BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, OCTOBER 22, 2026

ATLANTA, GEORGIA

MEETING SUMMARY

1. **CALL TO ORDER AND ROLL CALL**
   Committee Chair Ryan Loke called the meeting to order at 10:59 A.M.

Board Members Present:	Al Pond Freda Hardage Valencia Williamson Jennifer Ide Sagirah Jones Ryan Loke Sarah Galica Elizabeth Bolton-Harris Shayna Pollock DeVon Hudson Boniface Echols
Board Members Absent:	Kathryn Powers Russell McMurry Jacob Tzegaegbe Jannine Miller
Staff Members Present:	Jonathan Hunt Rhonda Allen LaShanda Dawkins Kevin Hurley Paul Lopes Ralph McKinney Paula Nash Steven Parker

Also in Attendance: Peter Crofton, Jacqueline Holland, Payson Schwin, Tyrene Huff, Daniel Hecht, Jon Gordon, Jena Barnett, and Phyllis Bryant

2. APPROVAL OF THE MINUTES

Minutes from September 24, 2026

Approval of the minutes from September 24, 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 the Award of a Single Source Contract for Rail Car Life Extension Program, RFPP P600527

Approval of the Resolution Authorizing the Award of a Single Source Contract for Rail Car Life Extension Program, RFPP P600527. On a motion by Board Member Hardage, seconded by Board Member Galica, the resolution passed by a vote of 11 to 0 with 11 members present.

Resolution Authorizing a Modification in Contractual Authorization for Professional Services for Homeless Outreach, LOA L47029

Approval of the Resolution Authorizing a Modification in Contractual Authorization for Professional Services for Homeless Outreach, LOA L47029. On a motion by Board Member Ide, seconded by Board Member Loke, the resolution passed by a vote of 11 to 0 with 11 members present.

4. BRIEFING

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Paul Lopes, Chief of Operations and Urban Planning, presented the quarterly Rail and Streetcar Key Performance Indicators (KPIs) briefing to the Board.

5. OTHER MATTERS

Other Matters - August 2026 Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 11:31 A.M.

YouTube link: https://www.youtube.com/live/EicacCL9-qY?si=G35CNXUmZKzKNci_



Resolution Authorizing the Award of a Single Source Contract for Rail Car Life Extension Program, RFPP P600527

Operations and Safety Meeting

October 22, 2026

Daniel Hecht

Deputy Chief of Maintenance and Rehabilitation

Fleet Background

- 82 CQ310 Franco Belge (1979-1981)
- 114 CQ311 Hitachi (1984-1988)
- 98 CQ312 Ansaldo Breda (2000-2005)
- 224 CQ400 Stadler (incoming)

- Multiple Legacy Fleet Overhauls
  - Life Cycle Asset and Reliability Enhancement
    - 2016 to current
    - All fleets
  - Fleet Life Extension
    - 2018-2024
    - 311 fleet overhaul
    - 310 door improvement
  - Multi-Unit Projects
  - Predictive Overhaul Campaigns

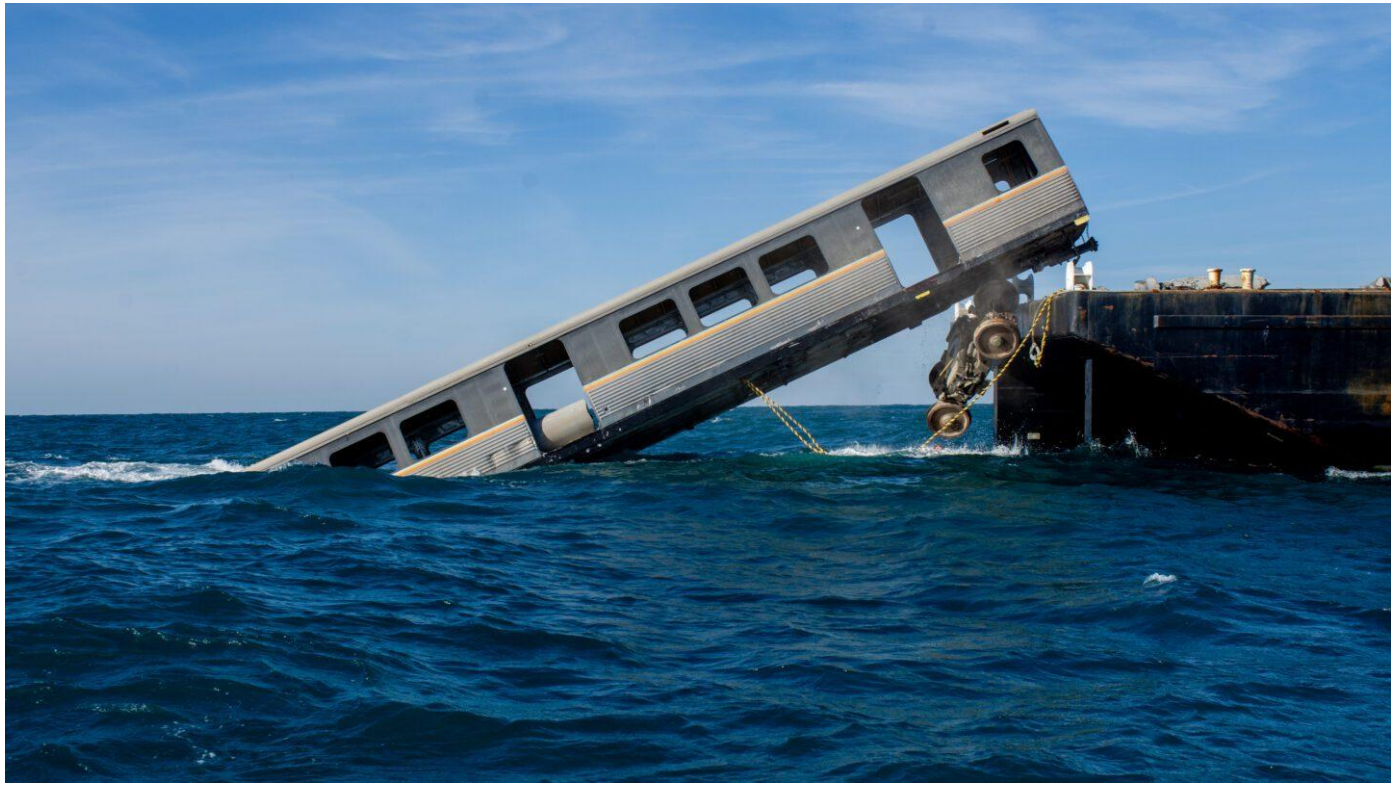






Contract Purpose

1. MARTA-defined equipment upgrades, restoration of components, engineering modifications, harvest of equipment, and multi-unit project activities to extend life of legacy fleet
2. Technical support for phased retirement and decommissioning of legacy fleet
3. Preparation, handling, loading of railcars designated for disposal



Recommend a single-source with

KinkiSharyo, Co., Ltd.

KinkiSharyo, Co., Ltd.

- Japanese railcar manufacturer and service provider
- Provide overhaul services (MARTA since 2018)
- Based in New Jersey for USA customers
- Extensive MARTA history





Contract Request

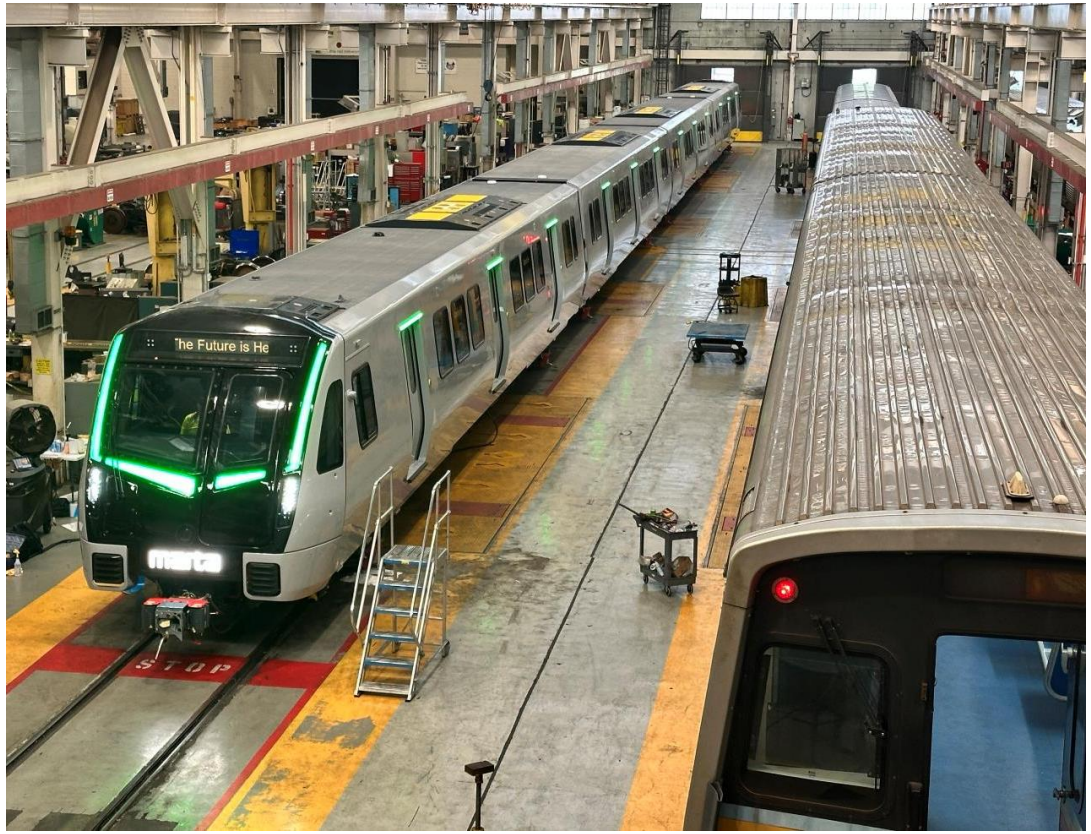
- Three-year contract term with two options
- Total – $6,108,572.80
- Audit found Fair and Reasonable

