



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, FEBRUARY 27, 2025**

**ATLANTA, GEORGIA**

**MEETING MINUTES**

**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.

Respectfully submitted,



Tyrene L. Huff  
Assistant Secretary to the Board

YouTube link: [https://www.youtube.com/live/iSuc7WpU73M?si=DOa-u\\_LPC4J-s1AD](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.

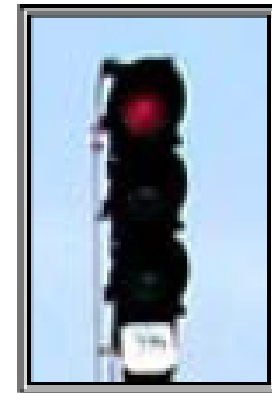
**Signal:** A means of communicating direction.

**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

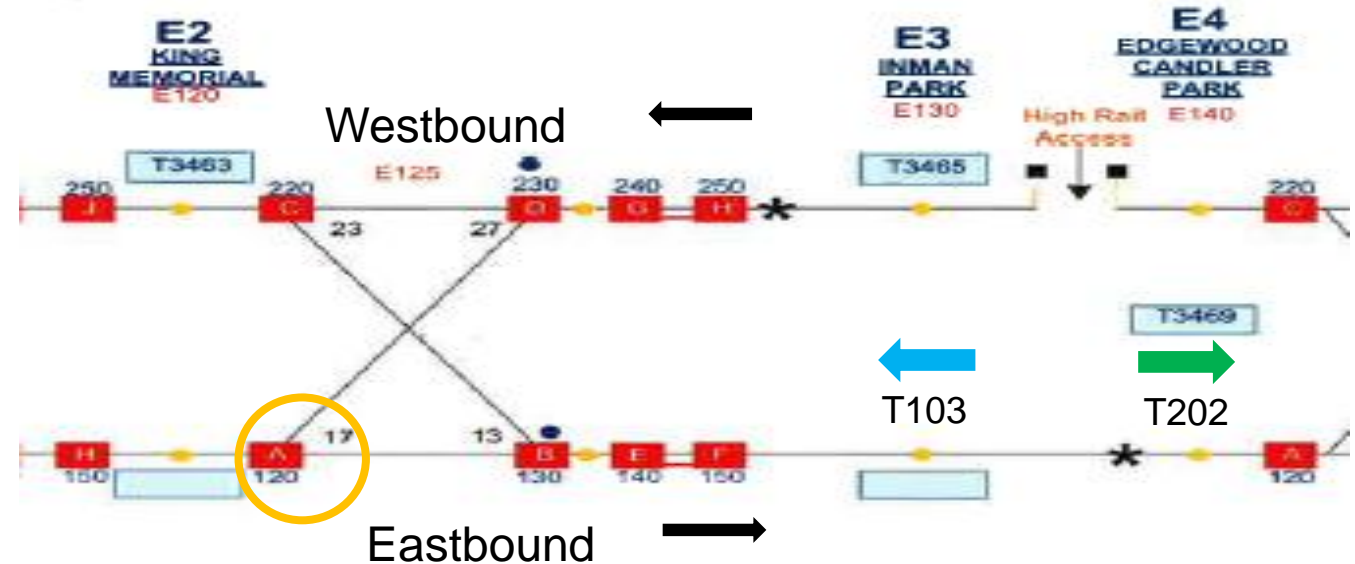


## Switch Points and Switch Machine



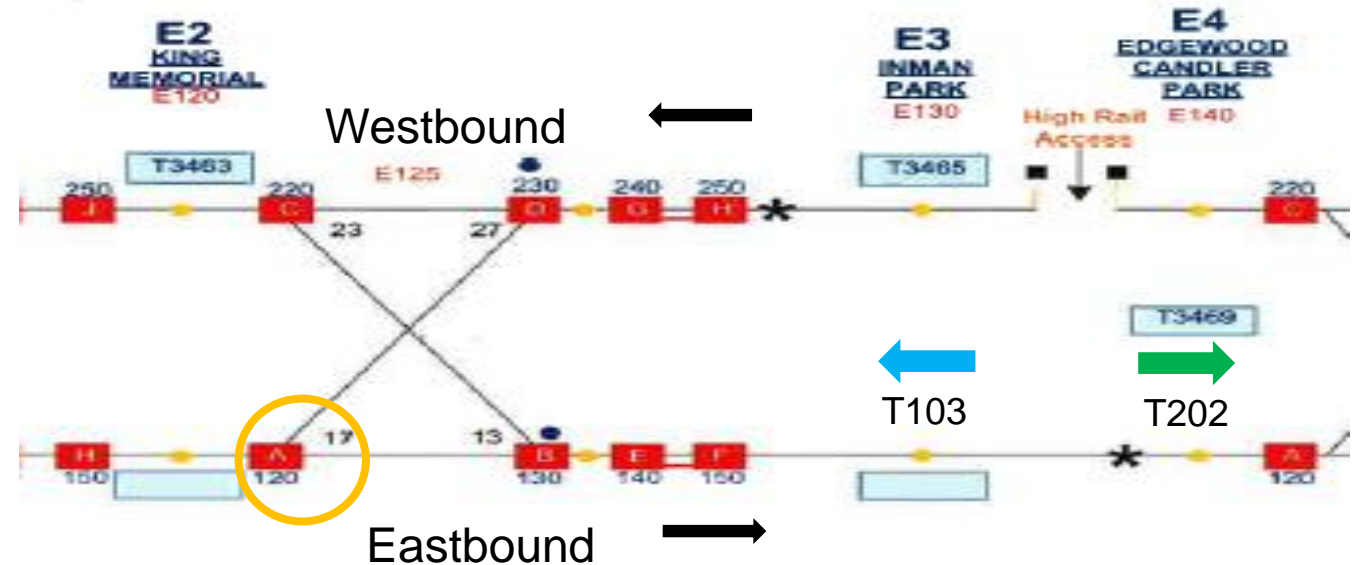
# Incident Narrative

- 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)

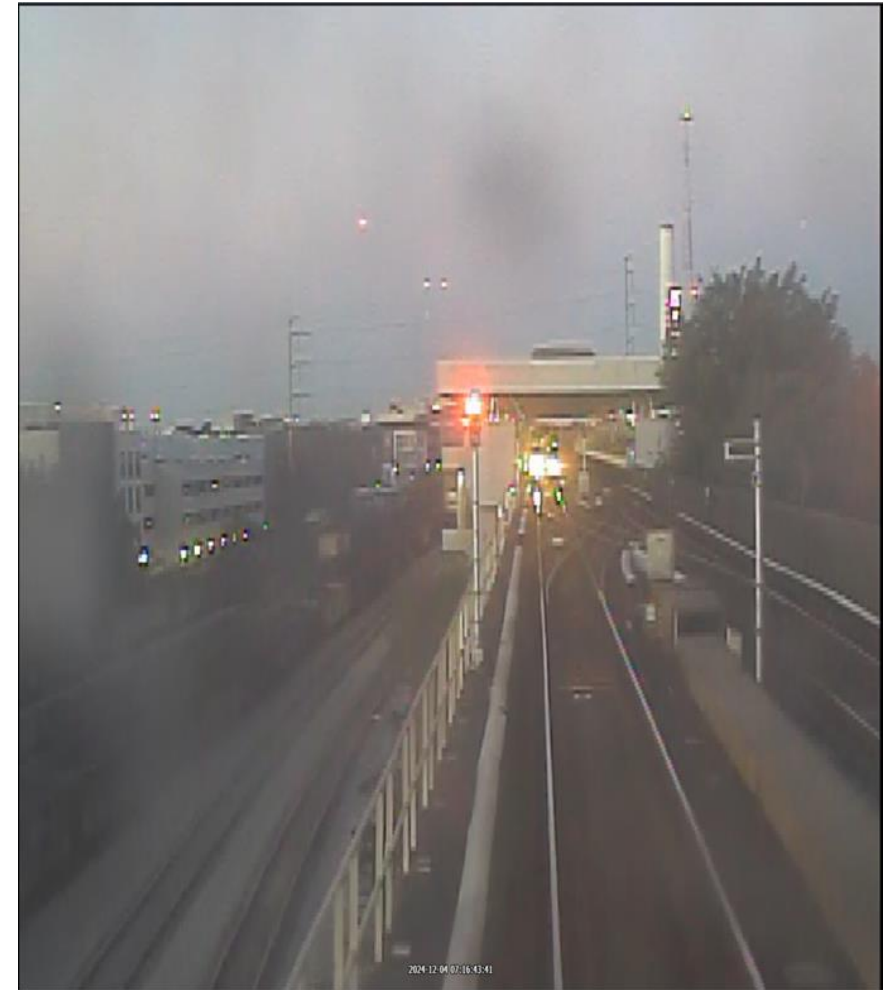
- Train 103 ultimately derailed as it moved out of the interlocking.
- There were no injuries reported as a result of this incident.
- Car #275 from Train 103 sustained damages due to the derailment.





