



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, JANUARY 18, 2024**

**ATLANTA, GEORGIA**

**MEETING SUMMARY**

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

Committee Chair Al Pond called the meeting to order at 11:02 A.M.

**Board Members**

**Present:**

Al Pond  
Freda Hardage  
James Durrett  
Kathryn Powers  
Roderick Frierson  
Stacy Blakley  
Rita Scott  
Thomas Worthy  
William Floyd  
Jennifer Ide

**Board Members**

**Absent:**

Russell McMurry  
Valencia Williamson  
Jacob Tzegaegbe  
Jannine Miller  
Sagirah Jones

**Staff Members Present:**

Collie Greenwood  
Melissa Mullinax  
Kevin Hurley  
Peter Andrews  
Rhonda Allen  
Ralph McKinney  
George Wright

**Also in Attendance:** Justice Leah Ward Sears, Phyllis Bryant, Paula Nash, Jacqueline Holland, Jonathan Hunt, Tyrene Huff, Kenya Hammond, Douglas Miller and Lt. Leroy White

**2. APPROVAL OF THE MINUTES**

**Minutes from November 16, 2023.**

Minutes from November 16, 2023. On a motion by Board Member Hardage, seconded by Board Member Durrett, the motion passed by a vote of 10 to 0 with 10 members present.

**3. RESOLUTIONS**

**Resolution Authorizing the Award of a Contract for the Procurement of Small AC Motor Overhaul and Repair Services, IFB B50273.**

Resolution Authorizing the Award of a Contract for the Procurement of Small AC Motor Overhaul and Repair Services, IFB B50273. On a motion by Board Member Durrett, seconded by Board Member Hardage, the resolution passed by a vote of 10 to 0 with 10 members present.

**Resolution Authorizing a Modification in Contractual Authorization for Body Worn Cameras, Video Storage and Accessories, RFP P47663**

Resolution Authorizing a Modification in Contractual Authorization for Body Worn Cameras, Video Storage and Accessories, RFP P47663. On a motion by Board Member Worthy, seconded by Board Member Hardage, the resolution passed by a vote of 9 to 0 with 1 member abstaining and 10 members present.

**4. OTHER MATTERS**

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

**Letter to Inform the Board - Resolution Authorizing the Award of Mobility Vans utilizing the Georgia State-Wide Department of Administrative Services (DOAS) Contract**

**5. ADJOURNMENT**

The Committee meeting adjourned at 11:33 A.M.

# Resolution Authorizing the Award of a Contract for the Procurement of Small AC Motor Overhaul and Repair Services, IFB B50273

Operations & Safety Committee Meeting  
January 18, 2024

Douglas Miller  
Director Rail Car Maintenance





## Small AC Motor Overhaul & Repair, IFB B50273

- Business Purpose
- Financial Considerations
- Procurement Details
- Resolution



# Business Purpose

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- Improved Reliability and Availability
- Critical Component Overhaul
- Support LCARE



Two (2) Year Base	\$188,044.00
One Year Option	\$99,957.00
Total	\$287,641.00

## **Financial Considerations**

- RAM Industrial Services LLC
- Local Operating and Capital Funds

# Procurement Considerations

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- Bid Process Review
- DBE Considerations



# Resolution

- RAM Industrial Services LLC
- \$287,641.00







Thank You

**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR THE PROCUREMENT OF  
SMALL AC MOTOR OVERHAUL AND REPAIR SERVICES, IFB B50273**

**WHEREAS**, the Authority's Office of Rail Maintenance has identified the need for the Procurement of Small AC Motor Overhaul and Repair Services, Invitation for Bids Number B50273; and

**WHEREAS**, on November 11, 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 December 7, 2023 at 2:00 p.m., local time, Two (2) bids were publicly opened and read aloud; and

**WHEREAS**, the lowest bid submitted by RAM Industrial Services, 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 B50273, Procurement of Small AC Motor Overhaul and Repair Services between the Authority and RAM Industrial Services, LLC, in the amount of \$287,641.00.

**Approved as to Legal Form:**

DocuSigned by:  
*Peter J. Andrews*  
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**Chief Counsel, Metropolitan Atlanta  
Rapid Transit Authority**

**Resolution Authorizing a  
Modification in Contractual  
Authorization for Body Worn  
Cameras, Video Storage and  
Accessories, RFP P47663**

**Operations & Safety Committee  
Meeting**

**January 18, 2024**

**Lieutenant Leroy White  
MARTA MPD**



# Body Camera & Taser Overview

## Body Camera

- To increase transparency and accountability
- Cloud-based platform-Satisfies House Bill 976- Retention Schedule

## Taser 7 (Conducted Energy Weapon-CEW)

- Less-lethal weapon
- Weapon exposures are typically over in about 5 seconds
- Transparency

## Signal Sidearm Device

- Automated activation of the body camera in critical incidents
  - Camera activation when the firearm is pulled from the holster

# Modifications

## Respond Plus for all Body Cameras

- Improved GPS location and accuracy
- Real-time live-streaming via cellular connection
- Bi-Directional Communications

Taser 7 Study - revealed “limited probe spread” and “missed target” were factors affecting overall effectiveness

## Taser 10 – More effective

- 10 individual probes w/ effective range from 0-45 FT
- Enhanced probe accuracy & penetration
- “Create your own spread” – Single trigger and single probe design
- Camera activation on Taser draw, not just when on

# Benefits

- Officer Safety
  - Live-streaming allows officers to be located for a quicker response
  - Officers can communicate through the body camera to ask for assistance
  - Alternative to the radio when transmissions are challenging
- Reliable De-escalation Tool
  - Designed for use during violent confrontations. When less-lethal weapons are effective, this relieves officers of the need to transition to a firearm, when warranted.



# Costs & Considerations

- Current annual payment - \$655,920 (expires February 2026)
- If we wait two years for expiration- (In 2026) the annual projected cost would be \$994,553.60
- If we renew in 2024 the projected annual payment will be 797,387.20 with a total savings of \$985,732

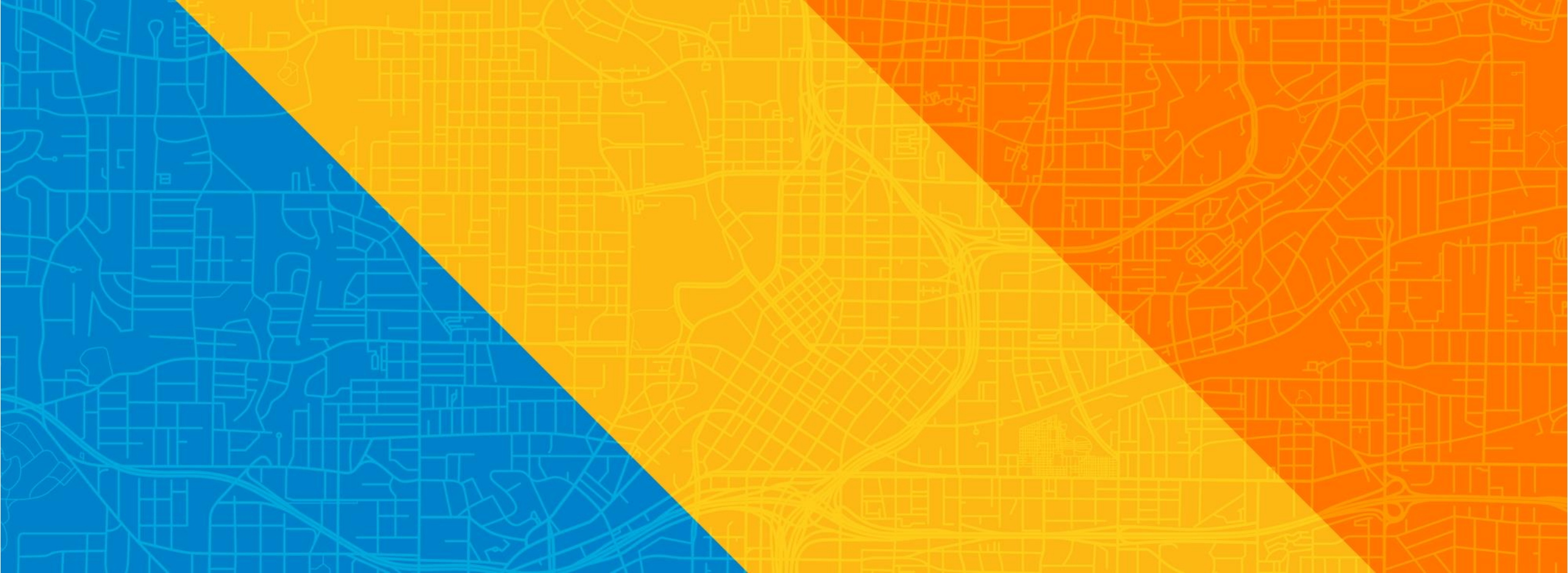
YEAR	REWRITE NOW FOR MARCH 2024 START	WAIT 2 YEARS	PROJECTED SAVINGS	ALTERNATE PAYMENT STRUCTURE OPTION 1	ALTERNATE PAYMENT STRUCTURE OPTION 2
YEAR 1	\$797,387.20	\$994,533.60	\$197,146.40	\$655,920.00	\$655,920.00
YEAR 2	\$797,387.20	\$994,533.60	\$197,146.40	\$832,754.00	\$655,920.00
YEAR 3	\$797,387.20	\$994,533.60	\$197,146.40	\$832,754.00	\$891,698.67
YEAR 4	\$797,387.20	\$994,533.60	\$197,146.40	\$832,754.00	\$891,698.67
YEAR 5	\$797,387.20	\$994,533.60	\$197,146.40	\$832,754.00	\$891,698.67
<b>TOTAL</b>	<b>\$3,986,936.00</b>	<b>\$4,972,668.00</b>	<b>\$985,732.00</b>	<b>\$3,986,936.00</b>	<b>\$3,986,936.00</b>



## Summary

- Current contract: **\$3,357,744.50** – Executed in 2021, expires February 2026
- Projected 2026 contract cost: **\$4,972,668.00**
- The modification would extend the contract terms for three years through 2029 for a new contract amount of **\$3,986,936.00**
- Projected savings of \$985,732 if we modify the contract now.
- The Department of Internal Audit will be requesting to perform a price/cost analysis to determine fair and reasonable pricing.