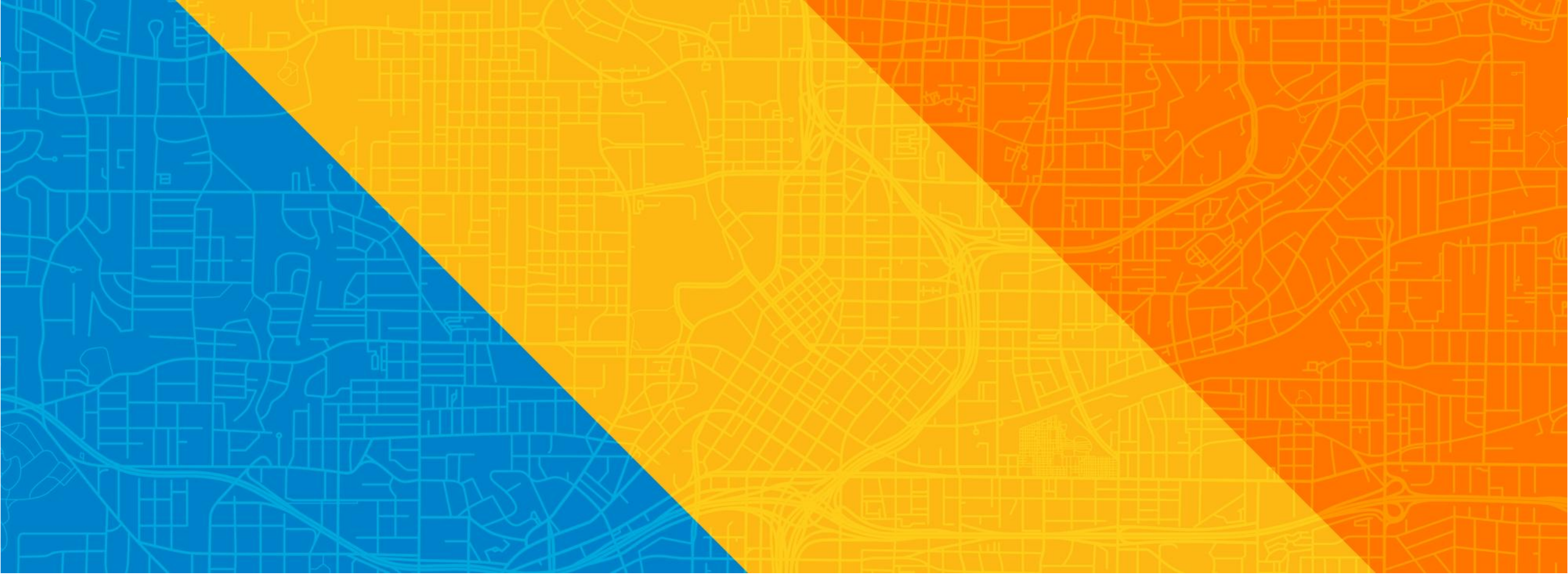




The Department of Maintenance and Rehabilitation requests the Operations and Safety Committee recommend to the full Board the approval of a Single Source Contract with KinkiSharyo, Co., Ltd. for the Rail Car Life Extension Program, RFPP P600527, in the amount of $6,108,572.80







Thank You

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RESOLUTION AUTHORIZING AWARD OF A SINGLE SOURCE CONTRACT FOR RAIL CAR LIFE EXTENSION PROGRAM, PRICE PROPOSAL NUMBER RFPP P600527

WHEREAS, the Authority's Department of Maintenance and Rehabilitation has identified the need for Rail Car Life Extension Program, Request for Price Proposal Number P600527; and

WHEREAS, on July 1, 2026, the Metropolitan Atlanta Rapid Transit Authority duly sent the Request for Price Proposal to the Single Source Proprietor; and

WHEREAS, it is necessary to procure Rail Car Life Extension Program; and

WHEREAS, the Department of Internal Audit has performed a Price/Cost Analysis and determined the pricing to be fair and reasonable; final audit has been completed; 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 execute a Single Source Contract on substantially the same terms and conditions as contained in the Request for Price Proposal Number P600527, between the Authority and Kinkisharyo International LLC, for the Rail Car Life Extension Program in the amount of $ 6,108,572.80.

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Approved as to Legal Form:

DocuSigned by:
Paula Nash
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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

Resolution Authorizing Modification of Professional Services Contract for Homeless Outreach, L47029 – Program Expansion

Operations and Safety Committee
October 22, 2026

Jon Gordon
Director of Customer Engagement

Agenda

Program Background

Statistics

The Request

Considerations

Resolution



Where We Stand Today (Current State)

- Launched MARTA HOPE August 2020
- Six case managers provide direct outreach
- MARTA HOPE office Temporarily based out of Ashby Station
- Five beds reserved for men – Gateway Center
- Five beds reserved for women – Salvation Army

Average shelter stay: 60-90 days.

98.7% utilization over the last year.



The Proof (Statistics) – August 1, 2025 – September 30, 2026



565

Social services referrals



527

Shelter placements



11

Family Reunifications



6

Permanently Housed



14

Georgia Works



7

Military veterans helped

From Current State → Expansion (The Request)

Gaps	Current State	Expansion Response
Behavioral health needs	No dedicated clinician	+1 Licensed Behavioral Health Clinician
Coverage	6 case managers	10 case managers
Shelter capacity	10 beds (5 men, 5 women)	+21 beds (15 men & 16 women)
Transportation to services	No dedicated vehicle	Accessible van for "warm hand-offs“ to services

Peer Transit Agency Comparison

Dimension	WMATA	RTD	SEPTA	MARTA HOPE
Behavioral Health Clinician	Yes — specialists ride w/ MTPD officer	Yes — licensed clinicians embedded	Yes — partner network + Transit Police-paired clinician + Hub of Hope clinical care / MAT	**None today**
Coverage	9 specialists, 2-person teams	Scaled 1 → 4 coordinators + clinicians; expanding	Scaled 7 → 50+ workers	**6 case managers, 2-person teams**
Shelter Capacity	No dedicated beds; linkage to city day/shelter system	No dedicated beds; navigation to shelters	No purchased beds; funds ~11,000 sq ft Hub of Hope engagement center	**10 reserved beds (5 Gateway Ctr / 5 Salvation Army)**
Transportation to Services	Specialists ride w/ individual to day centers (warm hand-off)	TAG fare-voucher program (up to $1M/yr) + navigation	Daily "Transport to Shelter w/ CATCH"; ~2,600 transports/yr	**Historically none**

Scope of Services

MARTA HOPE Program: Core Service Commitment

- Current value stands at: $3,207,033.84
- Request: expand direct outreach services for one (1) year = $761,677.56
- Projected contract value will be: $3,968,711.40
- Audit results: Fair and Reasonable
- **The foundational scope of services for the MARTA HOPE program remains unchanged.**
- Our commitment to these core services is resolute.



CX Request

The Department of Customer Experience and Strategy requests that the Operations & Safety Committee recommend to the full Board the approval of Resolution Authorizing Modification of Professional Services Contract for Homeless Outreach, L47029 to HOPE Atlanta for a maximum contract value in the amount of $3,894,710.82.





Thank You

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RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION FOR PROFESSIONAL SERVICES FOR HOMELESS OUTREACH, LOA L47029

WHEREAS, on August 20, 2020 the General Manager entered into a Contract with Travelers Aid of Atlanta, Inc. d/b/a Hope Atlanta for Professional Services for Homeless Outreach, Letter of Agreement L47029; and

WHEREAS, the original contract value was $122,980.00 for a one (1) year base term; and

WHEREAS, in October 2020, a modification was executed to increase the contractual authorization in the amount of $152,980.00; and

WHEREAS, in July 2021, a modification was executed to increase the total contractual authorization in the amount of $180,000.01; and

WHEREAS, in October 2021, the Board of Directors authorized a modification to increase the value to $468,000.01 and extend the contract term for one (1) year; and

WHEREAS, in August 2022, the Board of Directors authorized a Modification to increase the contract value to $936,001.01 and extend the contract term for five (5) months; and

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WHEREAS, in August 2023, the Board of Directors authorized a modification to increase the contract value to the substantiated audit amount of $982,800.00 and extend the contract term for an additional two (2) years; and

WHEREAS, in August 2025, the Board of Directors authorized a modification to increase the contract value to $3,207,033.84 and extend the contract term an additional two (2) years; 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 has conducted a cost/price analysis and determined 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. L47029 – Professional Services for Homeless Outreach from $3,207,033.84 to $3,968,711.40.

