



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, FEBRUARY 26, 2026**

**ATLANTA, GEORGIA**

**MEETING MINUTES**

**1. CALL TO ORDER AND ROLL CALL**

Committee Chair Ryan Loke called the meeting to order at 10:36 A.M.

**Board Members**

**Present:**

Al Pond  
Jennifer Ide  
Jacob Tzegaegbe  
Sagirah Jones  
Ryan Loke  
Sarah Galica  
Shayna Pollock  
DeVon Hudson

**Board Members**

**Absent:**

Freda Hardage  
Kathryn Powers  
Roderick Frierson  
Russell McMurry  
Valencia Williamson  
Jannine Miller  
Elizabeth Bolton-Harris

**Staff Members Present:**

Jonathan Hunt  
Rhonda Allen  
LaShanda Dawkins  
Kevin Hurley  
Michael Kreher  
Paul Lopes  
Steven Parker  
Janki Patel  
Larry Prescott

**Also in Attendance:**

Peter Crofton, Phyllis Bryant, Kenya Hammond, Daniel Hecht,  
Jacqueline Holland, and Paula Nash, Tyrene Huff

**2. APPROVAL OF THE MINUTES**

**Minutes from January 22, 2026**

Approval of the minutes from January 22, 2026. On a motion by Board Member Galica, seconded by Board Member Tzegaegbe, the motion passed by a vote of 6 to 0 with 1 member abstaining and 7 members present.

**3. RESOLUTIONS**

**Resolution Authorizing the Award of a Contract for MARTA Police Uniforms, Equipment and Ballistic Safety Components, IFB B50759**

Approval of the Resolution Authorizing the Award of a Contract for MARTA Police Uniforms, Equipment and Ballistic Safety Components, IFB B50759. On a motion by Board Member Ide, seconded by Board Member Galica, the resolution passed by a vote of 8 to 0 with 8 members present.

**Resolution Authorizing the Award of a Contract for the Construction Management for Indefinite Quantity Construction Contract Services, RFP P50684**

Approval of the Resolution Authorizing the Award of a Contract for the Construction Management for Indefinite Quantity Construction Contract Services, RFP P50684. On a motion by Board Member Hudson, seconded by Board Member Ide, the resolution passed by a vote of 8 to 0 with 8 members present.

**Resolution Authorizing the Rejection of Bids Received for the Procurement of Janitorial Services for MARTA Headquarters Complex, IFB B50695**

Approval of the Resolution Authorizing the Rejection of Bids Received for the Procurement of Janitorial Services for MARTA Headquarters Complex, IFB B50695. On a motion by Board Member Hudson, seconded by Board Member Pollock, the resolution passed by a vote of 8 to 0 with 8 members present.

**4. BRIEFING**

Paul Lopes, Chief of Operations and Urban Planning, provided the Board with a quarterly briefing on Bus and Mobility Key Performance Indicators.

**5. OTHER MATTERS**

**FY26 December Key Performance Indicators (Informational Only)**

**6. ADJOURNMENT**

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

Respectfully submitted,

A handwritten signature in blue ink that reads "Tyrene L. Huff". The signature is written in a cursive style with a large initial 'T' and 'H'.

Tyrene L. Huff  
Assistant Secretary to the Board

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

# Resolution Authoring the Award of a Contract for MARTA Police Uniforms, Equipment and Ballistic Safety Components IFB B50759



Chief M. Scott Kreher  
2/26/2026

Safe, Clean and Reliable

# History

Safe, Clean and Reliable

- MPD historically contracts for their uniforms, most equipment and ballistic safety components outside the MARTA Operations uniform contract due to specific safety components and unique needs of police officers.
- Current MPD uniform contract expires March 31<sup>st</sup>.
- A separate Ballistic Safety Components contract expires January 2027 but will end with the new contract (termination for convenience).



# Results

Safe, Clean and Reliable



- 4 bids were received as responsive and responsible, with NAFECO being the lowest at \$3,608,568.
- This will be a four-year contract that will average \$902,142 per year. No option year.
- This will consolidate the two current contracts into one, and includes uniforms, equipment such as duty belts, radio and handcuff holders, etc. This contract also accounts for the increase in sworn and non-sworn MPD personnel.



The MARTA Police Department requests that the Operations and Safety Committee recommend to the full Board the approval to enter a contract (IFB B50759) with NAFECO for MARTA Police uniforms, equipment, and ballistic Safety Components in the amount of \$3,608,568.00 for 4 years.

Safe, Clean and Reliable



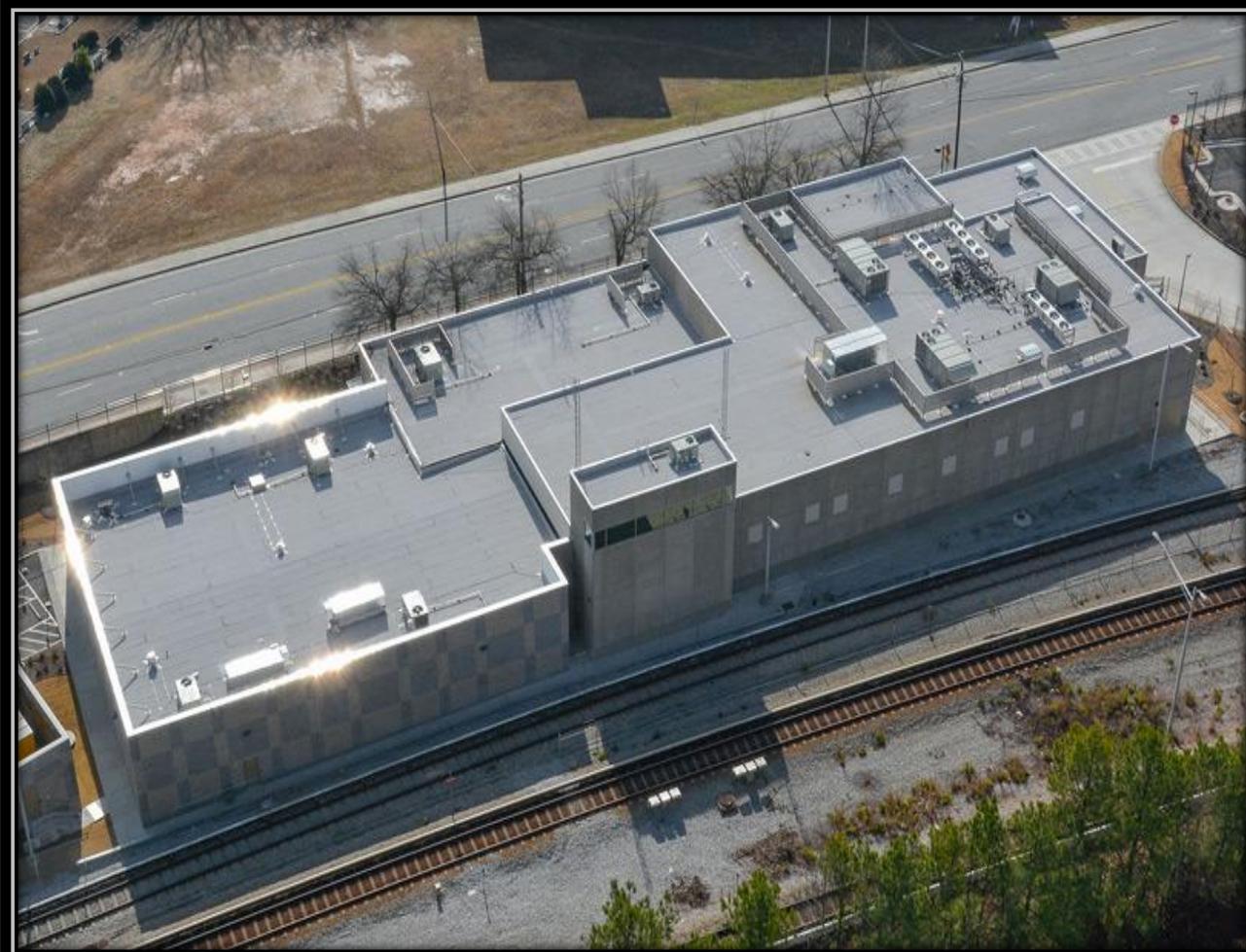
Thank You



Resolution Authorizing the  
Award of the RFP P50684 for  
Construction Management of  
the Indefinite Quantity  
Construction Contract (IQCC)  
Program

