



Bus Transportation

MARTA Riders' Advisory Council

September 4, 2024

Dwana Brown, Director of Bus Operations

My Transit Journey

Career Overview:

More than 25 years of experience in transit operations progressing from a paratransit operator to Interim CEO

MARTA Journey:

Identified opportunities for growth and leadership, which inspired a move to MARTA



Key Team Members

**General Superintendent,
Vicki Dewberry
(Laredo)**



**General Superintendent
Johnny Leveritte (Perry)**



**Acting General
Superintendent Field
Operations/Special
Events,
Larnell Stephens**



**General Superintendent
Bus Communications,
Tracie Cogdell**



**General Superintendent,
Santricia Malcome
(Hamilton)**



Bus Transportation Daily Operations

- 113 bus routes
- 160,000 daily passenger trips
- More than 500 buses across three garages
- 9,000 bus stops spanning 605 square miles in 32 different municipalities and three counties
- Our stops serve several vital purposes:
 - Customer gateways to the entire transit system
 - Operational guidance for stopping buses
 - Important infrastructure for MARTA's municipal partners and other road users



Bus Transportation Daily Operations

Pre-Departure Operations/Vehicle Inspection Requirement

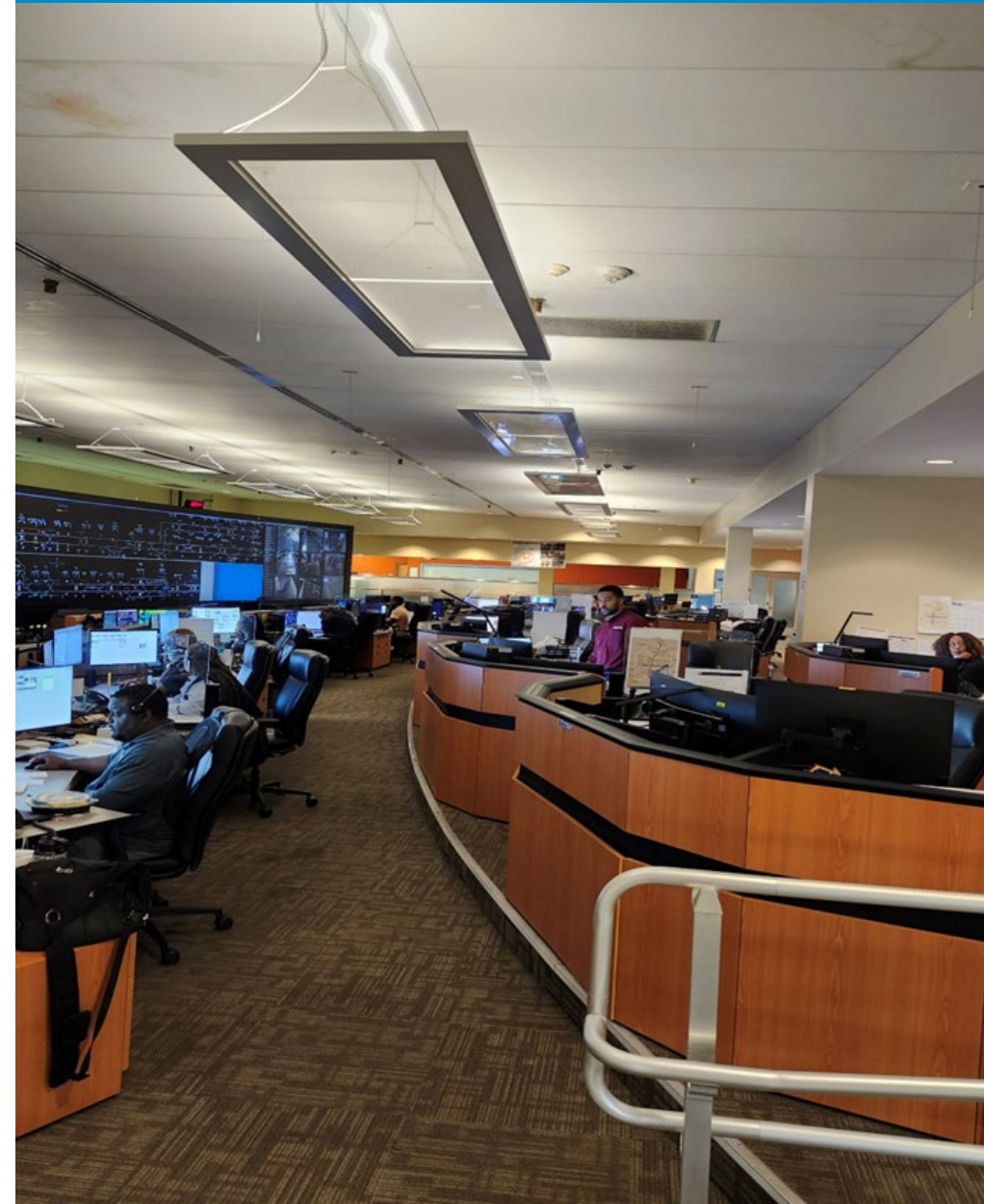
- Operators are required to report promptly to the dispatch window
- Depart without delay after receiving their running board
- Pre-trip time allotted to Bus Operators is ten minutes to be used to inspect their vehicle
- Operators are required to perform pre-trip inspections of their vehicles