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Approved as to Legal Form:

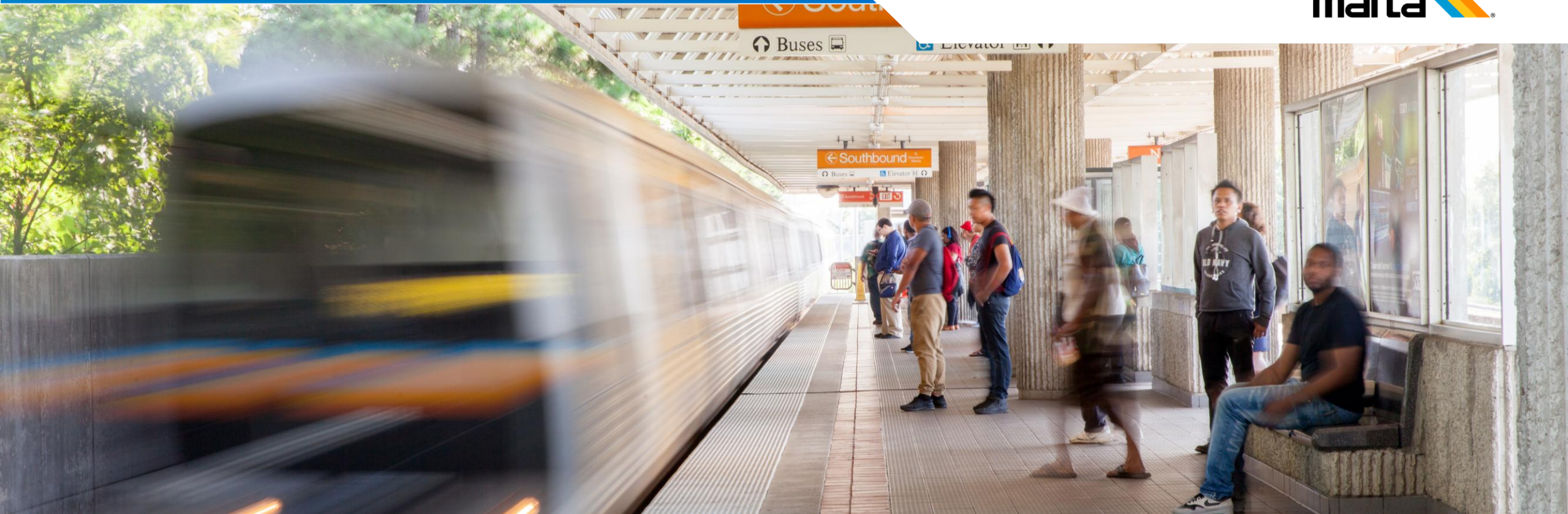
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Paula Nash
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Interim Chief Counsel, Metropolitan Atlanta Rapid Transit Authority

Rail and Streetcar Key Performance Indicators Quarterly Briefing

Operations and Safety Committee
October 22, 2026

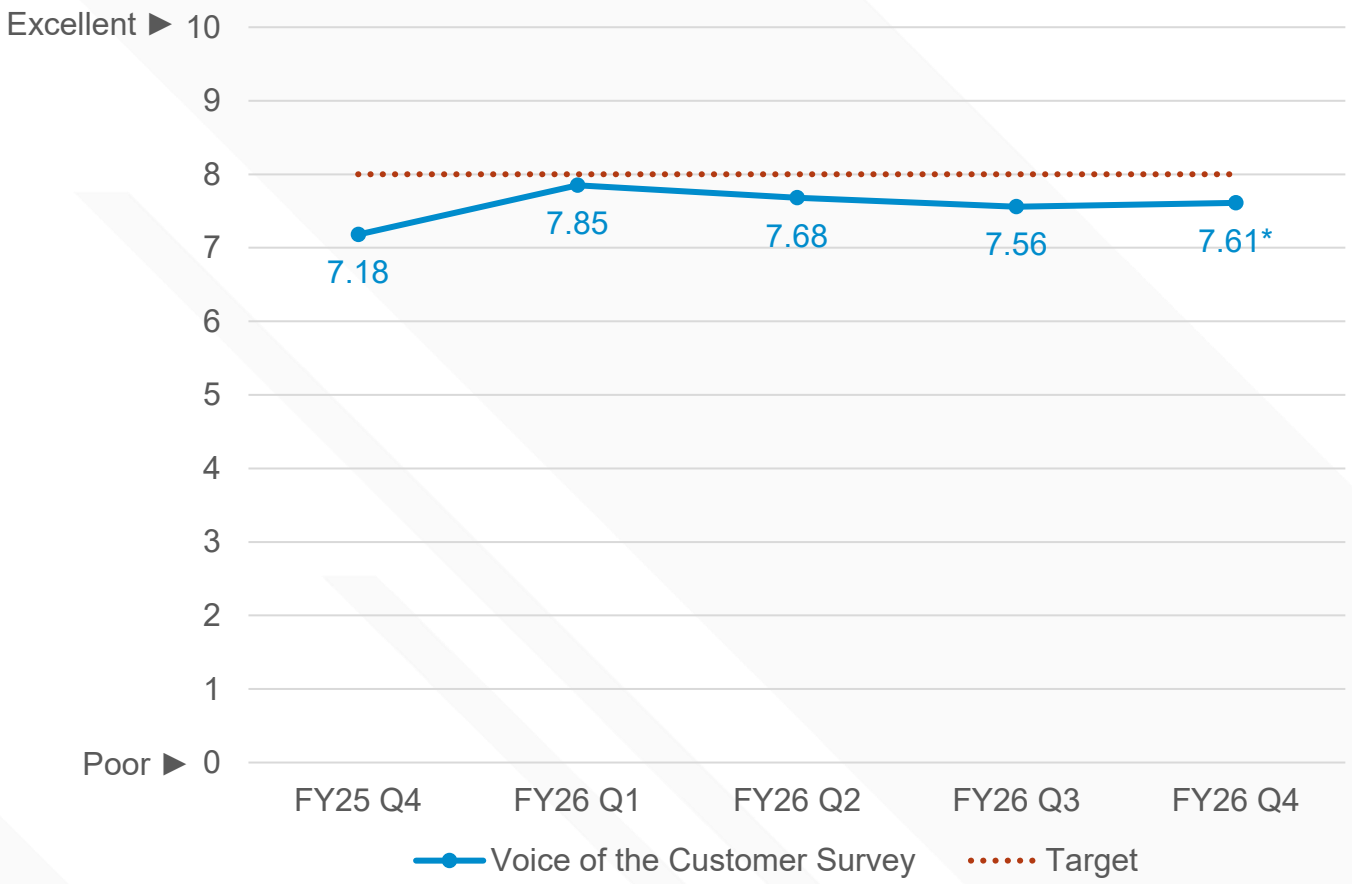
Paul Lopes
Chief of Operational and Urban Planning



Safe

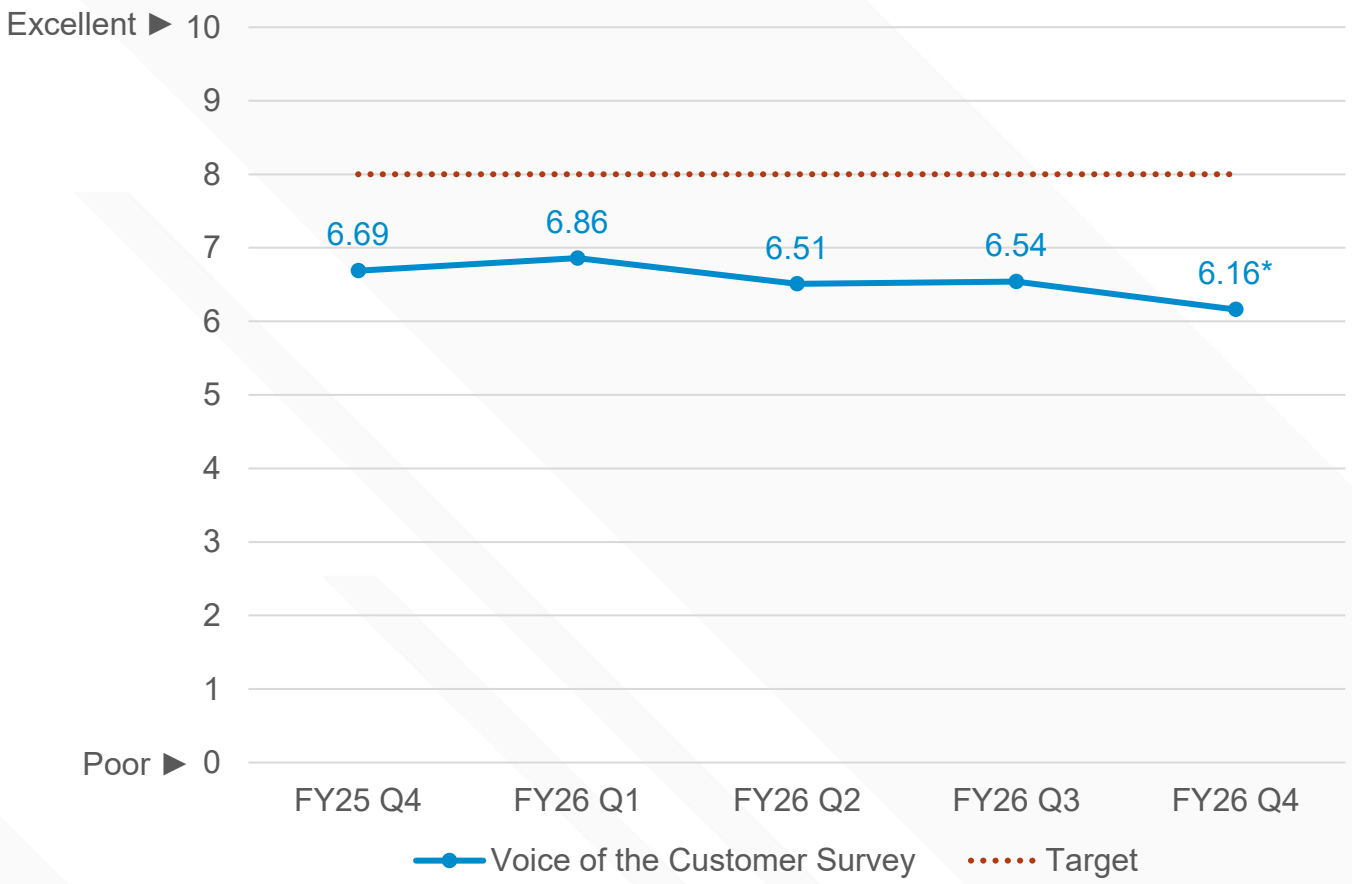
- Customer Rating for Feeling Safe from Accidents on Rail
- Customer Rating for Feeling Safe from Crime on Rail

