



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JULY 23, 2026

ATLANTA, GEORGIA

MEETING MINUTES

1. CALL TO ORDER AND ROLL CALL

Committee Chair Ryan Loke called the meeting to order at 10:07 A.M.

Board Members

Present:

Al Pond
Freda Hardage
Roderick Frierson
Jacob Tzegaegbe
Sagirah Jones
Ryan Loke
Sarah Galica
Elizabeth Bolton-
Harris DeVon
Hudson

Board Members

Absent:

Kathryn Powers
Russell McMurry
Valencia
Williamson
Jennifer Ide
Jannine Miller
Shayna Pollock

Staff Members

Present:

Jonathan Hunt
Rhonda Allen
Kevin Hurley
Paul Lopes
Ralph
McKinney
Paula Nash
Steven Parker

Also in Attendance: Jena Barnett, Phyllis Bryant, Stephany Fisher, Sarah Greenberg, Daniel Hecht, Jacqueline Holland, Tyrene Huff, Nadia Lawrence, and Adelle Perez

2. APPROVAL OF THE MINUTES

Minutes from June 25, 2026

Approval of the minutes from June 25, 2026. On a motion by Board Member Tzegaegbe, seconded by Board Member Bolton-Harris, the motion passed by a vote of 9 to 0 with 9 members present.

3. BRIEFING

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Paul Lopes, Chief of Operations and Urban Planning, provided a briefing on the Rail & Streetcar KPIs.

Passenger Access Program

Adelle Perez, Operations Program Manager, provided a briefing on the Passenger Environment Program.

Maintenance and Rehabilitation Performance Briefing

Daniel Hecht, Deputy Chief of Maintenance and Rehabilitation, provided a briefing on the performance of Maintenance and Rehabilitation.

4. OTHER MATTERS

FY26 May Key Performance Indicators (Informational Only)

5. ADJOURNMENT

The Committee meeting adjourned at 11:02 A.M.

Respectfully submitted,



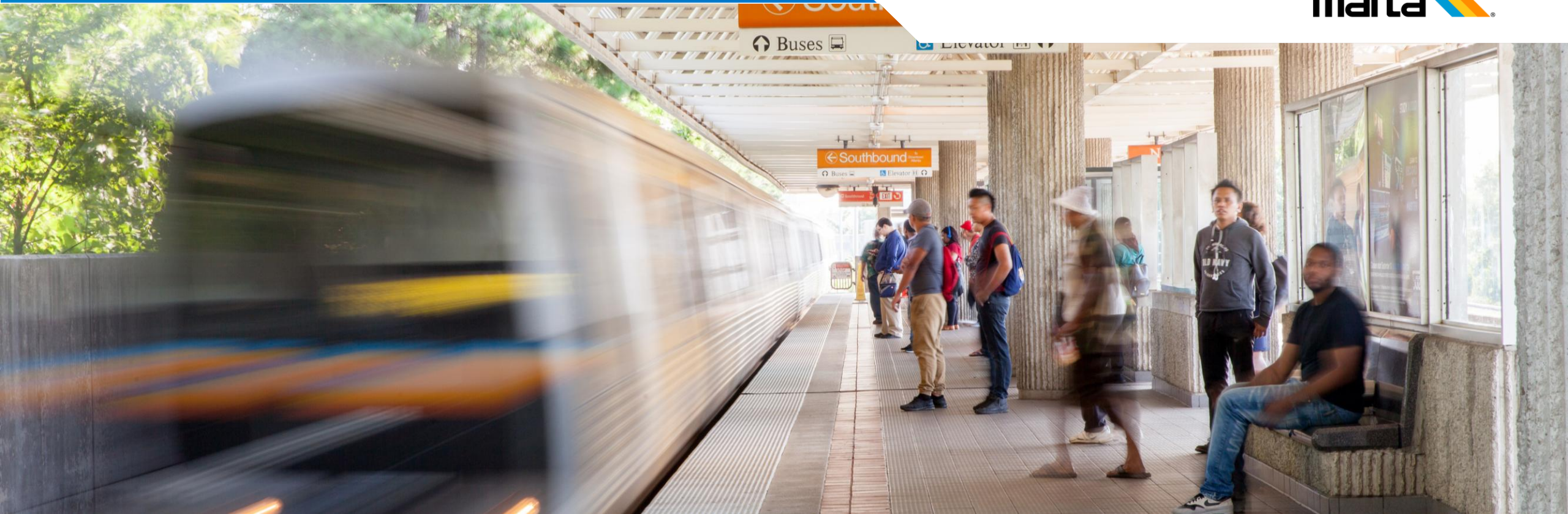
Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: <https://youtube.com/live/rtRAYkFD2eM?feature=share>

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Operations and Safety Committee
July 23, 2026

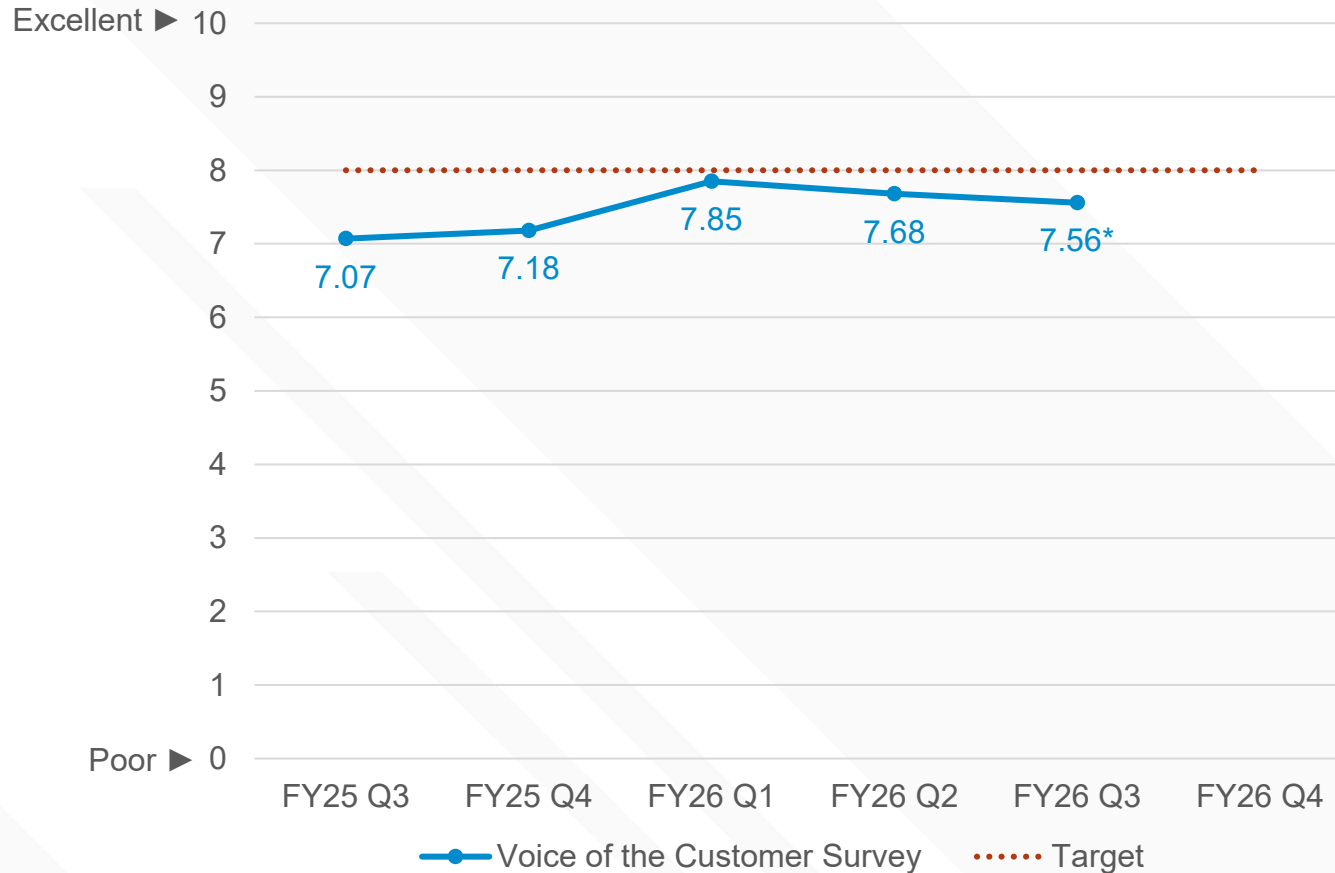
Paul Lopes
Chief of Operational and Urban Planning



Safe

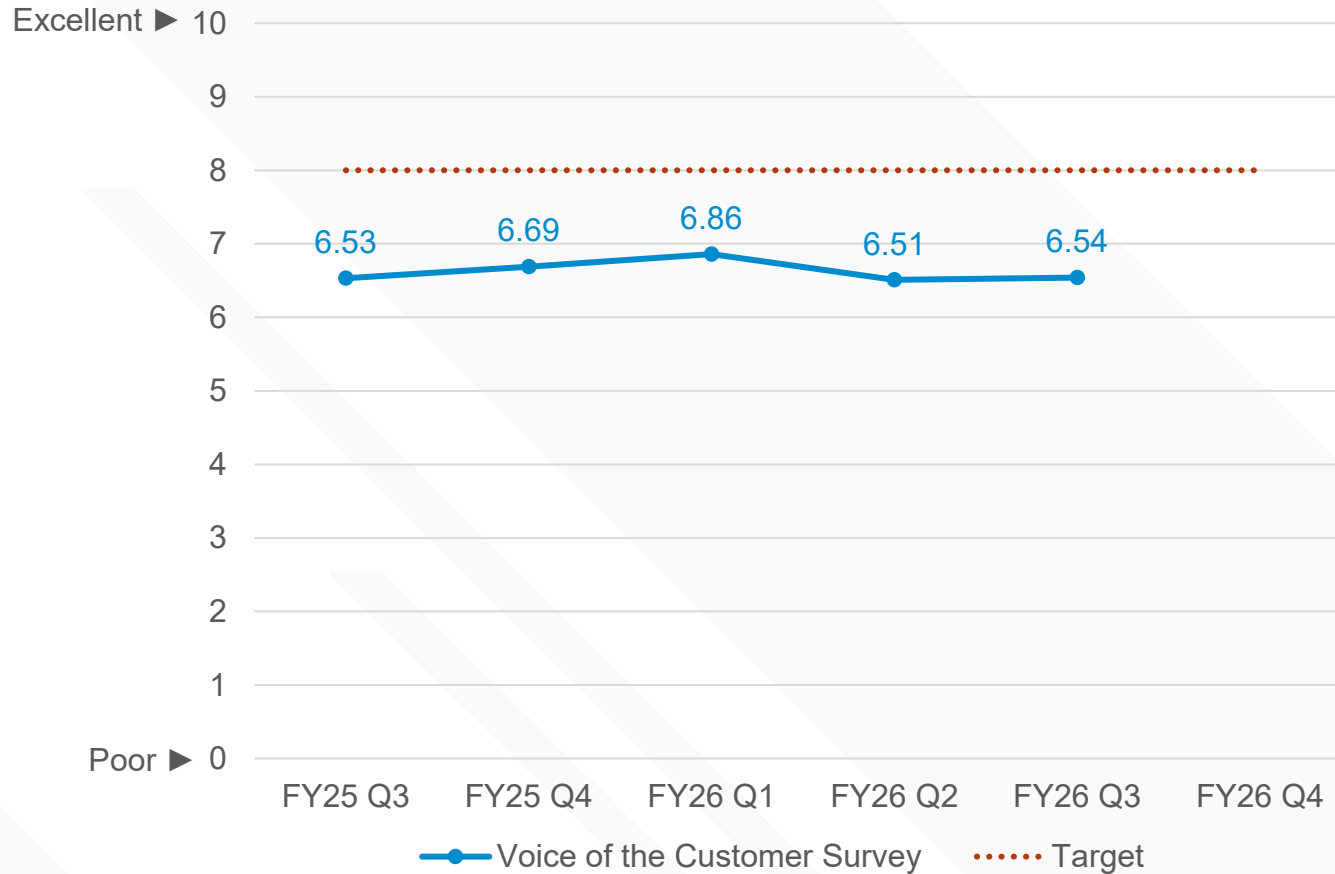
- Customer Rating for Feeling Safe from Accidents on Rail
- Customer Rating for Feeling Safe from Crime on Rail

