



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

OPERATIONS AND SAFETY COMMITTEE

THURSDAY, APRIL 24, 2025

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Committee Chair Thomas Worthy called the meeting to order at 11:10 A.M.

Board Members

Present:

Thomas Worthy
Al Pond
Freda Hardage
James Durrett
Kathryn Powers
Roderick Frierson
Rita Scott
Valencia Williamson
Jennifer Ide
Jacob Tzegaegbe
Sagirah Jones
Elizabeth Bolton-Harris
Shayna Pollock

Board Members

Absent:

Russell McMurry
Jannine Miller

Staff Members Present:

Collie Greenwood
Jonathan Hunt
Kevin Hurley
Michael Kreher
Steven Parker
Carrie Rocha
George Wright
Paul Lopes

Also in Attendance: Justice Leah Ward Sears, Phyllis Bryant, Calisha Davis, Eddie Eades, Kenya Hammond, Jacqueline Holland, Leslie Hubble, Tyrene Huff, Erik Johnson, Gena Major and Payson Schwin

2. APPROVAL OF THE MINUTES

Minutes from the March 27, 2025, Operations and Safety Committee Meeting

Approval of minutes from March 27, 2025. On a motion by Board Member Jones, seconded by Board Member Powers, the motion passed by a vote of 13 to 0, with 13 members present.

3. RESOLUTIONS

Approval of Resolution Authorizing a Modification in Contractual Authorization for Body Worn Cameras, Video Storage, and Accessories, Contract Number RFPP P47663

Approval of Resolution Authorizing a Modification in Contractual Authorization for Body Worn Cameras, Video Storage, and Accessories, Contract Number RFPP P47663. On a motion by Board Member Pond, seconded by Board Member Powers, the motion passed by a vote of 13 to 0 with 13 members present.

Resolution Authorizing the Award of a Contract for Installation of 2024 Ford Police Explorer Equipment Up Fitting, IFB B50638

Approval of Resolution Authorizing the Award of a Contract for Installation of 2024 Ford Police Explorer Equipment Up Fitting, IFB B50638. On a motion by Board Member Tzegaegbe, seconded by Board Member Hardage, the resolution passed by a vote of 12 to 0 with 12 members present.

Approval of Resolution Authorizing Rejection of Bids Received for the Procurement and Disposal of Bus Batteries Services, IFB B50594

Approval of Resolution Authorizing Rejection of Bids Received for the Procurement and Disposal of Bus Batteries Services, IFB B50594. On a motion by Board Member Pond, seconded by Board Member Tzegaegbe, the resolution passed by a vote of 12 to 0 with 12 members present.

Approval of Resolution Authorizing the Award of a Contract the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services, AE50490

Approval of Resolution Authorizing the Award of a Contract for the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services, AE50490. On a motion by Board Member Hardage, seconded by Board Member Powers, the resolution passed by a vote of 12 to 0 with 12 members present.

Approval of Resolution Authorizing a Modification in Contractual Authorization for Supplemental Mobility Operations and Maintenance Services, RFP P43706

Approval of Resolution Authorizing a Modification in Contractual Authorization for Supplemental Mobility Operations and Maintenance Services, RFP P43706. On a motion by Board Member Hardage, seconded by Board Member Ide, the resolution passed by a vote of 12 to 0 with 12 members present.

4. BRIEFING

Overview of Mobility Accomplishments

Calisha Davis, Director of Mobility Services, presented an overview of Mobility's accomplishments.

Heavy Rail and Streetcar Key Performance Indicators

Jorge Bernard, Interim Deputy Chief Rail Operations and Daniel Hecht, Deputy Chief Mechanical Officer, presented an overview of Heavy Rail and Streetcar Key Performance Indicators.

5. OTHER MATTERS

FY25 February Key Performance Indicators (Informational Only)

6. ADJOURNMENT

The Committee meeting adjourned at 12:10 P.M.

YouTube link: <https://www.youtube.com/live/lms83FMdzV8?si=Klo4EdVuwADQ-tB2>

Resolution Authorizing a Modification in Contractual Services for Body Worn Cameras, Video Storage and Accessories, P47663

**Operations and Safety Committee
April 24, 2025**

AGM/Chief M. Scott Kreher





TRANSFORMING PUBLIC SAFETY WITH TECHNOLOGY

Axon Contract Summary

- Body Worn Camera (BWC)
- Taser 10 (Conducted Energy Weapon-CEW)
- Signal Sidearm Device
- Axon software

Reason for the modification

- Original contract was due for renewal in 2026 for an additional \$161,773 per year (\$994,533, up from \$832,754 with new modification). New contract extension saved \$647,116 over 4 years.
- Current contract modification to replace equipment and extend the length of the contract was authorized by the Board February 2024 in the amount of \$629,191.50. Contract expires January 2029. New Taser and BWC technology was included in extension.
- The actual cost was an increase of \$2,675,096 increasing the overall 8-year contract to \$6,032,840.50.
- Thus, an additional \$2,045,904.50 is needed to fund contract.



Summary

- Current contract: \$3,986,936.00 – Modified in 2024, expires January 2029
- Corrected increase to current contract: \$2,045,904.50
- An audit from the Department of Internal Audit is not required as the rates remain unchanged.
- No DBE goal as this is a contract modification.

Respectfully requesting authorization for a Modification in Contractual Services for Body Worn Cameras, Video Storage and Accessories, (P47663), in the amount of \$2,045,904.50. The total contract amount will increase to \$6,032,840.50 for 8 years.



Thank You



Safe, Clean, Reliable

**RESOLUTION AUTHORIZING THE MODIFICATION IN CONTRACTUAL AUTHORIZATION OF A
SINGLE SOURCE CONTRACT FOR BODY WORN CAMERAS, VIDEO STORAGE, AND
ACCESSORIES, CONTRACT NUMBER RFPP P47663**

WHEREAS, the Authority's Department of Police has identified the need for a Single Source contract for Body Worn Cameras, Video Storage, and Accessories, Request for Price Proposal Number P47663; and

WHEREAS, the Metropolitan Atlanta Rapid Transit Authority received the proposal from the Single Source Proprietor; and

WHEREAS, modification #1 increased the contract amount from \$3,322,344.50 to \$3,357,744.50; and

WHEREAS, modification #2 increased the contract amount from \$3,357,744.50 to 3,986,936.00; and

WHEREAS, modification #3 replaced equipment at no additional cost to the Authority; and

WHEREAS, it is necessary to procure body worn cameras, video storage, and accessories for MARTA's Department of Police; and

WHEREAS, all contractual changes and additions for this modification will follow the Authority's procurement policies and guidelines; and

WHEREAS, an audit from the Department of Internal Audit is not required as the rates remain unchanged; 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. P47663 Body Worn Cameras, Video Storage and Accessories from \$3,986,936.00 to \$6,032,840.50.

Approved as to Legal Form:

DocuSigned by:

Jonathan J. Hunt

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

Resolution authorizing the award of a Contract for Forty-Five (45) Utility Police Interceptors Upfitting, B50638

Operations and Safety Committee
April 24, 2025

AGM/Chief M. Scott Kreher



Vehicle Outfitting Process

- MARTA Police purchased 45 new vehicles, with delivery expected in June.
- Vehicles arrive 80% ready for service.
- Vehicle manufacturers do not build complete police vehicles, as each police agency has different service requirements.



Base Vehicle

Service Package

Final Product

Patrol Vehicles



* Over 25 different items will be installed in 30 of the new vehicles, to include radios, sirens, emergency lights, push bars, secured prisoner back seats, truck lock boxes, etc..



K9 Vehicles



* Same upfitting as the patrol vehicle with the addition of K9 holding areas and cooling equipment for 15 vehicles.



Summary

- MARTA Police are currently expecting 45 new patrol vehicles in the next few months.
- Those vehicles must be equipped to meet the demands of patrol and K9 vehicles and are not done by the vehicle manufacturer.
- A competitive bid contract was awarded to the lowest responsive and responsible bidder, West Chatham Warning Services, in the amount of \$670,397.70 for a one-year term.
- No DBE goal was assigned to this contract due to lack of DBEs in the industry.

Respectfully requesting authorization to enter a contract with West Chatham Warning Services for 45 vehicle upfitting (B50638), in the amount of \$670,397.70 for a one-year term.



Thank You



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**RESOLUTION AUTHORIZING AWARD OF A CONTRACT FOR THE PROCUREMENT OF
INSTALLATION OF 2024 FORD POLICE EXPLORER EQUIPMENT UP FITTING, IFB
B50638**

WHEREAS, the Authority's Office of Police and Emergency Management has identified the need for the Procurement of Installation of 2024 Ford Police Explorer Equipment Up Fitting, Invitation for Bids Number B50638; and

WHEREAS, on February 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 March 12, 2025 at 2:00 p.m., local time, three (3) bids were publicly opened and read aloud; and

WHEREAS, the lowest bid submitted by West Chatham Warning Devices, Inc., is responsive and responsible and the bidder is capable of performing the Contract.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO or his delegate be, and hereby is, authorized to execute a Contract on substantially the same terms and conditions as contained in the Invitation for Bids Number B50638, Procurement of Installation of 2024 Ford Police Explorer Equipment Up Fitting between the Authority and West Chatham Warning Devices, Inc., in the amount of \$670,397.70.

Approved as to Legal Form:

Signed by:

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



Cancellation of a Responsive Bid for the
Procurement and Disposal of Vehicle Batteries,
IFB B50594

Operations and Safety Committee
April 24, 2025

Erik Johnson - Director
Office of Bus Maintenance





Overview of Cancellation

- An IFB was issued for a five-year contract to supply bus and non-revenue automotive batteries
- The quantities listed in the IFB were found to be incorrect and inflated
- Responsive and responsible bidder may have provided discounts based on listed quantity
- In accordance with standard Authority procedures, Staff has determined that it is in the best interest of the Authority to reject all bids for the Procurement and Disposal of Bus Batteries, IFB 50594
- The MARTA act requires authorization to cancel and re-solicit
- MARTA will re-solicit with amended quantities



Thank You



Rejection of Bids for Procurement and Disposal of Bus Batteries Services, IFB B50594

RESOLUTION AUTHORIZING REJECTION OF BIDS RECEIVED FOR THE PROCUREMENT AND DISPOSAL OF BUS BATTERIES SERVICES, IFB B50594

WHEREAS, on November 12, 2024, the Metropolitan Atlanta Rapid Transit Authority duly sent to potential bidders its Invitation for Bids for the Procurement and Disposal of Bus Batteries Services; and

WHEREAS, notice of the Invitation for Bids was advertised in the local newspaper of the largest circulation in the Atlanta metropolitan area once a week in the two weeks prior to the opening bids; and

WHEREAS, a protest was received; and

WHEREAS, on January 10, 2025 at 2:00 p.m. local time, three (3) bids were publicly opened and read aloud; and

WHEREAS, staff has determined that it is not in the Authority's best interest to award the Contract at this time.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/CEO or his delegate reject all bids received for Invitation for Bids Number B50594, Procurement and Disposal of Bus Batteries Services; in accordance with the provisions of Section 14(j) of the MARTA Act of 1965, as amended.

Rejection of Bids for Procurement and Disposal of Bus Batteries Services, IFB B50594

Approved as to Legal Form:

Signed by:

A handwritten signature in black ink that reads "Jonathan Hunt".

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



**Resolution Authorizing the
Award of a Contract for
Environmental
Engineering, Compliance,
and Sustainability
Consulting Services -
AE 50490**

Operations and Safety Committee
April 24, 2025

Leslie Hubble, MPH, CHMM
Director, Environmental Health and Safety

Agenda

Scope of Work

Previous Contract History

Contract Terms & Value

Solicitation Timeline & Selection Process

Contract Award





Environmental Engineering



Hazardous & Regulated Waste



Stormwater & Wastewater



Storage Tank Management



Air Compliance



Remediation



Due Diligence



Environmental Management System



Sustainability

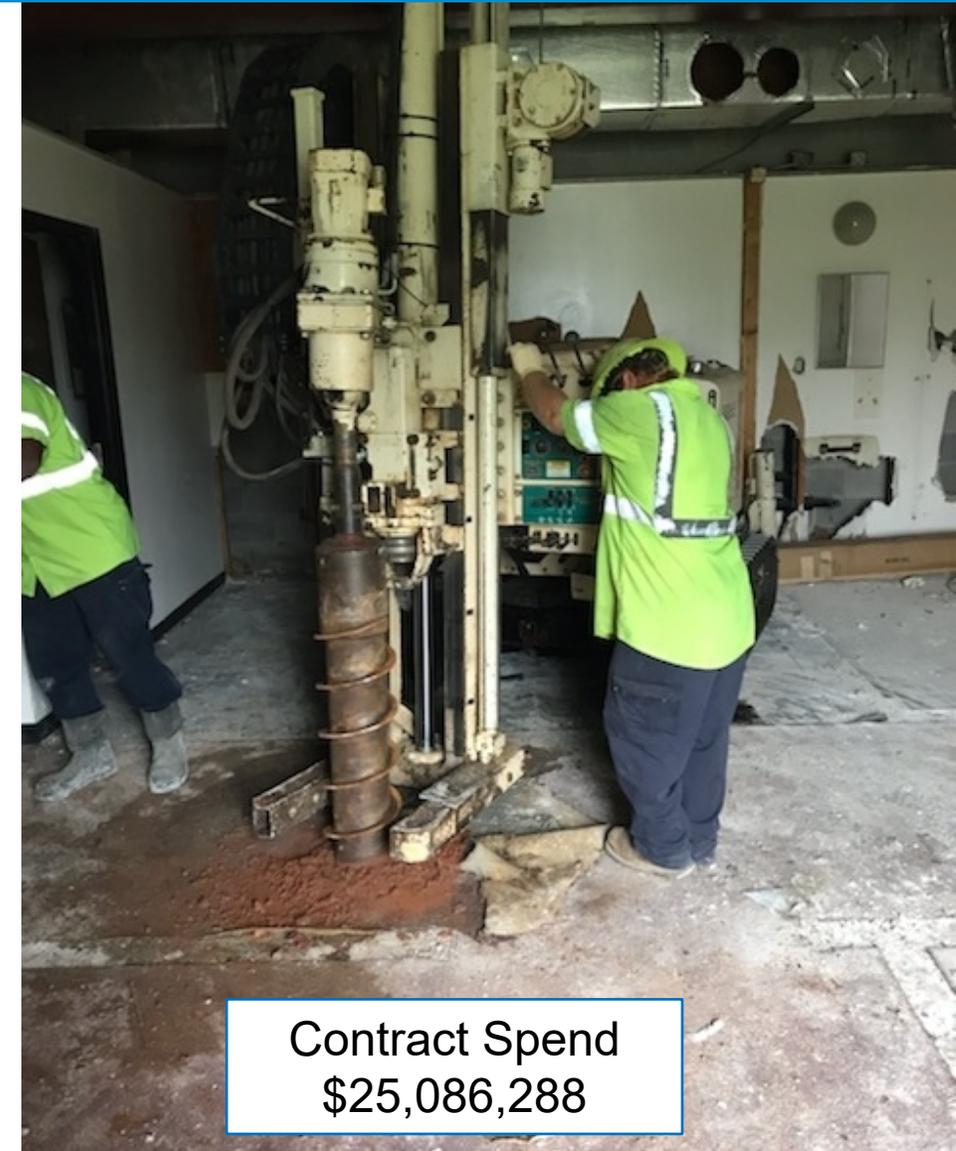
Scope of Work Summary



Previous Contract History

Key Services

- Environmental compliance, permitting, & reporting
- Underground storage tank closures
- Aboveground storage tank repairs
- Remediation at Laredo, Brady, 455 Ralph David Abernathy, and Hamilton
- Phase I and II Environmental Site Assessments
- ISO 14001 Environmental Management System expansion
- Environmental design – Hamilton IWTP, Tank Replacement, Detention ponds
- Sustainability Reporting – APTA, Greenhouse Gas



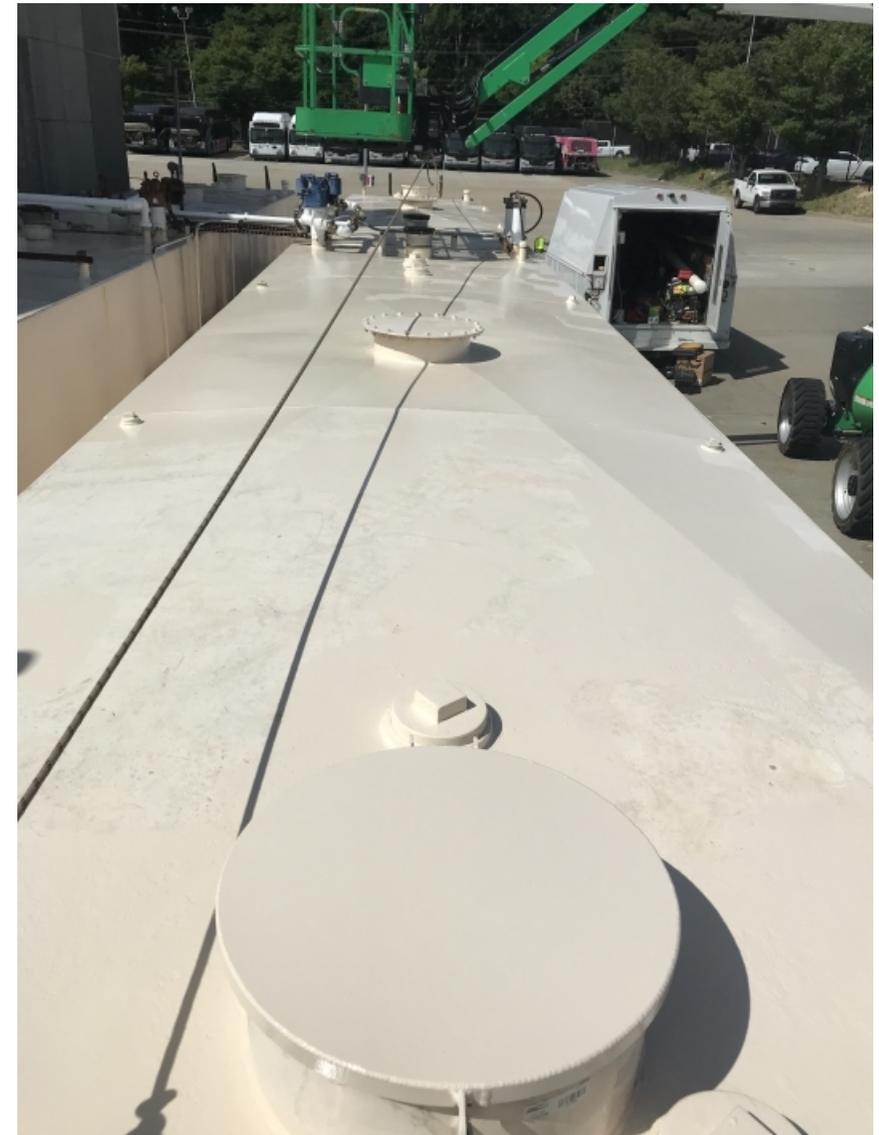
Contract Spend
\$25,086,288

Contract Terms & Value

5-year base contract

DBE Goal = 30%

Total Contract Value = \$15,468,000



Solicitation Timeline & Selection Process

Action	Date
Solicitation Publicly Posted	11/5/2024
Proposal Deadline	12/19/2024
SEC Scoring Completed	2/3/2025
Vendor Presentations	3/6/2025
Selection Memo Submitted	3/6/2025

Eight (8) proposals received

Three (3) vendors selected for presentations

Stantec Consulting Services, Inc.

