



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, APRIL 25, 2024**

**ATLANTA, GEORGIA**

**MEETING SUMMARY**

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

Committee Chair Al Pond called the meeting to order at 11:49 A.M.

**Board Members**

**Present:**

Al Pond  
Stacy Blakley  
Jim Durrett  
Roderick Frierson  
Freda Hardage  
Sagirah Jones  
Kathryn Powers

**Board Members**

**Absent:**

William Floyd  
Jennifer Ide  
Russell McMurry  
Jannine Miller  
Rita Scott  
Jacob Tzegaegbe  
Valencia Williamson  
Thomas Worthy

**Staff Members Present:**

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

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

**2. APPROVAL OF THE MINUTES**

**Minutes from March 28, 2024.**

Approval of the Minutes from March 28, 2024. On a motion by Board Member Durrett, seconded by Board Member Hardage, the motion passed by a vote of 7 to 0 with 7 members present.

**3. RESOLUTIONS**

**Resolution Authorizing a Modification in Contractual Authorization for New Rail Car Equipment and Services Contract, P38186.**

Resolution Authorizing a Modification in Contractual Authorization for New Rail Car Equipment and Services Contract, P38186. On a motion by Board Member Hardage, seconded by Board Member Powers, the resolution passed by a vote of 7 to 0 with 7 members present.

**Resolution Authorizing the Solicitation of Proposals for the Procurement of Incident Reporting Platform, RFP P50520.**

Resolution Authorizing the Solicitation of Proposals for the Procurement of Incident Reporting Platform, RFP P50520. 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 the Award of a Contract for Transit Bus Recovery Vehicle, IFB B50431.**

Resolution Authorizing the Award of a Contract for Transit Bus Recovery Vehicle, IFB B50431. 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. BRIEFING**

**Briefing - Bus Thermal Events Review**

**5. OTHER MATTERS**

**FY24 February Key Performance Indicators (Informational Only)**

**6. ADJOURNMENT**

The Committee meeting adjourned at 12:16 P.M.

YouTube link: <https://www.youtube.com/live/YxTder0Qtzk?feature=shared>



**marta** 

**Resolution Authorizing a  
Modification in Contractual  
Authorization for New Rail Car  
Equipment and Services  
Contract, P38186**

**Operations and Safety Committee  
April 25, 2024**

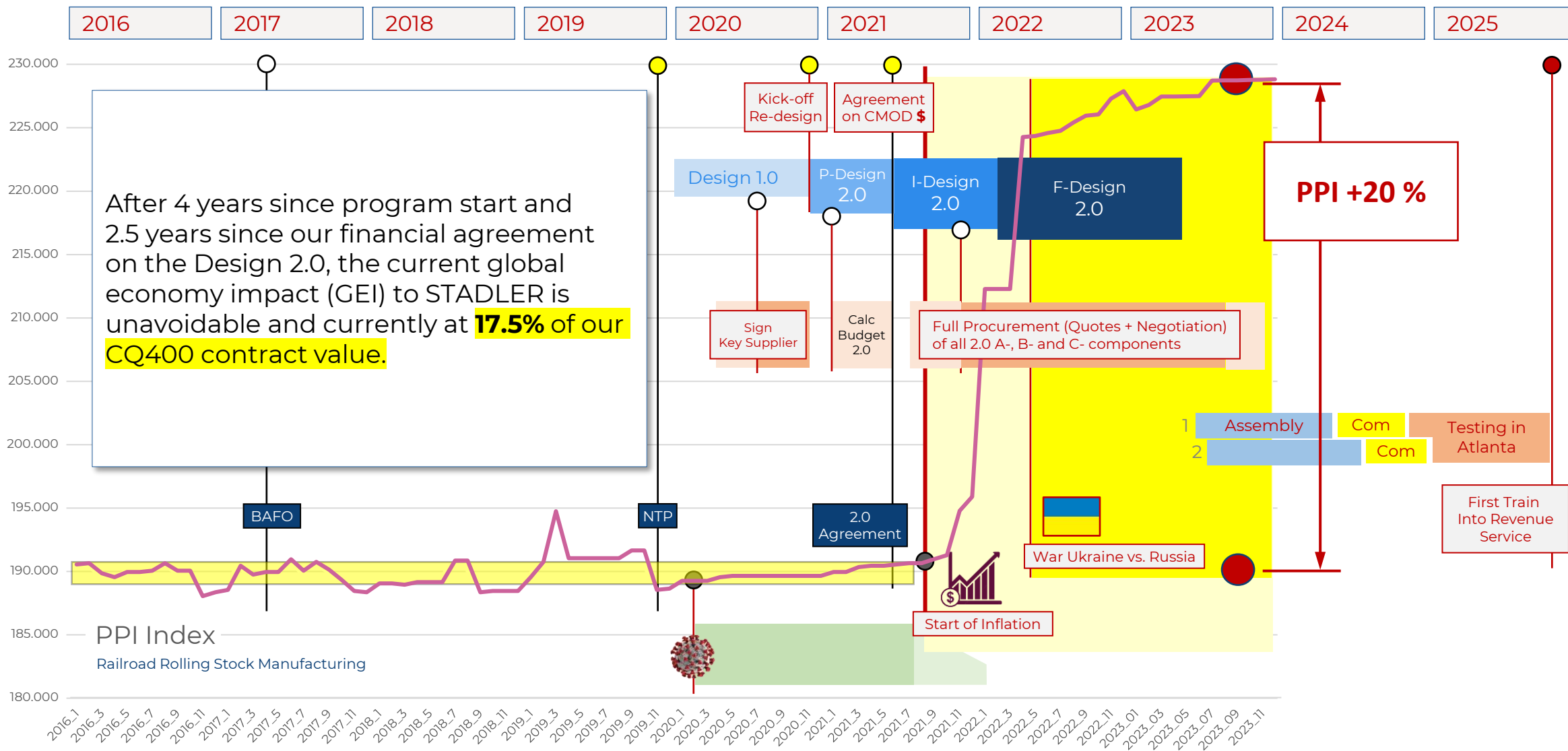
**Connie Krisak  
Senior Director Rail Vehicle Procurement**

## KEY TOPICS

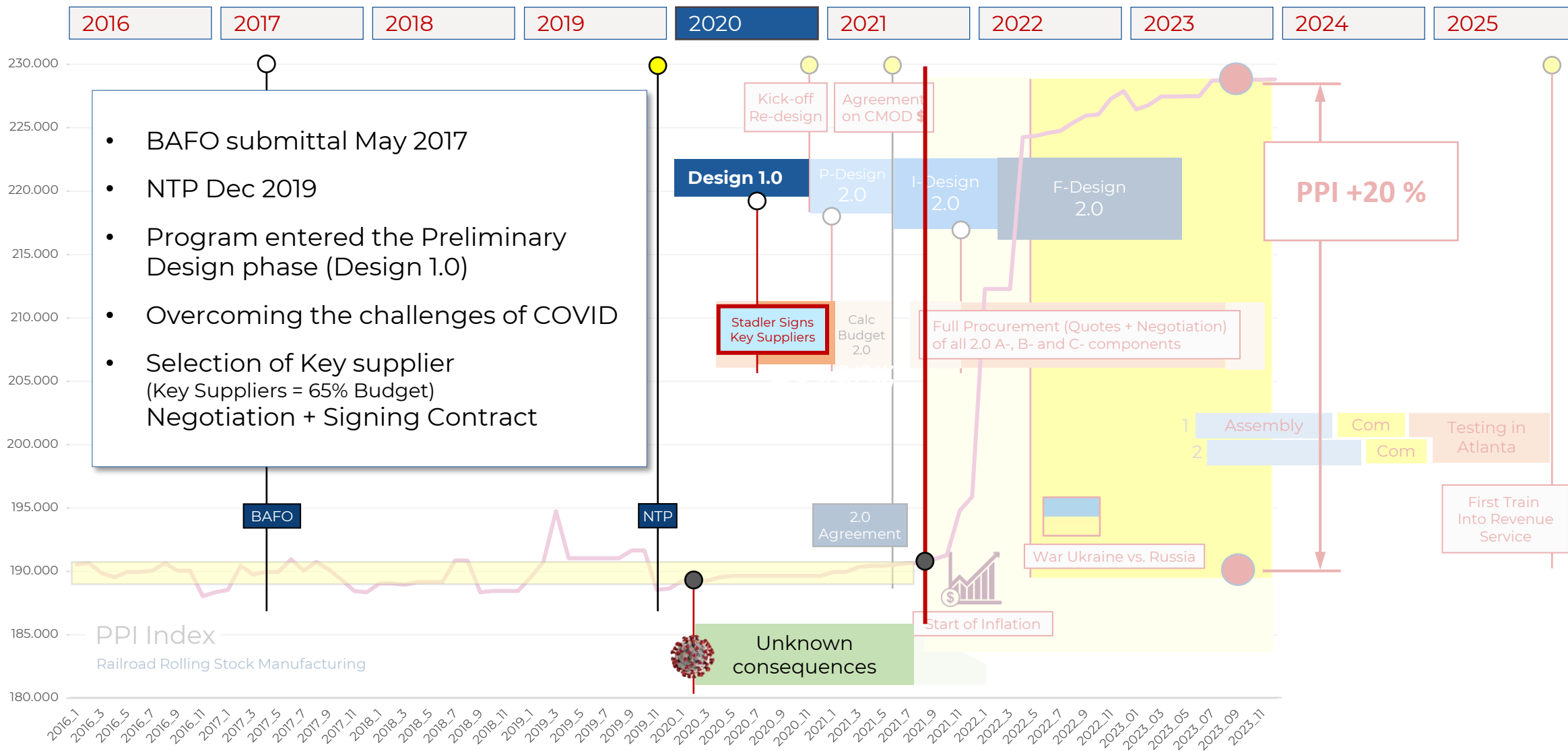
- CQ400 Milestones
- Global Economic Impact (GEI)
- Producer Price Index (PPI)
- Additional Technical Modifications
- Recommendation



