



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, MARCH 26, 2026

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Vice-Chair Bolton-Harris called the meeting to order at 10:49 A.M.

Board Members Present: Al Pond
Freda Hardage
Roderick Frierson
Valencia Williamson
Jennifer Ide
Sagirah Jones
Sarah Galica
Elizabeth Bolton-Harris
Shayna Pollock
DeVon Hudson

Board Members Absent: Kathryn Powers
Russell McMurry
Jacob Tzegaegbe
Jannine Miller
Ryan Loke

Staff Members Present: Jonathan Hunt
Rhonda Allen
Michael Kreher
Paul Lopes
Steven Parker
Larry Prescott
Duane Pritchett

Also in Attendance: Peter Crofton, Phyllis Bryant, Stephany Fisher, Robert Goodwin, Kenya Hammond, Daniel Hecht, Jacqueline Holland, Leslie Hubble, Tyrene Huff, and Paula Nash

2. APPROVAL OF THE MINUTES

Minutes from February 26, 2026

Approval of the minutes from February 26, 2026. On a motion by Board Member Hudson, seconded by Board Member Ide, the motion passed by a vote of 10 to 0 with 10 members present.

3. RESOLUTIONS

Resolution Authorizing the Award of a Contract for Bus Tire Lease Services, IFB B50694 Approval of the Resolution Authorizing the Award of a Contract for Bus Tire Lease Services, IFB B50694. On a motion by Board Member Hardage, seconded by Board Member Pond, the resolution passed by a vote of 10 to 0 with 10 members present.

Resolution Authorizing the Modification in Contractual Authorization for Body Worn Cameras, Video Storage and Accessories, RFPP P47663

Approval of the Resolution Authorizing the Modification in Contractual Authorization for Body Worn Cameras, Video Storage and Accessories, RFPP P47663. On a motion by Board Member Hardage, seconded by Board Member Galica, the resolution passed by a vote of 10 to 0 with 10 members present.

4. BRIEFING

KPI Quarterly Update (Part I: Crime Rate, Customer Satisfaction, Ridership)

MPD Chief M. Scott Kreher and Robert Goodwin, Assistant General Manager, Research & Analysis, provided the Board with a quarterly KPI briefing.

MARTA Voice of the Customer Survey

Robert Goodwin, Assistant General Manager, Research & Analysis, provided the Board with a Voice of the Customer survey briefing.

5. OTHER MATTERS

Other Matters - FY26 January Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:30 A.M.

YouTube: <https://youtube.com/live/yYpclGWP-Dw?feature=share>



Resolution Authorizing the Award of a
Contract for the Procurement of Bus
Lease Tire Services,
IFB B50694

Operations and Safety Committee
March 26, 2026

Daniel Hecht, PE
Deputy Chief Mechanical Officer



Discussion

- MARTA tire usage and miles
- On-site tire services
- Why lease tires?
- Procurement consideration



Tire Usage and Miles

- 530 buses = 3,200 Tires
- 3,200 tires X 65,000 miles/year
= 206,700,000 tire miles/year
- Average tire life = 80,000 miles



On-Site Services

- Tire shops at Perry, Laredo and Hamilton Garages
- Full-service removal, mounting and installation of wheels and tires
- Proper disposal of worn and damaged tires
- Tools for installation and repair



Why lease tires?

- Lease 0.008 Cents Per Mile
- Includes repairs, rotation, alignment, balancing, and other services
- Rear tires allow retread for environmental benefit and cost savings
- Most large transit agencies and trucking industry lease tires



PROCUREMENT CONSIDERATION

- Bridgestone Americas Tire Operation \$13,997,463
- Term of 5 Years





The Department of Bus Maintenance requests the Operations and Safety Committee recommend to the full Board the approval of the Procurement of Bus Tire Lease Services in the amount of \$13,997,463.





Thank You



**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR
BUS TIRE LEASE SERVICES, IFB B50694**

WHEREAS, the Authority's Department of Mechanical Operations has identified the need for Bus Tire Lease Services, Invitation for Bids Number B50694; and

WHEREAS, on November 12, 2025, the Metropolitan Atlanta Rapid Transit Authority duly sent Notice of the Invitation for Bids to potential Bidders; and

WHEREAS, notice of the said Invitation for Bids was advertised in the local newspaper of the largest circulation in the Atlanta metropolitan area, once in each of the two weeks prior to opening bids; and

WHEREAS, all Bidders were given an opportunity to protest the bid instructions, specifications, and/or procedures; and

WHEREAS, on January 9, 2026, at 2:00 p.m., local time, two (2) bids were publicly opened and read aloud; and

WHEREAS, the lowest bid submitted by Bridgestone Americas Tire Operations, LLC is responsive and responsible and the bidder is capable of performing the Contract.

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 Contract on substantially the same terms and conditions as contained in the Invitation for Bids Number B50694, the Bus Tire Lease Services between the Authority and Bridgestone Americas Tire Operations, LLC in the amount of \$15,397,209.63.

Approved as to Legal Form:

Signed by:

8DBDF040BF6E4A4...

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

Resolution Authoring a Modification in Contractual Services for Body Worn Cameras, Video Storage and Accessories, P47663



Chief M. Scott Kreher
3/26/2026

Safe, Clean and Reliable

History

Safe, Clean and Reliable

- Body Worn Cameras, Taser and Signal Side Arm are proven to improve accountability and transparency in policing while reducing injuries to suspects and police.
- MPD has a current contract with Axon for Body Worn Cameras, video storage and accessories modified in 2025 that expires in 2029.
- All sworn police and Field Protective Specialist are required to utilize the BWC when conducting official duties.