Terracon Consultants, Inc.

WSP USA, Inc.

Contract Award

Multi-award

- WSP USA, Inc.
- Stantec Consulting Services, Inc.

Effective Date - July 1, 2025

Total Value - \$15,468,000





Thank You



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**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR ENVIRONMENTAL
ENGINEERING, COMPLIANCE AND SUSTAINABILITY CONSULTING SERVICES,
REQUEST FOR QUALIFICATIONS AE50490**

WHEREAS, the Authority's Office of Safety and Quality Assurance has identified the need for the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services, Request for Statements of Qualifications Number AE50490; and

WHEREAS, On November 5, 2024 the Metropolitan Atlanta Rapid Transit Authority duly sent to potential proponents notice of its Request for Statements of Qualifications for the Procurement of Environmental Engineering, Compliance and Sustainability Consulting Services, AE50490; and

WHEREAS, all Proponents were given the opportunity to protest the proposal instructions, specifications, and/or procedures; and

WHEREAS, on December 19, 2024 at 2:00 p.m., local time, eight (8) proposals were received; and

WHEREAS, the Authority's staff determined that WSP USA, Inc. and Stantec Consulting Services, Inc. submitted the most advantageous offer and other factors considered and is technically and financially capable of providing the services.

RESOLVED THEREFORE, by the Board of Directors of the Metropolitan Atlanta Rapid Transit Authority that the General Manager/Chief Executive Officer or his delegate be, and hereby is, authorized to execute a Contract on substantially the same terms and conditions as contained in the Request for Statements of Qualifications Number AE50490, for the procurement of Environmental Engineering, Compliance and Sustainability Consulting Services between the Authority and WSP USA, Inc and Stantec Consulting Services in the amount of \$15,468,000.00.

Approved as to Legal Form:

Signed by:

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



**Supplemental Mobility
Operations & Maintenance
Services, RFP P43706**

**Resolution Authorizing
a Modification in
Contractual
Authorization**

**Operations and Safety
Committee
April 24, 2025**

**Calisha Davis
Director, Mobility Services**



Status of Current Solicitations

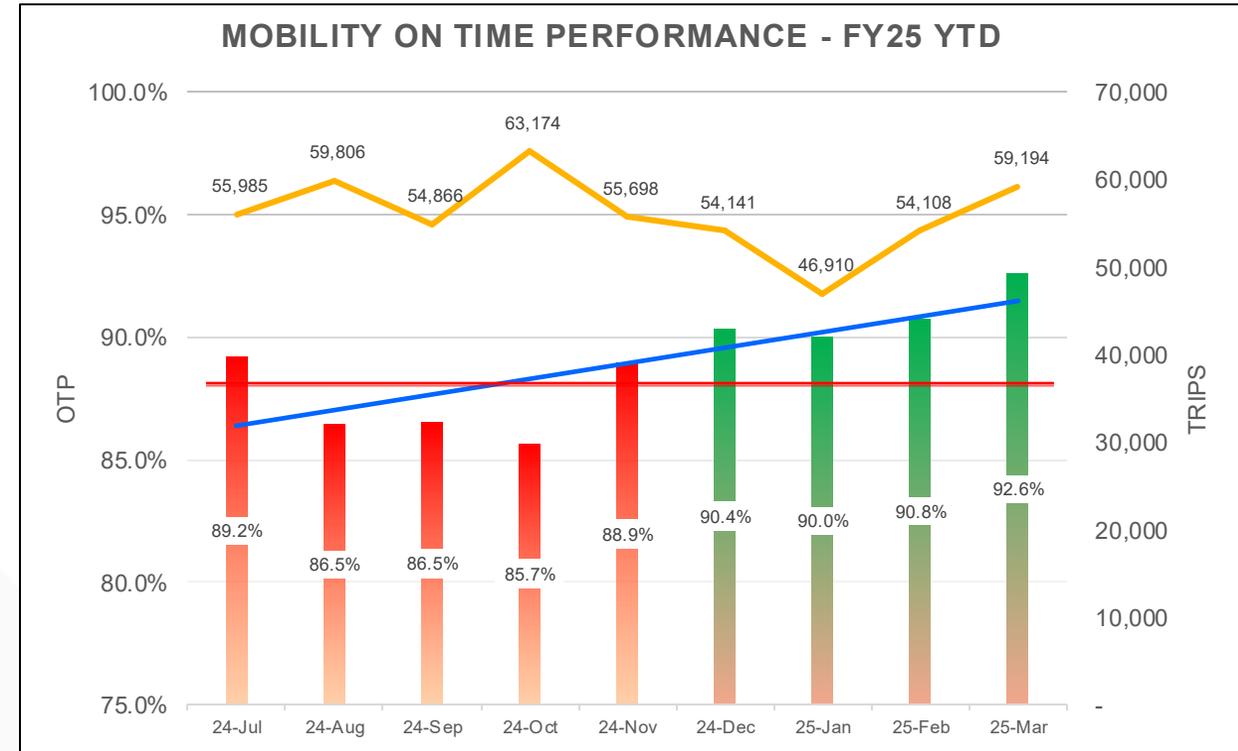
- Approved to solicit all services: August 2024
- Solicitations opened November 2024 through March 2025
- Currently under review for award; established policies and procedures apply
- P43706 (A National): expires June 30, 2025; no additional option years
- Requesting 3-month extension (September 30, 2025)



Necessity of Extension

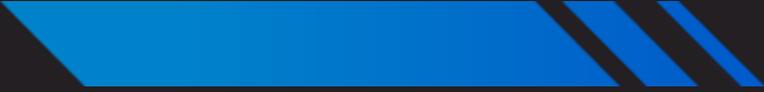
A National's Performance:

- Minimum 20% overall service maintained
- FY25: 102,617 trips performed
- Periodically exceed 28-30% daily trips
- Positive productivity trends: acceptable range OTP
- Significant driver of current Mobility performance trajectory
- Capital project shuttles; special event service



Risk Mitigation

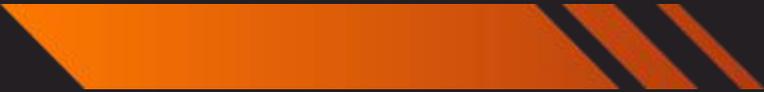
- Degradation of service delivery and quality
- Continuity with minimal disruption
- Lessens adverse customer impact



Agreement to uphold current rate



3-month Estimated Cost: \$2,801,662.57



Resolution

The Office of Mobility respectfully requests the approval of a resolution authorizing a contract modification for a 3-month extension of RFP P43706 Supplemental Mobility Operations and Maintenance Services for A National Limousine Service



Thank You



**RESOLUTION AUTHORIZING MODIFICATION OF SUPPLEMENTAL MOBILITY
OPERATIONS AND MAINTENANCE SERVICES, RFP P43706**

WHEREAS, the Authority's Office of Mobility Services has identified the need to increase the contract value, due to an increase in service, of the Modify the Supplemental Mobility Operations and Maintenance Services Contract Request For Proposals Number P43706; and

WHEREAS, the contract was assigned to A-National Limousine Services on January 26, 2023; 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, an audit from the Department of Internal Audit is not required as the rates remain unchanged; 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. P43706 Supplemental Mobility Operations and Maintenance Services from \$53,863,822.81 to of \$56,665,485.38.

Approved as to Legal Form:

Signed by:

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



Overview of Accomplishments: Mobility

**Operations and
Safety Committee
April 24, 2025**

**Calisha Davis
Director, Mobility
Services**





Roosevelt Stripling
Support Services Program Manager



Russell Daniel
Maintenance Program Manager



Delton Quarles
Operations Program Manager
(Newly promoted)

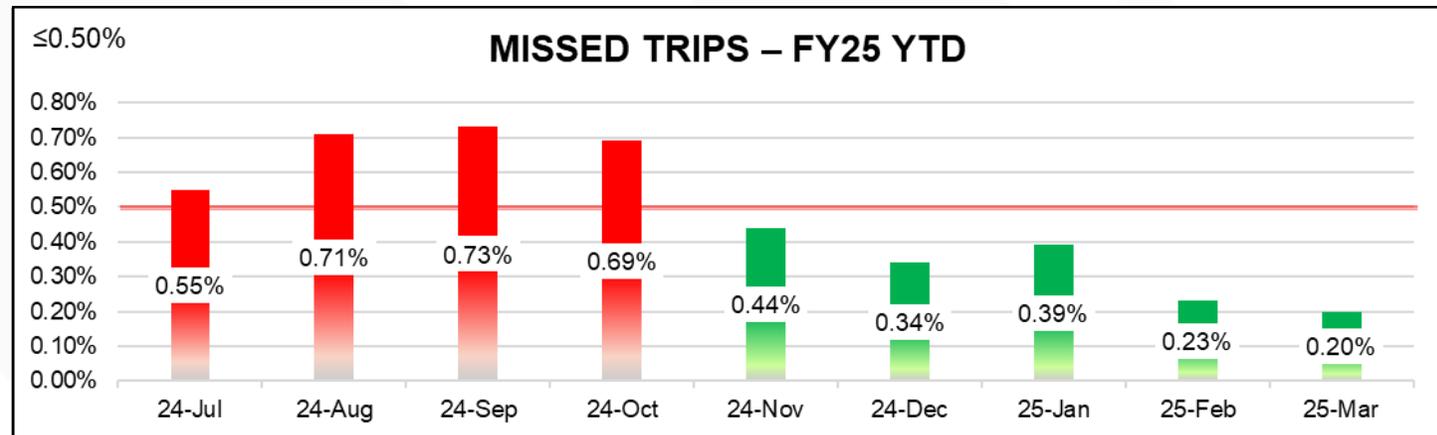
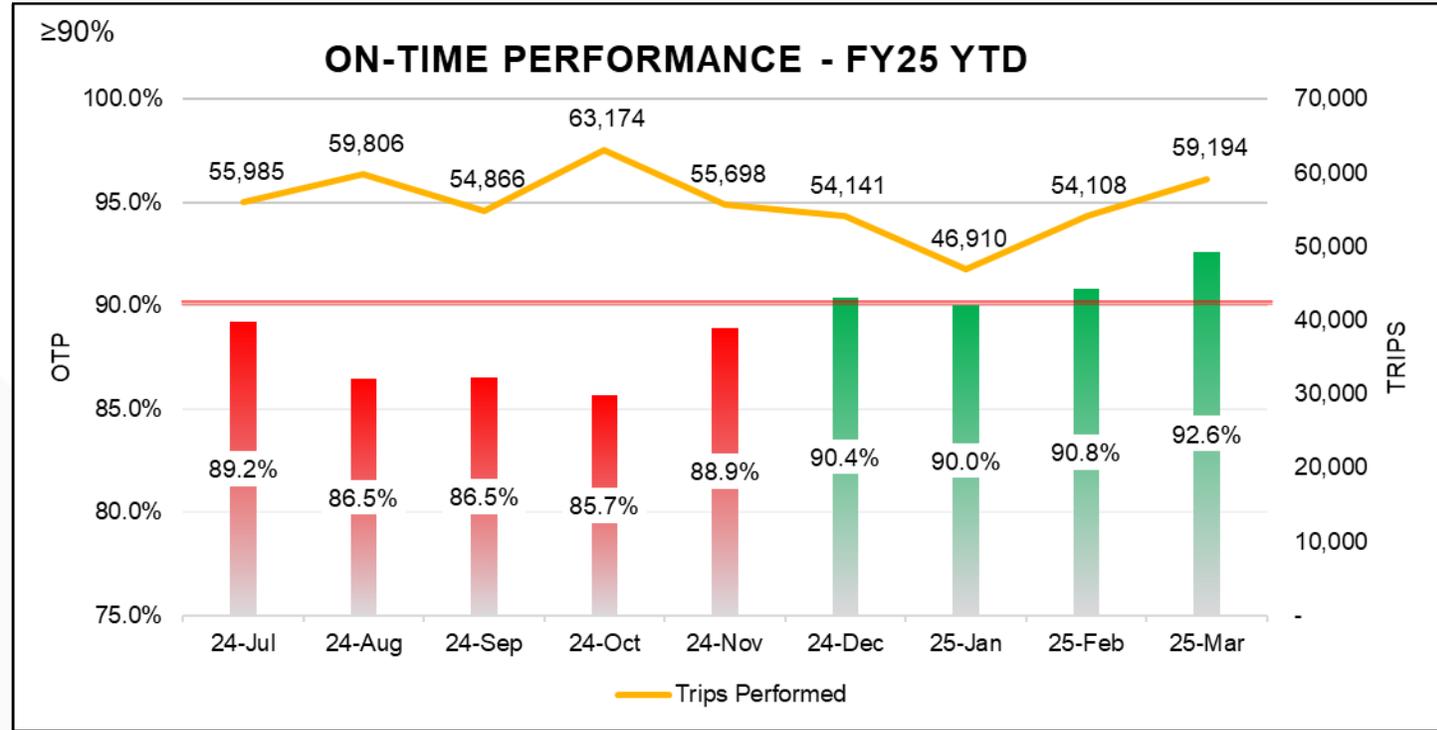


Calisha Davis
Director
(Newly promoted)

