



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**OPERATIONS AND SAFETY COMMITTEE**

**THURSDAY, SEPTEMBER 24, 2026**

**ATLANTA, GEORGIA**

**MEETING SUMMARY**

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

Chair Ryan Loke called the meeting to order at 11:03 A.M.

**Board Members**

**Present:**

Freda Hardage  
Valencia Williamson  
Jennifer Ide  
Jacob Tzegaegbe  
Sagira Jones  
Ryan Loke  
Sarah Galica  
Elizabeth Bolton-Harris  
DeVon Hudson  
Boniface Echols

**Board Members**

**Absent:**

Al Pond  
Kathryn Powers  
Russell McMurtry  
Shayna Pollock

**Staff Members Present:**

Jonathan Hunt  
Rhonda Allen  
LaShanda Dawkins  
Paul Lopes  
Ralph McKinney  
Paula Nash  
Steven Parker

**Also in Attendance:**

Jena Barnett, Phyllis Bryant, Peter Crofton, Jacqueline Holland, Tyrene Huff, and Payson Schwin

**2. APPROVAL OF THE MINUTES**

**Minutes from August 27, 2026**

Approval of the minutes from August 27, 2026. On a motion by Board Member Bolton-Harris, seconded by Board Member Hudson, the motion passed by a vote of 10 to 0 with 10 members present.

**3. RESOLUTIONS**

**Resolution Authorizing a Modification in Contractual Authorization for Bus Tire Lease Services, IFB B44758A**

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Bus Tire Lease Services, IFB B44758A. On a motion by Board Member Galica, seconded by Board Member Hardage, the resolution passed by a vote of 10 to 0 with 10 members present.

**Resolution Authorizing the Approval of Bus and Reach Service Modifications for December 12, 2026**

Approval of the Resolution Authorizing the Approval of Bus and Reach Service Modifications for December 12, 2026. On a motion by Board Member Tzegaegbe, seconded by Board Member Jones, the resolution passed by a vote of 10 to 0 with 10 members present.

**4. BRIEFING**

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

Robert Goodwin, Assistant General Manager, Research & Analysis, provided a briefing on the Key Performance Indicators Quarterly Update: Part I Crime Rate, Customer Satisfaction, and Ridership

**5. OTHER MATTERS**

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

**6. ADJOURNMENT**

The Committee meeting adjourned at 11:36 A.M.

YouTube link: [https://www.youtube.com/live/mlP-GRMbjSU?si=-\\_zF2X4m8YBNc0TQ](https://www.youtube.com/live/mlP-GRMbjSU?si=-_zF2X4m8YBNc0TQ)



# **Resolution Authorizing a Modification in Contractual Authorization for Bus Tire Lease Services, IFB B44758**

**September 24, 2026**

**Daniel Hecht**  
**Deputy Chief of Maintenance and  
Rehabilitation**

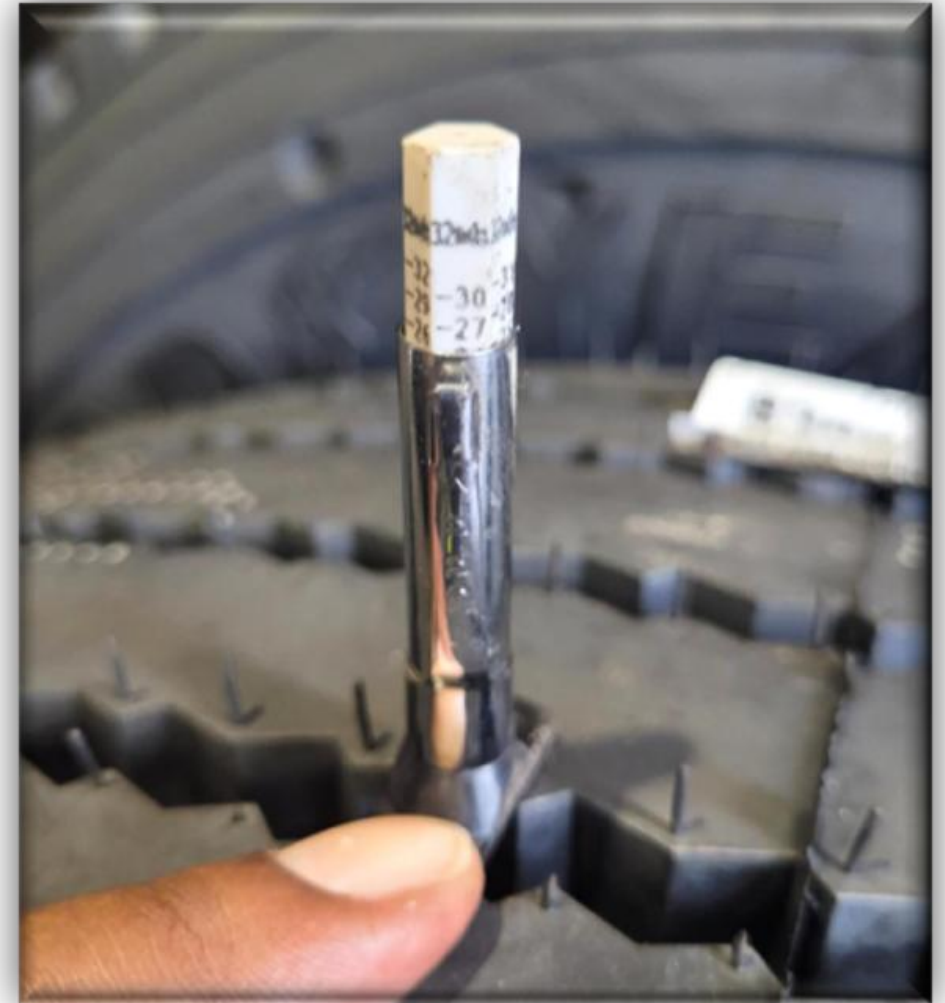
# Discussion

- Contract Background
  - Goodyear tire lease contract
  - Ended May 31, 2026
- Bridgestone has new contract - June 1, 2026
- Why lease bus tires?
- 530 buses plus spares – 3,500+ tires
- Included servicing over contract term
- Tires owned by Goodyear, leased to MARTA
- Tire removal and switchover
- Contract closeout and buyout of tires



## Remaining Value and Pricing

- Contract has fixed pricing per 32<sup>nd</sup>-inch of total tread remaining
- Different value for original tire vs. retread tire
- For contract duration, we had price increases due to increasing bus service post-COVID and global factors
- Cost increase is largely offset due to reduction of tire usage in new contract





