

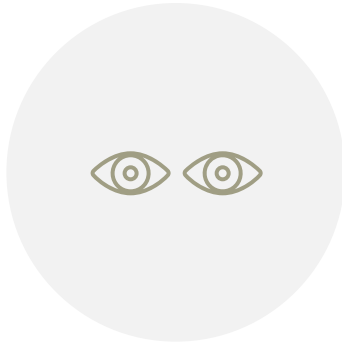
# STATION MANAGEMENT

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DEPARTMENT OF THE DEPUTY GENERAL MANAGER

Adelle P. Perez, Operations Program Manager

# STATION MANAGEMENT



EYES-ON



HANDS-ON



GAME-ON

# OVERVIEW

1. **Safety and Security Enhancements:** Ensuring that the stations are well-lit, secure, and free from hazards that could affect the safety of passengers. Confirm emergency phones remain in good working order.
2. **Station Cleanliness:** A focus on cleaning stations regularly, removing trash, and keeping platforms, restrooms, and parking lots in good condition.
3. **Graffiti Removal:** Rapid response to remove any graffiti from the walls and structures within the stations to maintain a clean and professional appearance.
4. **Collaboration with Local Agencies:** MARTA will collaborate with local community organizations and authorities to ensure the cleanliness and upkeep of the stations.

\*The initiative also emphasizes community involvement and cooperation. MARTA encourages passengers to help keep the stations clean by properly disposing of trash and reporting any issues they encounter.

# STATION ZONES

- Zone 1 Rochelle Smith
- Zone 2 Eddie Hicks
- Zone 3 Stacy Dixon (Interim)
- Zone 4 Garick Ennis
- Zone 5 Tina Swain
- Zone 6 Lasonya Jones

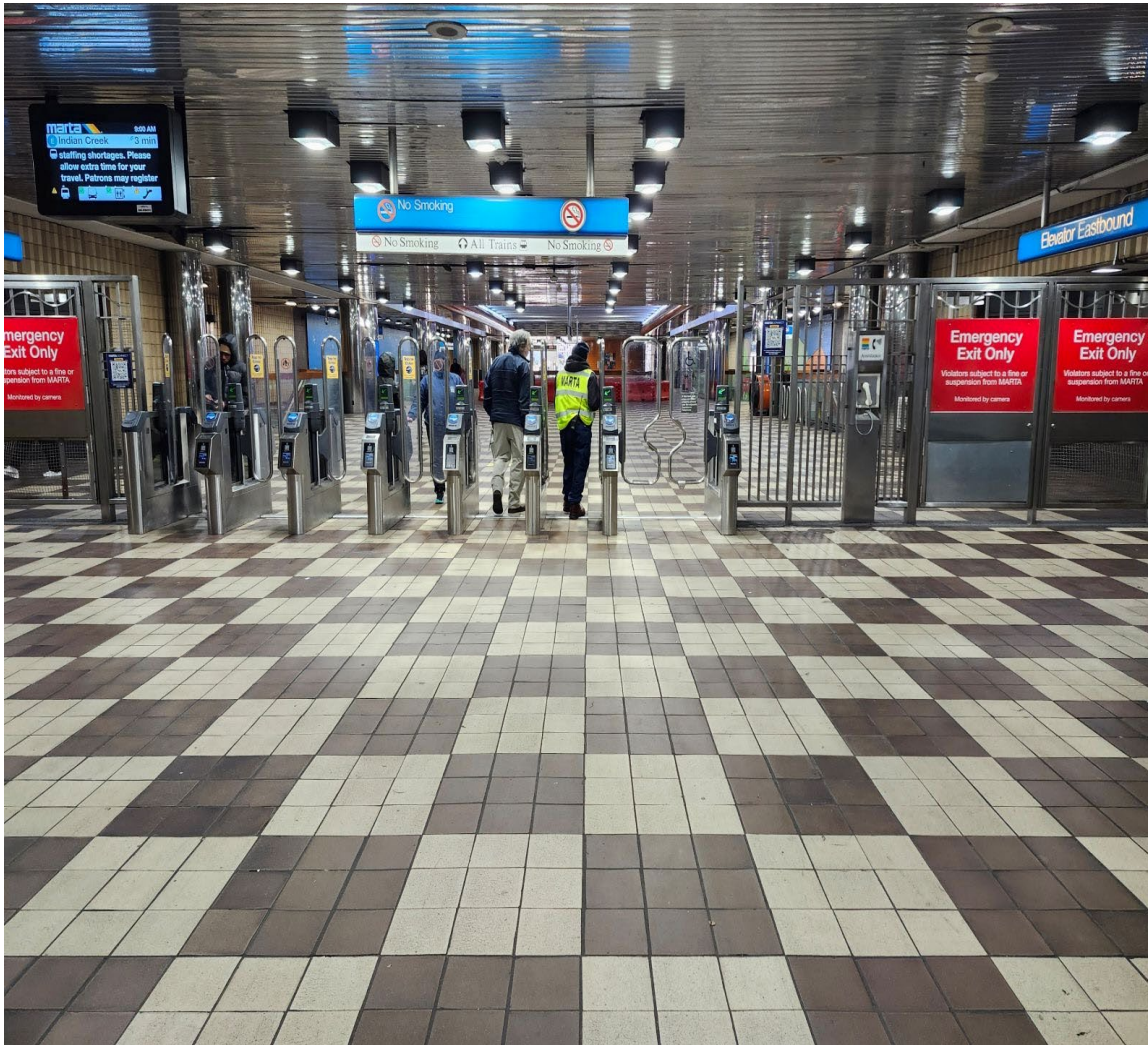
*Focused on cleaning oversight and identification of “hot spots” that maintenance can focus on immediately for impact!*