**Respectfully requesting authorization for a Modification in Contractual Authorization for Body Worn Cameras, Video Storage and Accessories, (P47663), in the amount of \$629,191.50 for a five-year total of \$3,986,936.**



Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION  
FOR BODY WORN CAMERAS, VIDEO STORAGE, AND ACCESSORIES, RFP P47663**

**WHEREAS**, on January 19, 2021 the General Manager entered into a Contract with Axon Enterprise, Inc. for Body Worn Cameras, Video Storage and Accessories, Request For Proposals P47663; and

**WHEREAS**, MARTA staff has determined that it is in the best interest of the Authority to extend the contract term and to 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 will perform a cost analysis to determine 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. P47663 Body Worn Cameras, Video Storage and Accessories from \$3,357,744.50 to \$3,986,936.00.

**Approved as to Legal Form:**

DocuSigned by:  
*Peter J. Andrews*  
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**Chief Counsel, Metropolitan Atlanta  
Rapid Transit Authority**

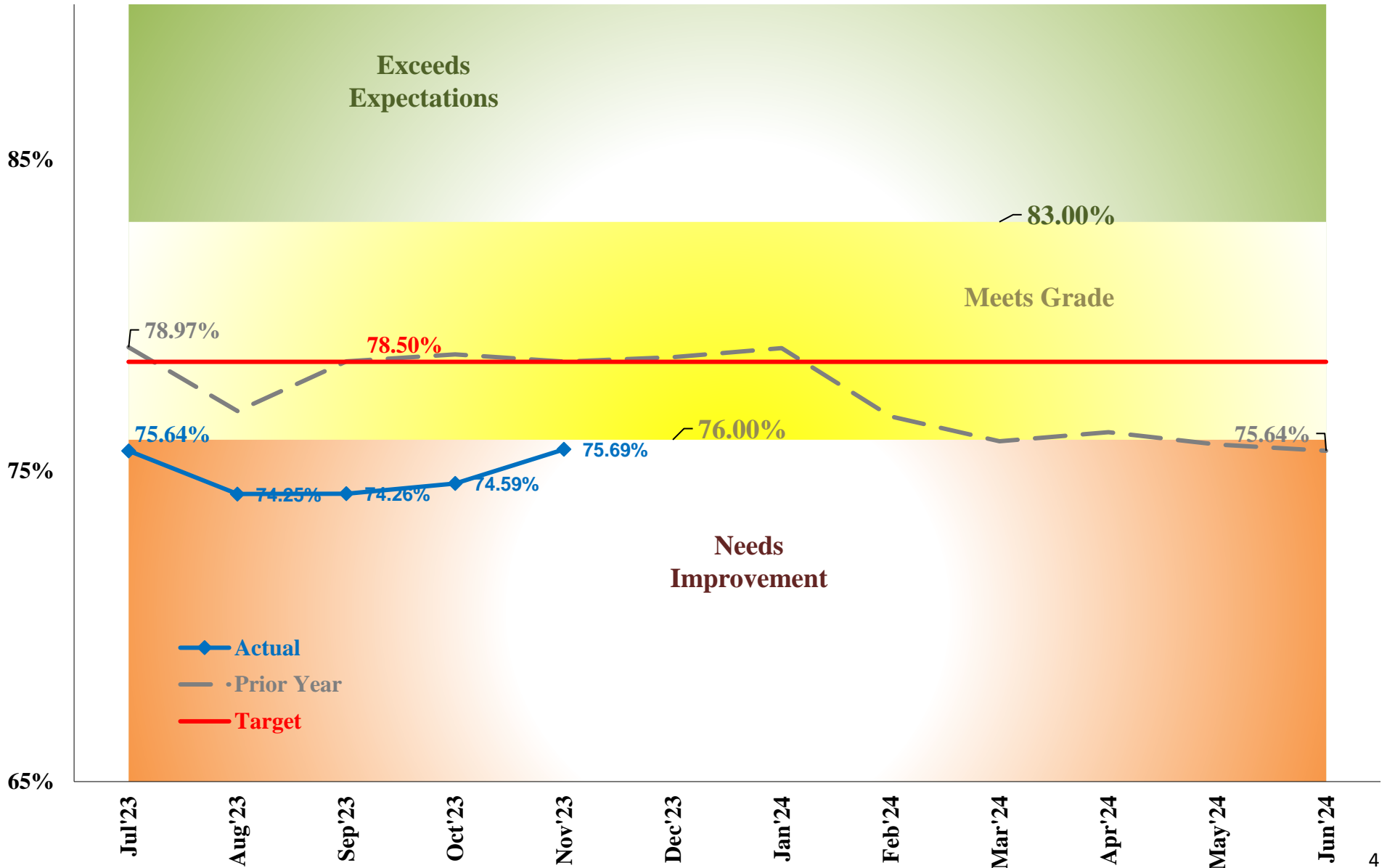
NOVEMBER FY24  
PERFORMANCE  
(BUS OPERATIONS)

OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

## Operations KPIs (Bus)

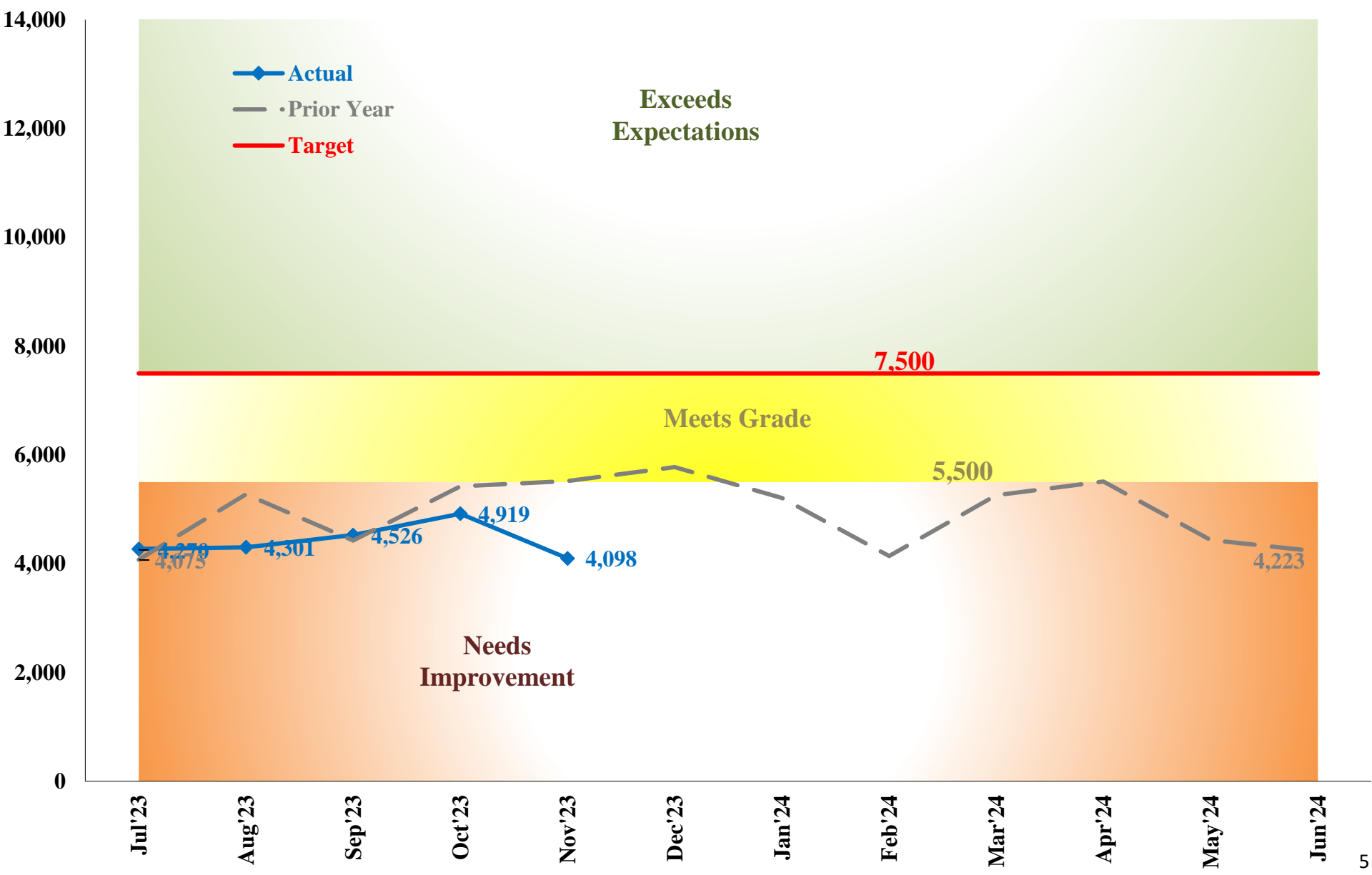
KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	78.50%	75.69%	-2.81%	74.88%	-3.62%	-3.45%
Mean Distance Between Failures	7,500	4,098	-3,402	4,411	-3,089	-461
Customer Complaints per 100K Boardings	8.00	10.18	2.18	11.41	3.41	1.40