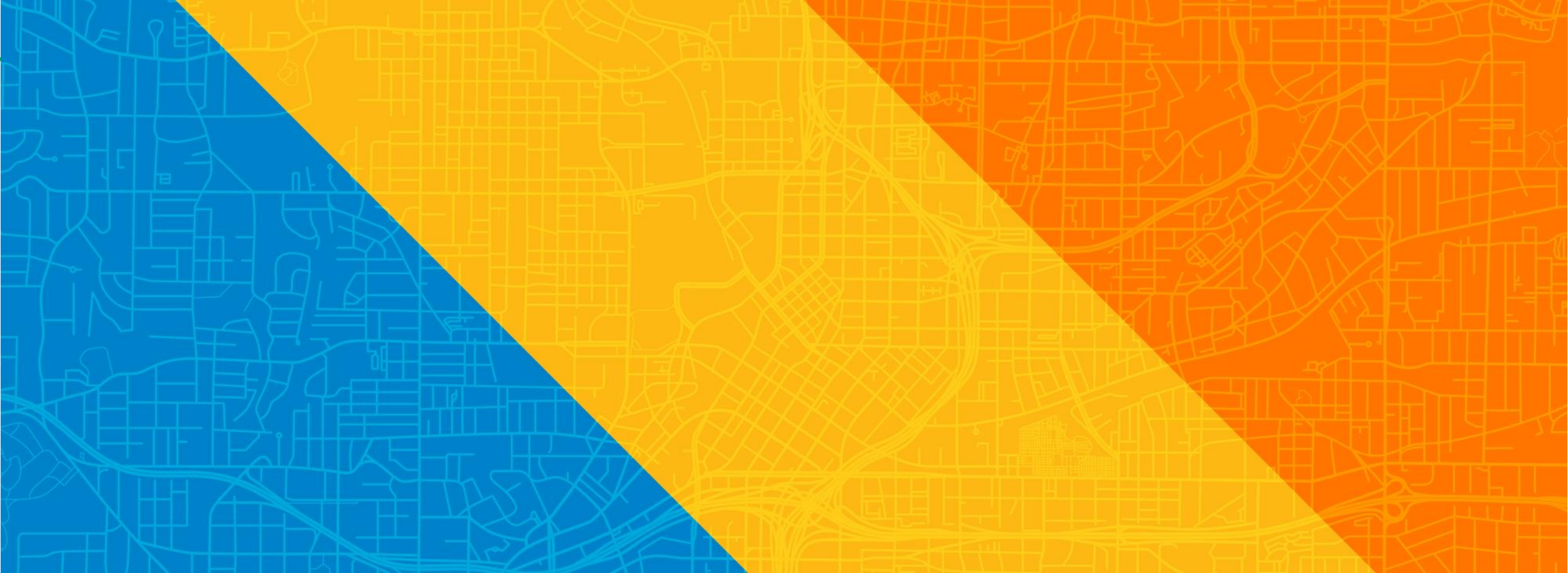
## Contract Modification Request

- Original 5-year agreement      \$9,796,484.88
- Modification Request              \$1,247,513.96
- Contract Total                      \$11,043,998.84
- Audit report found fair and reasonable



The Department of Maintenance and Rehabilitation requests the Operations and Safety Committee recommend to the full Board the modification in contractual authorization for Bus Tire Lease Services, IFB B44758, with Goodyear Tire Corporation, for a total contract authorization of \$11,043,998.84.





Thank You



**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL  
AUTHORIZATION FOR BUS TIRE LEASE SERVICES NUMBER B44758A**

**WHEREAS**, on March 29, 2021, the General Manager entered into a Contract with The Goodyear Tire & Rubber Company, for Bus Tire Lease Services, Invitation for Bids B44758A; and

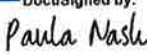
**WHEREAS**, MARTA staff has determined that it is in the best interest of the Authority to increase the contract value to provide for known changes and additions to the contract; and

**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 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 General Manager/CEO or his delegate be, and hereby is, authorized to increase the authorization for Contract No. B44758A Bus Tire Lease Services from \$9,796,484.88 to \$11,043,998.84.

**Approved as to Legal Form:**

DocuSigned by:  
  
E62B1E6BB6F348C...

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



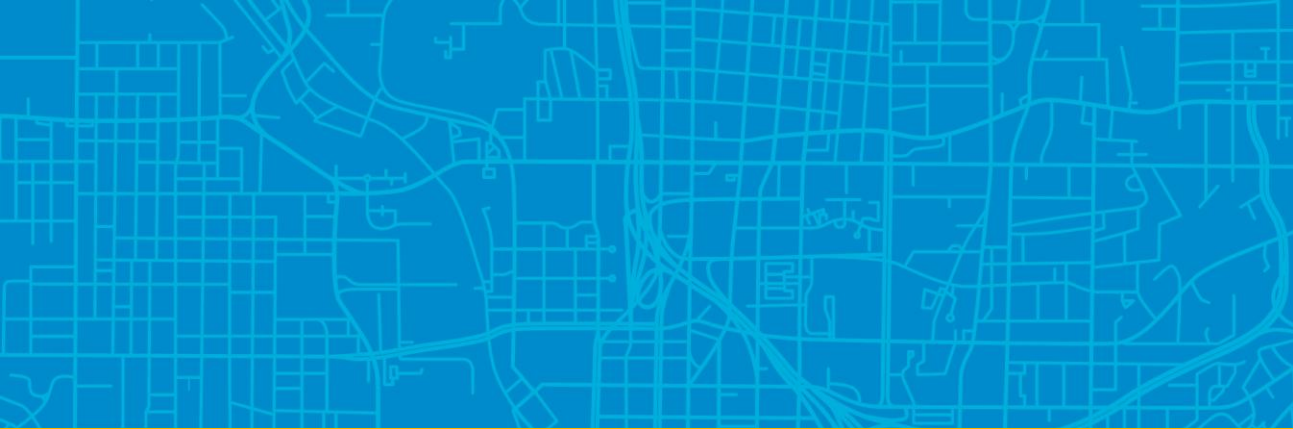
# **Resolution Authorizing the Approval of Bus and Reach Service Modifications for December 12, 2026**

Operations & Safety Committee  
September 24, 2026

Ryan Van Sickle, Director of Technical  
Services & Service Planning

Michelle Arrington, AGM of External Affairs





## **Summary of Proposed Service Modifications**

## Service Modification Summary

- Adjust Routes **15** **17** **75** **118** **114** **120**  
in Downtown Decatur in response to City and community feedback regarding bus volumes
- Slightly expand Reach Zone **301**
- Modifications do not significantly increase operating resource needs
- Title VI Service Equity Analysis indicates no disparate impacts or disproportionate burdens