Bus Communications

Who we are and what we do:

- BCC consists of 24 employees, 21 Bus dispatchers
- We provide service 24/7 to all in-service Bus Operators and Non-Revenue Vehicles
- Average 16,000 radio calls; 7,800 landline calls each month



Emergency Response Management

Bus Bridge

- Determine buses needed and pull from revenue service if necessary
- Report crowd size to BCC upon station arrival
- Ensure Operators have routing information for out-of-service stations
- Inform Bus Operators and customers about the reason for the emergency
- Space buses evenly with load-n-go service
- Prioritize customer service
- Communicate with MARTA Police, On-Site Coordinator, and Rail personnel
- Coordinate with BCC for service level adjustments
- Document

Accident/Incident Investigations

Road Supervisors respond to an array of incidents and accidents involving:

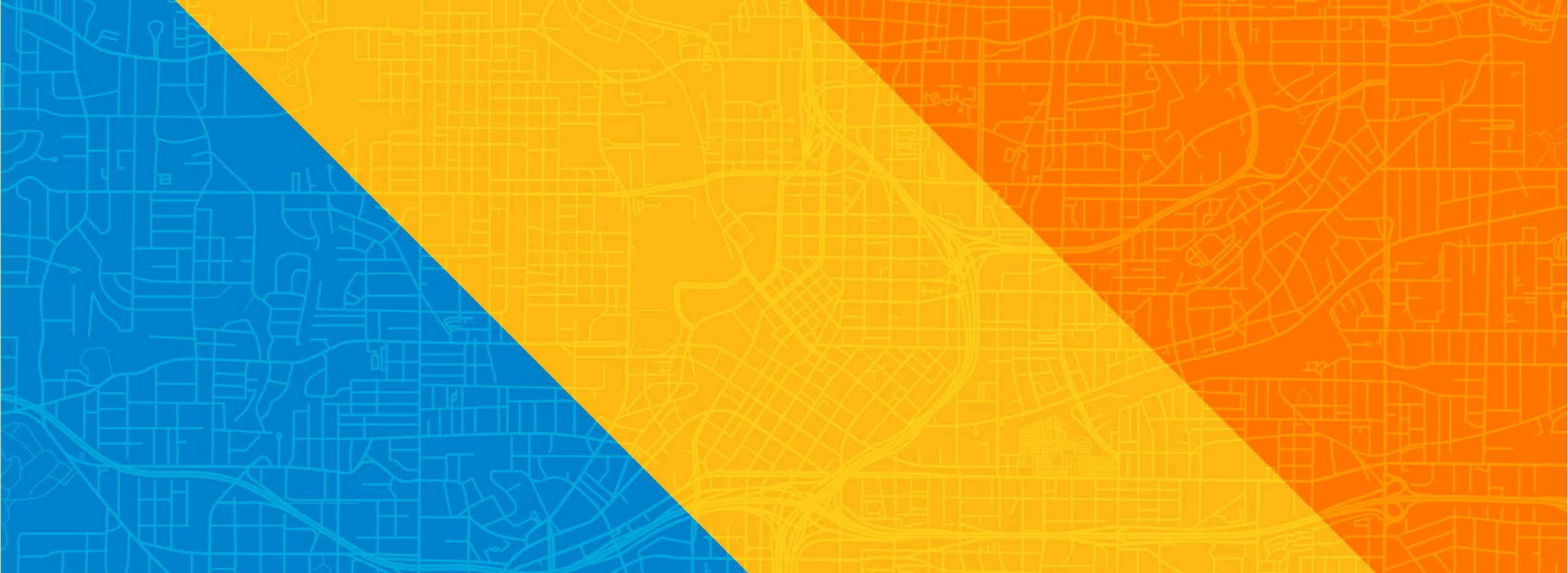
- Unplanned events or series of events
- MARTA-owned, leased, or operated motor vehicle
- Public or private property
- Service disruptions, injuries, and/or damage



Helpful Tips for Our Customers

- Request a stop, report damage, or file a complaint: Contact MARTA Customer Service at custserv@itsmarta.com or 404-848-5000.
- Cleaning or trash pickup at MARTA bus shelters: Call 866-535-0937 (be sure to leave a message with the posted stop number).
- Trash/litter pickup at other MARTA bus stops: Contact the local city or county government. In Atlanta, call 3-1-1 or file a request at www.atl311.com - search “litter” and select “MARTA Stop or City of Atlanta Community Trash Bin”
- For all other inquiries: Contact MARTA Customer Service at custserv@itsmarta.com or 404-848-5000

Questions and Answers



Thank You