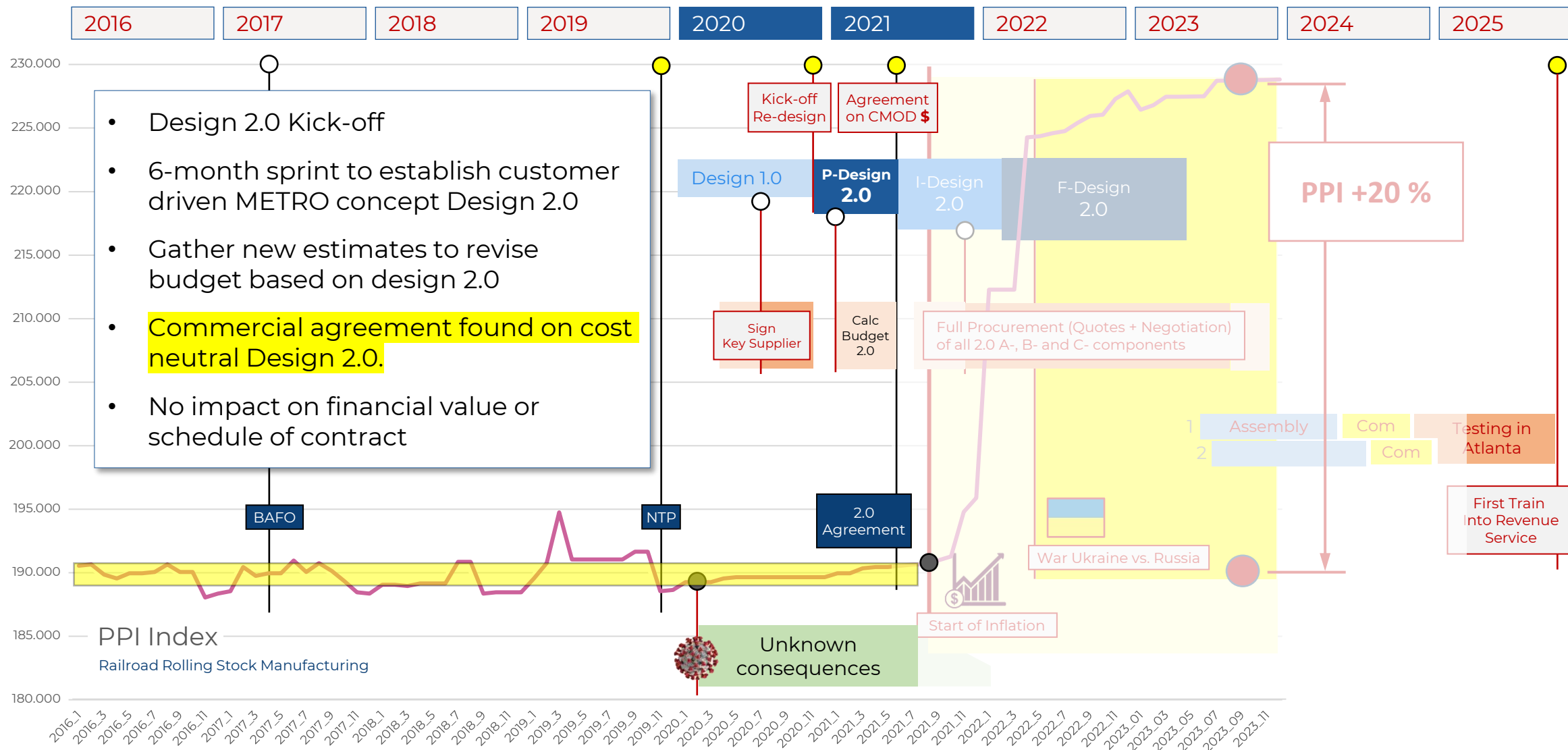
# CQ400 - Milestones



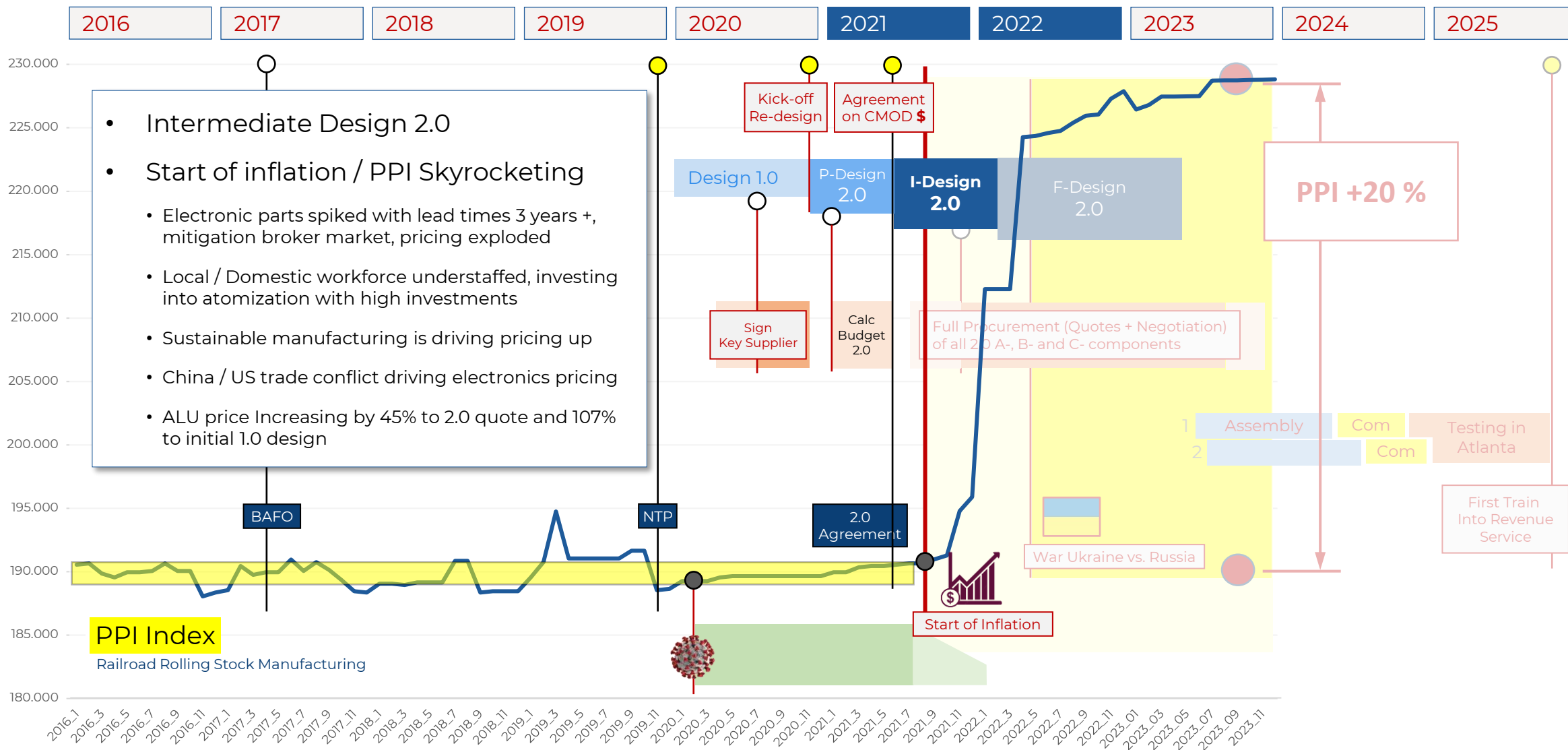
# CQ400 Supplier Selection for 1.0



# CQ400 – Design 2.0/ Cost Neutral



# CQ400 – Producer Price Index





# Producer Price Index

- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023
- 2024
- 2025

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Categories > Prices > Producer Price Indexes (PPI) > Industry Based > Manufacturing

★ **Producer Price Index by Industry: Railroad Rolling Stock Manufacturing** (PCU33653365) [DOWNLOAD](#)

Observation: Dec 2023: **228.898**  
 (+ more)  
 Updated: Jan 12, 2024

Units: Index Jun 1984=100, Not Seasonally Adjusted

Frequency: Monthly

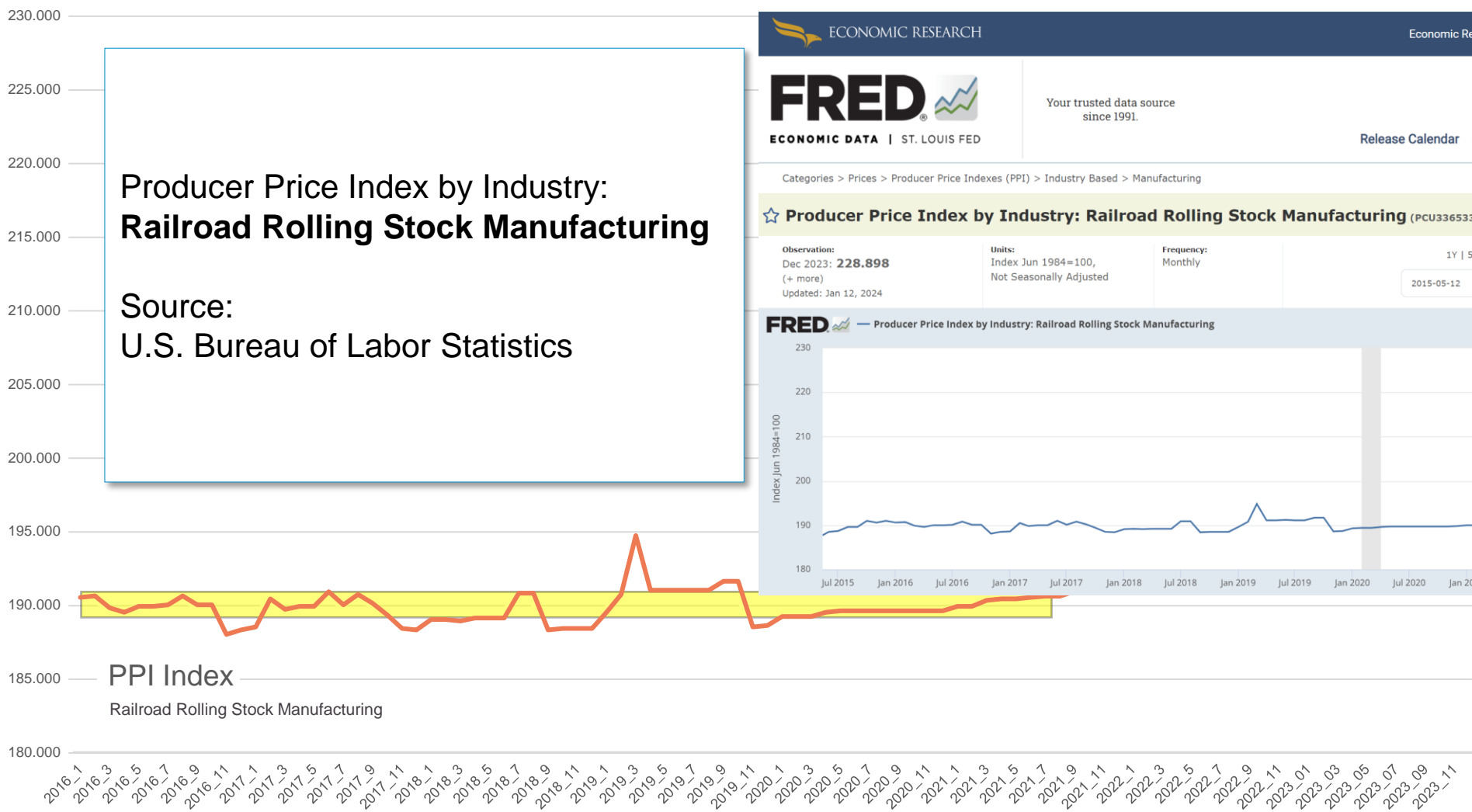
1Y | 5Y | 10Y | Max

2015-05-12 to 2023-12-01 [EDIT GRAPH](#)

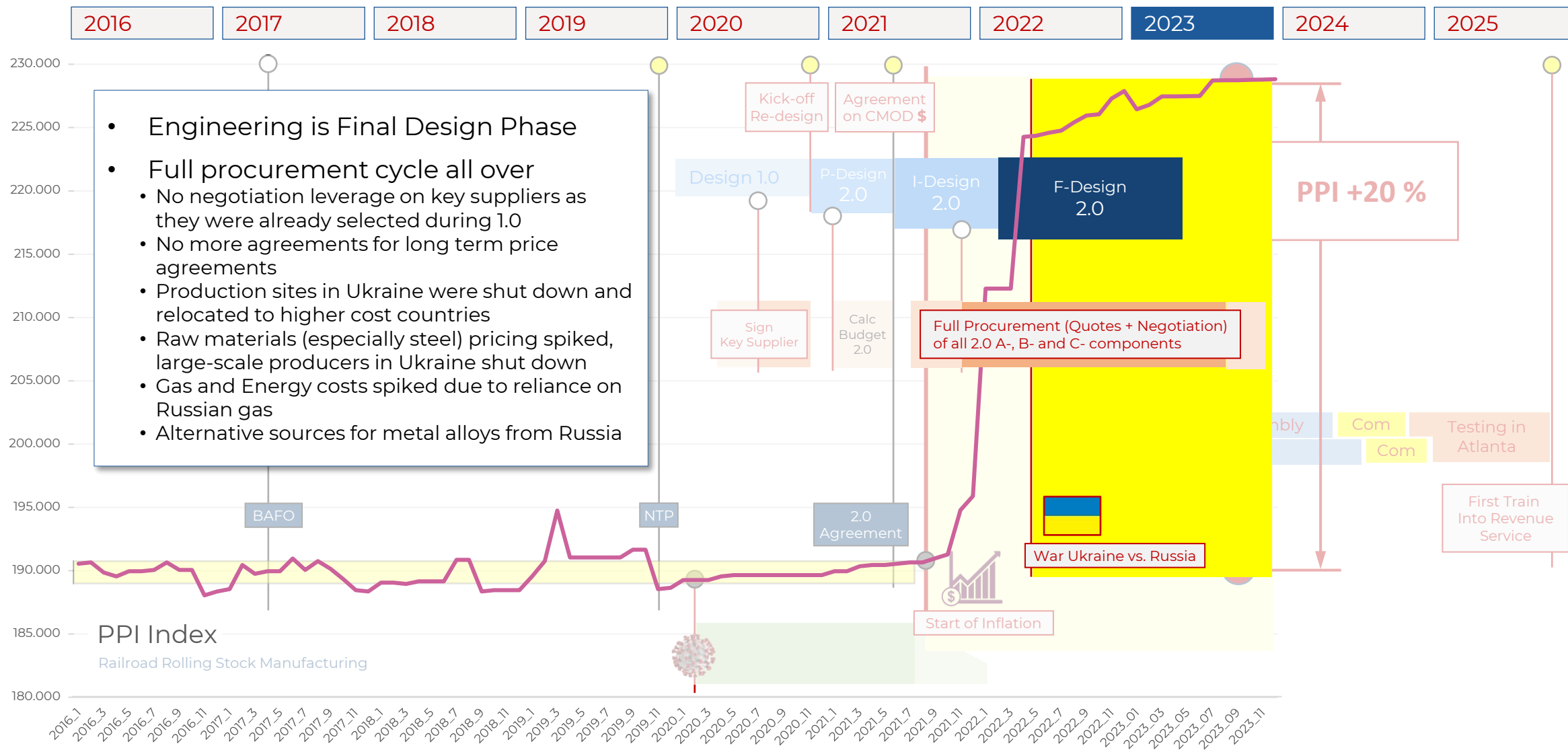
**FRED** — Producer Price Index by Industry: Railroad Rolling Stock Manufacturing

Producer Price Index by Industry:  
**Railroad Rolling Stock Manufacturing**

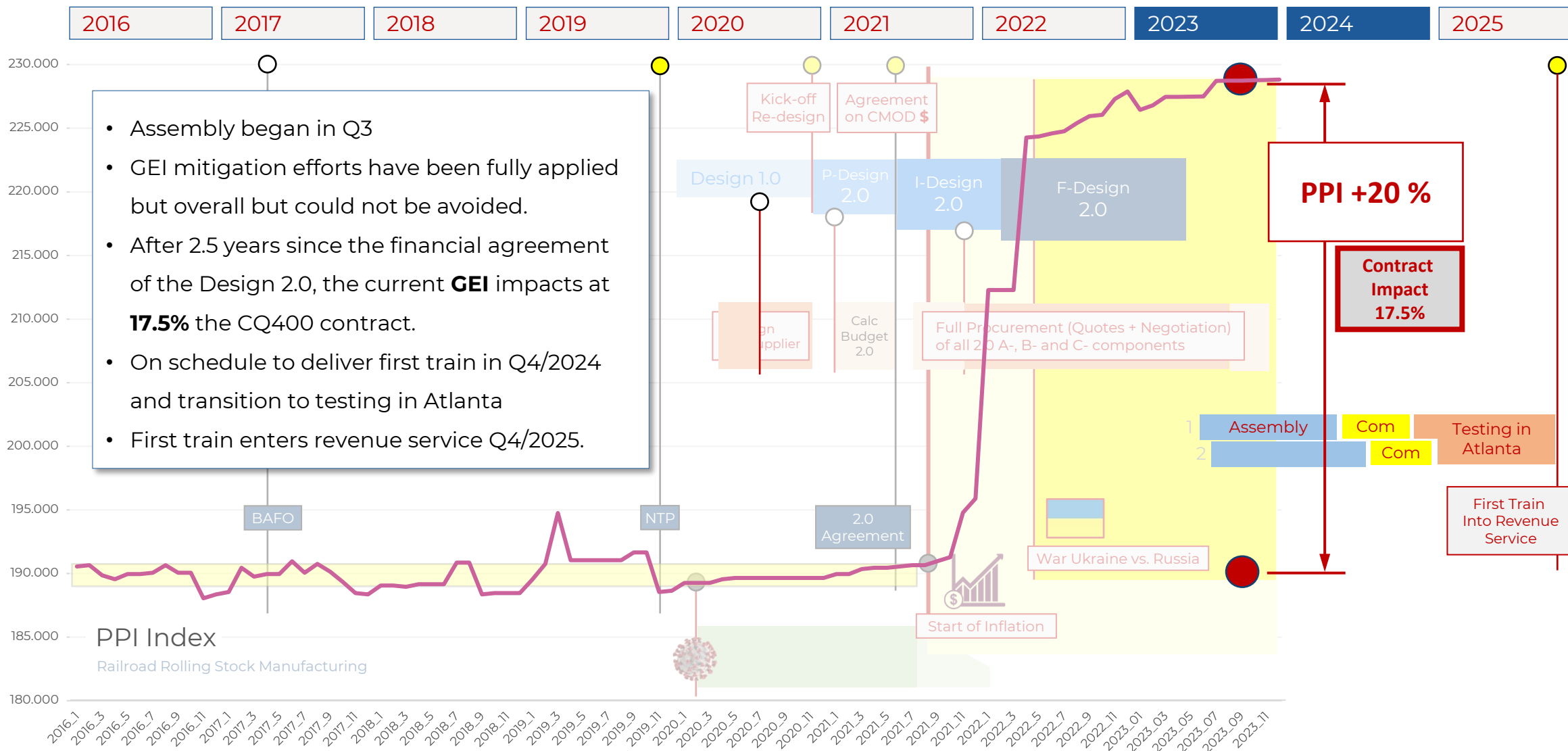
Source:  
 U.S. Bureau of Labor Statistics



