



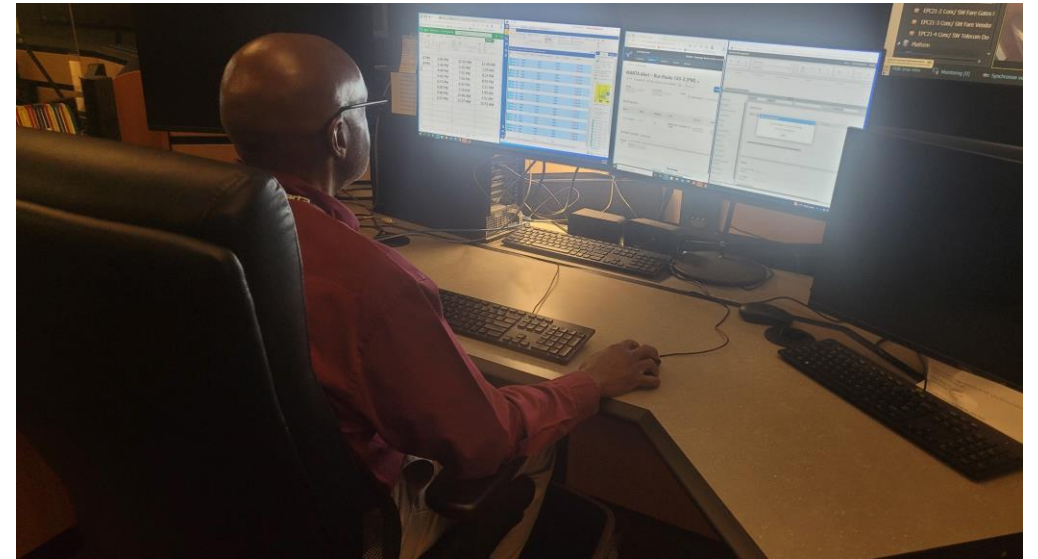
Welcome to MARTA's Integrated Operations Center (IOC)



Presented By:

*Tracie Cogdell, General Superintendent
Bus Services Coordination*

*Marcia Burgess, Manager Criminal Justice Comm. & Records
Veronica Gilchrist, General Superintendent – Rail Services Control*



