marta

BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, NOVEMBER 20, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Chair Freda Hardage called the meeting to order at 11:18 A.M.

Board Members Present:	Al Pond Freda Hardage Kathryn Powers Roderick Frierson Rita Scott Valencia Williamson Jennifer Ide Sagirah Jones Ryan Loke Elizabeth Bolton-Harris Shayna Pollock
Board Members Absent:	Russell McMurry Jacob Tzegaegbe Jannine Miller Sarah Galica
Staff Members Present:	Jonathan Hunt Rhonda Allen LaShanda Dawkins Kevin Hurley Paul Lopes Ralph McKinney Steven Parker Larry Prescott Duane Pritchett

Also in Attendance: Peter Crofton, Phyllis Bryant, Kenya Hammond, Daniel Hecht, Rickey Beasley, Tyrene Huff, Paul Lopes, and Paula Nash

2. APPROVAL OF THE MINUTES

Minutes from October 23, 2025

Approval of the Minutes from October 23, 2025. On a motion by Board Member Ide, seconded by Board Member Powers, the motion passed by a vote of 11 to 0 with 11 members present.

3. RESOLUTIONS

Resolution Authorizing a Modification in Contractual Authorization for Compressed Natural Gas Supply, IFB B50103

Resolution Authorizing a Modification in Contractual Authorization for Compressed Natural Gas Supply, IFB B50103. On a motion by Board Member Williamson, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 11 to 0 with 11 members present.

Resolution Authorizing a Modification in Contractual Authorization for MARTA Mobility Operations and Maintenance Services, RFP P42894

Resolution Authorizing a Modification in Contractual Authorization for MARTA Mobility Operations and Maintenance Services, RFP P42894. On a motion by Board Member Loke, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 11 to 0 with 11 members present.

Resolution Authorizing a Modification in Contractual Authorization for Eligibility Assessment Services for Marta Mobility, RFP P46866

Resolution Authorizing a Modification in Contractual Authorization for Eligibility Assessment Services for Marta Mobility, RFP P46866. On a motion by Board Member Pond, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 11 to 0 with 11 members present.

Resolution Authorizing a Modification in Contractual Authorization for Supplemental Mobility Operations and Maintenance Services, RFP P43706

Resolution Authorizing a Modification in Contractual Authorization for Supplemental Mobility Operations and Maintenance Services, RFP P43706. On a motion by Board Member Bolton-Harris, seconded by Board Member Loke, the resolution passed by a vote of 11 to 0 with 11 members present.

4. BRIEFING

Briefing - Bus and Mobility Key Performance Quarterly 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

Other Matters - FY25 September Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:56 A.M.

YouTube link: https://www.youtube.com/live/9zo-usvS8No?si=tbHG5jhFX5Zthzuh

Resolution Authorizing a Modification in Contractual Authorization for Compressed Natural Gas Supply, IFB B50103

O&S Committee
November 20, 2025

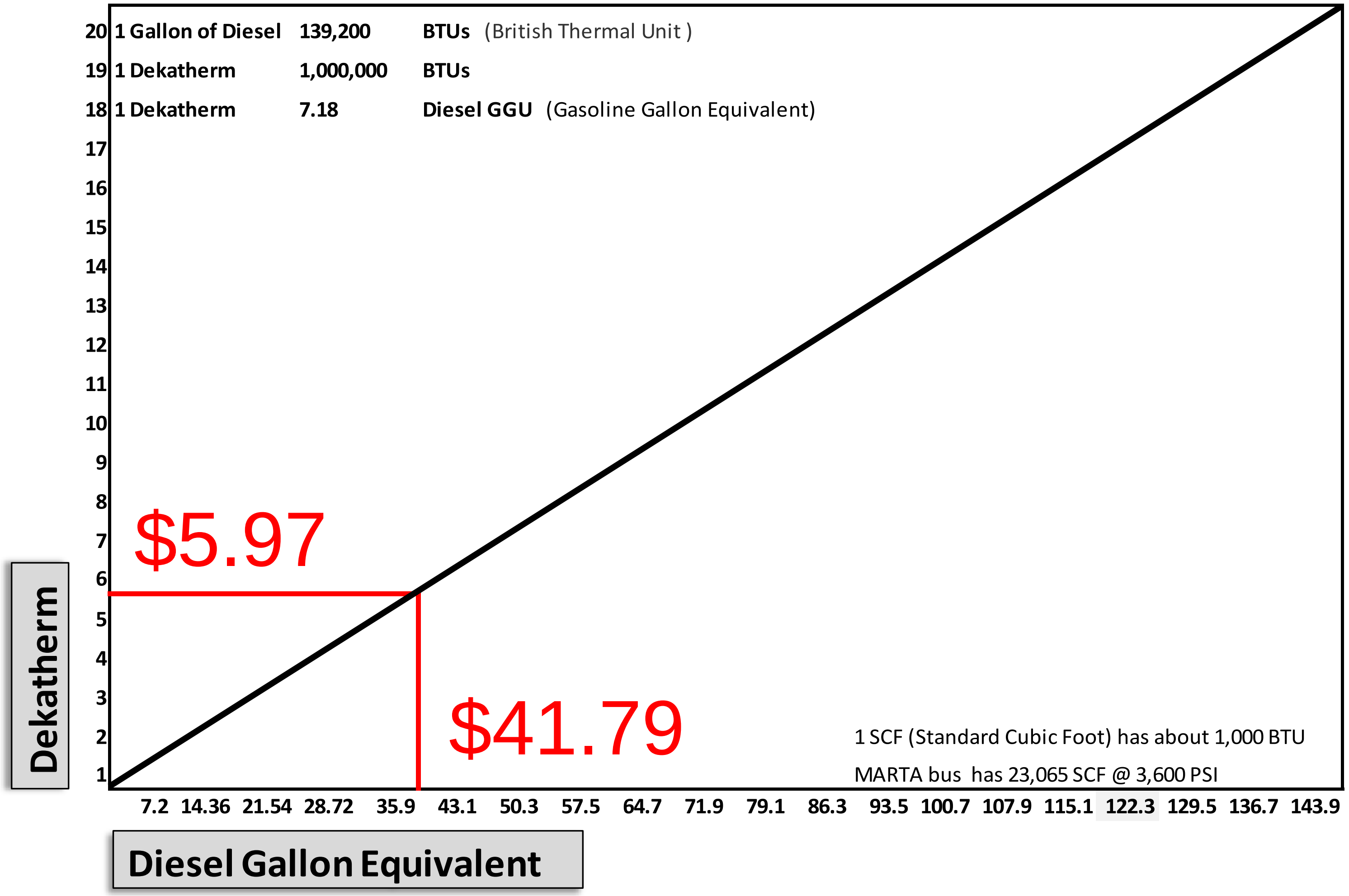
Daniel Hecht, P.E.
Deputy Chief Mechanical Officer

MARTA Natural Gas Usage

- 12-Month Consumed 888,359 Dekatherms
- 12-Month Average Price $5.97
- 12% is Consumed by Buildings
- 88% Consumed by CNG Buses
- 375 CNG buses (70% of fleet)

Dekatherm Description and Conversion

One Dekatherm = 7 Gallons of Diesel



Maintenance and Repair

- Atlanta Gas and Light Maintains MARTA CNG Pumping Stations, Pipelines, Meters etc.
- Pass-Through Charge of 7%
- 24 Hour Emergency Response

Procurement Consideration

Mansfield Power and Gas $25,910,144

Mansfield POWER & GAS

Always on it

The Department of Mechanical Operations requests that the Operations and Safety Committee recommend to the full Board a Modification in Contractual Authorization for Compressed Natural Gas Supply, IFB B50103, in the amount of $25,910,144

Thank You

RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR PROCUREMENT OF COMPRESSED NATURAL GAS SUPPLY, IFB B50103

WHEREAS, on August 11, 2022, the General Manager entered into a Contract with Mansfield Power & Gas for Compressed Natural Gas Supply Invitation for Bids B50103, and

WHEREAS, MARTA executed Contract Modification No. 1 to extend the Contract Term to December 31, 2024, and

WHEREAS, MARTA executed Contract Modification No. 2 to extend the contract from December 31, 2024 to March 31, 2025, and

WHEREAS, MARTA executed Contract Modification No. 3 to extend the contract from March 31, 2025 to December 31, 2025 and replaced Bid Form, and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines, and

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 extend the contract term and increase the authorization for Contract No. B50103 for Compressed Natural Gas Supply from 22,086,293.00 to $47,996,437.86.

Approved as to Legal Form:

Signed by:

Duane Pritchett

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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

Resolution Authorizing a Modification in Contractual Authorization

Operations and Safety Committee
November 20, 2025

Paul Lopes
Chief Operations and Urban Planning

Contracts Impacted

- Mobility Operations and Maintenance Services for MARTA Mobility Contract Number RFP P42894
- Eligibility Assessment Services for MARTA Mobility Contract Number RFP P46866
- Supplemental Mobility Operations & Maintenance Services for MARTA Mobility Contract Number RFP P43706

Necessity of Extension

- September 2025: Board approved previous extensions
- Ensured service continuity during procurements for contracted Mobility services during review
- Procurements ongoing: proposals remain under review for award
- Risk Mitigation: service degradation, disruption during World Cup; adverse customer impact
- Requesting extension to December 31, 2026, pending audit review for two contracts with new rates.

Current value: $196,503,004.13

CPI adjustment to current rate.

5 ½ -month Estimated Cost: $34,971,883.29

Maximum Contract Value: $231,474,887.42

Resolution

The Office of Mobility respectfully requests the approval of a resolution authorizing a contract modification for a 5 ½-month extension of RFP P42894 Mobility Operations and Maintenance Services for MARTA Mobility for Transdev North America Inc.

marta Mobility

Current value: $3,652,427.95

Agreement to uphold current rate

8-month Estimated Cost: $551,523.46

Maximum Contract Value: $4,203,951.41

Resolution

The Office of Mobility respectfully requests the approval of a resolution authorizing a contract modification for an 8-month extension of RFP P46866 Eligibility Assessment Services for MARTA Mobility for Transdev North America Inc.

Current value: $59,632,147.95

CPI adjustment to current rate.

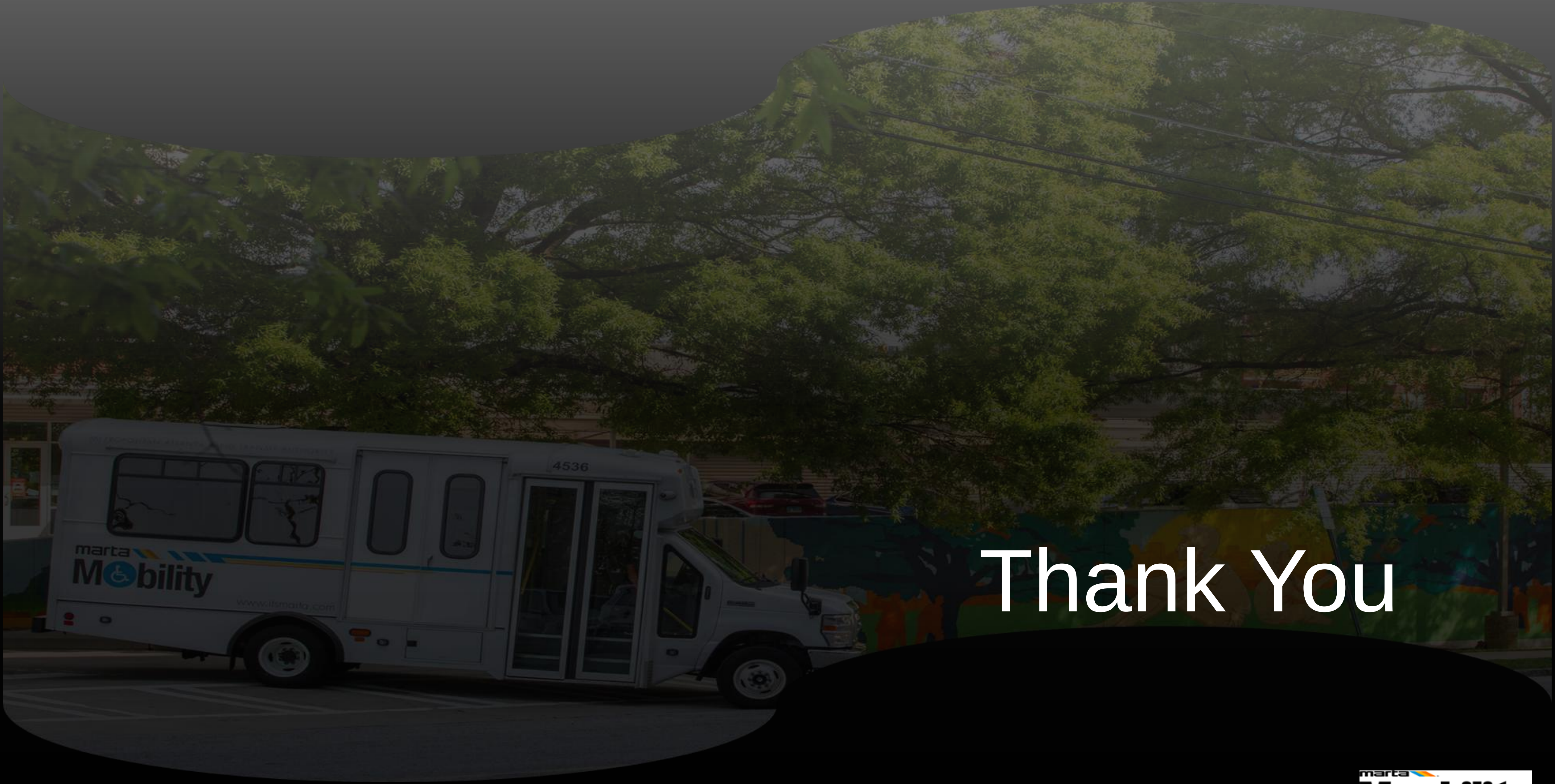
12-month Estimated Cost: $12,340,543.53

Maximum Contract Value: $71,972,691.48

Resolution

The Office of Mobility respectfully requests the approval of a resolution authorizing a contract modification for a 12-month extension of RFP P43706 Supplemental Mobility Operations & Maintenance Services for A National Transit Inc.

marta Mobility



Thank You

marta Mobility

RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR MOBILITY OPERATIONS AND MAINTENANCE SERVICES NUMBER P42894

WHEREAS, on February 22, 2021, the General Manager entered into a Contract with First Transit, Inc for Mobility Operations and Maintenance Services, Request for Proposals P42894; and

WHEREAS, Modification #1 increased the contract value from $159,712,159.70 to $160,740,256.90 and increased Scope of Services to include On-Demand/Micro Transit Services; and

WHEREAS, Modification #2 increased the contract value from $160,740,256.90 to $160,768,008.14 and increased Scope of Services to include maintenance services at the Brady Bus Facility; and

WHEREAS, Modification #3 increased the contract value from $160,768,008.14 to $161,844,853.13 and increased incentives to include reimbursement of State of Good Repair expenses; and

WHEREAS, Modification #4 increased the contract value from $161,844,853.13 to $162,181,873.13 and increased Scope of Services to include reimbursement for leased revenue service vehicles; and

WHEREAS, Modification #5 extended contract term by twelve (12) months to expire May 16, 2025 and increased the contract value from $162,181,873.13 to $196,503,004.13; and

WHEREAS, Modification #6 incorporated Transportation Network Companies as supplemental service providers of paratransit services; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, the Department of Internal Audit has been requested to perform a cost/price analysis to determine fair and reasonable pricing; and

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 increase the authorization for Contract No. P42894 Mobility Operations and Maintenance Services from $196,503,004.13 to $231,474,887.42

Approved as to Legal Form:

Signed by:
Duane Pritchett
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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR ELIGIBILITY ASSESSMENT SERVICES NUMBER P46866

WHEREAS, on April 12, 2021, the General Manager entered into a Contract with TransDev Services, Inc. for Eligibility Assessment Services, Request for Proposals P46866; and

WHEREAS, Modification #1 increased the contract value from $2,707,431.65 to $3,018,632.64 and increased Scope of Services to include additional staff; and

WHEREAS, Modification #2 increased the contract value from $3,018,632.64 to $3,652,427.95 and modified the contract term to expire April 25, 2025; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

WHEREAS, an audit from the Department of Internal Audit is not required as the rates remain unchanged; and

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 increase the authorization for Contract No. P46866 Eligibility Assessment Services from $3,652,427.95 to $4,203,951.41.

