



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, AUGUST 27, 2026

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Vice-Chair Elizabeth Bolton-Harris called the meeting to order at 10:36 A.M.

Board Members

Present:

Freda Hardage
Roderick Frierson
Jennifer Ide
Jacob Tzegaegbe
Sagira Jones
Elizabeth Bolton-Harris
Shayna Pollock
DeVon Hudson

Board Members

Absent:

Al Pond
Kathryn Powers
Russell McMurry
Valencia Williamson
Jannine Miller
Ryan Loke
Sarah Galica

Staff Members Present:

Jonathan Hunt
LaShanda Dawkins
Kevin Hurley
Paul Lopes
Ralph McKinney
Paula Nash
Steven Parker

Also in Attendance: Jena Barnett, Phyllis Bryant, Daniel Hecht, Jacqueline Holland, Tyrene Huff, and Ryan VanSickle

2. APPROVAL OF THE MINUTES

Minutes from July 23, 2026

Approval of the July 23, 2026, Operations & Safety minutes. On a motion by Board Member Jones, seconded by Board Member Tzegaegbe, the motion passed by a vote of 8 to 0 with 8 members present.

3. RESOLUTIONS

Resolution Authorizing the Award of a Contract for Facility-Wide Janitorial Services, IFB B50809

Resolution Authorizing the Award of a Contract for Facility-Wide Janitorial Services, IFB B50809. On a motion by Board Member Hardage, seconded by Board Member Ide, the resolution passed by a vote of 8 to 0 with 8 members present.

4. BRIEFING

Proposed Bus Service Modifications for December 2026

Ryan Van Sickle, Director of Technical Services & Service Planning, provided the Committee with the December 2026 proposed bus service medications.

Bus and Mobility Key Performance Indicators Quarterly Briefing

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

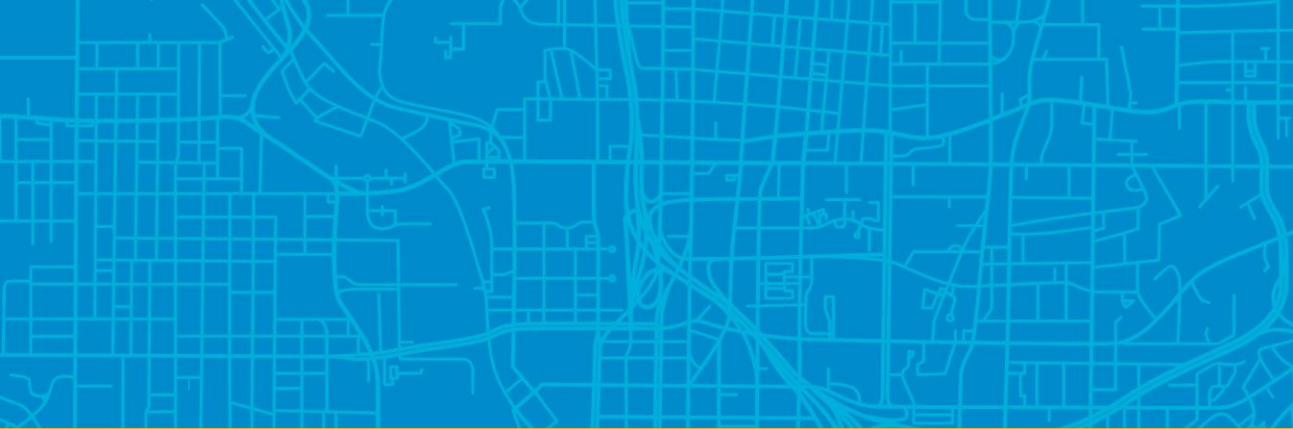
5. OTHER MATTERS

FY26 June Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:33 A.M.

YouTube link: <https://youtube.com/live/8oC6Md0vTLo?feature=share>



Resolution Authorizing the Award of

IFB 50809
Authority Wide Janitorial Services

Operations & Safety Committee
August 27, 2026

Daniel Hecht
Deputy Chief of Maintenance and
Rehabilitation

Key Topics

- Objectives
- Scope Overview
- Site Overview
- Award Analysis
- Recommendation



Objective of Resolution

To obtain a service agreement for routine daily janitorial tasks and periodic cleaning services in support of operating facilities.



SITE OVERVIEW



FACILITY	TOILETS	URINALS	SHOWERS	STAIRWELLS
Electrical Power & Equipment (EP&E)	6	2	2	0
Lindbergh Police	2	1	0	0
Doraville Transportation	3	1	0	0
Dunwoody Center	1	0	0	0
Dunwoody Police Precinct	4	1	0	0
Sandy Springs Cash Facility	1	0	0	0
North Springs Cash Facility	1	0	0	0
Sign Shop	1	1	1	0
Automated Train Control (ATC) Office	1	1	0	0
Plasamour Facilities	1	0	1	0
Buildings & Support Equipment	2	0	0	0
MARTA Police K-9 Facility	5	1	0	0
Armour Yard Storeroom	0	0	0	0
TOTALS	28	8	4	0

NORTH LINE

SAMPLE LOCATIONS



Provides general janitorial and periodic floor care services across various MARTA facilities:

- General Office Space
- Conference Rooms
- Entrance Lobby Areas
- Restroom/Locker Rooms
- Warehouse Storage

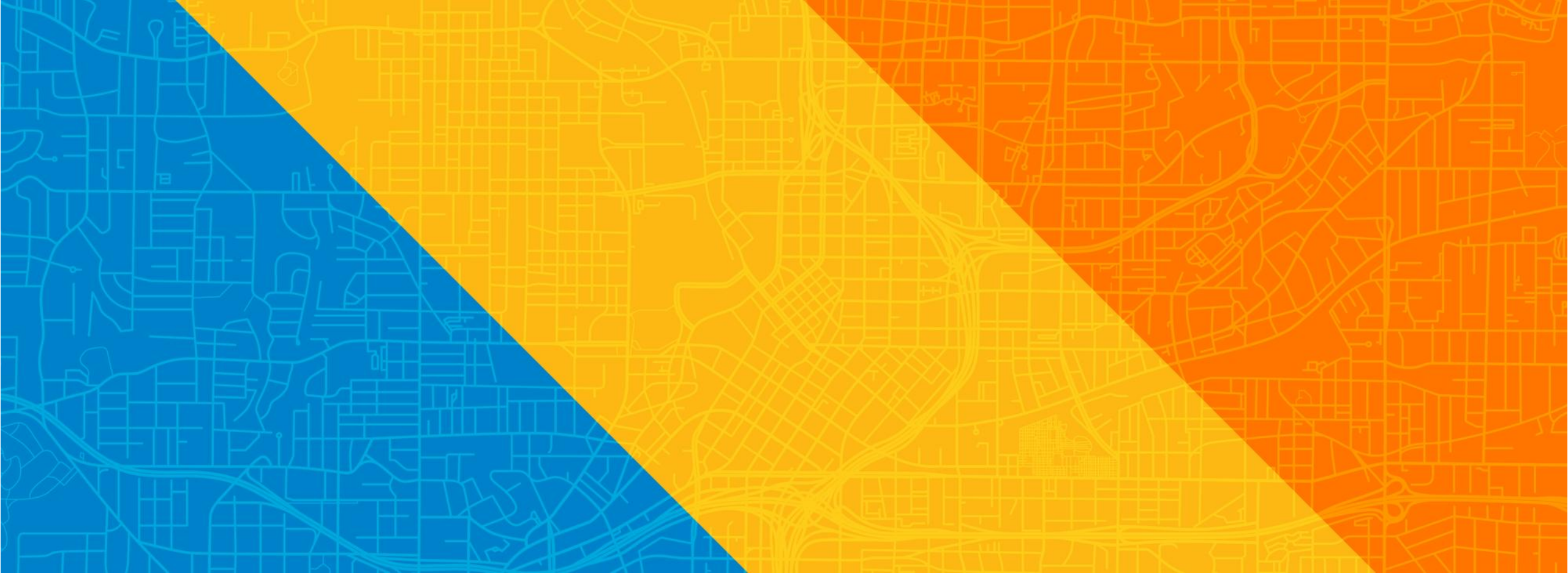
AWARD ANALYSIS

- **(14) Bids Received by deadline**
- **5- Year Contract Term**
- **Total Award of \$2,546,266.30**
- **Award issued to multiple vendors**
 - *Vendor 1 assigned N/S sites (25)*
 - *Vendor 2 assigned E/W sites (13)*



RECOMMENDATION

The Department of Maintenance and Rehabilitation requests that the Operations & Safety Committee recommend to the full Board the approval of Resolution IFB 50809, Authority-Wide Janitorial Services, to A-Action Facility Services and Phinnesse & Company American Facilities Services for a cumulative award amount of \$2,546,266.30.