## 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)

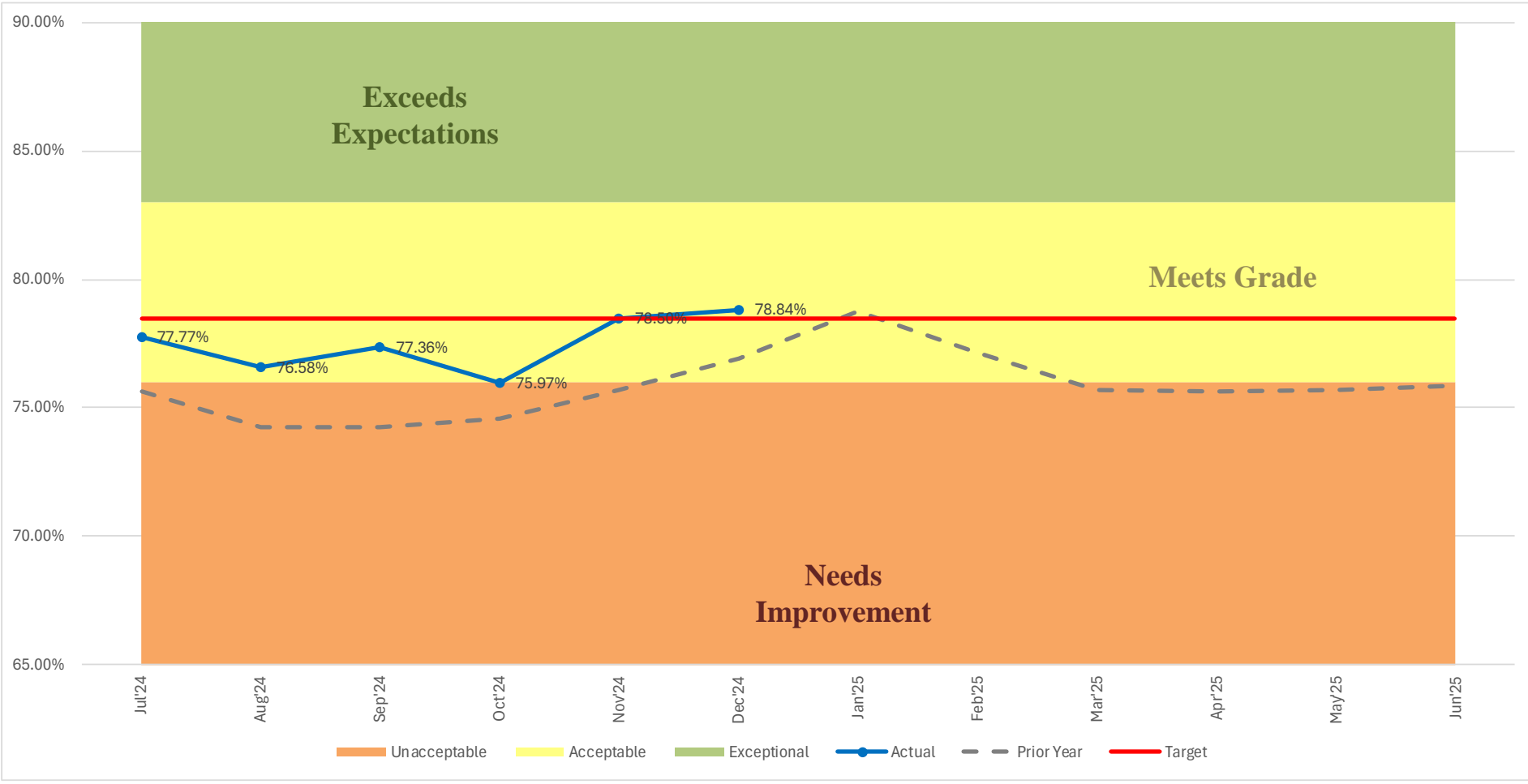
OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

## 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                 |

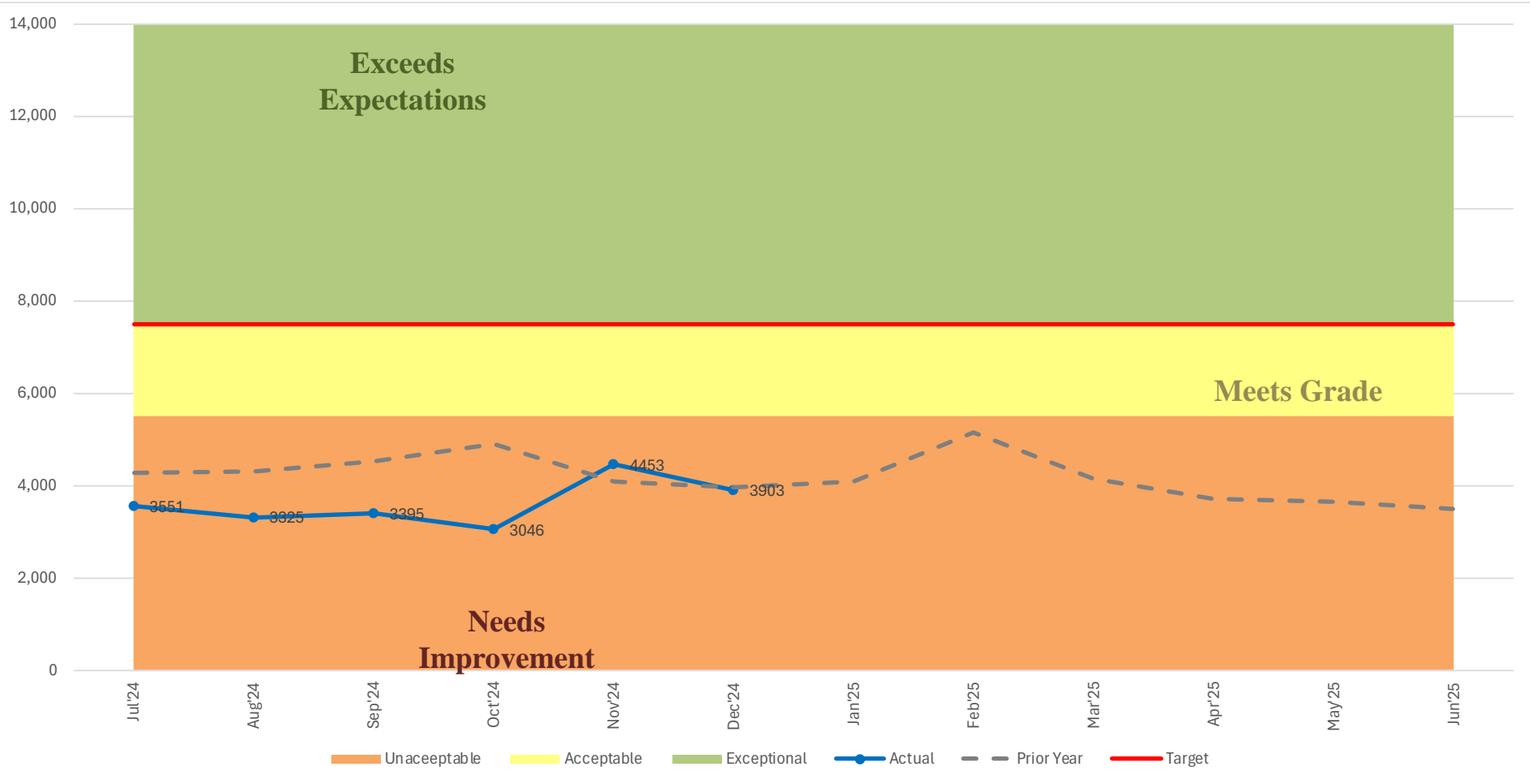
*Note: For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the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