Program Management Team

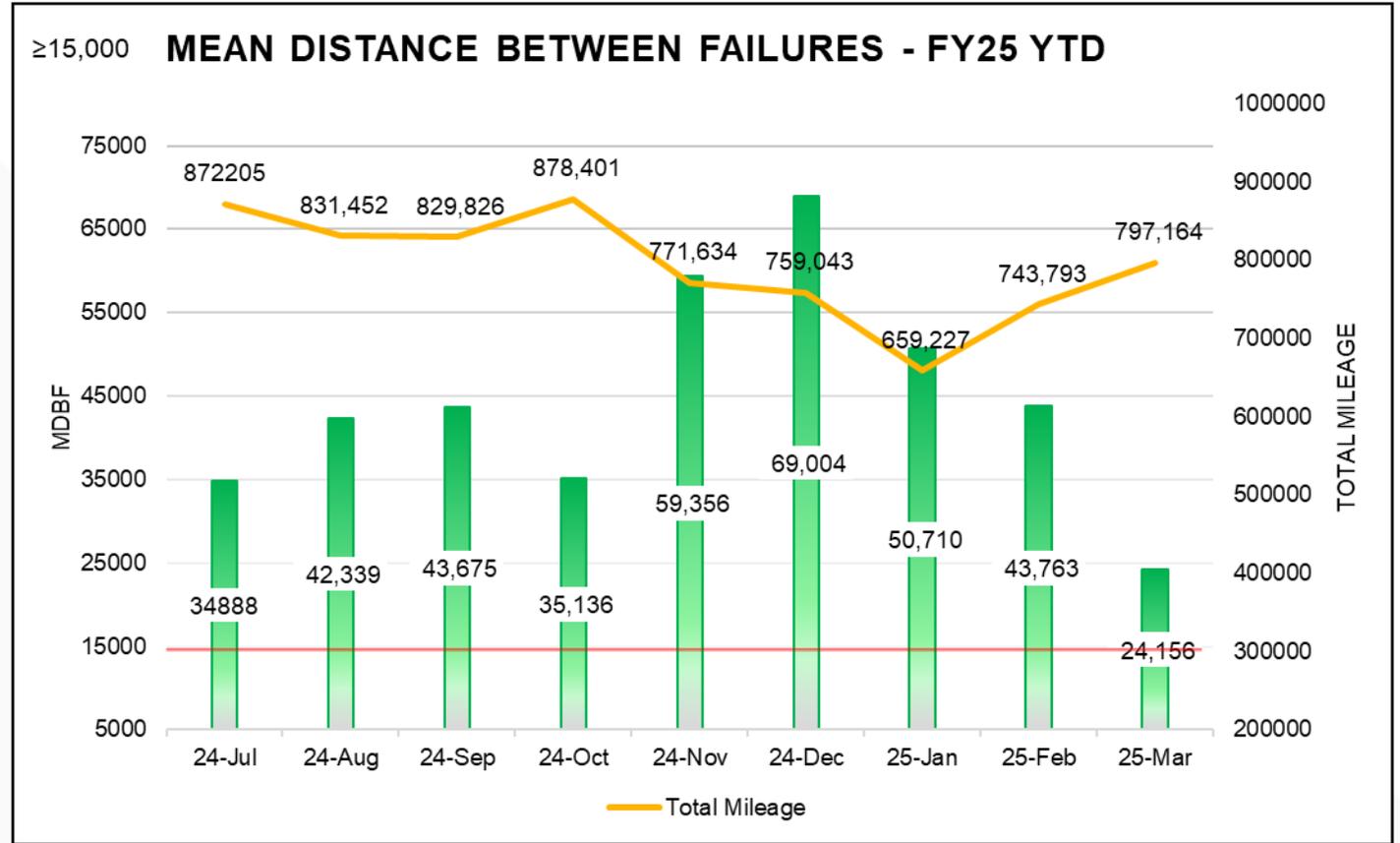
On-Time Performance

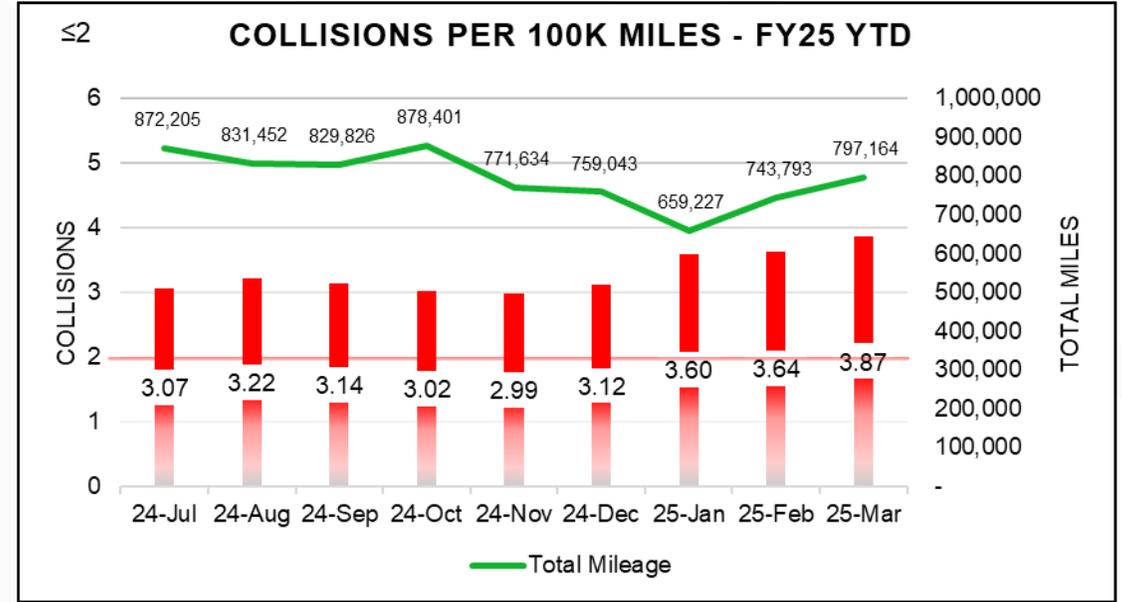
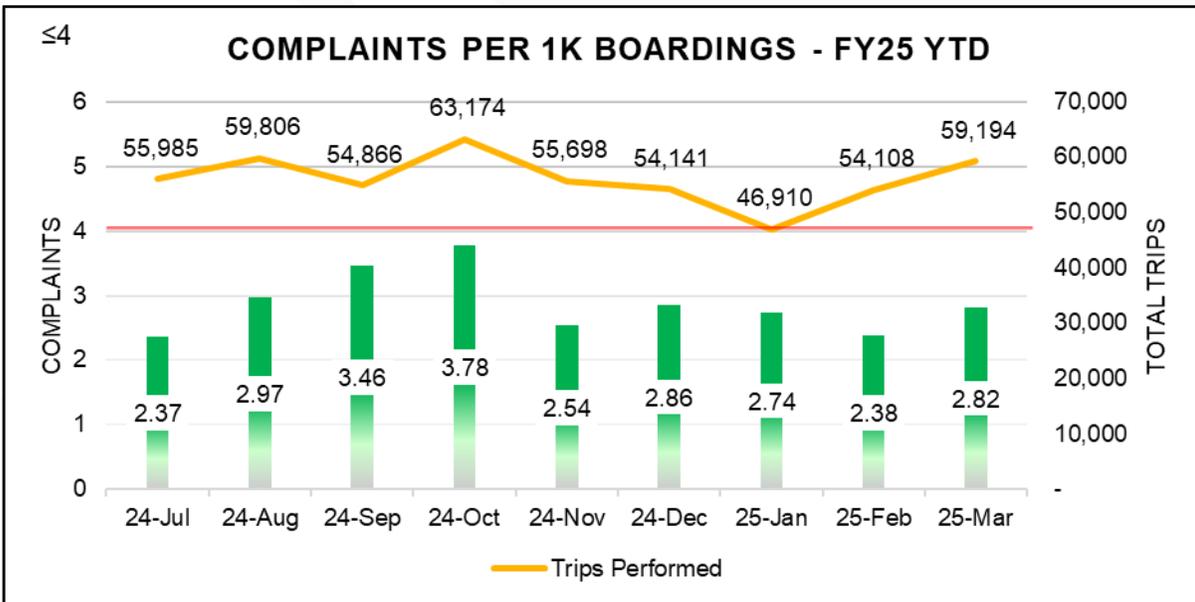
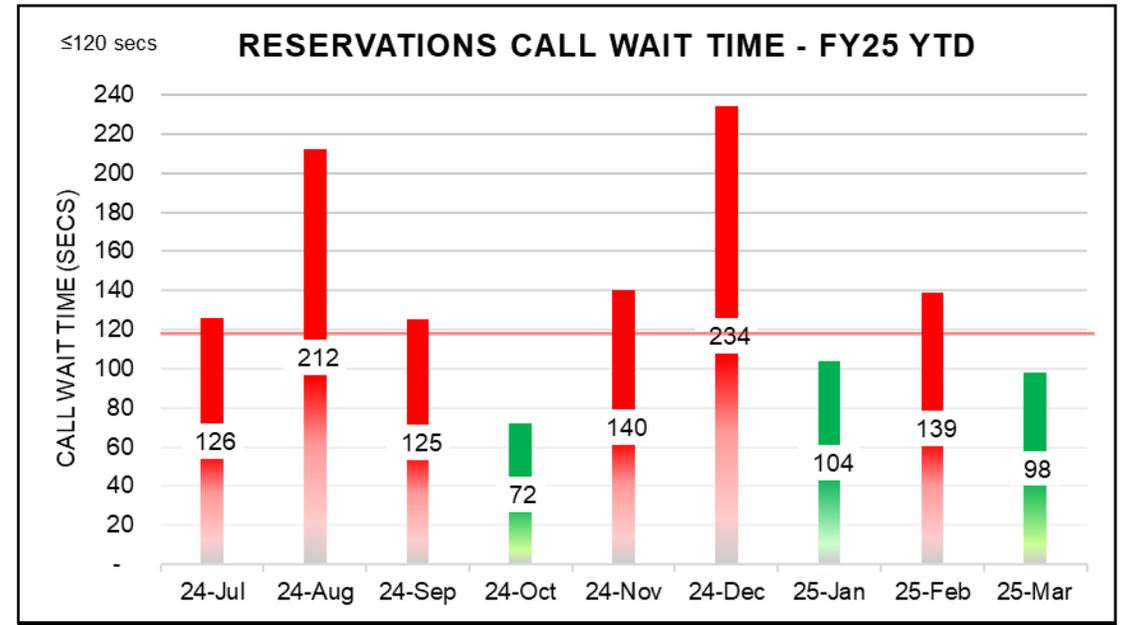
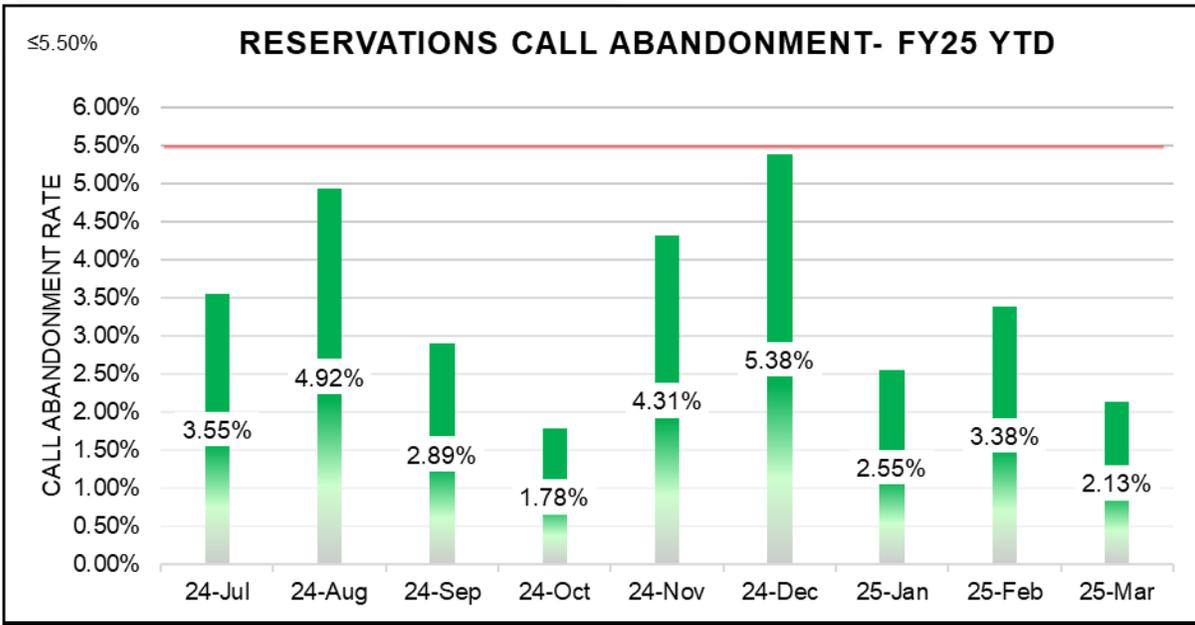
- Scheduling & dispatch overhaul
 - System & process adjustments
 - Subscription template enhancement
- Efficient resource distribution
- Positive extraboard utilization



Mean Distance Between Failures

- Vehicle reliability: fleet age
- Transmission overhauls
- Engine replacements
- HVAC system revitalizations





More Improvement Strategies

WORKFORCE STABILIZATION & DEVELOPMENT

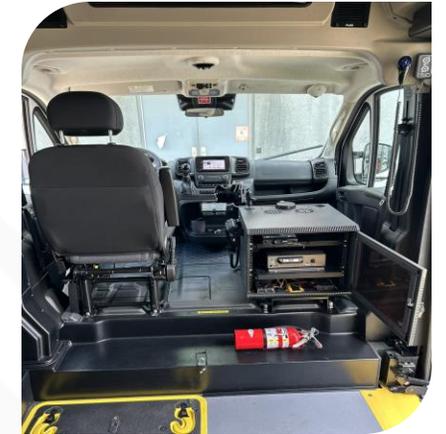
- Key management personnel changes
- Training program overhauls
- Accountability management & corrective actions
- Aggressive hiring
- Full Reservations staffing; 3rd shift
- Attendance procedure revisions

COMPLIANCE OVERSIGHT & MANAGEMENT

- Daily audits & inspections
- Focused data analysis & metrics validation
- Restructured reporting
- Bolstered subcontractor oversight

On the horizon...

16 Dodge Promasters



20 Chrysler Pacificas



Renewed Focus: Customer Centricity | Service Positivity | Safe, Clean, Reliable

Thank You





Heavy Rail and Streetcar Key Performance Indicators

Operations and Safety Committee
April 24, 2025

Jorge Bernard
Interim Deputy Chief of Rail Operations

Daniel Hecht
Deputy Chief Mechanical Officer

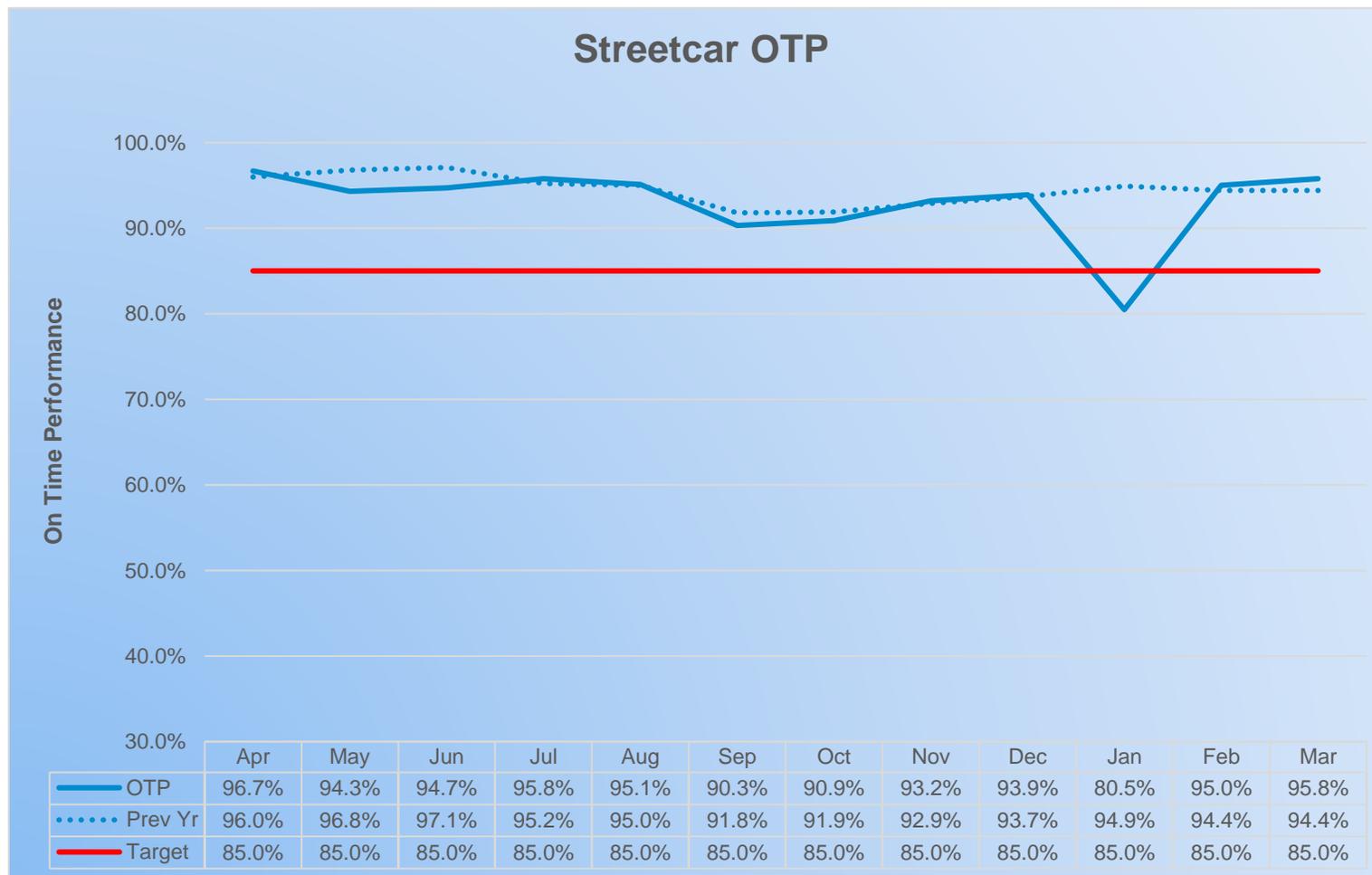
Overview

- Streetcar On Time Performance
- Rail Operations On Time Performance
- Contributing Factors
- Improvements
- Fleet Background
- Fleet Reliability



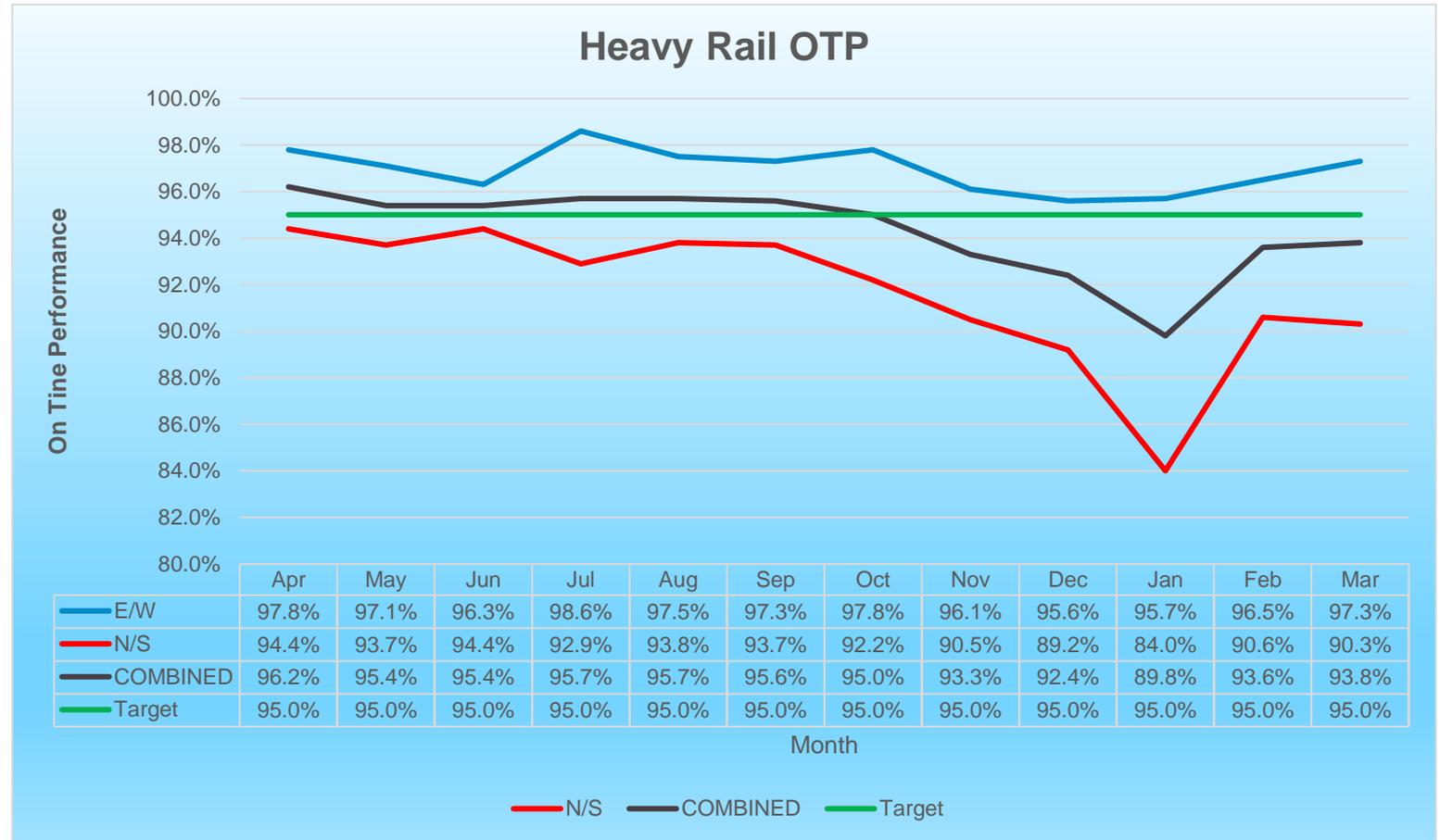
Streetcar Ontime Performance (Monthly)