### Bus Frequencies

- Every 15 mins
- Every 30 mins

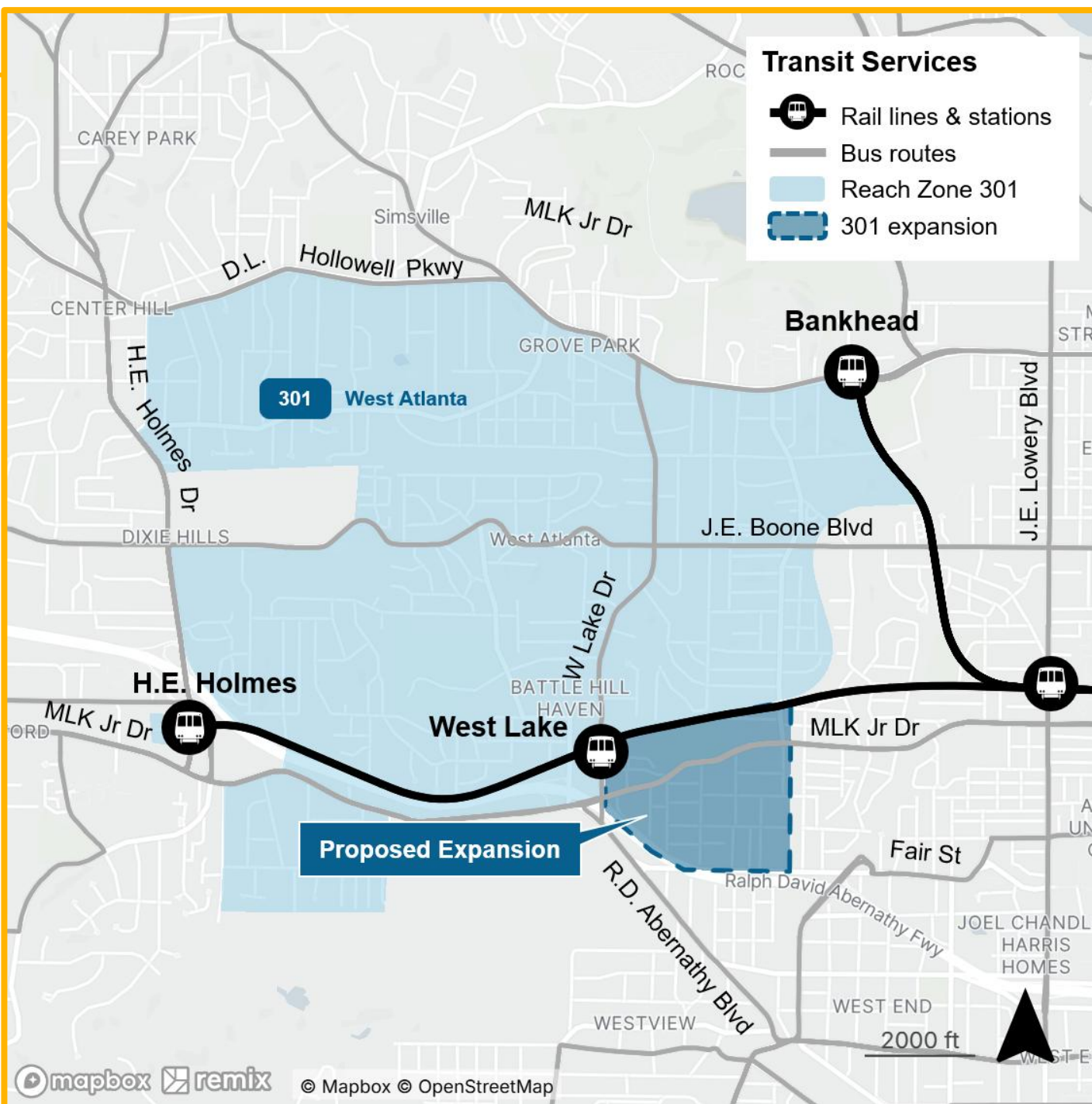


## Proposed Service Changes: Downtown Decatur

- 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, 120** shift to Commerce Dr
- Allows service in both directions on E Ponce de Leon and College Ave

### Transit Services

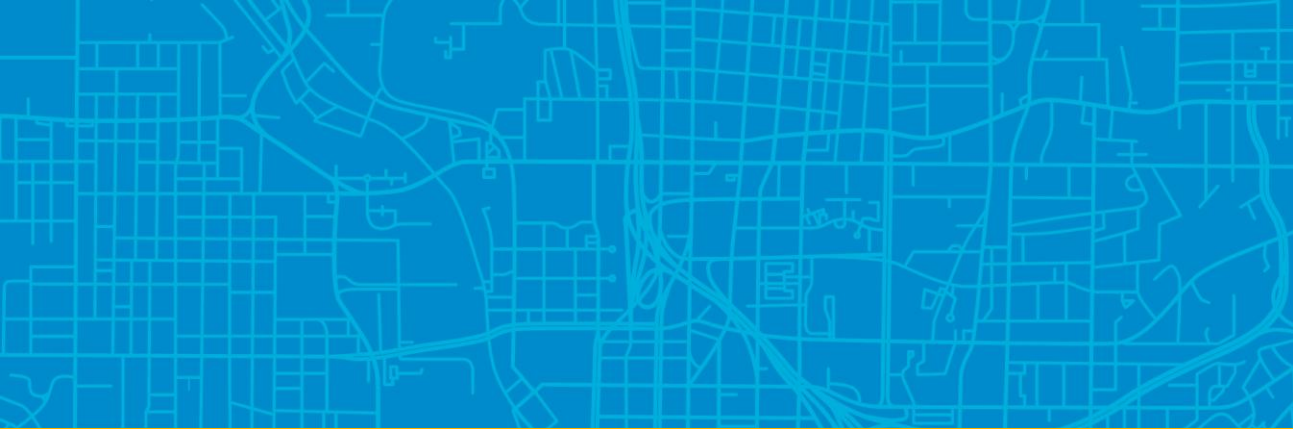
-  Rail lines & stations
-  Bus routes
-  Reach Zone 301
-  301 expansion



## Proposed Service Changes:

### Reach **301**

- 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**



## Summary of Public Engagement

# Public Hearing Information

- MARTA hosted a hybrid public hearing
- Held September 14, 2026
- In person at the Decatur Recreation Center in DeKalb County and live-streamed on YouTube
- In-person meeting included an hour-long community review before hearing
- Location was served by MARTA rail service and bus routes and was ADA accessible



## MARTA PUBLIC HEARING NOTICE

**SEPTEMBER 14, 2026**

6 PM – 7 PM: Community Exchange  
7 PM: Public Hearing



**PROPOSED BUS ROUTE CHANGES\* – Effective December 12, 2026**

### HYBRID PUBLIC HEARING

To participate in MARTA's upcoming public hearing:

**In-Person Location:**

**DECATUR RECREATION CENTER**  
231 Sycamore Street  
Decatur, GA 30030

Riding MARTA: Decatur Station - Blue Line  
Bus Routes: 15, 17, 75, 114, 118, and 120

**\*Proposed modifications for the following services:**

- In Downtown Decatur
  - 15 Clifton Road/Candler Rd
  - 17 Clairmont Rd/North Druid Hills Rd
  - 75 Lawrenceville Highway
  - 114 Columbia Dr/Snapfinger Woods Dr
  - 118 Rockbridge Rd
  - 120 East Ponce de Leon Ave
- In Atlanta
  - Reach Zone 301 West Atlanta

#### COMMUNITY REVIEW

An overview of the proposed bus service modifications, routing and maps will be available for review at [itsmarta.com](https://itsmarta.com) from Sept 7–21.

#### COPIES

Copies of the proposed bus service modifications, routing and maps will also be available for public viewing at

**MARTA Headquarters**  
2424 Piedmont Road, N.E.  
Atlanta, Georgia 30324  
during regular business hours,  
Mon-Fri, 8:30 AM – 5 PM

#### COMMENTS

Comments may be submitted no later than Sept 21, 2026, via:

☎ Call: 404-848-5299

✉ Mail:  
MARTA's Office of External Affairs  
2424 Piedmont Road, N.E.  
Atlanta, GA 30324-3330

@ Email: [publichearinginfo@itsmarta.com](mailto:publichearinginfo@itsmarta.com)

🌐 Join Virtually at: [itsmarta.com](https://itsmarta.com)

📺 LIVE on YouTube

To Learn More  
**404-848-5000**  
[itsmarta.com](https://itsmarta.com)

## Public Hearing Information

- In-person attendees: 96
- Virtual views: 525
- Public comments: 19
- Written comments: 11
- Emailed Comments: 8
- Phone Line: 2
- Petition: 1 (84 signatures)



## Engagement & Outreach

- Published Ads in:
  - ✓ Atlanta Constitution Journal (AJC)
  - ✓ DeKalb Champion
- Canvassed at Decatur Rail Station
- Canvassing and 500 bus hangers distributed on Routes **15** **17** **75** **118** **114** **120**
- 10 yard signs placed at targeted locations throughout Downtown Decatur
- Follow-up meeting with Berean Village senior community management



## Engagement & Outreach

- Shared public hearing information via email to jurisdictional partners, stakeholders. Community partners were asked to share information via social and listservs.
- A series of social media posts were shared across MARTA's social media platforms and placed on the itsmarta.com website.
- A press release was issued by MARTA Communications.

 **MARTA**  @MARTAttransit · Sep 10  

[#Savethedate](#)

 The hybrid MARTA Public Hearing is just 4 days away!

