



**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  
Sagira Jones  
Elizabeth Bolton-Harris  
Shayna Pollock

**Board Members**

**Absent:**

Russell McMurtry  
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*

AA2A4DF3C56F44C...

**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



*Safe, Clean, Reliable*

**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:  
  
AA2A4DF3C56F44C...

---

**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

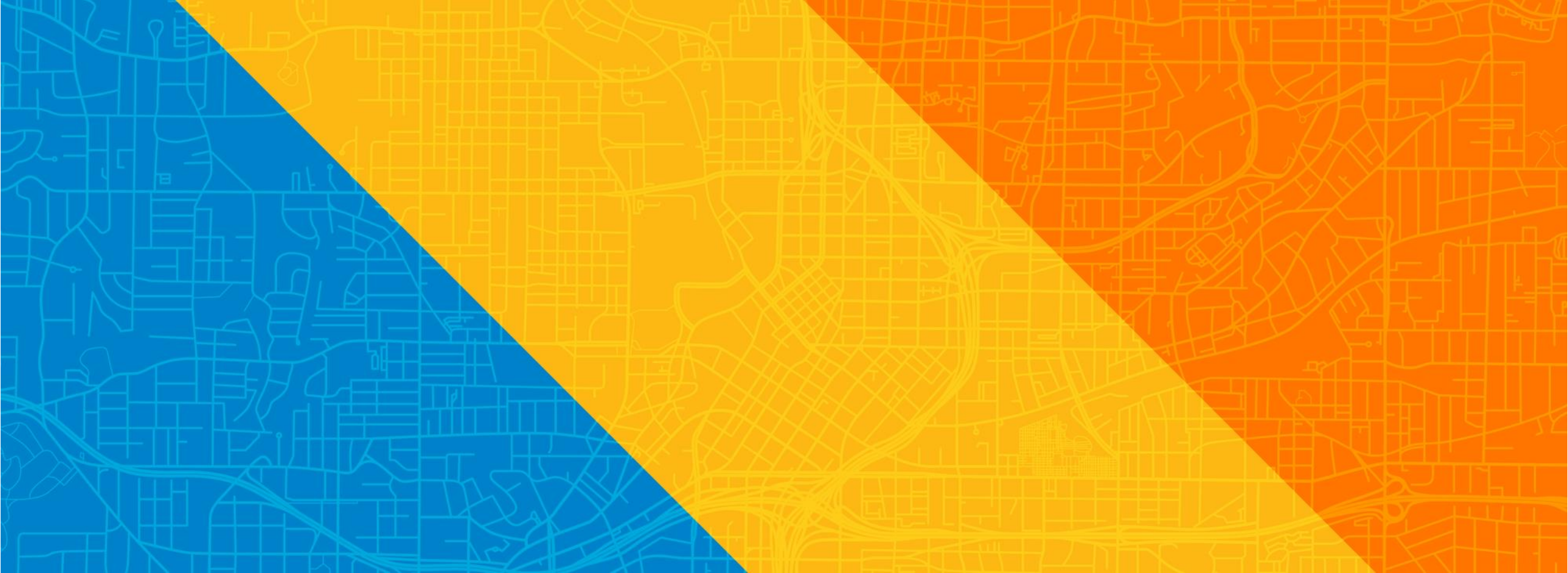
Erik Johnson - Director  
Office of Bus Maintenance





## 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:

*Jonathan Hunt*

AA2A4DF3C56F44C...

**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

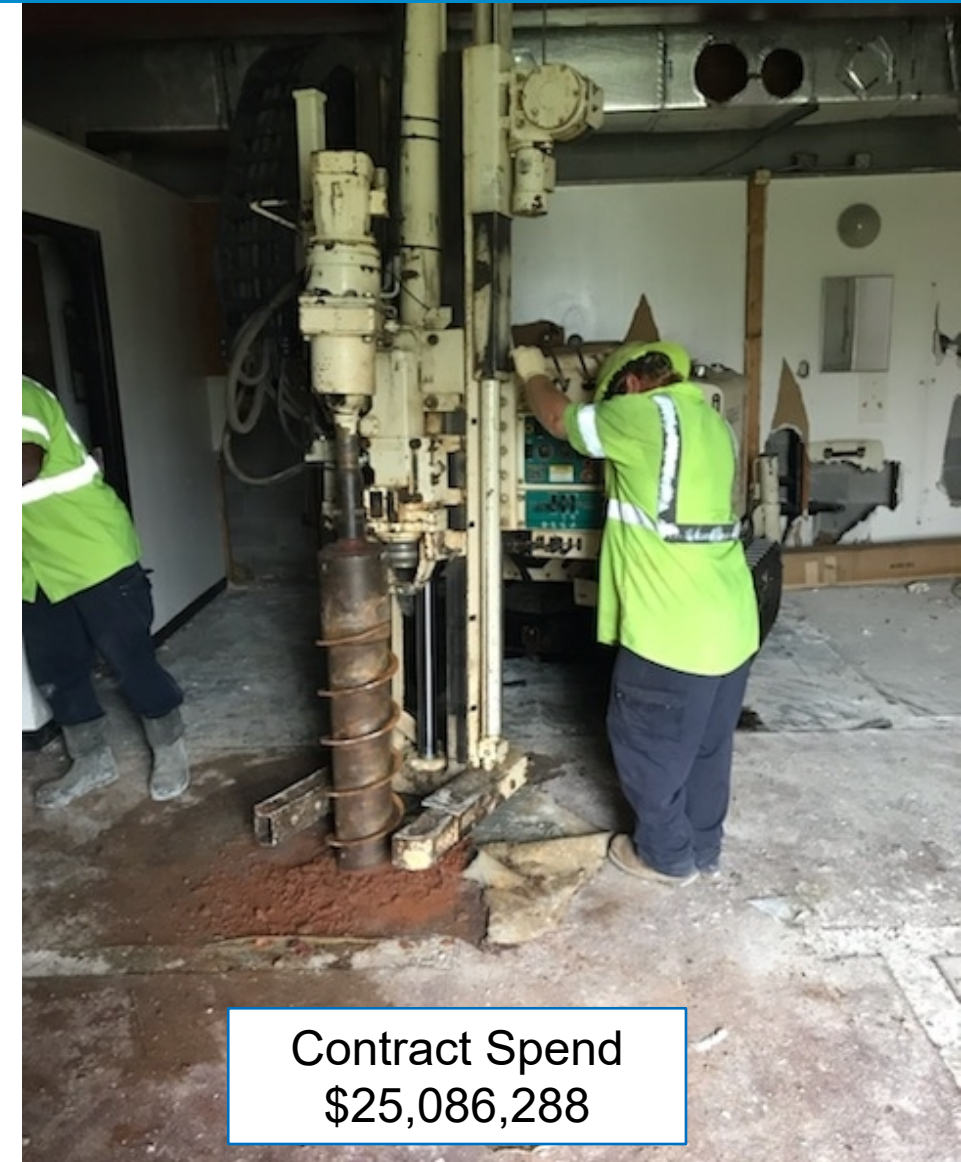
# Scope of Work Summary



## 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 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



*Safe. Clean. Reliable.*

**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:  
  
AA2A4DF3C56F44C...

---

**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

---

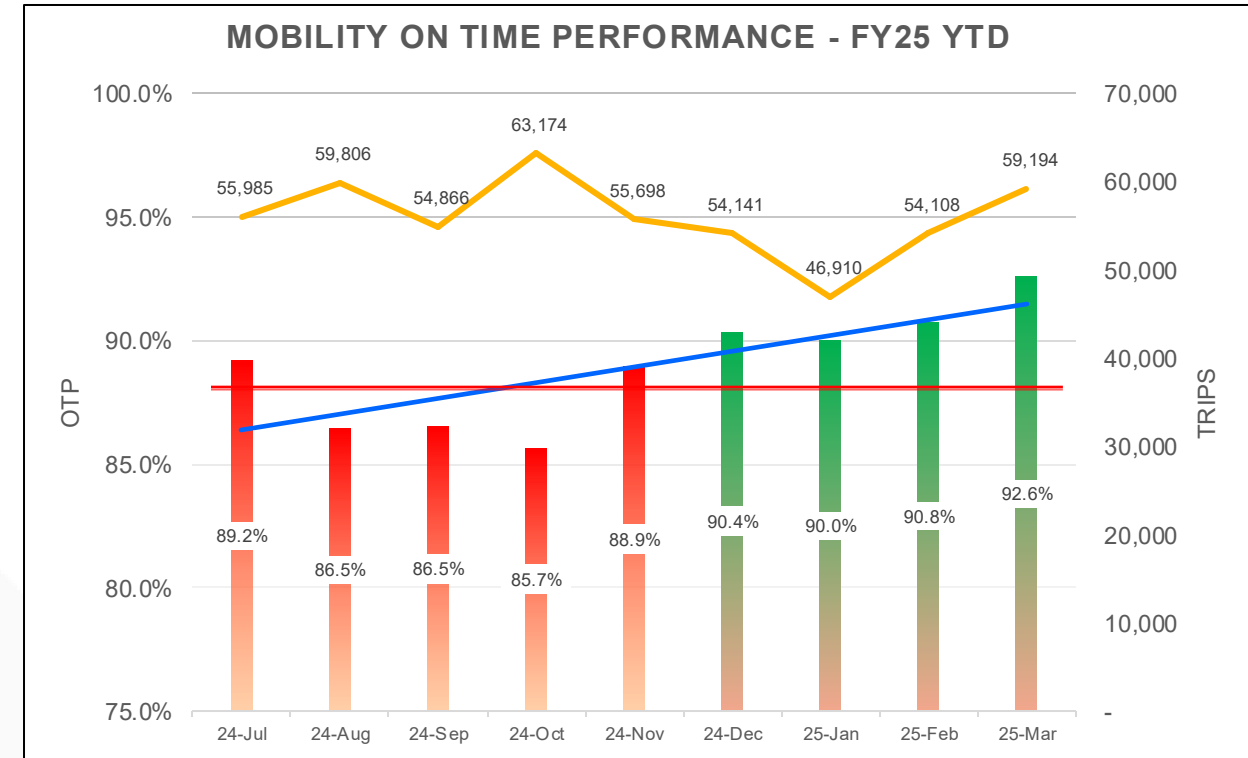
- Approved to solicit all services: August 2024
- Solicitations opened November 2024 through March 2025
- Currently under review for award; established policies and procedures apply
- P43706 (A National): expires June 30, 2025; no additional option years
- Requesting 3-month extension (September 30, 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:  
  
AA2A4DF3C56F44C...  
**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)

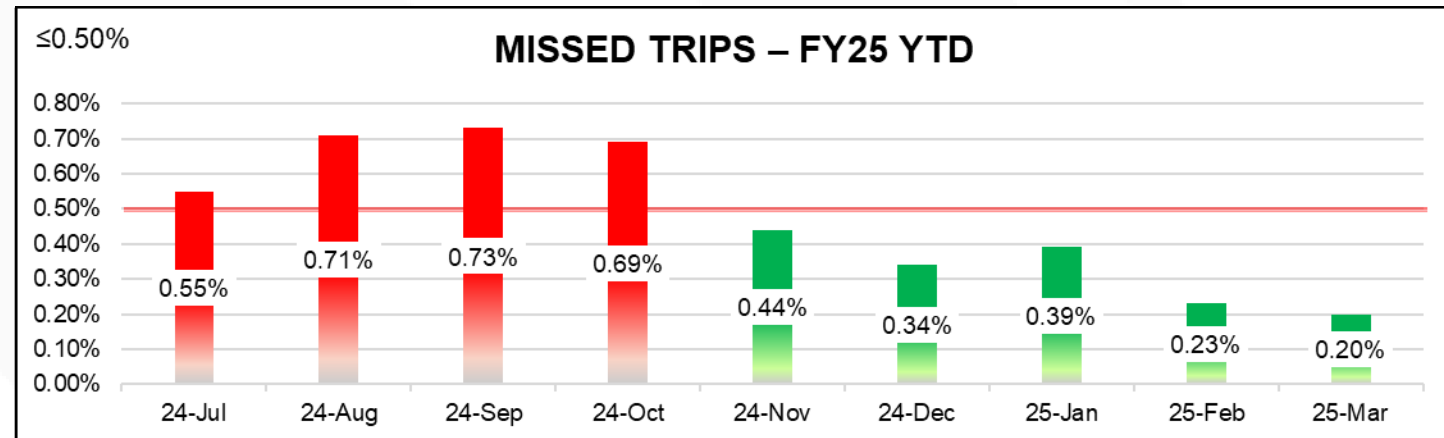
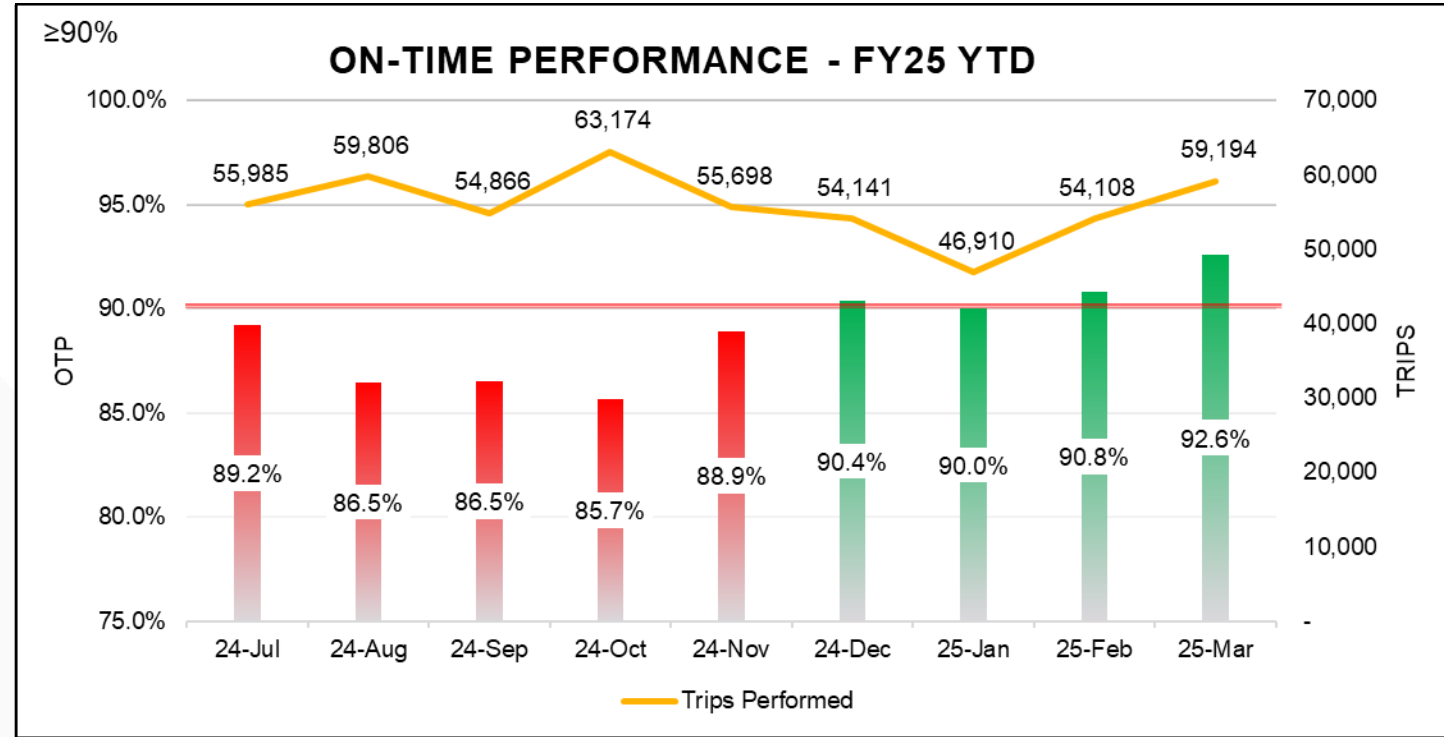


