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Customer Charter

Improving Customer Service and Experience



4 New Parking Payment Systems Installed

The newly integrated system will provide several improvements, including new entry and exit gate ticket dispensers, payment machines, and license plate recognition cameras.

Clean Sweep

MARTA will unveil partnerships with local community groups to reduce litter and improve station cleanliness.

14 Zero-Emission Electric Buses

New electric buses will produce zero tailpipe emissions and operate quietly, improving the customer experience.

Indian Creek Station Rehabilitation

MARTA will complete the renovation of Indian Creek Station as part of its \$1 billion Station Rehabilitation Program.

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New Trip Planner

Enhanced trip planner technology will launch on the MARTA website, incorporating real-time arrival data to make trip planning easier.

Real Time Crime Center

MARTA Police will establish a full-time crime center with enhanced technology and integrated CCTV cameras to improve rider safety.

New, Modern Railcars

The first state-of-the-art CQ400 rail cars will go into service, taking MARTA into the future, and providing a cleaner, safer ride for customers.

Improved Rail Service

MARTA will increase rail frequency on weekdays to every 10 minutes during peak hours, and every 12 minutes during midday hours.

