

FTA

FEDERAL TRANSIT ADMINISTRATION



U.S. Department of Transportation
Federal Transit Administration

**Transit Asset Management
Using NTD Data to Support TAM Webinar Transcript**

June 3, 2020

Presented by

Alexandra Galanti, Tina Ignat, Jordan Holt

Office of Budget and Policy

Federal Transit Administration

U.S. Department of Transportation

FTA

FEDERAL TRANSIT ADMINISTRATION

Table of Contents

Introduction	3
Tina Ignat	4
Jordan Holt.....	9
Questions & Answers.....	13

Introduction

Alexandra Galanti: Hi, everyone, this is Alexandra. Welcome to the webinar. We're going to get started. I wanted to welcome you to *Using Data to Support TAM*. We have two great presenters today.

Before I introduce them, I wanted to mention some logistical things first.

So first, the presentations from today are available in the presentation download box at the top left-hand corner of your screen. We'll have our first presenter present, and then we'll pause for a few Q&A questions and move on to the second presenter. If you have questions, please enter them into the chat box, and you can do this at any time during both presentations, and at the end. The questions that we don't get to in today's webinar we'll follow up with individually later.

I also have some updates from FTA. They may take a little minute to load.

As you know, the title of this webinar references using data from the National Transit Database to support your Asset Management efforts. To that end, I wanted to kind of show you where some of that data lives.

All right. So, we have some nationwide asset data where we just did some fact sheets, which is a summary of data reported by transit agencies for the calendar year of 2018. It's the first year we've had this data that involves condition assessments and more in-depth asset inventories, and it covers, the fact sheet covers how to access and use the public data that is nationwide. The purpose is to better understand the scope of asset inventory and conditions, and then more accurately estimate system needs.

And we also had performance targets, and these support a performance based approach to more effectively measure intended outcomes.

I also wanted to show you where the NTD data actually lives, where you can pull it. All public NTD data including performance target data lives here at the FTA website. We have a data products guide, or you can search for specific data products in the search box.

I also want to let you know that we have created an update to an Excel spreadsheet that was often used by smaller providers to create their TAM plans, that is now an online web tool called the TAMPLATE. It is a technical assistance tool. So this is any transit provider as well as Group Plan Sponsors in developing their TAM plans. That is also available on the FTA website and launched in February.

Finally, I wanted to give you an update on the FTA TAM Roundtable for 2020. We will be having a roundtable instead of being physical, it will be virtual this year. It will be July 28, 1:00 to 3:00 p.m. Eastern Time. You can get details and registration on the link below. This presentation is available for download from the presentation download box.

There's no cost to attend the roundtable, but registration is limited to public agency staff.

All right. So that's it for my presentation. I wanted to just introduce our two speakers today. The first one will be Tina Ignat, the Asset Management Analyst at Metra in Illinois, and Jordan Holt, the Director of Performance at WMATA in Washington, D.C. They're both great and they are also involved in standards committee. I'm going to turn it over to Tina first. It will take a minute to load. Welcome to Tina, thank you so much for being here.

Tina Ignat

Tina Ignat: Thank you. I want to thank the FTA for inviting me to this webinar. I am looking forward to sharing what we're doing here at Metra.

All right. So, let's get started. I am the Asset Management Analyst here at Metra in Chicago.

And sorry, there's a little background noise, getting distracted. I've been worked on TAM initiative here for the last five years. And I'm going to share with you what we've been working on. A little bit about what to expect with the presentation. I'm going to go over the objectives to ensure we're all on the same page, and provide you some context of Metra.

Also, TAM timeline -- spend some time here so that you can see our maturity and what we've been working on. I'll provide some NTD reporting tips and dive into the data itself, populating the NTD forms, how we use that for the TAM program here at Metra in the Chicagoland region. And then share some of the lessons learned.

Mshadoni Smith: I'm sorry, Tina, I have to interrupt. Your presentation hasn't loaded in the room yet. There's a bit of an echo, if anyone is on this phone line, please mute your phone, and Tina, if you have your computer speakers on, if you could turn those off, that might help minimize the echo. Thank you so much.

Tina Ignat: Okay.

Alexandra Galanti: I'm able to see the slides, if any of the participants are not able to see it, please let us know in the chat box. Thank you.