Customer Rating for Feeling Safe from Accidents on Rail



- Average customer rating for: Operators driving trains safely, environment free of hazards on trains and in stations
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- *Increase in FY26 Q3 rating is statistically significant compared to FY25 Q3 rating

Customer Rating for Feeling Safe from Crime on Rail

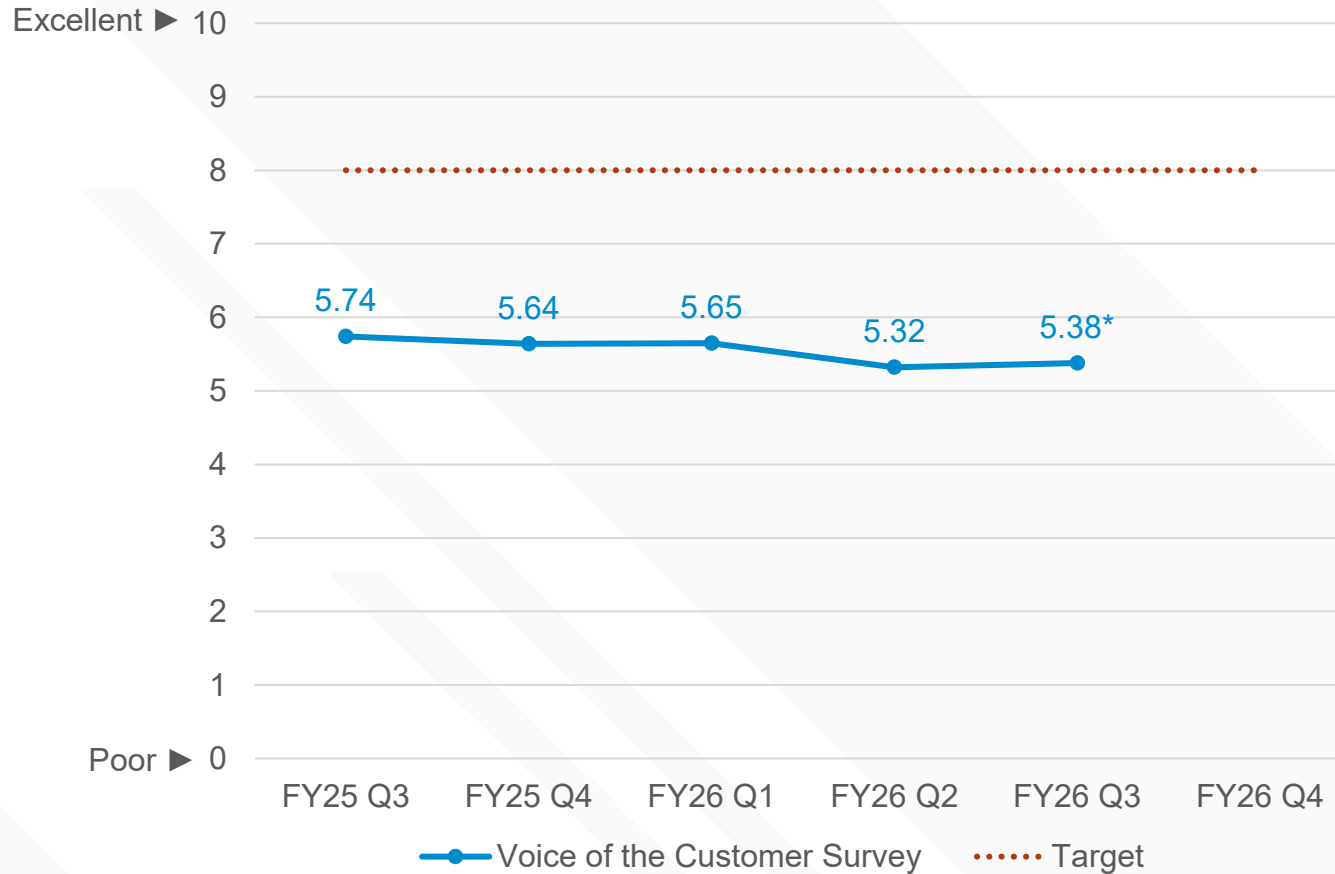


- Average customer rating for: Feeling safe from crime while riding the train and in stations
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- Differences between ratings are not statistically significant

Clean

- Customer Rating for Rail Service Cleanliness

Customer Rating for Rail Service Cleanliness

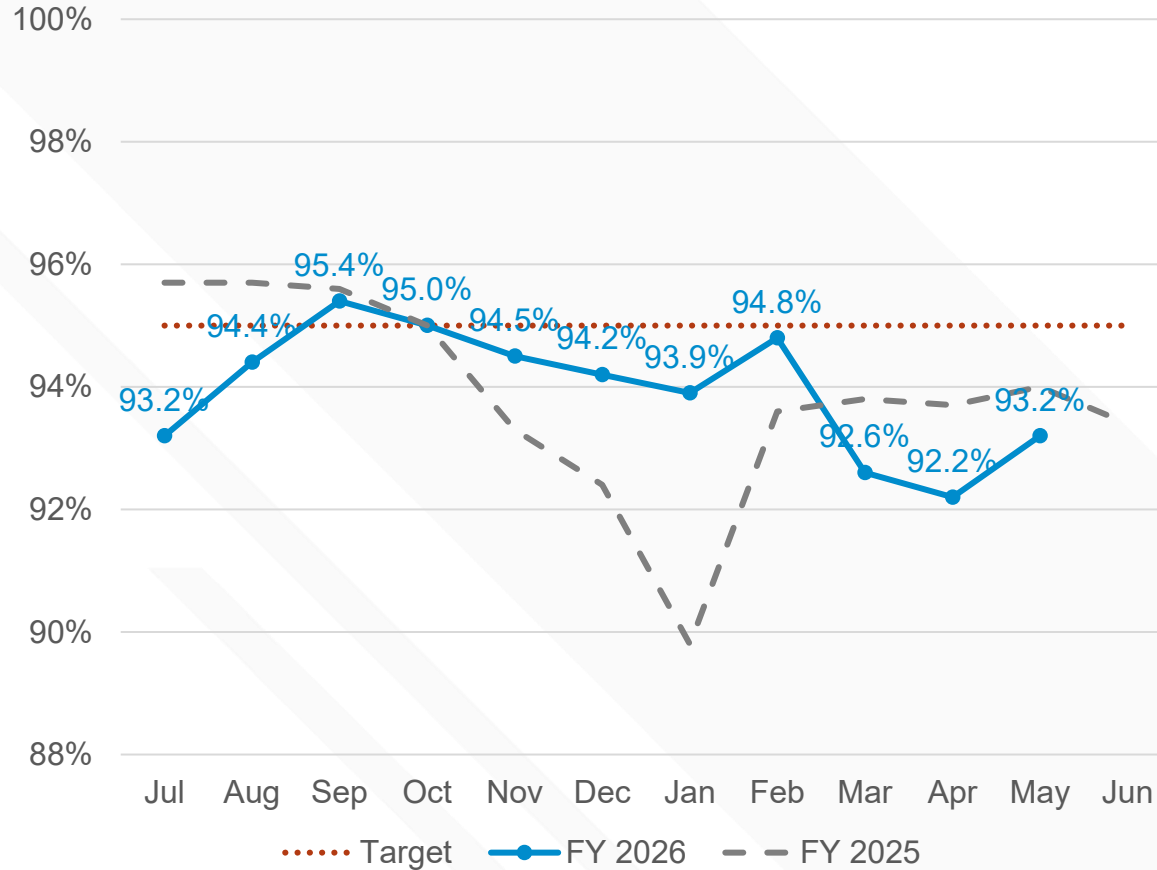


- Average customer rating for: Cleanliness on trains, in stations, around stations, restrooms, and elevators
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better
- *Decrease in FY26 Q3 rating is statistically different from FY25 Q3 rating

Reliable

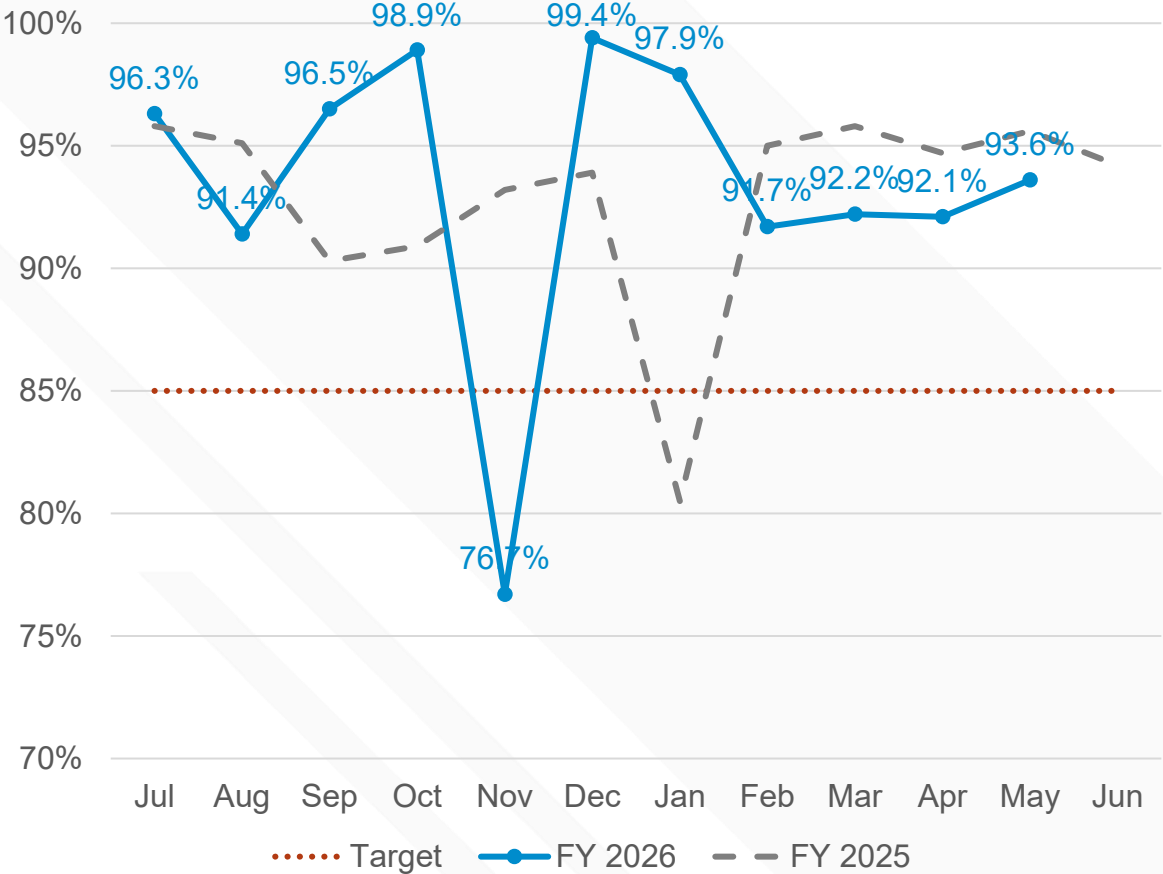
- Rail On-Time Performance
- Streetcar On-Time Performance
- Rail Missed Trip Rate
- Streetcar Missed Trip Rate
- Customer Rating for Rail Service Reliability

