



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, JUNE 25, 2026

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Chair Ryan Loke called the meeting to order at 9:48 A.M.

Board Members

Present:

Al Pond
Freda Hardage
Kathryn Powers
Roderick Frierson
Valencia Williamson
Jennifer Ide
Sagirah Jones
Ryan Loke
Elizabeth Bolton-Harris
Shayna Pollock
DeVon Hudson

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
Paula Nash
Steven Parker
Larry Prescott
Michael Kreher

Also in Attendance: Sasha Greenberg, Robert Goodwin, Jacqueline Holland, Jena Barnett, Phyllis Bryant, and Tyrene Huff

2. APPROVAL OF THE MINUTES

Minutes from May 28, 2026

Approval of the minutes from May 28, 2026. On a motion by Board Member Hudson, seconded by Board Member Williamson, the motion passed by a vote of 10 to 0 with 10 members present.

3. BRIEFING

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

Robert Goodwin, Assistant General Manager, Research & Analysis, provided the Board with a quarterly briefing on Part I Crime Rate, Customer Satisfaction, and Ridership.

4. OTHER MATTERS

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

5. ADJOURNMENT

The Committee meeting adjourned at 10:05 A.M.

YouTube link: <https://youtube.com/live/MA3lwqi8Wdg?feature=share>

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

Operations and Safety Committee
June 25, 2026

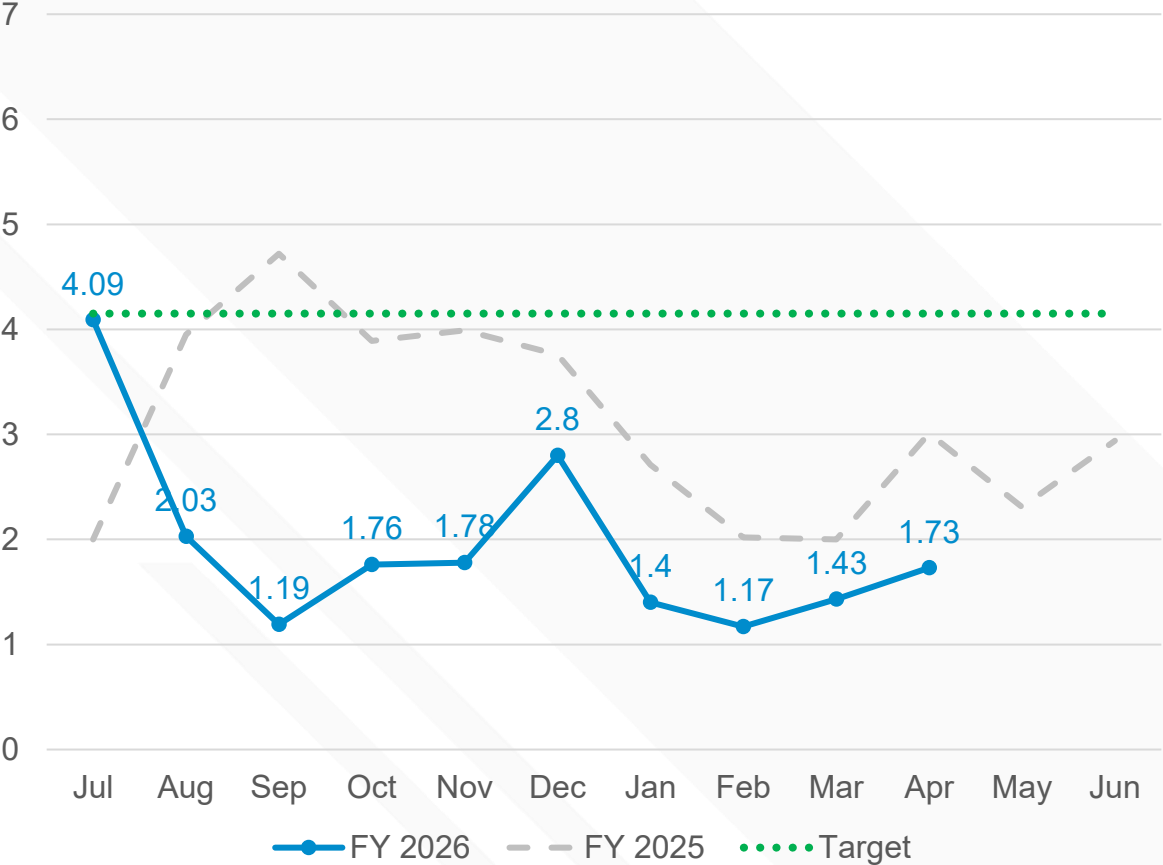
Robert Goodwin, AGM of Research & Analysis