Customer Rating for Feeling Safe from Accidents on Rail



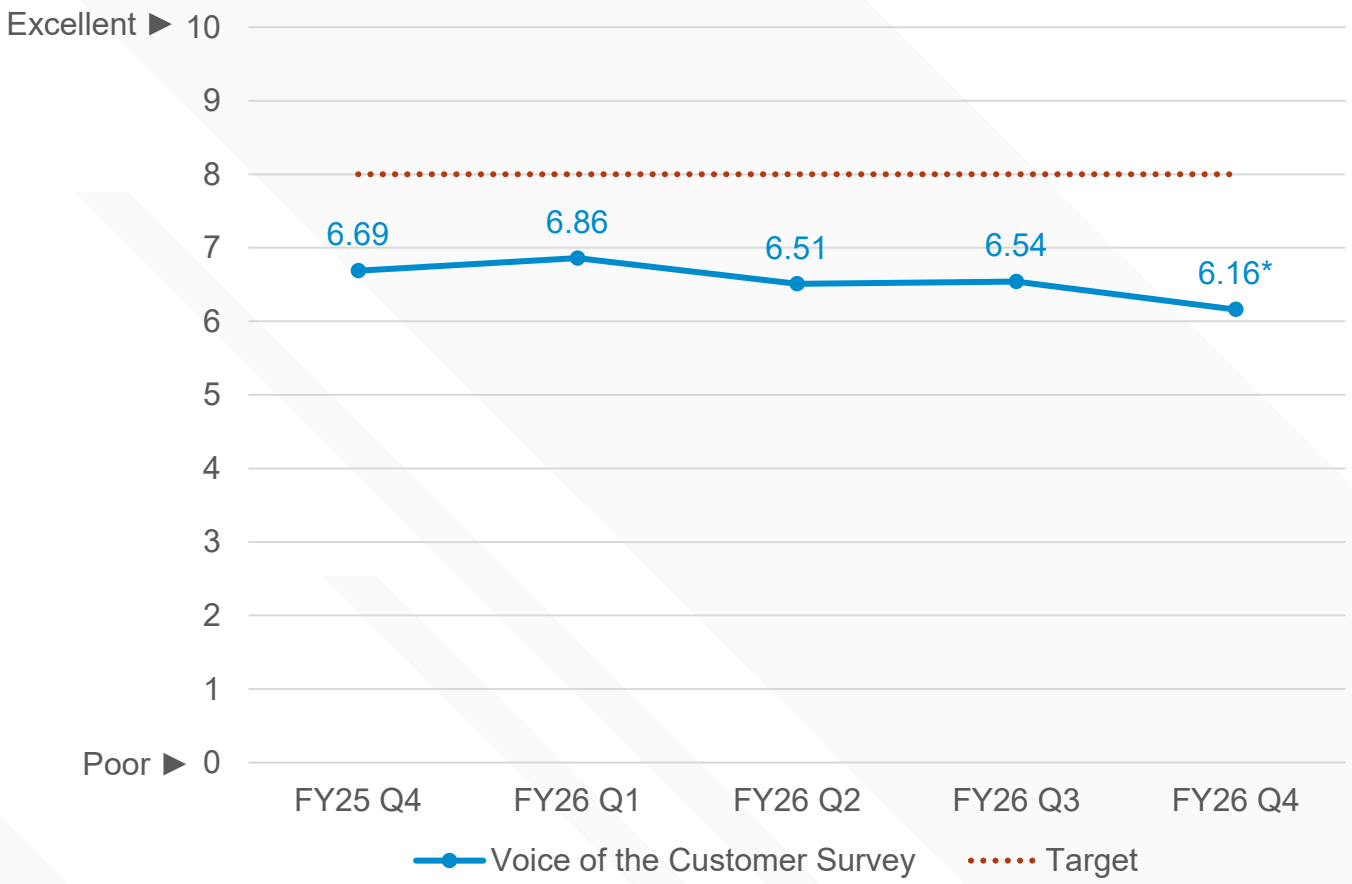
- Average customer rating for: Operators driving trains safely, environment free of hazards on trains and in stations
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- *Increase in FY26 Q4 rating (; N = x,xxx) is statistically significant compared to FY25 Q4 rating (; N = x,xxx)

Customer Rating for Feeling Safe from Crime on Rail



- Average customer rating for: Feeling safe from crime while riding the train and in stations
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- *Decrease in FY26 Q4 rating (; N = x,xxx) is statistically significant compared to FY25 Q4 rating (; N = x,xxx)

Customer Rating for Feeling Safe from Crime on Rail

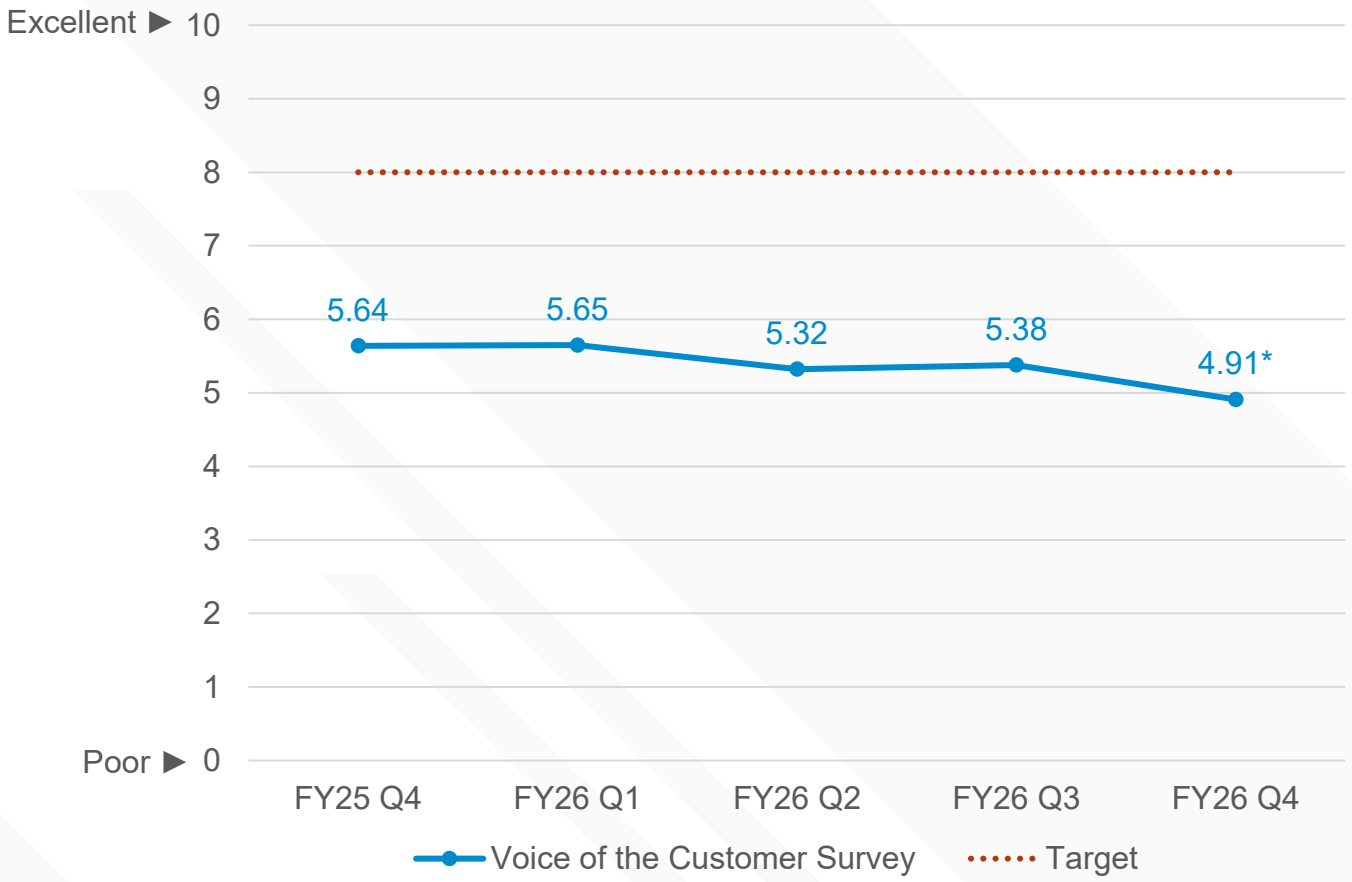


- 4-Car consist to improve feeling of community presence and decrease instances of fewer riders per car
- Increased police presence on rail cars and at stations tied to increase in police force
- 24-7 coverage by station maintenance staff to improve observe and report capabilities with MARTA Police