Details

Safe, Clean and Reliable



- Video storage in Evidence.com, utilized with our prosecuting courts in all jurisdictions.
- Accessories include the Signal Side Arm and body camera mount.
- Storage, warranty and license fees are included.
- Authorized increases in sworn police and FPS require this additional equipment.

Contract Modification

Safe, Clean and Reliable

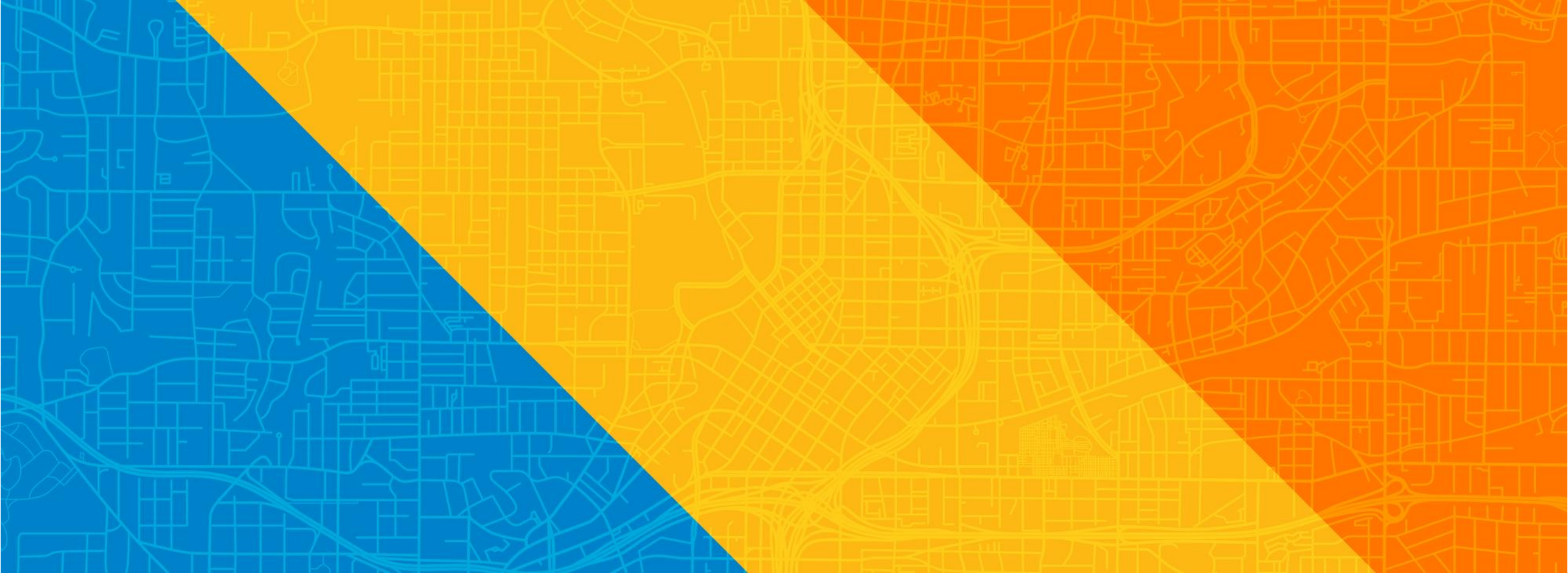


- Additional 75 BWCs, Signal Side Arm equipment, storage, docking/charging stations, warranty and license fees are needed.
- Cost is \$490,332 over three years, bringing the total contract cost to \$6,523,172.50.
- Audit deemed the contract modification fair and reasonable.

The MARTA Police Department requests that the Operations and Safety Committee recommend to the full Board the approval of a contract modification with Axon for Body Worn Cameras, Video Storage and Accessories, P47663 for \$490,332 over three years, bringing the new contract total to \$6,523,172.50.



Safe, Clean and Reliable



Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL
AUTHORIZATION FOR BODY WORN CAMERAS, VIDEO STORAGE, AND
ACCESSORIES, RFPP P47663**

WHEREAS, on January 19, 2021, the General Manager/CEO entered into a Contract with Axon Enterprises, Inc. for Body Worn Cameras, Video Storage, and Accessories, Request for Price Proposals P47663; 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, the Department of Internal Audit completed a cost/price analysis and determined the pricing to be fair and reasonable; 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. P47663 Body Worn Cameras, Video Storage and Accessories from \$6,032,840.50 to \$6,523,172.50.

Approved as to Legal Form:

Signed by:

8DBDF040BF6E4A4...

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

Key Performance Indicators Quarterly Briefing: Part I Crime Rate, Customer Satisfaction, Ridership

Operations and Safety Committee
March 26, 2026

M. Scott Kreher, Chief of Police and Robert Goodwin, AGM of Research & Analysis



Market Hours

West End Station
Open Tuesdays
1:00 to 7:00 pm
Beginning May 1

W. B. Stewart Station
Open Wednesdays
3:00 to 7:00 pm
Beginning May 14

College Park Station
Open Thursdays
1:00 to 7:00 pm
Beginning May 25

Five Points Station
Open Fridays
1:00 to 7:00 pm
Beginning May 12

1 STOP Enjoy the Convenience of Shopping on Your Way Home!
Bring your MARTA ID Card to the front counter. Receive all your groceries, MARTA ID Card, and MARTA fare.

2 SWIPE Use Your MARTA ID Card to Pay!
Bring your MARTA ID Card to the front counter. Receive all your groceries, MARTA ID Card, and MARTA fare.

