



**RAIL
SMITH**
Performance Solutions

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RAIL SMITH – PERFORMANCE TEAM MANAGEMENT
THE MOST REVOLUTIONARY & BENEFICIAL
RAILROAD MANAGEMENT SYSTEM EVER CREATED

Provides Maximum: Productivity/Employee Morale/Public Transparency

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RAILSMITH Performance Team Management Solutions

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RAIL SMITH - PERFORMANCE TEAM MANAGEMENT OVERVIEW

Rail Smith - Performance Team Management (PTM) was originally designed as a revolutionary management system for **MTA – NYC Transit** operations, maintenance, and capital construction for providing passenger subway service operating within the 4 boroughs of New York City, namely the Bronx, Manhattan, Queens, and Brooklyn.

Subsequently, the Rail Smith - PTM management system was expanded to include NY City Transit's Staten Island Railroad, **MTA – Long Island Railroad**, and **MTA – Metro-North Railroad**.

Rail Smith PTM's management system was then also developed for 13 rail systems, in addition to the 3 above New York City area MTA railroad agencies, namely:

**NJ Transit Rail; Philadelphia, PA SEPTA Rail, Los Angeles, CA Metro Rail
Chicago, IL Metro Rail; Boston, MA Metro Rail; Washington, DC Metro Rail
Houston, TX Metro Rail; Denver, CO Metro Rail; San Francisco/Oakland, CA BART Rail
Atlanta, GA MARTA Rail; Phoenix, AZ Metro Rail; Miami, FL Metro Rail**

The creation of Rail Smith - PTM for 16 of the United States' most populous metropolitan areas railroads demonstrates that the **Rail Smith – PTM System should quickly be established as the U.S. national railroad management standard**, including but not limited to, all metropolitan and long-distance commuter along with freight railroads (Amtrak, Norfolk Southern, CSX, Conrail, etc.) operations, maintenance, and capital construction.

This book is the 2nd Rail Smith – Performance Team Management manuscript that expands the complete prototype for the MTA – New York City Transit rail/subway system. This webpage manuscript provides illustrations of the zone corridors extracted from the complete 141 page manuscript for the above stated 15 additional railroad systems.

A complete, detailed Rail Smith – PTM presentation will be developed for each individual additional railroad system upon request.

The zone corridor performance team management structures and police safety deployment systems for the 15 additional railroad systems will minimally achieve the same 13 key benefits results.

Rail Smith PTM Inc. is seeking consultant partnerships with all railroad agencies, along with individuals, companies and/or entities with connections and business relationships with railroad presidents, board members and other influential individuals that can get Rail Smith – PTM implemented. Please send an email to railsmithptm@gmail.com if you, your company, or entity has the ability to garner a proposal presentation meeting with the executive management of any of the above 16 rail agencies. For further information regarding how you can support Rail Smith – PTM to be implemented by railroad agencies, please visit: [https://:www.railsmithptm.com](https://www.railsmithptm.com)

Most, if not all, United States railroad agency's operations, maintenance, and capital program work activities, such as those within MTA - New York City Transit, are managed using separate departments, separate divisions, and separate support offices.

Each separate department, division, capital program and support office, have their own separate performance metrics and goals, and generally conduct their work activities as if each department, division, capital program and support office were their own entity.

- Separate department, division, capital program and support office performance goals and metrics have always caused significant conflict among separated departments, divisions, capital program and support office, who prioritize their work tasks and support efforts to optimize their own individual management performance evaluations.
- Inherent conflicts of separate performance metrics and goals between separate departments, divisions and program offices for decades has provided less than optimal service for the railroad riding public. **No amount of additional funding and/or additional personnel will resolve the embedded transit agencies departmental, divisional, capital program and support offices conflicts and incompatible work efforts.**

Under RAILSMITH - Performance Team Management (PTM) all railroad operations, maintenance, and capital construction work activities are performed, managed in accordance with General Manager controlled rail corridor segments with the goal of providing maximum beneficial train service to the railroad riding public.

- **RAILSMITH - PTM** eliminates all railroad agency department and division office work performance conflicts, and establish the highest functioning operations, maintenance, and capital program work environments via implementation of integrated personnel teams dedicated to specific rail system sections. Operations, maintenance, and capital program resources are maximized under the railroad corridor management teams.
- **RAILSMITH - PTM** provides complete integrated operations, maintenance and capital construction teams for which railroad personnel are given specific defined work areas, equipment and task assignment duties that results in each employee having a sense of ownership of their railroad right-of-way infrastructure, equipment, and overall train movement territories, as well as developing rail corridor equipment and infrastructure asset expertise.

- **RAILSMITH - PTM** instills a sense of team pride and determinism to be the most productive and efficient teams and individuals possible, especially in comparison to the other similar corridor teams, which also establishes internal competition among employees.
- **RAILSMITH - PTM** formally establishes friendly performance competition rewards and social activity programs that include creation of team identity nicknames and various performance achievement awards. Enhancement of EMPLOYEE MORALE through work team pride and ownership is a fundamental component of the management structure and goals.
- **RAILSMITH - PTM** includes dedicated work performance and asset condition verification monitoring and analyses by engineering and technical support offices (“B” Squads) for achieving maximum productivity of all operations, maintenance, and capital construction work functions.
- **RAILSMITH - PTM** provides systematic maintenance and capital construction approach to overall railroad system assets and infrastructure management with annual one-month sectional service shutdowns; thus, simplifying the current confusing random rail service shutdowns requiring railroad passengers to constantly search for service outage updates that frequently are not clear and constantly deviate.
- **RAILSMITH - PTM** provides opportunities for advertising and marketing revenue streams via proposed business sponsorships of team performance awards, prizes, and PERFORMANCE uniform apparel particularly for local businesses along the associated rail corridors. Use of rail corridor clever nicknames are natural matches for various businesses and services.
- **RAILSMITH - PTM** provides dedicated timekeeping, information technology support, training, and administrative offices (“C” Squads) that provide maximum management and PERFORMANCE support. For example, one of the many support duties this support office performs is the daily monitoring of each corridor PERFORMANCE’s overtime hours, with any potential overtime above 10% of salary to be immediately identified and capped without loss of work productivity.

- **RAILSMITH - PTM** provides the best hands-on operations, maintenance and capital construction training programs, including in-depth General Manager development.

This document provides full details of the features and aspects of RAILSMITH - PTM as applied to MTA – New York City Transit in complete detail. All RAILSMITH - PTM components and features shown for MTA - NYC Transit are to be applied to all other railroads.