## Station Zone Map





# STATION INSPECTIONS & TOURS



## Transit Rail Station Cleanliness Performance Rating

### Rating Scale (0-5)

- **5 - Excellent:** No visible litter, spotless floors, fresh air, well-maintained restrooms.
- **4 - Good:** Minor litter, slight odor, restrooms clean but not spotless.
- **3 - Fair:** Some litter, noticeable odor, restrooms need attention.
- **2 - Poor:** Frequent litter, strong odors, restrooms unclean.
- **1 - Very Poor:** Heavy litter, overwhelming odor, unusable restrooms.
- **0 - Unacceptable:** Hazardous waste, extreme filth, urgent cleaning required.

### Evaluation Categories

1. **General Cleanliness (0-5)**
  - Presence of litter, stains, spills, and overall tidiness.
2. **Restroom Cleanliness (0-5)**
  - Availability of soap, toilet paper, working fixtures, and odor control.
3. **Air Quality & Odor (0-5)**
  - Presence of unpleasant odors, ventilation effectiveness, and general freshness.
4. **Seating & Platform Cleanliness (0-5)**
  - Condition of benches, waiting areas, and platform surfaces.
5. **Trash Management (0-5)**
  - Availability and emptiness of trash/recycling bins.
6. **Graffiti & Vandalism (0-5)**
  - Presence of graffiti, broken fixtures, and signs of vandalism.
7. **Trackway (0-5)**
  - Presence of litter, pine straw, and unpleasant odor, and
8. **Landscaping (0-5)**
  - Presence of litter, weeds, overgrowth, and overall tidiness.