**Operations & Safety Committee  
February 26, 2026**

**Daniel Hecht, Deputy Chief Mechanical  
Officer**



## Key Topics

- I. Overview of Program
- II. Overview of Agreement
- III. Program Benefits
- IV. Financial Considerations
- V. Recommendation

# IQCC Program Overview

## What is IQCC?

Indefinite Quantity Construction Contracts allow quick execution of smaller projects for repair, alteration, modernization, rehabilitation, and to complete minor construction tasks.

IQCC has two parts – Construction Management and Construction Tasks

## Key Details

- Follows Indefinite Delivery/Indefinite Quantity process
- Tasks based on pre-priced task catalog with a competitively bid adjustment factor
- Allows Authority to utilize a single procurement vehicle to execute several individual tasks
- Provides transparency
- Reduces number of smaller contracts and procurement vehicles
- Streamlines processes to replace critical equipment

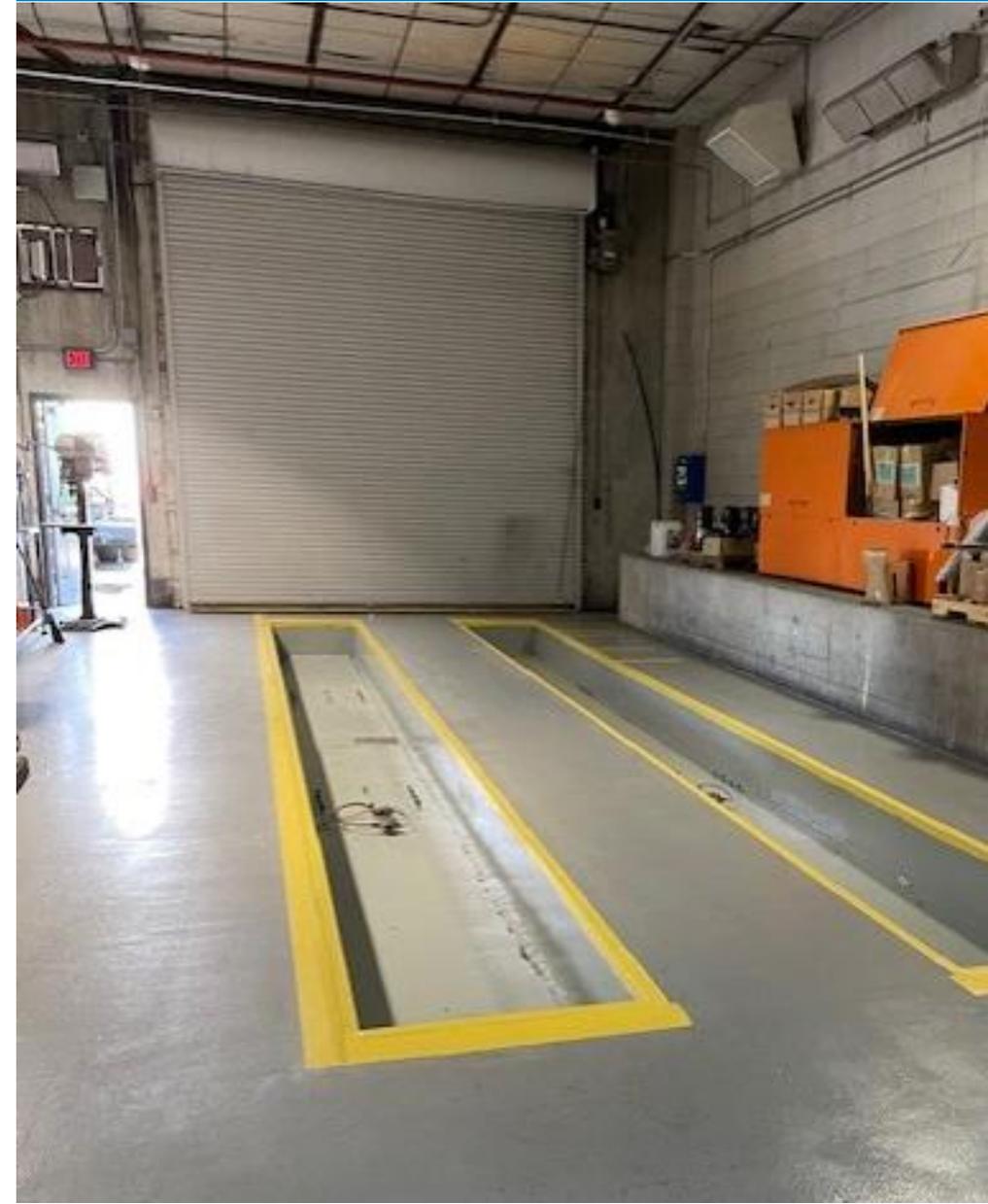


## Agreement Overview

### RFP P50684 for Construction Management

This RFP includes:

- ✓ Provides estimating software
- ✓ Develops Construction Specifications
- ✓ Develops Task Catalog w/ Pricing
- ✓ Means & Methods Analysis
- ✓ Construction Management Activities
- ✓ Material, Labor and Equipment calculations
- ✓ Surveying, site management, and other staff based on tasks



## Solicitation Timeline

March 2025	Operations & Safety Committee	Solicitation Request
June 2025	Advertised Request for Proposals	
July 2025	Bid Deadline	
October 2025	Selection Evaluation Committee convenes	
November 2025	Selection Evaluation Committee Recommendation	
January 2026	Internal Audit Review	
February 2026	Operations & Safety Committee	Award Recommendation

## **Recommendation**

The Department of Mechanical Operations requests that the Operations and Safety Committee recommend to the full Board the award of RFP P50684 to The Gordian Group for Construction Management Services associated with the Indefinite Quantity Construction Program in the amount of \$1,971,000.



Thank You





# **Resolution Authorizing Rejection of Bids**



## **B50695 Janitorial Services for the Headquarters Building Complex**



**Operations & Safety Committee**

**February 26, 2026**

# Purpose

*To obtain routine and periodic cleaning services for 4 buildings which collectively account for over 580,000 sf of administrative office space within the Headquarters Building Complex.*



# Service Locations

- Headquarters
- HQ Annex
- Chamblee IOC
- Uptown Tower (occupied floors)



## **Recommendation**

*The Department of Mechanical Operations requests that the Operations and Safety Committee recommend rejecting all bids received in response to the solicitation of IFB 50695 for Janitorial Services for the Headquarters Building Complex.*



