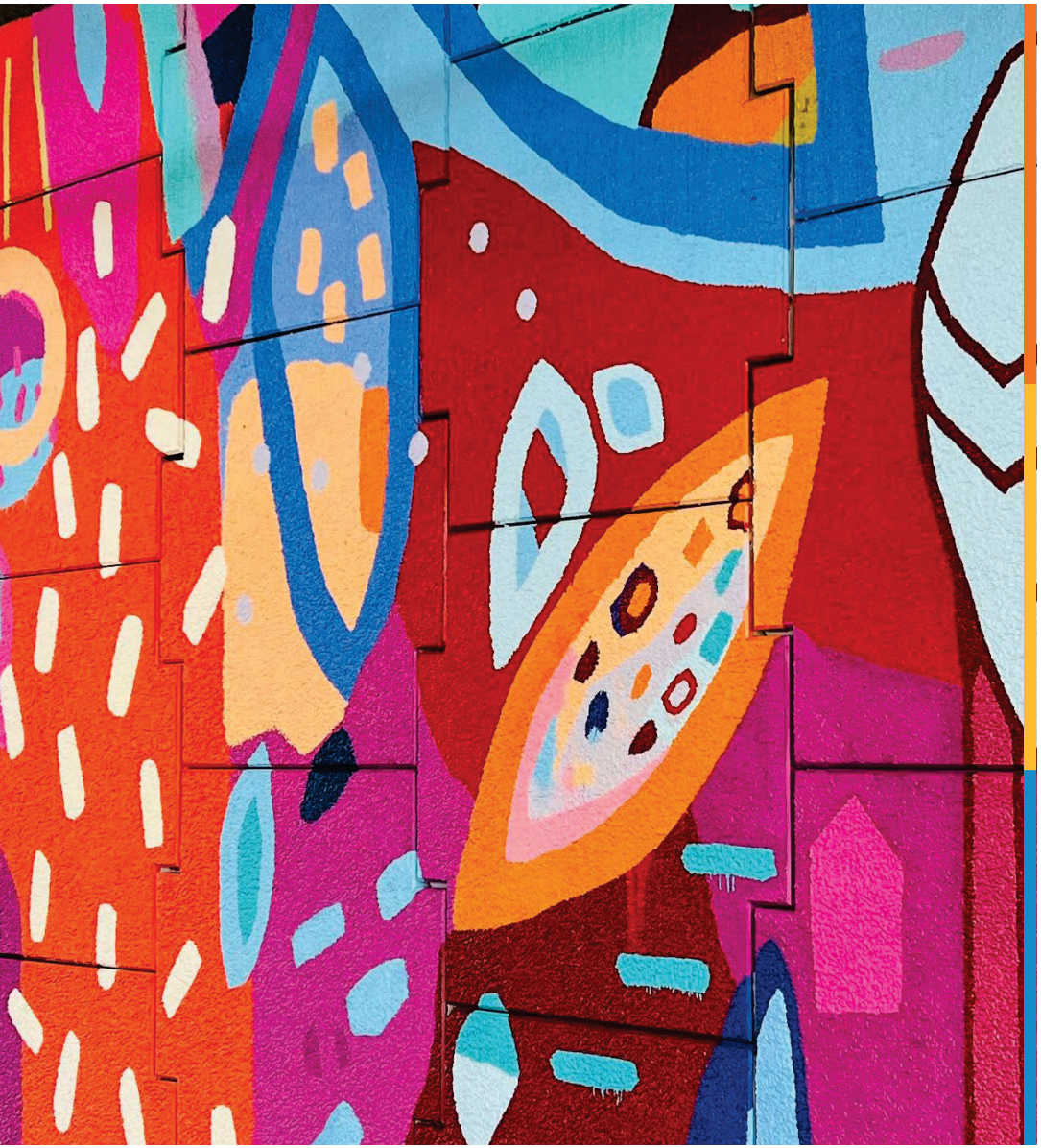


SUSTAINABILITY REPORT 2023

marta

Our Planet Our Responsibility Our Future



CONTENTS

3 Overview
- A Message from MARTA's Director of Sustainability
- About this Report
- About MARTA

6 Sustainability Framework

9 Timeline of MARTA's Sustainability Initiatives

11 Environmental

22 Social

36 Governance

39 Vision Forward

41 Appendix
- Frameworks
- Detailed Environmental Sustainability Data
- Acronyms



A Message from MARTA's Director of Sustainability

We are pleased to present MARTA's 2023 Sustainability Report. MARTA is actively working on sustainable solutions across our operations to build climate resilience, protect biodiversity, and reduce our carbon footprint.

Our public transit services play a pivotal role in promoting sustainability and economic development, including affordable housing, commercial lease opportunities, and public art within the region.

As this report shows, the efforts of MARTA's employees to further embed environmental, social, and governance (ESG) principles into everything we do is critical to our success in delivering value for the people of the Atlanta metropolitan region.

MARTA, which stands for the Metropolitan Atlanta Rapid Transit Authority, provides bus, heavy rail, light rail, paratransit service, and Transit Oriented Development opportunities to the Atlanta Metropolitan Region. Our public transit services play a pivotal role in promoting sustainability and economic development, including affordable housing, commercial lease opportunities, and public art within the region. In terms of environmental benefits, the biggest impact that MARTA has is in reducing the region's reliance on individual vehicles, thus cutting greenhouse gas (GHG) emissions, and improving air quality. In terms of economic development, we enhance the lives of people across Metro Atlanta through Transit-Oriented Development (TOD), which creates live-work-play communities within MARTA's extensive transit network. Today, these and other developments help us drive $1.4 billion in economic activity annually in Georgia while also delivering other social benefits to the community.

From our operations, fleet, capital projects, and programs to our governance and management practices, ESG is central to everything MARTA does. Since the last publication of our sustainability report, we have progressed our ESG program through multiple initiatives. For example, we have:

- ✓ **Committed MARTA to a net-zero emission bus fleet by 2040**
- ✓ **Assessed MARTA's climate vulnerability and advanced a draft version of our Climate Action and Resilience Plan (CARP)**
- ✓ **Launched a collaboration with the Georgia Department of Natural Resources (DNR) to upcycle old railcars by sinking them off the coast of Savannah to create artificial marine habitats as part of the Reef Project**
- ✓ **Developed a sustainability data dashboard for the Authority to monitor and track our key ESG indicators monthly**
- ✓ **Enhanced our sustainability report by indexing it to elements of the Global Reporting Initiative (GRI) and Task Force on Climate-related Financial Disclosures (TCFD) for the first time**

Looking forward, MARTA will continue to advance these and other initiatives to grow our ESG program and exceed the expectations of our stakeholders.

