



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, FEBRUARY 27, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Thomas Worthy called the meeting to order at 10:43 A.M.

Board Members

Present:

Al Pond
Freda Hardage
James Durrett
Kathryn Powers
Roderick Frierson
Rita Scott
Thomas Worthy
Jacob Tzegaegbe
Sagirah Jones
Elizabeth Bolton-Harris
Shayna Pollock

Board Members

Absent:

Russell McMurry
Jennifer Ide
Jannine Miller
Valencia Williamson

Staff Members Present:

Collie Greenwood
Rhonda Allen
LaShanda Dawkins
Jonathan Hunt Kevin
Hurley Micheal Kreher
Ralph McKinney
Steven Parker

Carrie Rocha
George Wright

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

2. APPROVAL OF THE MINUTES

Minutes from January 23, 2025, Operations and Safety Committee Meeting

Approval of Minutes from January 23, 2025, Operations and Safety Committee Meeting. On a motion by Board Member Hardage, seconded by Board Member Powers, the motion passed by a vote of 11 to 0 with 11 members present.

3. BRIEFING

Briefing - Safety Event Debriefing Derailment, DR-241204

Ralph McKinney, Chief Safety & Quality Assurance and Jorge Bernard, Interim Deputy Chief Rail Operations, provided the Board with a briefing on the derailment on 12/4/24.

4. OTHER MATTERS

FY25 December Key Performance Indicators (Informational Only)

5. ADJOURNMENT

The Committee meeting adjourned at 11:08 A.M.

YouTube link: https://www.youtube.com/live/iSuc7WpU73M?si=DOa-u_LPC4J-s1AD



Safety Event Debriefing Derailment, DR-241204 12/04/2024

Operations and Safety Committee
February 27, 2025

Ralph McKinney, Chief Safety & Quality
Assurance Officer

Jorge Bernard, Interim Deputy Chief Rail
Operations

Agenda

- System Familiarization
 - Definitions
 - Signals, Switches, and Track Alignment
- Incident Debrief
 - Narrative
 - Preliminary Causal Factors
 - Timeline
 - Photos
 - Recommendations

Definitions

Interlocking: A set of signals and signal appliances connected together so that their movement follow each other in a predetermined successive order.

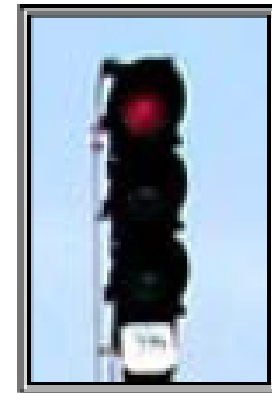
Signal: A means of communicating direction.

Signal Aspect: The appearance of a signal device as viewed by the Operating Employee.

Signal Indication: The information conveyed by the aspect of a signal.

Switch: A track structure used to divert rolling stock (trains) from one track to another.

Red
↓
stop

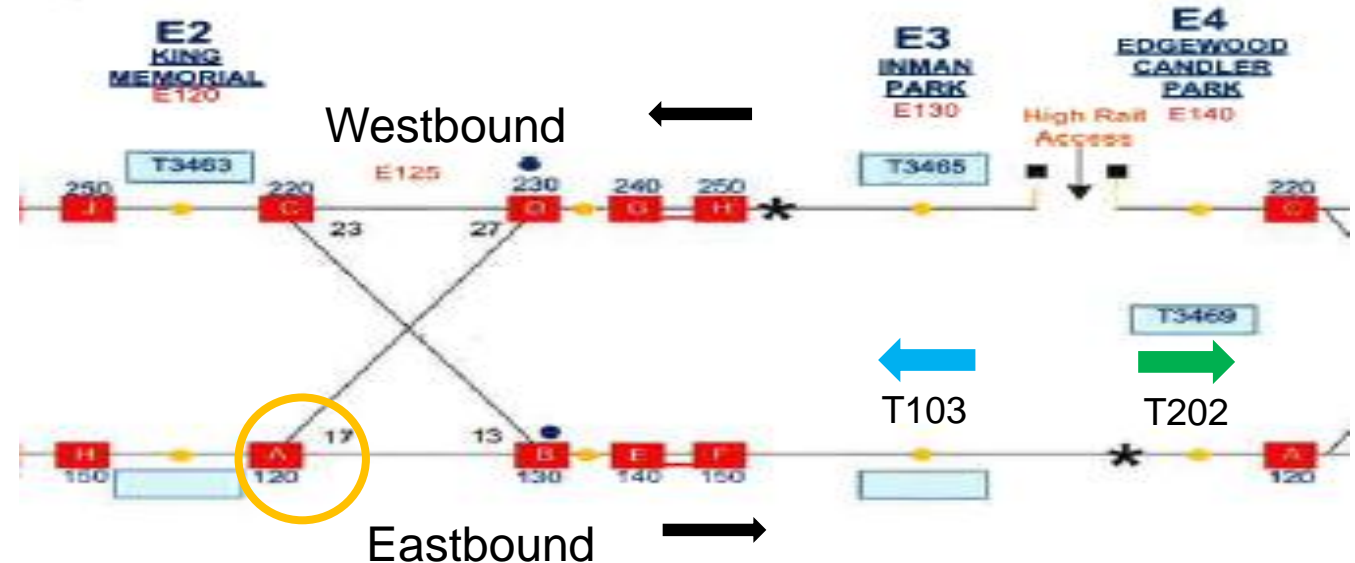


Switch Points and Switch Machine



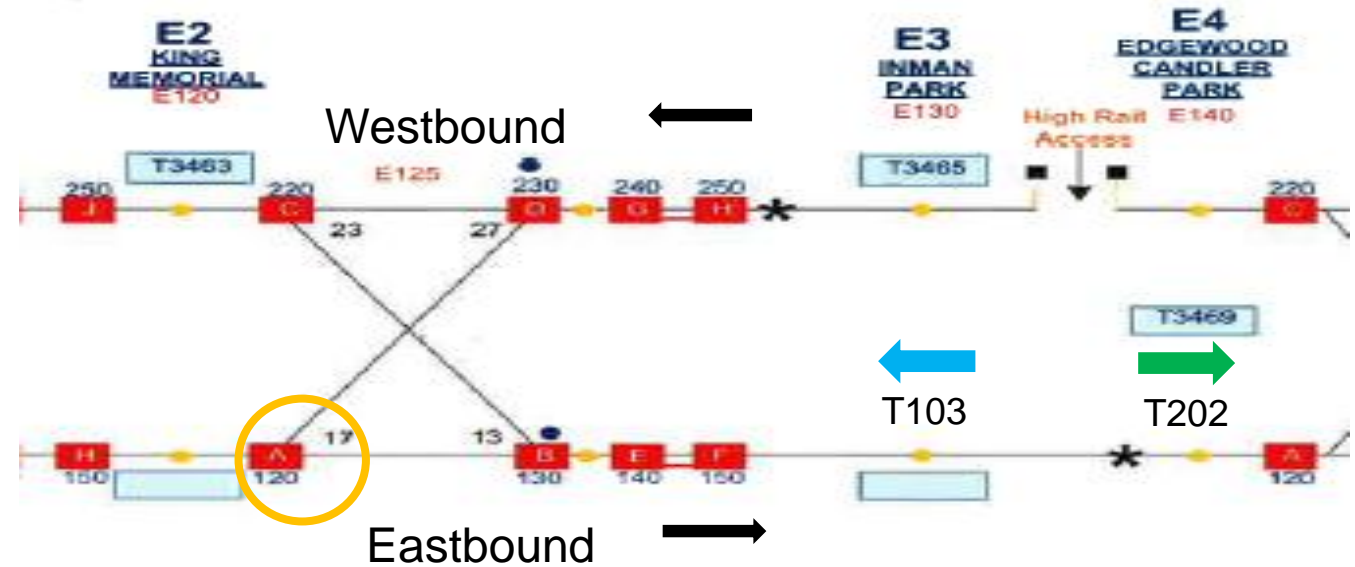
Incident Narrative

- Train 202 Medical Emergency Candler Park
- Train 103 re-routed from Inman Park to King Memorial
- Rail Controllers changed the service strategy
- Train 103 arrives at King Memorial Interlocking (Switch 13)
- Rail Controller instructs Train 103 to move Eastbound to clear the interlocking (Switch 17)
- At approximately 0720 hours Train 103 derailed at King Memorial Interlocking



