



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, APRIL 23, 2026**

**ATLANTA, GEORGIA**

**MEETING SUMMARY**

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

Committee Chair Ryan Loke called the meeting to order at 10:15 A.M.

**Board Members**

**Present:**

Al Pond  
Freda Hardage  
Kathryn Powers  
Roderick Frierson  
Valencia Williamson  
Jacob Tzegaegbe  
Sagirah Jones  
Ryan Loke  
Sarah Galica  
Shayna Pollock  
DeVon Hudson

**Board Members**

**Absent:**

Russell McMurry  
Jennifer Ide  
Jannine Miller  
Elizabeth Bolton-Harris

**Staff Members Present:**

Jonathan Hunt  
Rhonda Allen  
Kevin Hurley  
Michael Kreher  
Paul Lopes  
Ralph McKinney  
Steven Parker  
Larry Prescott  
Duane Pritchett

**Also in Attendance:** Peter Crofton, Phyllis Bryant, Kenya Hammond, Jacqueline Holland, Tyrene Huff, Paula Nash, Andrew Pofahl, and Ryan Van Sickle

**2. APPROVAL OF THE MINUTES**

**Minutes from March 26, 2026**

Approval of minutes from the Operations & Safety Committee meeting. On a motion by Board Member Pollock, seconded by Board Member Williamson, the motion passed by a vote of 11 to 0 with 11 members present.

**3. RESOLUTIONS**

**Resolution Authorizing a Modification in Contractual Authorization for Transit Operator Training Courses, RFP P45519**

Resolution Authorizing a Modification in Contractual Authorization for Transit Operator Training Courses, RFP P45519. On a motion by Board Member Hudson, seconded by Board Member Galica, the resolution passed by a vote of 11 to 0 with 11 members present.

**4. BRIEFINGS**

**Rail and Streetcar Key Performance Indicators Quarterly Briefing**

Paul Lopes, Chief of Operations and Urban Planning, provided a quarterly briefing update to the Board on Rail and Streetcar KPIs.

**NextGen Launch Update**

Ryan Van Sickle, Director of Technical Services & Service Planning, and Andrew Pofahl, Implementation Project Manager, provided an update to the Board with a briefing on the NextGen Launch.

**5. OTHER MATTERS**

**Other Matters - FY26 February Key Performance Indicators (Informational Only)**

**6. ADJOURNMENT**

The Committee meeting adjourned at 11:01 A.M.

YouTube link: <https://youtube.com/live/YvMp0KVpqb0?feature=share>



**Resolution Authorizing the Extension of  
RFP P45519 with Georgia Piedmont  
Technical College for an Additional  
Year**

Operations and Safety Committee  
April 23, 2026

**Paul Lopes**  
Chief, Operations & Urban Planning



## Bus Operator Commercial Drivers License (CDL) Training

- Current contract with Georgia Piedmont Technical College to provide CDL training to new Bus Operators will expire on **May 31, 2026**
- With previous board approval, MARTA issued a request for proposals (RFP P50682) for a **five (5) year** contract on August 18, 2025. Three proposals were received however none were responsible or qualified
- The Office of Technical Training in the Operations and Urban Planning Division seeks authorization to extend the current contract with Georgia Piedmont Technical College for an additional year and an amount not to exceed **\$900,000.00**
- This will ensure that MARTA can continue to hire and train new Bus Operators without delay and an interruption to service delivery

**The Office of Technical Training requests that the Operations and Safety Committee recommend to the full Board the approval of a contract modification to extend RFP P45519 with Georgia Piedmont Technical College for an additional year, with an amount not to exceed \$900,000.00 (Nine-hundred thousand dollars).**



Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL  
AUTHORIZATION FOR TRANSIT OPERATOR TRAINING COURSES  
CONTRACT NUMBER RFP P45519**

**WHEREAS**, on February 1, 2020, the General Manager entered into a Contract with Georgia Piedmont Technical College (GPTC) for Transit Operator Training Courses, Request for Price Proposal P45519; and

**WHEREAS**, MARTA staff has determined that it is in the best interest of the Authority to extend the term one (1) additional year and increase the contract value to provide for known changes and additions to the contract; and

**WHEREAS**, an audit request was not submitted to the Department of Internal Audit, as the unit prices for this modification remain unchanged.

**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. P45519 Transit Operator Training Courses from \$4,306,100.00 to \$5,206,100.00.

**Approved as to Legal Form:**

Signed by:

*Duane Pritchett*

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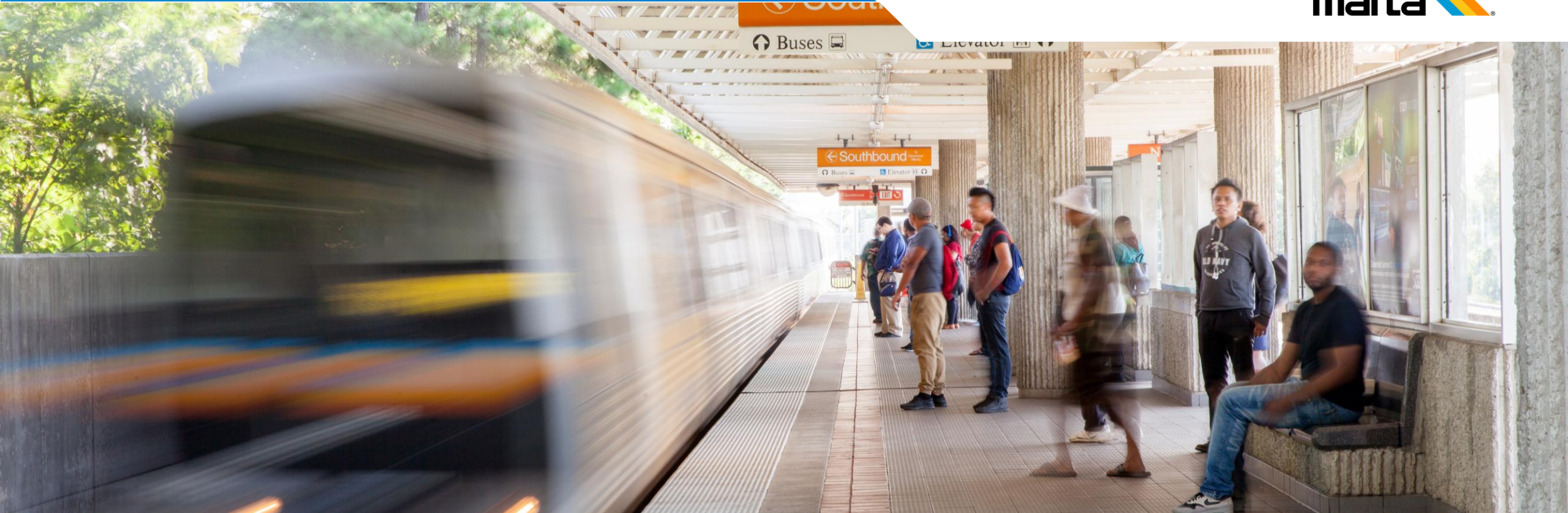
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**Interim Chief Counsel, Metropolitan Atlanta  
Rapid Transit Authority**

