



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, AUGUST 22, 2024

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Al Pond called the meeting to order at 11:34 A.M.

Board Members

Present:

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

Board Members

Absent:

Stacy Blakley
Jennifer Ide
Russell McMurry
Jannine Miller
Thomas Worthy

Staff Members Present:

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

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Jonathan Hunt, and Erik Johnson

2. APPROVAL OF THE MINUTES

Minutes from July 25, 2024.

Minutes from July 25, 2024. On a motion by Board Member Durrett, seconded by Board Member Powers, the motion passed by a vote of 10 to 0 with 10 members present.

3. BRIEFING

Final Design of Compressed Natural Gas (CNG) Equipment Replacement

Erik Johnson, Acting Director Bus Mechanics, briefed the Committee on the Final Design of Compressed Natural Gas (CNG) Equipment Replacement.

4. OTHER MATTERS

FY24 June Key Performance Indicators (Informational Only)

5. ADJOURNMENT

The Committee meeting adjourned at 11:42 A.M

YouTube link: <https://www.youtube.com/live/5-89NloiyY?feature=shared>



August 22, 2024

Operations & Safety Committee

Erik Johnson

Acting Director of Bus Maintenance
Department of Mechanical Operations

Briefing for Final Design of Compressed Natural Gas (CNG) Equipment Replacement

Purpose

- 70% of MARTA's Transit Bus Fleet is Fueled Using Compressed Natural Gas (CNG)
- Existing CNG Equipment at Perry and Laredo Facilities Have Reached End of Useful Life Causing:
 - Reliability Challenges
 - Difficulty Procuring Replacement Parts
 - Increased Time to Fuel Buses
- This Project Phase is for Design Services to Replace CNG Fueling Systems at the Perry and Laredo Garages and Add a Backup Generator at the Hamilton CNG Fueling Facility



Background

- MARTA and Atlanta Gas Light (AGL) Have a Master Agreement in Place
- An Analysis of the Existing Equipment Was Completed in 2021
- Recommendations Include:
 - Replace CNG Fueling Equipment at the Perry Bus Facility
 - Replace CNG Fueling Equipment at the Laredo Bus Facility
 - Add Backup Generator to Hamilton Fueling System
- In 2021, an Amendment to the Master Agreement was executed to perform the recommended work



Project Scope

AGL will develop the design including:

- CNG Equipment Replacement
- Site Utility Layout
- Electrical Service & Distribution
- Specification Package
- Construction Cost Estimate
- Preliminary Construction Schedule
- Implementation Phasing Plans





Project Costs & Schedule

Project Cost

- AGL Engineering Design \$975,000
 - Scope of this Contract Phase

Project Schedule

- Site Survey/Facility Mapping 2 Months
- Plan Development 11 Months
- Phasing Plan Development 1 Month

Request for Notice to Proceed

- Notice to Proceed for Design Phase of CNG Compressor Replacement
Executed Amendment to MARTA/AGL Master Agreement Completed
- Contract Term is For Up To 14 Months, No Options
- Local Funds Will Be Used For This Project Phase



Thank You



JUNE FY24
PERFORMANCE
(BUS OPERATIONS)

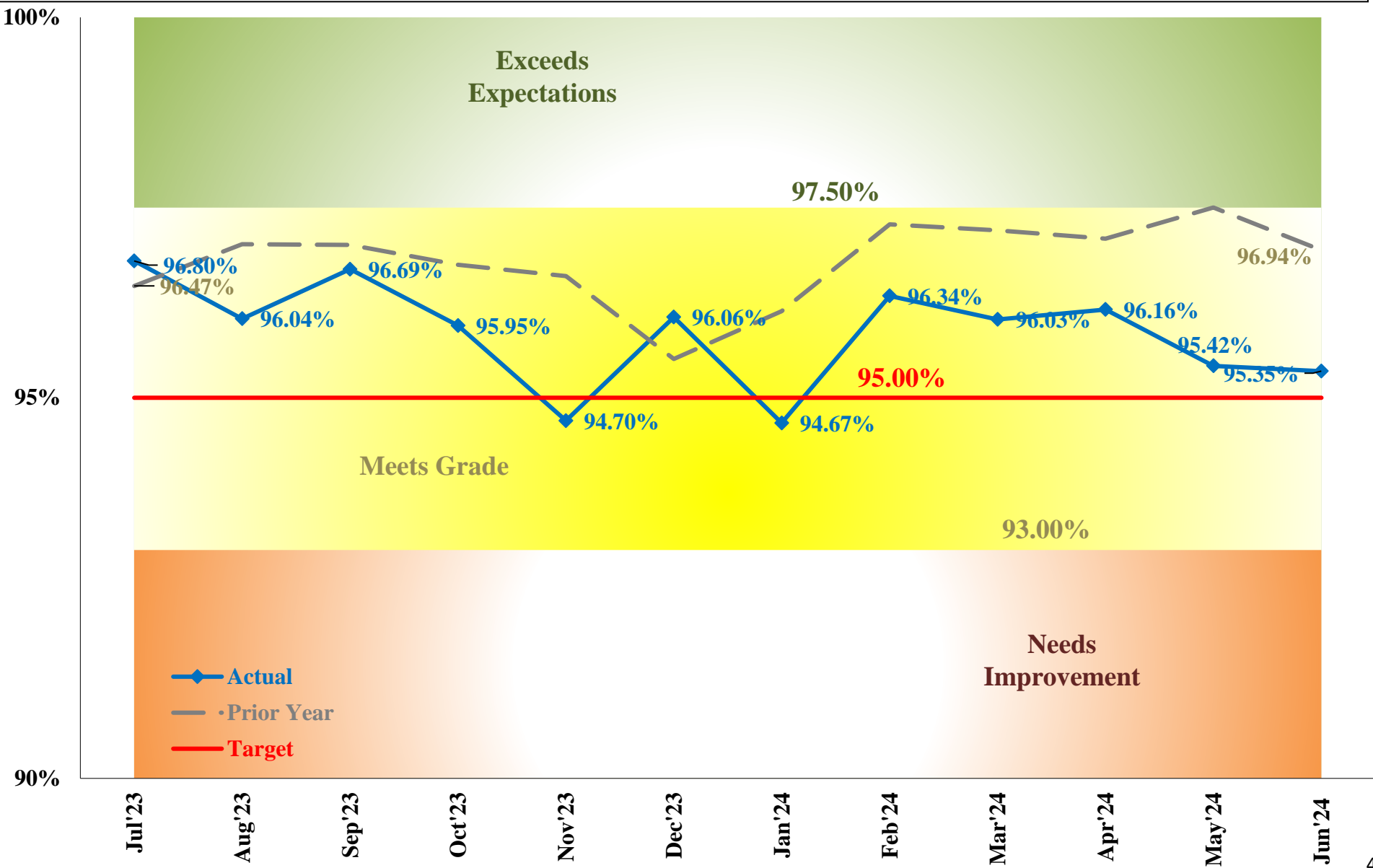
JUNE FY24
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