Tina Ignat: Okay. Should I continue?

Alexandra Galanti: Yes. Thanks, Tina.

Tina Ignat: Okay, so the objective of just the whole webinar itself, not just my presentation, is just sharing key challenges, lessons learned from submitting the national asset data for the NTD and then using that process to support the broader TAM program. So I am going to do more of the macro level, and my colleague, Jordan, will go into the micro level with setting performance targets and how agencies use those target setting measures for success in communicating with stakeholders.

Advance the slide. Okay.

So, a little bit about Metra, we are a legacy system. We're comprised of 11 lines, four of which we own. They include the formal Milwaukee row, the rock island and the Illinois Central railroads, and we have contract agreements with the Union Pacific and -- and then we have

agreements with Canadian National and Norfolk Southern. We are a Tier I agency. And we'll go into a little bit more about Metra by the numbers.

This is the region that we service, our Illinois region. Population of about 8 million people. So a lot of the data here is -- some ridership that has been affected by COVID. I'm sure a lot of you have similar situation. Our -- have not changed. So normal riding a day is 280,000 daily riders, that with COVID we saw a drop to about 7,000. So, we were affected over 90% drop of ridership.

Our train schedules were modified. We went down about half of what you see here. And the last couple days we actually -- service. Today we're back up and running on our Sunday schedule. The S did not change.

We have 242 train stations, 1,200 miles of track. A little -- around 1,200 pieces of rolling stock. We have 24 rail yards. Over 500 gray crossings, and almost 850 bridges.

A little bit about the governance here. This is all going to tie in at the end. Metra is one of three service boards for the commuter rail division for the region. And then we work with CTA, which bus and heavy rail, and PACE, which is a suburban bus and paratransit. Our oversight agencies are MPO, the award winning CMAP, and also the RTA, which is a regional transportation authority.

So a little bit about TAM and what's been going on at metro. We've been doing -- we've been, I would say officially -- our efforts started around 2010, when we collaborated with the RTA and CTA and PACE on the Capital Optimization Support Tool Project. That really got us started with putting together comprehensive asset inventory, and that projects for the SGR database, we still use that for a lot of our data.

After that project ended, it was about five or six-year project, we kind of -- each of the service boards kind of went to develop their initial TAM plan, so that was the work that we worked on for a couple of years at Metra, we consulted with Parsons Brinckerhoff, which now is WSP USA, and they helped us to develop our TAM plan by doing baseline assessments, and asset reports, we had a gap assessment done, change management survey, and then improvement program or roadmap decision support tool, training, all of that comprised the work that went into developing our TAM plan, and we were able also to communicate our performance measures and our targets to the RTA and CMAP.

The next thing that we did that was a milestone was submitting our first NTD asset inventory module forms, which I'm going to talk about in a little bit. Again, we communicated our performance measures and targets internally and externally, and then our TAM plan was reviewed at our Triennial. Just as recently as a couple months ago we submitted our second NTD report and our first narrative and we continue the collaboration with the RTA and CMAP with the COST project.

So our TAM journey continues -- further developing our decision support tool and working on TAM efforts.

So a few tips on NTD reporting. I'm sure there's nobody here that's not familiar with this. But just my personal insight and takeaways from the second year of reporting, really, are to definitely email, call, with questions. Dropped the hyperlink where the numbers and emails are. I was reluctant to do that at first, I didn't realize they are there to help you, but they are.

I also recommend that you connect with your NTD analyst, try to form a relationship with them as soon as you can. This will help with answering questions, as well. And also recommend checking in -- reporting, provide a holistic view of why public transit agencies are required to do this, and also has information on the asset inventory module forms.

All right. So I'm going to dive straight into the NTD forms, and they seem to be in some sort of intuitive order of how I view them. They're not in numerical order, and I'm not going to go over the A-90. I'm just going to go over the four forms for the asset inventory module.

I'm starting with the A-30 because we were populating that form before it got expanded. I did find this form to be rather comprehensive.