**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.



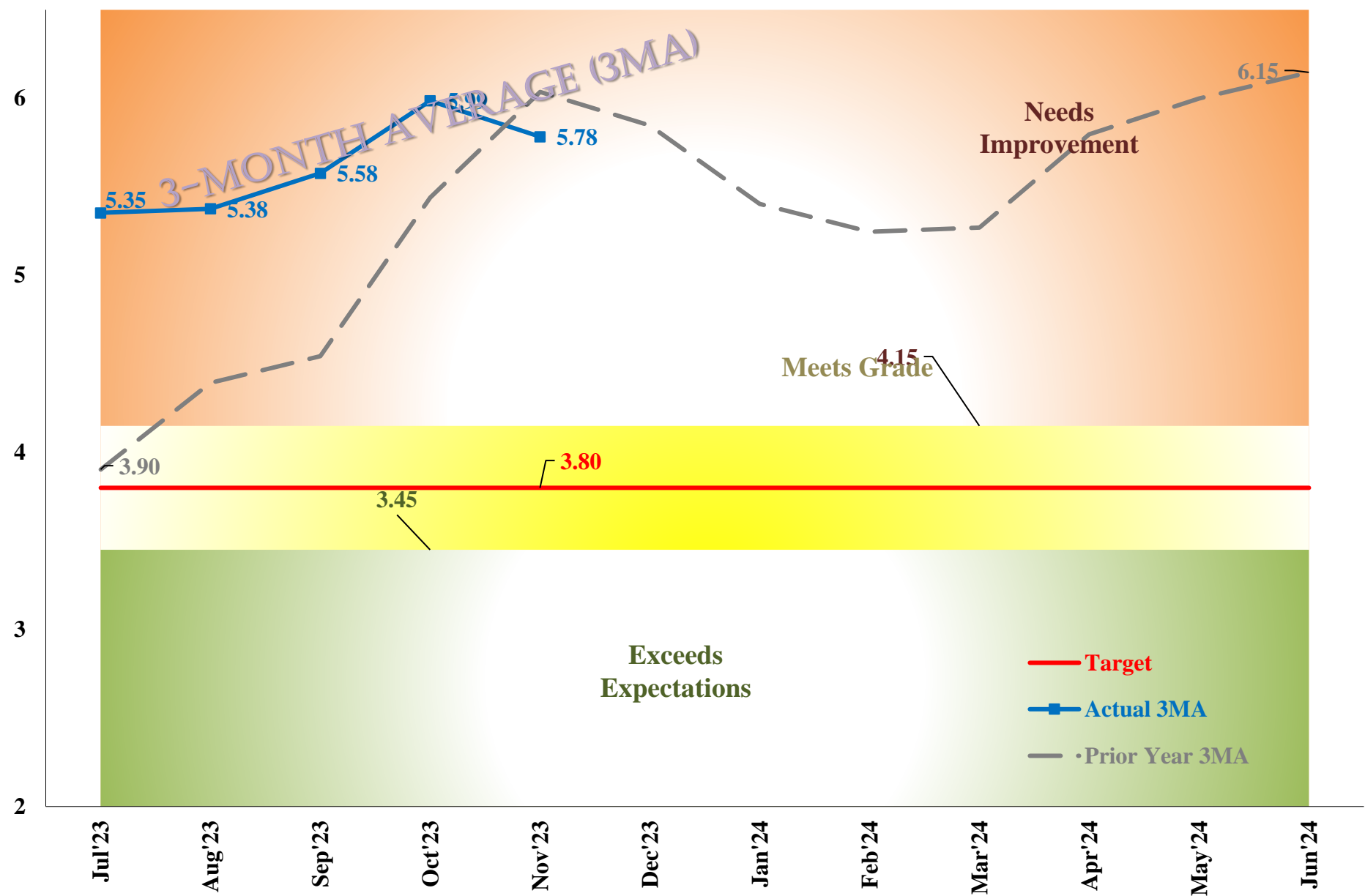


**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



# BUS SAFETY KPI

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

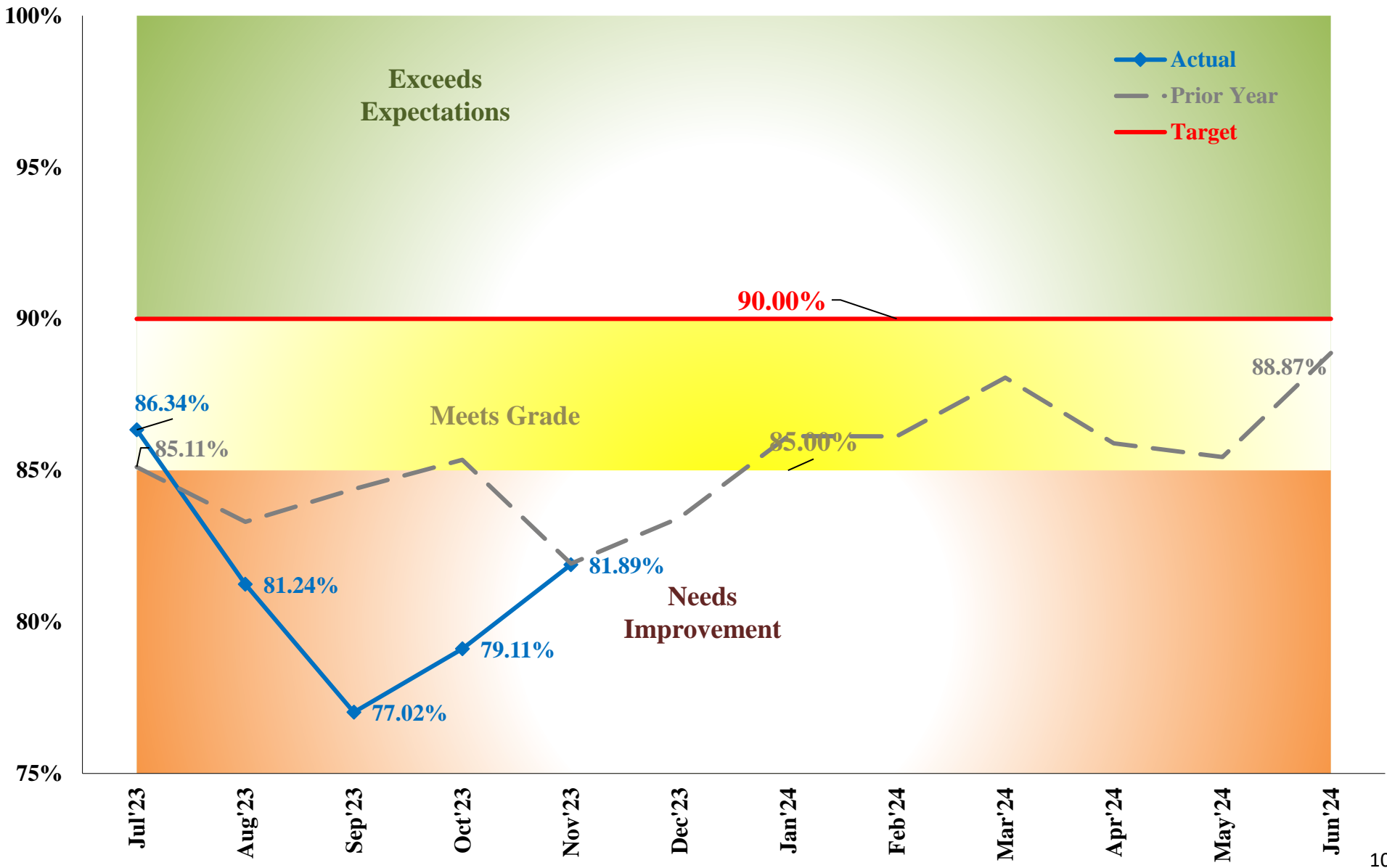


OFFICE OF  
MOBILITY

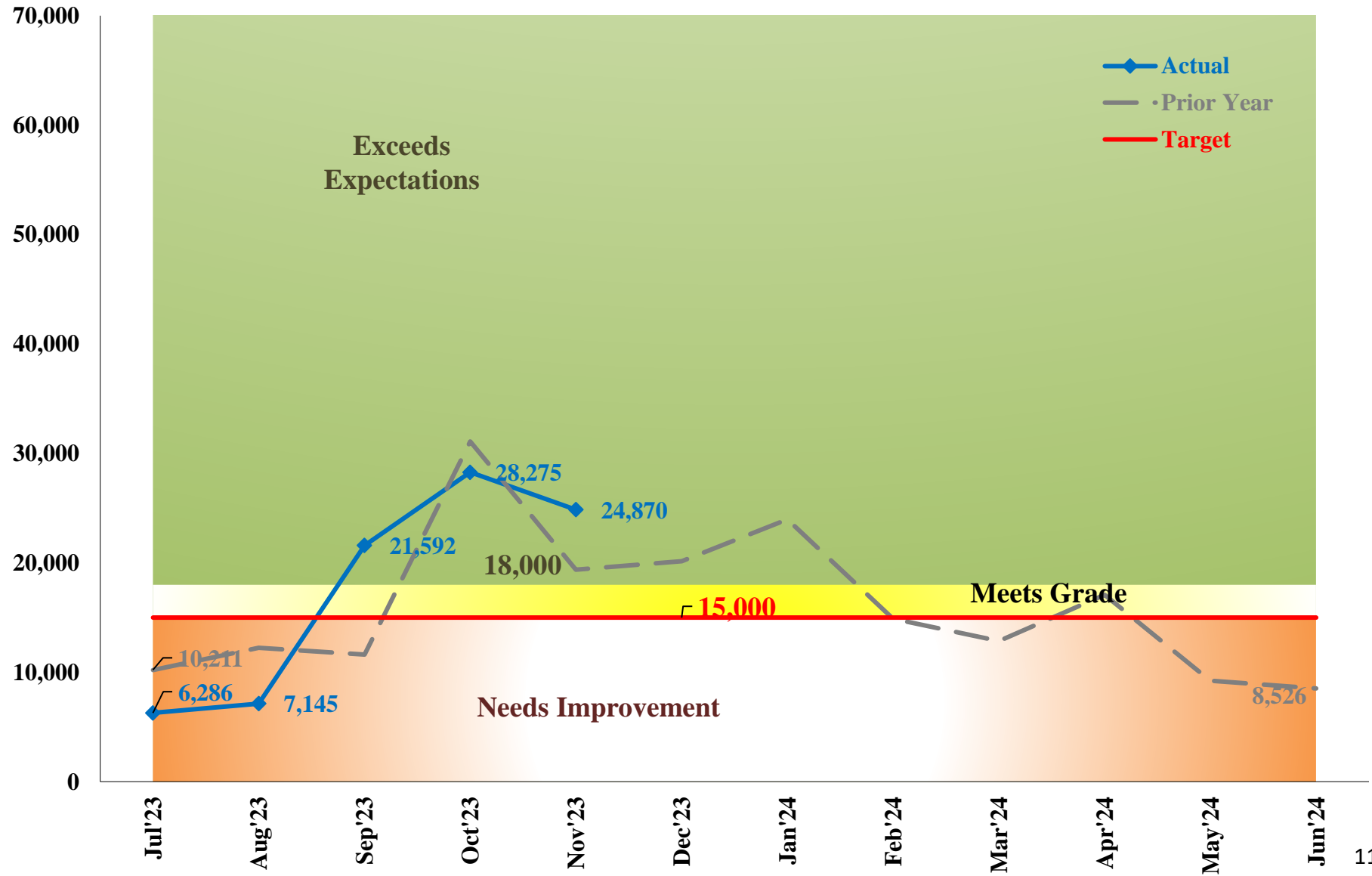
## Operations KPIs (Mobility)

KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	90.00%	81.89%	-8.11%	81.08%	-8.92%	-2.93%
Mean Distance Between Failures	15,000	24,870	9,870	11,956	-3,044	-2,468
Missed Trip Rate	0.50%	2.00%	1.50%	1.54%	1.04%	0.92%
Reservation Average Call Wait Time	2:00	13:49	11:49	5:26	3:26	3:46
Reservation Call Abandonment Rate	5.50%	15.55%	10.05%	9.09%	3.59%	5.42%
Customer Complaints per 1K Boardings	4.00	6.55	2.55	5.81	1.81	2.02

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



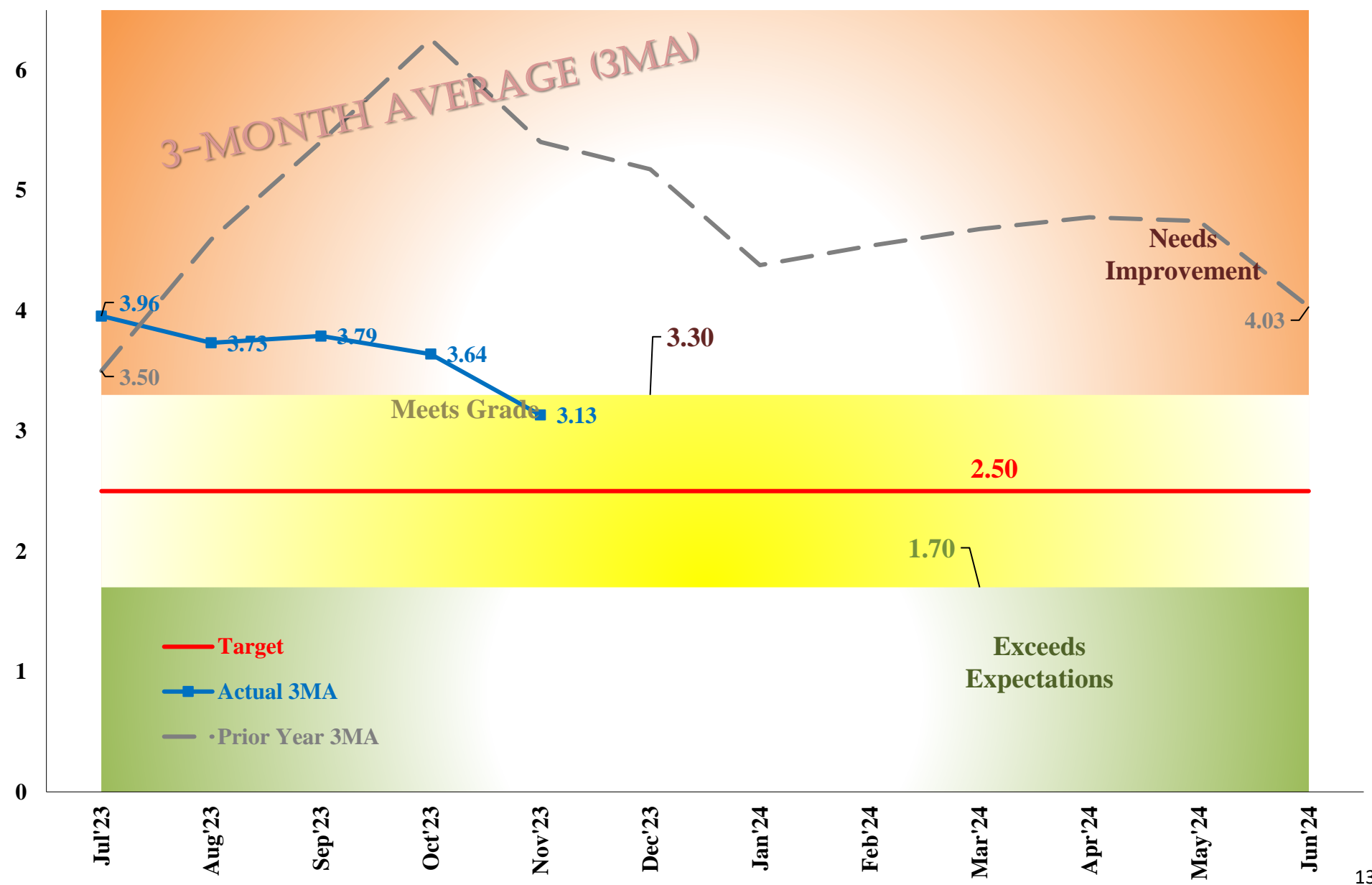
**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI



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



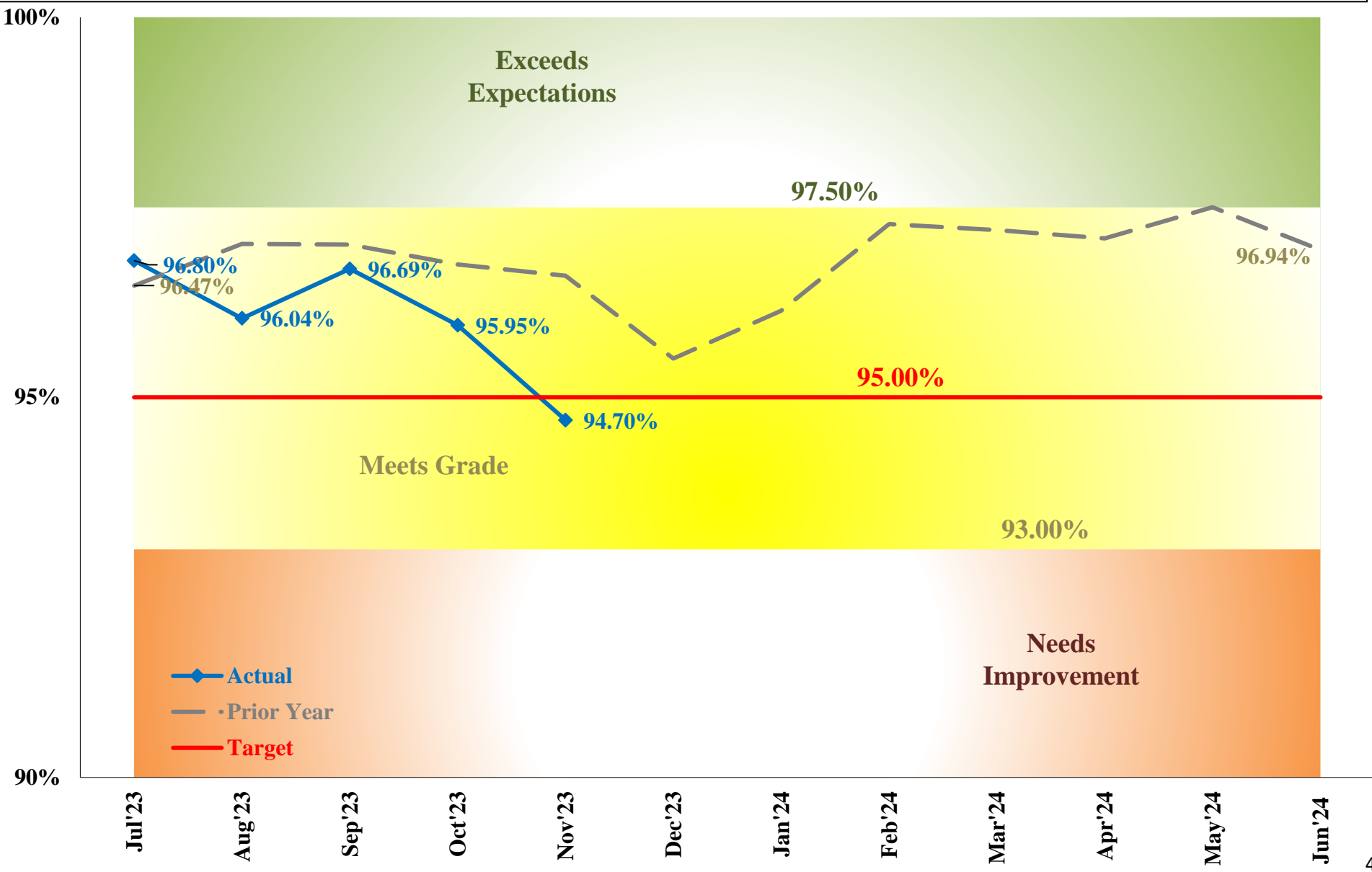
NOVEMBER FY24  
PERFORMANCE  
(RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

