BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, MAY 23, 2024

ATLANTA, GEORGIA

MEETING MINUTES

1. **CALL TO ORDER AND ROLL CALL**
   Committee Vice Chair William Floyd called the meeting to order at 11:27 A.M.

Board Members Present:	Stacy Blakley
	James Durrett
	William Floyd
	Roderick Frierson
	Freda Hardage
	Jennifer Ide
	Sagirah Jones
	Kathryn Powers
	Rita Scott
	Thomas Worthy
Board Members Absent:	Al Pond
	Jannine Miller
	Russell McMurry
	Jacob Tzegaegbe
	Valencia Williamson
Staff Members Present:	Collie Greenwood
	Rhonda Allen
	Peter Andrews
	Kevin Hurley
	Ralph McKinney
	Melissa Mullinax
	Carrie Rocha
	George Wright

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Stephany Fisher, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Jonathan Hunt, Paula Nash, and Anthony Thomas.

2.   **APPROVAL OF THE MINUTES**

Approval of Minutes from April 25, 2024
Approval of Minutes from April 25, 2024. On a motion by Board Member Hardage, seconded by Board Member Worthy, the motion passed by a vote of 10 to 0 with 10 members present.

3.   **RESOLUTIONS**

Resolution Authorizing the Solicitation of Proposals for the Procurement of Demand Response Transit Software and Equipment, RFP P50482
Resolution Authorizing the Solicitation of Proposals for the Procurement of Demand Response Transit Software and Equipment, RFP P50482. On a motion by Board Member Worthy, seconded by Board Member Durrett, the resolution passed by a vote of 10 to 0 with 10 members present.

4.   **OTHER MATTERS**

FY24 March Key Performance Indicators (Informational Only)

5.   **ADJOURNMENT**
The Committee meeting adjourned at 11:56 A.M.

Respectfully submitted,

Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: https://www.youtube.com/live/TKI8XWyrqfs?feature=shared

Resolution Authorizing the Solicitation of Proposals for the Procurement of Demand Response Transit Software & Equipment, RFP #P50482

Operations and Safety Committee

MARTA Board of Directors
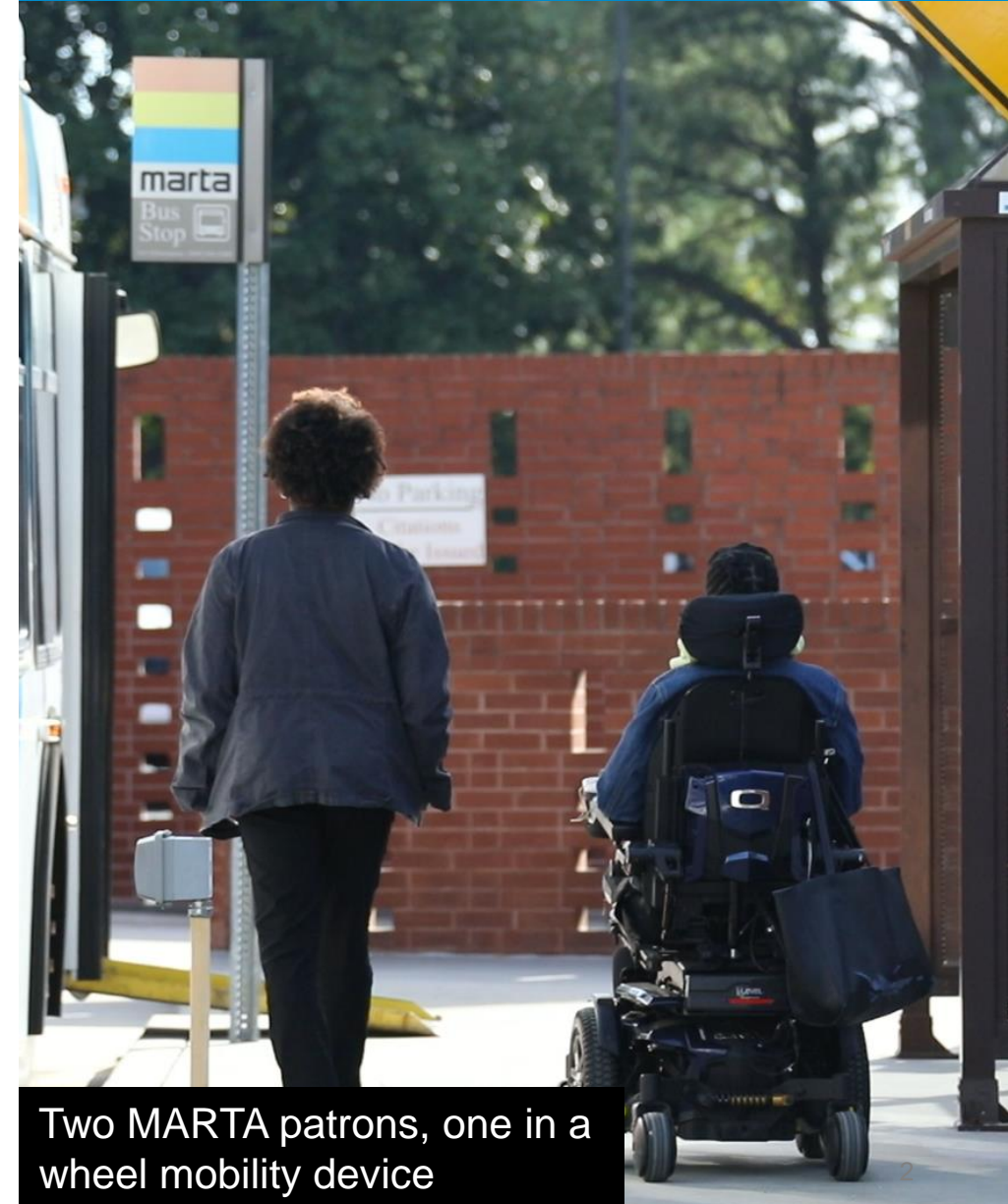
May 23, 2024

Anthony Thomas

Manager of Customer Technology Products
Office of Customer Technology

Agenda

1. Background & Context

2. Solicitation Overview

3. Anticipated Schedule
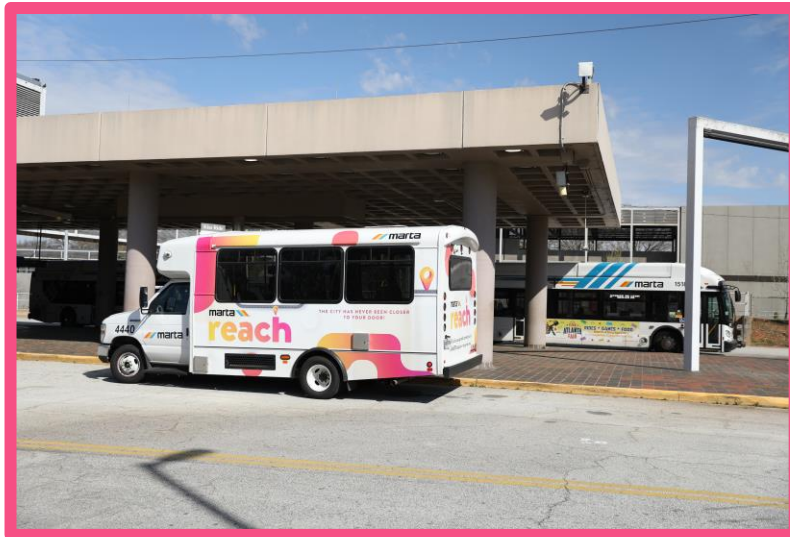
4. Next Steps

5. Board Resolution Request

Two MARTA patrons, one in a wheel mobility device

What is Demand Response?

Demand Response is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer

Two Types of Demand Response Covered in this RFP

Additional

On-Demand Transit

Existing

Paratransit (Mobility)

On-Demand Transit

- MARTA conducted a 6-month on-demand transit pilot project, called **Reach**, to gain insight into on-demand transit in our service area

- Insights from that pilot were incorporated into the **Bus Network Redesign**
  - The goal of on-demand transit is to provide coverage service and support increased focus of fixed route on ridership service
  - The Bus Network Redesign has identified on-demand zones for inclusion in the new network, which will be released for public feedback later this year

Paratransit (Mobility)

Mobility Operator deploying a lift for a MARTA patron

MARTA Mobility is our service that provides ADA Complementary Paratransit service to anyone unable to ride or disembark from our other MARTA transit services.

Solicitation Overview

This RFP will establish the required infrastructure to stand-up an **on-demand transit service**, and will include:

- Full on-demand technology system, including customized rider application, operator application, and monitoring/dispatch application

- Customized ADA-accessible vehicles specifically for on-demand transit services

This RFP will also deploy new technology to improve the operations and experience of **MARTA Mobility**, and will include:

- Full paratransit technology system, including new internal applications for dispatch, operations, scheduling, and eligibility

- Customer-facing application for reservations and eligibility

Anticipated Schedule

The implementation of this work will align with critical milestones:

- **Fall 2024** – Contractor Notice to Proceed

- **Followed by** – Planning/Design, Testing, Training, Marketing

- **Spring 2025** – Paratransit technology ready, launch to align with new Mobility O&M provider

- **~6 weeks before Bus Network Redesign Launch –** On-Demand Transit Service Launches

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

Next Steps

✓ Budget approval for Capital Project

✓ Technical requirements gathering and draft technical scope of work

○ **Committee & Board approval to solicit proposals**

○ Finalize technical scope and submit to Contracts and Procurement (CPM), develop RFP documents

○ Issue Request for Proposals (RFP)

○ RFP evaluations

○ Board approval of selected vendor

○ Implementation

On-Demand vehicle closeup

Board Resolution Request

Staff requests that the Operations and Safety Committee recommend Board approval of the resolution authorizing the solicitation of proposals for **Demand Response Transit Software and Equipment, RFP P50482**.