Some of our key goals will include:

- Transitioning our entire bus fleet to zero-emission by 2040
- Finalizing our CARP, Sustainability Management Plan, and Change Management Plan
- Making our sustainability data dashboard accessible to the public
- Supporting the City of Atlanta's Sustainable Event Management of Fédération Internationale de Football Association (FIFA) World Cup 2026
- Replacing our heavy rail fleet with more modern and energy-efficient rail cars
- Expanding our social programs and community outreach initiatives
- Enhancing our sustainability report further by aligning it more closely to Global Reporting Initiative (GRI), Task Force on Climate-Related Disclosures (TCFD), and United Nation Sustainable Development Goals (UN SDGs)
- Reimagining bus services to operate more efficiently to connect passengers to their preferred destinations
- Enhancing our renewable energy infrastructure
- Increasing sustainable mobility
- Launching a comprehensive Authority-wide sustainability training about integrating Sustainable Development Goals (SDG)
- Developing a Change Management Plan
- Expanding water conservation measures
- Developing a Renewable Energy and Zero Emissions Strategy
- Developing Construction Materials and Resiliency Against Extreme Weather Design Criteria
- Finalizing Arterial Rapid Transit and Bus Rapid Transit Design Standards and Guidance
- Concluding Security Design Criteria (SDC)

Join us on this journey toward a brighter, greener, and more resilient tomorrow!



Richard Thomas,
Director of Sustainability

ABOUT THIS REPORT



This Sustainability Report covers our ESG initiatives, data, and performance metrics for 2023[1] and has been prepared with reference to elements of two prominent ESG frameworks: (1) GRI and (2) the recommendations of the TCFD. In some instances, this report also describes our sustainability efforts during the first 3 months of 2024.

MARTA is committed to annually reporting its environmental, social, and governance information. Our 2023 Sustainability Report is our sixth annual report which covers:

ENVIRONMENTAL

- ✓ Sustainability Strategy – Climate Related Concerns
- ✓ Reducing Emissions
- ✓ Improving Water Efficiency
- ✓ Diverting Waste
- ✓ Renewable Energy

SOCIAL

- ✓ Customer Experience
- ✓ Safety and Security
- ✓ Community Engagement
- ✓ Employee Engagement
- ✓ Diversity, Equity, and Inclusion

GOVERNANCE

- ✓ Governance Structure
- ✓ ESG-related Polices and Plans
- ✓ Transparent Reporting

For any questions regarding this report and our other sustainability-related disclosures, please contact **sustainability@itsmarta.com** or 404-848-4434

1 Our reported sustainability data in this report represent either calendar year (CY) 2023 (January - December 2023) or financial year (FY) 2023 (June 2022 – June 2023), depending on the type of ESG metric.

ABOUT MARTA

Who We Are

MARTA is the principal public transport operator in the Atlanta Metropolitan Region and the largest public transit agency in the State of Georgia. Established in 1965 by the Georgia General Assembly, MARTA was designed to plan, construct, finance, and operate public transit within the region.

MARTA's service area encompasses the City of Atlanta, DeKalb, Fulton, and Clayton counties. MARTA serves as the primary transit agency of a growing Metropolitan Region that is is expecting a 25% increase in population by 2050.[2]

MARTA operates a network of bus routes along highways and local roads across three counties (Clayton, DeKalb, and Fulton) and the City of Atlanta that connect to a heavy rail transit system consisting of 48 miles of rail track with 38 train stations. In addition, MARTA operates a Mobility Paratransit service and the Atlanta Streetcar light-rail line. MARTA is the 12th-largest transit system in the United States by ridership. The fiscal year (FY) 2023 annual average weekday ridership for the system (bus, rail, and mobility) was 191,110 passengers.

Our Vision

People taking People where they want to go today and tomorrow.

Our Mission

To advocate for and provide safe, multimodal transit services that advance prosperity, connectivity, and equity for a more livable region.

Our Core Values

1. Empathy
2. Stewardship
3. Integrity
4. Innovation
5. Collaboration

Our Strategic Priorities

Every day, we do our part at MARTA to operate a transit system that:

- Customer-Focused
- Workforce Development
- Operational Excellence
- Fiscal Responsibility
- Digital Transformation
- Capital Programs



2 atlantaregional.org/what-we-do/research-and-data/population-employment-forecasts

We partner regionally — MARTA serves as the backbone of a growing transit network.

DID YOU KNOW?

MARTA is the 12th-largest rapid transit system in the United States by ridership.

All MARTA's trains and the streetcar run on electricity, meaning there are no direct tailpipe emissions.

MARTA has its own police department, the MARTA Police Department (MPD), with 265 badge-wearing officers, making it the ninth-largest police department in Georgia.

SUSTAINABILITY FRAMEWORK

MARTA's Sustainability Framework defines our vision, goals, objectives, and action plans for becoming an industry leader in ESG. The Framework comprises policies, management systems, codes of conduct, charters, and plans that collectively form MARTA's approach to ESG.



Overarching Sustainability Policy

Supporting Policies, Management Systems, Codes Of Coduct, and Charters:

Environmental

- Environmental Management Policy
- Environmental Management System

Social

- Equal Employment Opportunity Policy Statement
- Customer Code of Conduct – Ride with Respect

Governance

- Code of Ethics and Standards
- Sustainability Committee Charter

Plans:

- Sustainability Management Plan
- Climate Action and Resillience Plan
- Zero-Emission Fleet Transition Plan
- Equal Employment Opportunity Plan
- Agent Safety Plan



Our Sustainability Policy formalizes our strategy by defining our sustainability aspirations and the actions required to achieve them.