## Program Management Team



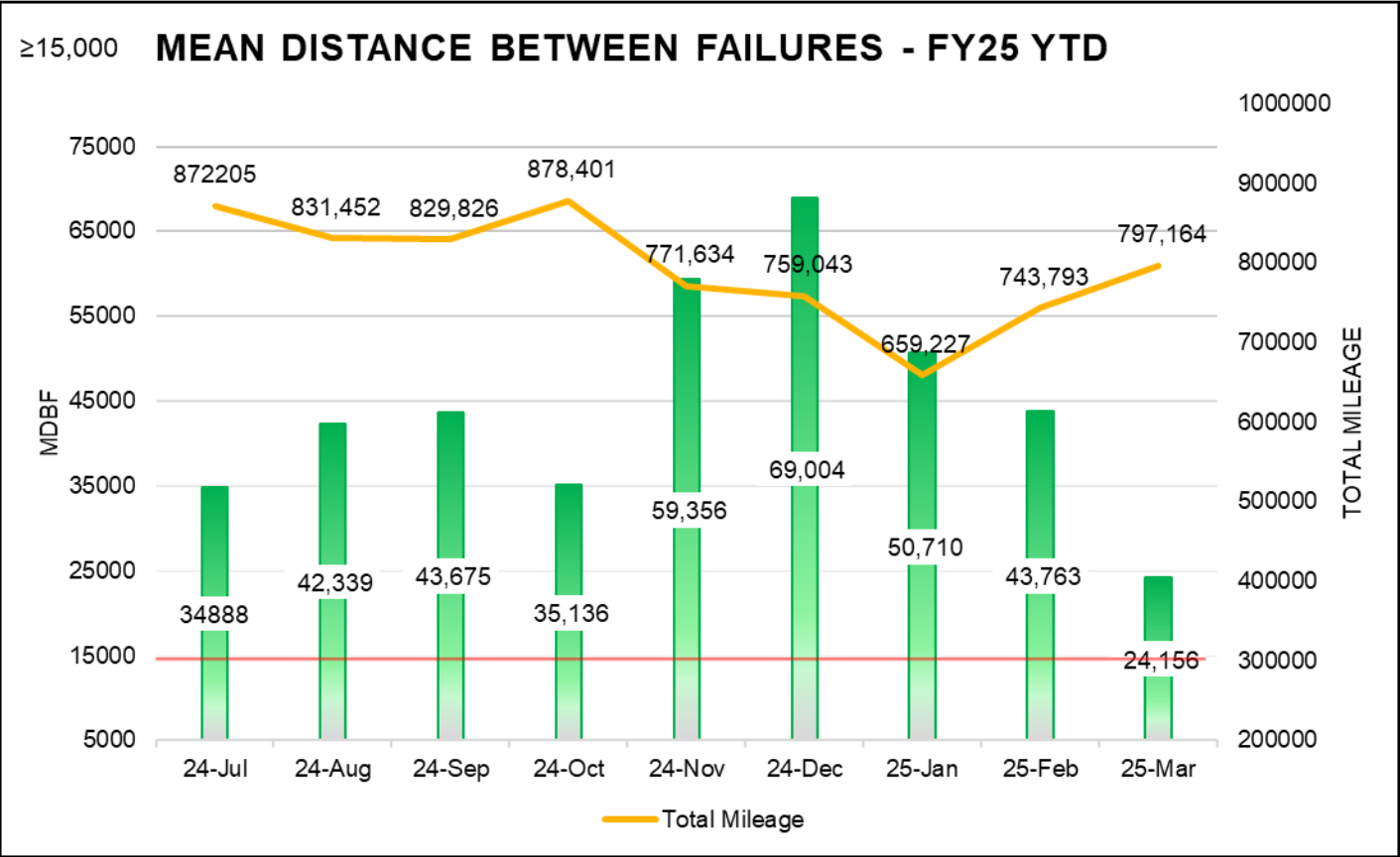
# On-Time Performance

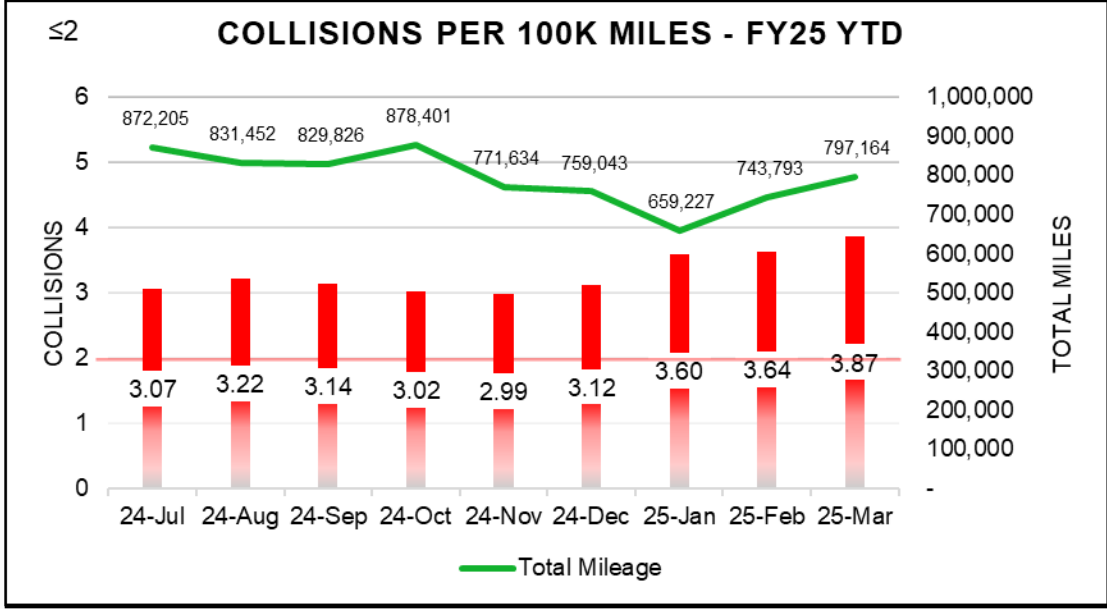
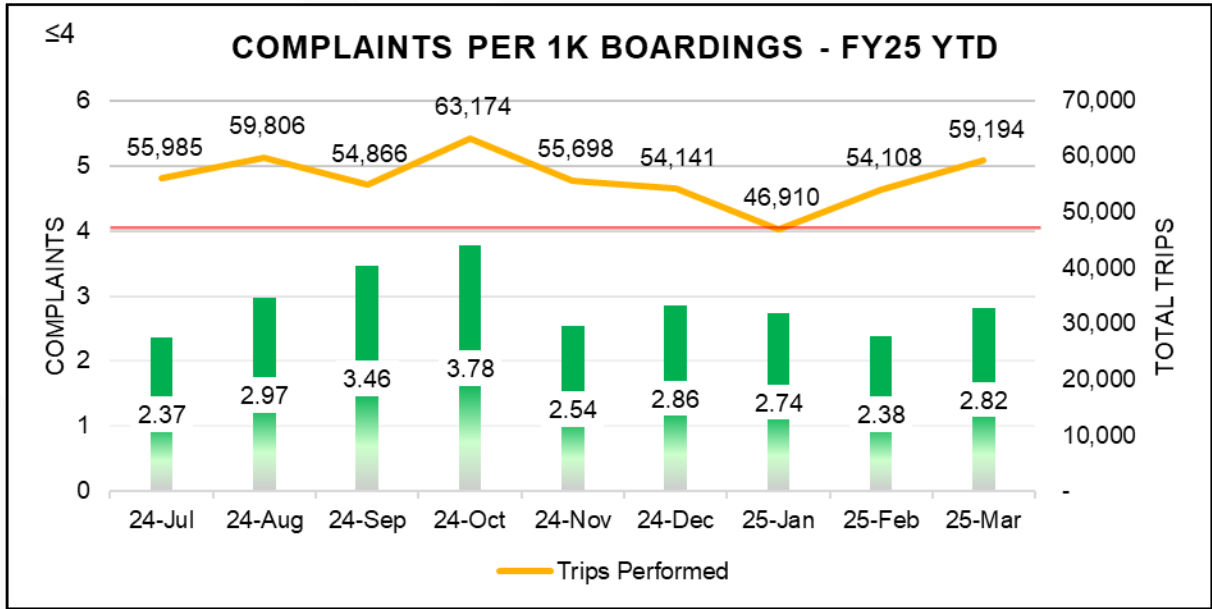
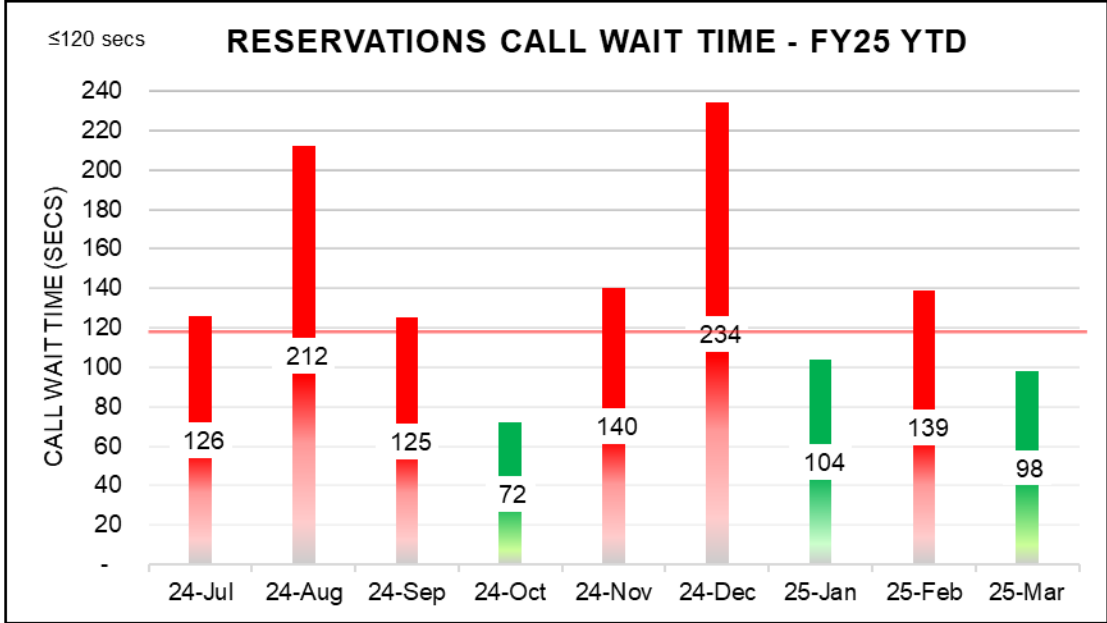
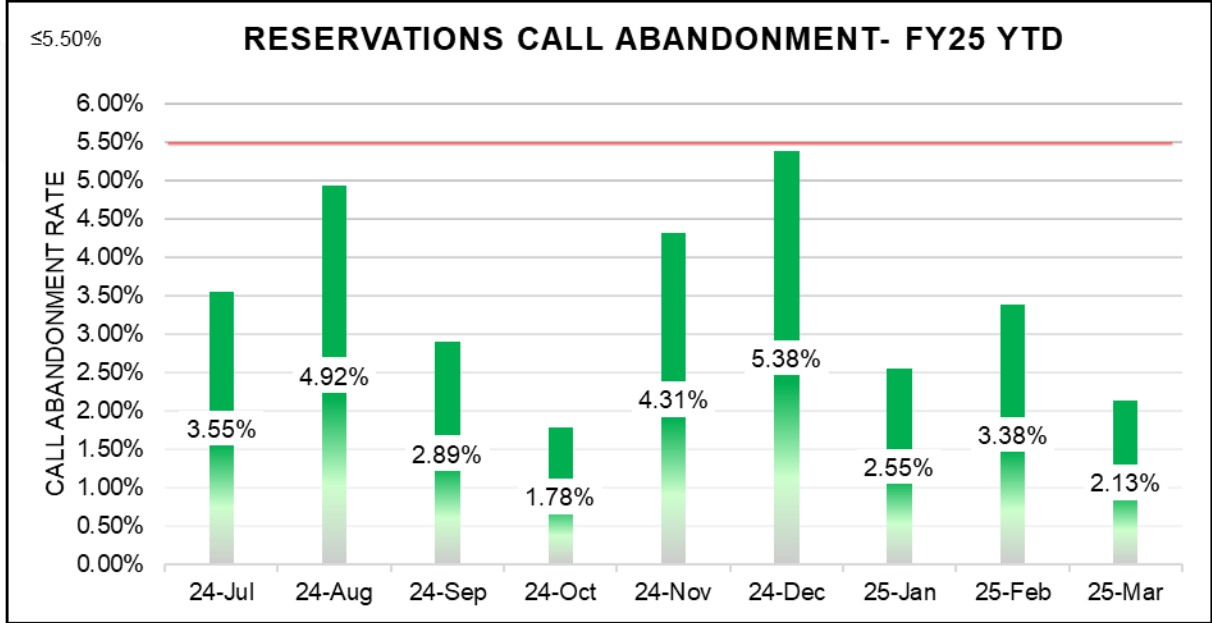
- Scheduling & dispatch overhaul
  - System & process adjustments
  - Subscription template enhancement
- Efficient resource distribution
- Positive extraboard utilization



# Mean Distance Between Failures

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





# More Improvement Strategies

## **WORKFORCE STABILIZATION & DEVELOPMENT**

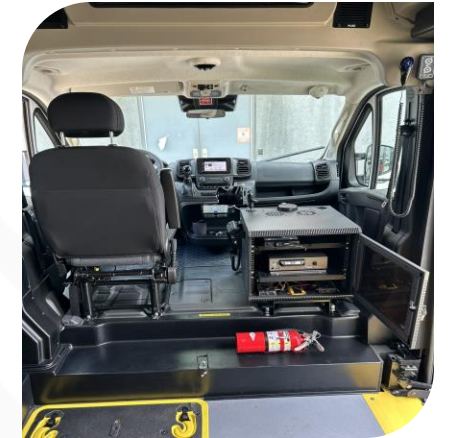
- Key management personnel changes
- Training program overhauls
- Accountability management & corrective actions
- Aggressive hiring
- Full Reservations staffing; 3<sup>rd</sup> shift
- Attendance procedure revisions

## **COMPLIANCE OVERSIGHT & MANAGEMENT**

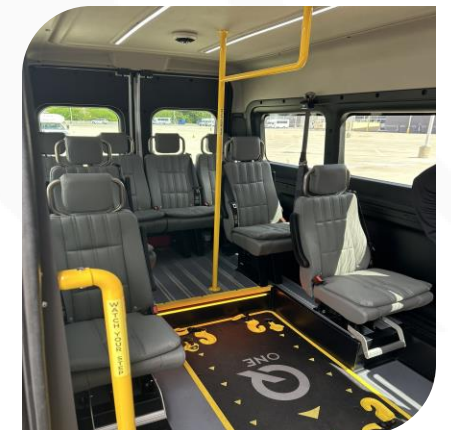
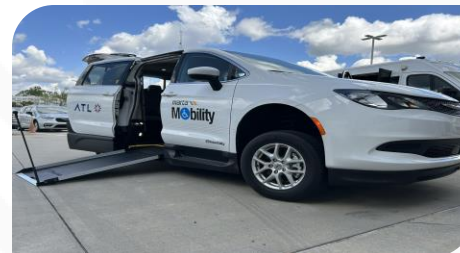
- Daily audits & inspections
- Focused data analysis & metrics validation
- Restructured reporting
- Bolstered subcontractor oversight