Thank You



# Bus and Mobility Key Performance Indicators Quarterly Briefing

Operations and Safety Committee  
February 26, 2026

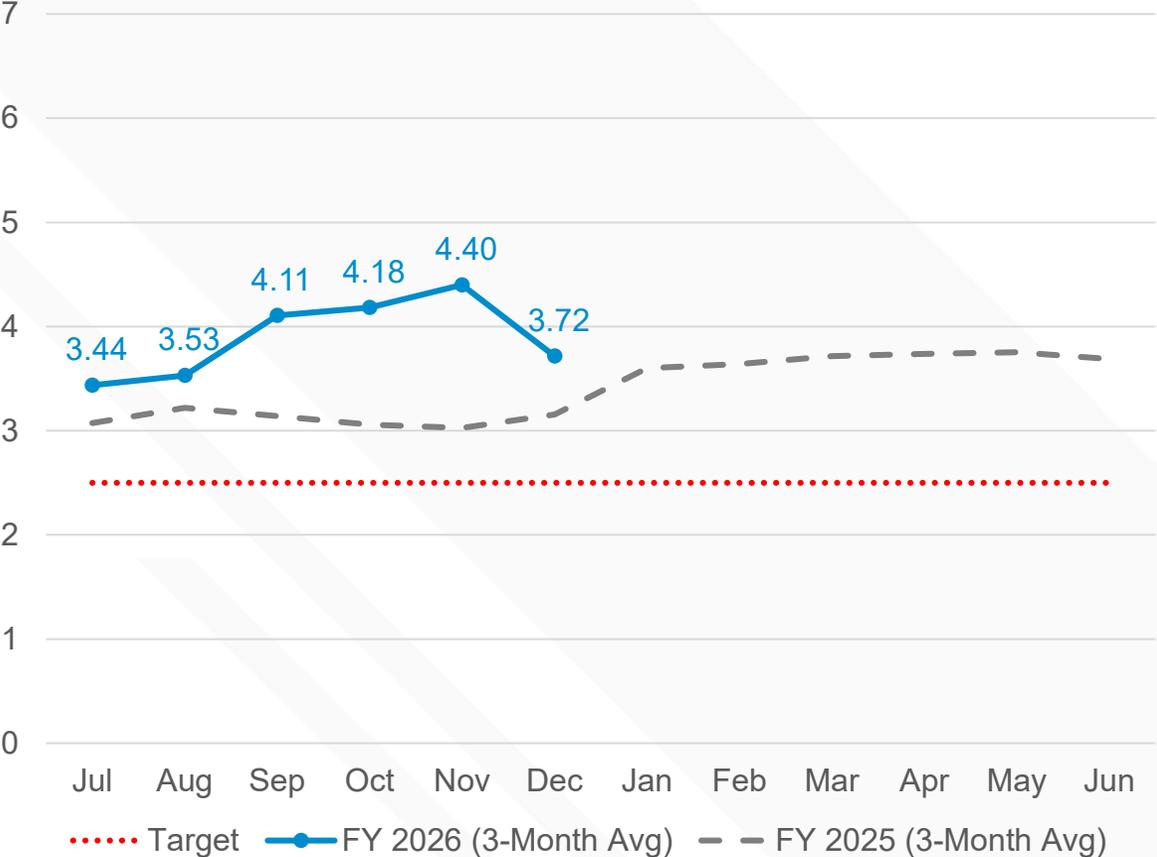
Paul Lopes  
Chief of Operations and Urban Planning



# Safe

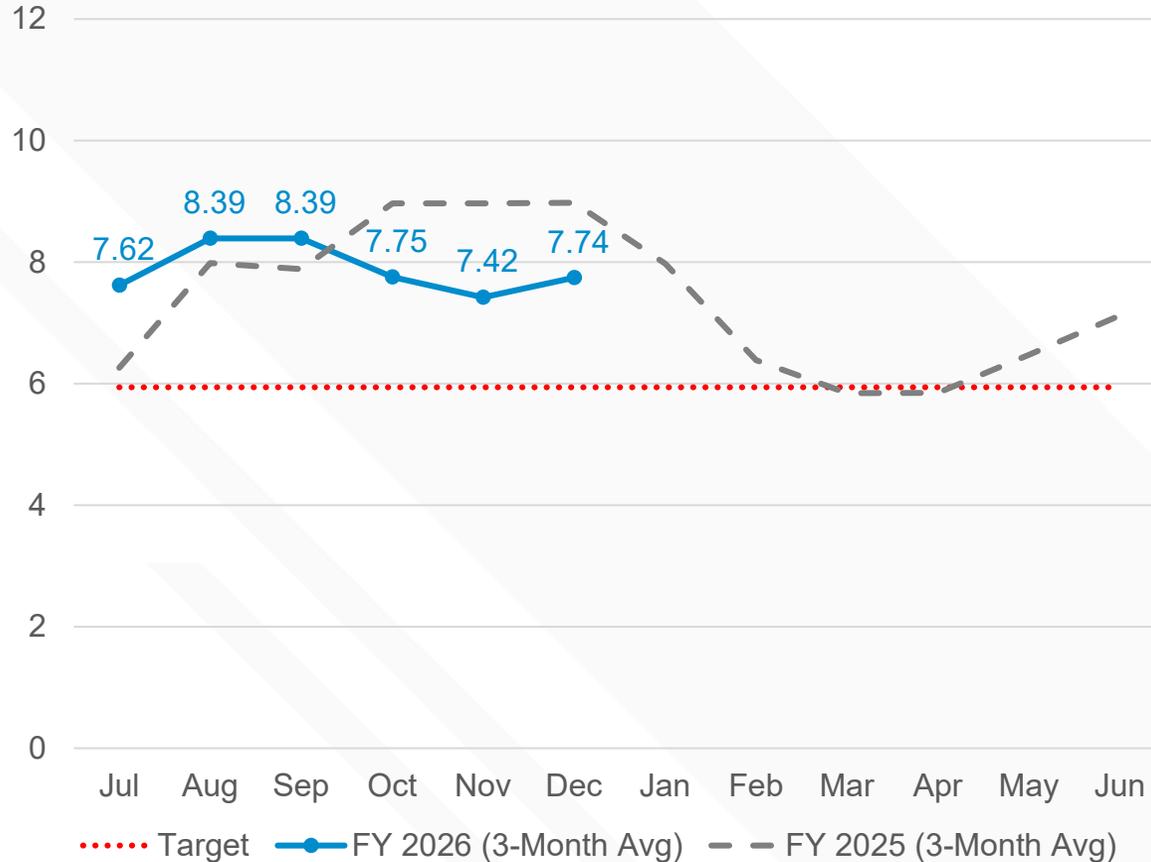
- Mobility Collisions per 100K Miles
- Bus Collisions per 1M Miles
- Customer Rating for Feeling Safe from Accidents on Bus
- Customer Rating for Feeling Safe from Crime on Bus