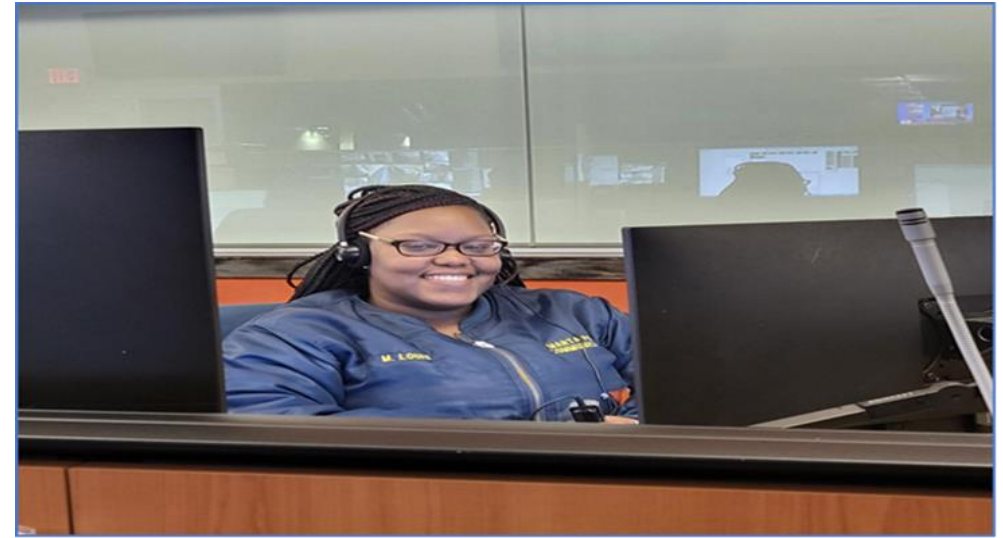
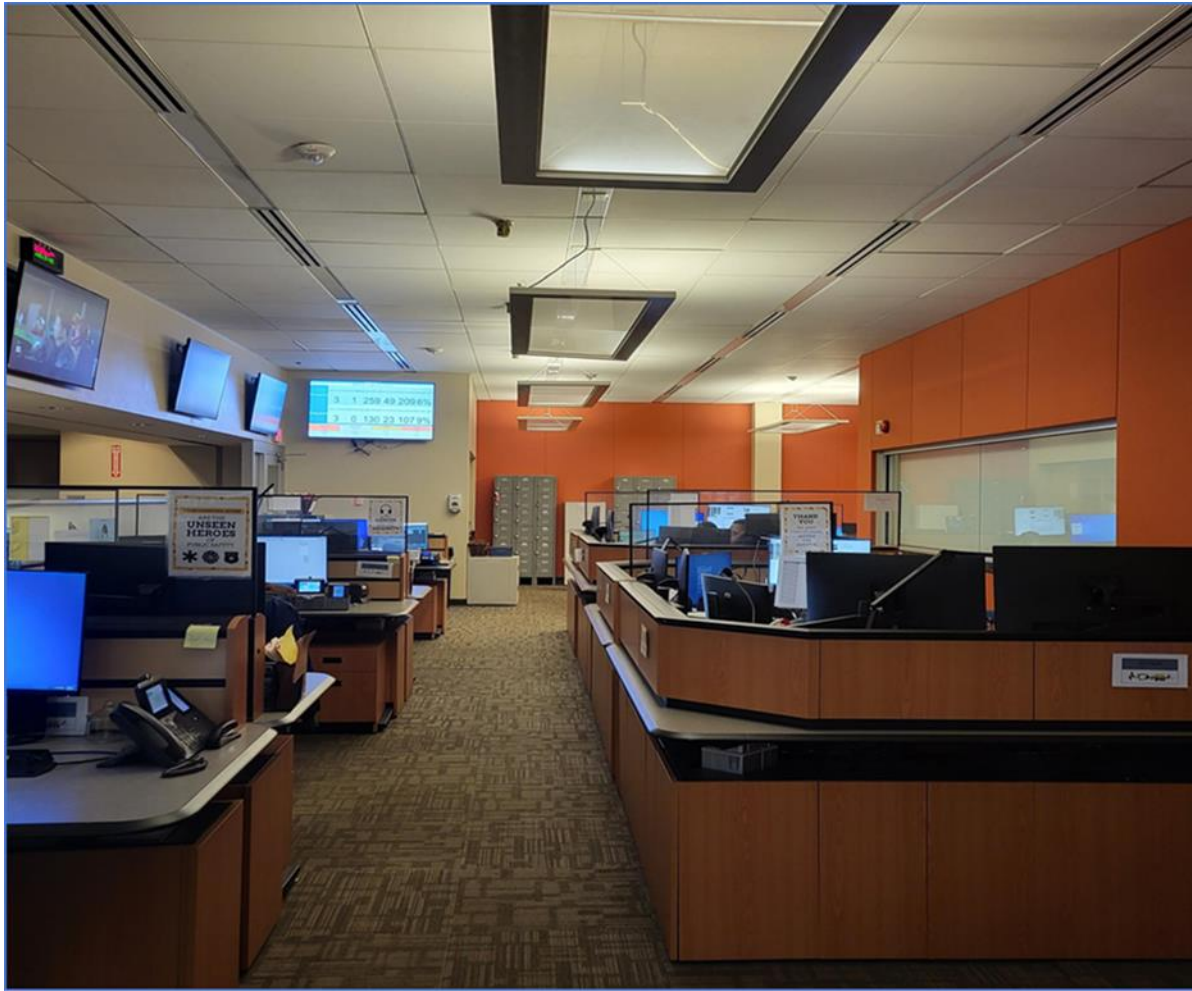
MARTA Bus Communications Center