- January Service Suspended
 - Severe Weather
 - MLK Parade



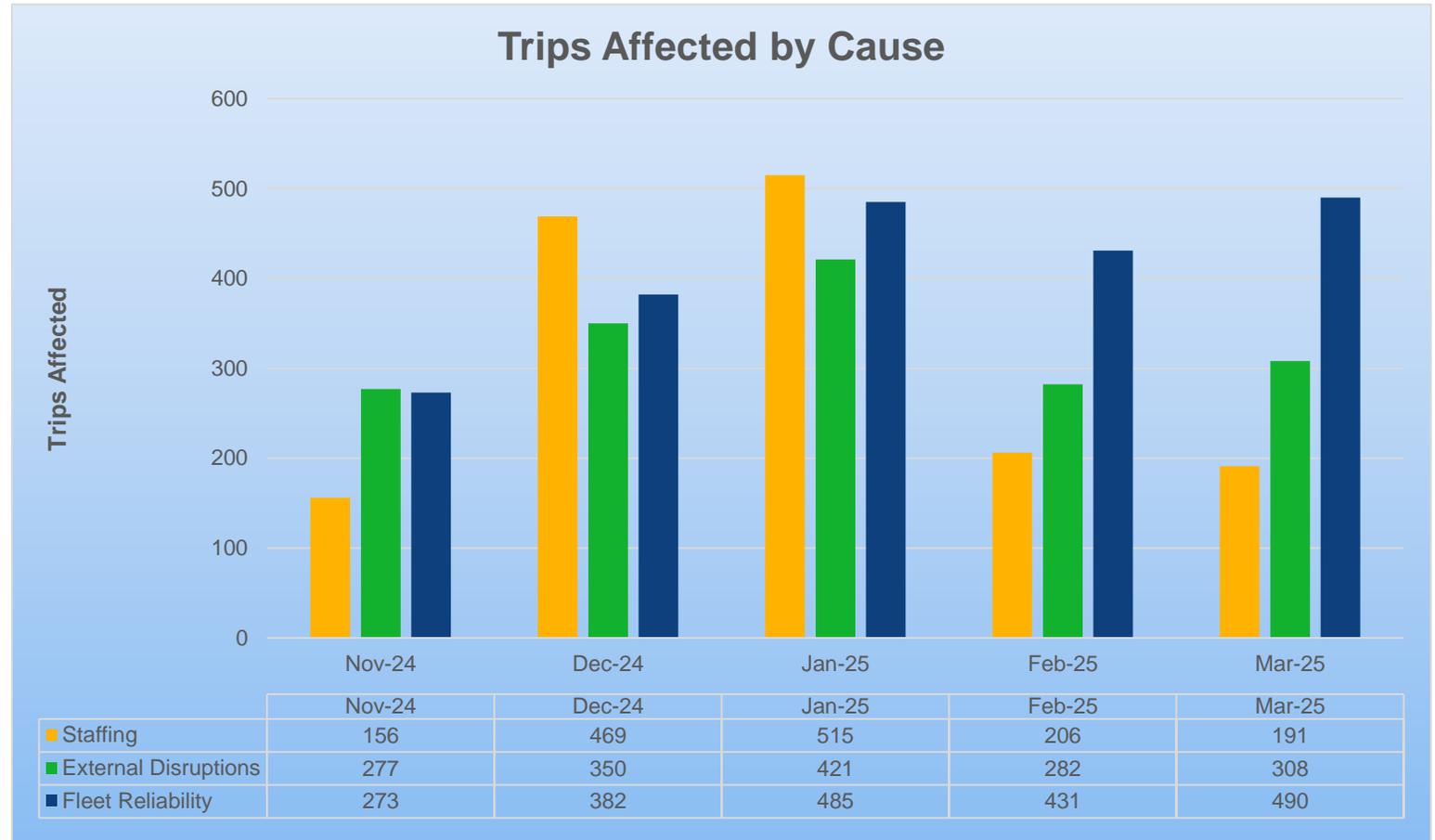
Rail Operations On Time Performance (Monthly)

- East West Line – Remains above target
- North South Line – Remains below target
- Combine OTP – Trending downward falling below target in November thru present



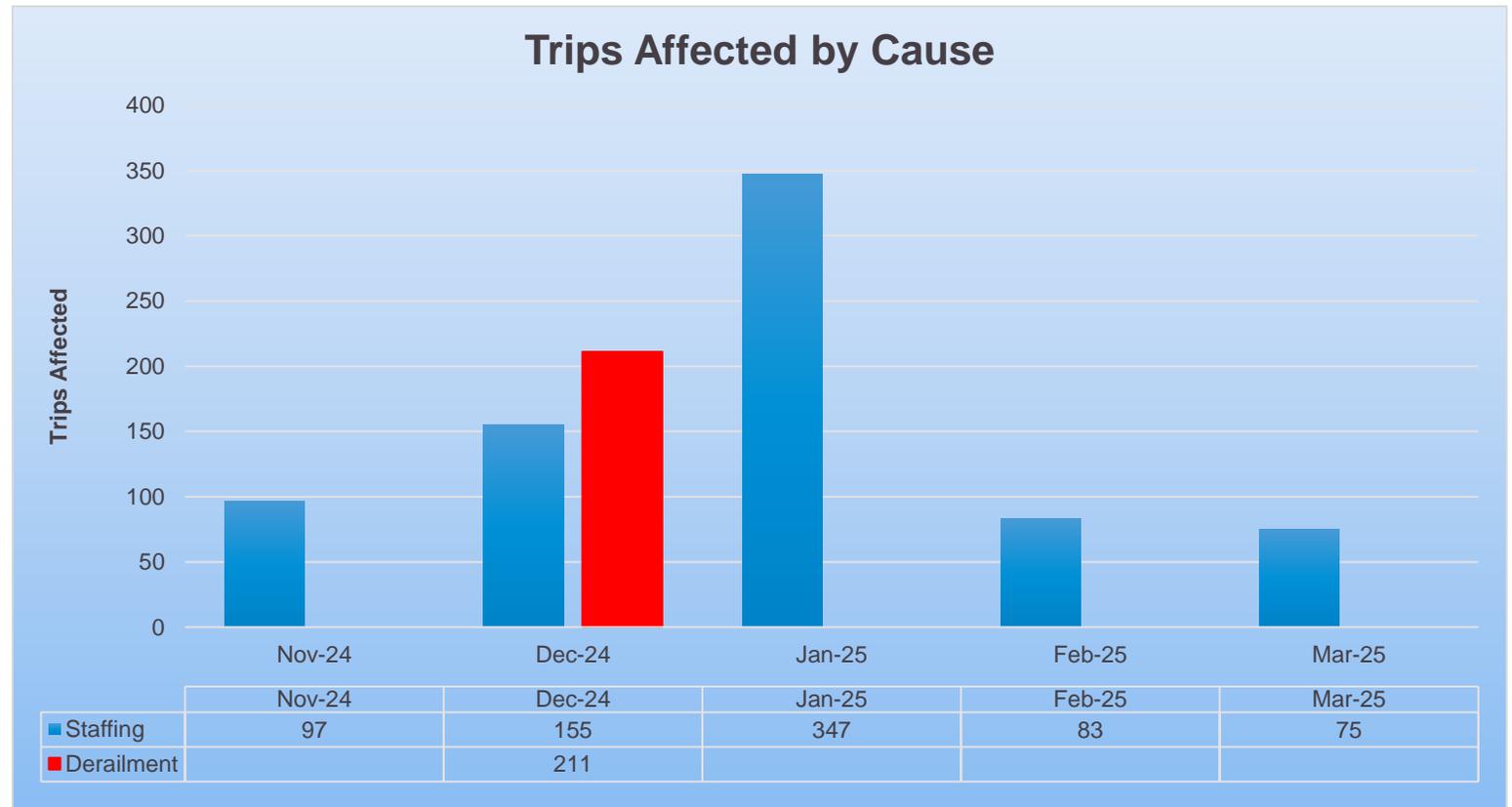
Contributing Factors

- Staffing
- External Disruptions
 - Trespassers
 - Medical Emergencies
- Fleet Reliability



Contributing Factors (Heavy Rail)

- Staffing
 - Vacancies
 - Absenteeism
- Derailment (December)



Contributing Factors (External Disruptions)

Trips Affected by Cause



	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Door Obstructions	15	29	32	28	18
Pulled Door Cords	44	37	83	32	39
Medical Emergencies	28	73	106	50	70
Trespassers	70	46	41	64	112



Improvements

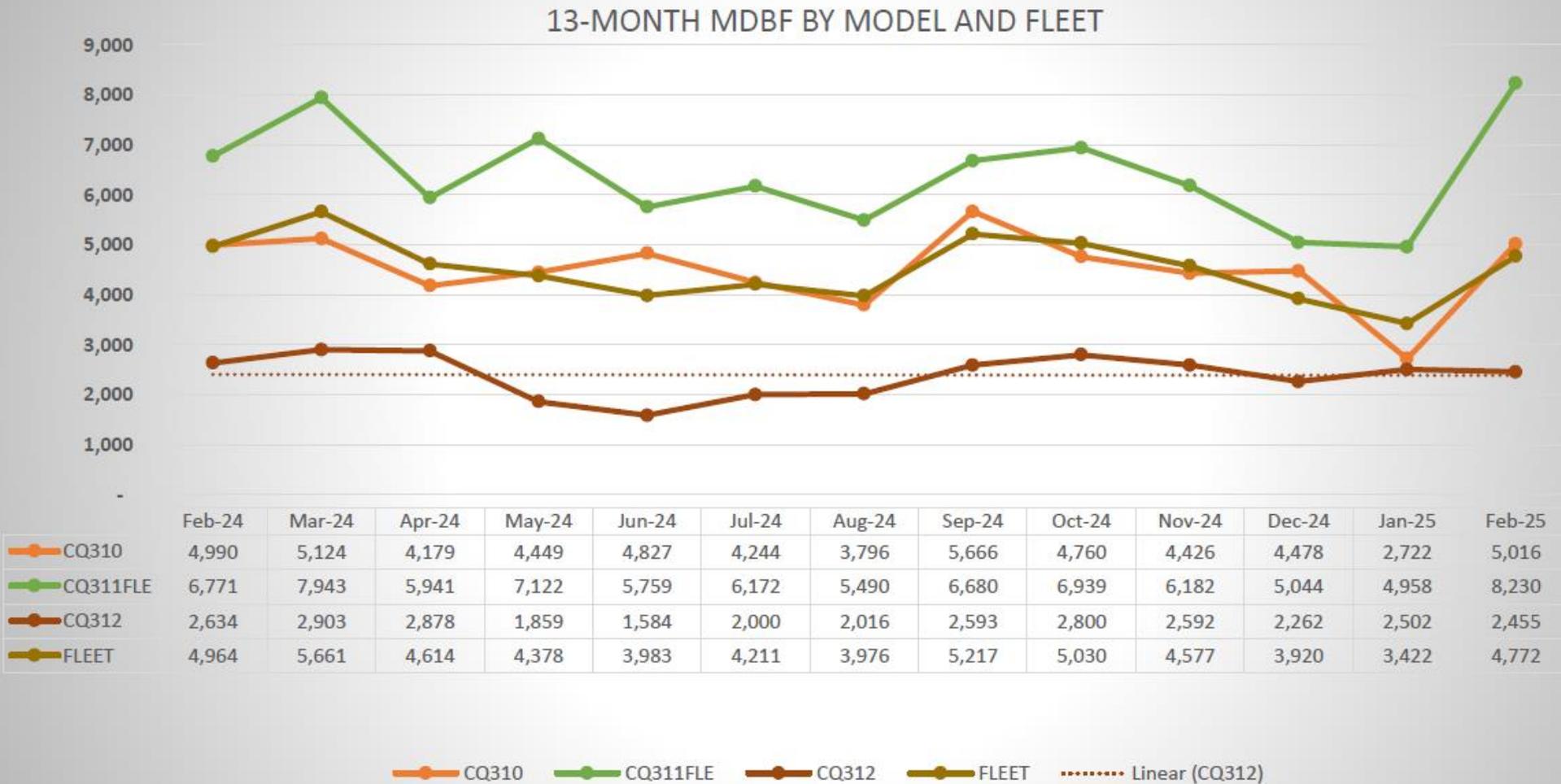
- Rail Operators Classes – Continue to focus on training Rail Operators to fill all vacancies
- Keep Rail Operators in the Yards to continue to move cars for Rail Car Maintenance
- Scenario based training with Controllers and Supervisors to better respond to incidents and execute service strategy
- Dispatch Electrical Power & Equipment staff to affected location to quickly respond to power issues

Fleet Background

Car Series	Manufacturer	Quantity	Year Built
CQ310	Franco-Belge	98	1979-81
CQ311	Hitachi	120	1984-88
CQ312	AnsaldoBreda	100	2000-05
CQ400	Stadler	224	2025-29

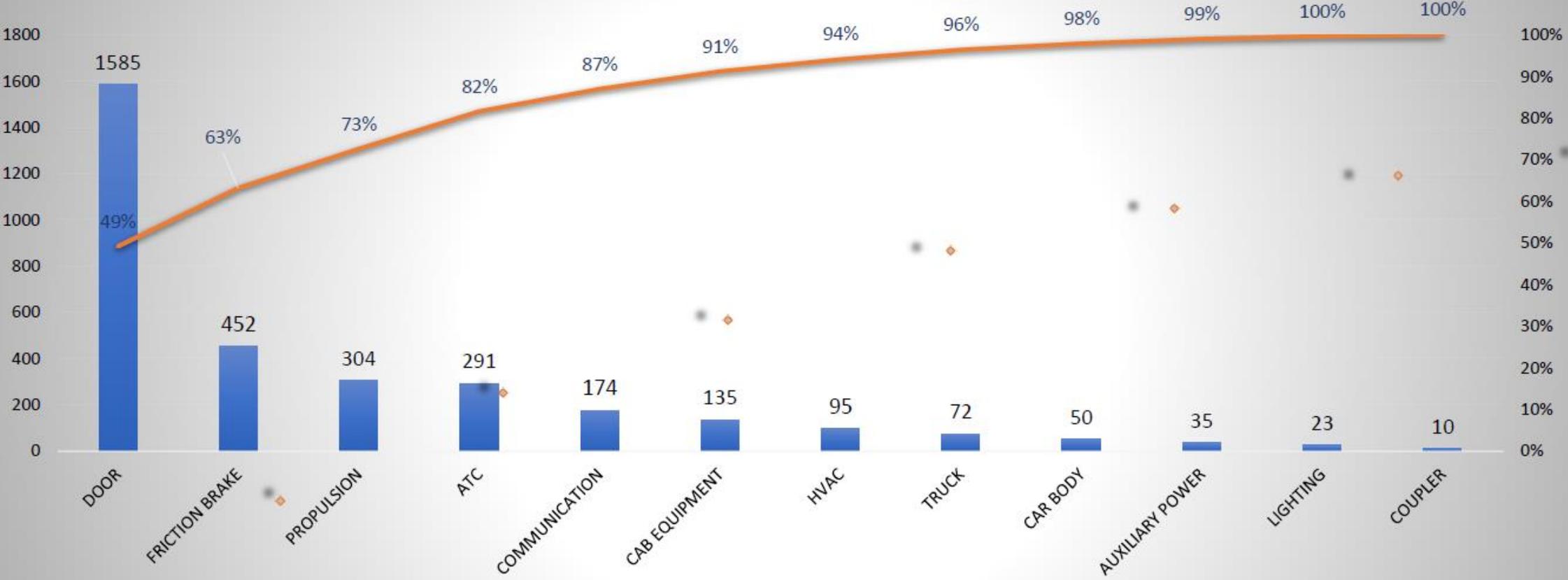


Fleet Reliability by Month



- MDBF = Mean Distance Between Failure, in Miles

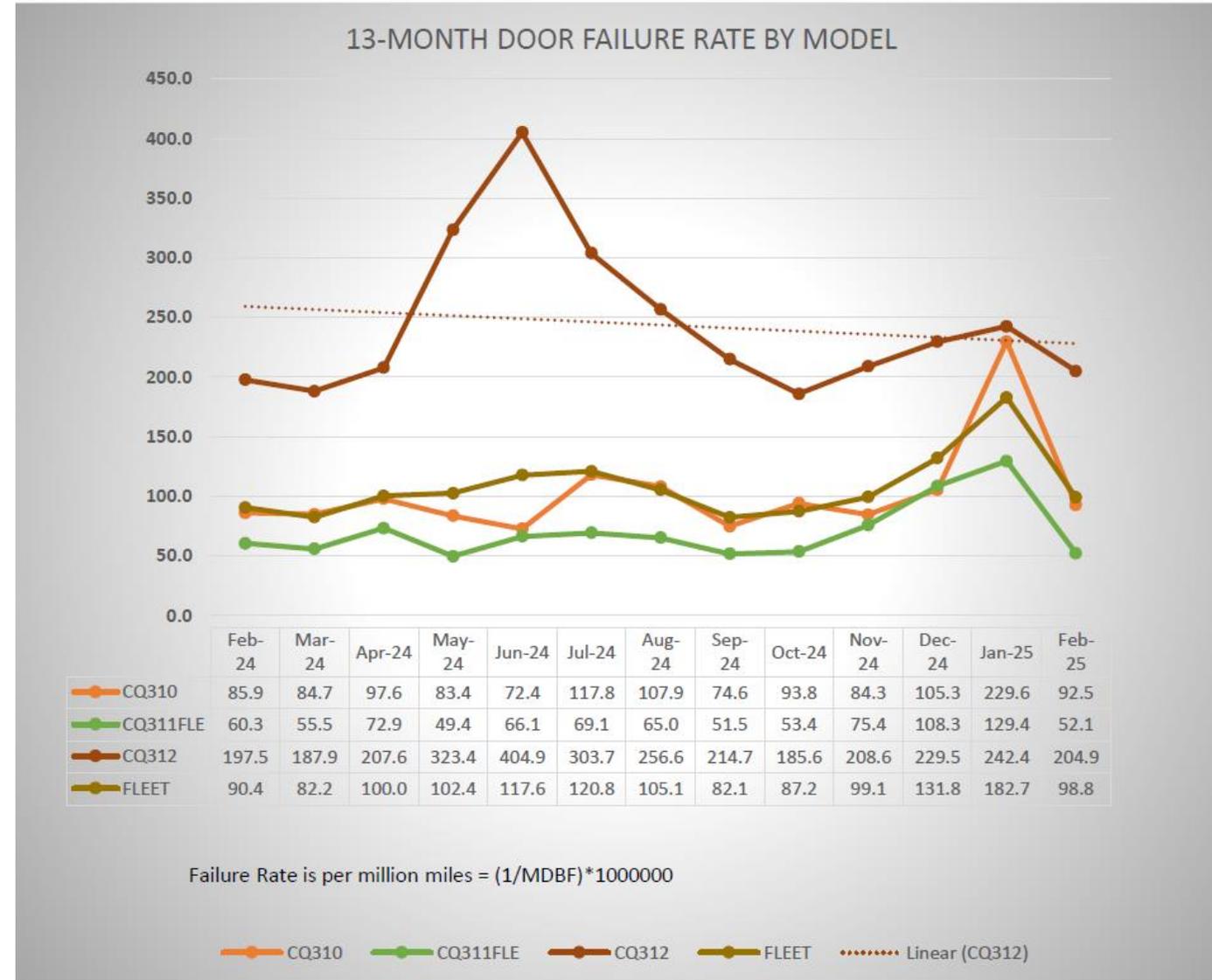
February Failure Count by Subsystem



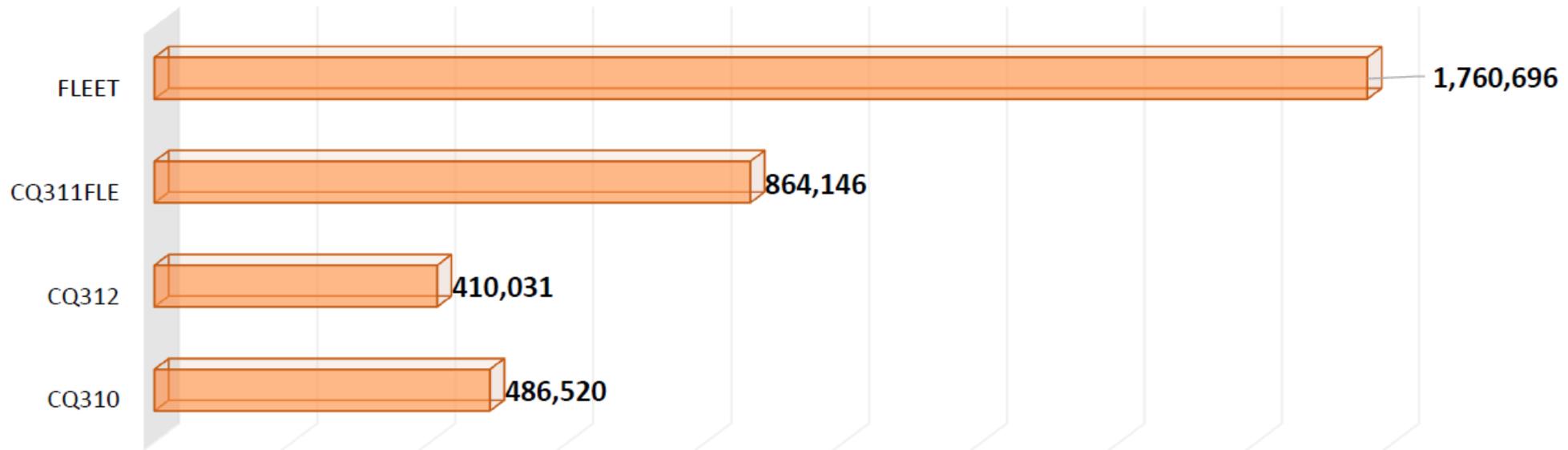
Data analysis: Five rail car subsystems account for more than eighty percent of all rail car failures.