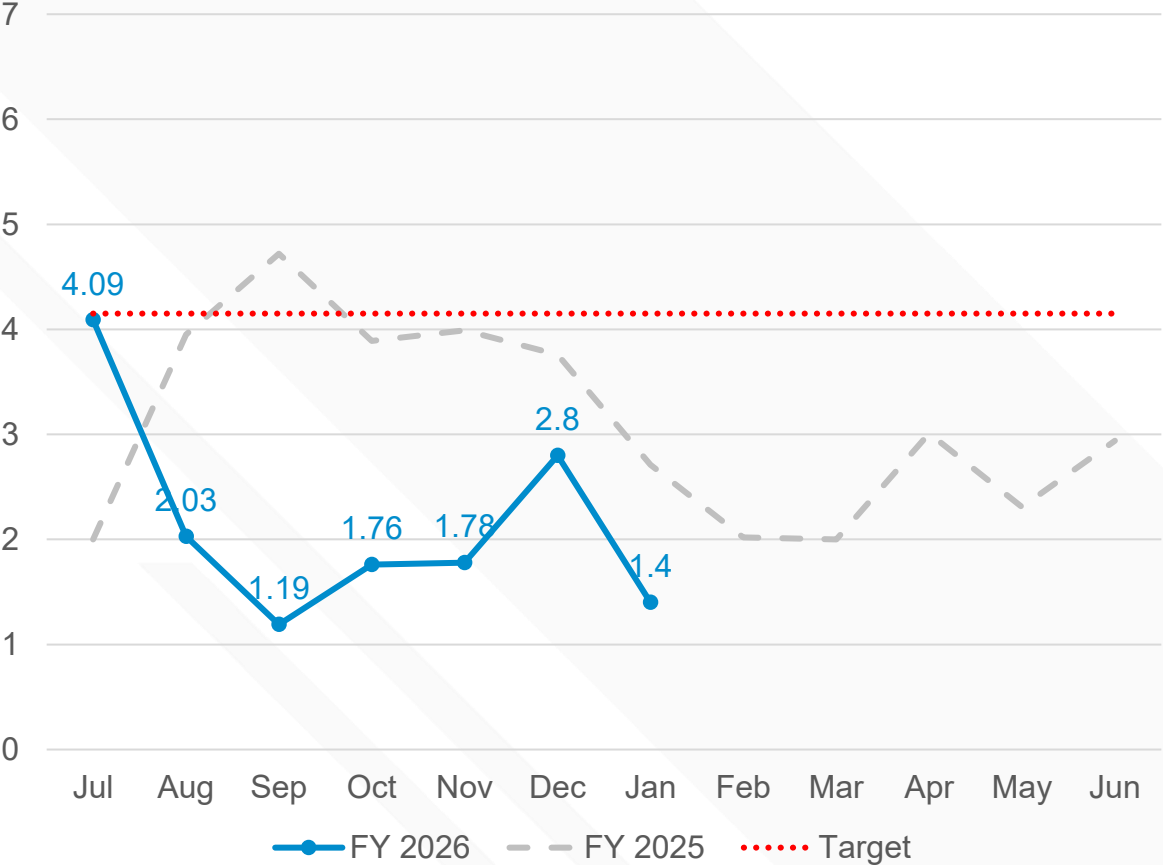
3 SHOP Choose from a Great Selection of Fresh Produce!
Bring your MARTA ID Card to the front counter. Receive all your groceries, MARTA ID Card, and MARTA fare.

GEORGIA
CPM



Part I Crime Rate

Part I Crime Rate



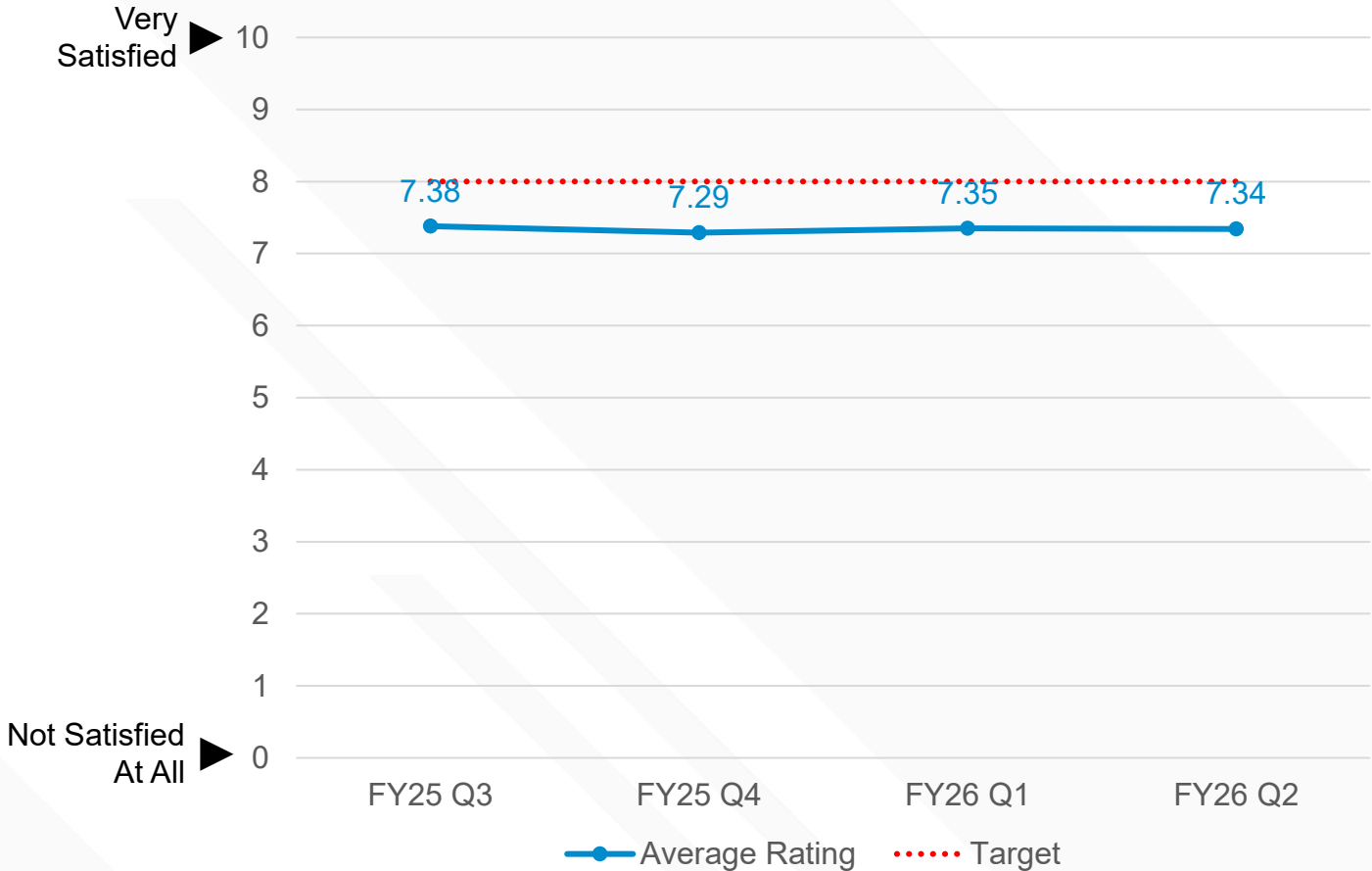
- Number of Part 1 Crimes (homicide, rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings
- Target: 4.15
- Lower is better



