



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, MAY 28, 2026**

**ATLANTA, GEORGIA**

**MEETING SUMMARY**

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

Committee Vice Chair Elizabeth Bolton-Harris called the meeting to order at 11:52 A.M.

**Board Members**

**Present:**

Al Pond  
Roderick Frierson  
Jennifer Ide  
Sarah Galica  
Elizabeth Bolton-Harris  
Shayna Pollock  
DeVon Hudson

**Board Members**

**Absent:**

Freda Hardage  
Kathryn Powers  
Russell McMurry  
Valencia Williamson  
Jacob Tzegaegbe  
Jannine Miller  
Sagirah Jones  
Ryan Loke

**Staff Members Present:**

Rhonda Allen  
Paul Lopes  
Ralph McKinney  
Steven Parker  
Larry Prescott  
Duane Pritchett

**Also in Attendance:**

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

2. **APPROVAL OF THE MINUTES**

**Minutes from April 23, 2026**

Approval of the minutes from April 23, 2026. On a motion by Board Member Pollock, seconded by Board Member Ide, the motion passed by a vote of 7 to 0 with 7 members present.

3. **RESOLUTIONS**

**Resolution Authorizing a Modification in Contractual Authorization for Emergency On-call Repairs and Maintenance Services for MARTA's Light Rail Overhead Contact System and Traction Power Substations, IFB B45064**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Emergency On-call Repairs and Maintenance Services for MARTA's Light Rail Overhead Contact System and Traction Power Substations, IFB B45064. On a motion by Board Member Galica, seconded by Board Member Frierson, the resolution passed by a vote of 7 to 0 with 7 members present.

**Resolution Authorizing a Modification in Contractual Authorization for Preventive Maintenance and Repair Services for Bus Fire Suppression and CNG Tank Inspection, IFB B50078**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Preventive Maintenance and Repair Services for Bus Fire Suppression and CNG Tank Inspection, IFB B50078. On a motion by Board Member Pond, seconded by Board Member Galica, the resolution passed by a vote of 7 to 0 with 7 members present.

4. **BRIEFING**

**Briefing - Bus and Mobility Key Performance Indicators Quarterly Briefing**

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

5. **OTHER MATTERS**

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

6. **ADJOURNMENT**

The Committee meeting adjourned at 12:14 P.M.

YouTube link: <https://youtube.com/live/YeU2nD3-VJs?feature=share>

# Resolution Authorizing Ratification of Additional Funds for Streetcar Overhead Catenary Services

**Contract B45064 – C3M Power Systems  
LLC**

Operations and Safety Committee  
May 28, 2026

Daniel Hecht, P.E.  
Deputy Chief Mechanical Officer



# Streetcar Catenary Services Background

- Contract B45064 supports the Atlanta Streetcar overhead electrical catenary system
- Services included catenary adjustments, routine inspections and repair
- Provided emergency repair and unscheduled maintenance



# Why Ratification Is Required

- Emergency repairs after fire, needed immediate attention
- Reconstruction projects performed under previous management resulted in expenditures over spend plan
- This significantly reduced contract funds during the final contract months
- Resulted in overspend on contract
- Original contract authorization:
  - \$4,082,802
- Ratification amount:
  - \$168,221.59
- New authorization:
  - \$4,251,023.59
- Contract currently closed



# Future Process Improvements



- Bringing inspection and repair in-house with EP&E
- Future contracts will include appropriate contingency funding for emergency repairs.
- A formal pay application process has been implemented for invoices.
- Operations has a Control Process for all payments, invoices, and contractual authorizations.
- Multi-level Rail Car Maintenance management approvals will improve transparency and real-time tracking of available funds.

# Resolution

The Department of Mechanical Operations seeks approval of a Resolution authorizing ratification of additional funding for Contract B45064 with C3M Power Systems LLC for Atlanta Streetcar overhead catenary maintenance and emergency repair services for \$168,221.59, for a total contractual authorization of \$4,251,023.59.



**Thank You**

**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL  
AUTHORIZATION FOR EMERGENCY ON-CALL REPAIRS AND MAINTENANCE  
SERVICES FOR MARTA'S LIGHT RAIL OVERHEAD CONTACT SYSTEM AND  
TRACTION POWER SUBSTATIONS, B45064**

**WHEREAS**, on December 8, 2020, the General Manager entered into a Contract with C3M Power Systems, LLC for Emergency On-call Repairs and Maintenance Services for MARTA's Light Rail Overhead Contact System and Traction Power Substations, Invitation for Bids B45064; 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 increase the authorization for Contract No. B54064 Emergency On-call Repairs and Maintenance Services for MARTA's Light Rail Overhead Contact System and Traction Power Substations from \$4,082,802.00 to \$4,251,023.59.

**Approved as to Legal Form:**

Signed by:  
  
8DBDF040BF6E4A4... 5/19/2026  

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



# BUS MAINTENANCE



**Resolution Authorizing a Modification in Contractual Authorization for Preventive Maintenance and Repair Services for Bus Fire Suppression and CNG Tank Inspection, IFB B50078**

**Operations and Safety Committee  
May 28, 2026**

**Daniel Hecht, P.E.  
Deputy Chief of Mechanical Operations**

# Discussion

- Gas Detection
- Fire Suppression
- Compressed Natural Gas Tank Certification
- Preventative Maintenance and Repair
- Procurement Consideration





