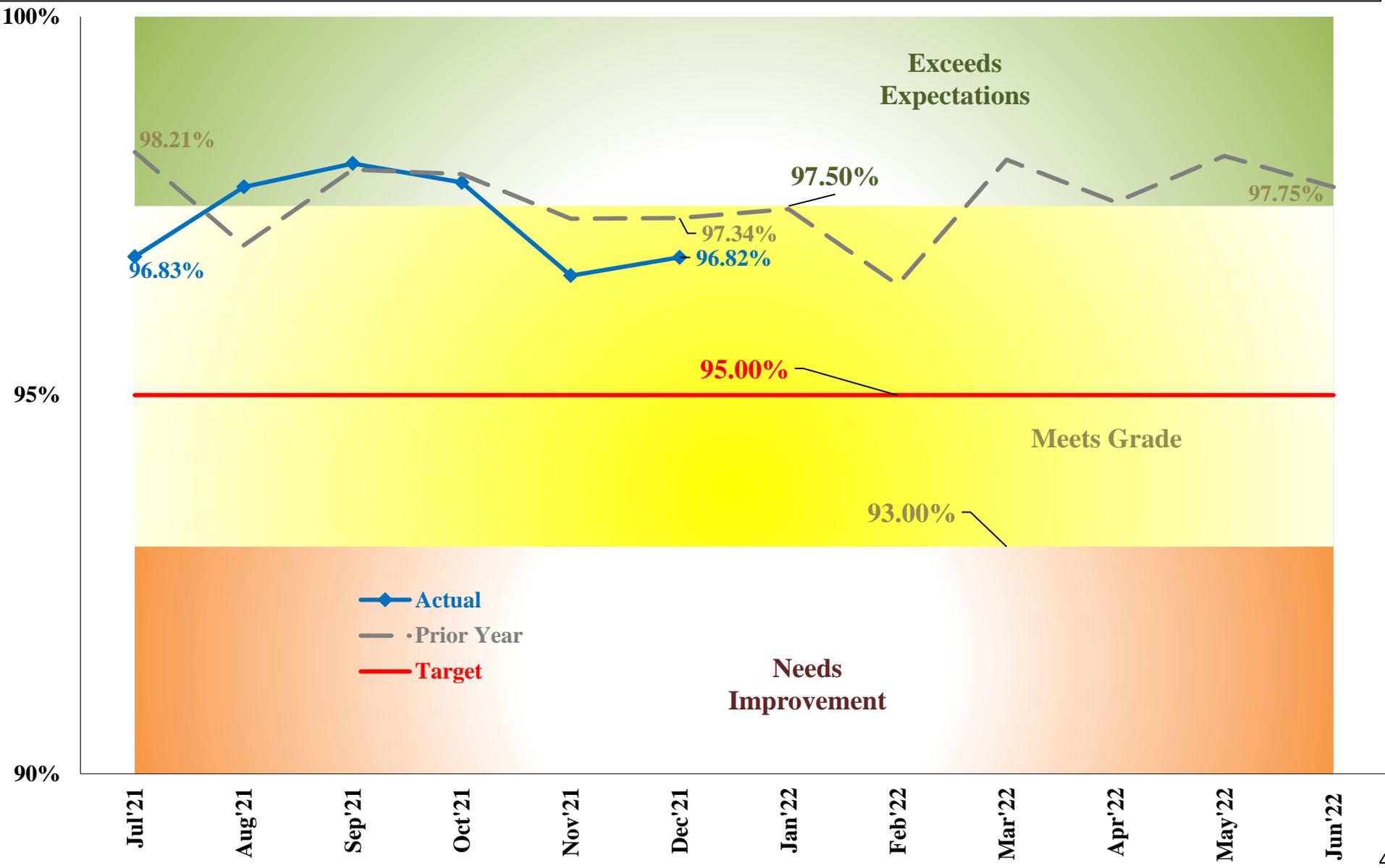
DECEMBER FY22 PERFORMANCE

(RAIL OPERATIONS)