Customer Satisfaction



Customer Satisfaction

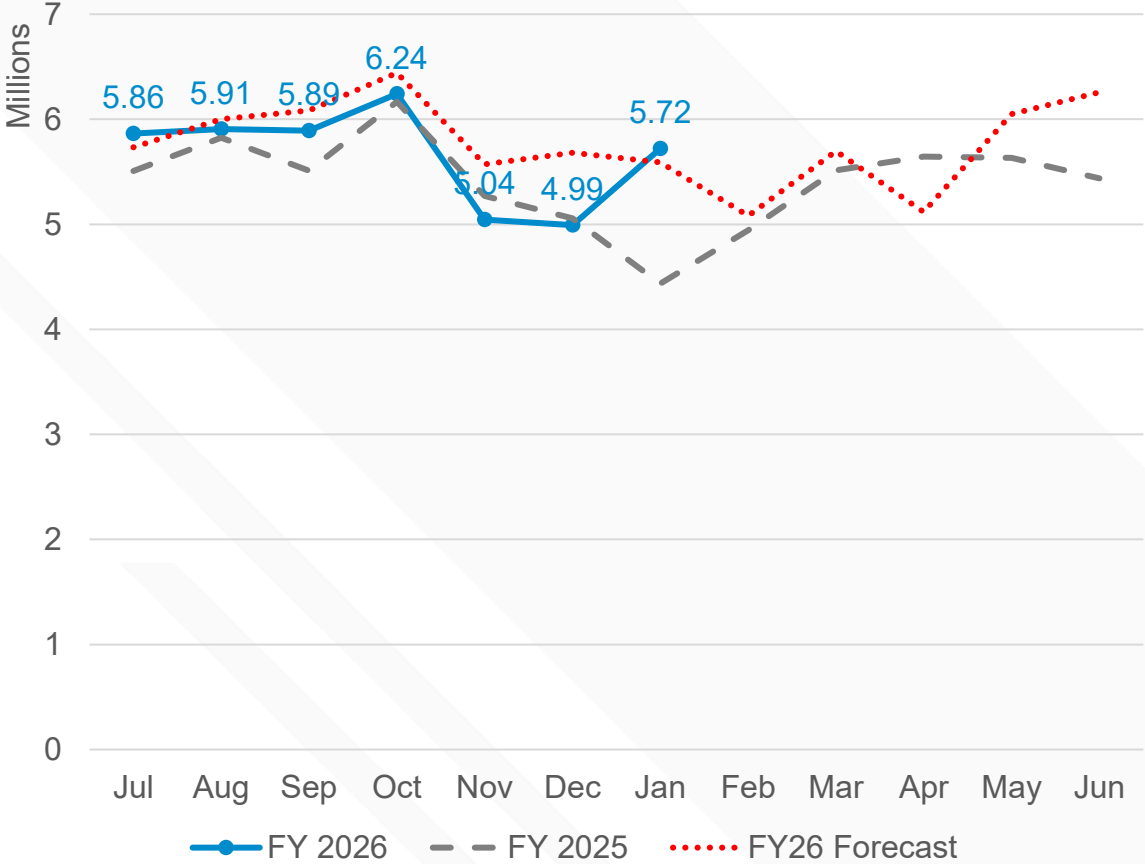


- “How satisfied have you been with MARTA over the past three months?”
 - 0 = “Not satisfied at all”
 - 10 = “Very Satisfied”
- Target: 8.0
- Higher is better



Ridership

Total Ridership



- Note: The jump in ridership in January is due to a change in how we measure rail ridership
- FY 2026 YTD total ridership is 5% greater than FY 2025 YTD and 3.5% less than forecast
- Target: TBD
- Higher is better