# Fire Detection

- Multiple sensors are in and around the engine compartment

**THERMAL HEAT SENSORS**

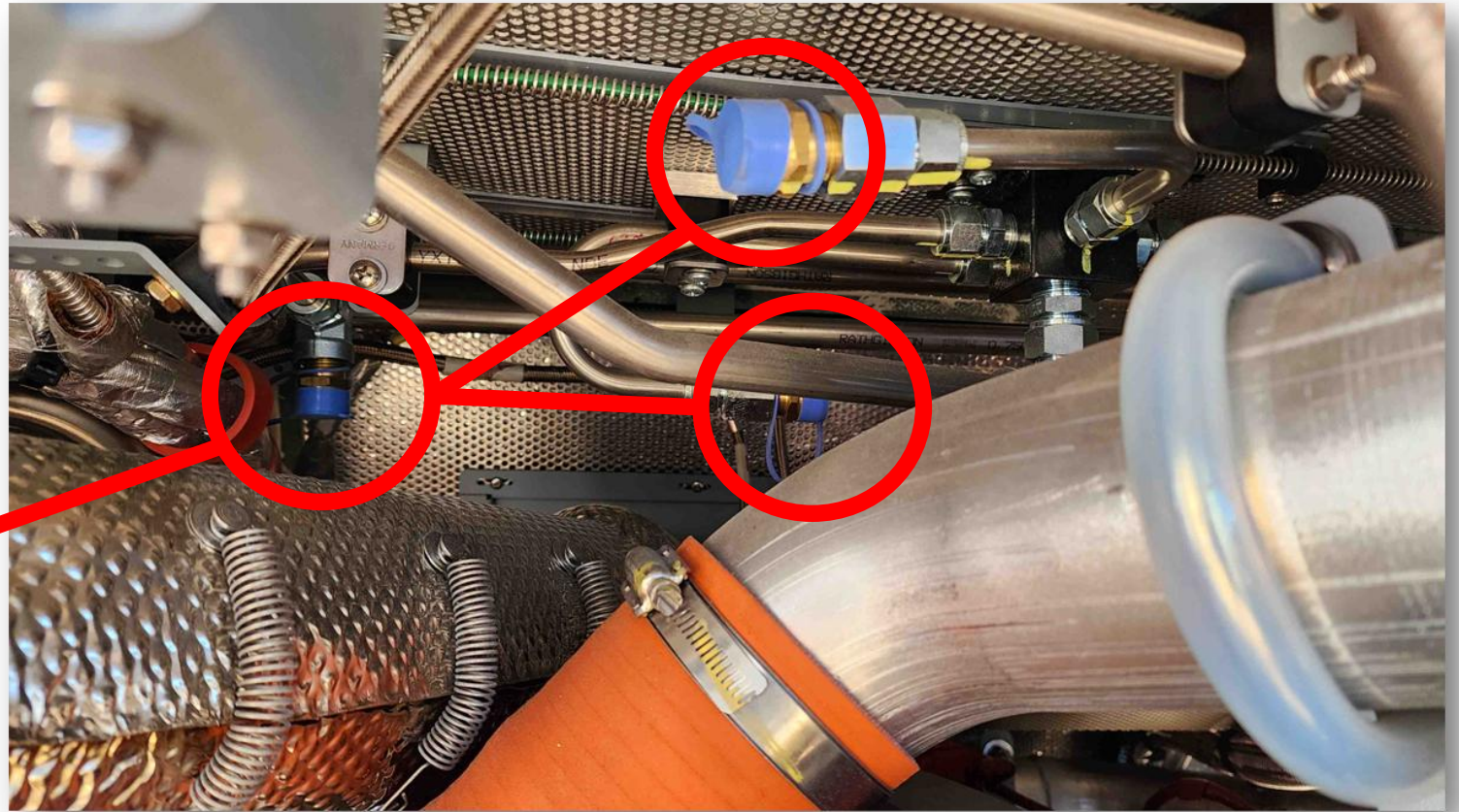


**OPTICAL FLAME SENSORS**



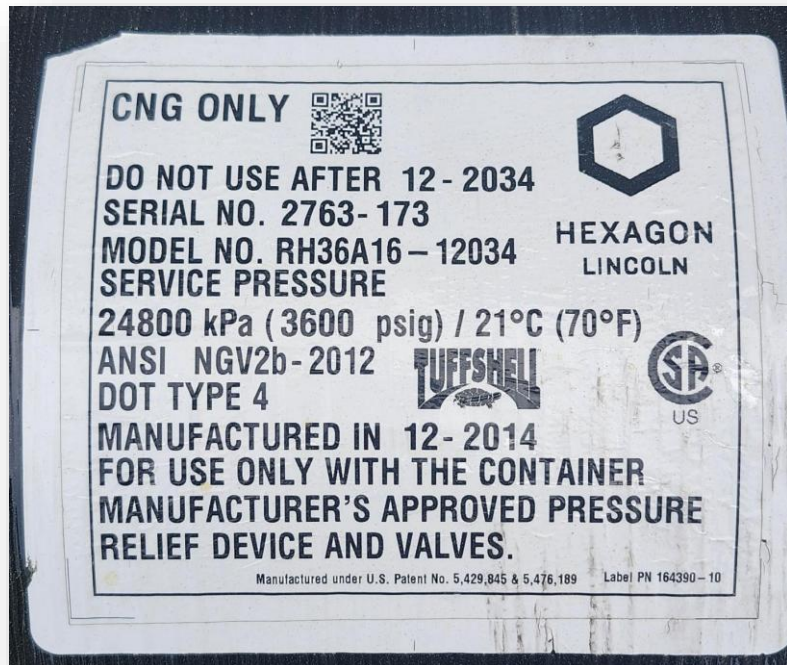
# Fire Suppression

- Engine Agent Discharge Nozzles



# CNG Tank Certification and Preventative Maintenance

- CNG Tanks Must be Certified Every 3 Years
- Handheld Fire Extinguishers Every 2 Years
- The Complete System Requires 6-Month Certification

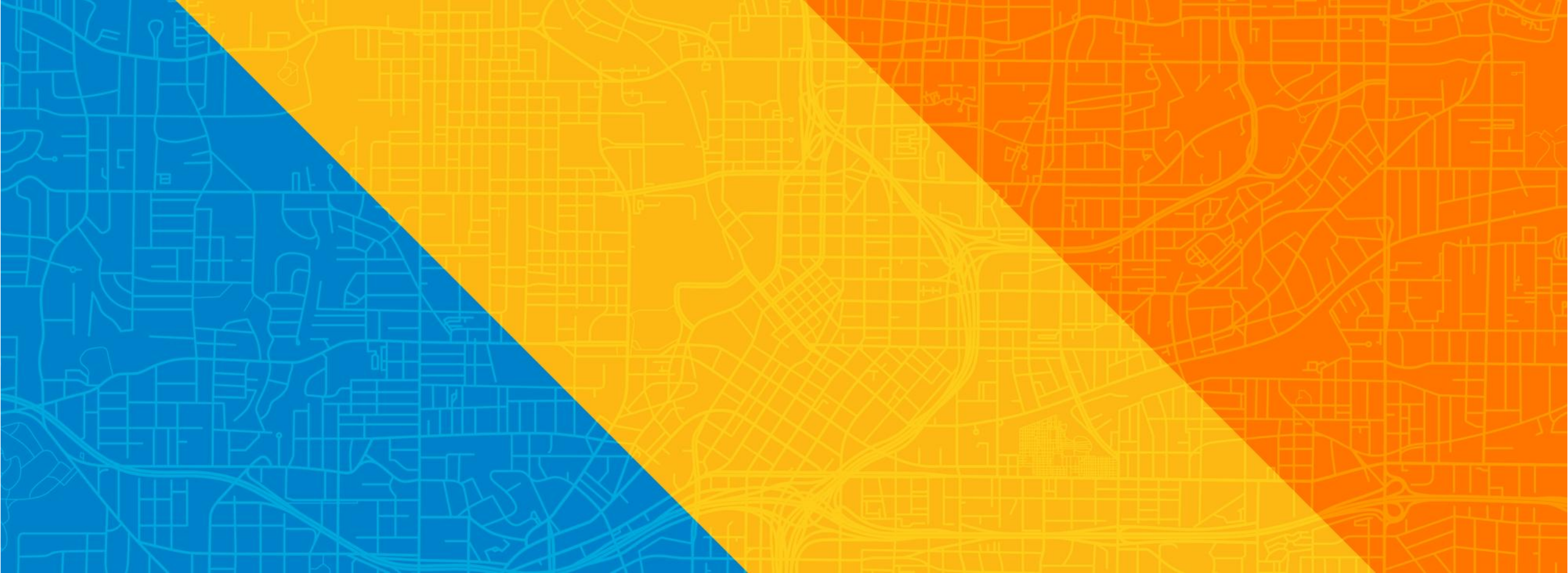


## Modification Request

Original 5 Year Agreement	\$2,559,703.68
<u>Modification Request</u>	<u>\$650,000.00</u>
Contract Total	\$3,209,703.68



The Department of Mechanical Operations request the Operations and Safety Committee recommend to the full board the modification in contractual authorization for preventative maintenance and repair services for bus fire suppression and CNG tank inspection, IFB B50078, with Cintas Corporation, in the amount of \$3,209,703.68.



Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR PREVENTIVE MAINTENANCE AND REPAIR SERVICES FOR BUS FIRE SUPPRESSION AND CNG TANK INSPECTION, IFB B50078**

**WHEREAS**, on February 27, 2023, the General Manager entered into a Contract for Preventive Maintenance and Repair Services for Bus Fire Suppression and CNG Tank Inspection, Invitation for Bid B50078; and

**WHEREAS**, MARTA staff has determined that it is in the best interest of the Authority to extend the term for six (6) months 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. B50078 Preventive Maintenance and Repair Services for Bus Fire Suppression and CNG Tank Inspection from \$2,559,704.39 to \$3,209,704.39.

