



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, OCTOBER 23, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Freda Hardage called the meeting to order at 11:39 A.M.

Board Members

Present:

Al Pond
Freda Hardage
Roderick Frierson
Rita Scott
Valencia Williamson
Jennifer Ide
Sagirah Jones
Ryan Loke
Elizabeth Bolton-Harris
Shayna Pollock

Board Members

Absent:

Kathryn Powers
Russell McMurry
Jacob Tzegaegbe
Jannine Miller
Sarah Galica

Staff Members Present:

Jonathan Hunt
Rhonda Allen
LaShanda Dawkins
Kevin Hurley
Michael Kreher
Paul Lopes
Ralph McKinney
Steven Parker
Duane Pritchett

Also in Attendance: Peter Crofton, Phyllis Bryant, Jorge Bernard, Dwana Brown, Kenya Hammond, Daniel Hecht, Jacqueline Holland, Tyrene Huff, Paula Nash, and Sean Thomas

2. APPROVAL OF THE MINUTES

Minutes from September 25, 2025

Approval of the minutes from September 25, 2025. On a motion by Board Member Williamson, seconded by Board Member Ide, the motion passed by a vote of 9 to 0 with 9 members present.

3. RESOLUTIONS

Resolution Authorizing the Award of a Contract for the Procurement and Disposal of Bus Batteries Services, IFB B50715

Approval of the Resolution Authorizing the Award of a Contract for the Procurement and Disposal of Bus Batteries Services, IFB B50715. On a motion by Board Member Loke, seconded by Board Member Pollock, the resolution passed by a vote of 10 to 0 with 10 members present.

Resolution Authorizing the Award of a Contract for Vehicle Towing Services, IFB B50685

Approval of the Resolution Authorizing the Award of a Contract for Vehicle Towing Services, IFB B50685. On a motion by Board Member Loke, seconded by Board Member Bolton-Harris, the resolution passed by a vote of 10 to 0 with 10 members present.

Resolution Authorizing the Solicitation of Proposals for the Procurement of Vending Services for MARTA Headquarters and Satellite Facilities, RFP P50783

Approval of the Resolution Authorizing the Solicitation of Proposals for the Procurement of Vending Services for MARTA Headquarters and Satellite Facilities, RFP P50783. On a motion by Board Member Loke, seconded by Board Member Ide, the resolution passed by a vote of 10 to 0 with 10 members present.

4. BRIEFING

Briefing - MARTA Key Performance Indicators (KPIs)

Robert Goodwin, Assistant General Manager, Research & Analysis, provided the Board with a briefing on Key Performance Indicators (KPIs).

Briefing - Bus/Mobility Missed Trips

Dwana Brown, Interim Deputy Chief Bus Operations, provided the Board with a briefing on missed trips for Bus/Mobility.

Briefing - Rail Service Missed Trips

Jorge Bernard, Deputy Chief Rail Operations, provided the Board with a briefing on missed trips for Rail Service.

5. OTHER MATTERS

FY25 August Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 12:38 P.M.

YouTube link: <https://www.youtube.com/live/8VKa7nnFh5I?si=GU6pMQtYESDlqpx3>



Resolution Authorizing the Award of a
Contract for the Procurement and
Disposal of Bus Batteries,
IFB B50715

Operations and Safety Committee
October 23, 2025

Daniel Hecht
Deputy Chief Mechanical Officer



BUS FLEET

- Current fleet 539 buses
- Non-Revenue fleet 494 vehicles



BATTERY TYPES

- Flooded 8D
- Commercial Group 31
- Group 65

All Revenue Buses

Non-Revenue Vehicles

Large Commercial Trucks

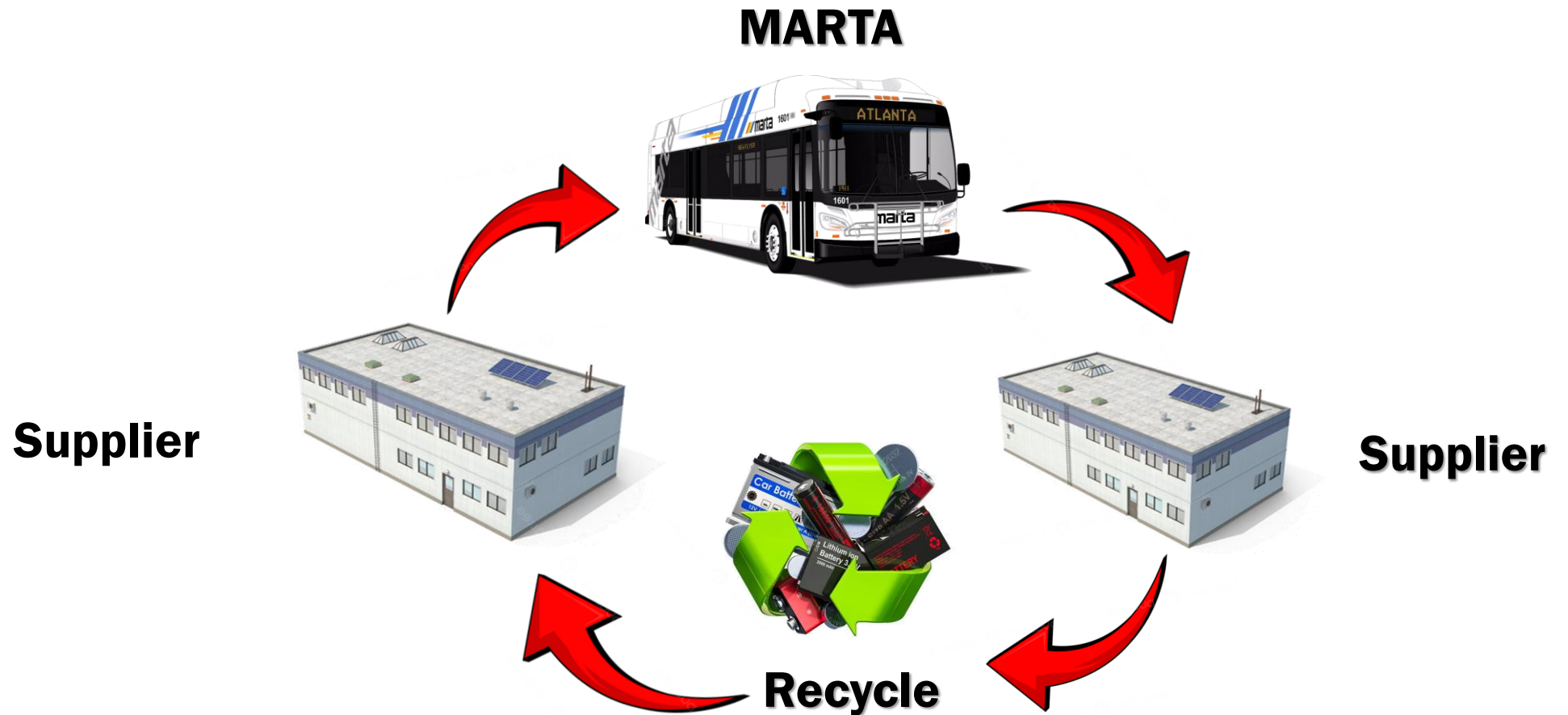


BATTERY USAGE

- In-depth Study of Battery Failures and Maintenance Practices
- Decreased the Battery Usage from 8 options to 3



BATTERY RECYCLE



PROCUREMENT CONSIDERATION

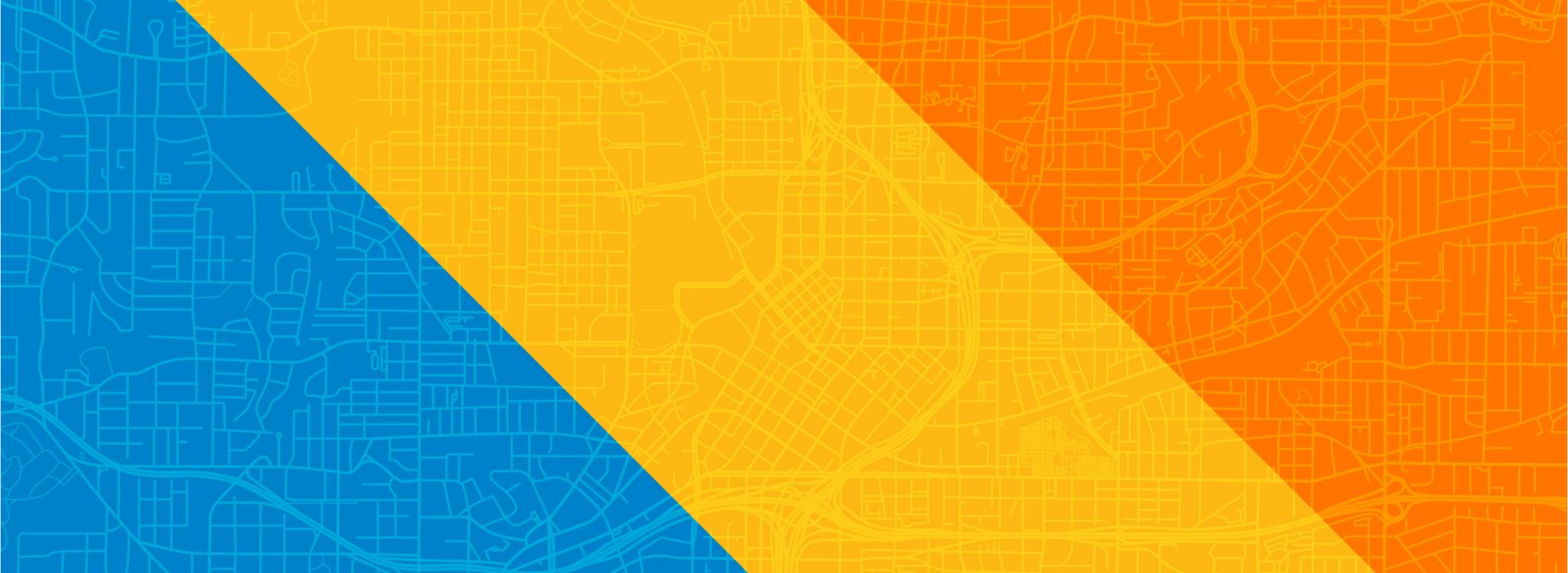
- **Continental Battery Company** **\$1,994,100**
- **Term of 5 Years**





The Department of Bus Maintenance requests that the Operations and Safety Committee recommend to the full Board the approval of the Procurement and Disposal of Bus Batteries in the amount of \$1,994,100





Thank You



RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR THE PROCUREMENT AND DISPOSAL OF BUS BATTERIES SERVICES, IFB B50715

WHEREAS, the Authority's Department of Mechanical Operations has identified the need for the Procurement and Disposal of Bus Batteries Services, Invitation for Bids Number B50715; and

WHEREAS, on August 5, 2025, the Metropolitan Atlanta Rapid Transit Authority duly sent Notice of the Invitation for Bids to potential Bidders; and

WHEREAS, notice of the said Invitation for Bids was 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 September 4, 2025, at 2:00 p.m., local time, two (2) bids were publicly opened and read aloud; and

WHEREAS, the lowest bid submitted by Continental Battery Company dba Continental Battery Systems 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 Interim 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 for Bids Number B50715, the Procurement and Disposal of Bus Batteries Services between the Authority and Continental Battery Company dba Continental Battery Systems in the amount of \$1,994,100.00.

Approved as to Legal Form:

Signed by:

Duane Pritchett

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



Resolution Authorizing the Award of a
Contract for the Procurement of
Vehicle Towing Services,
IFB: B50685

Operations And Safety Committee
October 23, 2025

Daniel Hecht
Deputy Chief Mechanical Officer



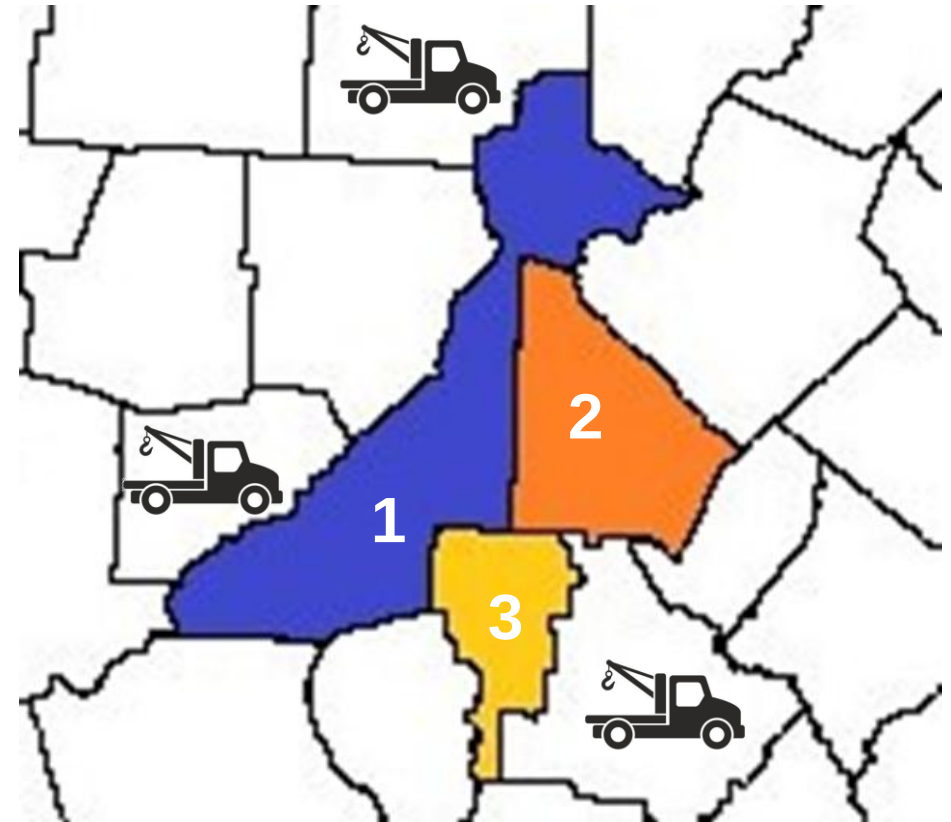
DISCUSSION

- Service Area
- Incidents
- Service Calls
- Towing Summary
- Procurement Consideration



SERVICE AREA

- Zone 1 – Fulton County and the City of Atlanta
- Zone 2 – Dekalb County
- Zone 3 – Clayton County
- Total Service Area is 937 square miles
- Multiple Award Contract



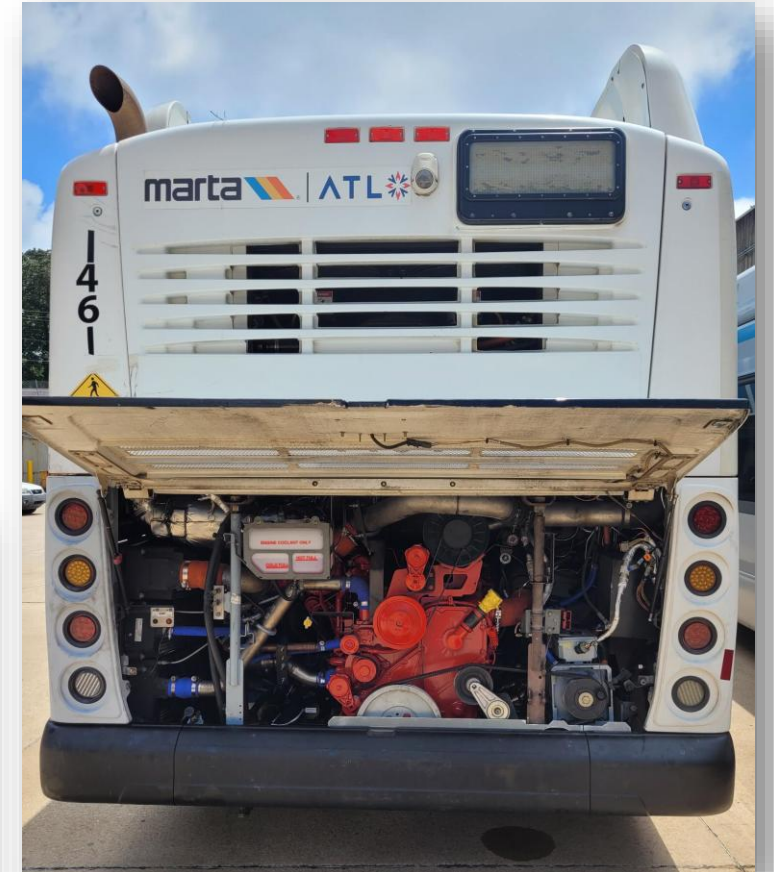
INCIDENTS

- MARTA has over 1,000 incidents per year
- Multivehicle
- Single Vehicle



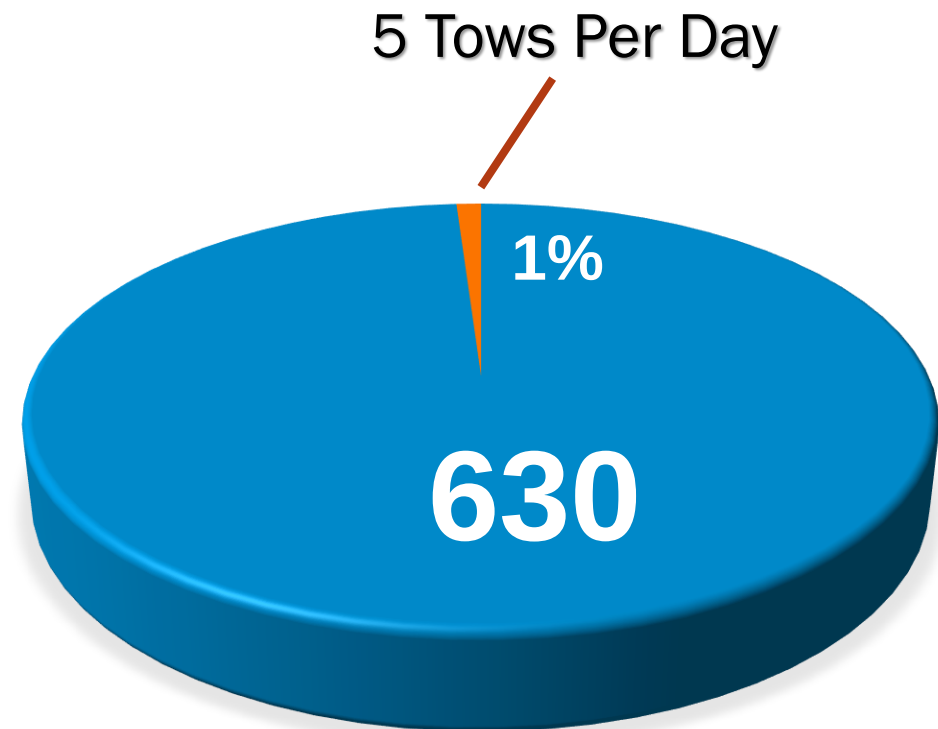
SERVICE CALLS

- Mechanical Failure
- Operator Concern
- Safety Related



TOWING SUMMARY

- Bus Peak Runs Per Day 380
- Non-Revenue Per Day 250
- 40 Foot Bus \$410
- 60 Foot Articulated Bus \$450
- Non-Revenue Vehicles \$200 - \$400