Thank You

MARTA Voice of the Customer Survey

Operations and Safety Committee
March 26, 2026

Robert Goodwin
AGM of Research & Analysis



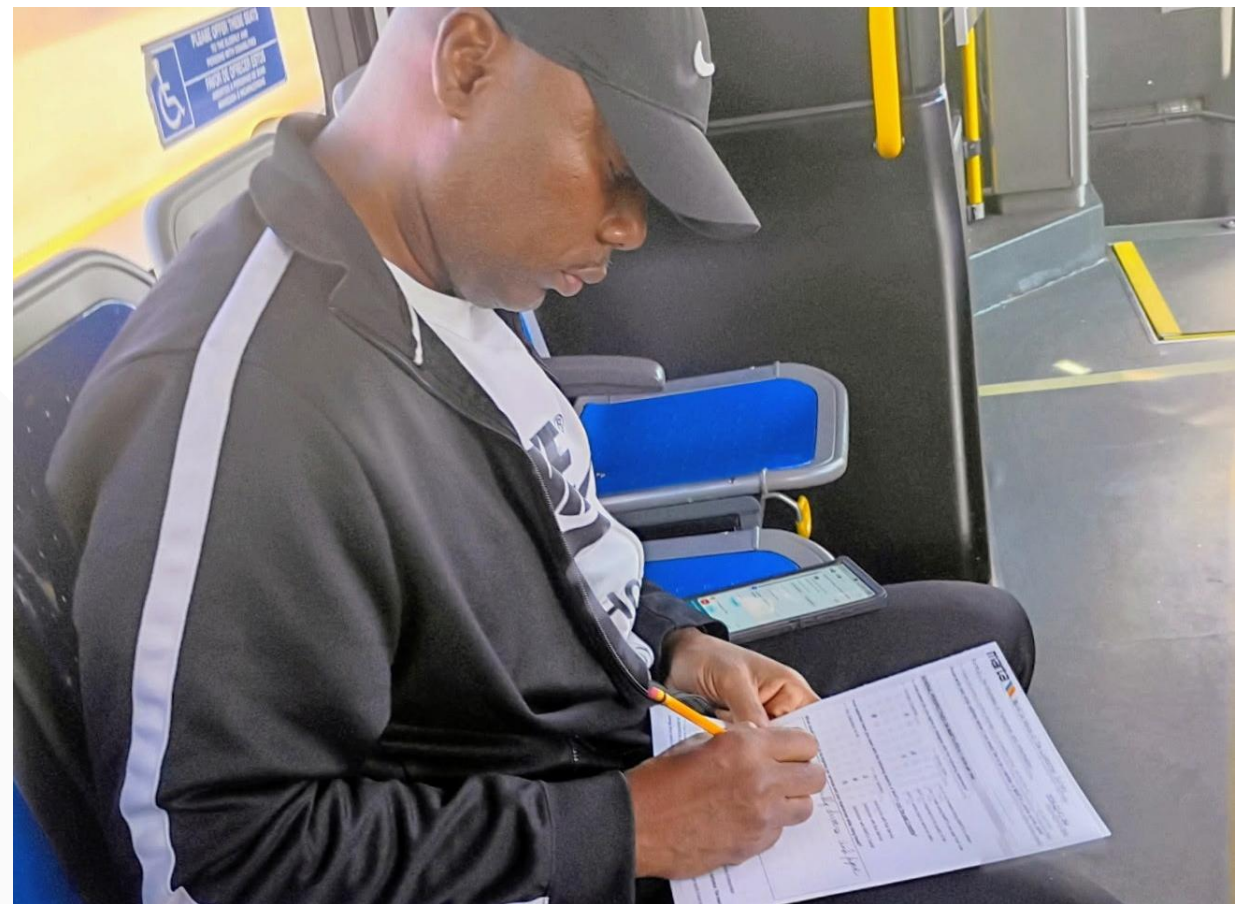
Agenda

- Overview of survey purpose and methodology
- Results for 2025, focusing on safety, cleanliness, and reliability
- Proposed near-term and long-term targets
- Upcoming actions that should "move the needle"
- Next steps



Survey Purpose

- Track how MARTA is performing over time from the perspective of our customers
- Provide information on who, how, and why people take MARTA
- Includes customer ratings of:
 - Safety and security
 - Cleanliness
 - Reliability
 - Amenities
 - Information
 - Helpfulness of personnel
 - Purchasing and using fares
 - Satisfaction



Survey Methodology

- Paper surveys distributed as customers board buses and trains and collected before alighting
- Customers receive one of five forms, selected at random, with around 20 items to rate (total of 105 performance items)
- Almost 14,000 surveys (2,800 per form) collected in 2025 from a representative sample of bus and rail customers
- Customers may provide open-ended suggestions for improvement (8,000 received)

marta .MARTA Voice of the Customer Survey

Form 1 Reliability and Communication about Service 2026-Q1-F1

To request this survey in another language or an accessible format, call 404-848-4037 or TTY 404-848-5665.
Please write your email address below if you would like to be a member of MARTA's online survey panel:

GENERAL PERSPECTIVES ON MARTA (Fill in 1 circle per row)

To what extent do you agree or disagree with the following statements?

0 = Strongly Disagree 10 = Strongly Agree

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ I would recommend riding MARTA to others

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ I plan to keep using MARTA one year from now

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ MARTA is important to my quality of life

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ MARTA works hard to serve its riders

How satisfied have you been with the following aspects of MARTA over the past 3 months?

0 = Not Satisfied At All 10 = Very Satisfied

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ Satisfaction with Rail Service

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ Satisfaction with Bus Service

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ Satisfaction with MARTA Overall

What could MARTA do to improve our services and your experiences while riding transit?

Do you have regular access to a car or other motor vehicle? ① ②

Which of the following describes you better?

① MARTA is my only means of transportation ② I ride MARTA, but also have other means of transportation

*** For this survey, 1 trip begins when you get on MARTA and ends when you arrive at your destination. This means that a roundtrip counts as 2 separate trips.