**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  
May 28, 2026

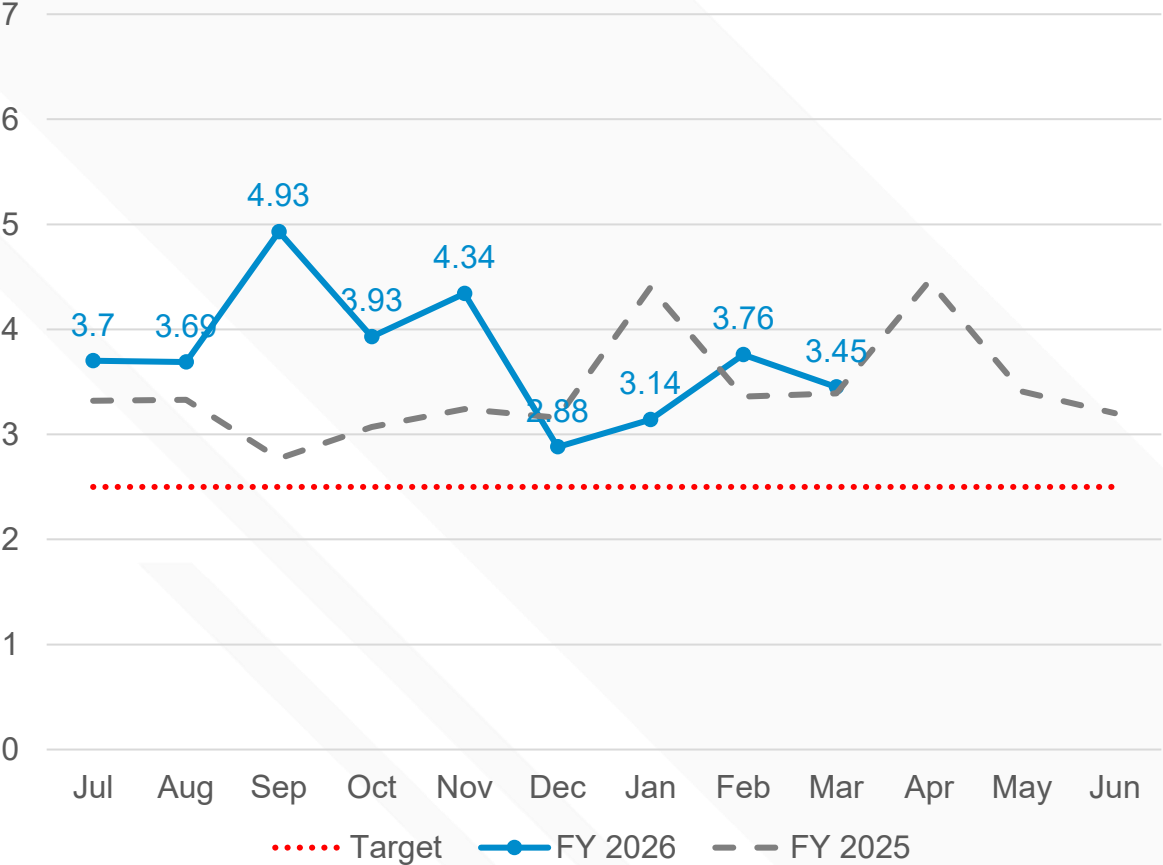
Paul Lopes  
Chief of Operations and Urban Planning



# Safe

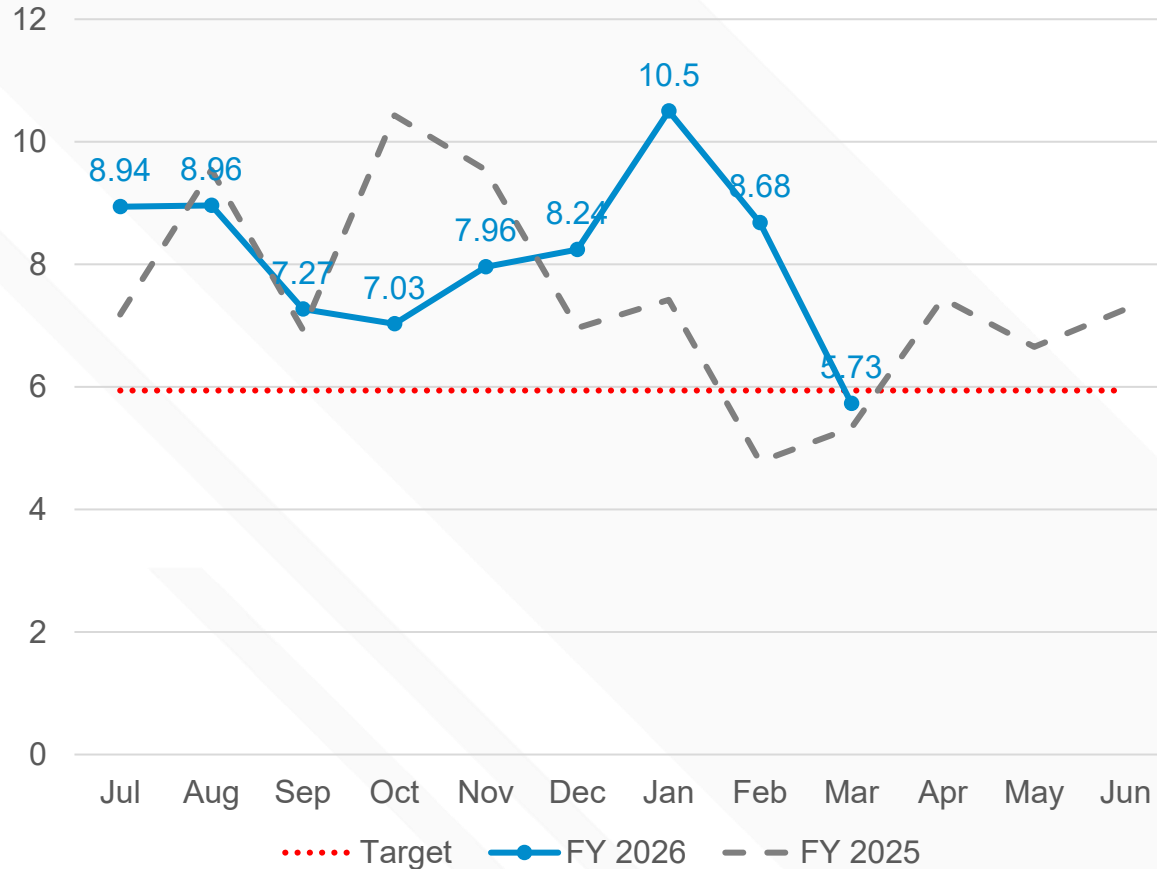
- Mobility Collisions per 100K Miles
- Bus Collisions per 1M Miles
- Customer Rating for Feeling Safe from Accidents on Bus
- Customer Rating for Feeling Safe from Crime on Bus

