



# HOW MARTA IMPROVED OPERATION EFFICIENCY BY 70%

## Metropolitan Atlanta Rapid Transit Authority



### Industry

Fixed Route  
Paratransit  
Rail

### Products

EAM

### Results

Efficiency improved by



After Metropolitan Atlanta Rapid Transit Authority (MARTA) replaced its legacy asset and maintenance management system, operational efficiency improved by 70% and they received high marks from regulatory agencies.

**Background:** Over 450,000 passengers uses MARTA's transit system on a daily basis. It takes 4,000 employees at MARTA to ensure that its bus, rail, and paratransit services run safely, smoothly, and on time.

**Challenges:** MARTA needed to replace its legacy asset and maintenance management system, a "green screened" mainframe, and improve reporting across all departments and assets. They also needed improved labor tracking, project and warranty tracking, better identification of high cost parts, improved rail track inspection capabilities, and deployment of analytics to better manage their agency.

As a result, MARTA was looking for superior enterprise asset management (EAM) software capabilities coupled with the ability to manage fleet, rail, stationary, and linear assets within the same platform.

**Solutions:** MARTA uses the Trapeze EAM system to manage 1,520 vehicles including bus, paratransit, non-revenue, and track work vehicles.

Their rail car maintenance has approximately 340 cars managed by EAM. Facilities and maintenance-of-way (MOW) maintain over 30,000 assets 38 rail stations, 104 miles of mainline track, 3 major yards, and 300 turnouts (switches) within EAM. Trapeze EAM is the only system on the market to be specifically written for the needs of maintenance-of-way, with fully integrated mobile PDA software developed for the needs of MOW.

With the EAM system, 21 track inspectors now walk the tracks with mobile handheld devices and either batch process data back into the system or report problems in real-time. "Trapeze was chosen for its functionality and its versatility," said Tim Elsberry, Director Maintenance of Way. "Trapeze had a rail transit solution that fits our various types of equipment right out of the box."

**Results:** By choosing the fully integrated EAM solution, MARTA is able to integrate bus, rail, track, and MOW management within one flexible and scalable database that also integrated with their (Oracle) ERP system.

*"Trapeze has superior linear capabilities coupled with the ability to manage fleet, rail, stationary, component equipment units in the same program."*

*Tim Elsberry  
Director Maintenance of Way, MARTA*

Additionally, they adopted handheld wireless technology with mobile PDA units. Employees were quickly trained to use the software and have consistently reported that it is easy to learn. "The costs are now associated at the job task level instead of at the work order level. This helps us measure productivity by task and make important decisions considering cost and time. We have automated reports through Trapeze that are emailed to management staff daily," said Elsberry.

Mobile employees utilized wireless handheld units while shop workers used kiosks. MARTA can now account for 98% of the labor it paid out.

Identifying high cost parts has become more accurate as well. MARTA's 21 track inspectors walk in pairs and cover eight miles each day. The system allows both inspectors to be "jobbed-on" to a work order utilizing the same handheld device to capture labor costs.

MARTA's efficiency is also improved by the interface between Trapeze and MARTA's graphical track maintenance tool. Automated track geometry data is captured via a computer and sensors on a revenue-service vehicle. It's loaded into the graphical track maintenance tool which automatically interfaces with Trapeze for defect and work order creation. "I estimate this has already saved 70% of the time it took to perform this task prior to the Trapeze implementation," stated Elsberry.

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