# Mobility Collisions per 100K Miles



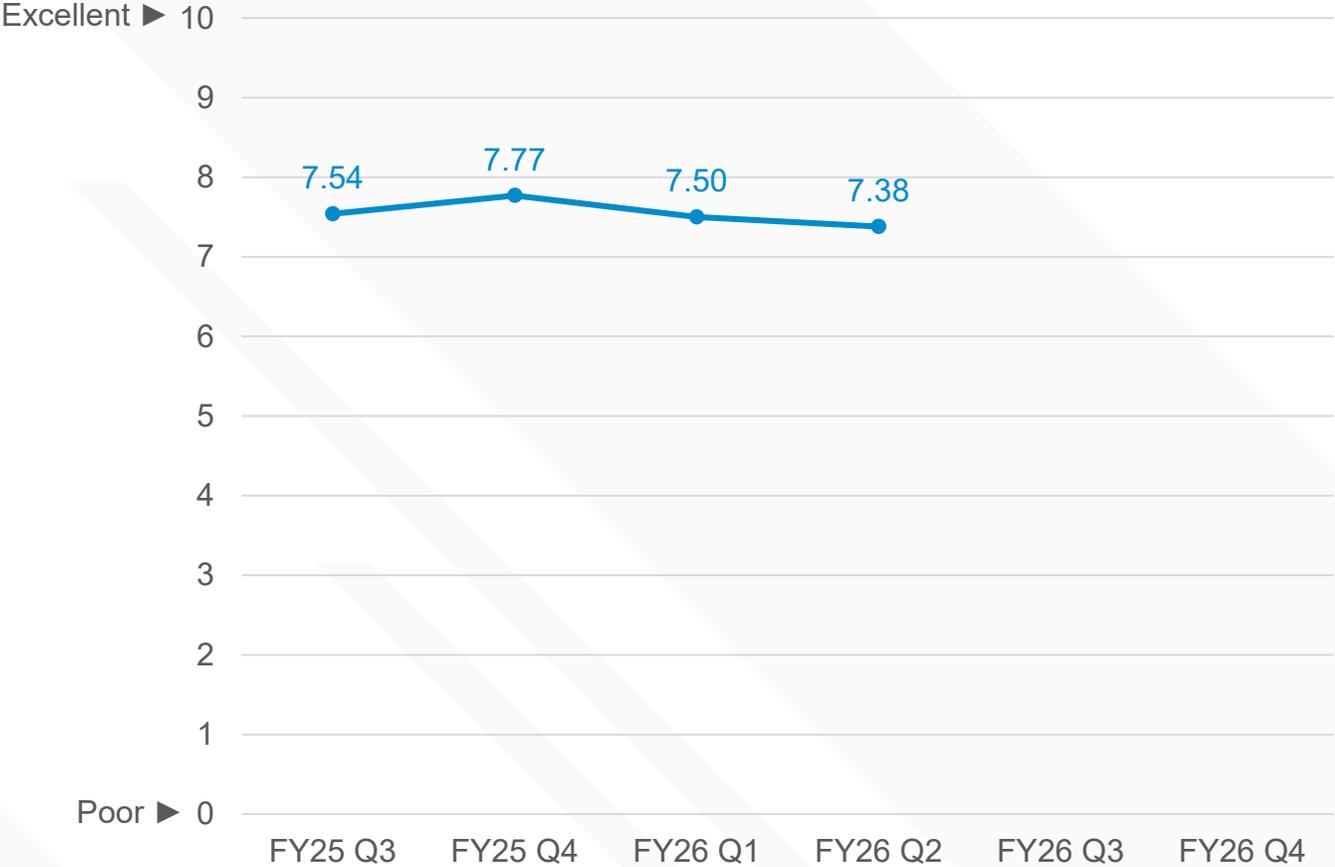
- Number of collisions involving Mobility vans per 100,000 vehicle miles operated
- A collision is an accident in which there is an impact of a transit vehicle with another vehicle or object, such as, but not limited to: Another transit vehicle, a non-transit vehicle, a person, an animal, or an object
- Target: 2.50
- Lower is better

# Bus Collisions per 1M Miles



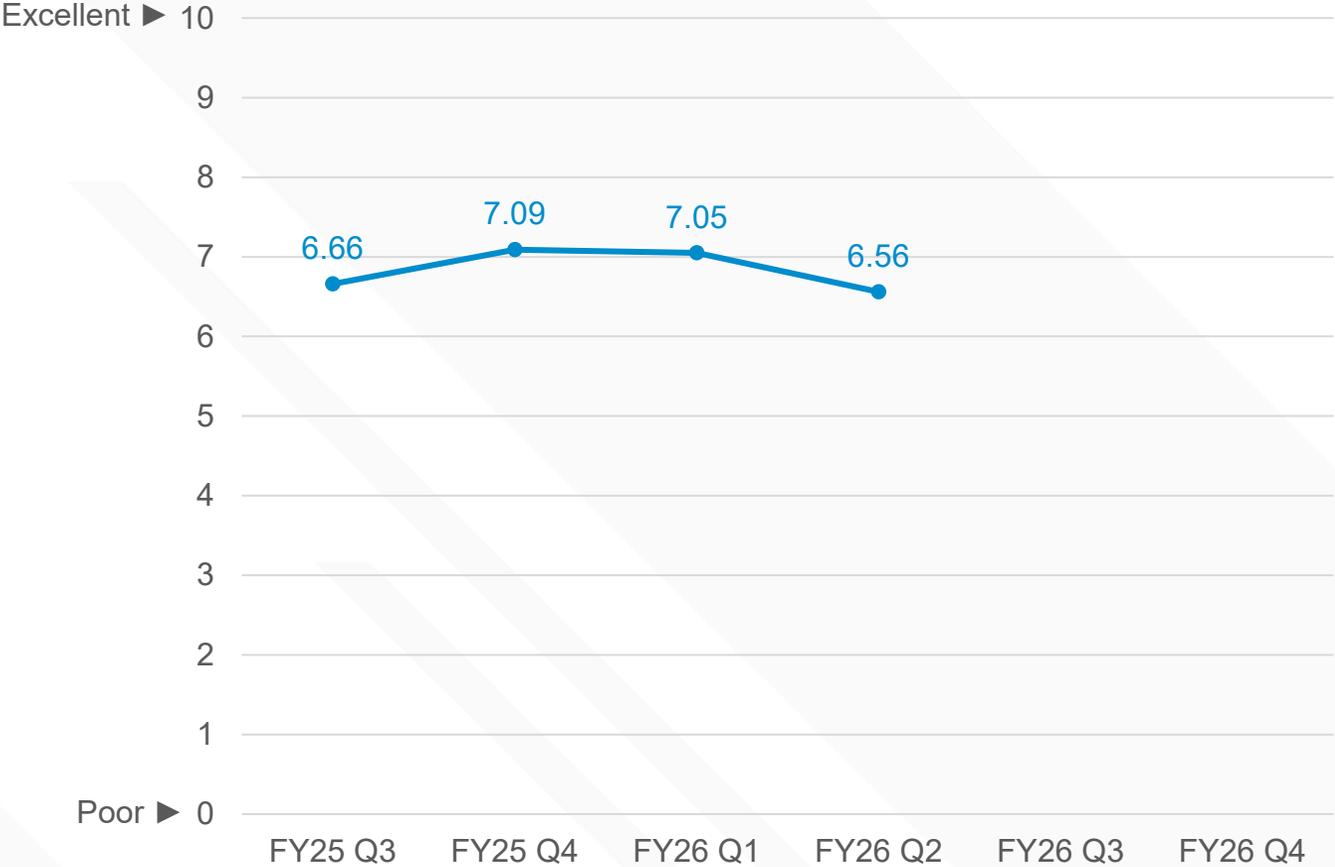
- Number of NTD-reportable bus collisions per one million vehicle revenue miles operated
- An NTD-reportable collision is one that results in: An injury requiring transport away from the scene, a fatality, an evacuation for life-safety reasons, property damage of \$25,000 or more, or towing of the transit or non-transit vehicle
- Target: 5.94
- Lower is better

# Customer Rating for Feeling Safe from Accidents on Bus



- Average customer rating for: Operators driving buses safely, environment free of hazards on buses, and environment free of hazards at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: TBD
- Higher is better
- Note: The difference between FY26 Q2 and FY25 Q4 is statistically significant