Door System Failure Rate

- 312 Indicator Light Addition
- 310 Door Enhancement
 - 40 sets total
 - 9 sets complete
 - 2 sets in process
 - Requires abatement
- Fleetwide
 - FIMS upgrade
 - Door Troubleshooting
 - Door Cut-Outs



RAIL CAR UTILIZATION	MONTHLY MILES			
	CQ310	CQ312	CQ311	Fleet
February 2025 Total Rail Car Miles	486,520	410,031	864,146	1,760,696
February 2025 Rail Car Allocation	28%	23%	49%	100%



Improvements

- Prioritization of car movement
- Door initiatives
- Shift and staffing changes
- Upgrades to Enterprise Asset Management software
- Development of Fleet Life Extension Phase 2
- Targeted campaigns
- Obsolescence management
- Technical expertise support
- Revised Fleet Management Plan
- Exploration of Fleet Utilization Changes





Thank You



FEBRUARY FY25
PERFORMANCE
(BUS OPERATIONS)

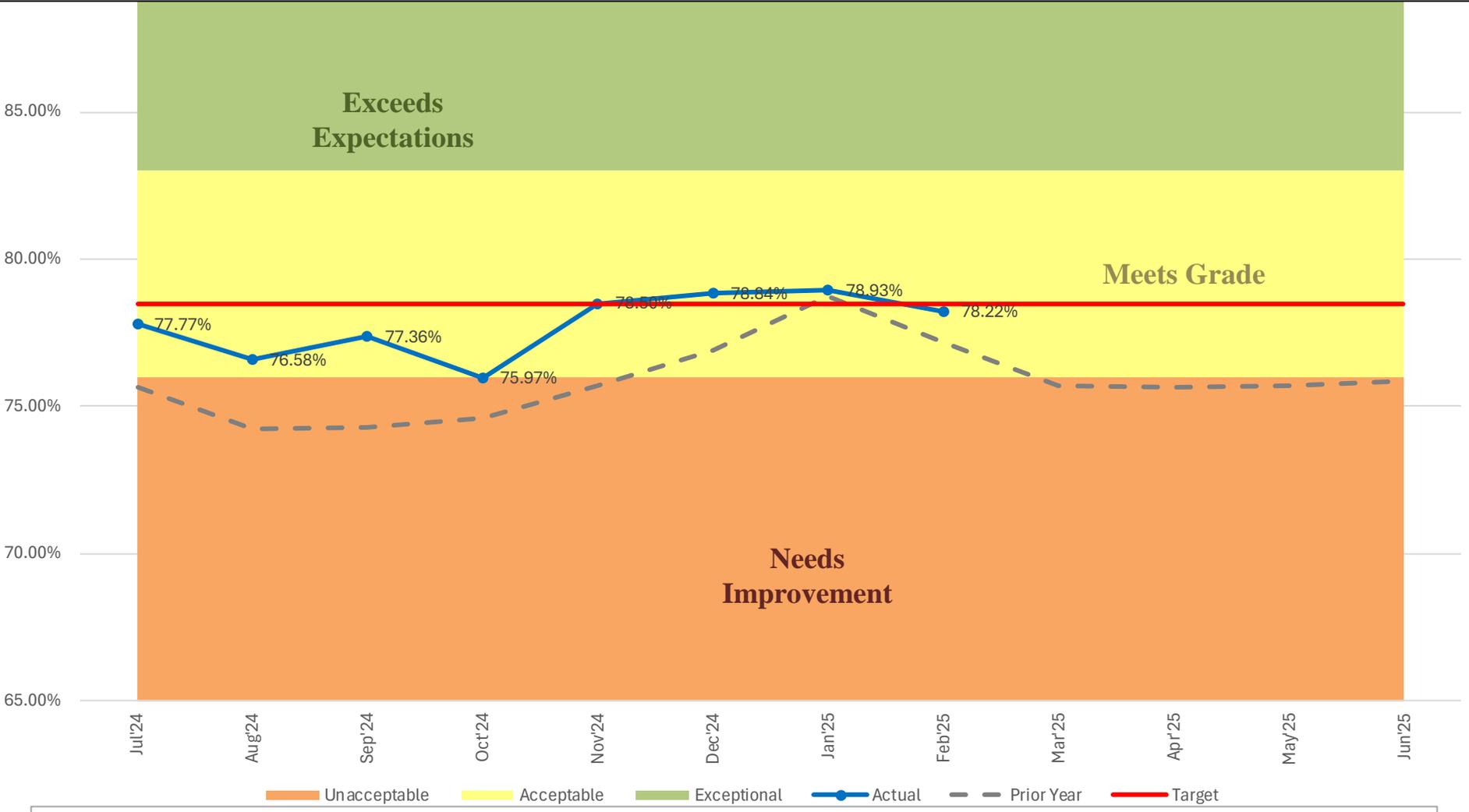
OFFICES OF
BUS TRANSPORTATION
BUS MAINTENANCE

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%	78.22%	-0.28%	77.75%	-0.75%	1.82%
Mean Distance Between Failures	7500	3453	-4047	3608	-3892	-778
Customer Complaints per 100K Boardings	8.00	10.49	2.49	11.09	3.09	-0.73

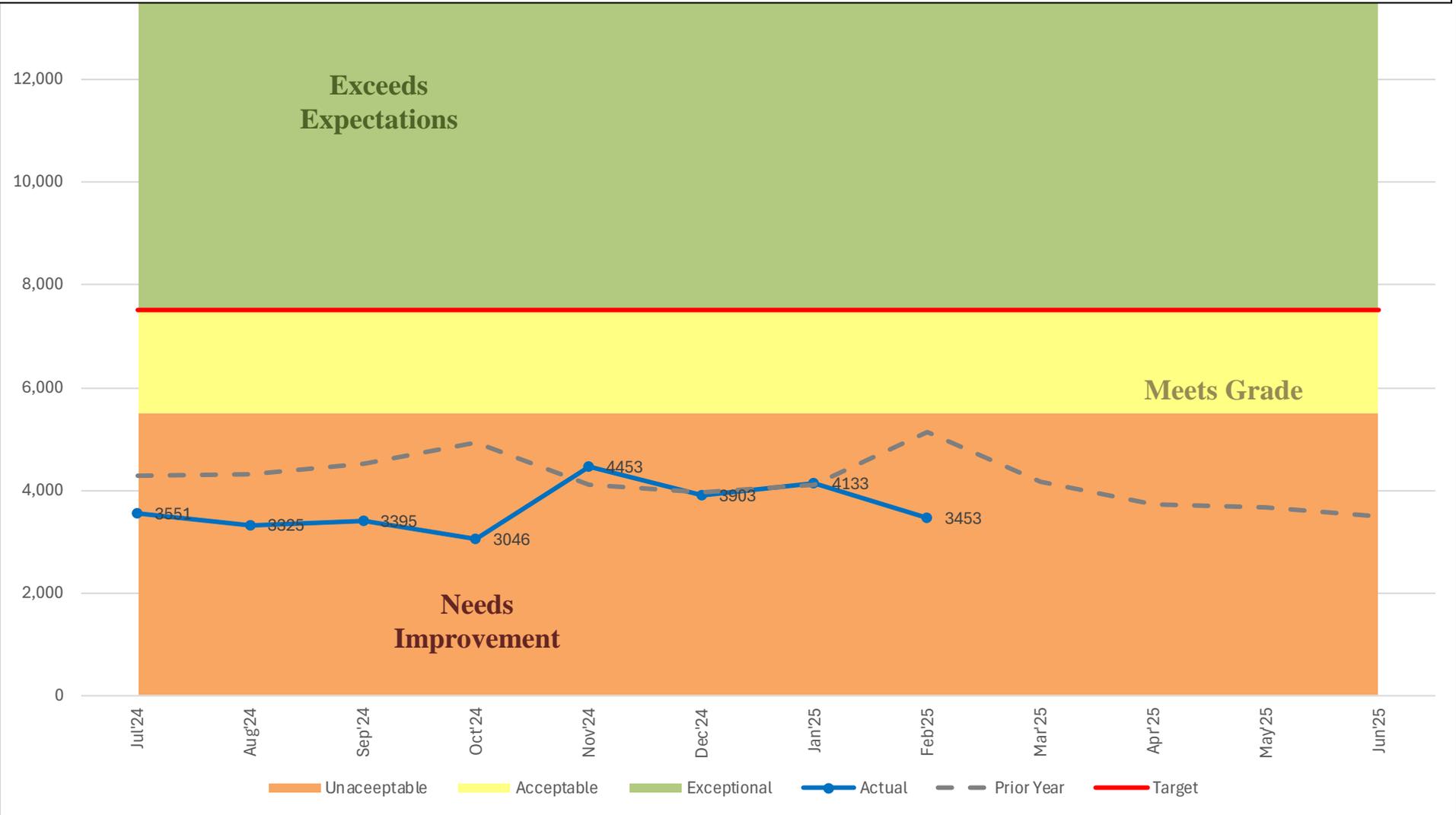
Note: For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the 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.



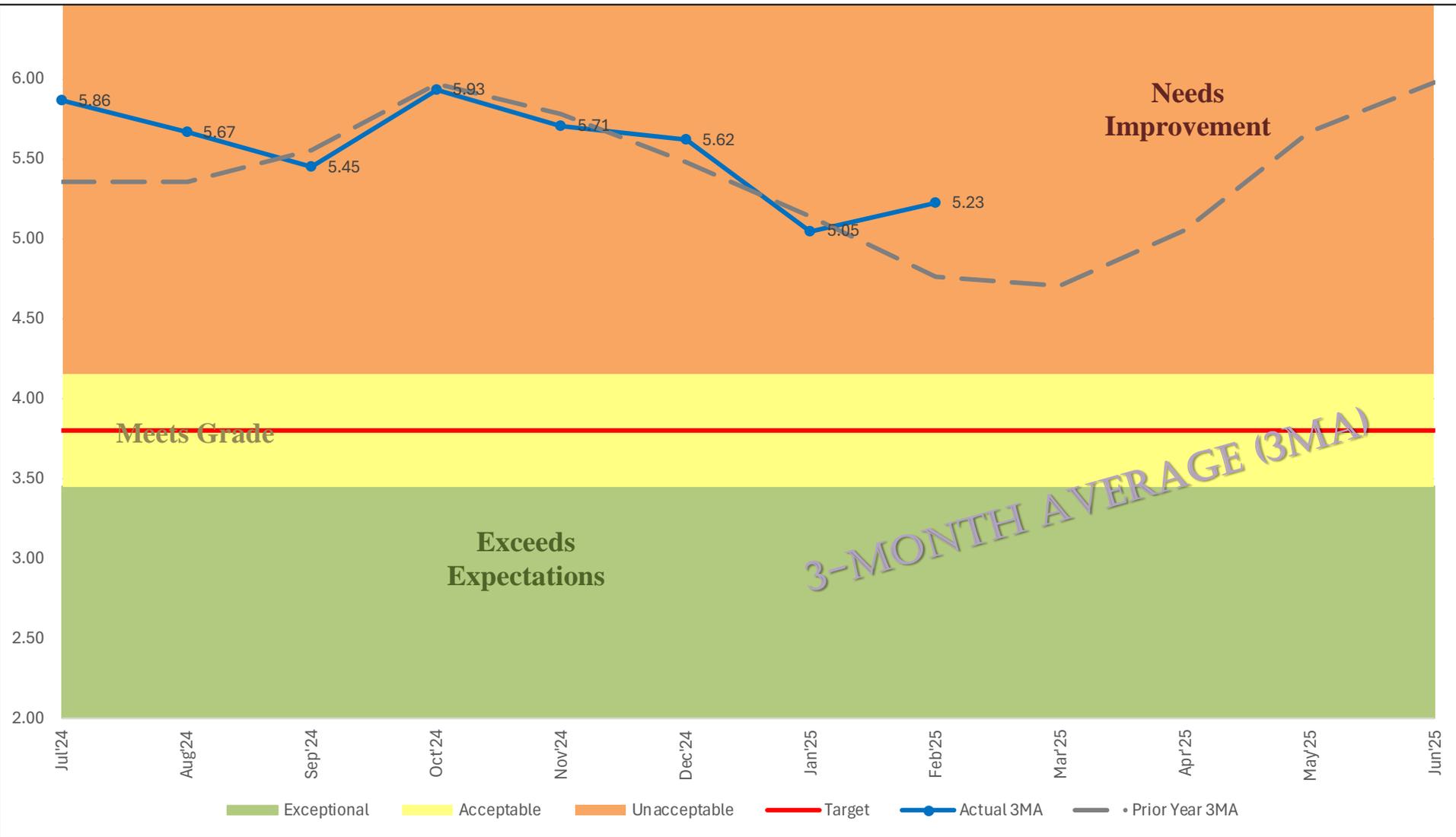
Note: For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the prior methodology.

Bus 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 Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.