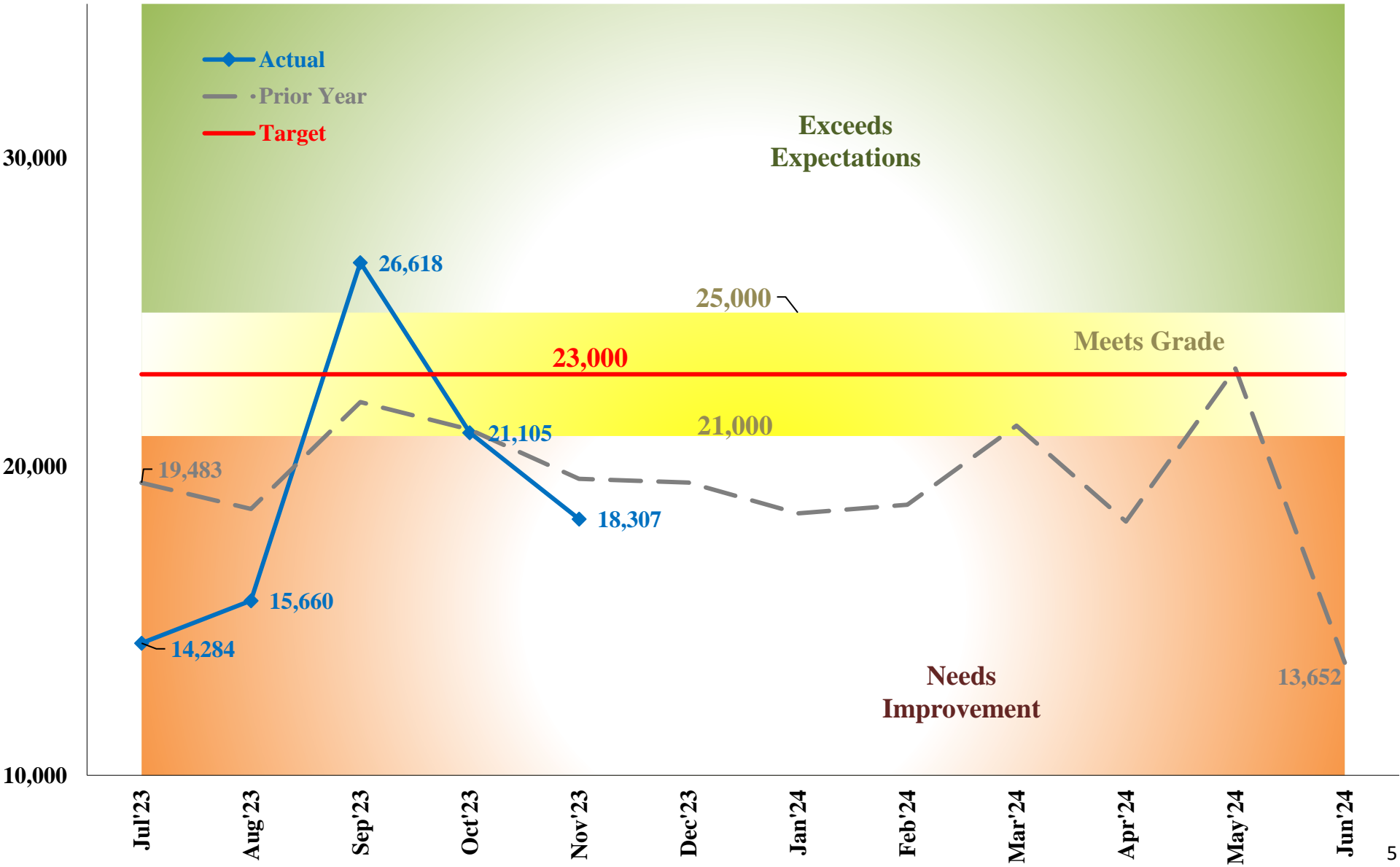
## Operations KPIs (Rail)

KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	95.00%	94.70%	-0.30%	96.03%	1.03%	-0.74%
Mean Distance Between Failures	23,000	18,307	-4,693	18,395	-4,605	-1,733
Mean Distance Between Service Interruptions	475	289	-186	384	-91	-97
Customer Complaints per 100K Boardings	1.00	0.34	-0.66	0.47	-0.53	0.21

**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	Nov 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%	-0.04%
Elevator Availability	98.50%	98.52%	0.02%	98.59%	0.09%	-0.11%

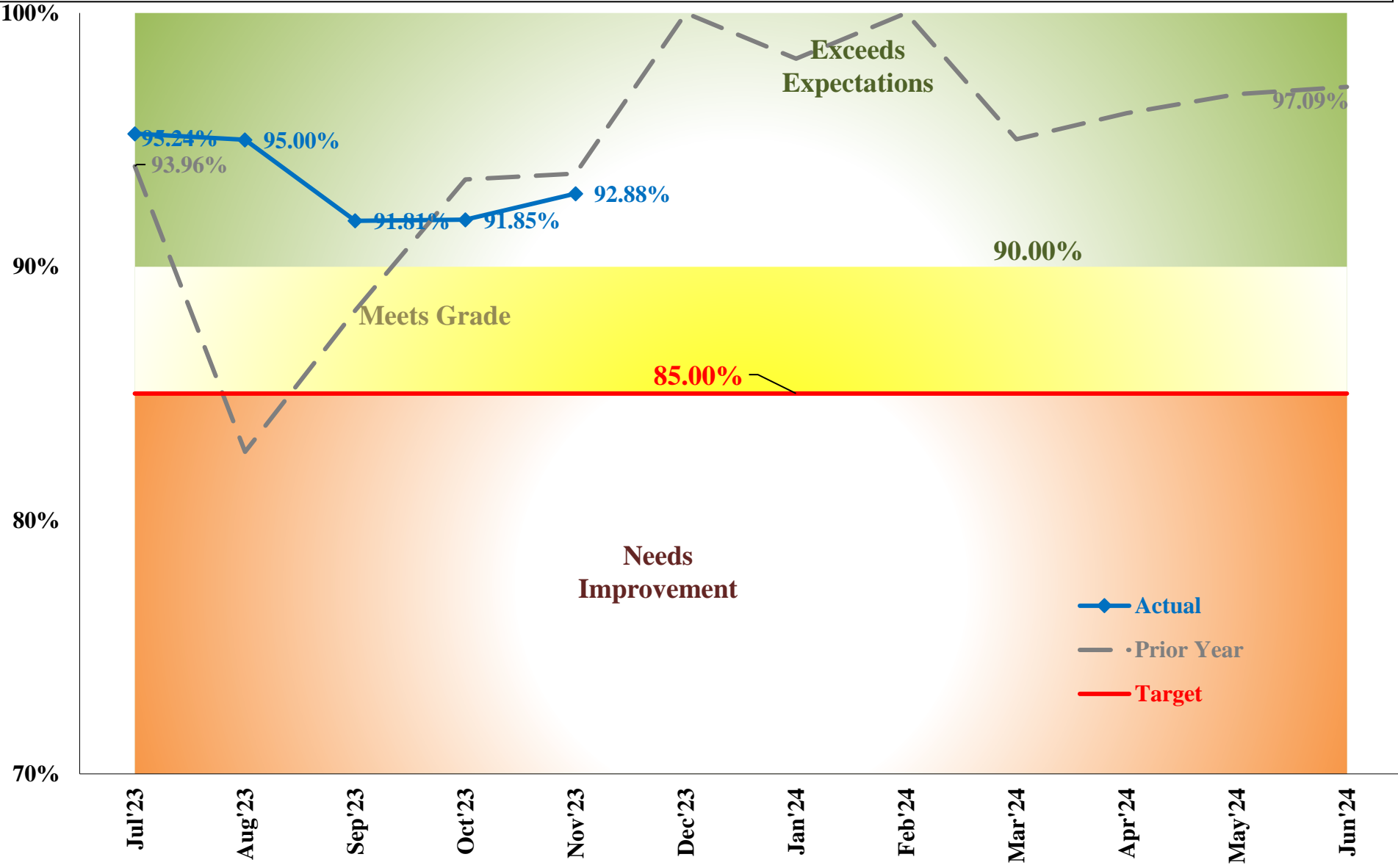


NOVEMBER FY24  
PERFORMANCE  
(STREETCAR)

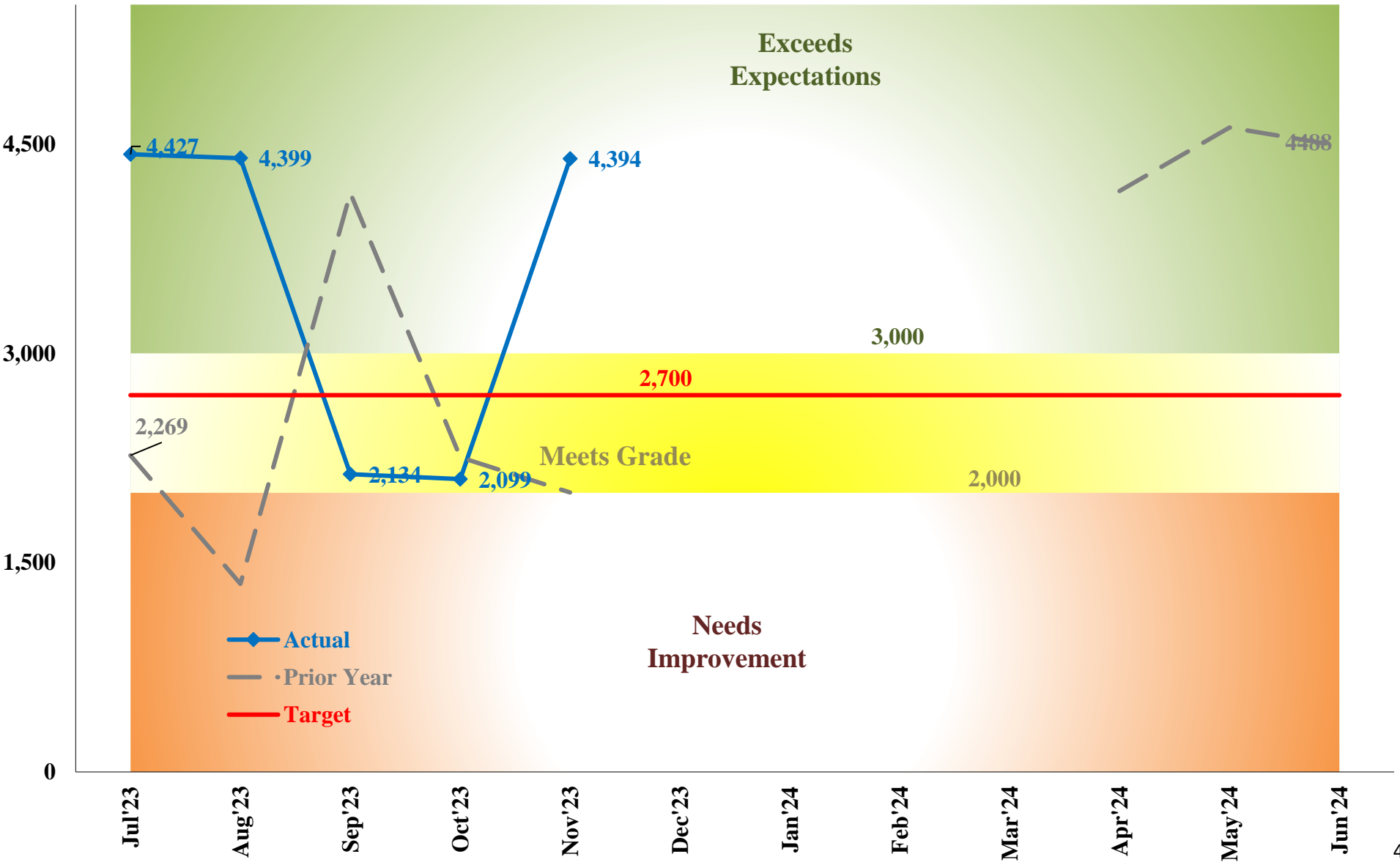
## Operations KPIs (Streetcar)

KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
On-Time Performance	85.00%	92.88%	7.88%	93.37%	8.37%	2.97%
Mean Distance Between Failures	2,700	4,394	1,694	4,337	1,637	2,212
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.

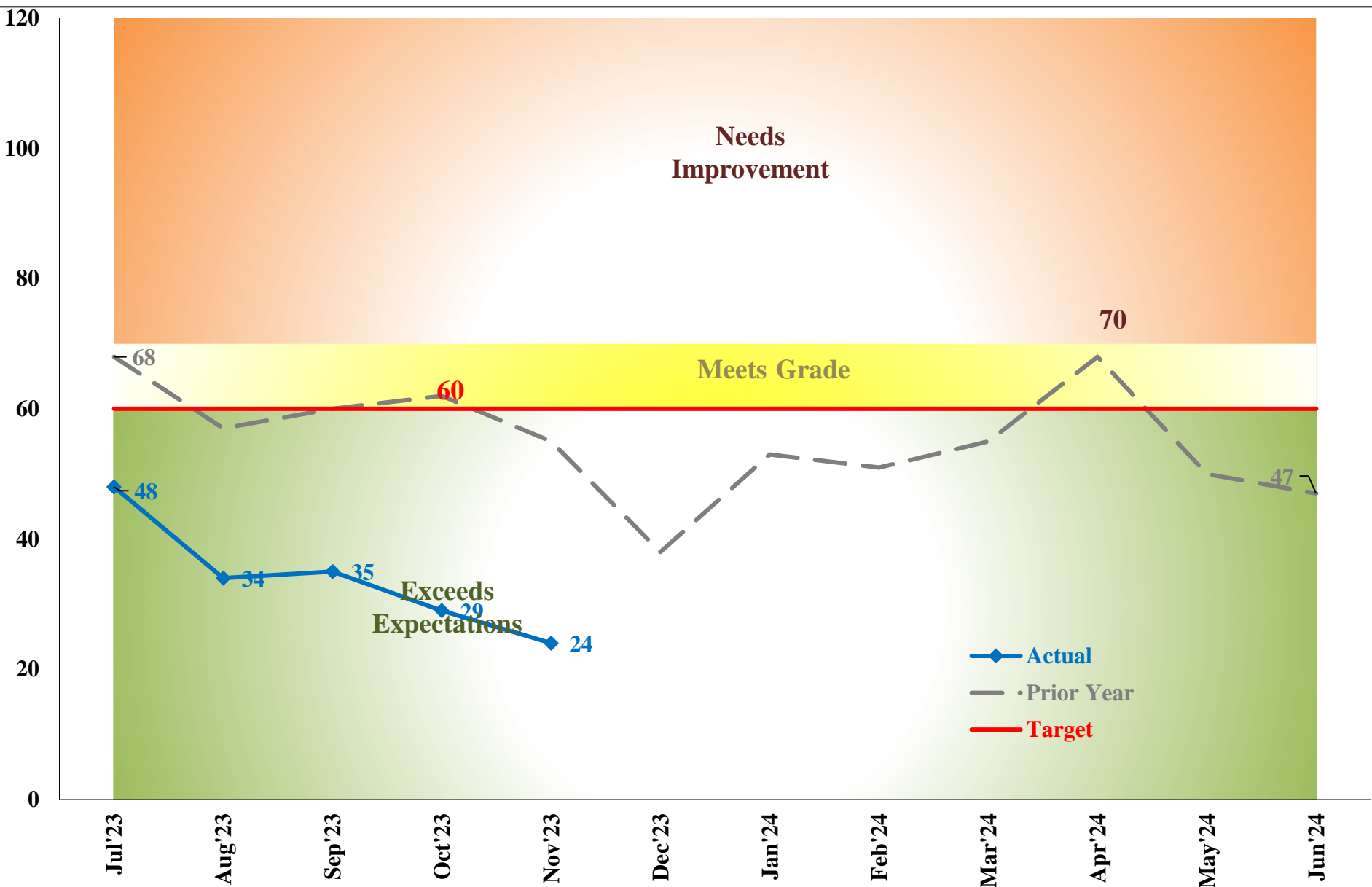


NOVEMBER FY24  
PERFORMANCE  
(CUSTOMER SERVICE)

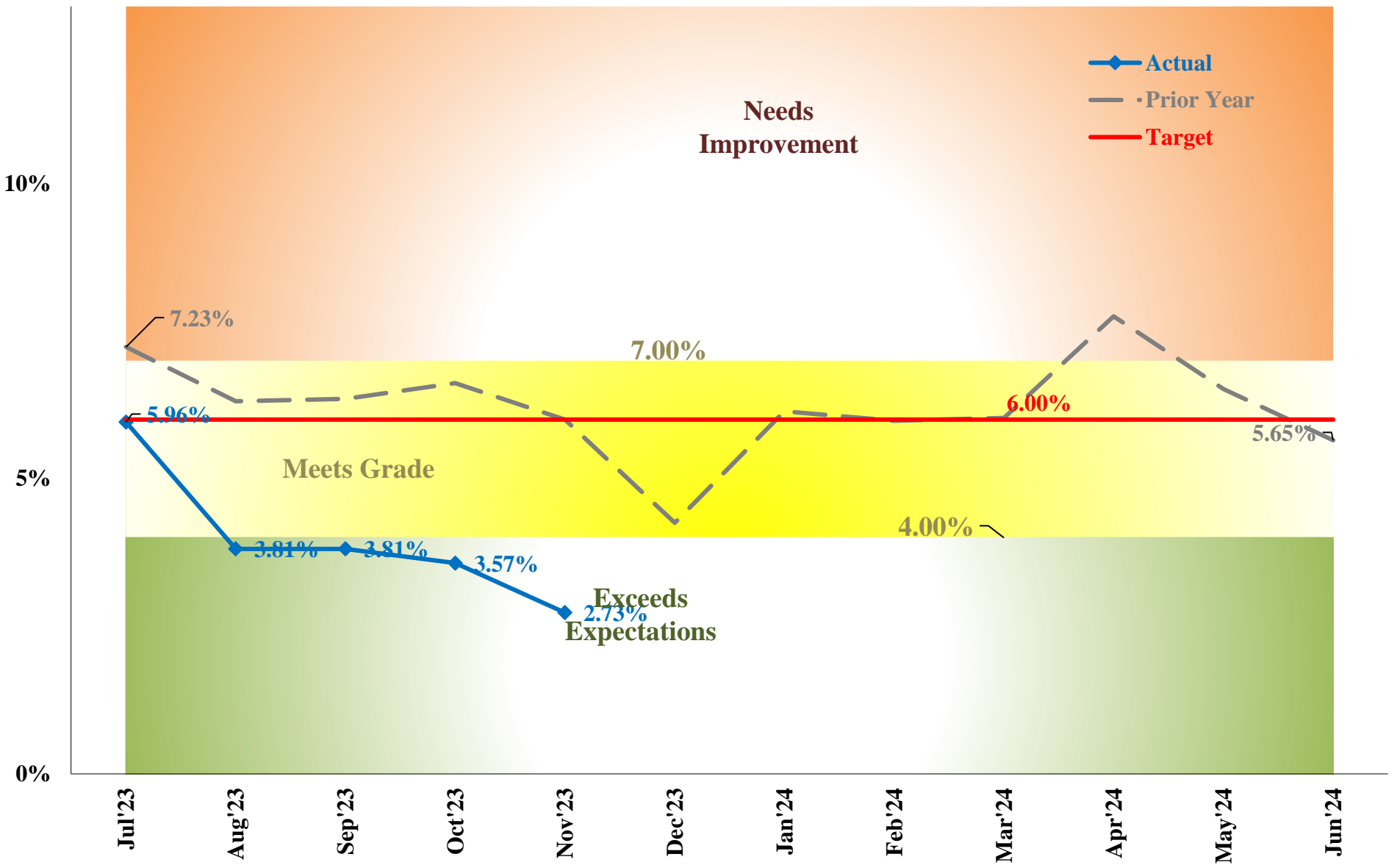
# Customer Service KPIs

KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Average Customer Call Wait Time	1:00	0:24	-0:36	0:34	-0:26	-0:26
Customer Call Abandonment Rate	6.00%	2.73%	-3.27%	4.00%	-2.00%	-2.44%