PROCUREMENT CONSIDERATION

- Gibbs



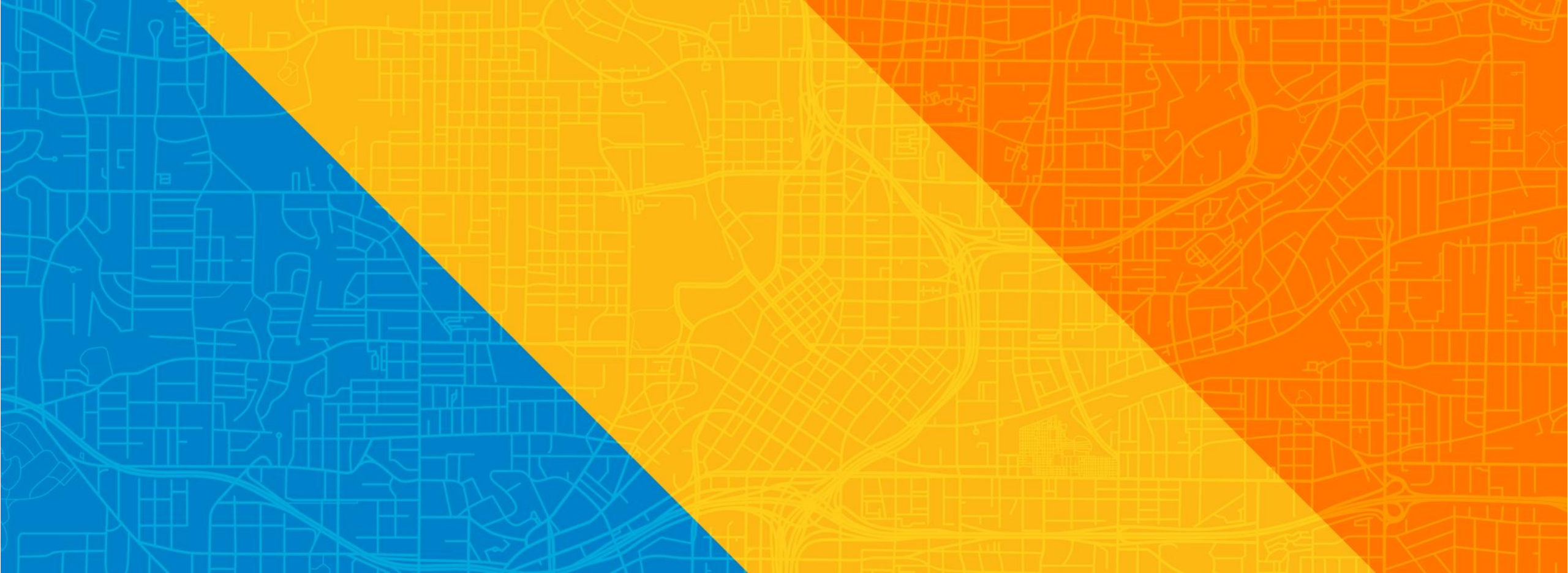
- S&W





The Department of Bus Maintenance requests the Operations and Safety Committee recommends to the full Board, the approval of the Procurement of Vehicle Towing Services in the Amount of \$4,241,800.





Thank You



**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR
VEHICLE TOWING SERVICES, IFB B50685**

WHEREAS, the Authority's Office of Bus Maintenance has identified the need for Vehicle Towing Services, Invitation for Bids Number B50685; and

WHEREAS, on July 7, 2025, the Metropolitan Atlanta Rapid Transit Authority duly sent notice of the Invitation for Bids to potential Bidders; and

WHEREAS, notice 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 August 7, 2025, at 11:30 a.m., local time, three (3) bids were publicly opened and read aloud; and

WHEREAS, the bid submitted by Gibbs Automotive & Electronics, LLC. is responsive and responsible and the bidder is capable of performing the Contract; and

WHEREAS, the bid submitted by S&W Towing Services of Atlanta, 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 Interim 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 B50685, Vehicle Towing Services between the Authority and Gibbs Automotive & Electronics, LLC. and S&W Services of Atlanta, Inc., in the amount of \$4,241,800.00.

Approved as to Legal Form:

Signed by:

Duane D. Pritchett

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

Resolution Authorizing the Solicitation of Proposals for the Procurement of Vending Services for MARTA Headquarters and Satellite Facilities, RFP P50783



Operations & Safety Committee
October 23, 2025

Sean Thomas
Director of Facilities



BUSINESS PURPOSE

Promote employee morale & productivity by providing access to on-site vending services as a convenience to MARTA staff.

TYPICAL VENDING LOCATIONS

- **Administrative**
 - *HQ, Annex, Uptown*
- **Shops & Garages**
 - *Rail, Bus & Streetcar*
- **Stations**
 - *Operator Dispatch Areas*
 - *Shop/Office Breakrooms*
 - *Station Staff Rooms*

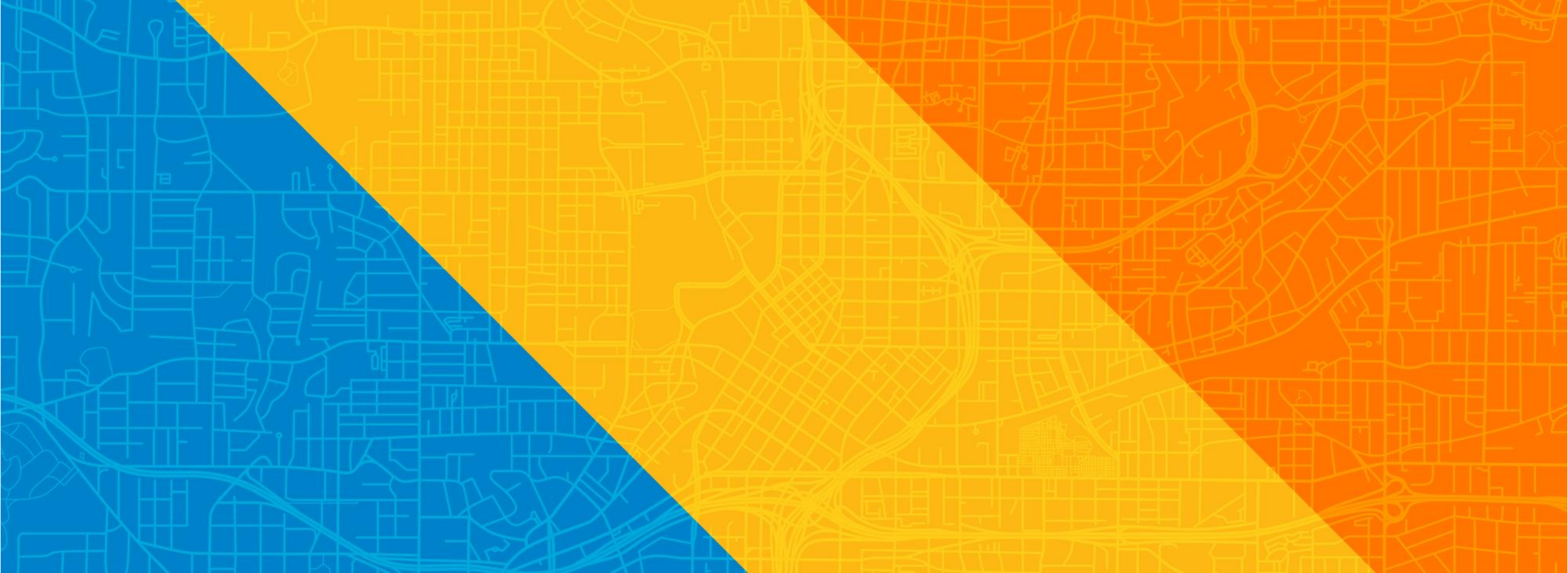


INDUSTRY TRENDS

- *Kiosks & Micro Markets*
- *Healthier Snack Options*
- *Fresh Fruits & Veggies*
- *Coffee Vending Options*
- *Remote Inventory Checks*



The Department of Mechanical Operations requests the Operations & Safety Committee recommends to the full Board, the approval of this resolution Authorizing the Solicitation of RFP P50783 for the Procurement of Vending Services for MARTA Headquarters and Satellite Facilities.



Thank You



**RESOLUTION AUTHORIZING THE SOLICITATION OF PROPOSALS FOR VENDING
SERVICES FOR MARTA HEADQUARTERS AND SATELLITE FACILITIES, RFP
P50783**

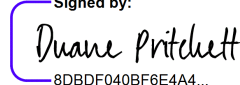
WHEREAS, the Authority is authorized by Section 14(m) of the MARTA Act to procure property or services without competitive bidding if it is impracticable to prepare adequate specifications and an adequate description on the basis of which to solicit competitive bids; and

WHEREAS, the Interim General Manager/CEO has certified, in accordance with Section 14(m) of the MARTA Act, that the procurement of Vending Services for MARTA Headquarters and Satellite Facilities is impracticable through the solicitation of competitive bids; and

WHEREAS, award of a Contract for the procurement of Vending Services for MARTA Headquarters and Satellite Facilities, after the solicitation of proposals and selection of a preferred proponent pursuant to Section 14(m) of the MARTA Act, is subject to approval by the Board of Directors.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the Interim General Manager/CEO, or his designee be, and hereby is, authorized to solicit proposals for the procurement of Vending Services for MARTA Headquarters and Satellite Facilities by means other than competitive bidding, in accordance with Section 14(m) of the MARTA Act, through the use of Request for Proposals.

Approved as to Legal Form:

Signed by:

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

MARTA Key Performance Indicators (KPIs)

Operations and Safety Committee
October 23, 2025

Robert Goodwin
AGM of Research & Analysis

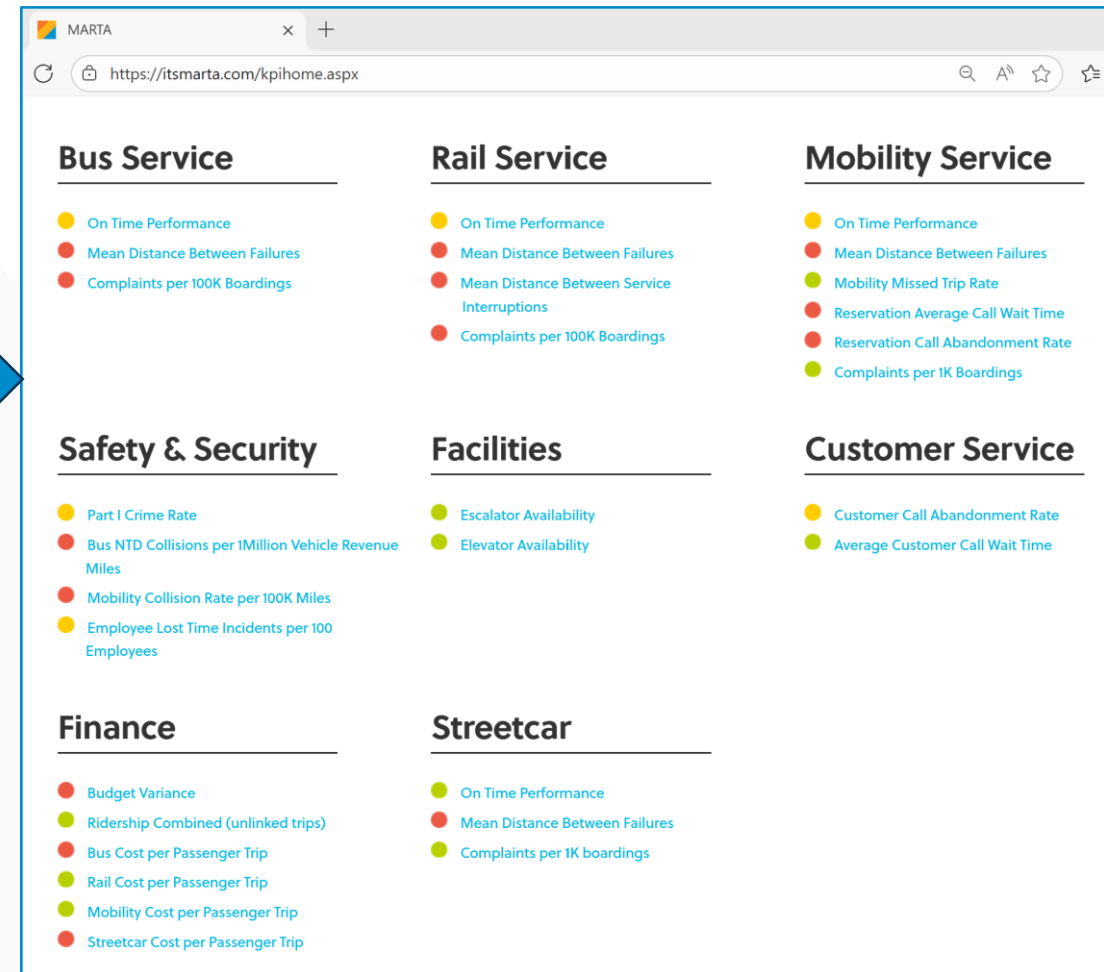


| Department of Research & Analysis



MARTA tracks and reports KPIs for transparency, accountability, and to drive improvement

- MARTA has reported KPIs since at least 1999
- Board and executive management selected current KPIs around 2009
- MARTA currently publishes 30 KPIs monthly to itsmarta.com



MARTA's KPIs include productivity, reliability, customer service, efficiency, and safety & security metrics

Productivity

- Ridership

Customer Service

- Call wait time/abandonment rate
- Complaints

Efficiency

- Budget variance
- Operating cost per passenger

Reliability

- On-time performance (OTP)
- Service delivery/missed trips ← New
- Mean distance between failures (MDBF)/ mean distance between service interruptions (MDBSI)
- Escalator / elevator availability

Safety & Security

- Part I crime rate
- Collisions
- Employee lost time

MARTA's KPIs are consistent with what other large transit agencies report

Agency	Ridership	OTP	MDBF/ MDBSI	Crime	Collisions/ Incidents	Missed Trips	Escalator/ Elevator Availability	Complaints	Employee Lost Time/ Injuries	Operating Cost	Call Wait Time/ Abandon- ment Rate
MTA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SFMTA	✓	✓	✓	✓	✓	✓	✓	✓			
WMATA	✓	✓	✓	✓	✓	✓	✓		✓		
BART	✓	✓	✓	✓			✓	✓	✓		
CTA	✓	✓	✓		✓	✓	✓	✓			
DART	✓	✓		✓	✓					✓	✓
King County	✓	✓	✓		✓			✓			
SEPTA	✓	✓							✓	✓	
MTS	✓	✓	✓								
LA Metro	✓			✓		✓					
MBTA	✓	✓									
NJ Transit		✓	✓								
Count	11	11	8	6	6	5	5	5	4	3	2

Change 1: Adding customer satisfaction and performance ratings to MARTA's KPIs

Agency	Frequency	Overall Satisfaction	Safety/Security Ratings	Cleanliness Ratings	Reliability Ratings
SEPTA	Quarterly	✓	✓	✓	✓
LA Metro	Annually	✓	✓	✓	✓
CTA	Semiannually	✓	✓	✓	✓
BART	Quarterly	✓	✓	✓	
WMATA	Quarterly	✓	✓	✓	
SFMTA	Quarterly	✓	✓		
MBTA	Monthly	✓			✓
Count		7	6	5	4

Change 2: Streamline KPIs to focus on safe, clean, and reliable service and routine excellence

Safe & Secure

- Part I crime rate
- Collision rates by mode
- Customer ratings for feeling safe in buses, trains, and stations

Clean

- Percentage of bus and railcar major cleanings completed on time
- Customer ratings for cleanliness in buses, trains, and stations