Clean

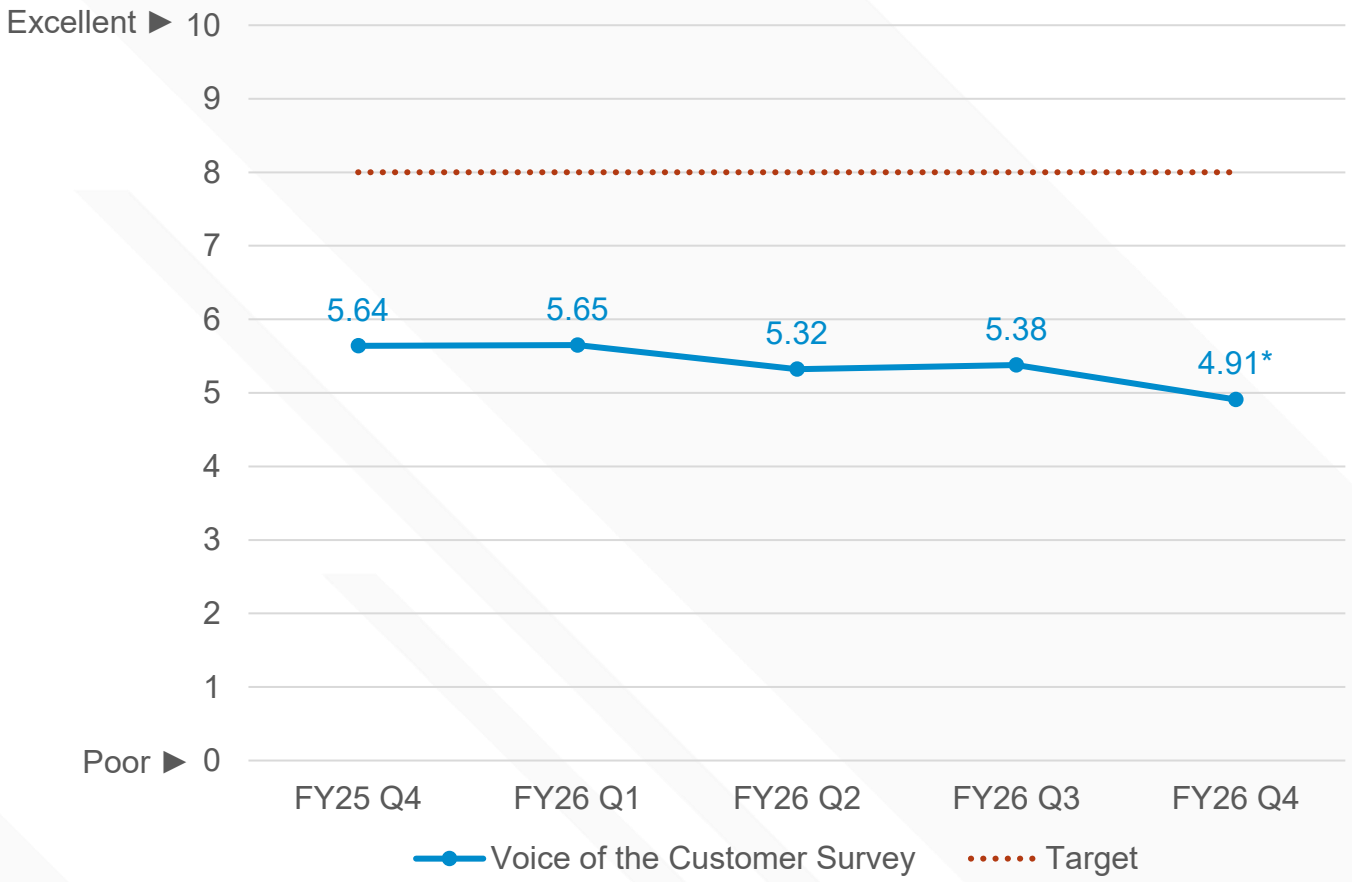
- Customer Rating for Rail Service Cleanliness

Customer Rating for Rail Service Cleanliness



- Average customer rating for: Cleanliness on trains, in stations, around stations, restrooms, and elevators
- 0 = “Poor”, 10 = “Excellent”
- Updated quarterly
- Higher is better
- *Decrease in FY26 Q4 rating (; N = x,xxx) is statistically significant compared to FY25 Q4 rating (; N = x,xxx)

Customer Rating for Rail Service Cleanliness

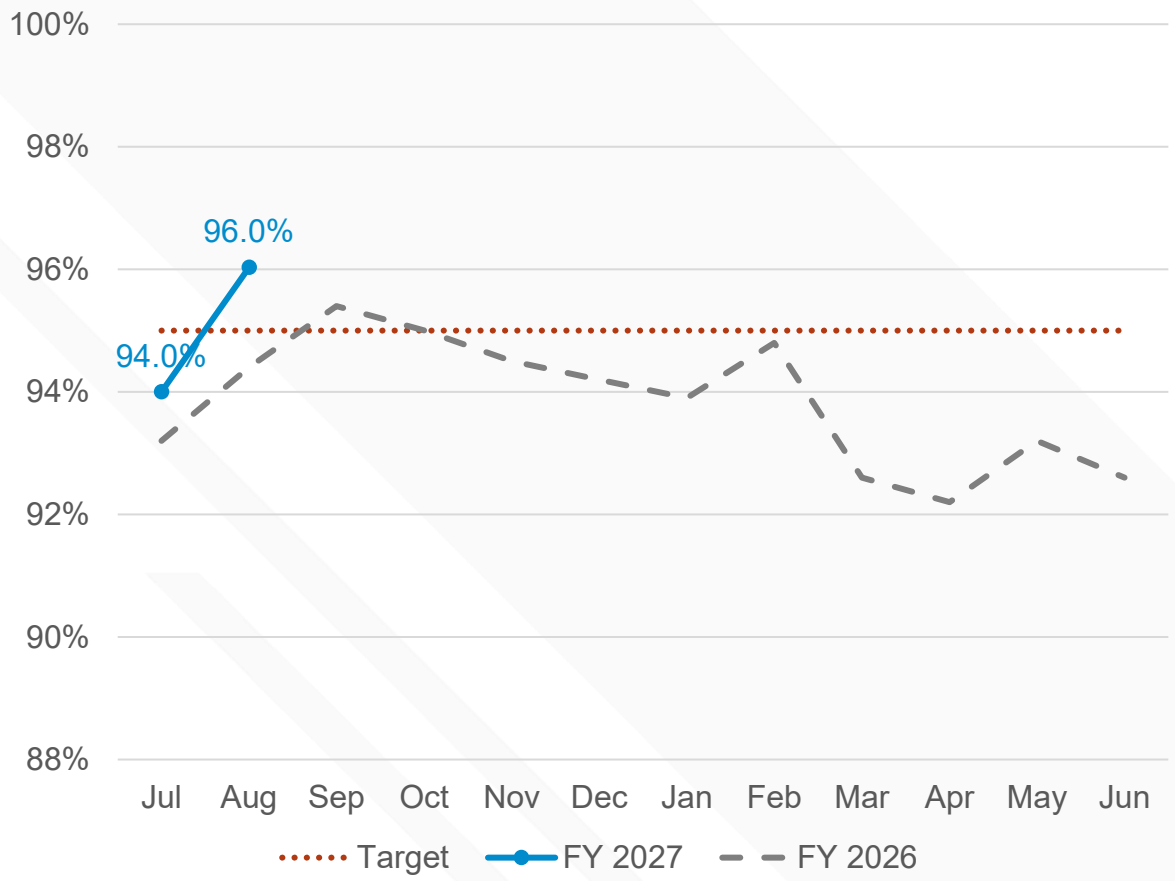


- New Passenger Environment Program has been stood up. Staff are cleaning bus and rail stations on a more consistent basis. Update during upcoming Board meeting.
- Re-allocation of additional modified duty staff to in-service rail car cleaning
- Removal of cars from service for soiling/unsanitary conditions