Route 110 next to a Mobility van

Thank You

marta

RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR THE PROCUREMENT OF DEMAND RESPONSE TRANSIT SOFTWARE AND EQUIPMENT, RFP P50482

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 Demand Response Transit Software and Equipment is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Demand Response Transit Software and Equipment, 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 Demand Response Transit Software and Equipment 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**

MARCH FY24 PERFORMANCE
(BUS OPERATIONS)
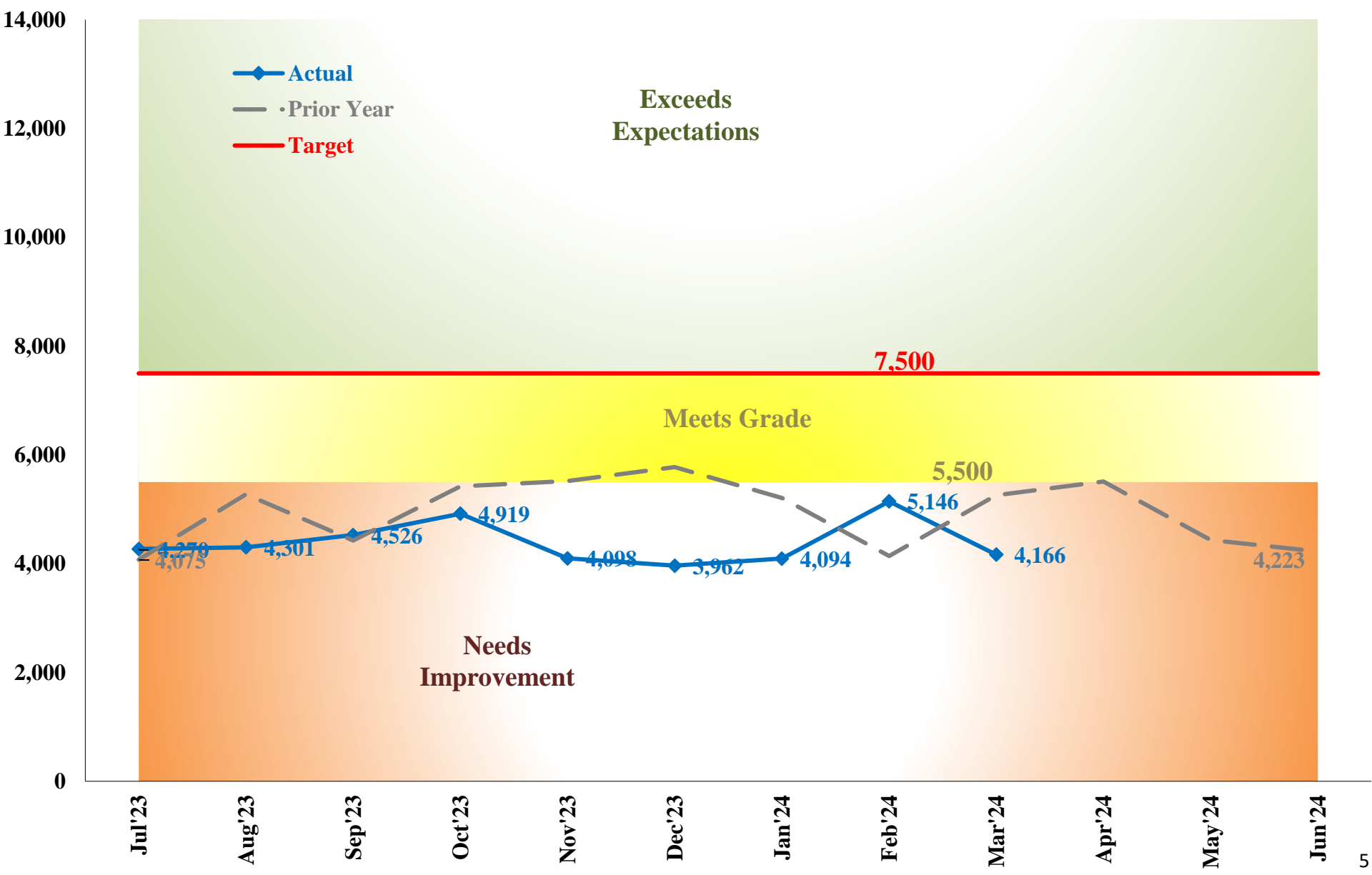
OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

KPI	FY24 Target	Mar FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	75.72%	-2.78%	75.91%	-2.59%	-2.08%
Mean Distance Between Failures	7,500	4,166	-3,334	4,355	-3,145	-594
Customer Complaints per 100K Boardings	8.00	12.68	4.68	11.91	3.91	1.18

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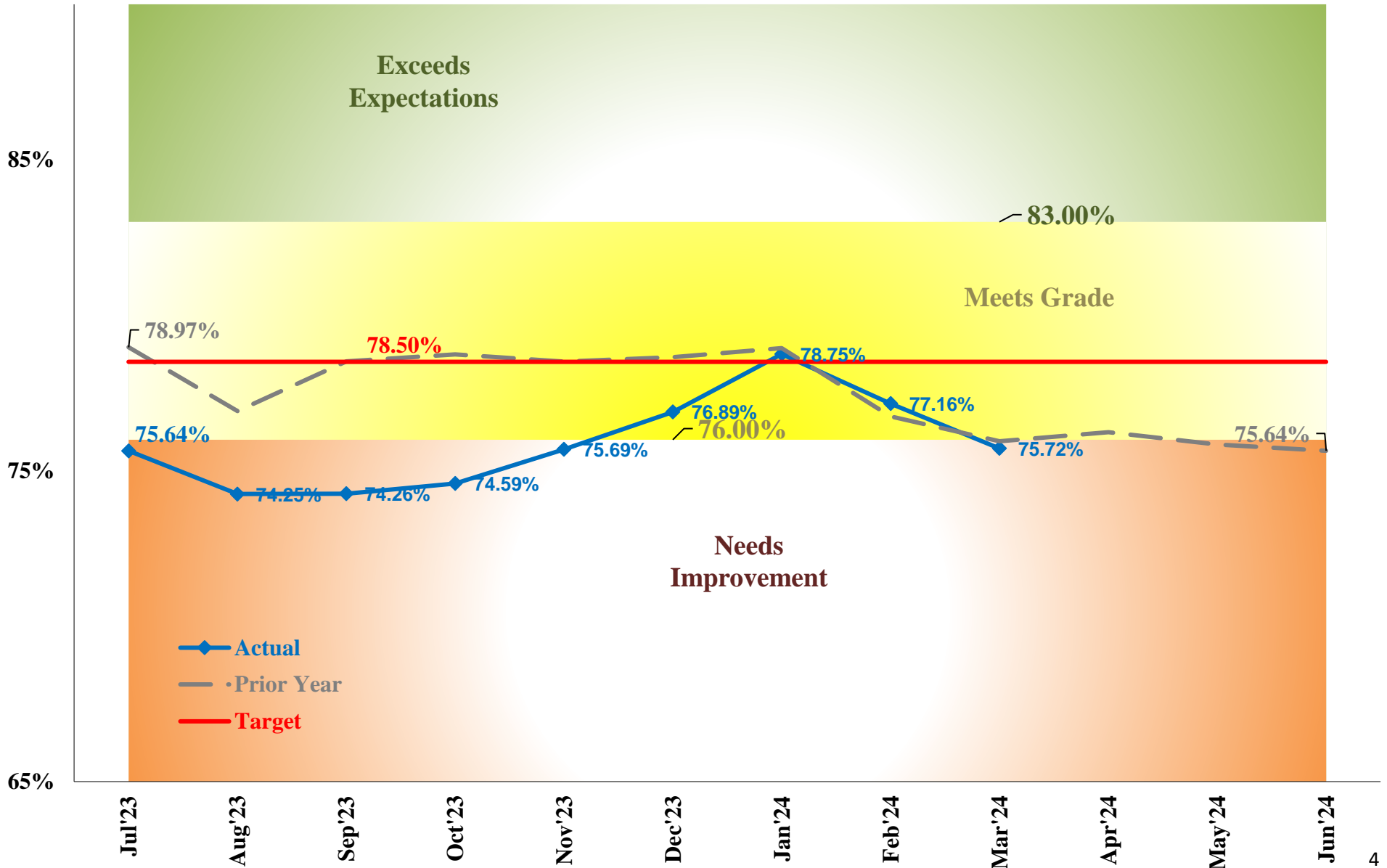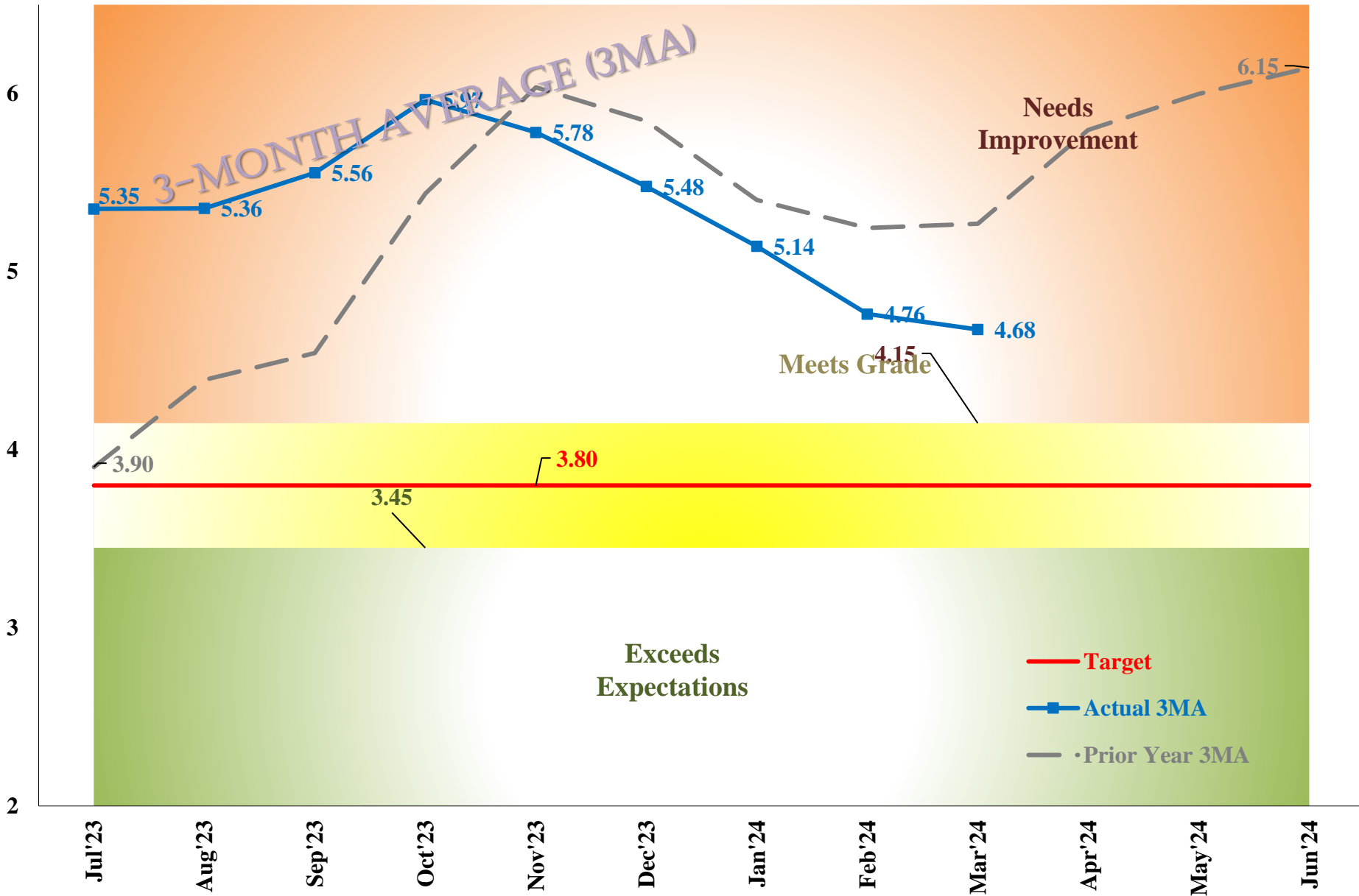
Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD

BUS
SAFETY KPI

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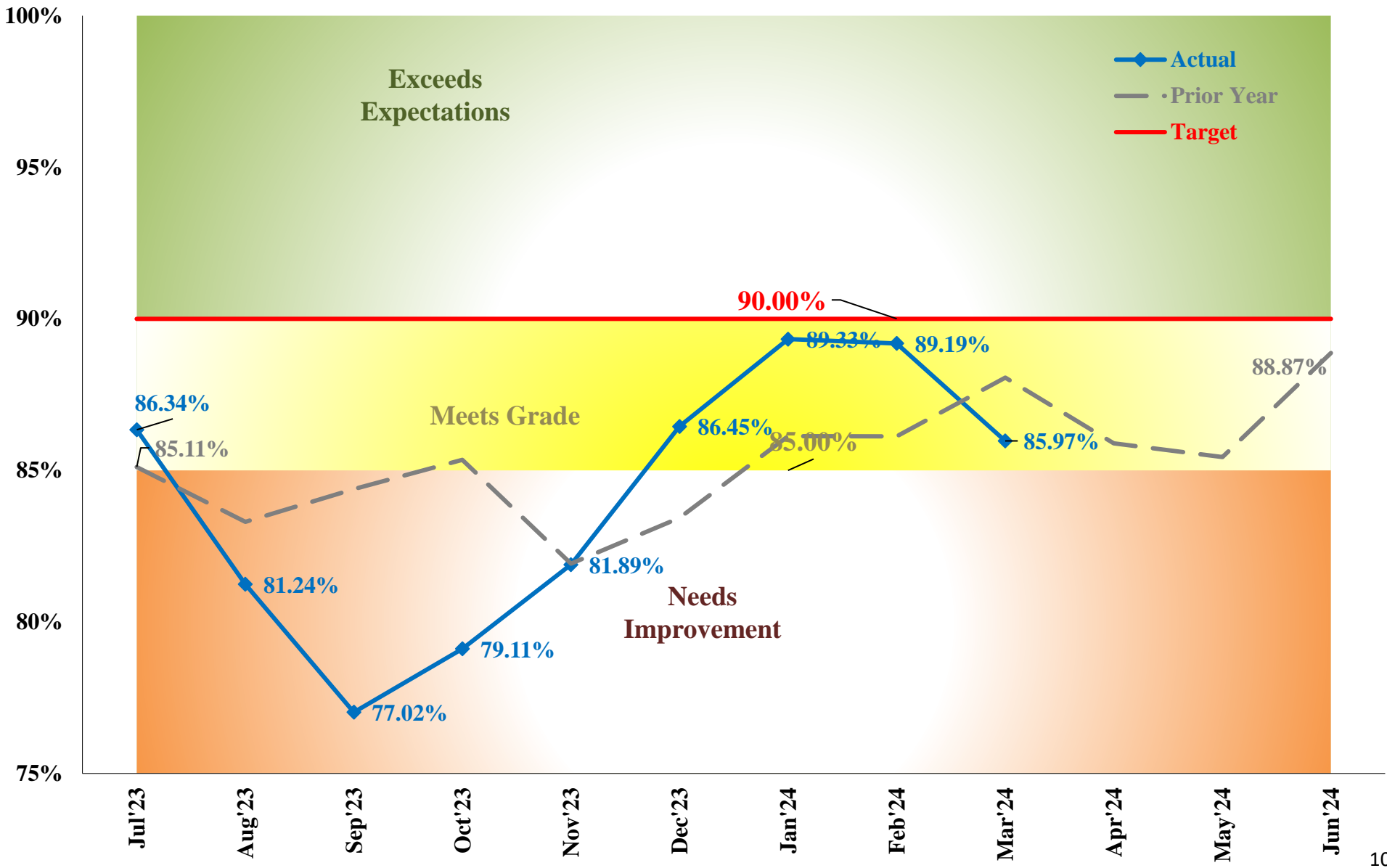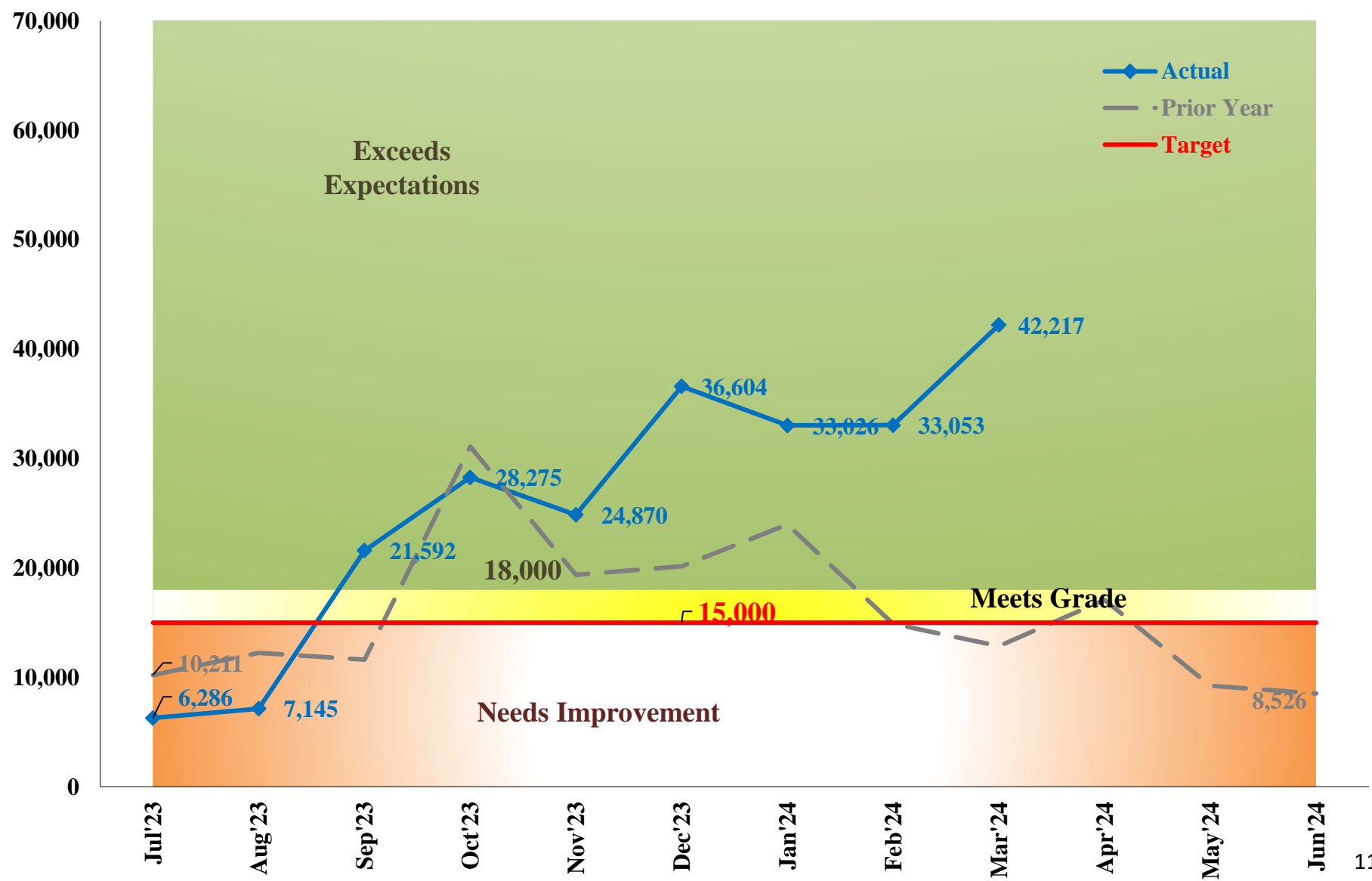
OFFICE OF
MOBILITY