Approved as to Legal Form:

Signed by:
Duane Pritchett
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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

RESOLUTION AUTHORIZING MODIFICATION OF SUPPLEMENTAL MOBILITY OPERATIONS AND MAINTENANCE SERVICES, RFP P43706

WHEREAS, on January 26, 2023, the General Manager entered into a Contract with A-National Limousine Services for Supplemental Mobility Operations and Maintenance Services, Request for Proposals P43706; and

WHEREAS, Modification #16 extended the contract term to expire June 30, 2025, and increased contract value from $43,223,131.81 to $53,863,822.81; and

WHEREAS, Modification #17 extended the contract term, by ninety (90) days, to expire September 30, 2025, and increased the contract value from $53,863,822.81 to $56,665,485.38; and

WHEREAS, Modification #18 extended the contract term, by ninety (90) days, to expire December 31, 2025, and increased the contract value from $56,65,485.38 to $59,632,147.95; and

WHEREAS, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

WHEREAS, an audit from the Department of Internal Audit has been requested to perform a cost/price analysis to determine fair and reasonable pricing: and

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 increase the authorization for Contract No. P43706 Supplemental Mobility Operations and Maintenance Services from $59,632,147.95 to $72,452,691.48.

Approved as to Legal Form:

Signed by:
Duane Pritchett
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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

Bus and Mobility Key Performance Indicators Quarterly Briefing

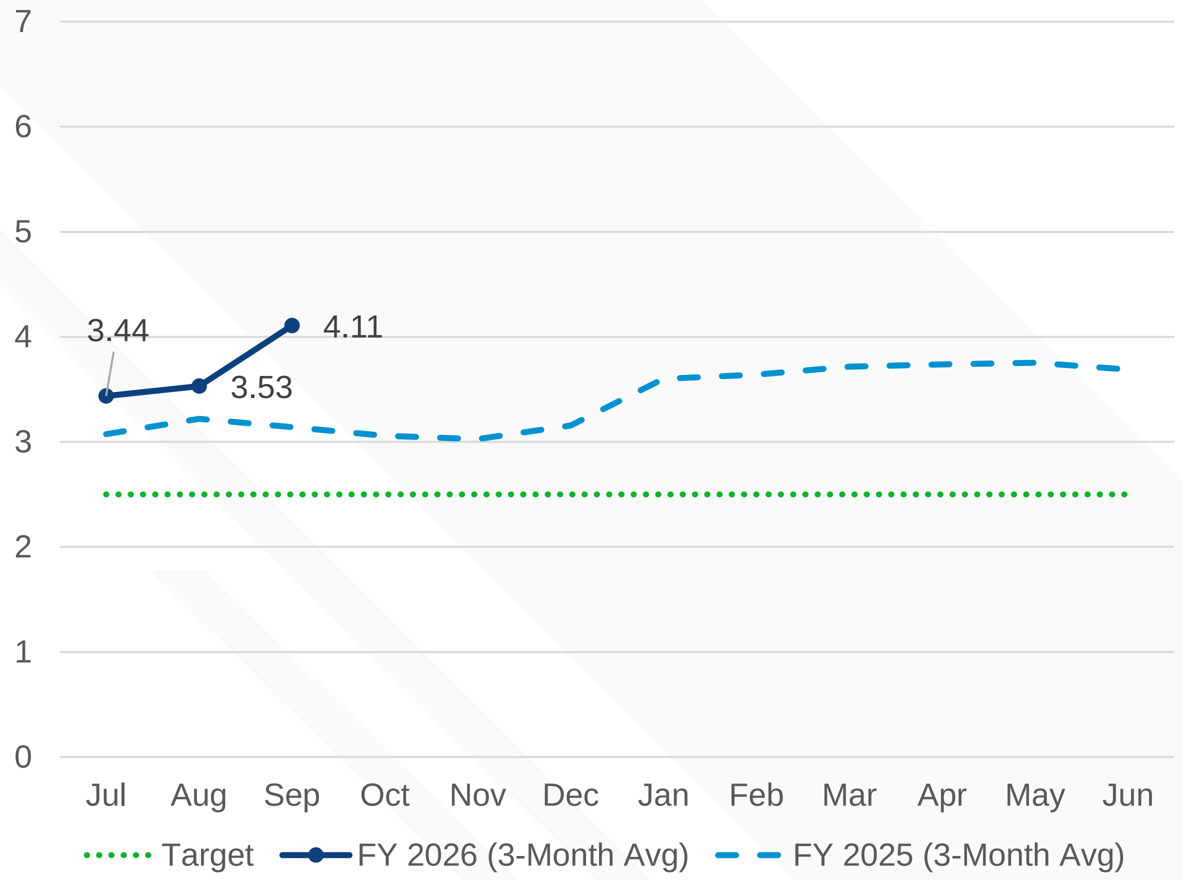
Operations and Safety Committee
November 20, 2025

Paul Lopes
Chief of Operational and Urban Planning

Safe

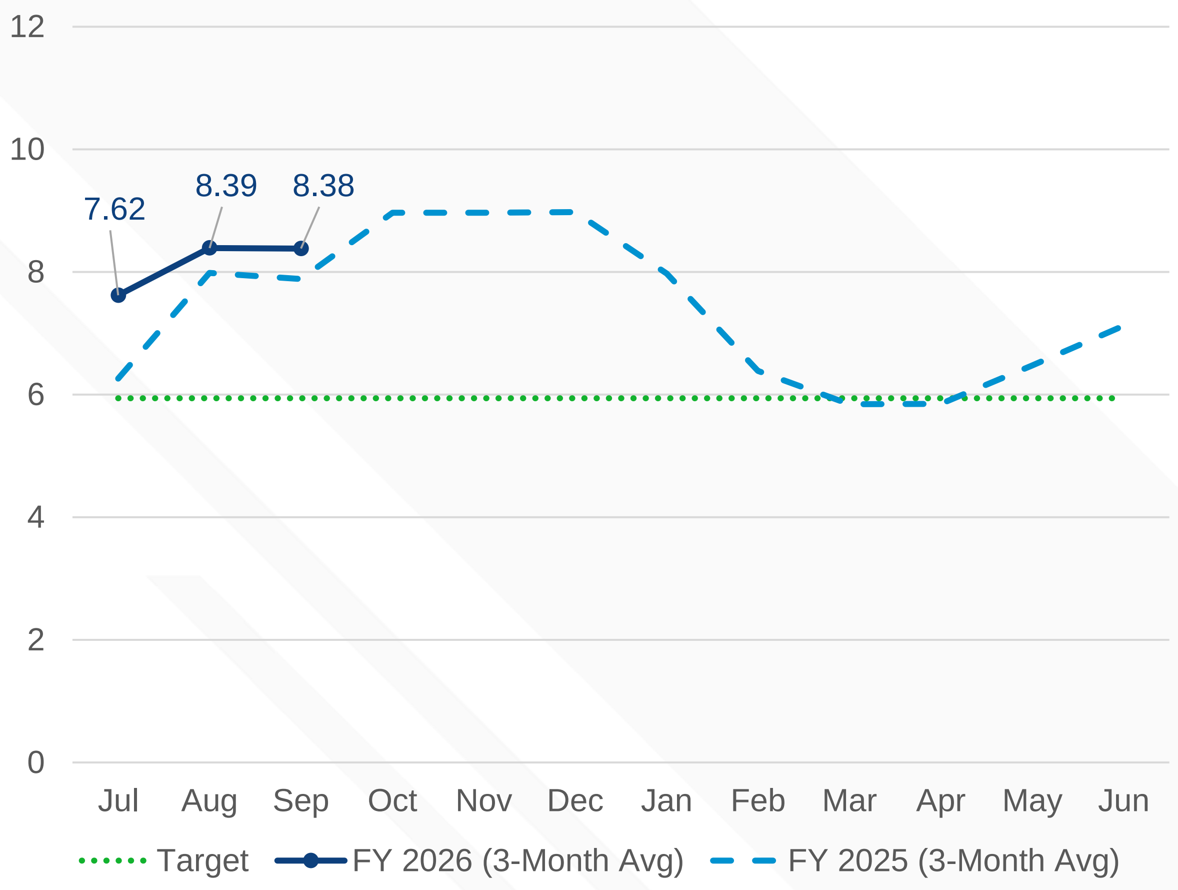
- Mobility Collisions per 100K Miles
- Bus Collisions per 1M Miles
- Customer Rating for Feeling Safe from Accidents on Bus
- Customer Rating for Feeling Safe from Crime on Bus

Mobility Collisions per 100K Miles



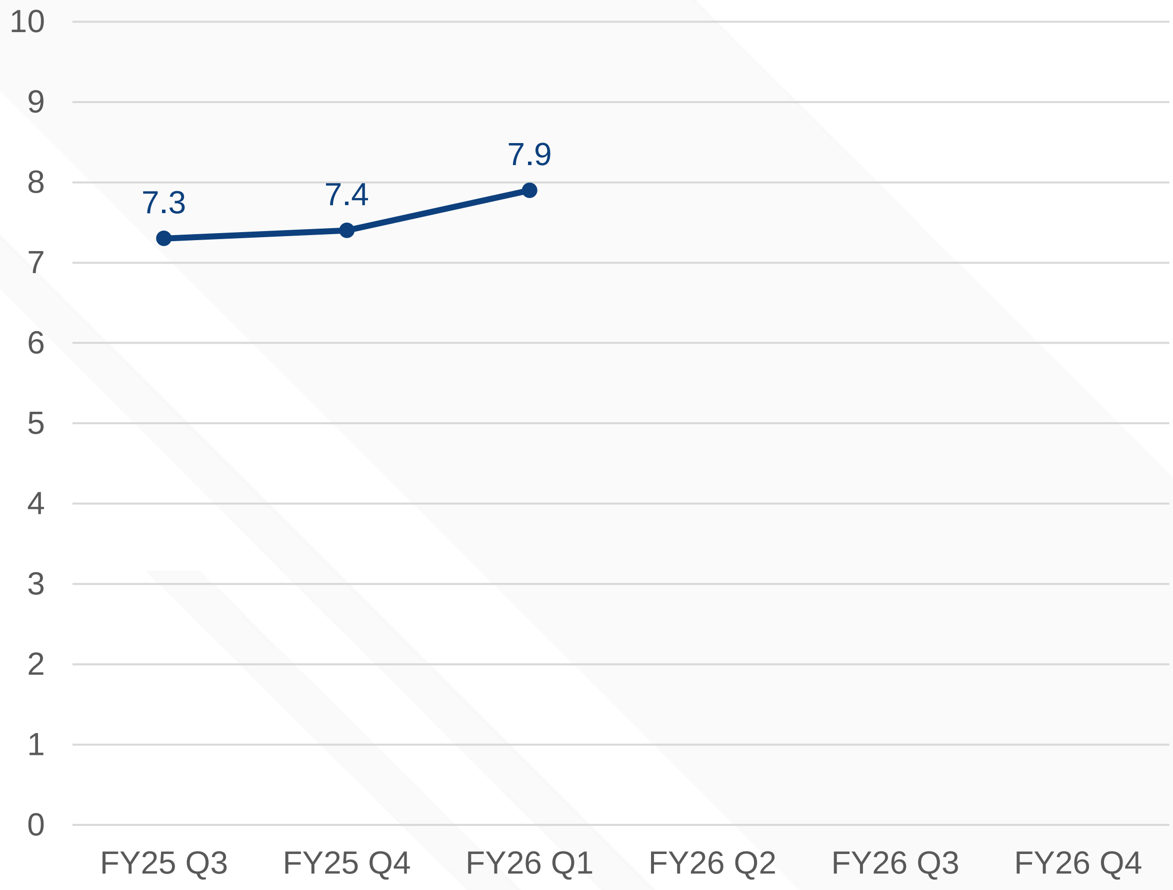
- Number of collisions involving Mobility vans per 100,000 vehicle miles operated
- A collision is an accident in which there is an impact of a transit vehicle with another vehicle or object, such as, but not limited to: Another transit vehicle, a non-transit vehicle, a person, an animal, or an object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

Bus Collisions per 1M Miles



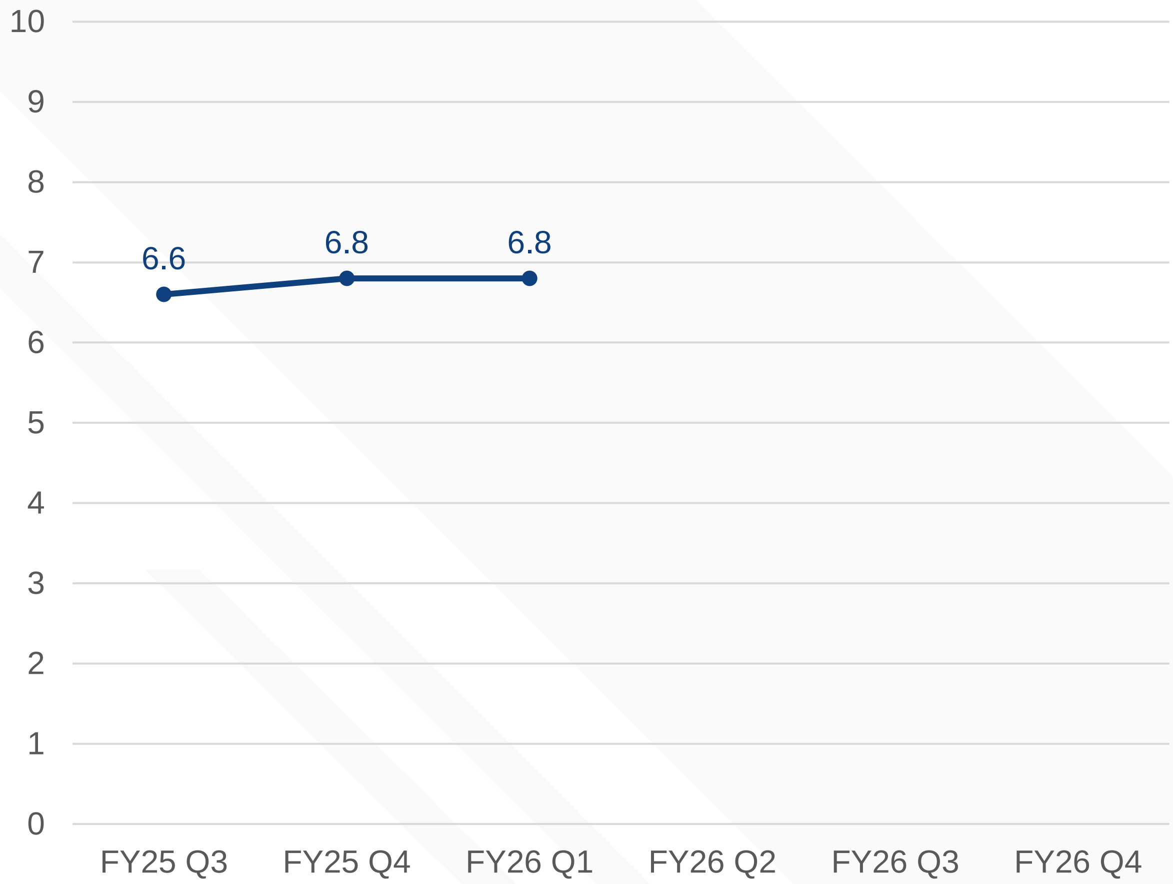
- Number of NTD-reportable bus collisions per one million vehicle revenue miles operated
- An NTD-reportable collision is one that results in: An injury requiring transport away from the scene, a fatality, an evacuation for life-safety reasons, property damage of $25,000 or more, or towing of the transit or non-transit vehicle
- 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, environment free of hazards at bus stops, and availability of grab rails and straps when standing on the bus
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better
- Note: Increase in FY26 Q1 rating is statistically significant