*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.*

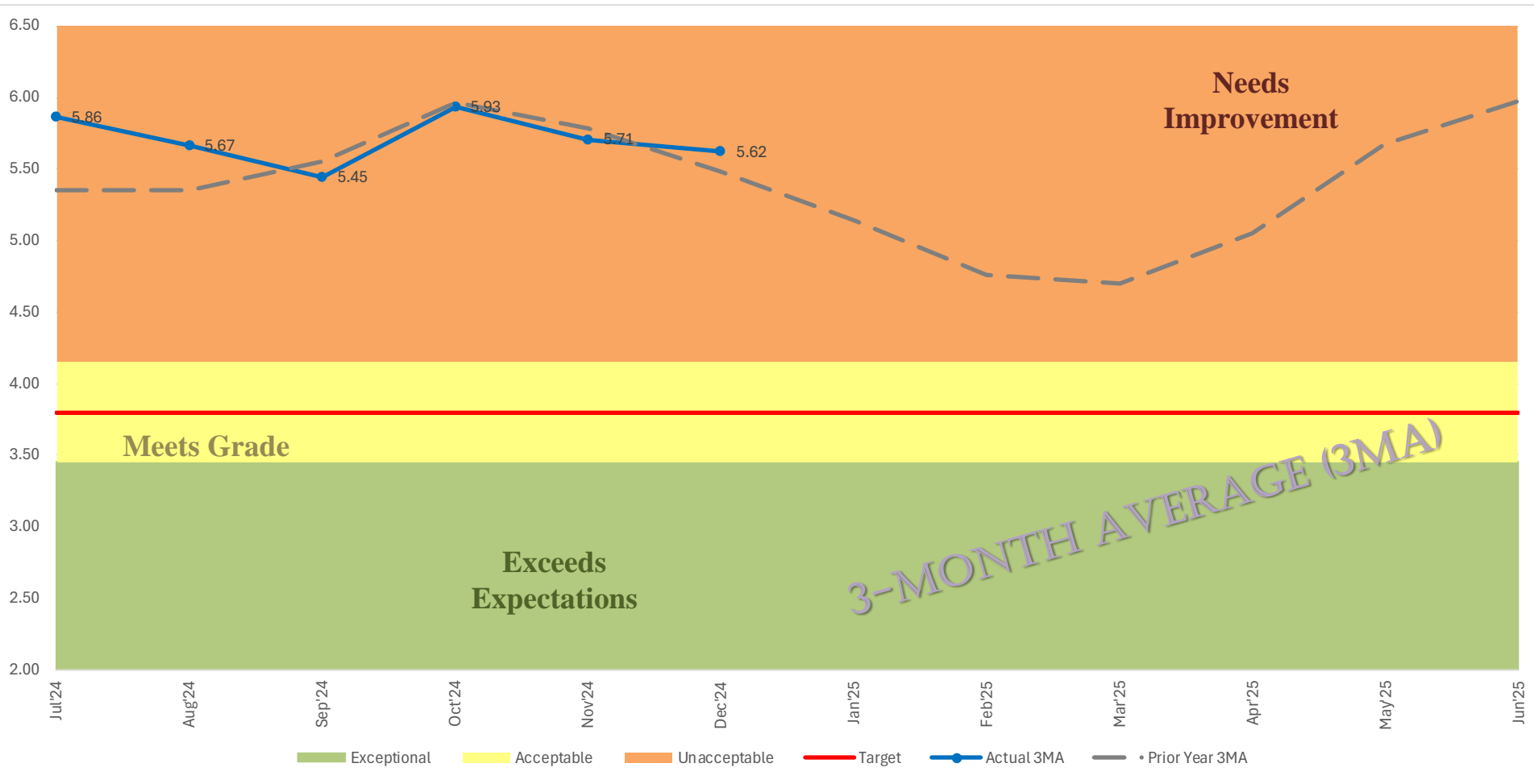
**Bus Mean Distance Between Failures** measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD





BUS  
SAFETY KPI

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

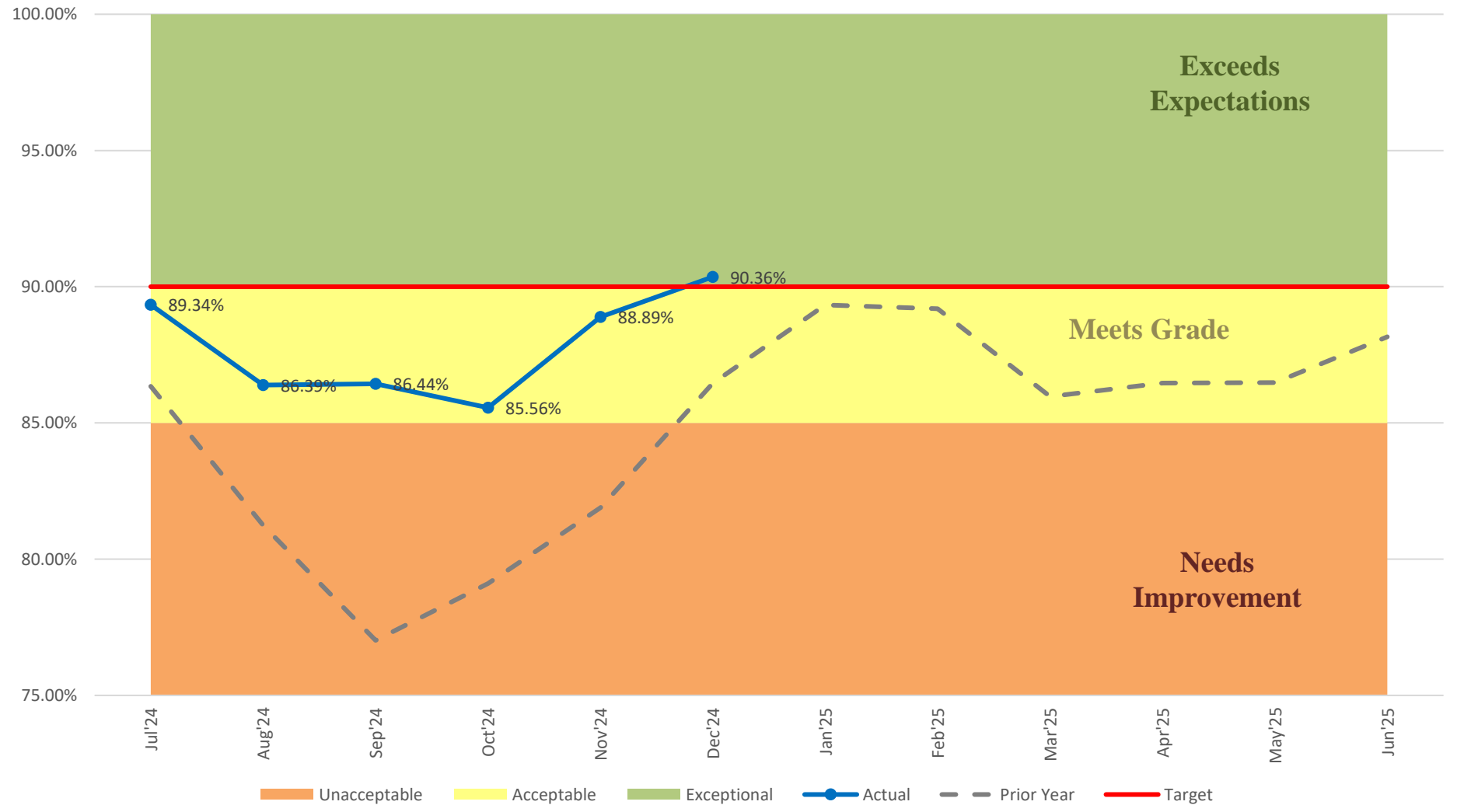


OFFICE OF  
MOBILITY

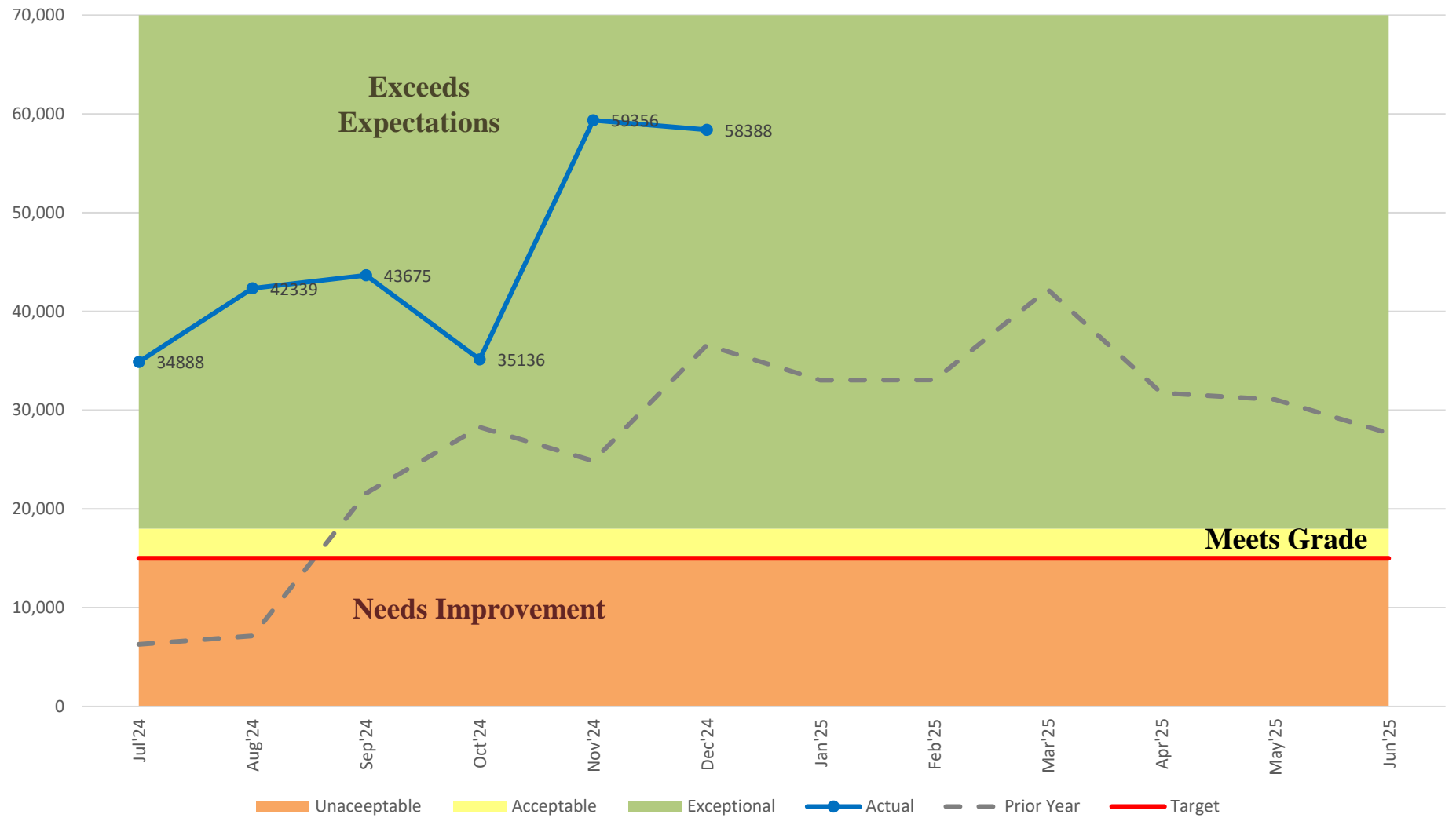
## Operations KPIs (Mobility)

