



# Station Management Today

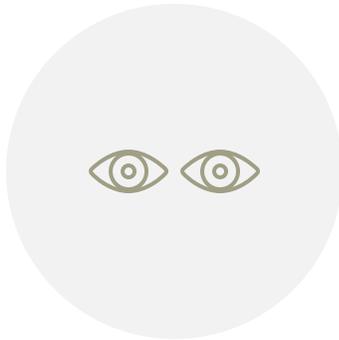
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DEPARTMENT OF RAIL  
OPERATIONS

OCTOBER 5, 2022

# What is Station Management?

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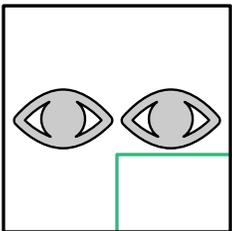
EYES-ON



HANDS-ON

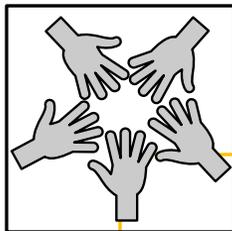


GAME-ON



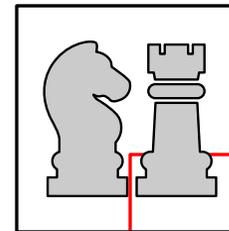
## EYES-ON

1. Station Agents
2. Supervisors - MBWA
3. Zone Superintendents
4. Directors
5. Bi-Weekly Station Tours
6. Engagement during high peak times
7. EMT Adoption Program
8. Community & Public Engagement:
  - NPU and CIDs
  - See & Say Application Enhancement
  - Zone Superintendent Boards



## HANDS-ON

1. Resources & Action Plan
2. Track Listing & Analysis (38 Stations, Frequency of task at each Location)
3. Schedules
4. Expectations
5. Techniques & Tools Required - Budget
6. Project Schedule
7. Program Manager
8. Eyes-On (Tracking Document)



## GAME-ON

1. Proof of Action
2. Inspection Audits
3. Better Customer Experience
4. Sustained Assets
5. Safer Environment

# Station Zone Superintendents

- Zone 1 Marise Tylor
- Zone 2 Eddie Hicks
- Zone 3 Tamara Hunté
- Zone 4 Garick Ennis
- Zone 5 Janet Desouza
- Zone 6 Arlandria Rasheed

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



# Station Zone Superintendent Duties

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- Responsible and accountable for the management of the MARTA Customer Experience within a designated zone.
- Serves as a **station and community ambassador**, point of contact and Owner's Rep for all events, work programs, projects and initiatives, Operating or Capitally funded within and across zones.
- Strives to improve rail, bus and mobility **service delivery** within and across designated zones.
- Utilizes all accessible MARTA resources in a manner that will provide customers with the best possible experience. Manages *Station Allocation Program* within their zone.

# hello

May I Help You?

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I'm Tamara Hunté  
Your Zone 3  
Station Manager



**My team and I are responsible  
for this station and all stations  
in Zone 3\***

▲ Email us with your comments,  
concerns or suggestions at  
[Zone3@itsmarta.com](mailto:Zone3@itsmarta.com)  
or call 404-848-5343

# hola

¿Puedo Ayudarlo?

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Soy Tamara Hunté  
Su Gerente de  
Estación de la  
Zona 3

**Mi equipo y yo somos  
responsables de esta  
estación y todas las  
estaciones de la Zona 3\*\***

▲ Envíenos un correo  
electrónico con sus  
comentarios, inquietudes  
o sugerencias  
a [Zone3@itsmarta.com](mailto:Zone3@itsmarta.com),  
o llame al 404-848-5343

# EMT Adopt-A-Station Program

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## PURPOSE

- Maintain Safety & Cleanliness in all Stations
- Improve Station Appearance
- Develop a Sense of Ownership and Pride
- Encourage Ridership
- Build Stronger Bonds with the Surrounding Community
- Strengthen Customer Experience

## BENEFITS

- Increased safety & cleanliness in all stations
- Demonstrate civic pride by making MARTA better
- Creates ownership throughout all levels of leadership

# Adoptee Responsibilities

- Visit Station a minimum of once per week
- Report significant issues related to platform, concourse, landscaping and signage to the Zone Superintendents
- Report vandalism, graffiti or suspicious activity using See & Say App

**FY23 EMT Station Visit Checklist**

Thank you for participating in the FY23 EMT Station Visit program. The form shown below will have you evaluate 23 areas of the station. For each area there are 3 responses to enter:

- Whether or not that area was evaluated
- The area's status: *Hot Spot* (needs immediate attention), *Needs Improvement*, or *No Issues*
- Comments (if applicable)

At the bottom of the form there are fields where you can upload as many as 5 photos (optional). If possible, try to name your photos before uploading so that it will be easier to link the photos to your evaluation form.