# Mobility Collisions per 100K Miles



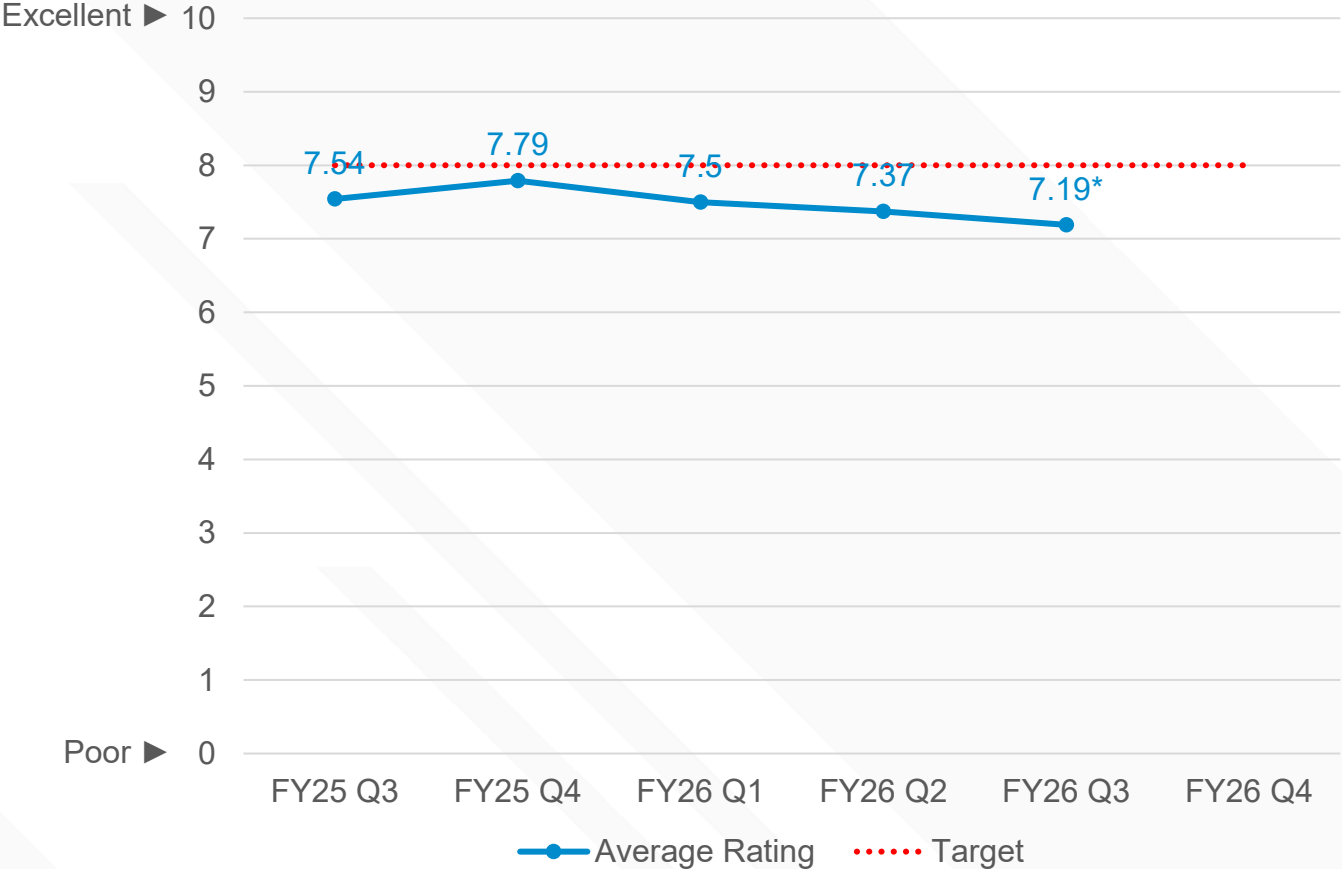
- Number of collisions involving Mobility vans per 100,000 vehicle miles operated
- A collision is an accident in which there is an impact of a transit vehicle with another vehicle or object, such as, but not limited to: Another transit vehicle, a non-transit vehicle, a person, an animal, or an object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

# Bus Collisions per 1M Miles



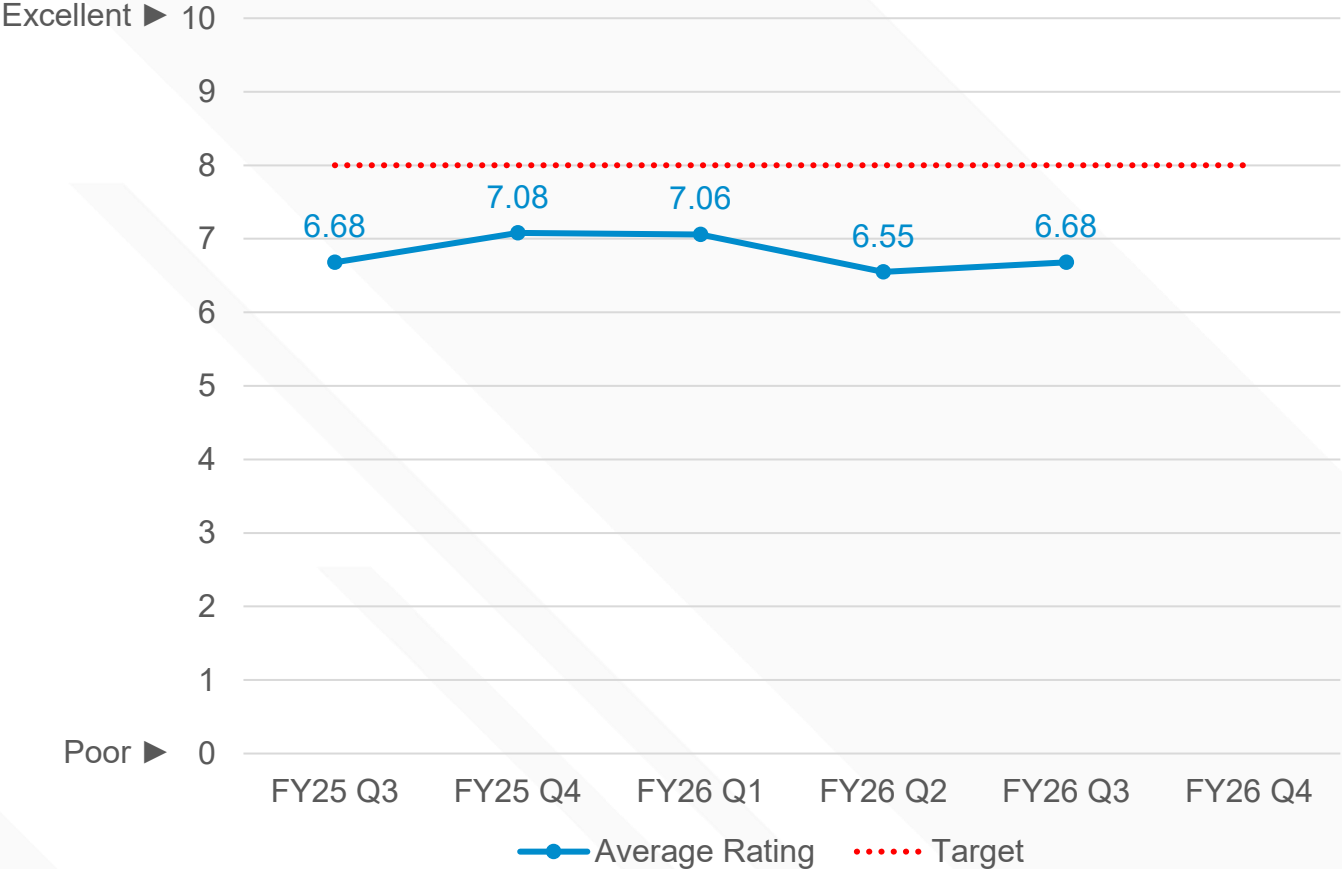
- Number of NTD-reportable bus collisions per one million vehicle revenue miles operated
- An NTD-reportable collision is one that results in: An injury requiring transport away from the scene, a fatality, an evacuation for life-safety reasons, property damage of \$25,000 or more, or towing of the transit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

# Customer Rating for Feeling Safe from Accidents and Hazards on Buses and at Bus Stops



- 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: 8.0
- Higher is better
- \*The year-over-year change from FY25 Q3 (N = 760) to FY26 Q3 (N = 620) is statistically significant