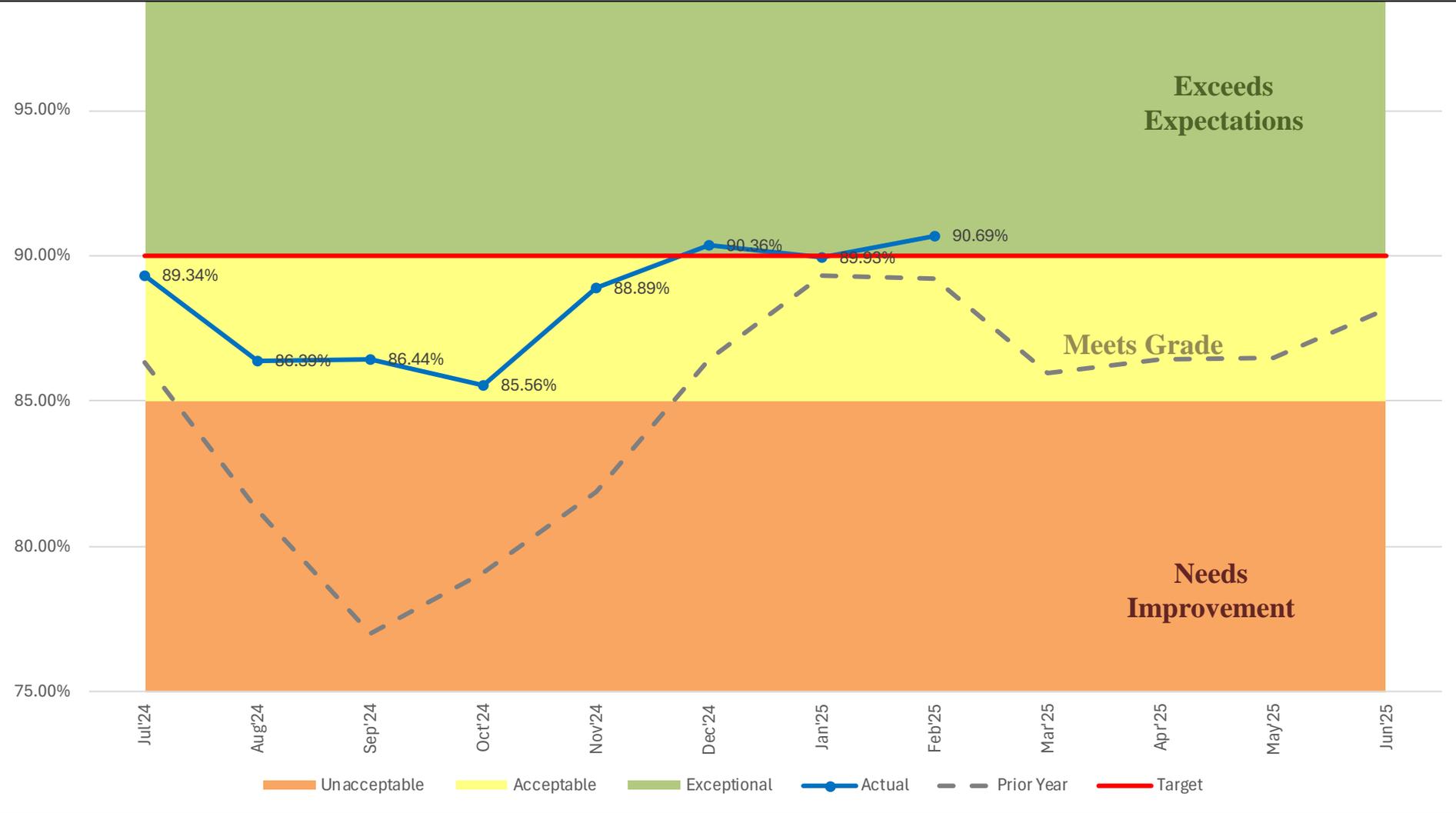


OFFICE OF
MOBILITY

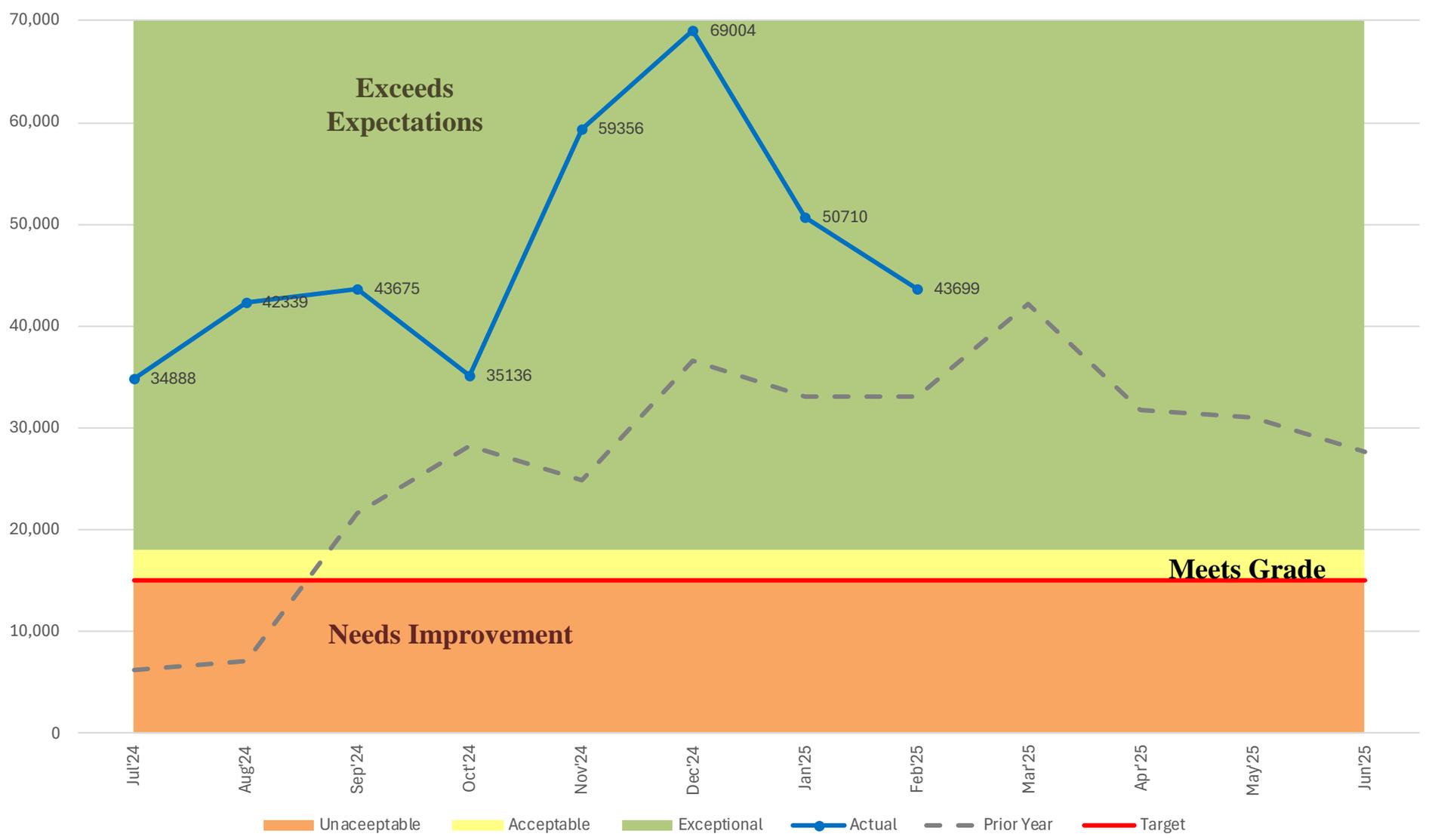
Operations KPIs (Mobility)

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%	90.69%	0.69%	88.33%	-1.67%	4.62%
<i>Mean Distance Between Failures</i>	15,000	43699	28699	44446	29446	28857
<i>Missed Trip Rate</i>	0.50%	0.23%	-0.27%	0.52%	0.02%	-0.79%
<i>Reservation Average Call Wait Time</i>	2:00	2:19	0:19	2:22	0:22	-2:58
<i>Reservation Call Abandonment Rate</i>	5.50%	3.38%	-2.12%	3.60%	-1.90%	-4.58%
<i>Customer Complaints per 1K Boardings</i>	4.00	2.51	-1.49	2.93	-1.07	-2.21

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

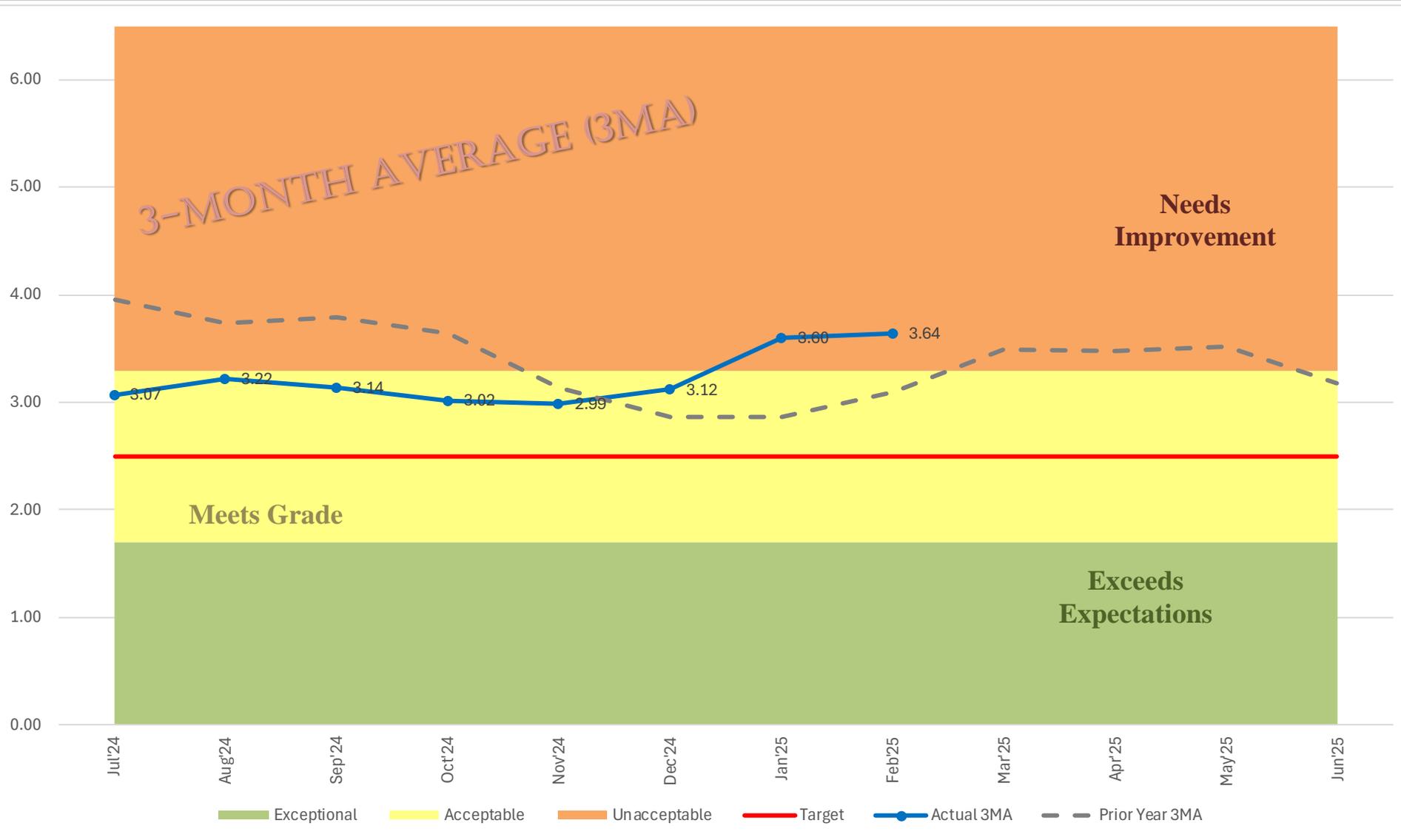


Mobility Mean Distance Between Failures measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



MOBILITY
SAFETY KPI

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



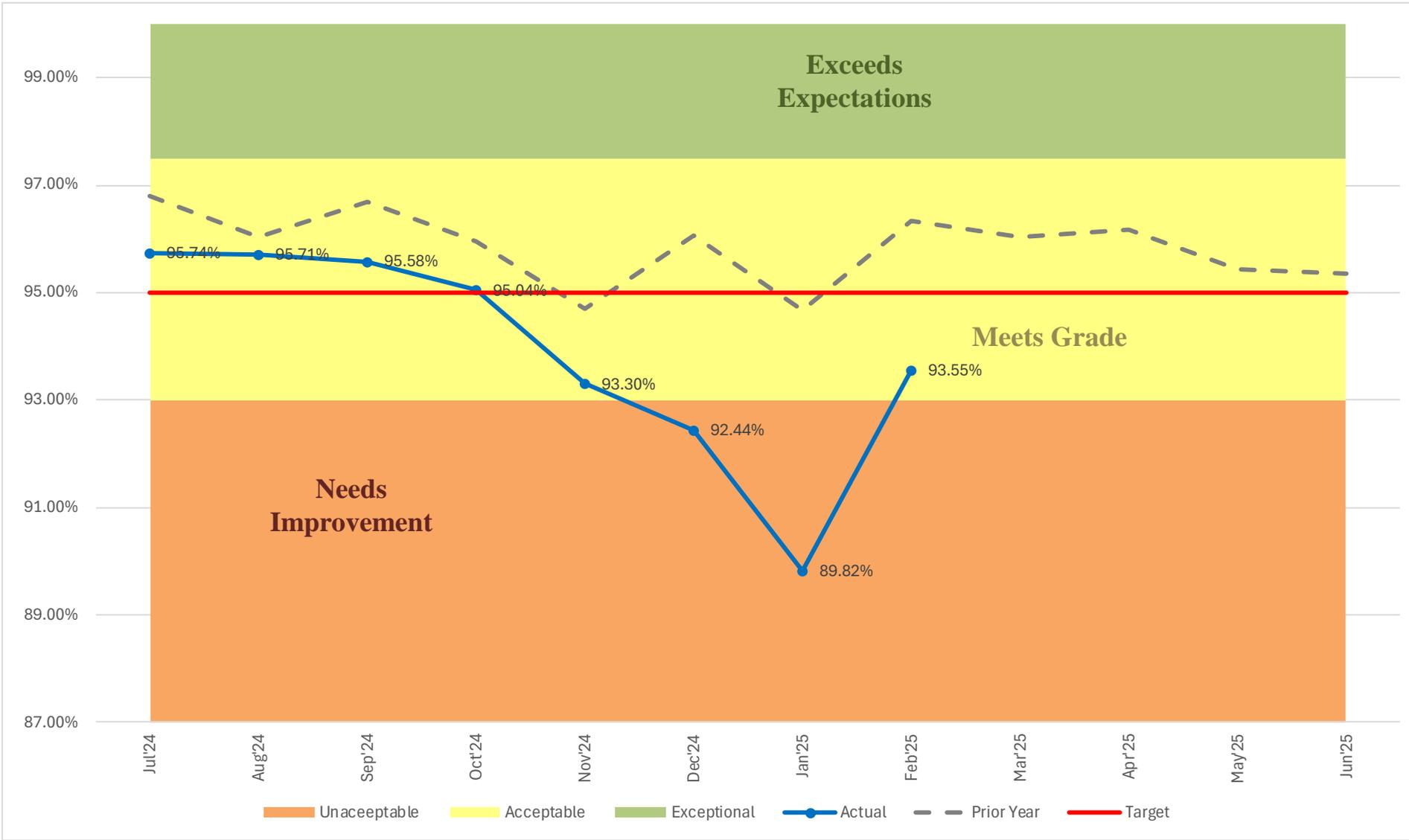
FEBRUARY FY25
PERFORMANCE
(RAIL OPERATIONS)

OFFICES OF
RAIL
TRANSPORTATION
RAIL CAR
MAINTENANCE

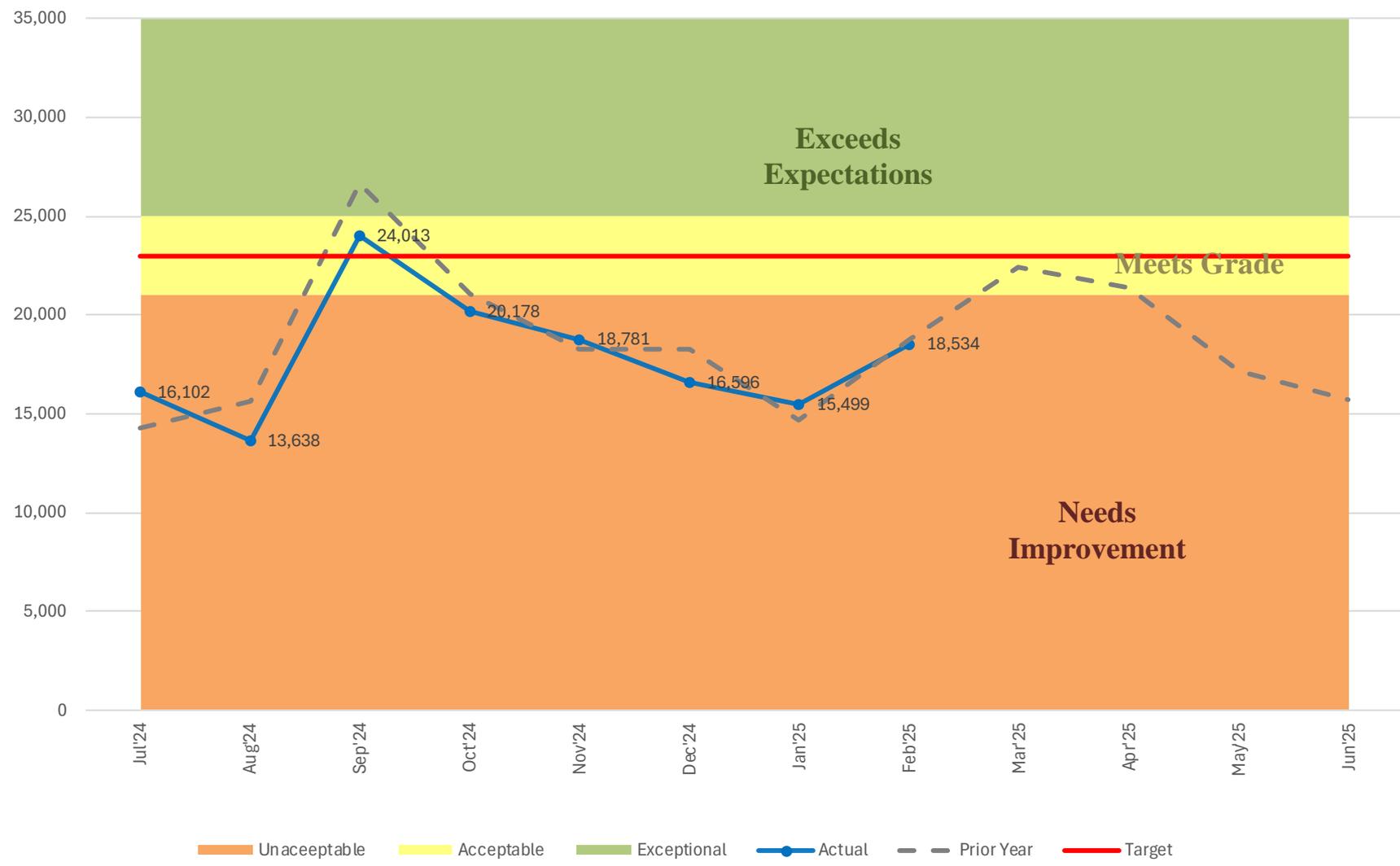
Operations KPIs (Rail)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	95.00%	93.55%	-1.45%	93.84%	-1.16%	-2.06%
<i>Mean Distance Between Failures</i>	23,000	18534	-4466	17386	-5614	-462
<i>Mean Distance Between Service Interruptions</i>	475	239	-236	250	-225	-122
<i>Customer Complaints per 100K Boardings</i>	1.00	0.53	-0.47	0.86	-0.14	0.37

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)