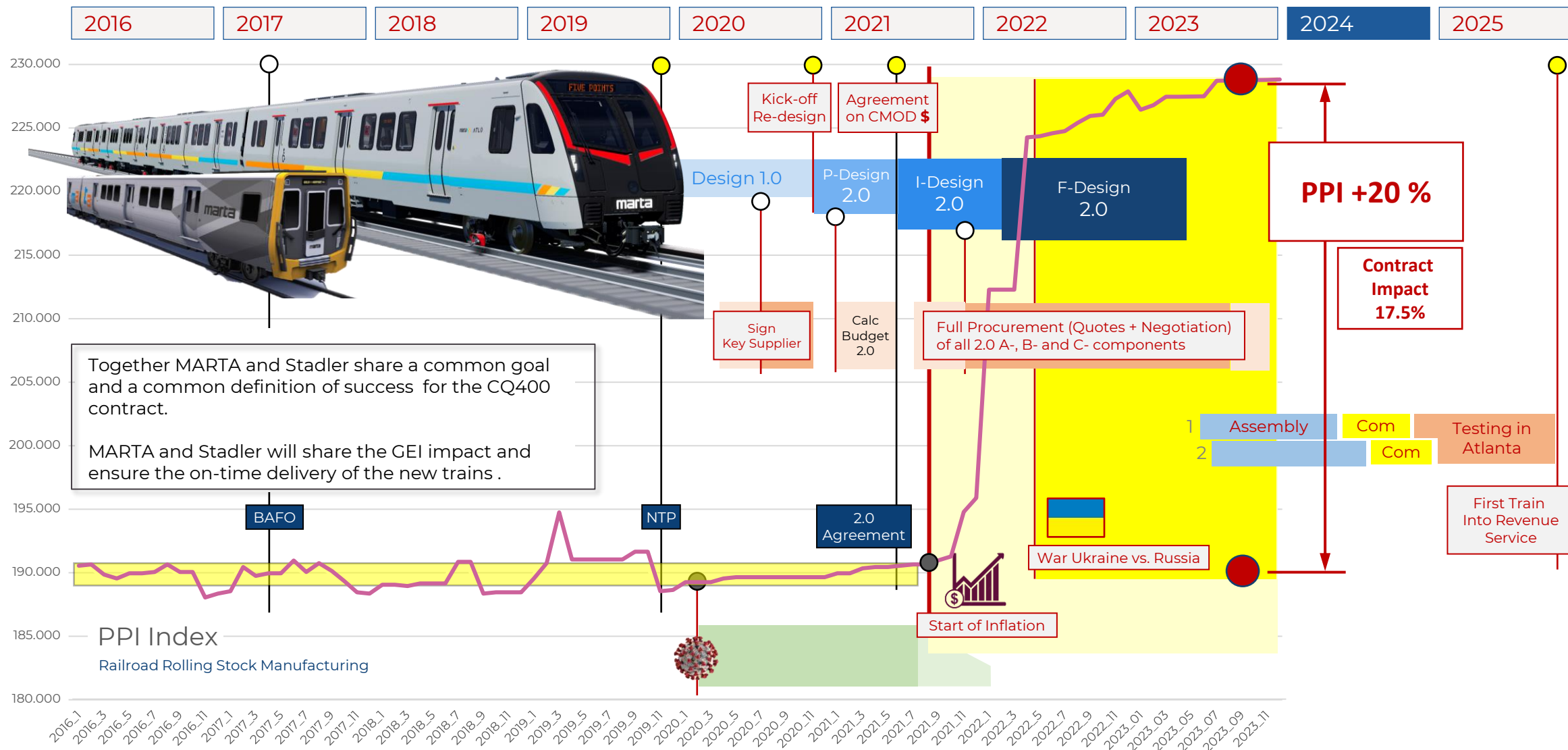
# CQ400 – Global Economic Impact



# CQ400 – GEI Results



# CQ400 – MARTA and Stadler



# TECHNICAL MODIFICATIONS

## Enhanced Passenger Information System (PIS) Cyber Security

Exchange a soon to be obsolete router as well as implementation of state of art cybersecurity protocols

## Miscellaneous PIS Enhancements

- Realtime alert system to driver and IOC of incident in passenger areas detected by elevated noise level
- Implementation of new PIS visualization
- Skip/Stop function fully integrated from ATC

## Green Enhanced HVAC System

Switch to more sustainable refrigerant system within the HVAC system

## Improved Spare Parts Delivery

Mutually agreed to delivery schedule and scope for spare parts

## Bond Structure

In order to best allocate MARTA resources, the parties restructured Payment and Performance Bonds values to provide coverage that is more consistent with the performance of the work as it progresses (i.e., as work is completed less coverage will be required to insure completion of the work).





## **REQUEST FOR APPROVAL**

The Division of Operations requests the Operations & Safety Committee recommend approval of the resolution authorizing the additional funds for new rail car equipment and service contract P38186 with Stadler US, Inc.



Thank You

**marta** ®

**RESOLUTION AUTHORIZING A MODIFICATION IN CONTRACT ACTUAL AUTHORIZATION  
FOR NEW RAIL CAR EQUIPMENT AND SERVICES CONTRACT, P38186**

**WHEREAS**, on November 14 ,2019 the General Manager entered into a Contract with Stadler US, Inc. P38186; and

**WHEREAS**, on April 20, 2023 the General Manager/CEO's contingency of \$3,360,780 was requested and utilized; and

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

**WHEREAS**, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

**WHEREAS**, the Department of Internal Audit has determined that the price is 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 extend the contract term and increase the authorization for Contract No. P38186 New Rail Car Equipment and Services Contract from \$649,644,496 to \$706,644,496.



**Approved as to Legal Form:**

DocuSigned by:

*Peter J. Andrews*

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



# **Resolution Authorizing the Solicitation of Proposals for **Incident Reporting Platform RFP P50520.****

Operations and Safety Committee  
**MARTA Board of Directors**  
April 25, 2024

**Anthony Thomas**  
Manager Customer Technology Products  
Office of Customer Technology

# Agenda

1. Project Background
2. Proposed Enhancements
3. Project Phasing
4. Next Steps
5. Board Resolution Request



Five Points Station Eiseman Façade

# Project Background

MARTA's current incident reporting platform, **See & Say 2.0**, is used for reporting both emergency and non-emergency incidents. Reports are sent directly to MARTA Police and shared with:

- Customer Service
- Maintenance
- Bus Stop Planning
- IT/Customer Technology
- Operations

The current contract with CutCom Software, Inc. dba AppArmor expires in December 2024.

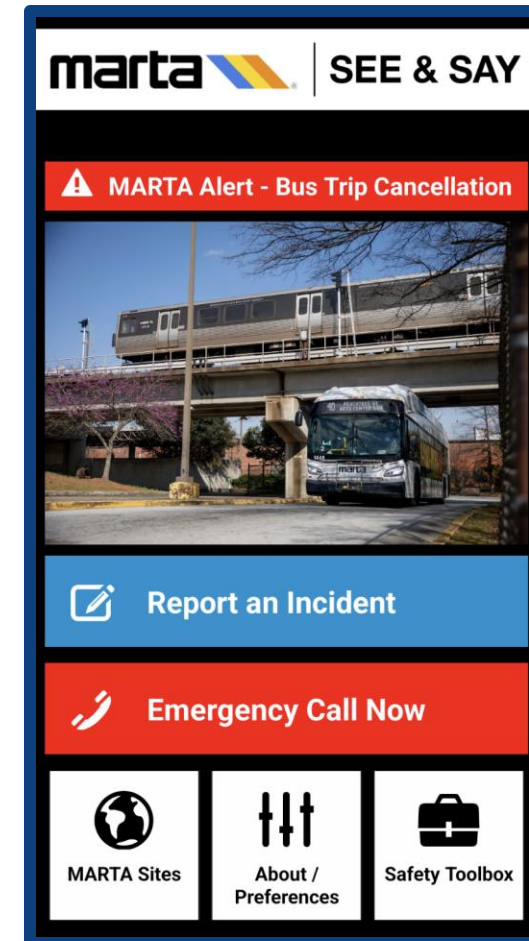


Image of  
**See & Say 2.0**  
homepage

# Proposed Enhancements

- **Streamlined reporting** to minimize the time needed to issue reports
- **Simpler text options** to directly connect with MARTA Police
- **More direct communication with other departments** like Customer Service and Maintenance for faster response to non-emergencies
- **Planned integration** with future replacement to MARTA On-the-Go, meaning fewer required mobile apps.
- **Planned integration** with Enterprise CRM to allow for single source of truth for customer data and engagement.
- Next-level **information security and reliability**
- Improved **accessibility** and user-centered design

# Project Phasing

The Incident Reporting Platform project will include the following phases:

- **Phase 1:** Customization, Testing, and Rollout
- **Phase 2:** Operations, Maintenance, and Support
- **Phase 3:** Integration

## **Anticipated Term**

We anticipate a term of 5 years, which will include software licensing, integration, and O&M.

## **DBE Goal**

MARTA's D&I Office will evaluate for DBE participation opportunities and assign a goal during the pre-solicitation phase.

## Next Steps

- ✓ Technical requirements gathering and draft technical scope of work (including phases and integrations)
  - **Committee & Board approval to solicit proposals**
- Finalize technical scope and submit to Contracts and Procurement (CPM)
- Issue Request for Proposals (RFP)
- RFP evaluations
- Board approval of selected vendor
- Implementation

MARTA patrons at  
Lindbergh Center  
Station



# Board Resolution Request

Staff requests that the Operations and Safety Committee recommend approval of the resolution authorizing the solicitation of proposals for the **Incident Reporting Platform, RFP P50520**.



Streetcar in front of Ebenezer Baptist Church





Thank You



**RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR THE  
PROCUREMENT OF INCIDENT REPORTING PLATFORM, RFP P50520**

**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 Incident Reporting Platform is impracticable through the solicitation of competitive bids; and

**WHEREAS**, award of a Contract for the procurement of Incident Reporting Platform, 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 Incident Reporting Platform 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*  
\_\_\_\_\_  
**Chief Counsel, Metropolitan Atlanta  
Rapid Transit Authority**



**Resolution Authorizing the Award of a Contract for the  
Procurement of Transit Vehicle Recovery Truck,  
IFB B50431**

Operations and Safety Committee  
April 25, 2024

**Charles "Britt" Chafin**  
Director Bus Maintenance



# Current Tow Truck



- 2007 Sterling Heavy-Duty Wrecker
- Marta's Only Heavy-Duty Tow Truck
- 255,471 Miles
- Will Not Be Retired
- Major Overhaul



# New Tow Truck

- 2025 Peterbilt Heavy Duty Wrecker
- Tow Rating: 80,000 lbs
- Enhanced Recovery Capabilities
- Increase Marta's Flexibility

**marta** ®



# Bids



- Fouts Commercial Vehicles - \$480,920
- \$384,736 - Grants Funded
- \$96,184 - Local Capital
- Marta Audit: Fair and Reasonable



# Questions

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The Office of Bus Maintenance is Requesting Approval of a Contract to Fouts Commercial Vehicles in the Requested Amount of **\$480,920.**

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR TRANSIT BUS  
RECOVERY VEHICLE, IFB B50431**

**WHEREAS**, the Authority's Office of Bus Maintenance has identified the need for the Procurement of Transit Bus Recovery, Invitation for Bids Number B50431; and

**WHEREAS**, on December 6, 2023, 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 January 17, 2024 at 2:00 p.m., local time, one (1) bid was publicly opened and read aloud; and

**WHEREAS**, the single bid submitted by Fouts Commercial Vehicles, LLC., is responsive and responsible and the bidder is capable of performing the Contract.



**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 B50431, Transit Recovery Vehicle between the Authority and Fouts Commercial Vehicles, LLC., in the amount of \$480,920.00.

**Approved as to Legal Form:**

DocuSigned by:

*Peter J. Andrews*

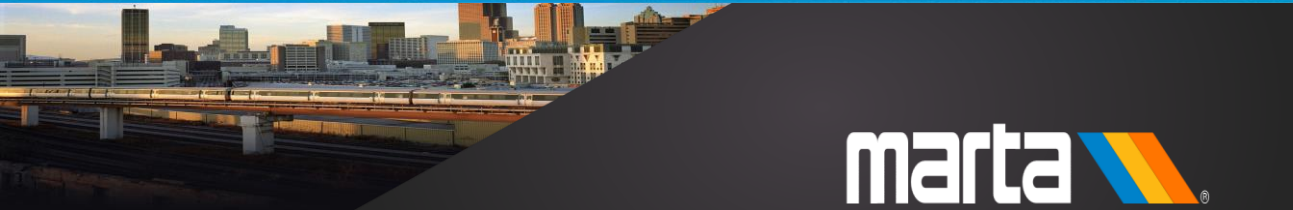
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**Chief Counsel, Metropolitan Atlanta  
Rapid Transit Authority**