| 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.

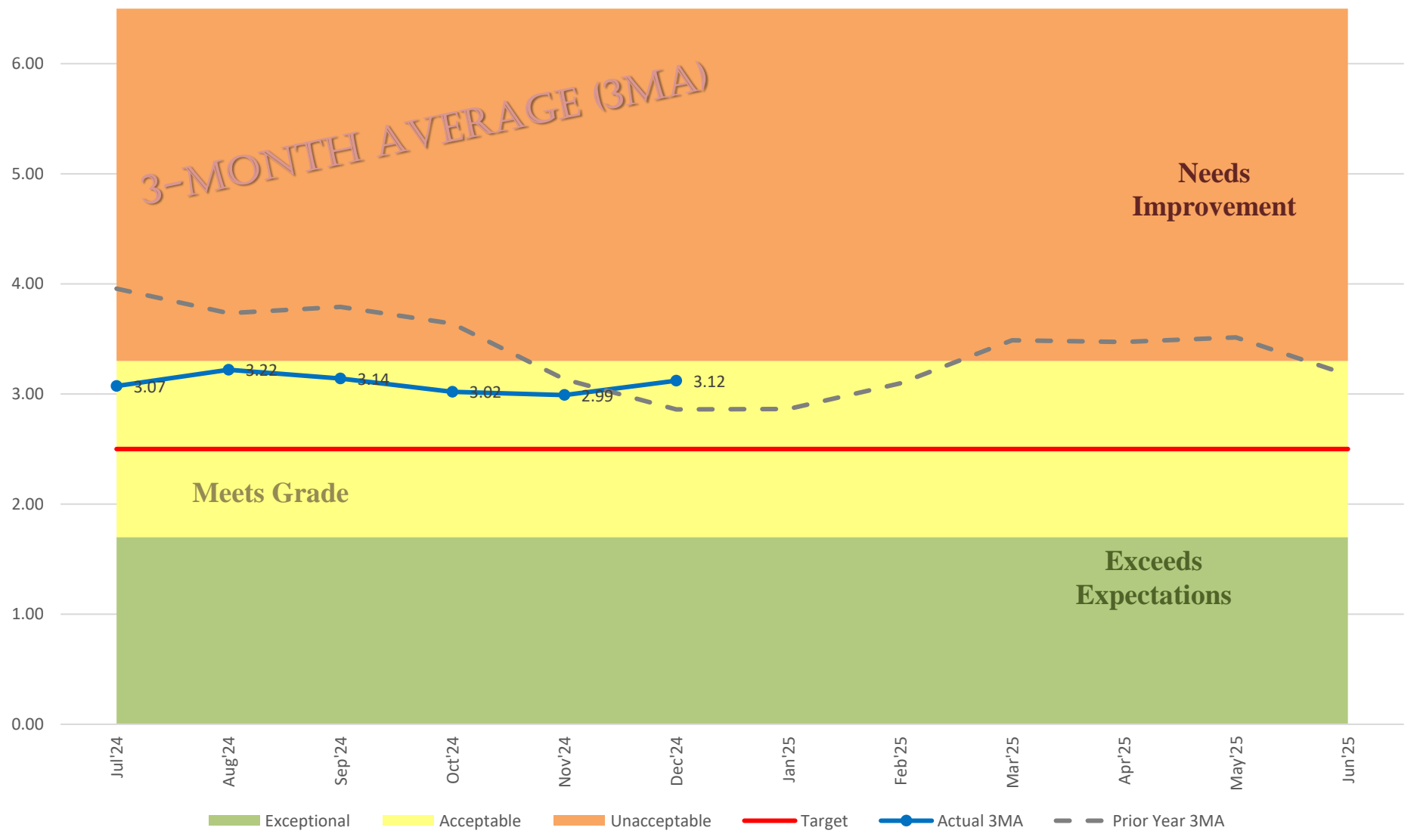


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY  
SAFETY KPI

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





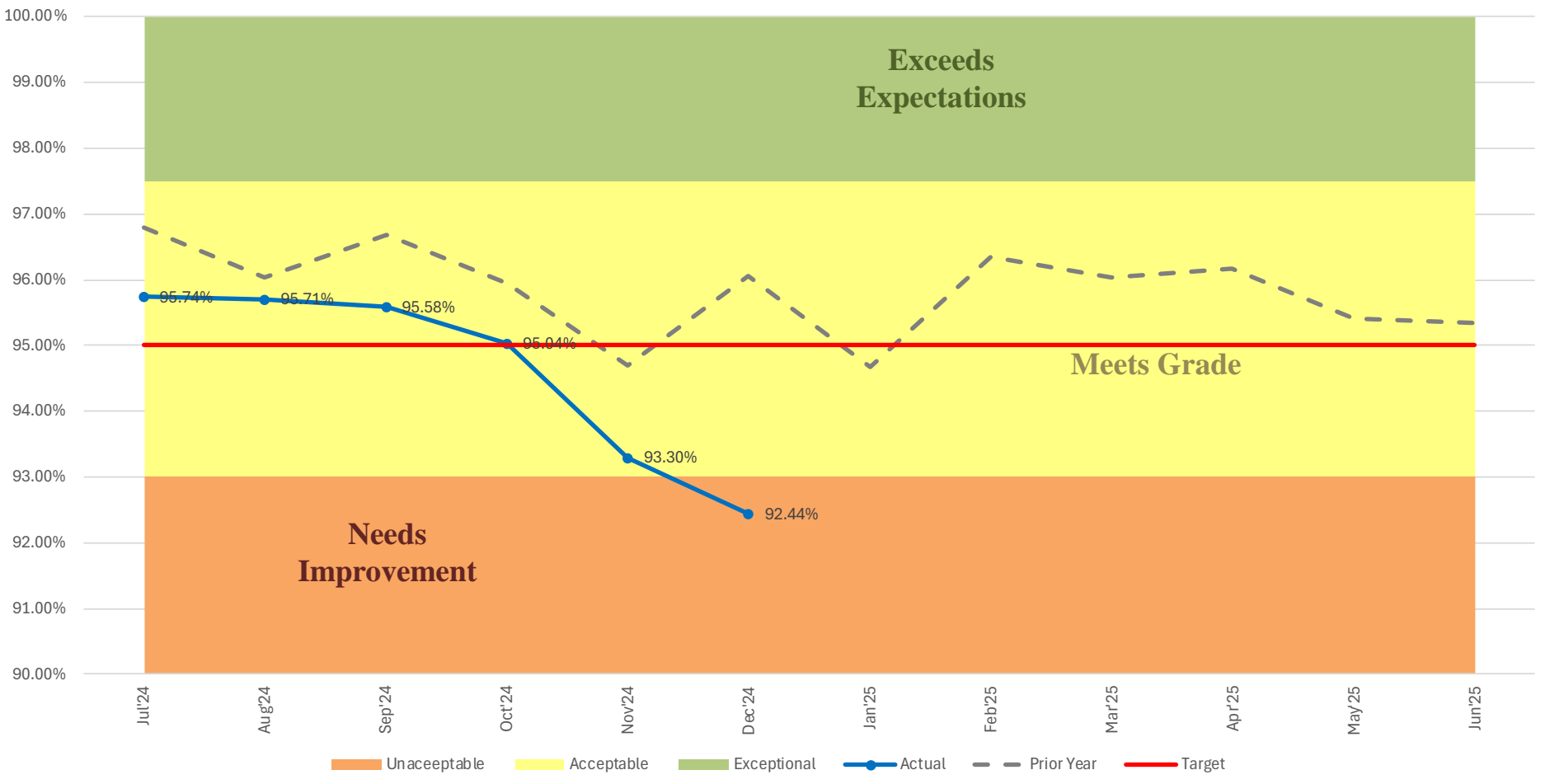
DECEMBER FY25  
PERFORMANCE  
(RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