Reliable

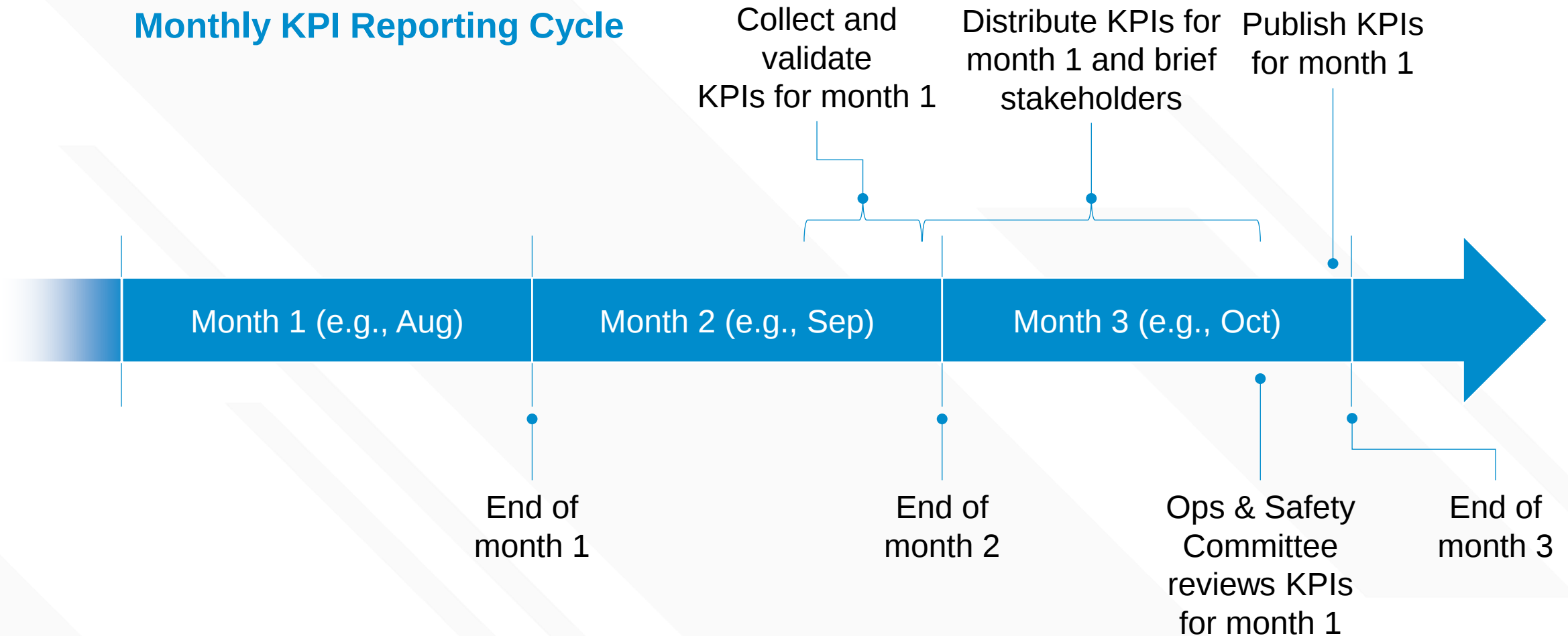
- On-time performance by mode
- Missed trip rate by mode
- Customer ratings for reliability

Routine Excellence

- Ridership
- Overall customer satisfaction
- Budget variance

Note: Month-to-date KPIs measure performance from two months ago

Monthly KPI Reporting Cycle



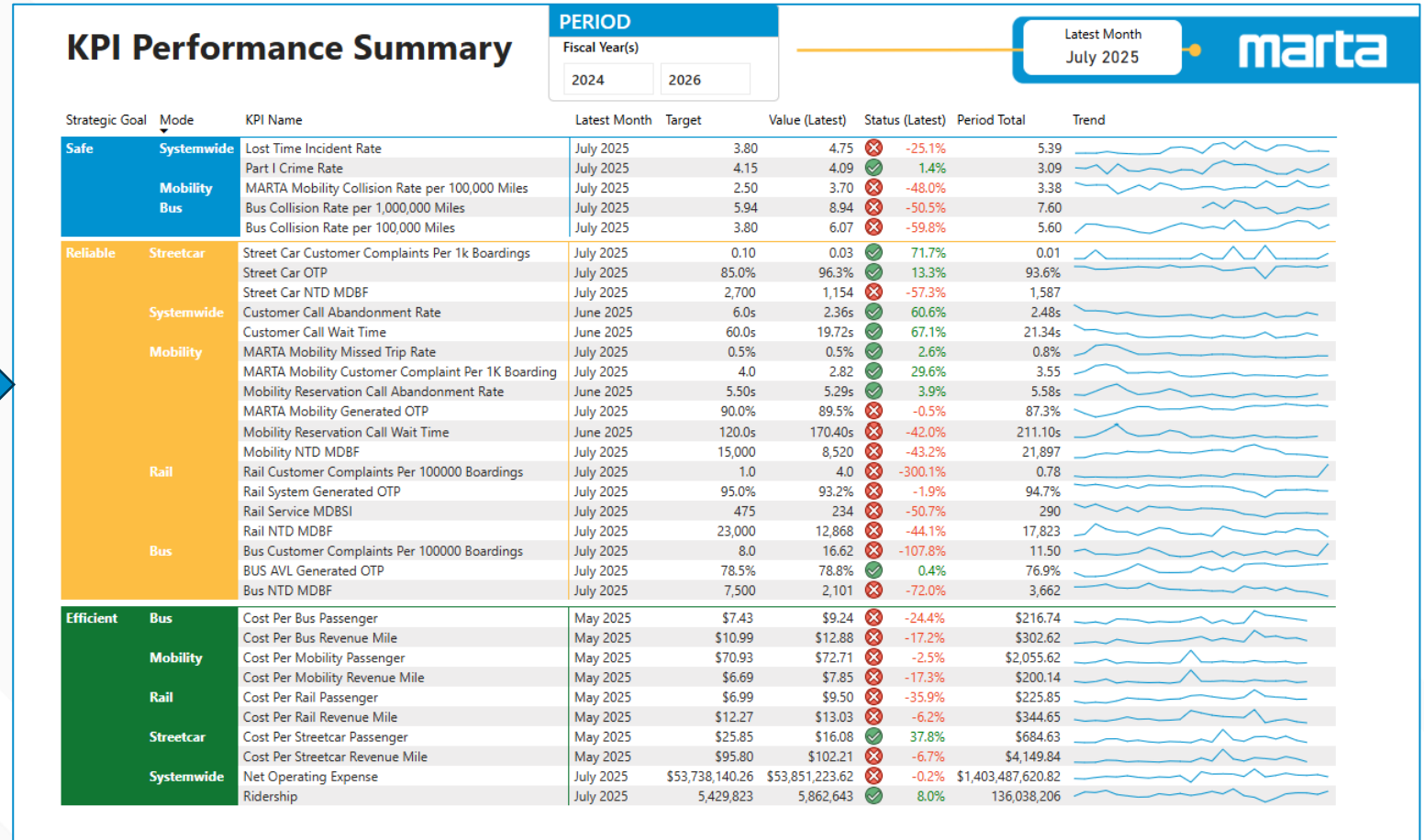
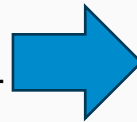
FY26 Board briefing schedule

Month	KPIs
Nov 2025	Bus & Mobility
Dec 2025	No briefing
Jan 2026	Heavy Rail and Streetcar
Feb 2026	Safety & Security, Customer Satisfaction
Mar 2026	Bus & Mobility
Apr 2026	Heavy Rail and Streetcar
May 2026	Safety & Security, Customer Satisfaction
Jun 2026	Bus & Mobility



Next steps

- Briefing in November on FY26 Q1 Mobility and bus performance
- Adding missed trips for all four modes
- Beta test KPI Summary dashboard in November





Thank You

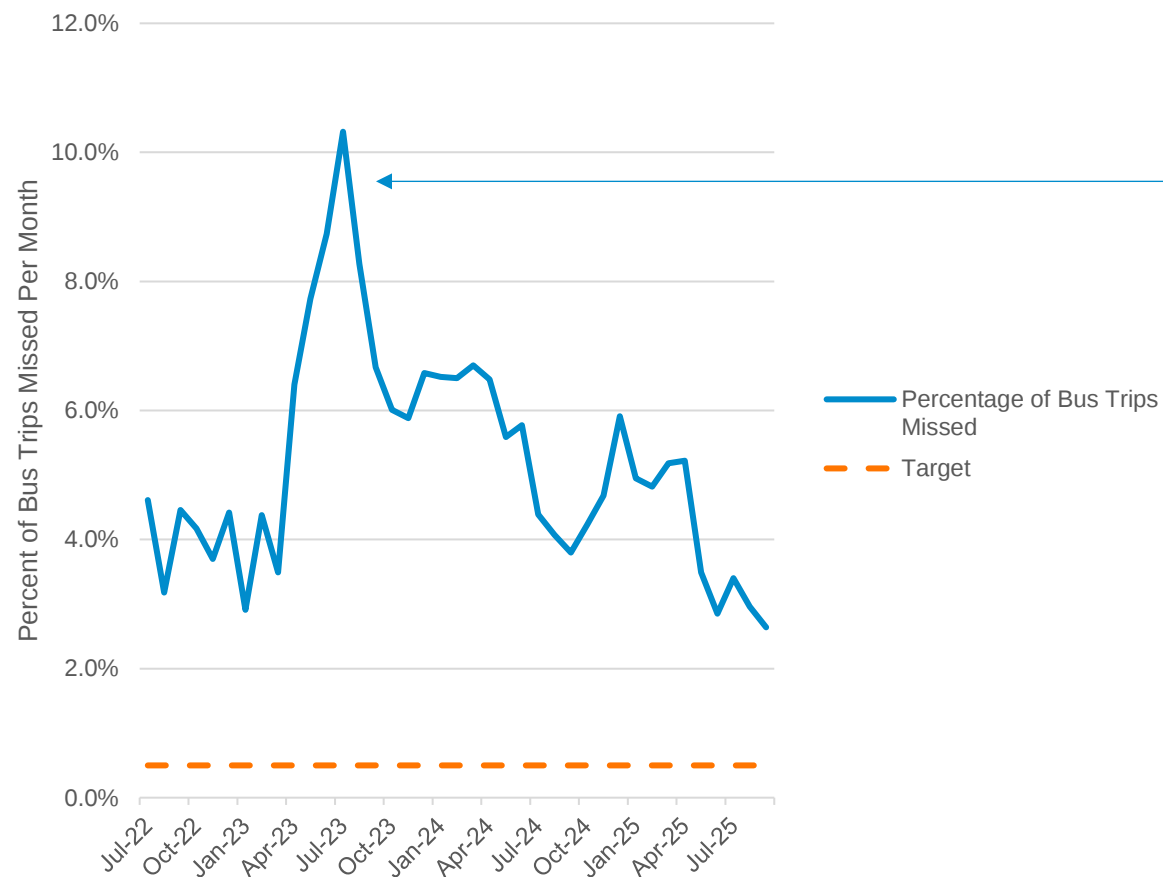
BUS/MOBILITY MISSED TRIPS

OPERATIONS AND SAFETY
COMMITTEE
OCTOBER 23, 2025

DWANA BROWN
INTERIM DEPUTY CHIEF OF
BUS OPERATIONS

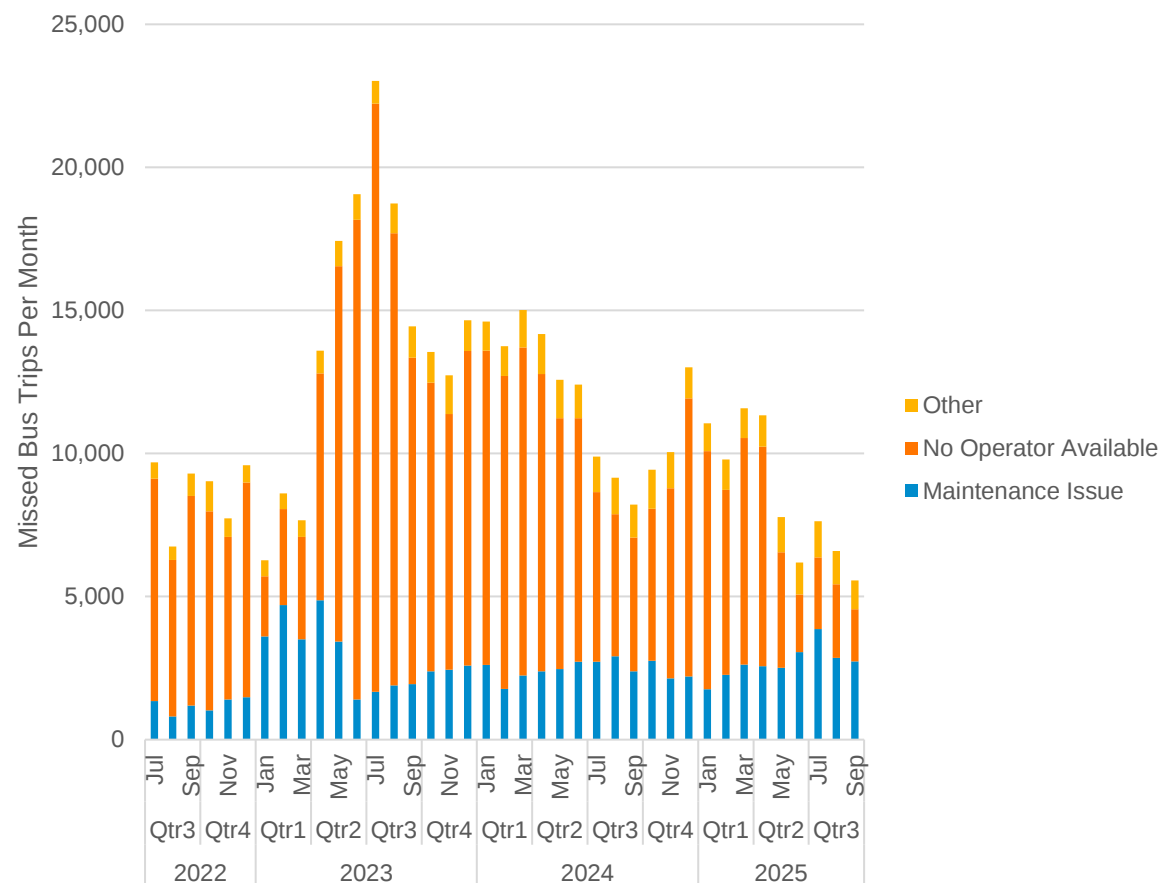


The percentage of bus trips missed is at its lowest rate in over three years



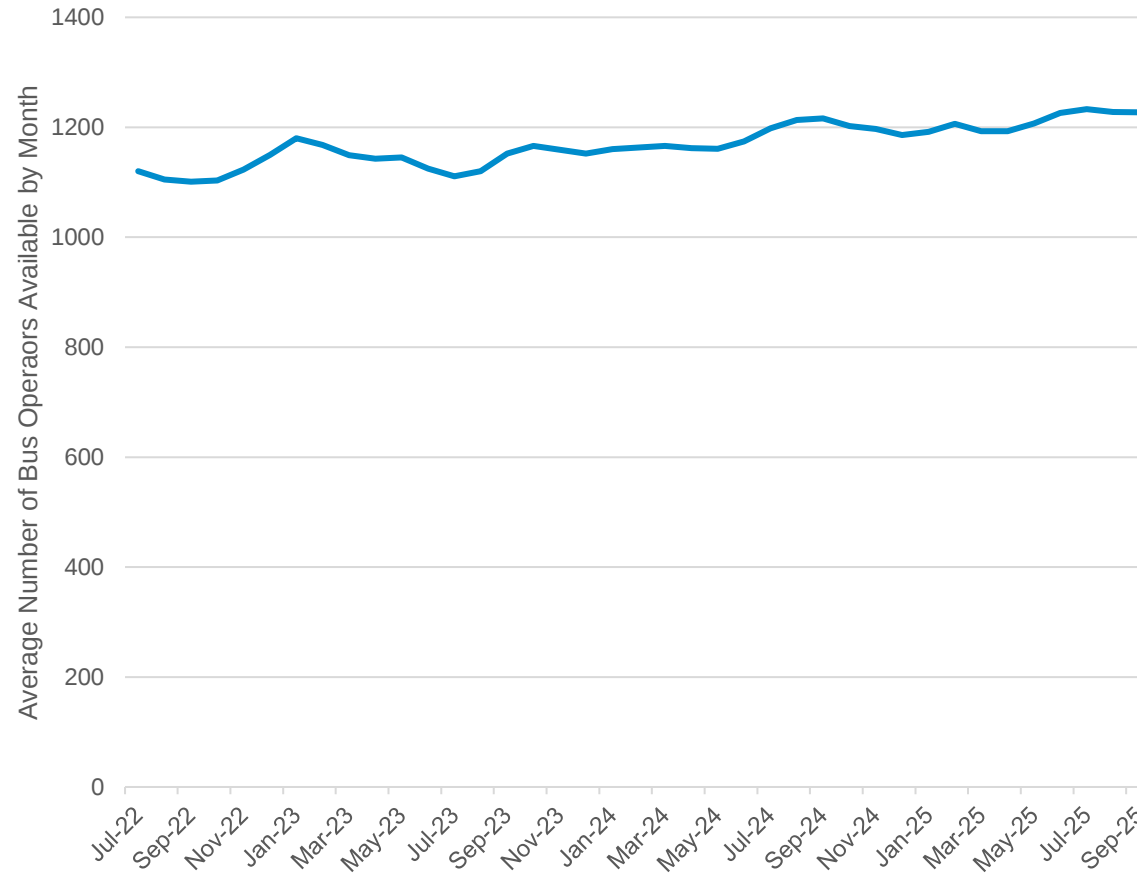
The large peak in percentage of bus trips missed in 2023 was caused by adding service without adding operators.