- **The RAILSMITH - PTM basic manpower requirements are provided in this document for the following 15 additional United States railroad agencies:**
MTA – Long Island Railroad, MTA – Metro-North Railroad, New Jersey Transit, Port Authority Trans-Hudson, Philadelphia SEPTA, Boston MBTA, San Francisco BART, Chicago CTA, Los Angeles Metro, Denver RTD, Washington, DC – WMATA, Atlanta (MARTA), Houston Rail, Phoenix Rail, Miami Rail
- **RAILSMITH - PTM concept is applicable for and should also be utilized for every existing and future railroad system, including AMTRAK’s national railroad system, as well as all other commuter and freight movement railroad systems such as, but not limited to, Conrail and Norfolk Southern.**
- **RAILSMITH - PTM is applicable to mass transit surface bus agency operations, maintenance, and capital programs.**
- **RAILSMITH - PTM should also be applied to Transit police officer deployment assignments to match the transit agency zone-corridors management structures and integration into the rail agency performance teams, with crime statistics as the metrics for issuing Transit police corridor team performance awards and recognition.**

RAILSMITH - PTM is designed to provide the riding public and taxpayers full disclosure of employee positions, job assignments, work productivity, asset condition details, and complete payroll expenses. Maximum public information disclosures will foster unprecedented riding public trust and confidence in providing required agency funding approvals, particularly during the difficult economic recovery from the COVID-19 virus Pandemic, and implementation of congestion pricing.

RAILSMITH PERFORMANCE TEAM MANAGEMENT - SUMMARY:

RAILSMITH - PTM integrates rail operations, maintenance, and construction under the general manager's authority.

Creation of united operations, maintenance and construction zones, and corridor teams foster a culture of defined PERFORMANCE work responsibilities, work results expectations and monitoring, PERFORMANCE work ownership and pride, along with morale-uplifting rewards-based competitions and team events, resulting in maximum productivity and efficiencies.

- **"A" SQUAD TEAMS PERFORM ALL RAIL OPERATIONS and MAINTENANCE/REPAIR WORK ACTIVITIES (TRACK, SIGNALS, INFRASTRUCTURE, STATIONS, POWER & ELECTRONICS/COMMUNICATIONS) OF THEIR ASSIGNED ZONE/CORRIDOR.**
- **EXECUTIVE CAPITAL CONSTRUCTION MANAGEMENT (ECM) TEAM OFFICES MANAGE and OVERSEE ALL SUBWAY RAIL CAPITAL CONSTRUCTION PROJECTS and CONTRACTS WITHIN THEIR DESIGNATED CORRIDORS.**
- **"B" SQUADS TEAMS MAINTAIN FULLY DETAILED, DAILY UPDATED SUBWAY RAIL ASSETS CONDITION DATABASES; DIRECTLY VERIFY and REPORT ON ALL "A" SQUAD DAILY WORK COMPLETION ACTIVITIES and PERFORMANCE; IMPLEMENT NEW TECHNOLOGIES; PROVIDE TECHNICAL OPERATIONS, and MAINTENANCE SUPPORT ALONG WITH ALL REQUIRED CAPITAL CONSTRUCTION PROJECT and CONTRACT USER SUPPORT COORDINATION FOR THEIR ASSIGNED ZONES and/or CORRIDORS.**
- **"C" SQUADS PROVIDE BUDGET, TRAINING, INFORMATION TECHNOLOGY (IT), TIMEKEEPING, PERFORMANCE WORK HOURS, OVERTIME REPORTING, and GENERAL ADMINISTRATION FOR THEIR DESIGNATED ZONES and CORRIDORS.**
- **OPERATIONS, MAINTENANCE, AND CAPITAL CONSTRUCTION WORK PERFORMANCE REPORTING AUDITORS REPORTING DIRECTLY TO RAIL AGENCY PRESIDENT.**
- **SUPPORT STAFF (particularly HUMAN RESOURCES and CAPITAL PROGRAM DESIGN) PERFORMANCE WORK TEAMS THAT COMPLIMENT THE OPERATIONS, MAINTENANCE and CAPITAL TEAMS.**
- **MORALE BOOSTING PERFORMANCE-BASED PERFORMANCE RECOGNITION PROGRAMS THAT REPORT DIRECTLY TO THE RAIL AGENCY PRESIDENT.**
- **POTENTIAL MULTI-MILLION DOLLAR REVENUE GENERATING BUSINESS MARKETING and OTHER COMMUNITY-BASED PROGRAMS.**
- **CONTINUALLY DEVELOPED and DISTRIBUTED TRANSPARENT PUBLIC AUDITS, REPORTS and PUBLICATIONS OF MANPOWER, and EXPENSE DETAILS THAT GAIN PUBLIC TRUST and ACQUIRE FULL REQUIRED FUNDING.**
- **TRANSIT POLICE OFFICER PERFORMANCE SQUAD DEPLOYMENTS THAT MATCH THE ZONE-CORRIDOR OPERATIONS, MAINTENANCE & CAPITAL SQUADS, CREATING INTEGRATED TRANSIT AGENCY/TRANSIT POLICE TEAMS WITH CUSTOMER SAFETY PERFORMANCE REWARDS PROGRAMS.**
- **LOW-COST PARKING GARAGES & OPEN SPACES AT ALL PASSENGER STATIONS TO PROMOTE EASY ACCESS FOR PARK & RIDE COMMUTER TRAVEL.**

MTA – LONG ISLAND RAILROAD

RAILSMITH - PERFORMANCE TEAM MANAGEMENT (PTM)

MAXIMUM PRODUCTIVITY/EMPLOYEE MORALE/PUBLIC TRANSPARENCY

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LIRR GEOGRAPHIC CORRIDOR MAP