Part I Crime Rate

Part I Crime Rate



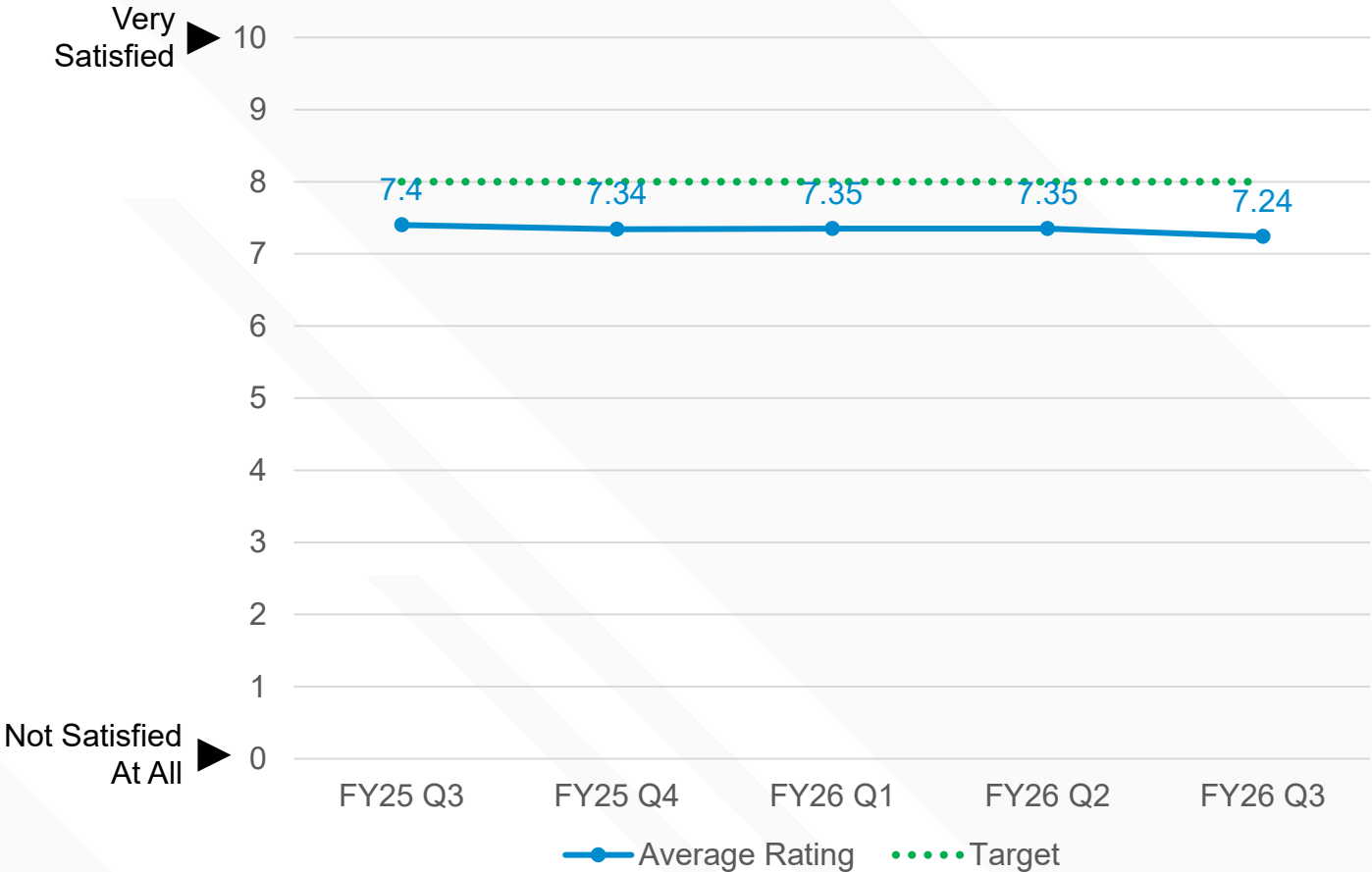
- Number of Part 1 Crimes (homicide, rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings
- Target: 4.15
- Lower is better