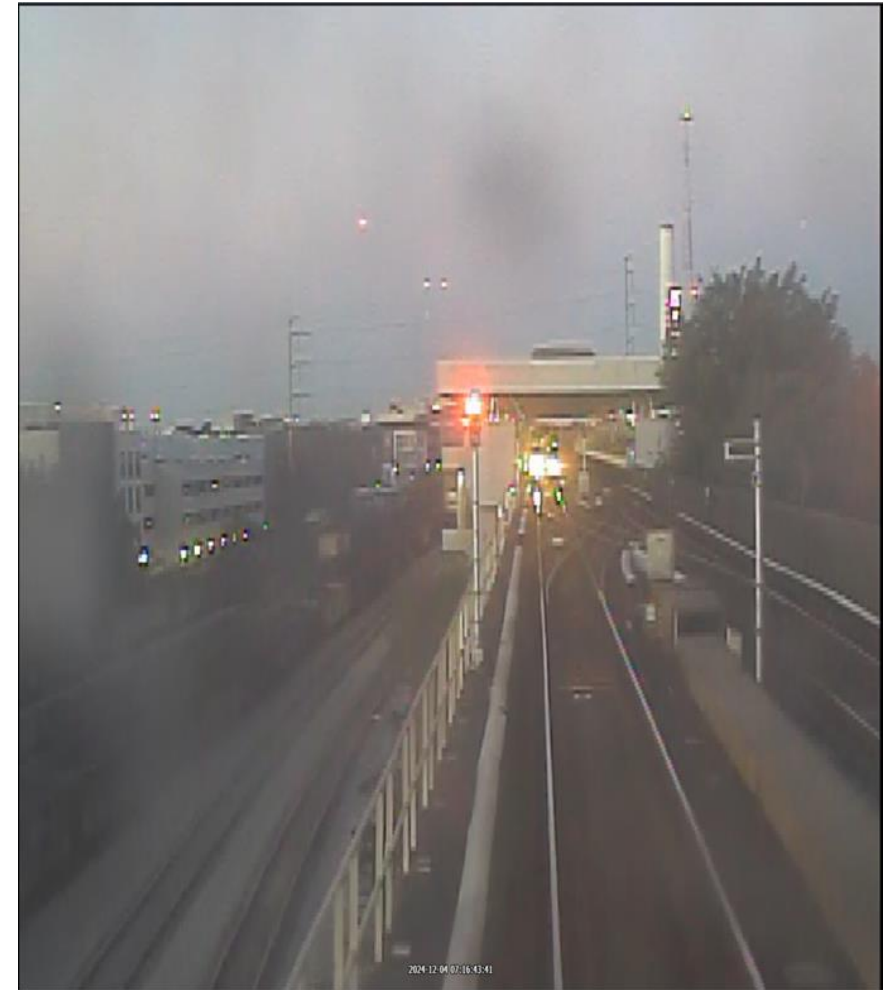
Incident Narrative (Continued)

- Train 103 ultimately derailed as it moved out of the interlocking.
- There were no injuries reported as a result of this incident.
- Car #275 from Train 103 sustained damages due to the derailment.



Causal Factors

- Train 103 had Red signal violation at Signal 130B
- RSC did not communicate the change of Service Strategy
- RSC Instructed the Rail Operator of Train 103 to move the train out of the interlocking
 - The location of train was not verified prior to moving train
 - The alignment of switches were not verified prior to moving train



Actions Taken

Retraining for Rail Operators

- Signal Indication
- Track Alignment

Retraining of Rail Controllers

- Proper communication to report red signal violation.
- Not moving trains after red signal violation.
- Dispatch Rail Line Supervisor
 - Verify Location of Train
 - Verify Switch Alignment





Thank You



DECEMBER FY25
PERFORMANCE
(BUS OPERATIONS)

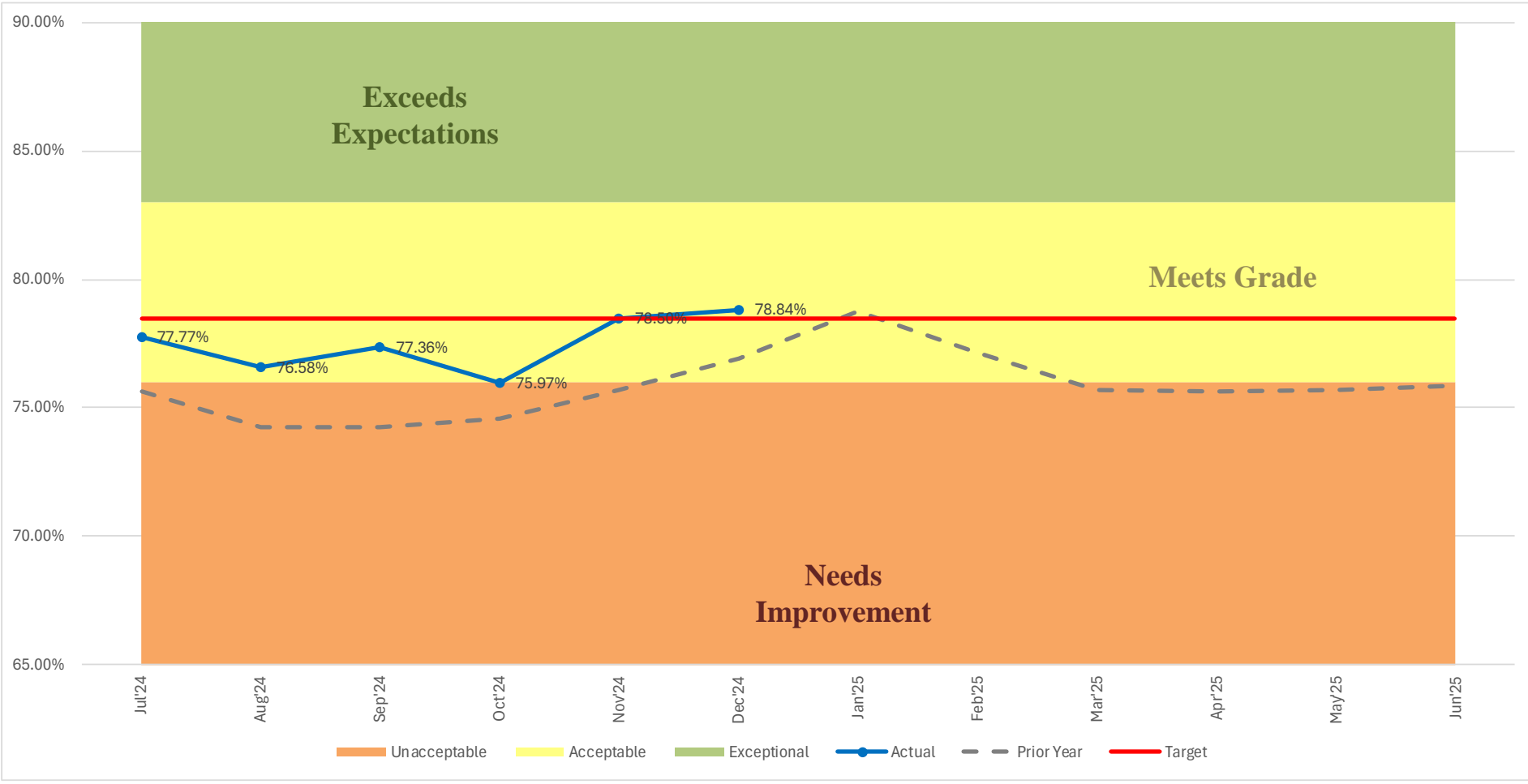
OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	78.50%	78.84%	0.34%	77.49%	-1.01%	2.28%
Mean Distance Between Failures	7500	3903	-3597	3568	-3932	-764
Customer Complaints per 100K Boardings	8.00	11.05	3.05	11.03	3.03	-0.39

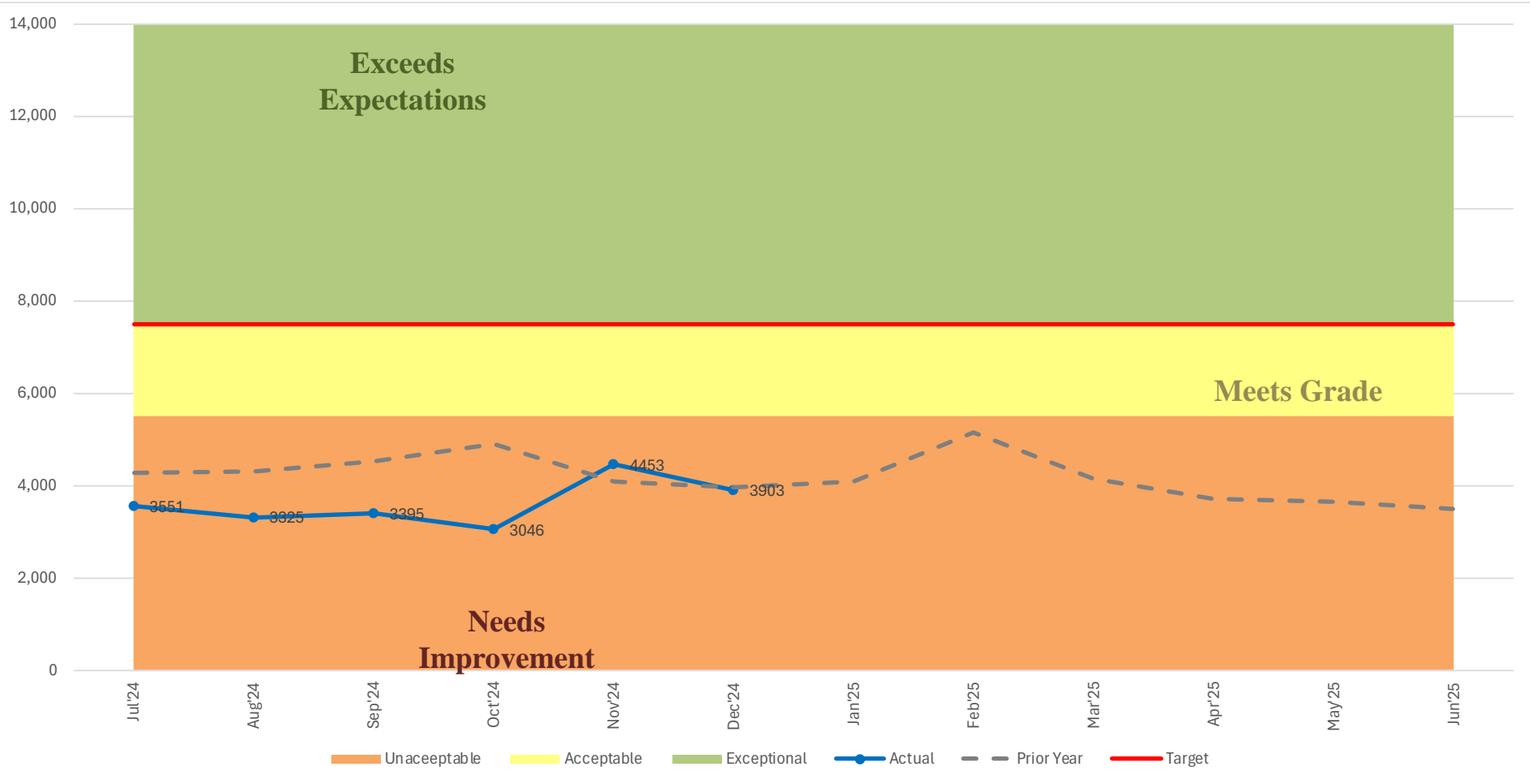
Note: For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

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.