Customer Rating for Feeling Safe from Crime on Bus

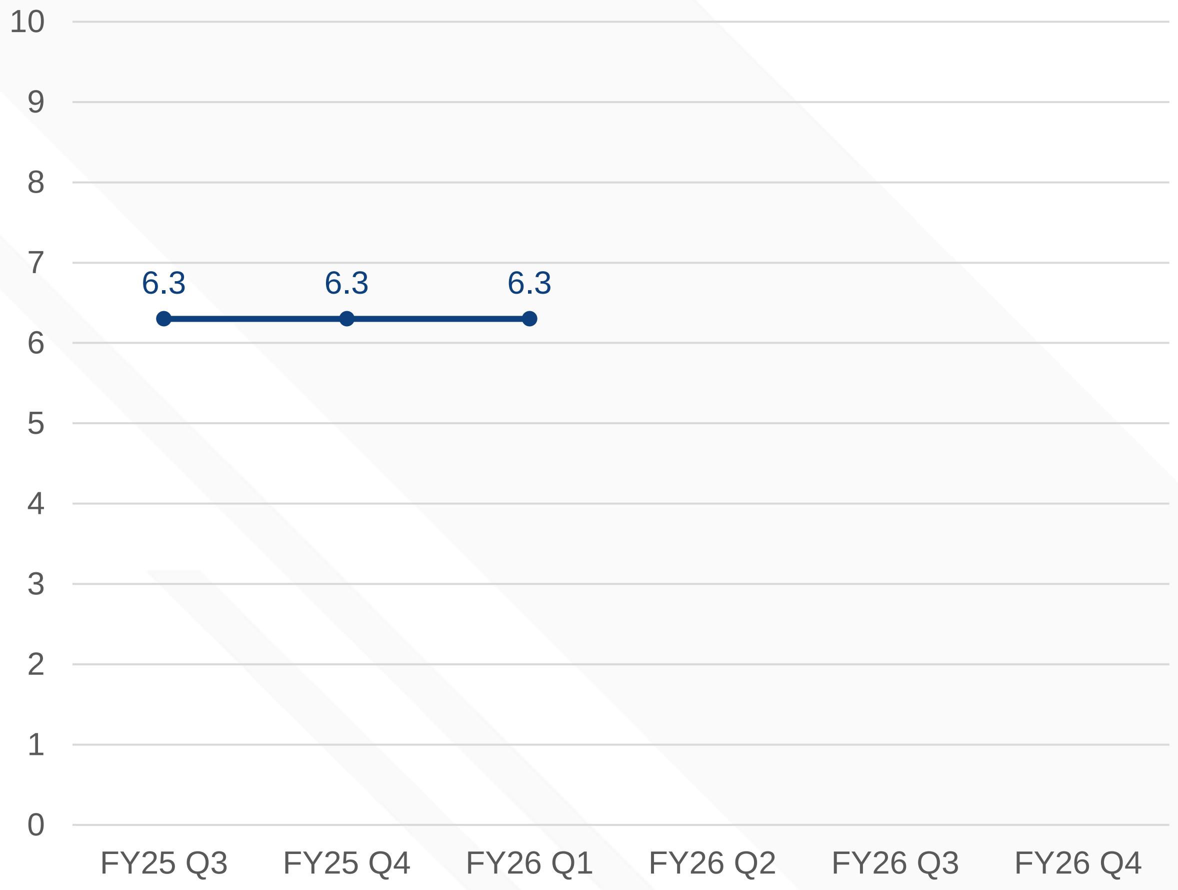


- Average customer rating for: Feeling safe from crime while riding the bus, waiting at bus stops, and controlling nuisance and disruptive behaviors on buses
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better
- Note: Differences between FY25 Q3, FY25 Q4, and FY26 Q1 ratings are not statistically significant

Clean

- Customer Rating for Bus Service Cleanliness

Customer Rating for Bus Service Cleanliness

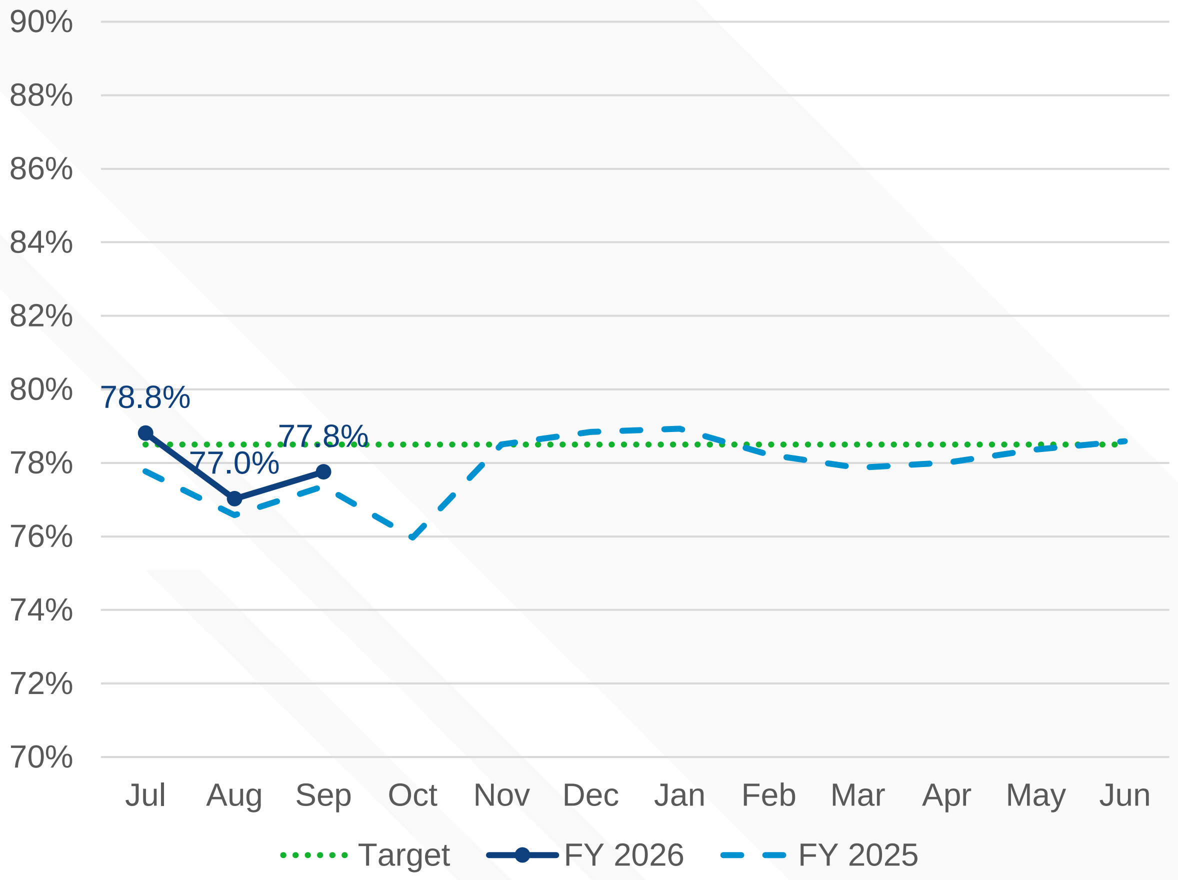


- Average customer rating for: Cleanliness on buses and at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better

Reliable

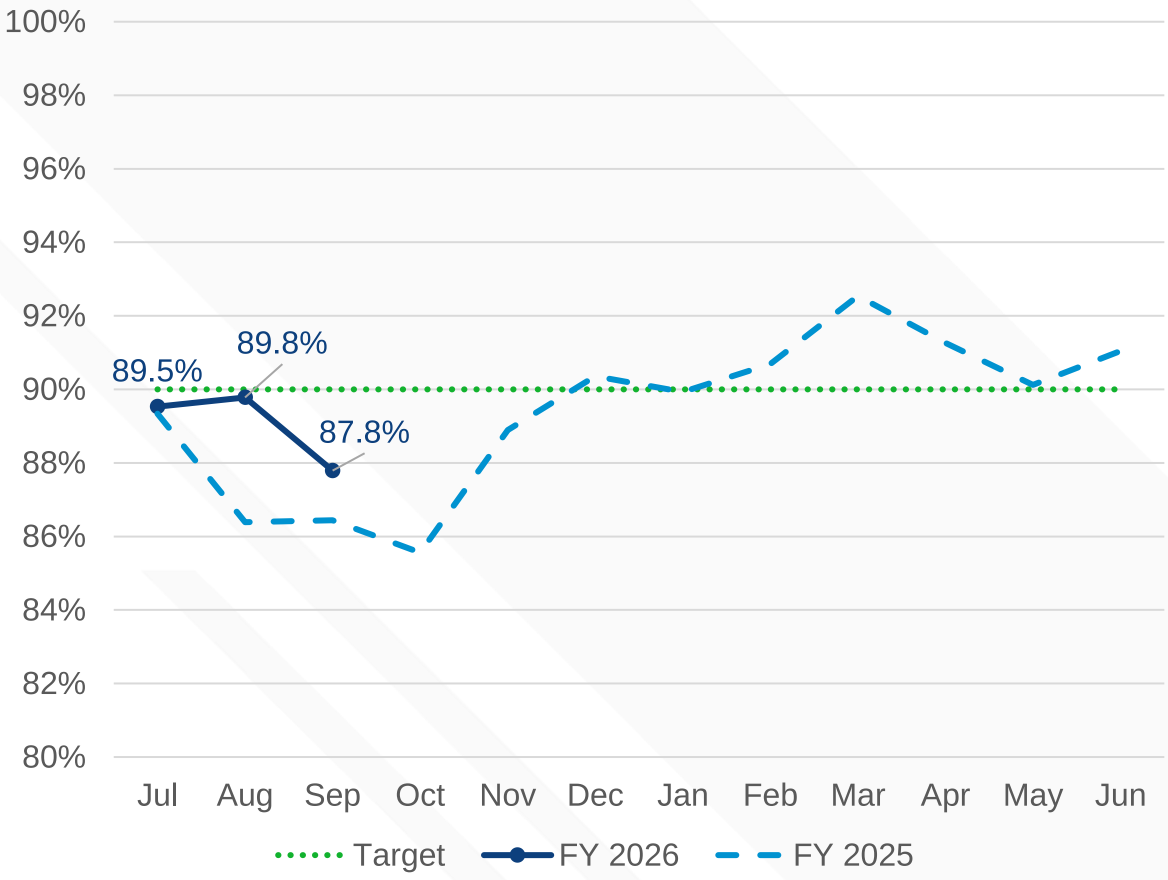
- Bus On-Time Performance
- Mobility On-Time Performance
- Bus Missed Trip Rate
- Mobility Missed Trip Rate
- Customer Rating for Bus Service Reliability

Bus On-Time Performance



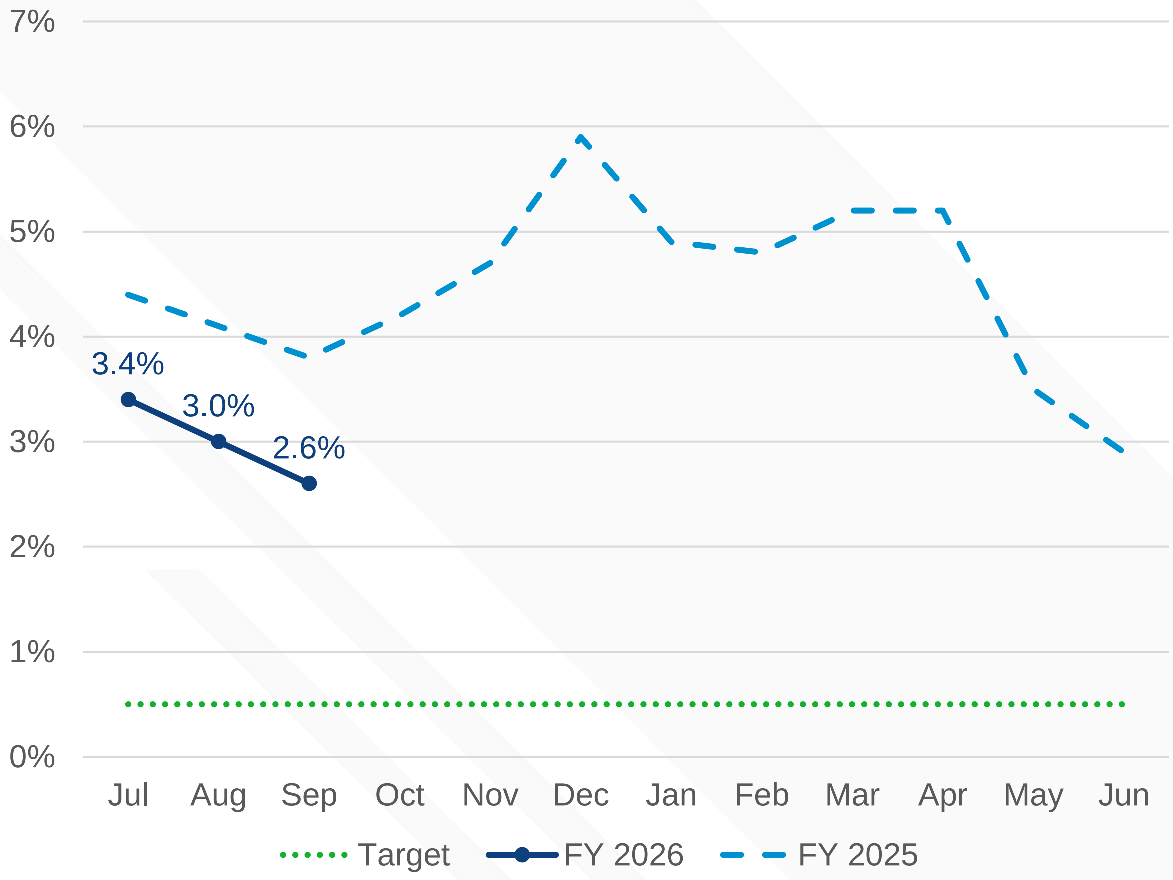
- Percentage of on-time departures from defined time points on a given route
- Departure is considered on-time if bus leaves time point between 30 seconds before and 5 ½ minutes after the scheduled departure time
- Higher is better