# 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





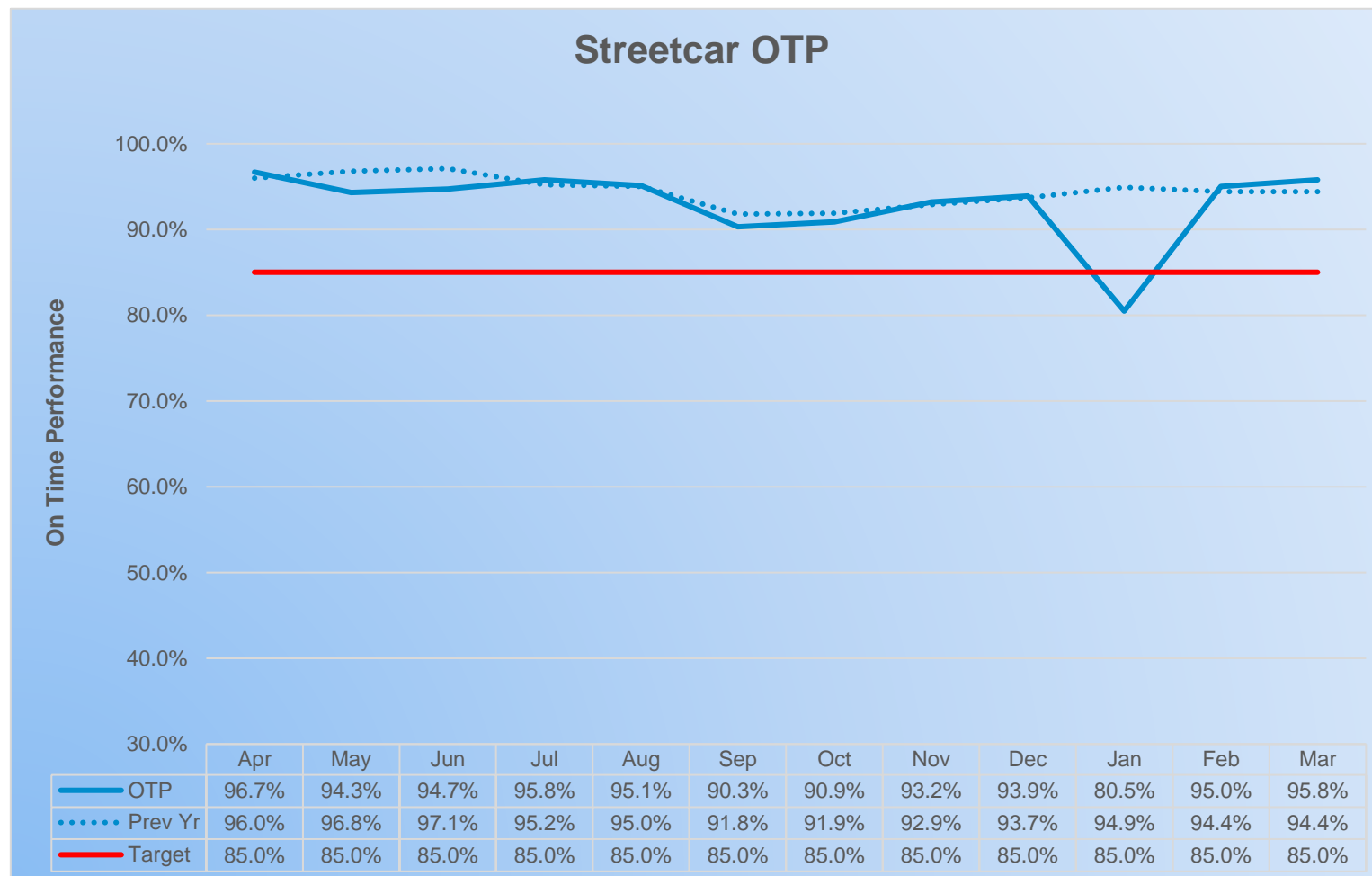
## Overview

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



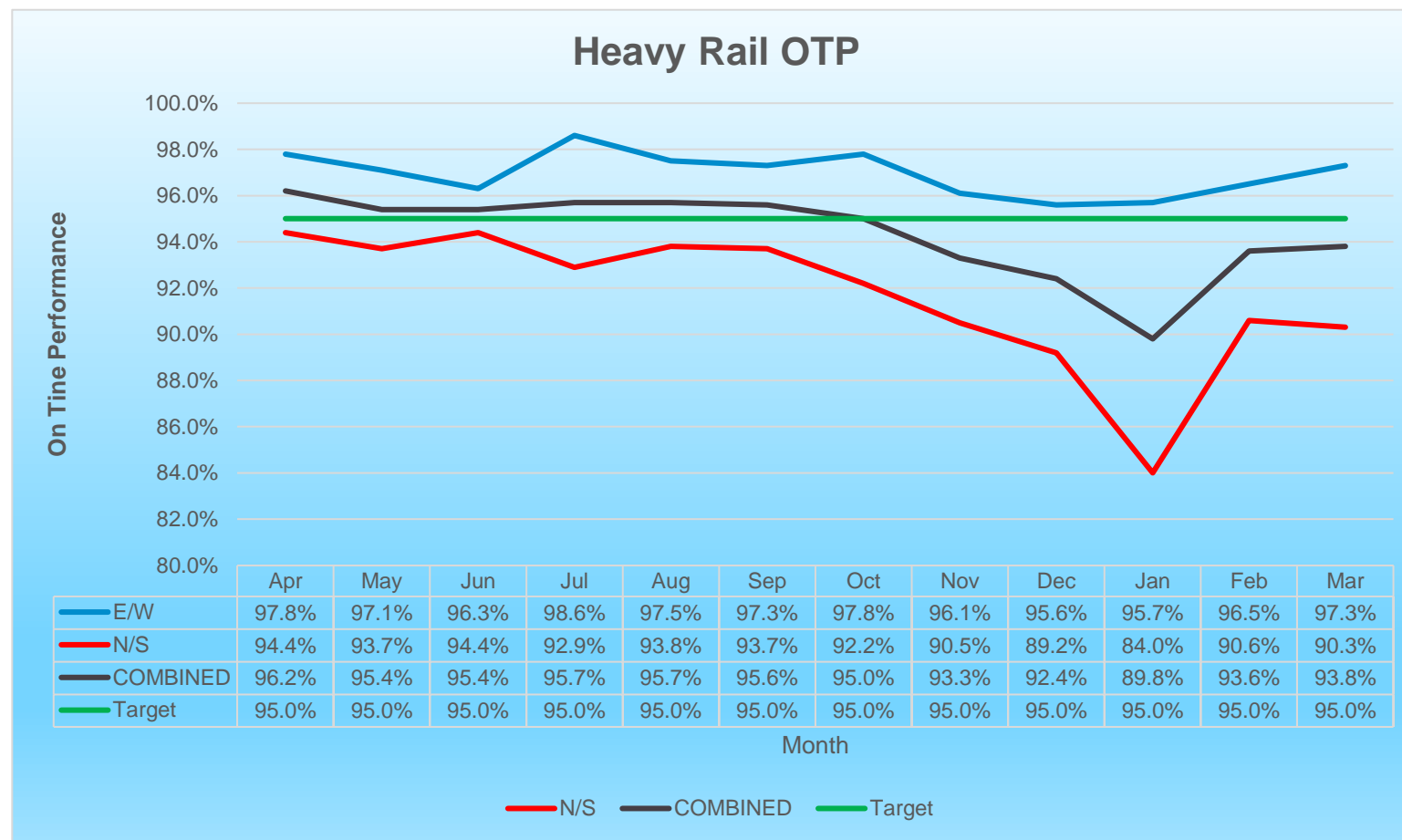
# Streetcar Ontime Performance (Monthly)

- January Service Suspended
  - Severe Weather
  - MLK Parade



# Rail Operations On Time Performance (Monthly)

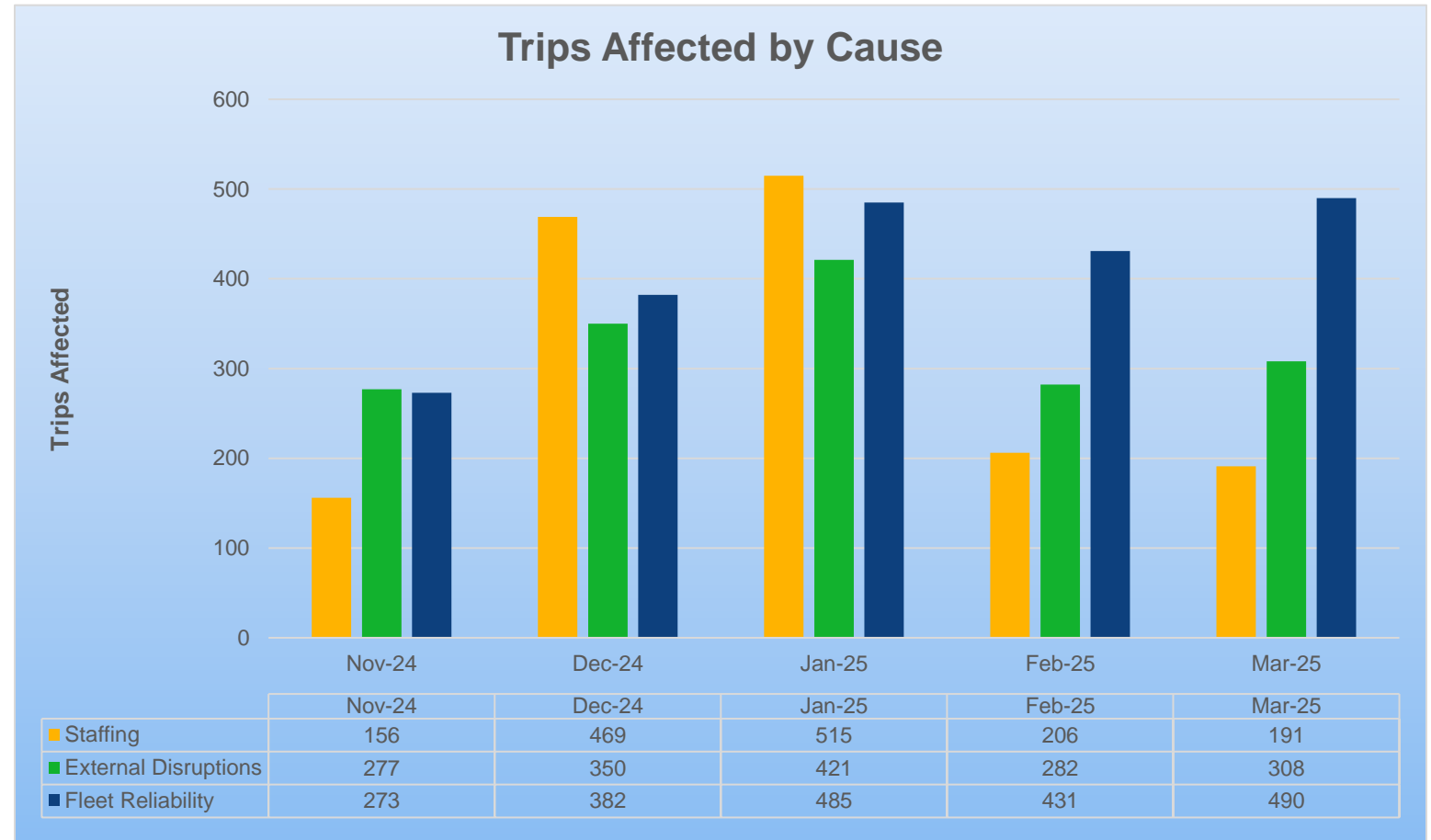
- East West Line – Remains above target
- North South Line – Remains below target
- Combine OTP – Trending downward falling below target in November thru present





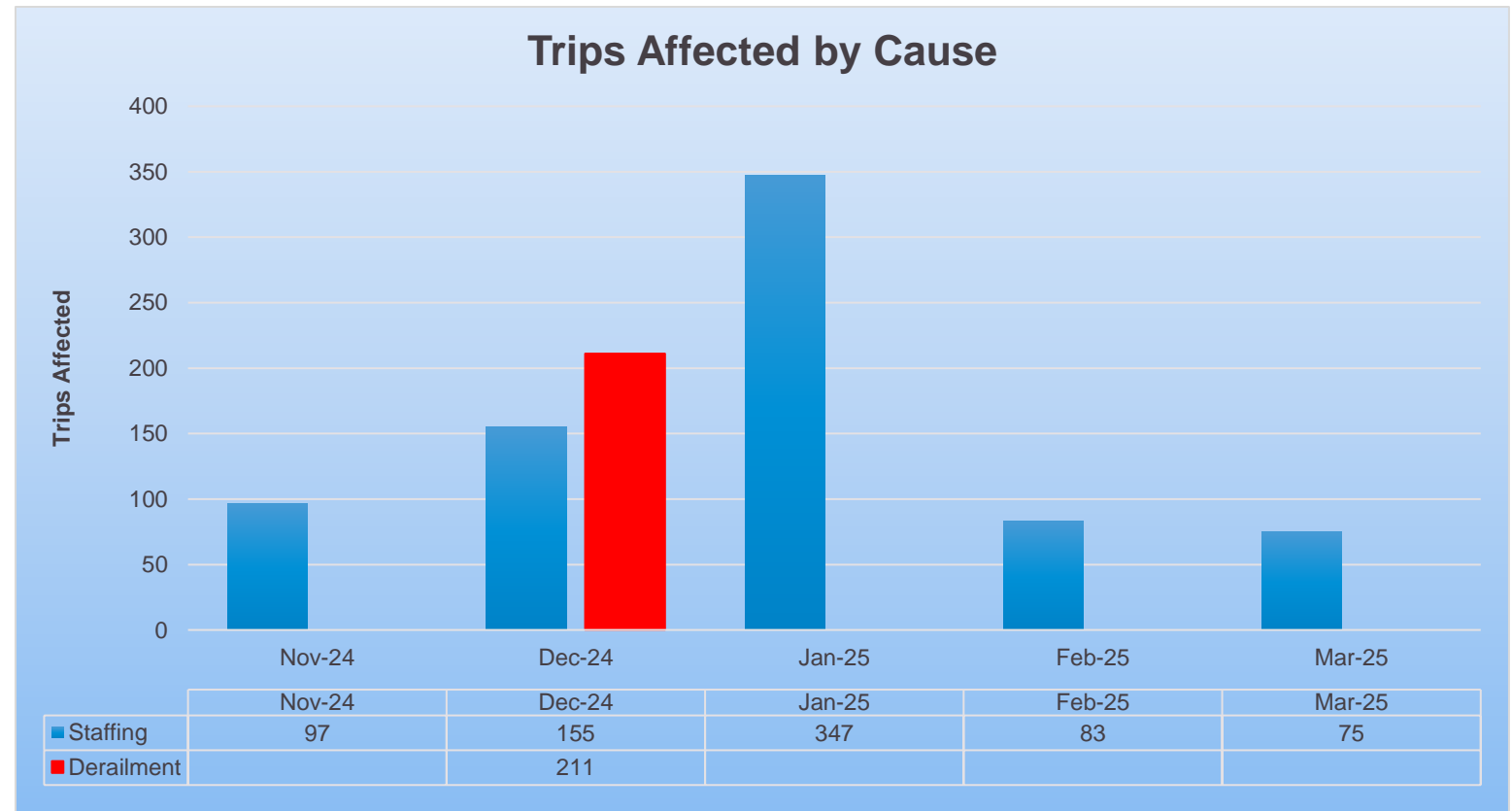
# Contributing Factors

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

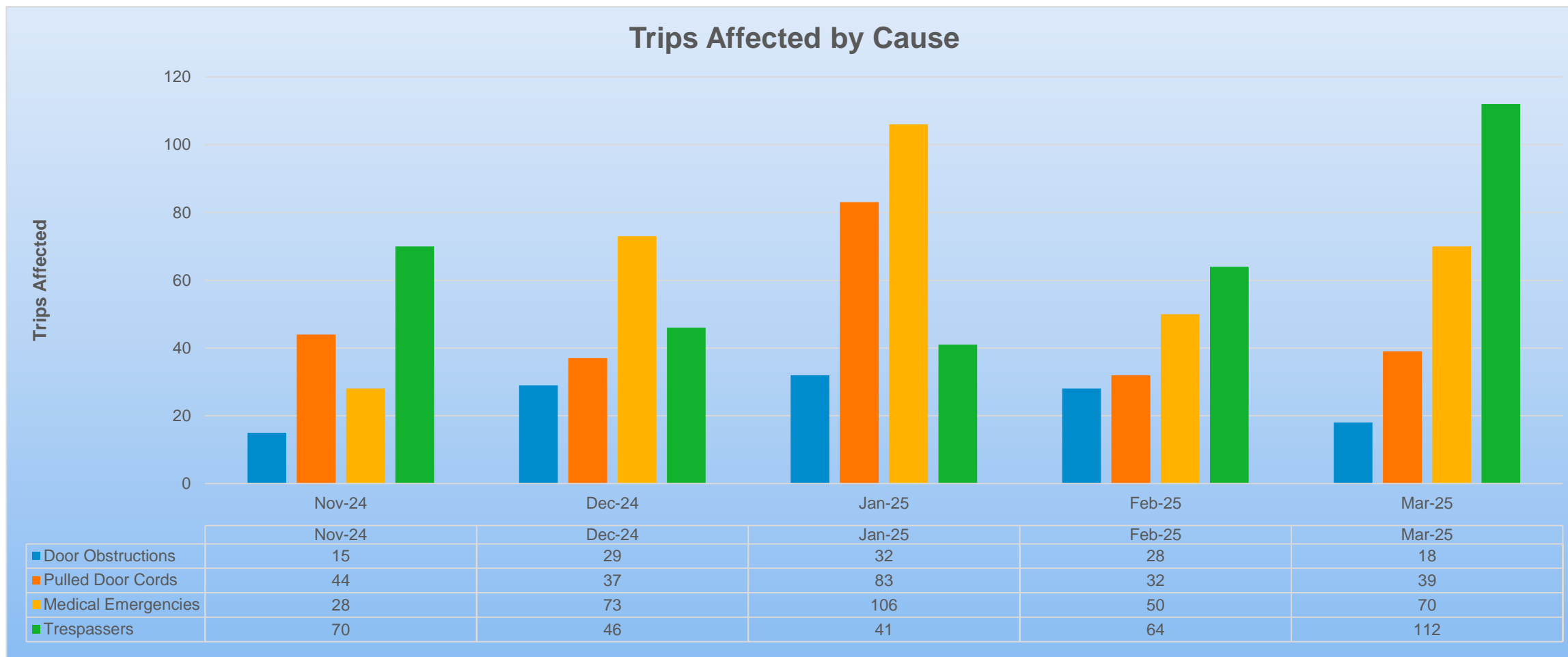


## Contributing Factors (Heavy Rail)

- Staffing
  - Vacancies
  - Absenteeism
- Derailment (December)