Customer Satisfaction



Customer Satisfaction



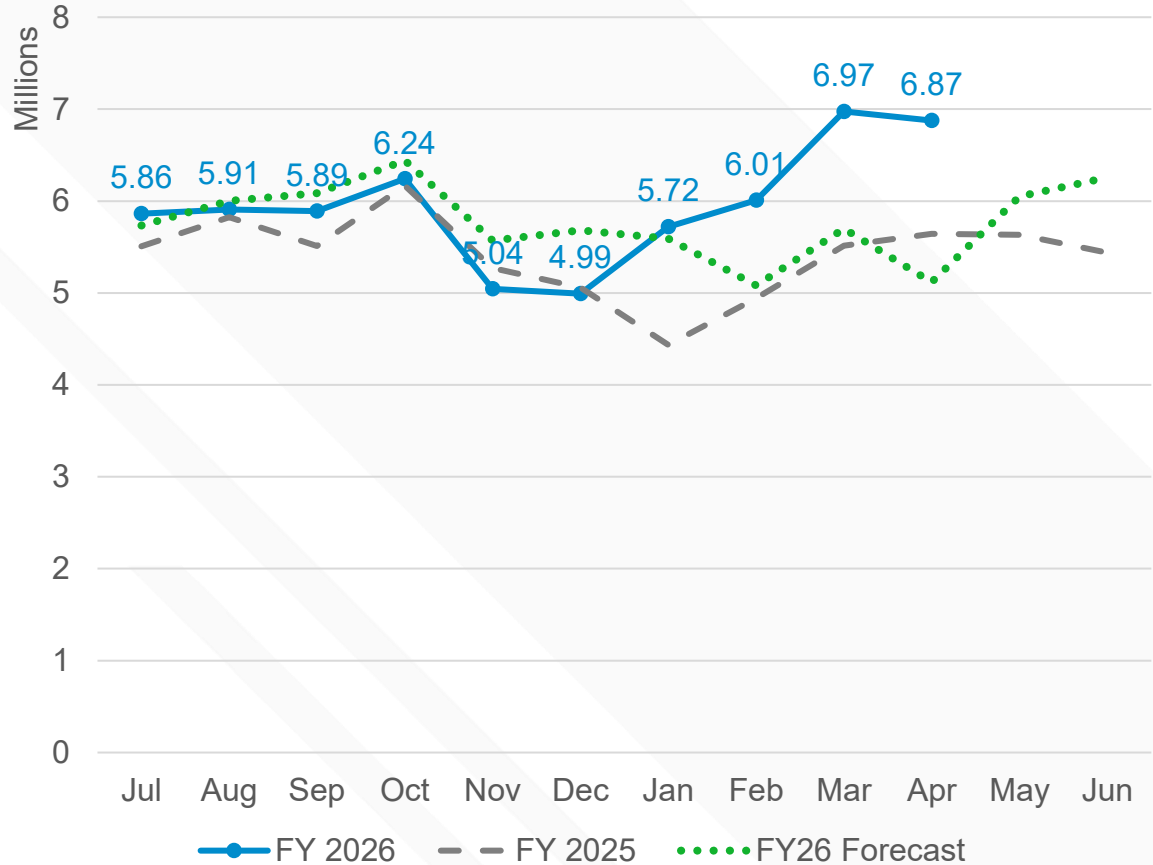
- “How satisfied have you been with MARTA over the past three months?”
 - 0 = “Not satisfied at all”
 - 10 = “Very Satisfied”
- 3,500 surveys collected per quarter
- Target: 8.0
- Higher is better