Operations KPIs (Mobility)

KPI	FY24 Target	Mar FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	85.97%	-4.03%	83.98%	-6.02%	-0.95%
Mean Distance Between Failures	15,000	42,217	27,217	16,797	1,797	1,410
Missed Trip Rate	0.50%	0.84%	0.34%	1.25%	0.75%	0.65%
Reservation Average Call Wait Time	2:00	4:30	2:30	4:54	2:54	3:14
Reservation Call Abandonment Rate	5.50%	7.20%	1.70%	8.08%	2.58%	3.55%
Customer Complaints per 1K Boardings	4.00	3.85	-0.15	4.98	0.98	1.54

Mobility On-Time Performance measured as the percentage of MARTA Mobility customer pickups made within 30 minutes from scheduled pickup time.
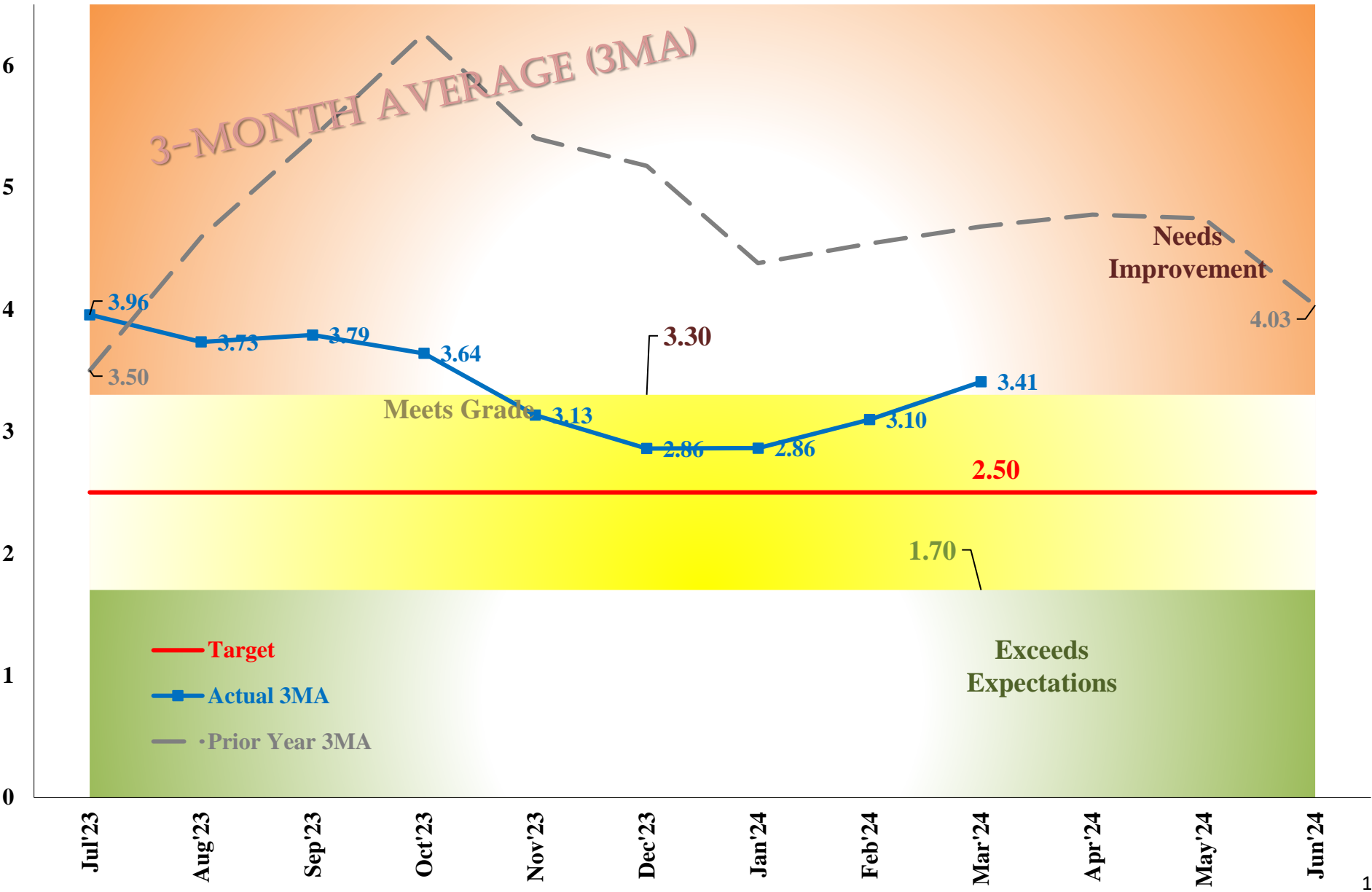
Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.

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MOBILITY
SAFETY KPI

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


3-MONTH AVERAGE (3MA)

Needs Improvement

- 3.96
- 3.50
- 3.73
- 3.79
- 3.64
- 3.13
- 3.30
- 2.86
- 2.86
- 3.10
- 3.41
- 4.03

Meets Grade

2.50

1.70

Exceeds Expectations

Target
Actual 3MA
Prior Year 3MA

Jul'23 Aug'23 Sep'23 Oct'23 Nov'23 Dec'23 Jan'24 Feb'24 Mar'24 Apr'24 May'24 Jun'24

MARCH FY24 PERFORMANCE

(RAIL OPERATIONS)

OFFICES OF
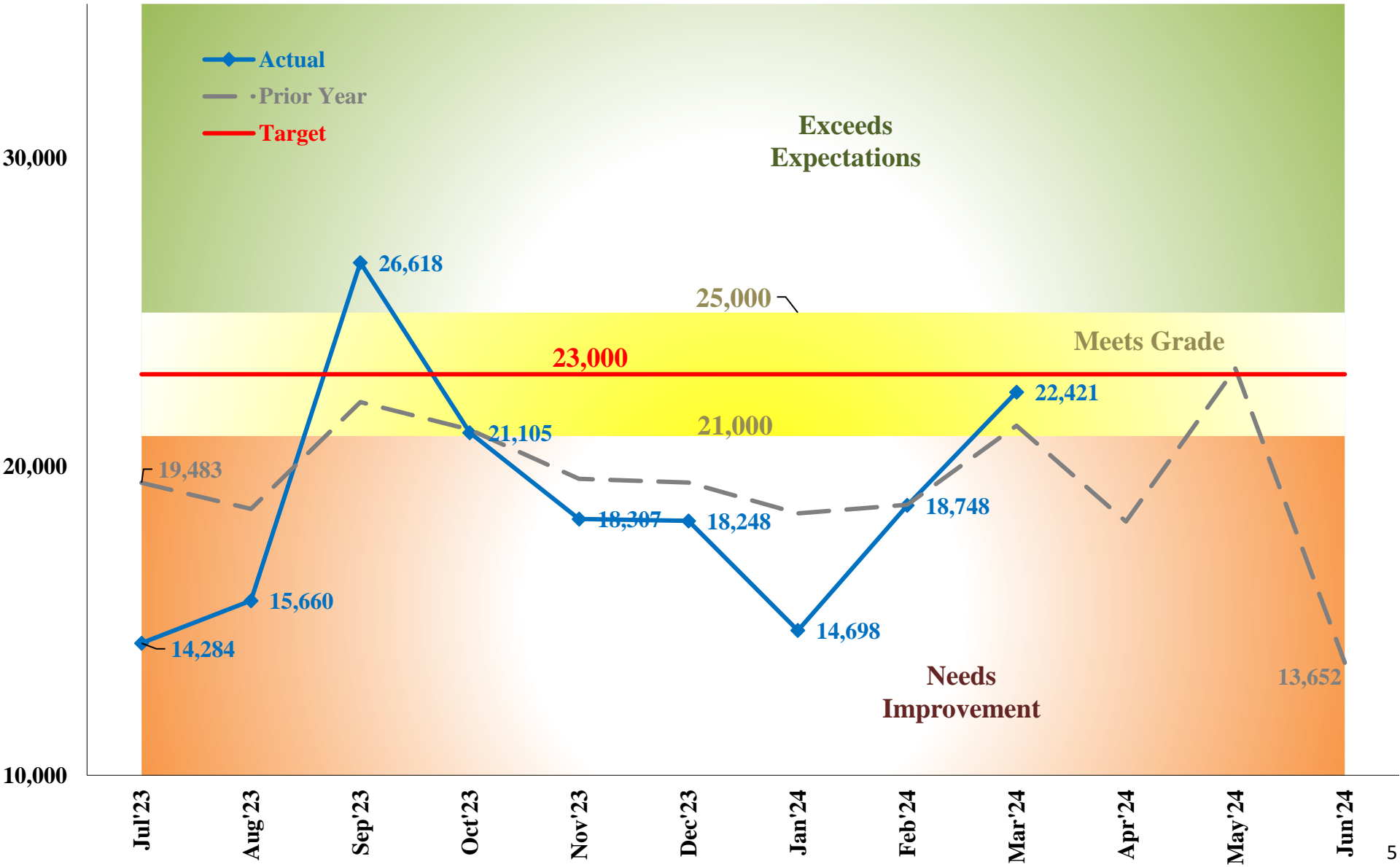# RAIL TRANSPORTATION
RAIL CAR MAINTENANCE

Operations KPIs (Rail)

KPI	FY24 Target	Mar FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	96.03%	1.03%	95.91%	0.91%	-0.75%
Mean Distance Between Failures	23,000	22,421	-579	18,281	-4,719	-1,559
Mean Distance Between Service Interruptions	475	384	-91	373	-102	-89
Customer Complaints per 100K Boardings	1.00	0.58	-0.42	0.51	-0.49	0.19