Join us Monday, Sept. 14, to learn more and share your feedback on proposed route changes affecting Routes 15, 17, 75, 114, 118, 120 and REACH Zone 301.

 Decatur Recreation Center

 6 PM Community

[Show more](#)

**HYBRID MARTA  
PUBLIC  
HEARING**

**Monday, Sept. 14, 2026**

6 PM: Community Exchange

**7 PM: PUBLIC HEARING**

 Attend In-Person at: **Decatur Recreation Center**

**231 Sycamore Street, Decatur, GA 30030**

 Join Virtually at: [itsmarta.com](https://itsmarta.com)

**PROPOSED ROUTE CHANGES**

15, 17, 75, 114, 118, 120 & REACH Zone 301 – Effective Dec. 12, 2026

## Additional Digital Outreach



The service modification YouTube video (virtual meeting) garnered **525** views



1286 total impressions across Nextdoor posts



Facebook 8332 impressions, 19 likes, 18 shares



Instagram 8500 views



Digital ad

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

### Notice of Public Hearings

Notice is hereby given that the MARTA Board of Directors will hold public hearings for the purpose of considering the

#### Proposed Bus Service Modifications

Effective December 12, 2026

for the following services:

**In Downtown Decatur:** 15 Clifton Rd/Candler Rd, 17 Clairmont Rd/ N Druid Hills Rd, 75 Lawrenceville Hwy, 114 Columbia Dr/Snapfinger Woods Dr, 118 Rockbridge Rd, and 120 E Ponce de Leon Ave

**In Atlanta:** Reach Zone 301 West Atlanta

**Decatur Recreation Center - MON, SEPT 14**

**Community Exchange 6 PM & Public Hearing 7 PM**

**In Person:** Decatur Recreation Center  
231 Sycamore Street, Decatur, GA 30030

*Riding MARTA: Decatur Station - Blue Line, Routes 15, 17, 75, 114, 118 and 120*

**To Attend Virtually:** Go to [itsmarta.com](https://itsmarta.com)

**Community Review**

An overview of the proposed new service alignment and maps will be available for review at [itsmarta.com](https://itsmarta.com)

**To learn more, visit [itsmarta.com](https://itsmarta.com) or call 404-848-5000**

**Public Viewing of proposed routing copies are available at:**

MARTA HQ: 2424 Piedmont Rd. NE, Atlanta, GA 30324  
Mon–Fri, 8:30 AM – 5:00 PM

**Accessibility Options:**

- ADA / Language Formats: Call 404-848-4037 (free of charge)
- TDD (Hearing Impaired): Call 404-848-5665
- Sign language interpreters present at hearing.

**To Provide Comments (Deadline: September 21, 2026)**

- Voicemail: Call 404-848-5299
- Online: Comment Card at [itsmarta.com](https://itsmarta.com)
- Email: [publichearinginfo@itsmarta.com](mailto:publichearinginfo@itsmarta.com)
- Mail: MARTA External Affairs, 2424 Piedmont Rd. NE, Atlanta, GA 30324

*All residents of the City of Atlanta, Fulton, DeKalb, and Clayton counties affected by these proposals are invited to attend and present comments.*


Jonathan Hunt, General Manager/CEO

# Public Comments

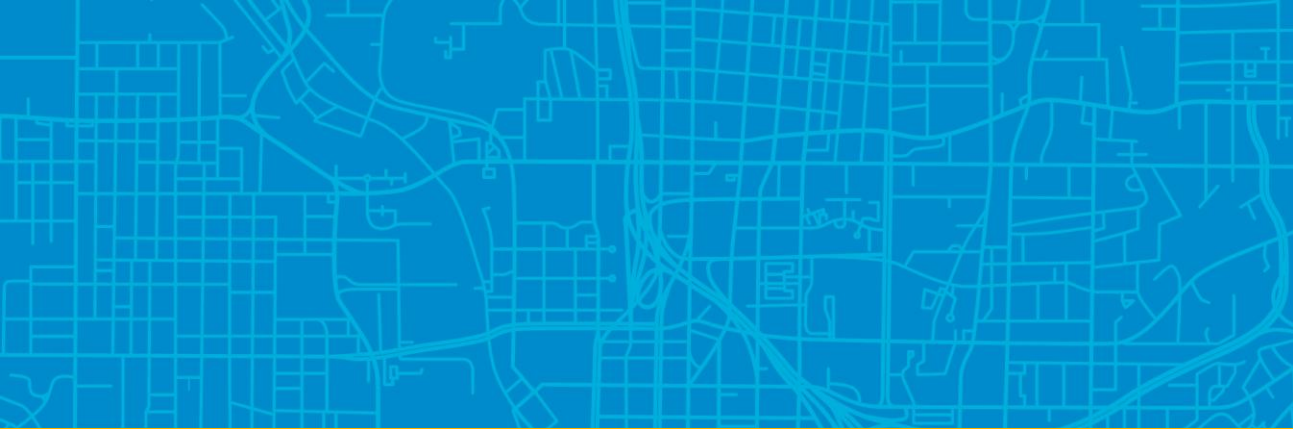
## Common Themes:

- Impacts of NextGen Changes on Downtown Decatur: (Noise, Congestion, Quality of Life)
- Route Connectivity & Service Coverage
- Reliability, Timeliness of Buses
- Bus Stop Infrastructure
- Safety Concerns

*"I'm really pleased to share that we really like the proposals that you (MARTA) put forward."*

*"I hope that when you address the routes today, you don't throw out all the vibrancy that has been created by having buses in downtown Decatur."*

*" We are extremely happy so we want to personally thank MARTA for listening to our residents and making those changes to Reach Zone 301."*



## **Request For Approval of Resolution**

## Next Steps

**Develop Proposed  
Changes**



*August*

**Public  
Engagement**



*September*

**Finalize  
Changes**



*September*

**Board  
Approval**



*September Committee  
October Board*

**Implement  
Changes**



*December 12, 2026*

The Department of Operations and Urban Planning requests that the Operations & Safety Committee recommend approval to the full board of the **Resolution Authorizing the Approval of Bus and Reach Service Modifications for December 12, 2026.**

Thank You



**RESOLUTION AUTHORIZING THE APPROVAL OF MARTA  
BUS AND REACH SERVICE MODIFICATIONS FOR DECEMBER 12, 2026**

**WHEREAS**, the Metropolitan Atlanta Rapid Transit Authority (MARTA) held a public hearing on proposed changes in bus service addressing additions to service or changes to improve service reliability, enhance safety, improve access to transit service, and better tailor service to demand; and

**WHEREAS**, a public hearing was held virtually and in person on Monday, September 14, 2026 at the Decatur Recreation Center at 231 Sycamore St, Decatur, GA 30030; and

**WHEREAS**, comments were received from members of the general public through the public hearings and/or other media sources; and

**WHEREAS**, revisions to service are made based on assessments and evaluations of service according to MARTA Board of Directors approved MARTA Service Standards; and

**WHEREAS**, the MARTA Board of Directors has determined, that in order to carry out the policies and purposes for which the said Authority has been created under the MARTA Act of 1965, as amended, it is appropriate and desirable to provide bus service as stated in the resolution.

**RESOLVED THEREFORE**, by the MARTA Board of Directors that the General Manager/CEO or his delegate is hereby authorized to implement service modifications to bus routes 15, 17, 75, 114, 118, and 120 and Reach Zone 301 as

proposed for December 12, 2026.