Now, my comment on this is that the NTD form requires data that is basically a subset of what you may be collecting for your maintenance program. So, we get our information from our mechanical group which has been using IBM Maximo for the last ten years, they started off to collect information on the federally required inspection they're supposed to do. I'm going to morph as time went on to be collecting more and more information. To the point now where they've implemented reliability centered maintenance program to their collecting oil analysis, and now with the newer form they wanted emergency lighting and some other data points. This form is rather comprehensive, collects the make, model, date rebuilt, rehab date, and replacement cost and further analysis on our business and support tool.

The A-35 form is also another very comprehensive form where we report the equipment. I find this one to be more comprehensive than the A-30 because it does have the replacement costs. The date of manufacture was a newer data point for us to start collecting. But, again, we're getting our information from two different groups. We have our fleet group that has all the rubber tire equipment, and they collect that information in Maximo, and our work equipment group is under engineering. They have fewer equipment, so they are using an axis database. And are able to provide the information for this reporting.

I will say that the only sticking point with this form is just rolling up the equipment into one line. We have as many as like 30 rubber tire vehicles in one line, because we have a robust maintenance program for our rubber tire slate, I find that to be a little cumbersome. But we work through that, and the data is there.

So, for the A-15, our facilities form, I do find this to be comprehensive, as well, especially since we are required to conduct these facility condition assessment -- I think this form will always be very useful and helpful. And we do have a variety of facilities, and we did initiate -- we have completed 50% of our assessments thus far. So we will be working with WSP USA to help us with our facilities at our yard. Their larger more complex, and we want to have a methodology

that can be continued, and we want to have our staff trained so that they can do that professionally.

So, the guideway elements form, the A-20 is probably the most difficult form for us since we have so much infrastructure, and collect performance restrictions, which populates just one field on the form.

Some of the issues that we were having were definitions, turn offs versus switches -- retain fill versus retaining walls, et cetera. There was some development with the change in the form, so we did appreciate that. But we still have a few sticking points there. But we're working through them.

As far as the data itself, the source data helps us for further analysis. But, to populate the form and actually use the form data, it's a little bit too high level. But again, the source data feeds our decision support tool so that gets us in the right direction. And then as far as the reconciliation, it's a little bit of an arduous process because we have to use those definitions again and kind of reconcile against other public documents.

So, what we've concluded is that the definitions aren't always going to be the same so some of the numbers might shift, but we are trying to put those NTD fields into our maintenance management system, the engineering group is kind of developing service -- right now for track, bridges and signals, so that will be very helpful for future reporting.

So, all of that work we pivot to our decision support tool which actually populating right now for another run. As you can see here, circled the inventory of capital assets. They're all supposed to have that as public transit agency as part of the mandate, and -- decision support tool whether you're a Tier I or Tier II or group plan.

So we have our assumptions, our triggers, as we call them, of how we make decisions on rehabs and replacements. We have -- curve that feeds into the tool, and then it provides us a forecast of our needs and a summary.

This year is supposed to be illustrative, I didn't expect anybody to be able to see all of this information here, but this is just trying to show the communication of the TAM performance measures, and targets internally that we did last year. So we have some boards throughout our headquarters, and also at our yard sites, so we were able to do this last year and we're working on communicating that internally again this year.

So all of that work that we did, and I talked about earlier, our governance is tying back here about communicating TAM, so all of those efforts that we worked on with the RTA and CMAP are in these documents here. I would like to reference them.

The cost work is in this bridge to gap document, and also our performance measures are -- and targets are in the on to 2050 document that CMAP put together. And that's also on the TAM library that's now gotten -- revitalized, I urge you to go there to see that.

Also, the culmination of all that work was to be REBUILD Illinois funding that got passed late last year. \$4.7 billion worth of funding for mass transit throughout the state. And Metra is going to be getting 1.5 billion over the next six years. That kind of shows you the culmination of work working on TAM.

And finally, be remiss not to mention the APTA SGR/TAM working committee. Alexa mentioned that Jordan and I are on this committee. It's basically bringing together Asset Management experts from public transit agencies, and also from private entities to work on reinforcing all of the Asset Management best practices, and the FTA regulation, of course.

So this here is highlighting one of the figures from one of the documents, communication coordination of -- with external stakeholders for TAM, this is from a colleague in Connecticut. And I aspire to make the performance measures and targets look like that at Metra. I urge you to go to this link. You can filter down to transit Asset Management to get all of those resources that the committee's been working on.