Bus Communications- A Center of Excellence

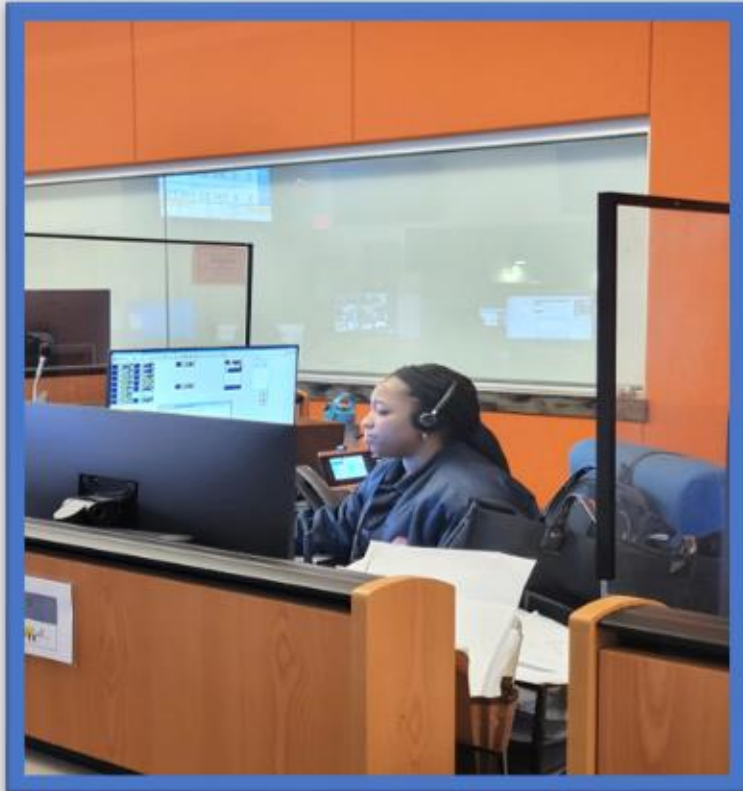
- Manage over 7,600 trips daily, 113 Bus Routes covering over 1,240 sq. miles (Atlanta, Dekalb, Clayton)
- Service originates from 3 garages with a total of 1,367 full-time and 123 part-time Professional Bus Operators
- Bus Communications provides customer service to all in-revenue operators servicing 38 bus/rail stations – 24/7
- Monthly process on average 5,500 Everbridge customer service alerts
- 13,000 radio calls & 7,700 landline calls per month
- Monitor routes missing service, operating ahead of schedule, extended idling
- Conduct periodic safety all calls and text messages
- Transportation Supervisor Support

- Bus Communications staff, 19 Dispatchers, 50 Transportation Supervisor, 3 Superintendents, 1 General Superintendent



MARTA Police Communications Center

Police Communications Center (PCC)



- PCC consists of 38 employees. This includes call-takers, dispatchers, a NCIC/GCIC Operator, supervisors, and a manager. Minimum staffing requirements are 2 dispatchers, 3 call-takers, and 1 supervisor.
- We operate 24/7/365 and are currently on a 12-hr. schedule.
- Because MARTA operates in several counties and cities, our team frequently coordinates with several surrounding agencies to support response efforts.
- On average call-takers answer approximately 30,000 calls per month and dispatch 13,249 calls for service. This equates to appx. 9,000 radio transmissions daily. In addition to dispatching MARTA Police officers and coordinating with surrounding agencies for fire and medical responses, we also dispatch Station Agents and Protective Specialists. Our team monitors the See & Say app, alarms, CCTV, and we process background checks for contract employees for the authority.

See & Say App

- The See & Say App is monitored 24/7 by MARTA Police Communications.
- Year-to-date we have received over 1,000 reports. This is an increase of 30% from the same period last year (2022).
- Reports vary but include smoking violations, solicitation, vandalism, harassment, person wayside, loitering, disorderly persons, person injured, suspicious person, etc.
- Allows patrons to report emergency and non-emergency incidents without placing a phone call. PCC team members have the option of communicating with the patron via a chat/text option if additional information is needed.
- Additional information such as bus notices, etc. are also available via the See & Say app.





Rail Services Control

- Rail Control staff consists of 43 employees (Gen Superintendent, Superintendents, Admin, Rail Controllers, Comm Supvs and Coordinators)
- Manages over 700 trips per day to 38 rail stations
- Rail Service supports 250,000 passengers per day, servicing the E/W and N/S lines
- Monitors trains on the mainline and routing in and out of the 3 yards using Train Control & SCADA System (TCSS)
- Manages restriction implementation and termination for track work and monitors Life Safety Systems (Tunnel Fans, Public addresses, etc.)

Services of Rail IOC



Customer Communications Group

- Manages internal/external information to customers via social and internal media (Everbridge, Twitter, PA's)

Station Services Group

- Assist customers at the faregates and within the stations

Smart Restroom Group

- Assist customers with entry at stations equipped with smart restrooms (6)

Services of the IOC (Cont.)