**Approved as to Legal Form:**

*Paula M. Nash*

---

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

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

Operations and Safety Committee  
September 24, 2026

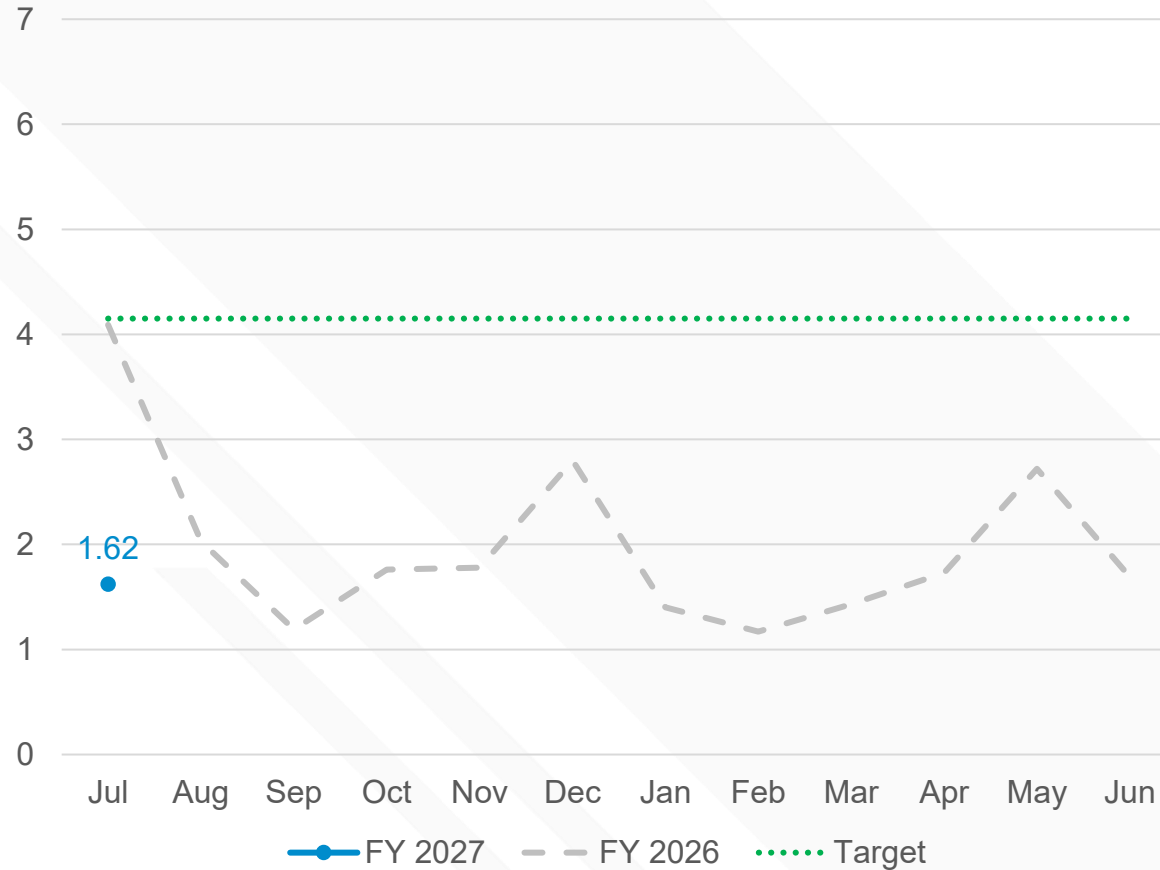
Robert Goodwin, AGM of Research & Analysis





## Part I Crime Rate

## Part I Crime Rate

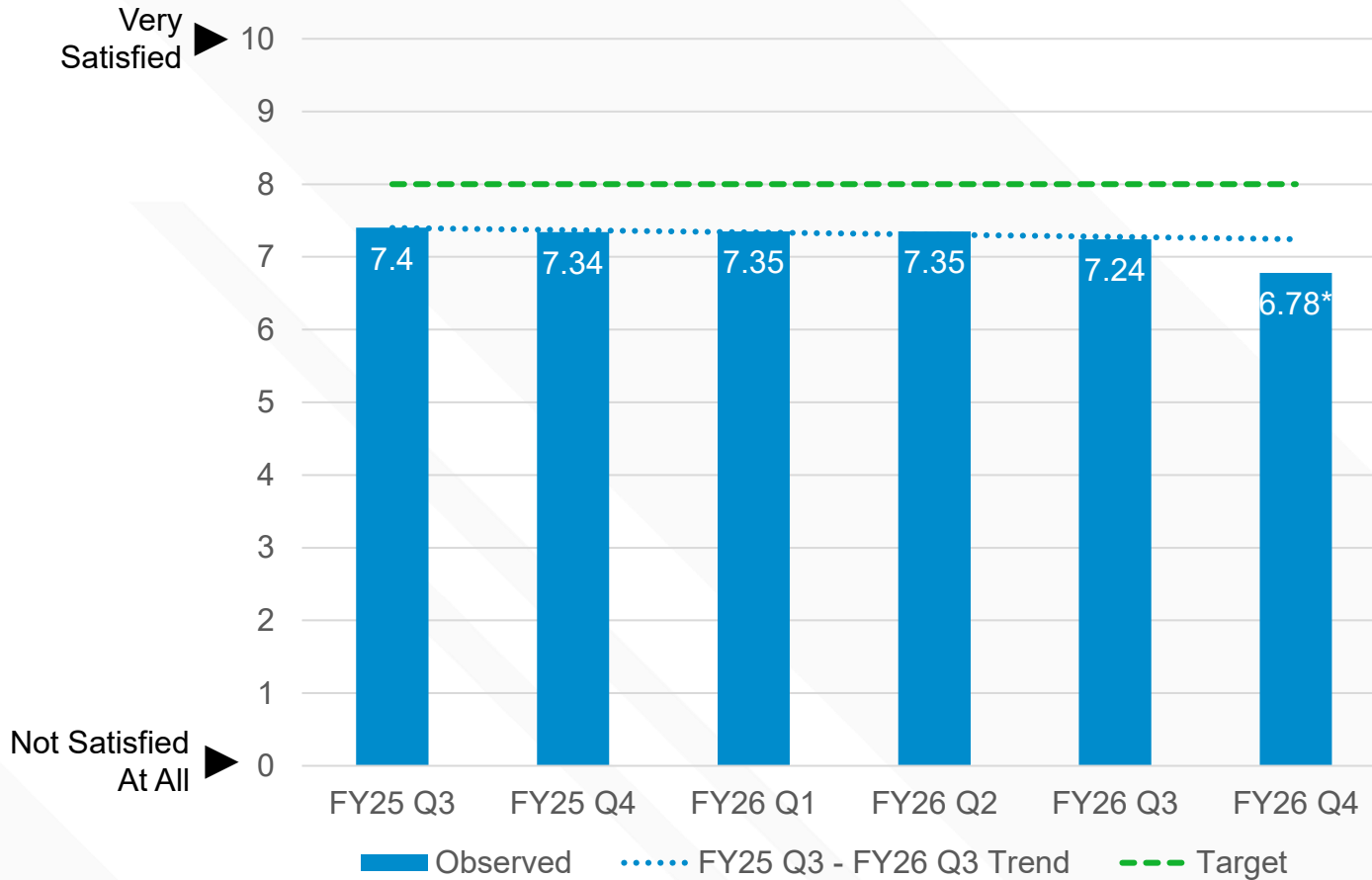


- Number of Part 1 Crimes (homicide, rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings
- Target: 4.15
- Lower is better