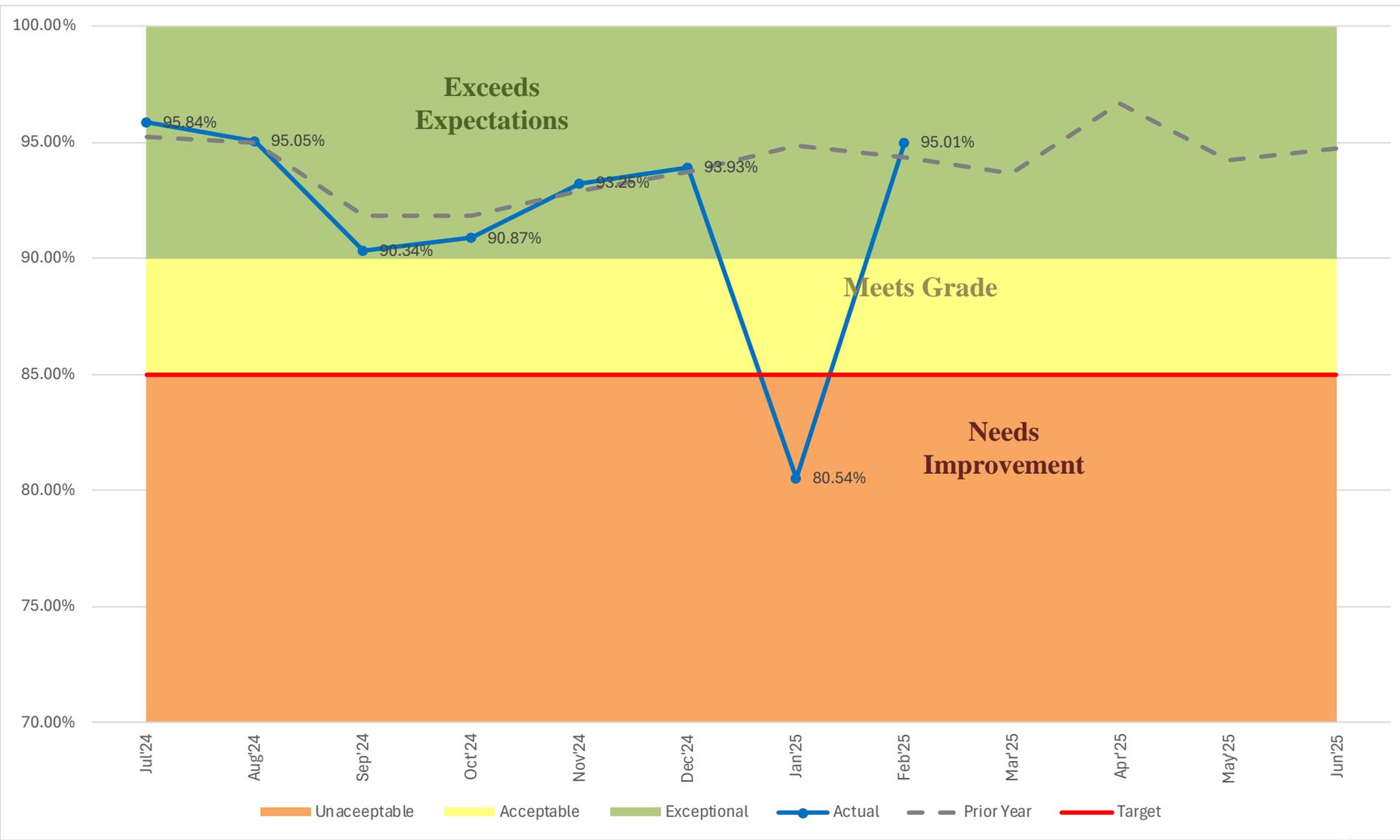
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Escalator Availablity</i>	98.50%	98.53%	0.03%	98.55%	0.05%	0.03%
<i>Elevator Availablity</i>	98.50%	98.56%	0.06%	98.63%	0.13%	0.06%

FEBRUARY FY25
PERFORMANCE
(STREETCAR)

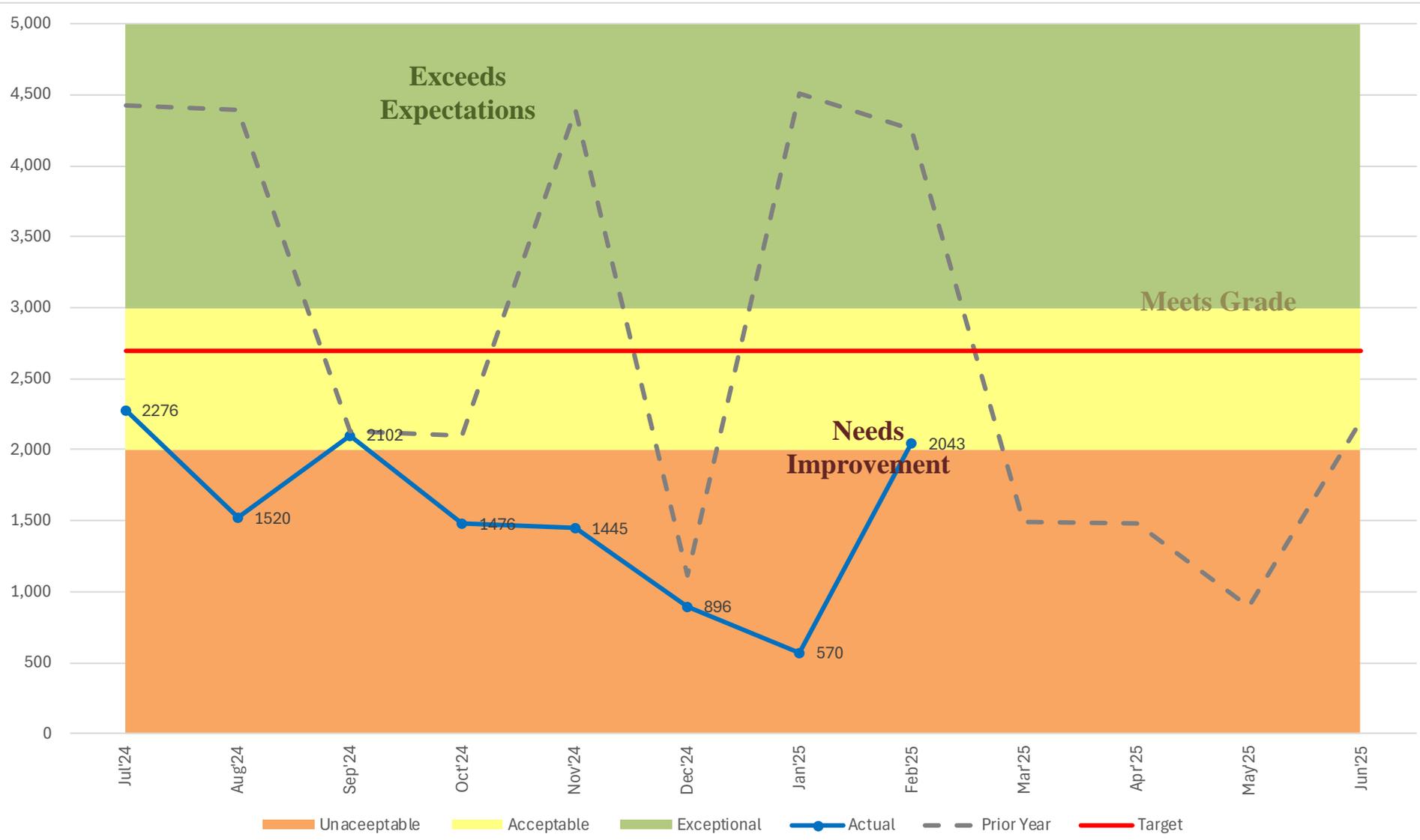
Operations KPIs (Streetcar)

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	95.01%	10.01%	91.81%	6.81%	-1.92%
Mean Distance Between Failures	2700	2043	-657	1340	-1360	-2541
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.02	-0.08	0.01

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.

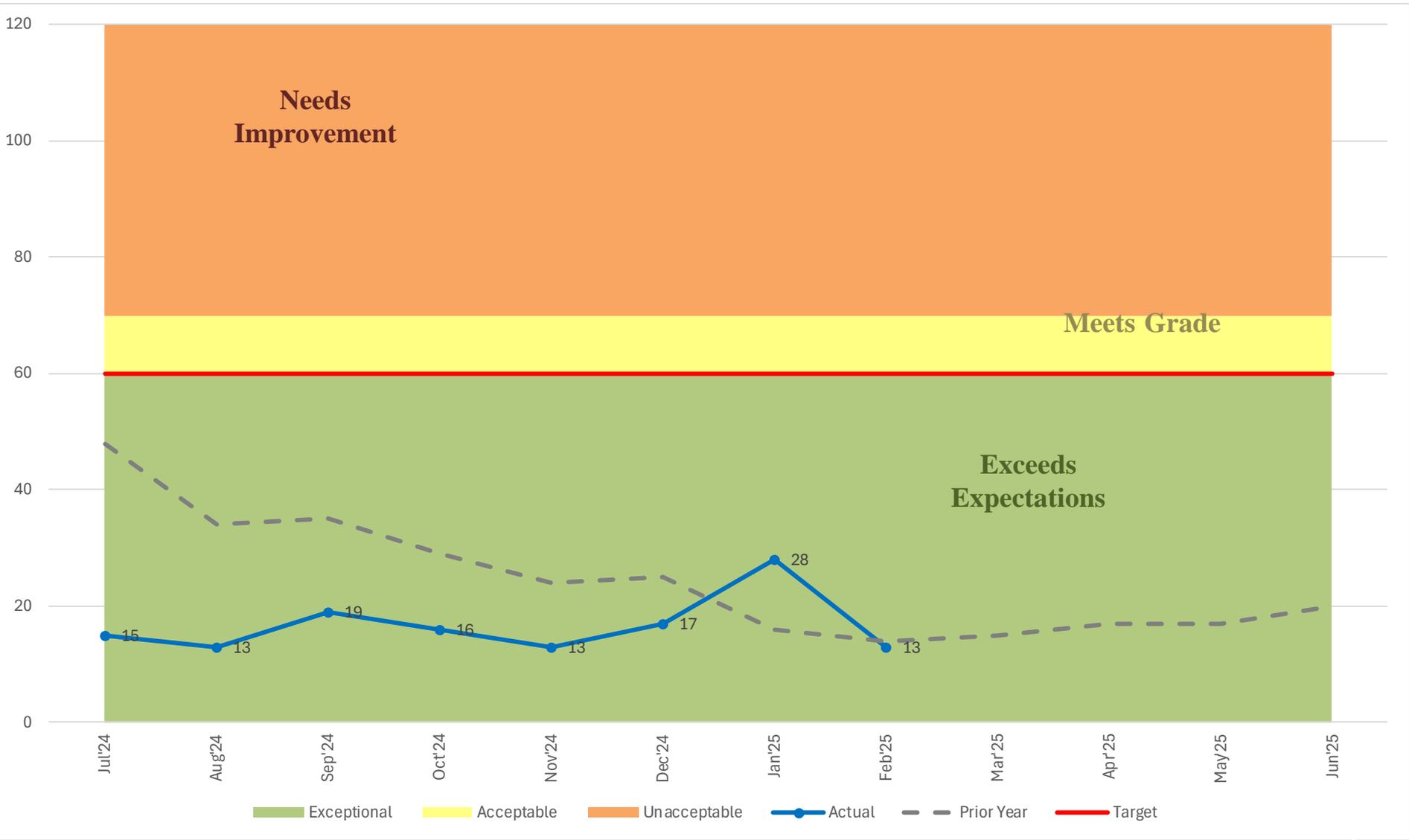


FEBRUARY FY25
PERFORMANCE
(CUSTOMER SERVICE)

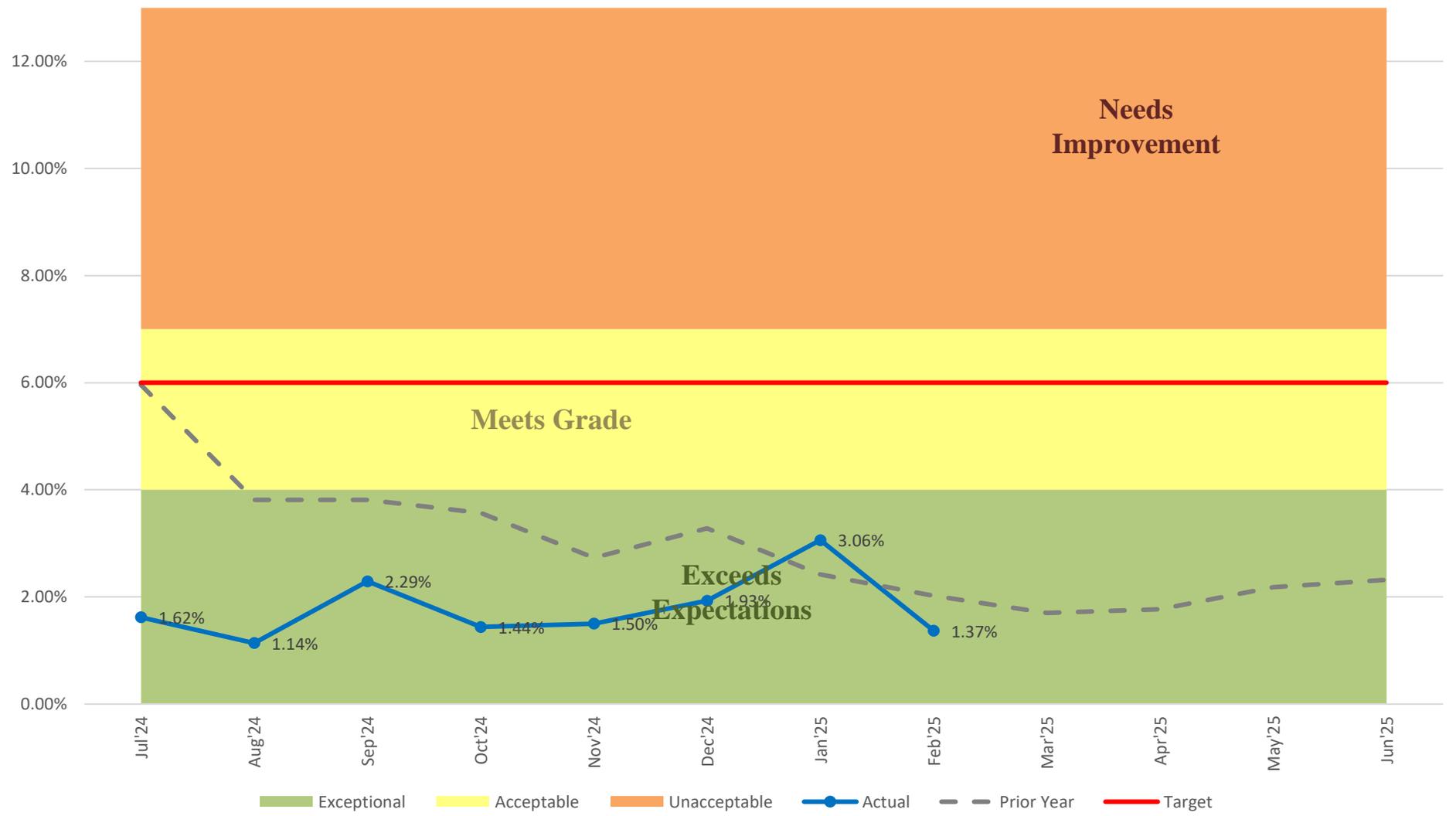
Customer Service KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Customer Service Call Wait Time</i>	1:00	0:13	-0:47	0:17	-0:43	-0:11
<i>Customer Service Call Abandonment Rate</i>	6.00%	1.37%	-4.63%	1.82%	-4.18%	-1.68%

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.

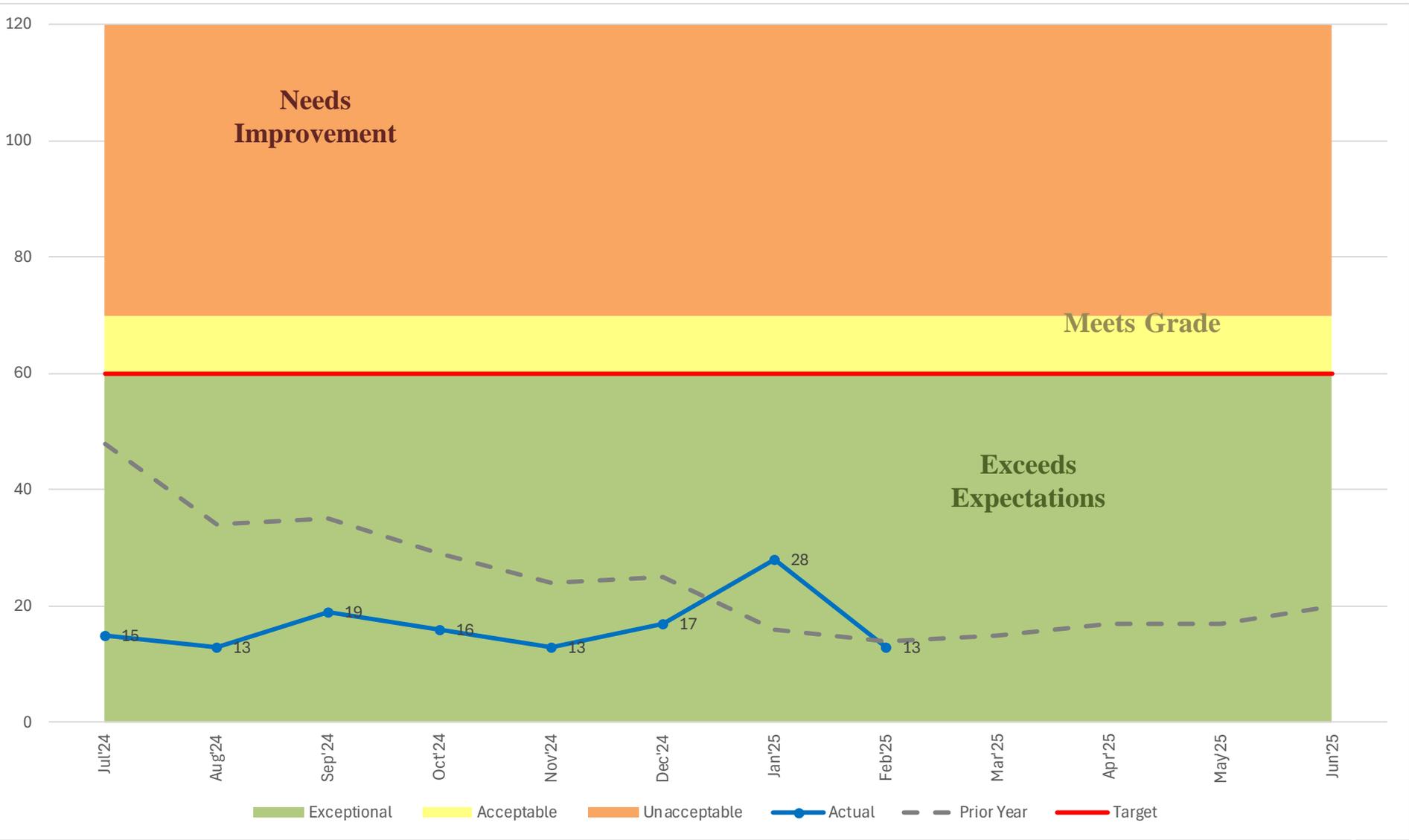


FEBRUARY FY25
PERFORMANCE
(CUSTOMER SERVICE)