**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.





NOVEMBER FY24

PERFORMANCE

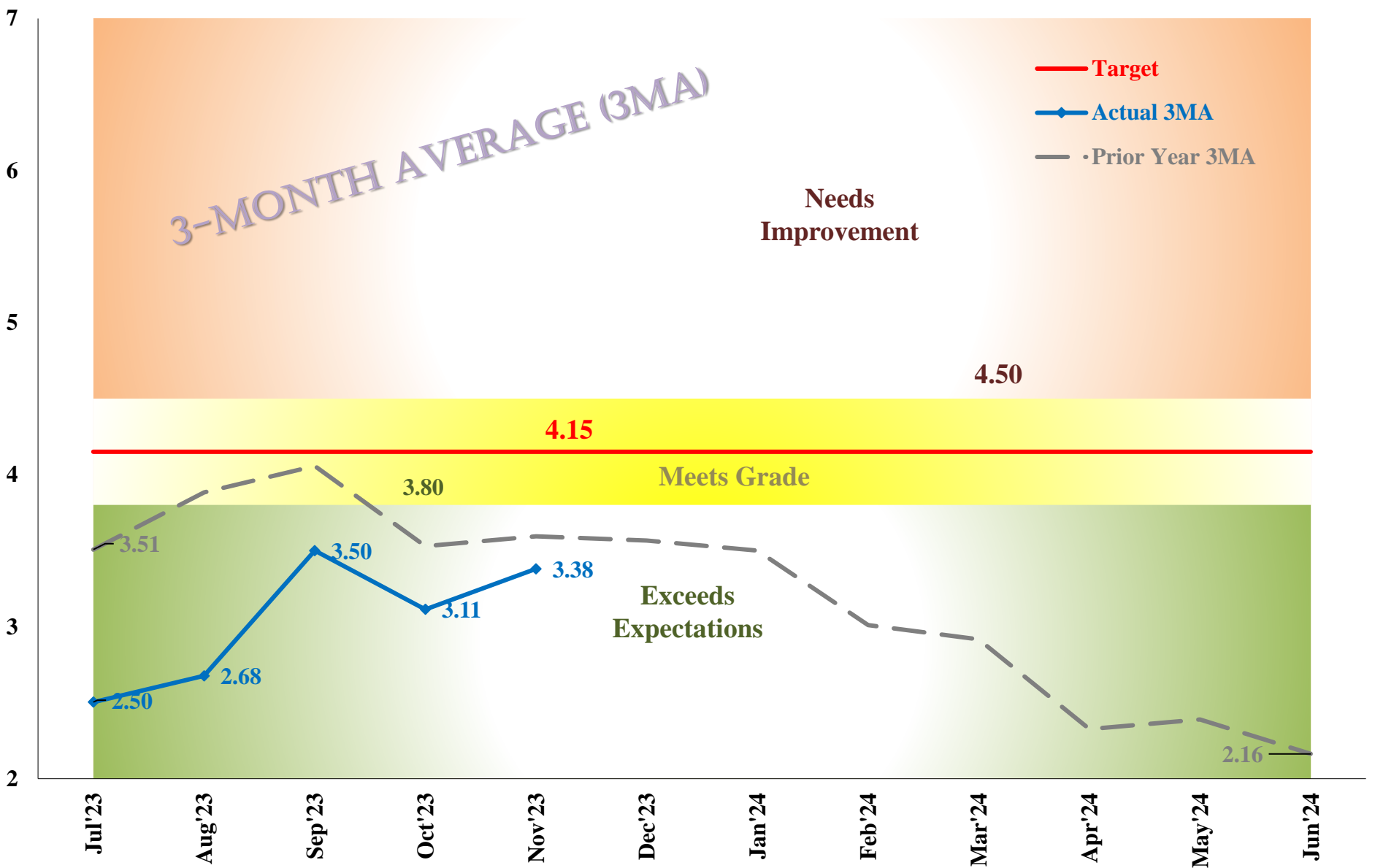
(SYSTEM SAFETY SECURITY &

EMERGENCY MANAGEMENT)

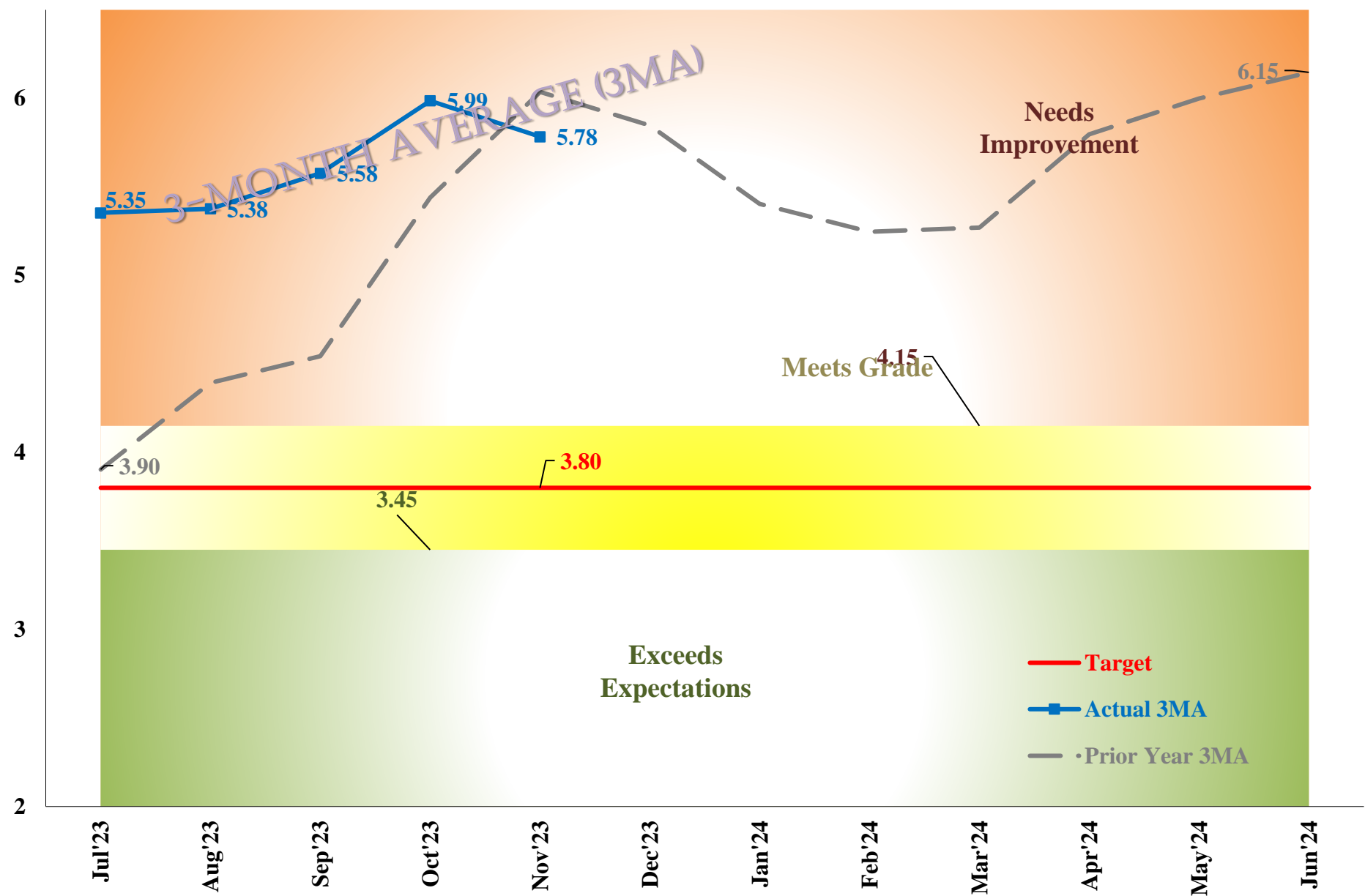
## Safety & Security KPIs

KPI	FY24 Target	Nov FY24	Monthly Variance vs. Projected	FY24 Year-To-Date	YTD Variance vs. Projected	Variance vs. previous FY
Part I Crime Rate	4.15	4.02	-0.13	3.07	-1.08	-0.97
Bus Collision Rate per 100K Miles	3.80	5.58	1.78	5.59	1.79	0.38
Mobility Collision Rate per 100K Miles	2.50	2.07	-0.43	3.42	0.92	-1.92
Employee Lost Time Incident Rate	3.80	3.79	-0.01	3.93	0.13	-0.06

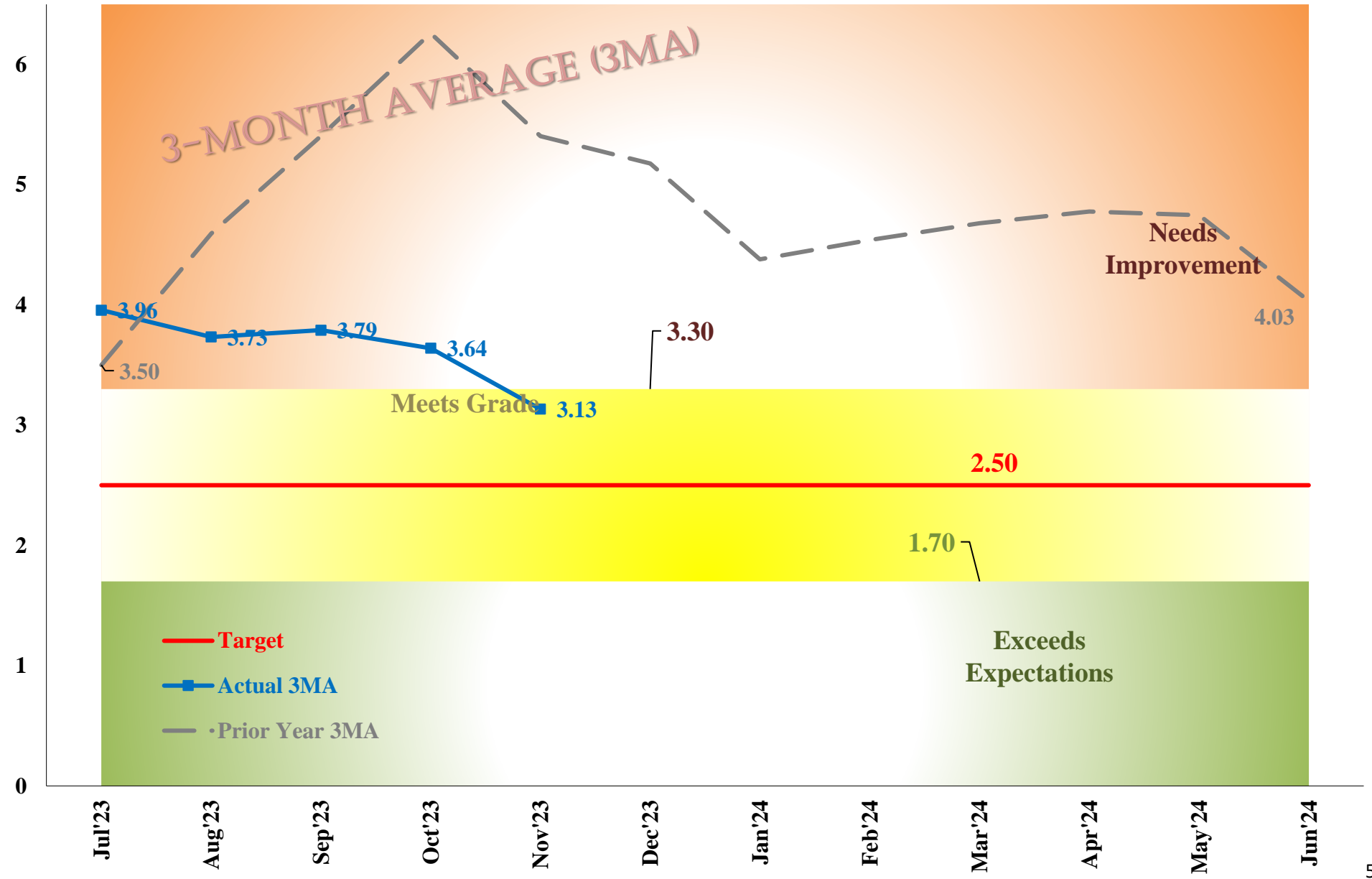
**Part I Crime Rate** measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



