![marta logo]

BOARD OF DIRECTORS

METROPOLITANATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JANUARY 22, 2026

ATLANTA, GEORGIA

MEETING MINUTES

1. **CALL TO ORDER AND ROLL CALL**
   Committee Vice-Chair Elizabeth Bolton-Harris called the meeting to order at 10:46 A.M.

   Board Members Present:
   Al Pond
   Freda Hardage
   Kathryn Powers
   Roderick Frierson
   Valencia Williamson
   Jennifer Ide
   Sagirah Jones
   Elizabeth Bolton-Harris
   DeVon Hudson

   Board Members Absent:
   Russell McMurry
   Jacob Tzegaegbe
   Jannine Miller
   Ryan Loke
   Sarah Galica
   Shayna Pollock

   Staff Members Present:
   Jonathan Hunt
   Rhonda Allen
   LaShanda Dawkins
   Kevin Hurley
   Michael Kreher
   Paul Lopes
   Raph McKinney
   Steven Parker

Larry Prescott
Duane Pritchett

Also in Attendance: Sarah Greenberg, Phyllis Bryant, Daniel Hecht, Kenya
Hammond, Jacqueline Holland, Tyrene Huff, Paula Nash,
Andrew Profahl, Ryan VanSickle and Jacqueline Holland

2.   **APPROVAL OF THE MINUTES**

Minutes from November 20, 2025
Approval of the minutes from November 20, 2025. On a motion by Board Member Ide,
seconded by Board Member Williamson, the motion passed by a vote of 8 to 0 with 1
member abstaining and 9 members present.

3.   **RESOLUTIONS**

**Resolution Authorizing the Award of a Single Source Contract for Technical
Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail
Vehicles, RFPP P50693**
Approval of the Resolution Authorizing the Award of a Single Source Contract for
Technical Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail
Vehicles, RFPP P50693. On a motion by Board Member Hardage, seconded by Board
Member Williamson, the resolution passed by a vote of 9 to 0 with 9 members present.

4.   **BRIEFING**

Bus Maintenance Operational Excellence Update
Daniel Hecht, Deputy Chief Mechanical Officer, provided the Board with an update
on EFESO.

MARTA Reach Policy
Andrew Pofahl, Project Manager 1, and Ryan VanSickle, Director of Technical
Services & Service Planning, provided the Board with an update on the Reach
service.

Rail and Streetcar Key Performance Indicators Quarterly Briefing
Paul Lopes, Chief of Operations and Urban Planning, provided the Board with a
quarterly briefing on Rail and Streetcar Key Performance Indicators (KPIs).

5.   **OTHER MATTERS**

**Other Matters - FY26 October & November Key Performance Indicators
(Informational Only)**

6.   **ADJOURNMENT**

The Committee meeting adjourned at 11:43 A.M.

Respectfully submitted,

Tyrene L. Huff

Tyrene L. Huff
Assistant Secretary to the Board

YouTube: https://bit.ly/012226BoardCommitteeMeetings

Resolution Authorizing the Award of a Single Source Contract for Technical Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, RFPP P50693

O&S Committee

January 22, 2026
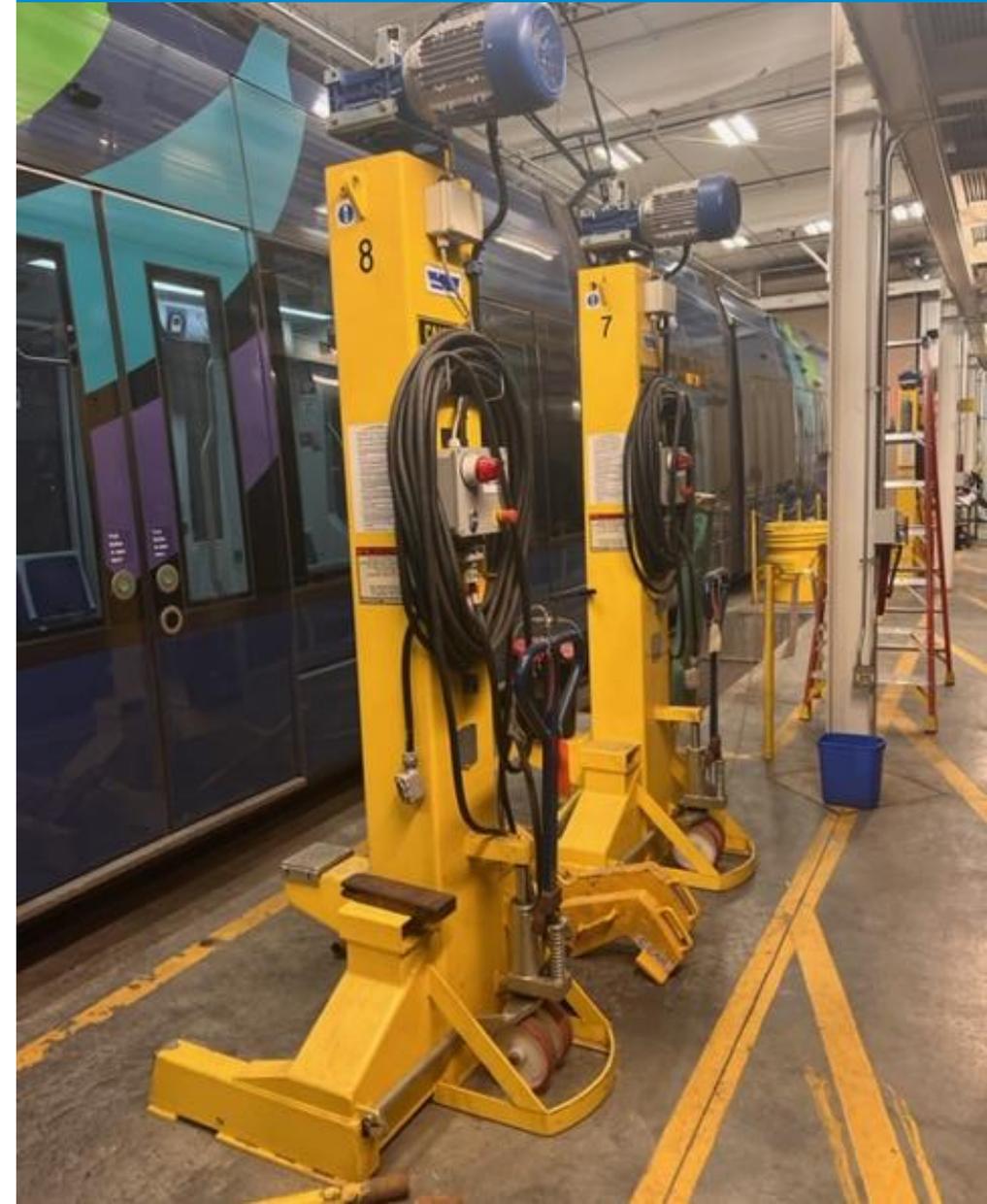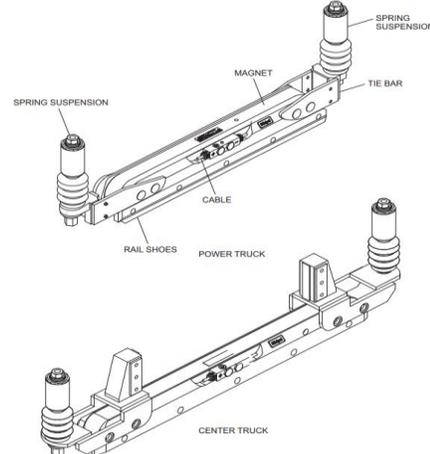
Daniel Hecht, P.E.

Deputy Chief Mechanical Officer
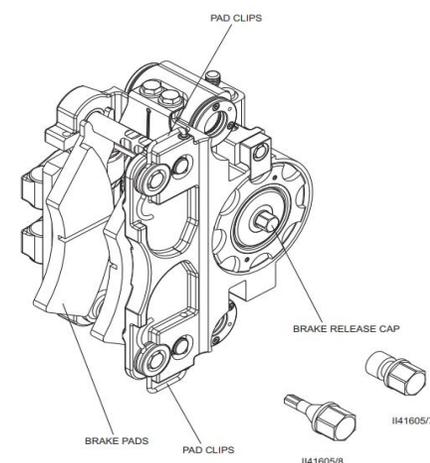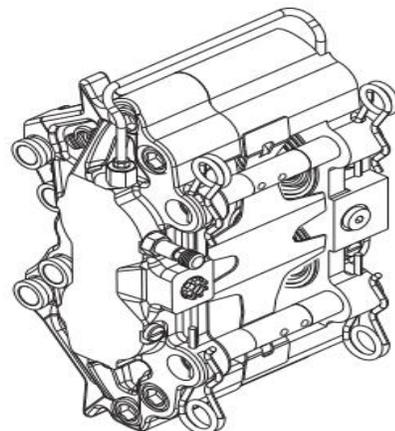
Fleet Background

- Four Light Rail Vehicles (LRVs)

- Siemens S70 Low-Floor LRV (short version)

- 25-year planned life (subject to overhaul)

- Three-truck, double articulated streetcar

- Placed in service December 30, 2014

- MARTA assumed ownership July 1, 2018

P50693 Contract Structure

1. Ten-year support contract

2. Vehicle conditional assessment and baseline

3. Technical Support Services
   - OEM Parts and inventory
   - Failure analysis
   - Troubleshooting and repair

4. Three vehicle overhauls

5. Annual wheel truing (allowance for additional)

6. Other
- Special tools and test equipment
   - Design modifications
   - Accident and Vandalism repairs

Overhaul Components
- Brakes
- Pantograph
- Tow Bar
- Event Recorder
- Suspension
- Truck Assemblies
- Doors
- Master Controller
- Articulation Bearings
- APS Fan
- Passenger and Operator Seats
- Other components

Financial Considerations

Line Item	Cost
Ten Year Base Contract	$27,949,605
Allowances	$2,850,000
Total	$30,799,605

Resolution

The Department of Mechanical Operations requests that the Operations and Safety Committee recommend to the full Board the approval of a Single Source Contract with Siemens Mobility, Inc. for the Technical Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, in the amount of $30,799,605

Thank You

marta

RESOLUTION AUTHORIZING THE AWARD OF A SINGLE SOURCE CONTRACT FOR TECHNICAL SUPPORT AND SPARE SUPPLY SERVICES FOR THE ATLANTA STREETCAR S70 LIGHT RAIL VEHICLES, RFPP P50693,

WHEREAS, the Authority's Department of Mechanical Operations has identified the need for Technical Support and Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, Request for Price Proposal Number P50693; and

WHEREAS, on April 16, 2025, the Metropolitan Atlanta Rapid Transit Authority duly sent the Request for Price Proposal to the Single Source Proprietor; and

WHEREAS, it is necessary to procure Technical Support and Supply Services for the Atlanta Streetcar S70 Vehicles; and

WHEREAS, the Department of Internal Audit has performed a Cost Analysis and determined that of the total proposed amount of $28,056,645.00 the amount of $4,282,137.22 is unsupported.