Commitment

1. **Adopt** practices that support the conservation of natural energy and water resources
2. **Reduce** harmful emissions and waste generation
3. **Contribute** to the enhancement of health and safety for riders, employees, and other stakeholders
4. **Develop** and manage climate actions with a focus on communities and infrastructure that are particularly vulnerable to the impacts of climate change
5. **Embrace** smart growth principles in property development and reduction of embodied carbon[3]
6. **Continue** commitment to best practices, standards, and science-based strategies
7. **Promote** an internal culture of sustainability among staff

Actions

ENVIRONMENTAL

- ✓ Zero-emission Fleet
- ✓ Energy and water conservation and certification
- ✓ Environmental Management System
- ✓ Carbon footprint awareness programs
- ✓ On-site renewable energy generation
- ✓ Waste diversion
- ✓ Climate action and resilience planning
- ✓ Physical infrastructure life-cycle enhancements
- ✓ Green space preservation
- ✓ Target setting for GHG emissions reductions
- ✓ Strict environmental compliance programs including pollution prevention, hazardous waste, and more.

SOCIAL

- ✓ Transit Oriented Development
- ✓ Equitable partnerships
- ✓ Transportation equity and accessibility
- ✓ Amenity upgrades
- ✓ Techology platform enhancements and digital enablement
- ✓ Employee engagement and training

GOVERNANCE

- ✓ Legal and regulatory compliance
- ✓ Sustainable Design Guidelines
- ✓ Transparent reporting
- ✓ Governmental and industry collaboration
- ✓ ESG capacity and knowledge development

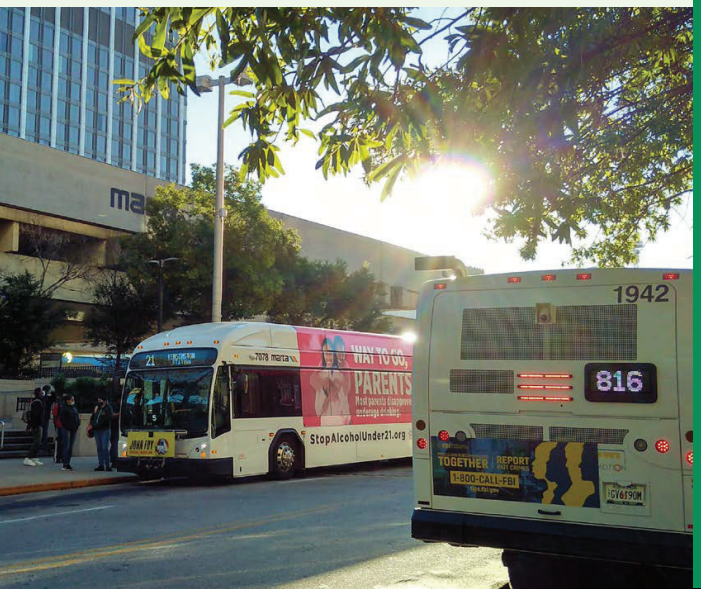
3 Embodied carbon refers to the greenhouse gas emissions arising from the manufacturing, transportation, installation, maintenance, and disposal of building and infrastructure materials during their Lifecyle. Embodied carbon is a significant percentage of global emissions and requires urgent action to address it.

Sustainability Management Plan

Sustainability Management Plan (SMP) guides the implementation of the Sustainability Policy, integrates industry best practices into the Authority's operations, and ultimately works towards achieving our sustainability aspirations.

Formed in 2022, MARTA's Office of Sustainability has been devoted to amplifying the Authority's sustainability initiatives and bringing more positive value to the environment and community, from encouraging people to use more public transit to reducing fossil fuel dependence.

More information on our other policies, codes, management systems, charters, and plans that comprise our Sustainability Framework is contained within this report.



The SMP also describes how our sustainability pledges are aligned to 8 of the 17 United Nations Sustainable Development Goals (UN SDGs), including:



We look forward to reporting on our progress in each of these areas in our annual ESG sustainability reports.

Transit Industry Sustainability Drivers

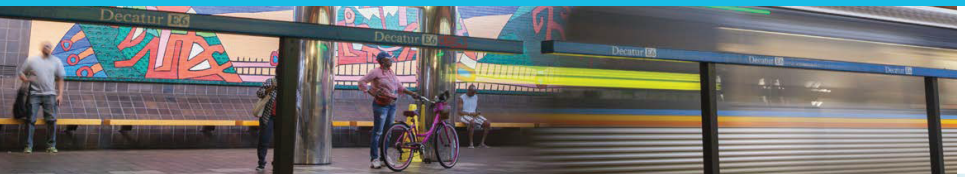
Our American Public Transportation Association (APTA) Sustainability Commitment

The APTA Sustainability Commitment is a framework for guiding sustainability in the transportation industry. It recognizes members (as signatories) who commit to becoming more sustainable in their operations and practices. Since 2021, MARTA has maintained the Gold Level for sustainability with APTA. We are proud of this accomplishment and have set ourselves the goal of achieving the Platinum Level for sustainability next.

Federal Transit Administration (FTA) Challenge for Transit Agencies

In 2021, the FTA launched the Sustainable Transit for a Healthy Planet Challenge to encourage transit agencies to take bold action to further reduce GHG emissions from public transportation to support President Biden's goal for the United States to achieve a 50–52% reduction from 2005 levels in economy-wide net GHG pollution in 2030. The challenge calls on transit agencies to develop climate, sustainability, electrification, or zero-emission transition plans that include strategies with measurable goals to achieve GHG emission targets. MARTA is proud to participate in this challenge as one of the largest rapid transit systems in the United States by ridership.

TIMELINE OF SUSTAINABILITY INITIATIVES



2009
- Earned Clean Cities Lifetime Appreciation Award
- Served as a founding signatory to the APTA Sustainability Commitment

2010
- Received TIGGER grant for Laredo Bus Maintenance 1.2 Mega Watt Solar Canopy (4888 solar panels)

2012
- Established a sustainability baseline for most of our metrics

2015
- Achieved the APTA Bronze Level
- Updated drinking fountains to have bottle-filling systems to reduce plastic bottle usage

2016
- Updated Ride with Respect, our Customer Code of Conduct
- Completed first of 10 Transit-Oriented Developments
- Installed first of 6 StationSoccer pitches
- Awarded Buckhead Rail Station North Entrance certified as LEED Silver

2018
- Achieved the APTA Silver Level
- Began our Energy Service Company (ESCO) projects for guaranteed energy savings
- Brady Avenue Paratransit Maintenance Facility certified as LEED Silver
- Launched Artbound Program