MTA – METRO NORTH RAILROAD

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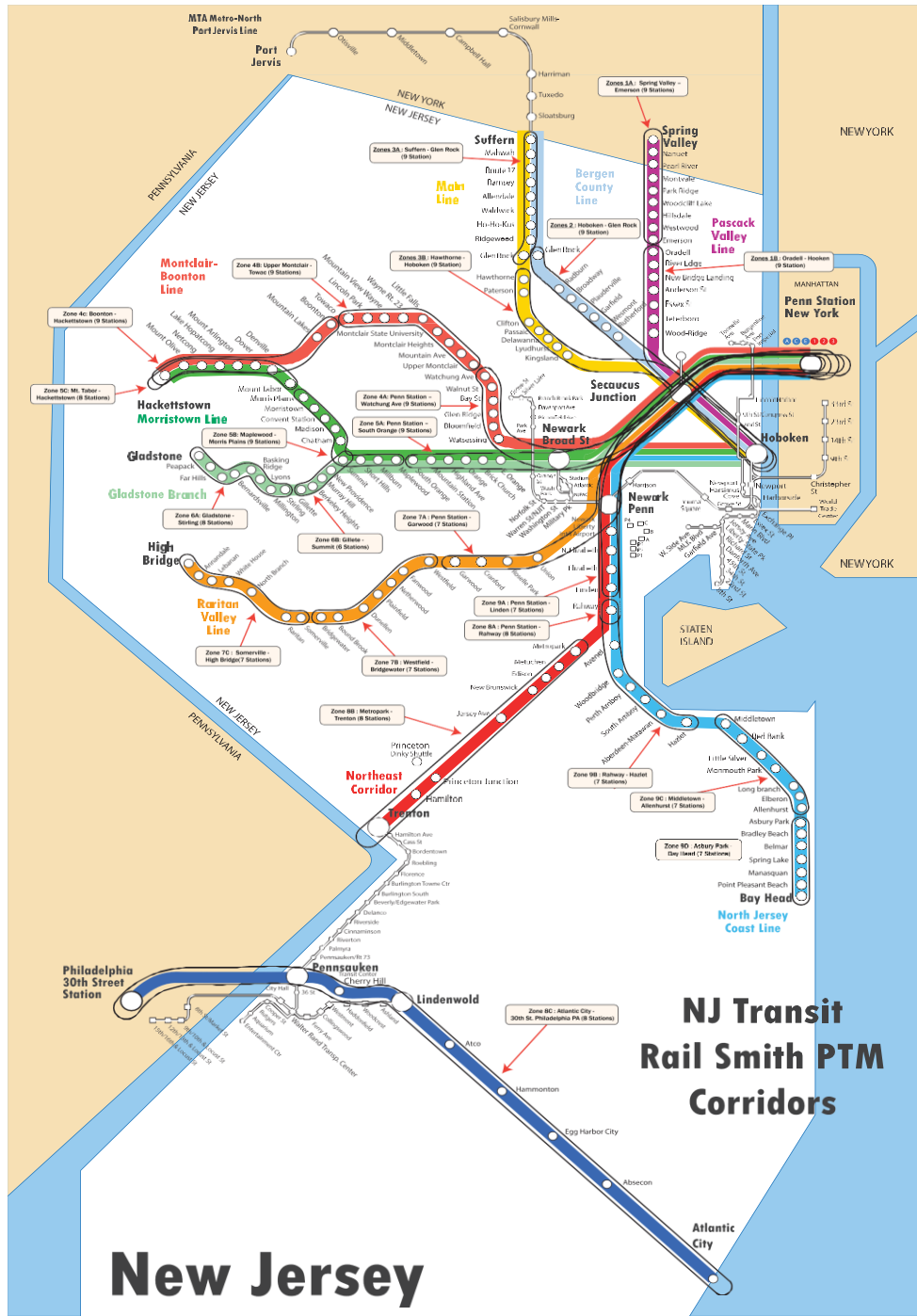
NEW JERSEY TRANSIT - RAIL

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New Jersey

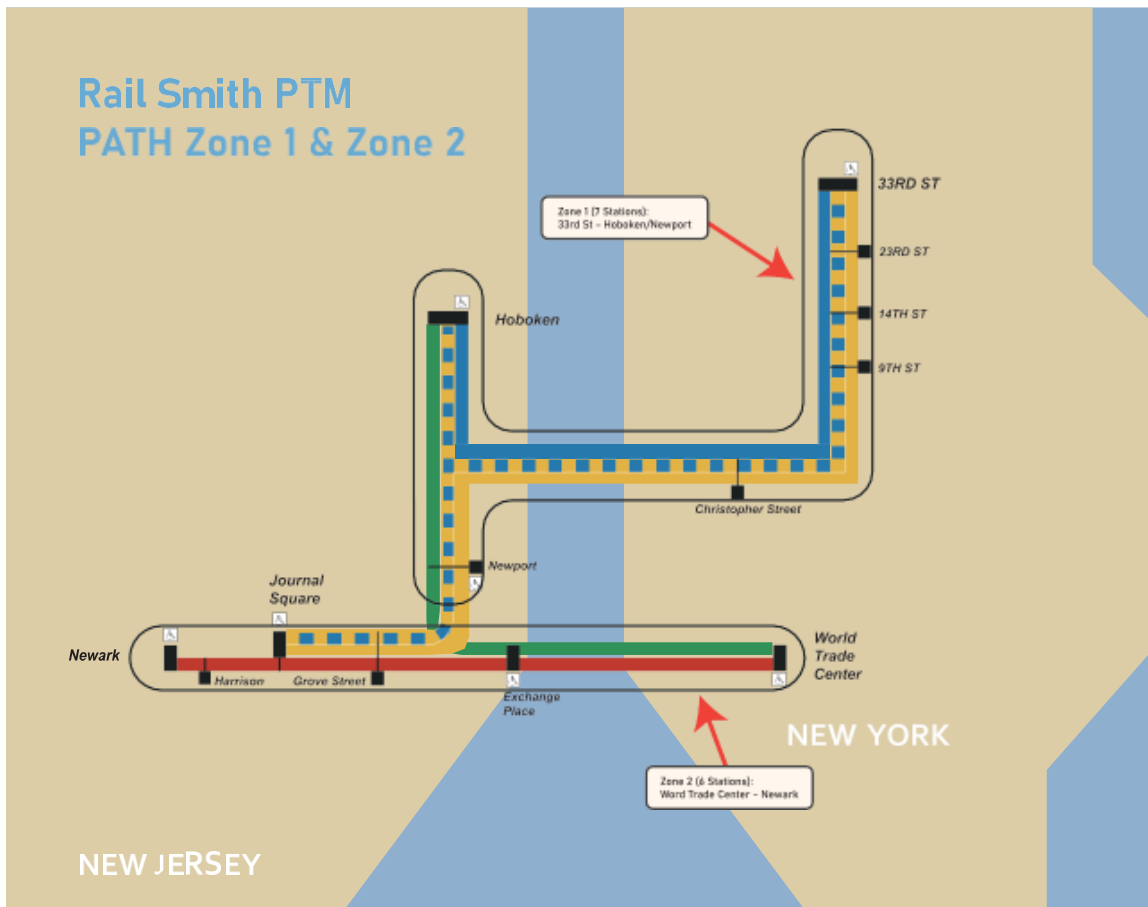
NJ Transit
Rail Smith PTM
Corridors

PORT AUTHORITY TRANS HUDSON - RAIL

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SEPTA – RAIL PHILADELPHIA, PA