Thank You



CONTRACT AWARD ANALYSIS

Contract Information

- A. Description: Facility-Wide Janitorial Services
- B. Contractor: Phinesse & Company, LLC. and A-Action Facility Services, Inc
- C. Contract Number: B50809
- D. Contract Amount: \$2,546,266.30 (Phinesse & Company, LLC. \$ 918,980.00 • A-Action Facility Services, Inc. \$1,627,286.30)
- E. Contract Type: Firm Fixed Unit Price
- F. Performance Period/Term of Contract: Five (5) Years
- G. Options Available: None
- H. Bond Requirement: None
- I. Liquidated Damages:None
- J. Funding Source:Operating Funds
- K. Recurring Contract:Yes

Solicitation Information

- A. Issue Date: March 30, 2026
- B. Number of Firms Retrieving the online Solicitation and/or Purchasing a CD: 73
- C. Date and Time for Bid Receipt: May 19, 2026, at 2:00p.m.
- D. Bids/Proposals Received:

BIDDERS	BID AMOUNT
Phinesse & Company, LLC.	\$2,455,324.25
A-Action Facility Services, Inc.	\$2,546,457.15
Full Circle Professional Cleaning Services, Inc.	\$6,558,670.36
Clean Space USA, LLC.	\$7,019,184.30
J&B Construction Services	\$7,320,128.37
ABM	\$11,077,684.95
Express Conveyance, LLC.	\$12,990,692.01
The Cleaning Advantage	\$13,065,277.10
KleanPro Facility Services, Inc.	\$14,311,971.52
4STY Industries	\$16,326,081.27
Disinfectant Solutions of Atlanta	\$18,703,871.52
FCE	\$130,892,211.59
Sielle Property Maintenance	
All Purpose Professional Service	

- E. Discussion of Nonresponsive/Nonresponsible Bids/Proposals: The bid submitted by bidder, Sielle Property Maintenance, was deemed nonresponsive as the bid form

was only completed for year one and year two. The bid forms for the remaining years only listed a total for the five-year contract period. The bid submitted by bidder All Purpose Professional Services, was determined to be nonresponsive as the Acknowledgement of Addenda was not included in the bid. Pricing was submitted; however, the bid form in the solicitation was not used. The pricing submitted wasn't as outlined in solicitation (i.e. lines, description of services). Pricing document submitted wasn't signed.

F. Bid/Proposal Evaluation: The bid submitted by Phinesse & Company, LLC. and A-Action Facility Services, Inc., were determined to be responsive and the bidders were determined to be capable of performing the Contract.

G. Price Considerations: The bid prices submitted by Phinesse & Company, LLC. and A-Action Facility Services, Inc., were determined to be fair and reasonable based on the Independent Cost Estimate and price competition.

H. Determination of Responsibility:

- Bond Check: N/A
- Reference Check: Yes
- Financial Responsibility: Yes
- Insurance Check: No
- On-Site inspection: Yes
- Arithmetic Check: Yes
- Debarred/Suspended List: Not listed on the debarred/suspended list as of July 28, 2026

I. Protests received:None

J. Determinations Required:No

K. Sole Source:No

L. Single Bid/Proposal:No

M. Non-Response to IFB/RFP:

Description	Number of Firms
Clearinghouse/Plan-rooms	18
Unable to perform the Work required	3
Retrieved too late to review and complete the IFB	1
Did not respond to survey request	35
Indicated a bid would be submitted, but was not received	1
Will not bid at this time	1

Determination and Recommendation

Staff recommends the award of a Contract to Phinesse & Company, LLC. and A-Action Facility

Services, Inc., to provide the Facility-Wide Janitorial Services in the combined amount of \$2,546,266.30.

Score Sheet Attached: no

**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR
FACILITY-WIDE JANITORIAL SERVICES, IFB B50809**

WHEREAS, the Authority's Office of Facilities has identified the need for the Facility-Wide Janitorial Services, Invitation for Bids Number B50809; and

WHEREAS, on March 30, 2026, the Metropolitan Atlanta Rapid Transit Authority duly sent advance notice of the Invitation for Bids to potential Bidders; and

WHEREAS, notices of the said Invitation for Bids were 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 May 20, 2026, at 2:00 p.m., local time, fourteen (14) bids were publicly opened and read aloud; and

WHEREAS, the bid submitted for Phinesse & Company, LLC., is responsive and responsible and the bidder is capable of performing the Contract.

WHEREAS, the bid submitted for A-Action Facility Services, Inc., 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 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 of Bids Number B50809, Facility-Wide Janitorial Services between the Authority and Phinette & Company, LLC, and A-Action Facility Services, Inc., to provide the Facility-Wide Janitorial Services in the combined amount of \$2,546,266.30.

Approved as to Legal Form:

DocuSigned by:
Paula Nash
E62B1E6BB6F348C...

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

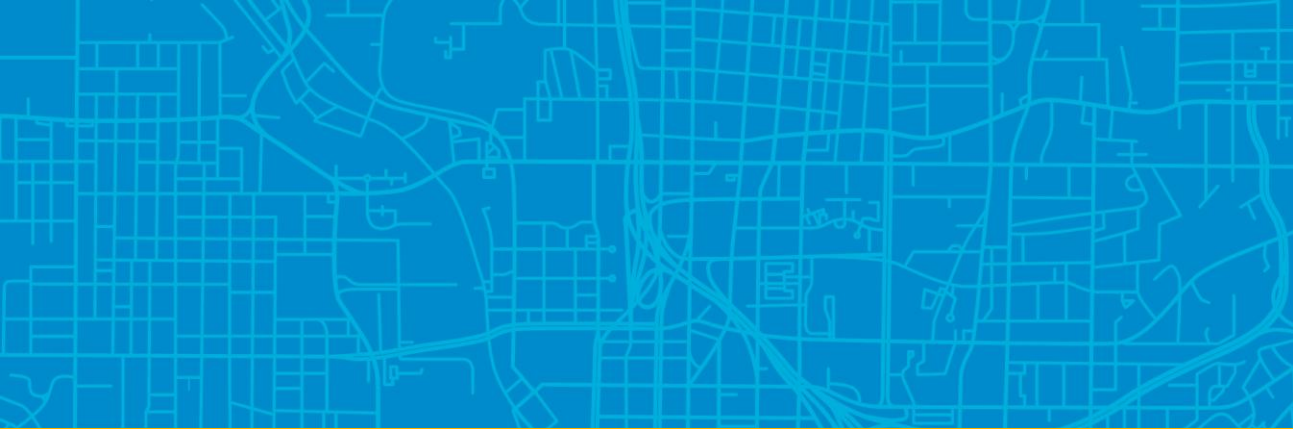


Proposed Bus Service Modifications for December 2026

Informational Briefing
Operations & Safety Committee
August 27, 2026

Ryan Van Sickle, Director of Technical
Services & Service Planning





Agenda

- Background
- Fine-Tuning
- Highlights
- Proposed Service Changes
- Next Steps

Background



MARTA works to **continuously improve transit service** by making **planned service modifications** 3 times per year.



Major schedule or service changes require a **public hearing** per the MARTA Act and Board Policy.

The Service Change Cycle



**Develop Proposed
Changes**



**Public
Engagement**



**Finalize
Changes**



**Board
Approval**



**Implement
Changes**

Fine Tuning Our New Service

- Fine-tuning of the new network is already underway
- On August 22, 2026, adjustments were implemented to:



Improve on-time performance on 22 routes



Refine routing based on operational feedback or construction activities on 5 routes



Adjust Reach van allocation across all 12 zones



Highlights

- Adjust **routing in Downtown Decatur** to address feedback regarding bus volumes
- Slightly **expand Reach Zone 301**
- **Ongoing performance monitoring** is underway to improve reliability through **schedule adjustments**
- Impacts to operating resources are within planned service contingencies





Proposed Service Changes: Current Decatur Service

- Centers on the intersection of East Ponce de Leon Ave and Church St
- Route **15** runs a streamlined service directly on Church St
- Route **17** runs a one-way pair, then runs on East Ponce de Leon
- Routes **114** and **120** terminate at Decatur Station in the bus loop
- Routes **17**, **75**, **118** and **120** run in a loop to Avondale Station via East Ponce de Leon and College Ave