WHEREAS, the Interim General Manager/CEO determined that incorporation of the unsupported amount of $4,282,137.22 is in the best interest of MARTA. The identified mobilization and additional labor costs are essential to ensuring uninterrupted service delivery, adherence to technical specifications, and proper support of the aging fleet. Approval of these costs will ensure that Siemens is fully equipped to meet contract obligations and provide reliable maintenance, technical support and overhaul services throughout the ten-year contract term.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the Interim General Manager/CEO or his delegate be, and hereby is, authorized to execute a Single Source Contract on substantially the same terms and conditions as contained in the Request for Price Proposal Number PP50693, between the Authority and Siemens Mobility, Inc., for the procurement of Technical Support and Supply Services for the Atlanta Streetcar S70 Vehicles in the amount of $30,799,605.00.

Approved as to Legal Form:

Right-click to sign
with CoSign
DocuSigned by:
Janki Patel signing for DP with authorization
DBF2F499A9704D9...

Duane Pritchett

_____

**Interim Chief Counsel, Metropolitan Atlanta
  Rapid Transit Authority**

BUS MAINTENANCE OPERATIONAL EXCELLENCE UPDATE

Operations and Safety Committee
January 22, 2026

Daniel Hecht, PE
Deputy Chief Mechanical Officer

Operational Excellence Priorities

- About EFESO

- SCOPE
  - Maintenance and reliability
  - PM Compliance
  - Work order tracking
  - Production planning
  - Staffing changes and labor alignment
  - Process enhancement
  - Reporting and information use
    - Safe, Clean, Reliable and Efficient
  - Part utilization and dwell

Labor Alignment

- Changed supervisor, planner and engineer schedules and reporting location

- Changing mechanic, technician and hostler schedules to standardize shifts between yards

- Alignment of resources to bus availability

- ATU involvement and discussion

- Pull-in process implementation (February 2026)

CURRENT

Hamilton Weekday
Fleet Pullouts & Pullins

4

FUTURE — Average Service Level- Hamilton Techs.

PROCESS CHANGES

PERRY YARD CURRENT MODEL

FUEL

CLEANING

FARE

MAINTENANCE SHOP

ENTRANCE

PARKING

PROCESS CHANGES
PERRY YARD FUTURE MODEL

HANDOFF
FUEL
CLEANING
FARE
ENTRANCE
MAINTENANCE SHOP
PARKING

Laredo

Safe

Collision Rate per 100K Miles, Last 4 Weeks

6.93
Goal: 5.54

Bus Colision Rate Monthly Trend

Date	Bus Collisions	Emp. Injuries	Inspections Missed
12/29	0	0	-
12/28	0	0	-
12/27	0	0	-
12/26	0	0	-
12/25	0	0	-
12/24	0	0	-
12/23	0	0	-
Total	**0**	**0**	**-**

Clean

Bus Cleanliness, Dec 2025

7.0
n=44

Bus Cleanliness Monthly Trend

Date	Cleans–On Time	Cleans–Late C	Cleans–Late INC
01/06	0	10	0
01/05	0	2	0
01/04	0	3	0
01/03	1	4	0
01/02	0	9	0
01/01	0	0	0
12/31	1	3	0
Total	**2**	**31**	**0**

Reliable

Laredo Transportation

OTP, Last 7 Days

82.5% ✓
Goal: 80.0%

OTP Monthly Trend

Date	OTP	Early %	Late %	Trips Delivered	Pullout OTP	Service Calls	In-Svc Buses
01/06	81.0%	4.9%	14.0%	93.9%	86.4%	1	-
01/05	81.9%	5.3%	12.8%	92.6%	81.2%	5	-
01/04	81.8%	6.7%	11.5%	98.1%	67.2%	5	-
01/03	82.1%	5.0%	12.9%	98.7%	79.7%	3	-
01/02	83.0%	6.3%	10.8%	97.4%	67.0%	6	-
01/01	84.4%	5.5%	10.1%	99.0%	73.8%	4	-
12/31	81.3%	6.0%	12.7%	96.8%	70.0%	0	-
Total	**82.3%**	**5.8%**	**11.9%**	**96.5%**	**74.1%**	**24**	-
Goal:	80.0%	3%	18.5%	99.5%	-	-	-

Laredo Maintenance

MDBF, Last 7 Days

3.9K !
Goal: 6.0K

MDBF Monthly Trend

PM Compliance, Last 7 Days

PM Type	On-Time	Late C	Late INC
6000	26	1	0
FOLLOW	0	0	1
HVAC	1	12	0
Total	**27**	**13**	**1**

Past Due Follow-ups, 1/6/2026
418

Service Calls, Last 7 Days	12/31	01/01	01/02	01/03	01/04	01/05	01/06	Total
ENGINE CUTS OFF	2	7	1	2	0	2	2	**16**
CHECK ENGINE LIGHT	0	1	7	0	2	3	2	**15**
STOP ENGINE LIGHT	1	0	1	0	0	3	3	**8**
COMPARTMENT DOOR/PANEL OPEN	0	0	0	0	2	2	1	**5**
Total	**17**	**17**	**18**	**15**	**20**	**27**	**26**	**140**

Repeat Incidents, Last 7 Days	12/31	01/01	01/02	01/03	01/04	01/05	01/06	Total
	2	4	2	2	4	4	3	21

Efficient

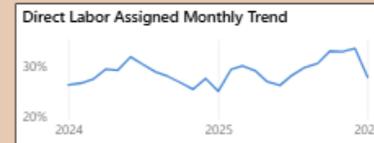### Laredo Transportation

Unscheduled Absent Rate
17.1%

Overtime Hours
5.2K

Pay Period:
12/13/2025 - 12/26/2025
Note: Displaying data from latest available bi-weekly pay period

Operator Fill

Date	FT Operators	Trainees	PT Operators
01/06	515	112	18
01/05	515	112	18
01/04	515	112	18
01/03	515	112	18
01/02	515	112	18
01/01	515	112	18
12/31	515	112	18

Authorized: 554   30

Laredo Maintenance

Direct Labor Assigned Monthly Trend

Date	Labor Efficiency	Direct Labor Assigned
01/06	71%	27%
01/05	62%	23%
01/04	72%	35%
01/03	59%	29%
01/02	70%	33%
01/01	46%	23%
12/31	64%	35%
Total	**64%**	**29%**

8

Store Room Improvements

- Holistic review of parts usage and inventory

- Setting part levels for inspections

- Rebalance storeroom inventory

- Minimizing movement of parts

- Identifying parts by bus type/number and task

Thank You

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MARTA Reach Update

January 22, 2026

MARTA Reach Service

» 12 Zones

» Curb-to-curb service within zone

» Pickups within 30 minutes of request

» Replaces fixed-route coverage in lower density, lower ridership areas

» Provides first-and last-mile connections to MARTA rail, frequent buses, major transfer points

» Smaller branded vehicles

Reach service in the NextGen Network

MARTA Reach will operate in the following areas:

301 West Atlanta
302 Kirkwood/Candler Park
303 County Line
304 Lakewood
305 Oakley Industrial
306 Fulton Industrial
307 East Point
308 Hillandale
309 Candler-McAfee/Belvedere Park
310 Cedar Grove
311 Gresham Park
312 North Fulton

Reach Zone
Rail Service

MARTA Reach Zones

- 301 West Atlanta
- 302 Kirkwood/Candler Park
- 303 County Line
- 304 Lakewood
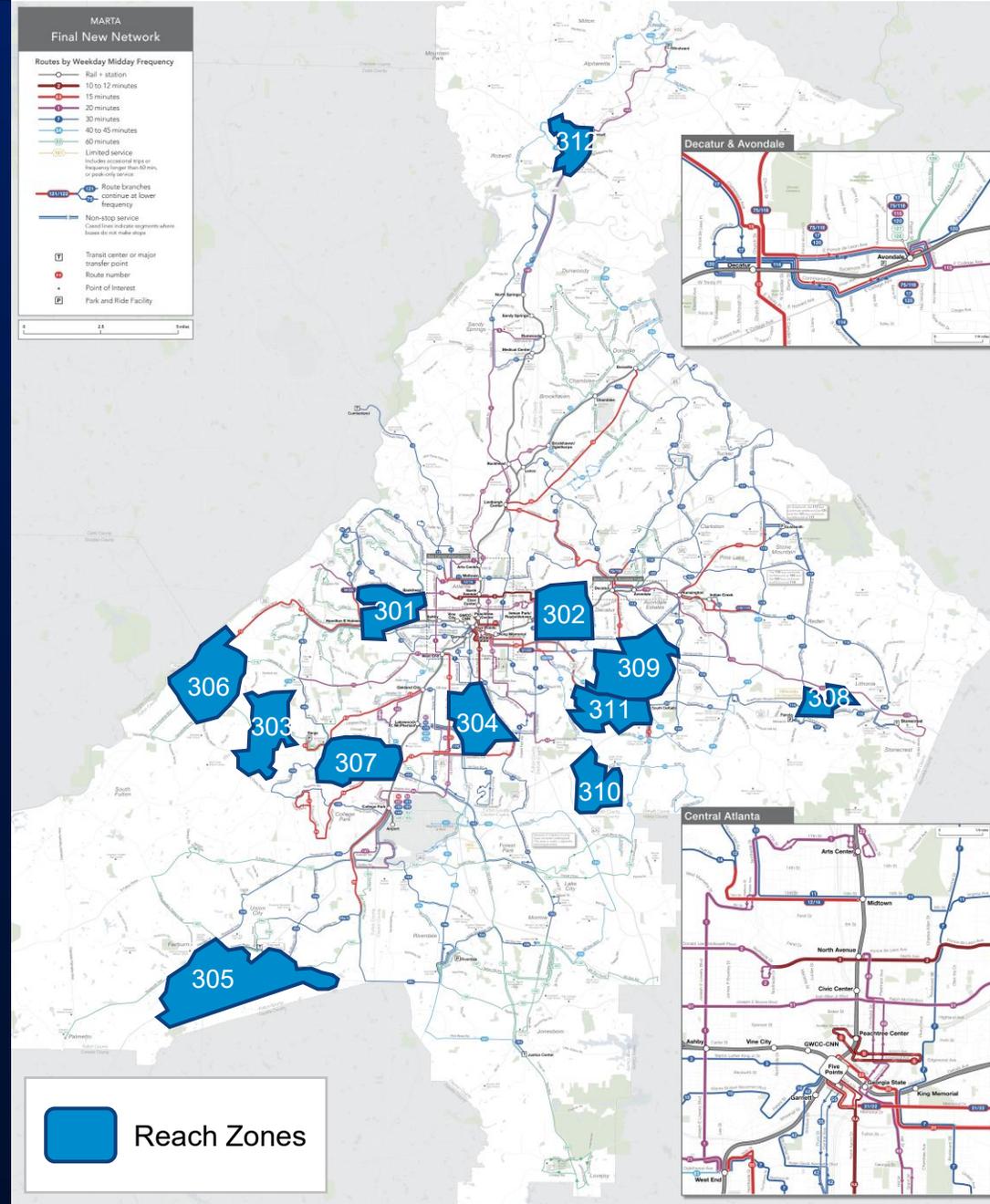- 305 Oakley Industrial
- 306 Fulton Industrial
- 307 East Point
- 308 Hillandale
- 309 Candler-McAfee