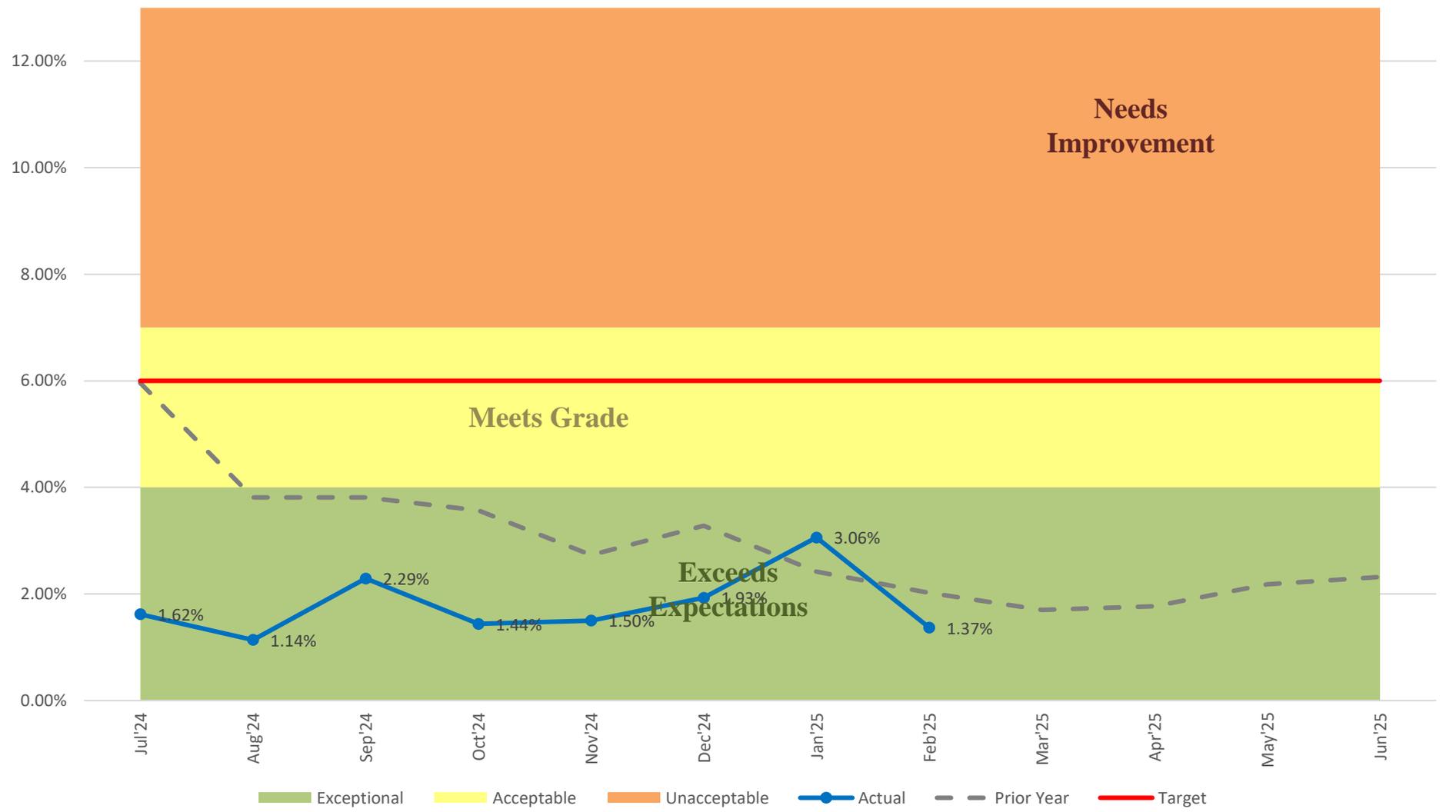
Customer Service KPIs

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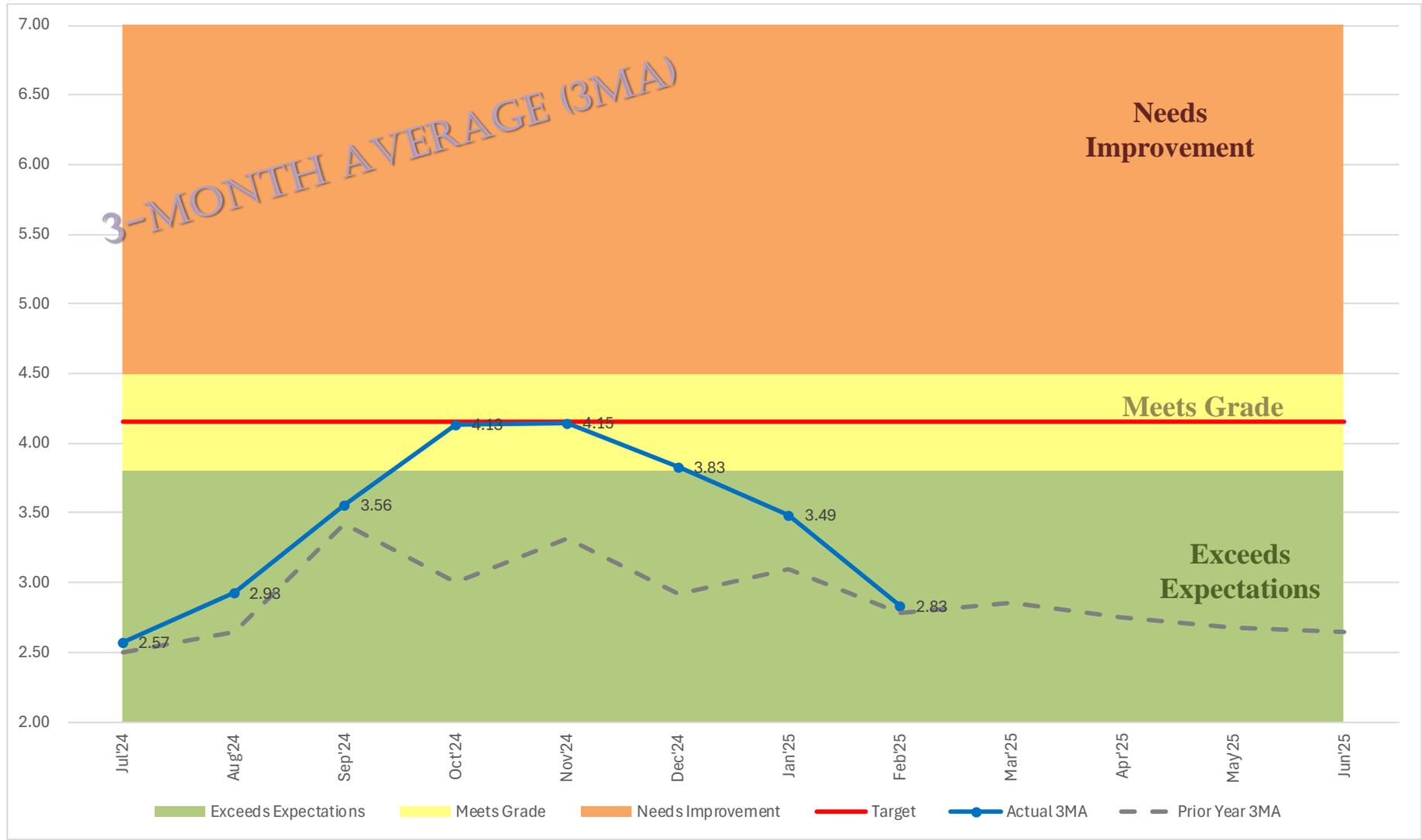


FEBRUARY FY25
PERFORMANCE
(SYSTEM SAFETY SECURITY &
EMERGENCY MANAGEMENT)

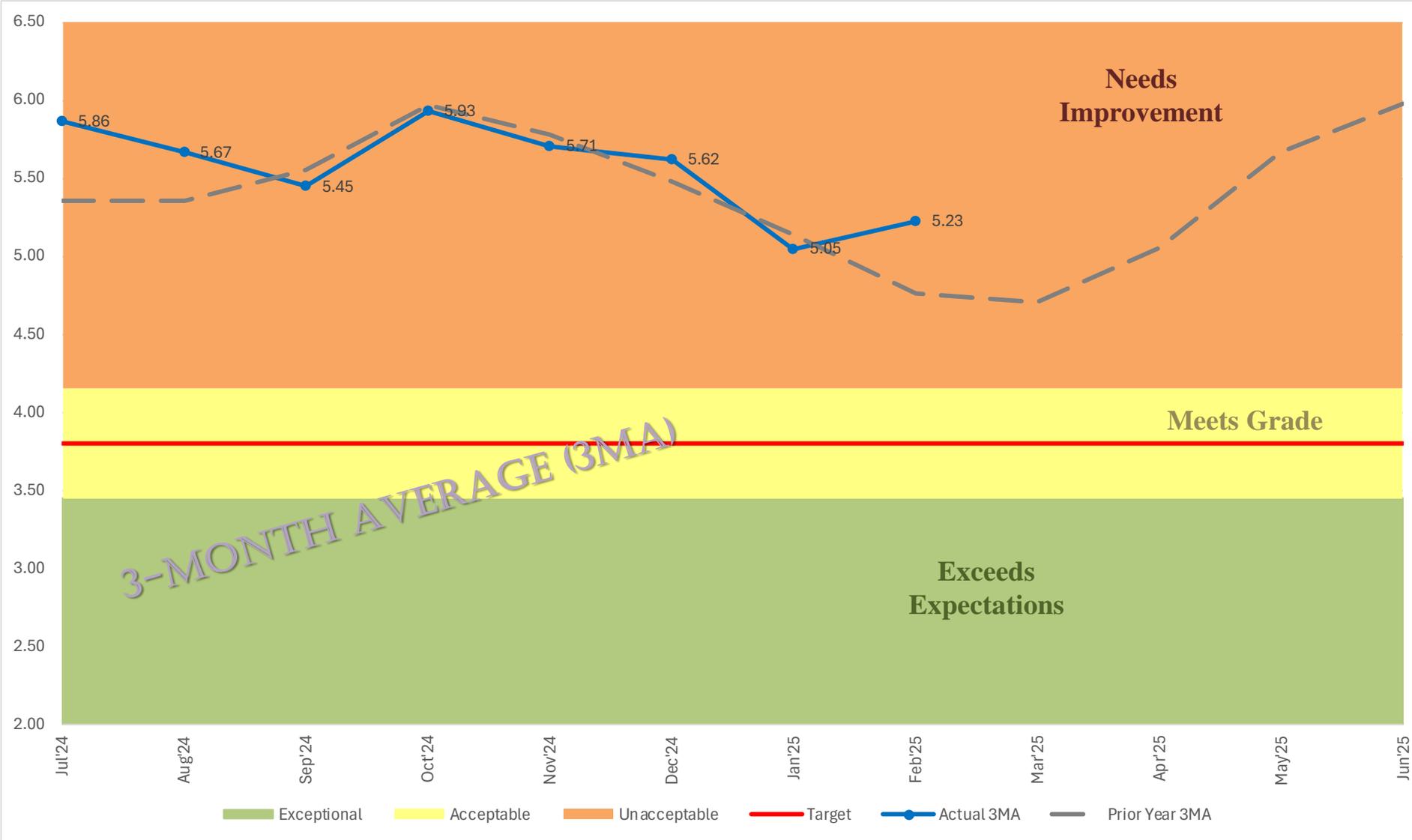
Safety & Security KPIs

KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Part 1 Crime</i>	4.15	2.02	-2.13	3.39	-0.76	0.31
<i>Bus Collision Rate per 100K Miles</i>	3.80	5.54	1.74	5.48	1.68	0.20
<i>Mobility Collision Rate per 100K Miles</i>	2.50	3.37	0.87	3.29	0.79	-0.02
<i>Employee Lost Time Incident Rate</i>	3.80	6.51	2.71	6.50	2.70	2.45

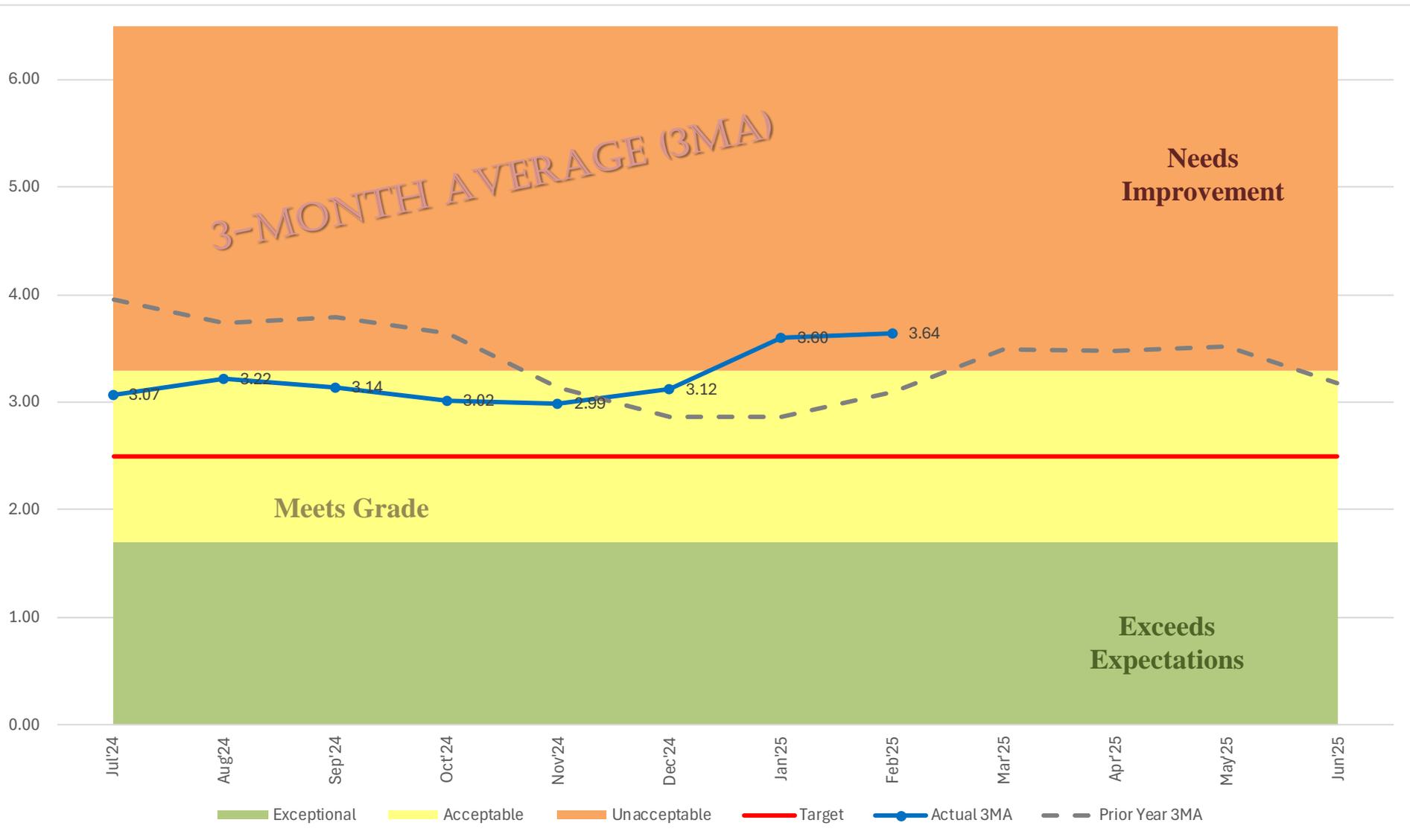
Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



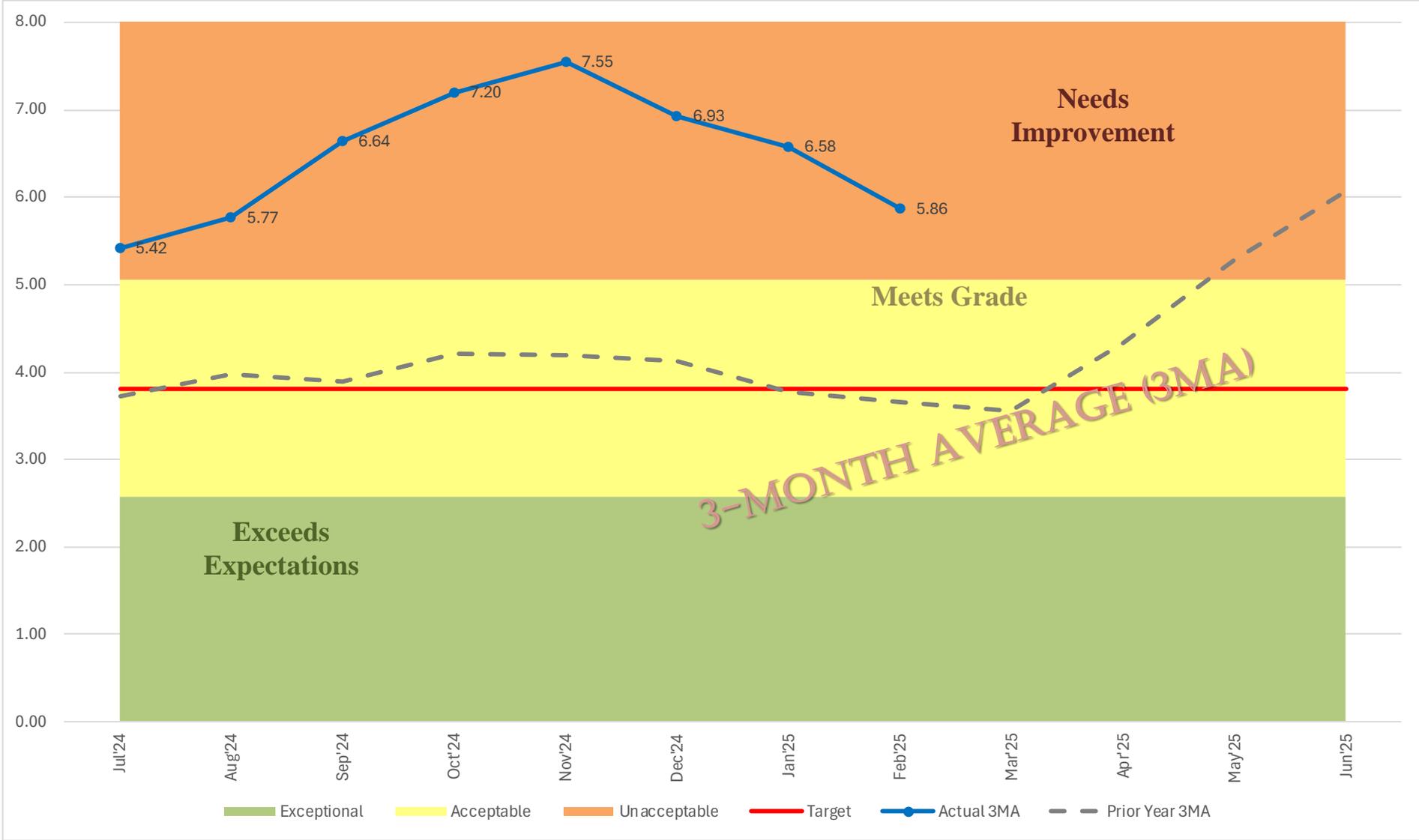
Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.



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