\* Inspected By:

\* Station:

\* Zone

- Zone 1
- Zone 2
- Zone 3
- Zone 4
- Zone 5
- Zone 6

Zone Map



**marta** | SEE & SAY

**MARTA Alert – Bus Route 39** [https...](https://www.marta.com/alerts/39)

**MARTA Twitter Feed**

Mar 16 2022 - Route: 85 NB from North Springs Station at 01:10 pm is canceled.

Route: 85 SB from Mansell Park & Ride at 01:41 pm is canceled.

**Report an Incident**

**Emergency Call Now**

**Safety Toolbox**

**Trip Planner**

**Visit MARTA's Website**

# Targeting Cleaning Program

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MARTA Contracts, Legal, Facilities & Station Management secured (9) Cleaning Contractors; (6) of the Contractors are assigned to a Zone, (1) is assigned to special events, and (2) are assigned as floaters. The Station Zone Superintendents under the Directors of Rail & Station Services are taking ownership and responsibility for quality of work.

This Program allows our stations to receive targeting cleaning in all areas.

Zone	Vendor
1	Imagann Janitorial
2	Public Facilities & Services
3	Level 7 Facilities Service
4	Keystone Management
5	Brighter Image
6	Vectour Group
7	A-Action Janitorial Services
Will Call 1	Good Success Company
Will Call 2	Disinfectant Solutions

# Zone 1 – Imagann Janitorial

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KENSINGTON - CONCOURSE



KENSINGTON - BUS LOOP



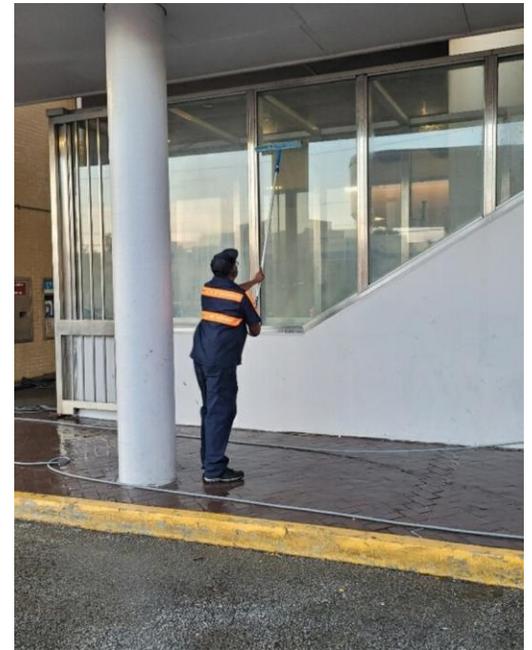
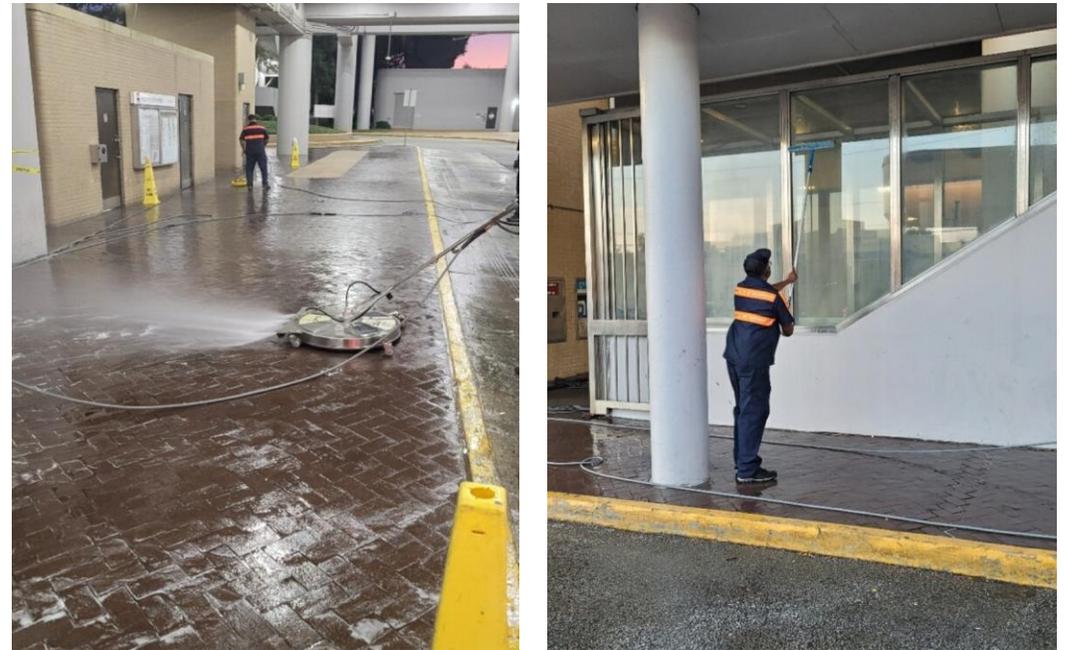
# Zone 2 – Public Facilities & Services