Published our inaugural annual Sustainability Report

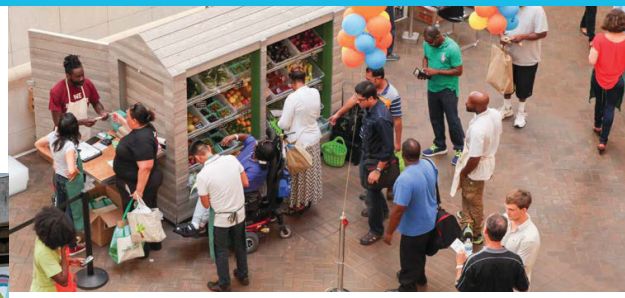
2019
- Secured electric vehicle (EV) bus with $2.6 million grant funding

Published our 2019 Sustainability Report



2021
- Achieved the APTA Gold Level
- Awarded an $852,000 grant from the U.S. Department of Agriculture to maintain and expand MARTA Fresh Markets
- Saved $62 million through our first Green Bonds
- Issued $370 million Green Bonds

Published our 2020 Sustainability Report

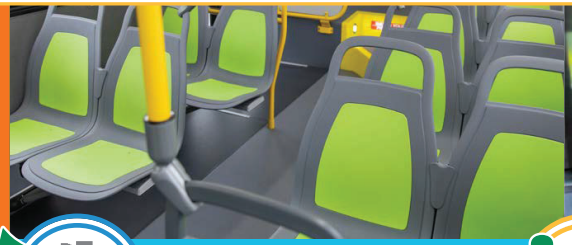


2022
- Founded MARTA's Office of Sustainability
- Awarded the "Best Sustainability by a Transportation Company" by Commissioner Echols for the 2022 "Energy Matters Awards"
- Submitted our inaugural CDP Climate Change response
- Awarded a federal grant for new electric buses and charging infrastructure
- Launched our EV bus service
- Updated Ride with Respect, our Customer Code of Conduct
- Established a Renewable Natural Gas Revenue Sharing Program ($2.3 million in revenue generated to date)

Published our 2021 Sustainability Report

2023 ESG Highlights

Some of our most notable ESG achievements in 2023 included aspiring to a net zero emissions bus fleet by 2040, repurposing railcars as artificial reefs, completing our inaugural climate vulnerability study, receiving a safety award for our Joint Bike Patrol Team (JBPT), publishing a series of monthly sustainability newsletters, launching Authority-wide ESG training, and much, much more!







ENVIRONMENTAL

- MARTA's Zero-Emission Fleet Transition Plan targets 100% zero-emission bus fleet by 2040.
- Collaborated with the Georgia DNR to upcycle 2 retired railcars by sinking them off the coast of Savannah to create artificial reefs as part of the Reef Project.
- Completed MARTA's climate vulnerability study.
- Continued to develop MARTA's CARP.
- Installing solar panels at 300 bus shelters, providing both shelter and environmentally friendly power.
- Reconciled savings of $7,224,288 through our Energy Service Company (ESCO) contract with Schneider Electric.

SOCIAL

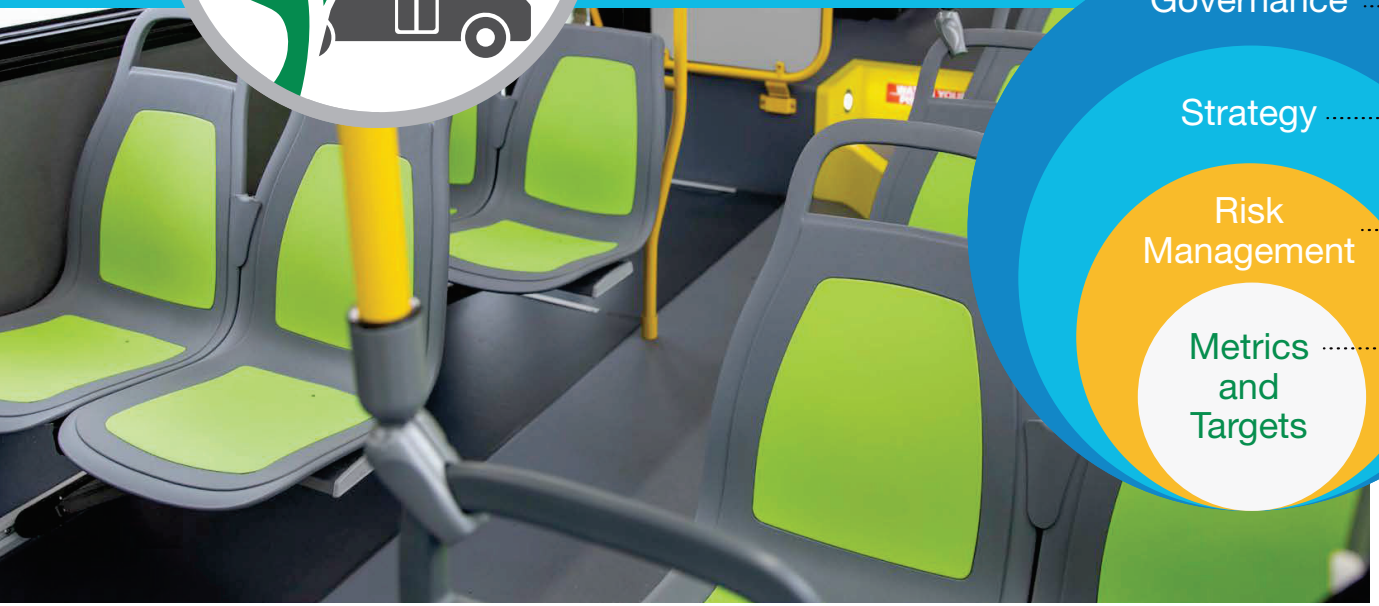
- Renewed our commitments to deliver improvements for current and future riders under our refreshed annual Customer Charter.
- Announced that our new Automated Fare Collection System (AFC 2.0) will replace MARTA's existing Breeze card and Breeze Mobile System over the next 5 years to provide our customers with a better overall experience.
- Continued to see positive results since the 2022 phase 4 update of Ride With Respect, our Customer Code of Conduct.
- Celebrated the opening of a new StationSoccer location at East Lake rail station, providing access to athletics for the under-served community.
- Recognized by APTA with a Gold Award in Rail Security in the Heavy Rail category for a collaboration between MPD and Atlanta Police Department to create a Joint Bike Patrol Team to improve the safety and security of MARTA employees and passengers.