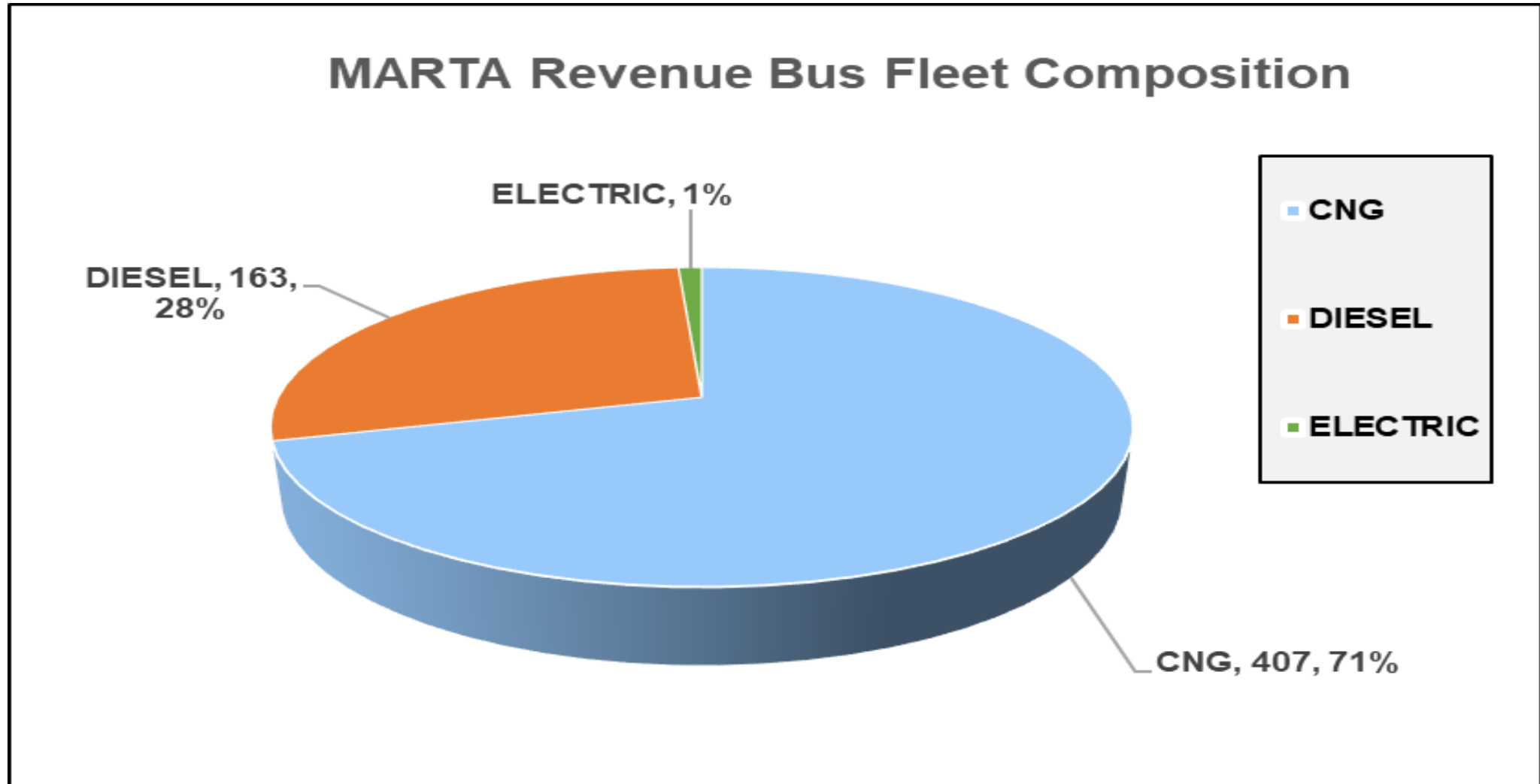
# BUS THERMAL EVENTS REVIEW



Operations and Safety Committee  
April 25, 2024

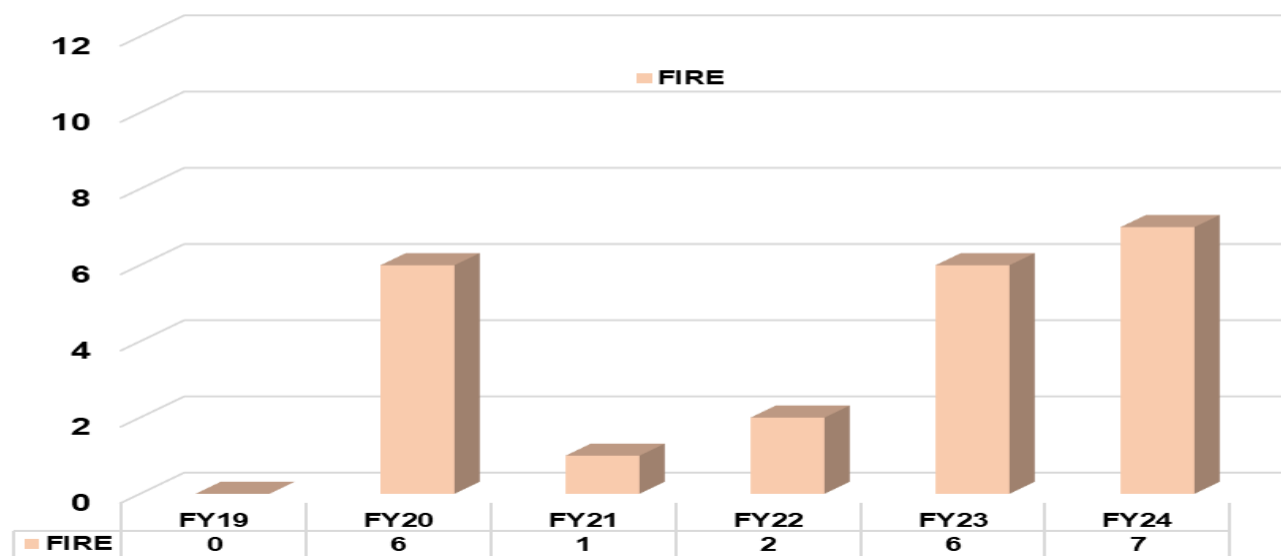
Charles “Britt” Chafin  
Director Bus Maintenance

# MARTA Revenue Bus Fleet Composition



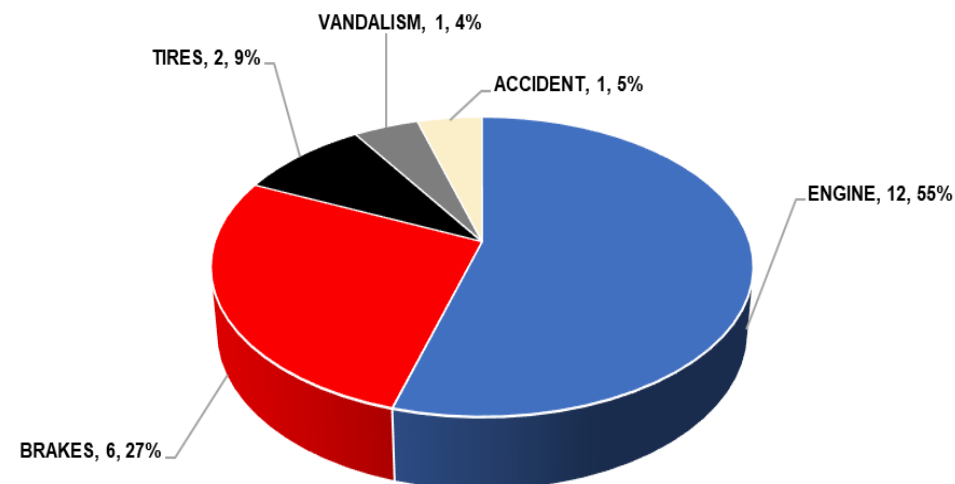
# MARTA Revenue Bus Fleet Fire Incident

MARTA Revenue Bus Fleet Fire Incidents  
FY19-FY24



- Total Incidents = 22
- Total Vehicles loss = 6
- Value of Total Losses = \$973,730.13

MARTA Revenue Bus Fleet Systems Thermal Events  
FY19-FY24





## MARTA Mobility Bus Fleet Fire Incident



- Total Incidents = 2
- Total Vehicles loss = 2
- Replacement Cost = \$236,433.28

- Incidents were investigated by MARTA Bus Engineering and 3<sup>rd</sup> party fire investigator
- Root Cause appears to focus on lack of electrical circuit protection and lack of securement of cabling under vehicle



## Bus Fire Incident Overview FY19-24 Action Plans

- **ENGINE** Troubleshooting identified EGR cooler and exhaust system leaks. Service Bulletins issued. Coolant and hose campaigns launched.
- **HVAC** Failures with compressor and compressor clutches have resulted in articulated bus thermal events. Proactive replacement of compressors and clutches on all articulated buses scheduled for completion by end of April 2024. Additional fire suppression wiring added to assist with early detection.
- **BRAKES** Overheated brake reports have been attributed to failed brake chambers and seized brake calipers. Bus Maintenance initiated a campaign to replace any remaining MAN calipers with Meritor calipers, which have exhibited a higher level of performance. Current bearing repacking campaign underway.
- **TIRES** Faulty tires due to flats or worn tread. MARTA inspections conducted in March, 2024 have noted defects on 7% of the fleet. Meeting completed with Tire Contractor to discuss defects found along with letter sent detailing contract deficiencies.

**Mission** – “To provide safe bus transportation that advance prosperity, connectivity and equity for a more livable region.”

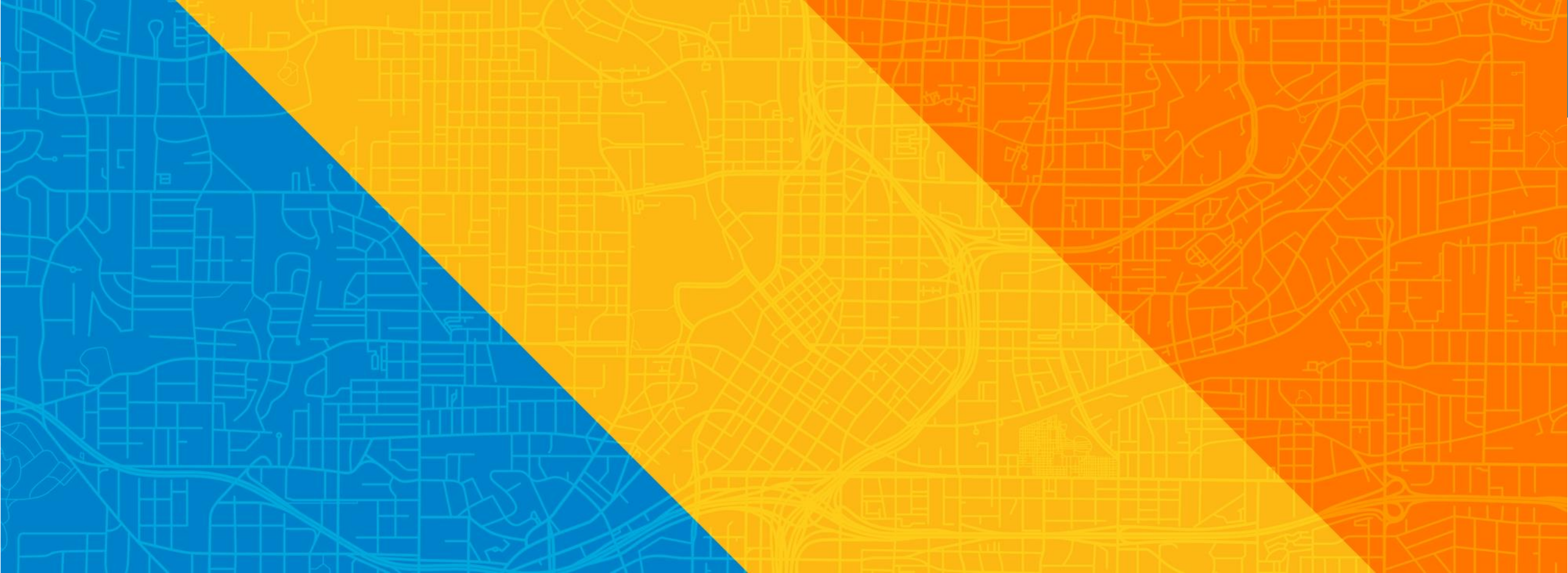
## Priorities

- Strengthen the MARTA Brand
- Provide Excellence in Customer Service
- Demonstrate Fiscal Responsibility

## NEXT STEPS

- STV Independent Review of Culture and Organization
- Redefined QA Process
- Redefined Maintenance Expectations
- Union Engagement
- APTA Peer Review
- Continuous Improvement





Thank You





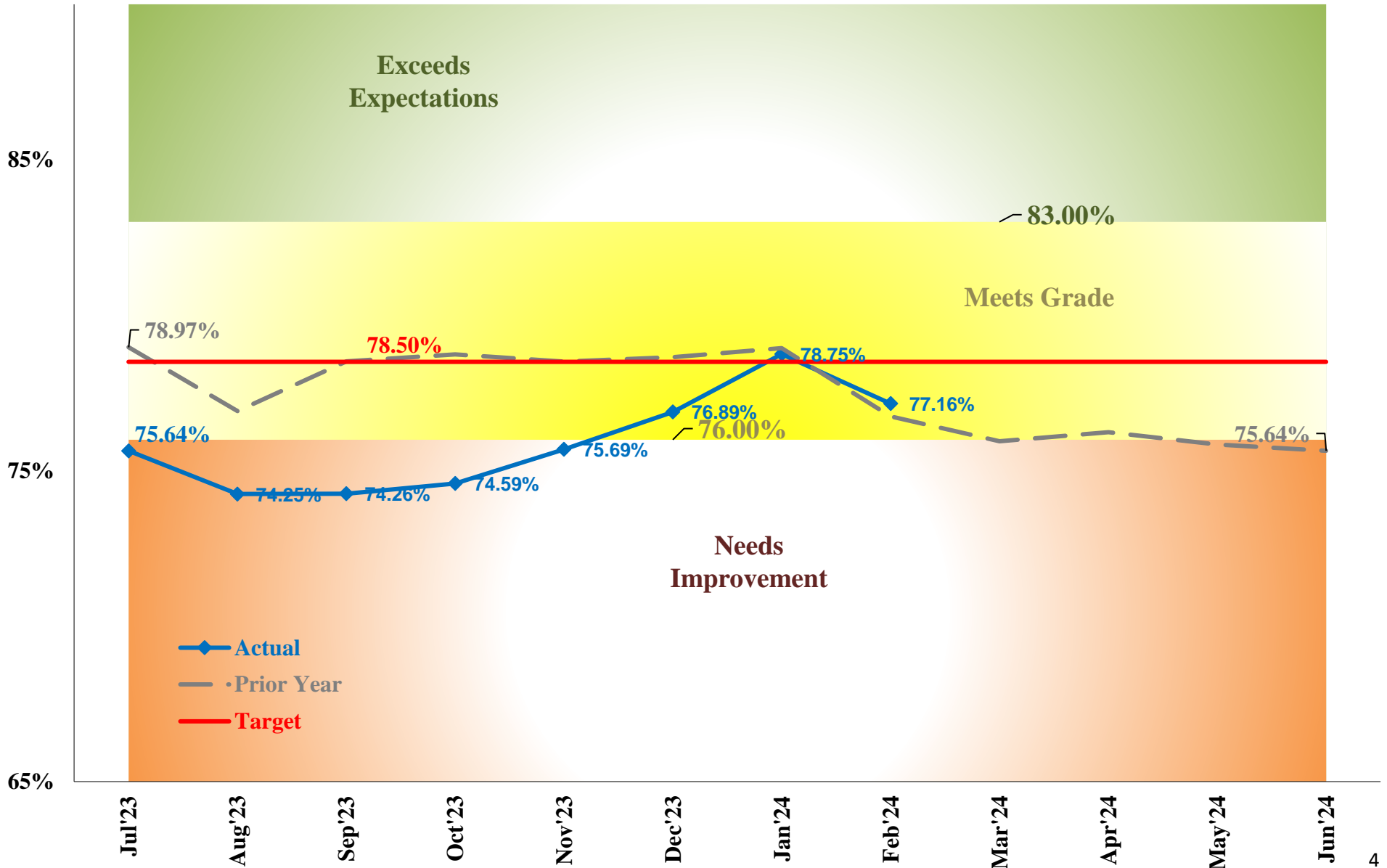
FEBRUARY FY24  
PERFORMANCE  
(BUS OPERATIONS)

OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

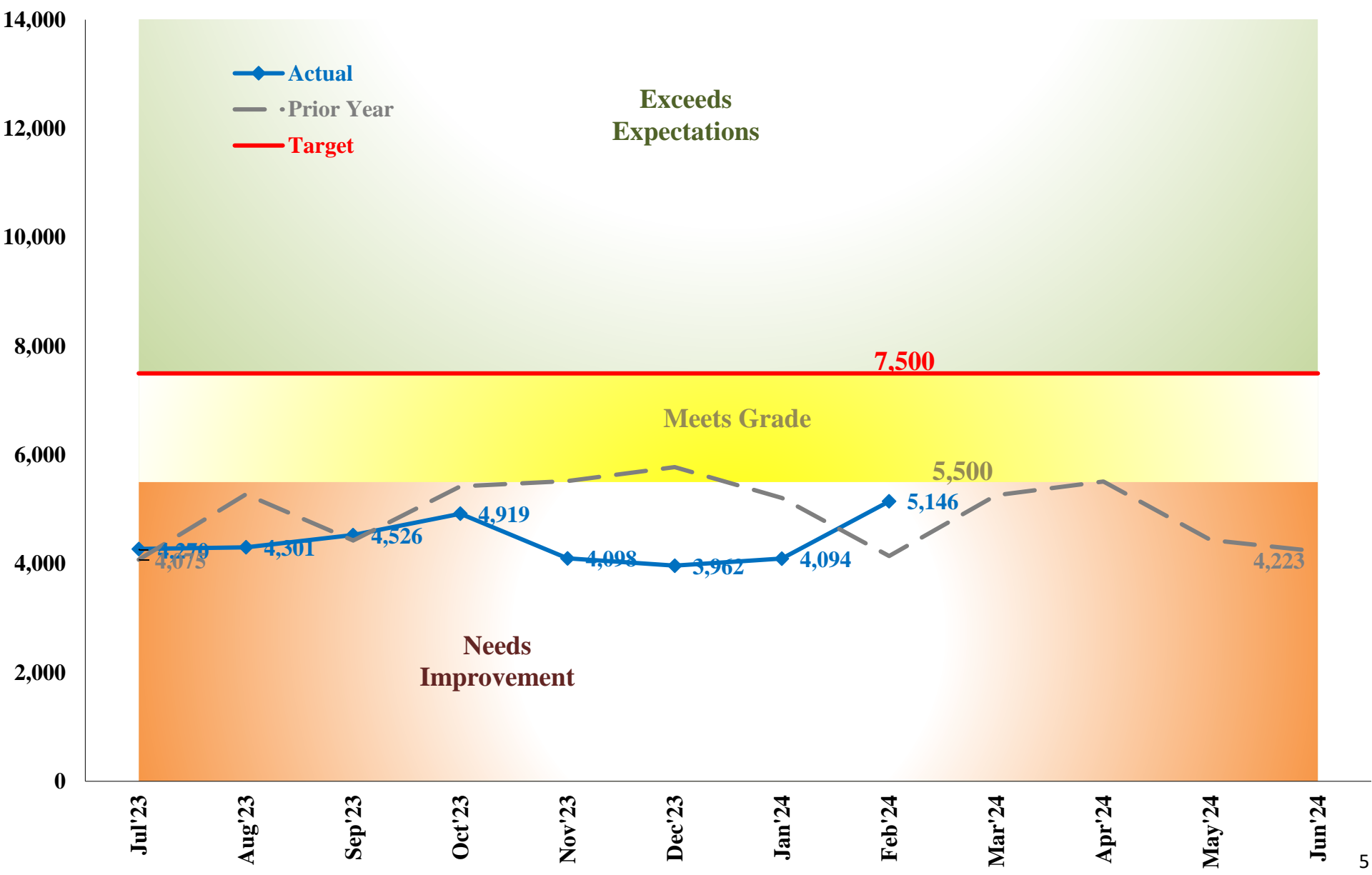
## Operations KPIs (Bus)

KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	77.16%	-1.34%	75.93%	-2.57%	-2.35%
Mean Distance Between Failures	7,500	5,146	-2,354	4,382	-3,118	-530
Customer Complaints per 100K Boardings	8.00	14.36	6.36	11.81	3.81	1.09

**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.

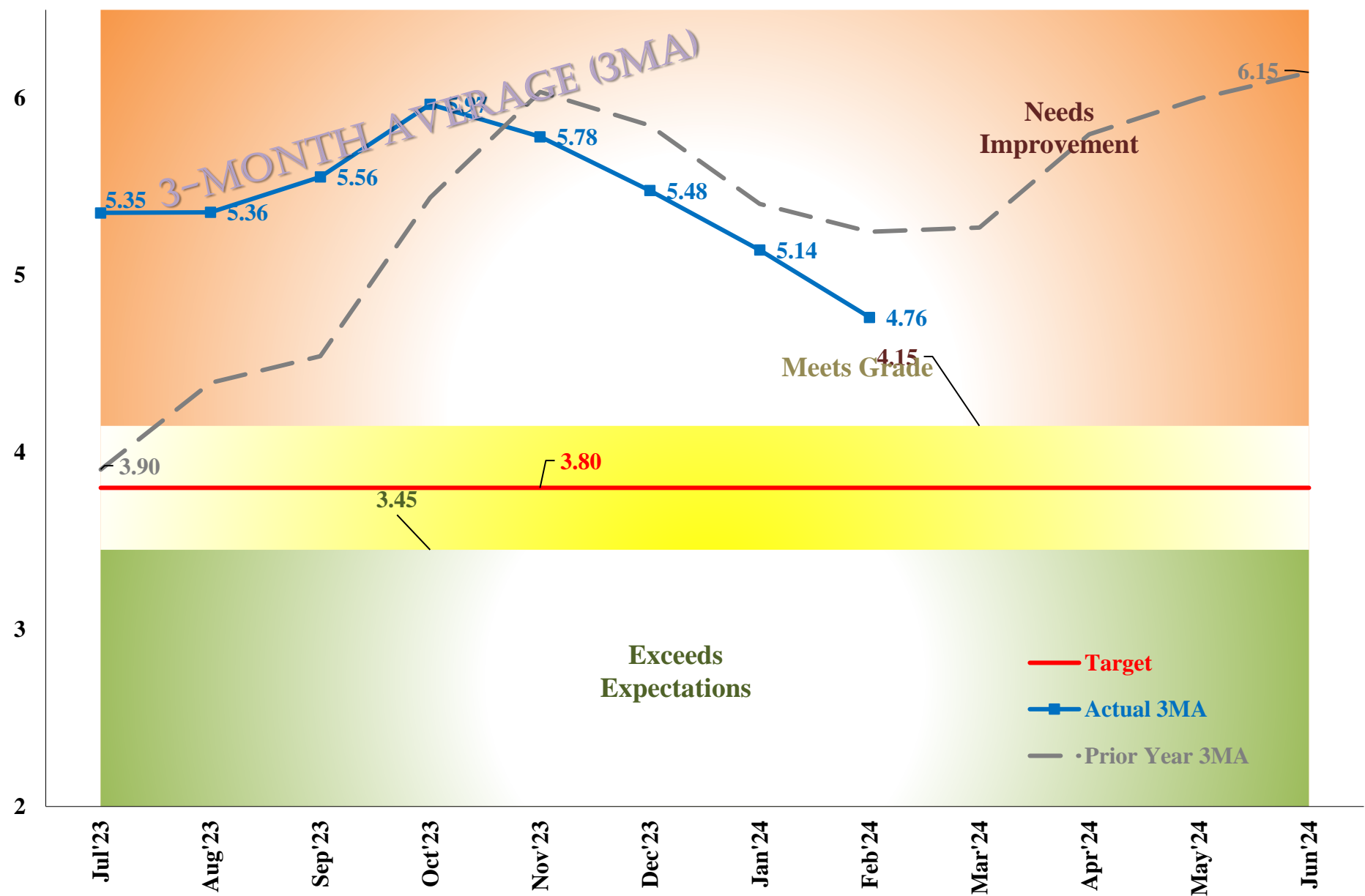


**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



# BUS SAFETY KPI

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



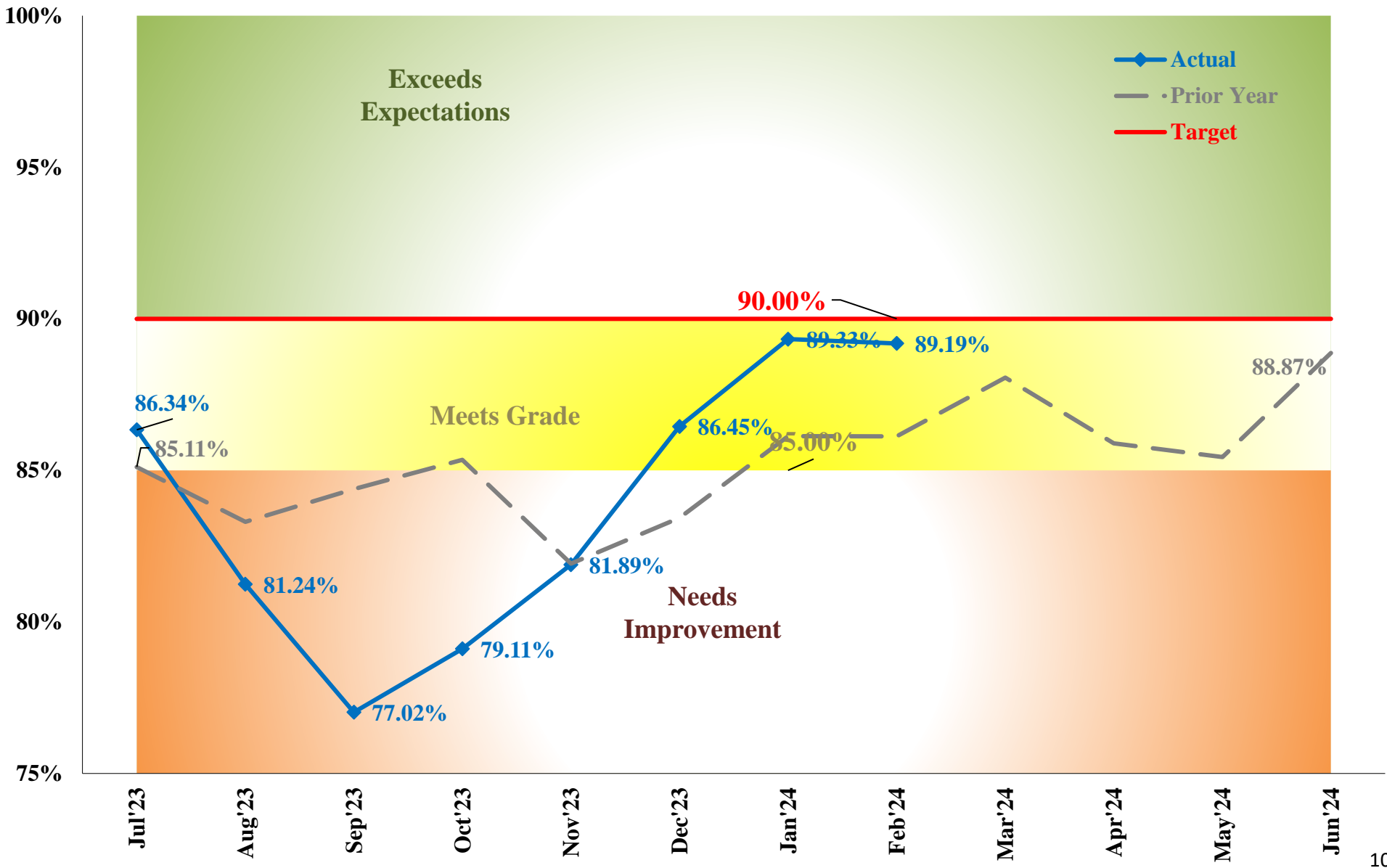
OFFICE OF  
MOBILITY



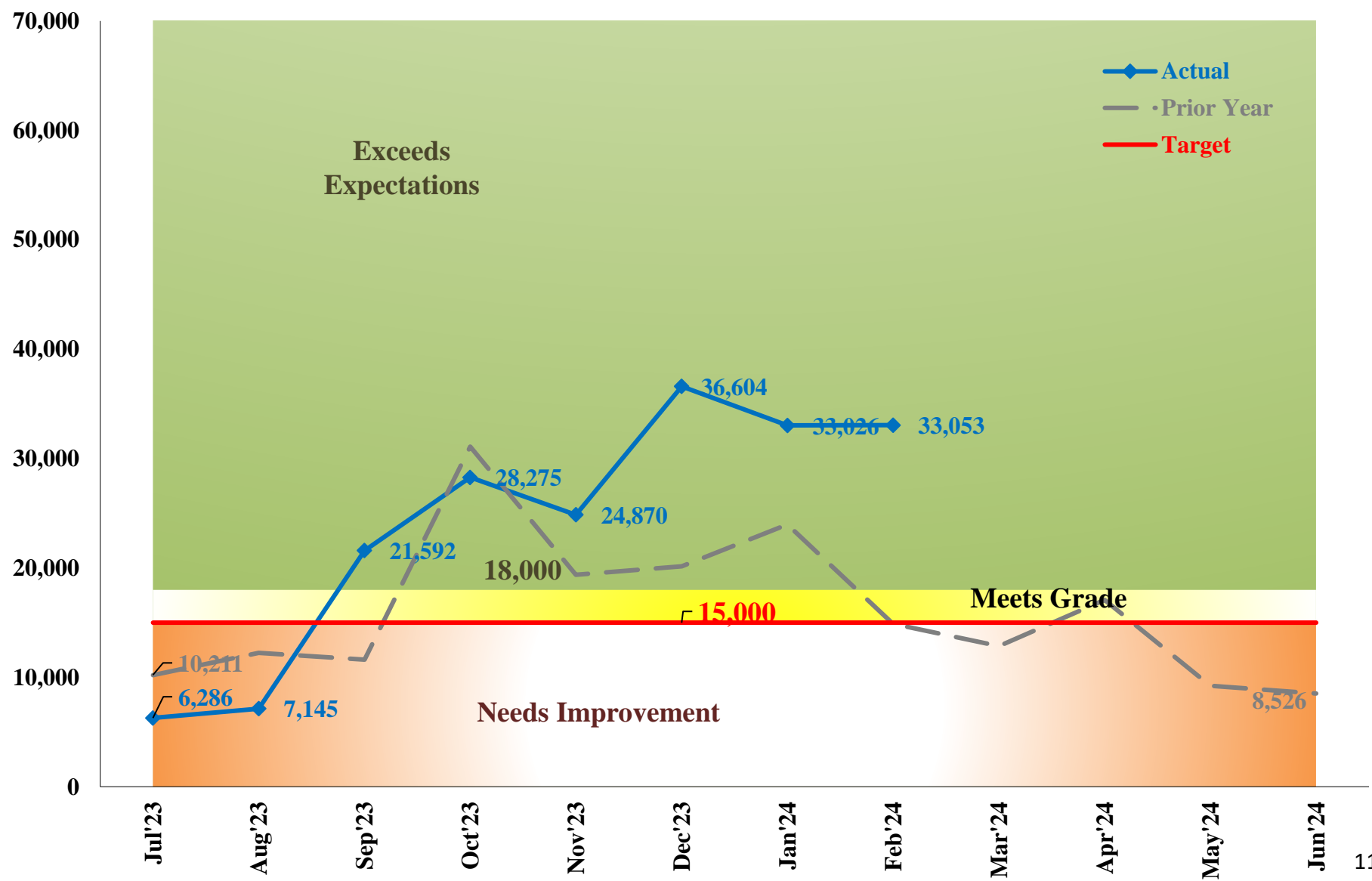
## Operations KPIs (Mobility)

KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	89.19%	-0.81%	83.71%	-6.29%	-0.76%
Mean Distance Between Failures	15,000	33,053	18,053	15,589	589	-264
Missed Trip Rate	0.50%	0.72%	0.22%	1.31%	0.81%	0.68%
Reservation Average Call Wait Time	2:00	3:34	1:34	4:57	2:57	3:16
Reservation Call Abandonment Rate	5.50%	5.64%	0.14%	8.18%	2.68%	3.55%
Customer Complaints per 1K Boardings	4.00	4.20	0.20	5.13	1.13	1.55

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

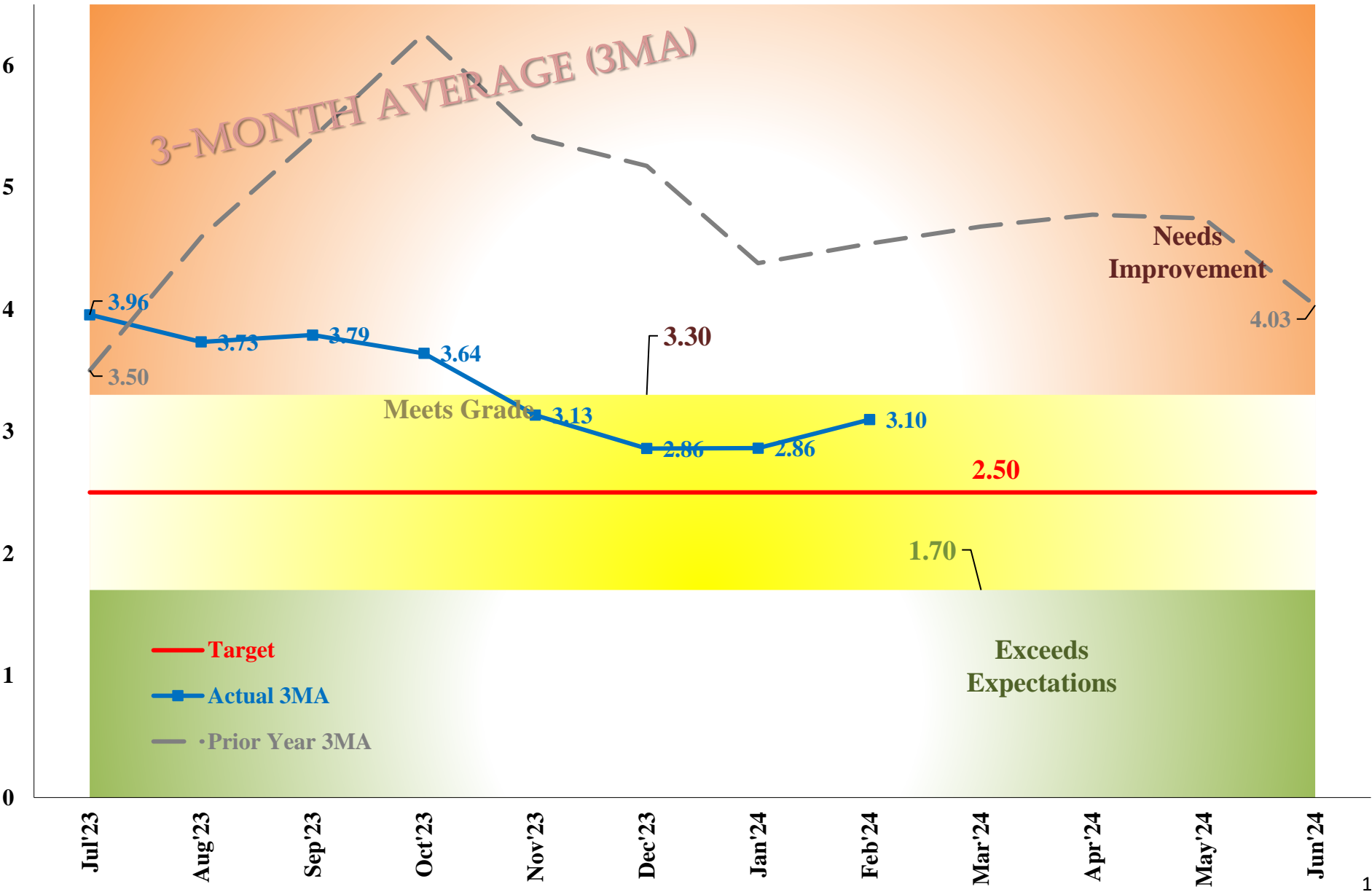


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI

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



FEBRUARY FY24  
PERFORMANCE  
(RAIL OPERATIONS)

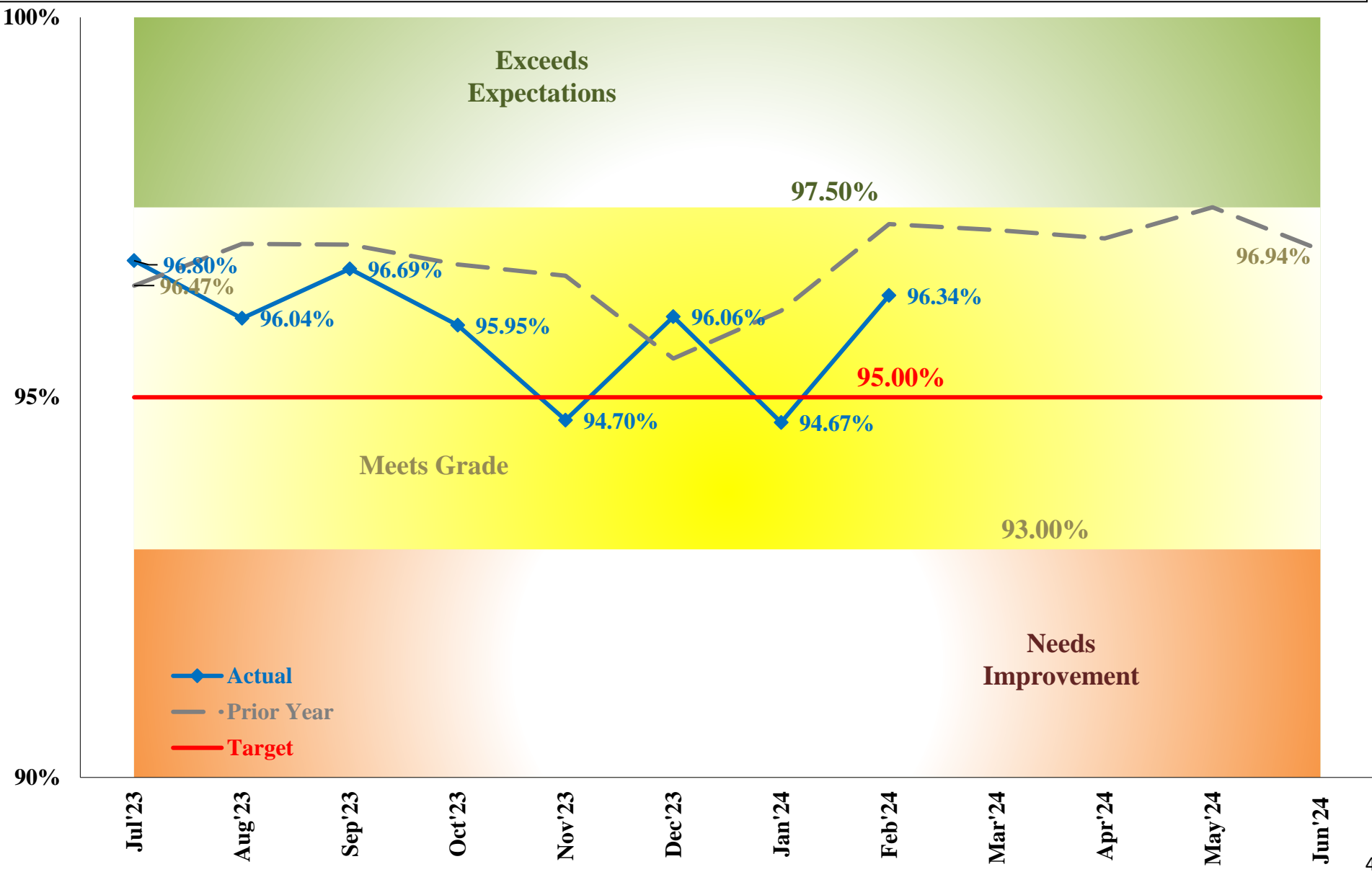
OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

## Operations KPIs (Rail)

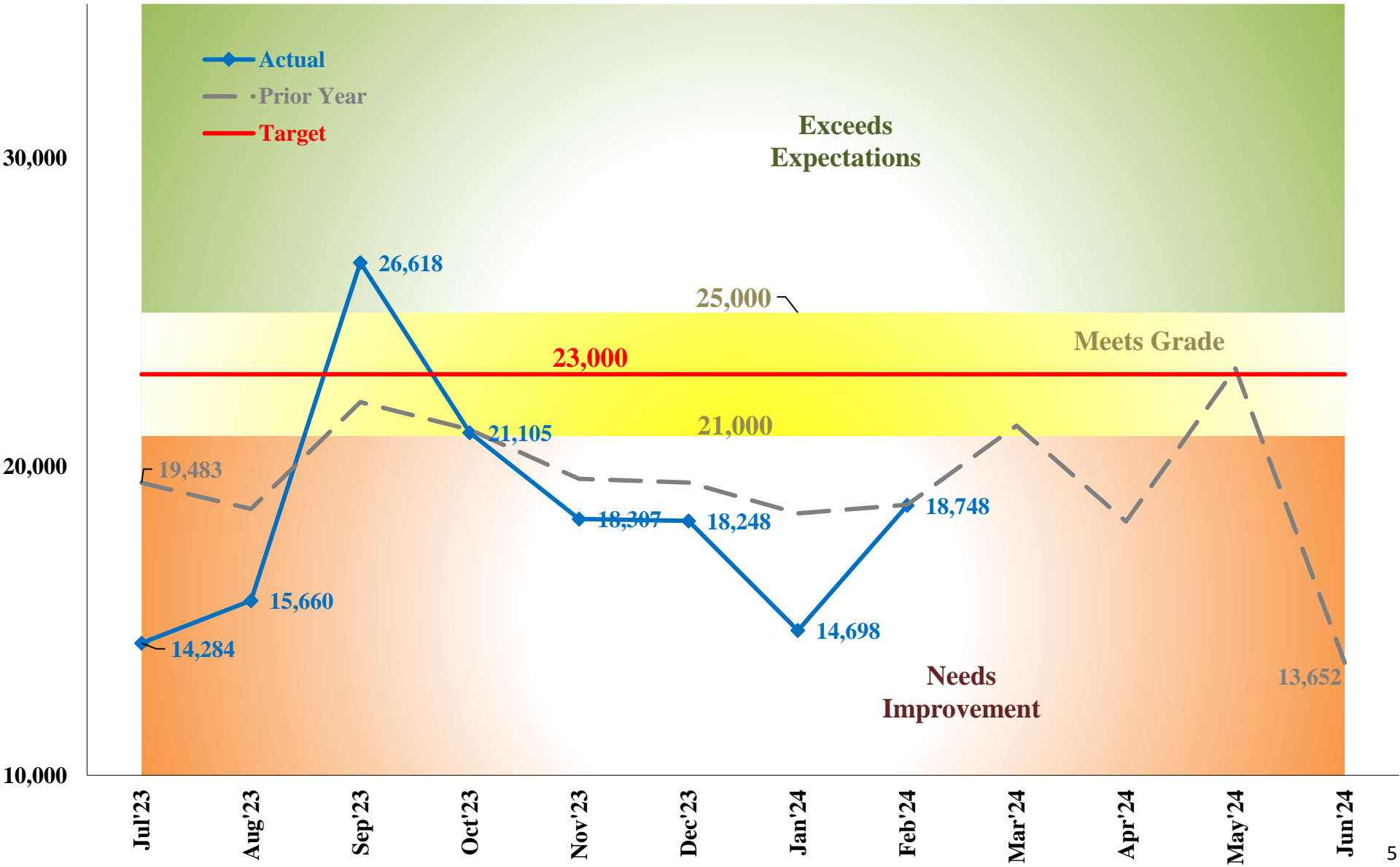
KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.34%	1.34%	95.90%	0.90%	-0.69%
Mean Distance Between Failures	23,000	18,748	-4,252	17,848	-5,152	-1,818
Mean Distance Between Service Interruptions	475	416	-59	372	-103	-81
Customer Complaints per 100K Boardings	1.00	0.85	-0.15	0.50	-0.50	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)

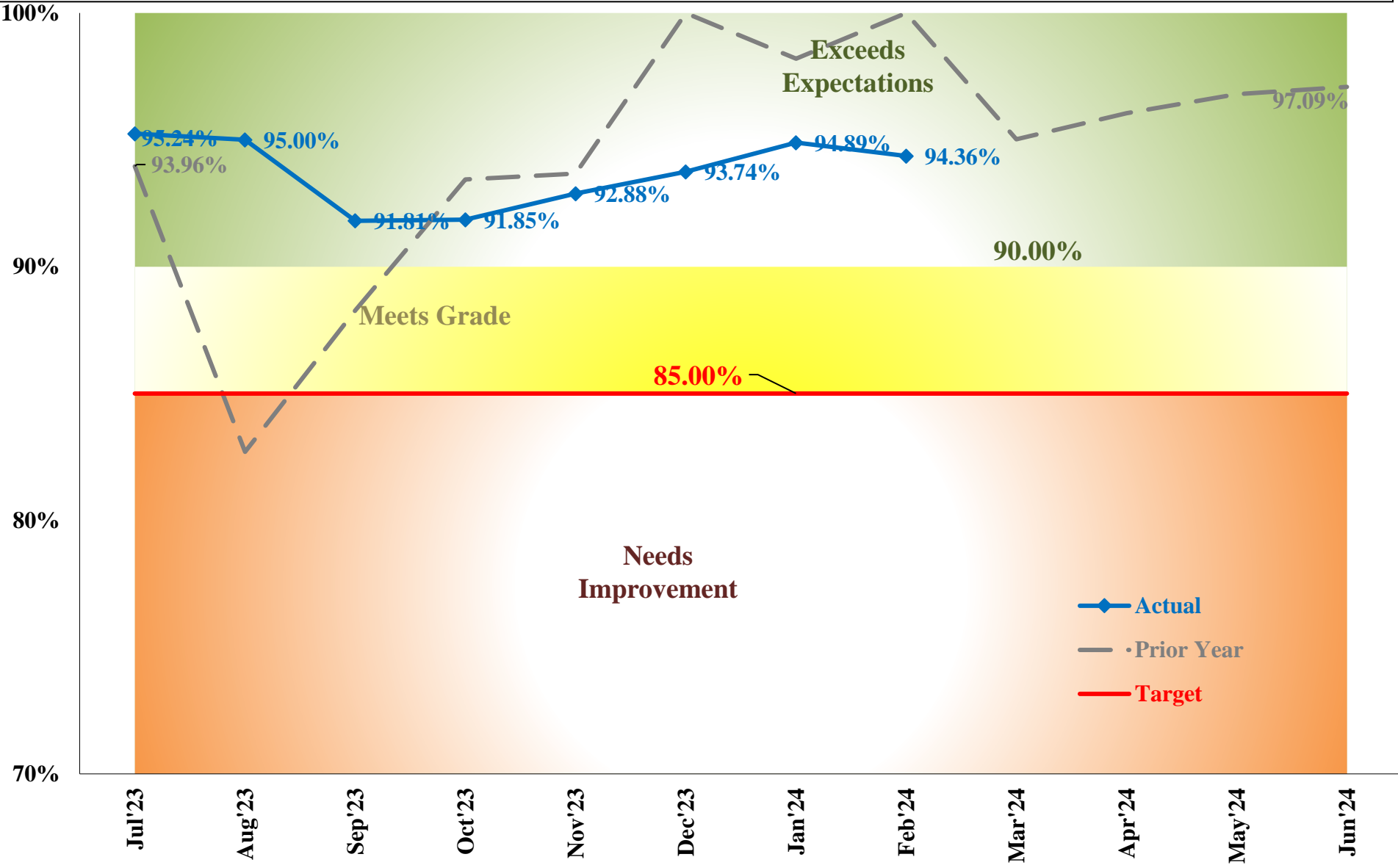
KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.51%	0.01%	98.52%	0.02%	-0.05%
Elevator Availability	98.50%	98.53%	0.03%	98.57%	0.07%	-0.09%