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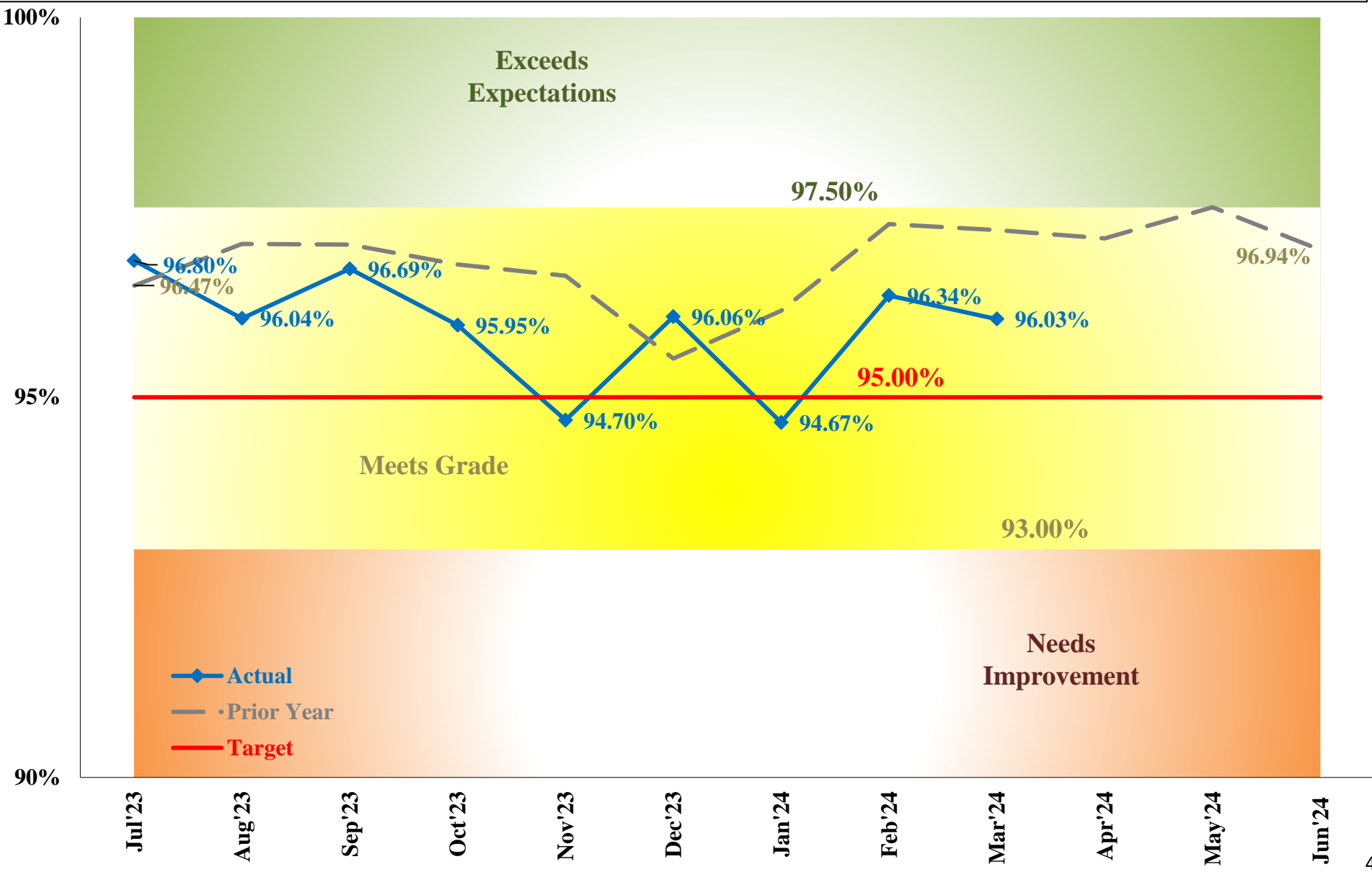
Rail Mean Distance Between Failures measured as the average rail car miles between NTD reportable mechanical failures, i.e., those precluding a rail car from completing its revenue trip or starting its next scheduled revenue trip.

OFFICE OF
VERTICAL TRANSPORTATION
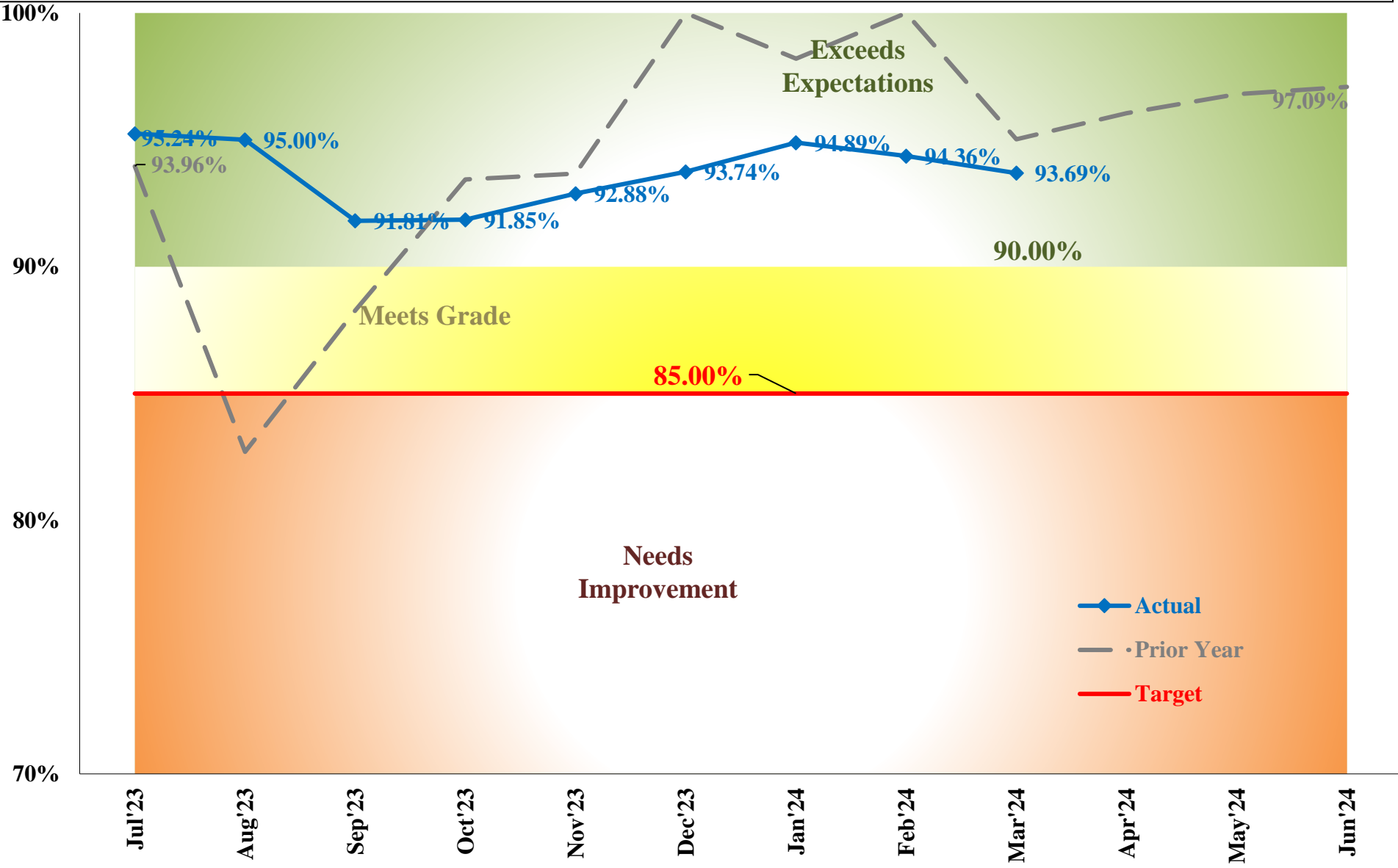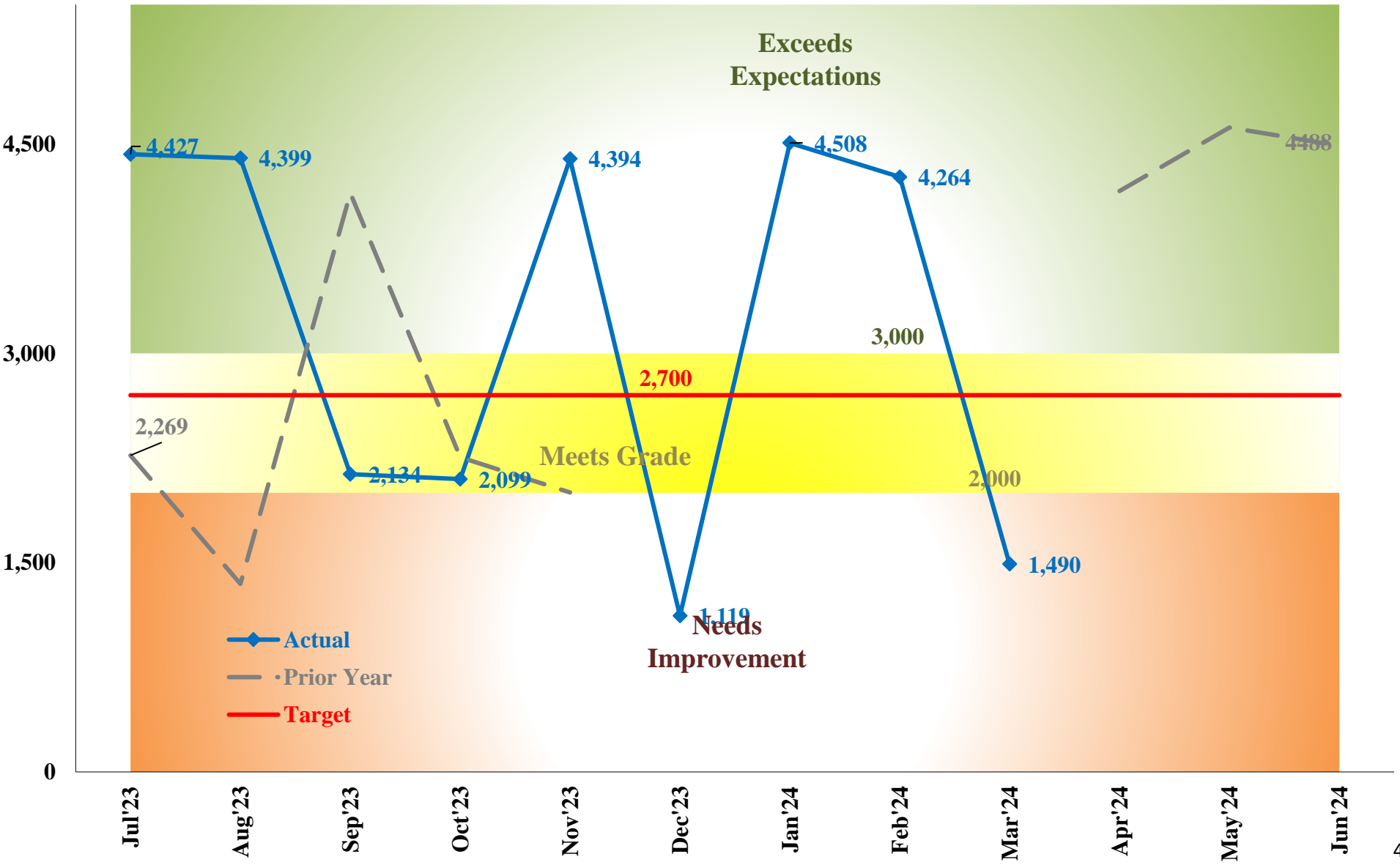
Operations KPIs (Vertical Transportation)