GOVERNANCE

- Launched a sustainability communications program, including an authority-wide training video, electronic dashboard, and quarterly newsletter.
- Enhanced our Sustainability Report by incorporating elements of the guidance from GRI and TCFD.
- Submitted our second annual CDP Climate Change response.
- Stated our aspiration to eight of the 17 UN SDGs.
- Received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the Fiscal Year 2022 Annual Comprehensive Financial Report.
- Continued to strengthen our relationship with the State of Georgia in FY2023 with the investment of $5.5 million in Airport Station rehabilitation from the Georgia Transit Trust Fund.
- Applied for Energy Star certification for MARTA's Headquarters building

ENVIRONMENTAL

With more than a quarter of a million people taking MARTA every weekday, it's important for us to put environmental sustainability and climate resilience at the core of what we do. As Atlanta's official public transit authority, we can lead the way in making public transit a truly environmentally sustainable and climate-ready part of our city.



Sustainability Strategy – Climate Related Concerns

Incorporating climate-related considerations into our strategy is not new—however, recently we started to take a more formal approach to assessing our climate risks and opportunities and developing strategies to manage them. A key step on this path has been to align elements of our climate strategy and disclosures with the recommendations of the TCFD. This reflects our continued efforts to demonstrate how a robust climate strategy can support the execution of our broader Authority mandate. Our climate-related reporting now follows the same structure as the TCFD framework. It begins with Governance, followed by Strategy, then Risk Management, and finally, Metrics and Targets:

- **Governance** — Accountability and ownership at multiple levels, from our Board of Directors to our Office of Sustainability and the employees that impact our operations every day
- **Strategy** — Designed to increase MARTA's resilience to the impacts of climate change while also taking advantage of opportunities to provide less carbon-intensive means of public transport to our riders.
- **Risk Management** — A methodical approach to identifying, assessing, and managing ESG risks, including climate-related risks.
- **Metrics and Targets** — Helping us to set ambitious goals, measure our progress, benchmark our performance, and identify opportunities for improvement. Our targets primarily focus on GHG emissions reductions which will be released later this year.

Continue reading for more information on MARTA's approach to each of the four pillars of the TCFD.

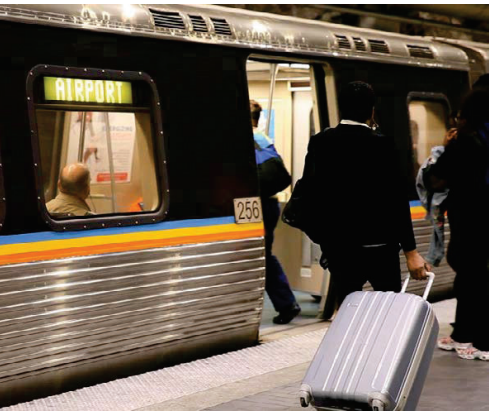
Governance

ESG Governance Structure

MARTA's Board of Directors and C-Team are jointly responsible for oversight of the Authority's climate change risks and opportunities.

The Office of Sustainability, which is responsible for developing, implementing, monitoring, and reporting on MARTA's ESG strategy, including climate strategy, provides the Board and the C-Team with regular updates on MARTA's climate strategy.

The Office of Sustainability meets with the Board and the C-Team approximately once a year. Additionally, it reports directly to the Chief Customer Experience Officer who provides regular updates during weekly meetings with the C-Team, including the Chief Executive Officer (CEO). Members of the Office of Sustainability meet bi-weekly, at a minimum.



MARTA ESG Governance Structure

Board of Directors

- Provide ESG and sustainability oversight
- Certifies that regulatory obligations are met
- Seeks new funding opportunities

C-Team

- Attends and participates in Board briefings
- Directs the Office of Sustainability
- Provide strategic and operational support on sustainability issues

Office of Sustainability

- Led by the Director of Sustainability
- Reports directly to the Chief Customer Experience Officer
- Manages ESG and sustainability programs
- Briefs the C-Team and Board on ESG program progress and updates
- Distributes ESG-related information across the Authority

Sustainability Committee

- Assists the Office of Sustainability in developing and making recommendations in connection with MARTA's sustainability vision
- Chaired by the Director of Sustainability
- Comprised by Authority employees who are in a manager-level position or above or who are responsible for significant ESG-related functions

Office of Sustainability

Since its formation in 2022, the MARTA Office of Sustainability has taken critical steps to advance its mandate of contributing to setting goals, establishing priorities, and providing general direction to projects and initiatives to meet MARTA's vision of a sustainable future.

Our vision:
The Office of Sustainability is dedicated to delivering resilience, sustainability, and people-centric outcomes, championing clean, safe, accessible, and inclusive public transit options for all. Our goal is to establish clean, green, and sustainable mobility options for all by 2050.

Our mission:
We are committed to providing safe, accessible, and inclusive mobility options through proactive community engagement and sustainable initiatives.

Sustainability and Climate Culture Study

The Office of Sustainability undertook a Vulnerability Study that included an Internal Environmental Sustainability Culture component to understand employee awareness and adoption of MARTA sustainability initiatives, including climate change-related issues. The study consisted of interviews and listening sessions with a cross-section of the Authority.

Engaged employees communicated that they would be interested in participatory engagements with the Office of Sustainability to brainstorm opportunities for MARTA's Sustainability program, including as it related to climate strategy. They also want to receive regular communications about key performance indicators (KPIs), education opportunities to improve sustainability literacy at MARTA, and annual updates to the MARTA sustainability webpage.

We look forward to reporting on MARTA's approach to engaging with these and other employees in the organization in future sustainability reports and monthly sustainability newsletters.

Strategy

Shifting People from Single-Occupancy Vehicles to More Sustainable Modes

The biggest impact MARTA has on environmental sustainability is providing public transit and shifting people from single-occupancy vehicles to more sustainable modes. We put fewer cars on the road. Every MARTA bus keeps at least 12 cars off the road, cutting down on traffic congestion and decreasing carbon emissions.

The transition of MARTA's fleet to low- or no-carbon fuels is a key component of MARTA's sustainability plans.