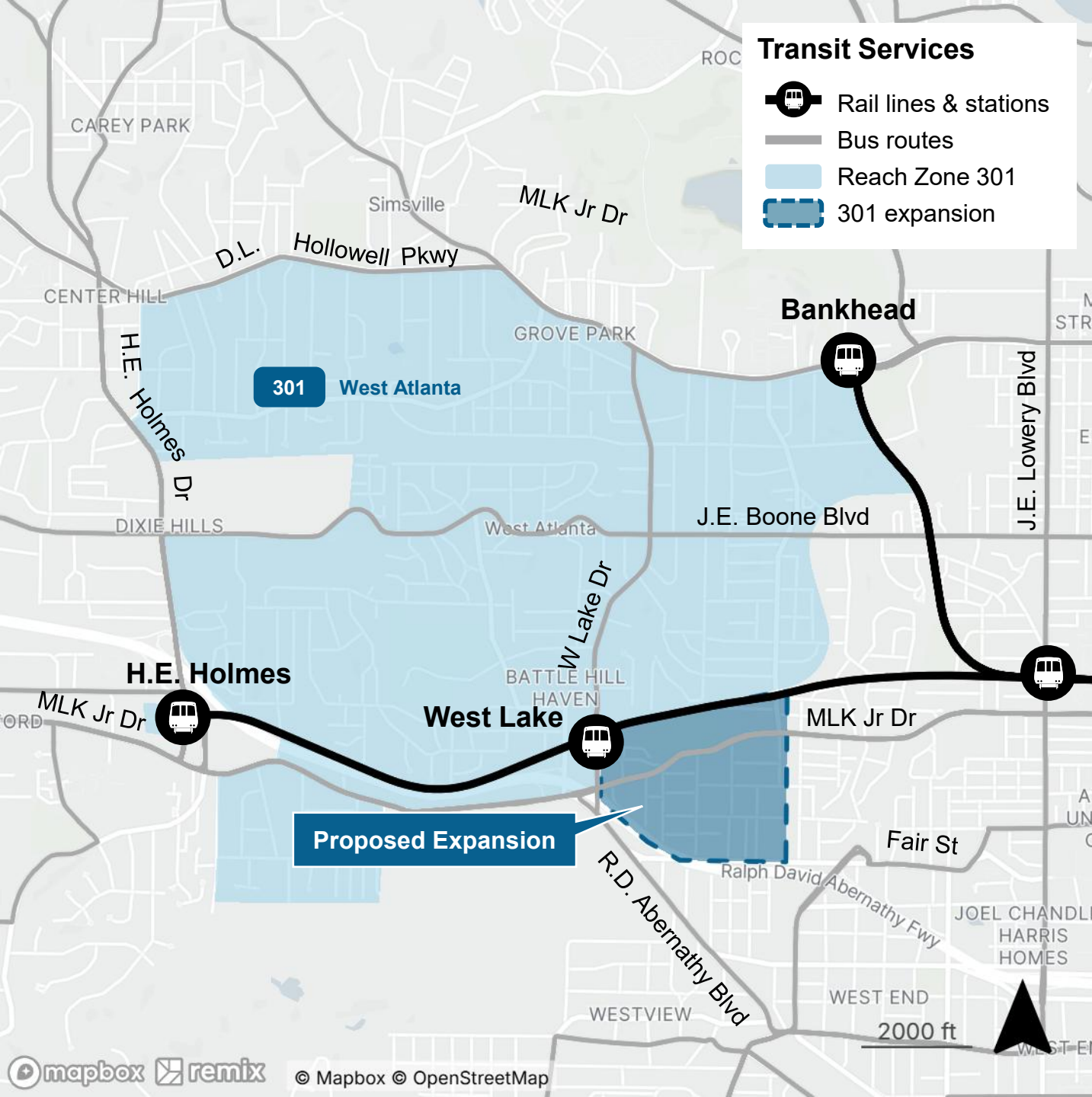


Proposed Service Changes: Proposed Decatur Service

- Removes buses from downtown core in accordance with community and City of Decatur feedback
- Route 15** shifts to stop in Decatur Station bus loop
- Routes 17, 75, 118, 114, and 120** shift to Commerce Dr
- Allows service in both directions on E Ponce de Leon and College Ave (pending Safety review at E Ponce de Leon & Commerce)

Transit Services

-  Rail lines & stations
-  Bus routes
-  Reach Zone 301
-  301 expansion



Proposed Service Changes: Reach **301** Expansion

- Adjusts **Reach 301** West Atlanta boundary based on community feedback
- Slight expansion into Mozley Park (0.3 square miles) with service to Berean Village senior apartments
- Provides coverage to a portion of former Route 813