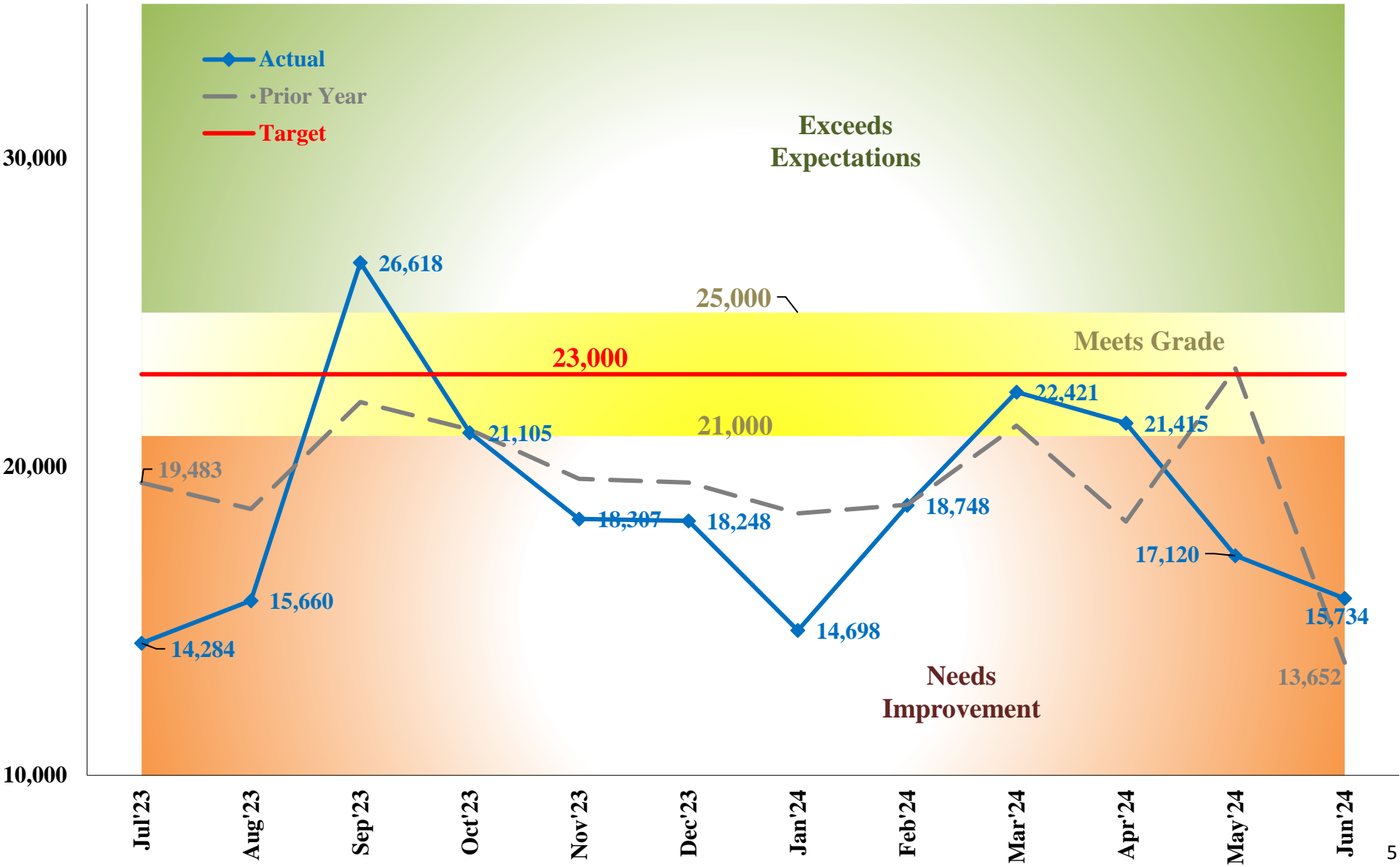
Operations KPIs (Rail)

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	95.35%	0.35%	95.85%	0.85%	-0.94%
Mean Distance Between Failures	23,000	15,734	-7,266	18,163	-4,837	-1,080
Mean Distance Between Service Interruptions	475	325	-150	366	-109	-112
Customer Complaints per 100K Boardings	1.00	0.65	-0.35	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)

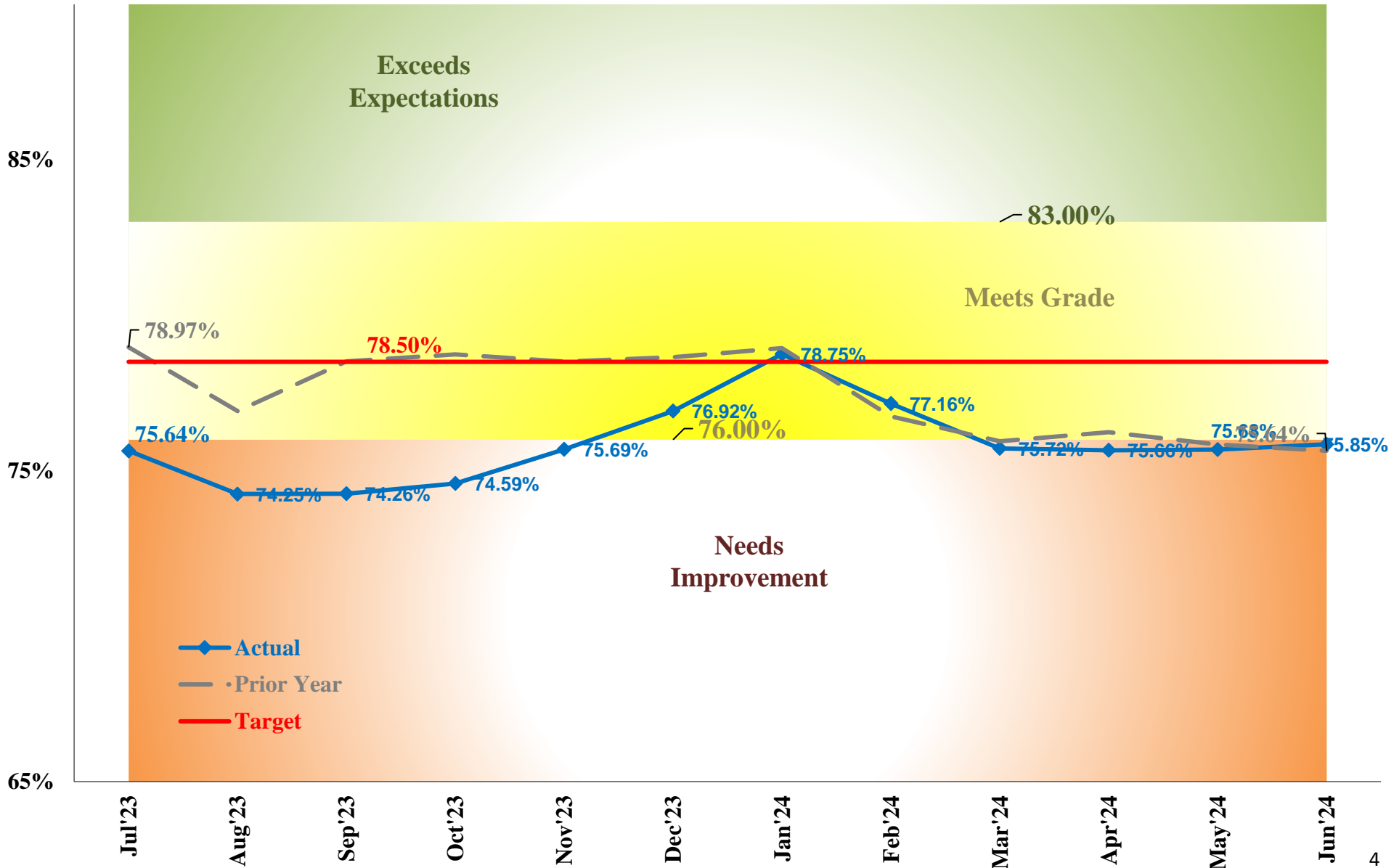
KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Escalator Availability	98.50%	98.57%	0.07%	98.52%	0.02%	-0.05%
Elevator Availability	98.50%	98.63%	0.13%	98.58%	0.08%	-0.06%