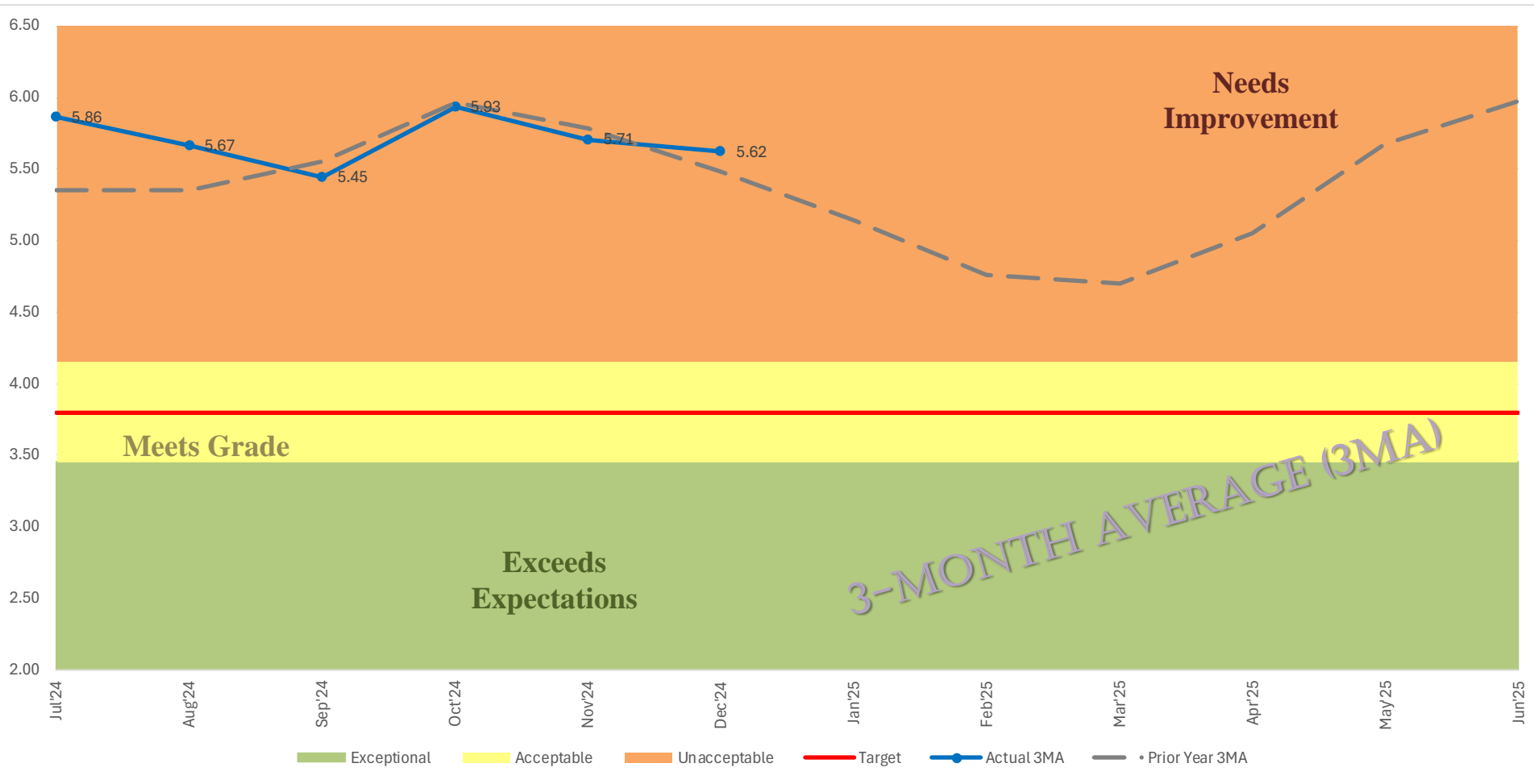
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Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS
SAFETY KPI