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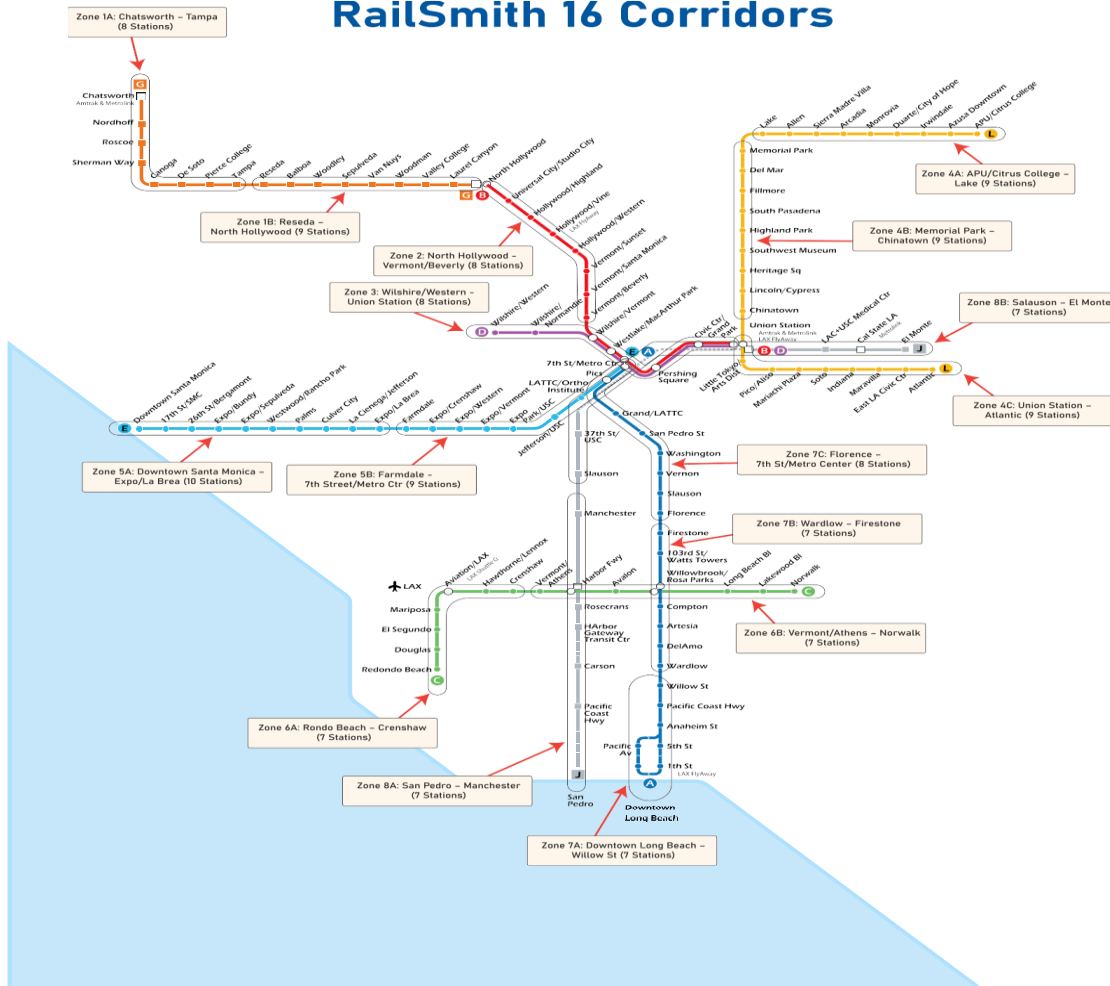
LOS ANGELES, CA METRO - RAIL

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Los Angeles Metro Rail RailSmith 16 Corridors

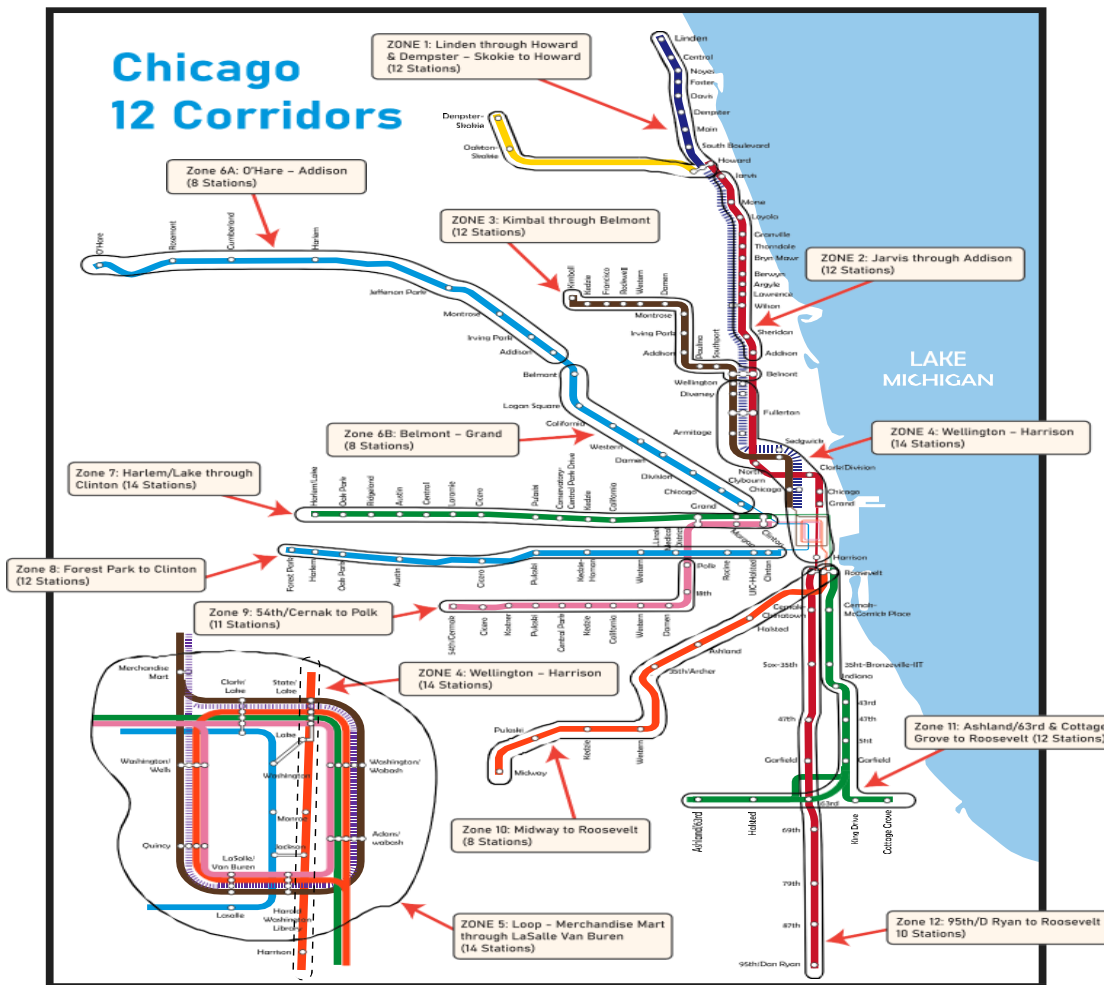


CHICAGO, IL CTA – RAIL “L”