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

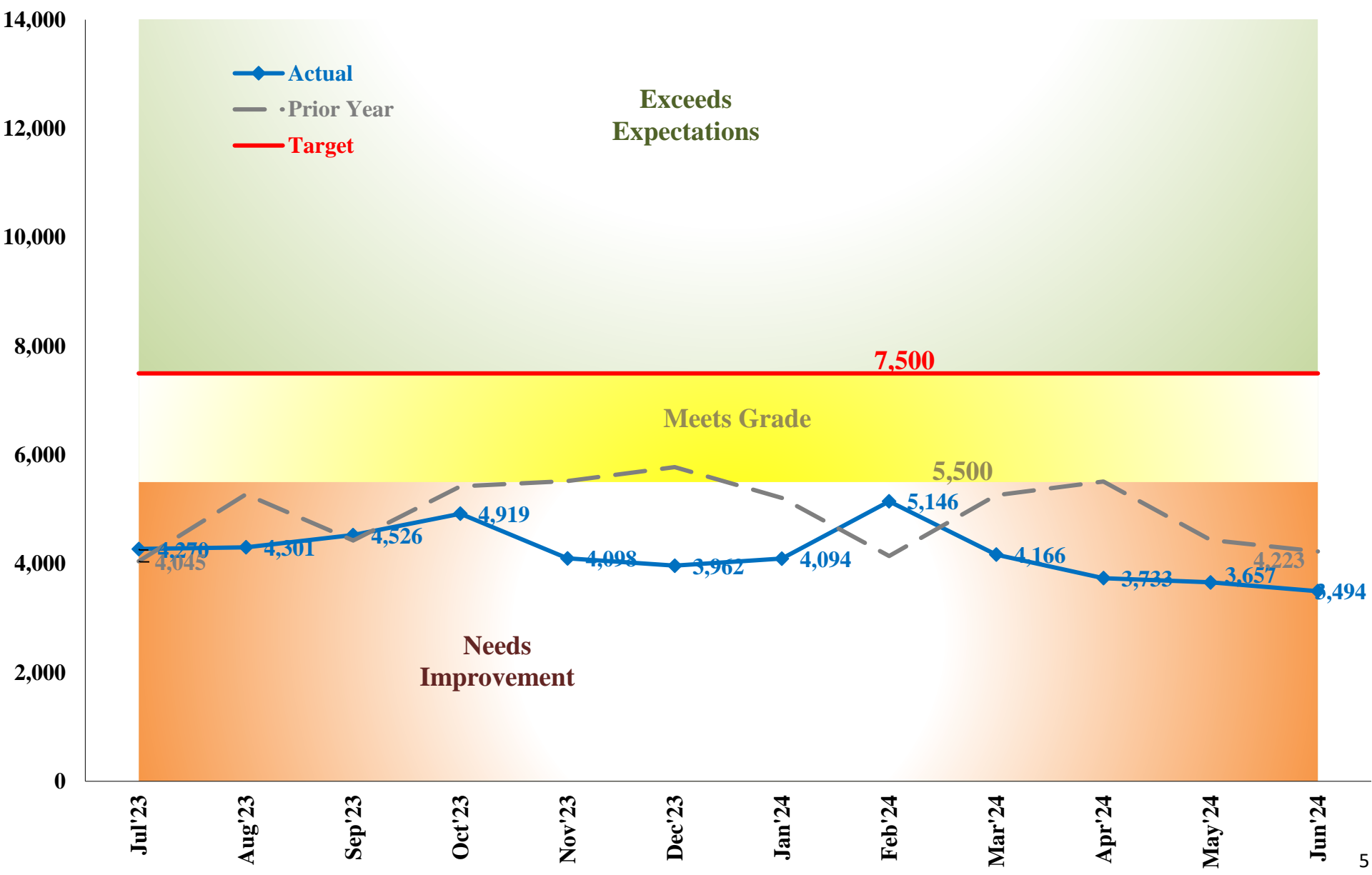
Operations KPIs (Bus)

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	75.85%	-2.65%	75.87%	-2.63%	-1.55%
Mean Distance Between Failures	7,500	3,494	-4,006	4,148	-3,352	-722
Customer Complaints per 100K Boardings	8.00	9.60	1.60	11.34	3.34	0.34

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.