# Customer Rating for Feeling Safe from Crime on Bus

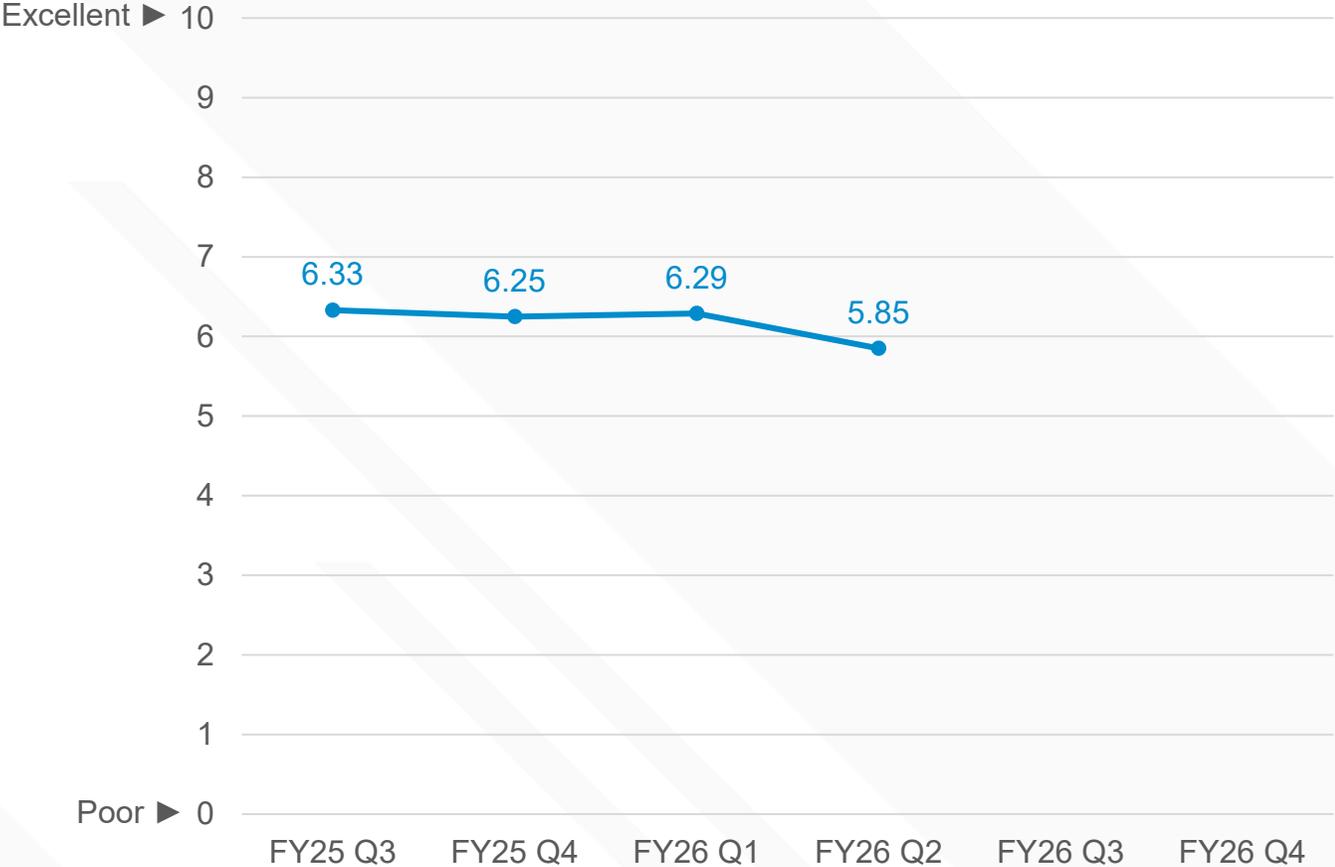


- Average customer rating for: Feeling safe from crime while riding the bus and waiting at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: TBD
- Higher is better
- The difference between FY26 Q2 and FY26 Q1 is statistically significant

# Clean

- Customer Rating for Bus Service Cleanliness

# Customer Rating for Bus Service Cleanliness

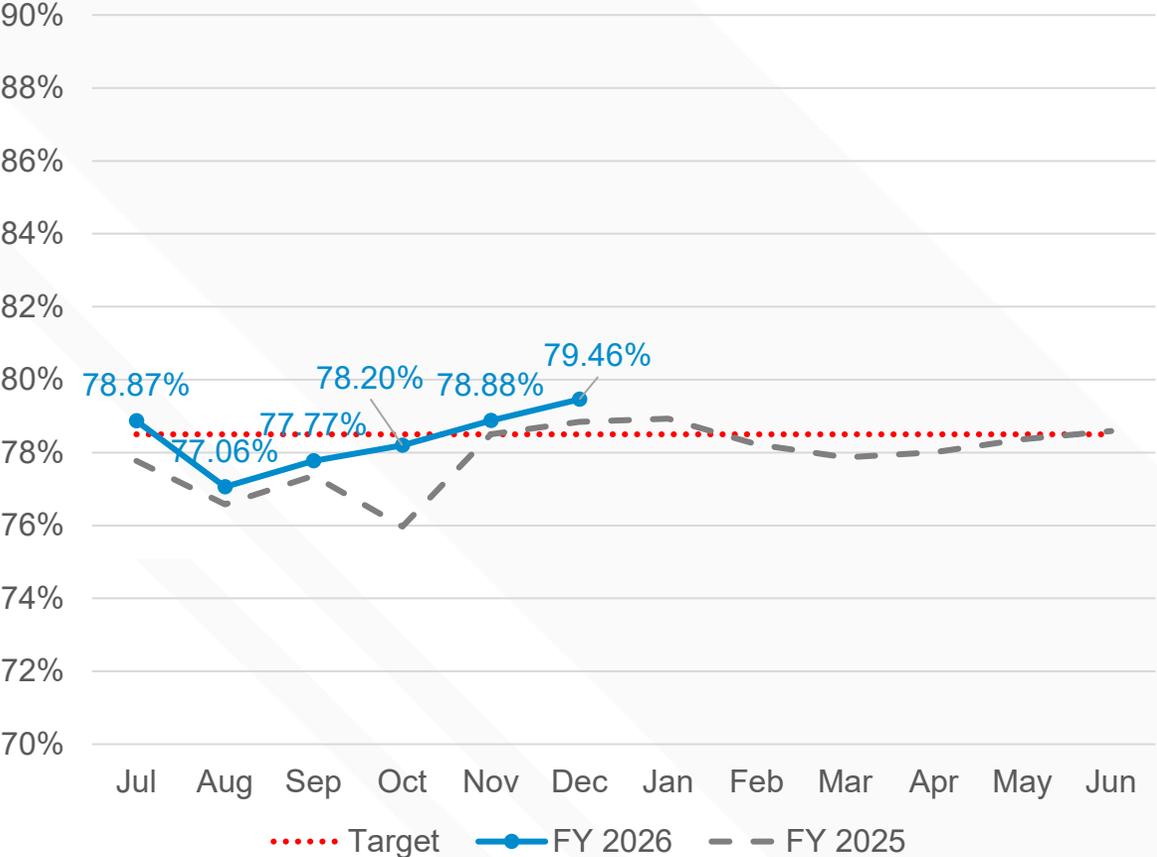


- Average customer rating for: Cleanliness on buses and at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: TBD
- Higher is better
- Note: The difference between FY26 Q2 and FY26 Q1 is statistically significant