Using this definition, how many trips have you made on MARTA during the past 7 days? Please specify if more than 9

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ More: _____

PERFORMANCE RATINGS:

Please rate how well you think MARTA performs in the below areas based on YOUR EXPERIENCES with MARTA. Some items apply to rail service, while others are for bus service. For any performance areas that do not apply to you, please fill in the circle next to "NA".

0 = Poor	10 = Excellent	Ratings of Bus Service
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Bus picks you up on time
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Bus drops you off on time
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Buses not leaving before scheduled departure time
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Bus service free of non-traffic delays while traveling
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Availability of bus arrival time information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Accurate bus arrival time information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Accurate bus location information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Accurate information about bus delays
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Timely alerts about bus route changes / detours
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Timely alerts about bus trip cancellations
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Smooth transfers to buses from another bus or train
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Frequency of bus service on weekdays
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Frequency of bus service on weekends
		Ratings of Rail Service
0 = Poor	10 = Excellent	
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Train arrives on time to station where you enter
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Rail service free of delays while traveling
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Availability of train arrival time information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Accurate train arrival time information
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Accurate information about train delays
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Timely alerts about train trip cancellations
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Smooth transfers to trains from another train or bus
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Frequency of train service on weekdays
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩	○ NA Frequency of train service on weekends

Survey Ratings

- “How satisfied have you been with...MARTA over the past three months?”
 - 0 = “Not satisfied at all”
 - 10 = “Very Satisfied”
- “I would recommend riding MARTA to others”
 - 0 = “Strongly disagree”
 - 10 = “Strongly agree”
- “Please rate how well you think MARTA performs [on the following items] based on YOUR EXPERIENCES with MARTA”
 - 0 = “Poor”
 - 10 = “Excellent”



KEIs for Safe, Clean, and Reliable Service Were Among Lowest Rated in 2025

The 105 performance ratings are grouped thematically into Key Experience Indicators (KEIs)

Key Experience Indicator	CY 2025 Average
Ease of Traveling on MARTA	8.10
Comfort Onboard Vehicles	8.06
Ease of Using Fare Media	7.96
Quality of Onsite Information	7.75
Content of Information Tools	7.62
Ease of Purchasing Fare	7.53
Ease of Navigating Information Tools	7.51
➔ Feeling Safe from Accidents	7.46
Rail Service Alerts	7.39
➔ Rail Reliability	7.31
Amenities in Boarding Areas	7.15
Helpfulness of MARTA Personnel	7.02
➔ Feeling Safe from Crime	6.69
➔ Bus Reliability	6.50
Bus Service Alerts	6.43
➔ Cleanliness	5.74
Perceptions of MPD Visibility & Enforcement	5.72

Long-Term Target is 8.0 for All KEIs

- **4.2-4.5** is the ideal average star rating for purchase probability*
- A 4.2 on a 1-to-5 scale is equivalent to an **8.0** on a 0-to-10 scale

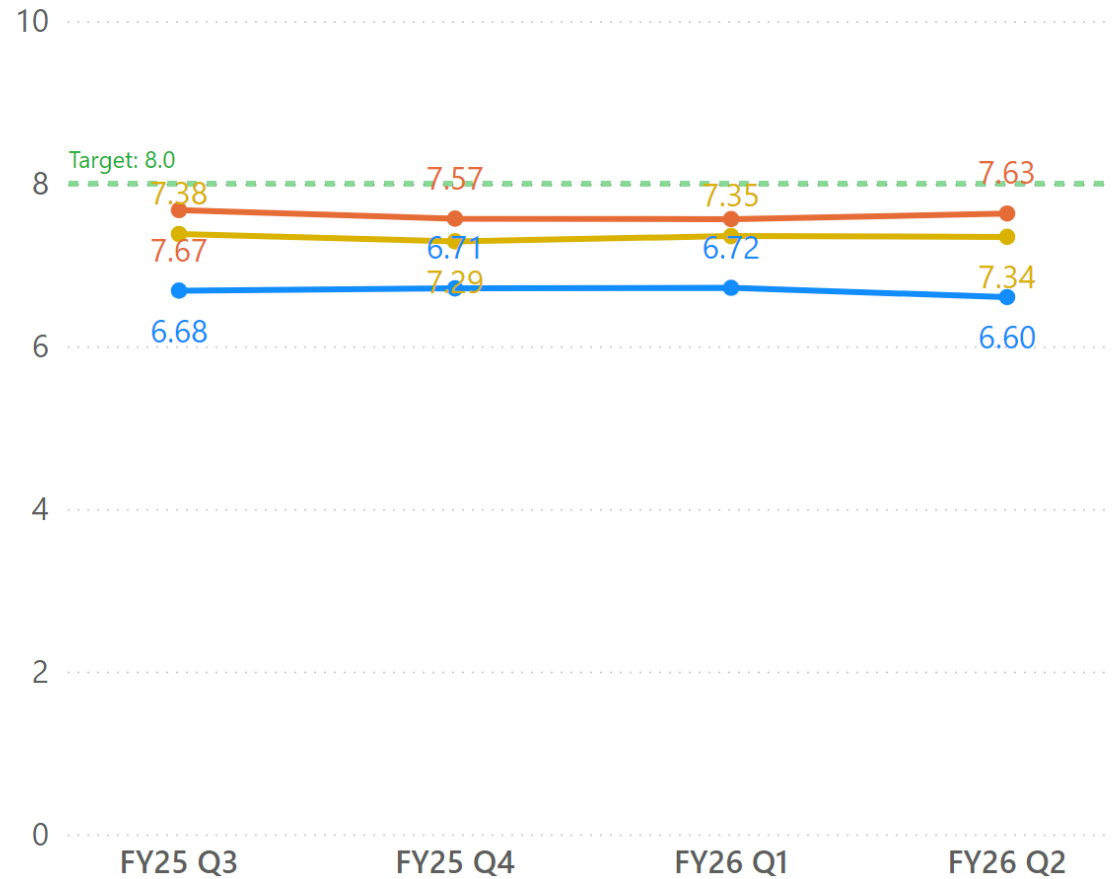


*Source: "From Reviews to Revenue: How Star Ratings and Review Content Influence Purchase", PowerReviews and Northwestern University Spiegel Digital and Database Research Center, 2015. <https://spiegel.medill.northwestern.edu/wp-content/uploads/sites/2/2021/04/Online-Reviews-Whitepaper.pdf>.