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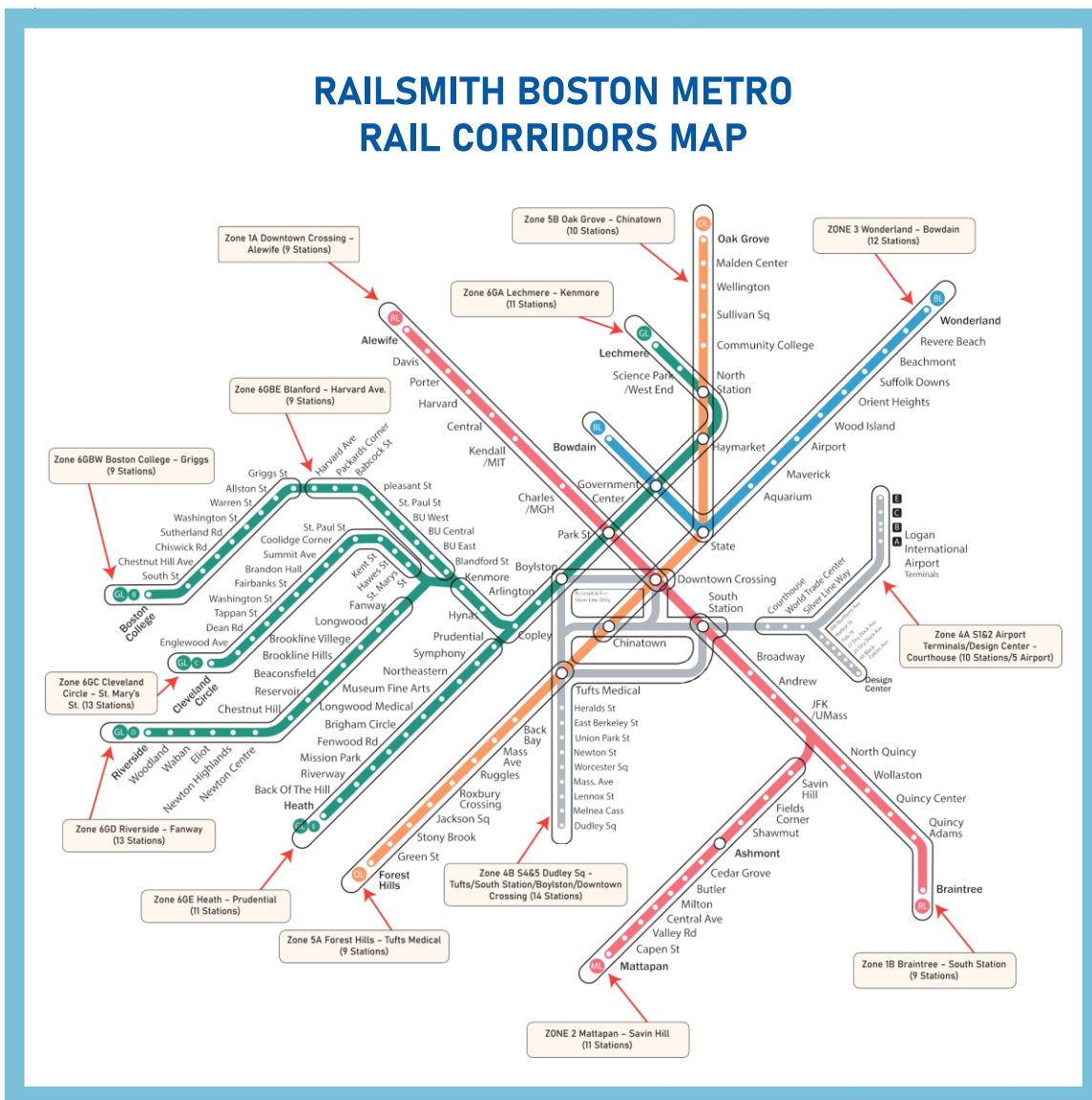


BOSTON, MA (MBTA – RAIL)

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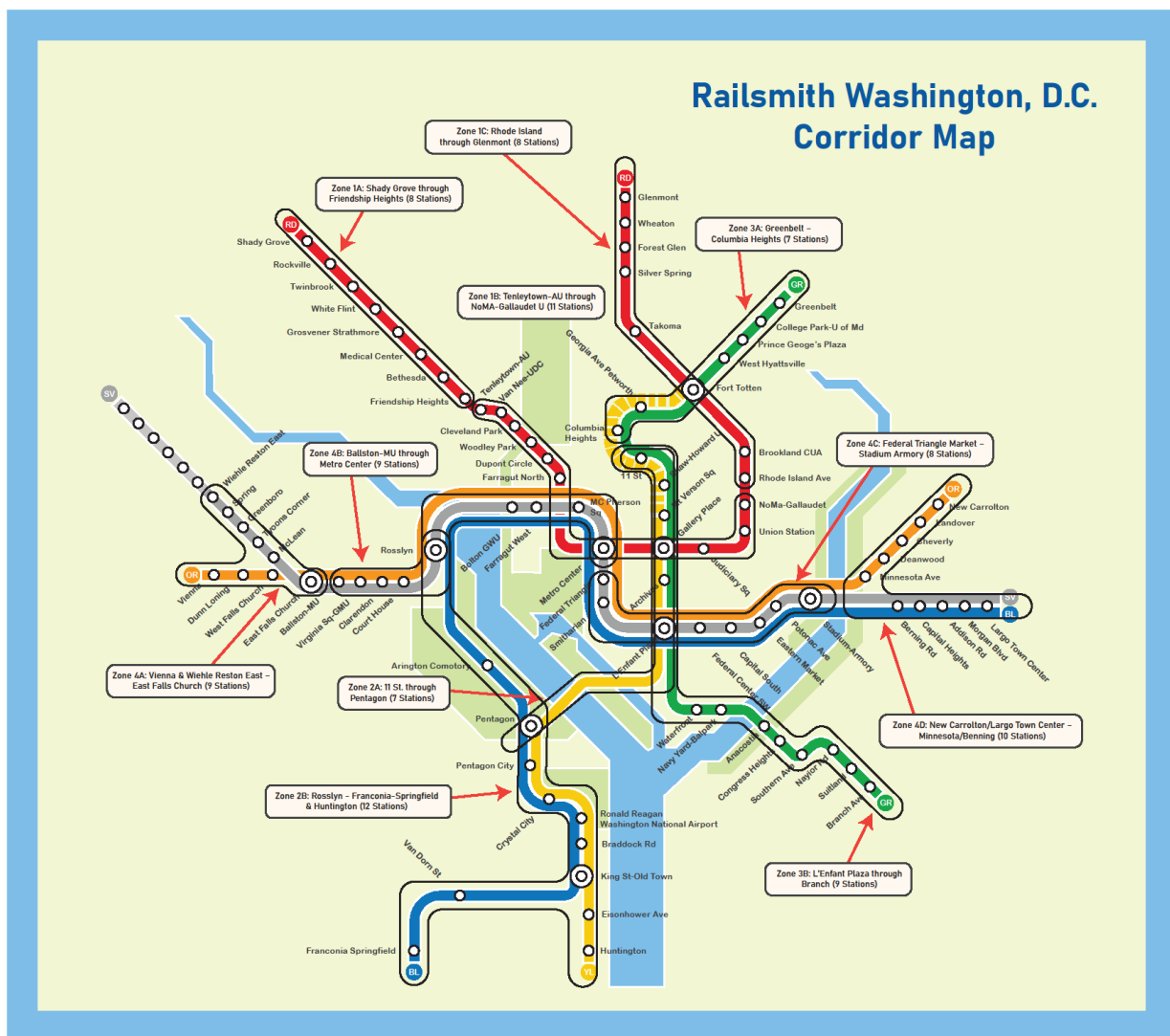