# Reliable

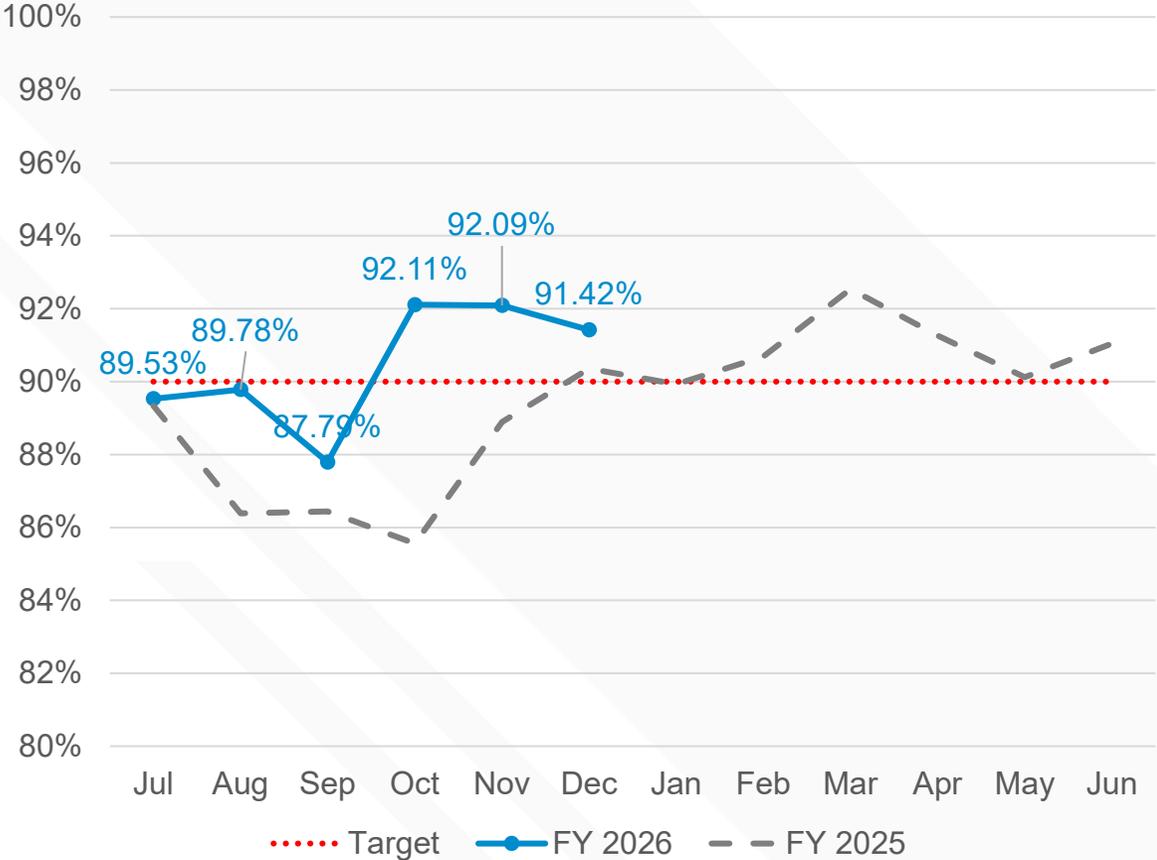
- Bus On-Time Performance
- Mobility On-Time Performance
- Bus Missed Trip Rate
- Mobility Missed Trip Rate
- Customer Rating for Bus Service Reliability

# Bus On-Time Performance



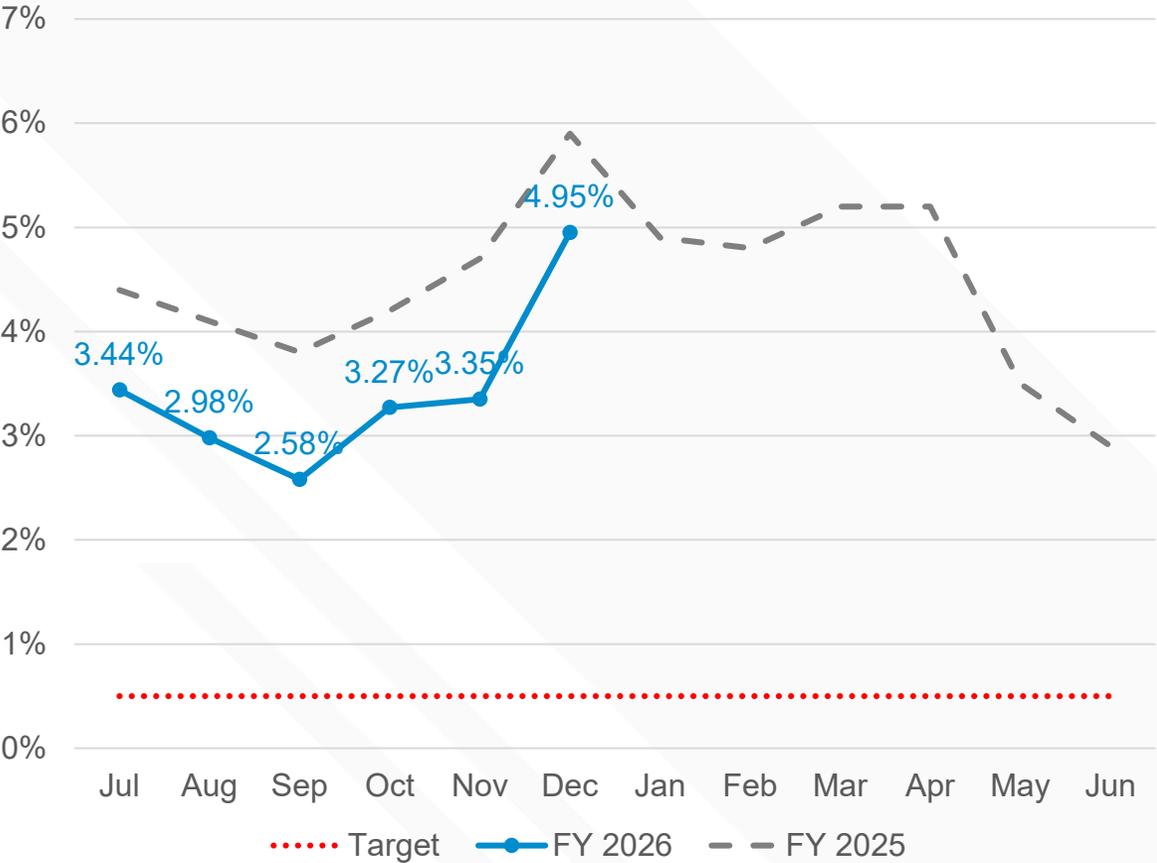
- Percentage of on-time departures from defined time points on a given route
- Departure is considered on-time if bus leaves time point between 30 seconds before and 5 ½ minutes after the scheduled departure time
- Target: 78.5%
- Higher is better