## **Customer Satisfaction**

# Customer Satisfaction

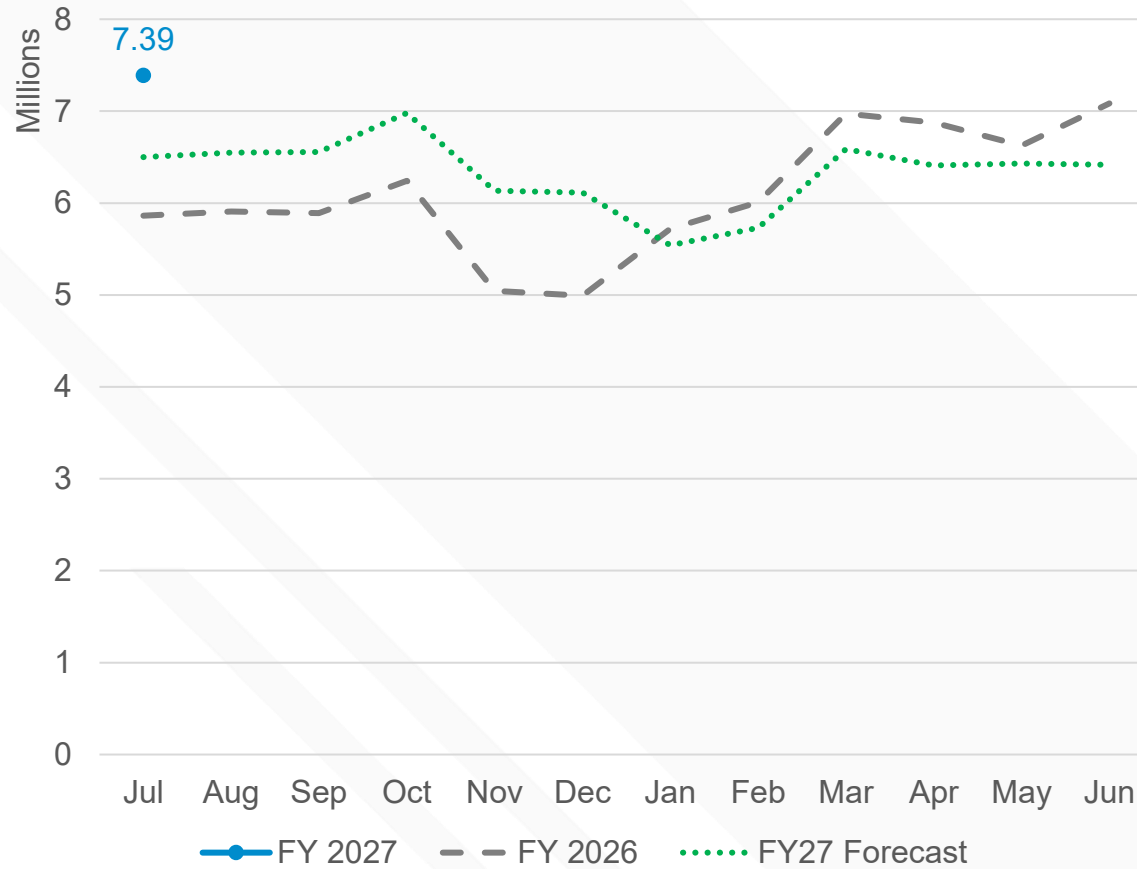


- “How satisfied have you been with MARTA over the past three months?”
  - 0 = “Not satisfied at all”
  - 10 = “Very Satisfied”
- Target: 8.0
- Higher is better
- \*FY26 Q4 rating (6.78; N = 1903) was significantly lower than FY25 Q4 (7.34; N = 2810) and 0.5 points lower than expected based on trend