WASHINGTON, DC (WMATA – RAIL)

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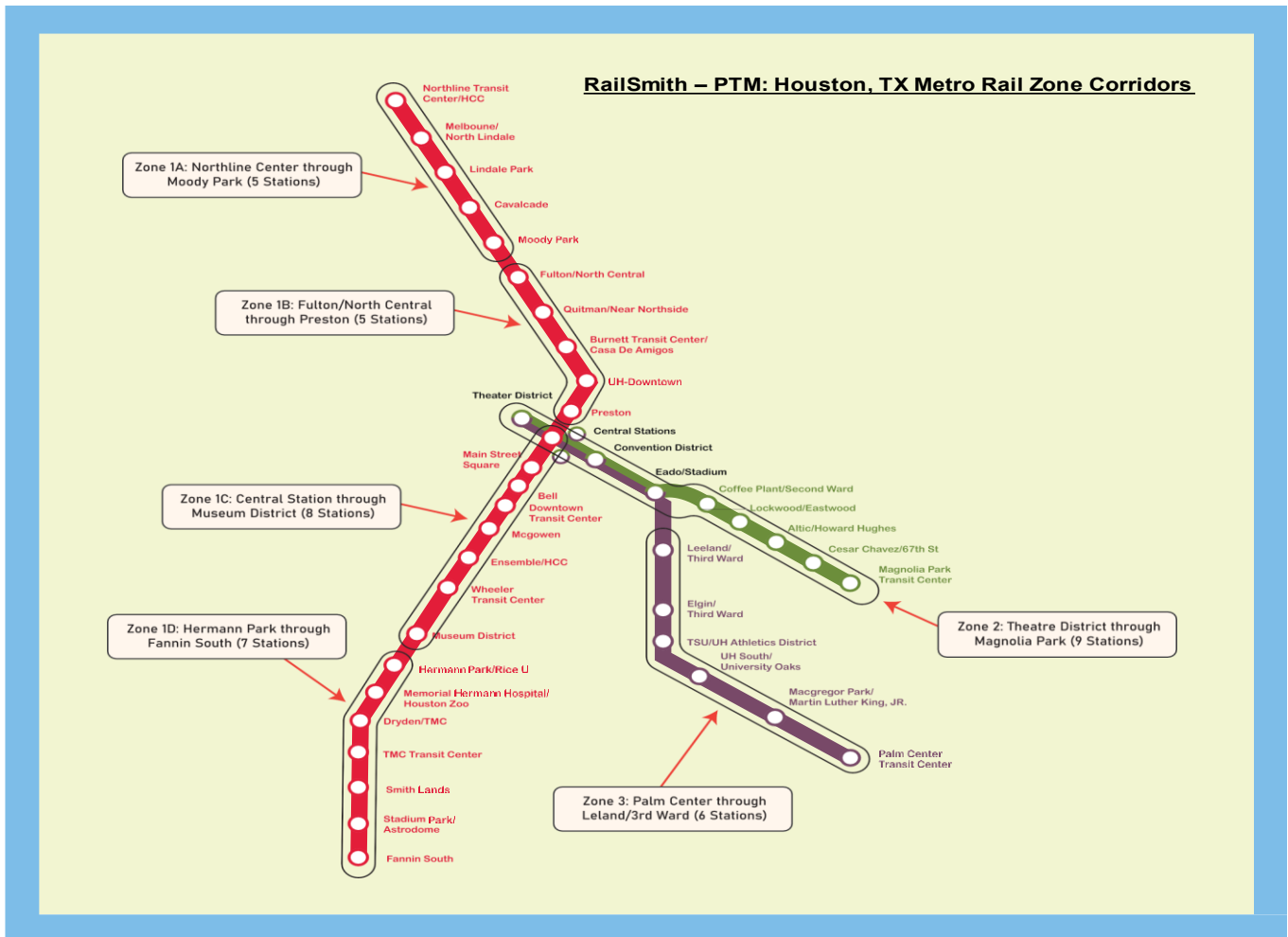