# Customer Rating for Feeling Safe from Crime on Buses and at Bus Stops

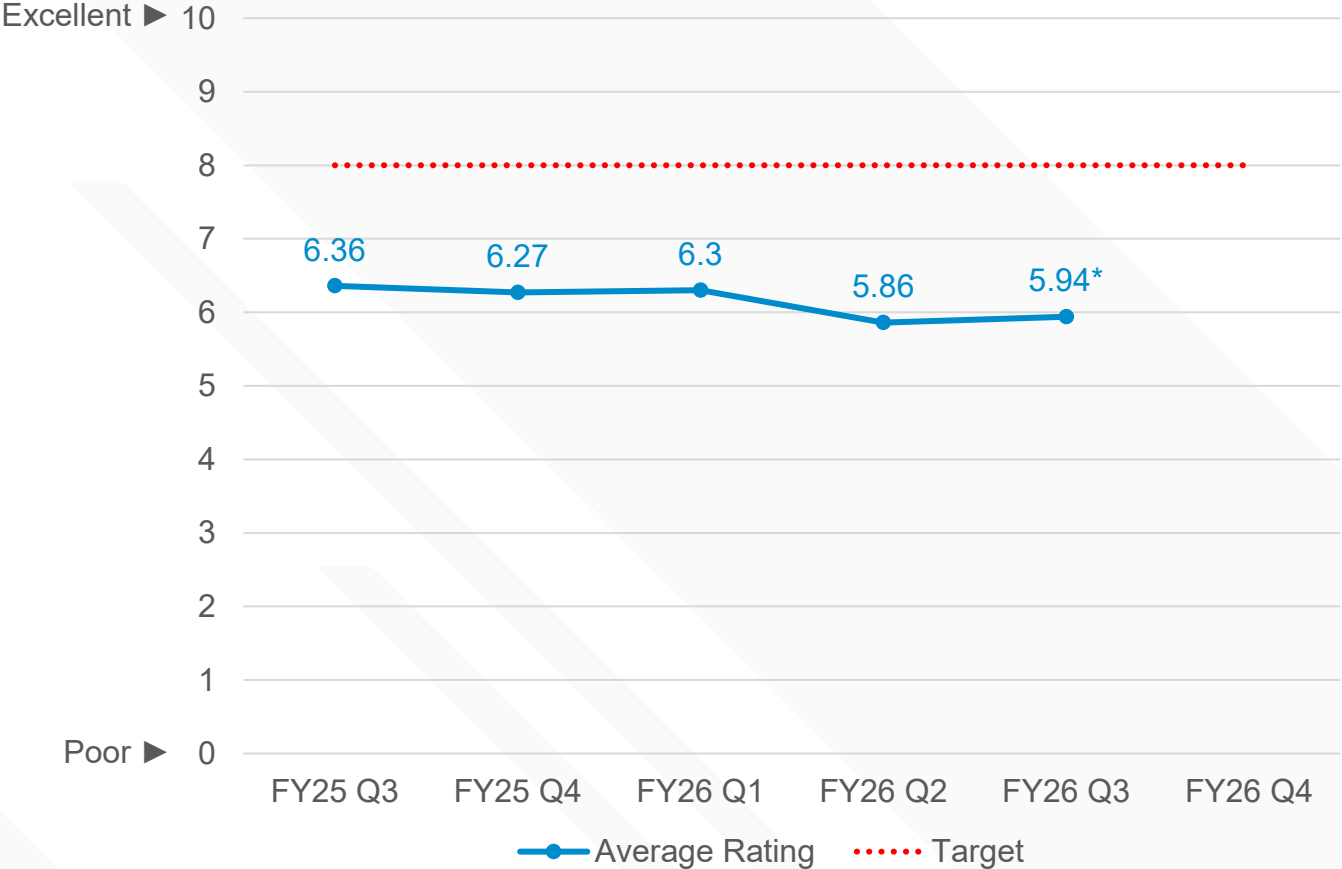


- Average customer rating for: Feeling safe from crime while riding the bus and waiting at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: 8.0
- Higher is better
- No significant year-over-year change from FY25 Q3 (N = 825) to FY26 Q3 (N = 626)

# Clean

- Customer Rating for Bus Service Cleanliness

# Customer Rating for Bus Service Cleanliness

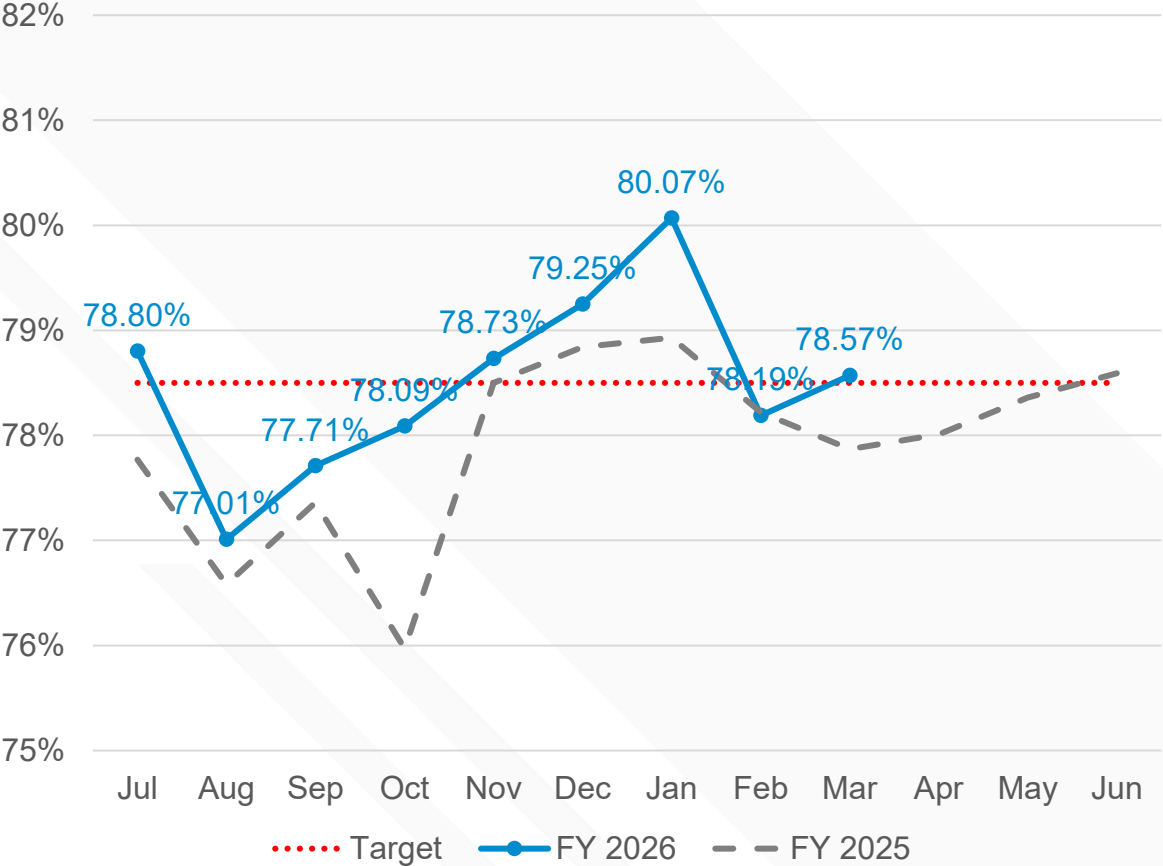


- Average customer rating for: Cleanliness on buses and at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: 8.0
- Higher is better
- \*The year-over-year change from FY25 Q3 (N = 842) to FY26 Q3 (N = 662) is statistically significant