# Rail and Streetcar Key Performance Indicators Quarterly Briefing

Operations and Safety Committee  
April 23, 2026

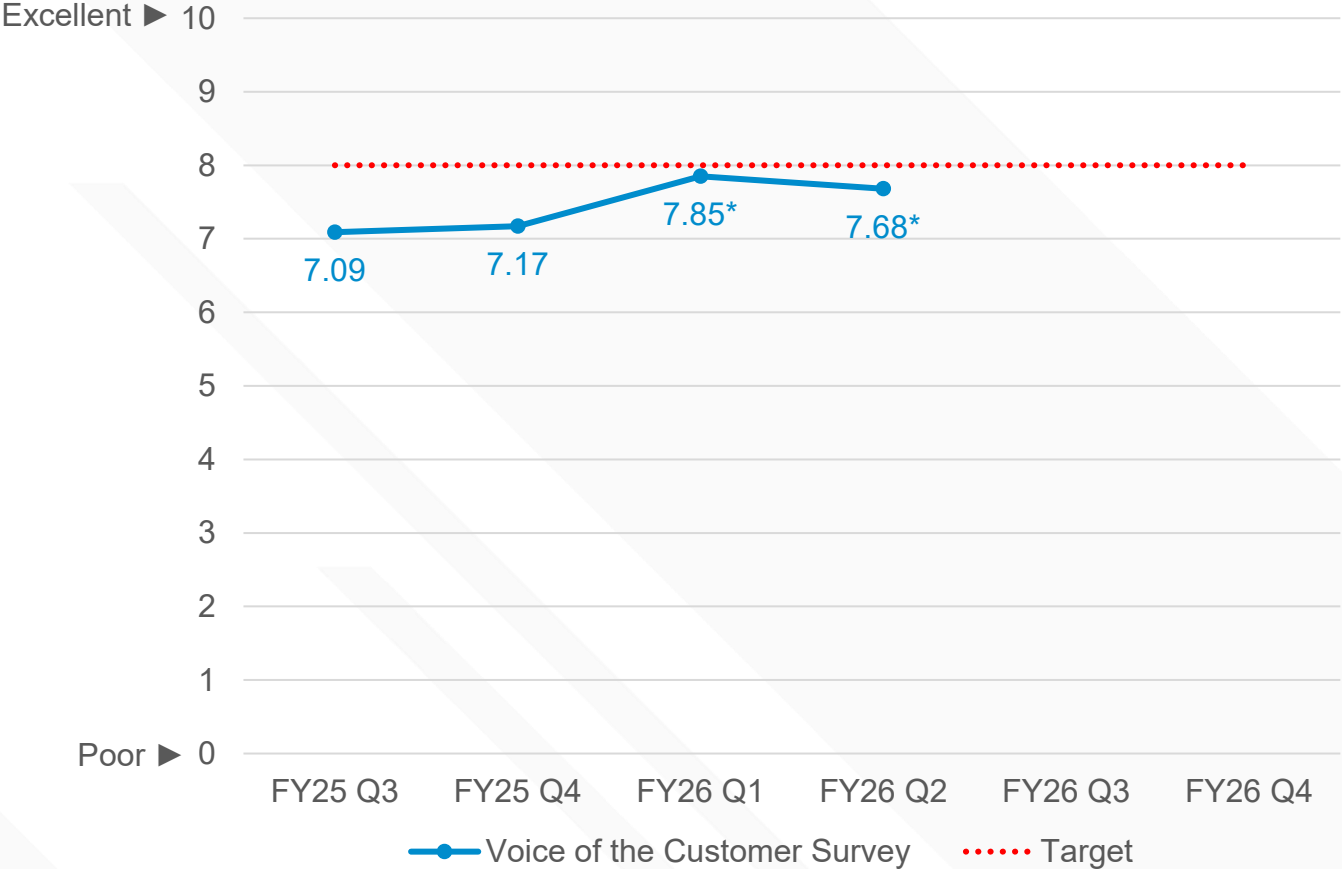
Paul Lopes  
Chief of Operational and Urban Planning