Reliable

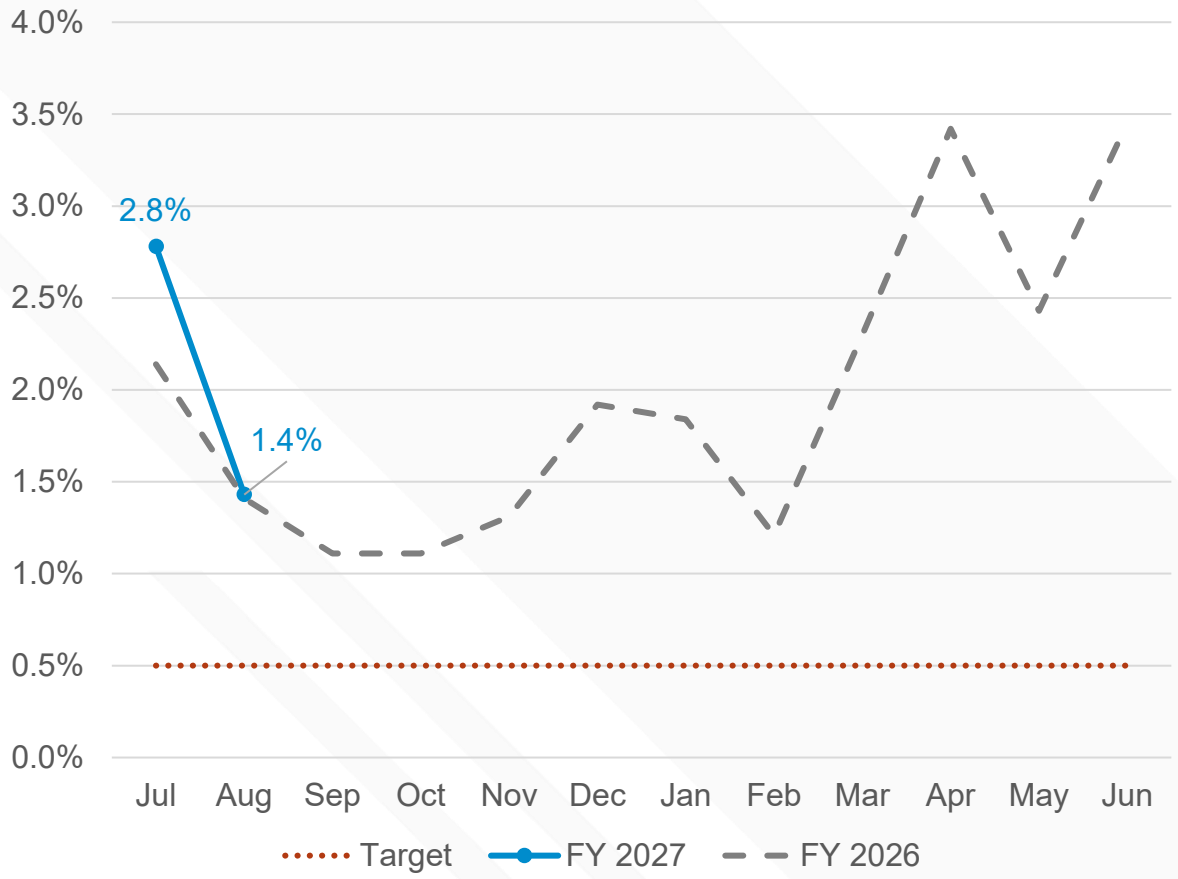
- Rail On-Time Performance
- Streetcar On-Time Performance
- Rail Missed Trip Rate
- Streetcar Missed Trip Rate
- Customer Rating for Rail Service Reliability

Rail On-Time Performance



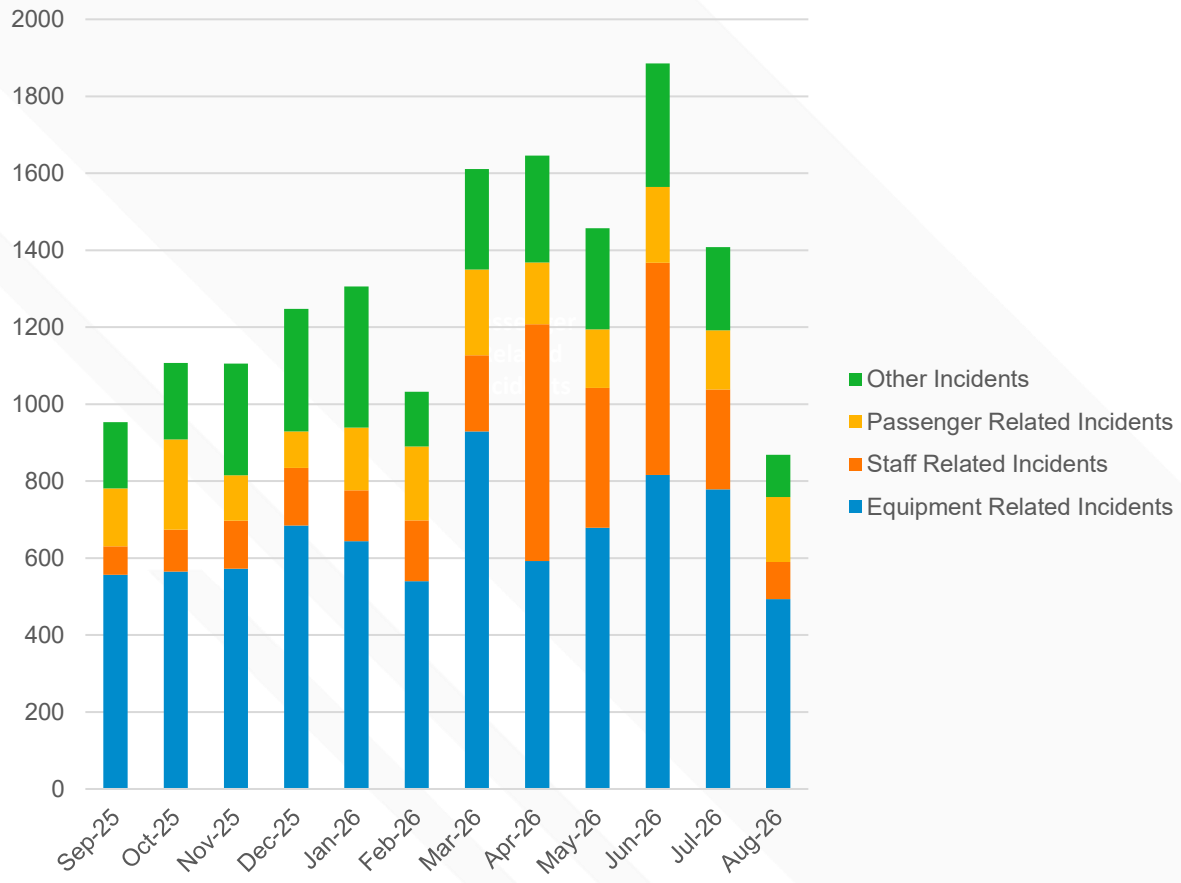
- Measures how closely rail service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 95%
- Higher is better

Rail Missed Trips Rate



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

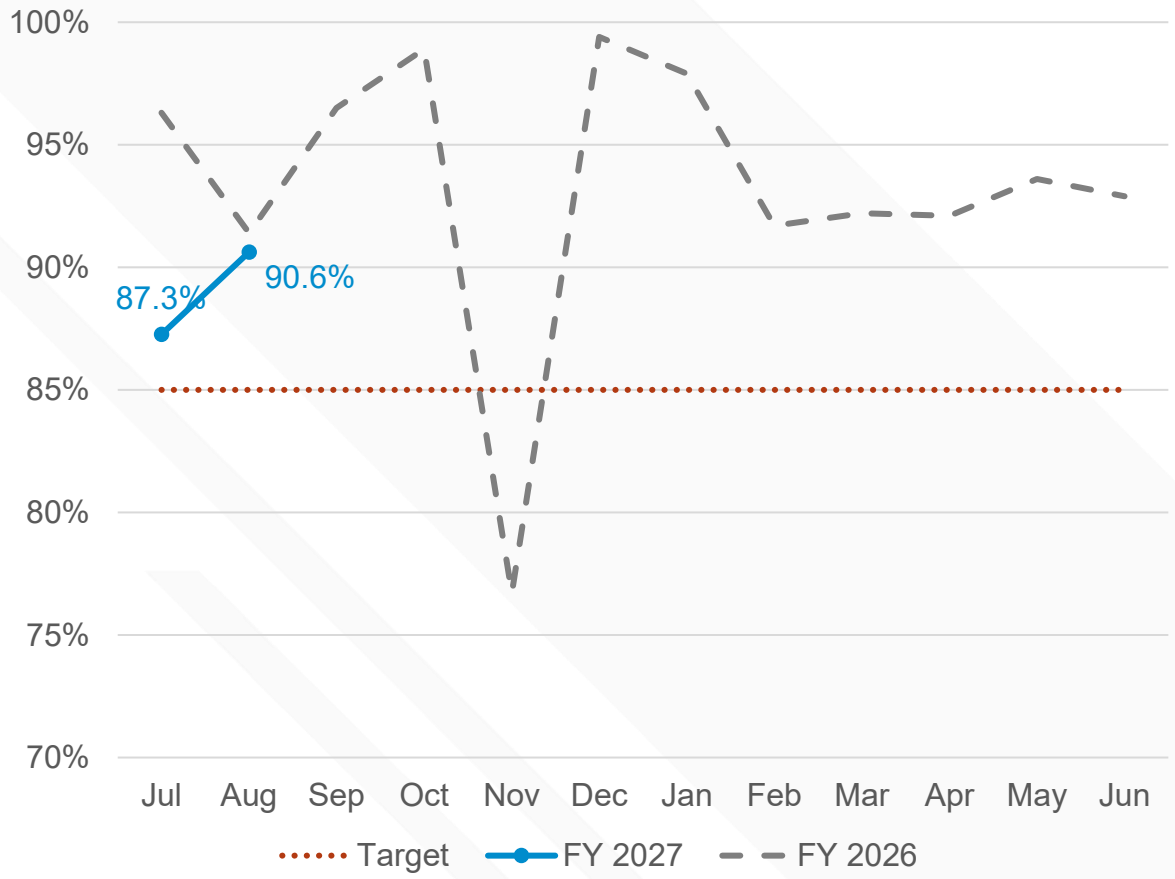
Heavy Rail Missed or Delayed Trips By Cause