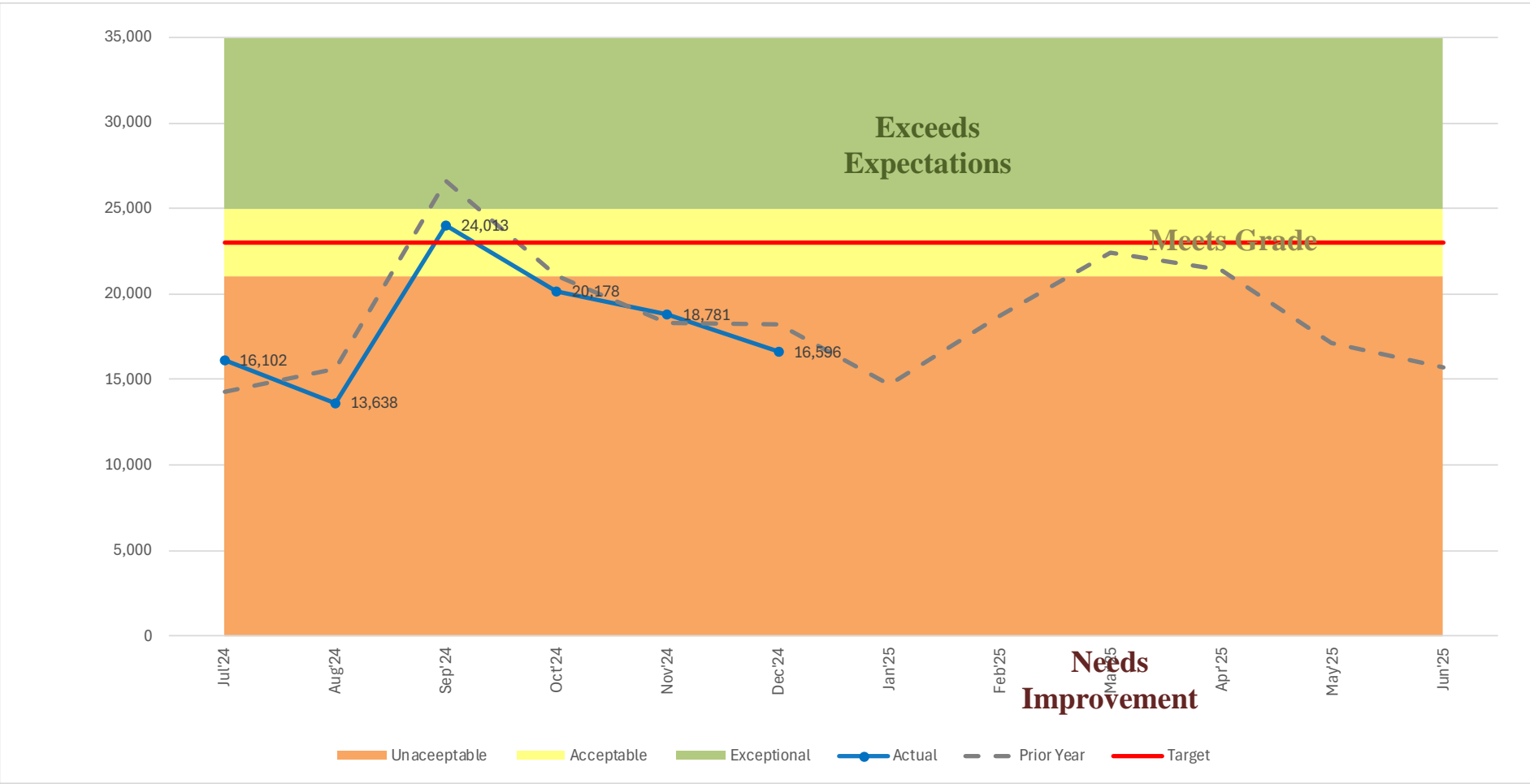
## Operations KPIs (Rail)

| 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%                 |

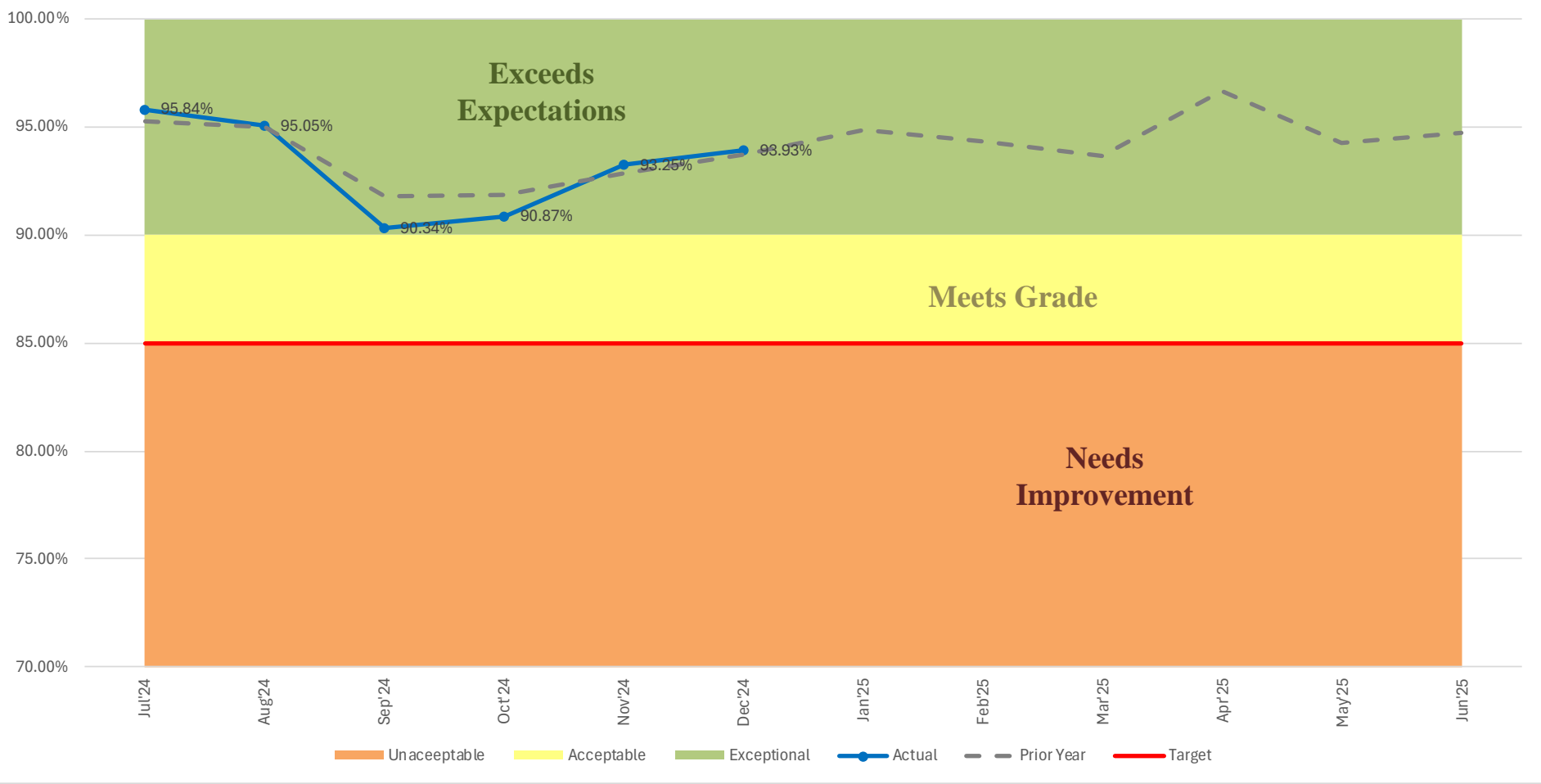
DECEMBER FY25  
PERFORMANCE  
(STREETCAR)