# Safe

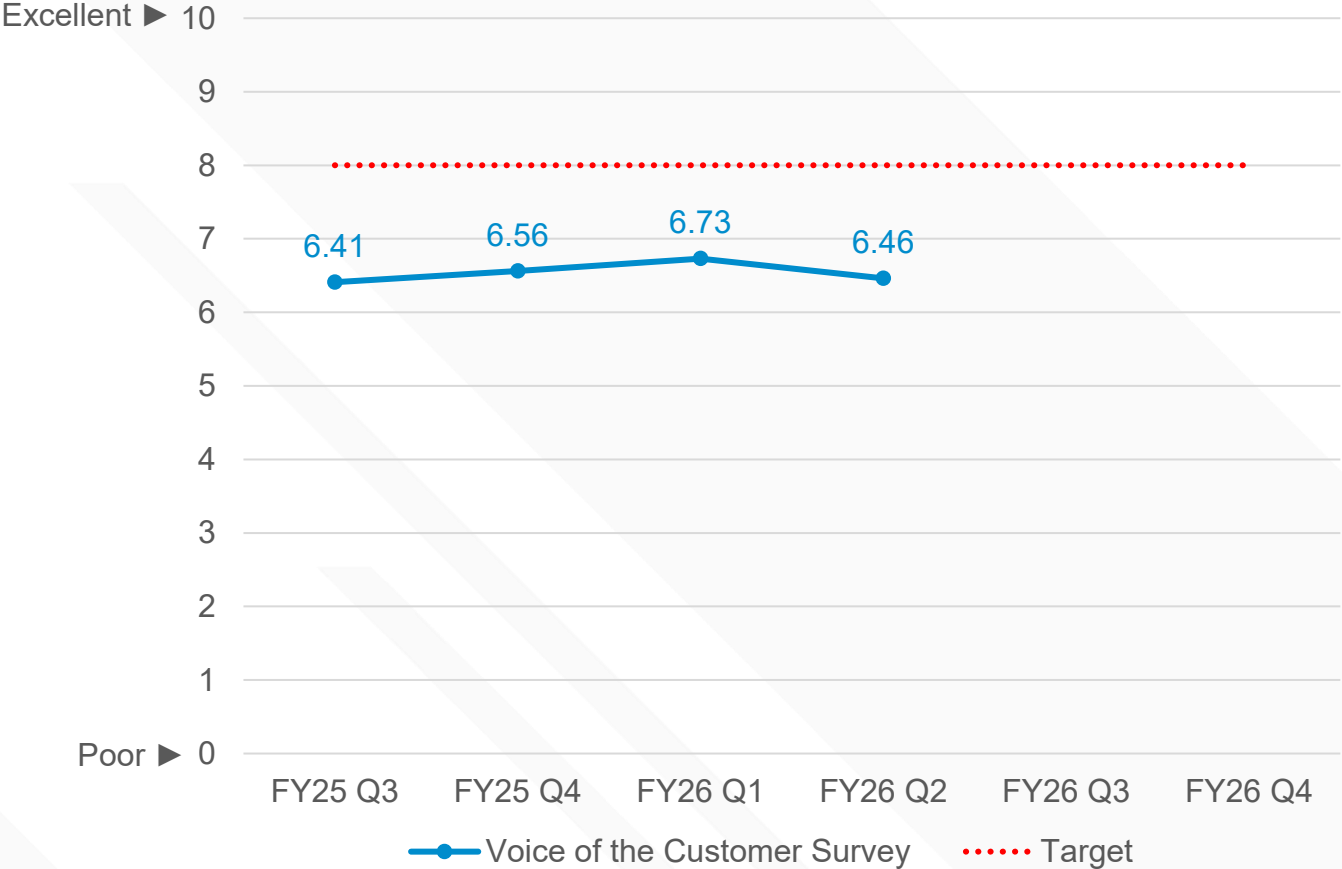
- Customer Rating for Feeling Safe from Accidents on Rail
- Customer Rating for Feeling Safe from Crime on Rail

# Customer Rating for Feeling Safe from Accidents on Rail



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

# Customer Rating for Feeling Safe from Crime on Rail

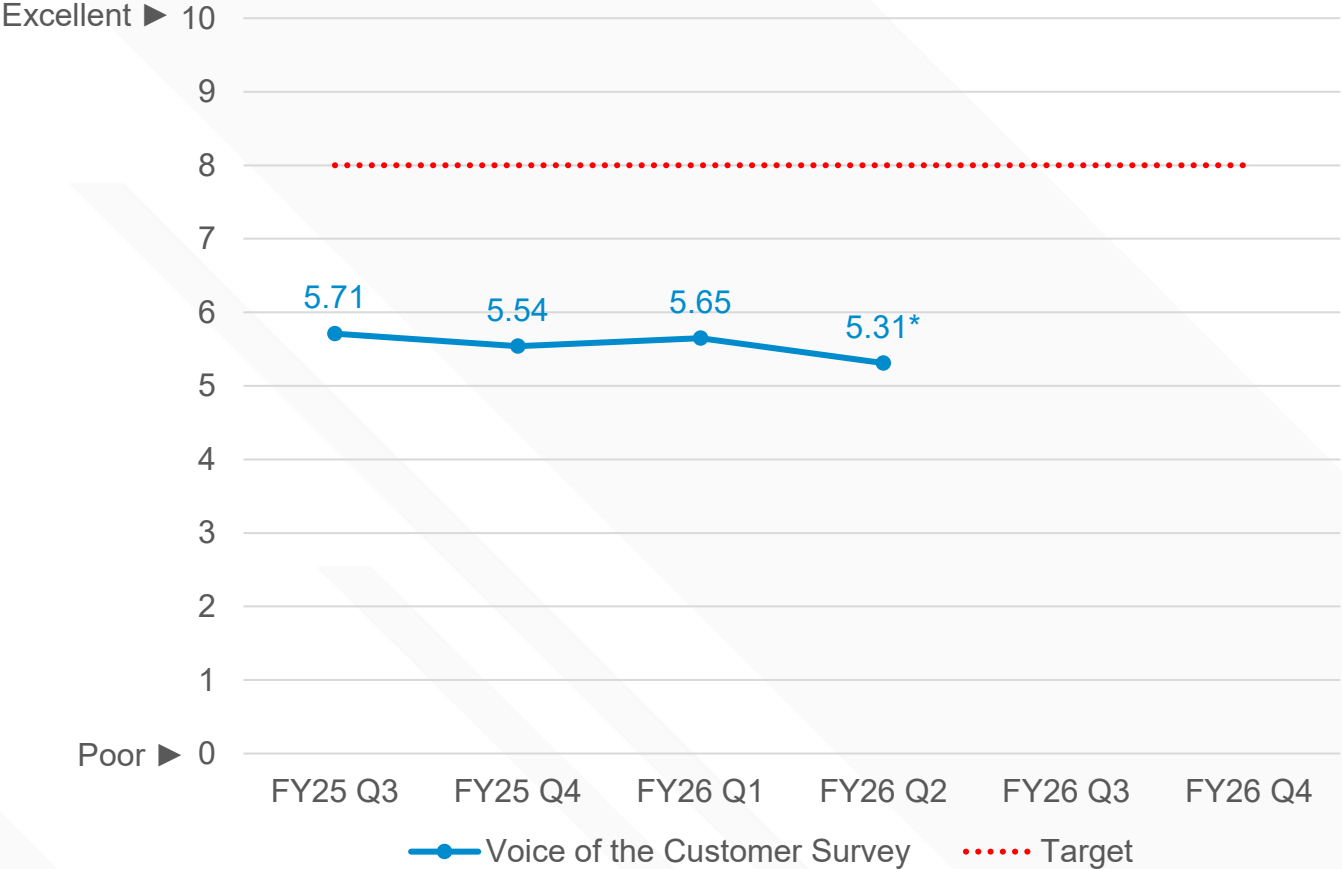


- Average customer rating for: Feeling safe from crime while riding the train and in stations
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- Differences between ratings are not statistically significant