August 2026 had lowest number of missed or delayed trips (868) and highest OTP (96%) over last 12 months:

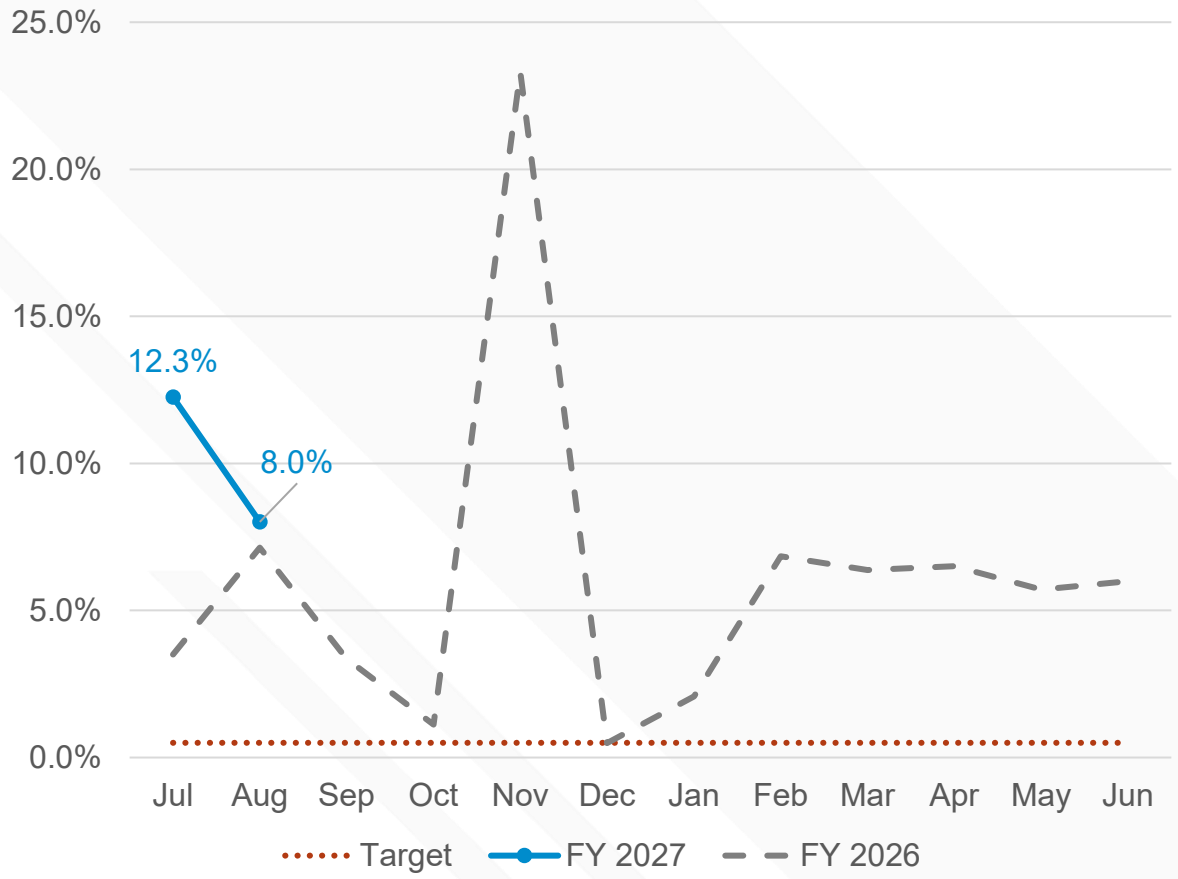
- Equipment-related incidents (e.g., door fault, friction brake fault, air-related fault) down 26% compared to Sept 2025 – July 2026 average
- Staff-related incidents (e.g., no operator, late from yard, not keyed up) down 61% compared to Sept 2025 – July 2026 average
- Other causes (e.g., unauthorized person wayside, wayside fire) down 58% compared to Sept 2025 – July 2026 average

Streetcar On-Time Performance



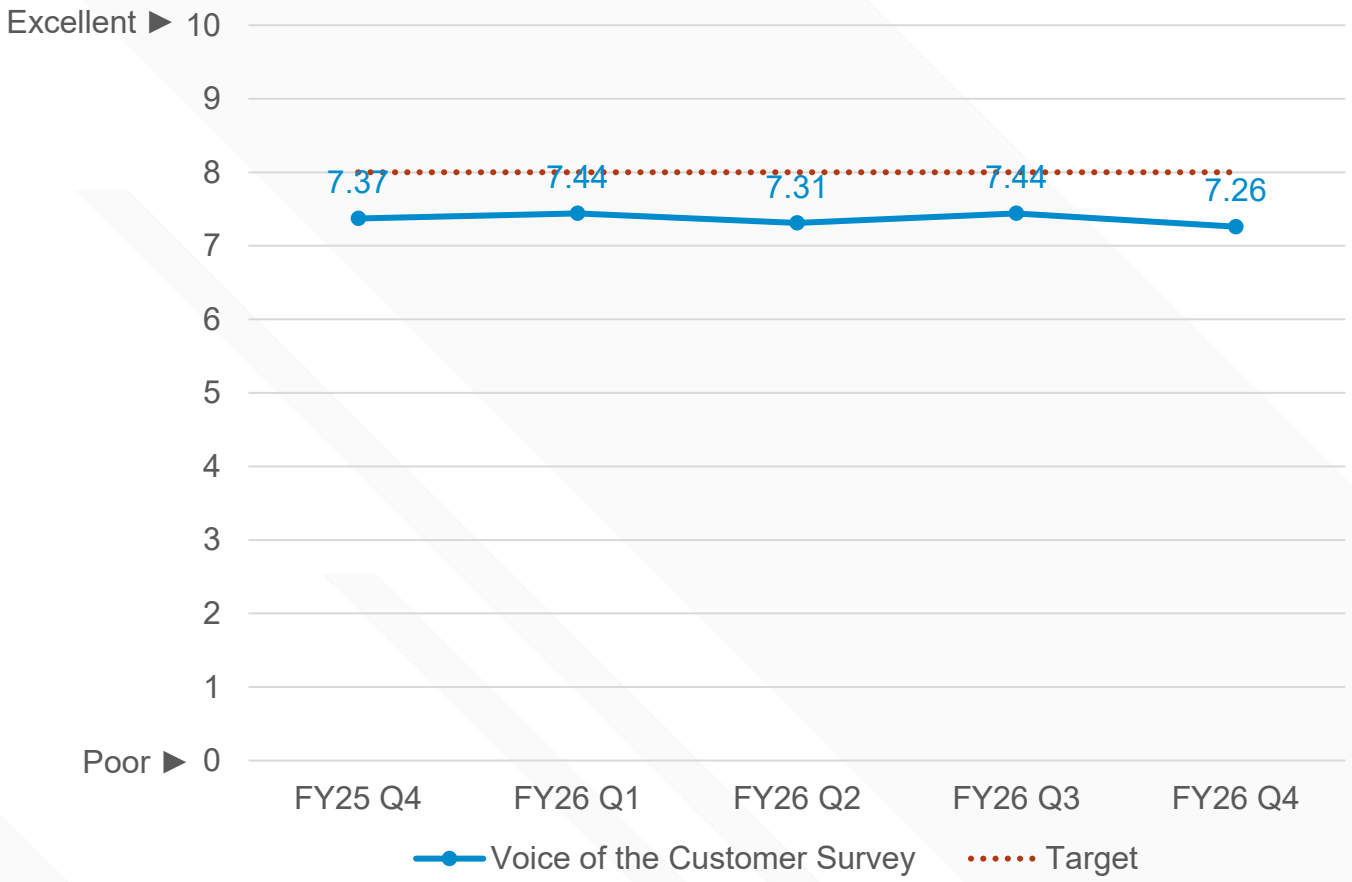
- Measures how closely streetcar service runs to schedule
- Departures from origin and arrivals at destination stations are considered on time if made no longer than five (5) minutes after the scheduled times
- Target: 85%
- Higher is better

Streetcar Missed Trips Rate



- Percentage of scheduled streetcar trips that were not performed
- Target: 0.5%
- Lower is better

Customer Rating for Rail Service Reliability



- Average customer rating for: On-time performance, service levels, and transfers
- 0 = “Poor”, 10 = “Excellent”
- Target: 8.0
- Higher is better
- Differences between FY26 Q4 and FY25 Q4 ratings are not statistically significant