Mobility On-Time Performance



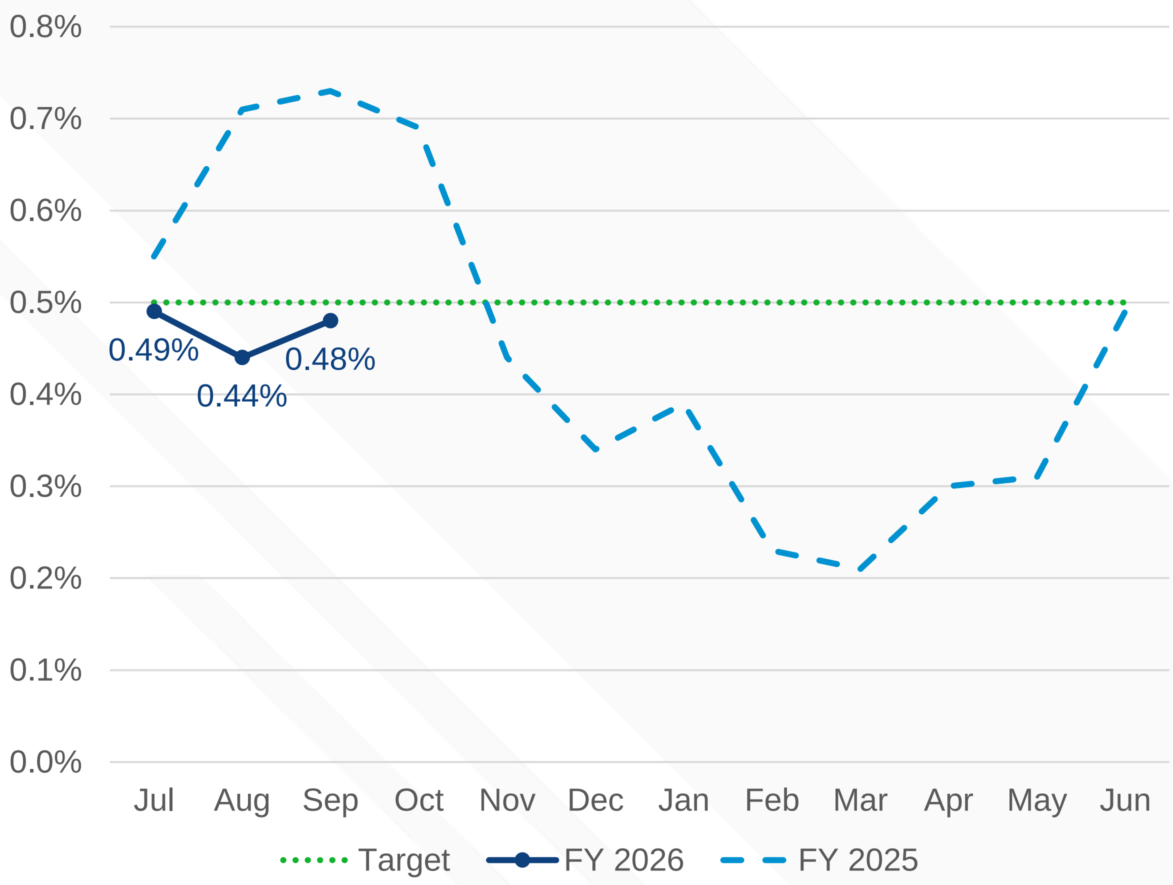
- Percentage of MARTA Mobility customer pickups made within 30 minutes of scheduled pickup time
- Higher is better

Bus Missed Trips Rate



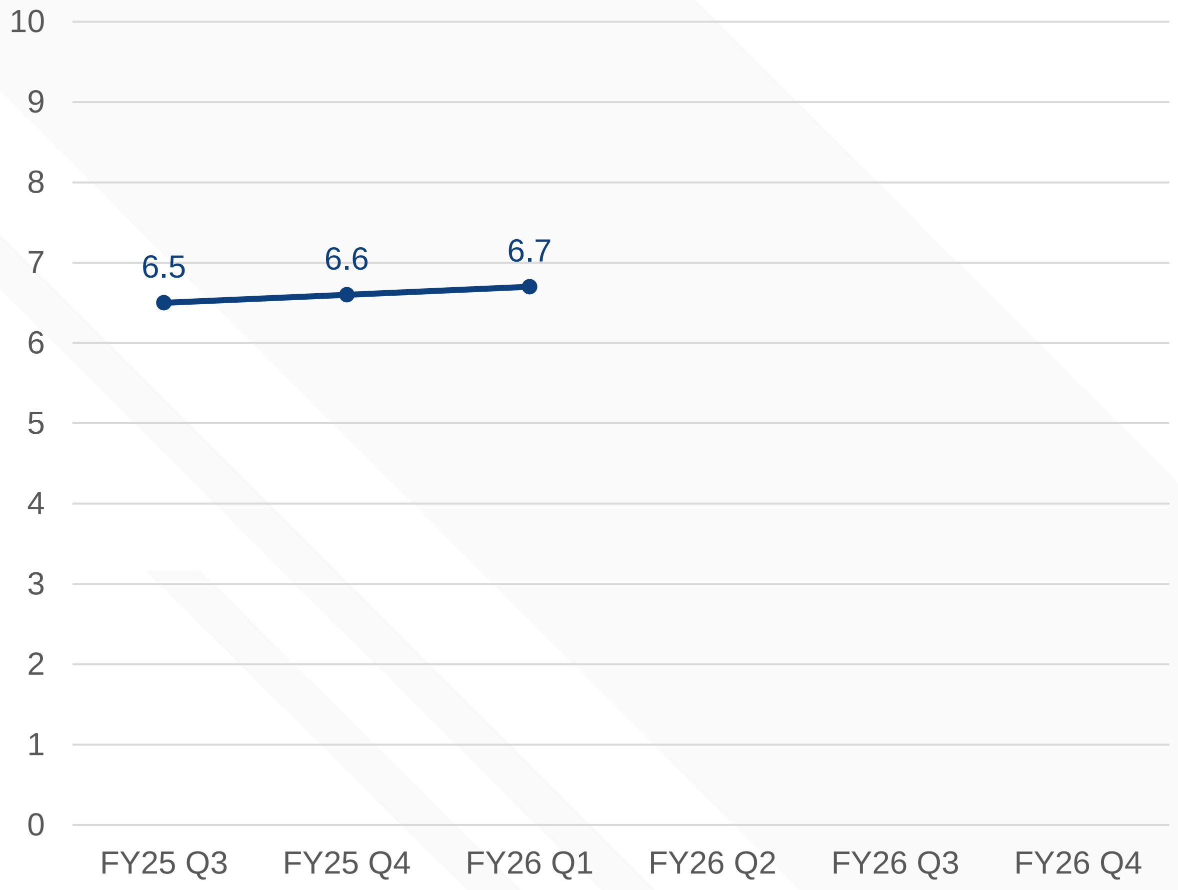
- Percentage of scheduled bus trips that were not delivered
- Lower is better

Mobility Missed Trips Rate



- Percentage of scheduled Mobility trips that were not performed
- Lower is better

Customer Rating for Bus Service Reliability



- Average customer rating for: On-time performance, real-time information, 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

SEPTEMBER FY26 PERFORMANCE

(BUS OPERATIONS)

Summary

SAFE

- Working with suppliers on mobility providers. Otherwise, accident rate has held steady.
- Perception of safety tied to driver behavior is positive.

CLEAN

- Perception of cleanliness is positive, will develop additional KPIs as work progresses.

RELIABLE

- Addressing preventable accidents.
- Update on changes to Bus Maintenance Program will be made at upcoming meeting

Thank You

SEPTEMBER FY26 PERFORMANCE

(OVERALL PERFORMANCE)

KPI Overall Performance

Bus Operations	🟡	On-Time Performance
	🔴	Mean Distance Between Failures
	🔴	Missed Trip Rate
	🔴	Customer Complaints per 100K Boardings
Mobility Operations	🟡	On-Time Performance
	🟡	Mean Distance Between Failures
	🟢	Missed Trip Rate
	🔴	Reservation Average Call Wait Time
	🔴	Reservation Call Abandonment Rate
	🟢	Customer Complaints per 1K Boardings
Safety and Security	🟢	Part 1 Crime
	🟢	Bus NTD Collision Rate per 1M VRM
	🔴	Mobility Collision Rate per 100K Miles
	🟢	Employee Lost Time Incident Rate
Streetcar Operations	🟢	On-Time Performance
	🟢	Mean Distance Between Failures
	🔴	Missed Trip Rate
	🟡	Customer Complaints per 1K Boardings
Rail Operations	🟡	On-Time Performance
	🟡	Mean Distance Between Failures
	🔴	Mean Distance Between Service Interruptions
	🔴	Missed Trip Rate
	🔴	Customer Complaints per 100K Boardings
Office of Vertical Transportation	🟢	Escalator Availablity
	🟢	Elevator Availablity
Customer Service	🟢	Customer Service Call Wait Time
	🟢	Customer Service Call Abandonment Rate

All KPIs

% of KPIS in Corresponding Performance Band	
🔴	41%
🟡	22%
🟢	37%

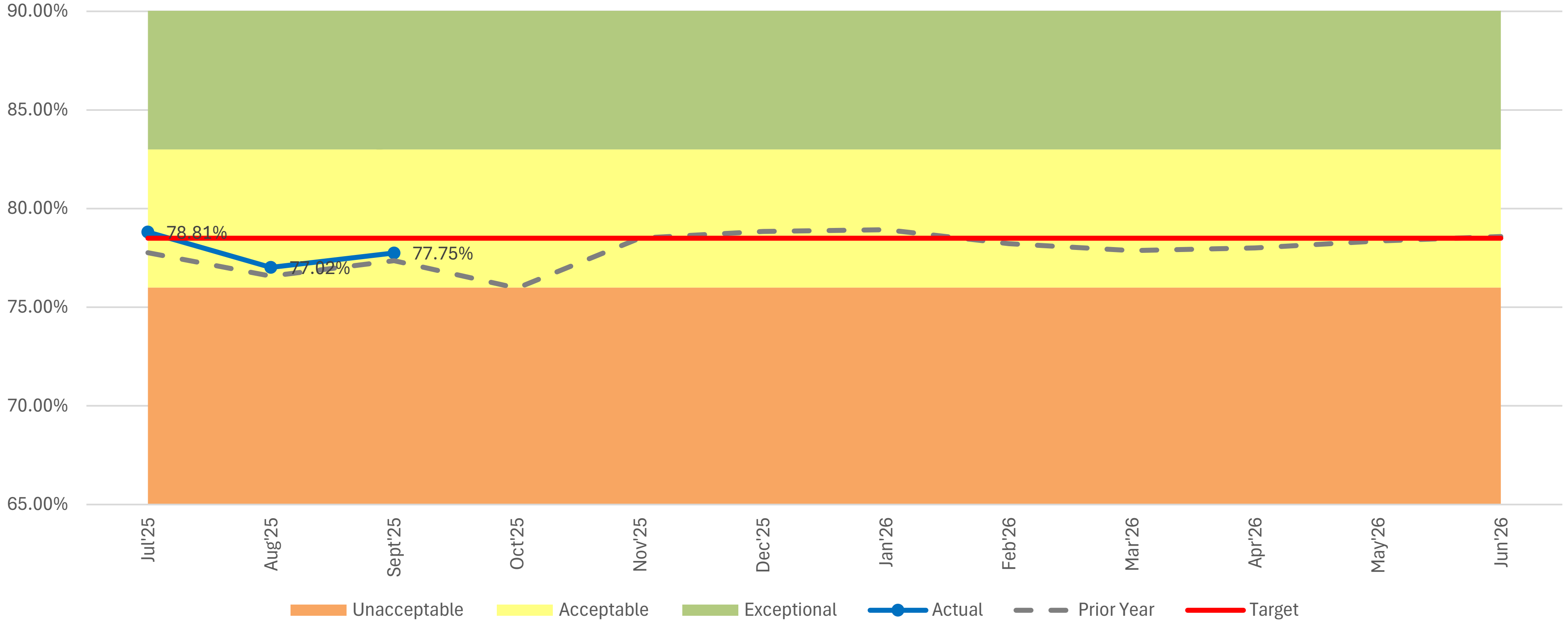
OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	78.50%	77.75%	-0.75%	77.90%	-0.60%	0.67%
	Mean Distance Between Failures	7,500	2986	-4514	2515	-4985	-905
	Missed Trip Rate	0.5%	2.58%	2.08%	3.01%	2.51%	-1.09%
	Customer Complaints per 100K Boardings	8.00	14.02	6.02	14.13	6.13	3.17

Note:
• 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.

Bus On-Time Performance measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.



Note:

- *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.*
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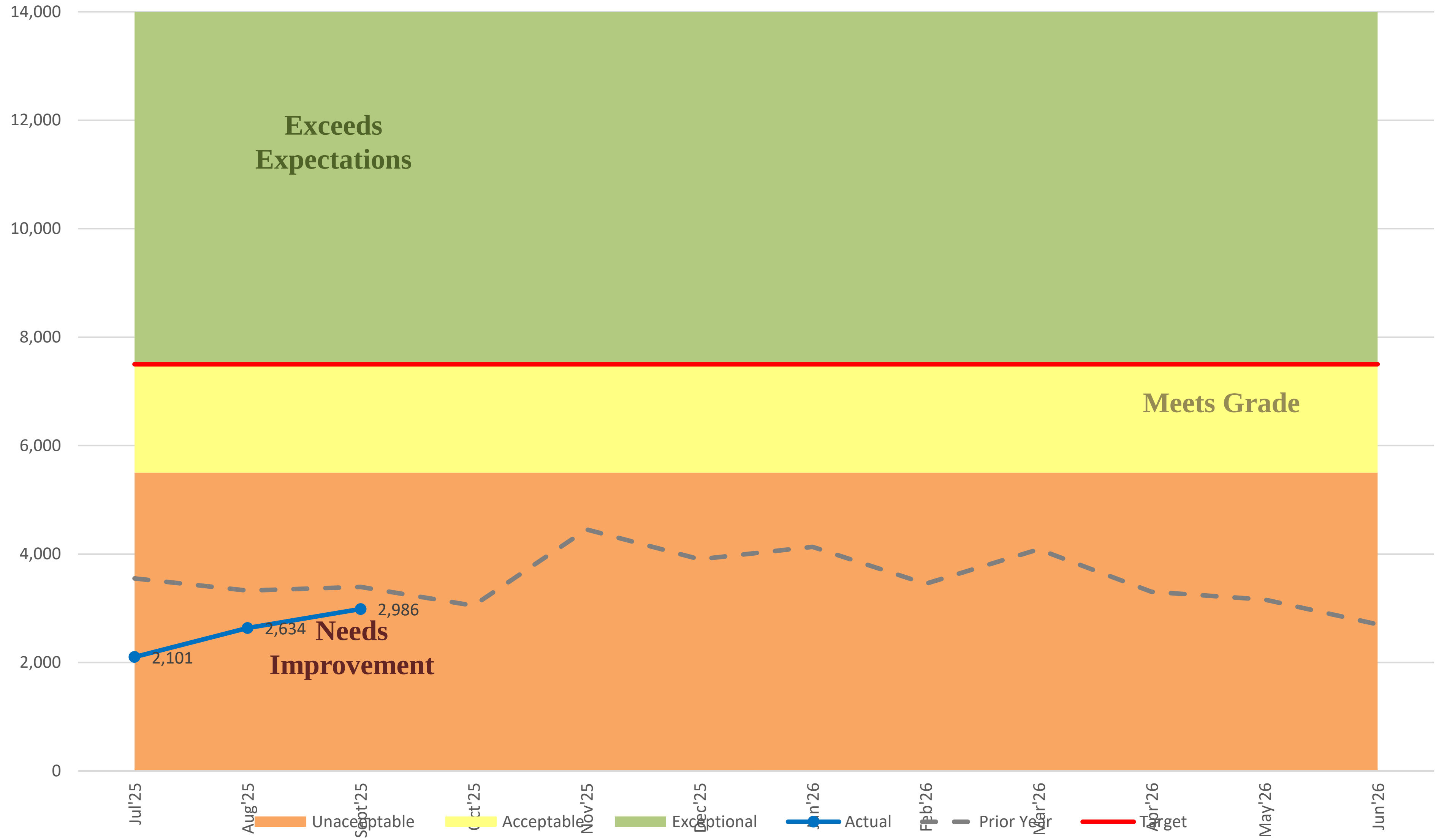
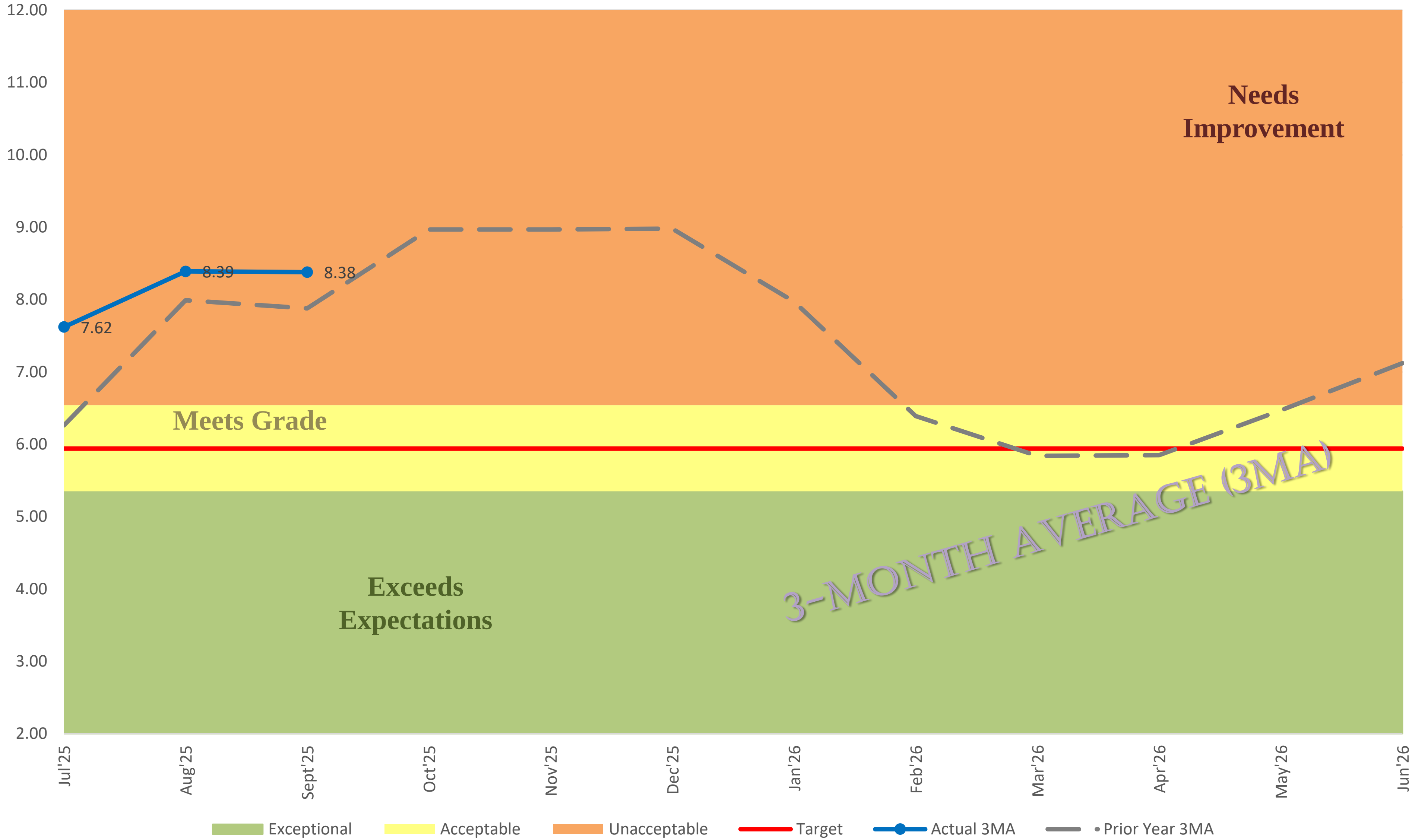
Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS
SAFETY KPI

<u>Bus NTD Collisions per 1M Revenue Miles</u> measured as the number of NTD reportable collisions involving bus service per 1 Million revenue miles.

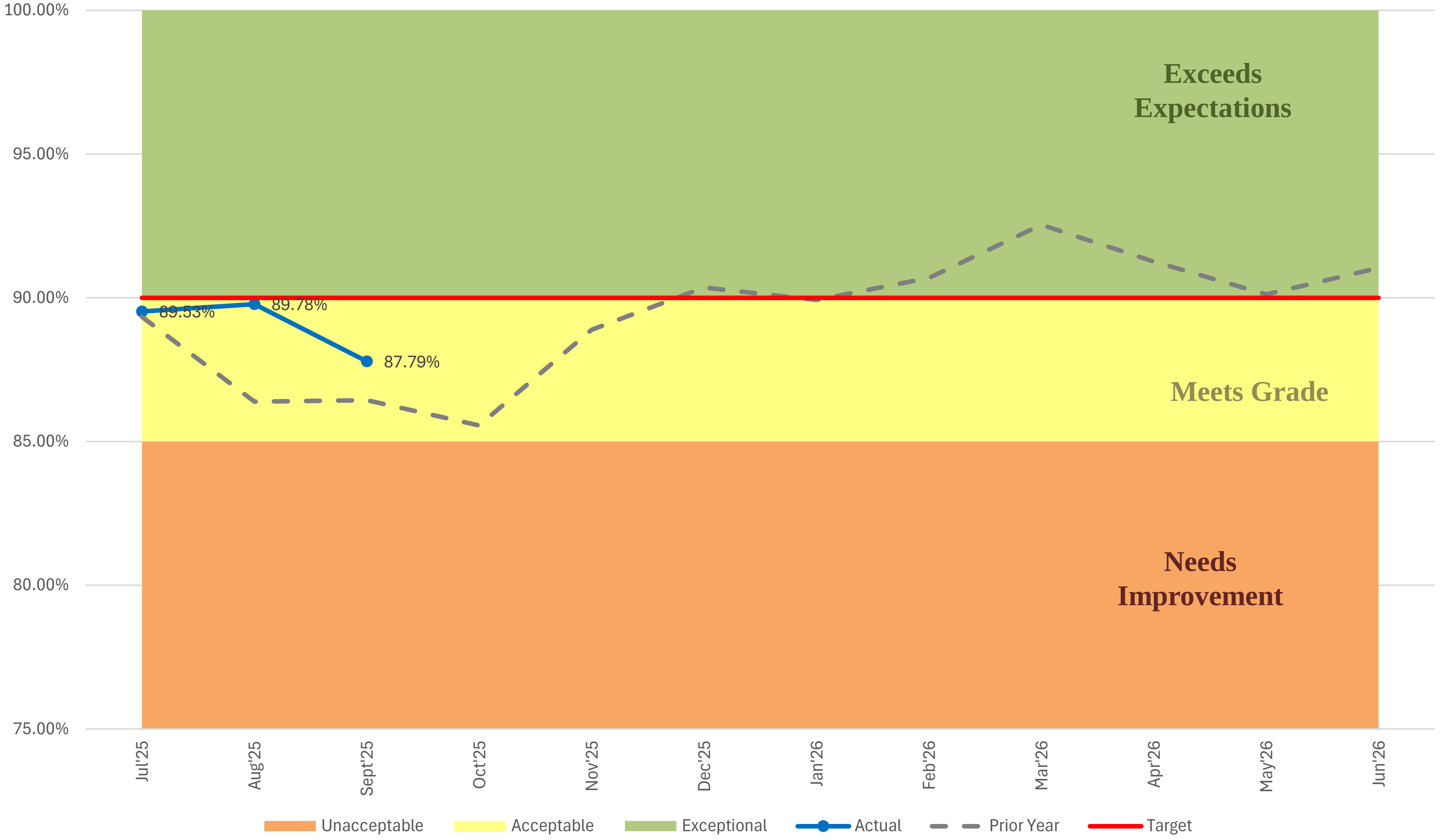


OFFICE OF MOBILITY

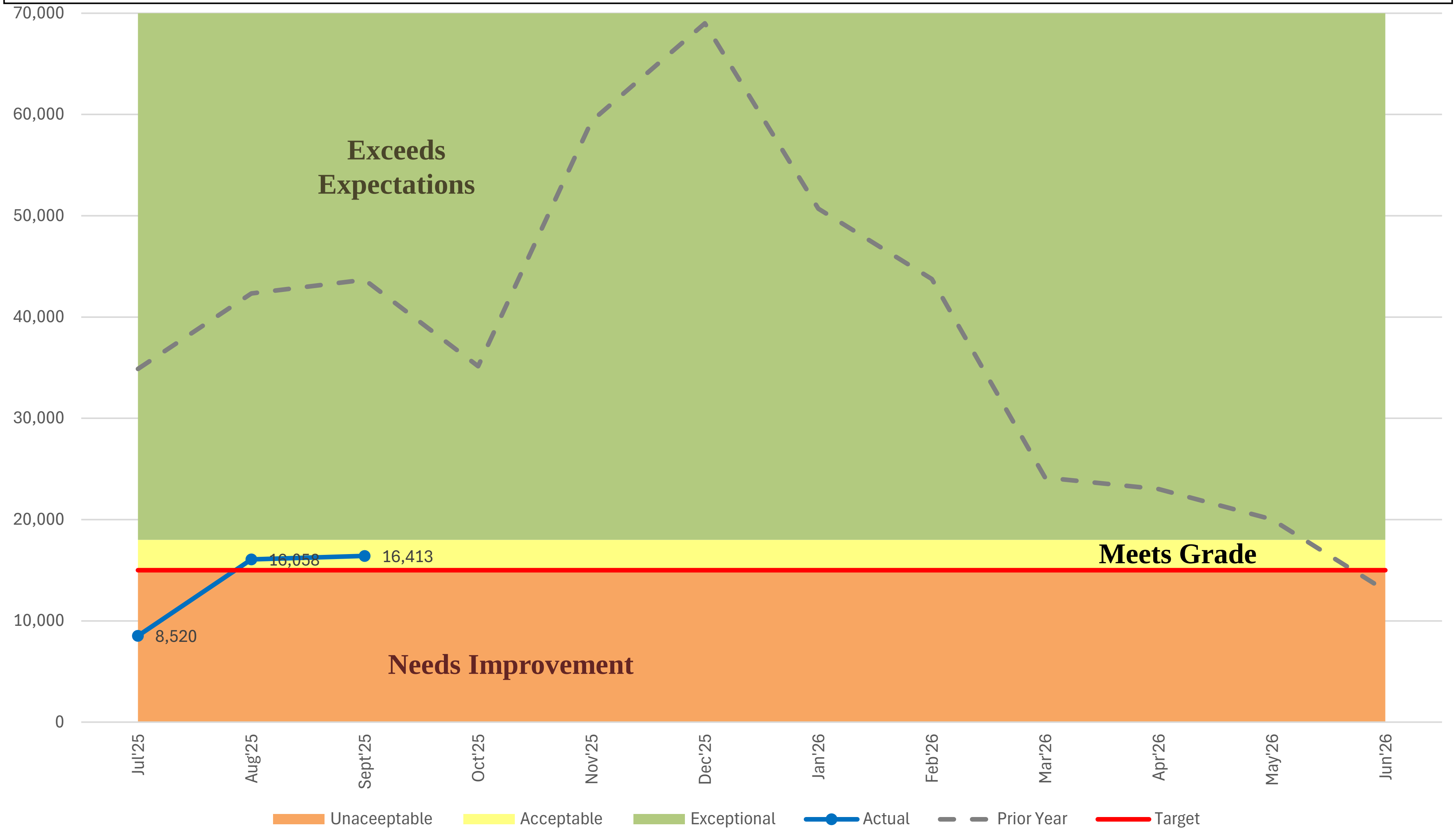
Operations KPIs (Mobility)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	90.00%	87.79%	-2.21%	89.02%	-0.98%	1.70%
	Mean Distance Between Failures	15,000	16413	1413	12458	-2542	-27443
	Missed Trip Rate	0.50%	0.48%	-0.02%	0.47%	-0.03%	-0.19%
	Reservation Average Call Wait Time	2:00	8:06	6:06	8:07	6:07	5:33
	Reservation Call Abandonment Rate	5.50%	15.82%	10.32%	15.66%	10.16%	11.86%
	Customer Complaints per 1K Boardings	4.00	2.71	-1.29	2.61	-1.39	-0.31

Mobility On-Time Performance measured as the percentage of MARTA Mobility customer pickups made within 30 minutes from scheduled pickup time.