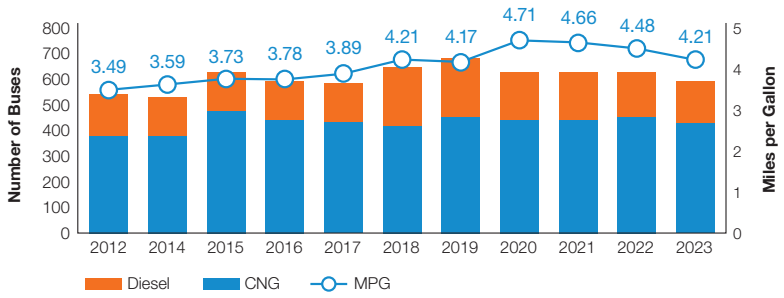
Electric and Compressed Natural Gas (CNG) Bus Conversion Project

The transition of MARTA's fleet from conventional fossil fuels, such as diesel and gasoline, to low- or no-carbon fuels is a key component of MARTA's sustainability plans, as specifically referenced in our Zero-Emission Fleet Transition Plan. The plan lays out a timeline for transitioning MARTA's bus fleet to 100% zero-emission buses by 2040, with median milestones to transition to 25% electric by 2030 and retire the diesel fleet by 2032, using only CNG and zero-emission buses (ZEBs) between 2032 and 2040. As of 2023, the Authority's active bus fleet consisted of 514 buses: 163 diesel, 345 CNG, and 6 electric buses. The average age of the fleet was 6 years.

To reduce emissions, MARTA began its transition from diesel buses to CNG buses in 2005. Today, most of our buses run on CNG, a non-corrosive gas that helps improve Atlanta's air quality.

The reduced emissions of our fleet of CNG buses are equivalent to keeping more than 370,000 cars off the road or powering almost 300,000 homes for 1 year. As of 2023, we have achieved a 21% increase in overall fuel efficiency (in terms of miles per gallon) for our bus fleet compared to 2012.

Fuel efficiency of MARTA's bus fleet



Electric Buses

MARTA operates and maintains six battery-electric buses (BEBs), which replaced aging diesel buses in our fleet. In 2023, we saw approximately 14,000 boardings per week on our six new BEBs. Thirty-one more BEBs are on the way, and we have aspired to using electric buses on all our bus rapid transit (BRT) routes.

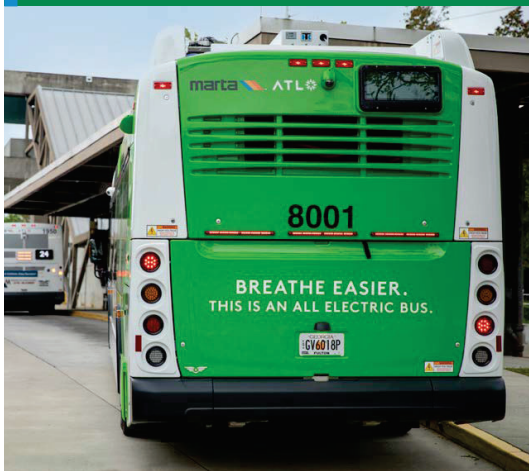
Over the course of the transition period to a zero-emission bus fleet by 2040, MARTA plans to deploy a total of 514 zero-emission buses. To achieve these goals and move toward a successful deployment of zero-emission buses, MARTA projects will require an estimated $788 million in funding to cover the procurement of vehicles and infrastructure during the transition time-period.

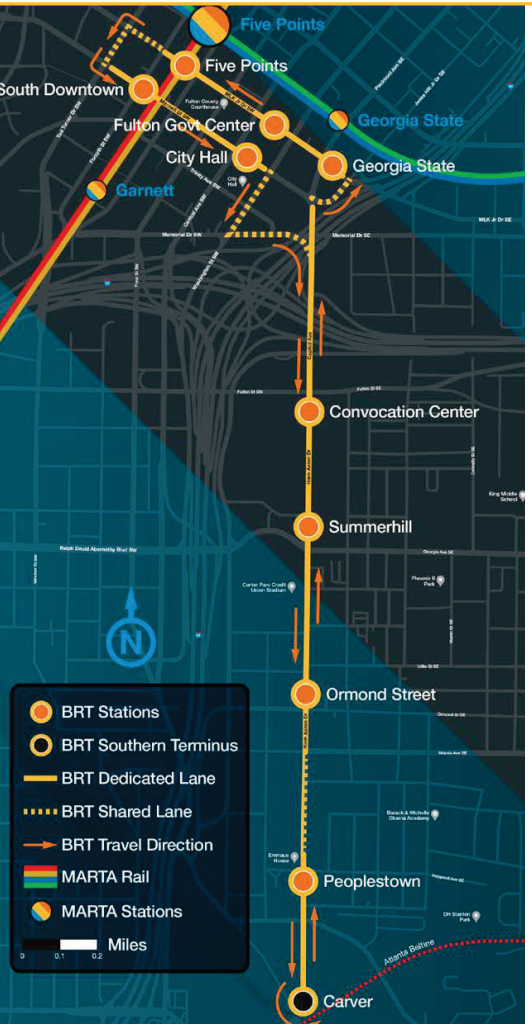
To progress the growth of the electric bus fleet, MARTA received a federal funding boost with the award of a $19.3 million FTA Low or No Emissions Grant. These funds will be used to purchase 25 additional electric buses and charging infrastructure. These buses and charging stations, which will be housed at MARTA's Perry Bus Garage, will service multiple bus routes in west Atlanta, many in disadvantaged communities, and connect to rail stations on both the East/West and North/South Lines.

At this time, we only plan to procure BEBs for our zero-emission vehicle fleet, but we are committed to remaining nimble to additional zero-emissions technologies as they become commercially available for our fleet vehicles, including fuel-cell electric buses and hydrogen-fueling infrastructure.



In 2023 alone, our public transit services displaced over 2 million MT CO_2e, which is equal to keeping 551k+ cars off the road for a year or the annual electricity use from 456k+ homes.







Bus Rapid Transit Line

In June 2023, MARTA held a groundbreaking celebration for the region's first Bus Rapid Transit (BRT) line, Summerhill, which is scheduled to start service in March 2025.

The high-capacity transit line will have new BEBs and operate in 85% dedicated lanes with transit signal priority, reducing fuel and energy consumption. The BRT stops along the route will feature off-board fare collection (so customers can pay before boarding), real-time service information, and level boarding.