Next Steps

**Develop Proposed
Changes**



August

**Public
Engagement**



September

**Finalize
Changes**



September

**Board
Approval**

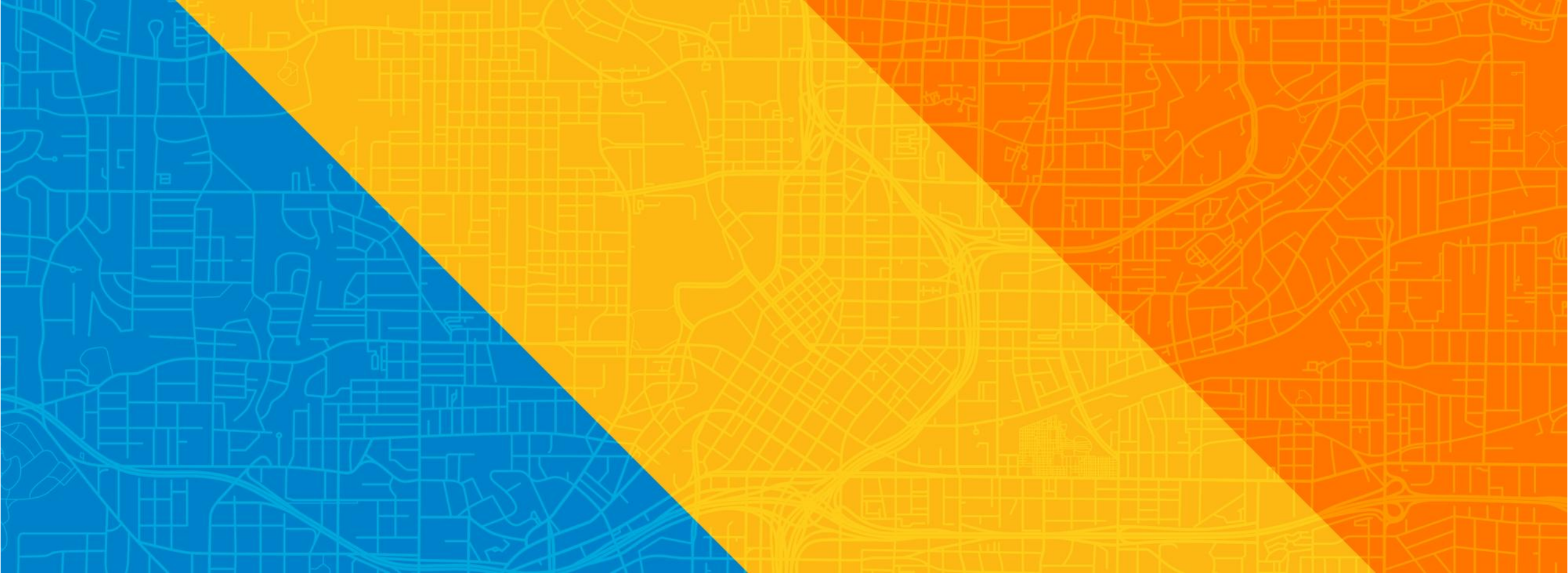


*September Committee
October Board*

**Implement
Changes**



December 12, 2026



Thank You



Bus and Mobility Key Performance Indicators Quarterly Briefing

Operations and Safety Committee
August 27, 2026

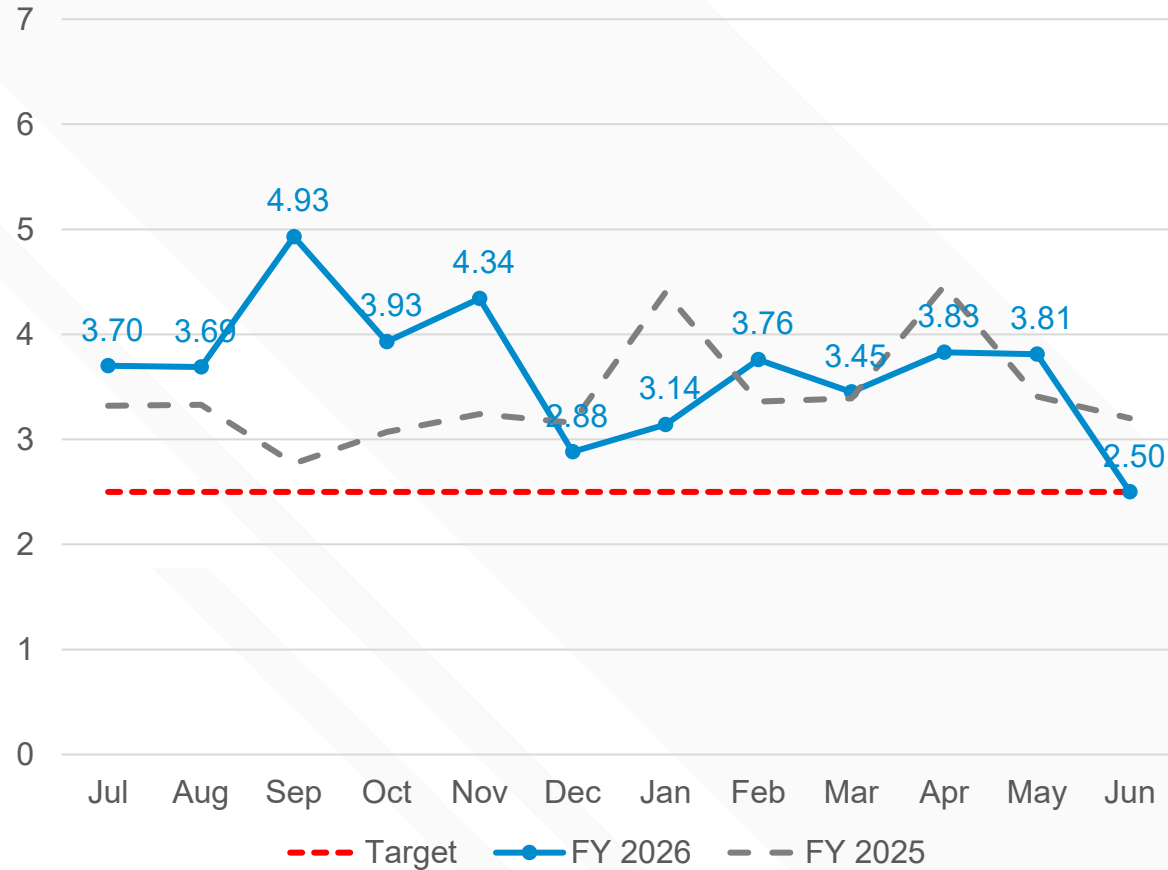
Paul Lopes
Chief of Operations and Urban Planning



Safe

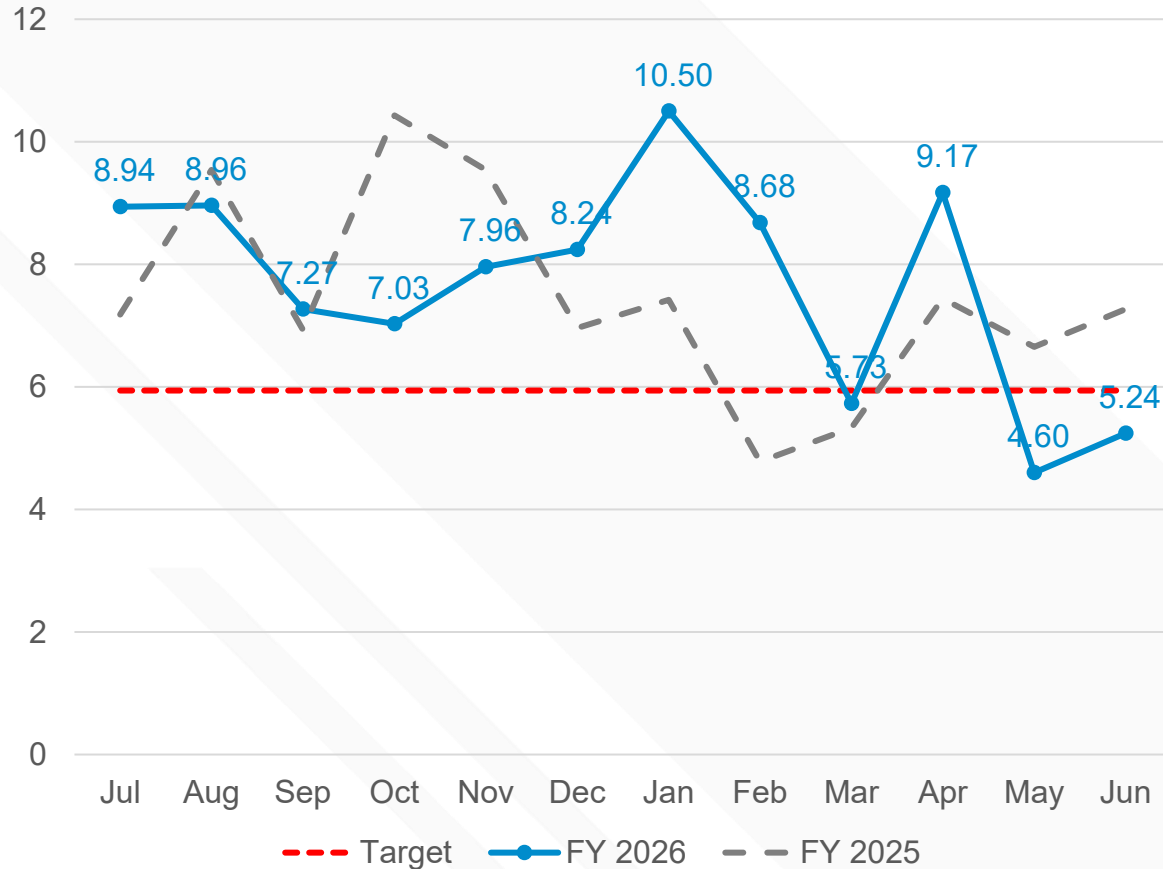
- Mobility Collisions per 100K Miles
- Bus Collisions per 1M Miles
- Customer Rating for Feeling Safe from Accidents on Bus
- Customer Rating for Feeling Safe from Crime on Bus

Mobility Collisions per 100K Miles



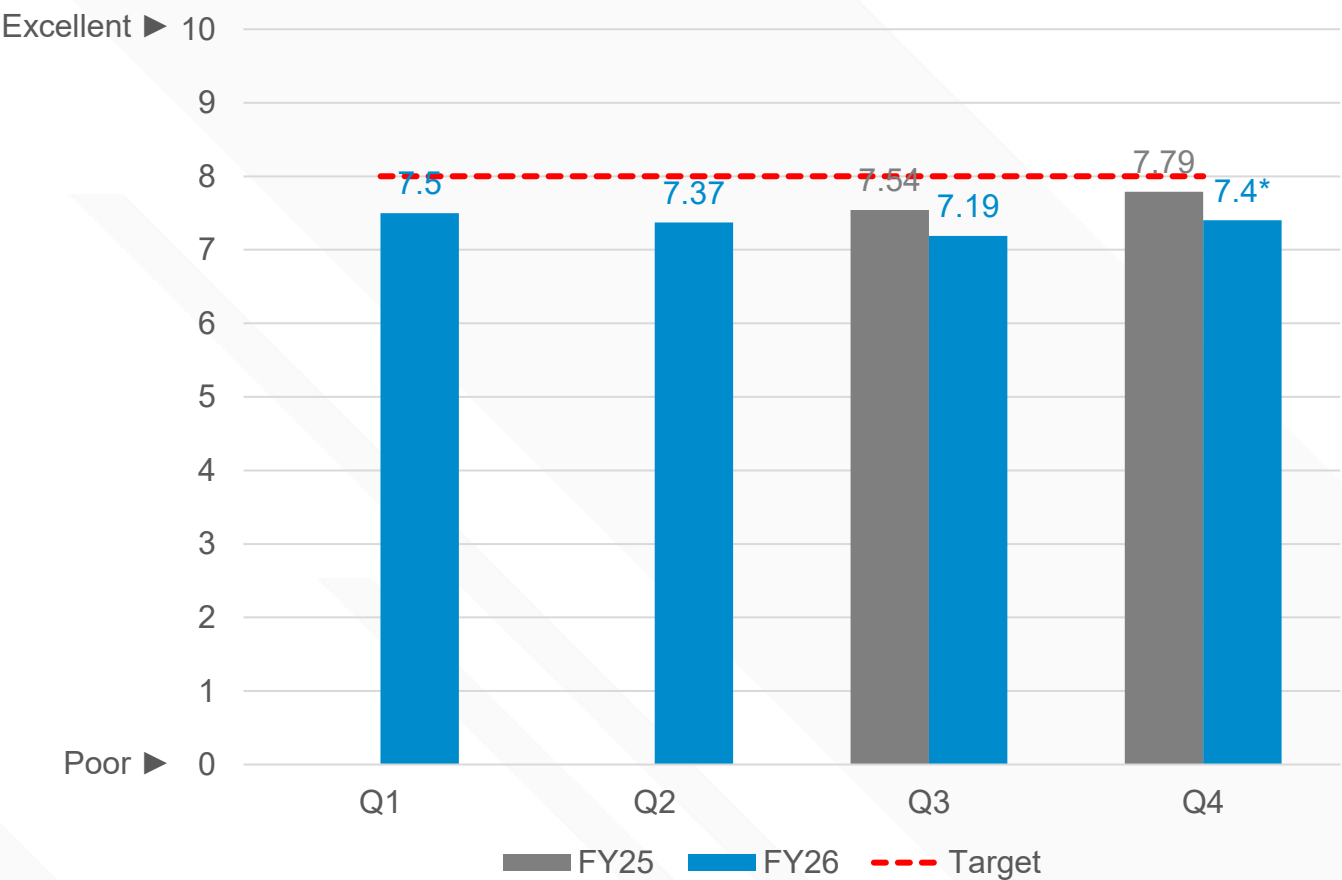
- Number of collisions involving Mobility vans per 100,000 vehicle miles operated
- A collision is an accident in which there is an impact of a transit vehicle with another vehicle or object, such as, but not limited to: Another transit vehicle, a non-transit vehicle, a person, an animal, or an object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