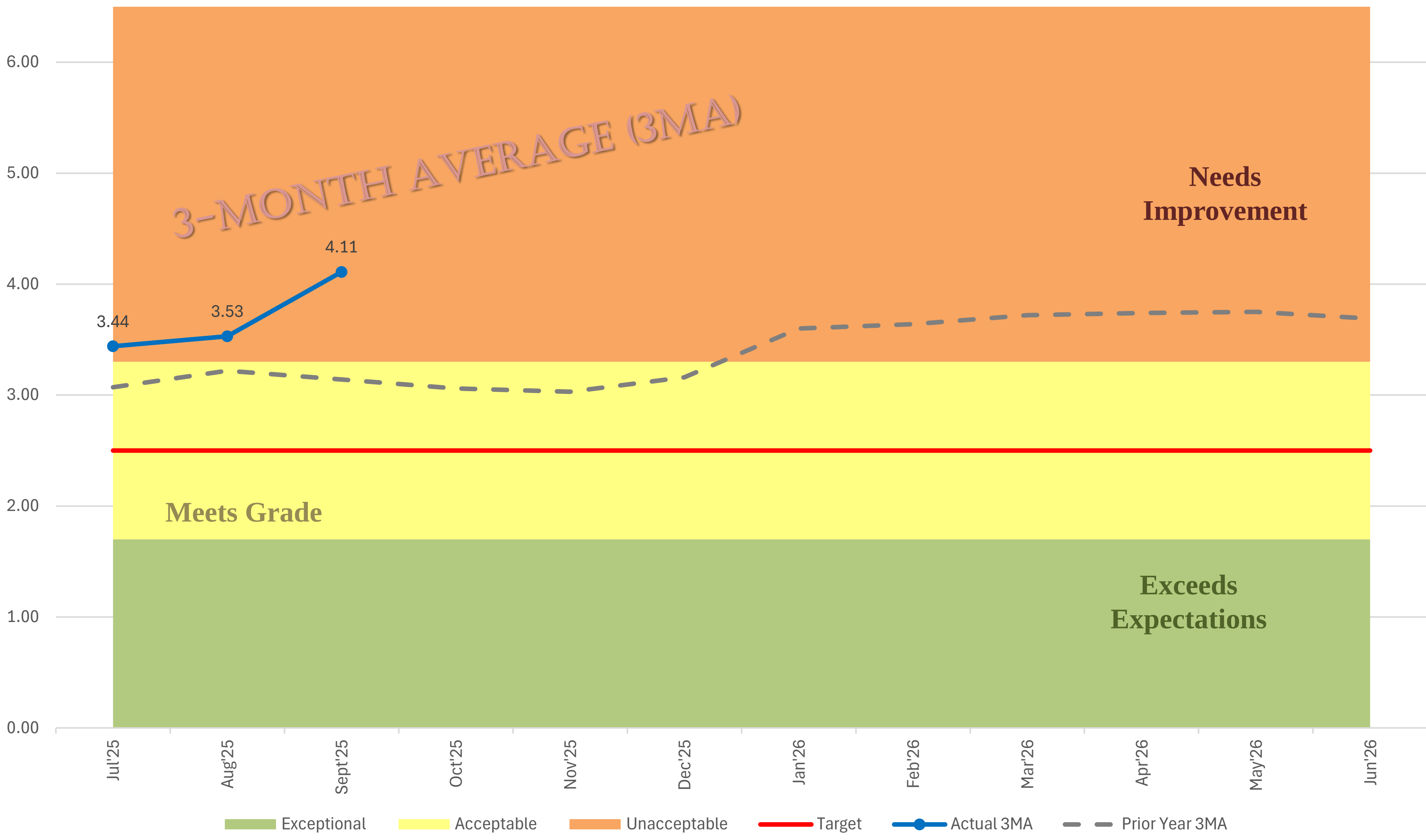
Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY

SAFETY KPI

Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



SEPTEMBER FY26 PERFORMANCE

(RAIL OPERATIONS)

OFFICES OF

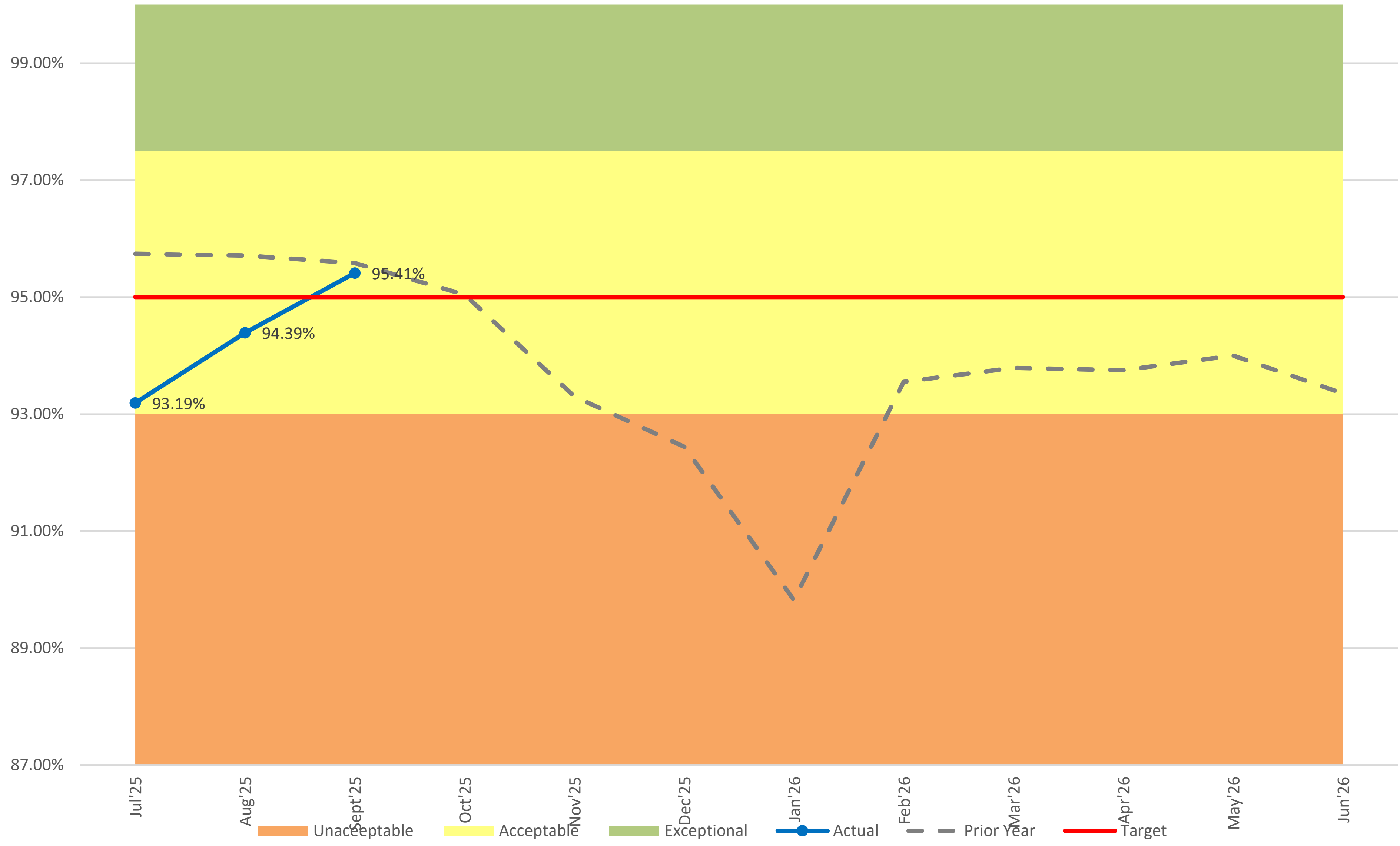
RAIL TRANSPORTATION

RAIL CAR MAINTENANCE

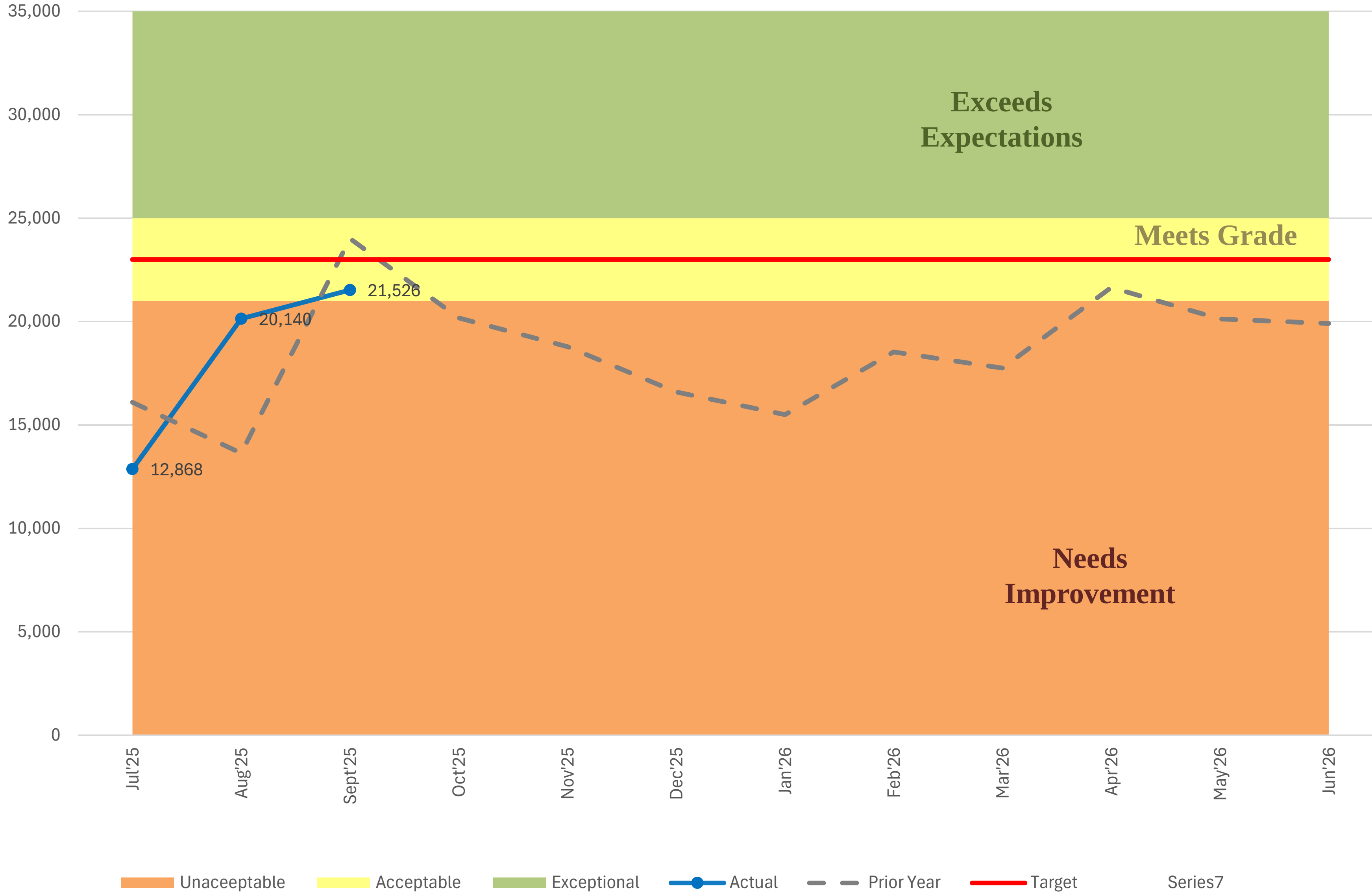
Operations KPIs (Rail)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	95.00%	95.41%	0.41%	94.31%	-0.69%	-1.37%
	Mean Distance Between Failures	23,000	21526	-1474	17246	-5754	401
	Mean Distance Between Service Interruptions	475	357	-118	282	-193	-74
	Missed Trip Rate	0.5%	1.11%	0.61%	1.50%	1.00%	0.56%
	Customer Complaints per 100K Boardings	1.00	1.7	0.70	2.71	1.71	2.00

Rail On-Time Performance measured as percentage of scheduled rail trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes after scheduled time.



Rail Mean Distance Between Failures measured as the average rail car miles between NTD reportable mechanical failures, i.e., those precluding a rail car from completing its revenue trip or starting its next scheduled revenue trip.



OFFICE OF
VERTICAL TRANSPORTATION

Operations KPIs (Vertical Transportation)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	Escalator Availablity	98.50%	98.57%	0.07%	98.58%	0.08%	0.02%
	Elevator Availablity	98.50%	98.64%	0.14%	98.61%	0.11%	-0.11%

SEPTEMBER FY26 PERFORMANCE

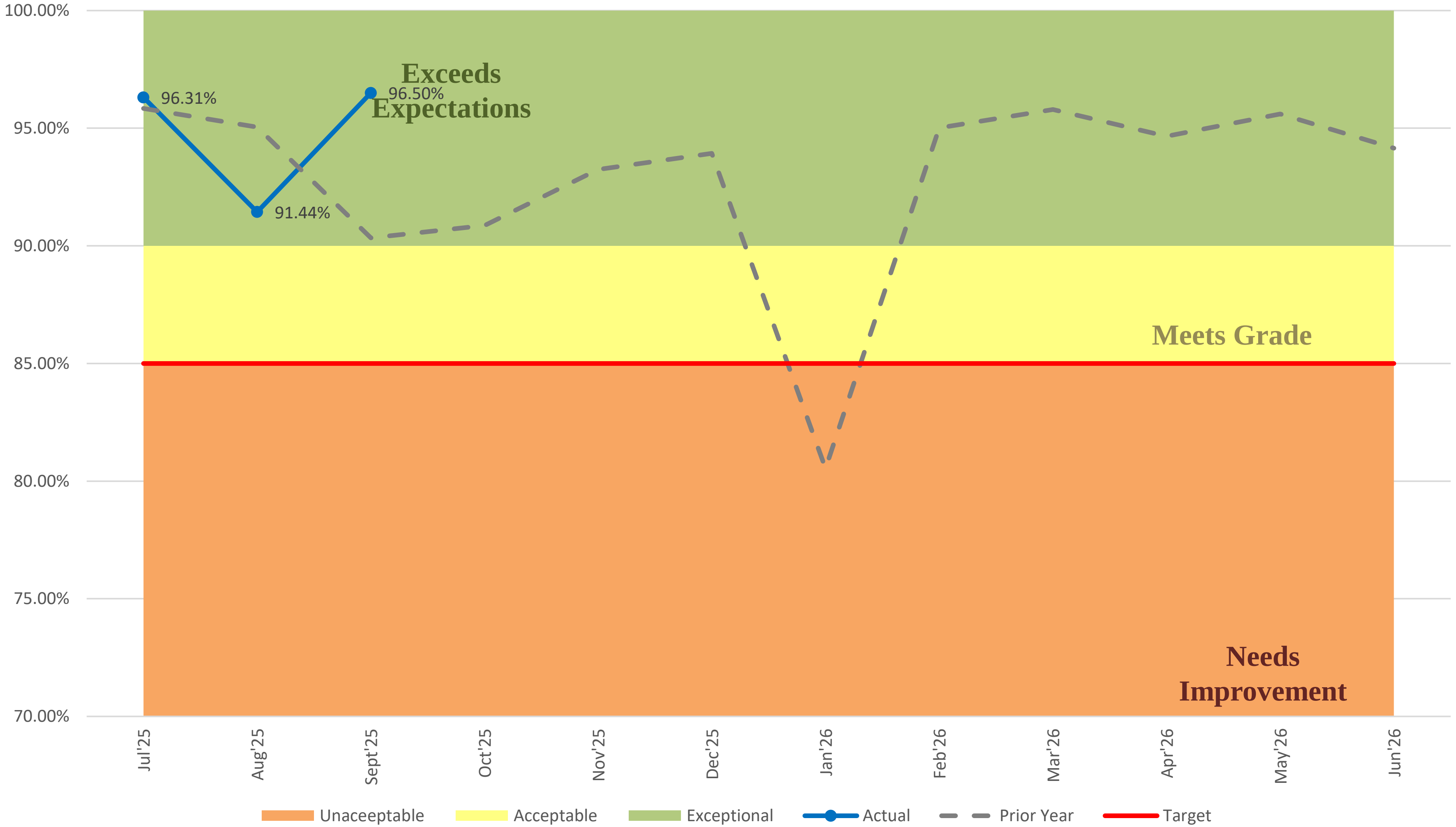
(STREETCAR)

Operations KPIs (Streetcar)