# Clean

- Customer Rating for Rail Service Cleanliness

# Customer Rating for Rail Service Cleanliness

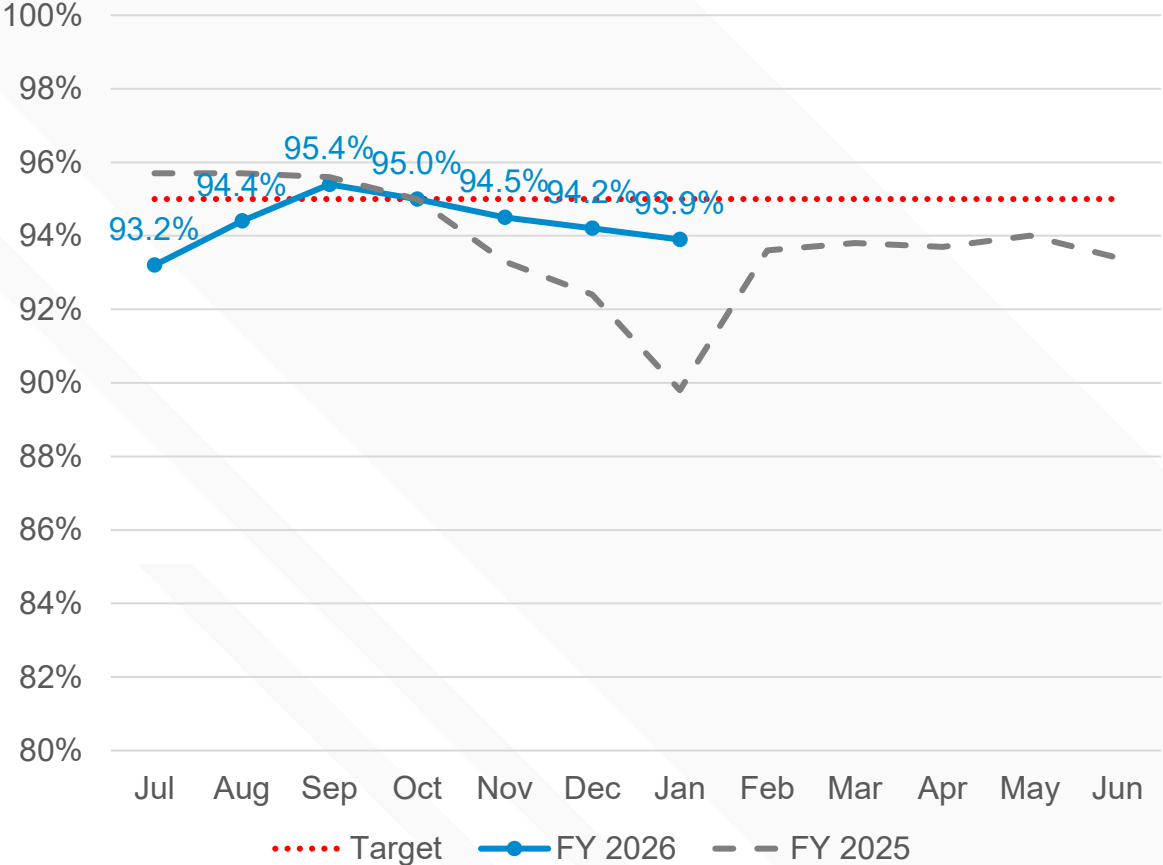


- Average customer rating for: Cleanliness on trains, in stations, around stations, restrooms, and elevators
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better
- \*Decrease in FY26 Q2 rating is statistically different from FY25 Q3 rating

# Reliable

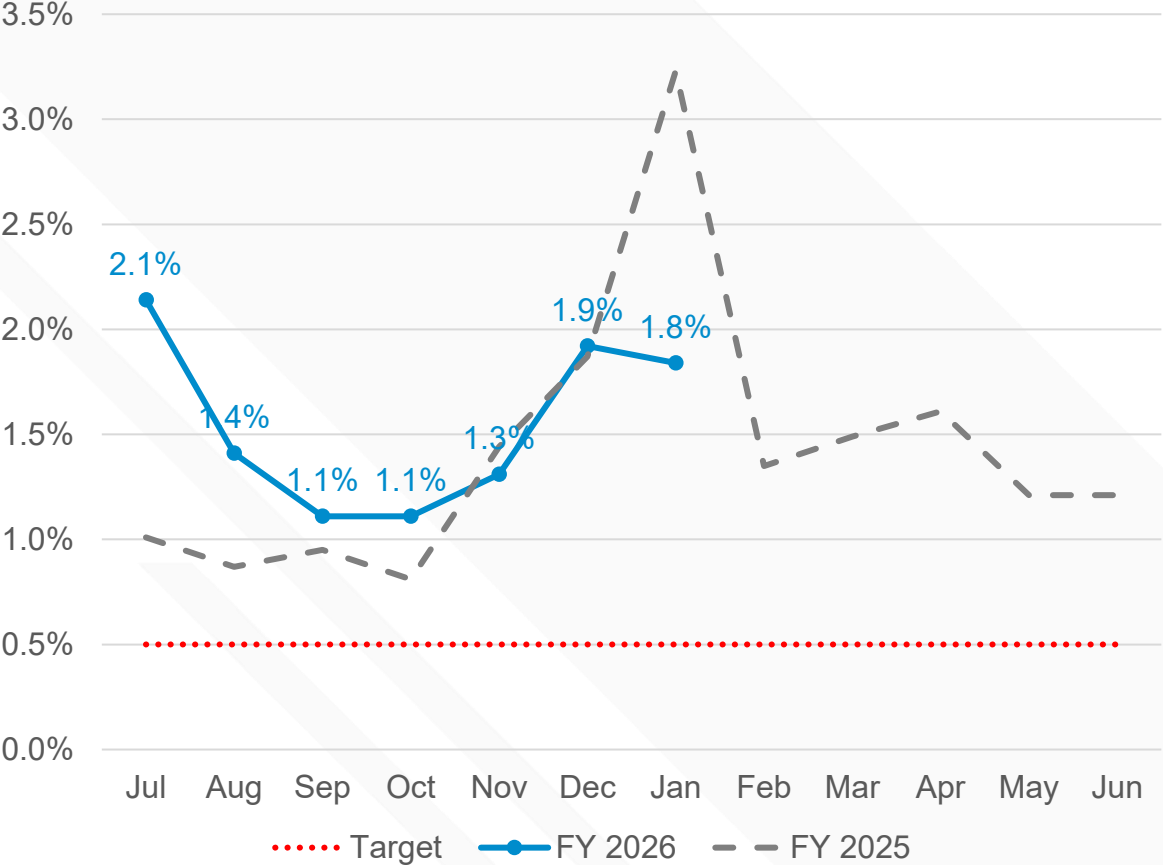
- Rail On-Time Performance
- Streetcar On-Time Performance
- Rail Missed Trip Rate
- Streetcar Missed Trip Rate
- Customer Rating for Rail Service Reliability