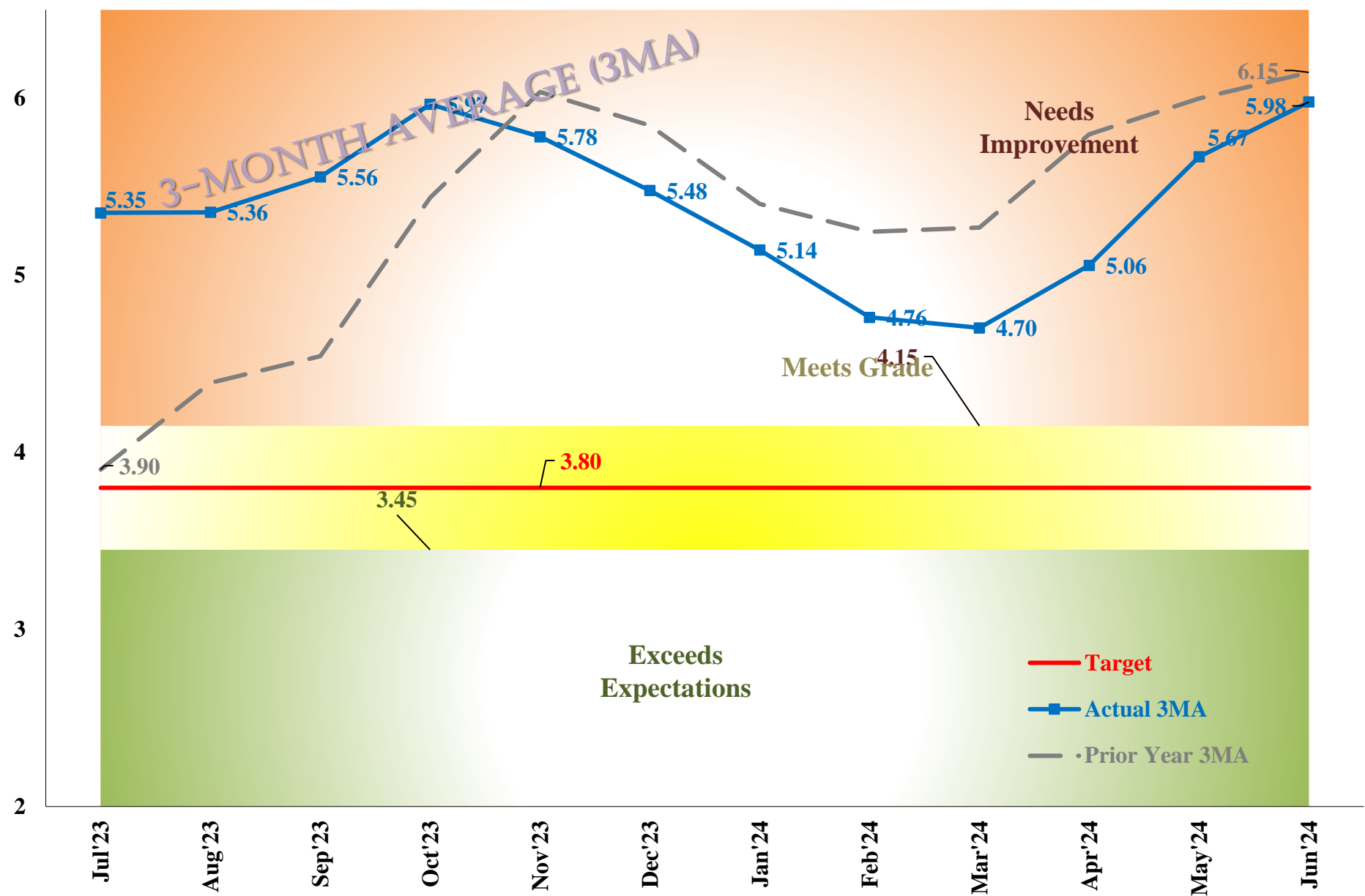


Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

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

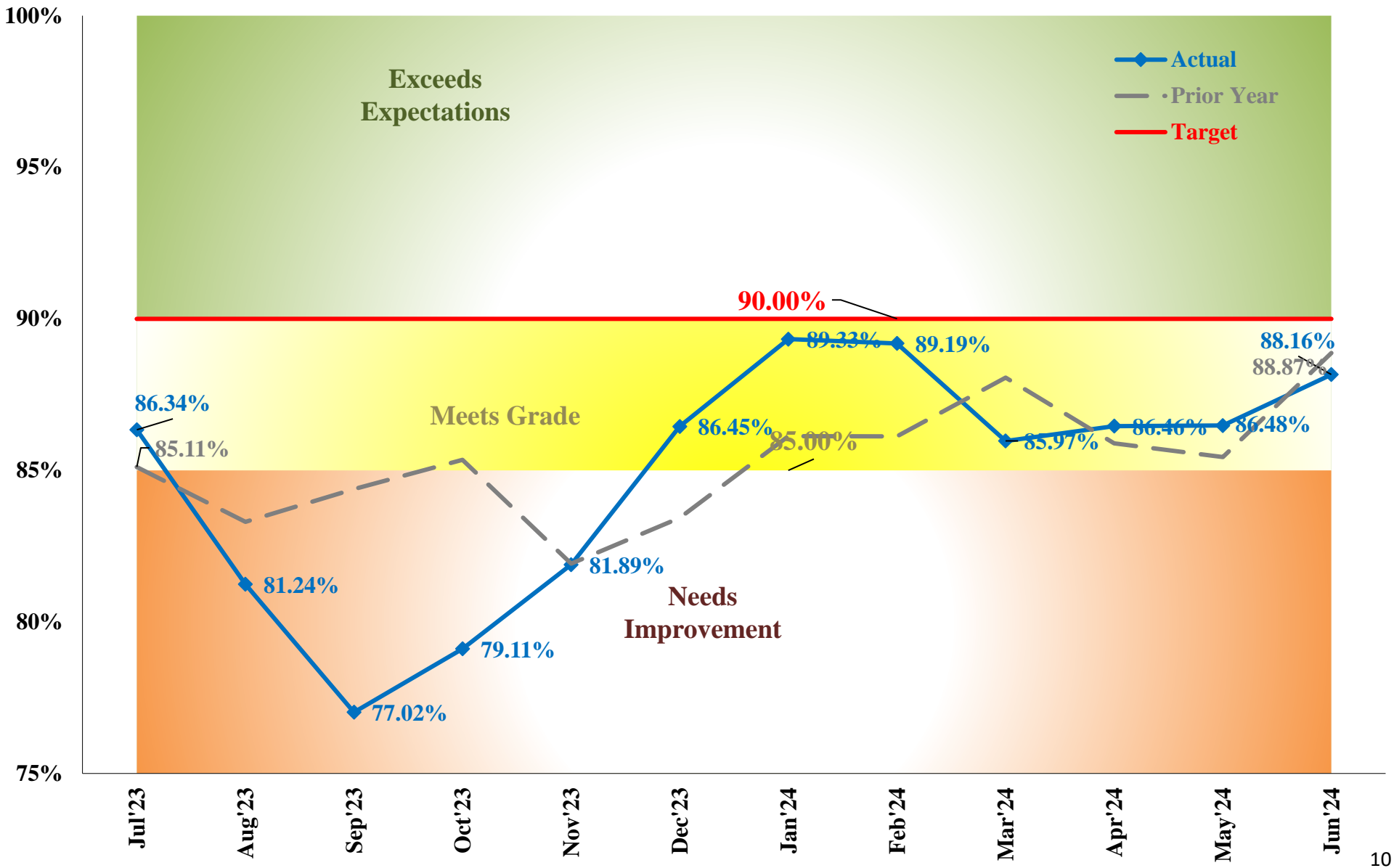


OFFICE OF
MOBILITY

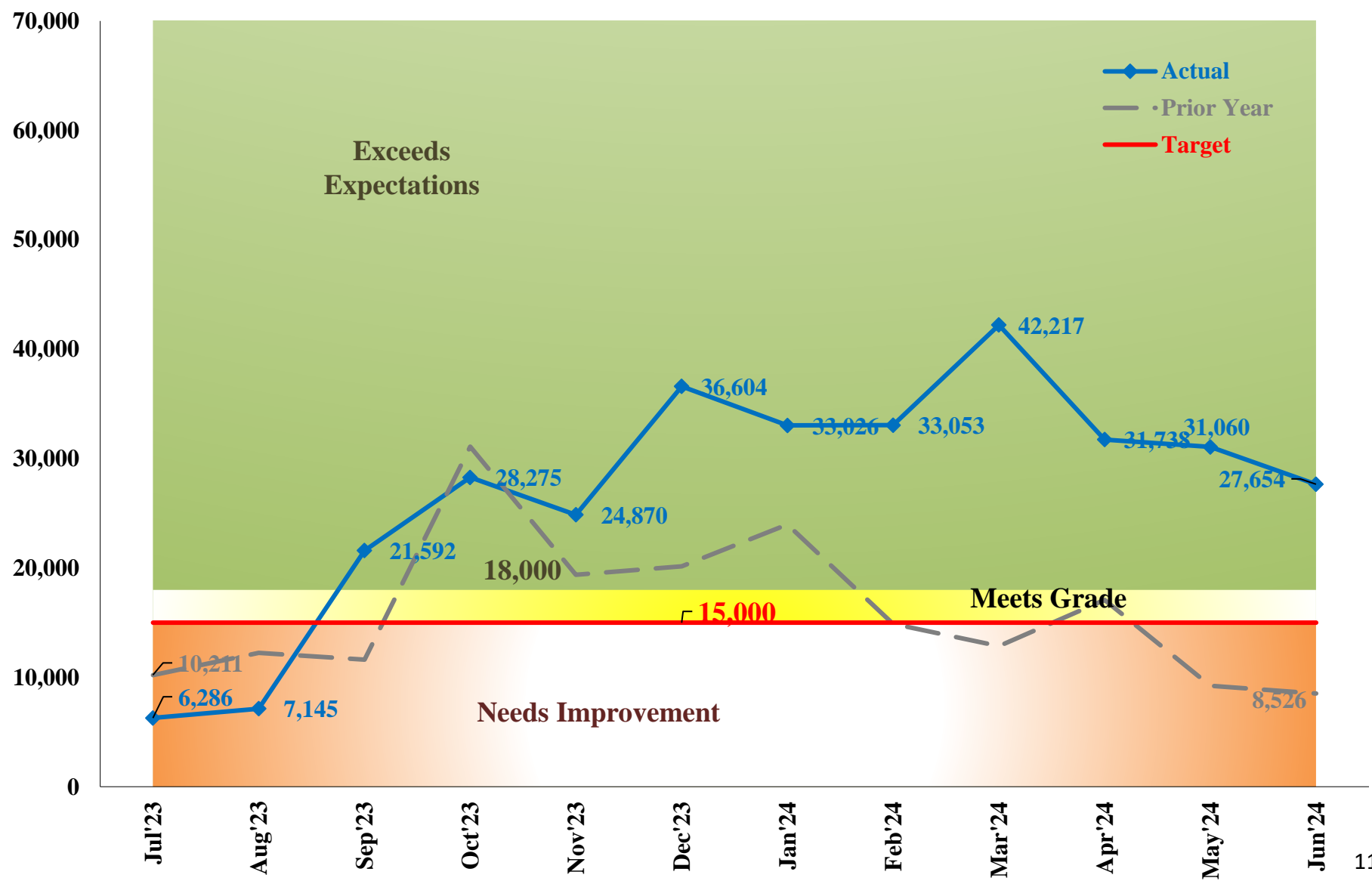
Operations KPIs (Mobility)

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	88.16%	-1.84%	84.76%	-5.24%	-0.65%
Mean Distance Between Failures	15,000	27,654	12,654	18,965	3,965	5,228
Missed Trip Rate	0.50%	0.59%	0.09%	1.11%	0.61%	0.52%
Reservation Average Call Wait Time	2:00	2:04	0:04	5:06	3:06	3:28
Reservation Call Abandonment Rate	5.50%	2.72%	-2.78%	7.82%	2.32%	3.65%
Customer Complaints per 1K Boardings	4.00	2.14	-1.86	4.46	0.46	1.12