Bus Collisions per 1M Miles



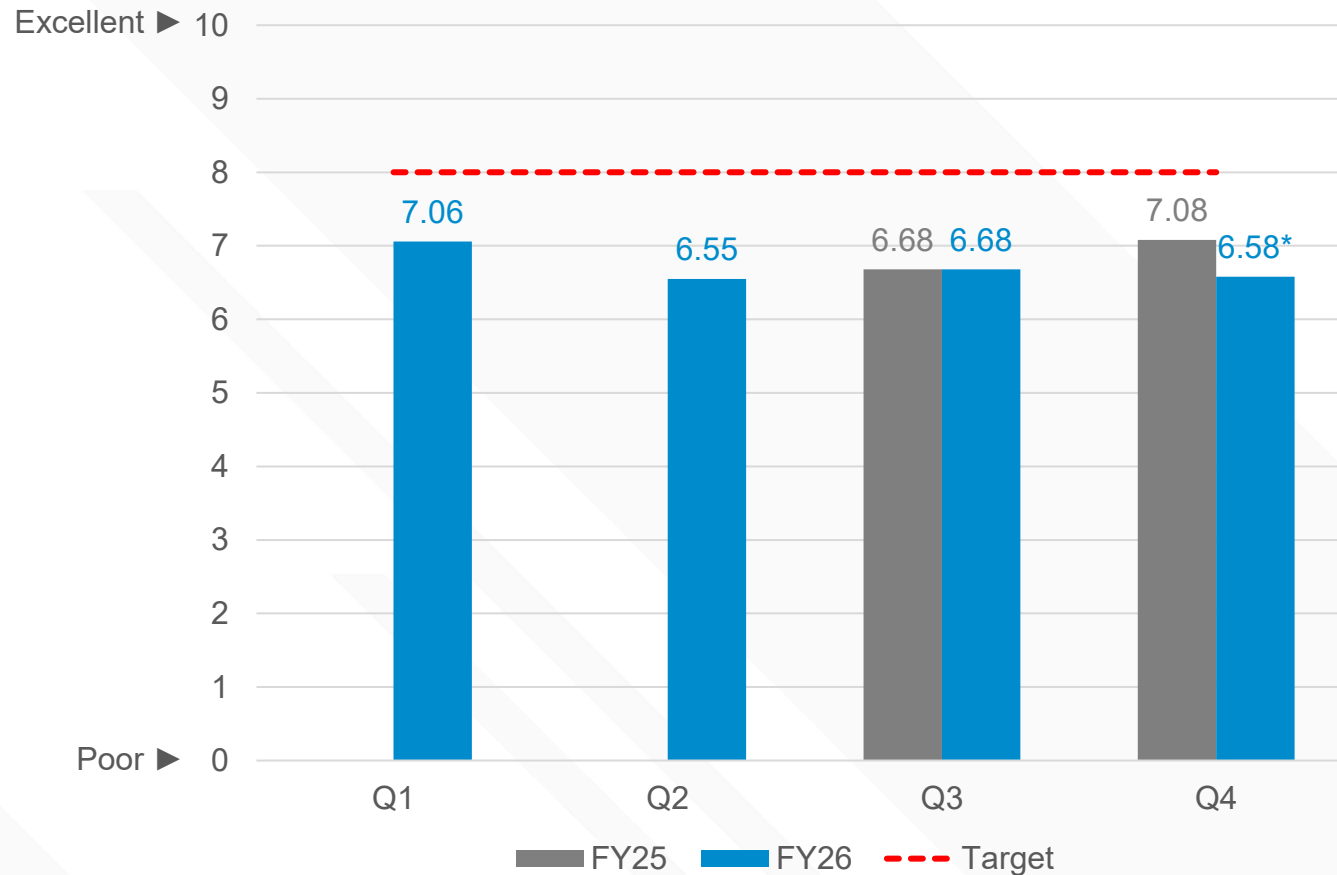
- Number of NTD-reportable bus collisions per one million vehicle revenue miles operated
- An NTD-reportable collision is one that results in: An injury requiring transport away from the scene, a fatality, an evacuation for life-safety reasons, property damage of \$25,000 or more, or towing of the transit 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 Q4 (7.79; N = 743) to FY26 Q4 (7.40; N = 252) is statistically significant

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

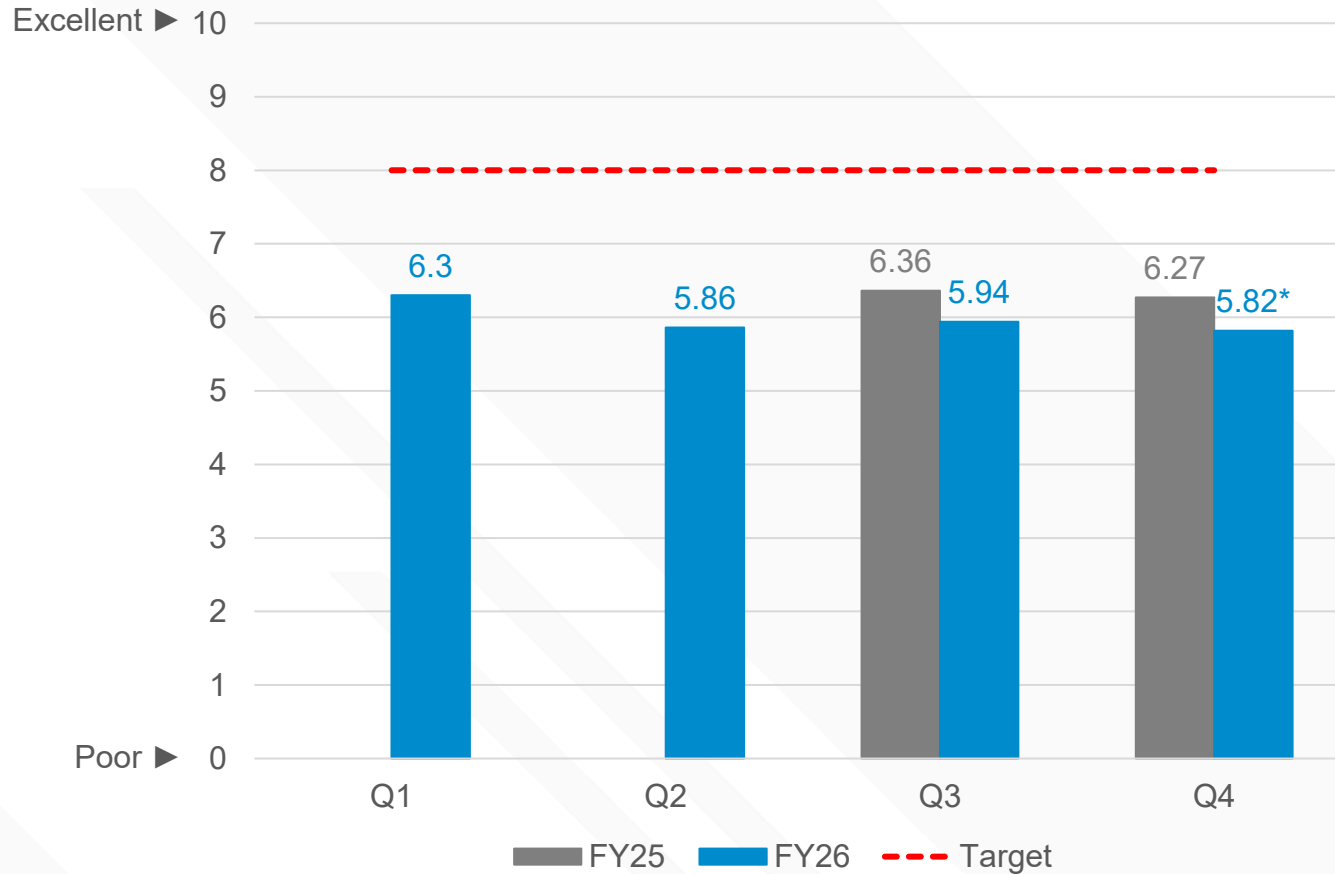


- Average customer rating for: Feeling safe from crime while riding the bus and waiting at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: 8.0
- Higher is better
- *The year-over-year change from FY25 Q4 (7.08; N = 585) to FY26 Q4 (6.58; N = 749) is statistically significant