# Mobility On-Time Performance



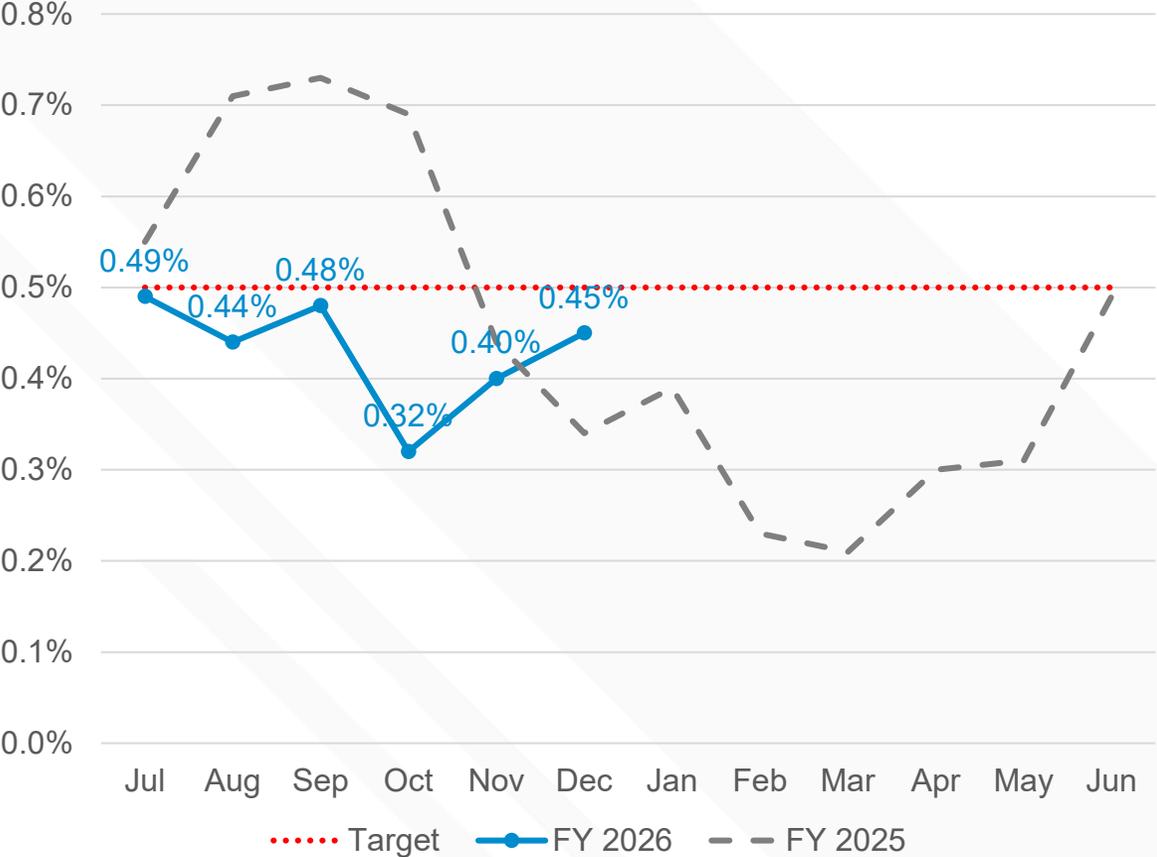
- Percentage of MARTA Mobility customer pickups made within 30 minutes of scheduled pickup time
- Target: 90%
- Higher is better

# Bus Missed Trips Rate



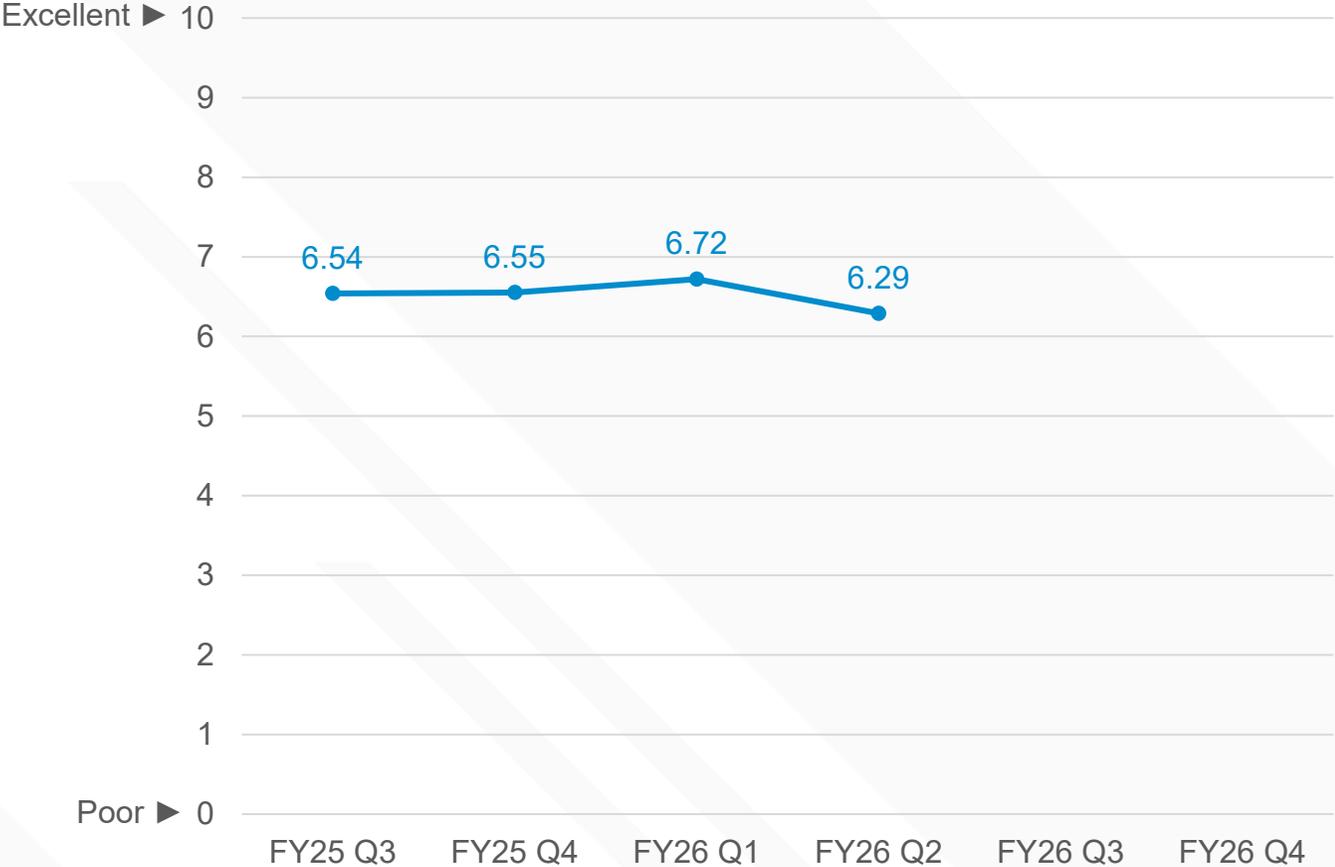
- Percentage of scheduled bus trips that were not delivered
- Target: 0.5%
- Lower is better

# Mobility Missed Trips Rate



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

# Customer Rating for Bus Service Reliability



- Average customer rating for: On-time performance, service levels, and transfers
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: TBD
- Higher is better
- Note: The difference between FY26 Q2 and FY26 Q1 is statistically significant