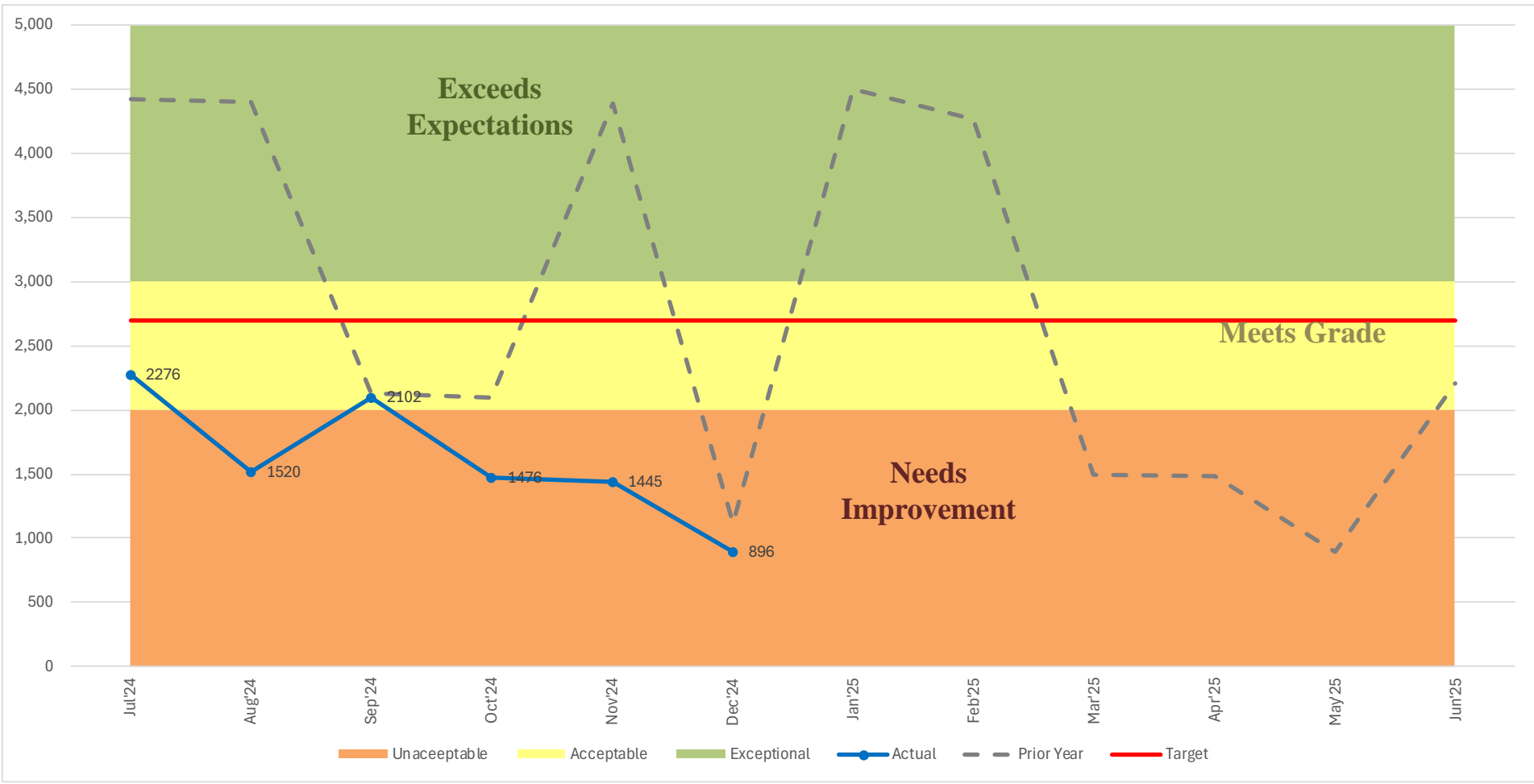
## Operations KPIs (Streetcar)

| 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.

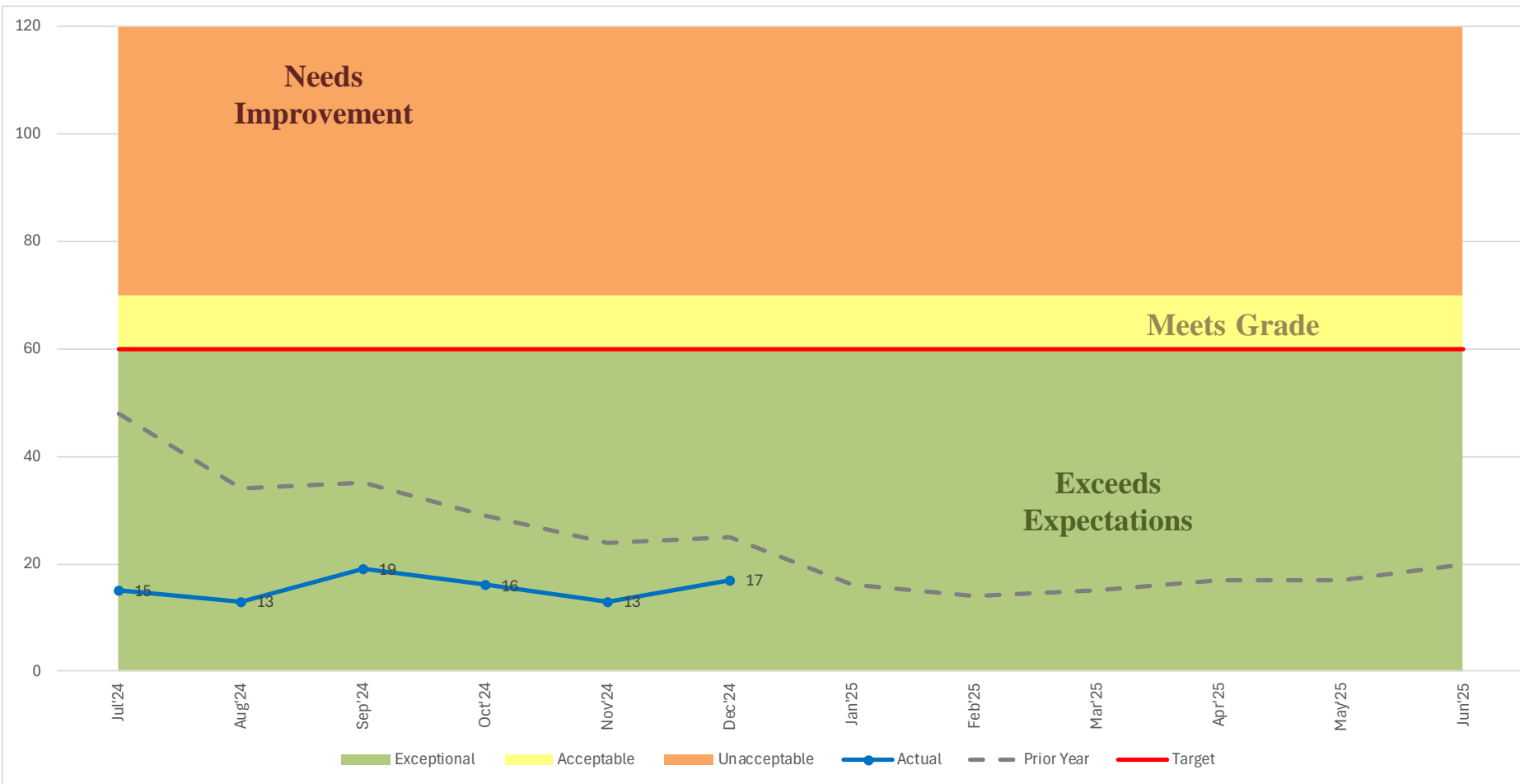


DECEMBER FY25  
PERFORMANCE  
(CUSTOMER SERVICE)