Rail On-Time Performance



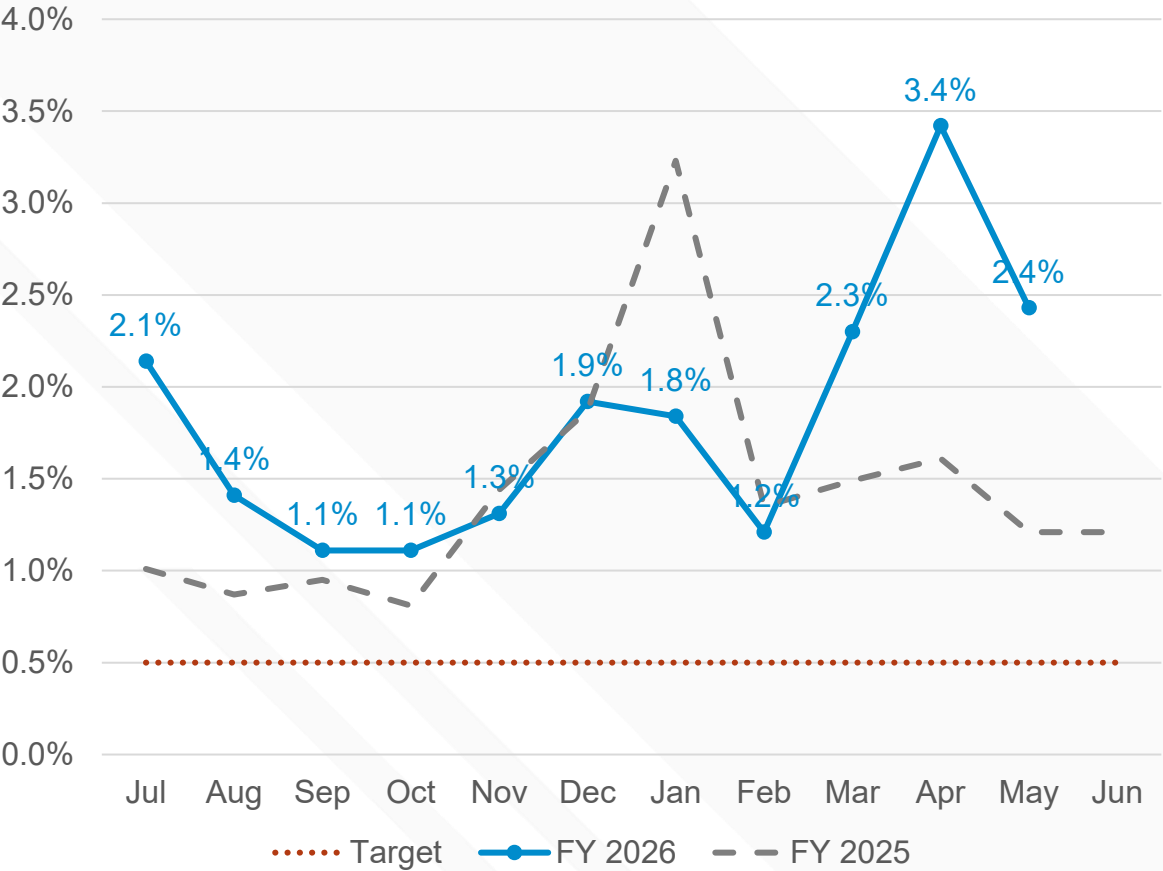
- Measures how closely rail service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 95%
- Higher is better

Streetcar On-Time Performance



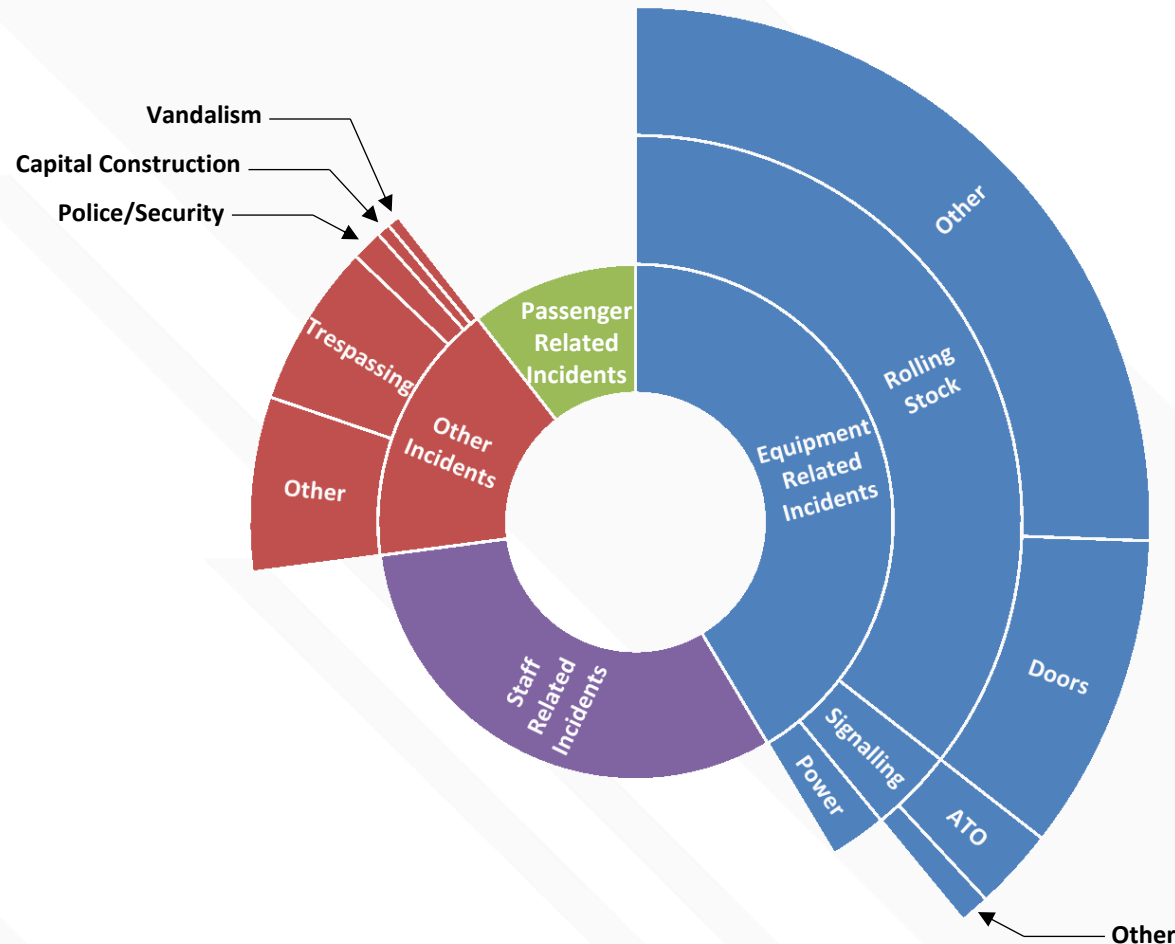
- Measures how closely streetcar service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 85%
- Higher is better

Rail Missed Trips Rate



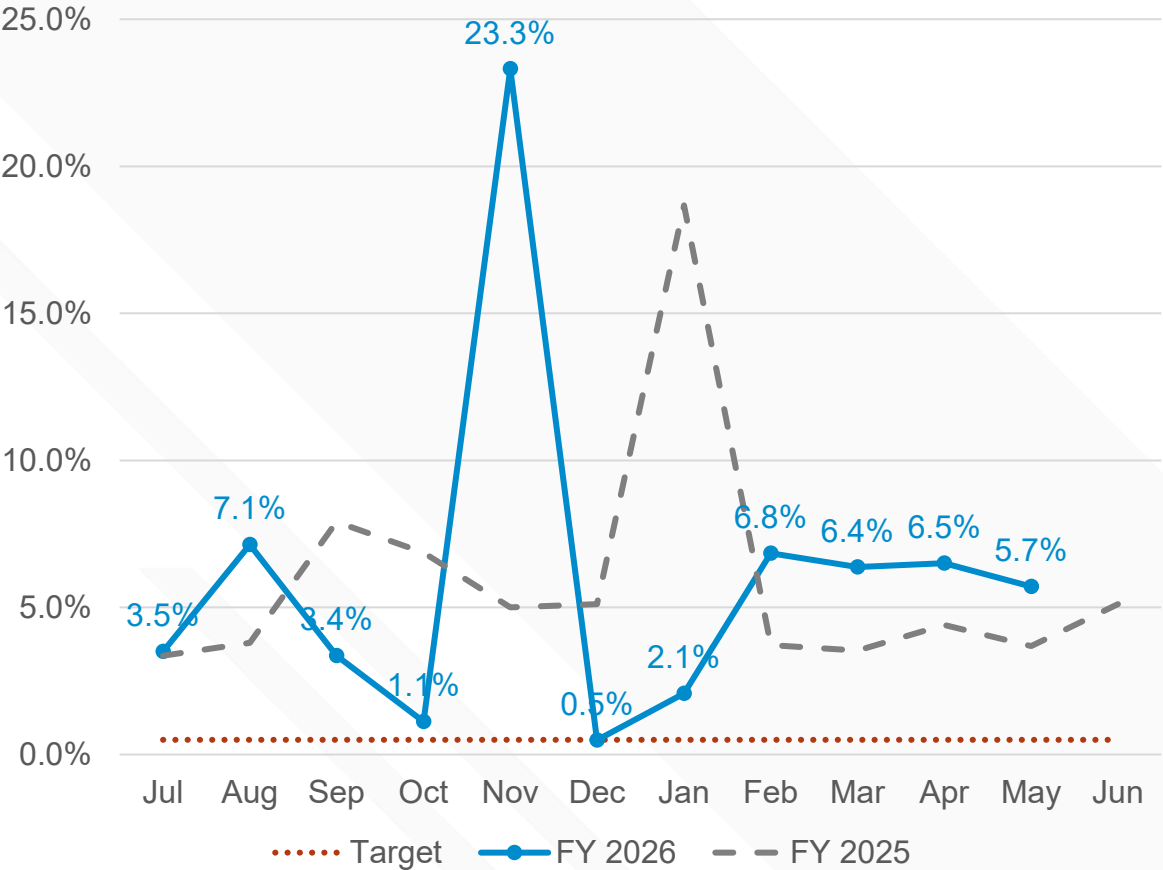
- Percentage of scheduled rail trips that were not delivered
- Target is 0.5% or lower