Bus missed trips have decreased due to a drop in cases of no operator available



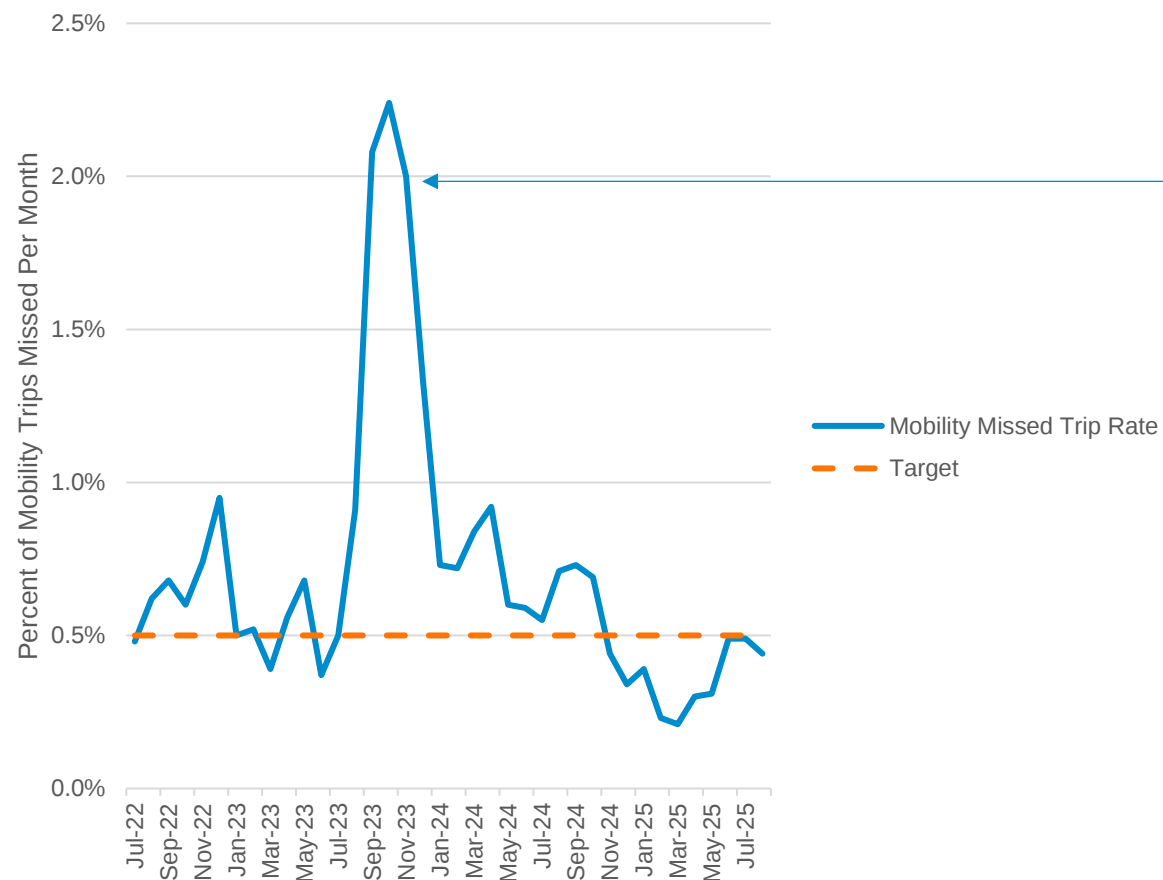
Bus missed trips due to no operator available decreased significantly since July 2023 while missed trips from other causes, particularly maintenance issues, have slowly increased.

Instances of no operator available dropped because the number of bus operators available has grown

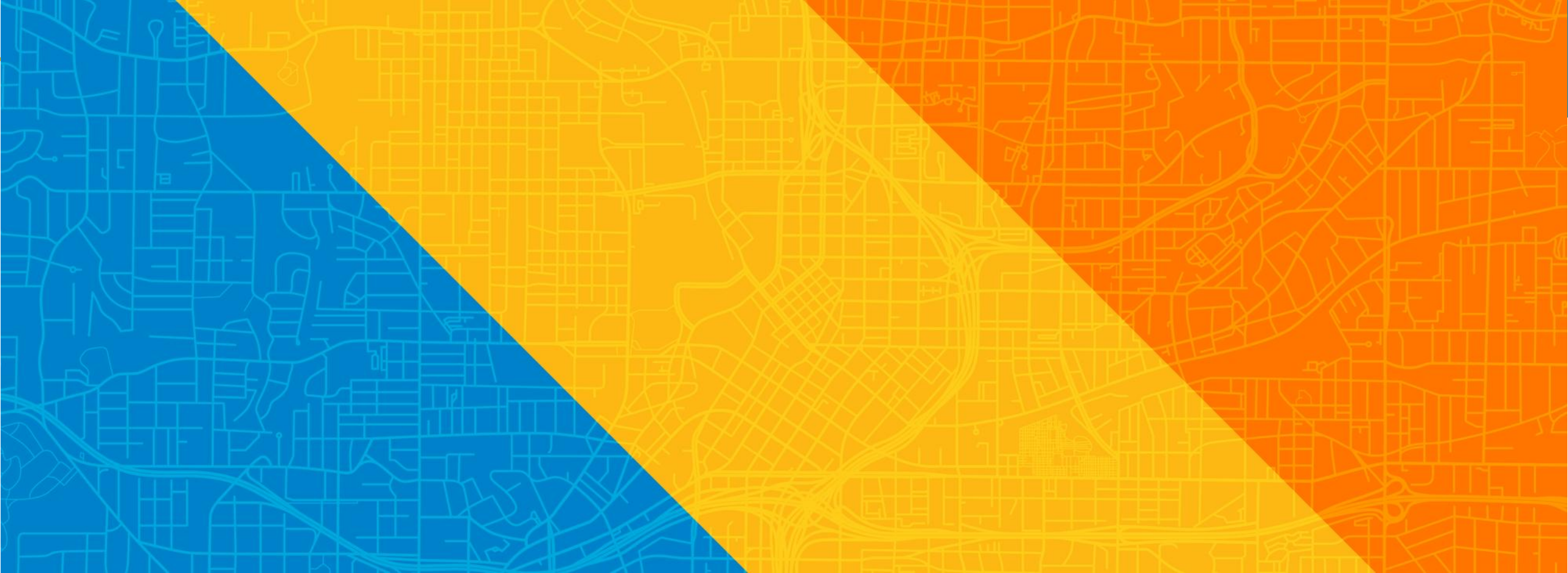


The number of bus operators available to operate buses (i.e., not in training) has grown almost 10% over the past three years.

The percentage of Mobility trips missed improved significantly over the past two years



The large peak in percentage of Mobility trips missed in 2023 was caused by a shortage of operators.



Thank You





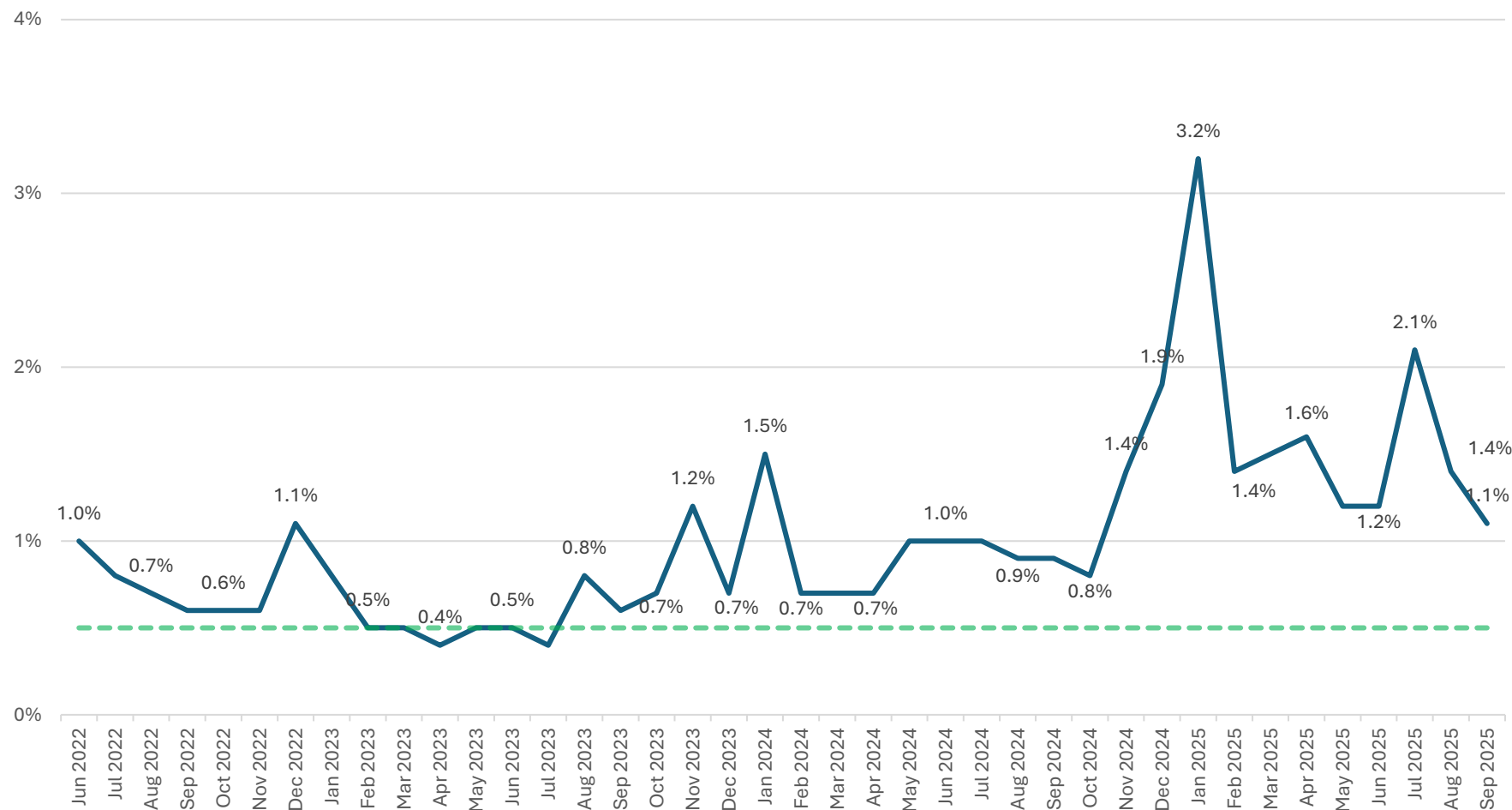
Rail Service Missed Trips

OPERATIONS AND SAFETY COMMITTEE
OCTOBER 23, 2025

JORGE BERNARD
DEPUTY CHIEF OF RAIL OPERATIONS



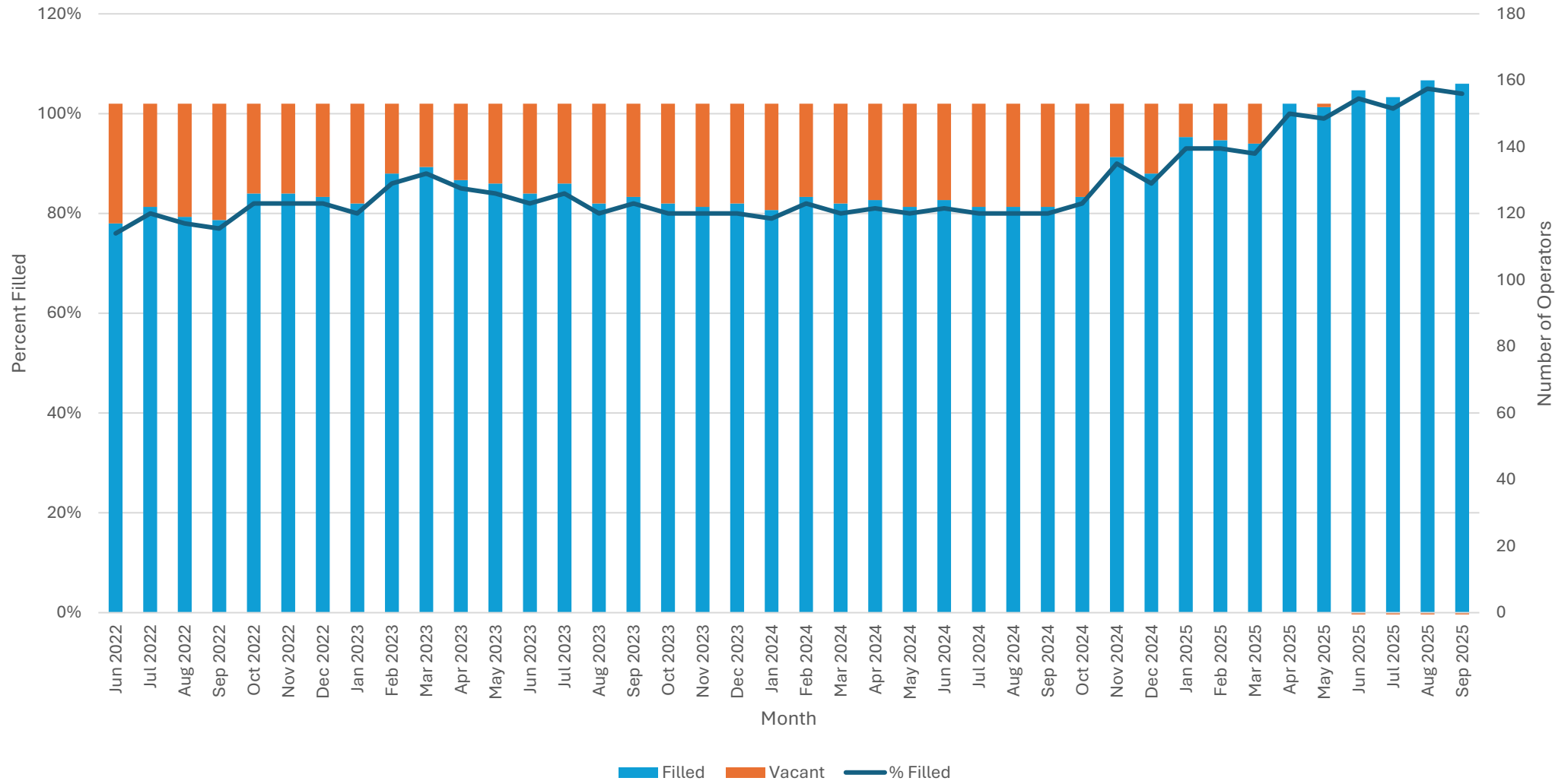
Rail Missed Trips



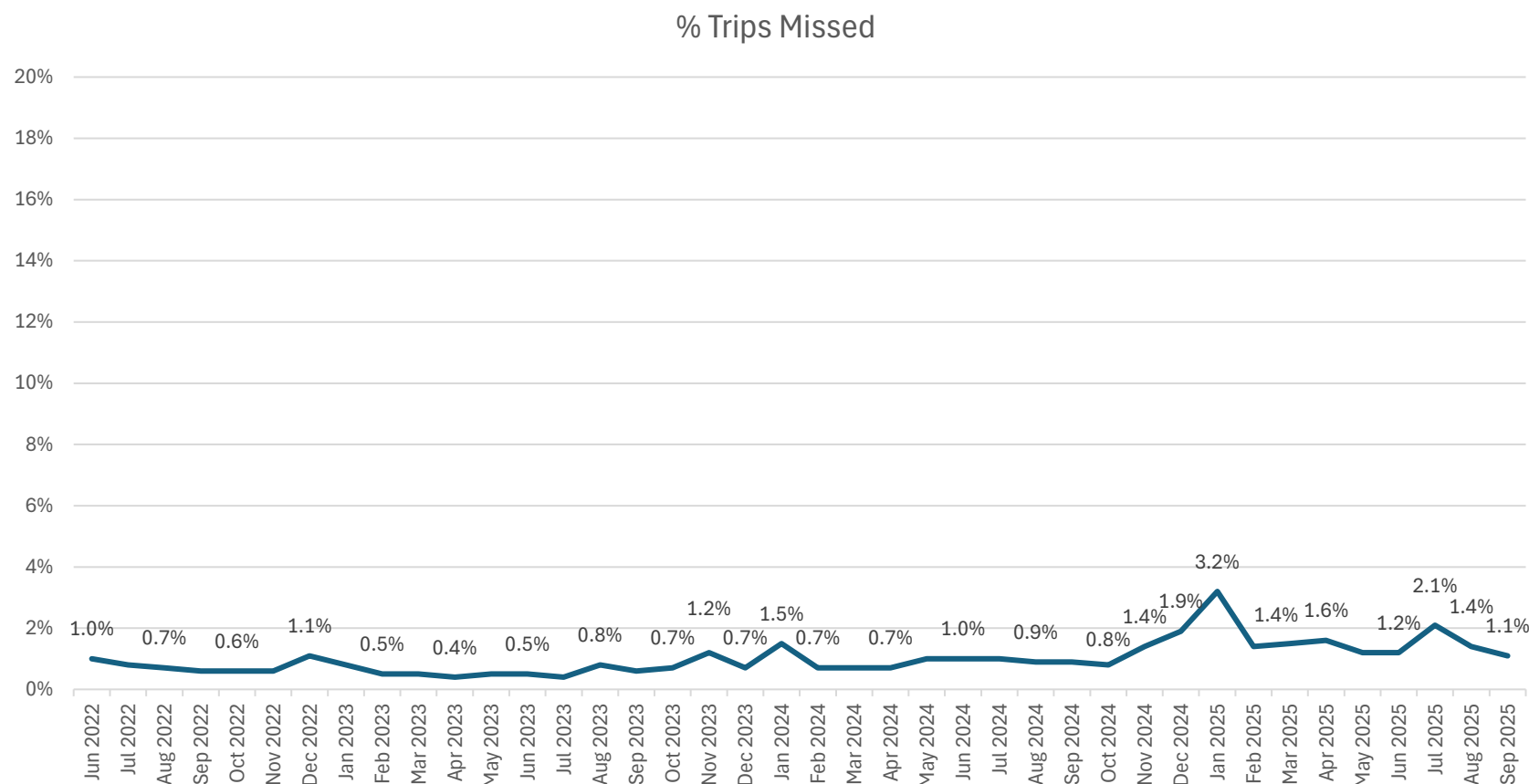
Contributing Factors

- Service Increase
 - August 2023
 - December 2024
- Weather
- Staffing
- Maintenance
- Passenger Related
 - Trespasser
 - Sick/Medical