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KING MEMORIAL – STAIRWELL



KING MEMORIAL – BUS LOOP



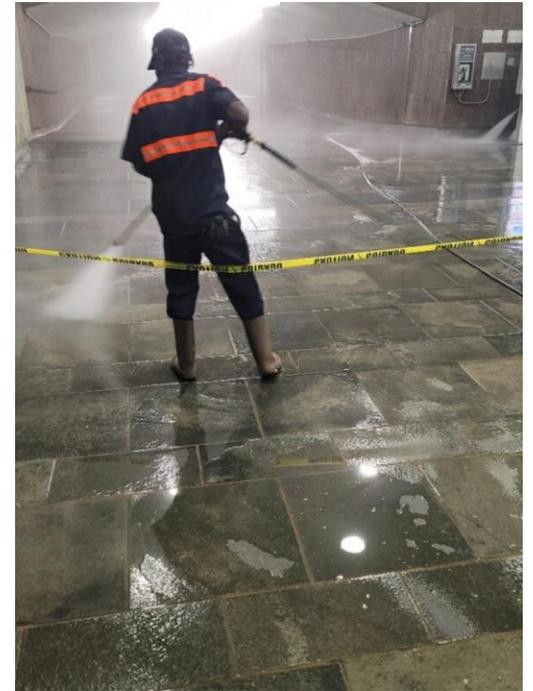
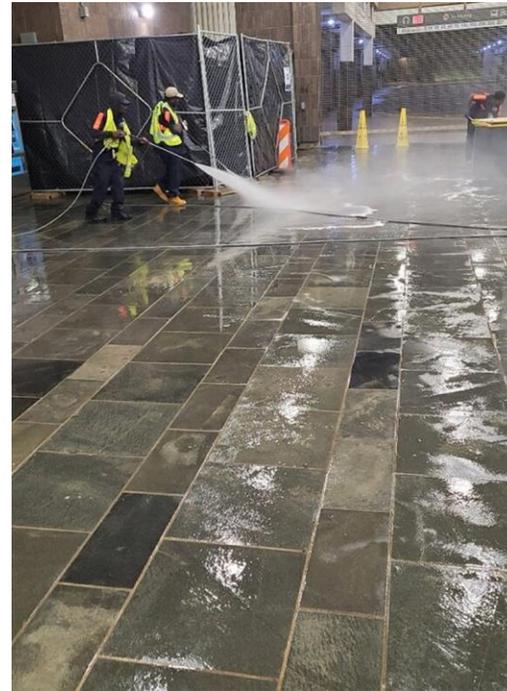
# Zone 2 – Public Facilities & Services