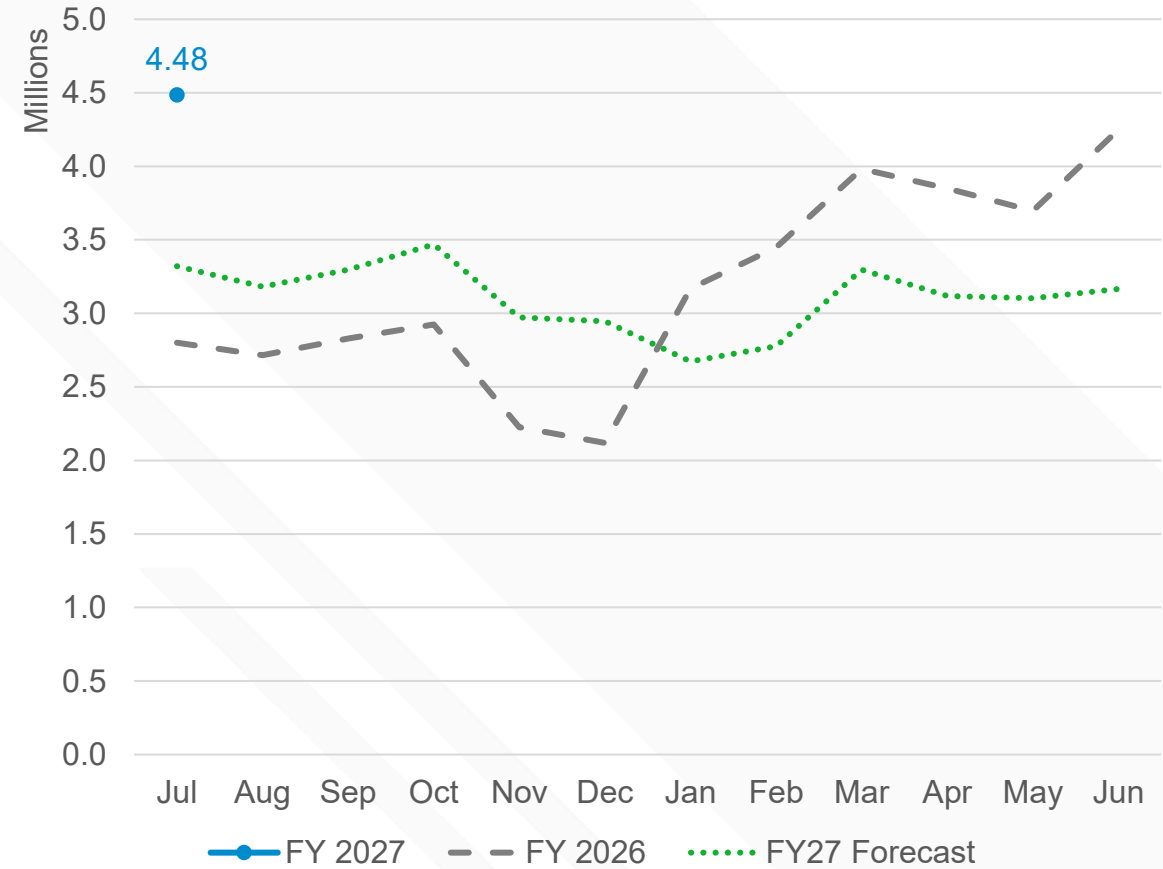
# Ridership

# Total Ridership



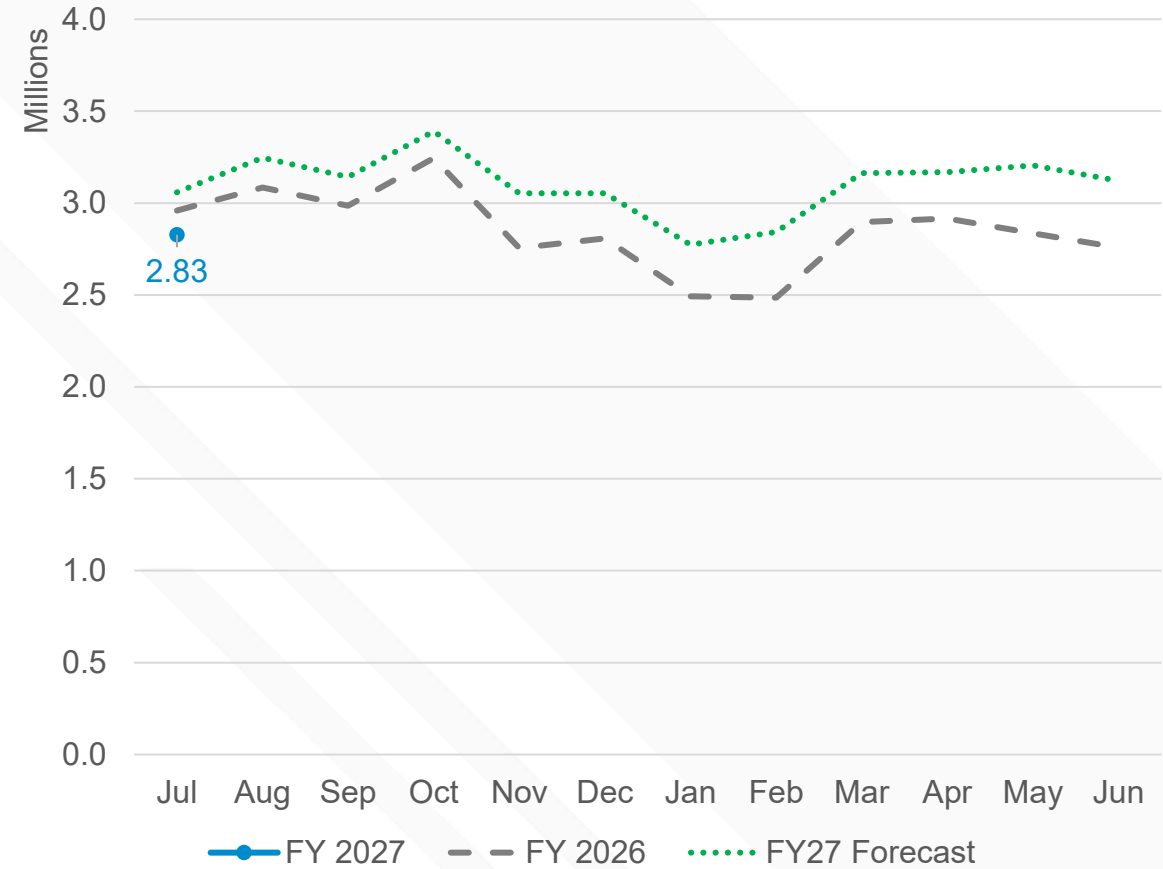
- Target: Based on FY27 forecast
- Higher is better

# Rail Ridership



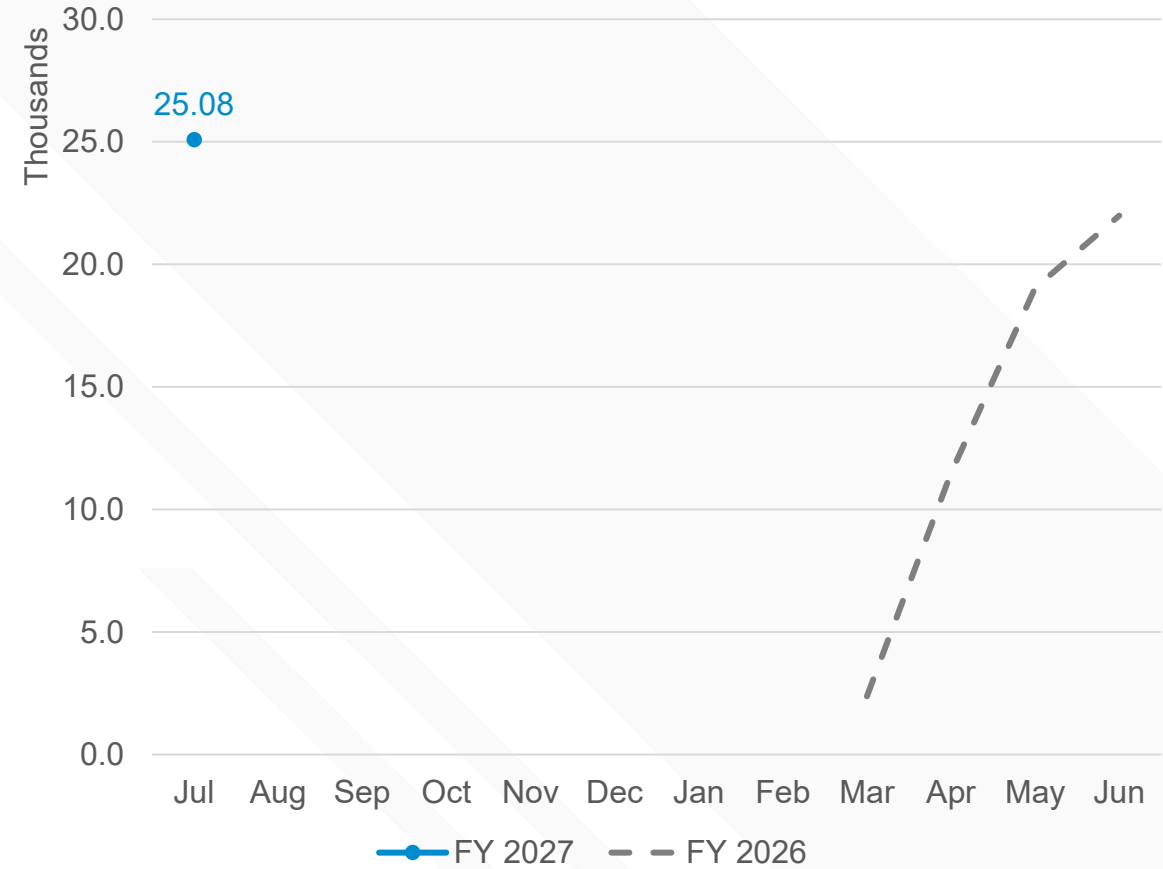
- Target: Based on FY27 forecast
- Higher is better

# Bus Ridership



- Target: Based on FY27 forecast
- Higher is better

# Reach Ridership



- Target: TBD
- Higher is better



Thank You

# SKPI Summary (Draft)

[View in Power BI](#) ↗

**Last data refresh:**  
9/15/2026 2:59:41 PM UTC

**Downloaded at:**  
9/15/2026 3:01:22 PM UTC

# KPI Performance Summary

Beta Test Version

Latest Month  
Jul 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 June 2026 Values.           |                                                                                     |                                                                                     |                                                                                     |                                                                                     |  |  |  |  |