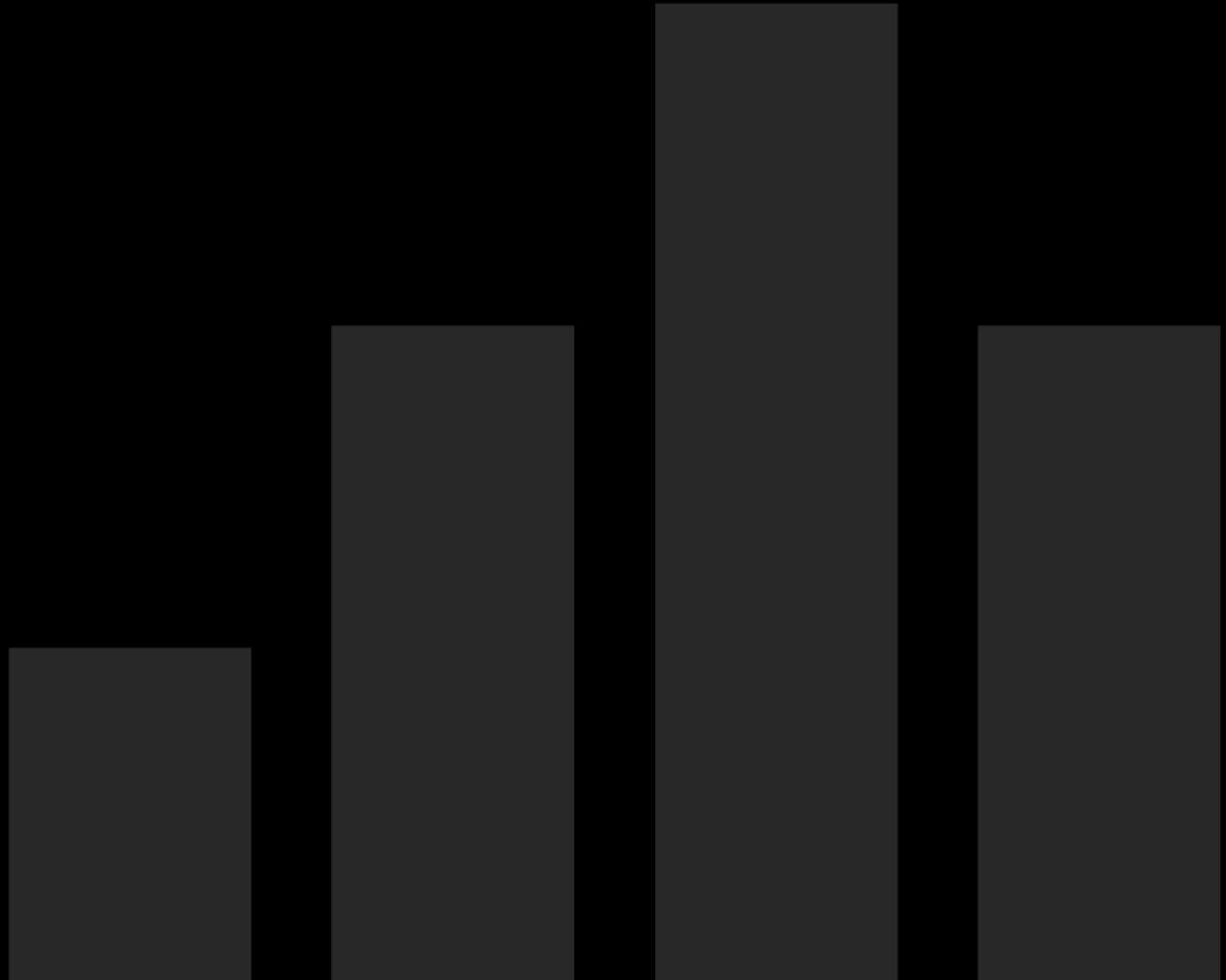
Thank You

# KPI Summary

[View in Power BI](#) ↗

**Last data refresh:**  
2/20/2026 2:31:57 PM UTC

**Downloaded at:**  
2/20/2026 2:36:14 PM UTC





# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month  
Dec 2025



	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Lost Time Incident Rate	≤ 3.80	2.81	-0.99 ✓	≤ 3.80	4.32	+0.52 ✗
	Part I Crime Rate	≤ 4.15	2.80	-1.35 ✓	≤ 4.15	2.27	-1.88 ✓
Clean	TBD						
Reliable	Call Abandonment Rate	≤ 6.0%	4.4%	-1.6% ✓	≤ 6.0%	4.3%	-1.7% ✓
	Call Wait Time	≤ 60.0s	34.5s	-25.5s ✓	≤ 60.0s	35.0s	-25.0s ✓
	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	Budget Variance	≥ 0.0%	-5.8%	-5.8% ✗	≥ 0.0%	-9.2%	-9.2% ✗
	Ridership	≥ 5.68 M	4.99 M	-0.69 M ✗	≥ 35.51 M	33.94 M	-1.58 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  
Dec 2025

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Safe	Collision Rate per 1M Miles	≤ 5.94	8.24	+2.30 ❌	≤ 5.94	8.07
Clean	TBD						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Reliable	Complaints Per 100k Boardings	≤ 8.0	10.11	+2.11 ❌	≤ 8.0	12.49
Missed Trip Rate		≤ 0.50%	4.95%	+4.45% ❌	≤ 0.50%	3.43%	+2.93% ❌
NTD MDBF		≥ 7,500	2,836	-4,664 ❌	≥ 7,500	2,753	-4,747 ❌
On-Time Performance		≥ 78.5%	79.5%	+1.0% ✅	≥ 78.5%	78.4%	-0.1% ❌
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Efficient	Cost per Passenger Trip	≤ \$7.76	\$9.33	+\$1.57 ❌	≤ \$7.54	\$9.03
Ridership		≥ 3.21 M	2.81 M	-0.40 M ❌	≥ 19.68 M	17.84 M	-1.84 M ❌

Select a KPI on the left

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The trend over the past 3 Fiscal Years will display here

# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Rail

Latest Month  
Dec 2025

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	TBD						
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 1.0	1.46	+0.46 ❌	≤ 1.0	2.33	+1.33 ❌
	MDBSI	≥ 475	285	-190 ❌	≥ 475	295	-180 ❌
	Missed Trip Rate	≤ 0.50%	1.92%	+1.42% ❌	≤ 0.50%	1.47%	+0.97% ❌
	NTD MDBF	≥ 23,000	20,481	-2,519 ❌	≥ 23,000	20,203	-2,797 ❌
On-Time Performance	≥ 95.0%	94.2%	-0.8% ❌	≥ 95.0%	94.5%	-0.5% ❌	
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip	≤ \$9.45	\$11.67	+\$2.22 ❌	≤ \$8.81	\$9.47	+\$0.66 ❌
	Ridership	≥ 2.36 M	2.12 M	-0.24 M ❌	≥ 15.13 M	15.61 M	+0.48 M ✅

Select a KPI on the left

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The trend over the past 3 Fiscal Years will display here

# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Mobility

Latest Month  
Dec 2025

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 100k Miles	≤ 2.50	2.88	+0.38 ❌	≤ 2.50	3.90	+1.40 ❌
Clean	TBD						
Reliable	Complaints Per 1k Boardings	≤ 4.0	1.72	-2.28 ✅	≤ 4.0	2.30	-1.70 ✅
	Missed Trip Rate	≤ 0.5%	0.45%	-0.05% ✅	≤ 0.5%	0.43%	-0.07% ✅
	NTD MDBF	≥ 15,000	26,900	+11,900 ✅	≥ 15,000	16,692	+1,692 ✅
	On-Time Performance	≥ 90.0%	91.4%	+1.4% ✅	≥ 90.0%	90.4%	+0.4% ✅
	Reservation Call Abandonment Rate	≤ 5.5%	20.3%	+14.8% ❌	≤ 5.5%	17.4%	+11.9% ❌
	Reservation Call Wait Time	≤ 120.0s	1097.4s	+977.4s ❌	≤ 120.0s	689.6s	+569.6s ❌
Efficient	Cost per Passenger Trip	≤ \$79.69	\$89.56	+\$9.87 ❌	≤ \$76.81	\$86.56	+\$9.75 ❌
	Ridership	≥ 75.55 K	62.73 K	-12.81 K ❌	≥ 467.65 K	401.02 K	-66.63 K ❌

Select a KPI on the left

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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

Latest Month  
Dec 2025

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	TBD						
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 1k Boardings	≤ 0.10	0.0	-0.10 ✓	≤ 0.10	0.06	-0.04 ✓
	Missed Trip Rate	≤ 0.50%	0.49%	-0.01% ✓	≤ 0.50%	6.41%	+5.91% ✗
	NTD MDBF	≥ 2,700	5,059	+2,359 ✓	≥ 2,700	1,323	-1,377 ✗
	On-Time Performance	≥ 85.0%	99.4%	+14.4% ✓	≥ 85.0%	93.3%	+8.3% ✓
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip	≤ \$13.87	\$0.0	-\$13.87 ✓	≤ \$12.90	\$67.58	+\$54.68 ✗
Ridership	≥ 36.56 K	2.69 K	-33.87 K ✗	≥ 234.50 K	84.94 K	-149.56 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

Latest Month  
Dec 2025

marta

- 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 for everything except the Cost Per Streetcar Passenger which is reported as \$0 based on NTD allocation methodologies.
- 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.