So, closing out, some of the lessons learned. I boiled it down to three.

The collaboration is kind of a nature of the mandate. So I do urge you to keep that open. Talk with people, and it'll just make it a lot easier, it's a physical transition to break down the silos, but, in the end, I've seen a lot of relationships form working on this project. So that's very good to see, and you've got to continue on that collaboration streak.

The other point I want to make is go ahead and make those mistakes, accept that, it's going to happen. Because the sooner you do, the sooner you can move on, and you can learn and grow from those mistakes.

And finally, this echoing from a lot of other colleagues have said about TAM, it is a journey, not a destination, so just things to keep in mind.

Definitely wanted to put some citations in the PowerPoint. I'm not going to go over that right now. A lot of photographs came from colleagues, and media, and photographers.

And here's my contact information, feel free to reach out. I will do my best to try to help. So many people have helped me on this journey. And I'm open to questions, or comments. Thank you.

Alexandra Galanti: Great, thank you, Tina, and I just wanted to remind everyone that you can add questions for both Tina and Jordan in the chat box below.

In the meantime, I wanted to ask you guys some questions. So we have some questions for you. What you should see loading now are some poll questions, and we'll take a few, like maybe three or four minutes, feel free to answer those, and then we'll go over all of those at the end. We look forward to hearing what you think. And we'll get back to Tina's questions, too.

All right. Thanks, everyone. I see a few answers still coming in. I thought we would go over the poll questions. The first one, is your agency sharing your NTD data with stakeholders and who

might those be? Looks like there's 47 sharing it with the board, about 26% with the public. 55% with their CEO or general manager, even more, almost two-thirds with their MPOs, and other department heads asset owners, and others which will be in the chat box.

The second one will be, when sharing your data with stakeholders, what format do you use? It looks like most people use presentations, but there's also a lot of customization for the stakeholders. A few of you are used web-based dashboards.

The next is how challenging was completing your NTD submission for TAM data in 2018, like real talk? It looks like it was moderately for most. About two-thirds, there were challenges, but you're able to get through it.

Finally, what resources are needed to help you use or submit or determine your NTD data or narrative, so what more do we need? We have a lot of answers, accurate data from service providers, input from asset owners, from stakeholders, as well, more detailed instructions, standard topics and questions, and greater detail on guidelines, just to name a few.

And this is really helpful because we'll use this to refine the program and the products that come out to assist.

All right. So, we're going to just move to the next set of slides, but while I do that, we'll check for questions as well.

Great, it looks like the echo from those people is gone. Which is great.

We heard Tina talk a little bit about data as it is entered into the NTD, particularly the asset module, whereas Jordan is going to talk more about performance measures and setting targets which utilizes the newest baseline data in the fact sheets that I mentioned.

So, Jordan, I'll turn it over to you.

Jordan Holt

Jordan Holt: Great, thanks. Hi, everyone, I'm Jordan Holt, the Director of Performance in Washington, D.C. And greetings from my home office, a small desk in a corner of an empty bedroom.

Today I'm going to talk about three things. I'm going to talk about Metro's process for setting target for the Transit Asset Management measures, how we're leveraging these targets and data for internal and external purposes, and an idea for what is next, so how transit can expand on FTA requirements to further drive their Transit Asset Management programs.

But, first, a little bit about Metro. We operate three modes in three jurisdictions. Under normal circumstances, we move about one million people a day.

Today, as with most transit properties, that's greatly lower. Today we're moving about 170,000 people, 85% drop, and what is interesting, more -- we're moving more customers on bus than

on rail. Rail service is down about 90% and bus trips are -- our bus ridership is down about 70%.

So, the bottom line is, like most transit properties, we own a lot of assets. And so it's important that we manage them to ensure that they provide us and our customers maximum value.

And now a little bit about our process and our lessons learned for setting targets.

So, Metro's fiscal year runs from July through June. So, right now we're in basically the thick of target setting. We are looking at -- we're ending out our fiscal year 20 and looking to start our fiscal year 21, so we're setting fiscal year 21 targets.

And normally we incorporate our Transit Asset Management target setting in a broader target setting effort where we set targets for all of our key performance indicators such as on-time performance, for us, because we have a large vertical transportation system, elevator and escalator availability, fleet reliability, safety, all of that.