HOUSTON, TX METRO - RAIL

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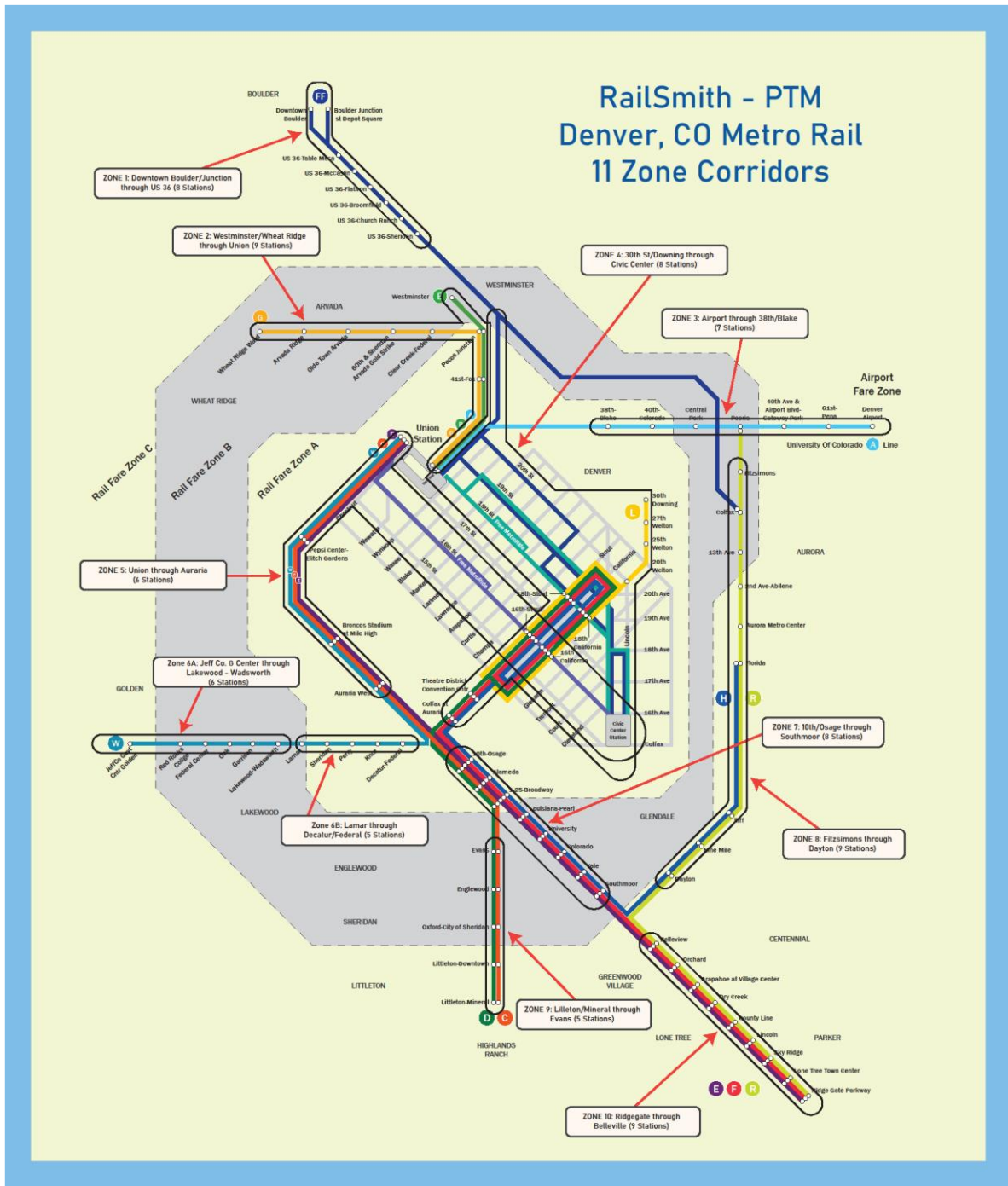


DENVER, CO METRO - RAIL

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SAN FRANCISCO/OAKLAND, CA (BART – RAIL)

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ATLANTA, GA (MARTA – RAIL)

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METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY


Rail Map

RailSmith- PTM Atlanta, GA MARTA Rail 7 Zone Corridors

Legend

- RED LINE
- RED LINE NIGHT TIME SERVICE
After 9 pm, Saturday to 4 am City only. Transfer to the Blue Line for service between Lindbergh Center and Doraville.
- GOLD LINE
- BLUE LINE
- EXPRESSWAY AVS
- GREEN LINE
Weekday Service Restricted to Edgewood/Candler Park until 9 pm
- GREEN LINE NIGHT SERVICE
After 9 pm, Saturday to 4 am City only. Transfer to the Blue Line for service between Lindbergh Center and Doraville.
- STATIONS WITH LONG-TERM AND FREE DAILY PARKING
- MARTA RIDE STORE
- REDUCED FARE OFFICE
- LOST & FOUND
- STATIONS WITH RESTROOMS
- ATLANTA STREETCAR CONNECTION
- STREETCAR ROUTE
- STREETCAR STOP
- MARTA RAIL CONNECTION

Regional Connections

- COBB LINC
WWW.COBBLINC.COM
(770) 427-4444
- STATIONS SERVED
- GWINNETT COUNTY TRANSIT
WWW.GWINNETTCOUNTYTRANSIT.COM
(770) 822-5010
- STATIONS SERVED
- GRITA EXPRESS
WWW.GRITAEXPRESSGA.COM
(404) 463-4782
- STATIONS SERVED
- ZEPHRA (A/C/M/SH/INGW/WR/CE)
WWW.ZEPHRA.COM 1-866-4DCOM
- RELAY (A/B/E/SH/INGW/WR/CE)
WWW.RELAYATLANTA.COM 678-710-9900
- A METRAK
WWW.AMETRAK.COM 1-800-USA-RAIL
Bus Route 110 from Arts Center Station
- GREYHOUND US LINES'S OUTSTANDING STATES
WWW.GREYHOUND.COM 800-233-5222
Exit at Garnett Station
- HARTSFIELD/JACKSON ATLANTA INTERNATIONAL AIRPORT
WWW.ATLANTA-FASTRIP.COM 800-719-1919
Red and Gold Lines before 9 pm, Gold Line only after 9 pm. Transfer to the Red Line at Lindbergh Center to continue to/from North Springs.

IN CASE OF EVACUATION

EMERGENCY PHONES ARE INSTALLED BY A BLUE LIGHT. LOCATE FOR DIRECT LINE TO CONTROL CENTER.

DANGER
Do not touch the high-voltage electric third rail.


DANGER
Do not touch the high-voltage paddle units which protrude from the endplate of the train.

IF INSTRUCTED TO OPEN DOORS IN AN EMERGENCY, USE THE CENTER DOOR. LOCATE THE EMERGENCY DOOR RELEASE HANDLE, OPEN THE DOORS CAREFULLY, THE EMERGENCY RELEASE HANDLE AND PUSH DOOR OPEN INTO THE PASSENGER AREA AND EXIT THE VEHICLE.

IF IN CASE OF EMERGENCY EVACUATION, RESCUE PERSONNEL WILL ASSIST PASSENGERS WITH DISABILITIES. IF EVACUATION IS NECESSARY BEFORE RESCUE PERSONNEL ARRIVE, PLEASE ASSIST SUCH PASSENGERS. LEAVE WHEELCHAIR ON TRAIN.