# Reliable

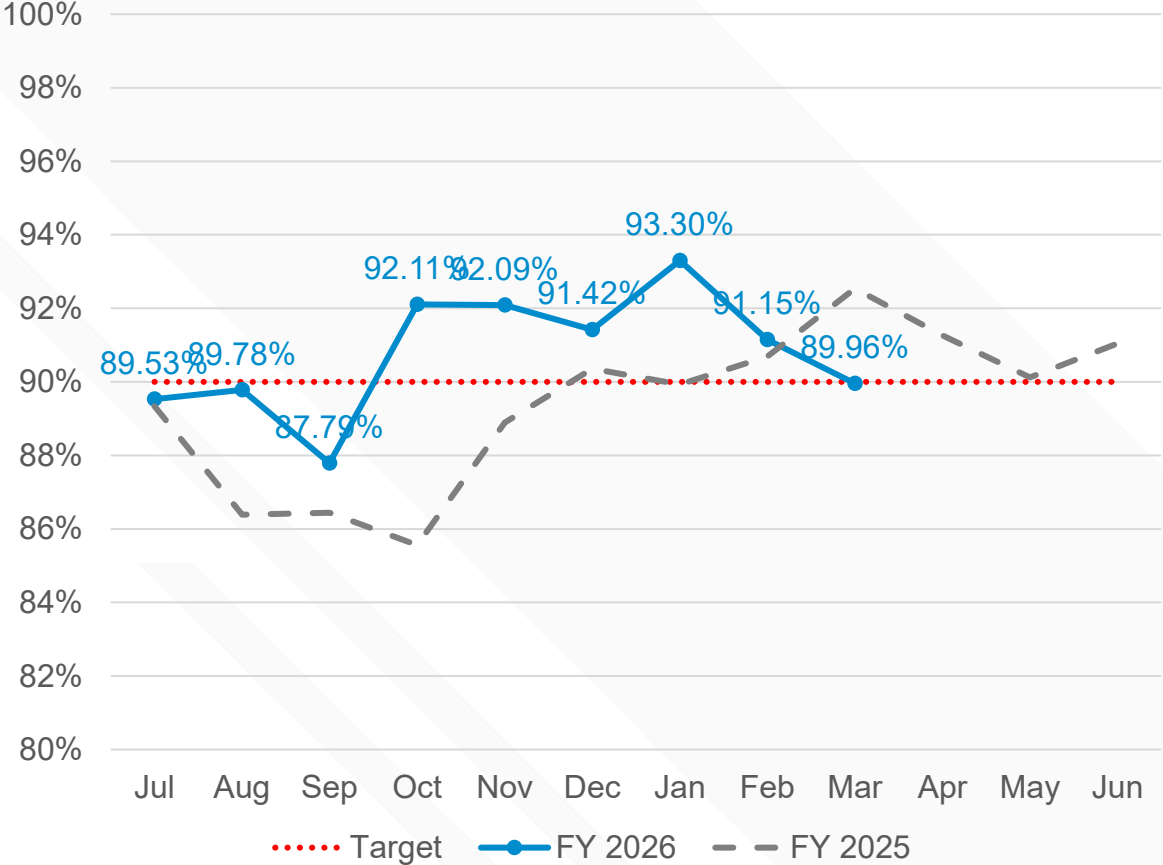
- Bus On-Time Performance
- Mobility On-Time Performance
- Bus Missed Trip Rate
- Mobility Missed Trip Rate
- Customer Rating for Bus Service Reliability

# Bus On-Time Performance



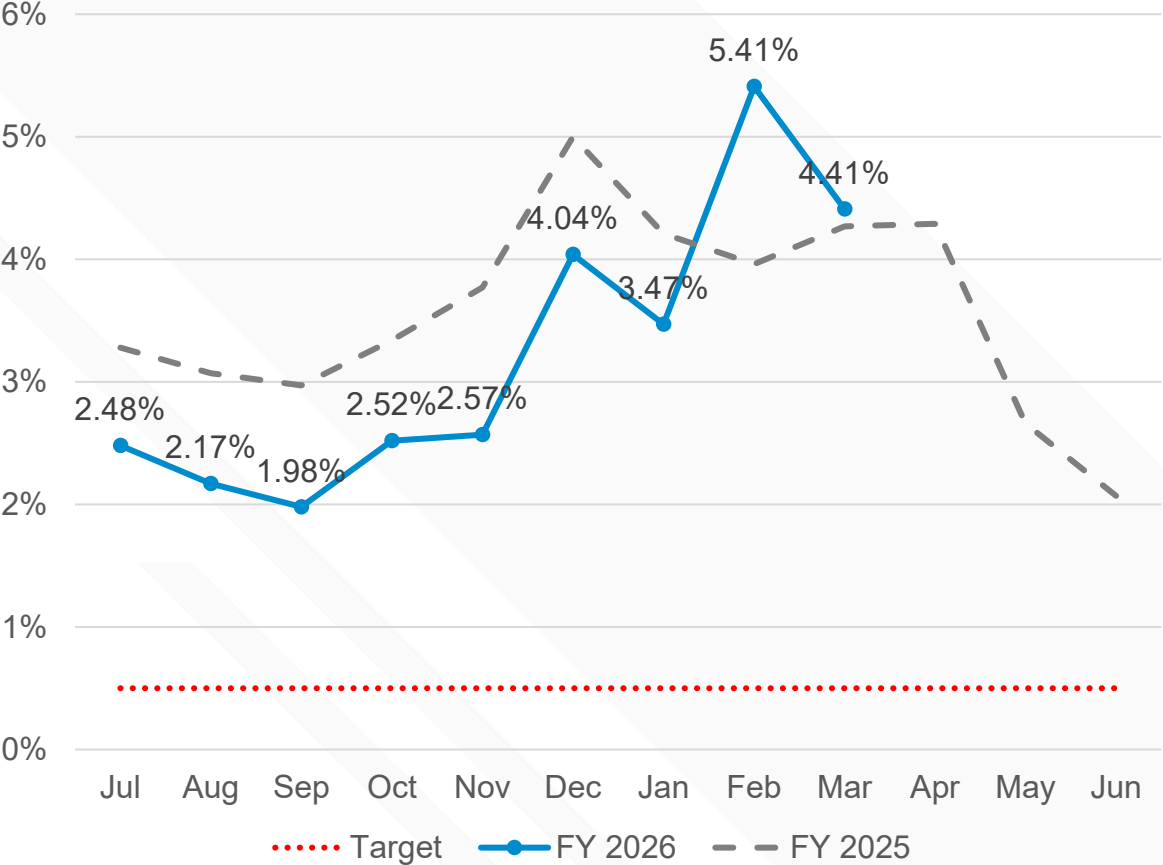
- Percentage of on-time departures from defined time points on a given route
- Departure is considered on-time if bus leaves time point between 30 seconds before and 5 ½ minutes after the scheduled departure time
- Target: 78.5%
- Higher is better