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%	98.50%	0.00%	98.51%	0.01%	-0.05%
Elevator Availability	98.50%	98.51%	0.01%	98.57%	0.07%	-0.09%

MARCH 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%	93.69%	8.69%	93.72%	8.72%	-0.15%
Mean Distance Between Failures	2,700	1,490	-1,210	3,284	584	1,159
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.01	-0.09	0.00

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.
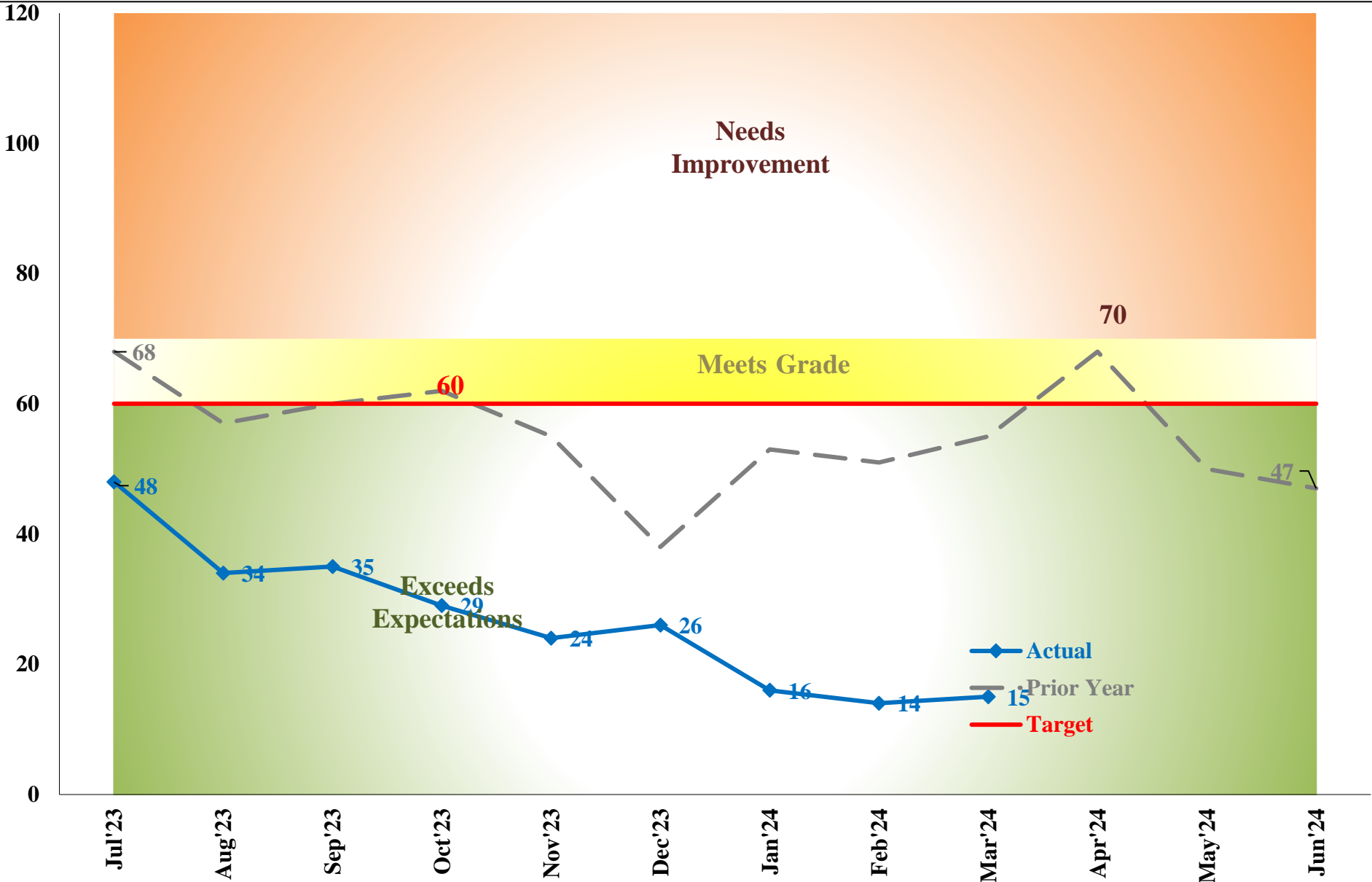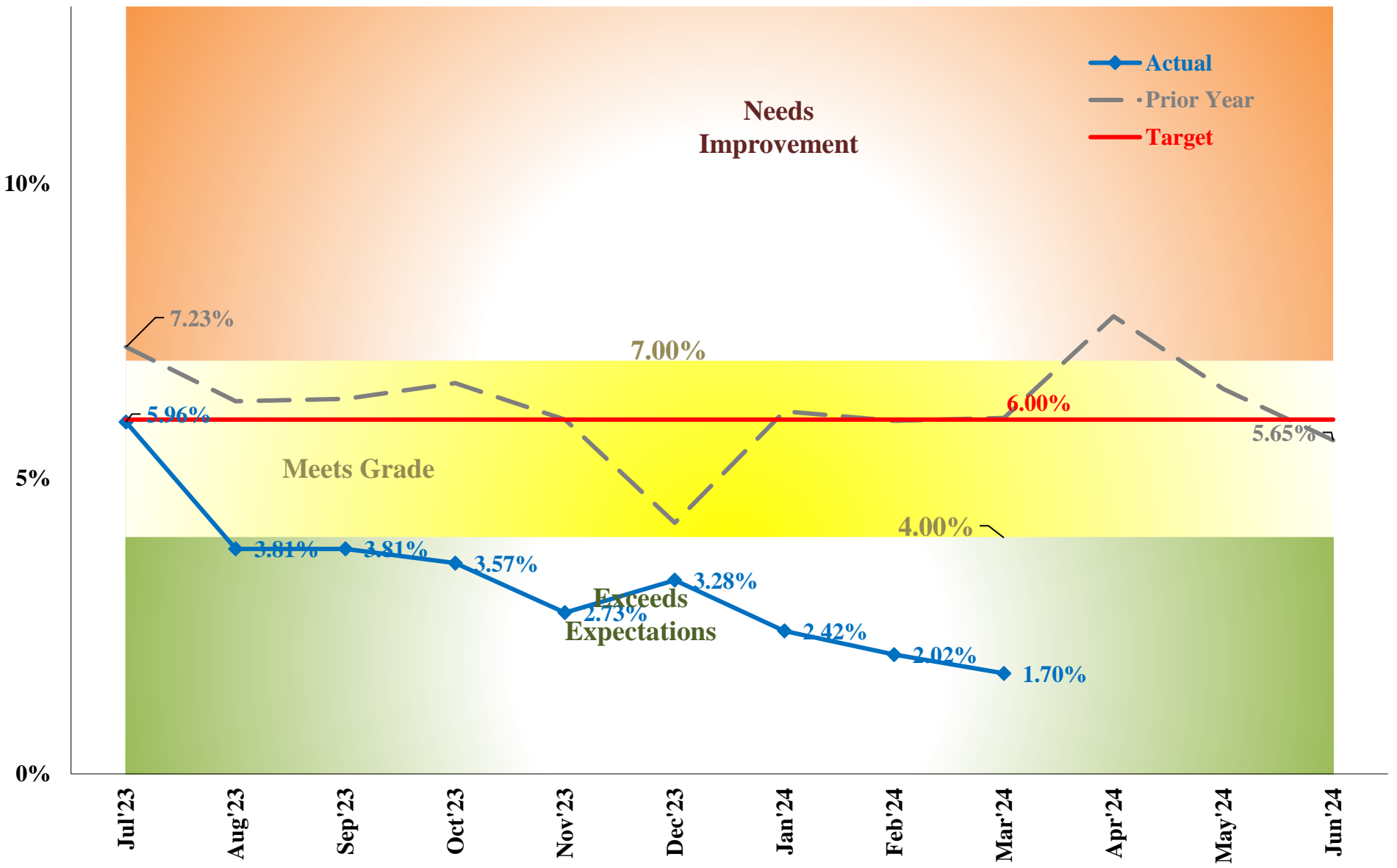
MARCH FY24 PERFORMANCE
(CUSTOMER SERVICE)

Customer Service KPIs

KPI	FY24 Target	March FY24	Monthly Variance vs. Projected	FY24Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	*1:00*	**0:15**	-0:45	**0:27**	-0:33	-0:28
Customer Call Abandonment Rate	*6.00%*	**1.70%**	-4.30%	**3.33%**	-2.67%	-1.20%

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.