# Contributing Factors (External Disruptions)





## 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

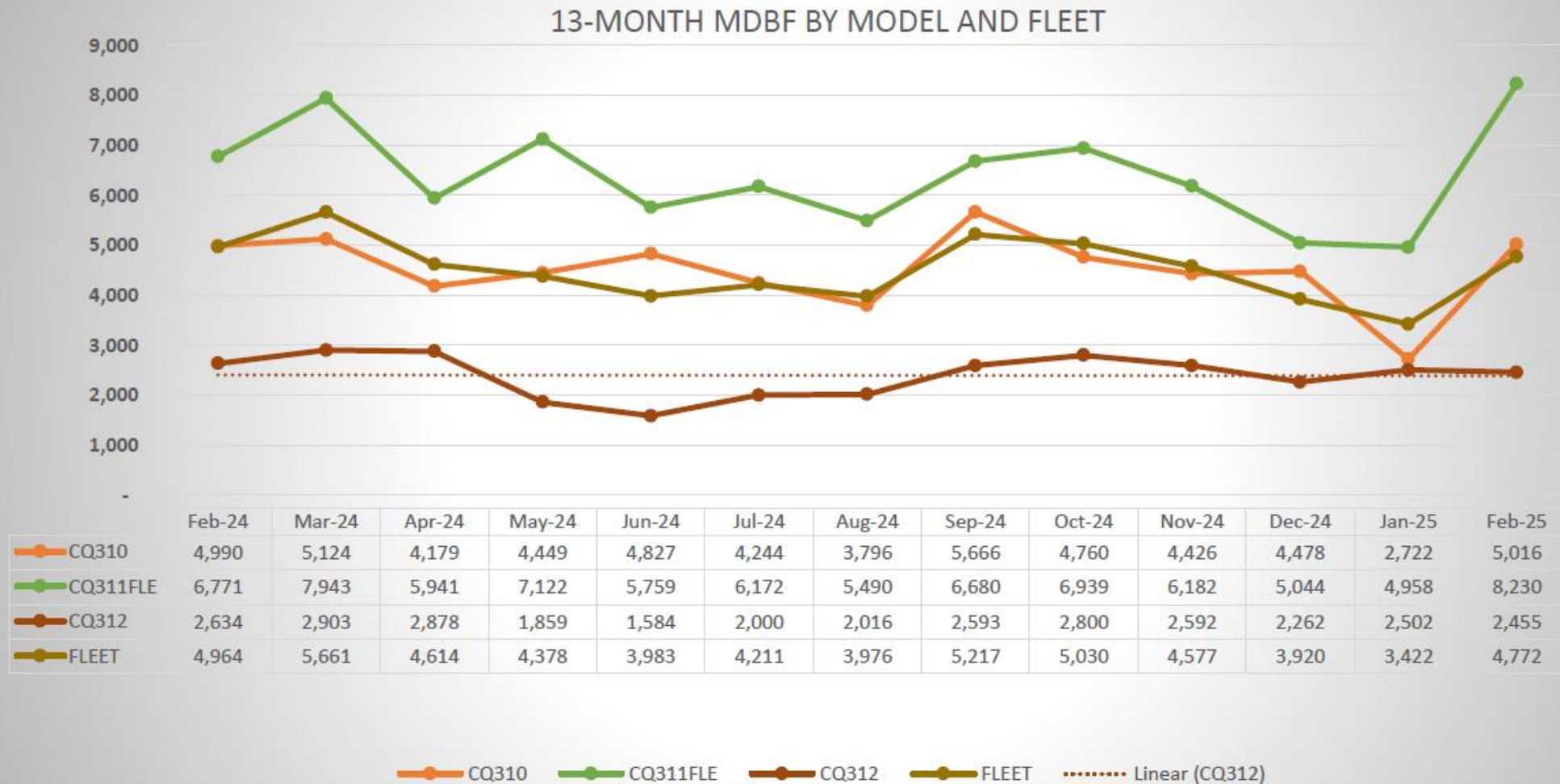


# Fleet Background

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

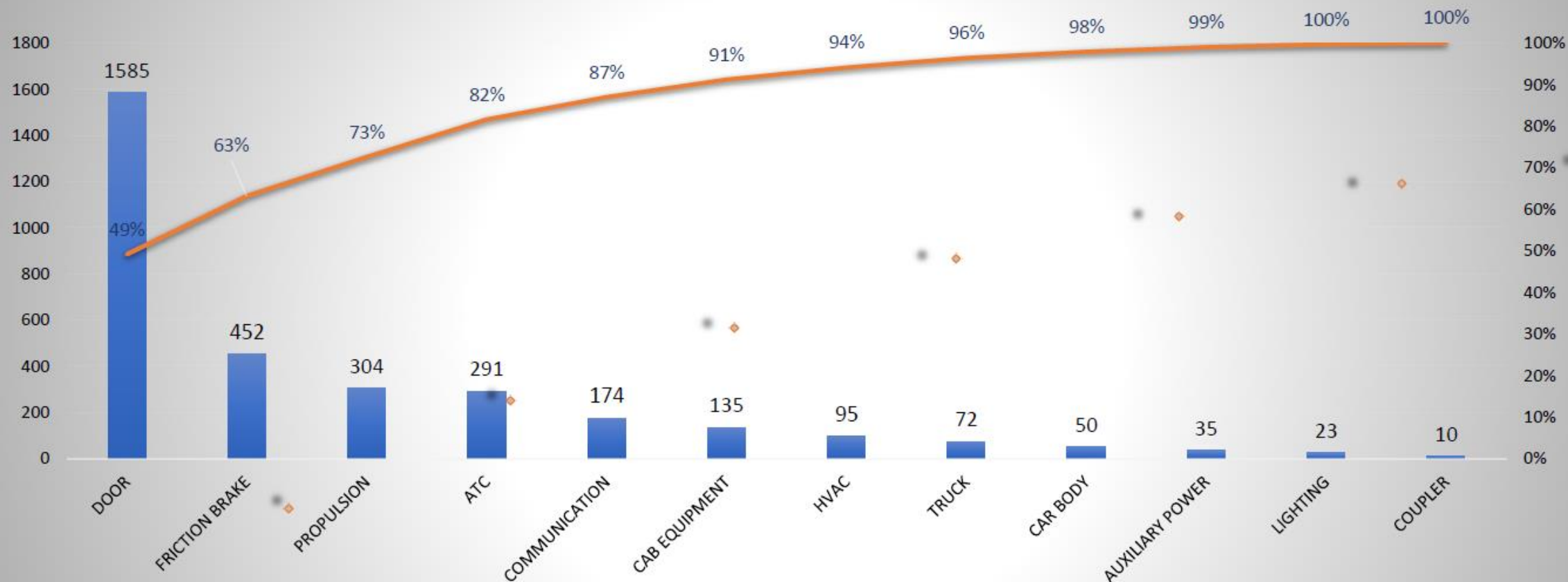


# Fleet Reliability by Month



- MDBF = Mean Distance Between Failure, in Miles

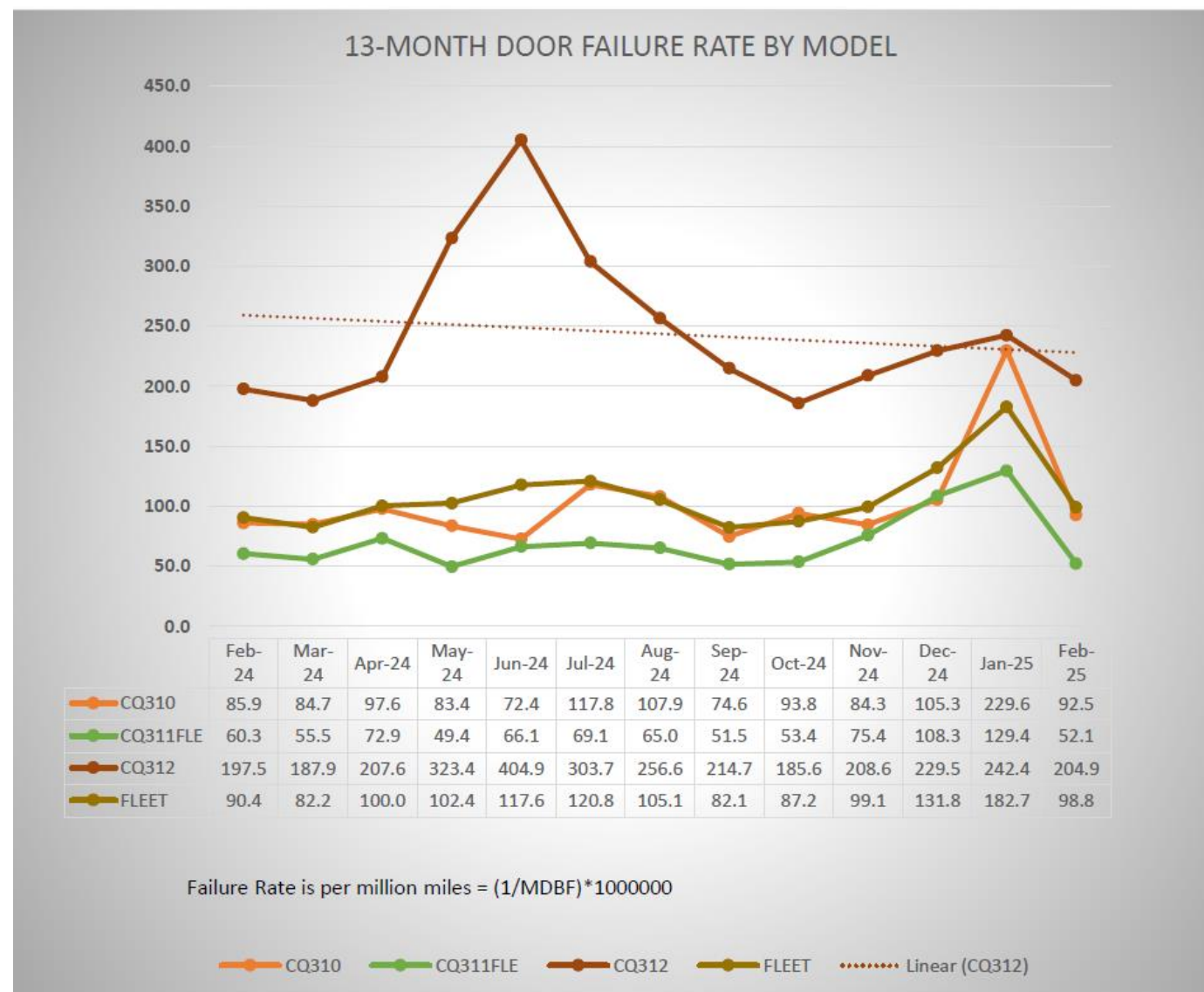
# February Failure Count by Subsystem



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

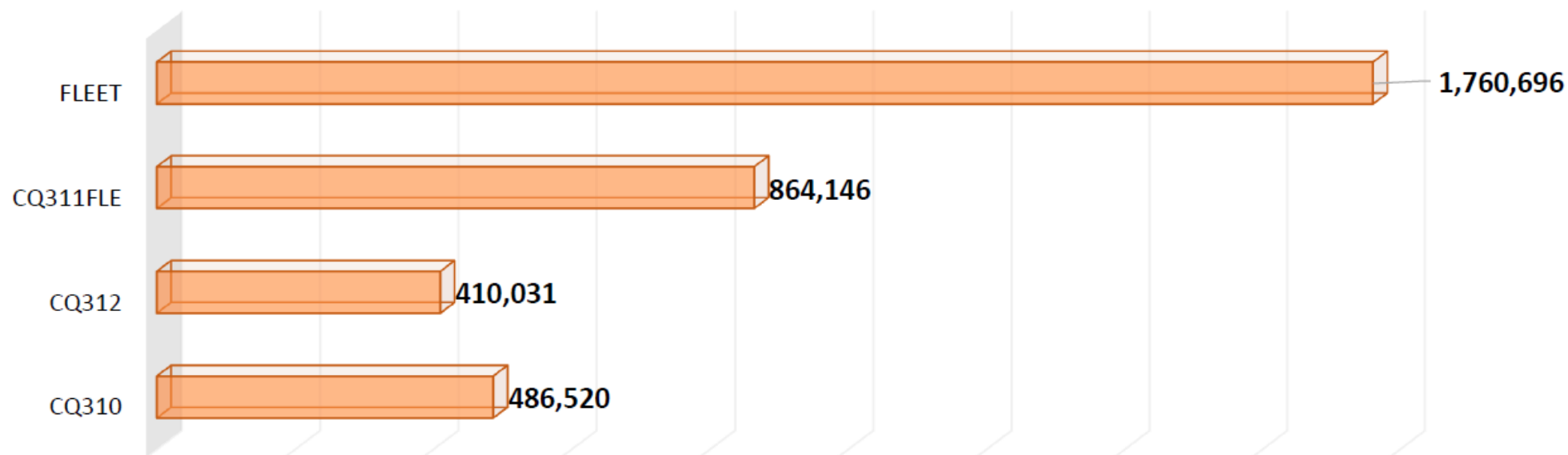
# Door System Failure Rate

- 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)