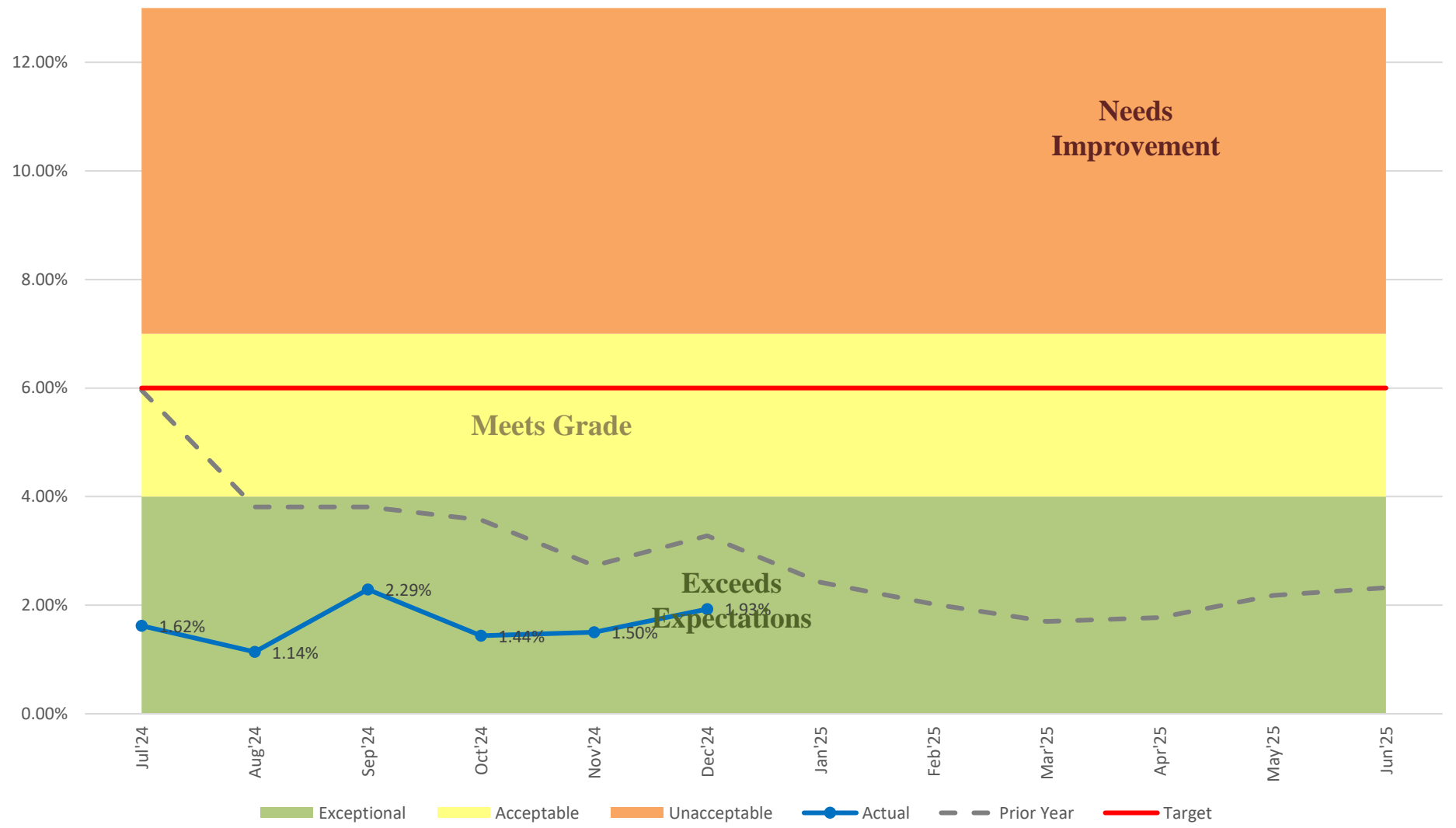
# Customer Service KPIs

| 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.



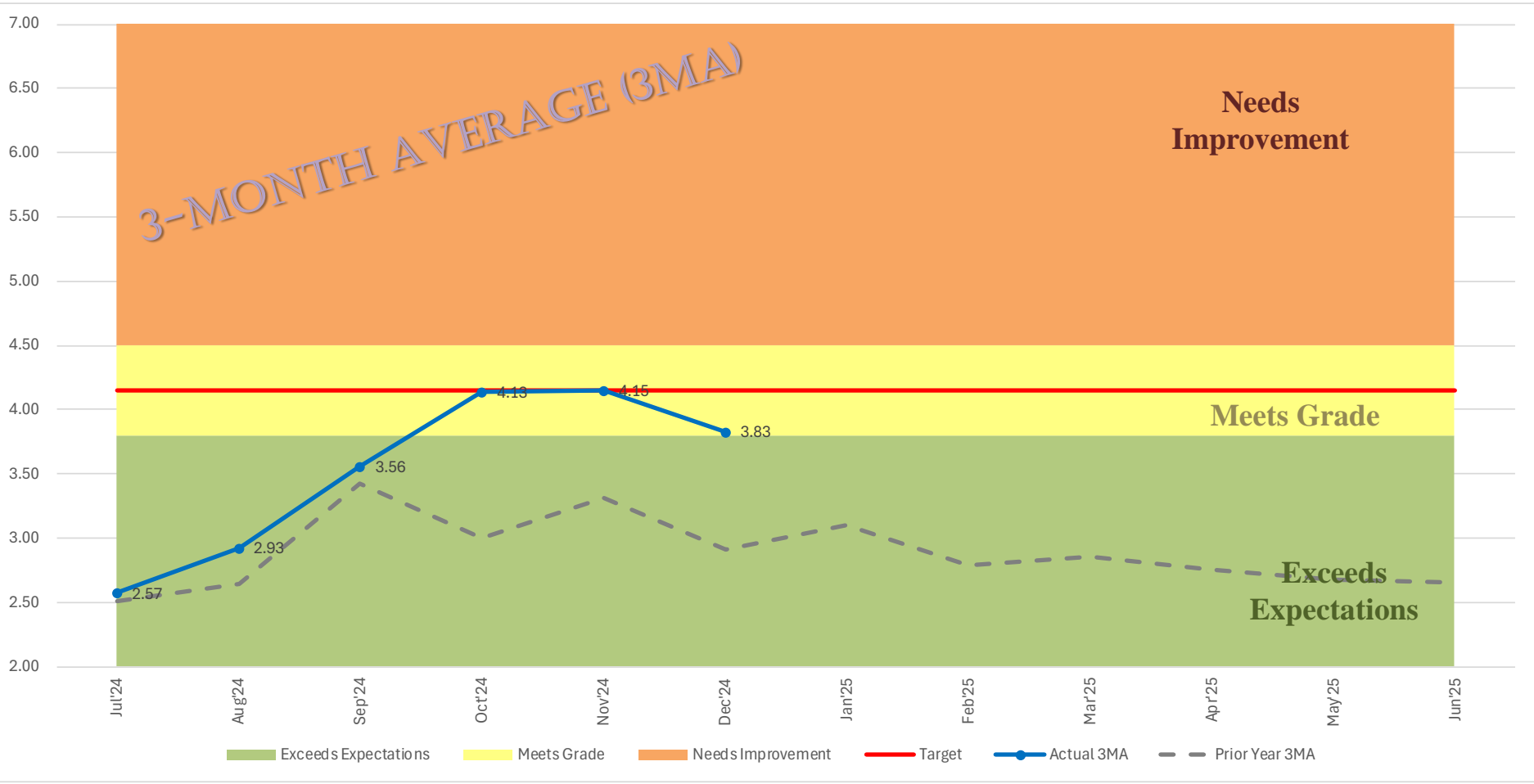
DECEMBER FY25  
PERFORMANCE  
(SYSTEM SAFETY SECURITY &  
EMERGENCY MANAGEMENT)