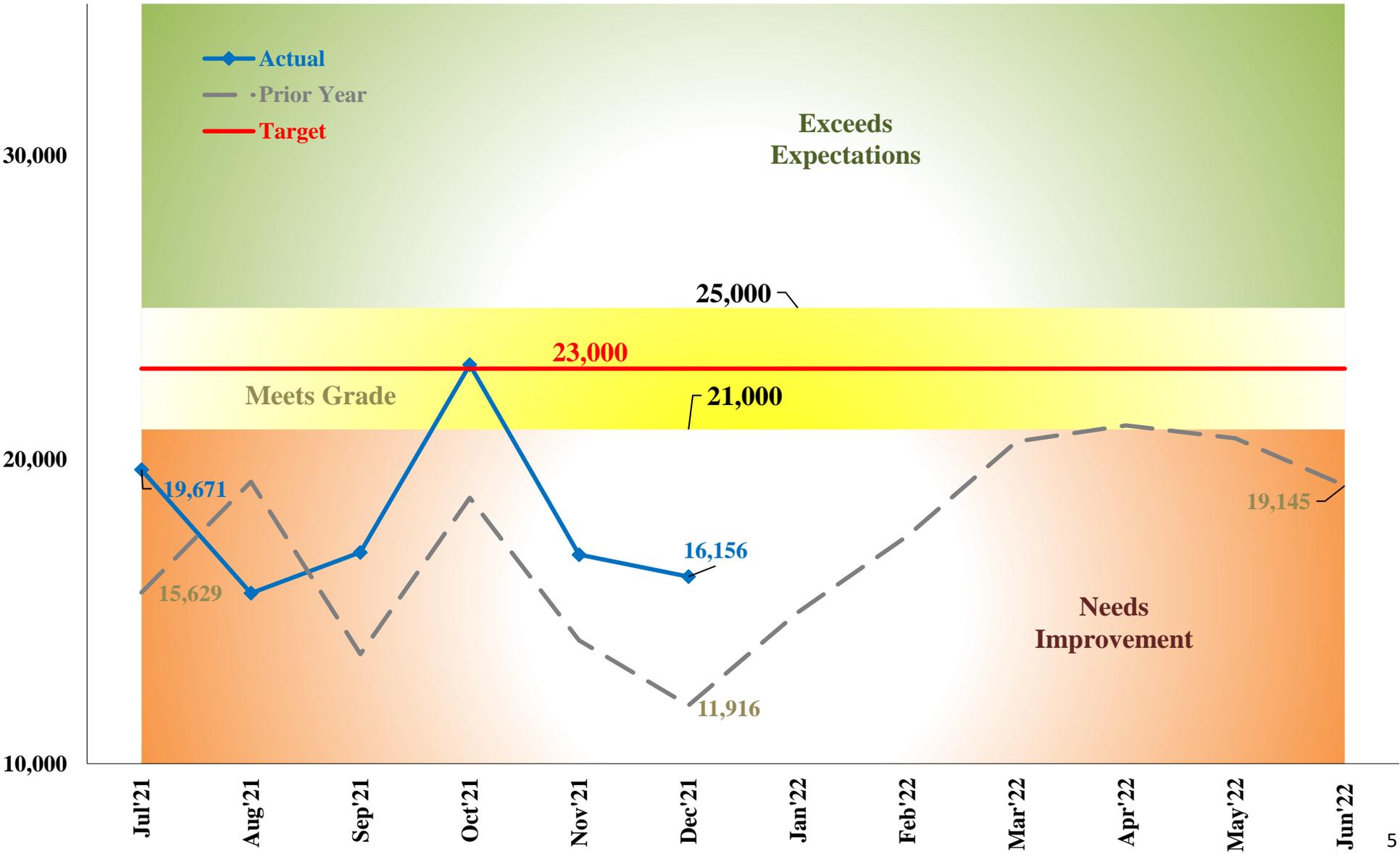
OFFICES OF
RAIL TRANSPORTATION
RAIL CAR MAINTENANCE

Operations KPIs (Rail)

KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.82%	1.82%	97.31%	2.31%	-0.32%
Mean Distance Between Failures	23,000	16,156	-6,844	17,757	-5,243	2,722
Mean Distance Between Service Interruptions	475	490	15	582	107	-49
Customer Complaints per 100K Boardings	1.00	0.24	-0.76	0.28	-0.72	-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
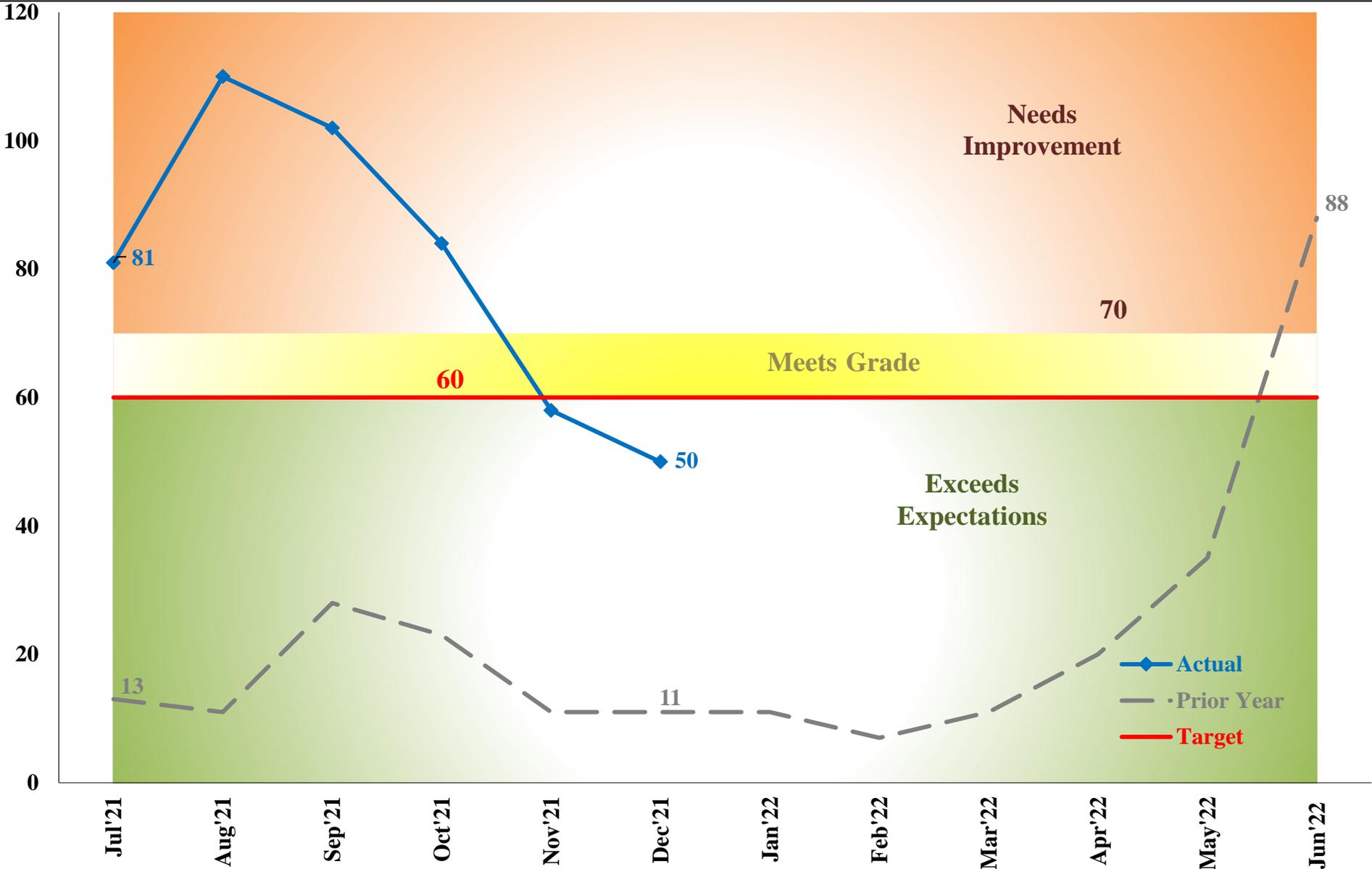
Operations KPIs (Vertical Transportation)

KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.51%	0.01%	98.49%	-0.01%	0.12%
Elevator Availability	98.50%	98.67%	0.17%	98.71%	0.21%	0.07%