Rail Positions Filled by Month

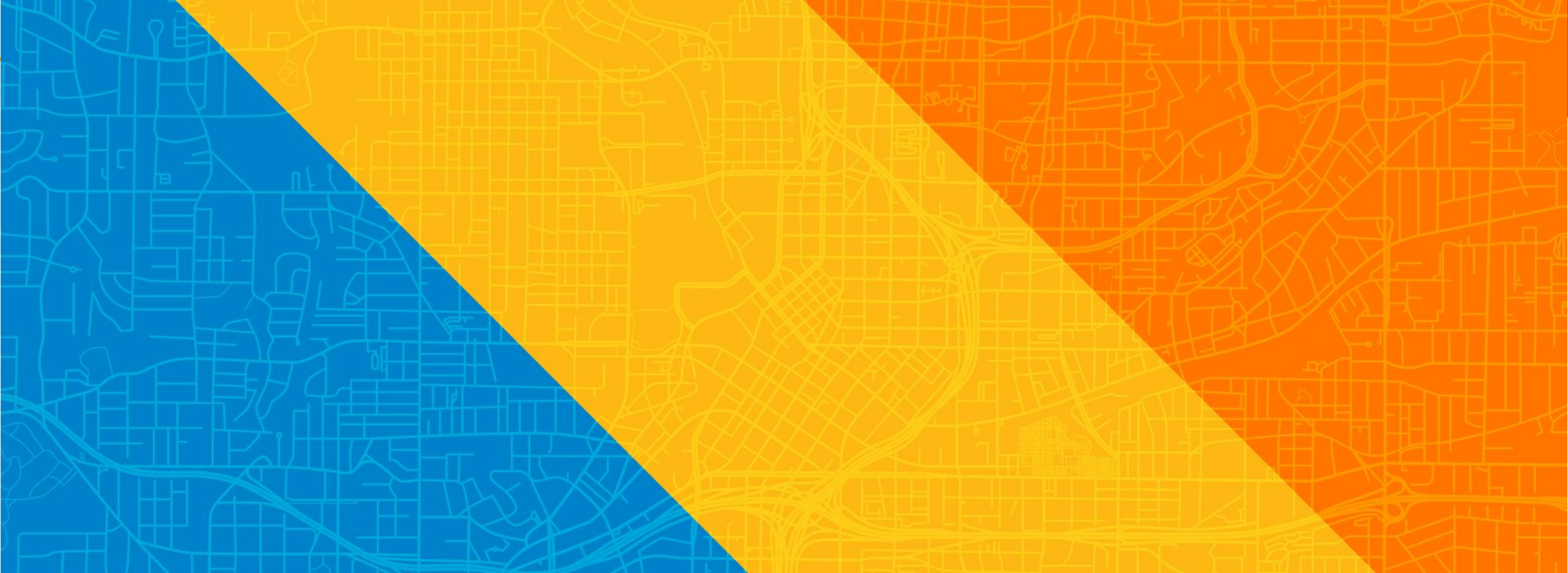


Light Rail Missed Trips



Contributing Factors

- Weather
- Emergency vehicle blocking right of way
- POV accident
- Maintenance
 - Brake faults
- Special Events



Thank You



AUGUST FY26
PERFORMANCE
(OVERALL PERFORMANCE)

All KPIs

KPI Overall Performance		
Bus Operations		On-Time Performance
		Mean Distance Between Failures
		Customer Complaints per 100K Boardings
Mobility Operations		On-Time Performance
		Mean Distance Between Failures
		Missed Trip Rate
		Reservation Average Call Wait Time
		Reservation Call Abandonment Rate
		Customer Complaints per 1K Boardings
Safety and Security		Part 1 Crime
		Bus NTD Collision Rate per 1M VRM
		Mobility Collision Rate per 100K Miles
		Employee Lost Time Incident Rate
Streetcar Operations		On-Time Performance
		Mean Distance Between Failures
		Customer Complaints per 1K Boardings
Rail Operations		On-Time Performance
		Mean Distance Between Failures
		Mean Distance Between Service Interruptions
		Customer Complaints per 100K Boardings
Office of Vertical Transportation		Escalator Availability
		Elevator Availability
Customer Service		Customer Service Call Wait Time
		Customer Service Call Abandonment Rate

% of KPIs in Corresponding Performance Band	
	42%
	25%
	33%

AUGUST FY26 PERFORMANCE (BUS OPERATIONS)

OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

Operations KPIs (Bus)

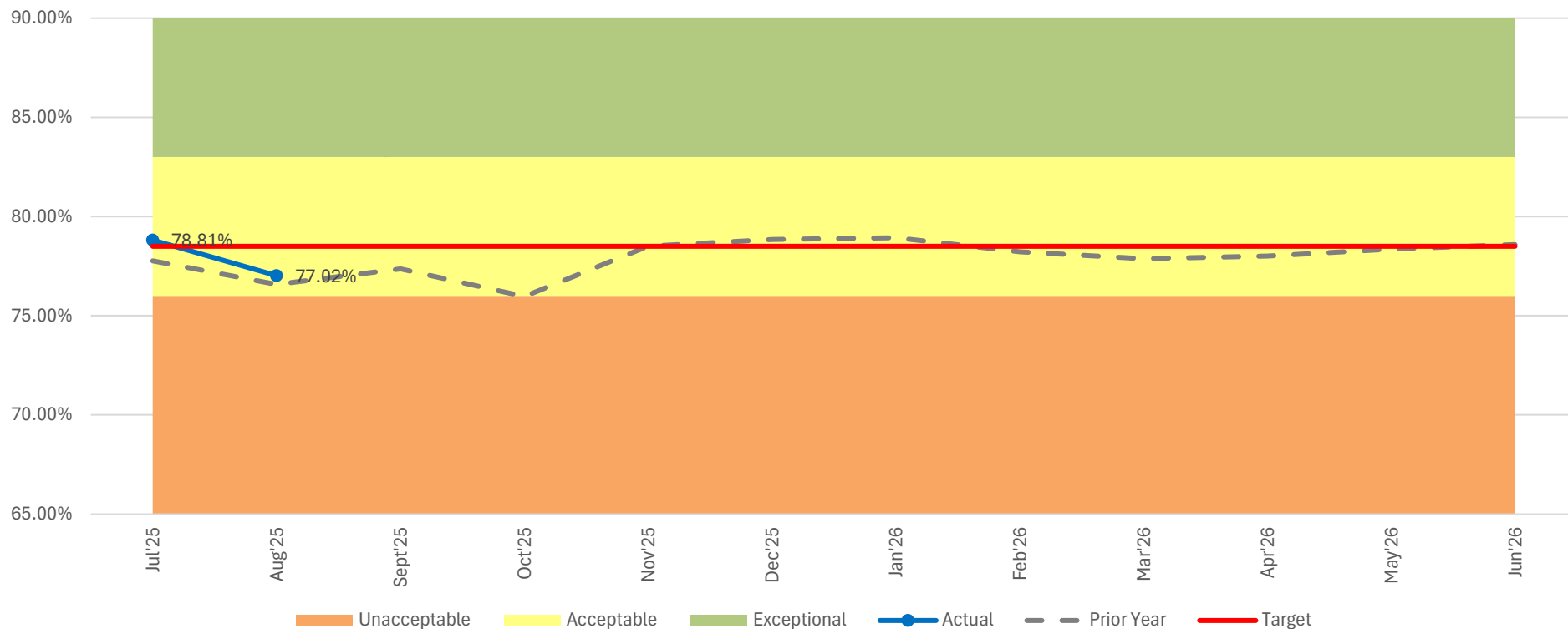
	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	78.50%	77.02%	-1.48%	77.97%	-0.53%	0.80%
	Mean Distance Between Failures	7,500	2634	-4866	2335	-5165	-1097
	Customer Complaints per 100K Boardings	8.00	11.83	3.83	14.18	6.18	2.43

Note:

- Prior to March 2025, we excluded data from the last stop on all bus routes in the calculation of Bus OTP. Beginning in March 2025, we revised the methodology to include the last stop on all bus routes. We implemented this change to measure performance more accurately over the entire route, better reflecting the customer experience. This revised methodology may result in a slight increase in OTP compared to the previous methodology and applies only to OTP calculations from March 2025 forward.
- For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

Bus On-Time Performance

measured as percentage of on-time departures from defined time points on a given route. Departure is considered on-time, if made between 0 and 5 minutes after scheduled departure time.

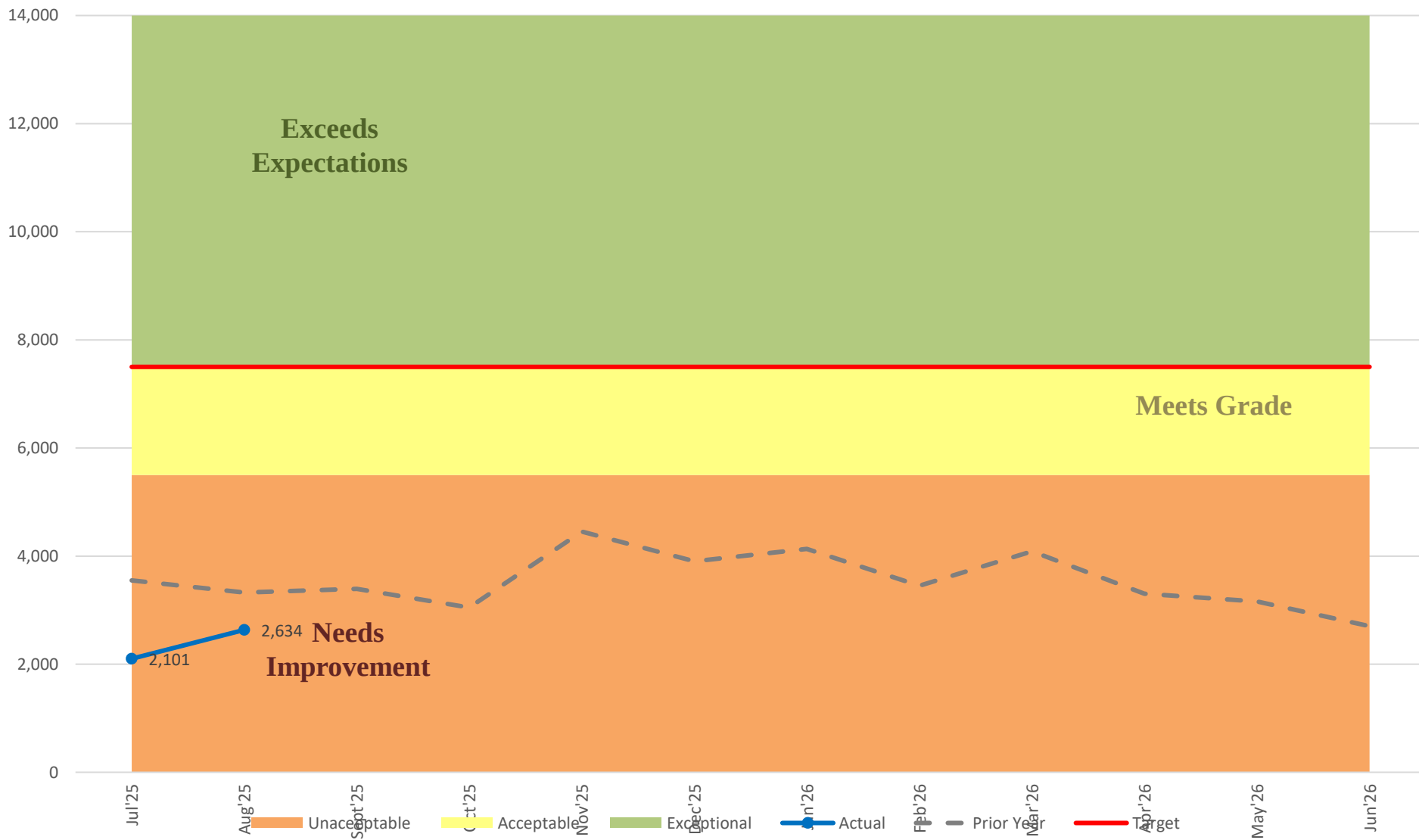


Note:

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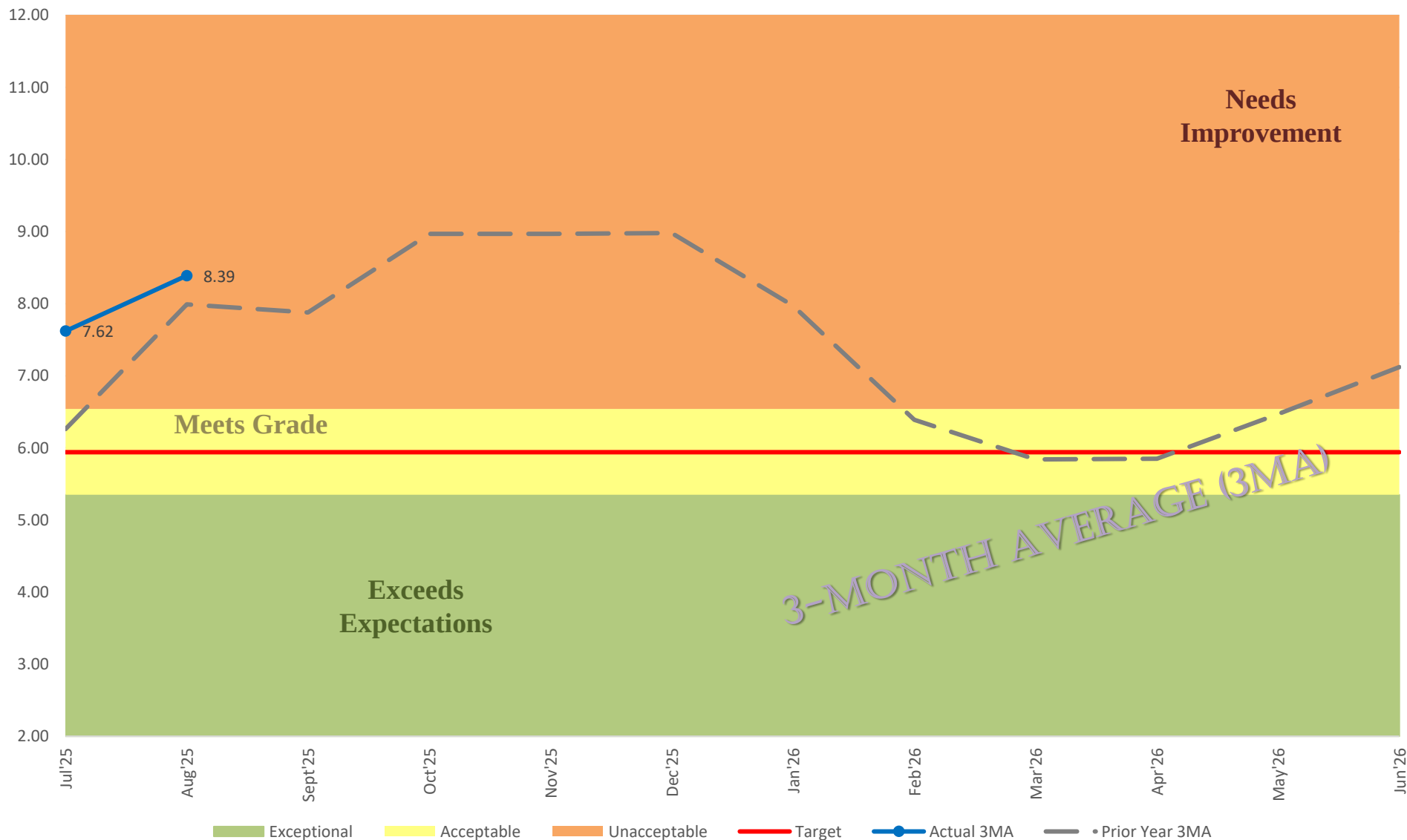
Bus Mean Distance Between Failures

measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD



BUS SAFETY KPI

Bus NTD Collisions per 1M Revenue Miles measured as the number of NTD reportable collisions involving bus service per 1 Million revenue miles.