FY 2026 Fourth Quarter Heavy Rail Missed or Delayed Trips By Cause



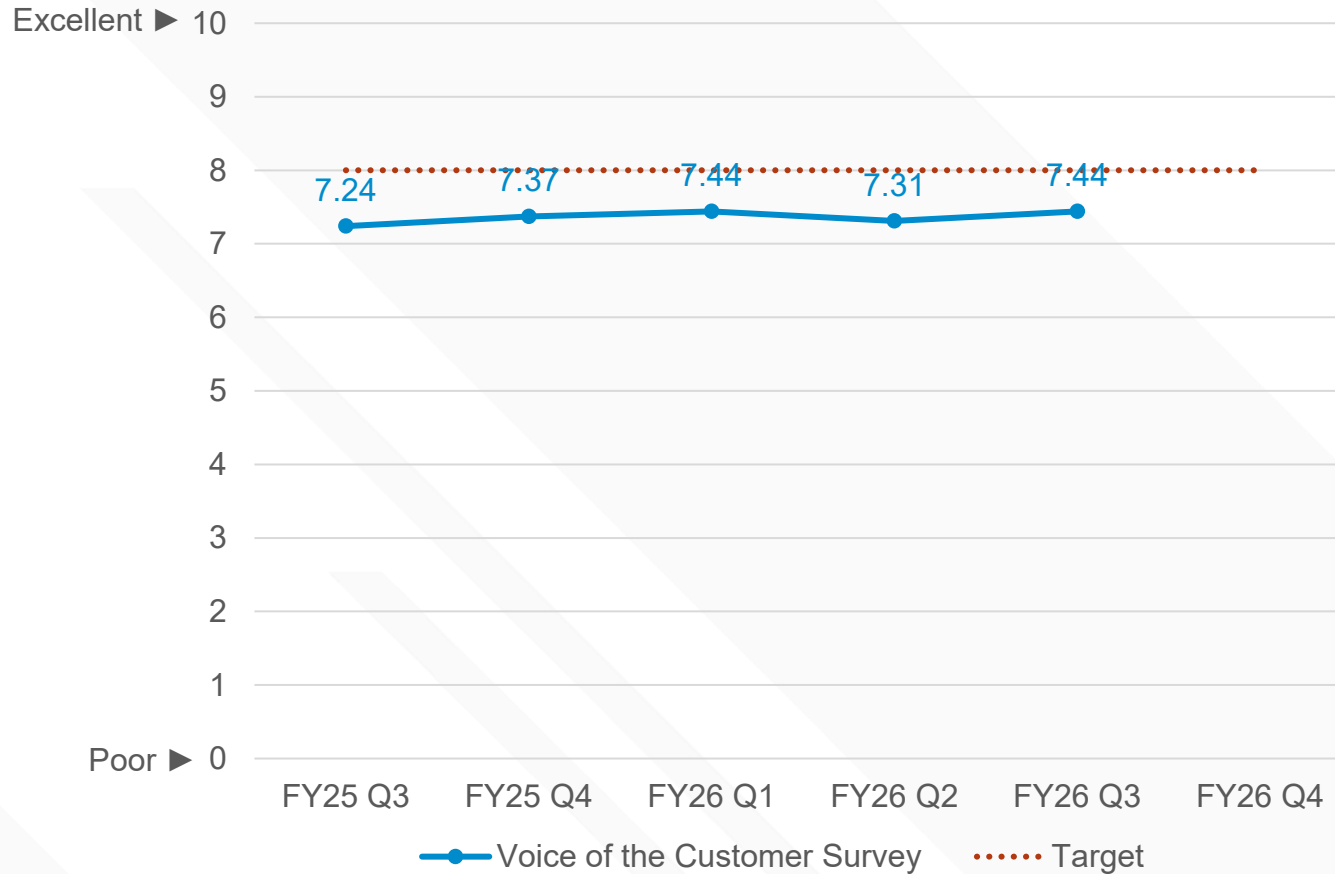
- ~5,000 (7.3%) of 68,277 scheduled heavy rail trips delayed or missed in FY26 Q4
- 41% due to equipment-related incidents (e.g., door fault, friction brake fault, air-related fault)
- 31% due to staff-related incidents (e.g., no operator, late from yard, not keyed up)
- 11% due to passenger-related incidents (e.g., bodily fluids, medical emergency, pulled door cord)
- 17% due to other causes (e.g., unauthorized person wayside, wayside fire)

Streetcar Missed Trips Rate



- Percentage of scheduled streetcar trips that were not performed
- Target: 0.5%
- Lower is better

Customer Rating for Rail Service Reliability



- Average customer rating for: On-time performance, service levels, and transfers
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- Differences between ratings are not statistically significant



Thank You



PASSENGER ENVIRONMENT PROGRAM

July 23, 2026

ADELLE PEREZ

OPERATIONS PROGRAM MANAGER

Vision & Overview

VISION

The vision for the Passenger Environment Program is designed to create a more coordinated and proactive approach to passenger-facing cleaning operations by aligning station services, cleaning operations, transit hubs, and bus shelter maintenance under a single operational framework.

OVERVIEW

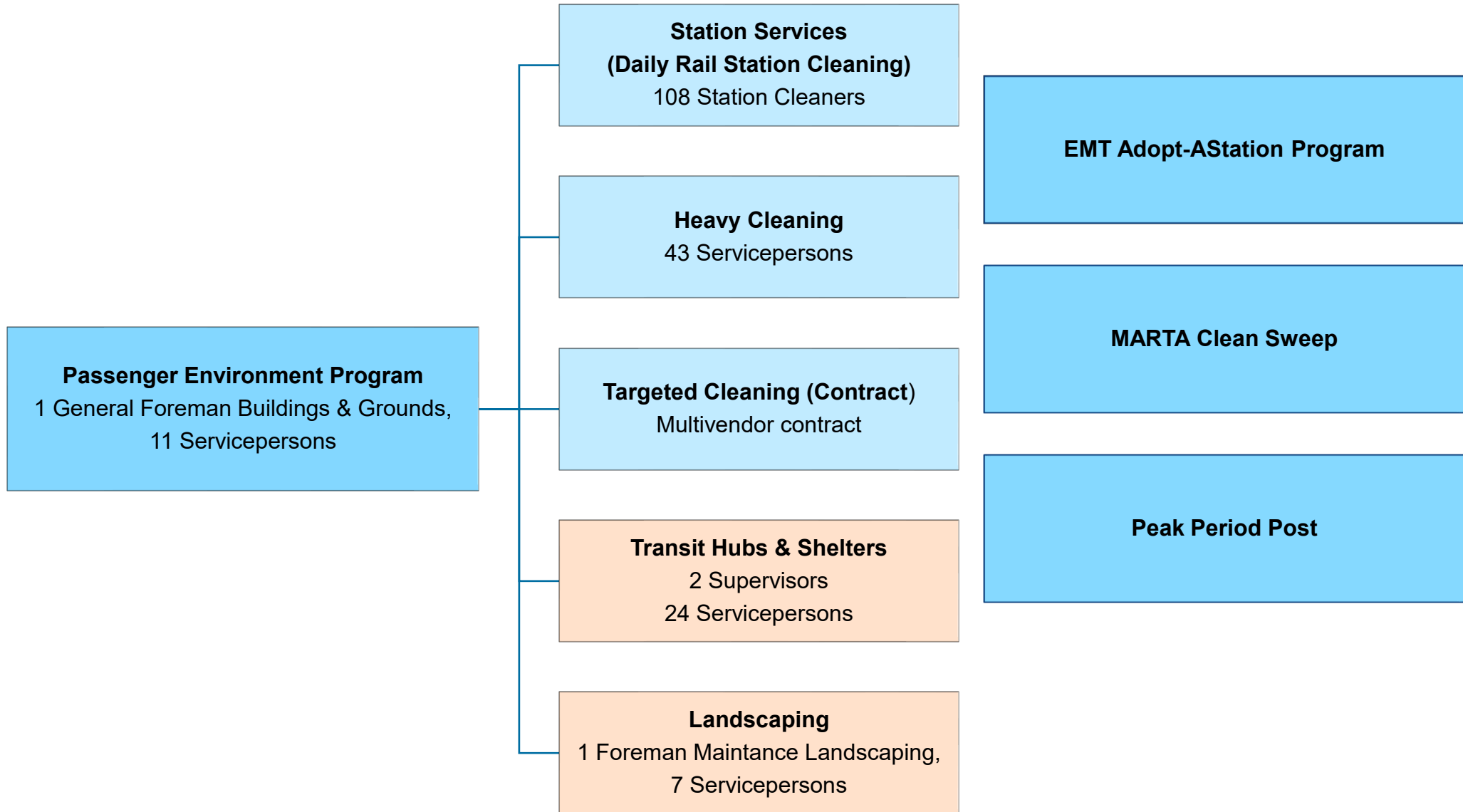
The Program adopts a unified operational approach that is focused on improving the cleanliness, appearance, safety, and overall customer experience across all MARTA passenger-facing facilities.

The Program centralizes key operational functions under a coordinated structure to ensure consistent service delivery, accountability, and rapid response to customer and operational needs.

The Program supports daily operations, special events of all sizes, and long-term overall system appearance across rail stations, transit hubs, bus shelters, and surrounding passenger access areas.

The Program increases operational accountability, enhance coordination between internal teams and contractors, and utilize technology and performance metrics to improve service delivery.





Daily Rail Station Cleaning

Rail Station Services

Responsible for the daily appearance, inspection, and operational readiness of all rail stations and passenger-access areas.

Responsibilities include:

- Station appearance management
- Daily inspections and reporting
- Concourse and platform cleanliness
- Escalator and elevator coordination
- Graffiti response
- Emergency and special event support
- Coordination with DSQA, IOC, and Capital Programs



24-Hour Cleaning Service Initiative

Station Services is actively working toward implementing a 24-hour cleaning service model across the rail system to improve system appearance, customer experience, and response times. The initiative is intended to provide continuous cleaning coverage during both revenue and non-revenue service hours.