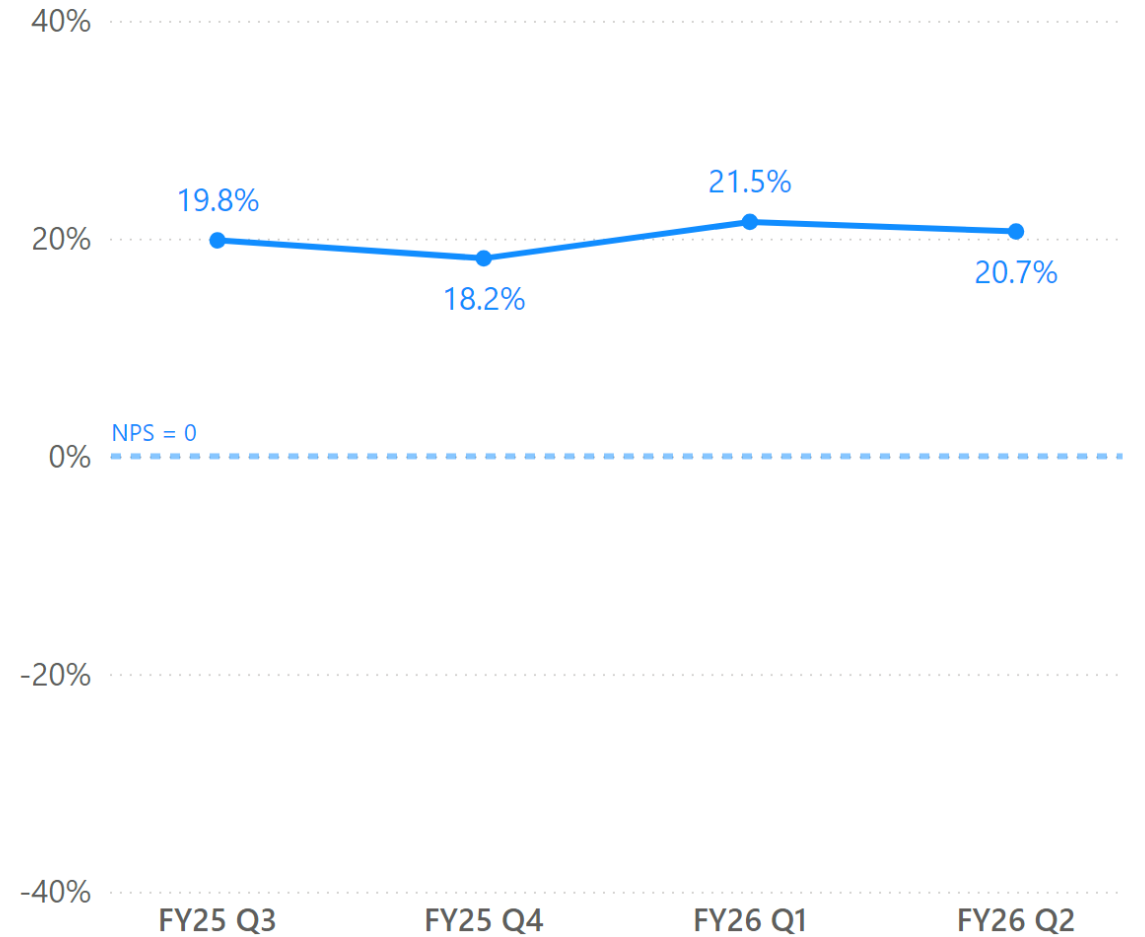
Satisfaction and Net Promoter Score

Satisfaction

● Bus Satisfaction ● Overall Satisfaction ● Rail Satisfaction



Net Promoter Score



Safe, Clean, and Reliable KEI Trends



Many Open-Ended Comments Express Concerns About Safety, Cleanliness, and Reliability

Top Three Suggestions for Improvement:

- Service Reliability
 - Better punctuality
 - More frequent service
 - Improve communication about delays and cancellations
- Improve Security
 - Better security
 - More police presence
 - Address homelessness
- Improve Cleanliness
 - Better cleanliness
 - Cleaner trains
 - Cleaner stations



Ongoing/Upcoming Actions that Should “Move the Needle”

- NextGen Bus Network including MARTA Reach
- Rapid A-Line
- CQ400 trains
- Better Breeze
- Station Rehabilitation Projects
- SMART Restroom Program
- Bus Transformation (a/k/a EFESO) Project
- Increased peak period staffing in stations
- Real Time Crime Center
- Additional sworn officers



Near-Term Target to Increase Select Ratings by 0.5 Points by the End of FY 2027 Q1

- 0.5 is the minimum change that is statistically significant based on survey sample size
- We do not yet have quantitative data on extent to which ratings will respond to actions taken
- Big changes are taking place over the next six months, and time is needed for the effects to be felt and measured