- 310 Cedar Grove
- 311 Gresham Park
- 312 North Fulton

MARTA Reach Service – Zone 304 Example

» Peak Vehicles: 3

» Span of Service: 5:45AM to 12:15AM

» Out-of-Zone Connections

  • Lakewood Station

  • Carver Station (Rapid A-Line)

Trip Process
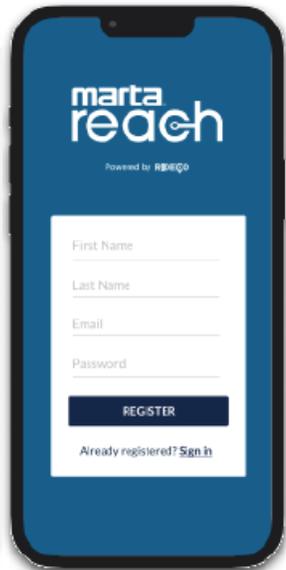
Book rides by app, web, or phone.
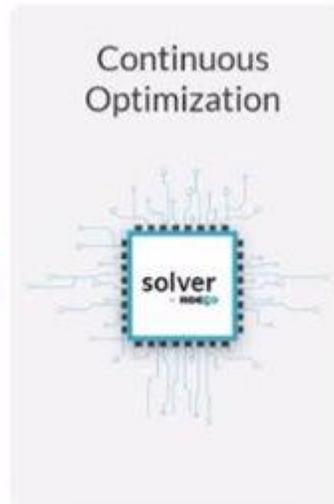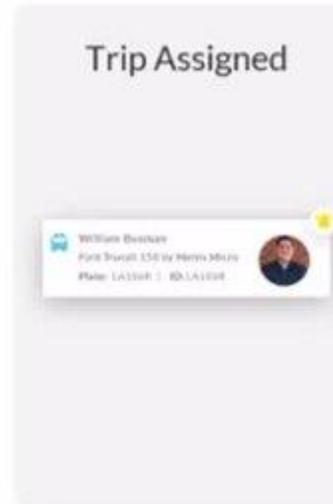
Continuous Optimization

Technology reviews demand, routes, and traffic.

Trip Assigned

Vehicle and driver automatically matched to the customer.

Customer meets driver at pickup and is dropped off at destination.

Reach Trip Example

1. Customer requests a ride from Community Grounds Café to Lakewood Station

2. Software assigns the trip to one of three available vehicles and provides operator with routing to pick-up

3. Operator picks up the customer within expected time and software provides routing to Lakewood

4. Operator drives customer to Lakewood and drops the customer off by estimated arrival time

5. Operator waits at Lakewood Station for next trip assignment

Customer Expectations

Accounts

Fares

Trips

Customer Expectations – Accounts

» Each customer will need to set up a unique account using a phone number

» Customers are not able to have multiple accounts

» Accounts are for individual use and account holders need to be present on trips – For customers needing assistance booking, the person assisting must be able to log into the customer's account

Customer Expectations – Fares $

» Fare will be $2.50

» Transfer policy consistent with other MARTA modes - Use of Breeze will allow four free transfers within 3-hour period

» Fare Evasion is a crime and a violation of the MARTA Code of Conduct

Customer Expectations – Trips

» Customers must put in a pick-up and drop-off address

» Trips must be greater than ¼ mile

» Customers will receive a pick-up window upon booking a trip and are expected to be at the pick-up location during the window

» Customers can advance book up to four one-way trips during a rolling 48-hour window

Customer Expectations – Trips

» Reach is a shared service therefore the vehicle may make other stops during a customer's trip

» Customers must indicate the number of riders when booking a trip and all riders must be present at time of pick-up

» Customers cannot modify trips once booked – if modification is needed the customer will need to cancel and re-book

Customer Expectations – Trips

» A customer is considered a No-Show if:

- Vehicle arrives and customer is not present

- Number of riders at time of booking are not present at pick-up

- Customer cancels a scheduled trip less than two hours before the scheduled pick-up

» Three no-show infractions within month will lead to notification

» Excessive no-shows will be evaluated for account suspension

Customer Expectations – Trips

» Customers with mobility devices should select an "Accessible" option when booking and Operator will provide assistance at the vehicle

» Customers can bring aboard non-mobility items if they do not block passageways and Operator will not provide assistance of any kind

» Service animals are allowed

Thank You

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Operations and Safety Committee
January 22, 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"

- Updated quarterly

- Higher is better

- Note: Increase in FY26 Q1 rating is statistically significant

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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"

- Updated quarterly

- Higher is better

- Note: Differences between FY25 Q3, FY25 Q4, and FY26 Q1 ratings are not statistically significant

Chart values:
- Excellent ► 10
- Poor ► 0
- FY25 Q3: 6.41
- FY25 Q4: 6.56
- FY26 Q1: 6.73
- FY26 Q2
- FY26 Q3
- FY26 Q4

4

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Clean

- Customer Rating for Rail Service Cleanliness

Customer Rating for Rail Service Cleanliness

Excellent ► 10
9
8
7
6 — 5.71   5.54   5.65
5
4
3
2
1
Poor ► 0

FY25 Q3   FY25 Q4   FY26 Q1   FY26 Q2   FY26 Q3   FY26 Q4

- Average customer rating for: Cleanliness on trains, in stations, around stations, restrooms, and elevators

- 0 = "Poor", 10 = "Excellent"

- Updated quarterly

- Higher is better

6

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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 is 95% or higher

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 is 85% or higher

- Note: Due to utility work, streetcar service was suspended starting in September and shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on shuttle operating statistics.

Rail Missed Trips Rate

- Percentage of scheduled rail trips that were not delivered

- Target is 0.5% or lower

Streetcar Missed Trips Rate

- Percentage of scheduled streetcar trips that were not performed

- Target is 0.5% or lower

- Note: Due to utility work, streetcar service was suspended starting in September and shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on shuttle operating statistics.

Customer Rating for Rail Service Reliability

- Average customer rating for: On-time performance, service levels, and transfers

- 0 = "Poor", 10 = "Excellent"

- Updated quarterly

- Higher is better

- Note: Differences between FY25 Q3, FY25 Q4, and FY26 Q1 ratings are not statistically significant

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Thank You

SKPI Summary (Draft)

View in Power BI ↗

Last data refresh:
12/17/2025 4:26:31 PM UTC

Downloaded at:
1/8/2026 9:39:31 PM UTC

KPI Performance Summary

Beta Test Version - 12/11/2025

Select a mode to view relevant KPIs

Systemwide ⌄

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	2.67	-1.13 ✓	≤ 3.80	3.55	-0.25 ✓
Part I Crime Rate	≤ 4.15	1.76	-2.39 ✓	≤ 4.15	2.26	-1.89 ✓

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	4.7%	-1.3% ✓	≤ 6.0%	4.4%	-1.6% ✓
Call Wait Time	≤ 60.0s	36.97s	-23.03s ✓	≤ 60.0s	35.31s	-24.69s ✓
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	≥ 0.0%	-14.2%	-14.2% ✗	≥ 0.0%	-9.5%	-9.5% ✗
Ridership	≥ 6.44 M	6.24 M	-0.20 M ✗	≥ 24.26 M	23.90 M	-0.36 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 - 12/11/2025

Select a mode to view relevant KPIs

Bus ⌄

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 1M Miles	≤ 5.94	7.02	+1.08 ❌	≤ 5.94	8.05	+2.11 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 8.0	12.21	+4.21 ❌	≤ 8.0	13.62	+5.62 ❌
Missed Trip Rate	≤ 0.50%	3.27%	+2.77% ❌	≤ 0.50%	3.07%	+2.57% ❌
NTD MDBF	≥ 7,500	3,192	-4,308 ❌	≥ 7,500	2,656	-4,844 ❌
On-Time Performance	≥ 78.5%	78.2%	-0.3% ❌	≥ 78.5%	78.0%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $7.39	$9.15	+$1.76 ❌	≤ $7.55	$8.69	+$1.13 ❌
Ridership	≥ 3.53 M	3.24 M	-0.29 M ❌	≥ 13.36 M	12.27 M	-1.09 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 - 12/11/2025

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 100k Miles	≤ 2.50	3.93	+1.43 ❌	≤ 2.50	4.05	+1.55 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 4.0	1.97	-2.03 ✅	≤ 4.0	2.46	-1.54 ✅
Missed Trip Rate	≤ 0.5%	0.32%	-0.18% ✅	≤ 0.5%	0.43%	-0.07% ✅
NTD MDBF	≥ 15,000	27,915	+12,915 ✅	≥ 15,000	14,646	-354 ❌
On-Time Performance	≥ 90.0%	92.1%	+2.1% ✅	≥ 90.0%	89.8%	-0.2% ❌
Reservation Call Abandonment Rate	≤ 5.5%	16.0%	+10.5% ❌	≤ 5.5%	15.8%	+10.3% ❌
Reservation Call Wait Time	≤ 120.0s	754.5s	+634.5s ❌	≤ 120.0s	551.9s	+431.9s ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $75.32	$100.45	+$25.13 ❌	≤ $76.28	$80.13	+$3.85 ❌
Ridership	≥ 83.35 K	68.55 K	-14.79 K ❌	≥ 318.81 K	278.61 K	-40.20 K ❌