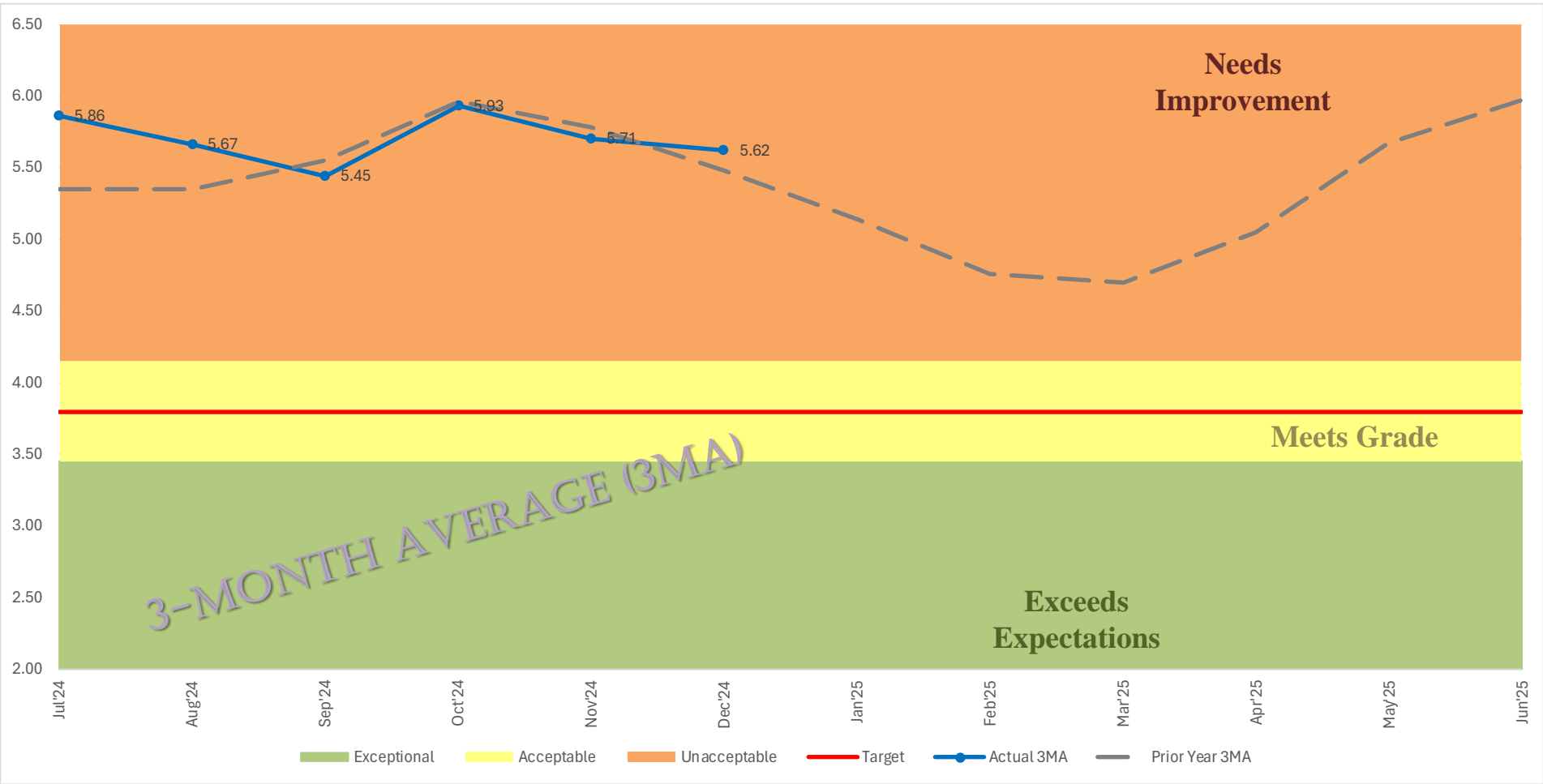
## Safety & Security KPIs

| 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                  |

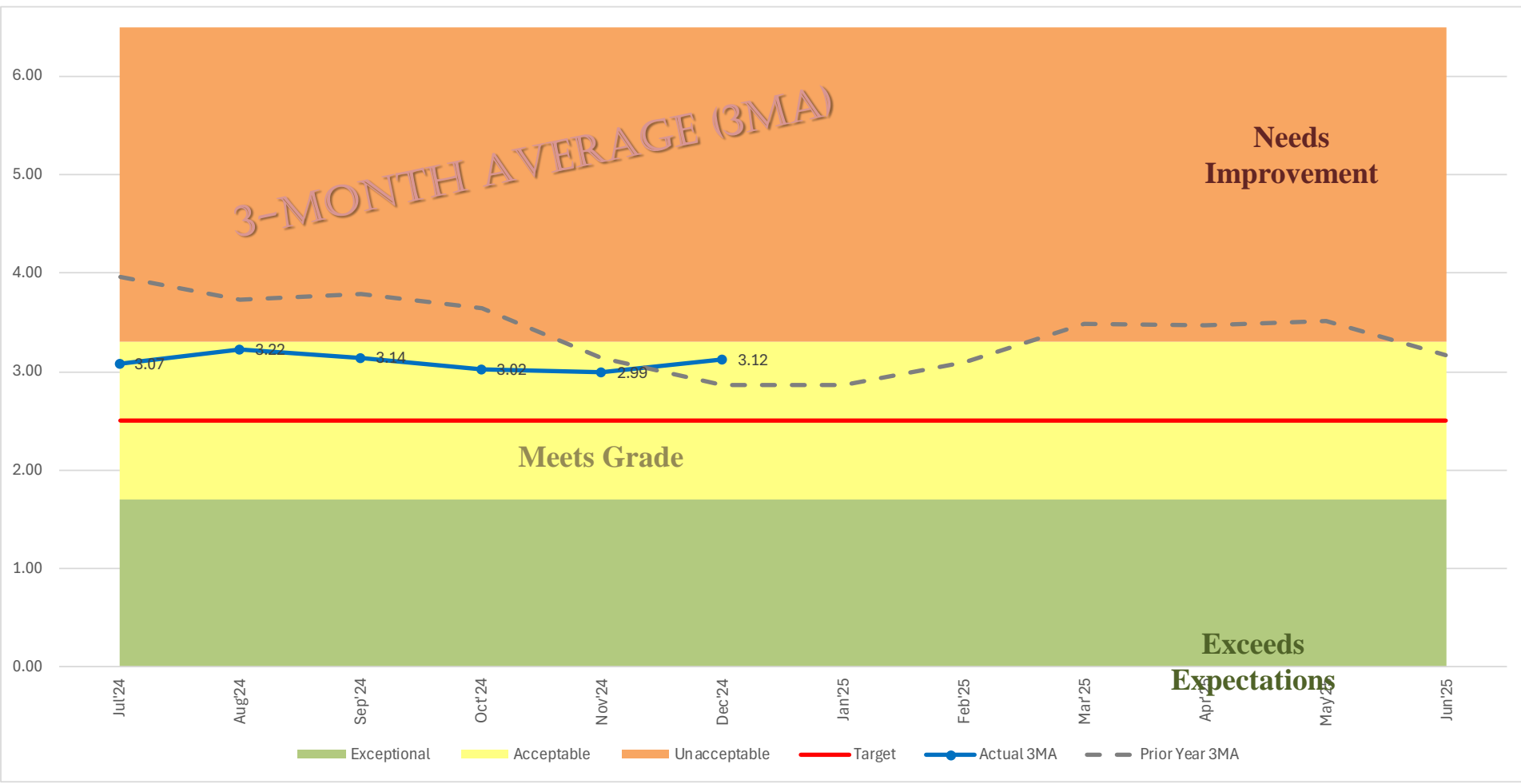
**Part I Crime Rate** measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



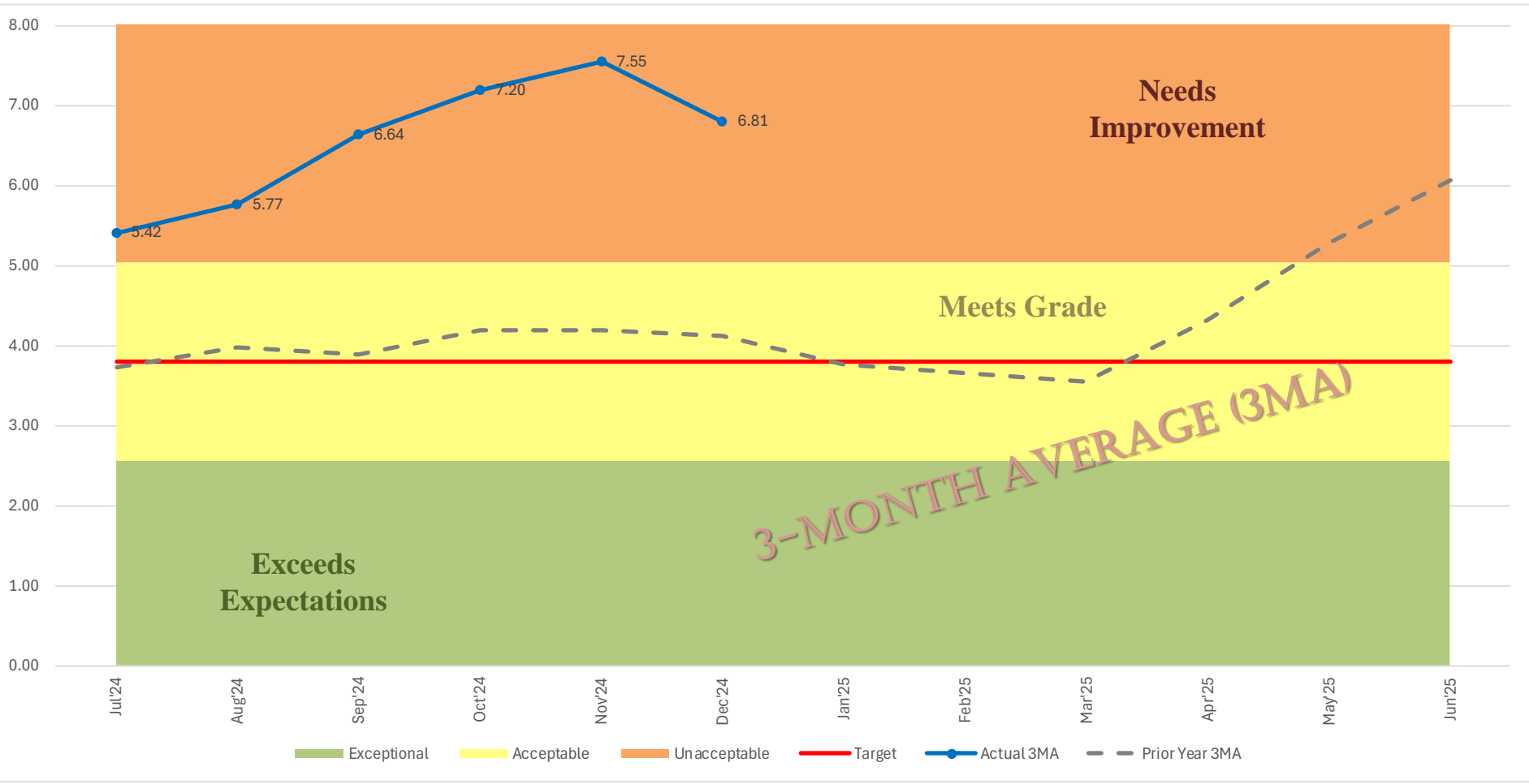
**Bus Collisions per 100K Miles** measured as the number of collisions involving bus service per 100,000 hub miles.



**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