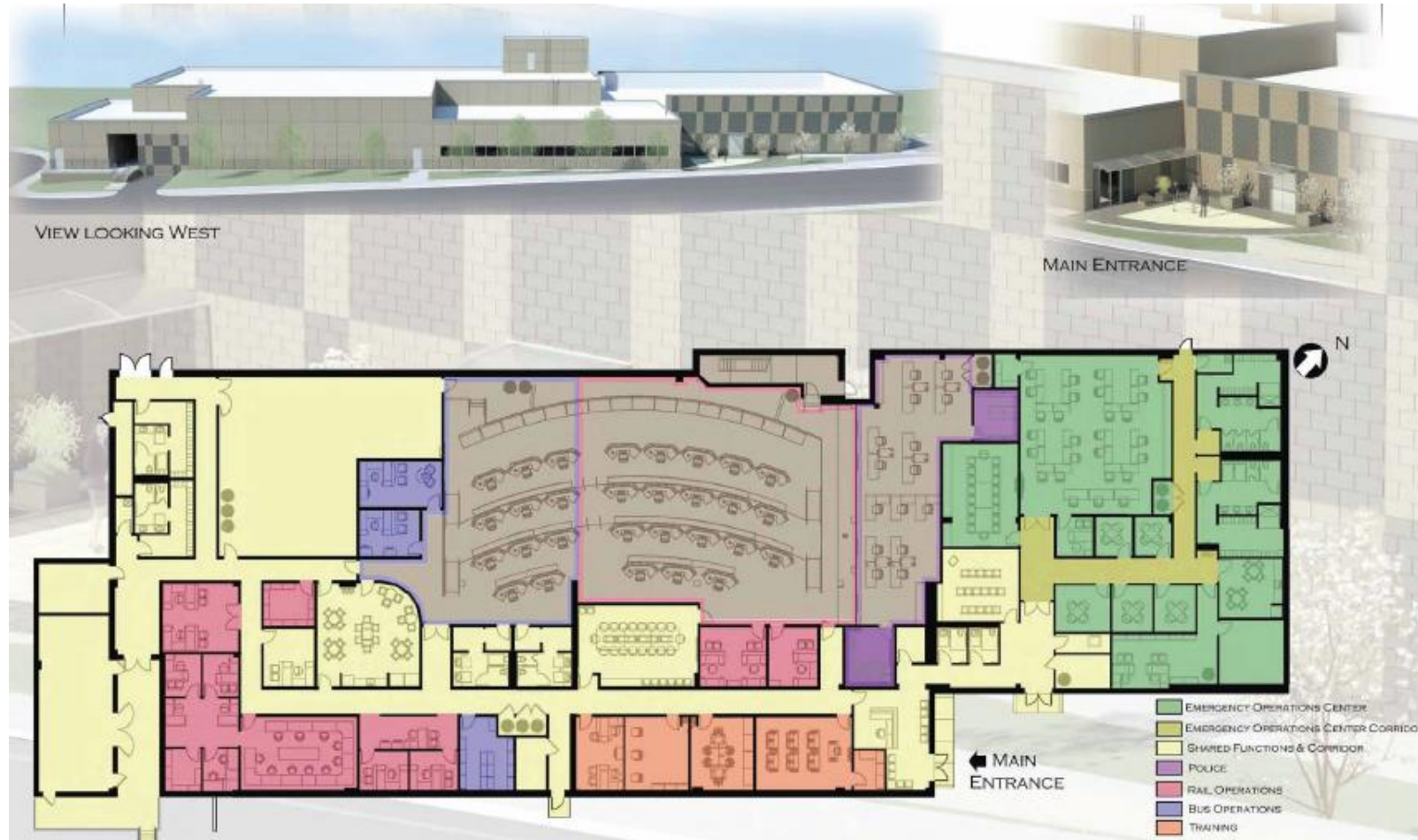
Operations Control Systems Group (Technical Team)

- Primary source of contact for Operations 24/7
- Responsible for IOC systems
- Troubleshoots the equipment when it goes offline or any other problems occur





Coming Soon!



INTEGRATED OPERATIONS CENTER



Small monitor at the top center of the room.

Small monitor on the left side of the room.

Small monitor on the right side of the room.

East-West Control Console

East-West Control Console

North-South Control Console

North-South Control Console

Communication Console

Station Portals Report Panel

SCADA Control Console

RSCC Superintendent

Communication Console

Workstation with multiple monitors and a telephone.

Operator seated at a workstation, viewed from behind.

Workstation with a printer and various papers.

Small display screen on the desk.

Small display screen on the desk.

Workstation with a telephone and papers.

Workstation with a telephone and papers.

Operator seated at a workstation, viewed from behind.

Questions?



Comments?



*Tracie Cogdell
Veronica Gilchrist
Marcia Burgess*

*tcogdell@itsmarta.com
vdgilchrist@itsmarta.com
mburgess@itsmarta.com*