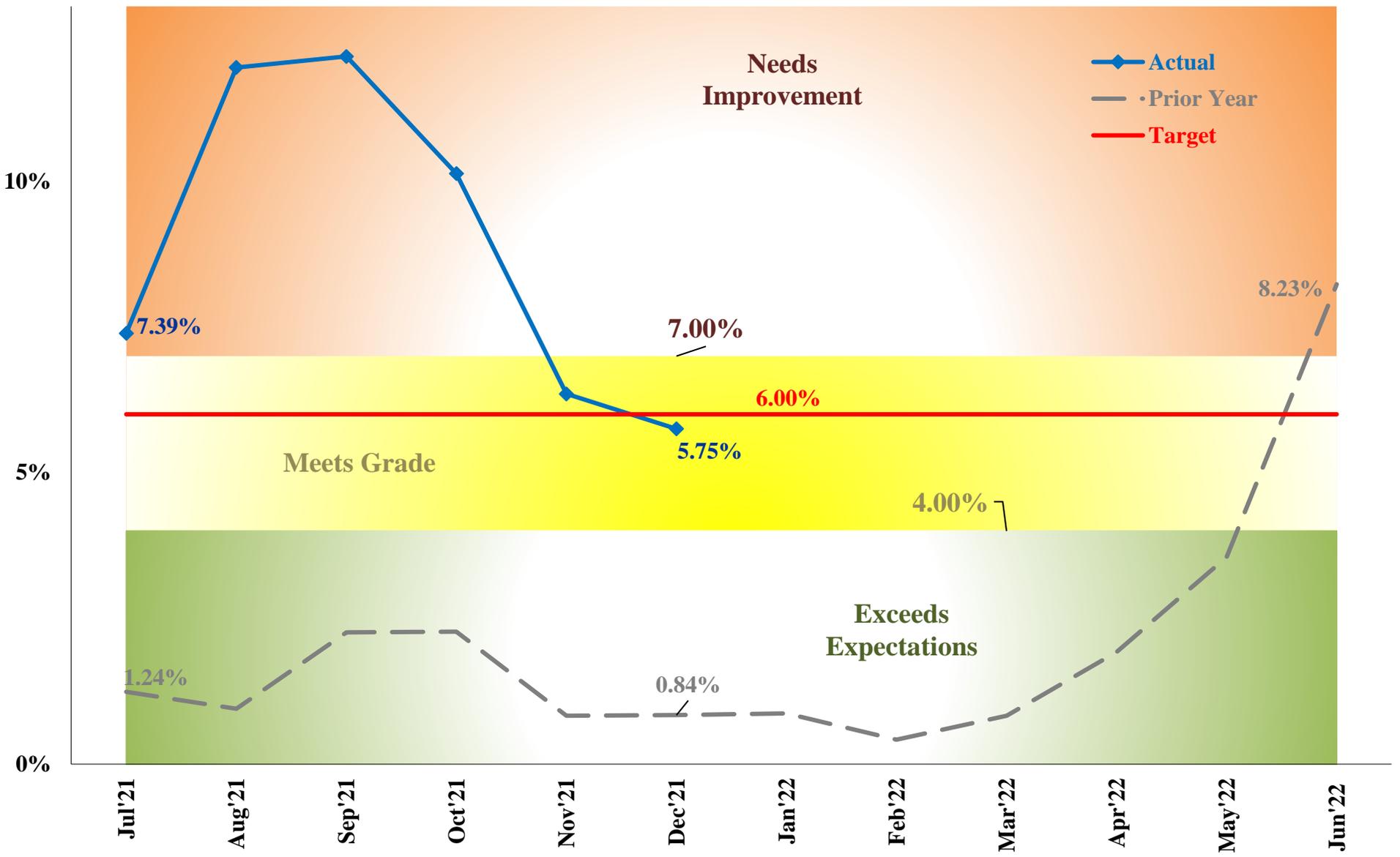# DECEMBER FY22 PERFORMANCE
(CUSTOMER SERVICE)

Customer Service KPIs

KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	*1:00*	0:50	-0:10	1:21	0:21	1:05
Customer Call Abandonment Rate	*6.00%*	5.75%	-0.25%	9.12%	3.12%	7.54%