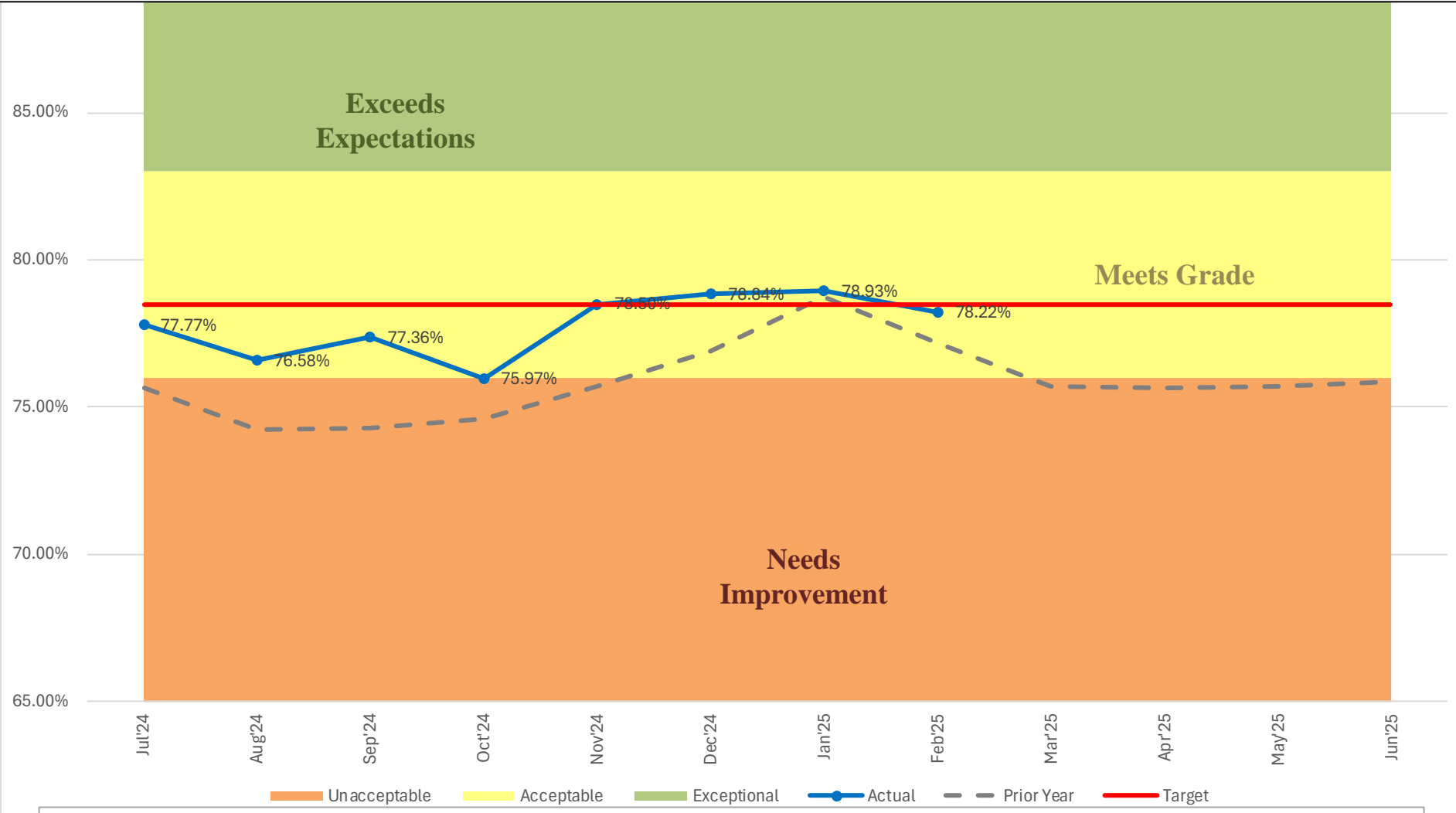
OFFICES OF  
BUS TRANSPORTATION  
BUS MAINTENANCE

## 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

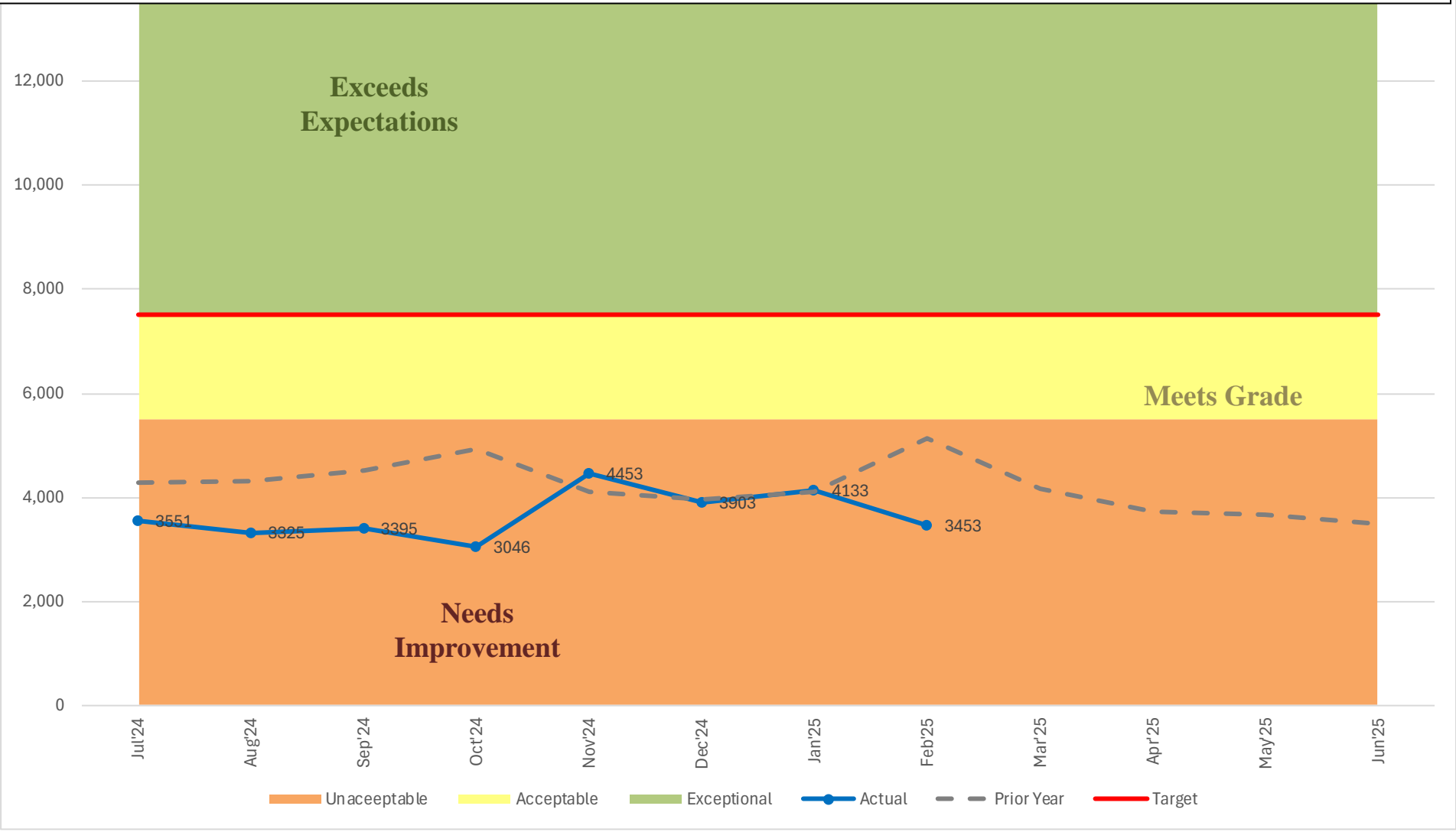
*Note: For Bus OTP starting in FY 2025, we revised the calculation, which now excludes potentially inaccurate data that overstated the number of early departures from timepoints. We expect this to increase Bus OTP figures by ~1% and more accurately depict Bus OTP. Past figures will continue to use the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

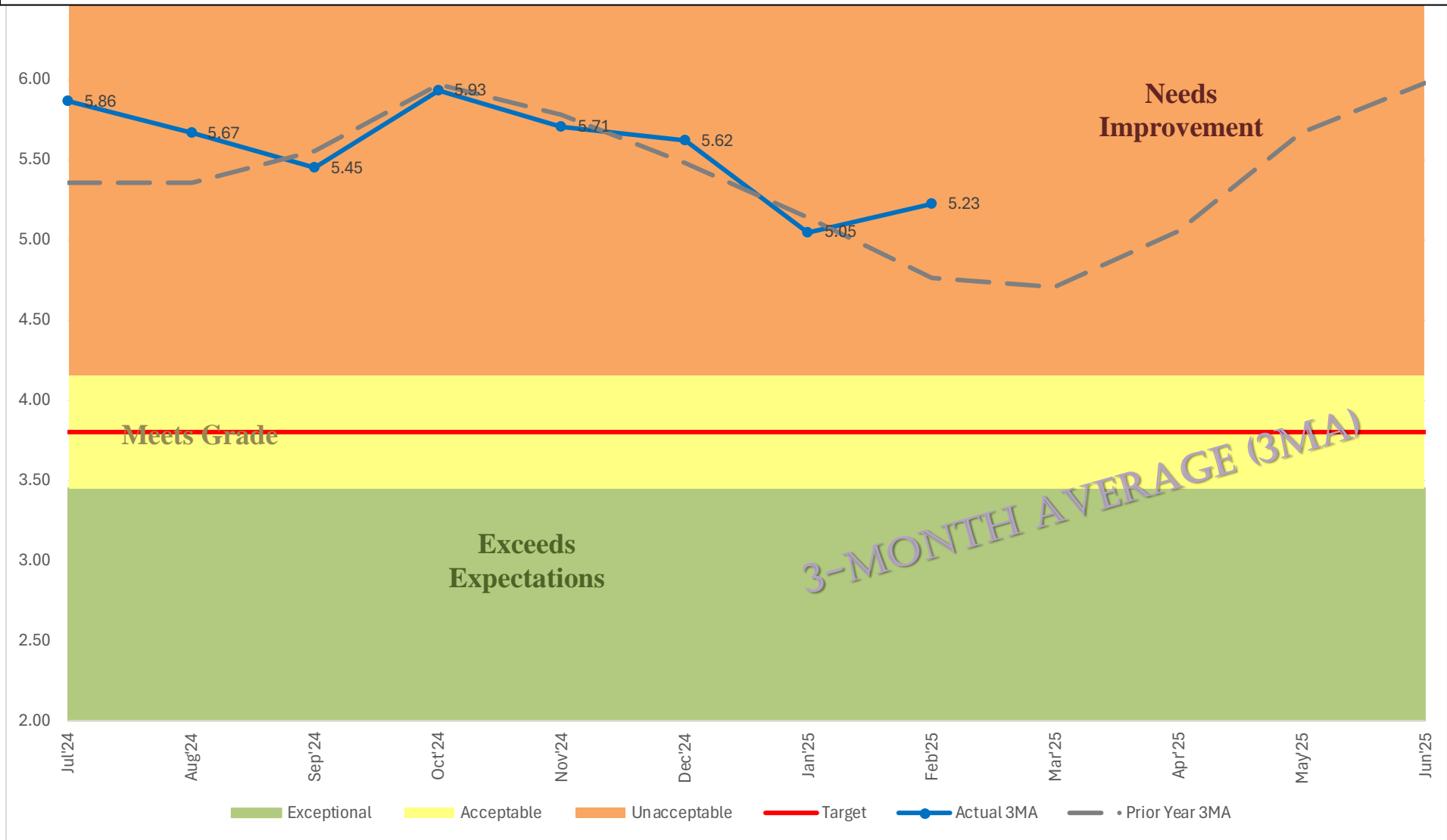
## Bus Mean Distance Between Failures measured as the average actual vehicle miles (revenue + deadhead miles) between major mechanical failures reportable to NTD





# BUS SAFETY KPI

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



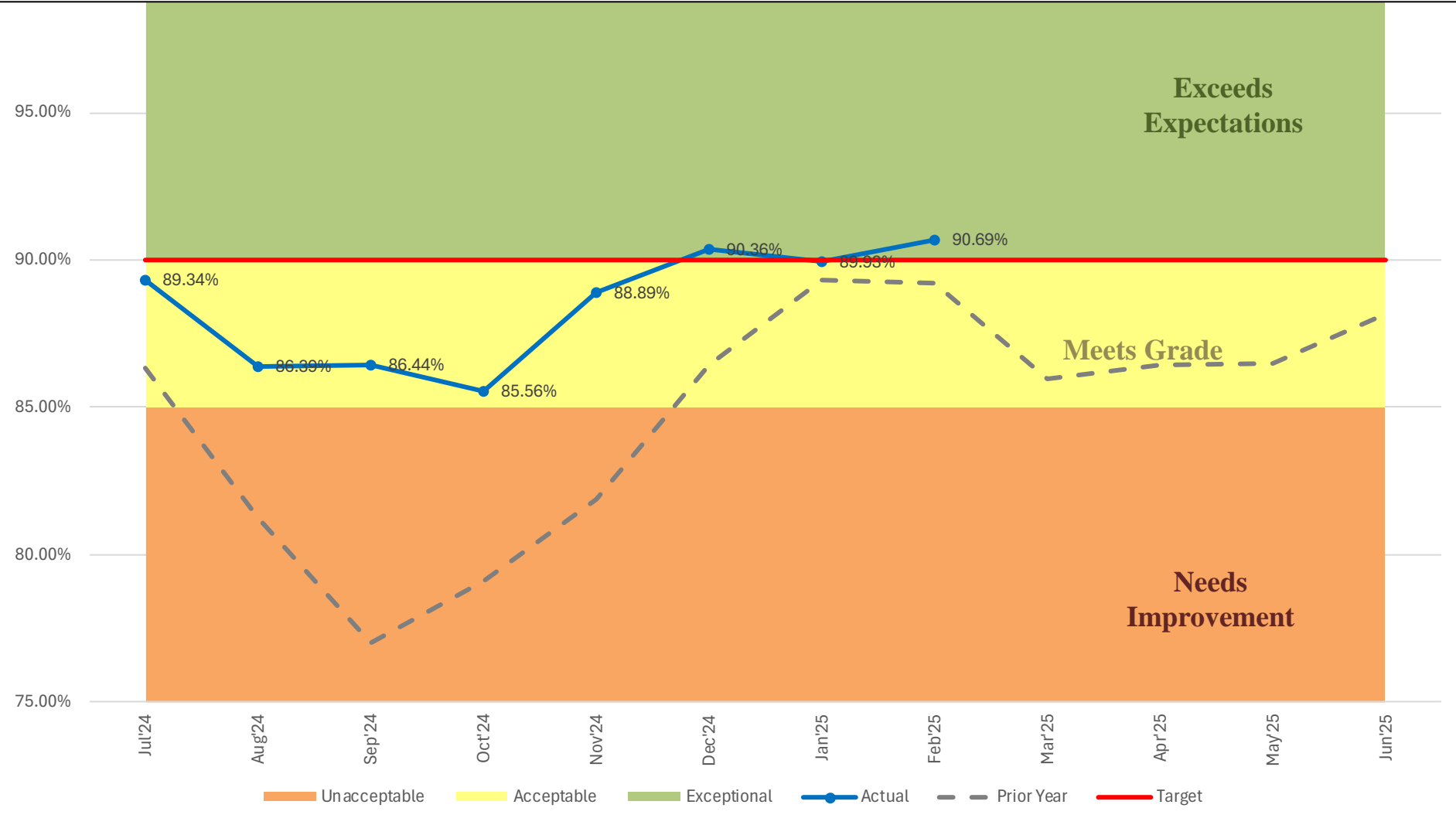
OFFICE OF  
MOBILITY

## Operations KPIs (Mobility)

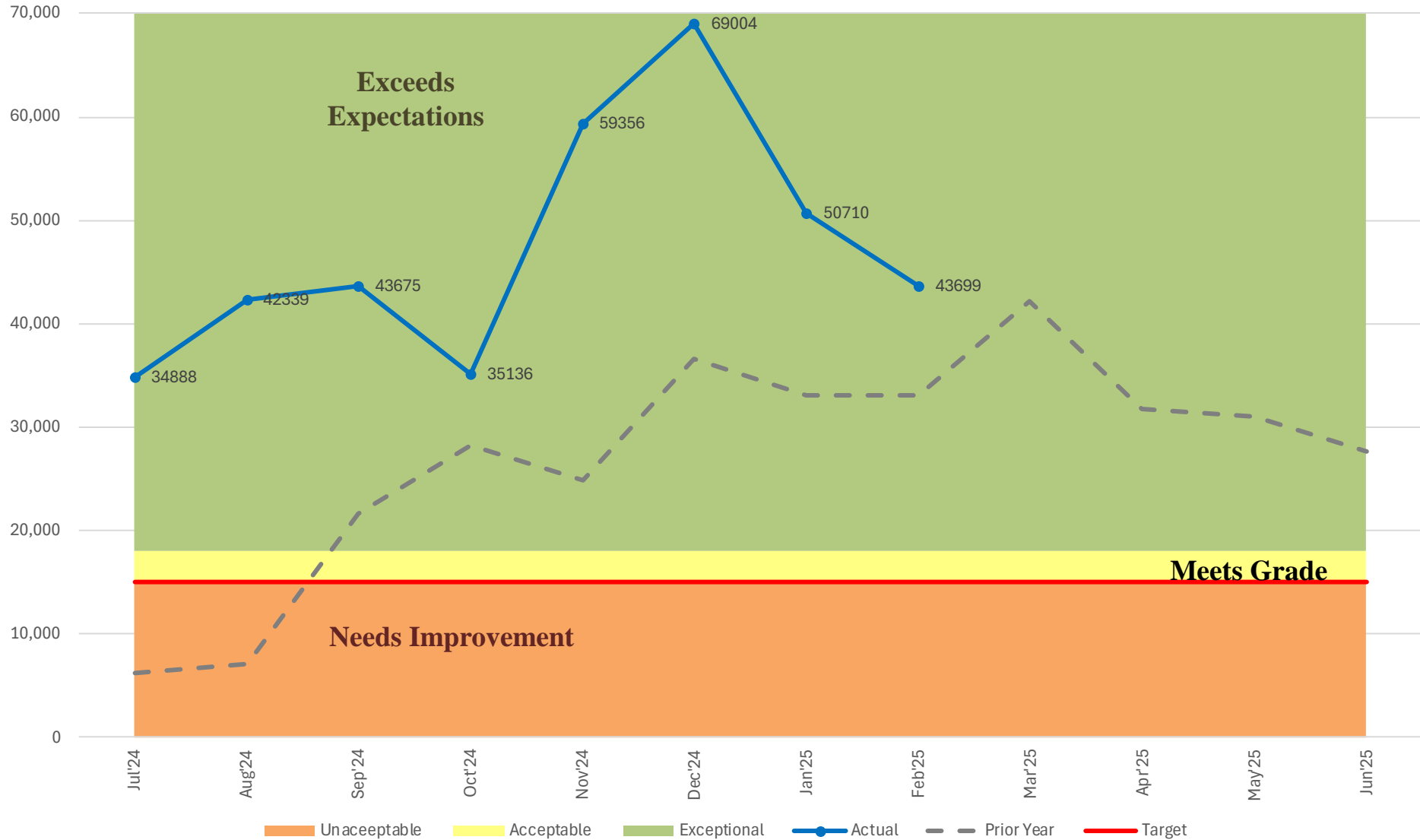
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>On-Time Performance</i>	90.00%	90.69%	0.69%	88.33%	-1.67%	4.62%
<i>Mean Distance Between Failures</i>	15,000	43699	28699	44446	29446	28857
<i>Missed Trip Rate</i>	0.50%	0.23%	-0.27%	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.