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

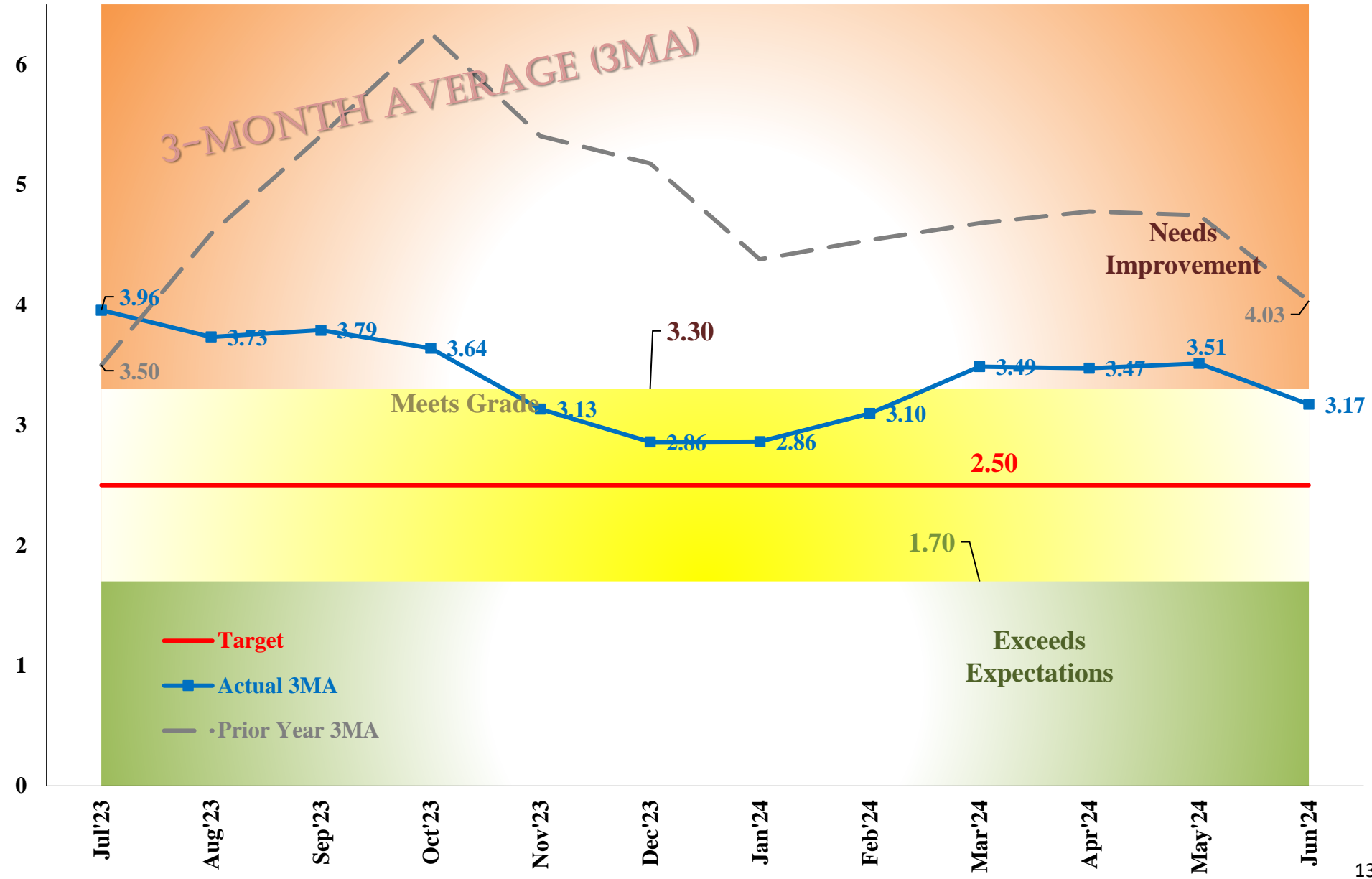


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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

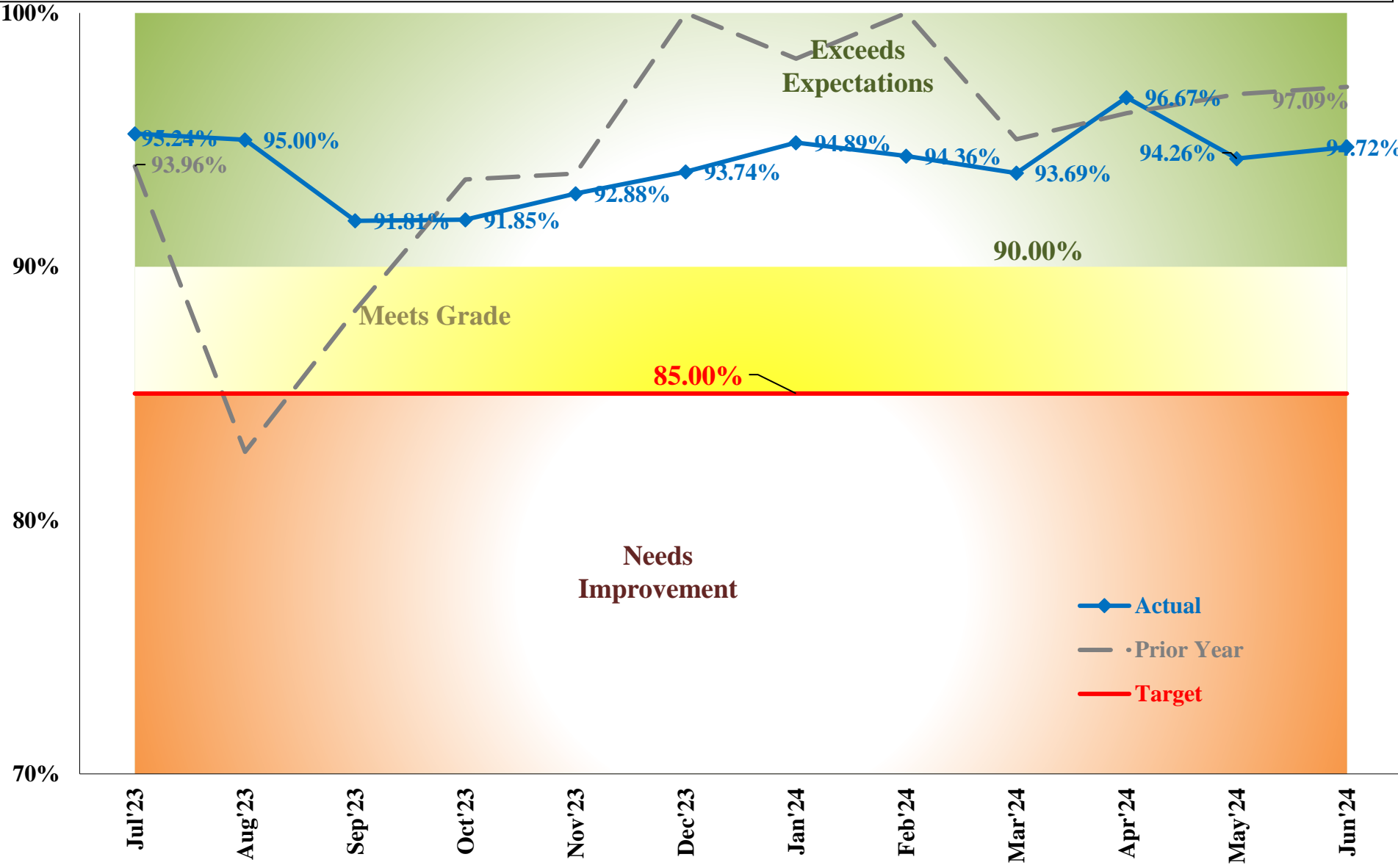


JUNE FY24
PERFORMANCE
(STREETCAR)