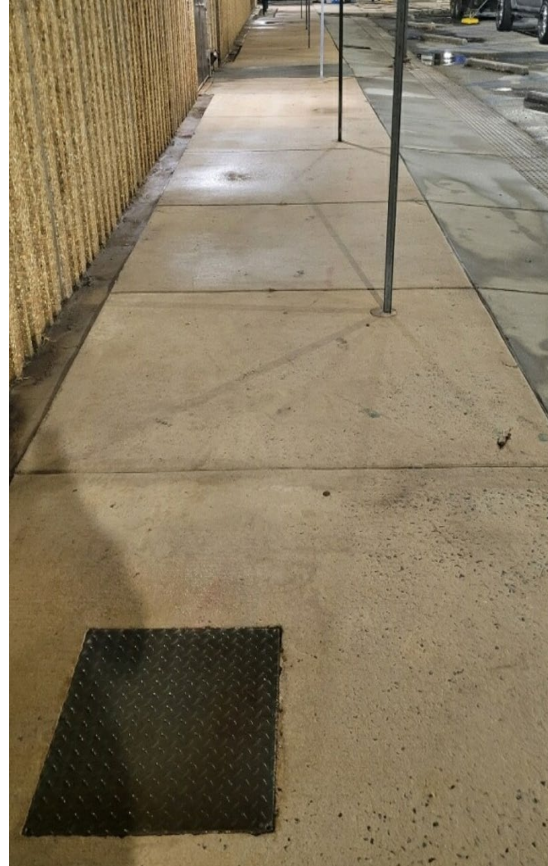
### Final Cleanliness Score

(Total of all category scores) ÷ 8 = **Average Cleanliness Score (0-5)**



# TARGETED CLEANING ACTIVITIES

H.E. HOLMES - KISS & RIDE



KING MEMORIAL - BUS LOOP





# ELEVATOR & ESCALATOR CLEANING





# CHAMBLEE, PEACHTREE ROAD ENTRANCE

BEFORE



AFTER





# CHAMBLEE, PEACHTREE ROAD ENTRANCE

BEFORE



AFTER





# CLEAN SWEEP EVENTS

October 26, 2024



## 1<sup>ST</sup> ANNUAL ABOLISH THE LITTER CHALLENGE

Location: H E Holmes

Achievement: Partnership with Atlanta Clean Walks; 20 teams (over 100 volunteers) collected 80 bags of litter, 7 used tires and 1 mattress

April 19, 2025



## EARTH DAY LITTER PICK UP & ELECTRIC CAR SHOW

Location: Chamblee

Achievement: Participation of City of Chamblee, Clean Cities Georgia, and Atlanta Clean Walks ; 15 teams (Over 100 volunteers, collected 50 bags of litter, 2 shopping carts)

June 28, 2025



## CLEAN VIBES SUMMER

Location: Clayton County Justice Center Hub

Objective: Participation of Clayton County, clean and refresh parking lot, bus shelter, and landscape

August 23, 2025



## BACK TO SCHOOL CLEAN UP

Location: College Park (Tentative)

Objective: Participation of Local CID, NPU, local businesses, schools and other community groups

# CLEAN SWEEP EVENTS

October 25, 2025



## 2<sup>ND</sup> ANNUAL ABOLISH THE LITTER CHALLENGE

Location: Doraville  
(Tentative)

Objective: Halloween  
inspired event; Partnership  
with Atlanta Clean Walks;  
Participation of a minimum  
of 20 teams of 5

April 18, 2026



## EARTH DAY LITTER PICKUP

Location: TBD

Objective: 100 volunteers;  
Participation of Local CID ,  
NPU and surrounding  
businesses

June 27, 2026



TBD

Location: TBD

Objective: Participation of  
Local CID, NPU, local  
businesses, schools and  
other community groups