MARTA is committed to gold standards for the BRT service, which include center-running station platforms, mostly dedicated center transit lanes, state-of-the-art amenities, ticket machines, and additional safety measures. The gold standards are designed to make BRT a more attractive option for passengers by providing a fast, reliable, safe, and environmentally friendly system.

De-carbonization of Our Non-Revenue Vehicles

In addition to our bus fleet, MARTA operates 477 non-revenue vehicles, supporting transit operations in our service areas. Based on the Annual Procurement Schedule, MARTA plans to transition its fleet to 25% zero-emission vehicles by 2030 per its retirement/replacement schedule. The projected vehicle replacement schedule will include 25% zero-emission full electric, 7% hybrid, for a total of 32% alternative fuel by 2030.

Alignment with Federal, State, and Local Priorities and Policies

Federal
With the passage of the Bipartisan Infrastructure Law and Executive Order 14008: Tackling the Climate Crisis at Home and Abroad, the federal government set a renewed focus on zero-emission transit. MARTA's goal to fully transition its fleet to zero-emission vehicles supports the federal administration priorities of modernization, climate, and equity for public transit.

Georgia
While the State of Georgia has not formally adopted climate goals, the state has made progress in reducing GHG emissions over the past two decades, primarily by phasing out coal-fired power plants. The transportation sector is now the largest source of GHG emissions. The Georgia Department of Transportation (GDOT) added implementation of zero-emission transit vehicles to the performance measures in its 2020 Statewide Transit Plan update. MARTA's continued transition to a zero-emission bus fleet will help in this regard.

Local
In 2017, the Atlanta City Council adopted 17-R-3510, which adopted a goal of 100% clean energy by 2035. MARTA will be helping the City of Atlanta meet this goal with the transition of the bus fleet to zero-emissions.

EV Charging Stations

MARTA offers free EV charging stations at six rail stations (North Springs, Edgewood/Candler Park, College Park, Lindbergh, H.E. Holmes, and Doraville), the Windward Parkway Park & Ride, and the Laredo Bus Garage employee parking lot. MARTA is in the planning phase to install additional charging stations at various locations throughout our portfolio.

DID YOU KNOW?

Nationally, public transportation's overall effects save the United States 6 billion gallons of gasoline annually.

Communities that invest in public transit reduce the nation's carbon emissions by 63 million MT annually.

Source: APTA

Coming Soon! Our New and More Energy Efficient Heavy-Rail Fleet

In 2019, MARTA awarded its largest procurement in the amount of $650 million to Stadler US to replace the entire aging fleet of heavy-rail trains. The new fleet of trains will consist of 56 four-car trains that are state-of-the-art in technology and functional design. These cars will undergo testing at MARTA in 2024 before being deployed for revenue service in 2025. From 2025 to 2030, the entire rail fleet will be turned over to the new trains from Stadler US.

The new fleet is a loaded with operational and maintenance efficiencies. Compared to the legacy fleet of trains, the new MARTA fleet will boast 70–80% of additional energy efficiency.

That means, the cars use, on average, 70% less energy with a much higher level of performance. The new traction motors and converters will be around 50% more efficient than old ones. Unlike the older equipment's brake resistors, which dissipate energy as heat, the new fleet is equipped with regenerative braking, which can capture 60-70% of the energy of braking. MARTA's new Stadler cars will use regenerative breaking and feed that energy back into the system around 90% of the time.





Benefits of Stray Current Monitoring System in a Traction Power Environment

When stray currents leave the intended traction current return path and flow to the earth or through other structural components to return to the traction substation, corrosion is generated on any metal part buried in soil.

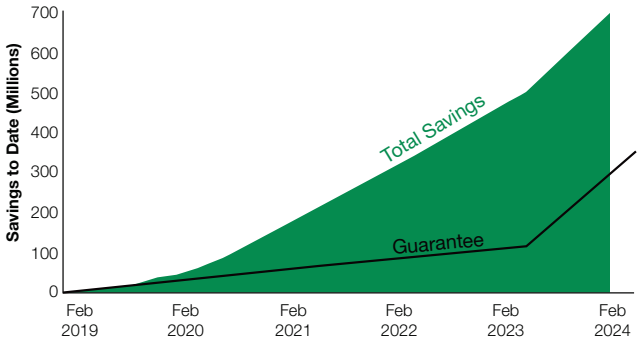
By having a systemwide stray current monitoring system to monitor the rail and surrounding infrastructures, the benefits are as follows:

- Fault alarm and location identification, to eliminate any safety event or property damage as a result.
- Constant and automated analysis of stray current throughout the rail and surrounding infrastructures.
- Be able to achieve the full design life of the rail and surrounding infrastructures.

ESCO Contract and Upgrades

Since 2017, MARTA has worked with Schneider Electric through an ESCO contract to support our efforts to reduce our energy use and lower our carbon emissions. This arrangement commits Schneider Electric to ensuring that MARTA achieves the energy performance outlined in the ESCO contract. Schneider will install the necessary equipment, provide a performance guarantee, and establish the terms of any upfront or ongoing payments, which are intended to be less than the financial savings realized by the project.

Total ESCO Project Savings to Date (February 2024)

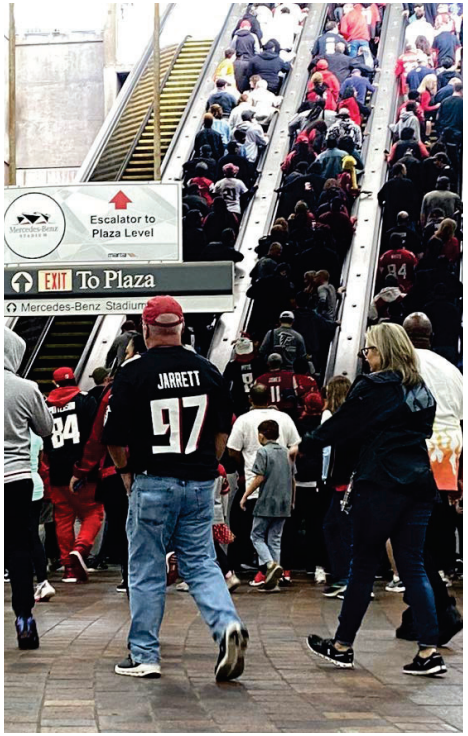


Key statistics from the ESCO contract:

- Guaranteed $54 million in avoided costs realized over a 17-Year Guarantee starting in 2019.
- Installation of energy-efficiency upgrades, light-emitting diode (LED) lighting replacements, heating, ventilation, and air conditioning (HVAC) upgrades, building automation systems, and more.
- By February 2024, achieved approximately $7 million in installed savings (more than double the guaranteed savings), over 19,800 MWh in reduced energy consumption, and a decrease of more than 14,000 tons of CO_2e to date

Increasing Ridership through Targeted Initiatives

As a public transit service provider, we have a unique opportunity to use our position within the community to drive initiatives that we believe could help to effect wide-scale changes in how people think about the intersection between transportation, social well-being, and environmental sustainability. Two examples of how we did this in 2023 are the GAMEDAY App and PARK(ing) Day.