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

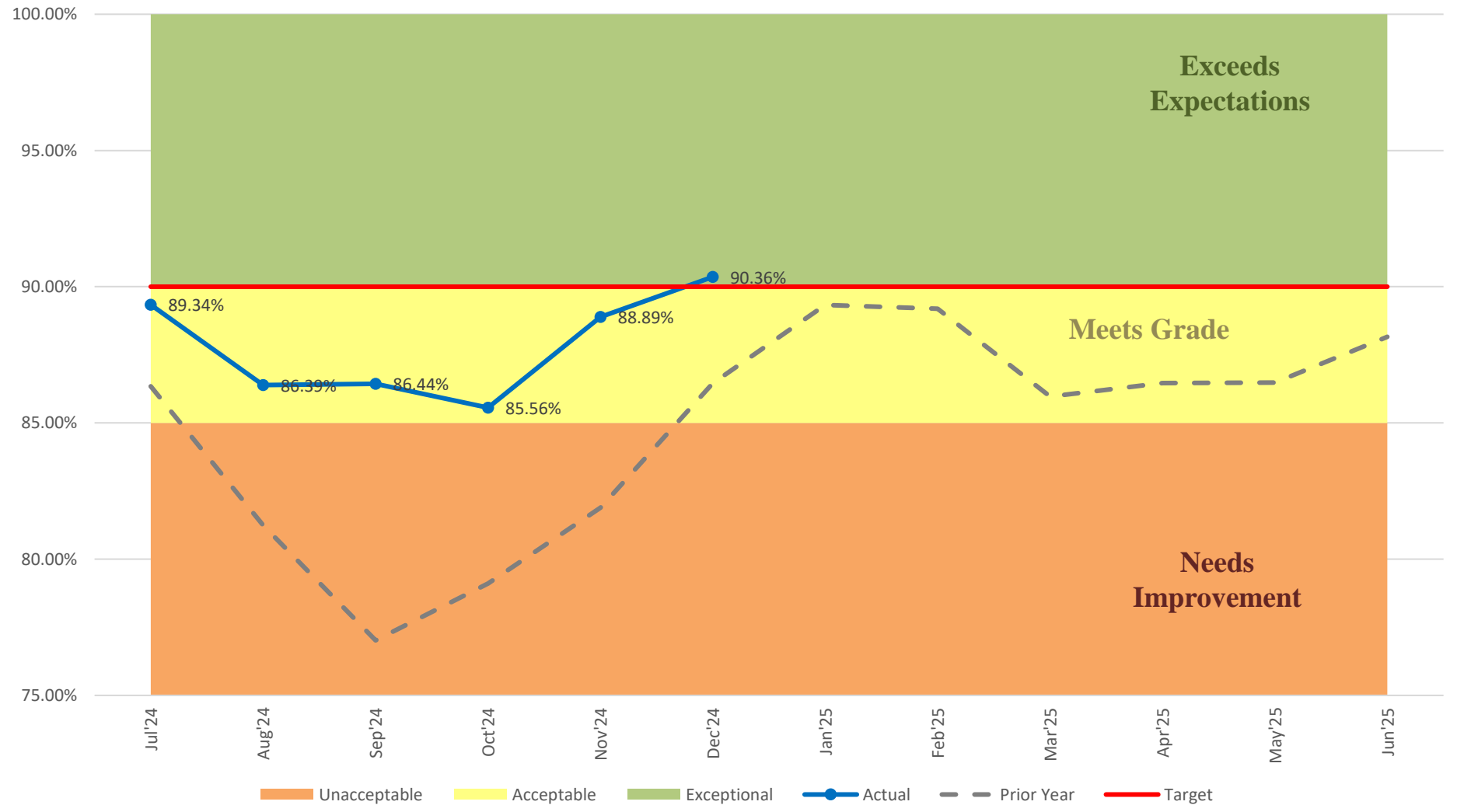


OFFICE OF
MOBILITY

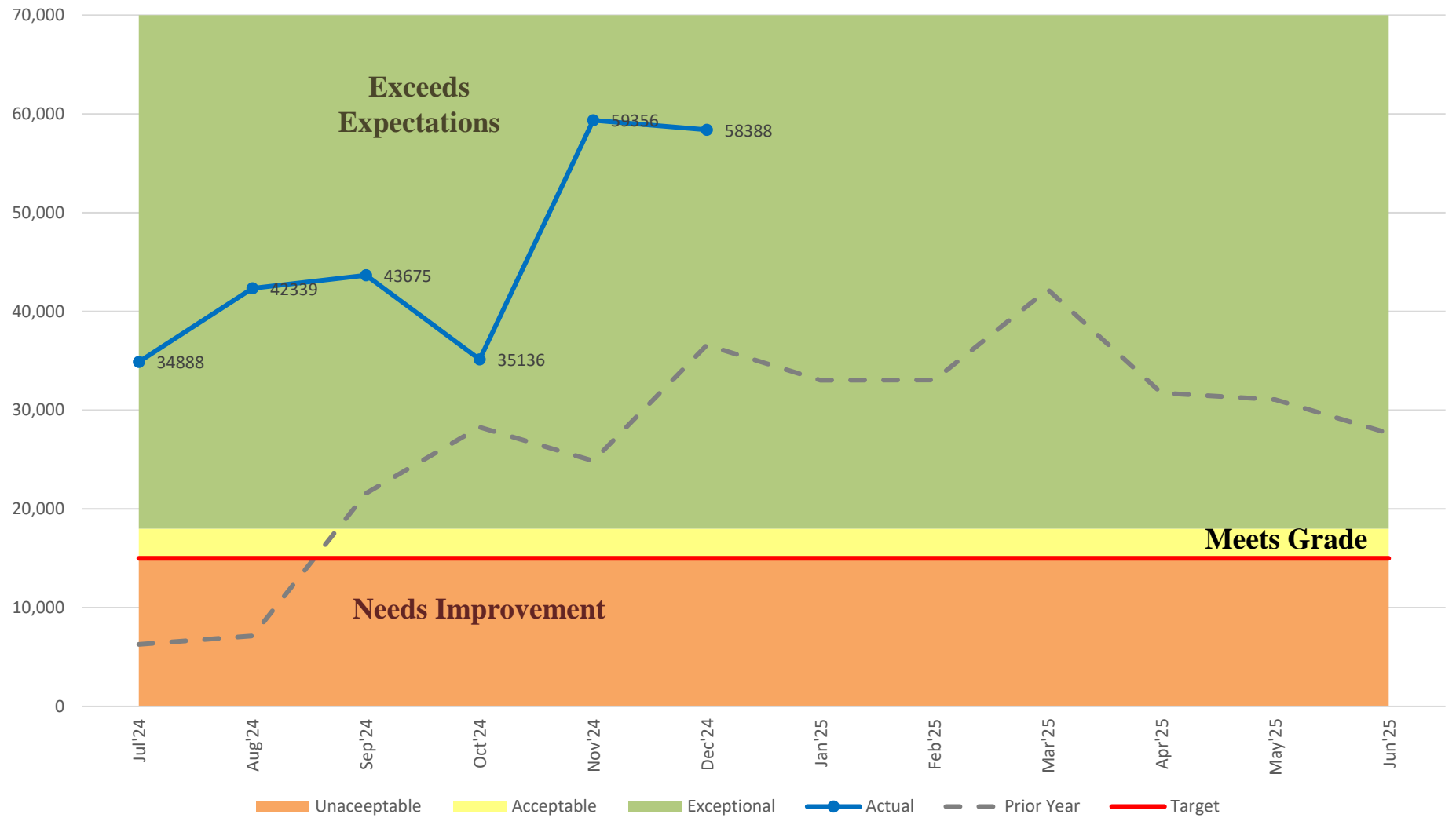
Operations KPIs (Mobility)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	90.00%	90.36%	0.36%	87.73%	-2.27%	5.81%
<i>Mean Distance Between Failures</i>	15,000	58388	43388	43099	28099	29756
<i>Missed Trip Rate</i>	0.50%	0.34%	-0.16%	0.58%	0.08%	-0.93%
<i>Reservation Average Call Wait Time</i>	2:00	3:54	1:54	2:29	0:29	-3:32
<i>Reservation Call Abandonment Rate</i>	5.50%	5.38%	-0.12%	3.80%	-1.70%	-5.30%
<i>Customer Complaints per 1K Boardings</i>	4.00	2.86	-1.14	3.01	-0.99	-2.50

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

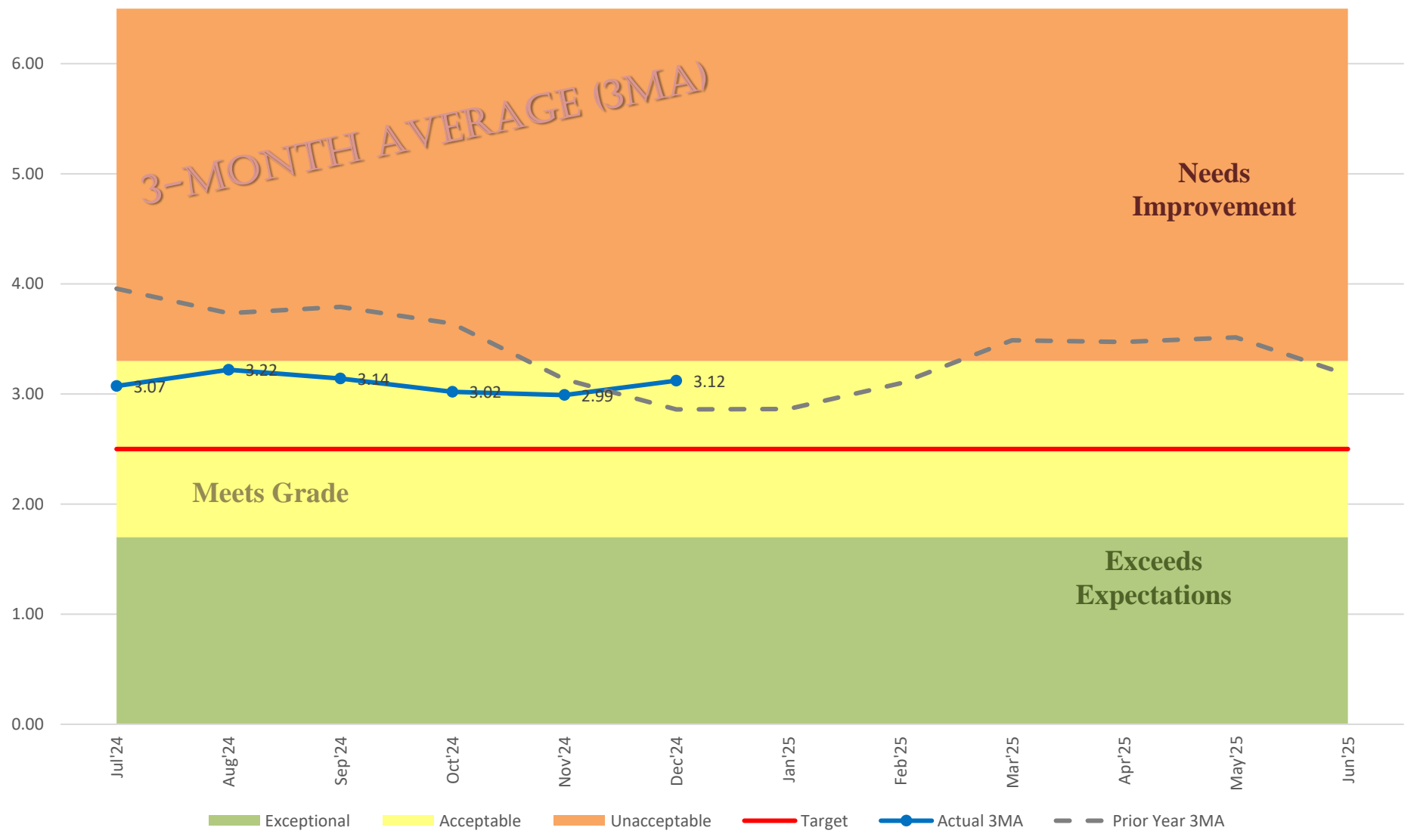


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



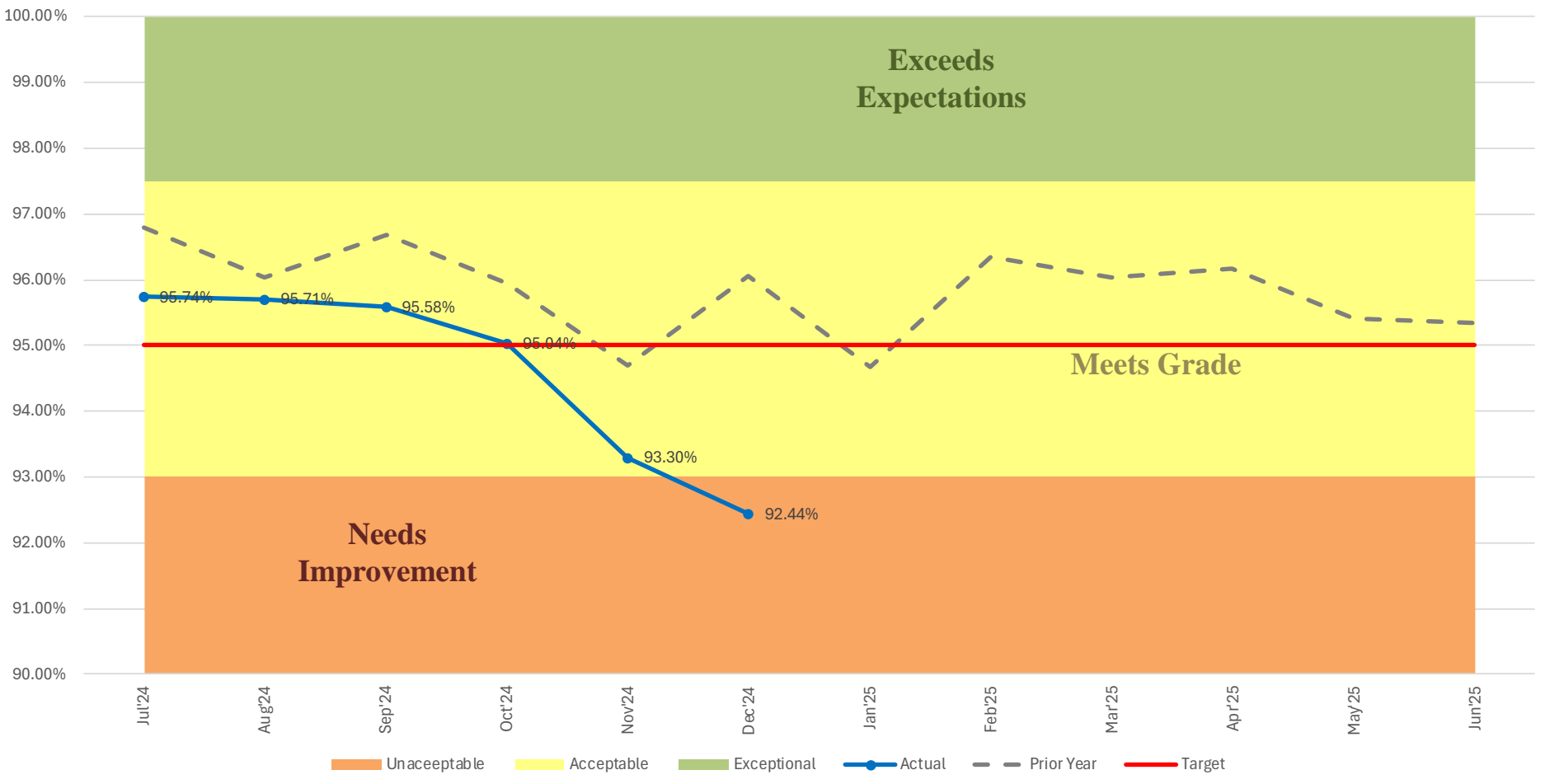
DECEMBER FY25
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