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 - 12/11/2025

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 100k Boardings	≤ 1.0	1.81	+0.81 ❌	≤ 1.0	2.48	+1.48 ❌
MDBSI	≥ 475	335	-140 ❌	≥ 475	294	-181 ❌
Missed Trip Rate	≤ 0.50%	1.11%	+0.61% ❌	≤ 0.50%	1.39%	+0.89% ❌
NTD MDBF	≥ 23,000	25,866	+2,866 ✅	≥ 23,000	18,907	-4,093 ❌
On-Time Performance	≥ 95.0%	95.0%	+0.0% ✅	≥ 95.0%	94.5%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $8.27	$8.53	+$0.26 ❌	≤ $8.73	$8.32	-$0.42 ✅
Ridership	≥ 2.79 M	2.92 M	+0.14 M ✅	≥ 10.41 M	11.27 M	+0.85 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 - 12/11/2025

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

Safe

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 0.10	0.27	+0.17 ❌	≤ 0.10	0.05	-0.05 ✅
Missed Trip Rate	≤ 0.50%	1.12%	+0.62% ❌	≤ 0.50%	3.78%	+3.28% ❌
NTD MDBF	≥ 2,700	5,263	+2,563 ✅	≥ 2,700	1,894	-806 ❌
On-Time Performance	≥ 85.0%	98.9%	+13.9% ✅	≥ 85.0%	95.8%	+10.8% ✅

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $12.71	$71.84	+$59.13 ❌	≤ $11.88	$54.25	+$42.37 ❌
Ridership	≥ 37.85 K	3.68 K	-34.17 K ❌	≥ 165.27 K	79.50 K	-85.77 K ❌

Data Notes:

- Streetcar Data:
  - Due to utility repair work along the streetcar alignment, streetcar service was temporarily suspended starting in September. In the meantime, shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on the shuttle operating statistics.
- Bus OTP:
  - Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
  - 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.
- Lost Time Incident Rate:
  - For FY25-26 Lost Time Incident Rate reflects adjustments that correct the logic for claim and payroll hours inclusion. The impact of these changes are small in magnitude and mixed in impact.

SKPI Summary (Draft)

[View in Power BI ↗](#)

Last data refresh:
1/20/2026 8:51:57 PM UTC

Downloaded at:
1/20/2026 9:09:11 PM UTC

KPI Performance Summary

Beta Test Version

Latest Month
Nov 2025

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	5.07	+1.27 ❌	≤ 3.80	4.39	+0.59 ❌
Part I Crime Rate	≤ 4.15	1.78	-2.37 ✅	≤ 4.15	2.18	-1.97 ✅

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	4.0%	-2.0% ✅	≤ 6.0%	4.3%	-1.7% ✅
Call Wait Time	≤ 60.0s	34.0s	-26.0s ✅	≤ 60.0s	35.1s	-24.9s ✅
Elevator Availability	≥ 98.5%	98.6%	+0.1% ✅	≥ 98.5%	98.6%	+0.1% ✅
Escalator Availability	≥ 98.5%	98.6%	+0.1% ✅	≥ 98.5%	98.6%	+0.1% ✅

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Budget Variance	≥ 0.0%	-14.0%	-14.0% ❌	≥ 0.0%	-9.9%	-9.9% ❌
Ridership	≥ 5.57 M	5.04 M	-0.53 M ❌	≥ 29.83 M	28.94 M	-0.89 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 KPI on the left

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

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 1M Miles	≤ 5.94	7.96	+2.02 ❌	≤ 5.94	8.03	+2.09 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 8.0	9.84	+1.84 ❌	≤ 8.0	12.93	+4.93 ❌
Missed Trip Rate	≤ 0.50%	3.35%	+2.85% ❌	≤ 0.50%	3.13%	+2.63% ❌
NTD MDBF	≥ 7,500	3,137	-4,363 ❌	≥ 7,500	2,737	-4,763 ❌
On-Time Performance	≥ 78.5%	78.9%	+0.4% ✅	≥ 78.5%	78.2%	-0.3% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $7.86	$9.92	+$2.06 ❌	≤ $7.50	$8.98	+$1.48 ❌
Ridership	≥ 3.11 M	2.76 M	-0.36 M ❌	≥ 16.47 M	15.03 M	-1.45 M ❌

The trend over the past 3 Fiscal Years will display here

KPI Performance Summary

Beta Test Version

Latest Month
Nov 2025

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 100k Miles	≤ 2.50	4.34	+1.84 ❌	≤ 2.50	4.11	+1.61 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 4.0	2.16	-1.84 ✅	≤ 4.0	2.40	-1.60 ✅
Missed Trip Rate	≤ 0.5%	0.4%	-0.1% ✅	≤ 0.5%	0.43%	-0.07% ✅
NTD MDBF	≥ 15,000	20,068	+5,068 ✅	≥ 15,000	15,466	+466 ✅
On-Time Performance	≥ 90.0%	92.1%	+2.1% ✅	≥ 90.0%	90.2%	+0.2% ✅
Reservation Call Abandonment Rate	≤ 5.5%	21.7%	+16.2% ❌	≤ 5.5%	16.9%	+11.4% ❌
Reservation Call Wait Time	≤ 120.0s	950.0s	+830.0s ❌	≤ 120.0s	619.0s	+499.0s ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $80.76	$101.60	+$20.84 ❌	≤ $76.26	$86.01	+$9.75 ❌
Ridership	≥ 73.30 K	59.68 K	-13.62 K ❌	≥ 392.11 K	338.29 K	-53.82 K ❌

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

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 100k Boardings	≤ 1.0	2.38	+1.38 ❌	≤ 1.0	2.46	+1.46 ❌
MDBSI	≥ 475	310	-165 ❌	≥ 475	297	-178 ❌
Missed Trip Rate	≤ 0.50%	1.31%	+0.81% ❌	≤ 0.50%	1.37%	+0.87% ❌
NTD MDBF	≥ 23,000	27,559	+4,559 ✅	≥ 23,000	20,147	-2,853 ❌
On-Time Performance	≥ 95.0%	94.5%	-0.5% ❌	≥ 95.0%	94.5%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $9.34	$11.83	+$2.49 ❌	≤ $8.69	$9.12	+$0.43 ❌
Ridership	≥ 2.35 M	2.23 M	-0.13 M ❌	≥ 12.76 M	13.49 M	+0.73 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

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	0.36	+0.26 ✗	≤ 0.10	0.06	-0.04 ✓
Missed Trip Rate	≤ 0.50%	23.31%	+22.81% ✗	≤ 0.50%	7.61%	+7.11% ✗
NTD MDBF	≥ 2,700	758	-1,942 ✗	≥ 2,700	1,137	-1,563 ✗
On-Time Performance	≥ 85.0%	76.7%	-8.3% ✗	≥ 85.0%	92.0%	+7.0% ✓

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $15.26	$0.0	-$15.26 ✓	≤ $12.73	$50.01	+$37.28 ✗
Ridership	≥ 32.67 K	2.75 K	-29.93 K ✗	≥ 197.94 K	82.25 K	-115.69 K ✗

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

Data Notes:

- Streetcar Data:
  - Due to utility repair work along the streetcar alignment, streetcar service was temporarily suspended starting in September. In the meantime, shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on the shuttle operating statistics.
  - Due to recent data availability, you may notice changes to MDBF for Streetcar this FY. Data on L-Van incidents became available and are now included in the data for this FY. L-Vans are used to replace Streetcar Trains when needed.
- Bus OTP:
  - Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
  - 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.
- Lost Time Incident Rate:
  - The adjustments made last month have been applied retroactively through FY24 to update all data presented in the Lost Time Incident Rate. In addition to these changes applied historically, we also removed logic that was incorrectly excluding a small number of claims from this data.

Resolution Authorizing the Award of a Single Source Contract for Technical Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, RFPP P50693