# KPI Performance Summary

Beta Test Version

Select a mode to view relevant KPIs

Systemwide

Latest Month  
Jul 2026

marta

| Safe      | KPI                       | Target   | Latest | v. Target | Target FYTD | FYTD   | FYTD v. Target |
|-----------|---------------------------|----------|--------|-----------|-------------|--------|----------------|
|           | Lost Time Incident Rate   | ≤ 3.80   | 2.93   | -0.87 ✓   | ≤ 3.80      | 2.93   | -0.87 ✓        |
|           | Part I Crime Rate         | ≤ 4.15   | 1.62   | -2.53 ✓   | ≤ 4.15      | 1.62   | -2.53 ✓        |
| Clean     | TBD                       |          |        |           |             |        |                |
| Reliable  | KPI                       | Target   | Latest | v. Target | Target FYTD | FYTD   | FYTD v. Target |
|           | Call Abandonment Rate     | ≤ 6.0%   | 7.9%   | +1.9% ✗   | ≤ 6.0%      | 7.9%   | +1.9% ✗        |
|           | Call Wait Time            | ≤ 60.0s  | 78.7s  | +18.7s ✗  | ≤ 60.0s     | 78.7s  | +18.7s ✗       |
|           | Elevator Availability     | ≥ 98.5%  | 98.7%  | +0.2% ✓   | ≥ 98.5%     | 98.7%  | +0.2% ✓        |
|           | 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 (Jun '26) | ≥ 0.0%   | -29.0% | -29.0% ✗  | ≥ 0.0%      | -16.8% | -16.8% ✗       |
|           | Ridership                 | ≥ 6.50 M | 7.39 M | +0.89 M ✓ | ≥ 6.50 M    | 7.39 M | +0.89 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

Jul 2026

marta

Safe

| KPI                         | Target | Latest | v. Target | Target FYTD | FYTD | FYTD v. Target |
|-----------------------------|--------|--------|-----------|-------------|------|----------------|
| Collision Rate per 1M Miles | ≤ 5.94 | 6.54   | +0.60 ❌   | ≤ 5.94      | 6.54 | +0.60 ❌        |

Clean

TBD

Reliable

| KPI                                | Target  | Latest | v. Target | Target FYTD | FYTD  | FYTD v. Target |
|------------------------------------|---------|--------|-----------|-------------|-------|----------------|
| Complaints Per 100k Boardings      | ≤ 8.0   | 10.79  | +2.79 ❌   | ≤ 8.0       | 10.79 | +2.79 ❌        |
| Missed Trip Rate                   | ≤ 0.50% | 5.72%  | +5.22% ❌  | ≤ 0.50%     | 5.72% | +5.22% ❌       |
| NTD Mean Distance Between Failu... | ≥ 7,500 | 3,032  | -4,468 ❌  | ≥ 7,500     | 3,032 | -4,468 ❌       |
| On-Time Performance                | ≥ 78.5% | 74.0%  | -4.5% ❌   | ≥ 78.5%     | 74.0% | -4.5% ❌        |

Efficient

| KPI                               | Target   | Latest  | v. Target | Target FYTD | FYTD    | FYTD v. Target |
|-----------------------------------|----------|---------|-----------|-------------|---------|----------------|
| Cost per Passenger Trip (Jun '26) | ≤ \$9.20 | \$12.78 | +\$3.58 ❌ | ≤ \$7.64    | \$10.37 | +\$2.73 ❌      |
| Ridership                         | ≥ 3.06 M | 2.83 M  | -0.23 M ❌ | ≥ 3.06 M    | 2.83 M  | -0.23 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  
Jul 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    | 0.49   | -0.51 ✓   | ≤ 1.0       | 0.49   | -0.51 ✓        |
|           | Mean Distance Between Service In... | ≥ 475    | 281    | -194 ✗    | ≥ 475       | 281    | -194 ✗         |
|           | Missed Trip Rate                    | ≤ 0.50%  | 2.78%  | +2.28% ✗  | ≤ 0.50%     | 2.78%  | +2.28% ✗       |
|           | NTD Mean Distance Between Failu...  | ≥ 23,000 | 14,546 | -8,454 ✗  | ≥ 23,000    | 14,546 | -8,454 ✗       |
|           | On-Time Performance                 | ≥ 95.0%  | 94.0%  | -1.0% ✗   | ≥ 95.0%     | 94.0%  | -1.0% ✗        |
| Efficient | KPI                                 | Target   | Latest | v. Target | Target FYTD | FYTD   | FYTD v. Target |
|           | Cost per Passenger Trip (Jun '26)   | ≤ \$9.83 | \$8.51 | -\$1.31 ✓ | ≤ \$9.55    | \$8.07 | -\$1.48 ✓      |
|           | Ridership                           | ≥ 3.32 M | 4.48 M | +1.16 M ✓ | ≥ 3.32 M    | 4.48 M | +1.16 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  
Jul 2026

marta

| Safe      | KPI                                | Target    | Latest   | v. Target   | Target FYTD | FYTD     | FYTD v. Target |
|-----------|------------------------------------|-----------|----------|-------------|-------------|----------|----------------|
|           | Collision Rate per 100k Miles      | ≤ 2.50    | 2.48     | -0.02 ✓     | ≤ 2.50      | 2.48     | -0.02 ✓        |
| Clean     | TBD                                |           |          |             |             |          |                |
|           |                                    |           |          |             |             |          |                |
| Reliable  | KPI                                | Target    | Latest   | v. Target   | Target FYTD | FYTD     | FYTD v. Target |
|           | Complaints Per 1k Boardings        | ≤ 4.0     | 2.57     | -1.43 ✓     | ≤ 4.0       | 2.57     | -1.43 ✓        |
|           | Missed Trip Rate                   | ≤ 0.5%    | 2.0%     | +1.5% ✗     | ≤ 0.5%      | 2.0%     | +1.5% ✗        |
|           | NTD Mean Distance Between Failu... | ≥ 15,000  | 4,570    | -10,430 ✗   | ≥ 15,000    | 4,570    | -10,430 ✗      |
|           | On-Time Performance                | ≥ 90.0%   | 86.9%    | -3.1% ✗     | ≥ 90.0%     | 86.9%    | -3.1% ✗        |
|           | Reservation Call Abandonment Rate  | ≤ 5.5%    | 32.2%    | +26.7% ✗    | ≤ 5.5%      | 32.2%    | +26.7% ✗       |
|           | Reservation Call Wait Time         | ≤ 120.0s  | 2,349.6s | +2,229.6s ✗ | ≤ 120.0s    | 2,349.6s | +2,229.6s ✗    |
| Efficient | KPI                                | Target    | Latest   | v. Target   | Target FYTD | FYTD     | FYTD v. Target |
|           | Cost per Passenger Trip (Jun '26)  | ≤ \$87.14 | \$204.71 | +\$117.57 ✗ | ≤ \$76.14   | \$104.25 | +\$28.11 ✗     |
|           | Ridership                          | ≥ 81.72 k | 65.75 k  | -15.97 k ✗  | ≥ 81.72 k   | 65.75 k  | -15.97 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

Jul 2026



| 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    | 0.10    | +0.0 ❌     | ≤ 0.10      | 0.10    | +0.0 ❌         |
|           | Missed Trip Rate                   | ≤ 0.50%   | 12.25%  | +11.75% ❌  | ≤ 0.50%     | 12.25%  | +11.75% ❌      |
|           | NTD Mean Distance Between Failu... | ≥ 2,700   | 2,166   | -535 ❌     | ≥ 2,700     | 2,166   | -535 ❌         |
|           | On-Time Performance                | ≥ 85.0%   | 87.3%   | +2.3% ✅    | ≥ 85.0%     | 87.3%   | +2.3% ✅        |
| Efficient | KPI                                | Target    | Latest  | v. Target  | Target FYTD | FYTD    | FYTD v. Target |
|           | Cost per Passenger Trip (Jun '26)  | ≤ \$14.19 | \$57.21 | +\$43.02 ❌ | ≤ \$13.08   | \$45.92 | +\$32.84 ❌     |
|           | Ridership                          | ≥ 40.50 k | 9.73 k  | -30.77 k ❌ | ≥ 40.50 k   | 9.73 k  | -30.77 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.
- Ridership:
  - Since January 2026 rail ridership is now estimated based on manual counts for a statistically valid sample. Prior to January 2026 ridership figures relied on direct counts by automated fare collection machines.