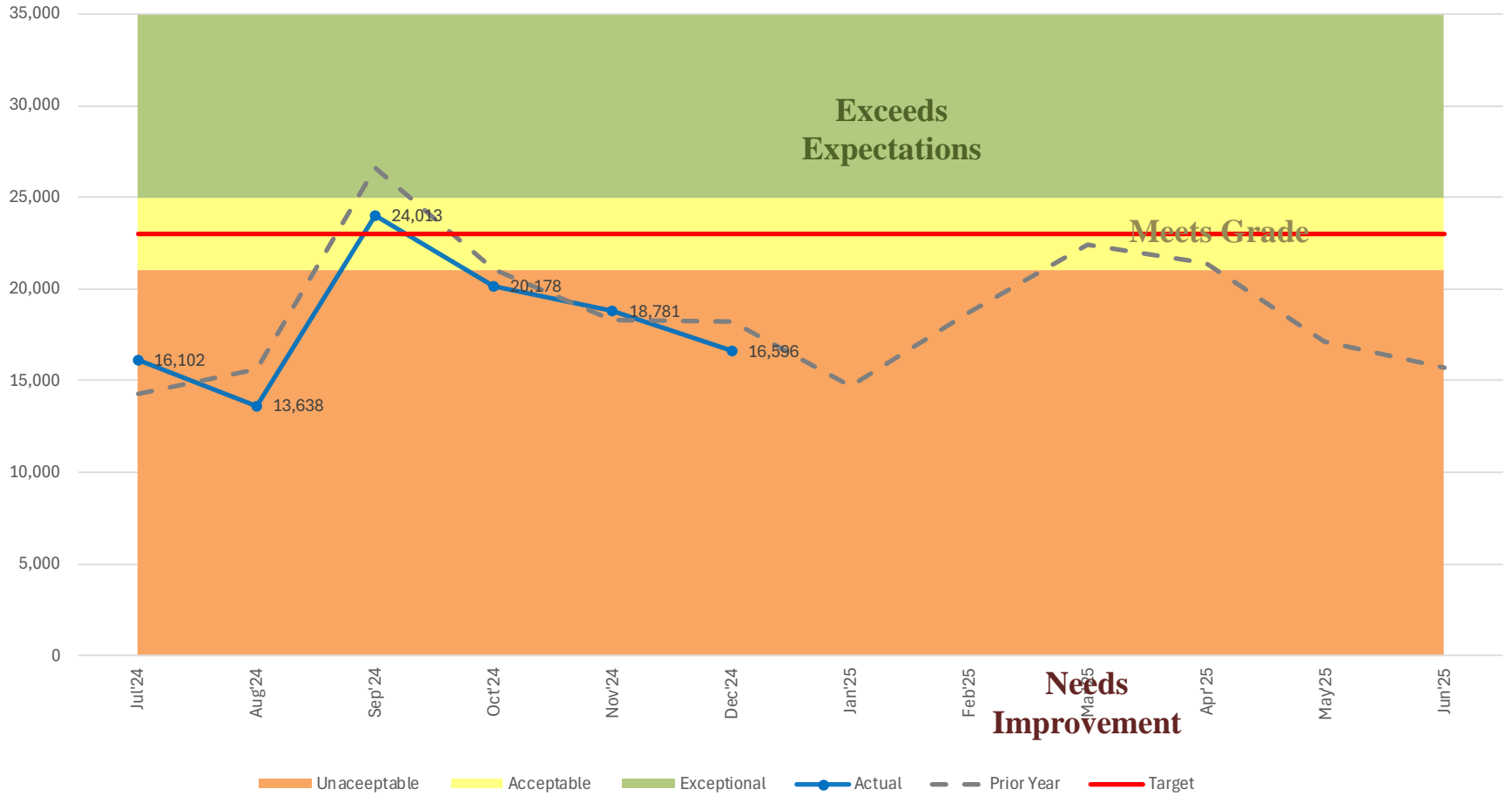
Operations KPIs (Rail)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	95.00%	92.44%	-2.56%	94.63%	-0.37%	-1.41%
<i>Mean Distance Between Failures</i>	23,000	16596	-6404	17584	-5416	-785
<i>Mean Distance Between Service Interruptions</i>	475	205	-270	286	-189	-99
<i>Customer Complaints per 100K Boardings</i>	1.00	0.99	-0.01	0.94	-0.06	0.51

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.



Needs Improvement

OFFICE OF
VERTICAL
TRANSPORTATION

Operations KPIs (Vertical Transportation)

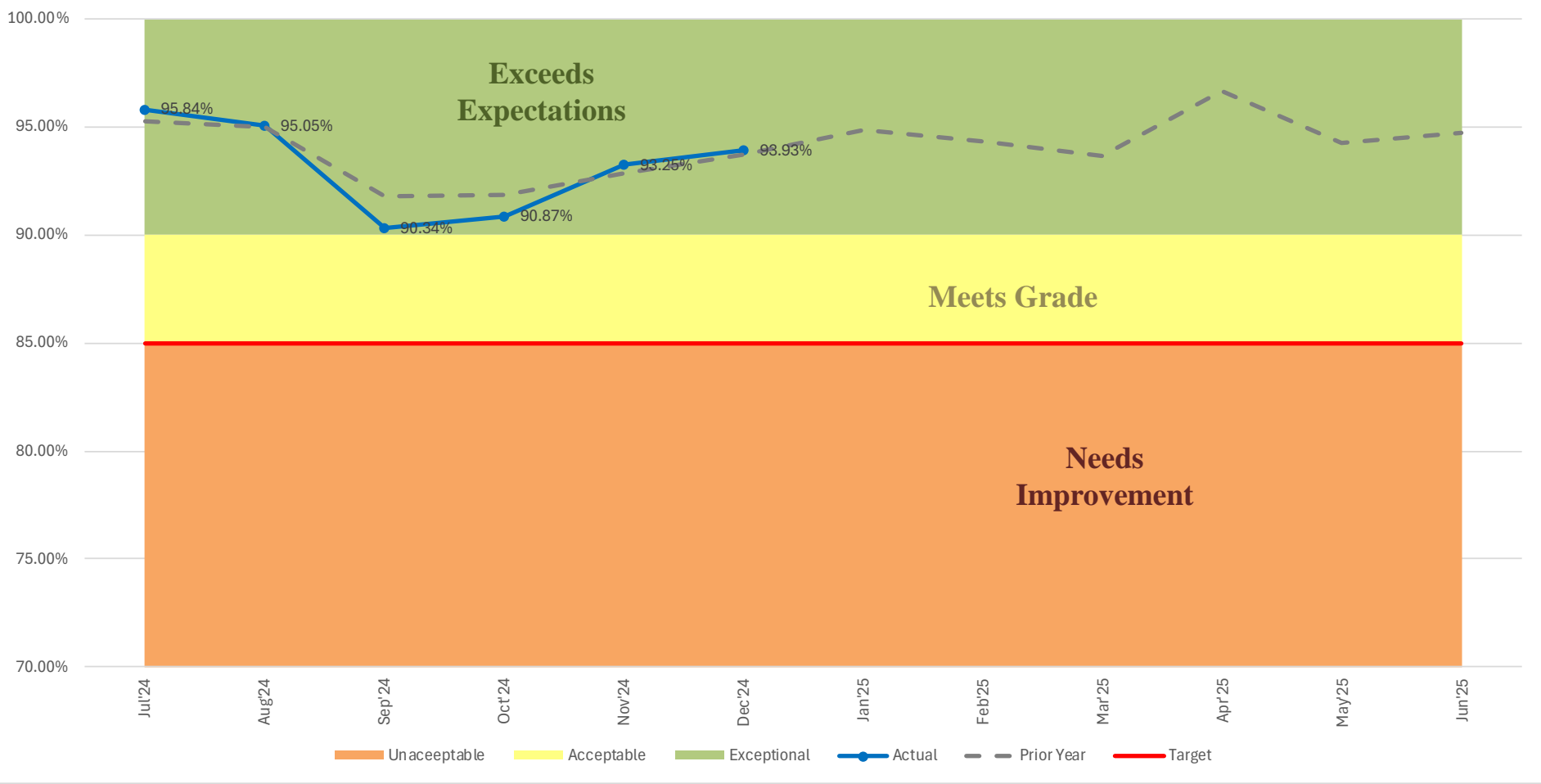
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
Escalator Availability	98.50%	98.52%	0.02%	98.55%	0.05%	0.03%
Elevator Availability	98.50%	98.54%	0.04%	98.65%	0.15%	0.06%