# Rail On-Time Performance



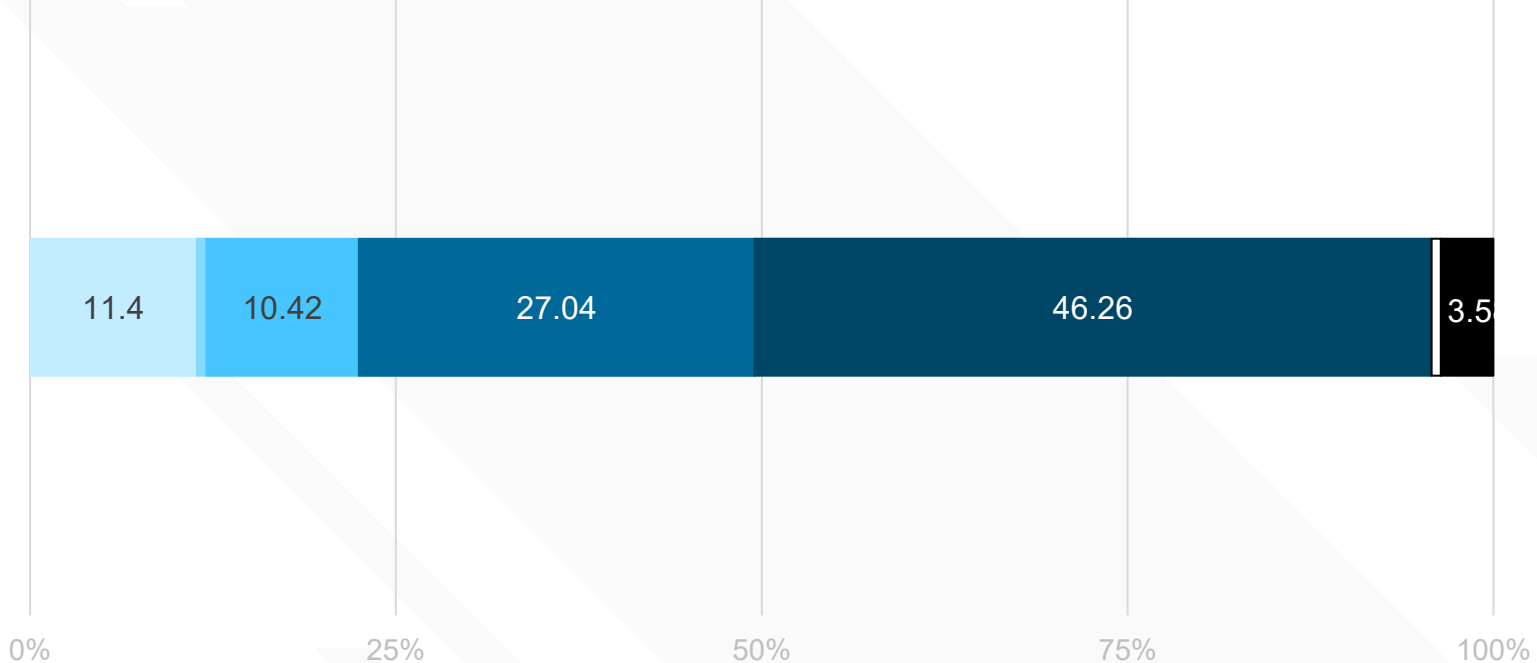
- Measures how closely rail service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 95%
- Higher is better