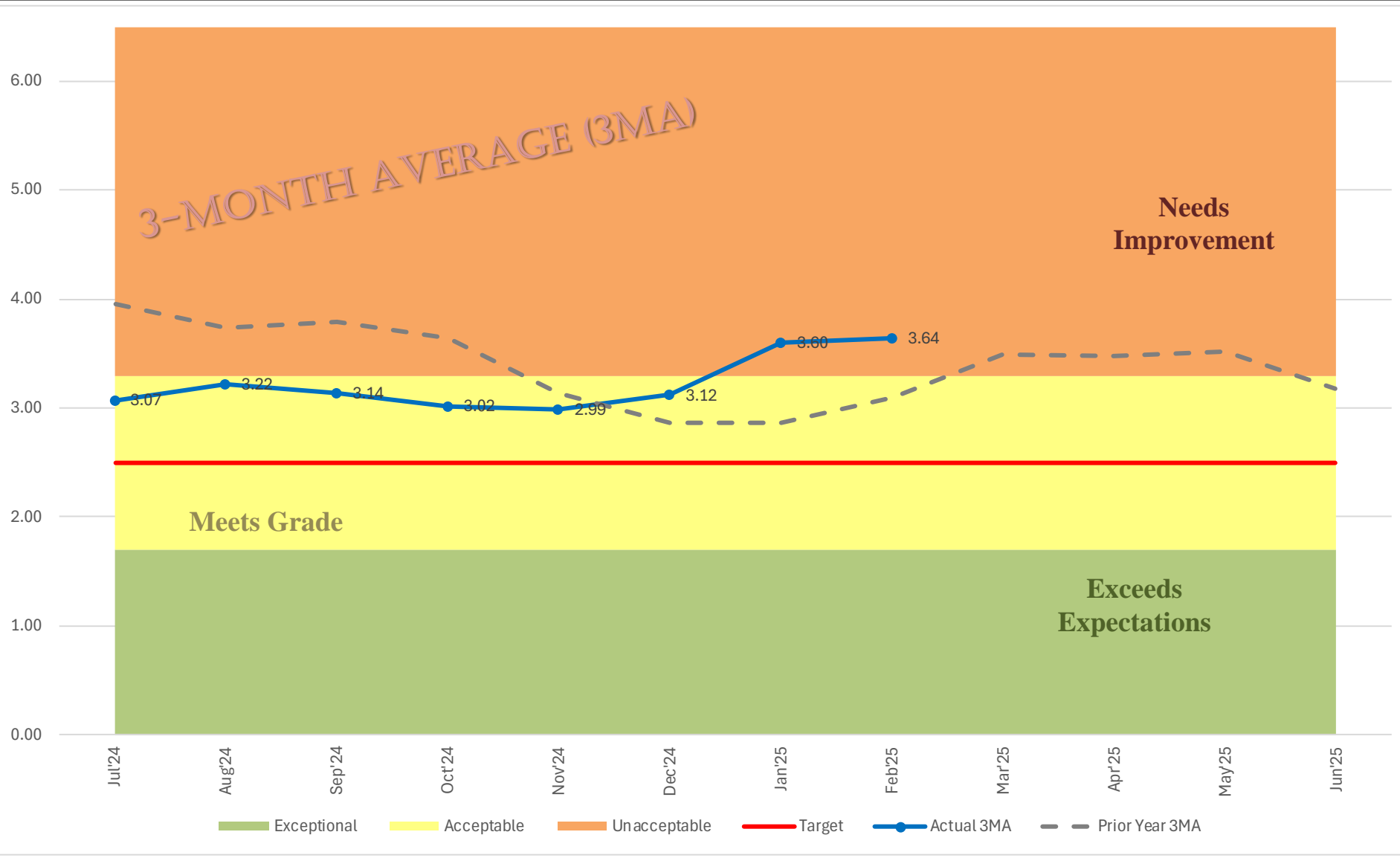


**Mobility Mean Distance Between Failures** measured as the average Mobility service miles between NTD reportable mechanical failures, i.e., those precluding a revenue vehicle from completing its revenue trip or starting its next scheduled revenue trip.



# MOBILITY SAFETY KPI

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





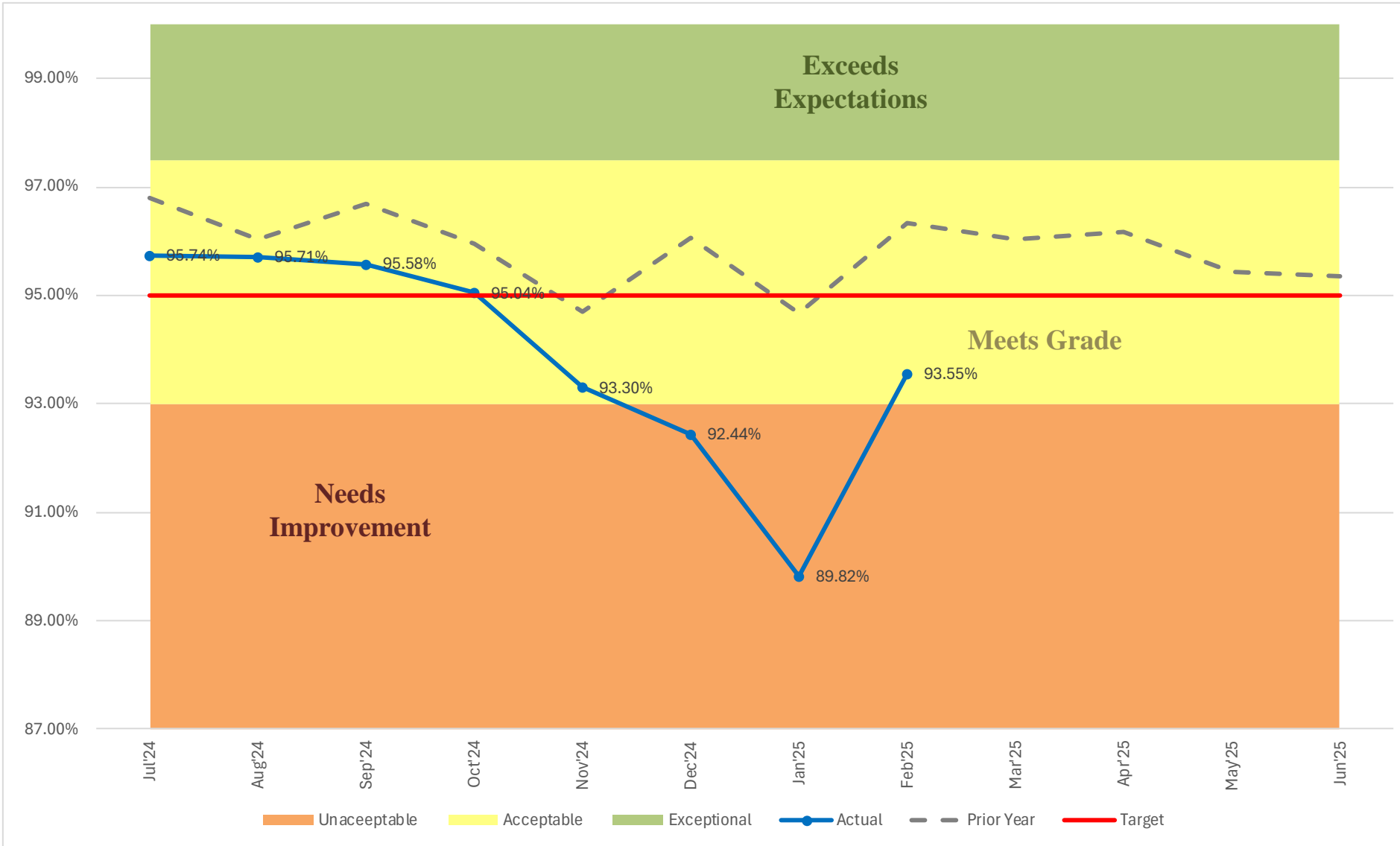
# FEBRUARY FY25 PERFORMANCE (RAIL OPERATIONS)

OFFICES OF  
RAIL  
TRANSPORTATION  
RAIL CAR  
MAINTENANCE

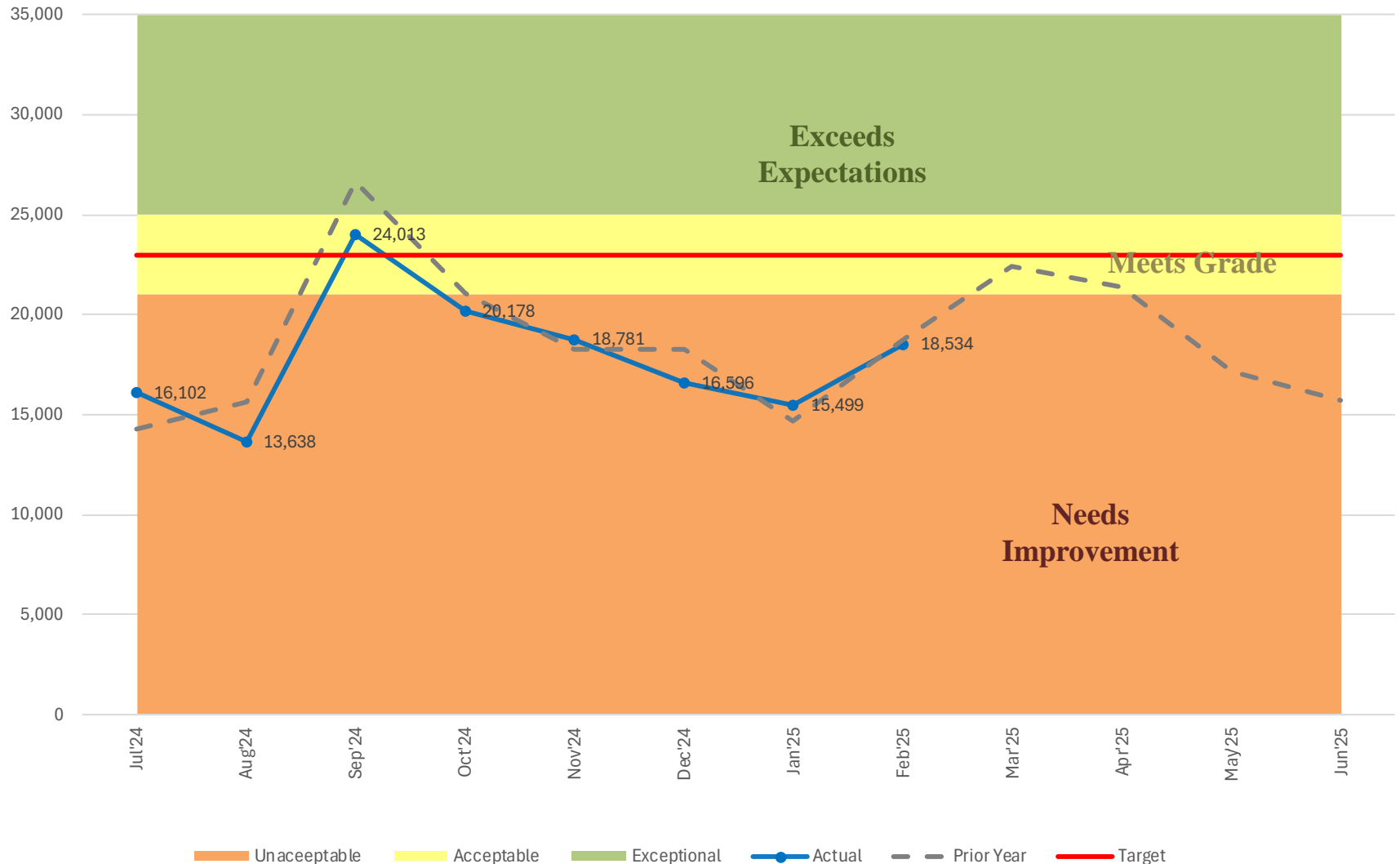
## Operations KPIs (Rail)

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)

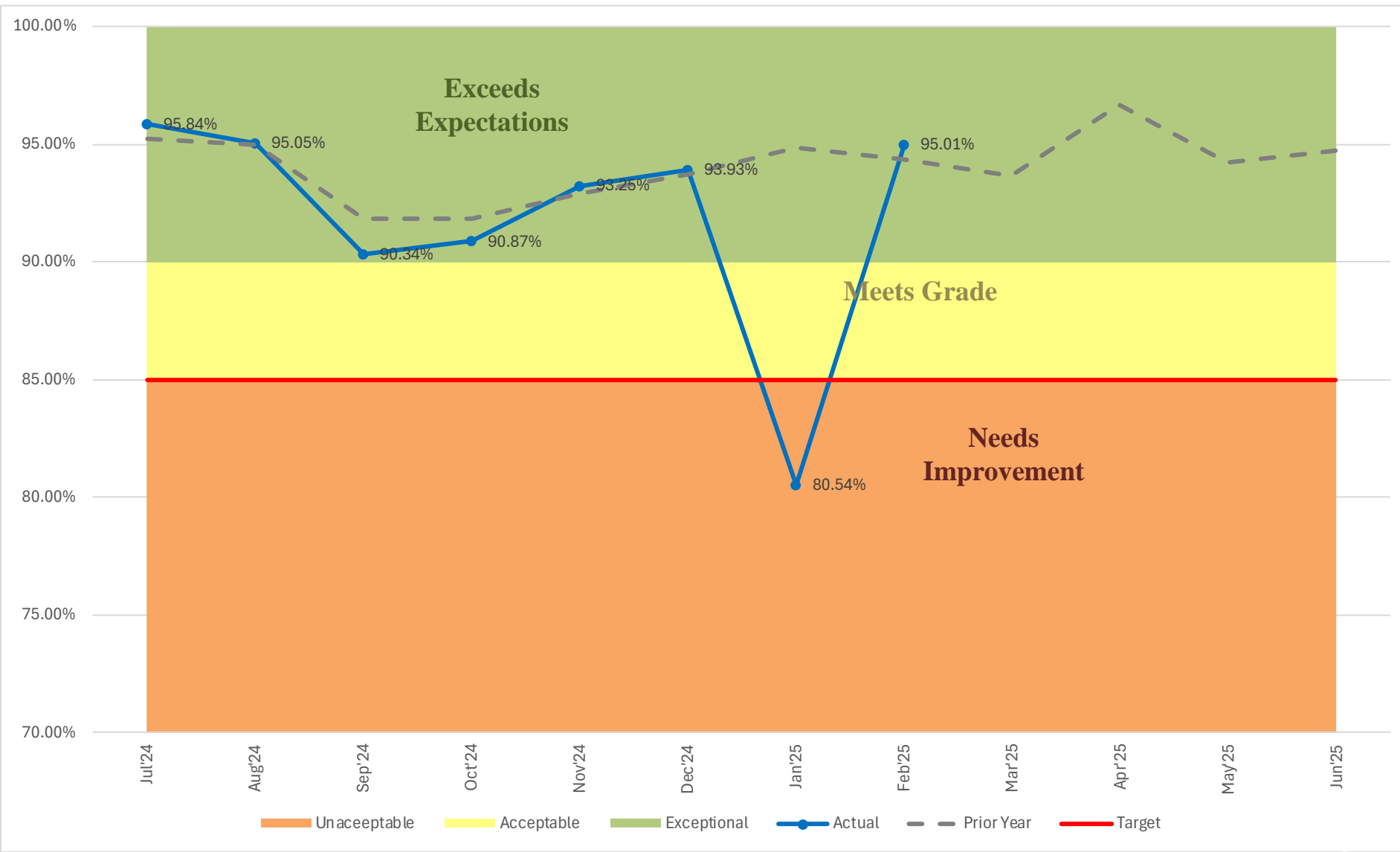
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
<i>Escalator Availablity</i>	98.50%	98.53%	0.03%	98.55%	0.05%	0.03%
<i>Elevator Availablity</i>	98.50%	98.56%	0.06%	98.63%	0.13%	0.06%