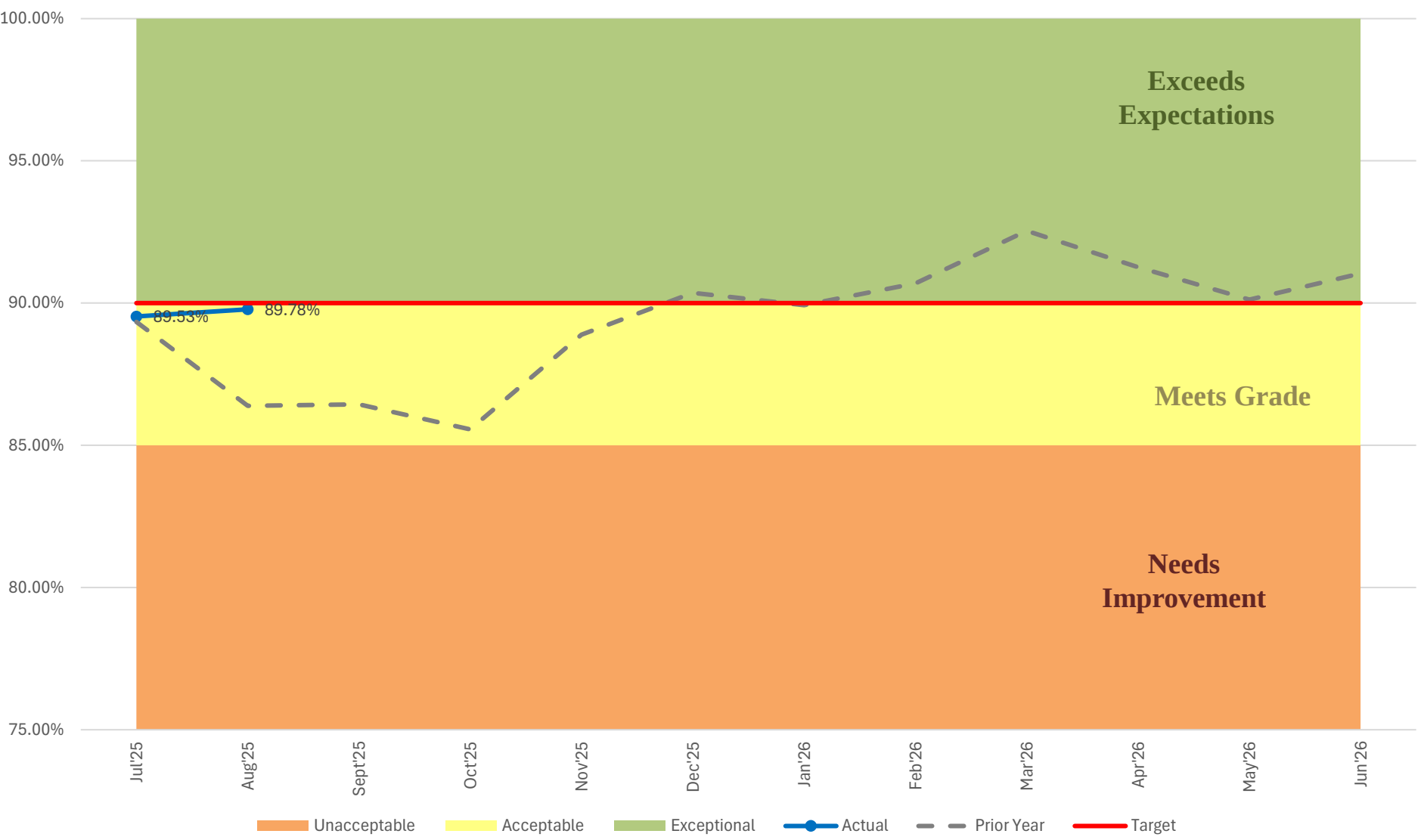


OFFICE OF
MOBILITY

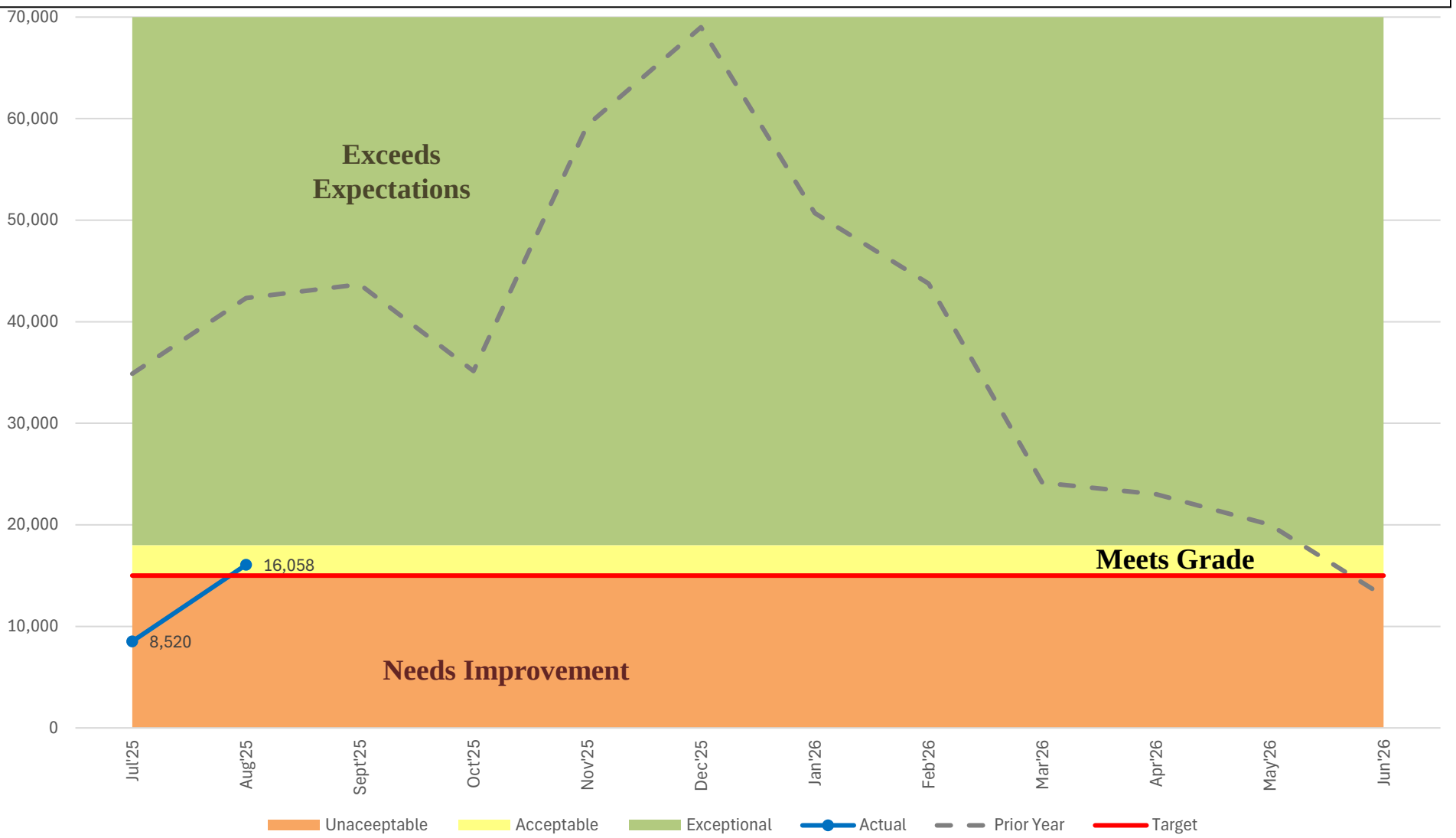
Operations KPIs (Mobility)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	<i>On-Time Performance</i>	90.00%	89.78%	-0.22%	89.65%	-0.35%	1.89%
	<i>Mean Distance Between Failures</i>	15,000	16058	1058	11140	-3860	-27236
	<i>Missed Trip Rate</i>	0.50%	0.44%	-0.06%	0.47%	-0.03%	-0.16%
	<i>Reservation Average Call Wait Time</i>	2:00	7:12	5:12	8:07	6:07	5:19
	<i>Reservation Call Abandonment Rate</i>	5.50%	15.56%	10.06%	15.58%	10.08%	11.35%
	<i>Customer Complaints per 1K Boardings</i>	4.00	2.34	-1.66	2.57	-1.43	-0.11

Mobility On-Time Performance measured as the percentage of MARTA Mobility customer pickups made within 30 minutes from scheduled pickup time.

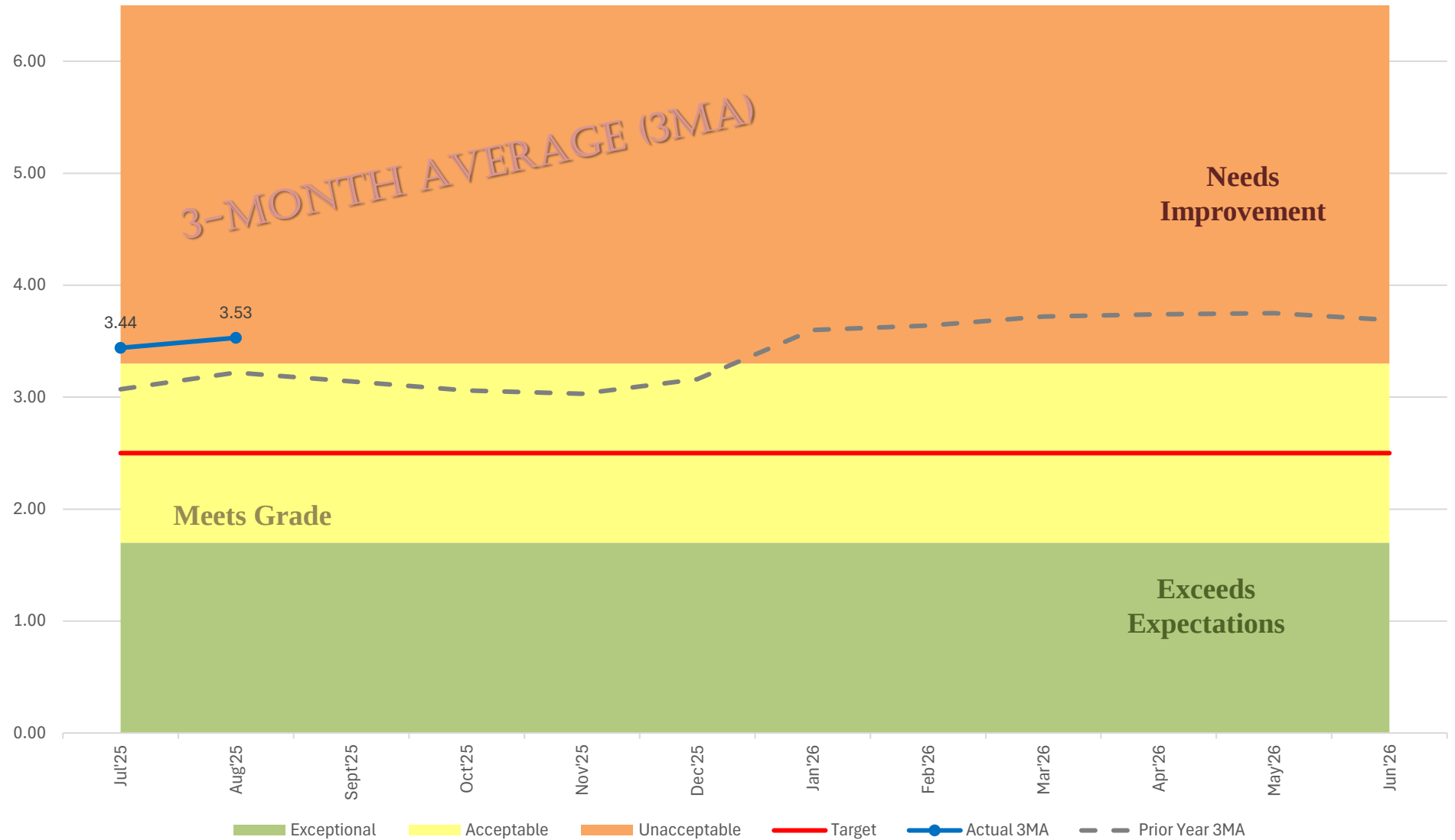


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY SAFETY KPI

Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



AUGUST FY26 PERFORMANCE

(RAIL OPERATIONS)

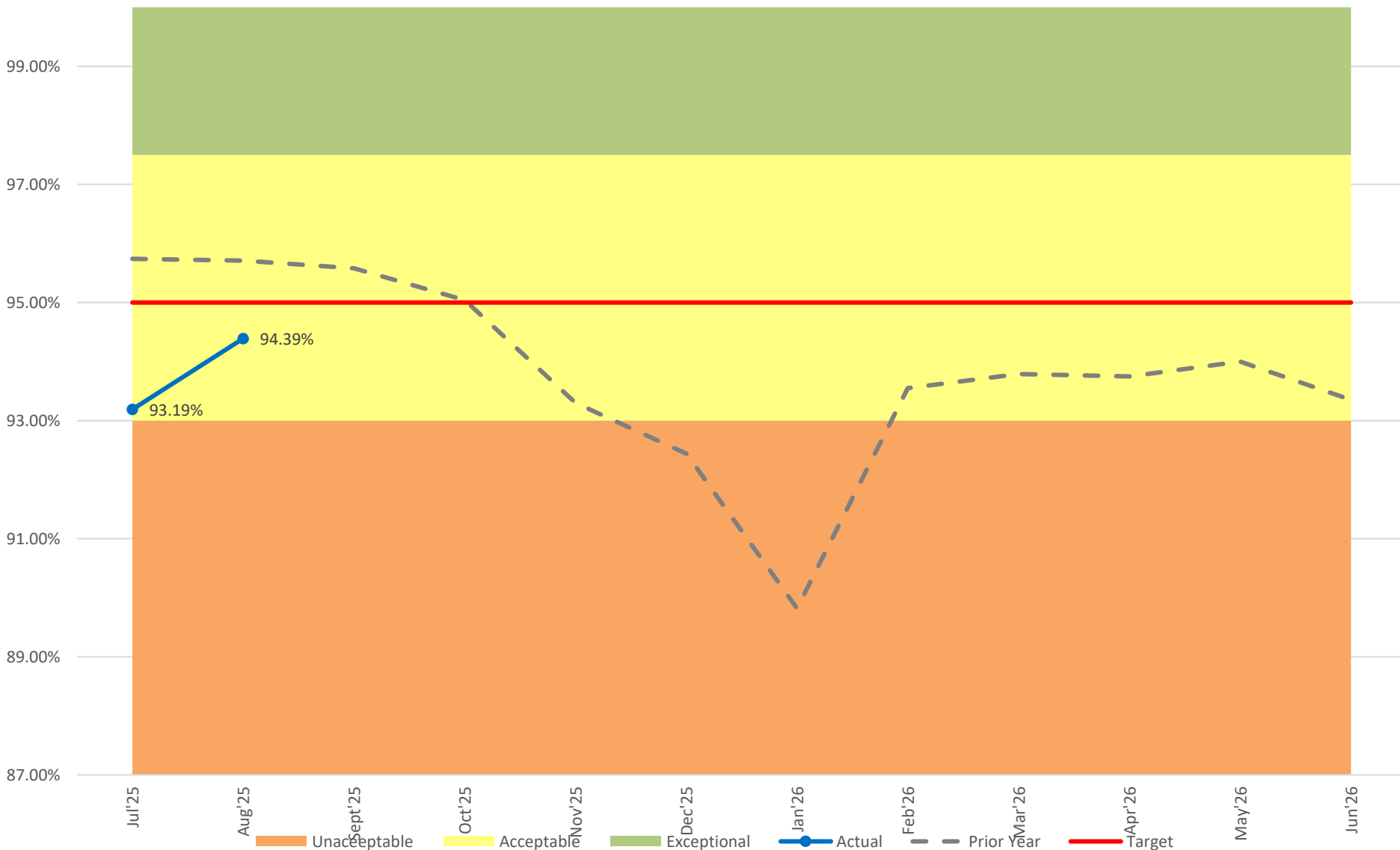
OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

Operations KPIs (Rail)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
●	On-Time Performance	95.00%	94.39%	-0.61%	93.79%	-1.21%	-1.93%
●	Mean Distance Between Failures	23,000	20140	-2860	15686	-7314	916
●	Mean Distance Between Service Interruptions	475	282	-193	256	-219	-107
●	Customer Complaints per 100K Boardings	1.00	2.43	1.43	3.23	2.23	2.39

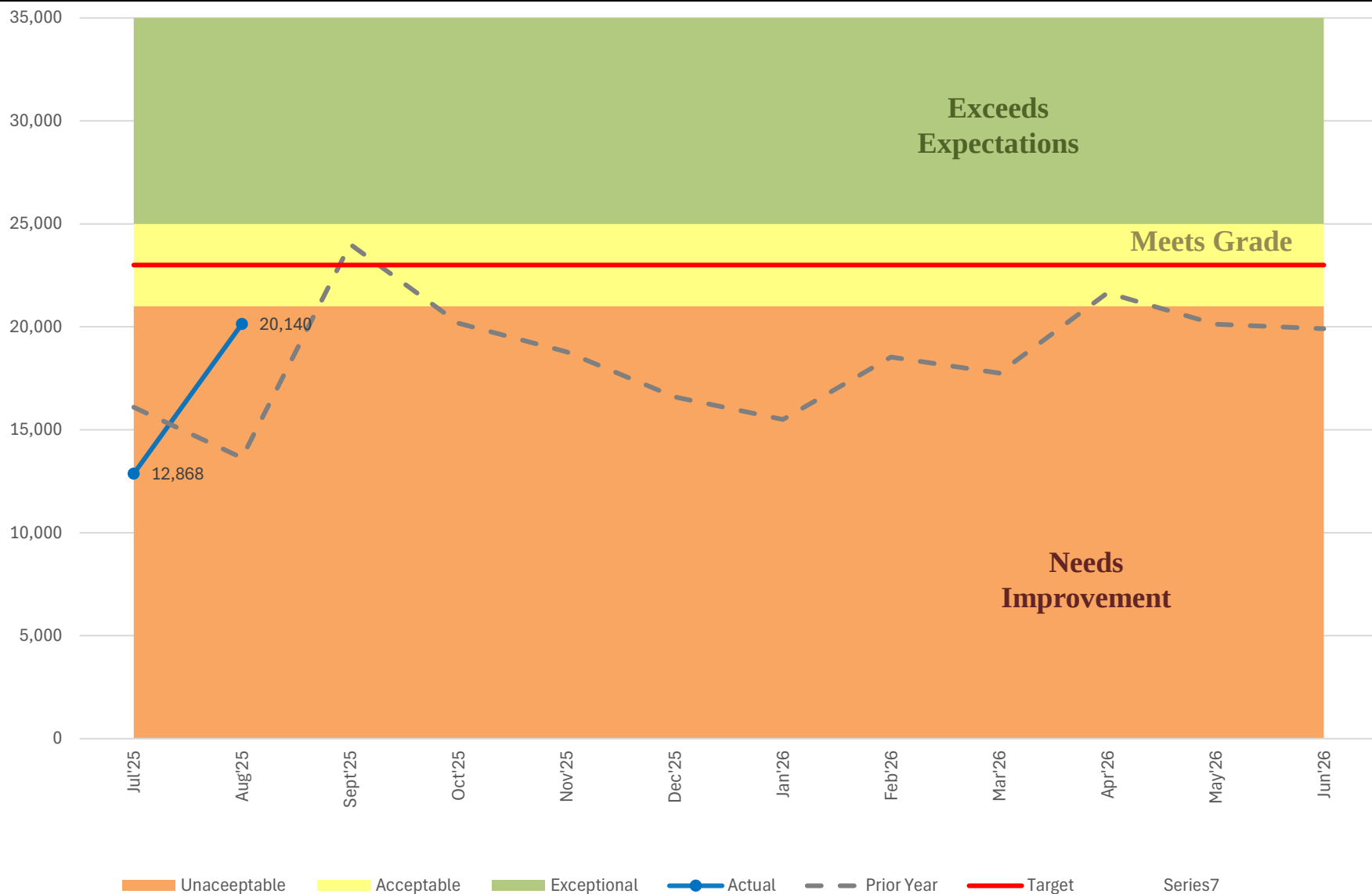
Rail On-Time Performance

measured as percentage of scheduled rail trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes after scheduled time.