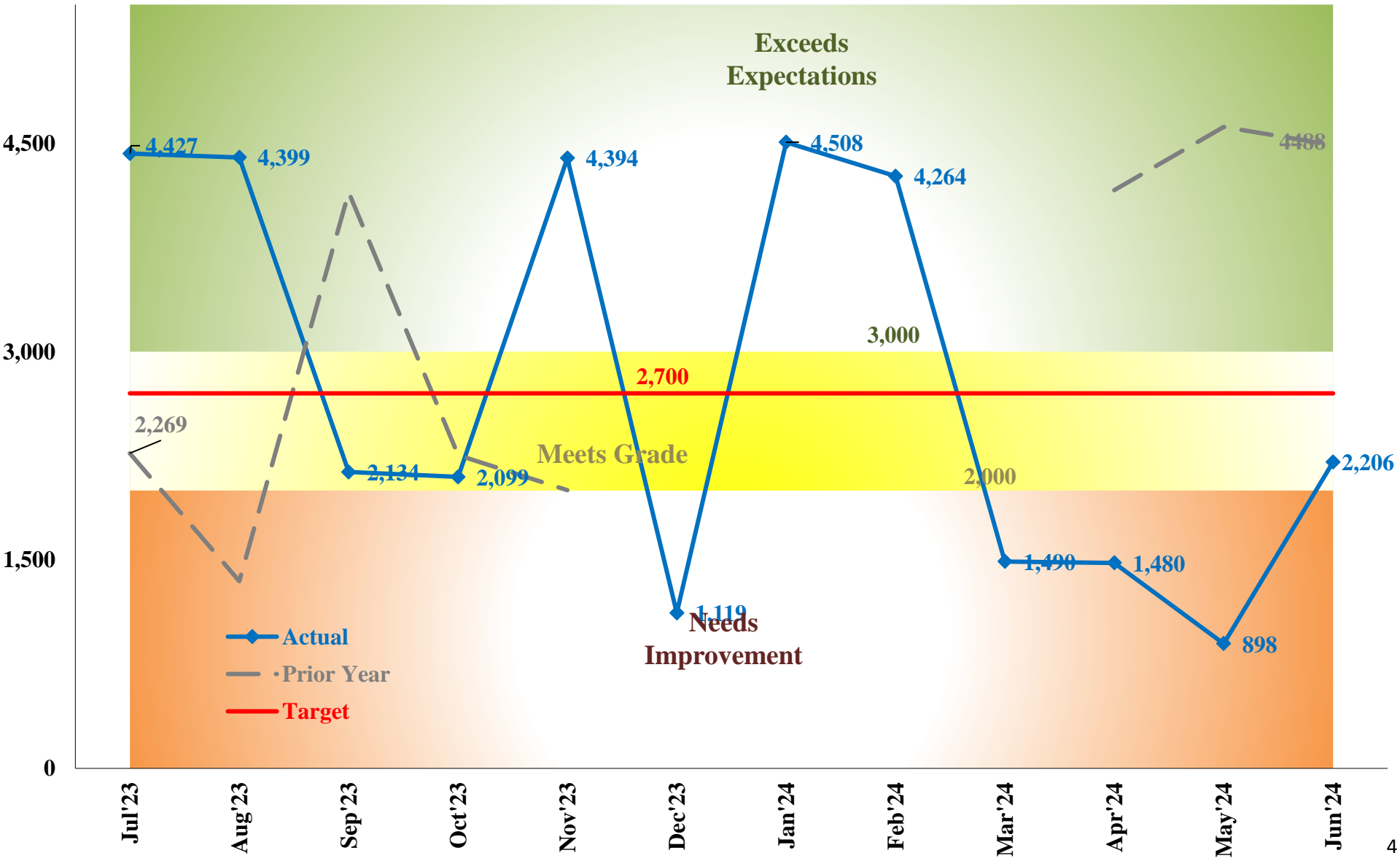
Operations KPIs (Streetcar)

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	94.72%	9.72%	94.09%	9.09%	-0.47%
Mean Distance Between Failures	2,700	2,206	-494	2,389	-311	-1,063
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.

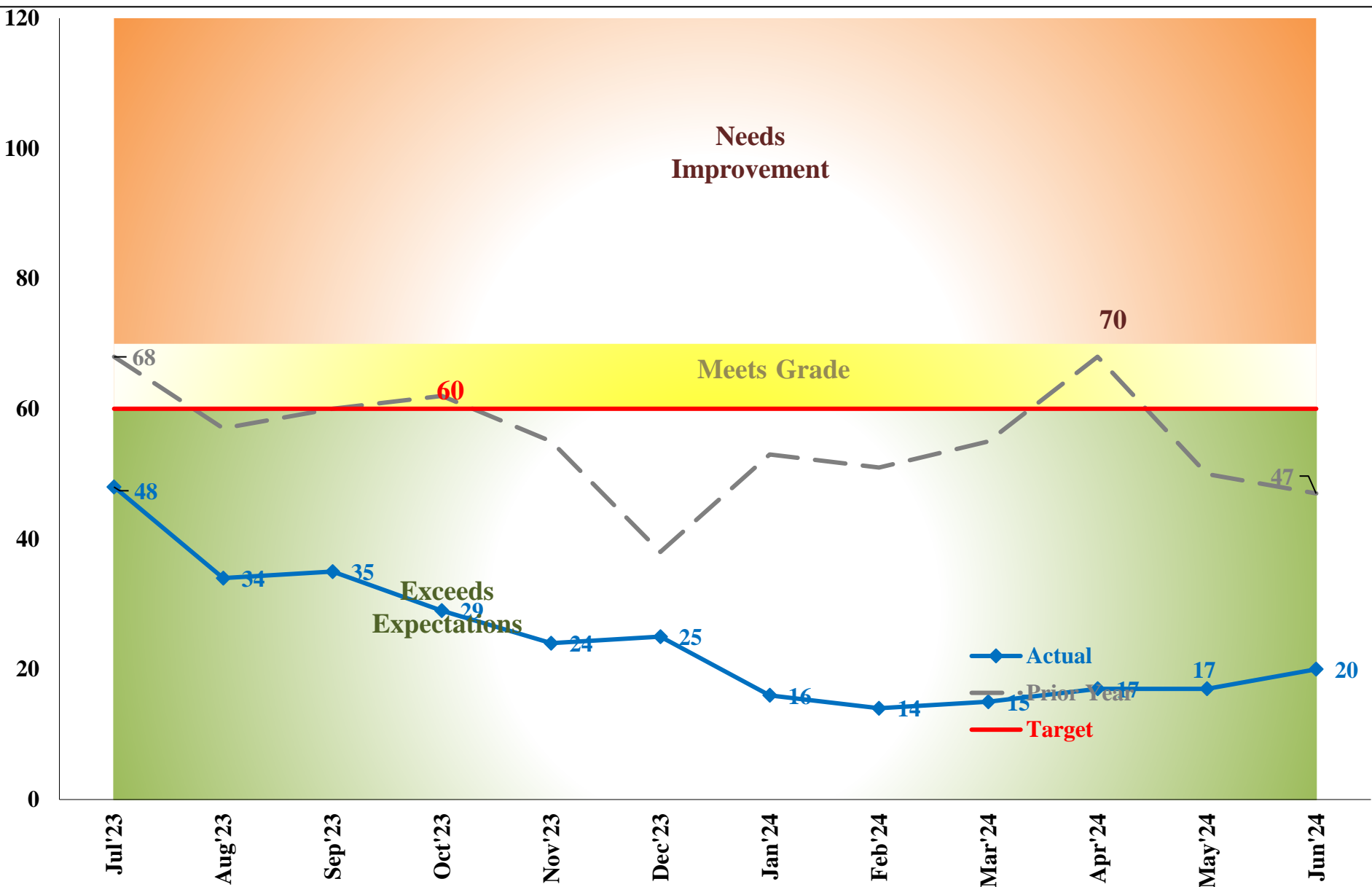


JUNE FY24
PERFORMANCE
(CUSTOMER SERVICE)