# Mobility On-Time Performance



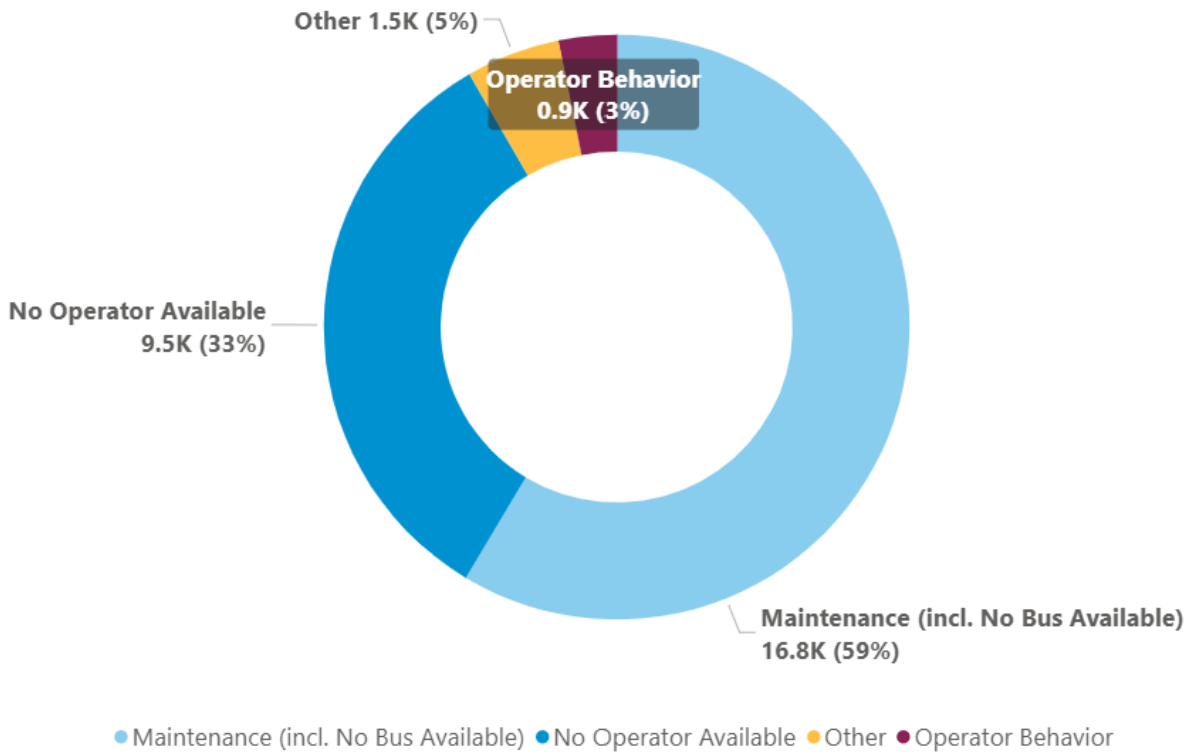
- Percentage of MARTA Mobility customer pickups made within 30 minutes of scheduled pickup time
- Target: 90%
- Higher is better

# Bus Missed Trips Rate



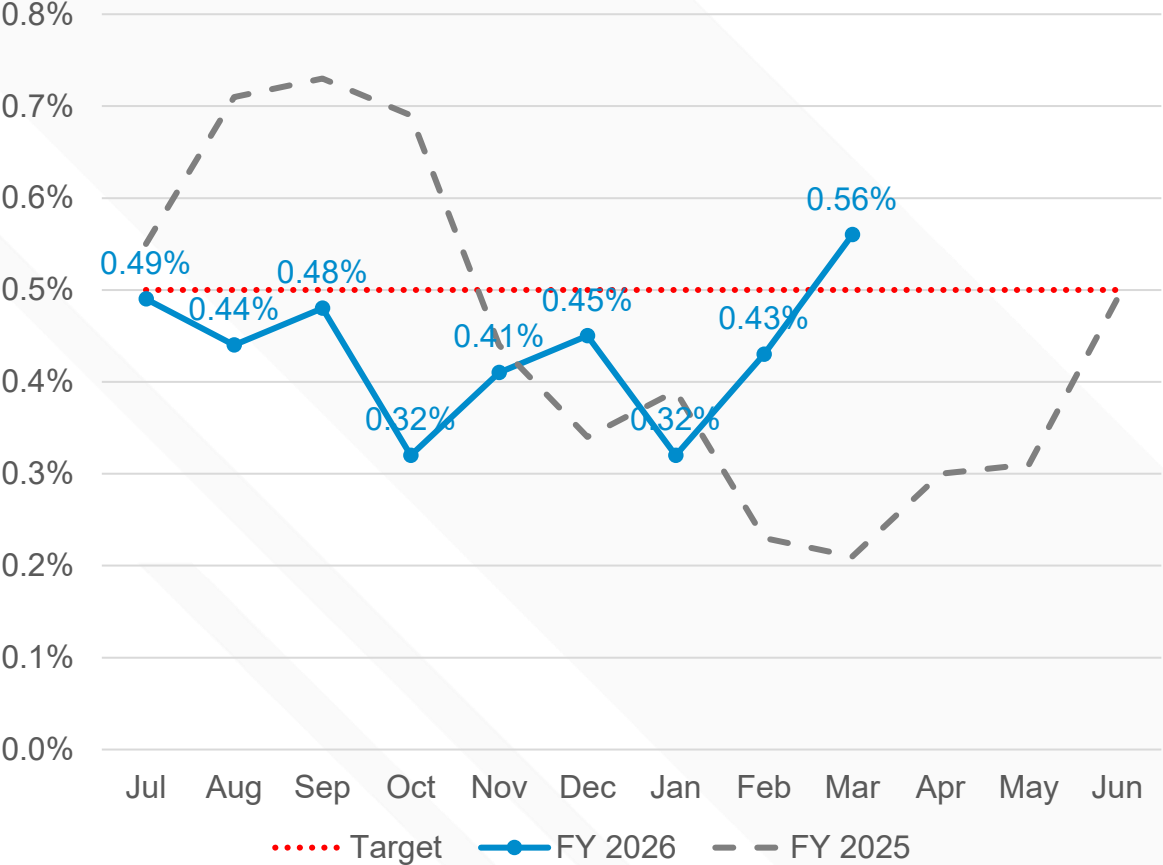
- Percentage of scheduled bus trips that were not delivered
- Target: 0.5%
- Lower is better

# FY 2026 Third Quarter Bus Missed Trips By Cause



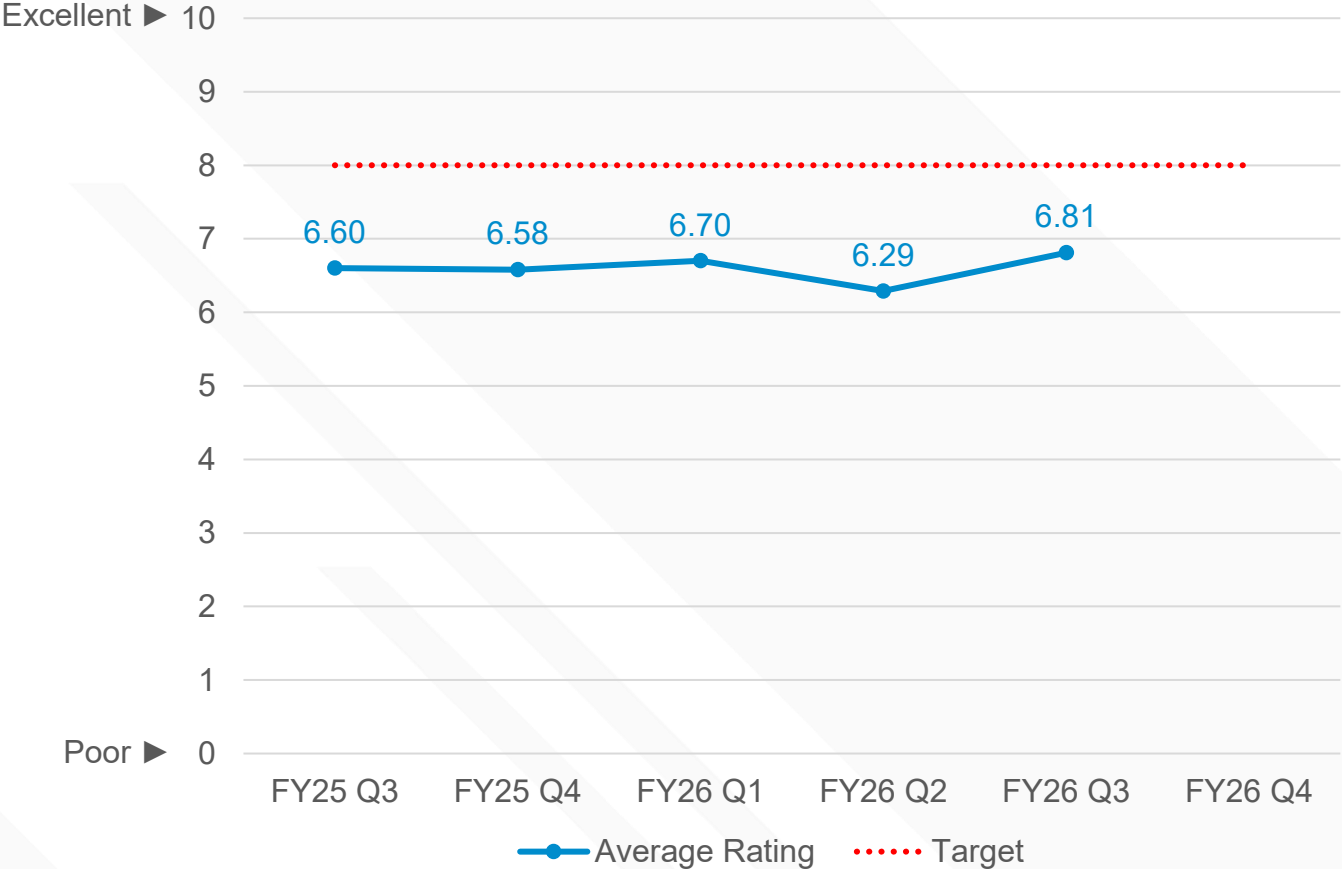
- 28,700 (4.4%) of 649,000 scheduled bus trips not delivered in FY26 Q3
- Mechanical or maintenance issues (e.g., bus in shop, engine light on, A/C out of order): 16,800 (59%)
- No operator available (e.g., called out, sick, picking for mark-up): 9,500 (33%)
- Operator behavior (e.g., collisions, off route, delays leaving garage): 900 (3%)
- Other causes: 1,500 (5%)