Ridership

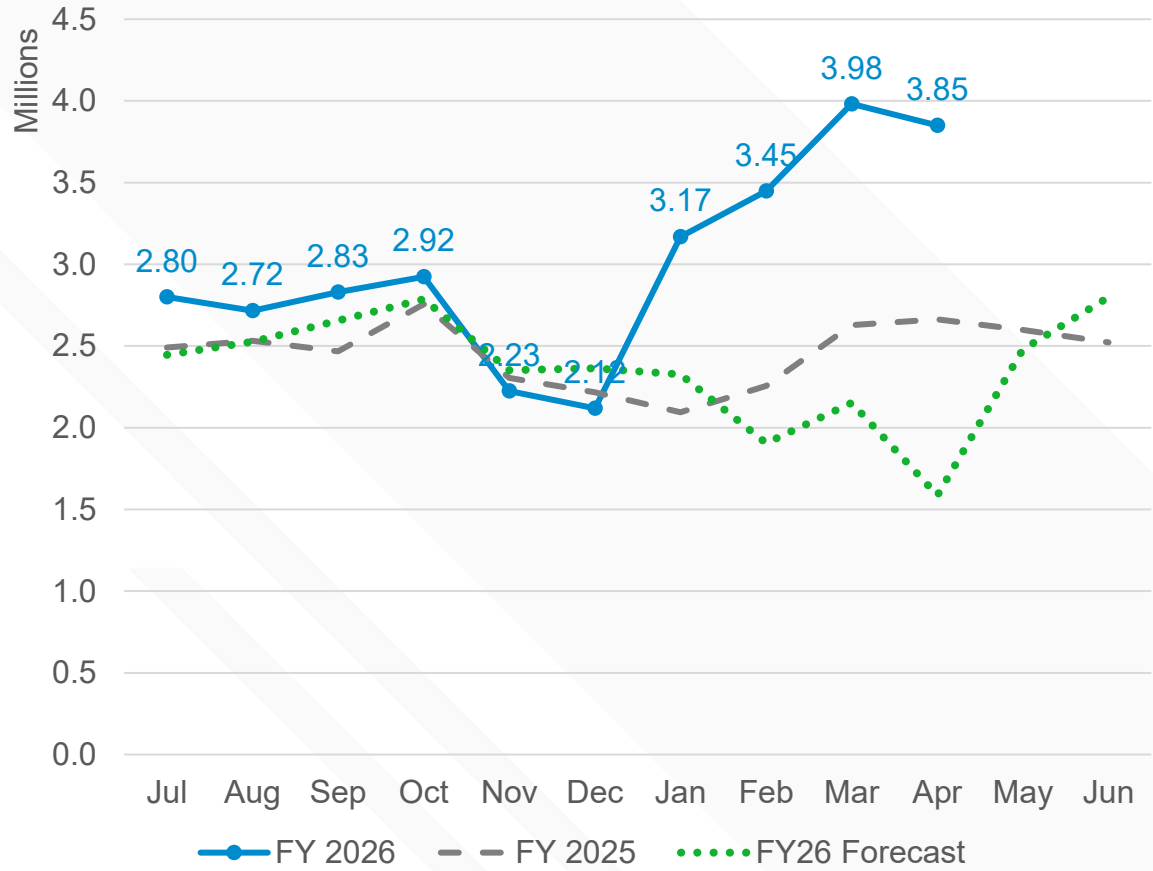


Total Ridership



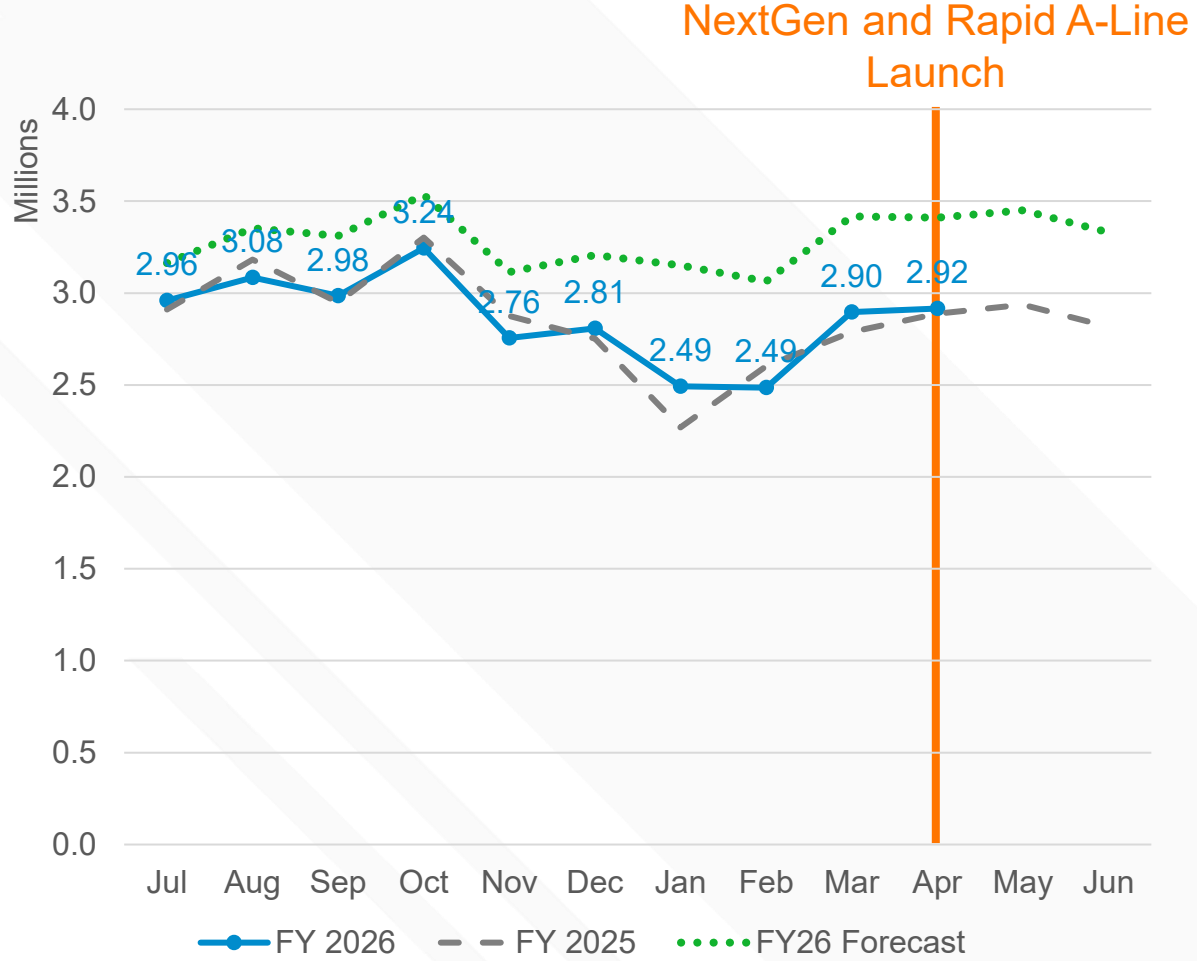
- Note: The jump in ridership starting in January is due to a change in how we measure rail ridership
- Target: Based on FY26 forecast
- Higher is better

Rail Ridership



- Note: The jump in ridership in January is due to a change in how we measure rail ridership
- Target: TBD
- Higher is better

Bus Ridership



- Note: FY26 forecast was produced in...
- Target: TBD
- Higher is better



Thank You

SKPI Summary (Draft)

[View in Power BI](#) ↗

Last data refresh:
5/29/2026 9:05:32 PM UTC

Downloaded at:
6/2/2026 3:19:05 PM UTC

KPI Performance Summary

Beta Test Version

Latest Month
Apr 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 March 2026 Values.

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month
Apr 2026



KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Lost Time Incident Rate	≤ 3.80	3.01	-0.79 ✓	≤ 3.80	4.75
Part I Crime Rate	≤ 4.15	1.73	-2.42 ✓	≤ 4.15	1.91	-2.24 ✓

TBD						
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KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Call Abandonment Rate	≤ 6.0%	12.1%	+6.1% ✗	≤ 6.0%	5.9%
Call Wait Time	≤ 60.0s	99.0s	+39.0s ✗	≤ 60.0s	46.3s	-13.7s ✓
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% ✓