O&S Committee

January 22, 2026

Daniel Hecht, P.E.
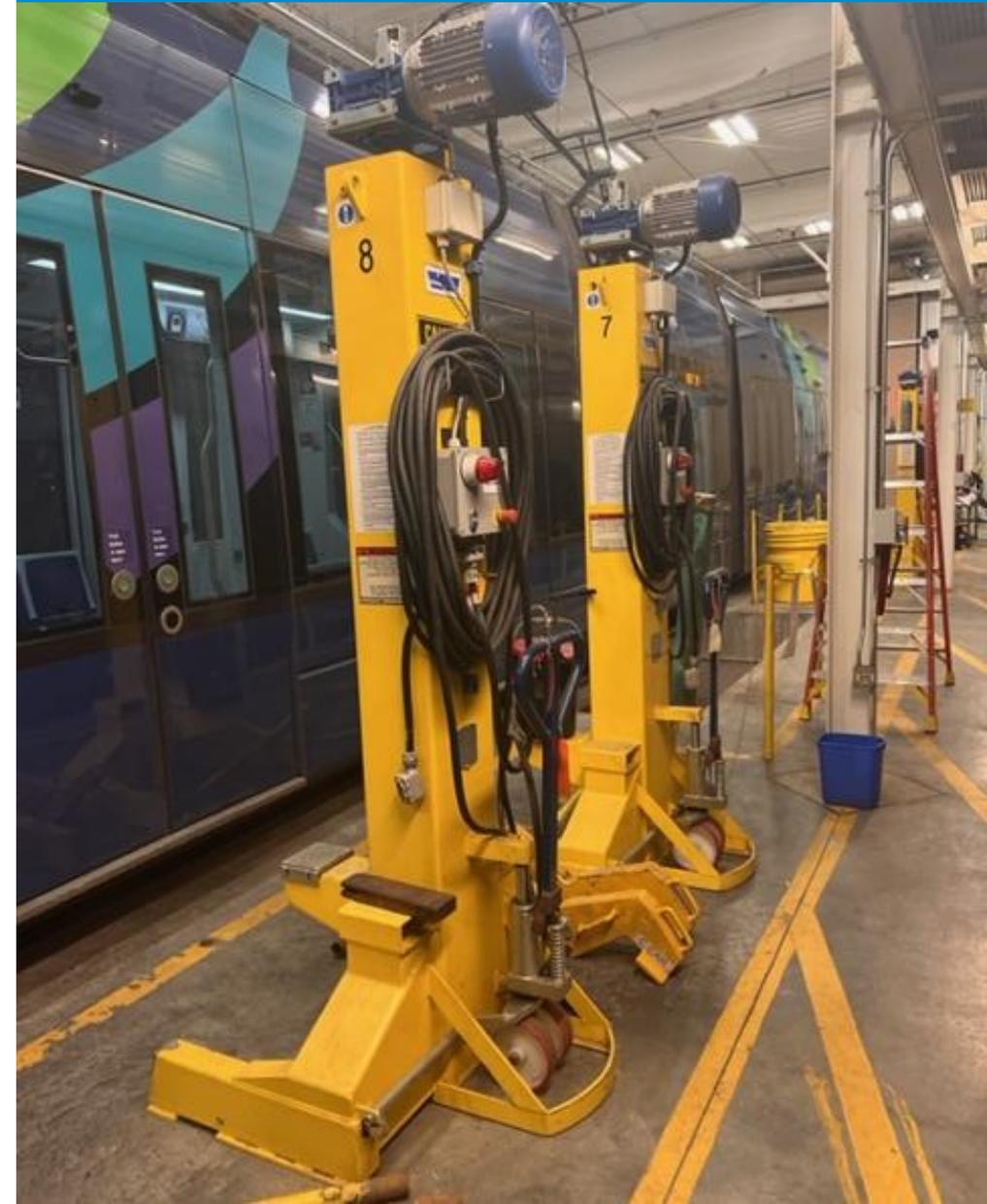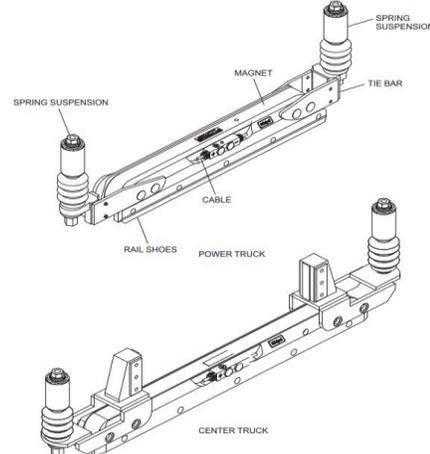
Deputy Chief Mechanical Officer
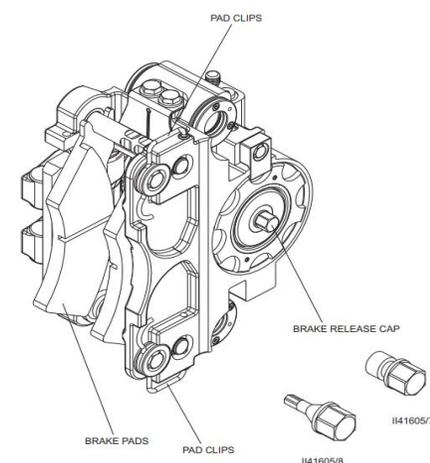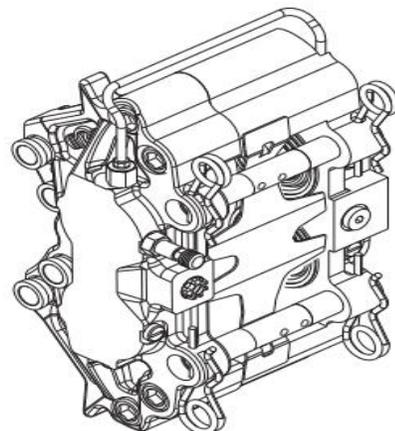
Fleet Background

- Four Light Rail Vehicles (LRVs)

- Siemens S70 Low-Floor LRV (short version)

- 25-year planned life (subject to overhaul)

- Three-truck, double articulated streetcar

- Placed in service December 30, 2014

- MARTA assumed ownership July 1, 2018

P50693 Contract Structure

1. Ten-year support contract

2. Vehicle conditional assessment and baseline

3. Technical Support Services
   - OEM Parts and inventory
   - Failure analysis
   - Troubleshooting and repair

4. Three vehicle overhauls

5. Annual wheel truing (allowance for additional)

6. Other
   - Special tools and test equipment
     - Design modifications
     - Accident and Vandalism repairs

Overhaul Components

- Brakes
- Pantograph
- Tow Bar
- Event Recorder
- Suspension
- Truck Assemblies
- Doors
- Master Controller
- Articulation Bearings
- APS Fan
- Passenger and Operator Seats
- Other components

Financial Considerations

Line Item	Cost
Ten Year Base Contract	$27,949,605
Allowances	$2,850,000
Total	$30,799,605

Resolution

The Department of Mechanical Operations requests that the Operations and Safety Committee recommend to the full Board the approval of a Single Source Contract with Siemens Mobility, Inc. for the Technical Support and Spare Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, in the amount of $30,799,605

Thank You

marta®

RESOLUTION AUTHORIZING THE AWARD OF A SINGLE SOURCE CONTRACT FOR TECHNICAL SUPPORT AND SPARE SUPPLY SERVICES FOR THE ATLANTA STREETCAR S70 LIGHT RAIL VEHICLES, RFPP P50693,

WHEREAS, the Authority's Department of Mechanical Operations has identified the need for Technical Support and Supply Services for the Atlanta Streetcar S70 Light Rail Vehicles, Request for Price Proposal Number P50693; and

WHEREAS, on April 16, 2025, the Metropolitan Atlanta Rapid Transit Authority duly sent the Request for Price Proposal to the Single Source Proprietor; and

WHEREAS, it is necessary to procure Technical Support and Supply Services for the Atlanta Streetcar S70 Vehicles; and

WHEREAS, the Department of Internal Audit has performed a Cost Analysis and determined that of the total proposed amount of $28,056,645.00 the amount of $4,282,137.22 is unsupported.

WHEREAS, the Interim General Manager/CEO determined that incorporation of the unsupported amount of $4,282,137.22 is in the best interest of MARTA. The identified mobilization and additional labor costs are essential to ensuring uninterrupted service delivery, adherence to technical specifications, and proper support of the aging fleet. Approval of these costs will ensure that Siemens is fully equipped to meet contract obligations and provide reliable maintenance, technical support and overhaul services throughout the ten-year contract term.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the Interim General Manager/CEO or his delegate be, and hereby is, authorized to execute a Single Source Contract on substantially the same terms and conditions as contained in the Request for Price Proposal Number PP50693, between the Authority and Siemens Mobility, Inc., for the procurement of Technical Support and Supply Services for the Atlanta Streetcar S70 Vehicles in the amount of $30,799,605.00.

Approved as to Legal Form:

Right-click to sign
with CoSign
DocuSigned by:
Janki Patel signing for DP with authorization
DBF2F499A9704D9...

Duane Pritchett

_____

Interim Chief Counsel, Metropolitan Atlanta
 Rapid Transit Authority

BUS MAINTENANCE OPERATIONAL EXCELLENCE UPDATE

Operations and Safety Committee
January 22, 2026

Daniel Hecht, PE
Deputy Chief Mechanical Officer

Operational Excellence Priorities

- About EFESO

- SCOPE
  - Maintenance and reliability
  - PM Compliance
  - Work order tracking
  - Production planning
  - Staffing changes and labor alignment
  - Process enhancement
  - Reporting and information use
    - Safe, Clean, Reliable and Efficient
  - Part utilization and dwell

Labor Alignment

- Changed supervisor, planner and engineer schedules and reporting location

- Changing mechanic, technician and hostler schedules to standardize shifts between yards

- Alignment of resources to bus availability

- ATU involvement and discussion

- Pull-in process implementation (February 2026)

CURRENT

Hamilton Weekday
Fleet Pullouts & Pullins

FUTURE

Average Service Level- Hamilton Techs.