# FEBRUARY FY25 PERFORMANCE (STREETCAR)

## Operations KPIs (Streetcar)

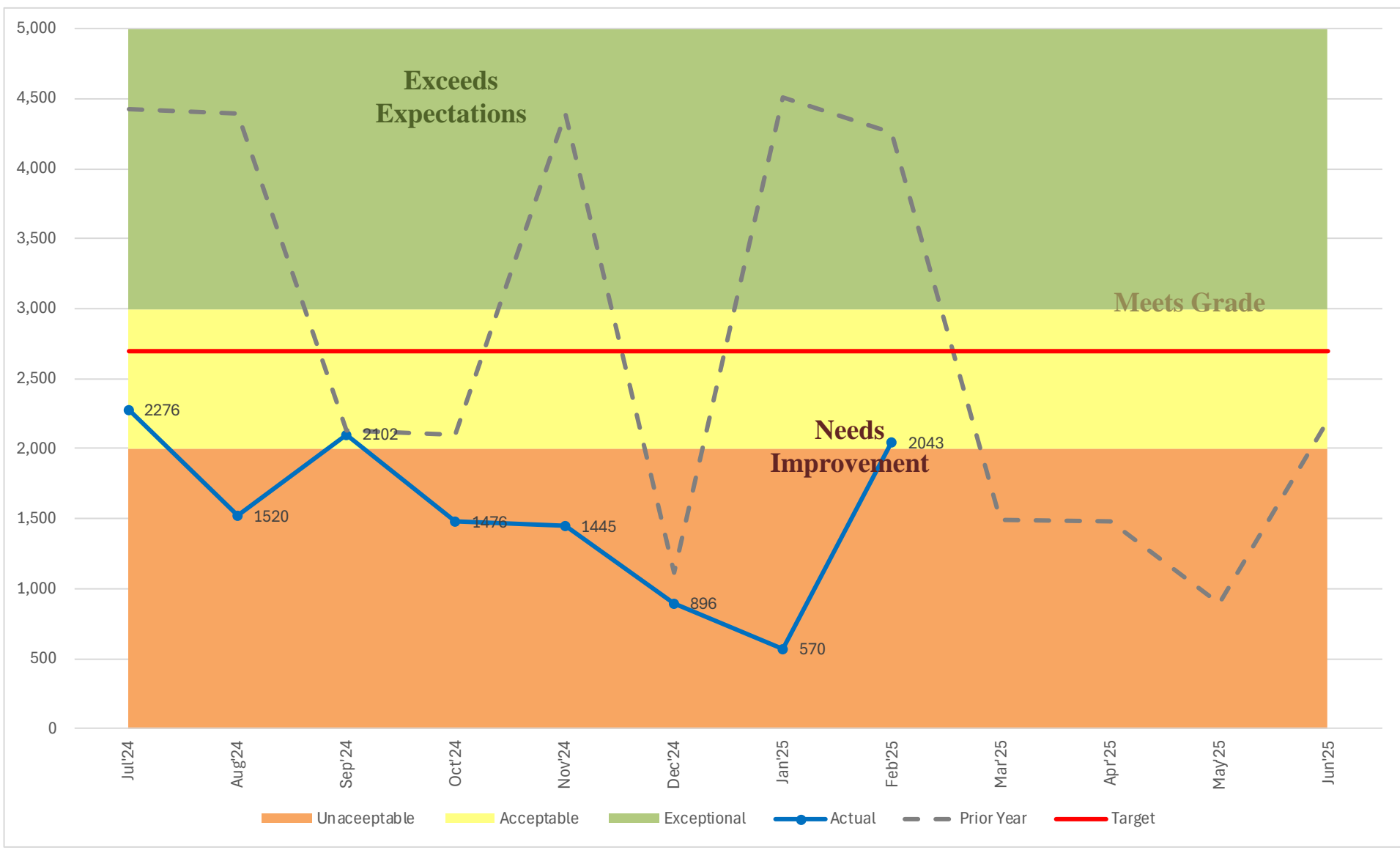
KPI Name	FY Target	Monthly Value	Monthly Variance vs. Projected	FYTD	YTD Variance vs. Projected	Variance Vs. Prior FY
On-Time Performance	85.00%	95.01%	10.01%	91.81%	6.81%	-1.92%
Mean Distance Between Failures	2700	2043	-657	1340	-1360	-2541
Customer Complaints per 1K Boardings	0.10	0.00	-0.10	0.02	-0.08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

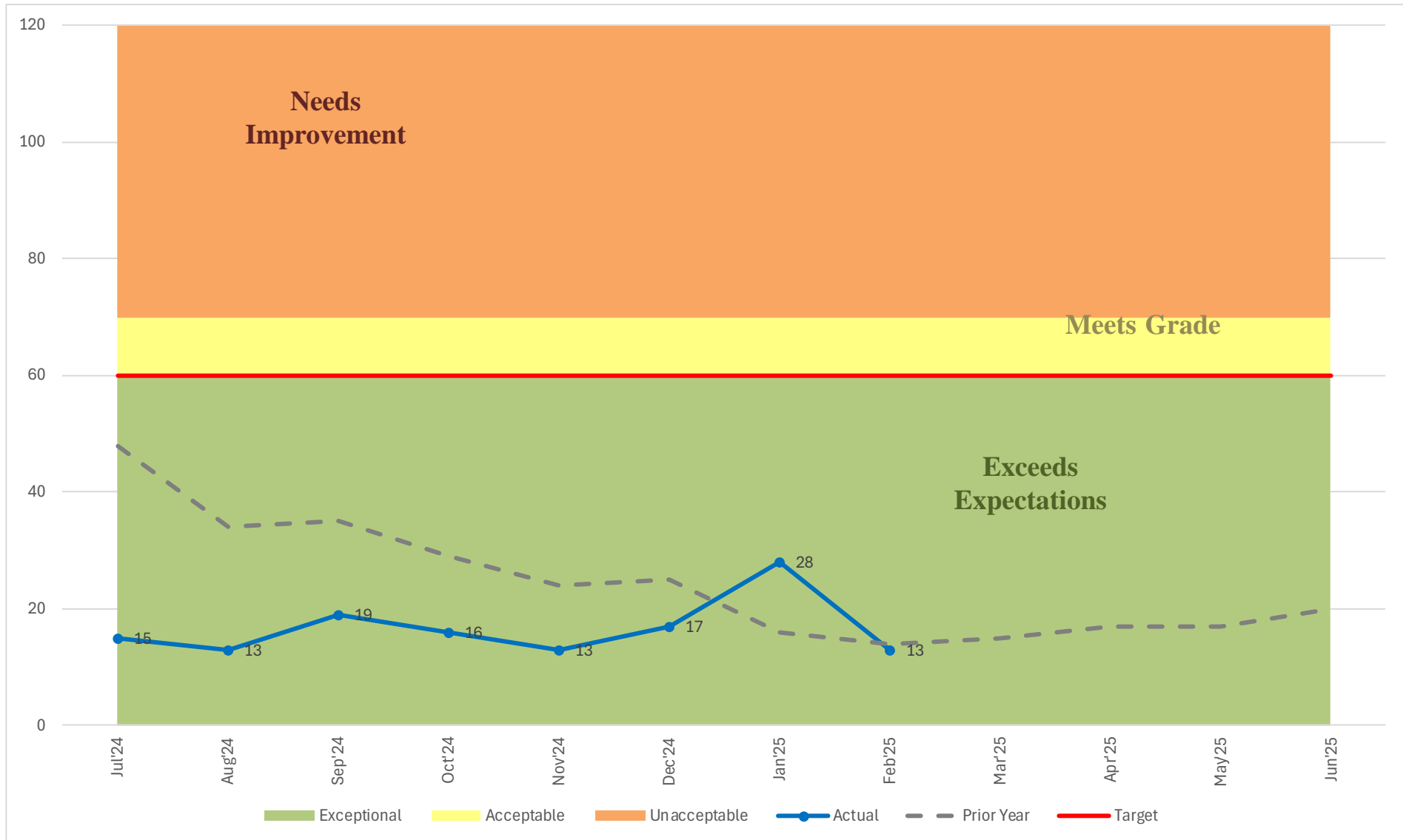


# FEBRUARY FY25 PERFORMANCE (CUSTOMER SERVICE)

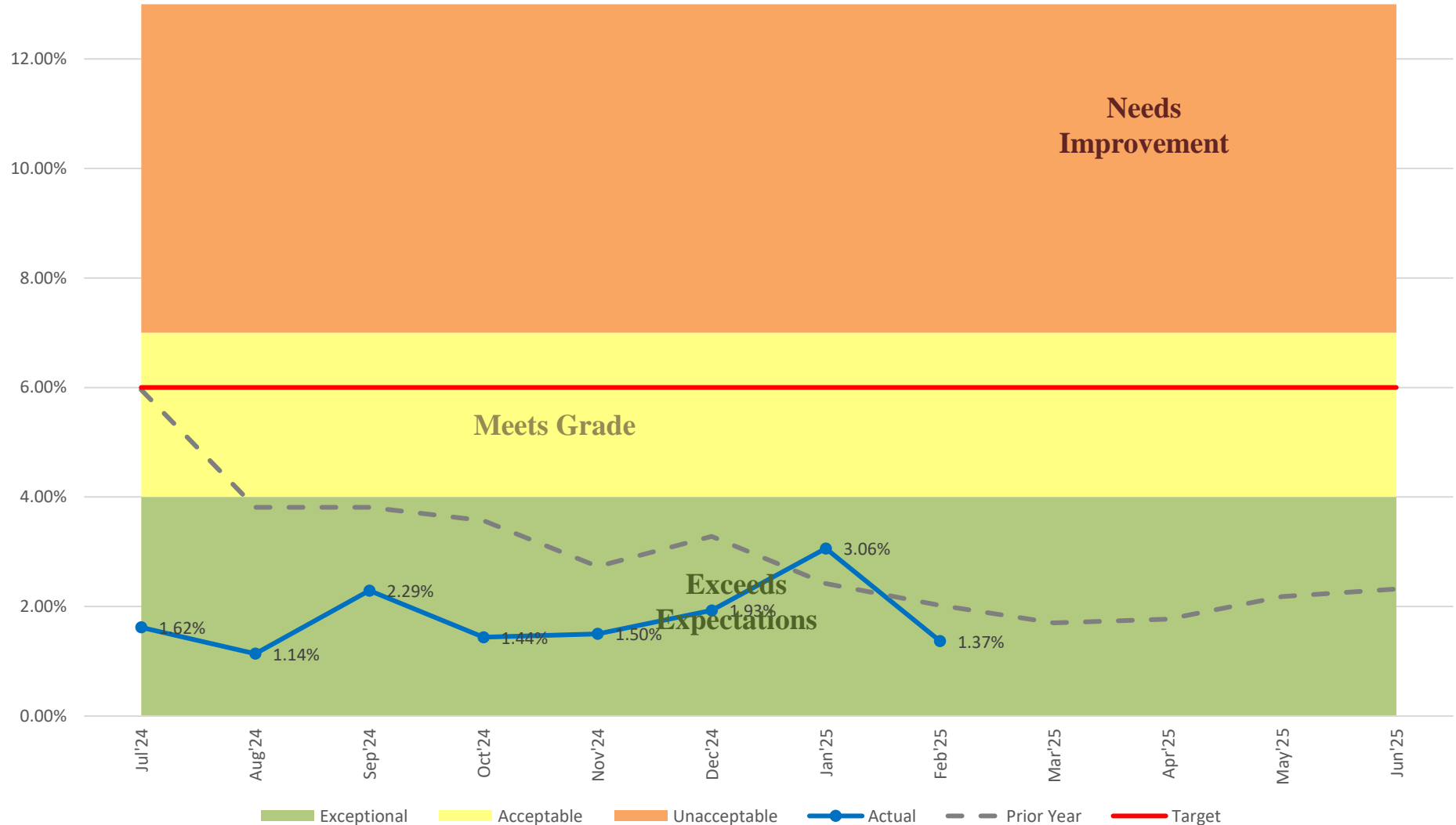
## Customer Service KPIs

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.



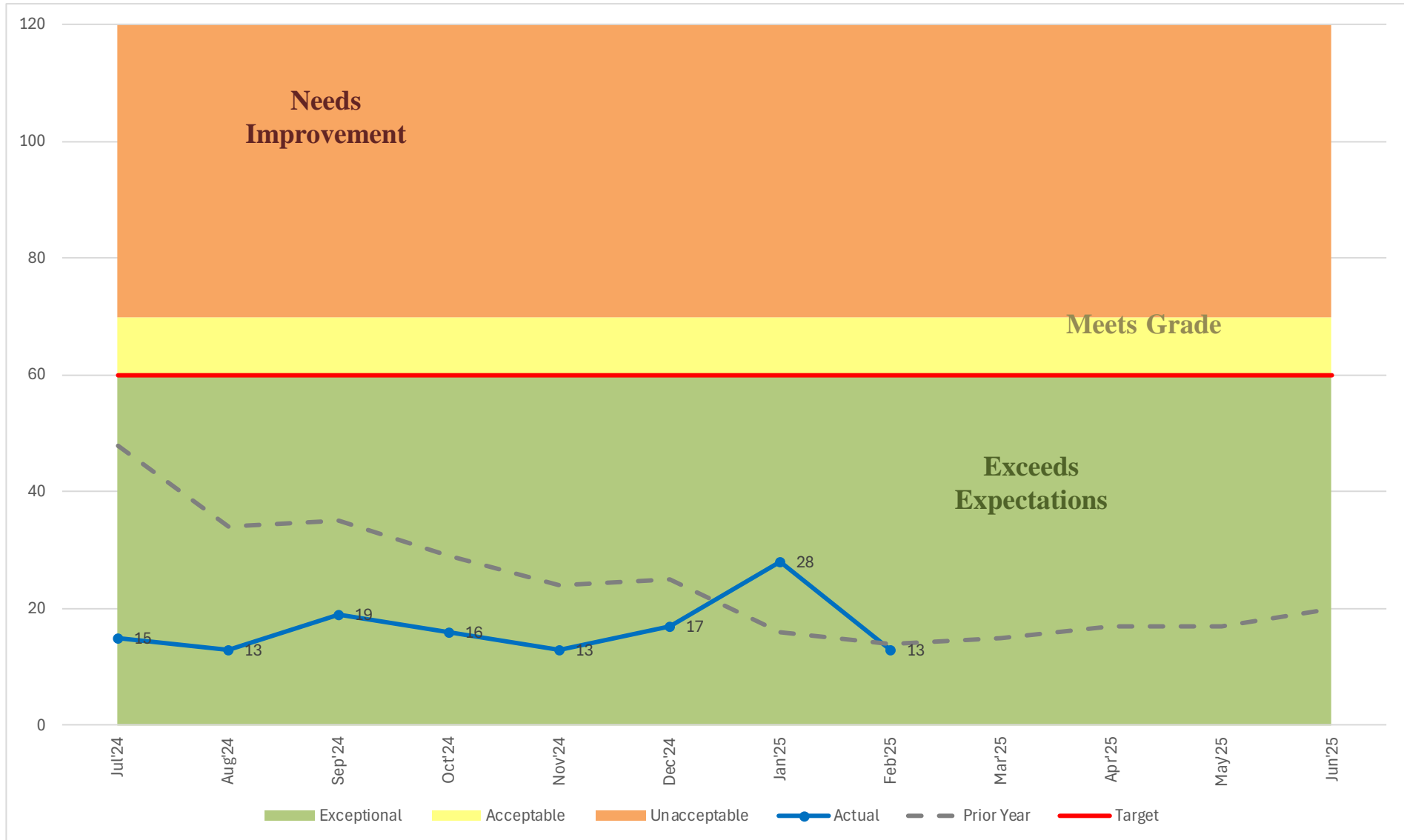


# FEBRUARY FY25 PERFORMANCE (CUSTOMER SERVICE)

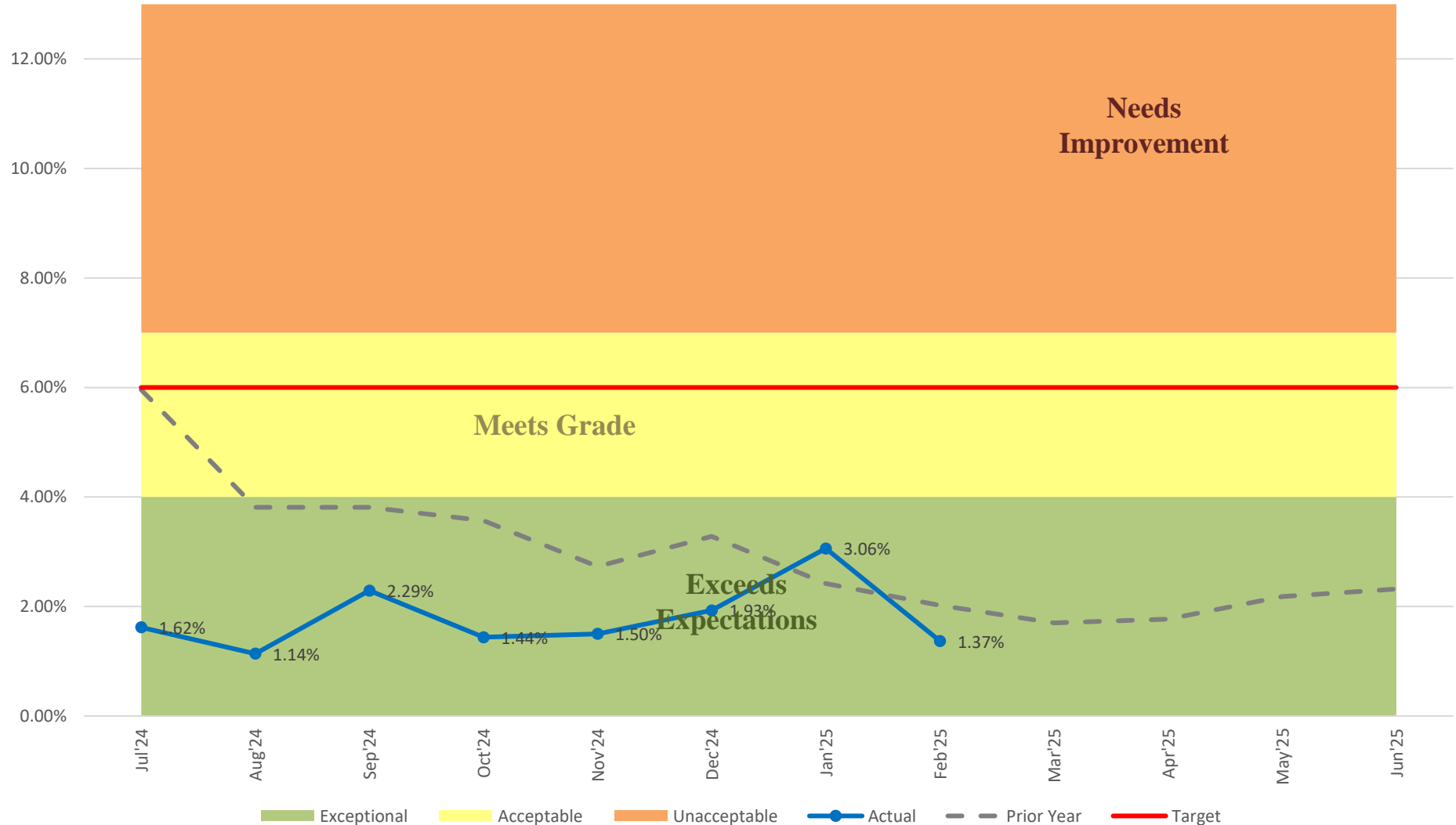
## Customer Service KPIs

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.