DECEMBER FY25
PERFORMANCE
(STREETCAR)

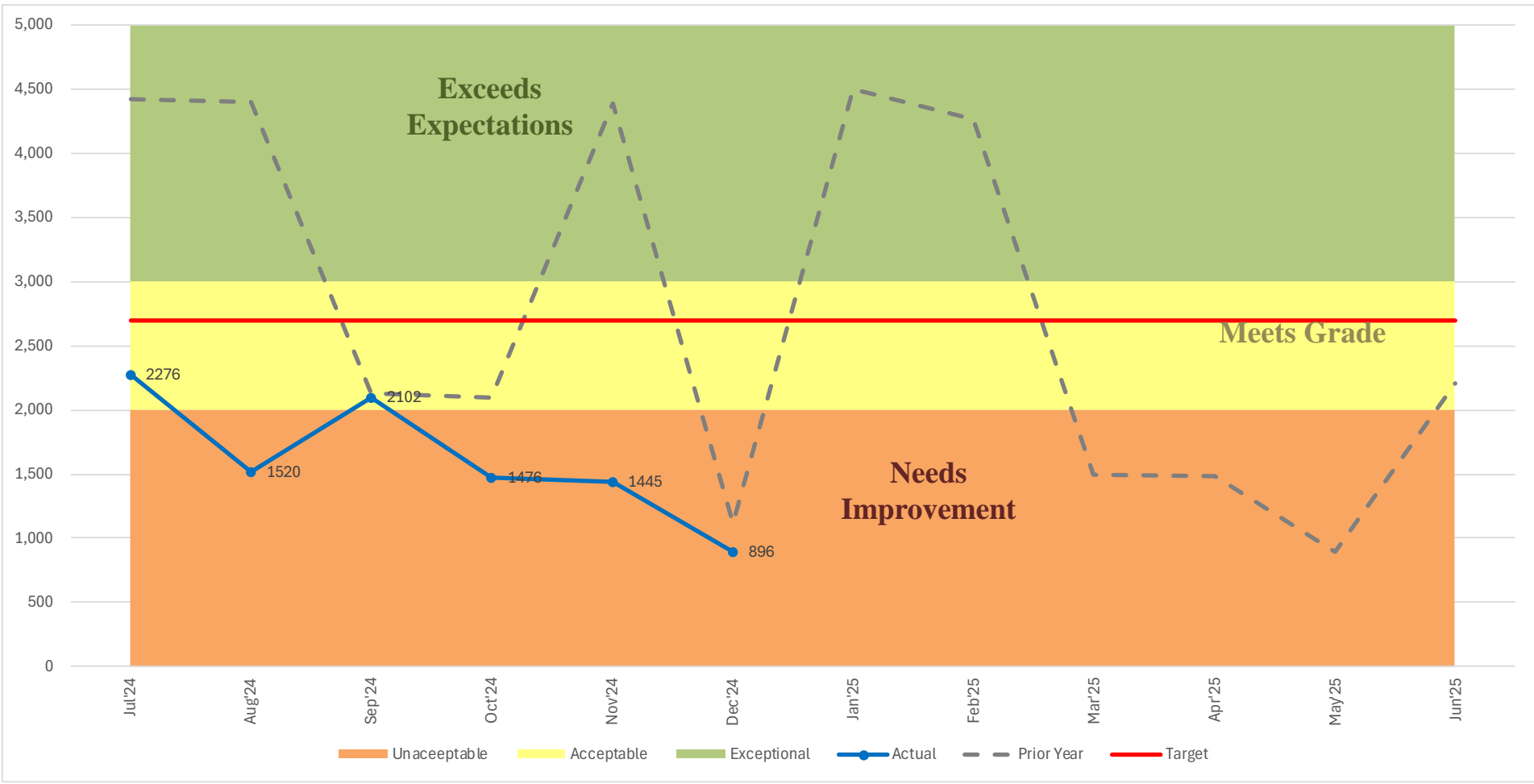
Operations KPIs (Streetcar)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	93.93%	8.93%	93.23%	8.23%	-0.20%
Mean Distance Between Failures	2700	896	-1804	1475	-1225	-1432
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.02	-0.08	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.

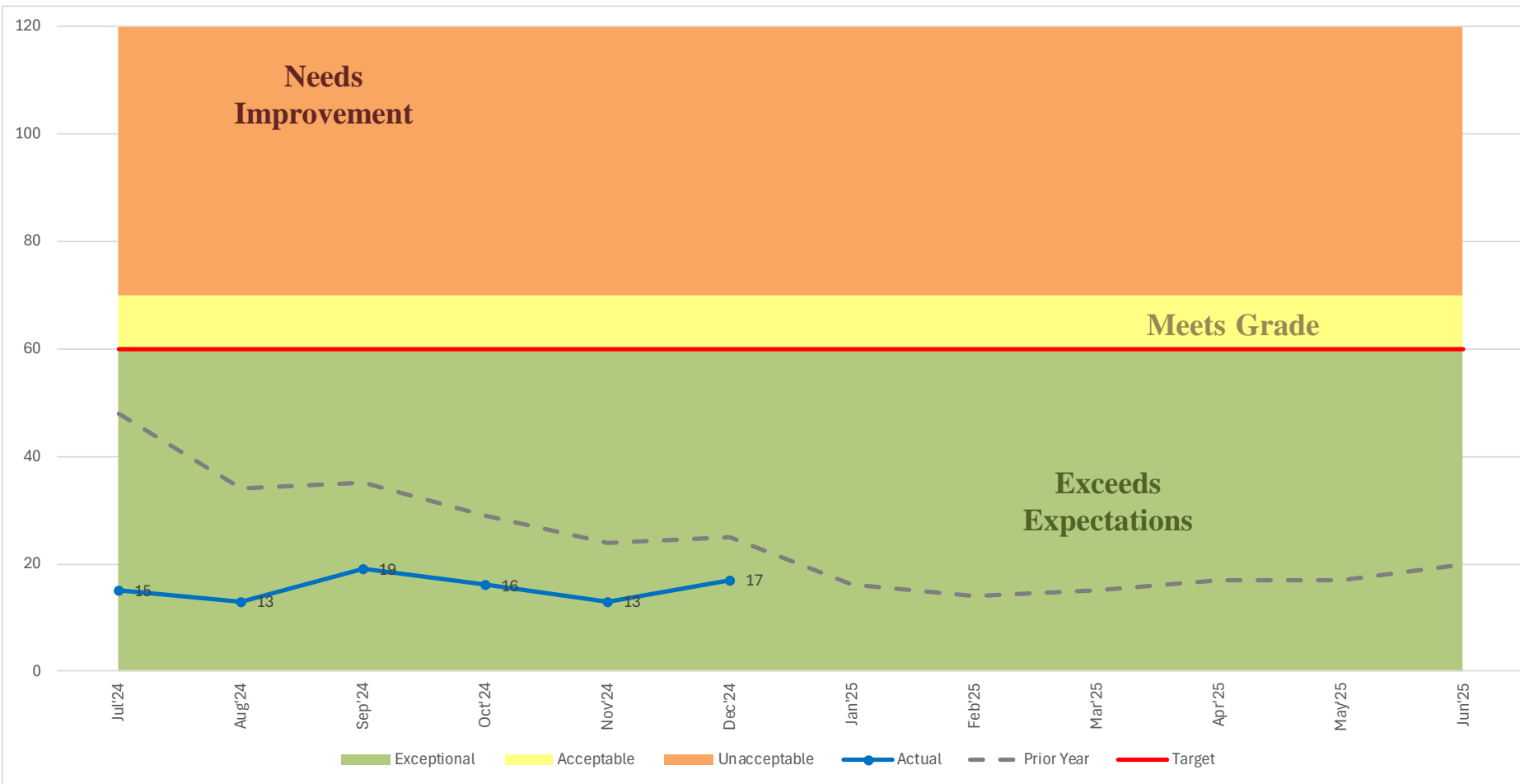


DECEMBER FY25
PERFORMANCE
(CUSTOMER SERVICE)