This year we're focused more on TAM because we're postponing setting targets on these other enterprise measures until we have a better understanding of what recovery will look like for our system.

But our first step in setting targets is determining what is our current inventory and condition. We check if we updated any of our fleet plans and confirm that our life benchmarks are still the same, pull our current inventory from our maintenance management system, which is Maximo, determine our current conditions, either through our facility conditions database or by pulling age information from Maximo.

And then we ask what will change over the next 18 months? That's really looking at our capital program and what we expect to complete through the end of this year as well as by June 30th, 2021. So are we purchasing new vehicles, expanding our fleets, rehabbing facilities, all of that.

This is actually really important, and become more important this year as we have a frank discussion internally about what risks could prevent us from delivering. Funding short falls, construction delays, delivery delays, and now with the pandemic, we see that it's impacting both our supply chain as well as our contracting partners, so the risks are elevated.

But this is really important to get our executives comfortable with targets we're setting, and to understand why or why not we may not meet the target, and that then helps us also through this documentation of the risk when we write our narrative report at the end of the following year, revisiting these kind of help us, remind us kind of the reasons why we may have met them.

And then finally, you know, we compile this information, calculate the targets, and then we visit the capital program and see where we have gaps or areas of need, for example, maybe we have a facility that's -- we've rated a poor condition but we don't currently have a capital program and verify that's accurate, and that's what we want or do we need to put that in our queue for capital funding.

Finally our Accountable Executive, RGM and CEO signs off and we transmit the target to our MPO and FTA.

So, Metro is a large organization, we have about 12,000 staff. And so coordination is paramount in this activity.

And what I've also found is this -- there's an opportunity TAM target setting as a way to introduce a lot of different stakeholders to broader TAM concepts. And it really makes these concepts real by attaching numbers and data to what we own and what is or isn't in good condition. Also helps us have a conversation about what it would take to get there to get it into a good position. So, condition, sorry.

So the three main stakeholders are my office. Again we do this because we have an expertise in target setting and performance management. We work closely with our Transit Asset Management office as well as asset owners.

And then we bring in other stakeholders for different parts of the process. We work with our Counsel department to interpret the rule and understand how we can apply kind of the FTA definitions to WMATA. And we work through our capital planning team and real estate team to determine kind of what is going to change in the coming years. And then of course our executives approve targets, and at WMATA, it is actually our accounting department that clicks the button and submits everything to NTD.

Now, I have -- examples of materials we put together for target setting. These are the recommendations that we did last year for FY21, I mean FY20, we're working on updating these for FY21.

And just wanted to note that in addition to setting the target for FY21, you'll see we also project out for what the targets should look like in FY24 or FY26, given our current capital program. So that's something that we use for internal purposes to help communicate to our stakeholders, hey, this is what we have programmed, and this is how we think this target will change and what the condition profiles, or inventory will change in the coming years. We found this to be pretty useful, the way to drive decision-making and get approval.

I have a second example here, and it's focused on the guideway condition. And this one for us, our guideway condition measure is highly impacted by planned construction work that we do. We've been doing a lot of track work and summer shutdowns for example, we have one right now, to bring and maintain our rail assets, in a state of good repair.

So really for our decision-making purposes, we distinguish between plans, performance restrictions and unplanned performance restrictions, and that has really helped our internal stakeholders understand and make a decision about this level of target.

So, our process has evolved over the years, what Tina was saying about collaboration, making mistakes on the journey, really resonated with me because I think we've seen that over the past five rounds of target setting. And it is hard for me to believe that it's been five rounds, but the

first few years, it was really just focusing on compiling an inventory and launching condition assessments, getting the data we needed to really start practicing Asset Management.

Then you know, we kind of launched our program with consultant support, it was heavily relied on our counsel to interpret the rules, had a bunch of meetings really focused on building that collaboration, and understanding of what Transit Asset Management is.

And then in subsequent years, FY19 we started bringing in Asset Management with our other corporate KPI target settings. Looking ahead four to six years, medium term, making sure we're documenting everything, and then signing a formal agreement with our MPO.

And FY20 we started using NTD data as a baseline, which made things a little easier coordinating more closely with capital. This is one where we may have made mistakes earlier that we learned from, we really tried to simplify our facility inventory. That has made things easier for us.