# 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: 8.0
- Higher is better
- No significant year-over-year change from FY25 Q3 (N = 609) to FY26 Q3 (N = 648)



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

Select a mode to view relevant KPIs

Systemwide

Latest Month  
Mar 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Lost Time Incident Rate	≤ 3.80	3.99	+0.19 ❌	≤ 3.80	4.63	+0.83 ❌
Part I Crime Rate	≤ 4.15	1.43	-2.72 ✅	≤ 4.15	1.94	-2.21 ✅	

Clean	TBD						

Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Call Abandonment Rate	≤ 6.0%	6.0%	-0.0% ✅	≤ 6.0%	4.8%	-1.2% ✅
Call Wait Time	≤ 60.0s	49.0s	-11.0s ✅	≤ 60.0s	38.2s	-21.8s ✅	
Elevator Availability	≥ 98.5%	98.7%	+0.2% ✅	≥ 98.5%	98.6%	+0.1% ✅	
Escalator Availability	≥ 98.5%	98.6%	+0.1% ✅	≥ 98.5%	98.6%	+0.1% ✅	

Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Budget Variance (Feb '26)	≥ 0.0%	-19.2%	-19.2% ❌	≥ 0.0%	-10.0%	-10.0% ❌
Ridership	≥ 5.70 M	6.97 M	+1.28 M ✅	≥ 51.88 M	52.64 M	+0.76 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  
Mar 2026

marta

	Safe						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Collision Rate per 1M Miles	≤ 5.94	5.73	-0.21 ✓	≤ 5.94	8.11	+2.17 ✗
	Clean						
	TBD						
	Reliable						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 8.0	10.81	+2.81 ✗	≤ 8.0	12.07	+4.07 ✗
	Missed Trip Rate	≤ 0.50%	4.41%	+3.91% ✗	≤ 0.50%	3.22%	+2.72% ✗
	NTD MDBF	≥ 7,500	2,601	-4,899 ✗	≥ 7,500	2,772	-4,728 ✗
On-Time Performance	≥ 78.5%	78.6%	+0.1% ✓	≥ 78.5%	78.5%	+0.0% ✓	
	Efficient						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Feb '26)	≤ \$7.73	\$10.08	+\$2.34 ✗	≤ \$7.61	\$9.32	+\$1.71 ✗
Ridership	≥ 3.42 M	2.90 M	-0.52 M ✗	≥ 29.31 M	25.71 M	-3.60 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  
Mar 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Safe	Collision Rate per 100k Miles	≤ 2.50	3.45	+0.95 ❌	≤ 2.50	3.75
Clean	TBD						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Reliable	Complaints Per 1k Boardings	≤ 4.0	1.66	-2.34 ✅	≤ 4.0	2.14
Missed Trip Rate		≤ 0.5%	0.56%	+0.06% ❌	≤ 0.5%	0.44%	-0.06% ✅
NTD MDBF		≥ 15,000	17,139	+2,139 ✅	≥ 15,000	18,224	+3,224 ✅
On-Time Performance		≥ 90.0%	90.0%	-0.0% ❌	≥ 90.0%	90.7%	+0.7% ✅
Reservation Call Abandonment Rate		≤ 5.5%	15.8%	+10.3% ❌	≤ 5.5%	16.6%	+11.1% ❌
Reservation Call Wait Time		≤ 120.0s	798.0s	+678.0s ❌	≤ 120.0s	714.5s	+594.5s ❌
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Efficient	Cost per Passenger Trip (Feb '26)	≤ \$74.77	\$187.74	+\$112.96 ❌	≤ \$76.82	\$100.40
Ridership		≥ 86.48 K	79.50 K	-6.98 K ❌	≥ 707.08 K	599.82 K	-107.27 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  
Mar 2026



	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	TBD						
Clean	TBD						
Reliable	Complaints Per 100k Boardings	≤ 1.0	1.13	+0.13 ❌	≤ 1.0	1.74	+0.74 ❌
	MDBSI	≥ 475	219	-256 ❌	≥ 475	281	-194 ❌
	Missed Trip Rate	≤ 0.50%	2.30%	+1.80% ❌	≤ 0.50%	1.58%	+1.08% ❌
	NTD MDBF	≥ 23,000	16,300	-6,700 ❌	≥ 23,000	19,593	-3,407 ❌
	On-Time Performance	≥ 95.0%	92.6%	-2.4% ❌	≥ 95.0%	94.2%	-0.8% ❌
	Efficient	Cost per Passenger Trip (Feb '26)	≤ \$11.17	\$6.94	-\$4.22 ✅	≤ \$9.14	\$8.84
Ridership		≥ 2.15 M	3.98 M	+1.83 M ✅	≥ 21.51 M	26.21 M	+4.70 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  
Mar 2026

marta

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target	
	Safe						
Clean							
TBD							
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 1k Boardings	≤ 0.10	0.06	-0.04 ✓	≤ 0.10	0.06	-0.04 ✓
	Missed Trip Rate	≤ 0.50%	6.37%	+5.87% ✗	≤ 0.50%	5.96%	+5.46% ✗
	NTD MDBF	≥ 2,700	4,634	+1,934 ✓	≥ 2,700	1,731	-969 ✗
	On-Time Performance	≥ 85.0%	92.2%	+7.2% ✓	≥ 85.0%	93.5%	+8.5% ✓
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Feb '26)	≤ \$13.09	\$35.40	+\$22.31 ✗	≤ \$13.03	\$53.08	+\$40.05 ✗
	Ridership	≥ 41.73 K	16.29 K	-25.44 K ✗	≥ 350.05 K	116.40 K	-233.65 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  
Mar 2026

marta

- Data Notes:
- 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.
- 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.