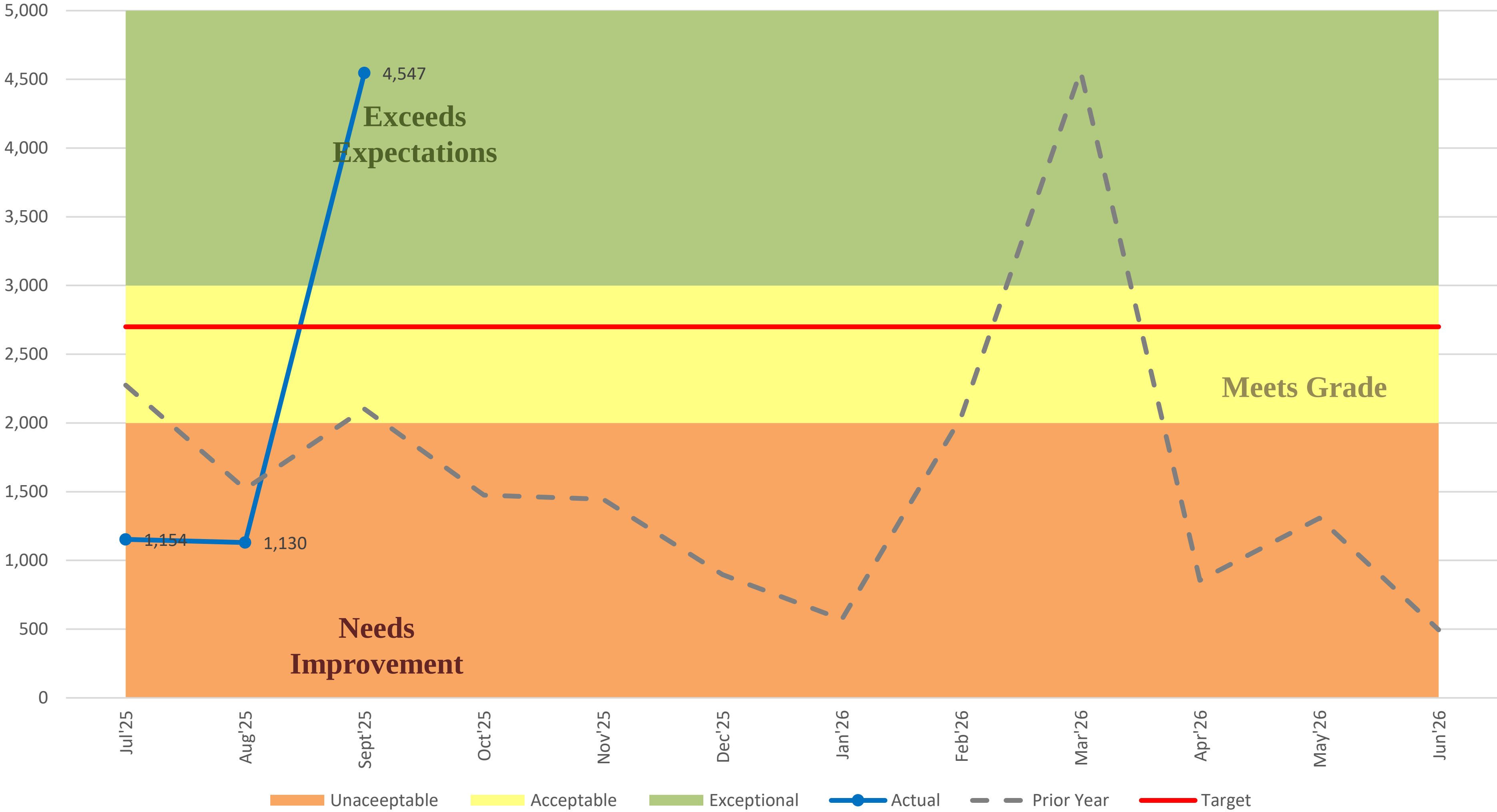
	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	85.00%	96.50%	11.50%	94.73%	9.73%	0.95%
	Mean Distance Between Failures	2,700	4547	1847	1710	-990	-192
	Missed Trip Rate	0.5%	3.36%	2.86%	4.70%	4.20%	-0.29%
	Customer Complaints per 1K Boardings	0.10	0.14	0.04	0.04	-0.06	0.03

Note: 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.

Streetcar On-Time Performance measured as percentage of scheduled trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes and 59 seconds after scheduled time.



Streetcar Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.



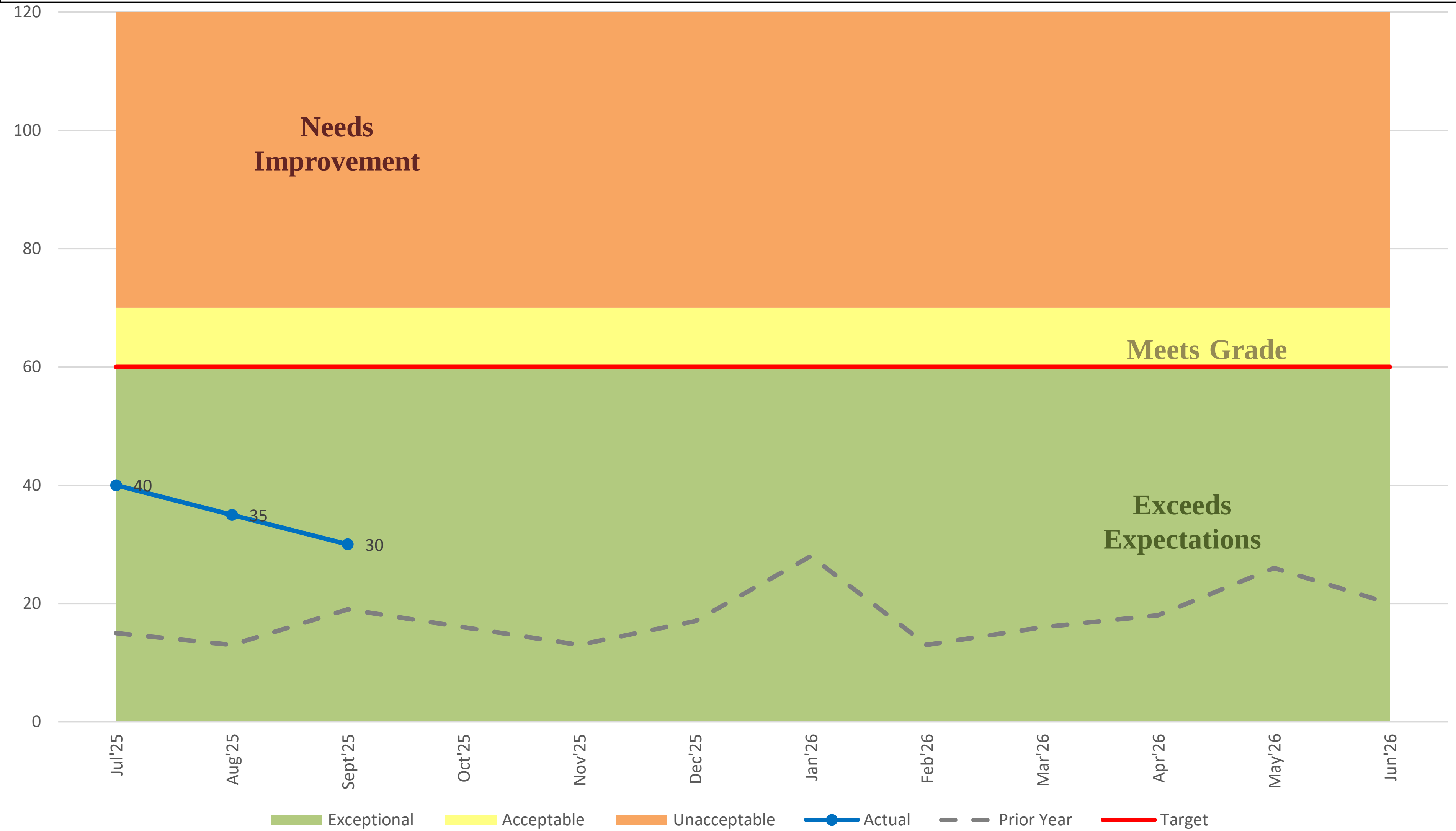
SEPTEMBER FY26 PERFORMANCE

(CUSTOMER SERVICE)

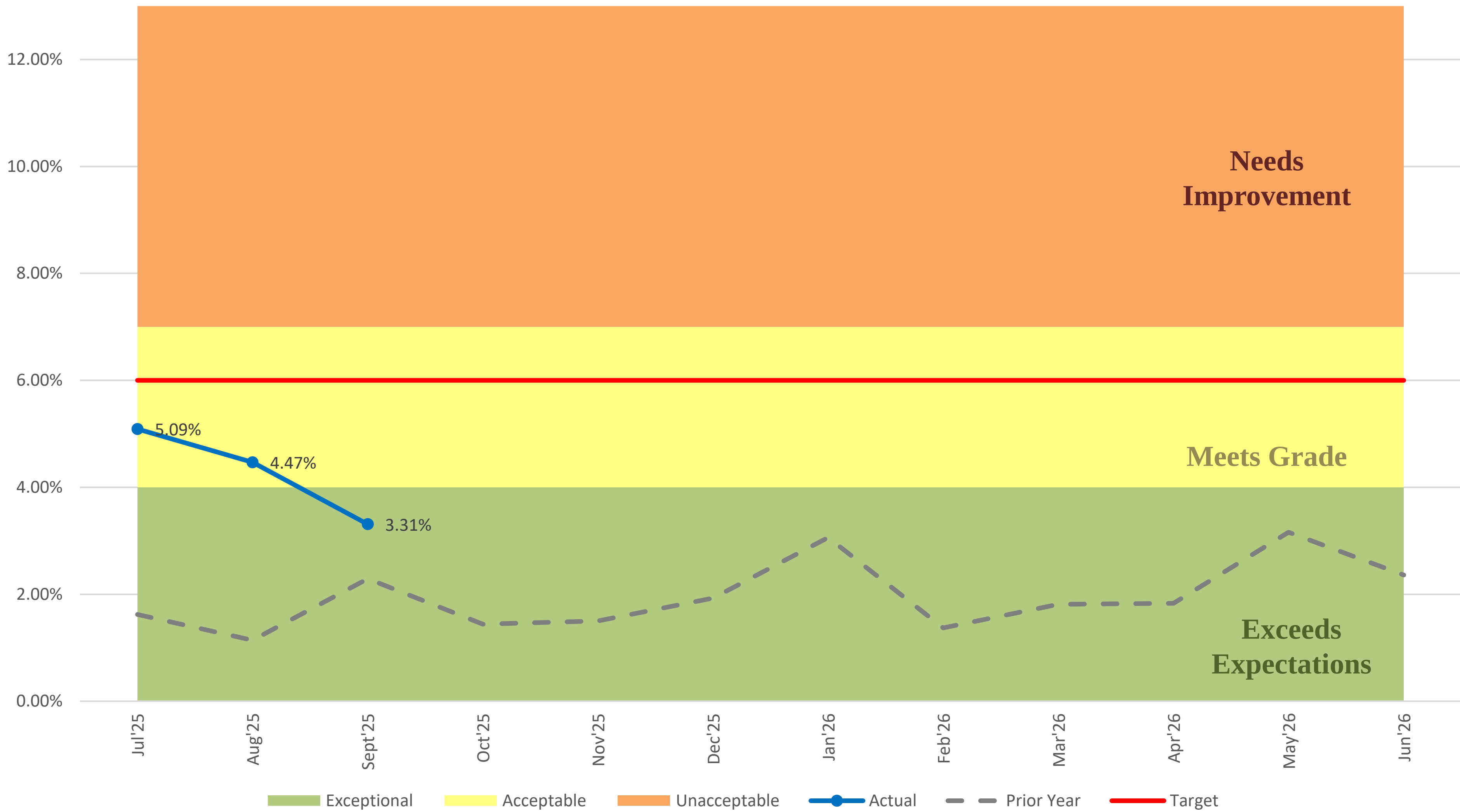
Customer Service KPIs

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	Customer Service Call Wait Time	1:00	0:30	-0:30	0:35	-0:25	0:19
	Customer Service Call Abandonment Rate	6.00%	3.30%	-2.70%	4.29%	-1.71%	2.62%

Average Customer Call Wait (in seconds) measured as average time a customer waits in queue prior to speaking to customer service representative.



Customer Call Abandonment Rate measured as the percentage of customers terminating a call, while waiting in queue for a customer service representative to answer the call.



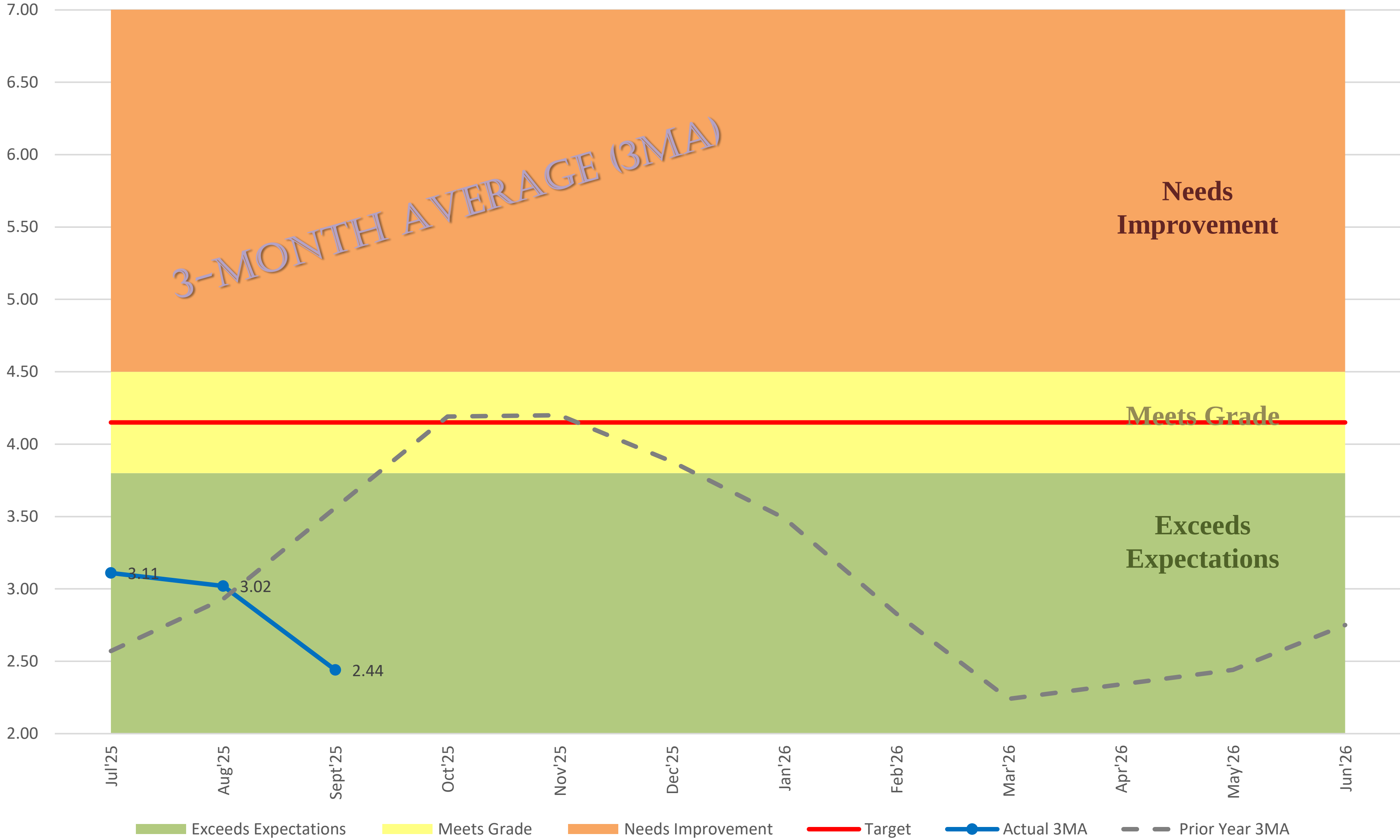
SEPTEMBER FY26 PERFORMANCE

(SYSTEM SAFETY SECURITY & EMERGENCY MANAGEMENT)