And then looking ahead this year, we're incorporating benchmarking results. We've learned that we should round up in our target, because the way that it's calculated in the NTD is very precise, and we tend to set them at whole numbers, so we've rounded up. Really, it's all virtual, and we've had many fewer meetings than normal.

Looking ahead, I think similar to what Tina mentioned, we're trying to create more of a crosswalk between NTD and our maintenance management systems to make this process even more automated and easier.

So, how are we using these targets? So the first way we're using them is to communicate success. Back in FY15, FY16, we talk about our capital program, we spent this much money. Now we're able to talk about what we got with the money that we spent. So, you know, we spent this money, and we -- good repair backlog.

We also use it to set expectations with stakeholders. This helps us articulate what will be accomplished with our current resources and priorities. It also sets up the conversation for if you don't like this, if you don't like what you're going to get, what is it going to take to get a different outcome.

And then we're also bringing in the benchmarking data so that also provides context. How we compare to peer regional properties, and this is a question we often got from RGM and other executives in our board, wanting to help interpret, what is a guideway condition target of 3.9%? Is that good, bad? How do we compare?

And so how do we compare? I pulled NTD data and found it interesting, it shows that our targets do reflect our recent investment portfolios, so we have very low targets for our revenue fleet, and that's frankly investments that we've been making over the past five to ten years in purchasing about 100 new buses every year, and we recently purchased new rail cars.

Also, I would say as a result of our recent investment, our guideway condition favors compares favorably. In FY17 we shut down much of our system, we had a program called SafeTrack

where we focused on bringing our track into a state of good repair, and I think our targets reflect that effort.

And then in terms of facilities, this is an area where we are seeing future investment. We will be purchasing and renovating new administrative and maintenance facilities, and so I can see that this target will probably go down in the coming years.

So now my last plea is to go beyond the basics. So, as Tina and Lexa mentioned, we are both part of an APTA/State of Good Repair working group. One of the papers that we will -- that will be available soon to everyone on the APTA website is about using performance targets to drive your TAM program.

This paper lays out a case for go beyond just annual targets to focus on mid-range targets, like I showed in some of the slides that we put together, which really aim at communicating the intended impact of our capital program on the condition of these assets, to also setting long range targets, that is more like ten-year targets, those targets can drive your capital program. If you say I want no more than 5% of my revenue vehicles to be beyond their useful lives, that implies a certain investment portfolio, and those targets can be used to help you prioritize different investments.

So be on the lookout for this, it should be on the APTA website soon. Just want to thank everyone for your time and attention, and for FTA for inviting me. Happy to answer any questions.

Questions & Answers

Alexandra Galanti: Great, thanks, Jordan. I really appreciate your data.

We're going to get into the Q&A, feel free to keep typing your questions into the chat box. A question for Tina, do you run your NTD reports from your EAM or the Excel templates provided by the NTD?

Tina Ignat: It depends. For the A-30 and A-35, we do run it from the EAM. For the others, we have to use spreadsheets, or other databases to cobble it together.

Alexandra Galanti: Okay. Great.

Tina Ignat: I hope that answers the question. Yeah.

Alexandra Galanti: There's another question for you, Tina. Can you describe your decision support tool, is it custom or a standard software, and would you be able to share what scoring weight and processes you use?

Tina Ignat: Sure. So, it is proprietary, WSP helped develop it. It is the AM2P, the Asset Management planning model. And it is Excel-based, and it is strictly a decision support tool, it does not have investment prioritization in it. Basically it just provides us with our estimated

needs over a period of time. I don't think I'll be able to share that. I could talk to you, Lexi, about our investment prioritization, but I don't have that information in front of me.

Alexandra Galanti: Great, thank you. Next, we have a question for Jordan. Jordan, can you explain how you simplified your facilities inventory?

Jordan Holt: Sure. So this is where kind of interpretation of the rule came in, and I think we're making it very complicated, and including in our inventory guard sheds, and salt domes, and traction tower stations, a lot of things that we didn't need to count for, and that we're, I think, making it really difficult for us to track, and drawing away from some of our decision making process. We've simplified it by sticking more closely to the NTD definition.