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Budget Variance (Mar '26)	≥ 0.0%	-23.1%	-23.1% ✗	≥ 0.0%	-11.5%
Ridership	≥ 5.12 M	7.51 M	+2.40 M ✓	≥ 57.00 M	60.15 M	+3.15 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
Apr 2026

marta

	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Safe	Collision Rate per 1M Miles	≤ 5.94	9.17	+3.23 ❌	≤ 5.94	8.22
Clean	TBD						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Reliable	Complaints Per 100k Boardings	≤ 8.0	12.18	+4.18 ❌	≤ 8.0	12.08
Missed Trip Rate		≤ 0.50%	5.25%	+4.75% ❌	≤ 0.50%	3.41%	+2.91% ❌
NTD MDBF		≥ 7,500	2,208	-5,292 ❌	≥ 7,500	2,707	-4,793 ❌
On-Time Performance		≥ 78.5%	74.9%	-3.6% ❌	≥ 78.5%	78.1%	-0.4% ❌
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Efficient	Cost per Passenger Trip (Mar '26)	≤ \$7.28	\$10.59	+\$3.30 ❌	≤ \$7.57	\$9.46
Ridership		≥ 3.41 M	2.92 M	-0.49 M ❌	≥ 32.72 M	28.63 M	-4.09 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
Apr 2026

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Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	TBD						

Clean	TBD							
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target	

Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 1.0	0.31	-0.69	≤ 1.0	1.53	+0.53
	MDBSI	≥ 475	208	-267	≥ 475	272	-203
	Missed Trip Rate	≤ 0.50%	3.42%	+2.92%	≤ 0.50%	1.77%	+1.27%
	NTD MDBF	≥ 23,000	19,924	-3,076	≥ 23,000	19,625	-3,375
	On-Time Performance	≥ 95.0%	92.2%	-2.8%	≥ 95.0%	94.0%	-1.0%

Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (Mar '26)	≤ \$10.38	\$6.95	-\$3.42	≤ \$9.26	\$8.55	-\$0.71
	Ridership	≥ 1.59 M	4.50 M	+2.91 M	≥ 23.10 M	30.71 M	+7.61 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
Apr 2026

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	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Safe	Collision Rate per 100k Miles	≤ 2.50	3.83	+1.33 ❌	≤ 2.50	3.76	+1.26 ❌
Clean	TBD						
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Reliable	Complaints Per 1k Boardings	≤ 4.0	1.67	-2.33 ✅	≤ 4.0	2.08	-1.92 ✅
	Missed Trip Rate	≤ 0.5%	1.06%	+0.56% ❌	≤ 0.5%	0.5%	+0.0% ❌
	NTD MDBF	≥ 15,000	29,858	+14,858 ✅	≥ 15,000	18,994	+3,994 ✅
	On-Time Performance	≥ 90.0%	86.2%	-3.8% ❌	≥ 90.0%	90.2%	+0.2% ✅
	Reservation Call Abandonment Rate	≤ 5.5%	17.5%	+12.0% ❌	≤ 5.5%	16.7%	+11.2% ❌
	Reservation Call Wait Time	≤ 120.0s	1074.7s	+954.7s ❌	≤ 120.0s	751.1s	+631.1s ❌
	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Efficient	Cost per Passenger Trip (Mar '26)	≤ \$69.61	\$93.66	+\$24.04 ❌	≤ \$75.94	\$99.51	+\$23.57 ❌
	Ridership	≥ 83.97 K	78.33 K	-5.64 K ❌	≥ 791.05 K	678.14 K	-112.91 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

Streetcar

Latest Month
Apr 2026

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KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target	
	Safe						
Clean							
TBD							
KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target	
	Complaints Per 1k Boardings	≤ 0.10	0.05	-0.05 ✓	≤ 0.10	0.06	-0.04 ✓
	Missed Trip Rate	≤ 0.50%	6.50%	+6.00% ✗	≤ 0.50%	6.01%	+5.51% ✗
	NTD MDBF	≥ 2,700	1,481	-1,219 ✗	≥ 2,700	1,703	-997 ✗
	On-Time Performance	≥ 85.0%	92.1%	+7.1% ✓	≥ 85.0%	93.4%	+8.4% ✓
KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target	
	Cost per Passenger Trip (Mar '26)	≤ \$12.15	\$46.24	+\$34.08 ✗	≤ \$12.92	\$52.12	+\$39.20 ✗
	Ridership	≥ 36.99 K	19.19 K	-17.80 K ✗	≥ 387.04 K	135.59 K	-251.46 K ✗
Efficient							

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

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- 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.