Thank You

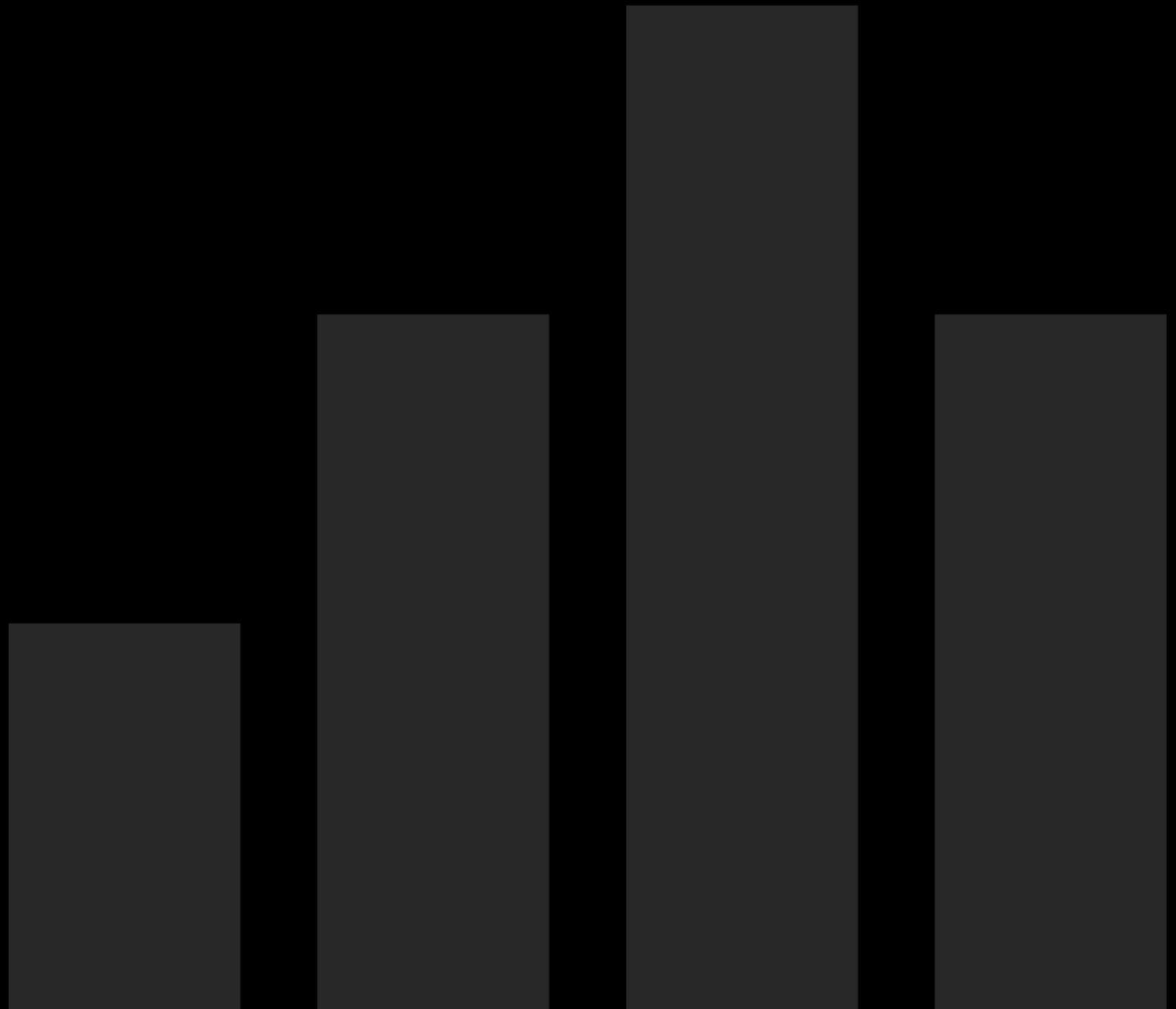
Microsoft | Power BI

SKPI Summary

View in Power BI

Last data refresh:
10/2/2026 9:00:20 PM UTC

Downloaded at:
10/5/2026 3:05:47 PM UTC



KPI Performance Summary

Latest Month
Aug 2026

marta

Safe

	Rail	Bus	Mobility	Streetcar
Collision Rate		🔴		🔴
Lost Time Incident Rate	🟢			
Part I Crime Rate	🟢			

Clean

TBD

Reliable

	Rail	Bus	Mobility	Streetcar
Call Abandonment Rate	🔴		🔴	
Call Wait Time	🔴		🔴	
Customer Complaints		🔴	🟢	🟢	🟢
Elevator Availability	🟢				
Escalator Availability	🟢				
MDBSI			🔴		
Missed Trip Rate		🔴	🔴	🔴	🔴
NTD MDBF		🔴	🔴	🔴	🔴
On-Time Performance		🔴	🟢	🔴	🟢

Efficient

	Rail	Bus	Mobility	Streetcar
Budget Variance	🔴				
Cost per Passenger Trip		🔴	🟢	🔴	🔴
Ridership	🔴	🔴	🟢	🔴	🔴

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

Select a mode to view relevant KPIs

Systemwide

Latest Month
Aug 2026

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Lost Time Incident Rate	≤ 3.80	2.26	-1.54 ✓	≤ 3.80	2.88	-0.92 ✓
Part I Crime Rate	≤ 4.15	2.85	-1.30 ✓	≤ 4.15	2.19	-1.96 ✓

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Call Abandonment Rate	≤ 6.0%	9.1%	+3.1% ✗	≤ 6.0%	8.5%	+2.5% ✗
Call Wait Time	≤ 60.0s	83.3s	+23.3s ✗	≤ 60.0s	81.0s	+21.0s ✗
Elevator Availability	≥ 98.5%	98.6%	+0.1% ✓	≥ 98.5%	98.6%	+0.1% ✓
Escalator Availability	≥ 98.5%	98.5%	+0.0% ✓	≥ 98.5%	98.5%	+0.0% ✓

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	≥ 6.55 M	6.32 M	-0.23 M ✗	≥ 13.05 M	13.70 M	+0.66 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

Select a mode to view relevant KPIs

Bus

Latest Month
Aug 2026

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 1M Miles	≤ 5.94	7.03	+1.09	≤ 5.94	6.78	+0.84

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 100k Boardings	≤ 8.0	11.21	+3.21	≤ 8.0	11.0	+3.0
Missed Trip Rate	≤ 0.50%	5.93%	+5.43%	≤ 0.50%	5.82%	+5.32%
NTD Mean Distance Between Failures (MDBF)	≥ 7,500	3,455	-4,045	≥ 7,500	3,228	-4,272
On-Time Performance	≥ 78.5%	72.6%	-5.9%	≥ 78.5%	73.3%	-5.2%

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	≥ 3.25 M	2.90 M	-0.35 M	≥ 6.30 M	5.73 M	-0.58 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

Select a mode to view relevant KPIs

Rail

Latest Month
Aug 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	0.72	-0.28	≤ 1.0	0.59	-0.41
Mean Distance Between Service Interruptions	≥ 475	401	-74	≥ 475	326	-149
Missed Trip Rate	≤ 0.50%	1.43%	+0.93%	≤ 0.50%	2.14%	+1.64%
NTD Mean Distance Between Failures (MDBF)	≥ 23,000	12,057	-10,943	≥ 23,000	13,258	-9,742
On-Time Performance	≥ 95.0%	96.0%	+1.0%	≥ 95.0%	95.0%	-0.0%

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	≥ 3.18 M	3.35 M	+0.17 M	≥ 6.50 M	7.83 M	+1.33 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

Select a mode to view relevant KPIs

Mobility

Latest Month
Aug 2026

marta

Safe

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Collision Rate per 100k Miles	≤ 2.50	3.62	+1.12	≤ 2.50	3.06	+0.56

Clean

TBD

Reliable

KPI	Target	Latest	v. Target	Target FYTD	FYTD	FYTD v. Target
Complaints Per 1k Boardings	≤ 4.0	2.70	-1.30	≤ 4.0	2.63	-1.37
Missed Trip Rate	≤ 0.5%	2.49%	+1.99%	≤ 0.5%	2.4%	+1.9%
NTD Mean Distance Between Failures (MDBF)	≥ 15,000	2,790	-12,210	≥ 15,000	3,453	-11,547
On-Time Performance	≥ 90.0%	84.0%	-6.0%	≥ 90.0%	85.7%	-4.3%
Reservation Call Abandonment Rate	≤ 5.5%	25.3%	+19.8%	≤ 5.5%	28.9%	+23.4%
Reservation Call Wait Time	≤ 120.0s	1,732.5s	+1,612.5s	≤ 120.0s	2,037.2s	+1,917.2s

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	≥ 83.32 k	64.90 k	-18.42 k	≥ 165.04 k	130.65 k	-34.39 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

Select a mode to view relevant KPIs

Streetcar

Latest Month
Aug 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	0.06	-0.04
Missed Trip Rate	≤ 0.50%	8.01%	+7.51%	≤ 0.50%	10.13%	+9.63%
NTD Mean Distance Between Failures (MDBF)	≥ 2,700	2,148	-553	≥ 2,700	2,157	-544
On-Time Performance	≥ 85.0%	90.6%	+5.6%	≥ 85.0%	88.9%	+3.9%

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	≥ 37.52 k	7.10 k	-30.42 k	≥ 78.02 k	16.83 k	-61.19 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.