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.
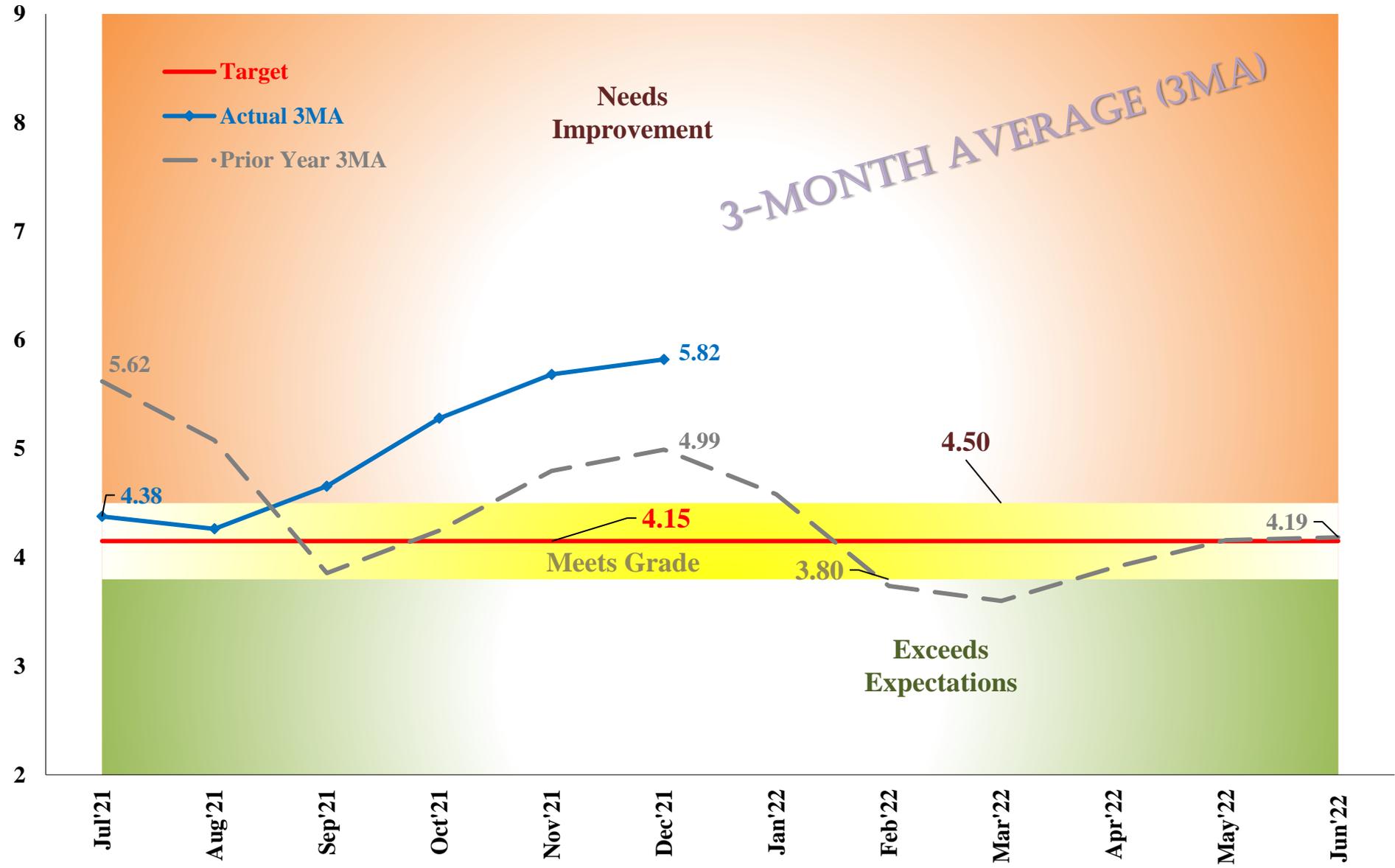
4

DECEMBER FY22 PERFORMANCE
## (SYSTEM SAFETY SECURITY & EMERGENCY MANAGEMENT)

Safety & Security KPIs

| KPI	FY22 Target	December FY22	Monthly Variance vs. Projected	FY22 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	*4.15*	6.04	1.89	5.24	1.09	0.85
Bus Collision Rate per 100K Miles	*3.80*	3.33	-0.47	3.82	0.02	0.99
Mobility Collision Rate per 100K Miles	*2.50*	5.04	2.54	4.35	1.85	1.21
Employee Lost Time Incident Rate	*3.80*	5.19	1.39	5.02	1.22	-0.82