	CY 2025 Average	FY 2027 Q1 Goal
Personal safety on train	6.26	6.76
Personal safety in rail stations	6.74	7.24
Train cleanliness	5.45	5.95
Bus cleanliness	6.45	6.95
Frequency of bus service on weekdays	7.05	7.55
Frequency of bus service on weekends	5.70	6.20
Bus picks you up on time	6.07	6.57

Next Steps

- Continue survey collection
- Dig deeper into the data
- Work with the Voice of the Customer Action Committee to surface new ideas and course correct as needed
- Update Operations and Safety Committee this fall





Thank You

SKPI Summary (Draft)

[View in Power BI](#) ↗

Last data refresh:
3/6/2026 9:24:25 PM UTC

Downloaded at:
3/6/2026 9:25:26 PM UTC

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month
Jan 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Lost Time Incident Rate	≤ 3.80	3.37	-0.43 ✓	≤ 3.80	4.46	+0.66 ✗
	Part I Crime Rate	≤ 4.15	1.40	-2.75 ✓	≤ 4.15	2.14	-2.01 ✓
Clean	TBD						
Reliable	Call Abandonment Rate	≤ 6.0%	4.2%	-1.8% ✓	≤ 6.0%	4.3%	-1.7% ✓
	Call Wait Time	≤ 60.0s	32.9s	-27.1s ✓	≤ 60.0s	34.7s	-25.3s ✓
	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	Budget Variance	≥ 0.0%	5.8%	+5.8% ✓	≥ 0.0%	-7.0%	-7.0% ✗
	Ridership	≥ 5.59 M	5.72 M	+0.13 M ✓	≥ 41.10 M	39.66 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

Select a mode to view relevant KPIs

Bus

Latest Month
Jan 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 1M Miles	≤ 5.94	10.50	+4.56 ❌	≤ 5.94	8.39	+2.45 ❌
Clean	TBD						
Reliable	Complaints Per 100k Boardings	≤ 8.0	10.63	+2.63 ❌	≤ 8.0	12.26	+4.26 ❌
	Missed Trip Rate	≤ 0.50%	4.55%	+4.05% ❌	≤ 0.50%	3.59%	+3.09% ❌
	NTD MDBF	≥ 7,500	2,990	-4,510 ❌	≥ 7,500	2,783	-4,717 ❌
	On-Time Performance	≥ 78.5%	80.3%	+1.8% ✅	≥ 78.5%	78.7%	+0.2% ✅
Efficient	Cost per Passenger Trip	≤ \$7.76	\$9.34	+\$1.58 ❌	≤ \$7.54	\$9.04	+\$1.50 ❌
	Ridership	≥ 3.15 M	2.49 M	-0.66 M ❌	≥ 22.83 M	20.33 M	-2.50 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

Rail

Latest Month
Jan 2026

	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	0.44	-0.56 ✓	≤ 1.0	2.01	+1.01 ✗
	MDBSI	≥ 475	260	-215 ✗	≥ 475	290	-185 ✗
	Missed Trip Rate	≤ 0.50%	1.84%	+1.34% ✗	≤ 0.50%	1.53%	+1.03% ✗
	NTD MDBF	≥ 23,000	17,613	-5,387 ✗	≥ 23,000	19,801	-3,199 ✗
On-Time Performance	≥ 95.0%	93.9%	-1.1% ✗	≥ 95.0%	94.4%	-0.6% ✗	
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	≥ 2.33 M	3.17 M	+0.84 M ✓	≥ 17.45 M	18.78 M	+1.33 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

Mobility

Latest Month
Jan 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 100k Miles	≤ 2.50	3.14	+0.64 ❌	≤ 2.50	3.79	+1.29 ❌
Clean	TBD						
Reliable	Complaints Per 1k Boardings	≤ 4.0	1.94	-2.06 ✅	≤ 4.0	2.25	-1.75 ✅
	Missed Trip Rate	≤ 0.5%	0.32%	-0.18% ✅	≤ 0.5%	0.42%	-0.08% ✅
	NTD MDBF	≥ 15,000	24,648	+9,648 ✅	≥ 15,000	17,463	+2,463 ✅
	On-Time Performance	≥ 90.0%	93.3%	+3.3% ✅	≥ 90.0%	90.8%	+0.8% ✅
	Reservation Call Abandonment Rate	≤ 5.5%	12.8%	+7.3% ❌	≤ 5.5%	16.9%	+11.4% ❌
	Reservation Call Wait Time	≤ 120.0s	656.0s	+536.0s ❌	≤ 120.0s	684.9s	+564.9s ❌
Efficient	Cost per Passenger Trip	≤ \$79.69	\$89.56	+\$9.87 ❌	≤ \$76.81	\$86.56	+\$9.75 ❌
	Ridership	≥ 76.30 K	57.60 K	-18.70 K ❌	≥ 543.95 K	458.63 K	-85.32 K ❌

Select a KPI on the left

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

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KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Streetcar

Latest Month
Jan 2026

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%	2.08%	+1.58% ✗	≤ 0.50%	5.79%	+5.29% ✗
	NTD MDBF	≥ 2,700	5,032	+2,332 ✓	≥ 2,700	1,563	-1,137 ✗
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Cost per Passenger Trip	≤ \$13.87	\$176.12	+\$162.25 ✗	≤ \$12.90	\$57.82	+\$44.91 ✗	
Ridership	≥ 36.94 K	2.47 K	-34.47 K ✗	≥ 271.43 K	87.41 K	-184.03 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

Jan 2026

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- 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.
- NTD Vehicle Revenue Miles and Ridership:
 - Small differences may exist between the Bus and Streetcar ridership and Vehicle Revenue Miles numbers reported here and those in the National Transit Database due to reporting requirements set by the Federal Transit Administration for when alternative vehicles are used to provide service, such as using Mobility vans to deliver Streetcar service.