The initiative will focus on:

- Increased daytime visible cleaning presence
- Overnight deep-cleaning operations
- Rapid response to spills, biohazards, and customer issues
- Continuous restroom and high-touch area maintenance
- Improved coordination between Station Services, Targeted Cleaning, and Heavy Cleaning teams

24-HOUR CLEANING COVERAGE



CONTINUOUS CLEANING COVERAGE

24 Hours a Day | 7 Days a Week | 365 Days a Year



24

Employees
Across 3 Shifts



24/7

Cleaning
Coverage



38

Rail Stations
Served



**Rapid
Response**

Spills, Biohazards
& Customer Issues

Heavy Cleaning Operations

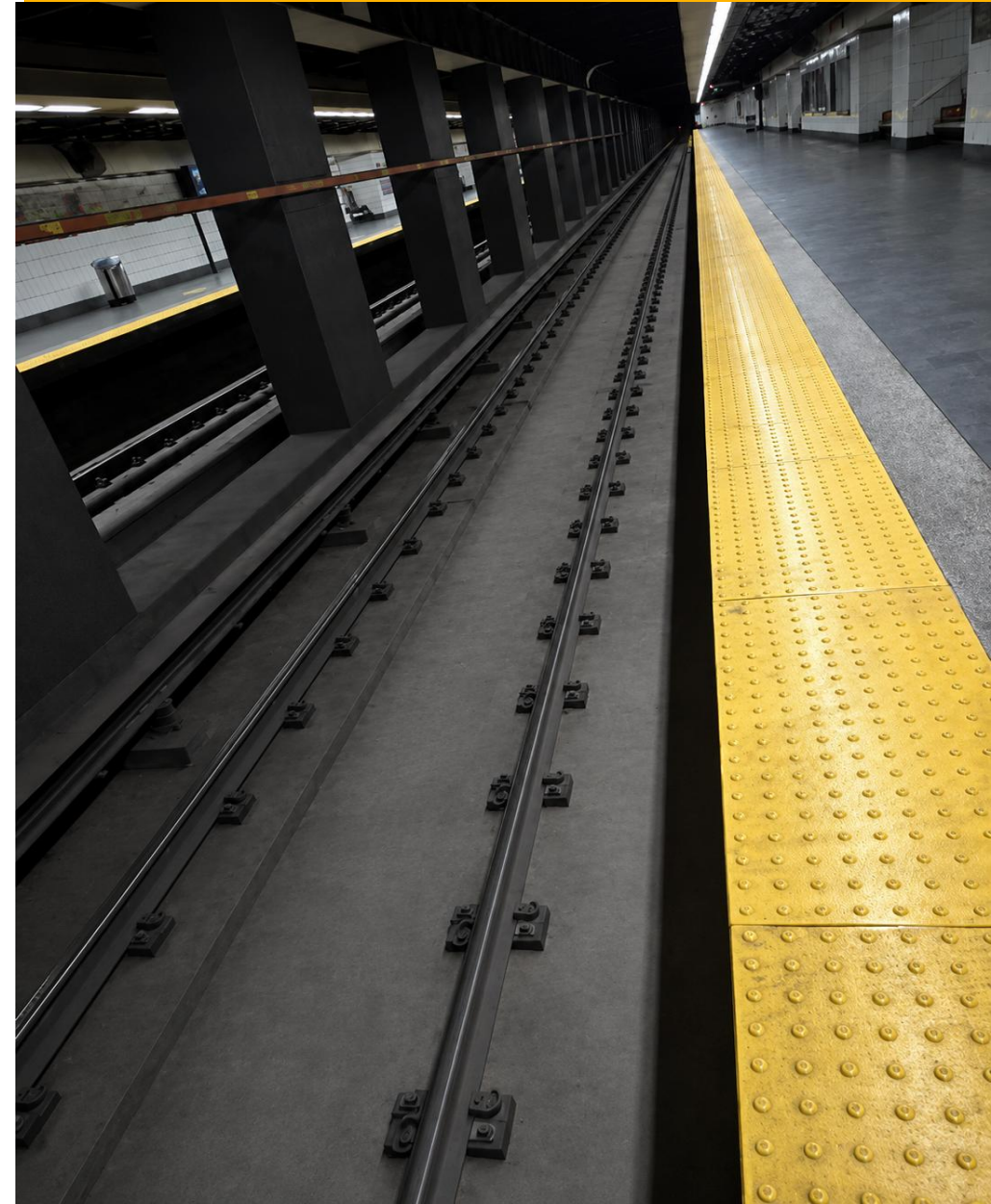
Provides specialized cleaning support requiring advanced equipment, overnight access, or coordinated operational support.

Responsibilities include:

- Trackway cleaning
- Pressure washing operations
- High-level dusting and cobweb removal (**Certified Scissor lift training**)
- Escalator cleaning coordination
- Emergency cleanup response
- Support for single-tracking and operational shutdown events

Operational Support Includes:

- Flagging coordination
- Specialized equipment utilization
- Overnight operational access support



Targeted Cleaning

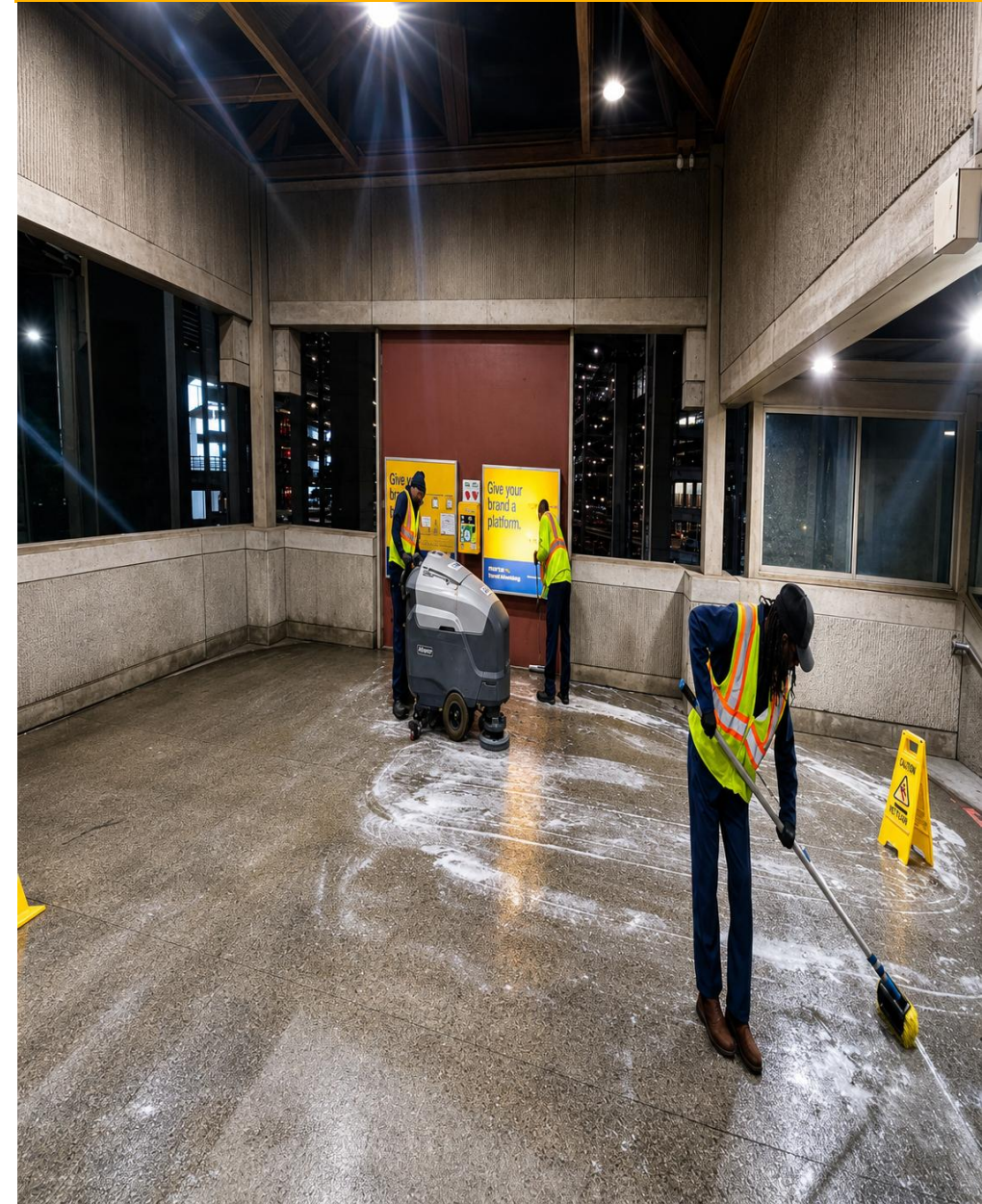
Provides scheduled and reactive deep-cleaning services throughout the rail system using multi-vendor contracts and internal coordination.

Scope includes:

- Platform pressure washing
- Concourse deep cleaning
- High-touch area sanitization
- FIFA and special-event cleaning preparation
- High-priority station appearance response

Program Goals:

- Maintain system cleanliness standards
- Address high-traffic and hotspot locations
- Support enhanced customer experience initiatives



Transit Hubs & Bus Shelter

Responsible for the cleanliness and appearance of transit hubs, bus loops, bus shelters, and related passenger facilities systemwide.

Program Scope Includes:

- Bus shelter cleaning
- Transit hub appearance management
- Trash removal and debris control
- Shelter glass cleaning
- Light landscaping support
- Graffiti removal coordination
- Weather-related response operations

Future Focus Areas:

- Route-based work order management
- GPS and tablet integration
- Seven-day service coverage



Transit Hub & Shelter Cleaning Schedule

1st Shift: 4:00 AM – 12:30 PM

Focus Areas:

- Pre-service shelter cleaning
- Trash removal and debris pickup
- Glass cleaning and stocking
- Transit hub preparation before peak service
- High-priority corridor and complaint response

2nd Shift: 12:30 PM – 9:00 PM

Focus Areas:

- Midday and evening visible cleaning presence
- High-ridership shelter maintenance
- Graffiti response and litter control
- Customer complaint response
- Support for special events and operational needs

Staffing Structure

24-Employees

- 12 two-person crews operating across 2 shifts
- Approximately 10 crews active daily
- Supports servicing 1,933 shelters & amenity stops 2x weekly
- Crews average 64–65 stops per day
- Approximately 7.45 minutes per stop including travel time
- Supports maintenance-level cleaning with limited flexibility for deep cleaning and complaint response

**12**

Two-Person Crews
Across 2 Shifts

**10**

Active Crews
Daily (Approx.)

**64–65**

Stops Per Day
Per Crew

TRANSIT HUB & BUS SHELTER CLEANING

TERRITORY MAP & CREW ASSIGNMENTS

CREW ASSIGNMENTS BY TERRITORY	
1	TERRITORY 1 - NORTH FULTON Crew 1 (AM) Crew 7 (PM)
2	TERRITORY 2 - NORTHEAST Crew 2 (AM) Crew 8 (PM)
3	TERRITORY 3 - EAST Crew 3 (AM) Crew 9 (PM)
4	TERRITORY 4 - SOUTHEAST Crew 4 (AM) Crew 10 (PM)
5	TERRITORY 5 - SOUTH Crew 5 (AM) Crew 11 (PM)
6	TERRITORY 6 - SOUTHWEST Crew 6 (AM) Crew 12 (PM)

CREW COLOR LEGEND	
 Crew 1	 Crew 7
 Crew 2	 Crew 8
 Crew 3	 Crew 9
 Crew 4	 Crew 10
 Crew 5	 Crew 11
 Crew 6	 Crew 12



Each territory is covered by two crews:
AM Crew (1-6) and
PM Crew (7-12).
Same territory. Different shift.