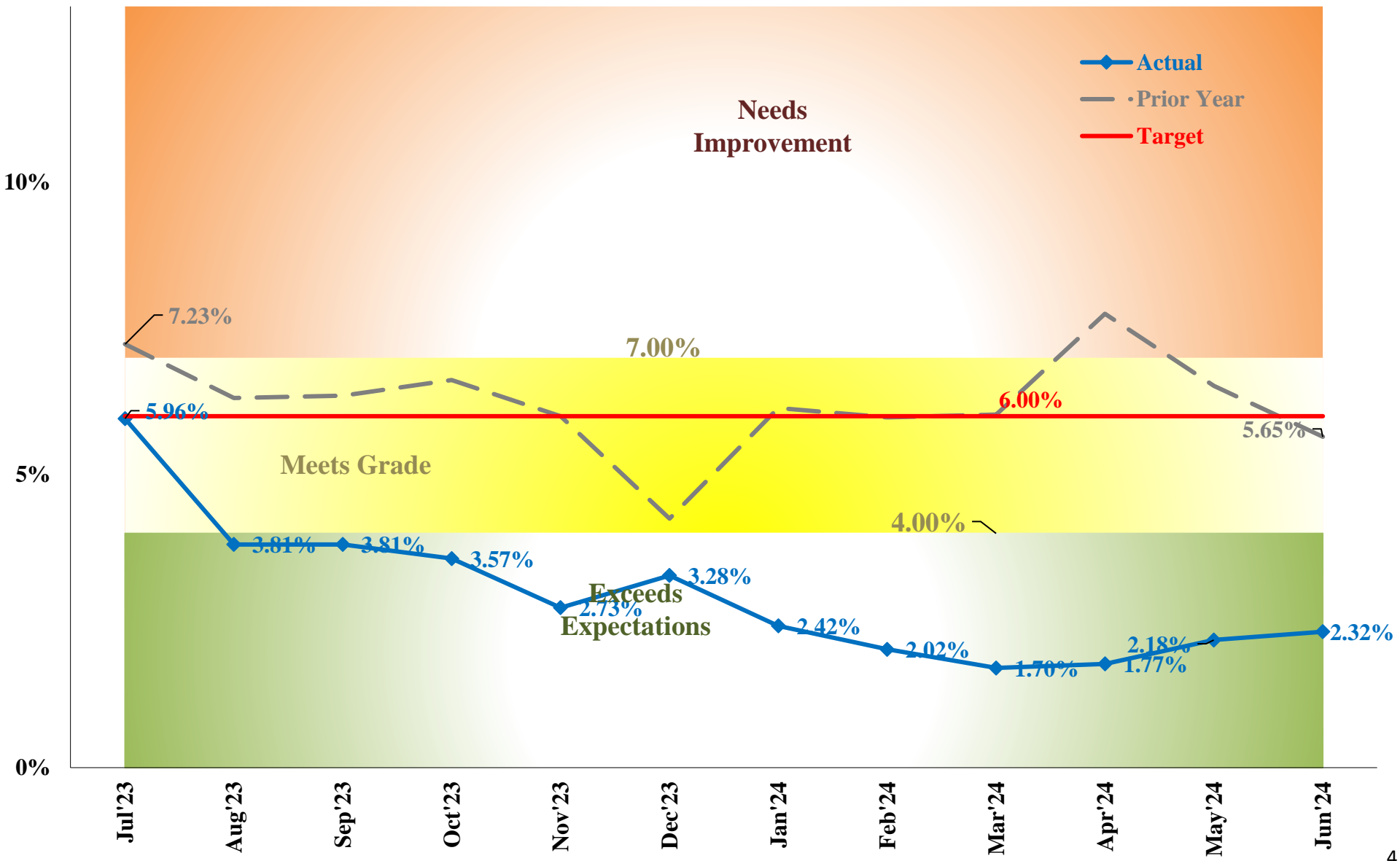
Customer Service KPIs

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:20	-0:40	0:25	-0:35	-0:30
Customer Call Abandonment Rate	6.00%	2.32%	-3.68%	3.02%	-2.98%	-3.27%

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.



JUNE FY24

PERFORMANCE

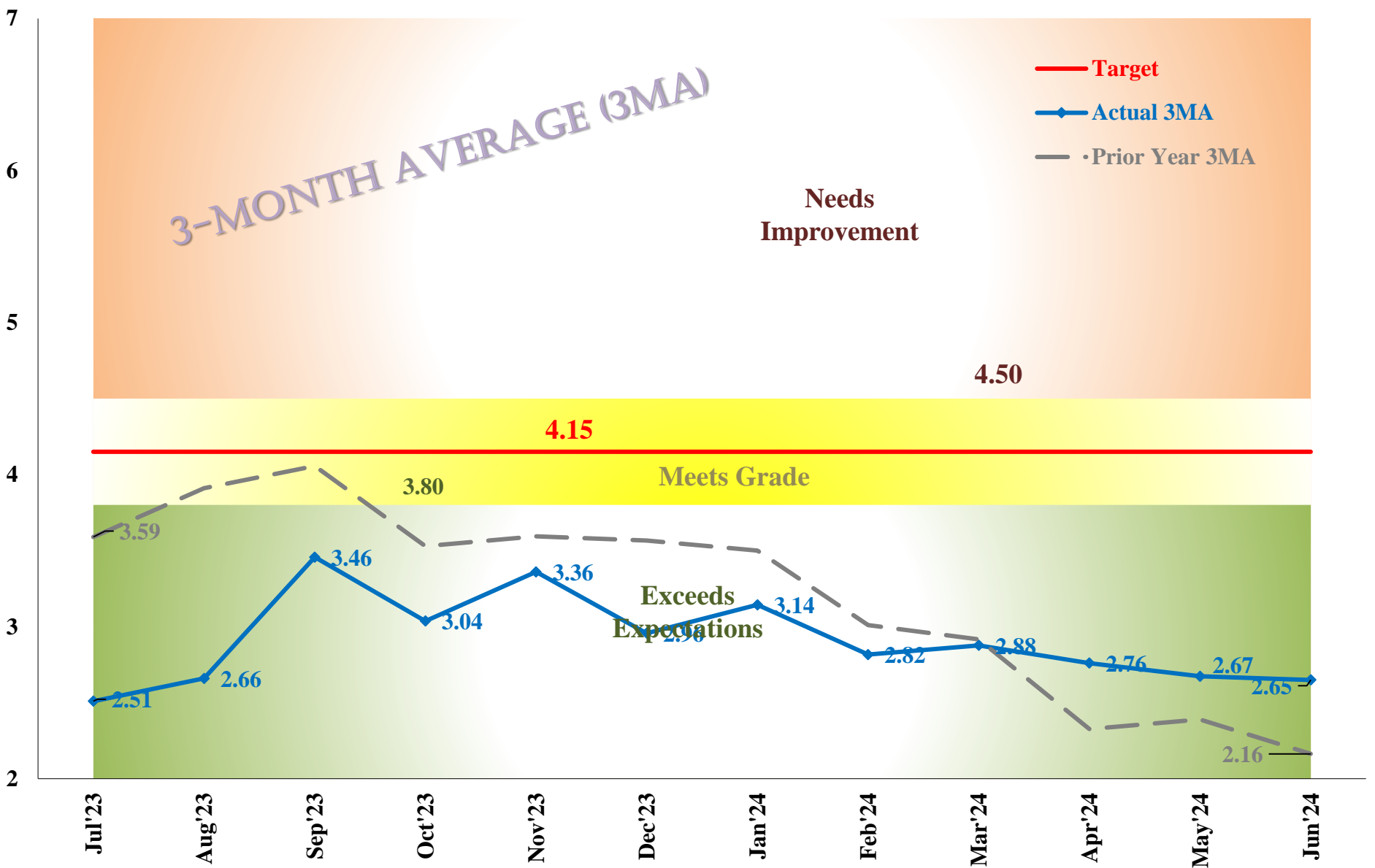
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