Rail Mean Distance Between Failures

measured as the average rail car miles between NTD reportable mechanical failures, i.e., those precluding a rail car from completing its revenue trip or starting its next scheduled revenue trip.



OFFICE OF
VERTICAL
TRANSPORTATION

Operations KPIs (Vertical Transportation)

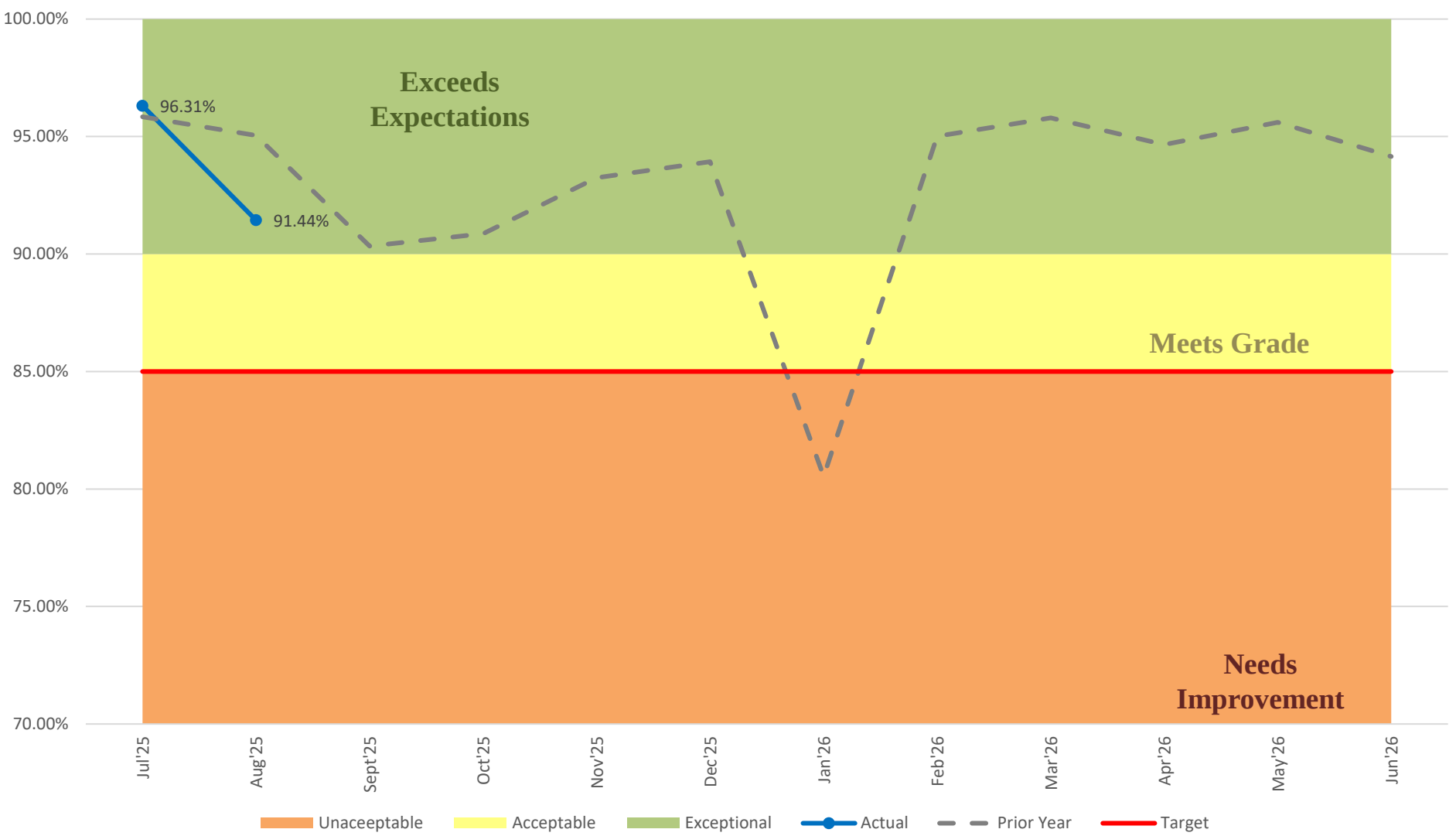
	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
●	<i>Escalator Availability</i>	98.50%	98.54%	0.04%	98.59%	0.09%	0.02%
●	<i>Elevator Availability</i>	98.50%	98.62%	0.12%	98.60%	0.10%	-0.14%

AUGUST FY26
PERFORMANCE
(STREETCAR)

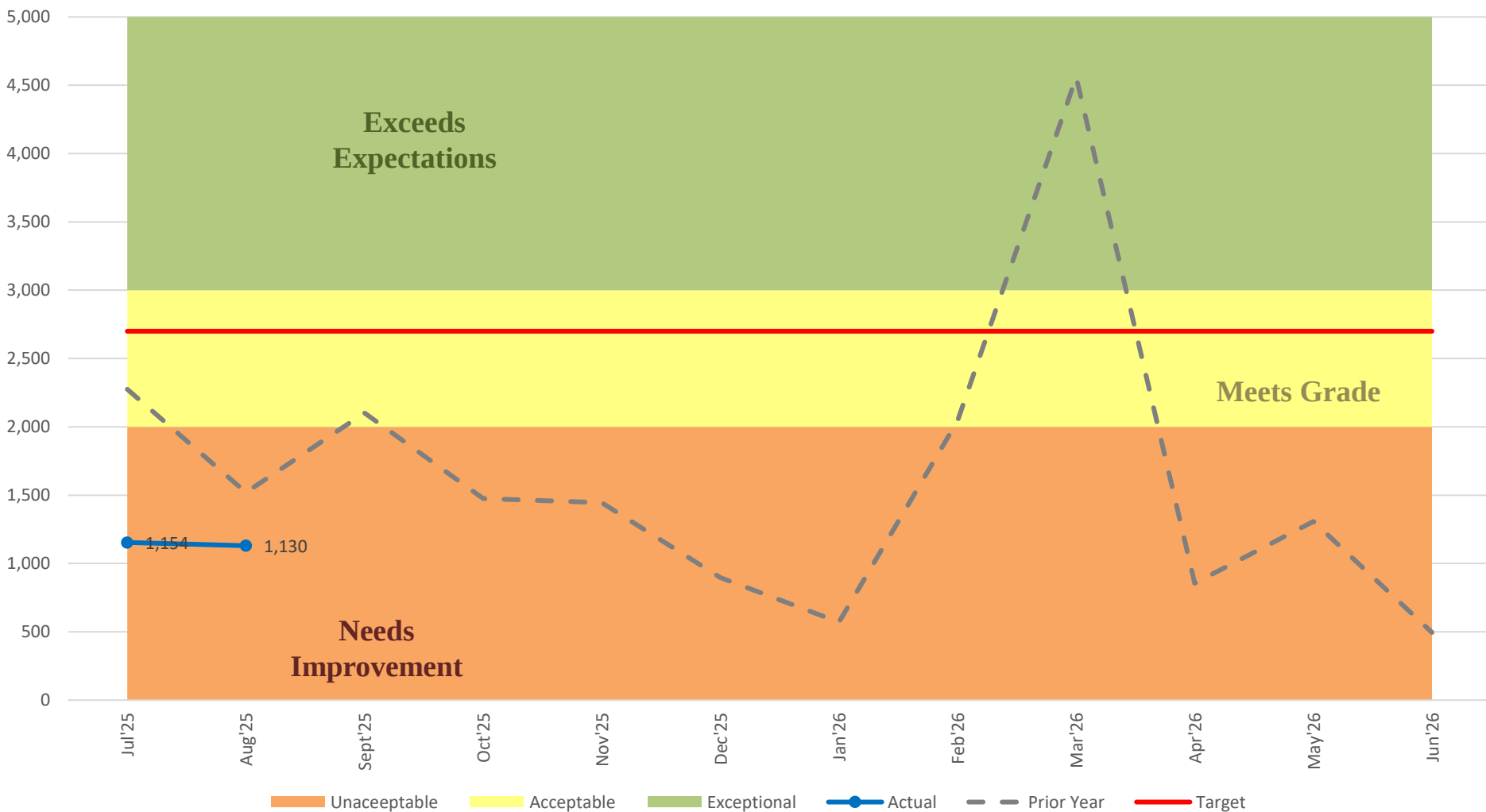
Operations KPIs (Streetcar)

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	On-Time Performance	85.00%	91.44%	6.44%	93.88%	8.88%	-1.57%
	Mean Distance Between Failures	2,700	1130	-1570	1142	-1558	-681
	Customer Complaints per 1K Boardings	0.10	0.03	-0.07	0.03	-0.07	0.02

Streetcar On-Time Performance measured as percentage of scheduled trips that originated and ended on-time, i.e., departed time points of origin and/or arrived at time points of destination no later than 5 minutes and 59 seconds after scheduled time.



Streetcar Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD, except for those that occur at the end of the line.

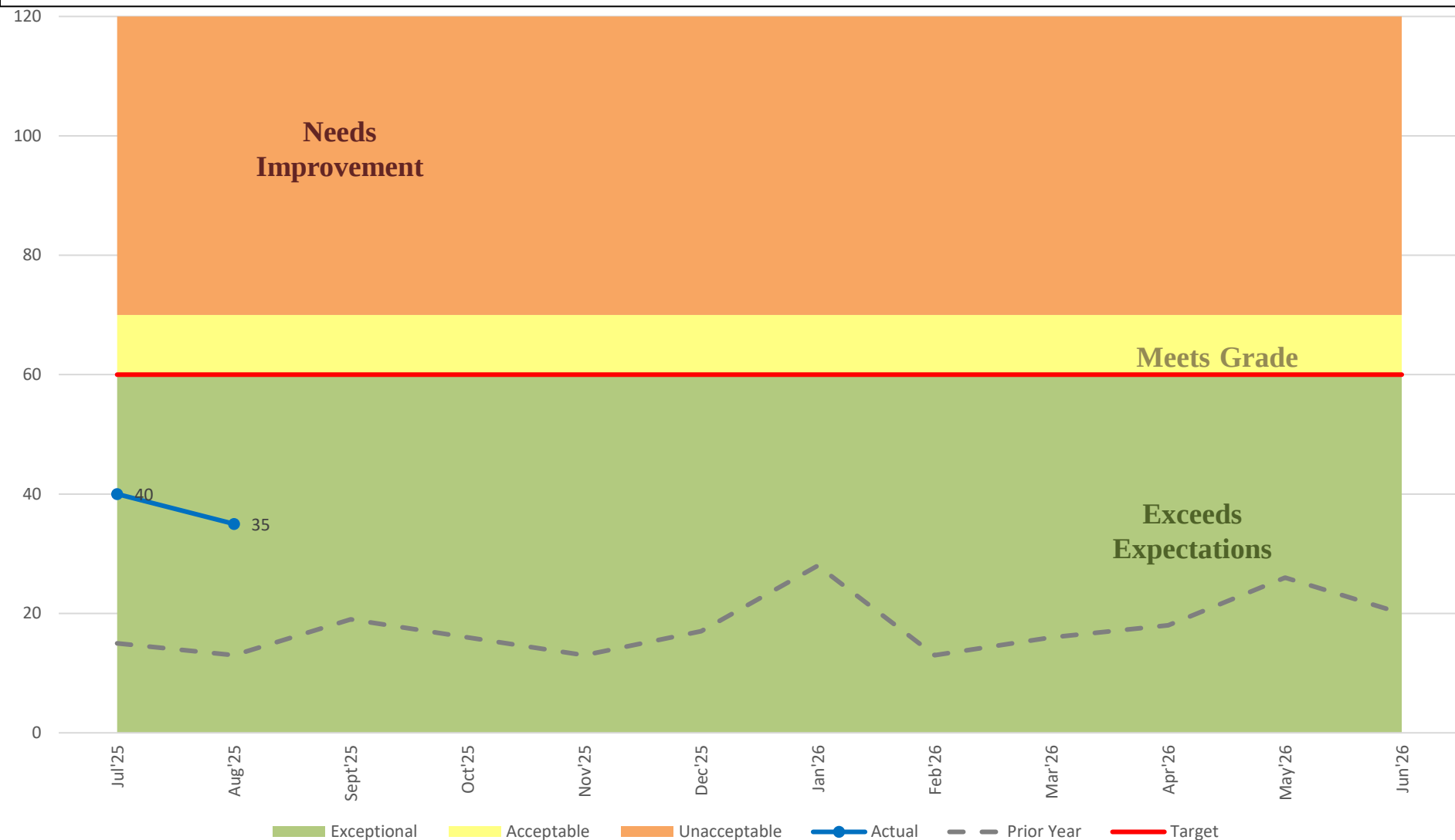


AUGUST FY26
PERFORMANCE
(CUSTOMER SERVICE)

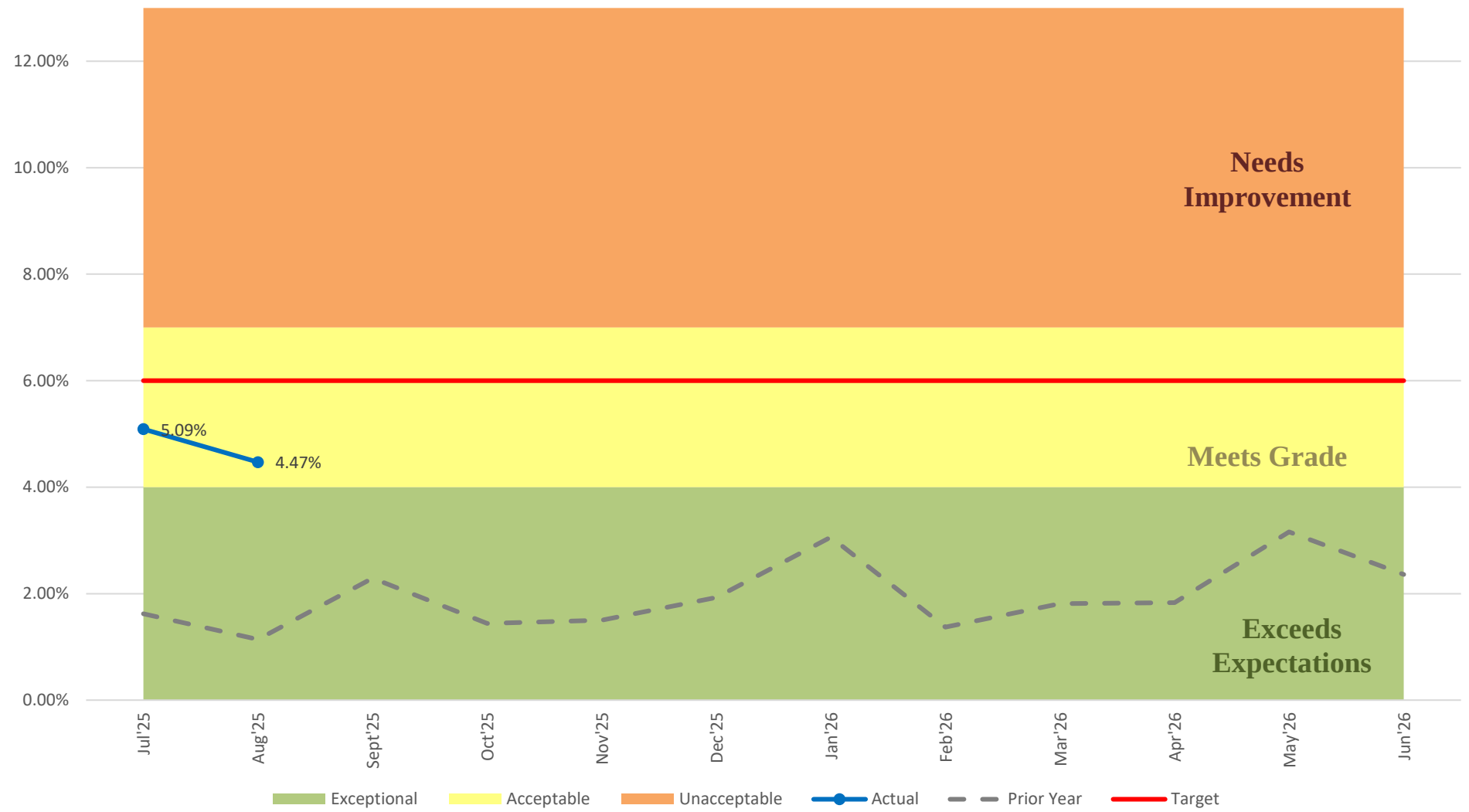
Customer Service KPIs

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	Customer Service Call Wait Time	1:00	0:35	-0:25	0:37	-0:23	0:23
	Customer Service Call Abandonment Rate	6.00%	4.47%	-1.53%	4.79%	-1.21%	3.42%

Average Customer Call Wait (in seconds) measured as average time a customer waits in queue prior to speaking to customer service representative.



Customer Call Abandonment Rate measured as the percentage of customers terminating a call, while waiting in queue for a customer service representative to answer the call.