# Rail Missed Trips Rate



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

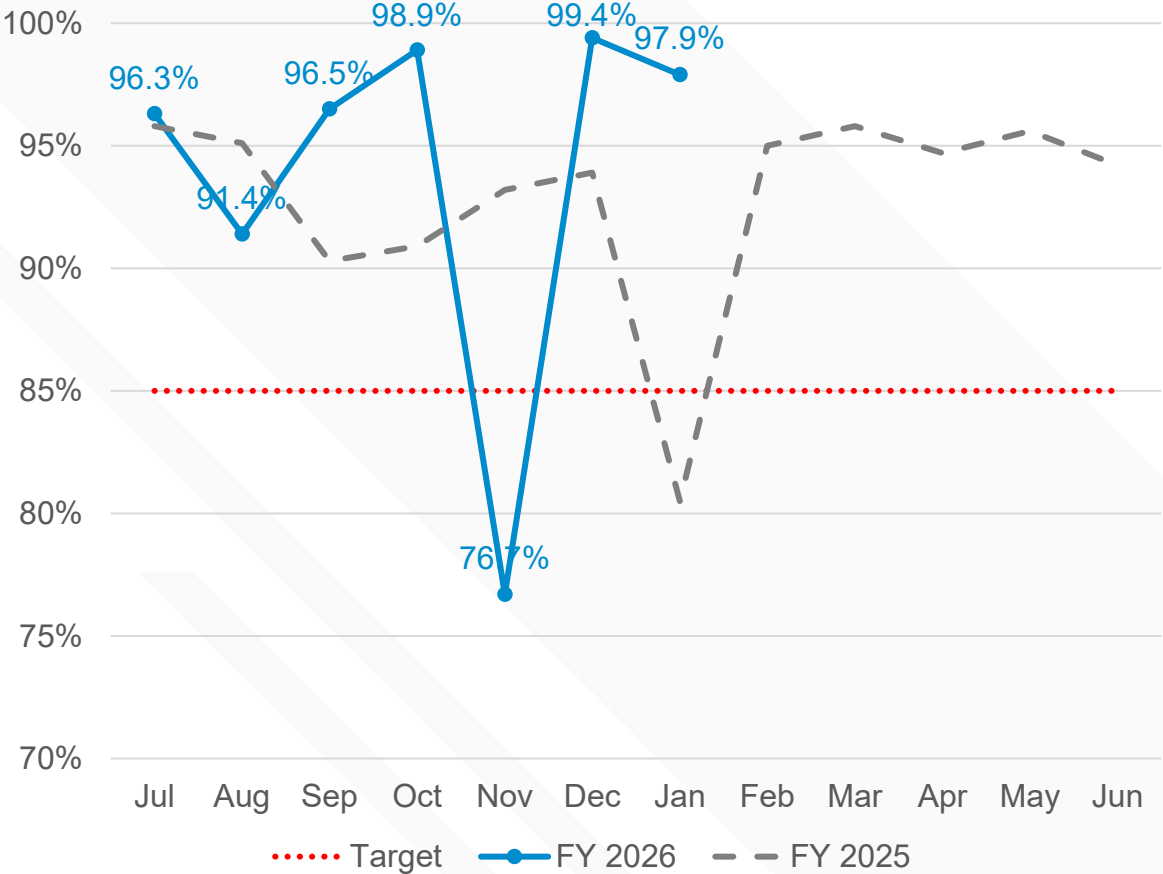
# Summary of Delays



- Legend:
- Automatic Train Control (ATC)
  - Electrical Power and Equipment
  - Rail Transportation
  - Passenger
  - Rail Car Maintenance
  - Wayside
  - Capital Projects

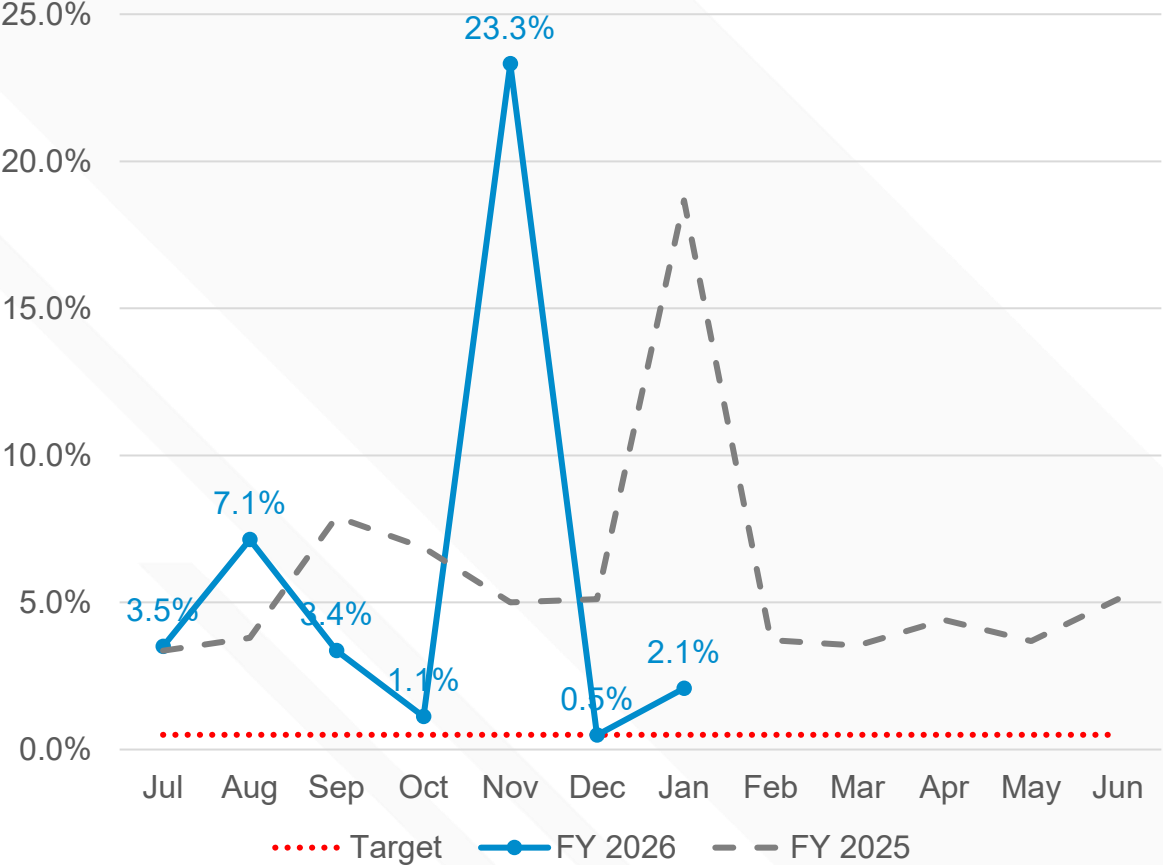
- In this chart, delays includes offloads and missed trips as well
- Brief description of each category and major causes are summarized
- Mitigative actions currently underway or in development will be covered