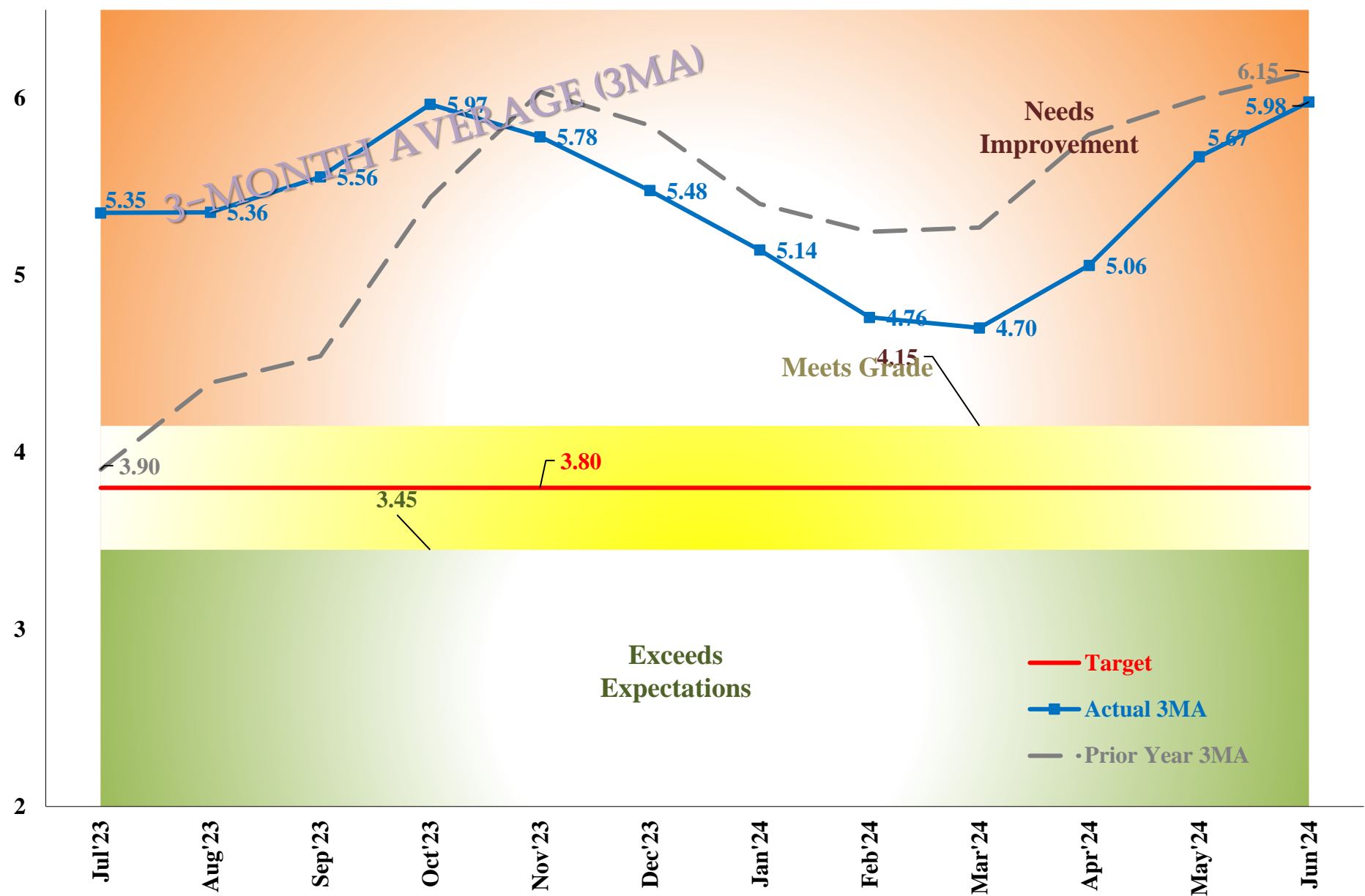
Safety & Security KPIs

KPI	FY24 Target	June FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	2.83	-1.32	2.98	-1.17	-0.18
Bus Collision Rate per 100K Miles	3.80	5.93	2.13	5.43	1.63	0.00
Mobility Collision Rate per 100K Miles	2.50	3.01	0.51	3.33	0.83	-1.51
Employee Lost Time Incident Rate	3.80	4.97	1.17	4.29	0.49	0.41

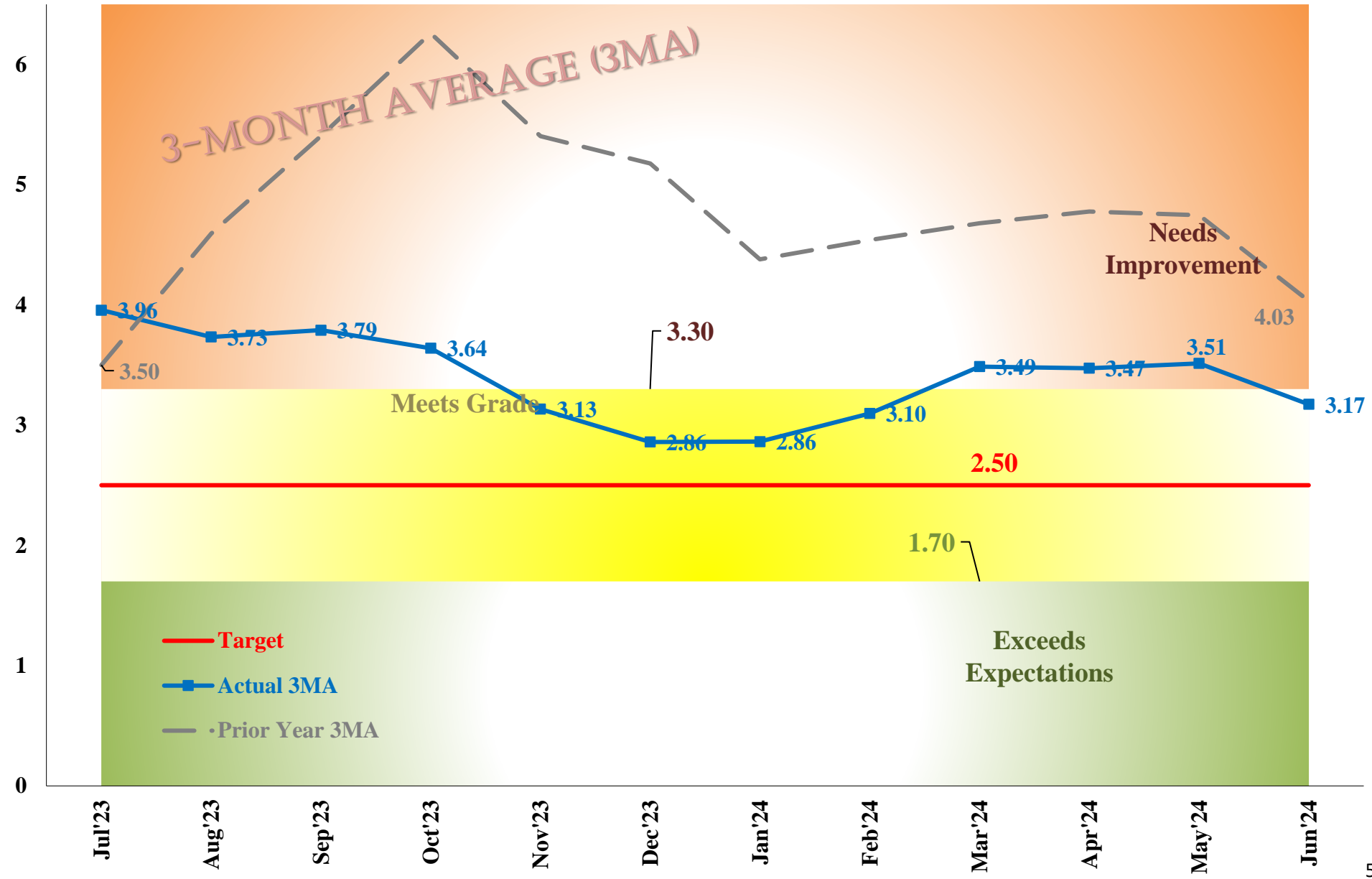
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



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.