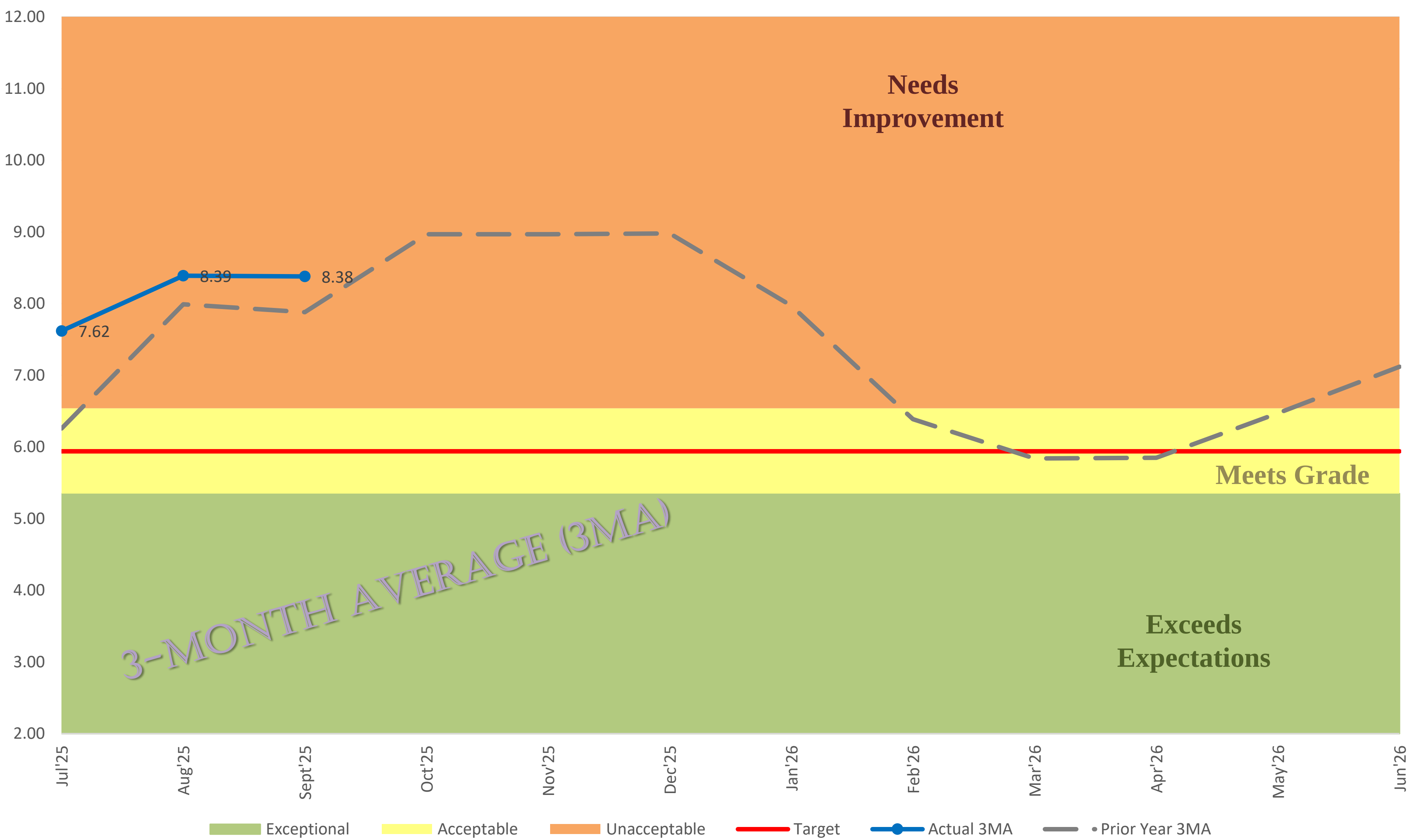
Safety & Security KPIs

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	Part 1 Crime	4.15	1.19	-2.96	2.43	-1.72	-1.13
	Bus NTD Collision Rate per 1M VRM	5.94	7.25	1.31	8.39	2.45	0.49
	Mobility Collision Rate per 100K Miles	2.50	4.93	2.43	4.10	1.60	0.95
	Employee Lost Time Incident Rate	3.80	1.05	-2.75	3.80	0.00	-2.82

Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.

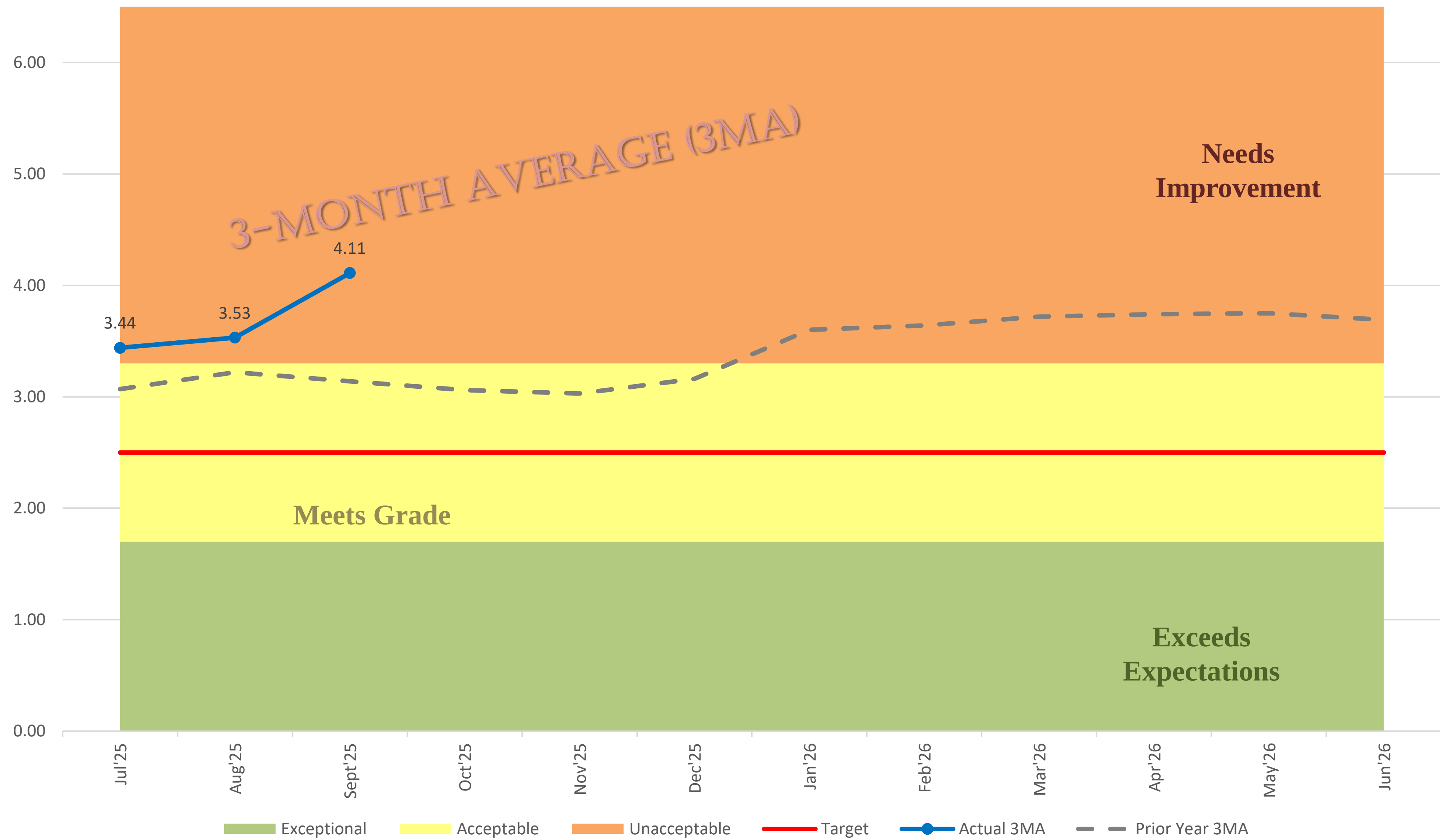


<u>Bus NTD Collisions per 1M Revenue Miles</u> measured as the number of NTD reportable collisions involving bus service per 1 Million revenue miles.

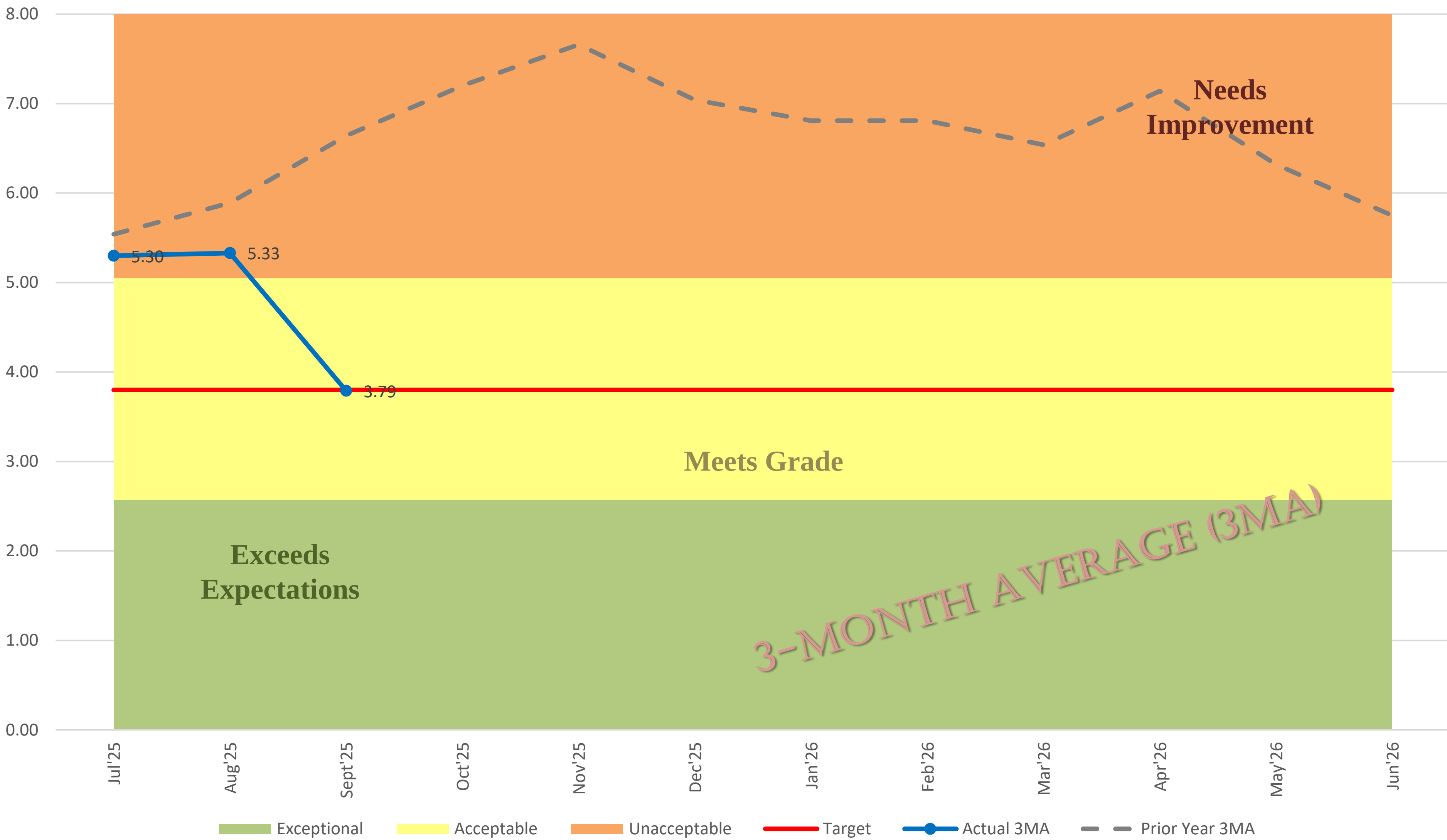


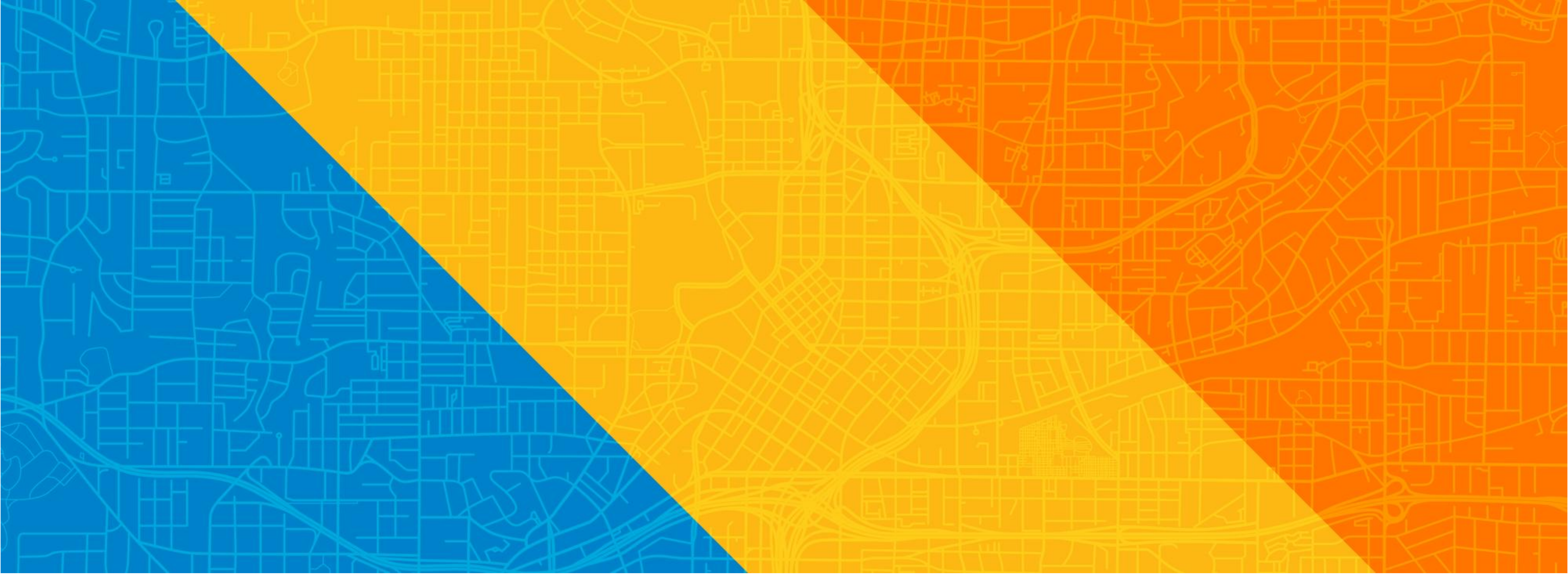
METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



Employee Lost Time Incident Rate measured as the annualized number of accidents resulting in the lost time of over 7 days per 100 employees.





Thank You