Clean

- Customer Rating for Bus Service Cleanliness

Customer Rating for Bus Service Cleanliness

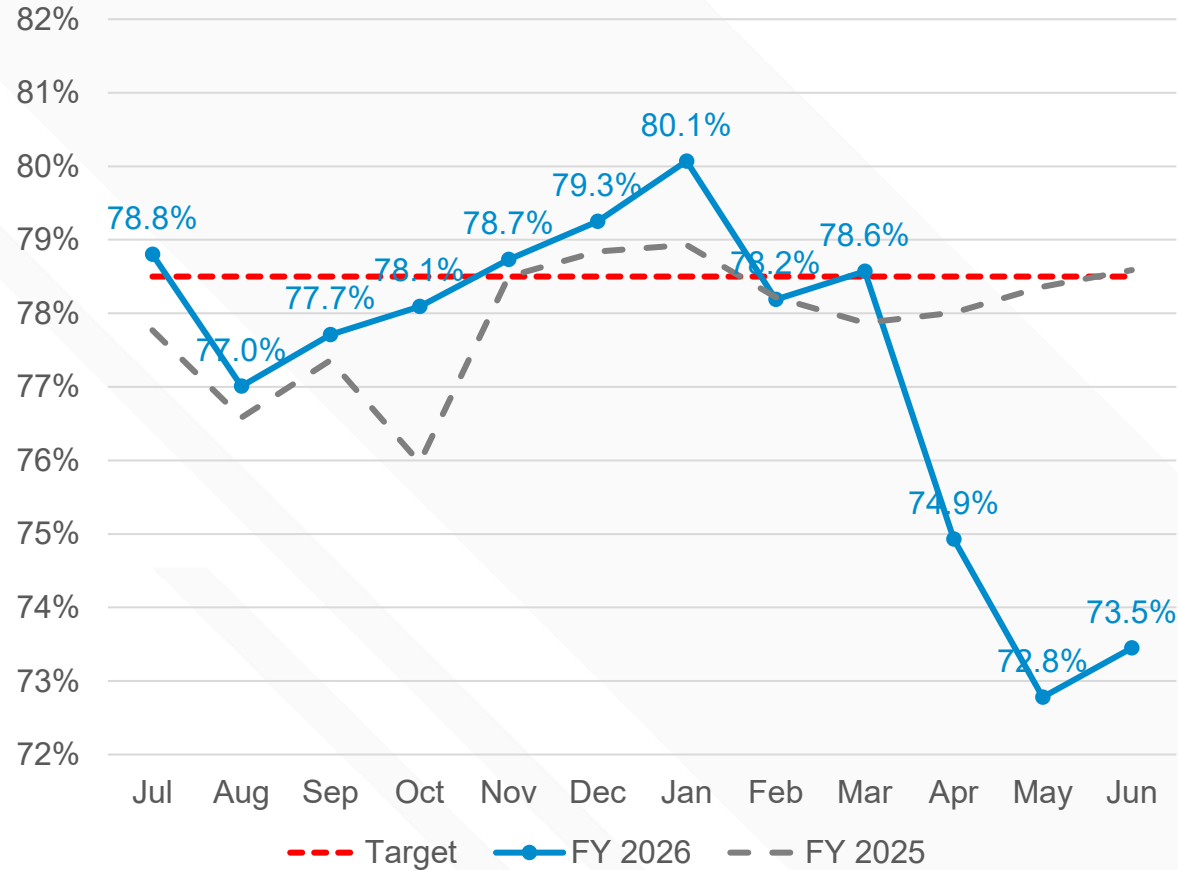


- Average customer rating for: Cleanliness on buses and at bus stops
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Target: 8.0
- Higher is better
- *The year-over-year change from FY25 Q4 (6.27; N = 585) to FY26 Q4 (5.82; N = 749) is statistically significant

Reliable

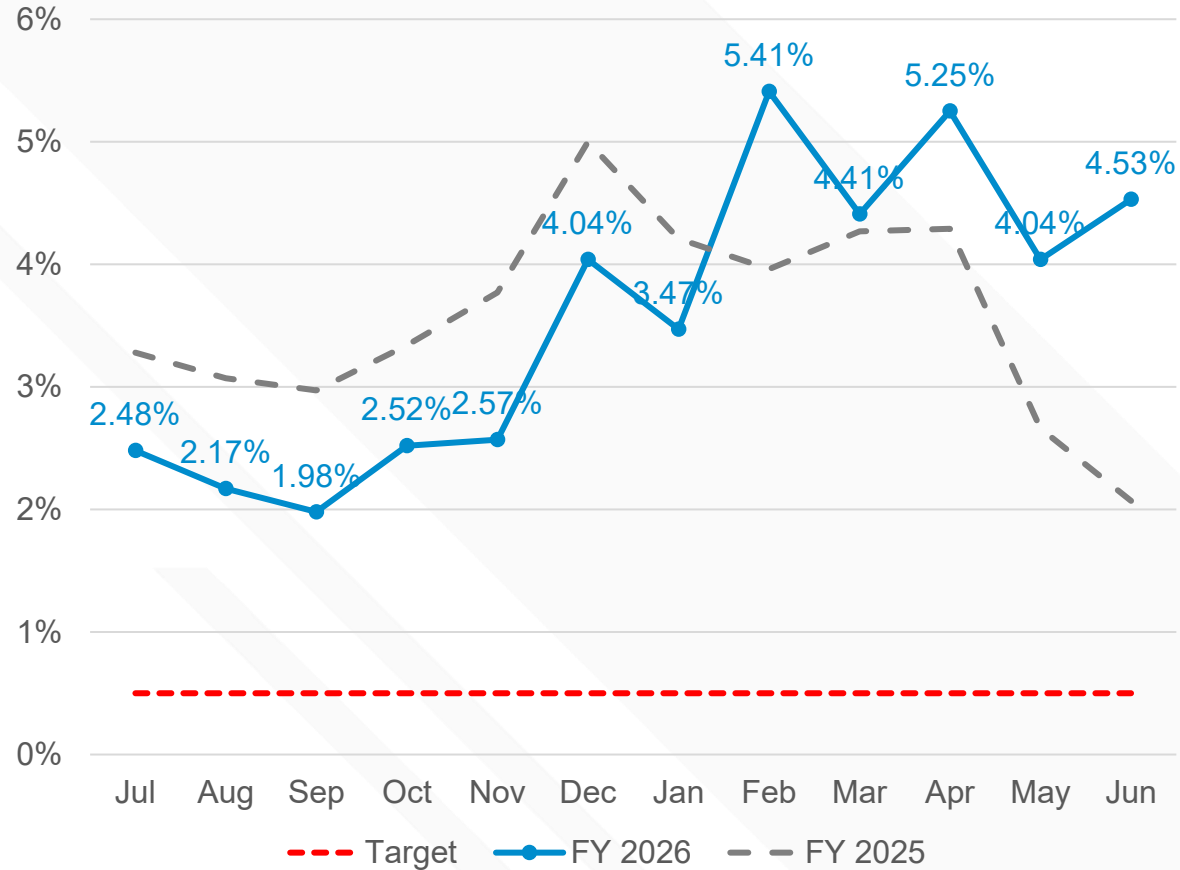
- Bus On-Time Performance
- Bus Missed Trip Rate
- Mobility On-Time Performance
- Mobility Missed Trip Rate
- Customer Rating for Bus Service Reliability

Bus On-Time Performance



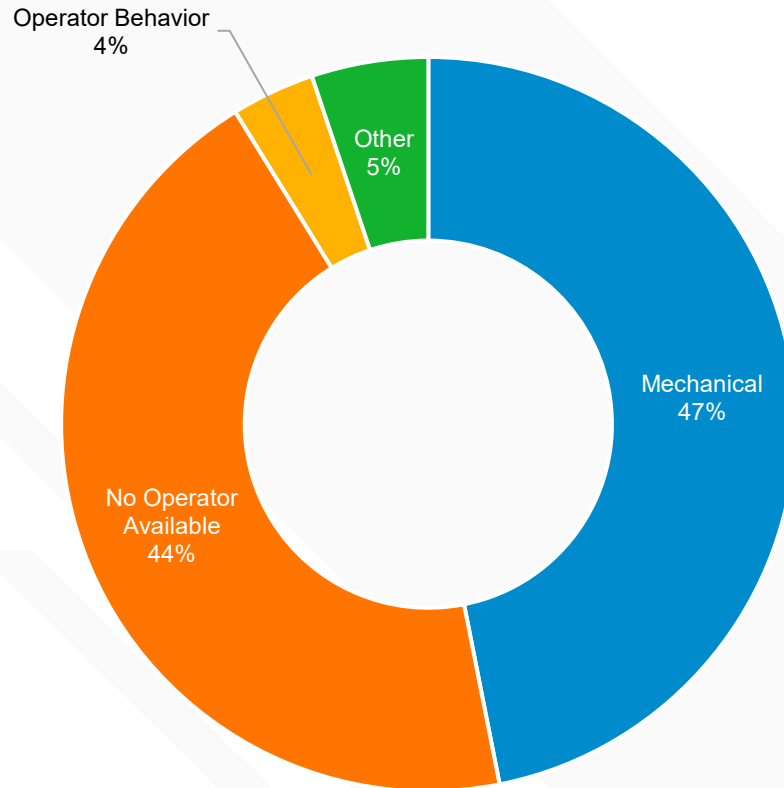
- Percentage of on-time departures from defined time points on a given route
- Departure is considered on-time if bus leaves time point between 30 seconds before and 5 ½ minutes after the scheduled departure time
- Target: 78.5%
- Higher is better