MARCH FY24 PERFORMANCE
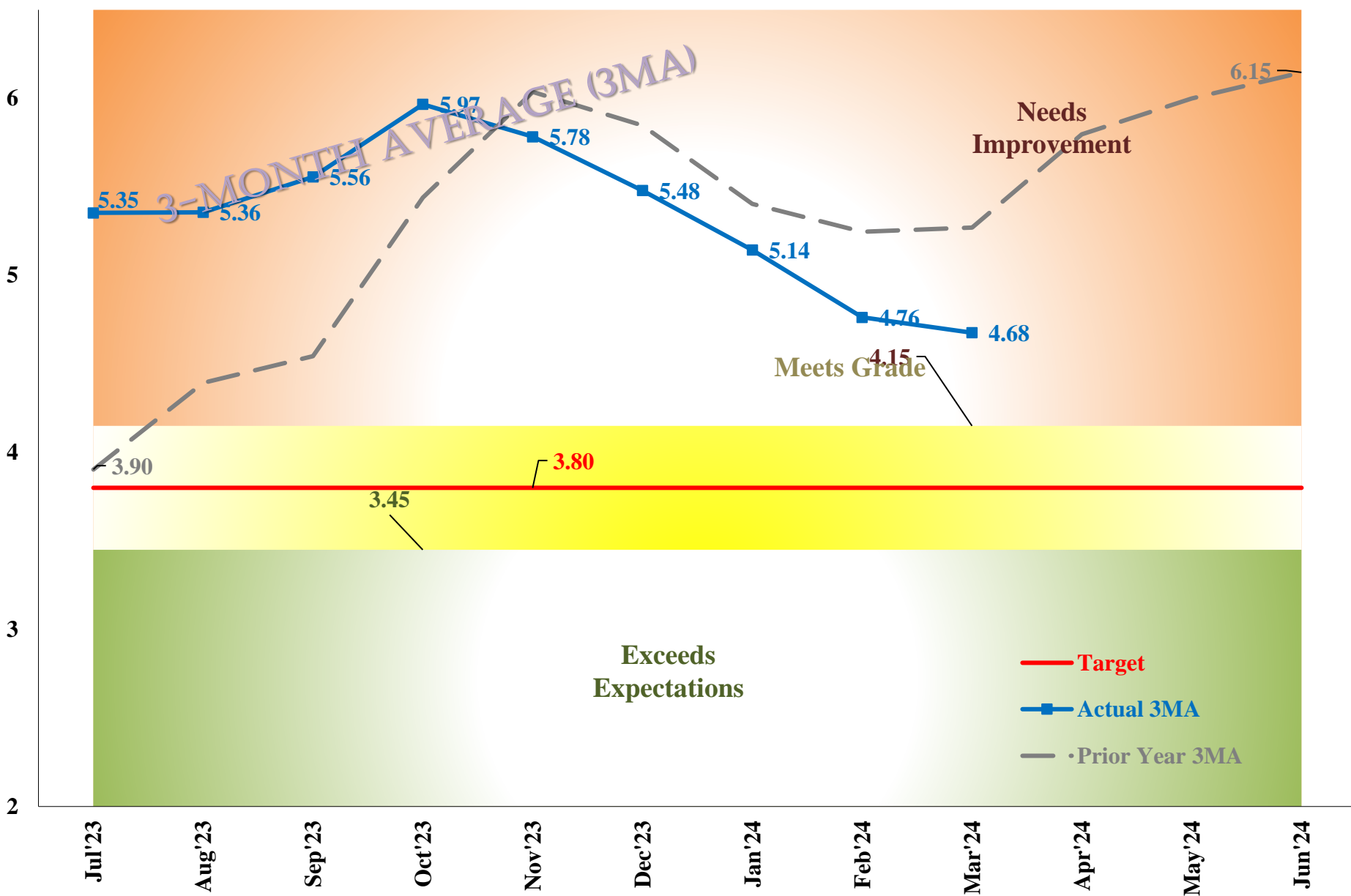## (SYSTEM SAFETY SECURITY & EMERGENCY MANAGEMENT)

Safety & Security KPIs

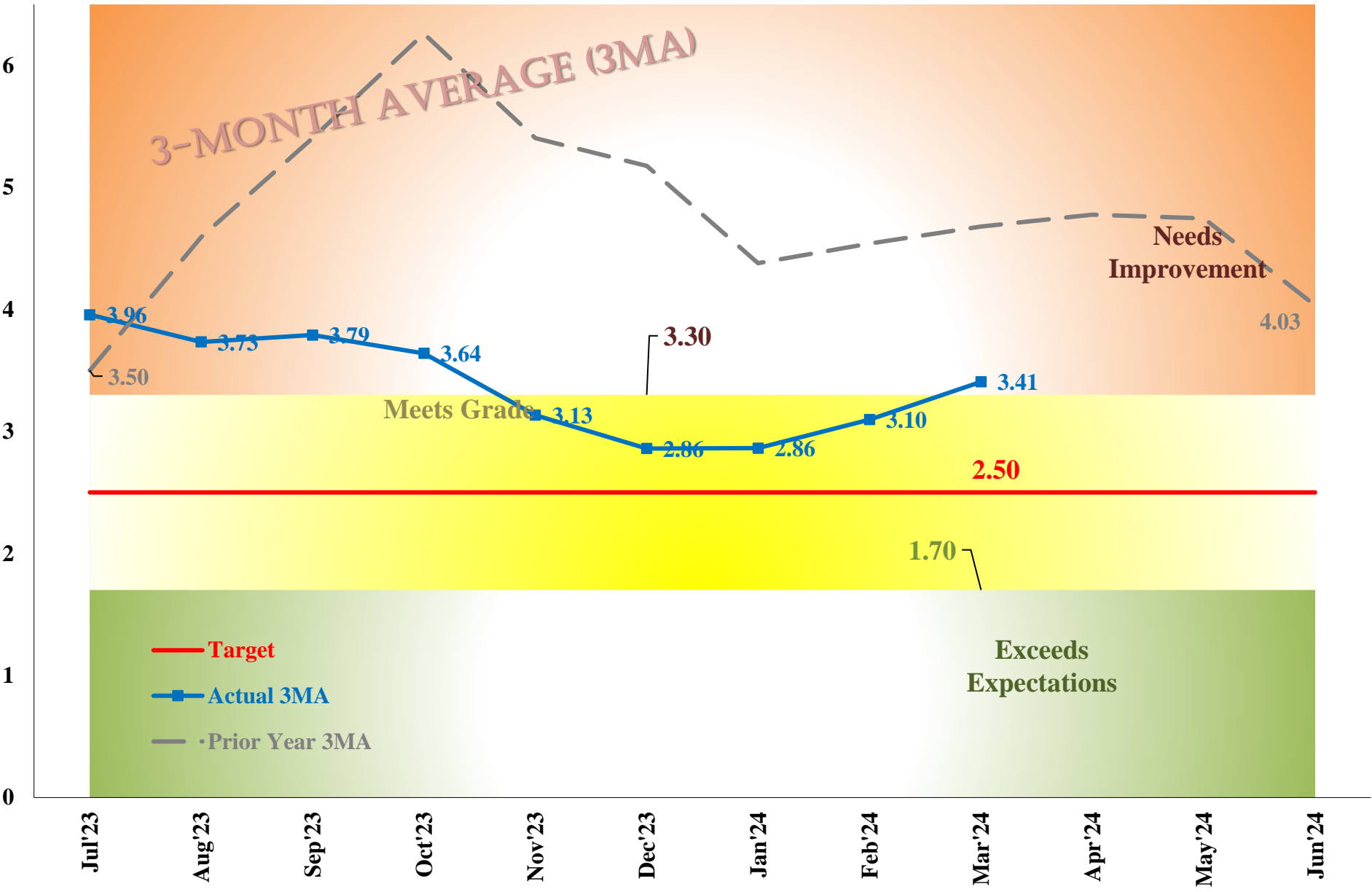| KPI	FY24 Target	Mar FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	*4.15*	*2.90*	-1.25	*3.09*	-1.06	-0.41
Bus Collision Rate per 100K Miles	*3.80*	4.92	1.12	5.23	1.43	0.03
Mobility Collision Rate per 100K Miles	*2.50*	3.79	1.29	3.36	0.86	-1.76
Employee Lost Time Incident Rate	*3.80*	2.96	-0.84	3.84	0.04	-0.04