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.
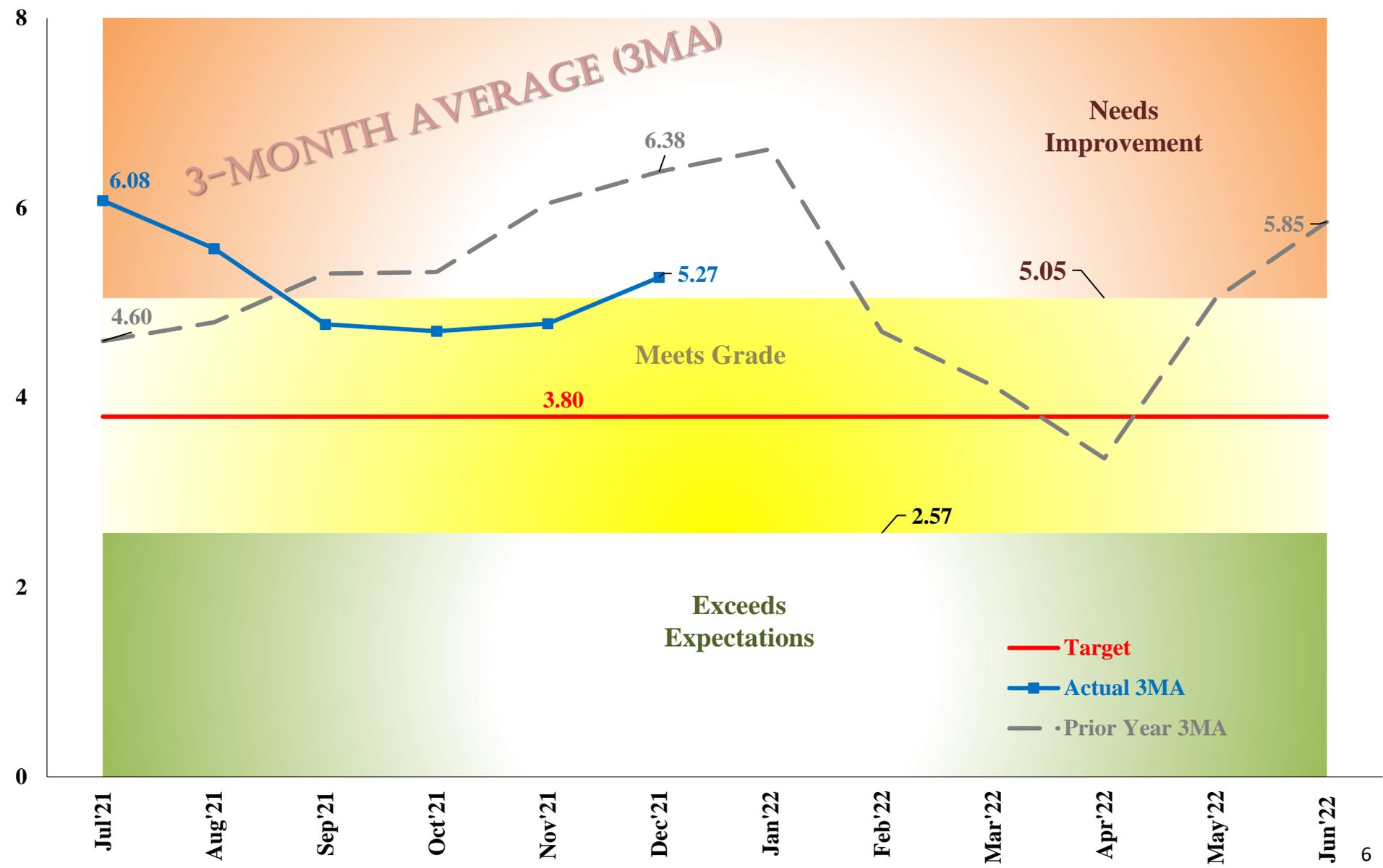

Legend:
— Target
—◆— Actual 3MA
— · Prior Year 3MA

Needs Improvement

3-MONTH AVERAGE (3MA)