# Streetcar On-Time Performance



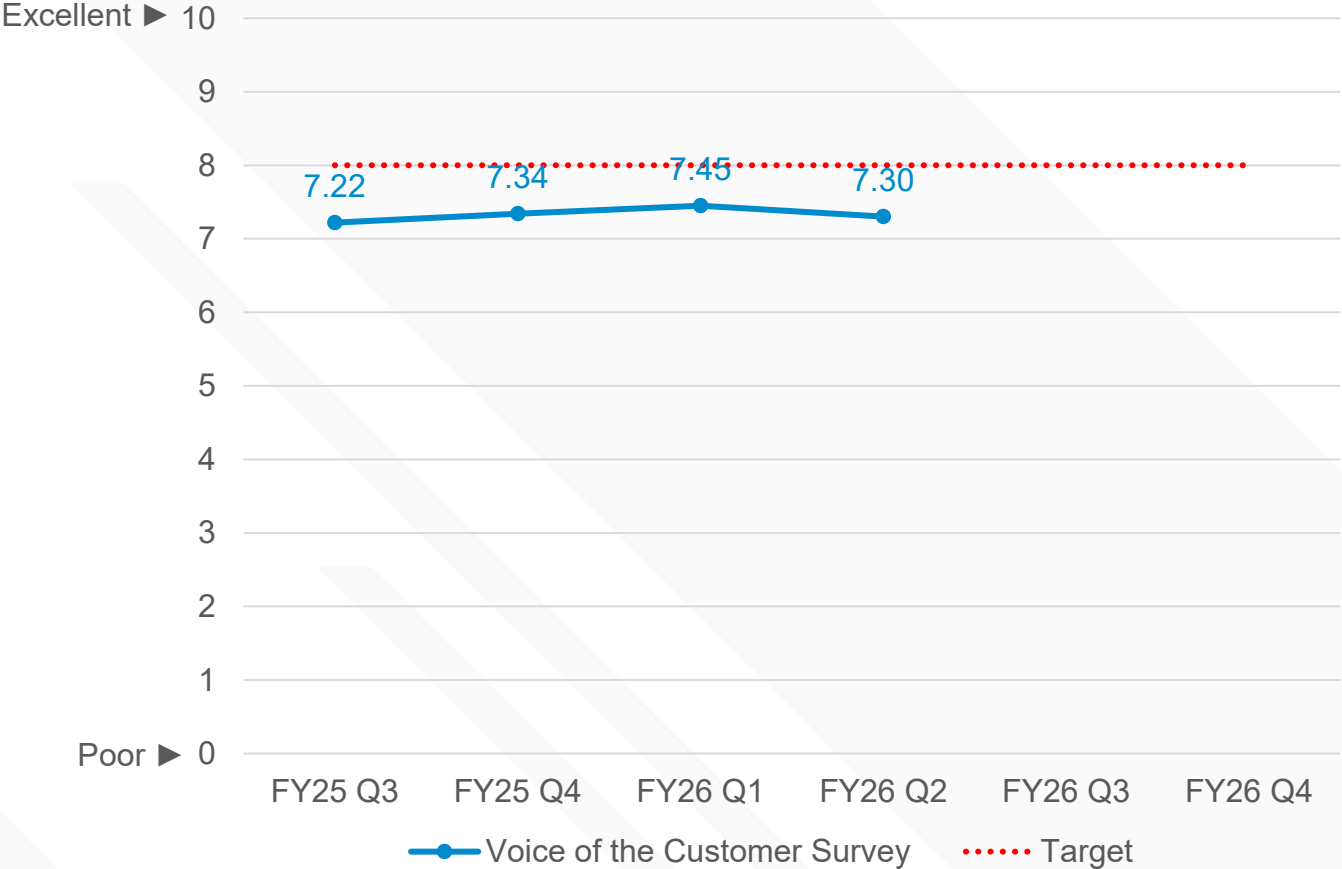
- Measures how closely streetcar service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 85%
- Higher is better
- Note: Due to utility work, streetcar service was suspended starting in September and shuttle vans are servicing all streetcar stops. Streetcar KPIs during the service suspension are based on shuttle operating statistics.

# Streetcar Missed Trips Rate



- Percentage of scheduled streetcar trips that were not performed
- Target: 0.5%
- Lower is better
- 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”
- Target: 8.0
- Higher is better
- Differences between ratings are not statistically significant



Thank You

smarter. faster. better.



# NextGen Bus Network Post Launch Update

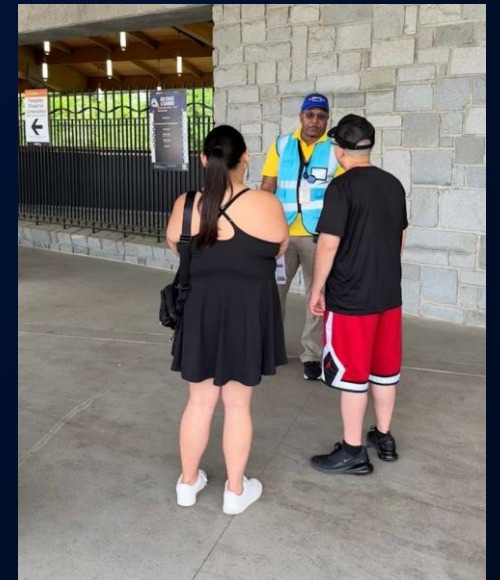
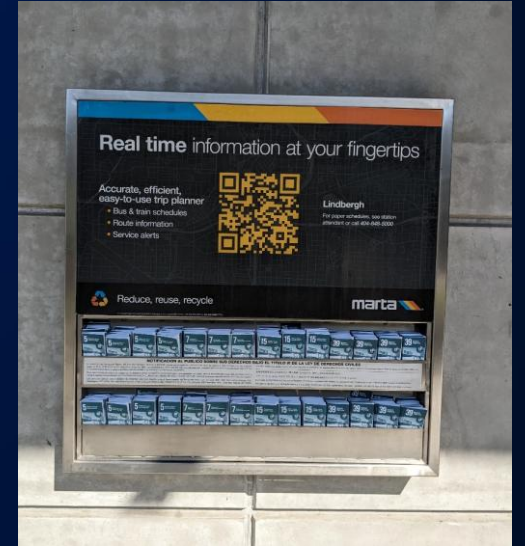
April 23, 2026

Ryan VanSickle, Director of Technical Services & Service Planning

Andrew Pofahl, Implementation Program Manager



# Launch Period – 4/18 to 4/20





# NextGen Launch Period By The Numbers

- » 913 Transit Ambassadors Deployed
  - 6AM to 12:30AM Saturday/Sunday
  - 5AM to 12:50AM Monday
- » 4,785 calls to the Customer Care Center
  - 3.5X normal volume on Sat
  - 3x normal volume on Sun
  - 2.5x normal volume on Mon
- » 14,660 bus trips delivered serving ~250,000 passengers
- » 58% increase in Reach ridership from previous Sat-Mon



# Successes





# Challenges

- » Bus Bay Locations
  - 89/153 panels removed as of 4/21
- » Patterns on Bus Headsigns
  - Improving process for Operators to have correct codes



# Evolution of the NextGen Bus Network





# Next Steps

» Evaluate the performance of the network through three areas:



Data



Customers



Operations



Thank you!