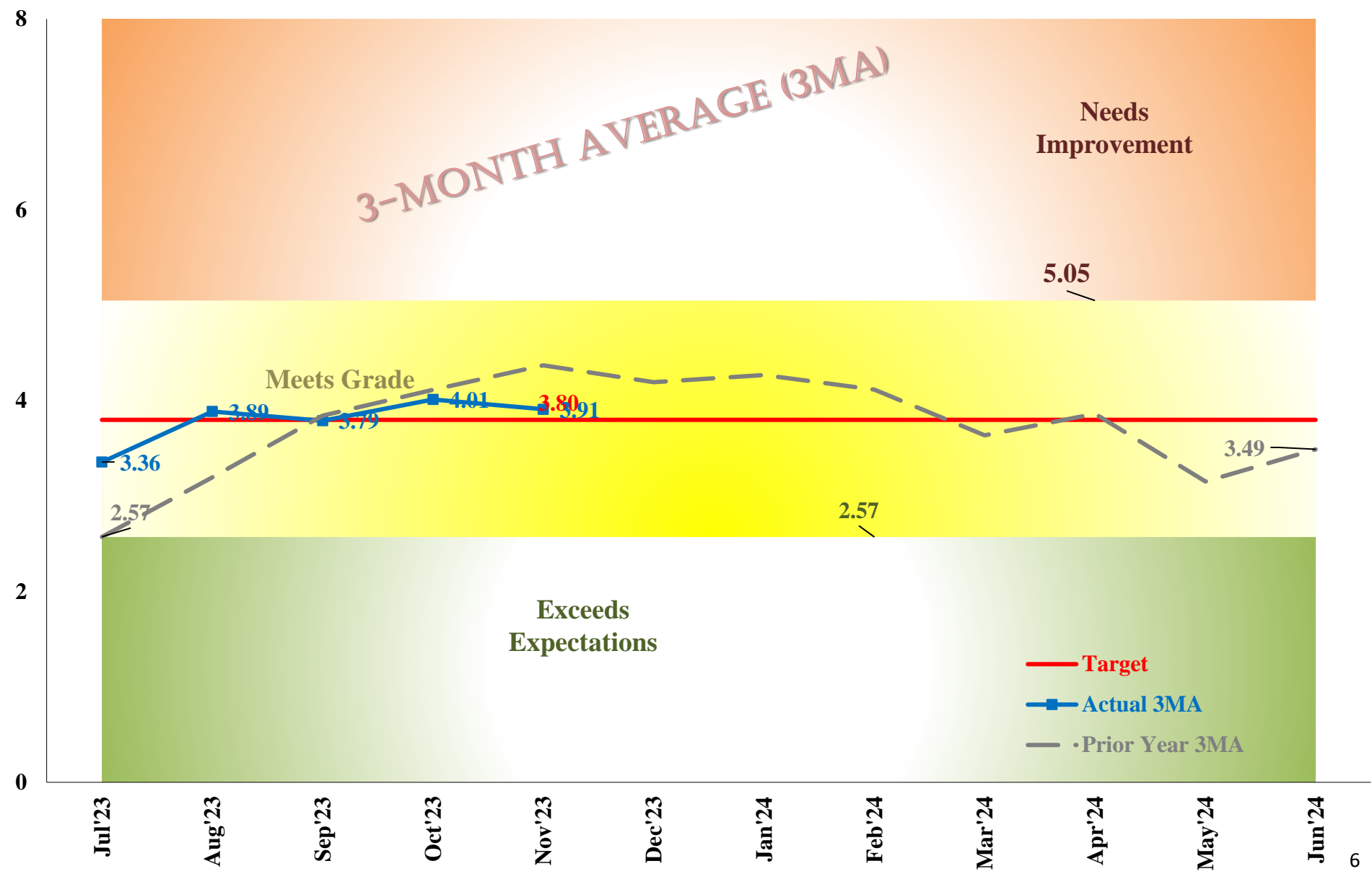
**Bus Collisions per 100K Miles** measured as the number of collisions involving bus service per 100,000 hub miles.

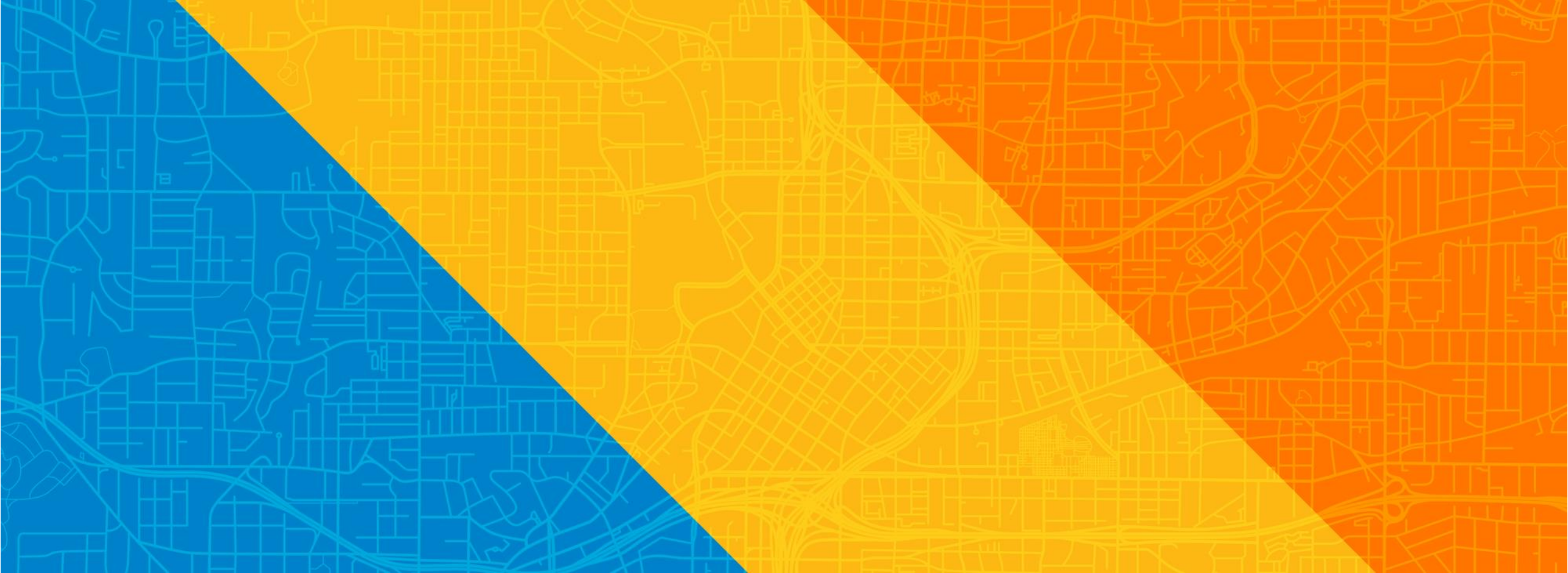


**Mobility Collisions per 100K Miles** measured as the number of collisions involving Mobility service per 100,000 hub miles.



**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



# MEMORANDUM

**DATE:** January 18, 2024

**TO:** Board of Directors

**FROM:** Office of Bus Maintenance

**SUBJECT:** RESOLUTION AUTHORIZING THE AWARD OF MOBILITY VANS UTILIZING THE GEORGIA STATE-WIDE DEPARTMENT OF ADMINISTRATIVE SERVICES (DOAS) CONTRACT

MARTA's Office of Bus Maintenance has identified a need to purchase Mobility Vans and is informing the Board of Directors of its intent to utilize the Georgia State-Wide Department of Administrative Services Contract. This procurement is being funded with Local Capital funds. The Authority will utilize the Georgia State-Wide Department of Administrative Services (DOAS) Contract.

The current mobility fleet has reached its useful life therefore, MARTA's Office of Bus Maintenance is in need to replace the fleet. This procurement will only replace eleven (11) vehicles while staff draft a larger multi-year procurement to release to the marketplace. The Office of Bus Maintenance is requesting to enter Contracts with a Georgia State-Wide Department of Administrative Services (DOAS) Contractor that can provide vehicles in a timely and cost-efficient manner.