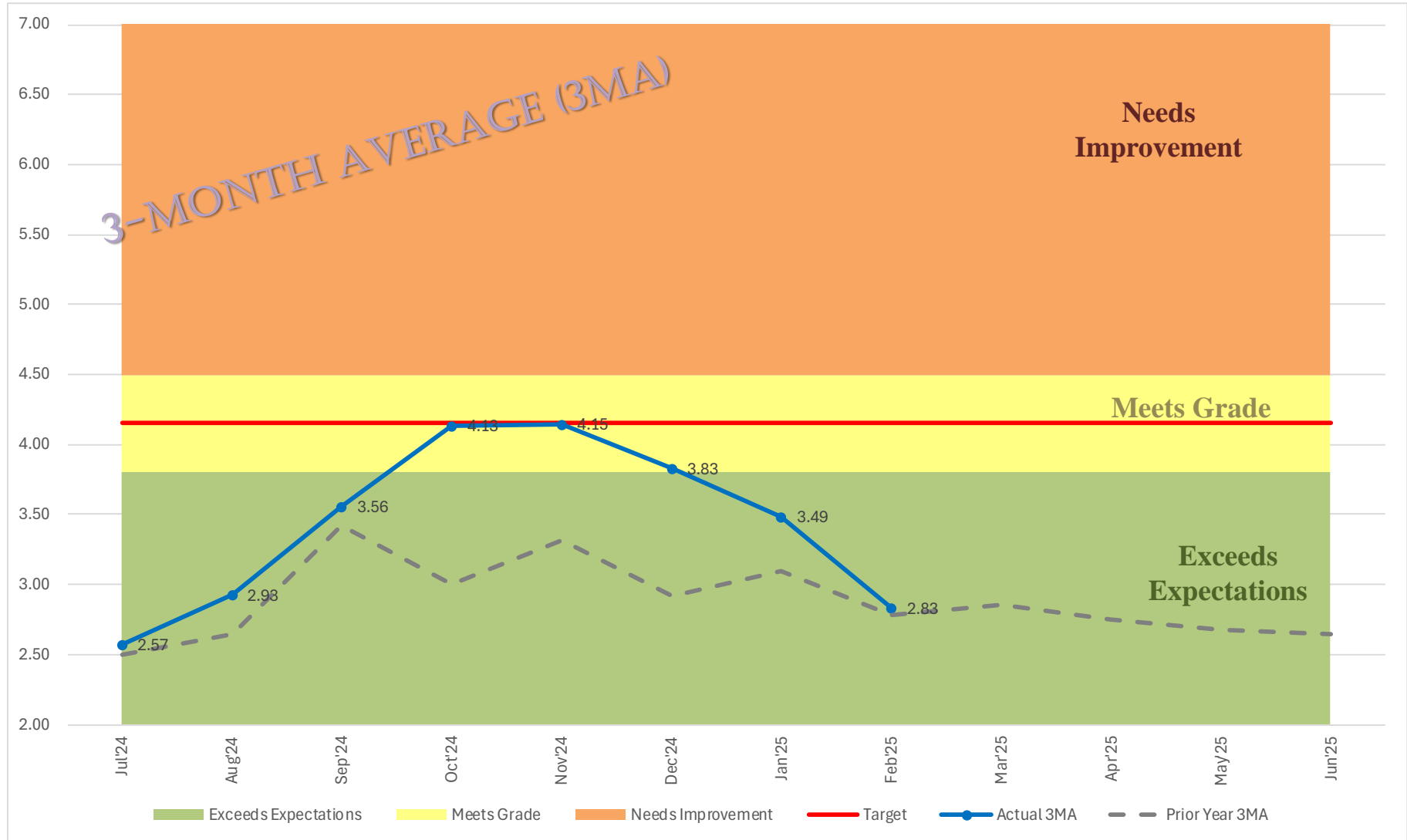
FEBRUARY FY25  
PERFORMANCE  
(SYSTEM SAFETY SECURITY &  
EMERGENCY MANAGEMENT)



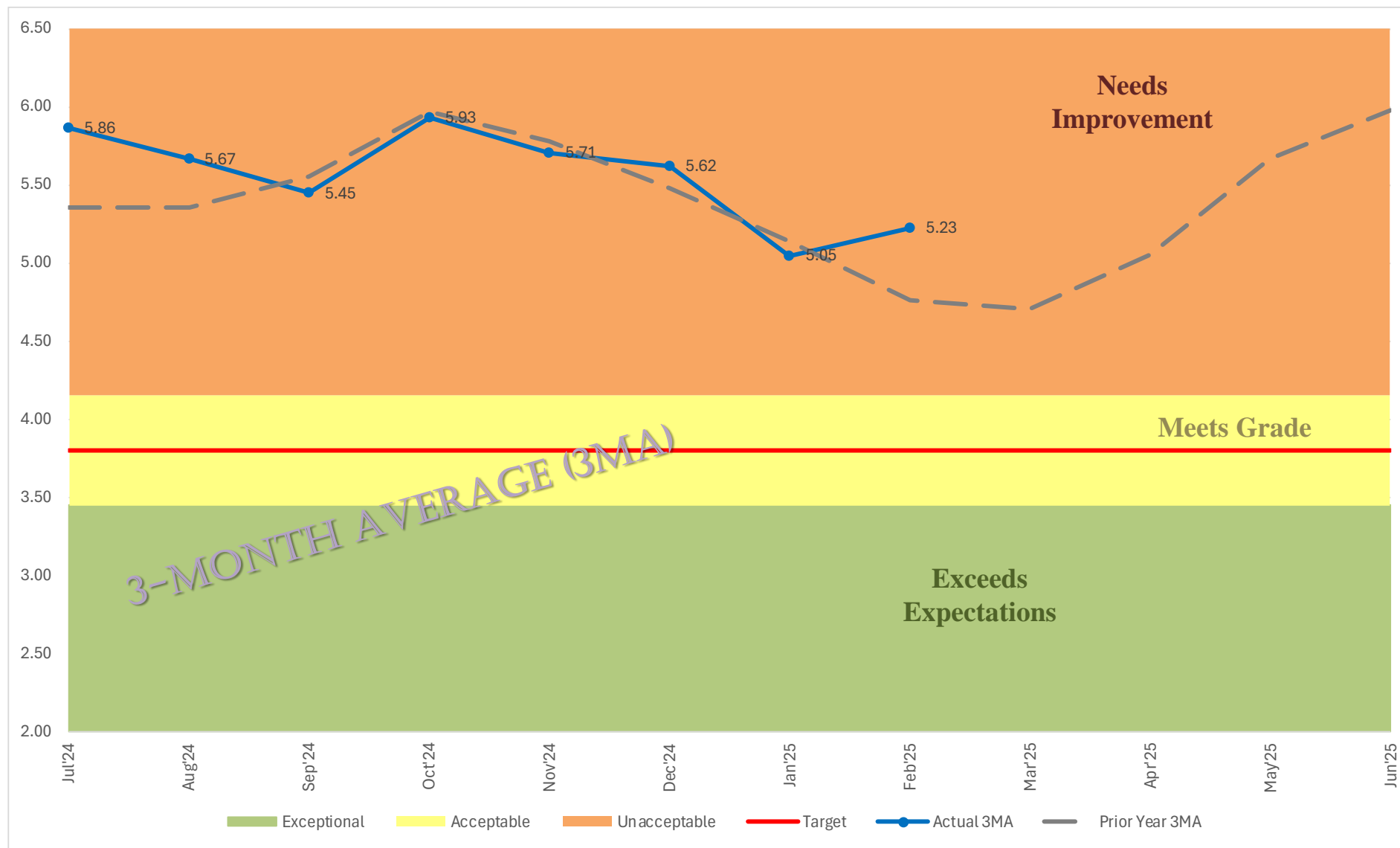
## Safety & Security KPIs

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

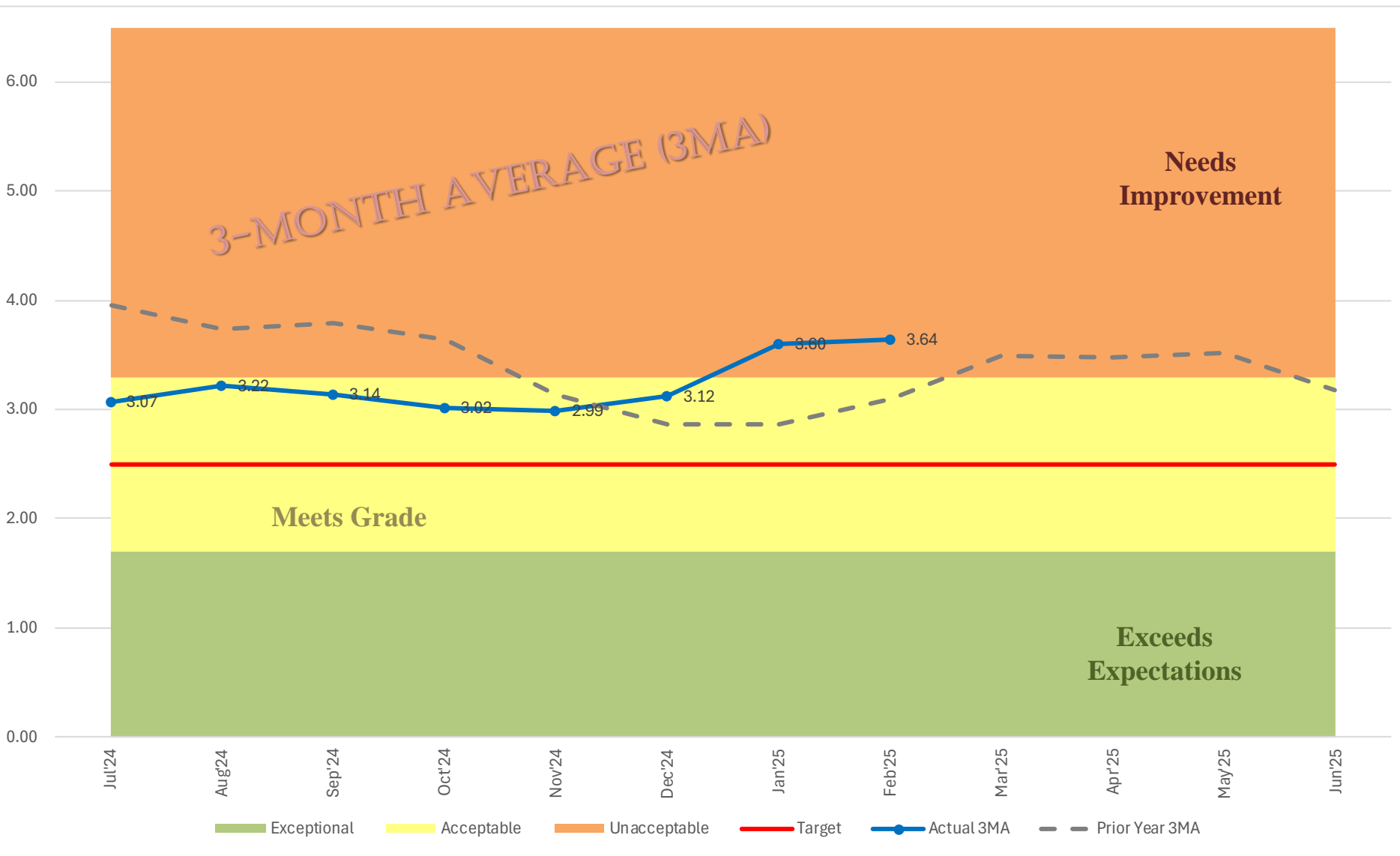
## Part I Crime Rate measured as the number of Part I Crimes (homicide, forcible rape, aggravated assault, robbery, larceny/theft, motor vehicle theft, burglary, and arson) per one million unlinked passenger boardings.



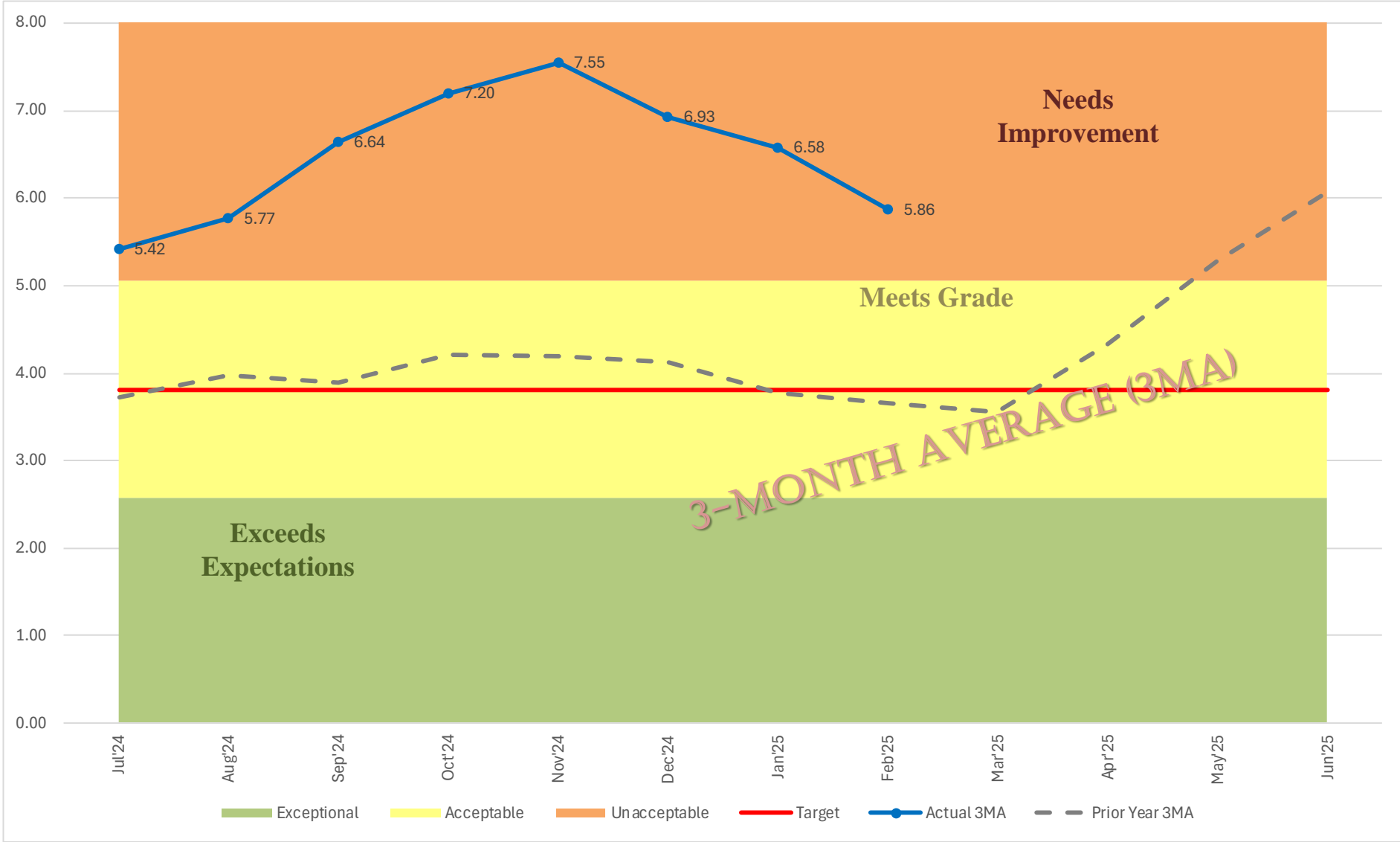
## Bus Collisions per 100K Miles measured as the number of collisions involving bus service per 100,000 hub miles.



# 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