FEBRUARY FY24  
PERFORMANCE  
(STREETCAR)

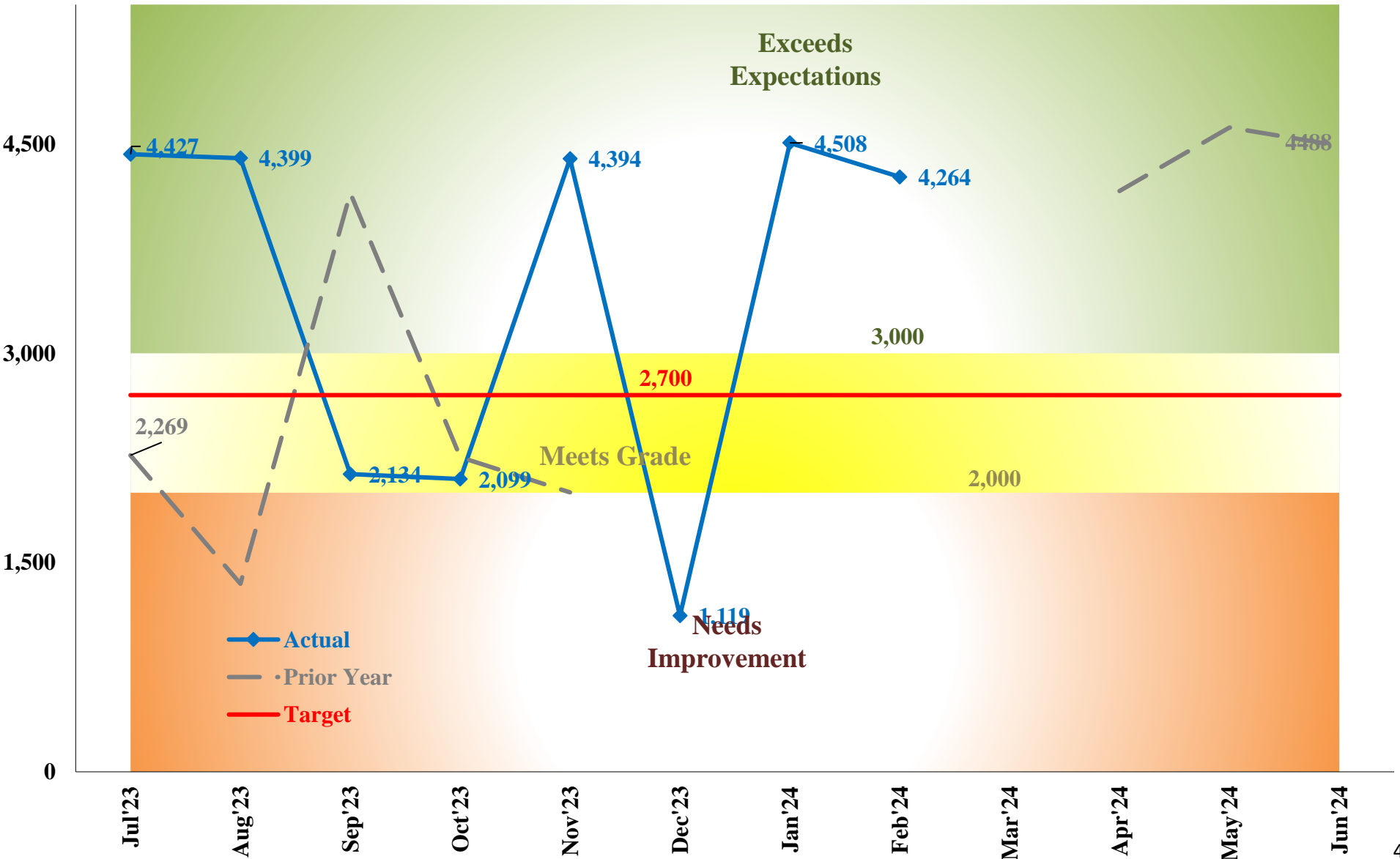
## Operations KPIs (Streetcar)

KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	94.36%	9.36%	93.73%	8.73%	0.00%
Mean Distance Between Failures	2,700	4,264	1,564	3,881	1,181	1,756
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.



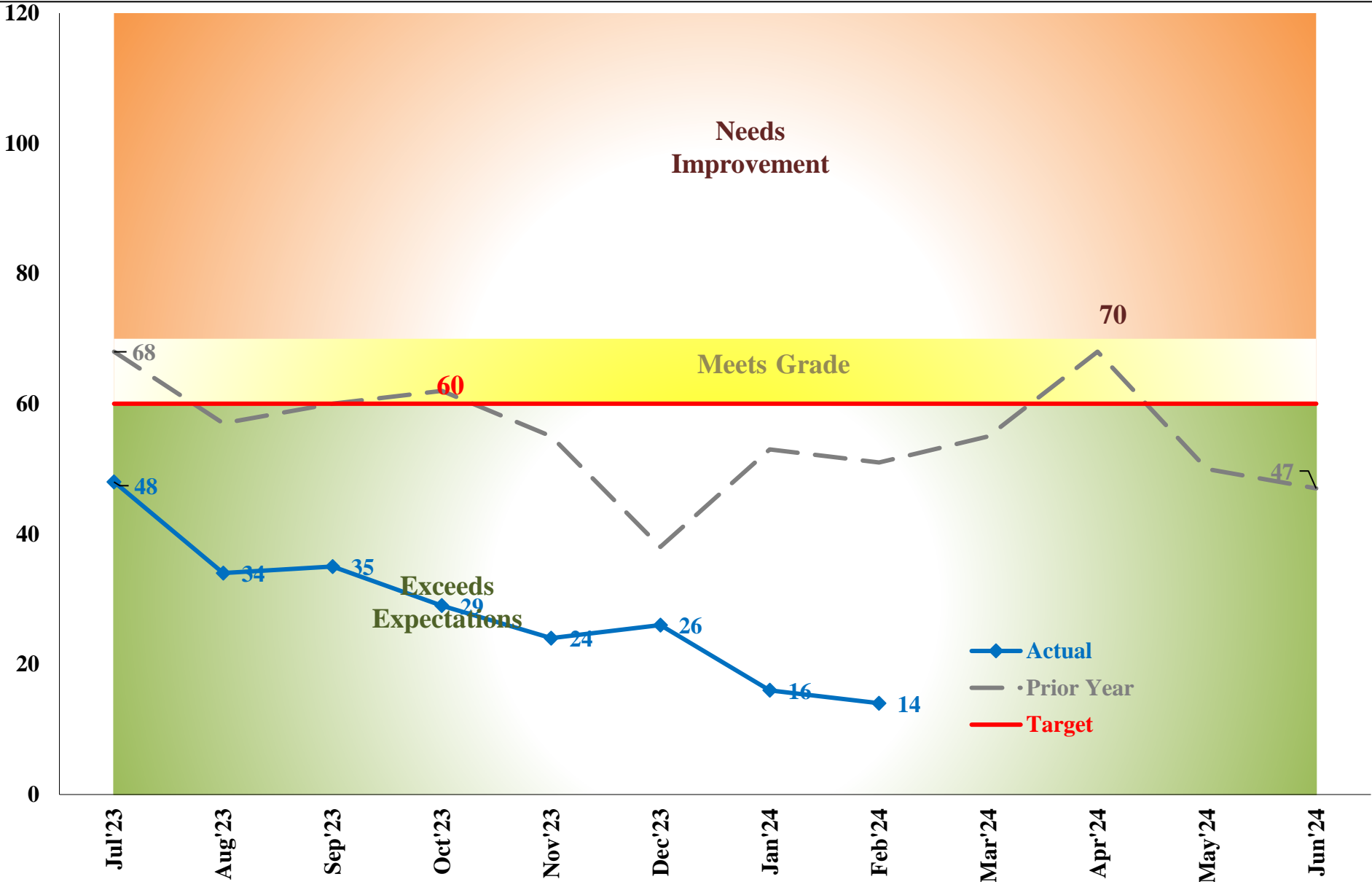


FEBRUARY FY24  
PERFORMANCE  
(CUSTOMER SERVICE)

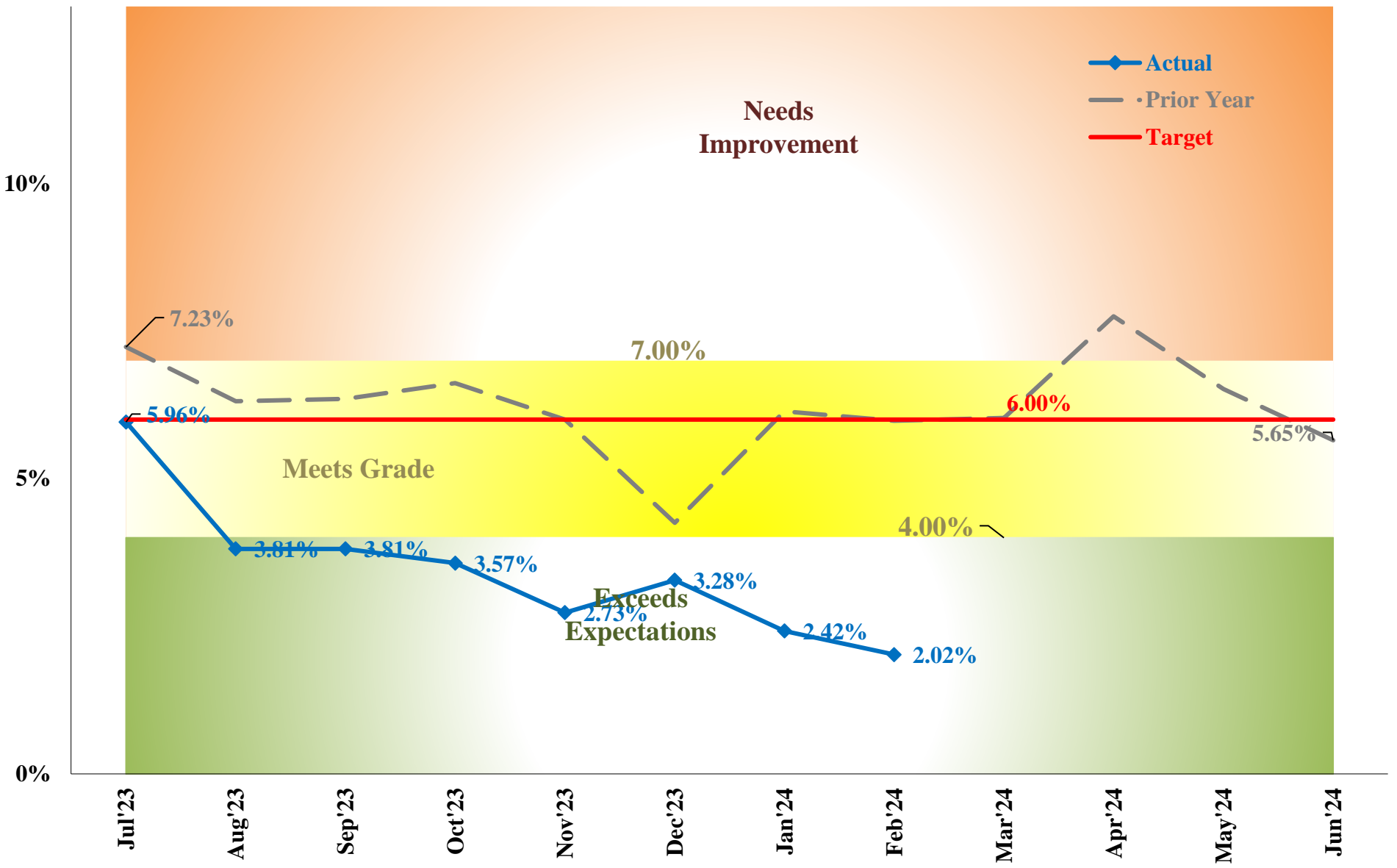
# Customer Service KPIs

KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:14	-0:46	0:29	-0:31	-0:27
Customer Call Abandonment Rate	6.00%	2.02%	-3.98%	3.52%	-2.48%	-2.63%