Bus Missed Trips Rate



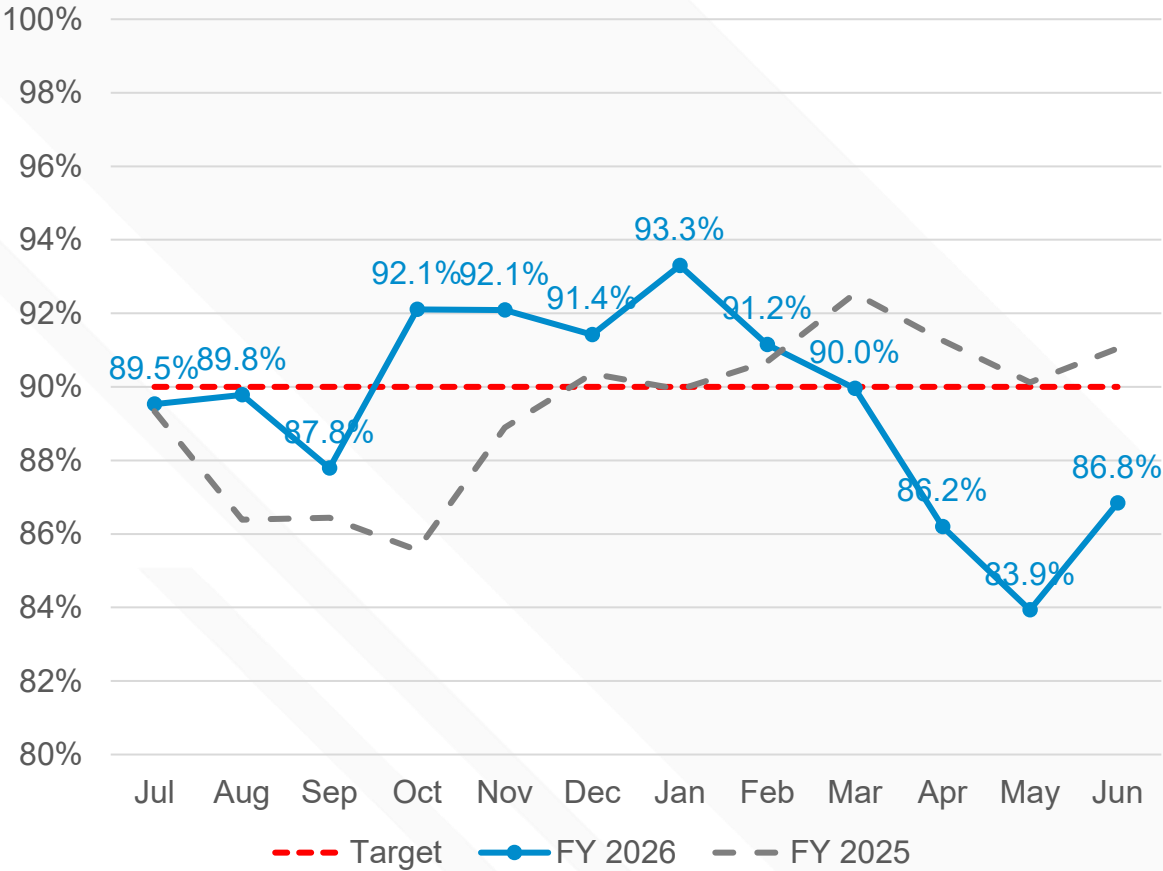
- Percentage of scheduled bus trips that were not delivered
- Target: 0.5%
- Lower is better

FY 2026 Fourth Quarter Bus Missed Trips By Cause



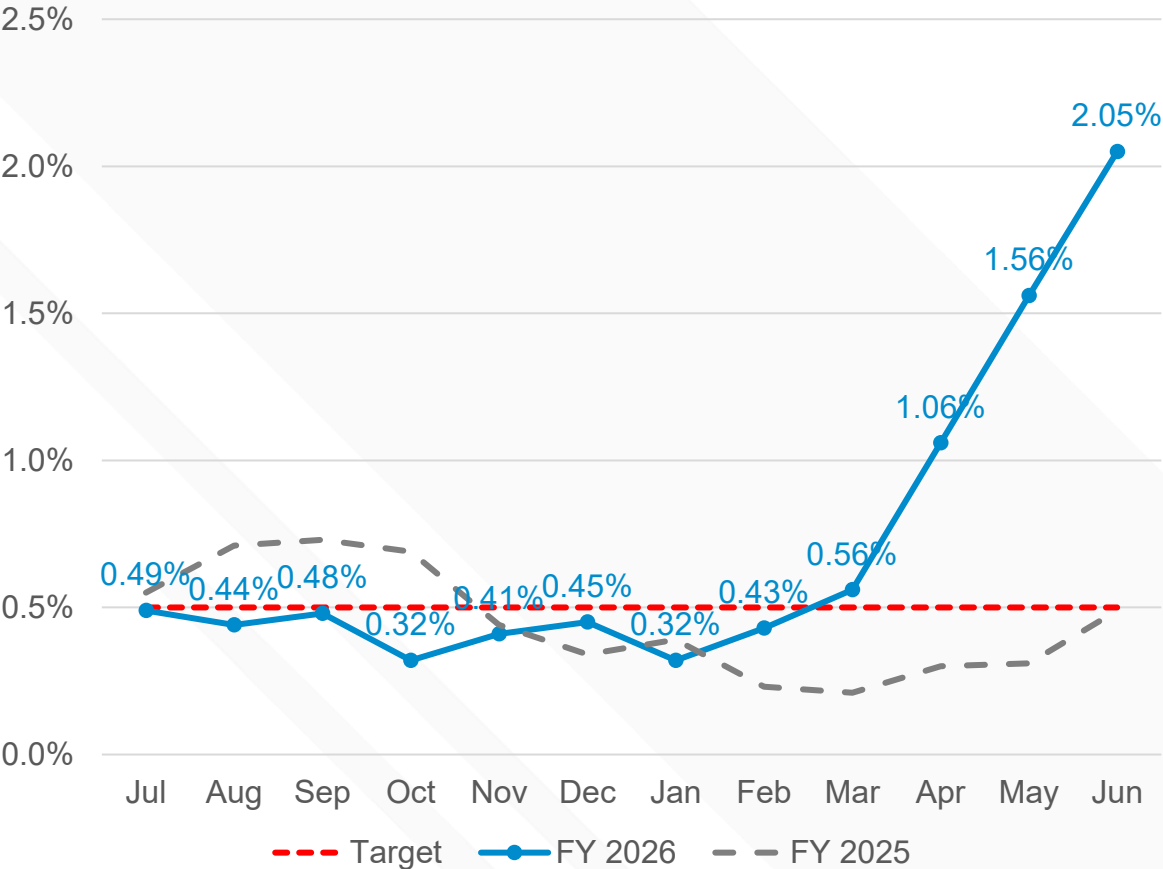
- 28,900 (4.6%) of 629,000 scheduled bus trips not delivered in FY26 Q4
- Mechanical or maintenance issues (e.g., bus in shop, engine cuts off, A/C out of order): 13,600 (47%)
- No operator available (e.g., called out, sick): 12,800 (44%)
- Operator behavior (e.g., collisions, off route, delays leaving garage): 1000 (4%)
- Other causes: 1,500 (5%)