Data labels: 5.62, 4.38, 5.82, 4.99, 4.50, 4.15, 3.80, 4.19

Meets Grade

Exceeds Expectations

X-axis: Jul'21, Aug'21, Sep'21, Oct'21, Nov'21, Dec'21, Jan'22, Feb'22, Mar'22, Apr'22, May'22, Jun'22

Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.
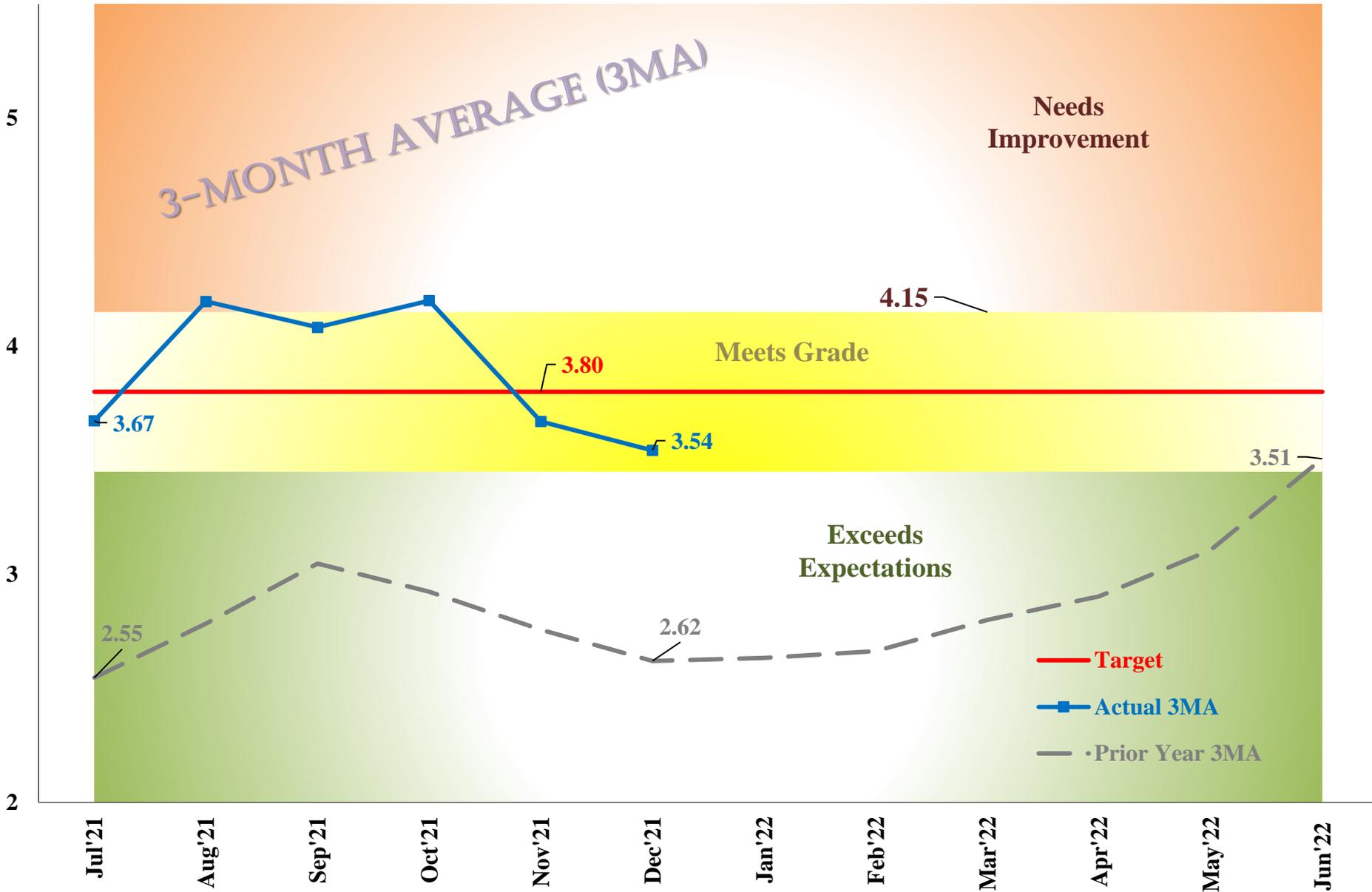
Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 hub miles.
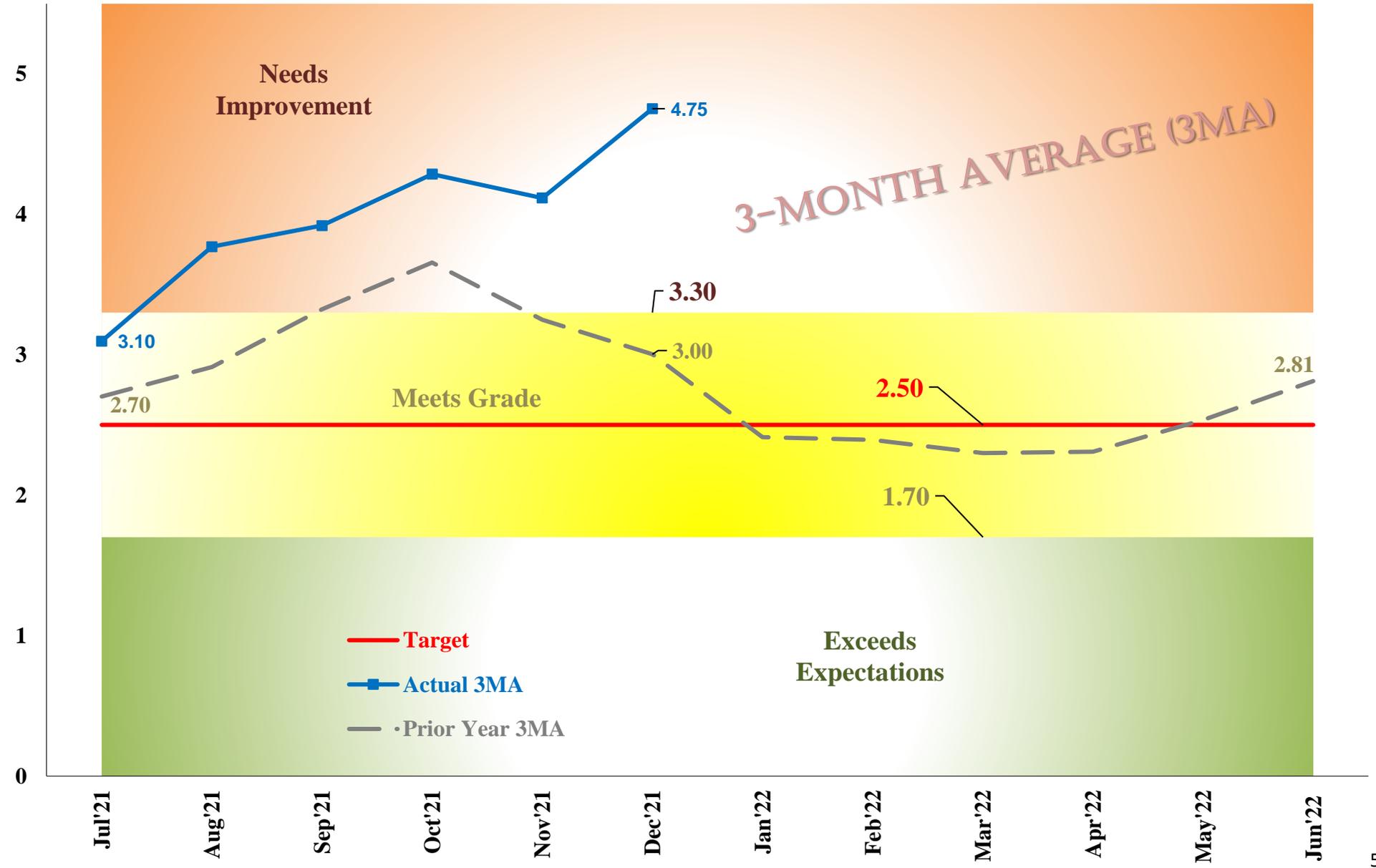
Lost Time Incident Rate measured as the annualized number of accidents resulting in the lost time of over 7 days per 100 employees.

Thank You

marta®