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.
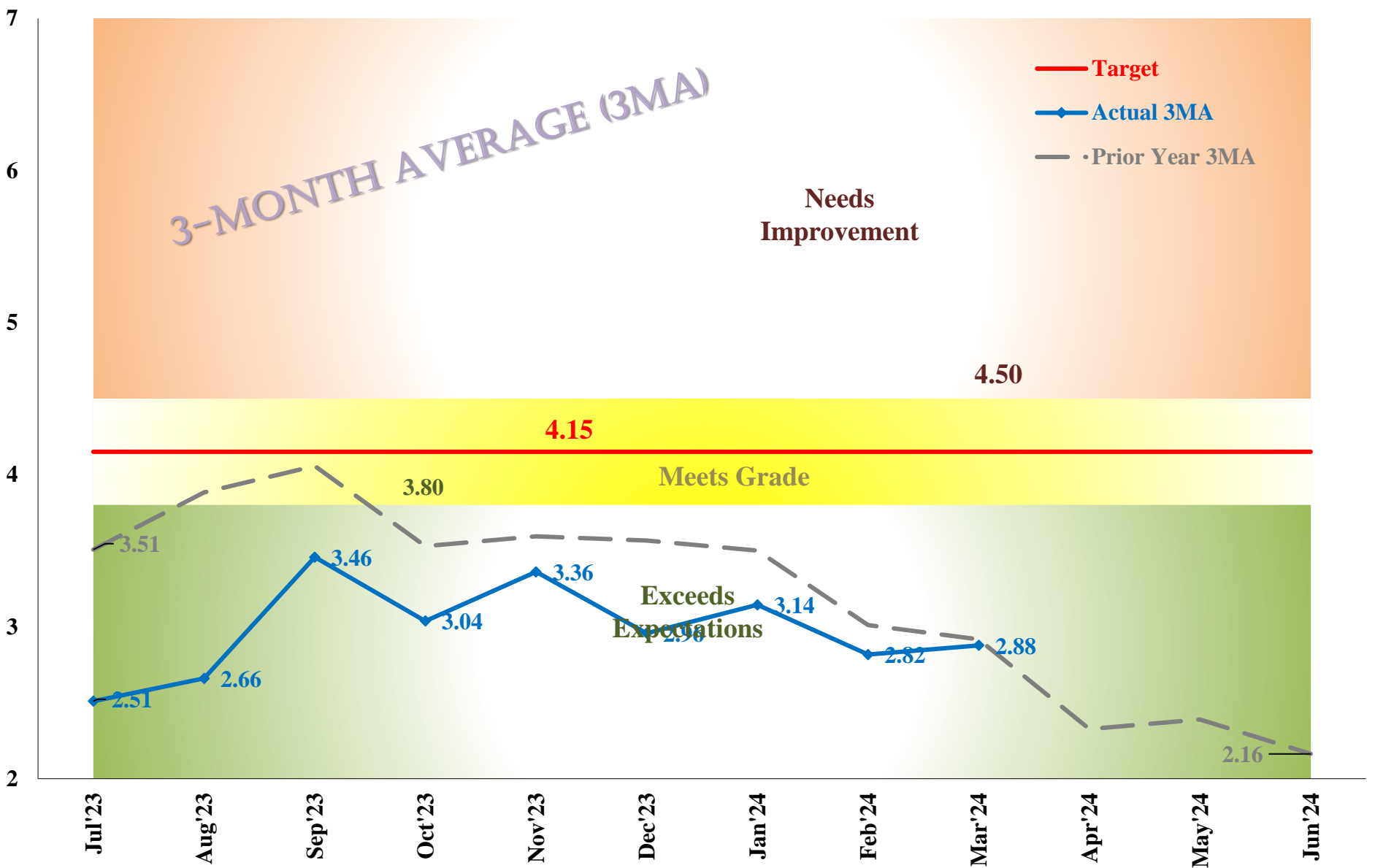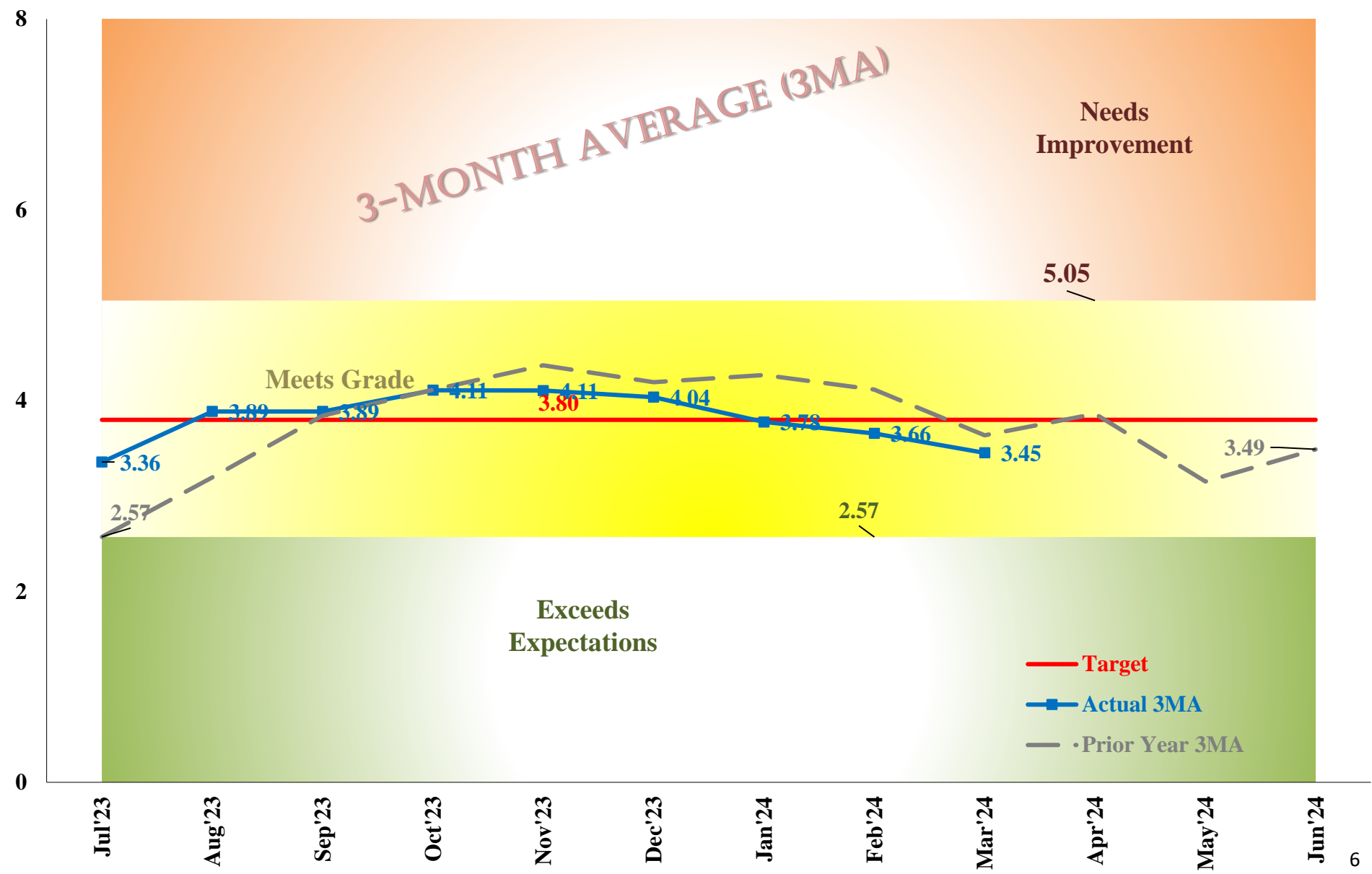
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.
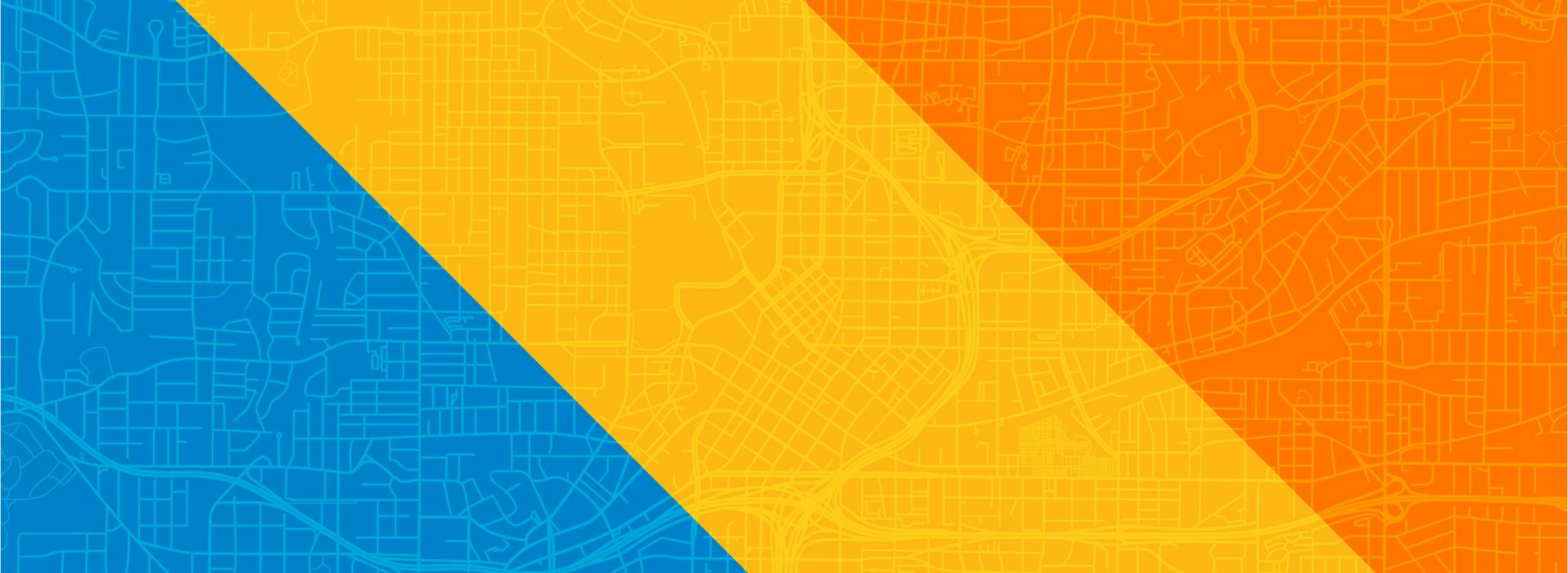
![MARTA - Metropolitan Atlanta Rapid Transit Authority logo]

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

3-MONTH AVERAGE (3MA)

Needs Improvement

Meets Grade

Exceeds Expectations

Actual 3MA values: 3.96, 3.73, 3.79, 3.64, 3.13, 2.86, 2.86, 3.10, 3.41

Prior Year 3MA values: 3.50, 4.03

Labels: 3.30, 2.50, 1.70

Legend:
- Target
- Actual 3MA
- Prior Year 3MA

X-axis: Jul'23, Aug'23, Sep'23, Oct'23, Nov'23, Dec'23, Jan'24, Feb'24, Mar'24, Apr'24, May'24, Jun'24

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

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Thank You

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