Sample Weekly Schedule

SERVICE DAY	WEEKLY VISIT #	CREW	SHIFT	CREW OFF DAYS	FREQUENCY	ROUTE SEQUENCE	STOPABBR	STOPNAME	CITY	ROUTE	STOP TYPE	TERRITORY
Monday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	41	184022	OLD NATIONAL HWY @ 5615	SOUTH FULTON	89	bench	Territory 6 - Southwest
Monday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	44	184018	OLD NATIONAL HWY @ BISCAYNE DR	SOUTH FULTON	89	shelter	Territory 6 - Southwest
Monday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	45	184062	OLD NATIONAL HWY @ BISCAYNE DR	SOUTH FULTON	89	ad shelter	Territory 6 - Southwest
Tuesday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	4	211049	OLD NATIONAL HWY @ BETHSAIDA RD	SOUTH FULTON	89	bench	Territory 6 - Southwest
Tuesday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	5	211060	OLD NATIONAL HWY @ BETHSAIDA RD	SOUTH FULTON	89	shelter	Territory 6 - Southwest
Tuesday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	9	211080	OLD NATIONAL HWY @ BIGWOOD TRL	SOUTH FULTON	189; 89	bench	Territory 6 - Southwest
Tuesday	1	Crew 6	Shift 1 (4:00 AM - 12:30 PM (30 min lunch))	Friday & Saturday	2x per week	20	184030	OLD NATIONAL HWY @ 5917	SOUTH FULTON	189; 89	bench	Territory 6 - Southwest
Wednesday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	41	184022	OLD NATIONAL HWY @ 5615	SOUTH FULTON	89	bench	Territory 6 - Southwest
Wednesday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	44	184018	OLD NATIONAL HWY @ BISCAYNE DR	SOUTH FULTON	89	shelter	Territory 6 - Southwest
Wednesday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	45	184062	OLD NATIONAL HWY @ BISCAYNE DR	SOUTH FULTON	89	ad shelter	Territory 6 - Southwest
Thursday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	4	211049	OLD NATIONAL HWY @ BETHSAIDA RD	SOUTH FULTON	89	bench	Territory 6 - Southwest
Thursday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	5	211060	OLD NATIONAL HWY @ BETHSAIDA RD	SOUTH FULTON	89	shelter	Territory 6 - Southwest
Thursday	2	Crew 12	Shift 2 (12:30 PM - 9:00 PM (30 min lunch))	Friday & Saturday	2x per week	9	211080	OLD NATIONAL HWY @ BIGWOOD TRL	SOUTH FULTON	189; 89	bench	Territory 6 - Southwest

Operational Benefits

- Increased visible daytime cleaning presence
- Better coverage during peak customer hours
- Faster response to complaints and service issues
- Reduced overtime and emergency call-back needs
- Improved customer experience, shelter appearance, and accountability
- Seven-day operational coverage capability





PASSENGER ENVIRONMENT PROGRAM

The Passenger Environment Program provides a coordinated approach to maintaining a safe, clean, and welcoming transit system by integrating **customer-facing maintenance, cleaning, landscaping, transit hubs, bus shelters, and station services** under one operational framework.

 VISIBILITY  RESPONSIVENESS  CLEANLINESS  CUSTOMER CONFIDENCE



STATION SERVICES

Visible, helpful staff providing information, assistance, and a welcoming experience.



CLEANING OPERATIONS

Consistent, high-quality cleaning that ensures safe, clean, and well-maintained environments.



TRANSIT HUBS & PARK-AND-RIDES

Coordinated operations across transit hubs and park-and-rides to ensure smooth transfers, clear wayfinding, and a positive rider experience.



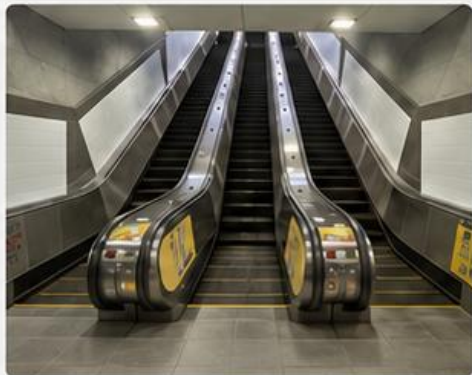
BUS SHELTER MAINTENANCE

Regular inspections and maintenance to keep shelters clean, safe, and functional.



LANDSCAPING & GROUNDS MAINTENANCE

Maintaining grounds, landscapes, and green spaces to enhance the appearance of our system.



ONE PROGRAM.
ONE STANDARD.
ONE PASSENGER ENVIRONMENT.



VISIBILITY



RESPONSIVENESS

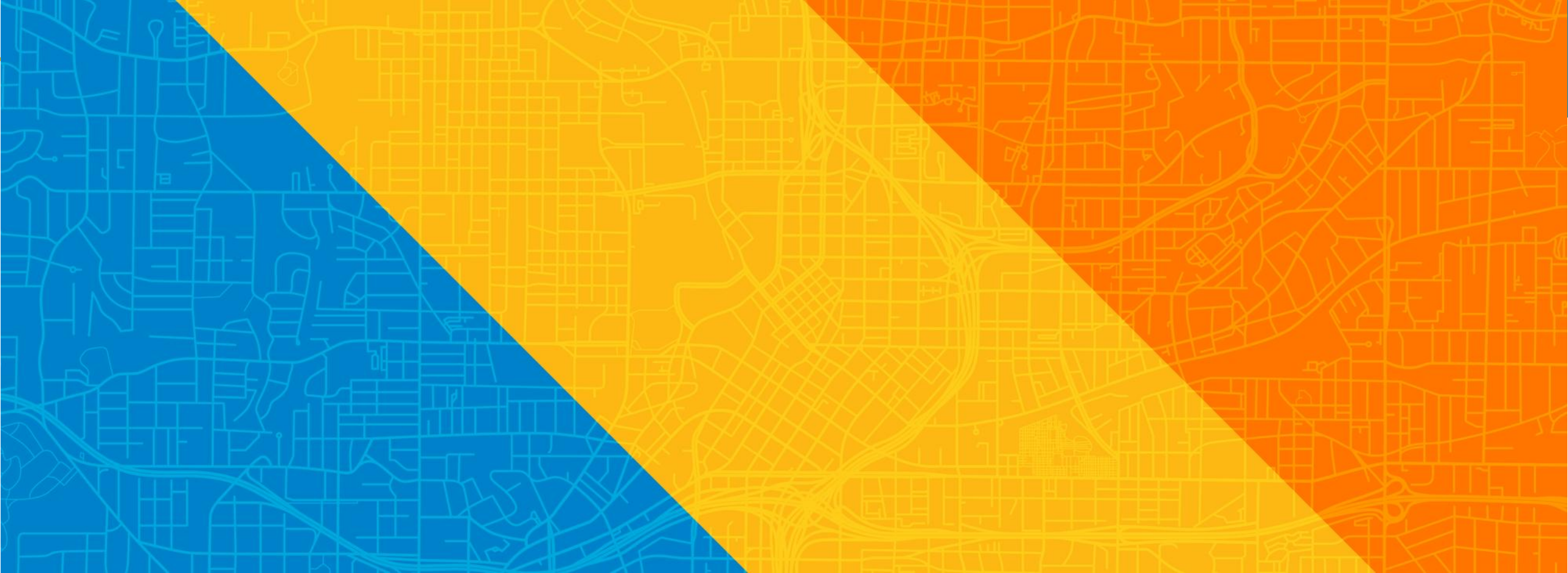


CLEANLINESS



CUSTOMER
CONFIDENCE

marta 



Thank You





Maintenance and Rehabilitation Performance Briefing

Daniel Hecht, PE
**Deputy Chief of Maintenance and
Rehabilitation**
July 23, 2026





Bus Operations Excellence

SAFE

CLEAN

RELIABLE

EFFICIENT

Bus Maintenance Operational Excellence

- Daily service delivery meetings
- Workflow realignment
- Supervisor, Planner and Engineer Changes
- Pull-In Process
- Preventative Maintenance Improvements
- MOSEL revamp
- Blitzes (Coolant, HVAC)
- Parts and Contracts



Perry Pull in Process



Repeaters by Bus

Select an equip no. from the left-hand table in the gray box to see details about that bus's repeated maintenance-related incidents.

PAGE FILTERS

Garage Name MDBF Incident?

All

☐ N

☐ Y

Incident ID

Bus

All

All

Symptom

All

Equipment Series

All

Manufacturer

All

Model

All

14 Days

30 Days

90 Days

Buses with Repeat Symptoms

Bus	Count
1451	7
1509	6
1631	6
1481	5
1511	5
1628	5
1812	5
1820	5
1841	5
1871	5
1550	4
1551	4
1606	4
1616	4
1830	4
1872	4
1958	4
7100	4
1405	3
1409	3
Total	216

Previous 14 Days
6/23/2026 to 7/6/2026

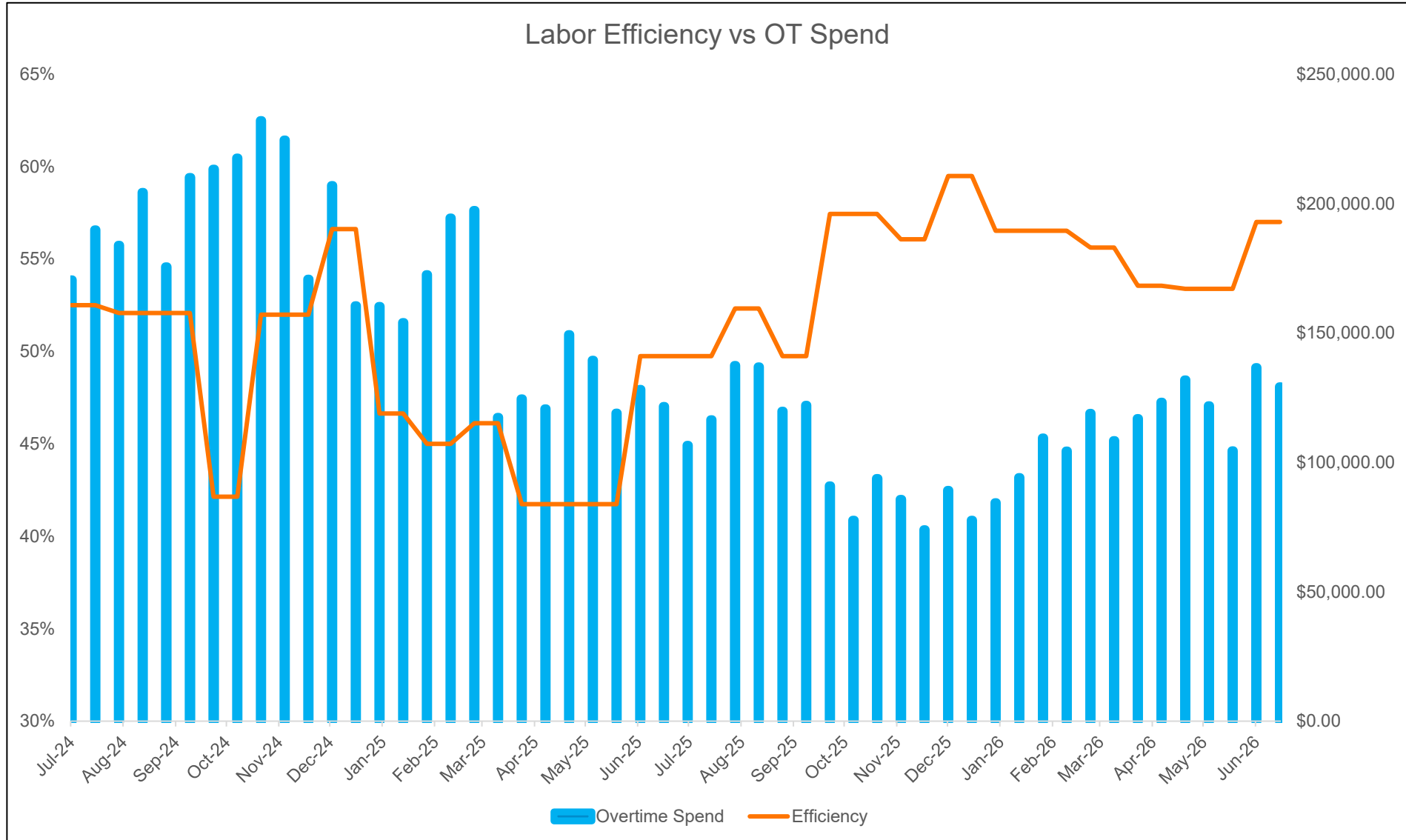
Incident Delay Details

Inc. ID	Incident Date	Bus	Symptom	Delay Min.	MDBF	Prev. Occurrence
888591	7/6/2026 9:35:00 PM	1511	B11-01 A/C O/O	37.00	N	7/1/2026
888586	7/6/2026 11:00:00 PM	1631	B02-14 ENGINE CUTS OFF	91.00	N	7/2/2026
888575	7/6/2026 9:15:00 PM	1828	B11-01 A/C O/O	34.00	N	7/2/2026
888571	7/6/2026 5:58:00 PM	1911	B02-14 ENGINE CUTS OFF	210.00	N	7/6/2026