Alexandra Galanti: Great. Thank you. And next is another question for Jordan. Are you looking to use the TAM program to drive capital investments? And if so, when do you think this may be on the horizon?

Jordan Holt: Great question. We have been really, I think, evolving our capital program at WMATA and are making it more data driven and trying to leverage condition data to drive the decisions. I know that every year we're improving slightly, so -- and really eager to make those improvements. So, I hesitate to put a timeline on it, because every year we're kind of -- we're evolving it and making it more data driven.

Alexandra Galanti: Okay. And Jordan, what tool do you use for the fleet management plan?

Jordan Holt: So, we use, to manage our fleet on a daily basis, we use Maximo, which is an IBM product. For our fleet management plan, that's more of just a standalone document that we keep in a PDF.

Alexandra Galanti: A question, can you send a copy of what you submitted to the NTD, for example, for them to use? Tina and Jordan, what is your response to that?

Tina Ignat: If you can help me, yeah. Maybe. I think all that data is actually available to download. I think everything is pretty self-explanatory except probably the infrastructure, which is a lot of information, and I don't think I can readily share that.

Jordan Holt: It's the NTD which is great, for benchmarking purposes, you can see data from all different transit properties, most of what we've shared is publicly available.

Alexandra Galanti: That's true. And on the FTA NTD website, in the presentation I shared from FTA, there's a link to the NTD portal where you can download the data for all agencies that submitted data to the NTD. For both speakers, other than your MPO, with whom do you share your TAM plans with outside of your organization? Tina, did you want to go first?

Tina Ignat: Sure. I can't think of who else we've shared it with outside of the FTA for grants purposes. Yeah, that's all I can think of.

Jordan Holt: And we post ours on our website. We share ours with everyone. It is a public document for us.

Alexandra Galanti: Okay, I was curious about that myself. And then also, how -- for both of you, how has the recent COVID pandemic affected your TAM plans and schedules for meeting agency targets? Whatever you can say about that. Tina or Jordan, whichever would like to go first.

Tina Ignat: Sure. I will say that this pandemic has been an opportunity for engineering groups to do a lot of capital work. So, any type of tire newly, rail resurfacing, grade crossing replacement. We've had easier access due to less rail traffic. So they are taking advantage of that. We have very high standards for how we maintain our rail in the first place. We're a Class 4 commuter rail agency, but we maintain to Class 5, mandated by the FRA, so they're able to go out there and do that work.

As far as our performance targets -- it's a little bit too early to say. Like I said earlier, we're going to be doing our facility condition assessments when that window opens up for us. And we hope that's going to be July or August this year.

And I can't say if any procurements have been affected. We had rolling stock procurements. It's been kind of spotty with some substations, things like that. But a lot of our capital work is continuing, like I said. Bridge work is continuing, and I haven't seen too much impairment.

Jordan Holt: On WMATA's end, it's pretty similar, we also are kind of using this low ridership to accelerate a lot of our capital work on our railway. So, we had already planned a summer shut down for a portion of our system and made the decision to expand it, and then add some additional building shutdowns. So we're accelerating our work there. In the short term that may hurt us on our guideway condition measure, in the long-term, in the medium to long-term it will help.

In terms of our vehicles, we have noticed that we are experiencing delivery delays, so we won't be accepting all the new vehicles and replacement vehicles that we had expected this year. So that will also extend things for us.

Alexandra Galanti: Great. I don't see other questions. Please feel free to keep typing them in. There's one last update from FTA that I wanted to make sure I gave you.

We have updates to our website. So, we've added a resource search where you can search for all of the resources that used to be listed on separate pages. Now there's a way to go in and search by topic, or name, and list of applicable or appropriate resources will come up. We're pretty excited about that. You can visit www.transit.dot.gov/TAM to find that. Or search FTA TAM in your browser. Check out the new feature.

I wanted to say like all of our TAM series webinar, this webinar is being recorded and will be available on the FTA TAM website.

Okay. Great, thank you so much for your questions today, everyone. Thank you to Tina and Jordan for giving great presentations, answering questions so well.

We want to thank all of our attendees for your patience as we experienced technical difficulties with this webinar. We appreciate your attendance today.

Thank you so much, and we'll close the webinar here.

Thank you, bye-bye.