Mobility On-Time Performance



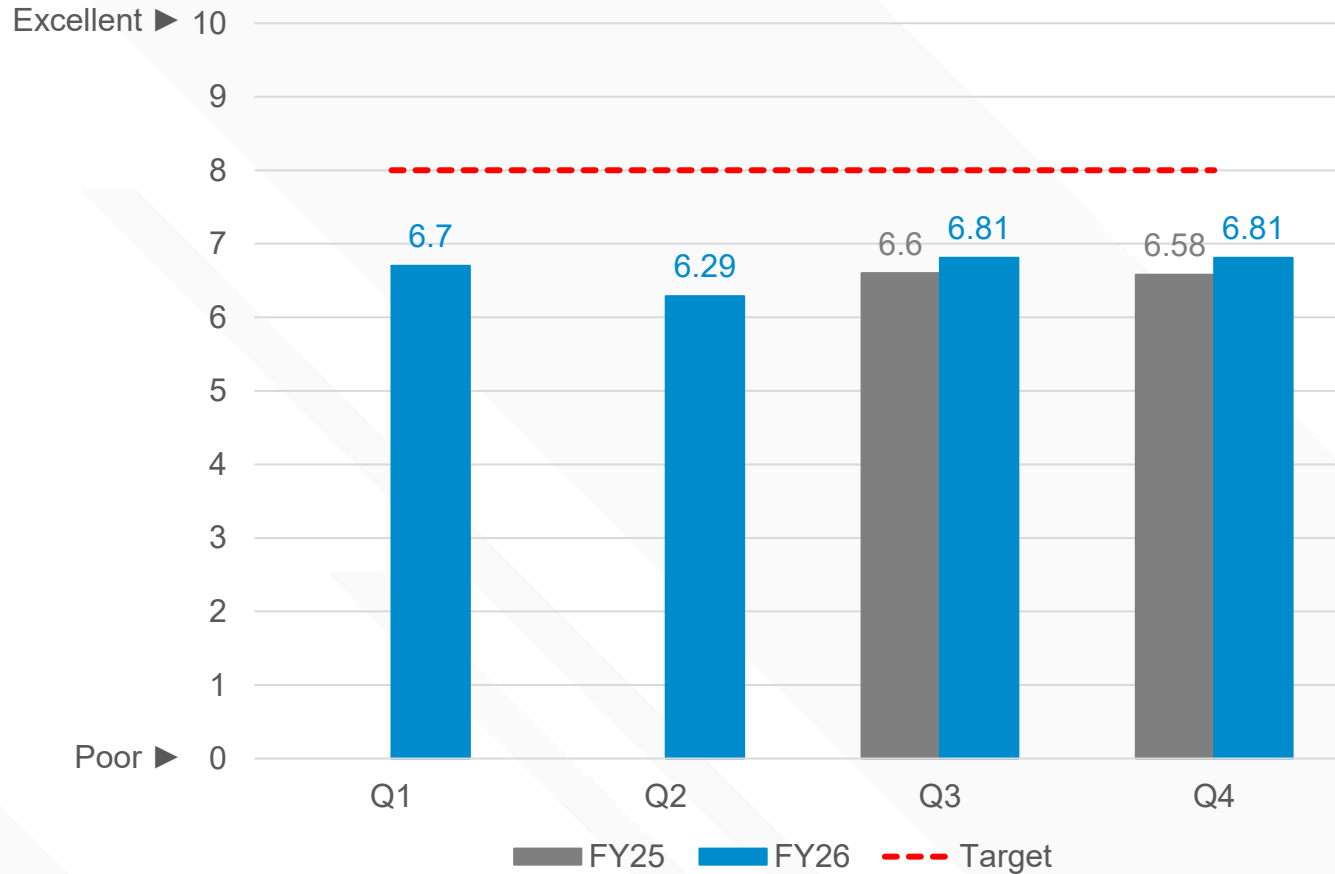
- Percentage of MARTA Mobility customer pickups made within 30 minutes of scheduled pickup time
- Target: 90%
- Higher is better

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 Q4 (6.58; N = 544) to FY26 Q4 (6.81; N = 362)



Thank You

SKPI Summary (Draft)

[View in Power BI](#) ↗

Last data refresh:

7/30/2026 9:11:49 PM UTC

Downloaded at:

7/31/2026 3:02:46 PM UTC

KPI Performance Summary

Beta Test Version

Latest Month
Jun 2026



Safe						Clean						Reliable						Efficient					
						TBD																	
Collision Rate							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 May 2026 Values.							

KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month
Jun 2026

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	0.53	-3.27 ✓	≤ 3.80	4.66	+0.86 ✗
Part I Crime Rate	≤ 4.15	1.69	-2.46 ✓	≤ 4.15	1.96	-2.19 ✓

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	16.3%	+10.3% ✗	≤ 6.0%	7.9%	+1.9% ✗
Call Wait Time	≤ 60.0s	180.5s	+120.5s ✗	≤ 60.0s	69.0s	+9.0s ✗
Elevator Availability	≥ 98.5%	98.6%	+0.1% ✓	≥ 98.5%	98.6%	+0.1% ✓
Escalator Availability	≥ 98.5%	98.5%	+0.0% ✓	≥ 98.5%	98.6%	+0.1% ✓

Efficient

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Budget Variance (May '26)	≥ 0.0%	-20.5%	-20.5% ✗	≥ 0.0%	-13.4%	-13.4% ✗
Ridership	≥ 6.26 M	7.08 M	+0.83 M ✓	≥ 69.30 M	73.86 M	+4.55 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
Jun 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Collision Rate per 1M Miles	≤ 5.94	5.24	-0.70 ✓	≤ 5.94	7.65	+1.71 ✗
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 8.0	9.14	+1.14 ✗	≤ 8.0	11.60	+3.60 ✗
	Missed Trip Rate	≤ 0.50%	4.53%	+4.03% ✗	≤ 0.50%	3.55%	+3.05% ✗
	NTD Mean Distance Between Failu...	≥ 7,500	2,749	-4,751 ✗	≥ 7,500	2,650	-4,850 ✗
	On-Time Performance	≥ 78.5%	73.5%	-5.0% ✗	≥ 78.5%	77.1%	-1.4% ✗
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (May '26)	≤ \$7.21	\$14.77	+\$7.55 ✗	≤ \$7.50	\$10.16	+\$2.66 ✗
	Ridership	≥ 3.33 M	2.76 M	-0.57 M ✗	≥ 39.50 M	34.22 M	-5.28 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
Jun 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 100k Boardings	≤ 1.0	0.52	-0.48 ✓	≤ 1.0	1.32	+0.32 ✗
	Mean Distance Between Service In...	≥ 475	230	-245 ✗	≥ 475	264	-211 ✗
	Missed Trip Rate	≤ 0.50%	3.45%	+2.95% ✗	≤ 0.50%	2.00%	+1.50% ✗
	NTD Mean Distance Between Failu...	≥ 23,000	14,325	-8,675 ✗	≥ 23,000	18,762	-4,238 ✗
	On-Time Performance	≥ 95.0%	92.6%	-2.4% ✗	≥ 95.0%	93.8%	-1.2% ✗
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (May '26)	≤ \$9.01	\$7.64	-\$1.37 ✓	≤ \$9.52	\$8.02	-\$1.50 ✓
	Ridership	≥ 2.80 M	4.25 M	+1.45 M ✓	≥ 28.37 M	38.65 M	+10.28 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
Jun 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Collision Rate per 100k Miles	≤ 2.50	2.50	+0.0	≤ 2.50	3.66	+1.16
Clean	TBD						
Reliable	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Complaints Per 1k Boardings	≤ 4.0	2.89	-1.11	≤ 4.0	2.16	-1.84
	Missed Trip Rate	≤ 0.5%	2.05%	+1.55%	≤ 0.5%	0.72%	+0.22%
	NTD Mean Distance Between Failu...	≥ 15,000	9,519	-5,481	≥ 15,000	15,931	+931
	On-Time Performance	≥ 90.0%	86.8%	-3.2%	≥ 90.0%	89.5%	-0.5%
	Reservation Call Abandonment Rate	≤ 5.5%	33.2%	+27.7%	≤ 5.5%	18.2%	+12.7%
	Reservation Call Wait Time	≤ 120.0s	1,900.3s	+1,780.3s	≤ 120.0s	851.7s	+731.7s
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (May '26)	≤ \$72.35	\$79.32	+\$6.97	≤ \$75.07	\$95.99	+\$20.92
	Ridership	≥ 85.09 k	61.69 k	-23.40 k	≥ 959.34 k	812.04 k	-147.31 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
Jun 2026

marta

Safe	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
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	0.05	-0.05 ✓
	Missed Trip Rate	≤ 0.50%	5.99%	+5.49% ✗	≤ 0.50%	5.99%	+5.49% ✗
	NTD Mean Distance Between Failu...	≥ 2,700	4,588	+1,888 ✓	≥ 2,700	1,841	-859 ✗
	On-Time Performance	≥ 85.0%	92.9%	+7.9% ✓	≥ 85.0%	93.3%	+8.3% ✓
Efficient	KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
	Cost per Passenger Trip (May '26)	≤ \$12.81	\$20.12	+\$7.31 ✗	≤ \$12.96	\$44.77	+\$31.81 ✗
	Ridership	≥ 44.0 k	16.01 k	-27.99 k ✗	≥ 470.63 k	173.25 k	-297.38 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

- Data Notes:
- 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.