Incident and Work Order Details

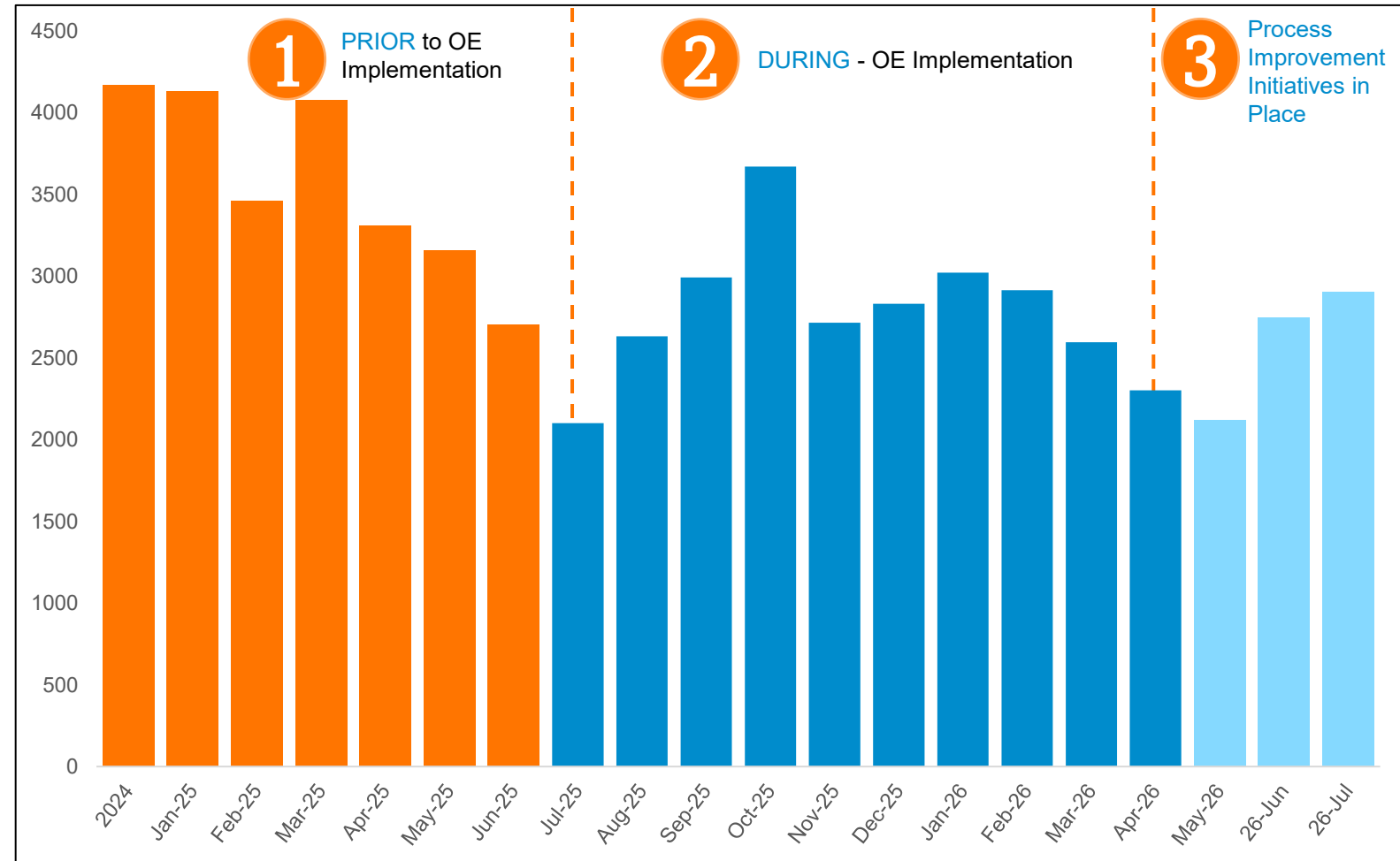
Inc. ID	Work Order	Labor Date	Employee	Task
888591	BUS111-2026-12303	7/7/2026 12:00:01 AM		000-998 VEHICLE IN HOUSE INSPECTION
888591	BUS111-2026-12303	7/7/2026 12:00:01 AM		011-000 HVAC - TROUBLESHOOT HVAC SYSTEM
888591	BUS111-2026-12303	7/7/2026 12:00:01 AM		011-106 HVAC - SWITCH / CONTROL
888591	BUS111-2026-12303	7/7/2026 12:18:00 AM		000-998 VEHICLE IN HOUSE INSPECTION
888591	BUS111-2026-12303	7/7/2026 12:49:00 AM		011-106 HVAC - SWITCH / CONTROL
888591	BUS111-2026-12303	7/7/2026 12:53:00 AM		000-998 VEHICLE IN HOUSE INSPECTION
888571	BUS093-2026-10227	7/6/2026 10:24:00 PM		002-000 ENGINE - TROUBLESHOOT ENGINE PERFORMANCE
888571	BUS093-2026-10227	7/6/2026 10:34:00 PM		004-103 COOLING - CLAMPS / TIES
888570	BUS075-2026-12302	7/6/2026 11:44:00 PM		009-000 SUSPENSION - TROUBLESHOOT SUSPENSION

Labor Efficiency & Overtime Reduction



Mean Distance Between Failure Trend

- MDBF goal is 7500 miles
- Higher is better
- Seeing sustained improvement through Spring 2026
- Trend follows industry norms with major improvement programs



Bus Maintenance

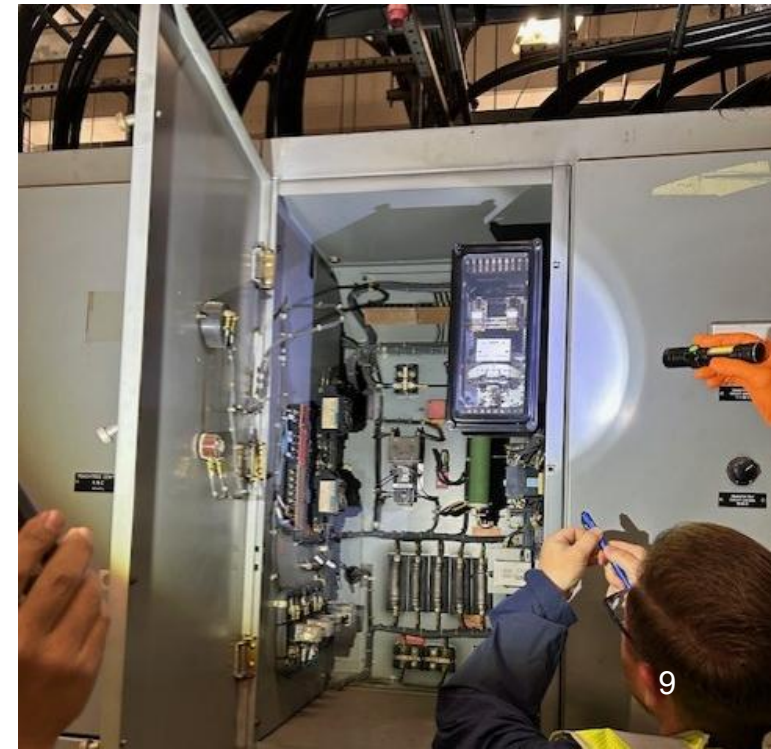
Jessika Jordan, Director of
Bus Maintenance





MOW – ELECTRIC POWER AND EQUIPMENT

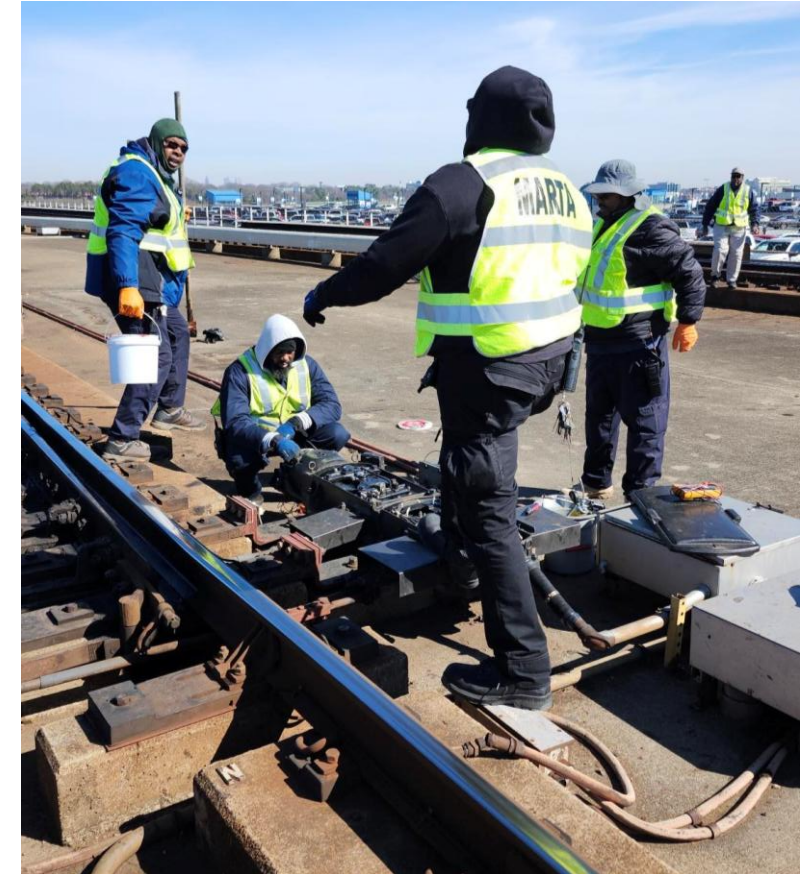
**Addi Matthew,
Director of Maintenance
of Way**