August 22, 2026

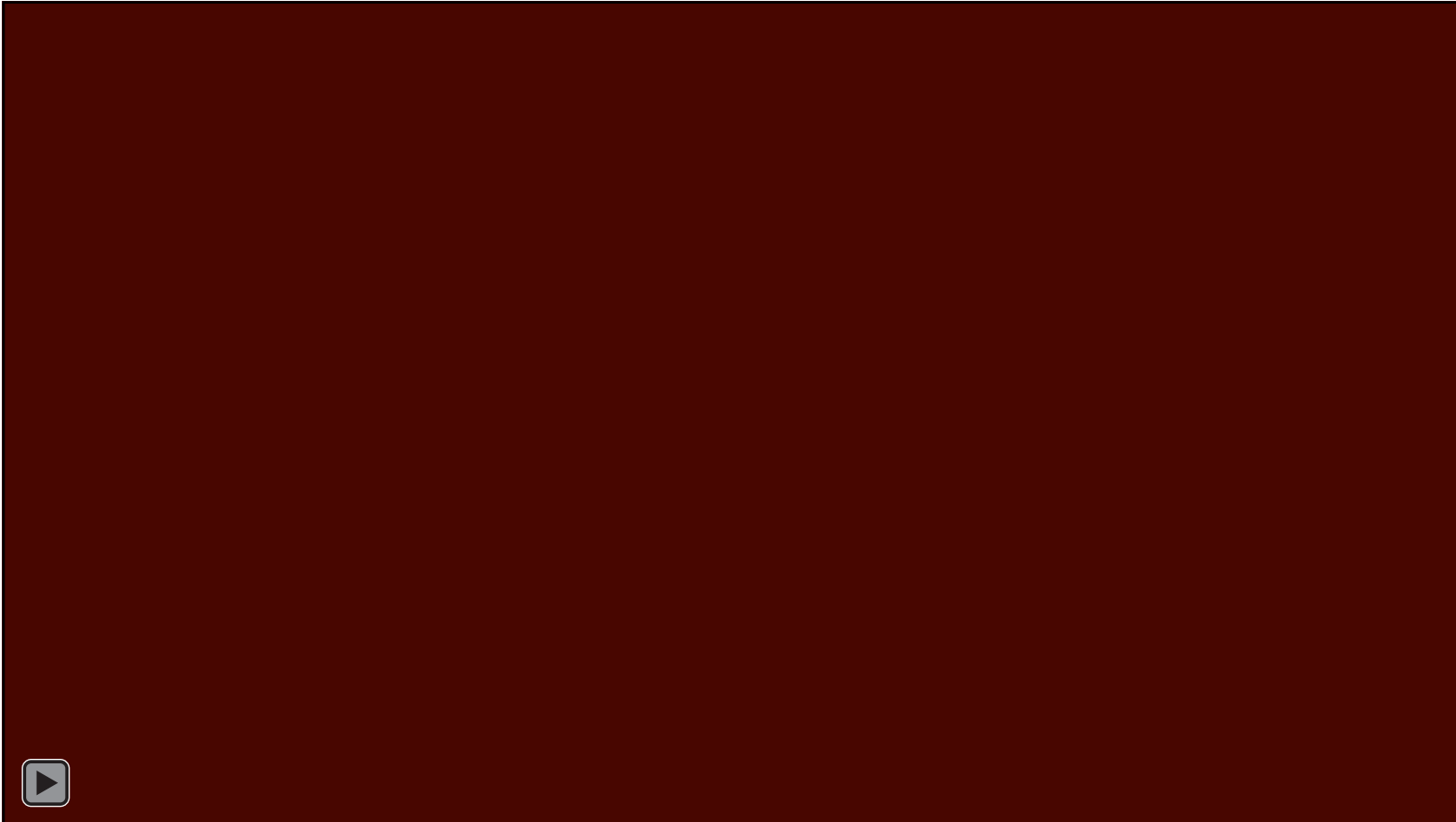


TBD

Location: TBD

Objective: Participation of  
Local CID, NPU, local  
businesses, schools and  
other community groups

# EARTH DAY RECAP





# IMPROVEMENTS IN PROGRESS

1. **Comprehensive Parking Lot Improvement:** Program that includes enhancements at Chamblee Station. These improvements encompass repaving, upgrading ADA access, crosswalks, sidewalks, adding more ADA parking spaces, installing LED lighting, and landscaping.
2. **Updated Wayfinding:** Updates aim to improve navigation, enhance accessibility, support local businesses, connect with the community, and improve the MARTA brand.
3. **Continued Art Improvements:** Incorporate diverse artistic expressions to improve the station environment, integrate wayfinding, and gain a deeper connection with passengers and the local community.