# SKPI Summary (Draft)

[View in Power BI](#) ↗

**Last data refresh:**  
4/16/2026 5:25:51 PM UTC

**Downloaded at:**  
4/16/2026 5:30:45 PM UTC

# KPI Performance Summary

Beta Test Version

Latest Month  
Feb 2026



Safe						Clean						Reliable						Efficient											
						TBD																							
Collision Rate						TBD						Call Abandonment Rate							Budget Variance										
Lost Time Incident Rate												Call Wait Time							Cost per Passenger Trip										
Part I Crime Rate												Customer Complaints						Ridership											
												Elevator Availability																	
						Escalator Availability																							
						MDBSI																							
						Missed Trip Rate																							
						NTD MDBF																							
						On-Time Performance																							

Finance data in our system are one month delayed. Finance reports to the board separately.

The Budget Variance and Cost per Passenger Trip values reflect January 2026 Values.

# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month  
Feb 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Lost Time Incident Rate	≤ 3.80	3.93	+0.13 ❌	≤ 3.80	4.54	+0.74 ❌
	Part I Crime Rate	≤ 4.15	1.17	-2.98 ✅	≤ 4.15	2.01	-2.14 ✅
Clean	TBD						
Reliable	Call Abandonment Rate	≤ 6.0%	6.9%	+0.9% ❌	≤ 6.0%	4.7%	-1.3% ✅
	Call Wait Time	≤ 60.0s	50.5s	-9.5s ✅	≤ 60.0s	36.6s	-23.4s ✅
	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 (Jan '26)	≥ 0.0%	-5.9%	-5.9% ❌	≥ 0.0%	-8.7%	-8.7% ❌
	Ridership	≥ 5.08 M	6.01 M	+0.93 M ✅	≥ 46.18 M	45.66 M	-0.52 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  
Feb 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 1M Miles	≤ 5.94	8.68	+2.74 ❌	≤ 5.94	8.42	+2.48 ❌
Reliable	Complaints Per 100k Boardings	≤ 8.0	12.03	+4.03 ❌	≤ 8.0	12.23	+4.23 ❌
	Missed Trip Rate	≤ 0.50%	6.96%	+6.46% ❌	≤ 0.50%	3.98%	+3.48% ❌
	NTD MDBF	≥ 7,500	2,893	-4,607 ❌	≥ 7,500	2,796	-4,704 ❌
	On-Time Performance	≥ 78.5%	78.3%	-0.2% ❌	≥ 78.5%	78.6%	+0.1% ✅
Efficient	Cost per Passenger Trip (Jan '26)	≤ \$7.90	\$10.54	+\$2.65 ❌	≤ \$7.59	\$9.22	+\$1.63 ❌
	Ridership	≥ 3.06 M	2.49 M	-0.58 M ❌	≥ 25.89 M	22.81 M	-3.08 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

TBD

# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Mobility

Latest Month

Feb 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 100k Miles	≤ 2.50	3.76	+1.26 ❌	≤ 2.50	3.79	+1.29 ❌
Clean	TBD						
Reliable	Complaints Per 1k Boardings	≤ 4.0	1.90	-2.10 ✅	≤ 4.0	2.21	-1.79 ✅
	Missed Trip Rate	≤ 0.5%	0.43%	-0.07% ✅	≤ 0.5%	0.42%	-0.08% ✅
	NTD MDBF	≥ 15,000	29,639	+14,639 ✅	≥ 15,000	18,378	+3,378 ✅
	On-Time Performance	≥ 90.0%	91.1%	+1.1% ✅	≥ 90.0%	90.8%	+0.8% ✅
	Reservation Call Abandonment Rate	≤ 5.5%	15.3%	+9.8% ❌	≤ 5.5%	16.7%	+11.2% ❌
	Reservation Call Wait Time	≤ 120.0s	839.7s	+719.7s ❌	≤ 120.0s	703.1s	+583.1s ❌
Efficient	Cost per Passenger Trip (Jan '26)	≤ \$78.90	\$103.23	+\$24.33 ❌	≤ \$77.10	\$88.66	+\$11.55 ❌
	Ridership	≥ 76.65 K	61.69 K	-14.96 K ❌	≥ 620.60 K	520.31 K	-100.29 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

Select a mode to view relevant KPIs

Rail

Latest Month

Feb 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 100k Boardings	≤ 1.0	0.96	-0.04 ✓	≤ 1.0	1.84	+0.84 ✗
	MDBSI	≥ 475	311	-164 ✗	≥ 475	292	-183 ✗
	Missed Trip Rate	≤ 0.50%	1.21%	+0.71% ✗	≤ 0.50%	1.49%	+0.99% ✗
	NTD MDBF	≥ 23,000	22,743	-257 ✗	≥ 23,000	20,101	-2,899 ✗
On-Time Performance	≥ 95.0%	94.8%	-0.2% ✗	≥ 95.0%	94.4%	-0.6% ✗	
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Jan '26)	≤ \$9.60	\$7.81	-\$1.79 ✓	≤ \$8.91	\$9.19	+\$0.28 ✗
Ridership	≥ 1.90 M	3.45 M	+1.54 M ✓	≥ 19.36 M	22.23 M	+2.87 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

Latest Month

Feb 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	0.08	-0.02 ✓	≤ 0.10	0.06	-0.04 ✓
	Missed Trip Rate	≤ 0.50%	6.84%	+6.34% ✗	≤ 0.50%	5.91%	+5.41% ✗
	NTD MDBF	≥ 2,700	2,047	-654 ✗	≥ 2,700	1,605	-1,095 ✗
Efficient	On-Time Performance	≥ 85.0%	91.7%	+6.7% ✓	≥ 85.0%	93.7%	+8.7% ✓
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Efficient	Cost per Passenger Trip (Jan '26)	≤ \$13.73	-\$19.14	-\$32.87 ✓	≤ \$13.02	\$55.65	+\$42.63 ✗
	Ridership	≥ 36.89 K	12.70 K	-24.19 K ✗	≥ 308.33 K	100.11 K	-208.22 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  
Feb 2026

marta

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