**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.

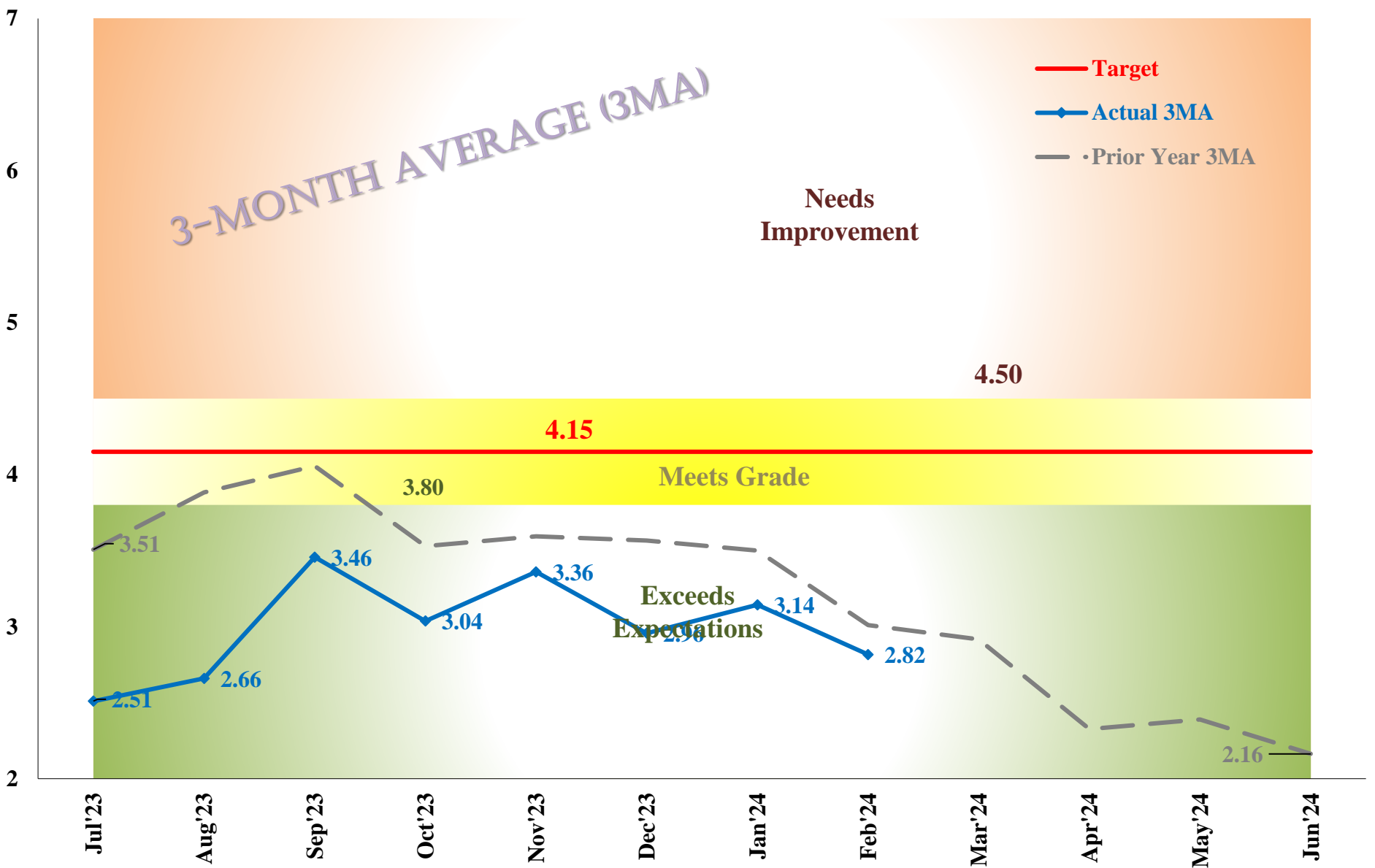


FEBRUARY FY24  
PERFORMANCE  
(SYSTEM SAFETY SECURITY &  
EMERGENCY MANAGEMENT)

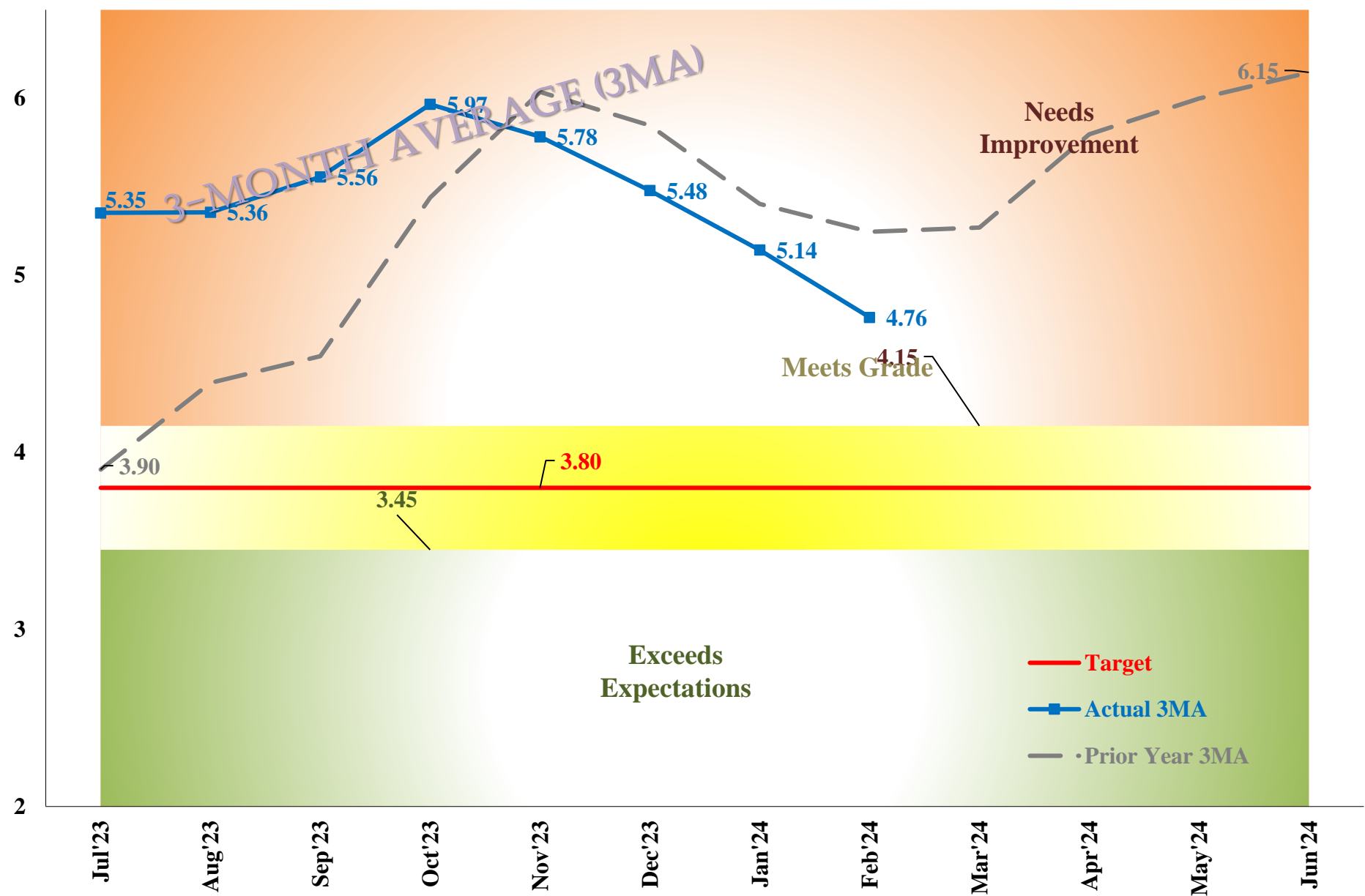
## Safety & Security KPIs

KPI	FY24 Target	Feb FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	3.14	-1.01	3.12	-1.03	-0.55
Bus Collision Rate per 100K Miles	3.80	4.44	0.64	5.28	1.48	0.06
Mobility Collision Rate per 100K Miles	2.50	2.77	0.27	3.31	0.81	-1.73
Employee Lost Time Incident Rate	3.80	3.73	-0.07	3.90	0.10	-0.13

**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.

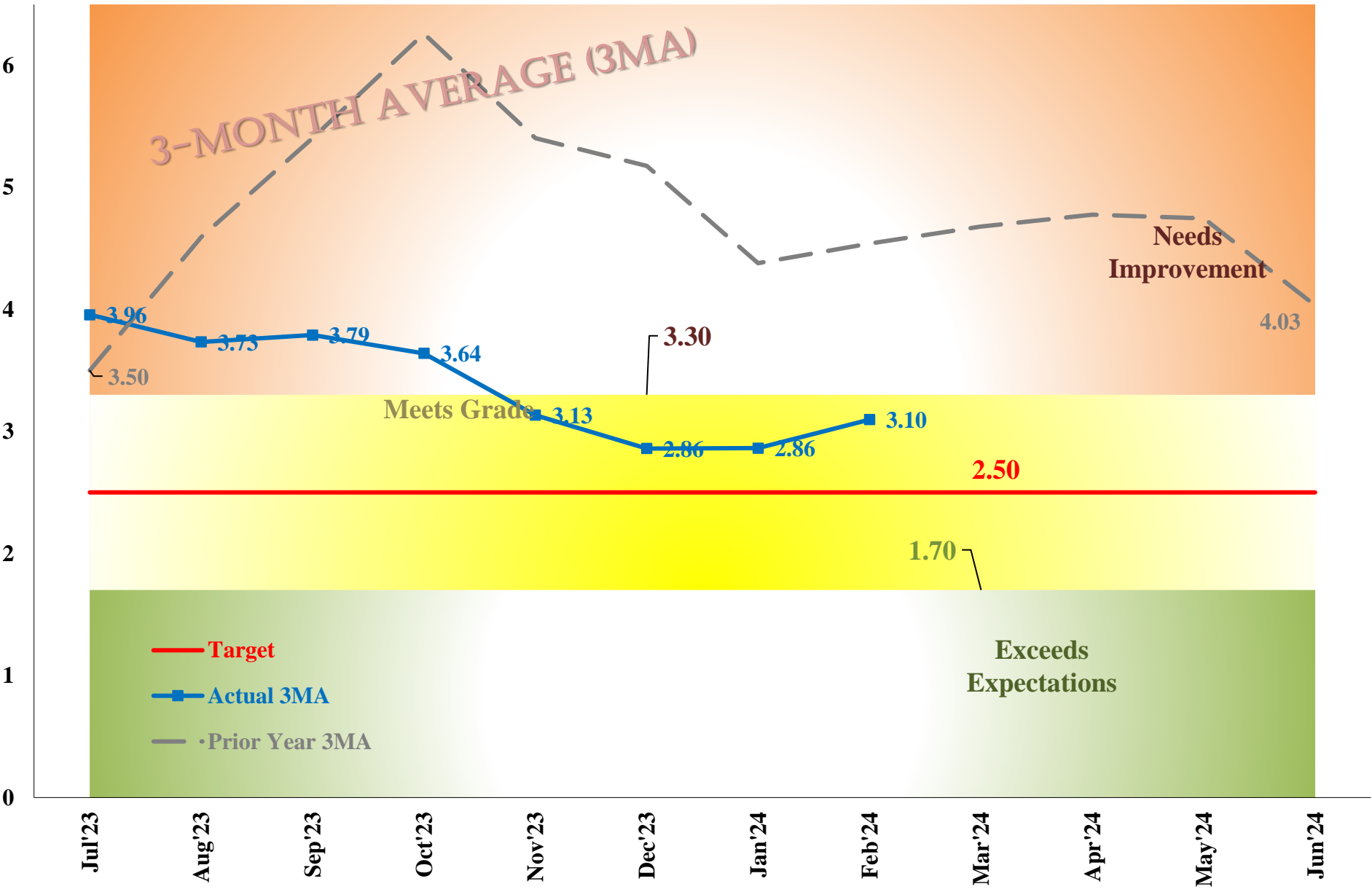


**Bus Collisions per 100K Miles** measured as the number of collisions involving bus service per 100,000 hub miles.

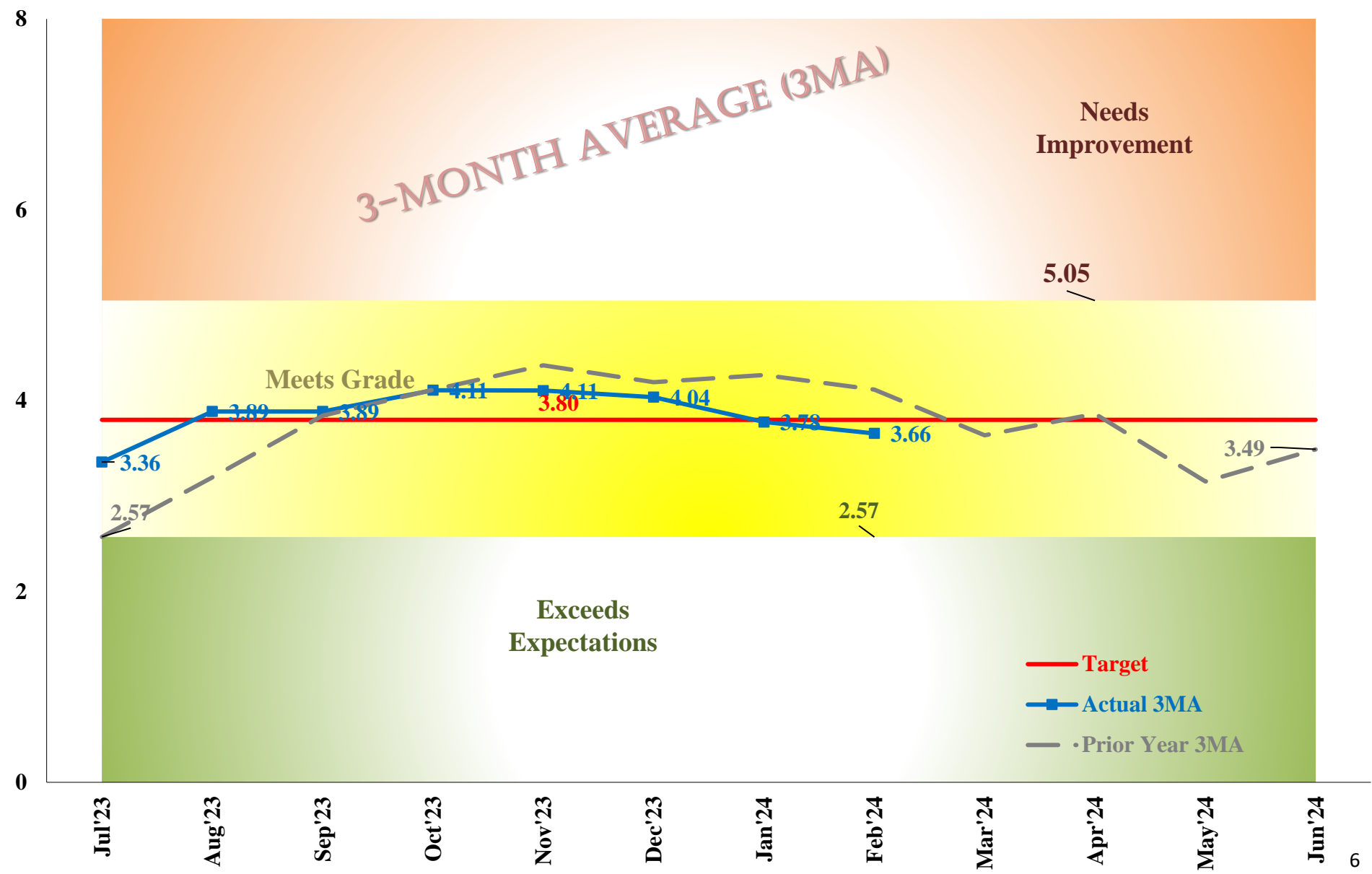




**Mobility Collisions per 100K Miles** measured as the number of collisions involving Mobility service per 100,000 hub miles.



**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