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H.E. HOLMES – KISS & RIDE



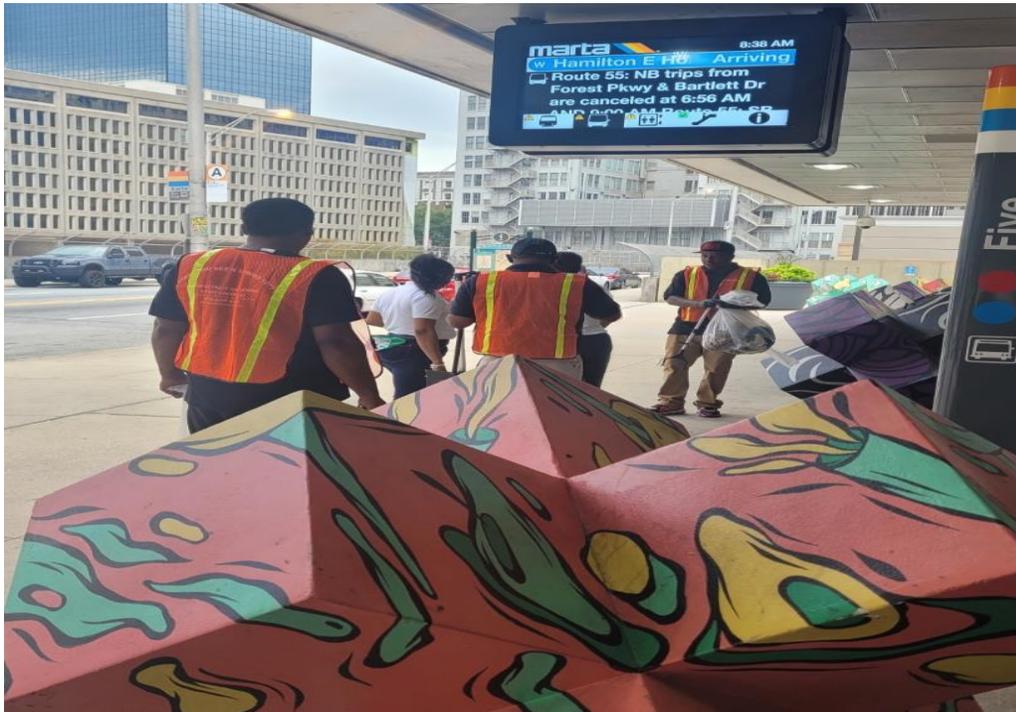
H.E. HOLMES – CONCOURSE



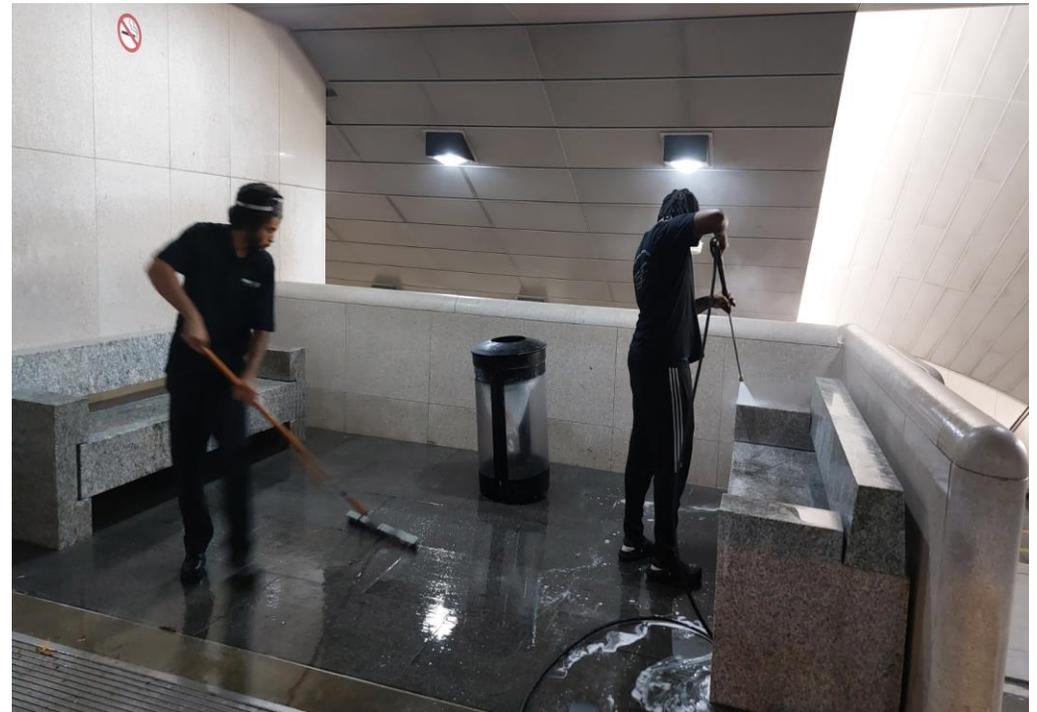
# Zone 6 – Disinfectant Solutions

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FIVE POINTS - PLAZA LEVEL



FIVE POINTS - ALABAMA STREET SIDE



Thank You