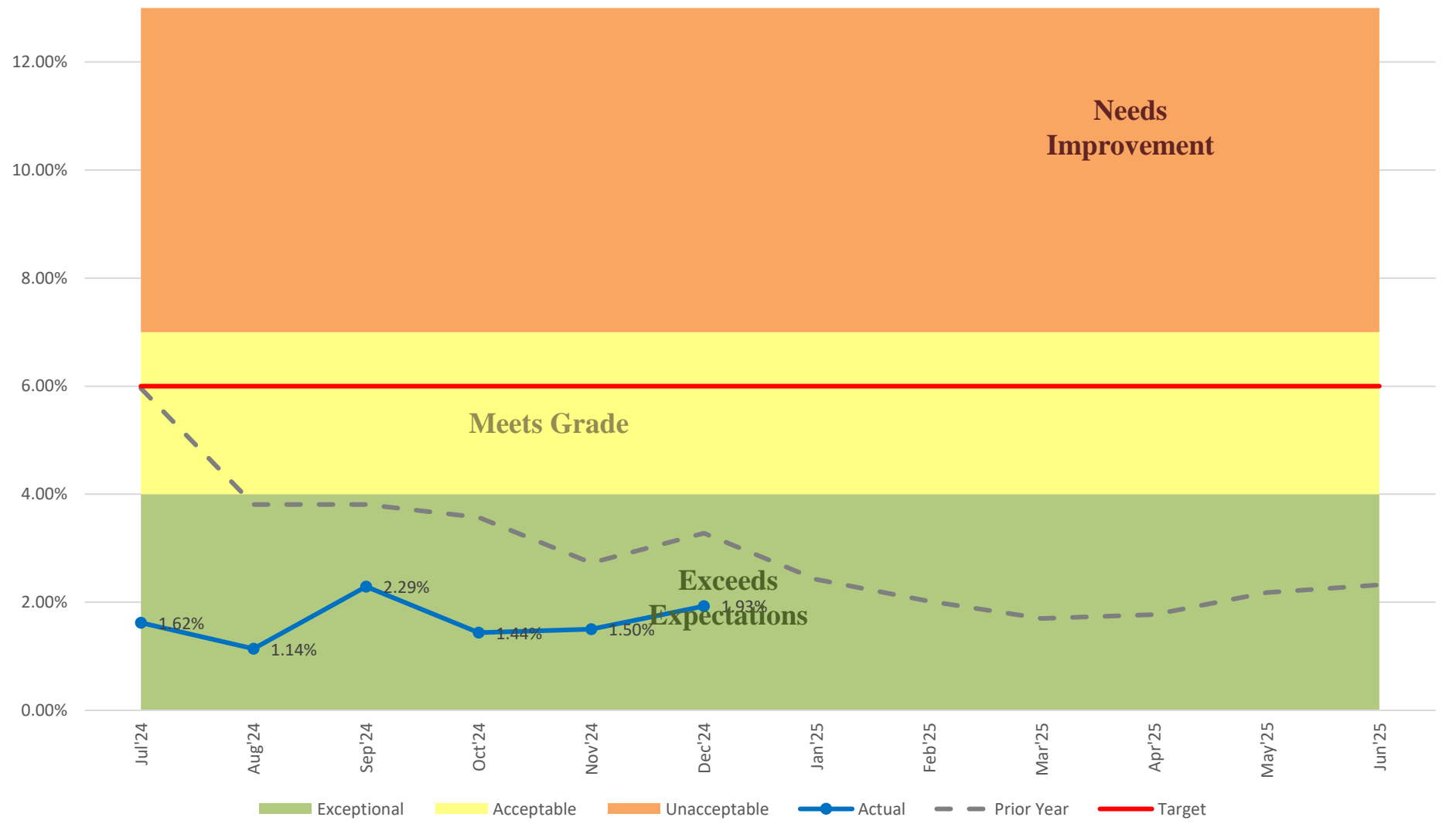
Customer Service KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
Customer Service Call Wait Time	1:00	0:17	-0:43	0:15	-0:45	-0:18
Customer Service Call Abandonment Rate	6.00%	1.93%	-4.07%	1.64%	-4.36%	-2.22%

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.

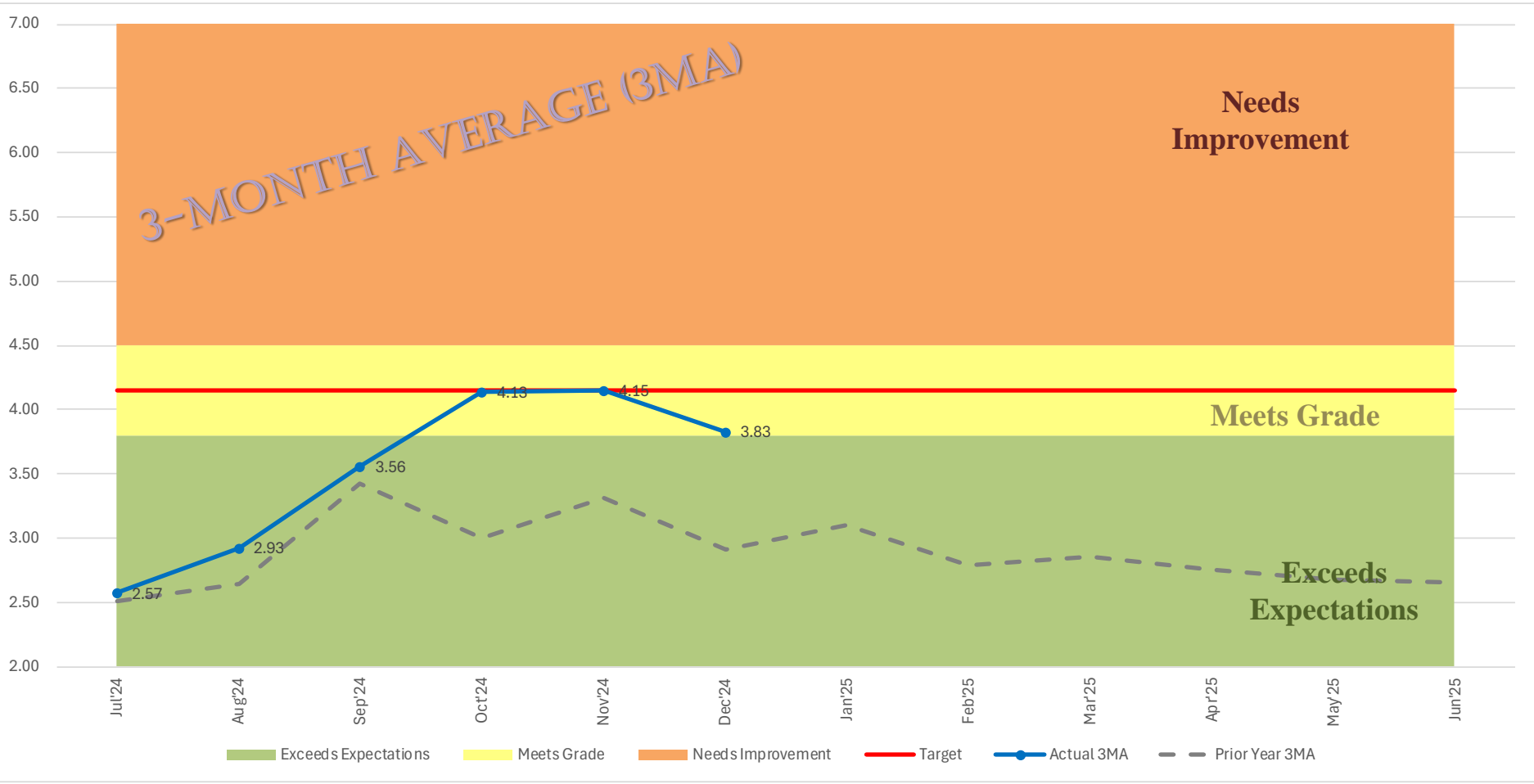


DECEMBER FY25
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

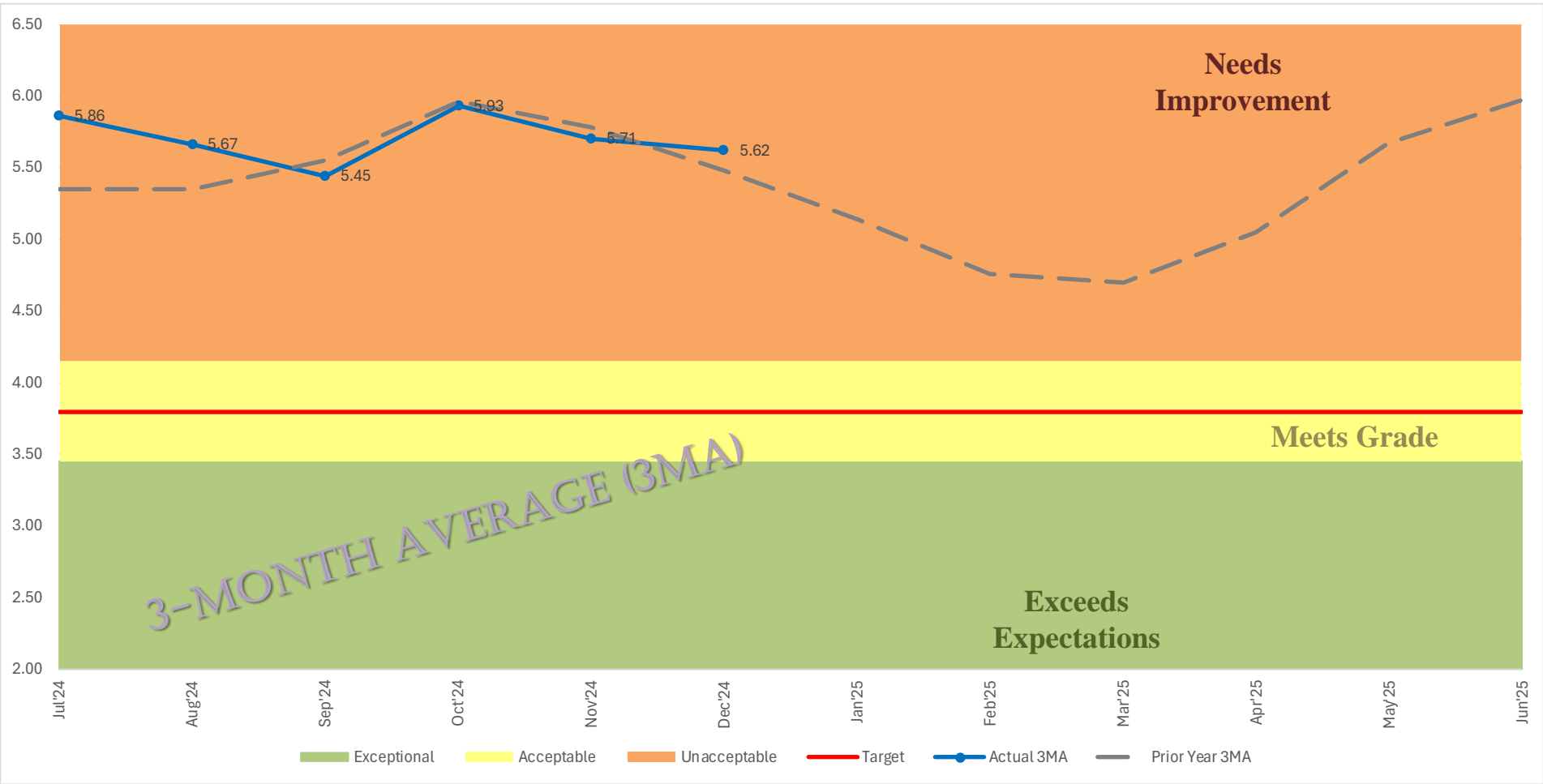
Safety & Security KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Part 1 Crime</i>	4.15	3.76	-0.39	3.69	-0.46	0.54
<i>Bus Collision Rate per 100K Miles</i>	3.80	5.01	1.21	5.52	1.72	0.00
<i>Mobility Collision Rate per 100K Miles</i>	2.50	3.16	0.66	3.13	0.63	-0.21
<i>Employee Lost Time Incident Rate</i>	3.80	6.09	2.29	6.70	2.90	2.54