PROCESS CHANGES
PERRY YARD CURRENT MODEL

HANDOFF

FUEL

CLEANING

FARE

ENTRANCE

MAINTENANCE SHOP

PARKING

PROCESS CHANGES

PERRY YARD FUTURE MODEL

marta

Laredo

Safe

Collision Rate per 100K Miles, Last 4 Weeks

6.93
Goal: 5.54

Bus Collision Rate Monthly Trend

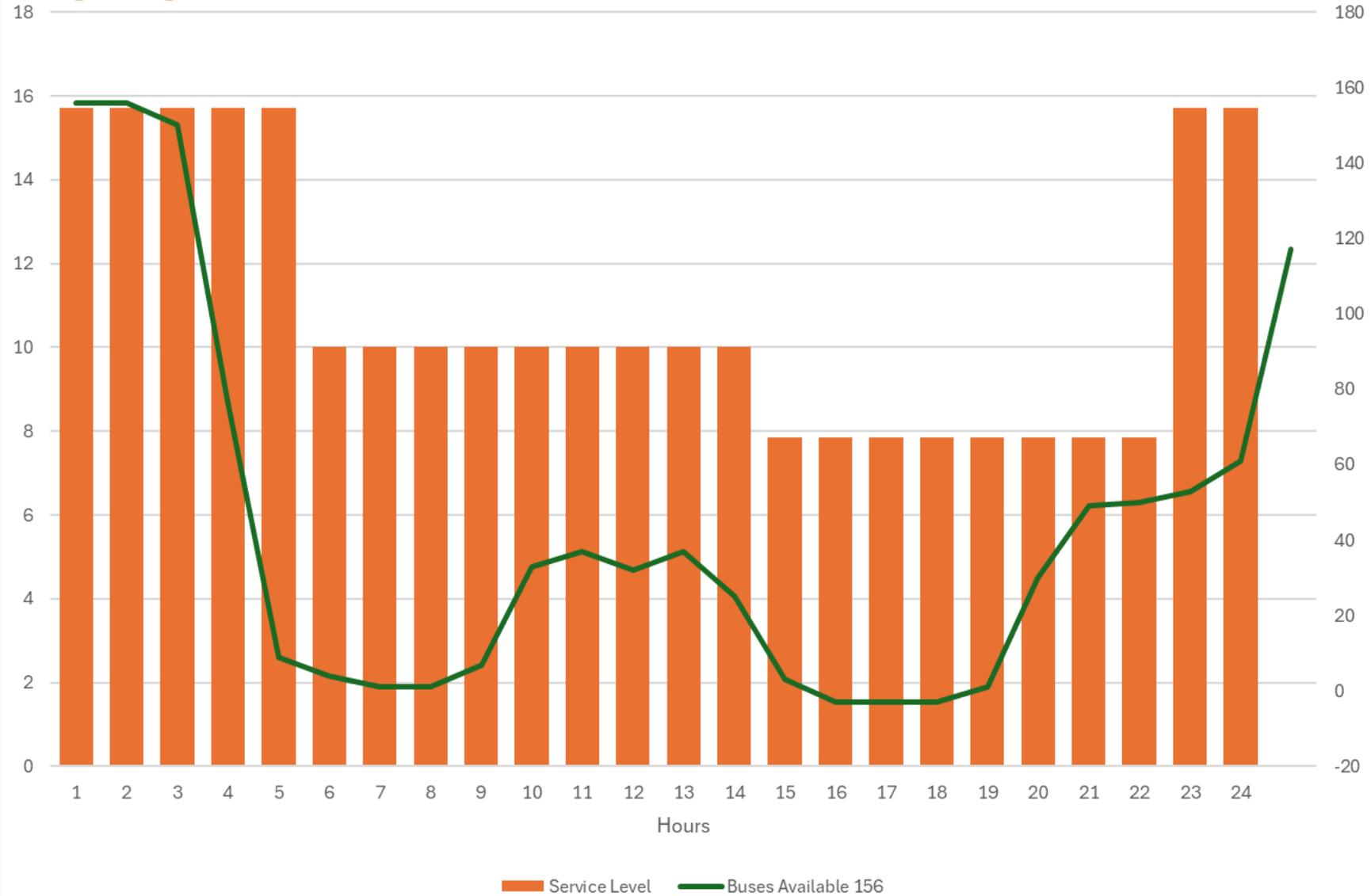| Date	Bus Collisions	Emp. Injuries	Inspections Missed
12/29	0	0	-
12/28	0	0	-
12/27	0	0	-
12/26	0	0	-
12/25	0	0	-
12/24	0	0	-
12/23	0	0	-
Total	**0**	**0**	**-**

Clean

Bus Cleanliness, Dec 2025

7.0
n=44

Bus Cleanliness Monthly Trend

Date	Cleans–On Time	Cleans–Late C	Cleans–Late INC
01/06	0	10	0
01/05	0	2	0
01/04	0	3	0
01/03	1	4	0
01/02	0	9	0
01/01	0	0	0
12/31	1	3	0
Total	**2**	**31**	**0**

Reliable

Laredo Transportation

OTP, Last 7 Days
82.5% ✓
Goal: 80.0%

OTP Monthly Trend

Date	OTP	Early %	Late %	Trips Delivered	Pullout OTP	Service Calls	In-Svc Buses
01/06	81.0%	4.9%	14.0%	93.9%	86.4%	1	-
01/05	81.9%	5.3%	12.8%	92.6%	81.2%	5	-
01/04	81.8%	6.7%	11.5%	98.1%	67.2%	5	-
01/03	82.1%	5.0%	12.9%	98.7%	79.7%	3	-
01/02	83.0%	6.3%	10.8%	97.4%	67.0%	6	-
01/01	84.4%	5.5%	10.1%	99.0%	73.8%	4	-
12/31	81.3%	6.0%	12.7%	96.8%	70.0%	0	-
Total	**82.3%**	**5.8%**	**11.9%**	**96.5%**	**74.1%**	**24**	-
Goal:	80.0%	3%	18.5%	99.5%	-	-	-

Laredo Maintenance

MDBF, Last 7 Days
3.9K !
Goal: 6.0K

MDBF Monthly Trend

PM Compliance, Last 7 Days

PM Type	On-Time	Late C	Late INC
6000	26	1	0
FOLLOW	0	0	1
HVAC	1	12	0
Total	**27**	**13**	**1**

Past Due Follow-ups, 1/6/2026
418

Service Calls, Last 7 Days	12/31	01/01	01/02	01/03	01/04	01/05	01/06	Total
ENGINE CUTS OFF	2	7	1	2	0	2	2	**16**
CHECK ENGINE LIGHT	0	1	7	0	2	3	2	**15**
STOP ENGINE LIGHT	1	0	1	0	0	3	3	**8**
COMPARTMENT DOOR/PANEL OPEN	0	0	0	0	2	2	1	**5**
Total	**17**	**17**	**18**	**15**	**20**	**27**	**26**	**140**

Repeat Incidents, Last 7 Days	12/31	01/01	01/02	01/03	01/04	01/05	01/06	Total
	2	4	2	2	4	4	3	21

Efficient

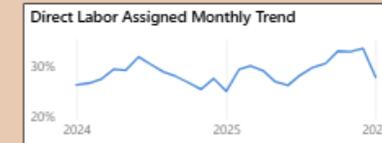### Laredo Transportation

Unscheduled Absent Rate
17.1%

Overtime Hours
5.2K

Pay Period:
12/13/2025 - 12/26/2025

Note: Displaying data from latest available bi-weekly pay period

Operator Fill

Date	FT Operators	Trainees	PT Operators
01/06	515	112	18
01/05	515	112	18
01/04	515	112	18
01/03	515	112	18
01/02	515	112	18
01/01	515	112	18
12/31	515	112	18

Authorized: 554   30

Laredo Maintenance

Direct Labor Assigned Monthly Trend

Date	Labor Efficiency	Direct Labor Assigned
01/06	71%	27%
01/05	62%	23%
01/04	72%	35%
01/03	59%	29%
01/02	70%	33%
01/01	46%	23%
12/31	64%	35%
Total	**64%**	**29%**

Store Room Improvements

- Holistic review of parts usage and inventory

- Setting part levels for inspections

- Rebalance storeroom inventory

- Minimizing movement of parts

- Identifying parts by bus type/number and task

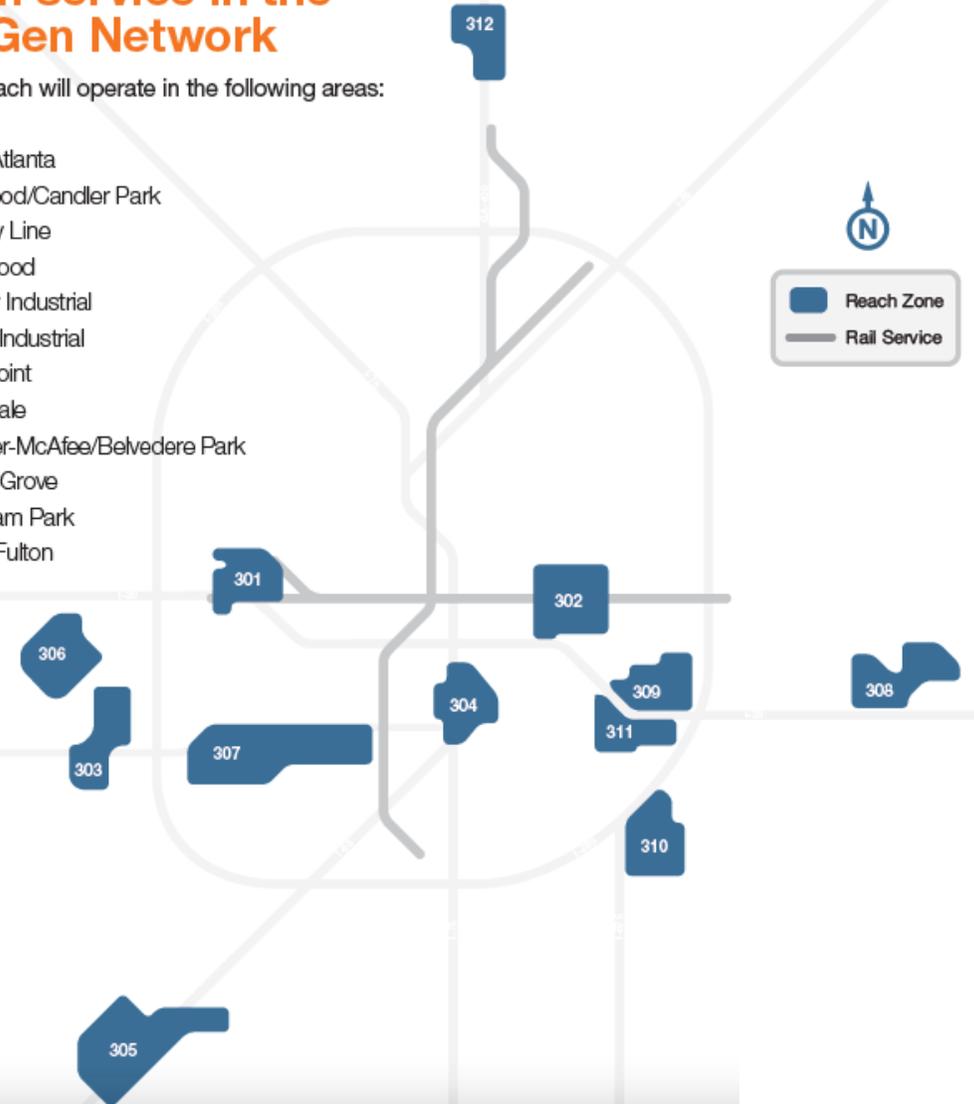Thank You

marta

MARTA Reach Update

January 22, 2026

MARTA Reach Service

» 12 Zones

» Curb-to-curb service within zone

» Pickups within 30 minutes of request

» Replaces fixed-route coverage in lower density, lower ridership areas

» Provides first-and last-mile connections to MARTA rail, frequent buses, major transfer points

» Smaller branded vehicles

Reach service in the NextGen Network

MARTA Reach will operate in the following areas:

301 West Atlanta
302 Kirkwood/Candler Park
303 County Line
304 Lakewood
305 Oakley Industrial
306 Fulton Industrial
307 East Point
308 Hillandale
309 Candler-McAfee/Belvedere Park
310 Cedar Grove
311 Gresham Park
312 North Fulton