EVACUATION INSTRUCTIONS

- 1 Listen to and follow the Train Operator's instructions.
- 2 If necessary, call the Train Operator on the intercom located at either end of the car.
- 3 In an emergency evacuation, make sure the train has stopped.



MARTA Apps

MARTA On the Go:

- Real-time bus & rail
- Schedules
- Service alerts
- Connecting bus routes

MARTA See & Say:


- Report suspicious activity directly to MARTA Police
- Discrete way to send text and photos

CONTACT

GENERAL
www.marta.com
404-848-5000
TTY: 404-848-5665
Accessible Format: 404-848-4037

MARTA POLICE
Treat MPO: (404) 334-5355
or Call (404) 848-9211 if you see something out of the ordinary.

Atlanta Streetcar



Key Venues

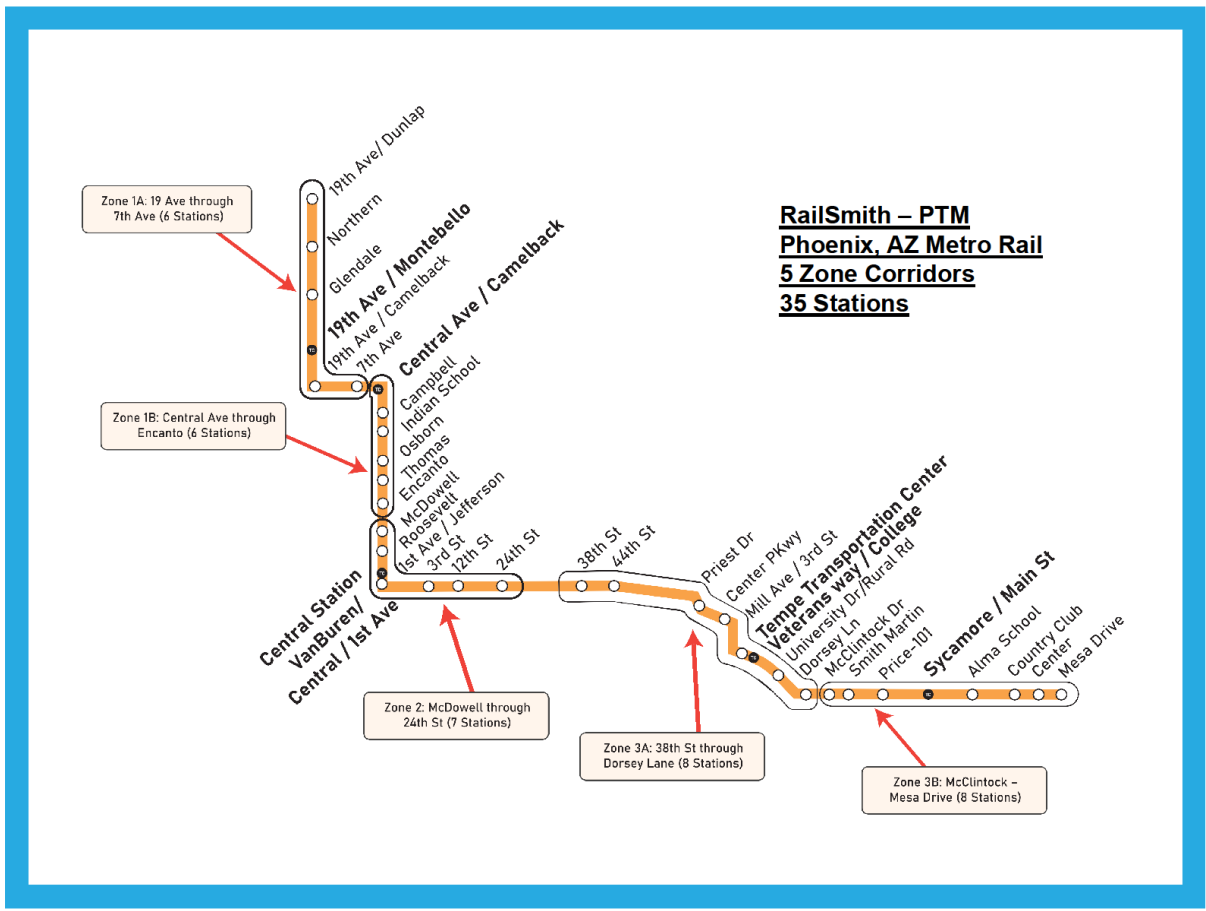
- Mercedes Benz Stadium
- State Farm Arena
- Centennial Olympic Park
- Georgia World Congress Center

PHOENIX, AZ METRO - RAIL

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RAIL SMITH - PERFORMANCE TEAM MANAGEMENT

APPLICATION TO ADDITIONAL COMMUTER and FREIGHT RAILROADS and OTHER INDUSTRIES

In addition to the 16 railroad systems that are presented within this manuscript the basic very beneficial components of **Rail Smith – Performance Team Management** can be applied to most, if not all other, passenger, commuter, and freight railroad systems along with utilities infrastructure (water, sewer, electrical power distribution, roadways), passenger bus systems, trucking, and air transportation.

All Amtrak, other commuter and freight (CSX, Norfolk Southern, Conrail, etc.) railroads can be segmented into zone corridor performance teams of similar sizes (typically track mileage based) for operations and maintenance performance monitoring, creation of internal performance league competitions, performance recognition awards, railroad zone corridor systematic capital project annual shutdowns, corridor name branding, and other income revenue streams (corridor merchandising, corridor corporate sponsorships, etc.).

Similarly, for utilities infrastructure (water, sewer, electrical power distribution, and roadways) along with truck and air transportation zone corridor performance teams can be created (typically mileage based) for operations, and maintenance performance monitoring, creation of internal performance league competitions, performance recognition awards, railroad zone corridor systematic capital project annual shutdowns, corridor name branding, and other potential income revenue streams (corridor merchandising, corridor corporate sponsorships, etc.).

Upon request (railsmithptm@gmail.com) Rail Smith PTM Corporation will create Performance Enhancement Team Zone Corridors and management team personnel reporting structures and business improvements complete detailed presentations for all additional railroads, utilities agencies, and private businesses, as has been developed for the MTA – New York City Transit railroad as contained within this manuscript.

Contact Us: Gary@railsmithptm.com Website: www.railsmithptm.com

This book is a tribute to my late parents, Booker T and Jacqueline Smith, along with my former MTA-NYC Transit mentor, the late Frank G. Rankin. Rail Smith – PTM could not have been created without your guidance and support.