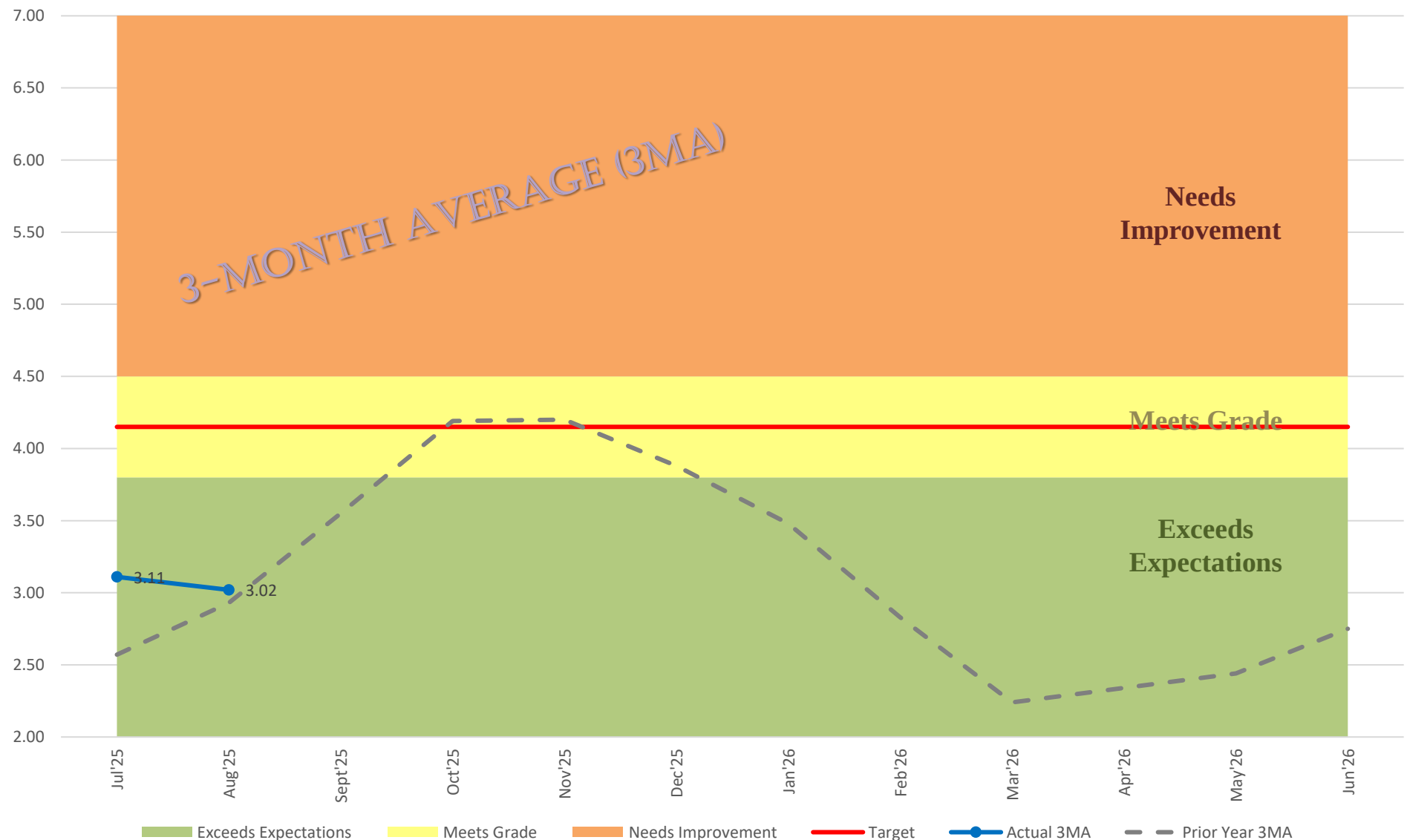


AUGUST FY26
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

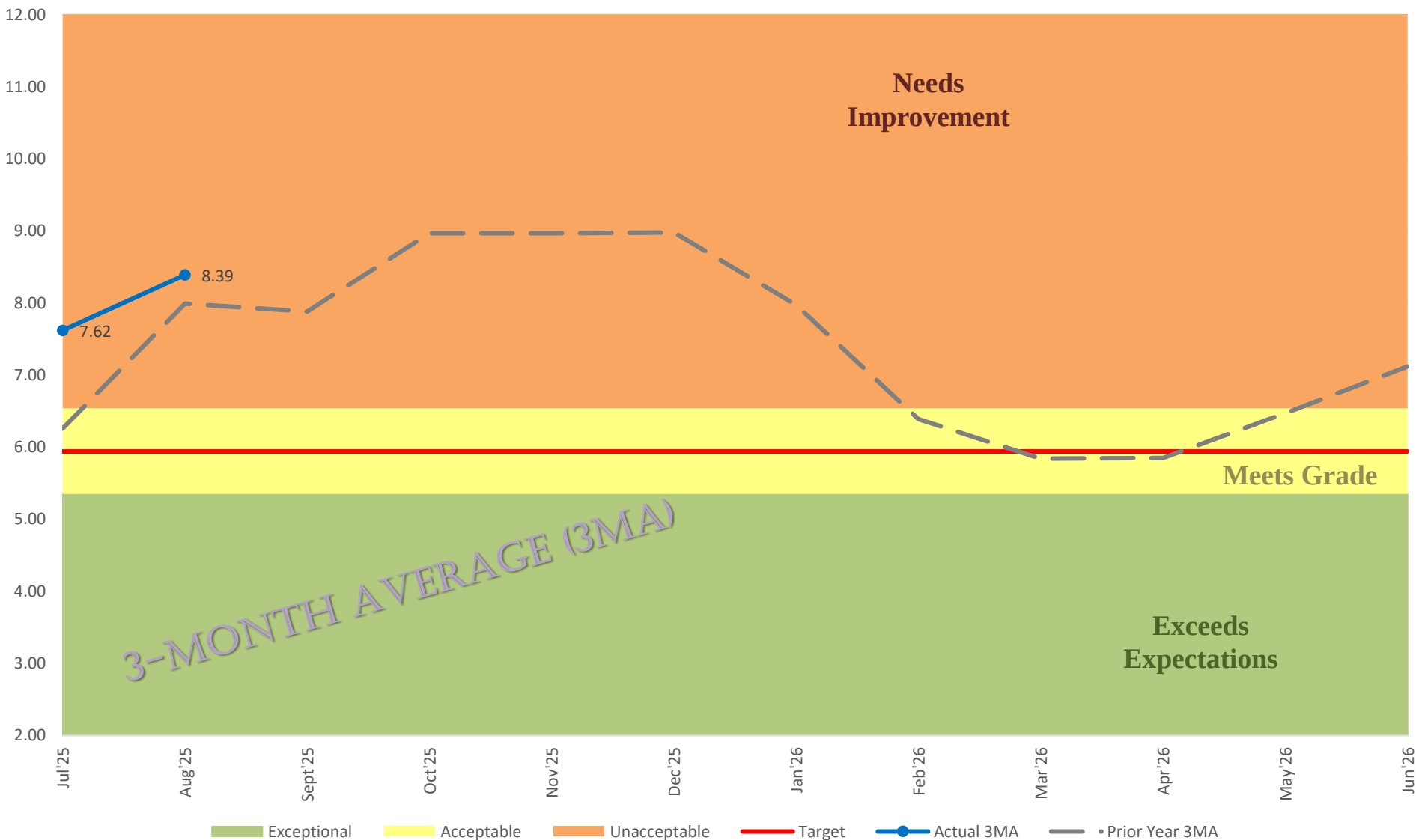
Safety & Security KPIs

	KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
	Part 1 Crime	4.15	2.03	-2.12	3.06	-1.09	0.06
	Bus NTD Collision Rate per 1M VRM	5.94	8.96	3.02	8.95	3.01	0.59
	Mobility Collision Rate per 100K Miles	2.50	3.69	1.19	3.69	1.19	0.36
	Employee Lost Time Incident Rate	3.80	4.53	0.73	4.82	1.02	-1.00

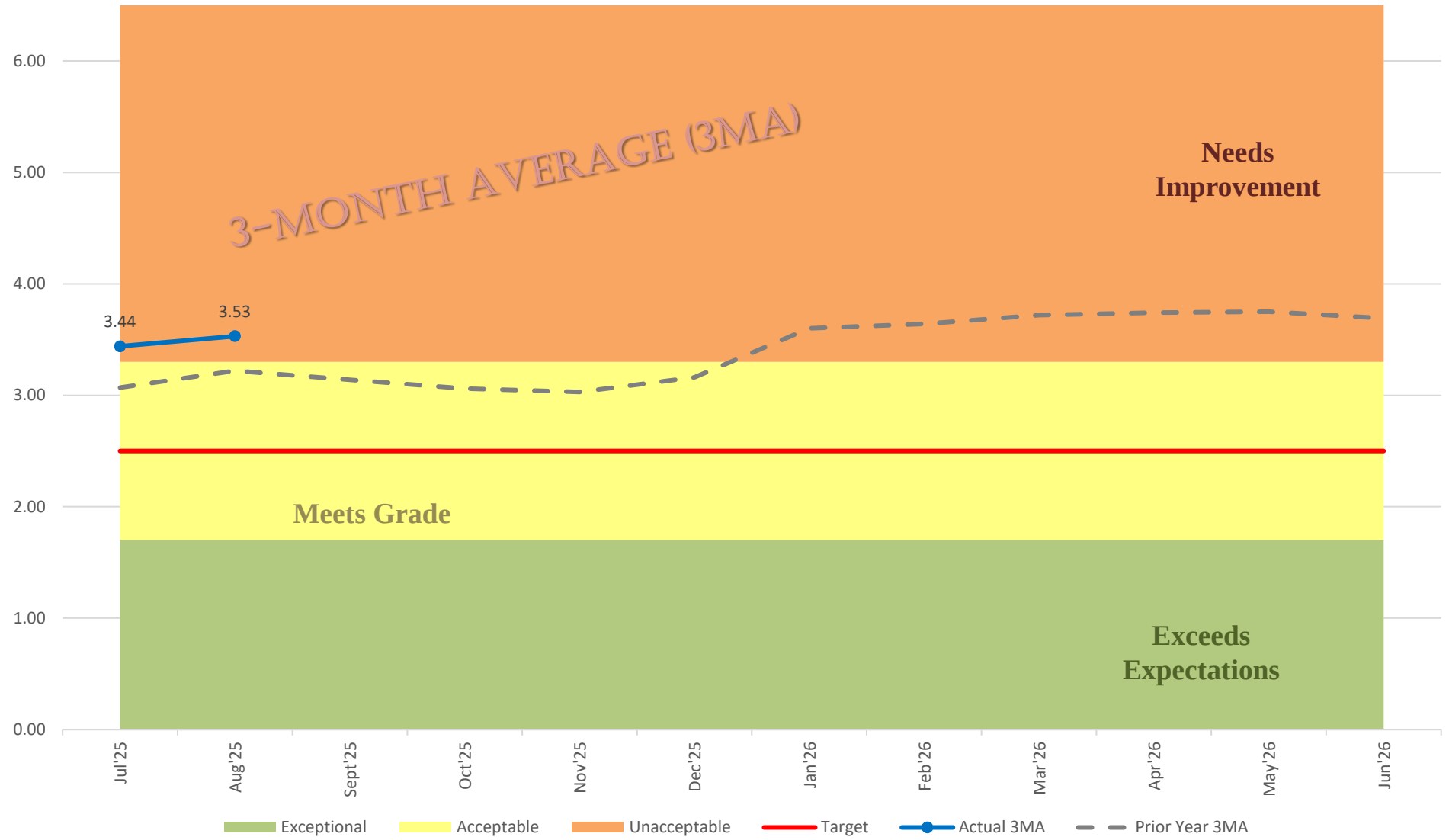
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



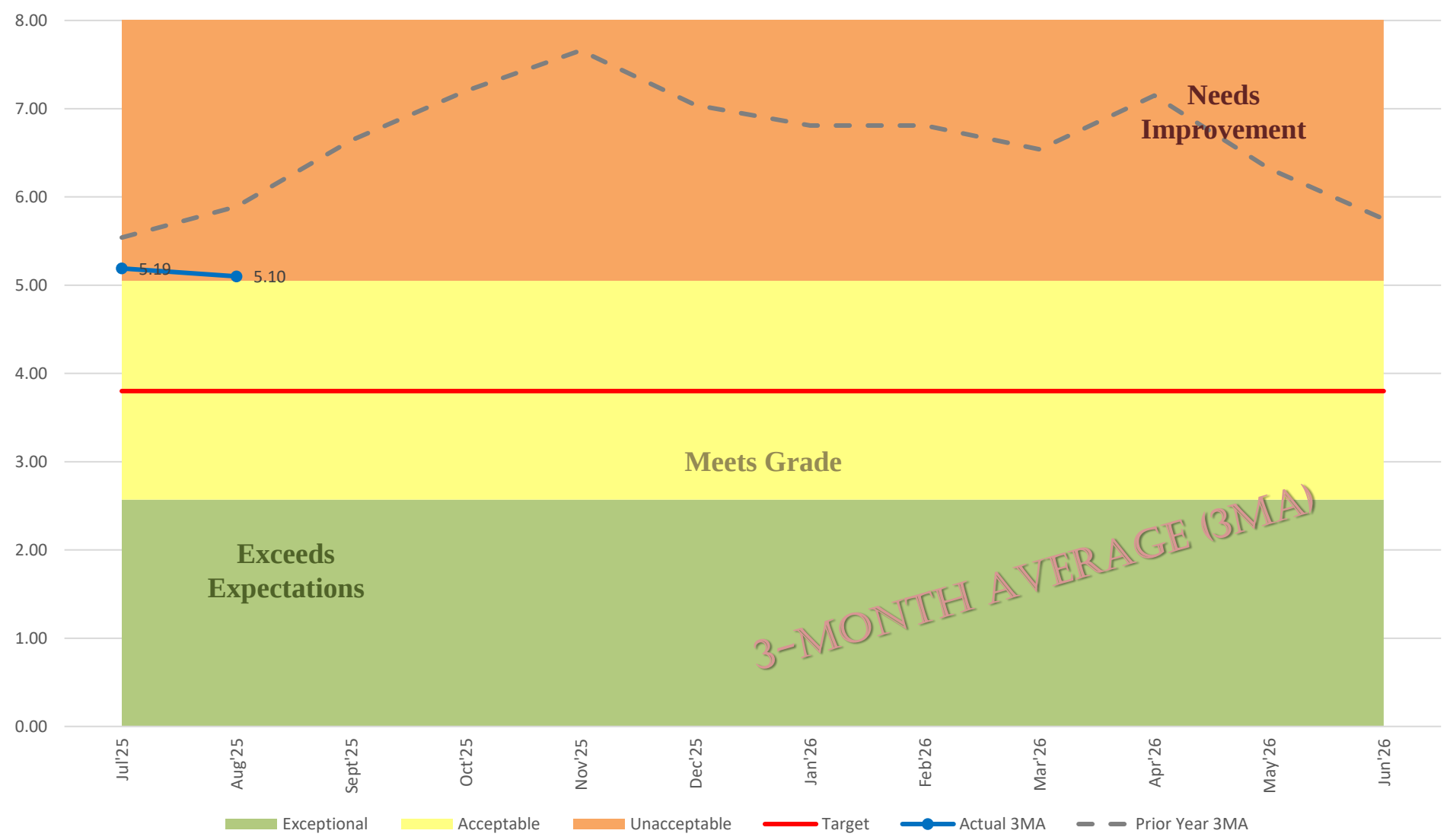
Bus NTD Collisions per 1M Revenue Miles measured as the number of NTD reportable collisions involving bus service per 1 Million revenue miles.

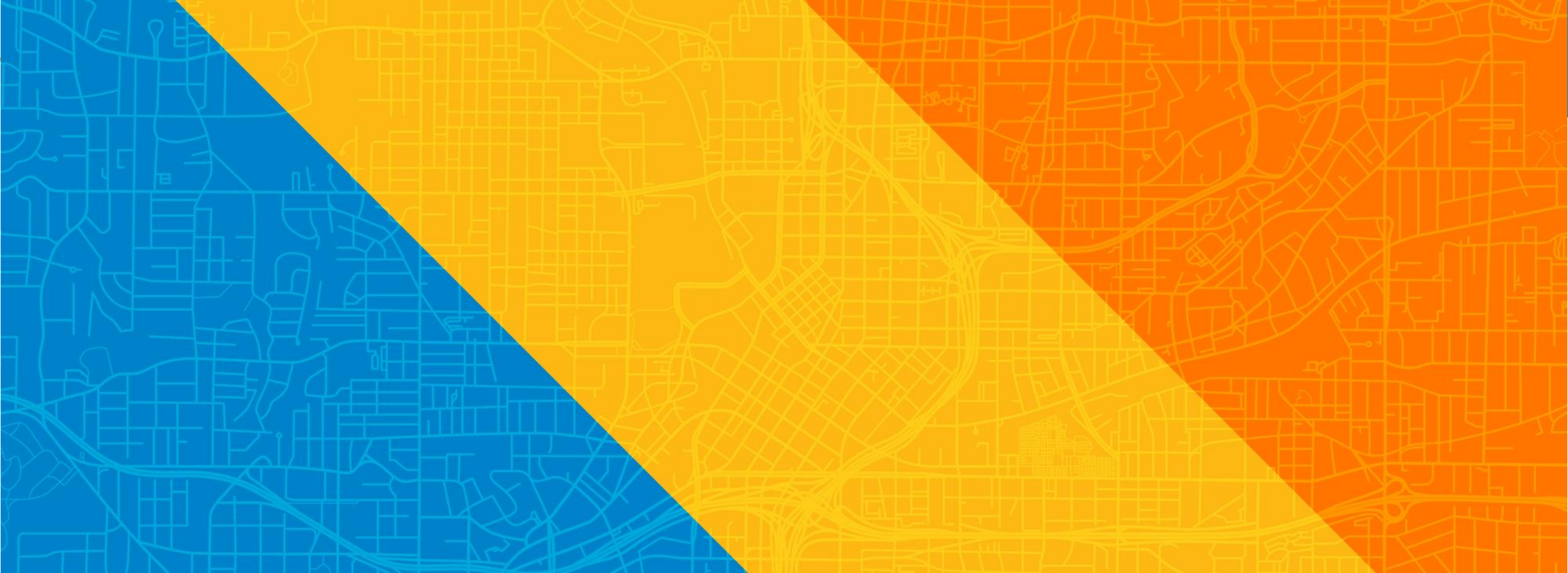


Mobility Collisions per 100K Miles measured as the number of collisions involving Mobility service per 100,000 total miles.



Employee Lost Time Incident Rate measured as the annualized number of accidents resulting in the lost time of over 7 days per 100 employees.





Thank You