Reach Zone
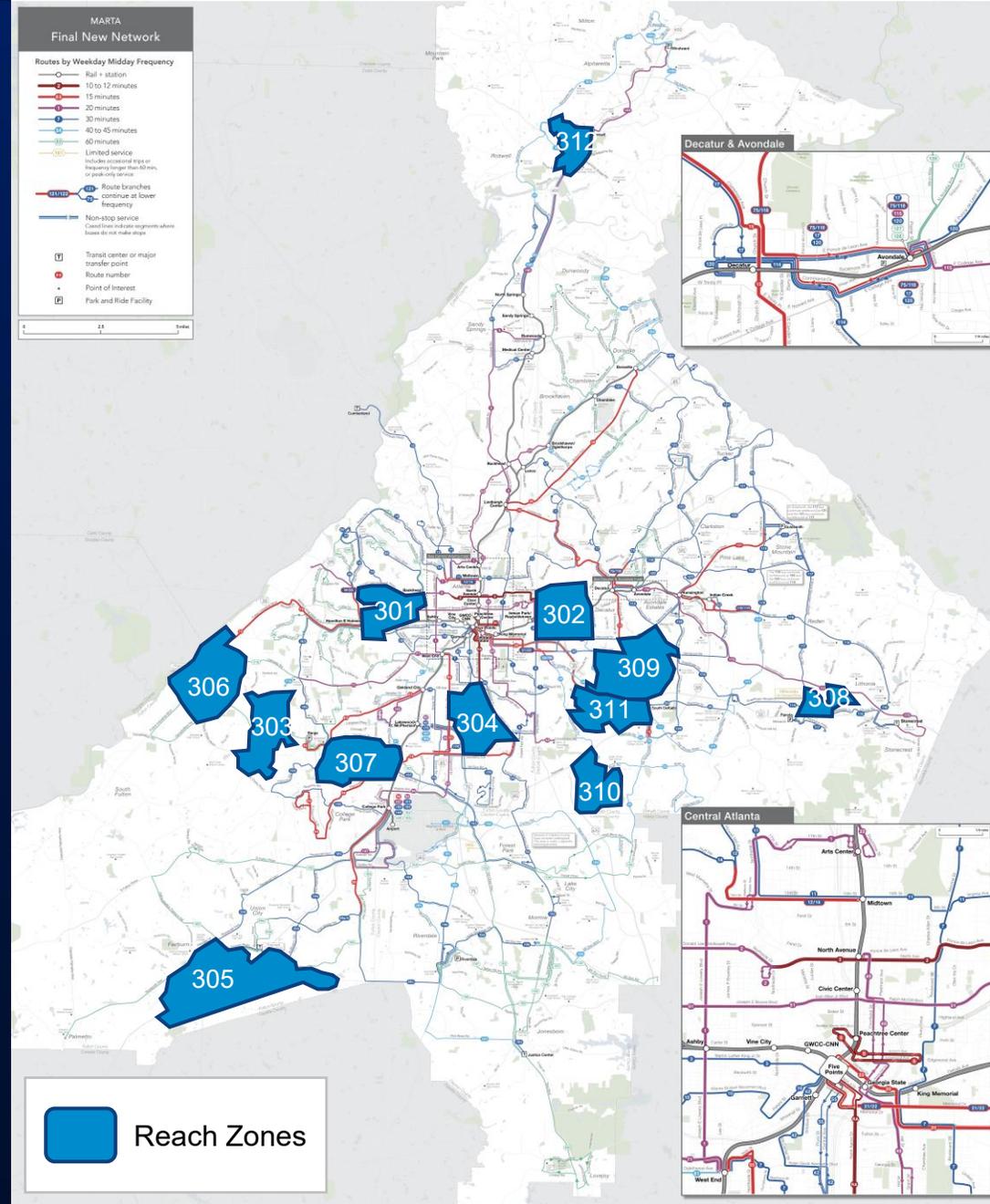Rail Service

MARTA Reach Zones

- 301 West Atlanta
- 302 Kirkwood/Candler Park
- 303 County Line
- 304 Lakewood
- 305 Oakley Industrial
- 306 Fulton Industrial
- 307 East Point
- 308 Hillandale
- 309 Candler-McAfee
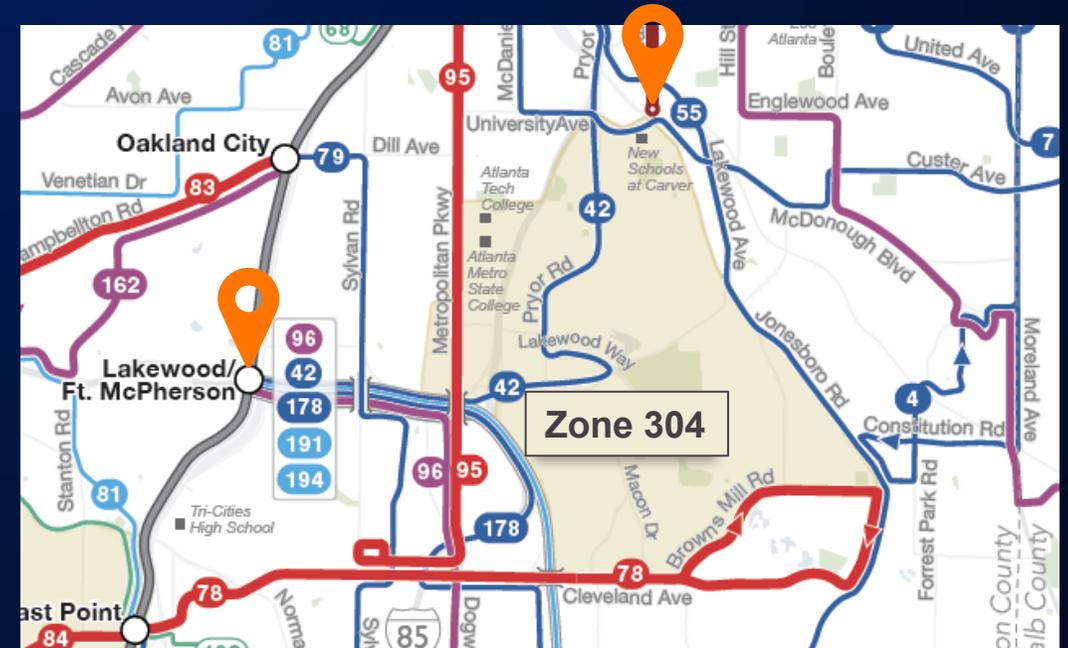- 310 Cedar Grove
- 311 Gresham Park
- 312 North Fulton

MARTA Reach Service – Zone 304 Example

» Peak Vehicles: 3

» Span of Service: 5:45AM to 12:15AM

» Out-of-Zone Connections

- Lakewood Station
- Carver Station (Rapid A-Line)

Zone 304

Trip Process

Book rides by app, web, or phone.

Continuous Optimization

Technology reviews demand, routes, and traffic.

Trip Assigned

Vehicle and driver automatically matched to the customer.

Customer meets driver at pickup and is dropped off at destination.

Reach Trip Example

1. Customer requests a ride from Community Grounds Café to Lakewood Station

2. Software assigns the trip to one of three available vehicles and provides operator with routing to pick-up

3. Operator picks up the customer within expected time and software provides routing to Lakewood

4. Operator drives customer to Lakewood and drops the customer off by estimated arrival time

5. Operator waits at Lakewood Station for next trip assignment

Zone 304

Customer Expectations

Accounts

Fares

Trips

Customer Expectations – Accounts

» Each customer will need to set up a unique account using a phone number

» Customers are not able to have multiple accounts

» Accounts are for individual use and account holders need to be present on trips – For customers needing assistance booking, the person assisting must be able to log into the customer's account

Customer Expectations – Fares $

» Fare will be $2.50

» Transfer policy consistent with other MARTA modes - Use of Breeze will allow four free transfers within 3-hour period

» Fare Evasion is a crime and a violation of the MARTA Code of Conduct

Customer Expectations – Trips

» Customers must put in a pick-up and drop-off address

» Trips must be greater than ¼ mile

» Customers will receive a pick-up window upon booking a trip and are expected to be at the pick-up location during the window

» Customers can advance book up to four one-way trips during a rolling 48-hour window

Customer Expectations – Trips

» Reach is a shared service therefore the vehicle may make other stops during a customer's trip

» Customers must indicate the number of riders when booking a trip and all riders must be present at time of pick-up

» Customers cannot modify trips once booked – if modification is needed the customer will need to cancel and re-book

Customer Expectations – Trips

» A customer is considered a No-Show if:

- Vehicle arrives and customer is not present

- Number of riders at time of booking are not present at pick-up

- Customer cancels a scheduled trip less than two hours before the scheduled pick-up

» Three no-show infractions within month will lead to notification

» Excessive no-shows will be evaluated for account suspension

Customer Expectations – Trips

» Customers with mobility devices should select an "Accessible" option when booking and Operator will provide assistance at the vehicle

» Customers can bring aboard non-mobility items if they do not block passageways and Operator will not provide assistance of any kind

» Service animals are allowed

Thank You

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Operations and Safety Committee
January 22, 2026

Paul Lopes
Chief of Operational and Urban Planning

marta

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"

- Updated quarterly

- Higher is better

- Note: Increase in FY26 Q1 rating is statistically significant

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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"

- Updated quarterly

- Higher is better

- Note: Differences between FY25 Q3, FY25 Q4, and FY26 Q1 ratings are not statistically significant

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Clean

- Customer Rating for Rail Service Cleanliness

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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

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 is 95% or higher

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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 is 85% or higher

- Note: Due to utility work, streetcar service was suspended starting in September and shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on shuttle operating statistics.

Rail Missed Trips Rate

- Percentage of scheduled rail trips that were not delivered

- Target is 0.5% or lower

Streetcar Missed Trips Rate

- Percentage of scheduled streetcar trips that were not performed

- Target is 0.5% or lower

- Note: Due to utility work, streetcar service was suspended starting in September and shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on shuttle operating statistics.