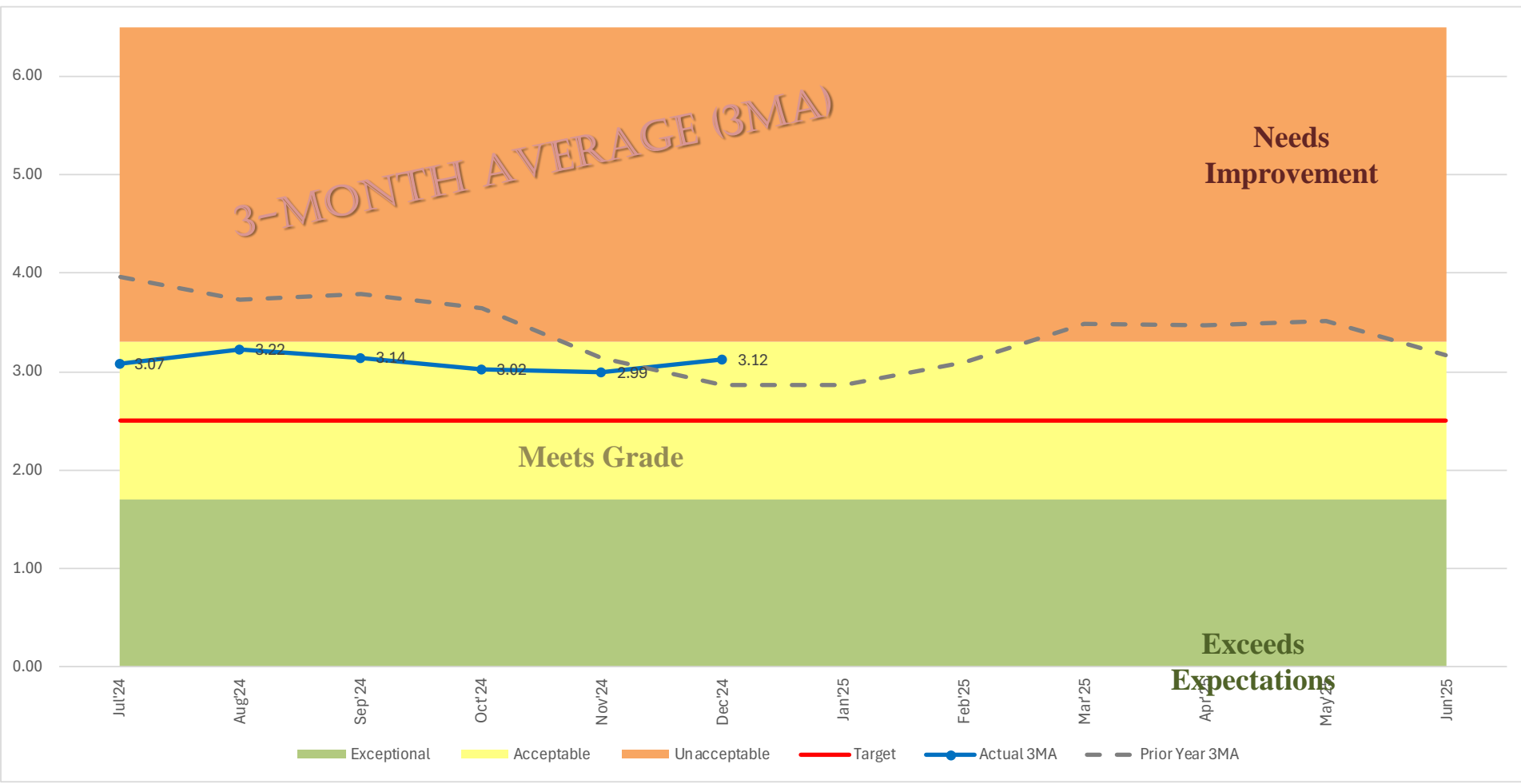
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



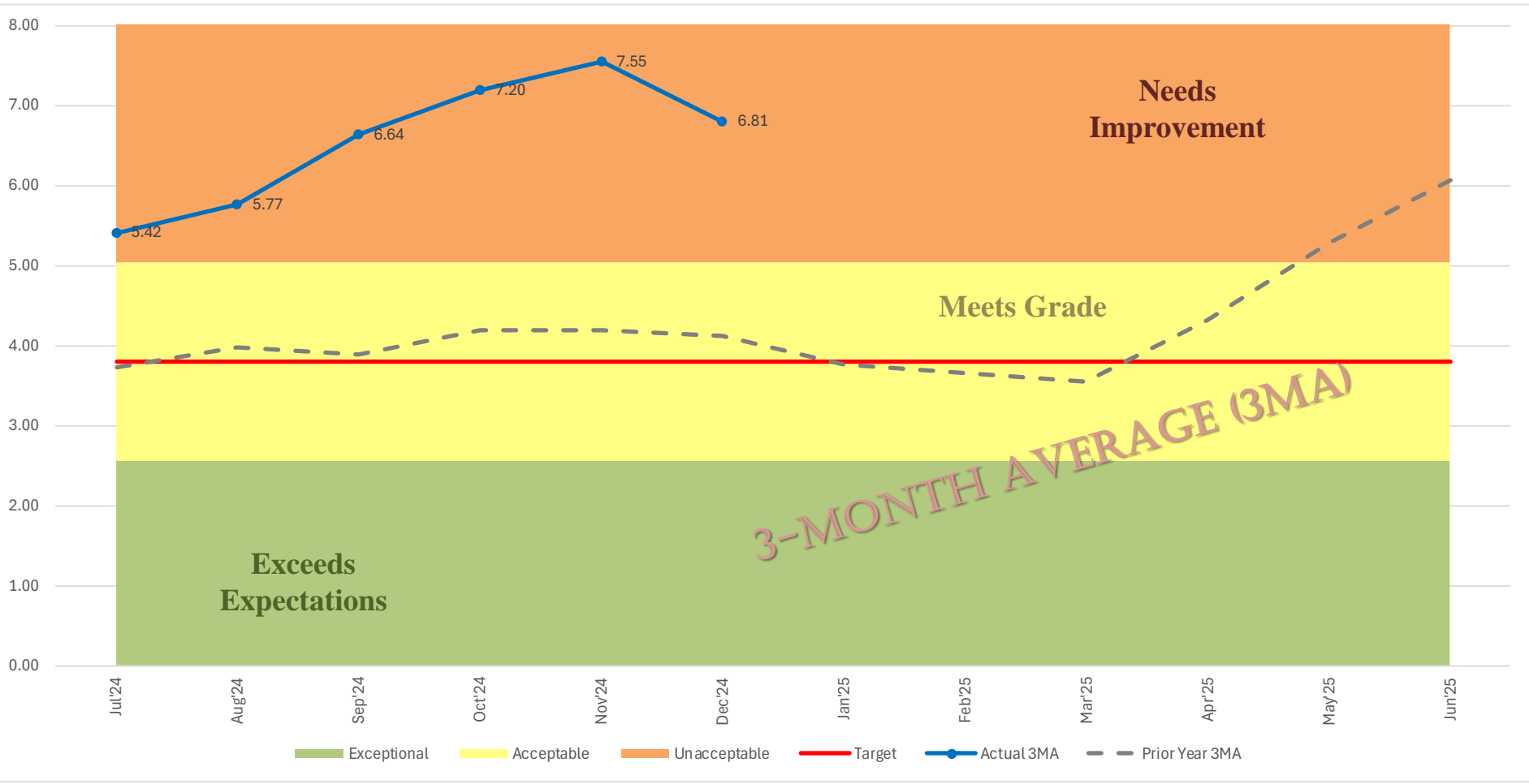
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.



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