MOW - TRACK & STRUCTURES

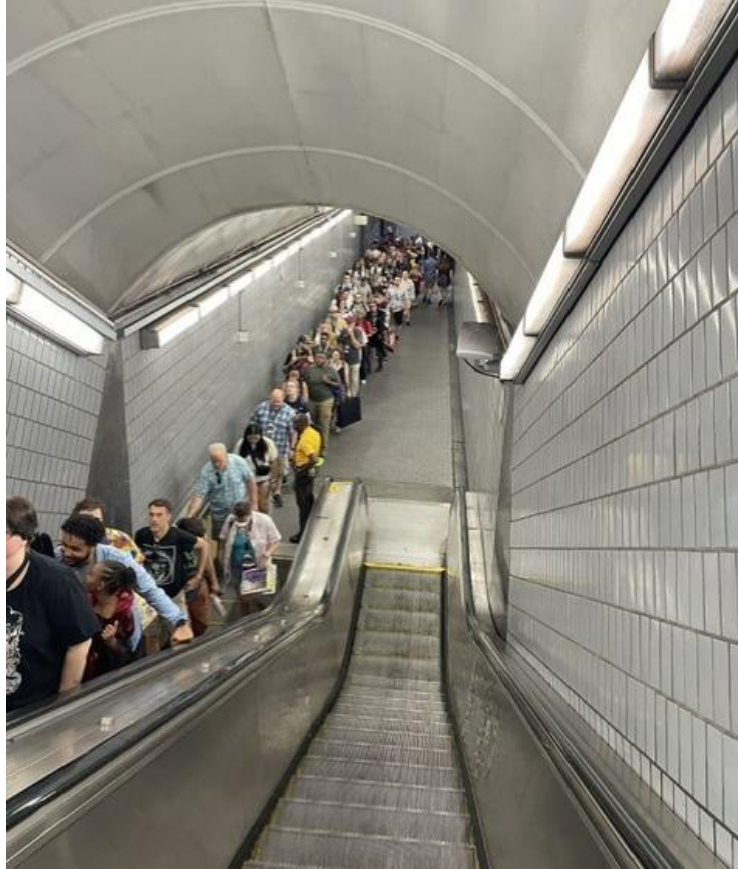


MOW - AUTOMATIC TRAIN CONTROL



VERTICAL TRANSPORTATION

**Keith Chambers,
Director of Vertical
Transportation**



FACILITIES

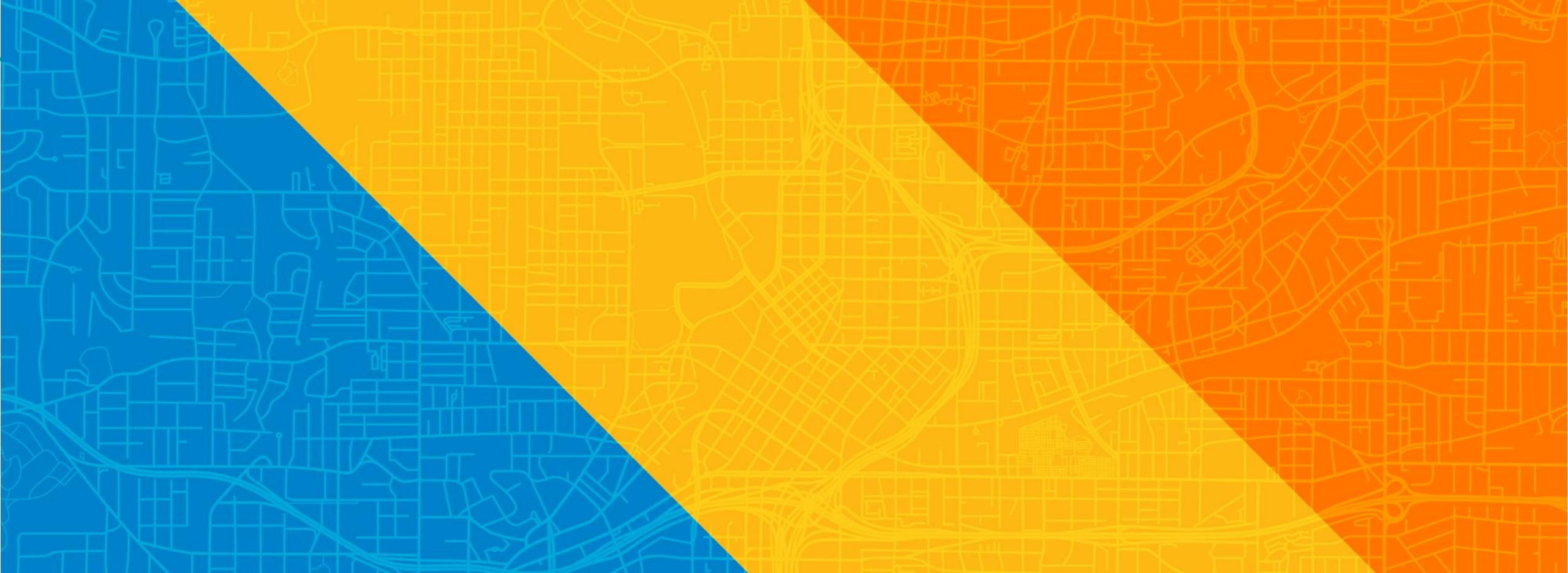
**Sean Thomas,
Director of Facilities**



Railcar Maintenance

**Ken Aubuchon,
Director of RCM**





Thank You



SKPI Summary (Draft)

[View in Power BI](#) ↗

Last data refresh:
7/6/2026 7:01:27 PM UTC

Downloaded at:
7/9/2026 5:48:14 PM UTC

KPI Performance Summary

Beta Test Version

Latest Month
May 2026

marta

Safe						Clean						Reliable						Efficient								
						TBD																				
Collision Rate												Call Abandonment Rate								Budget Variance						
Lost Time Incident Rate												Call Wait Time								Cost per Passenger Trip						
Part I Crime Rate												Customer Complaints							Ridership							
												Elevator Availability														
												Escalator Availability														
												MDBSI														
												Missed Trip Rate														
												NTD MDBF														
												On-Time Performance														
												Finance data in our system are one month delayed. Finance reports to the board separately. The Budget Variance and Cost per Passenger Trip values reflect April 2026 Values.														

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month
May 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Lost Time Incident Rate	≤ 3.80	4.50	+0.70 ❌	≤ 3.80	4.95	+1.15 ❌
	Part I Crime Rate	≤ 4.15	2.72	-1.43 ✅	≤ 4.15	1.99	-2.16 ✅
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Call Abandonment Rate	≤ 6.0%	17.0%	+11.0% ❌	≤ 6.0%	7.1%	+1.1% ❌
	Call Wait Time	≤ 60.0s	179.1s	+119.1s ❌	≤ 60.0s	59.0s	-1.0s ✅
	Elevator Availability	≥ 98.5%	98.5%	+0.0% ✅	≥ 98.5%	98.6%	+0.1% ✅
	Escalator Availability	≥ 98.5%	98.5%	+0.0% ✅	≥ 98.5%	98.6%	+0.1% ✅
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Budget Variance (Apr '26)	≥ 0.0%	-23.9%	-23.9% ❌	≥ 0.0%	-12.7%	-12.7% ❌
	Ridership	≥ 6.05 M	6.63 M	+0.57 M ✅	≥ 63.05 M	66.78 M	+3.73 M ✅

Select a KPI on the left

The definition will display here and the latest trends will display below

The trend over the past 3 Fiscal Years will display here

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Bus

Latest Month
May 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Collision Rate per 1M Miles	≤ 5.94	4.60	-1.34 ✓	≤ 5.94	7.87	+1.93 ✗
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 8.0	9.10	+1.10 ✗	≤ 8.0	11.81	+3.81 ✗
	Missed Trip Rate	≤ 0.50%	4.04%	+3.54% ✗	≤ 0.50%	3.47%	+2.97% ✗
	NTD MDBF	≥ 7,500	2,115	-5,385 ✗	≥ 7,500	2,641	-4,859 ✗
	On-Time Performance	≥ 78.5%	72.8%	-5.7% ✗	≥ 78.5%	77.5%	-1.0% ✗
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Apr '26)	≤ \$7.18	\$11.87	+\$4.69 ✗	≤ \$7.53	\$9.71	+\$2.18 ✗
	Ridership	≥ 3.45 M	2.84 M	-0.61 M ✗	≥ 36.17 M	31.46 M	-4.71 M ✗

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KPI Performance Summary

Beta Test Version

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Rail

Latest Month
May 2026

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
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Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 1.0	0.51	-0.49 ✓	≤ 1.0	1.42	+0.42 ✗
MDBSI	≥ 475	238	-237 ✗	≥ 475	268	-207 ✗
Missed Trip Rate	≤ 0.50%	2.43%	+1.93% ✗	≤ 0.50%	1.83%	+1.33% ✗
NTD MDBF	≥ 23,000	16,465	-6,535 ✗	≥ 23,000	19,302	-3,698 ✗
On-Time Performance	≥ 95.0%	93.2%	-1.8% ✗	≥ 95.0%	93.9%	-1.1% ✗

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip (Apr '26)	≤ \$13.85	\$5.19	-\$8.66 ✓	≤ \$9.57	\$8.06	-\$1.51 ✓
Ridership	≥ 2.48 M	3.70 M	+1.22 M ✓	≥ 25.58 M	34.41 M	+8.83 M ✓

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KPI Performance Summary

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Mobility

Latest Month
May 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Collision Rate per 100k Miles	≤ 2.50	3.81	+1.31 ❌	≤ 2.50	3.76	+1.26 ❌
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 1k Boardings	≤ 4.0	2.22	-1.78 ✔️	≤ 4.0	2.10	-1.90 ✔️
	Missed Trip Rate	≤ 0.5%	1.56%	+1.06% ❌	≤ 0.5%	0.6%	+0.1% ❌
	NTD MDBF	≥ 15,000	8,126	-6,874 ❌	≥ 15,000	16,967	+1,967 ✔️
	On-Time Performance	≥ 90.0%	83.9%	-6.1% ❌	≥ 90.0%	89.7%	-0.3% ❌
	Reservation Call Abandonment Rate	≤ 5.5%	16.6%	+11.1% ❌	≤ 5.5%	16.7%	+11.2% ❌
	Reservation Call Wait Time	≤ 120.0s	1398.5s	+1278.5s ❌	≤ 120.0s	806.7s	+686.7s ❌
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Apr '26)	≤ \$70.50	\$84.41	+\$13.90 ❌	≤ \$75.36	\$97.76	+\$22.41 ❌
	Ridership	≥ 83.21 K	72.21 K	-11.0 K ❌	≥ 874.26 K	750.35 K	-123.91 K ❌

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KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Streetcar

Latest Month

May 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 1k Boardings	≤ 0.10	0.05	-0.05 ✓	≤ 0.10	0.06	-0.04 ✓
	Missed Trip Rate	≤ 0.50%	5.71%	+5.21% ✗	≤ 0.50%	5.99%	+5.49% ✗
	NTD MDBF	≥ 2,700	2,321	-380 ✗	≥ 2,700	1,746	-954 ✗
	On-Time Performance	≥ 85.0%	93.6%	+8.6% ✓	≥ 85.0%	93.4%	+8.4% ✓
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Apr '26)	≤ \$13.48	\$27.97	+\$14.49 ✗	≤ \$12.97	\$48.70	+\$35.73 ✗
	Ridership	≥ 39.58 K	21.65 K	-17.93 K ✗	≥ 426.63 K	157.24 K	-269.39 K ✗

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- Data Notes:
- NTD Vehicle Revenue Miles and Ridership:
 - Small differences may exist between the Bus and Streetcar ridership and Vehicle Revenue Miles numbers reported here and those in the National Transit Database due to reporting requirements set by the Federal Transit Administration for when alternative vehicles are used to provide service, such as using Mobility vans to deliver Streetcar service.
- Streetcar Data:
 - Due to utility repair work along the streetcar alignment, streetcar service was temporarily suspended from September through the beginning of February. During that time, shuttle vans serviced all streetcar stops. Small differences may exist between the Bus and Streetcar ridership and Vehicle Revenue Miles numbers reported here and those in the National Transit Database due to reporting requirements set by the Federal Transit Administration for when alternative vehicles are used to provide service, such as using Mobility vans to deliver Streetcar service.