Customer Rating for Rail Service Reliability

- Average customer rating for: On-time performance, service levels, and transfers

- 0 = "Poor", 10 = "Excellent"

- Updated quarterly

- Higher is better

- Note: Differences between FY25 Q3, FY25 Q4, and FY26 Q1 ratings are not statistically significant

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Thank You

SKPI Summary (Draft)

View in Power BI ↗

Last data refresh:
12/17/2025 4:26:31 PM UTC

Downloaded at:
1/8/2026 9:39:31 PM UTC

KPI Performance Summary

Beta Test Version - 12/11/2025

Latest Month
Oct 2025

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Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	2.67	-1.13 ✅	≤ 3.80	3.55	-0.25 ✅
Part I Crime Rate	≤ 4.15	1.76	-2.39 ✅	≤ 4.15	2.26	-1.89 ✅

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	4.7%	-1.3% ✅	≤ 6.0%	4.4%	-1.6% ✅
Call Wait Time	≤ 60.0s	36.97s	-23.03s ✅	≤ 60.0s	35.31s	-24.69s ✅
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	≥ 0.0%	-14.2%	-14.2% ❌	≥ 0.0%	-9.5%	-9.5% ❌
Ridership	≥ 6.44 M	6.24 M	-0.20 M ❌	≥ 24.26 M	23.90 M	-0.36 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 - 12/11/2025

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 1M Miles	≤ 5.94	7.02	+1.08 ❌	≤ 5.94	8.05	+2.11 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 8.0	12.21	+4.21 ❌	≤ 8.0	13.62	+5.62 ❌
Missed Trip Rate	≤ 0.50%	3.27%	+2.77% ❌	≤ 0.50%	3.07%	+2.57% ❌
NTD MDBF	≥ 7,500	3,192	-4,308 ❌	≥ 7,500	2,656	-4,844 ❌
On-Time Performance	≥ 78.5%	78.2%	-0.3% ❌	≥ 78.5%	78.0%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $7.39	$9.15	+$1.76 ❌	≤ $7.55	$8.69	+$1.13 ❌
Ridership	≥ 3.53 M	3.24 M	-0.29 M ❌	≥ 13.36 M	12.27 M	-1.09 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 - 12/11/2025

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 100k Miles	≤ 2.50	3.93	+1.43 ❌	≤ 2.50	4.05	+1.55 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 4.0	1.97	-2.03 ✅	≤ 4.0	2.46	-1.54 ✅
Missed Trip Rate	≤ 0.5%	0.32%	-0.18% ✅	≤ 0.5%	0.43%	-0.07% ✅
NTD MDBF	≥ 15,000	27,915	+12,915 ✅	≥ 15,000	14,646	-354 ❌
On-Time Performance	≥ 90.0%	92.1%	+2.1% ✅	≥ 90.0%	89.8%	-0.2% ❌
Reservation Call Abandonment Rate	≤ 5.5%	16.0%	+10.5% ❌	≤ 5.5%	15.8%	+10.3% ❌
Reservation Call Wait Time	≤ 120.0s	754.5s	+634.5s ❌	≤ 120.0s	551.9s	+431.9s ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $75.32	$100.45	+$25.13 ❌	≤ $76.28	$80.13	+$3.85 ❌
Ridership	≥ 83.35 K	68.55 K	-14.79 K ❌	≥ 318.81 K	278.61 K	-40.20 K ❌

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 - 12/11/2025

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 100k Boardings	≤ 1.0	1.81	+0.81 ❌	≤ 1.0	2.48	+1.48 ❌
MDBSI	≥ 475	335	-140 ❌	≥ 475	294	-181 ❌
Missed Trip Rate	≤ 0.50%	1.11%	+0.61% ❌	≤ 0.50%	1.39%	+0.89% ❌
NTD MDBF	≥ 23,000	25,866	+2,866 ✅	≥ 23,000	18,907	-4,093 ❌
On-Time Performance	≥ 95.0%	95.0%	+0.0% ✅	≥ 95.0%	94.5%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $8.27	$8.53	+$0.26 ❌	≤ $8.73	$8.32	-$0.42 ✅
Ridership	≥ 2.79 M	2.92 M	+0.14 M ✅	≥ 10.41 M	11.27 M	+0.85 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 - 12/11/2025

Select a mode to view relevant KPIs

Streetcar ⌄

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

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	0.27	+0.17 ✗	≤ 0.10	0.05	-0.05 ✓
Missed Trip Rate	≤ 0.50%	1.12%	+0.62% ✗	≤ 0.50%	3.78%	+3.28% ✗
NTD MDBF	≥ 2,700	5,263	+2,563 ✓	≥ 2,700	1,894	-806 ✗
On-Time Performance	≥ 85.0%	98.9%	+13.9% ✓	≥ 85.0%	95.8%	+10.8% ✓

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $12.71	$71.84	+$59.13 ✗	≤ $11.88	$54.25	+$42.37 ✗
Ridership	≥ 37.85 K	3.68 K	-34.17 K ✗	≥ 165.27 K	79.50 K	-85.77 K ✗

Beta Test Version

Data Notes:

- Streetcar Data:
  - Due to utility repair work along the streetcar alignment, streetcar service was temporarily suspended starting in September. In the meantime, shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on the shuttle operating statistics.
- Bus OTP:
  - Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
  - 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.
- Lost Time Incident Rate:
  - For FY25-26 Lost Time Incident Rate reflects adjustments that correct the logic for claim and payroll hours inclusion. The impact of these changes are small in magnitude and mixed in impact.

SKPI Summary (Draft)

[View in Power BI ↗](#)

Last data refresh:
1/20/2026 8:51:57 PM UTC

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KPI Performance Summary

Beta Test Version

Latest Month
Nov 2025

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Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	5.07	+1.27 ❌	≤ 3.80	4.39	+0.59 ❌
Part I Crime Rate	≤ 4.15	1.78	-2.37 ✅	≤ 4.15	2.18	-1.97 ✅

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	4.0%	-2.0% ✅	≤ 6.0%	4.3%	-1.7% ✅
Call Wait Time	≤ 60.0s	34.0s	-26.0s ✅	≤ 60.0s	35.1s	-24.9s ✅
Elevator Availability	≥ 98.5%	98.6%	+0.1% ✅	≥ 98.5%	98.6%	+0.1% ✅
Escalator Availability	≥ 98.5%	98.6%	+0.1% ✅	≥ 98.5%	98.6%	+0.1% ✅

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Budget Variance	≥ 0.0%	-14.0%	-14.0% ❌	≥ 0.0%	-9.9%	-9.9% ❌
Ridership	≥ 5.57 M	5.04 M	-0.53 M ❌	≥ 29.83 M	28.94 M	-0.89 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

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 1M Miles	≤ 5.94	7.96	+2.02 ❌	≤ 5.94	8.03	+2.09 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 8.0	9.84	+1.84 ❌	≤ 8.0	12.93	+4.93 ❌
Missed Trip Rate	≤ 0.50%	3.35%	+2.85% ❌	≤ 0.50%	3.13%	+2.63% ❌
NTD MDBF	≥ 7,500	3,137	-4,363 ❌	≥ 7,500	2,737	-4,763 ❌
On-Time Performance	≥ 78.5%	78.9%	+0.4% ✅	≥ 78.5%	78.2%	-0.3% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $7.86	$9.92	+$2.06 ❌	≤ $7.50	$8.98	+$1.48 ❌
Ridership	≥ 3.11 M	2.76 M	-0.36 M ❌	≥ 16.47 M	15.03 M	-1.45 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

Mobility ⌄

Latest Month
Nov 2025

marta

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

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 100k Miles	≤ 2.50	4.34	+1.84 ❌	≤ 2.50	4.11	+1.61 ❌

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 4.0	2.16	-1.84 ✅	≤ 4.0	2.40	-1.60 ✅
Missed Trip Rate	≤ 0.5%	0.4%	-0.1% ✅	≤ 0.5%	0.43%	-0.07% ✅
NTD MDBF	≥ 15,000	20,068	+5,068 ✅	≥ 15,000	15,466	+466 ✅
On-Time Performance	≥ 90.0%	92.1%	+2.1% ✅	≥ 90.0%	90.2%	+0.2% ✅
Reservation Call Abandonment Rate	≤ 5.5%	21.7%	+16.2% ❌	≤ 5.5%	16.9%	+11.4% ❌
Reservation Call Wait Time	≤ 120.0s	950.0s	+830.0s ❌	≤ 120.0s	619.0s	+499.0s ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $80.76	$101.60	+$20.84 ❌	≤ $76.26	$86.01	+$9.75 ❌
Ridership	≥ 73.30 K	59.68 K	-13.62 K ❌	≥ 392.11 K	338.29 K	-53.82 K ❌

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Rail ⌄

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 100k Boardings	≤ 1.0	2.38	+1.38 ❌	≤ 1.0	2.46	+1.46 ❌
MDBSI	≥ 475	310	-165 ❌	≥ 475	297	-178 ❌
Missed Trip Rate	≤ 0.50%	1.31%	+0.81% ❌	≤ 0.50%	1.37%	+0.87% ❌
NTD MDBF	≥ 23,000	27,559	+4,559 ✅	≥ 23,000	20,147	-2,853 ❌
On-Time Performance	≥ 95.0%	94.5%	-0.5% ❌	≥ 95.0%	94.5%	-0.5% ❌

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $9.34	$11.83	+$2.49 ❌	≤ $8.69	$9.12	+$0.43 ❌
Ridership	≥ 2.35 M	2.23 M	-0.13 M ❌	≥ 12.76 M	13.49 M	+0.73 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

Streetcar ∨

Select a KPI on the left

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

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	0.36	+0.26 ❌	≤ 0.10	0.06	-0.04 ✅
Missed Trip Rate	≤ 0.50%	23.31%	+22.81% ❌	≤ 0.50%	7.61%	+7.11% ❌
NTD MDBF	≥ 2,700	758	-1,942 ❌	≥ 2,700	1,137	-1,563 ❌
On-Time Performance	≥ 85.0%	76.7%	-8.3% ❌	≥ 85.0%	92.0%	+7.0% ✅

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ $15.26	$0.0	-$15.26 ✅	≤ $12.73	$50.01	+$37.28 ❌
Ridership	≥ 32.67 K	2.75 K	-29.93 K ❌	≥ 197.94 K	82.25 K	-115.69 K ❌

The trend over the past 3 Fiscal Years will display here

Data Notes:

- Streetcar Data:
  - Due to utility repair work along the streetcar alignment, streetcar service was temporarily suspended starting in September. In the meantime, shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on the shuttle operating statistics.
  - Due to recent data availability, you may notice changes to MDBF for Streetcar this FY. Data on L-Van incidents became available and are now included in the data for this FY. L-Vans are used to replace Streetcar Trains when needed.
- Bus OTP:
  - Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
  - 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.
- Lost Time Incident Rate:
  - The adjustments made last month have been applied retroactively through FY24 to update all data presented in the Lost Time Incident Rate. In addition to these changes applied historically, we also removed logic that was incorrectly excluding a small number of claims from this data.