GAMEDAY App
The Atlanta Falcons, MARTA, Kontron, and Georgia Power invited football fans to leave their cars at home and take MARTA to attend the 2023 New Year's Day game (Falcons vs. Cardinals). This collaboration was created as part of the NFL's Inspire Change, which champions equality in all areas of life, including education, sports, environmental/community issues, and criminal justice reform. The MARTA GAMEDAY mobile app offered free rides to fans attending the game. Over 9,900 rides were taken using the GAMEDAY Pass.

PARK(ing) Day—September 15, 2023
MARTA was a proud participant of Park(ing) Day, hosted by Georgia Tech. MARTA's Young Professional Group and the Research & Analysis Department transformed a curbside parking spot near Tech Square into a green parklet, allowing us to interact with the community and other advocates of multimodal transportation. PARK(ing) Day is a worldwide event deprioritizing cars and focusing on creating public space and activities for people. Park(ing) Day aligns with MARTA's mission to advocate for and provide safe, multimodal transit services that promote prosperity, connectivity, and equity, and ultimately contribute to a more livable region.

Risk Management

Climate Vulnerability Study

As the primary public transit agency to the Metro Atlanta region, MARTA must be proactive about its potential vulnerabilities to continue to provide safe, reliable, and equitable service. In a key step to this preparedness, MARTA completed a Vulnerability Study with the objective being to understand:

- How MARTA (including its physical assets, routes, services, and programs) is susceptible to climate vulnerabilities
- The distribution of social vulnerabilities (e.g., low-income, minority populations, limited English-speaking populations) across the MARTA service area in relation to climate risks
- The potential of existing MARTA programs and initiatives to address those vulnerabilities

To meet these objectives, the study covered four key components in the study as outlined below.

Physical Climate Change
Assessed the climate change impacts to MARTA assets and compared them to historical impacts to identify areas of vulnerability.

Transitional Climate Change
Addressed transitional climate risk, which evaluates how MARTA is impacted by and keeping pace with industry changes as organizations work to transition to a low-carbon system, in relation to Policy and Legal, Technology, Market, and Reputation implications.

Equity and Environmental Justice
Reviewed programs and services offered by MARTA to understand how vulnerable population groups and community needs are served.

Internal Sustainability and Culture
Described findings of interviews and stakeholder listening sessions with MARTA employees at various levels regarding the current culture of environmental sustainability in the workplace.

The study concluded by summarizing the identified gaps and risks and recommended next steps. One of the key recommendations of the assessment was for MARTA to develop a CARP.





MARTA continually makes significant contributions to improving the environment and the quality of life in the Atlanta region.

Climate Action and Resilience Plan (CARP)

MARTA is dedicated to planning for climate impacts, enhancing infrastructure resilience, and minimizing our contributions to climate change through sustainability and decarbonization practices.

This commitment is underscored by the ongoing development of our CARP, a proactive response to an ever-changing climate, which we plan to complete and make publicly accessible in 2024.

The CARP serves a threefold purpose:

1. It builds on the findings from the Climate Vulnerability Study to present MARTA's climate change risks in a high-level analysis pinpointing vulnerabilities in MARTA's assets.
2. It reviews existing mechanisms to combat these vulnerabilities, including strategies and technologies that are used to fortify our infrastructure.
3. It identifies immediate and future mitigation and adaptation actions, involving enhancements to existing measures and innovative approaches to increase overall resilience.

MARTA is committed to effective collaboration with neighboring communities, regional leaders, and other stakeholders to implement these actions effectively. By doing so, we aim to be a leader in the transportation sector, demonstrating ways to adapt to and mitigate the effects of climate change through collaborative effort and strategic planning.

The CARP also lays out a critical path forward, enabling us to deepen our understanding of climate change threats and implications for our community, authority, and ridership. Alongside the Authority's 2023 Climate Vulnerability Study, it offers clear guidance so that MARTA can remain flexible and adaptive as we navigate the uncertainties of future climate conditions.

There is much work to be done, but our commitment to providing safe, affordable, equitable, and environmentally friendly public transit will guide us toward our goals.

Environmental Management System

MARTA continually makes significant contributions to improving the environment and the quality of life in the Atlanta region. MARTA achieved ISO 14001:2015 Environmental Management System multi-site certification in 2017. This includes for MARTA's bus maintenance facilities, heavy- and light-rail maintenance facilities, and administrative facilities. In 2023, MARTA added Browns Mill and Hamilton to increase the certification to 11 facilities.

ISO 14001 is the internationally recognized standard for environmental management systems (EMSs). It provides a framework for organizations to design and implement an EMS, and continually improve their environmental performance. By adhering to this standard, MARTA ensures that we are taking proactive measures to minimize our environmental risks and footprint, comply with relevant legal requirements, and achieve our environmental objectives. The framework encompasses various aspects, from resource usage and waste management to monitoring environmental performance and involving stakeholders in environmental commitments.

Metrics and Targets

MARTA's environmental initiatives aim to have a measurable net positive impact on the environment. The data we collect allows us to track whether we are reducing natural resource dependencies and GHG emissions, improving energy and water efficiency, and decreasing operational waste. MARTA has seen a reduction in Scope 1 and 2 emissions by approximately 27% from 2012 levels.

Yearly Trends in our Environmental Metrics

	2012	2021	2022	2023
GHG EMISSIONS (lbs. CO_2e per VRM)	9.57	6.68	6.48	6.97
WATER (gallons per VRM)	0.71	0.41	0.48	0.52
ENERGY (kBtu per VRM)	27.72	24.13	24.45	23.03

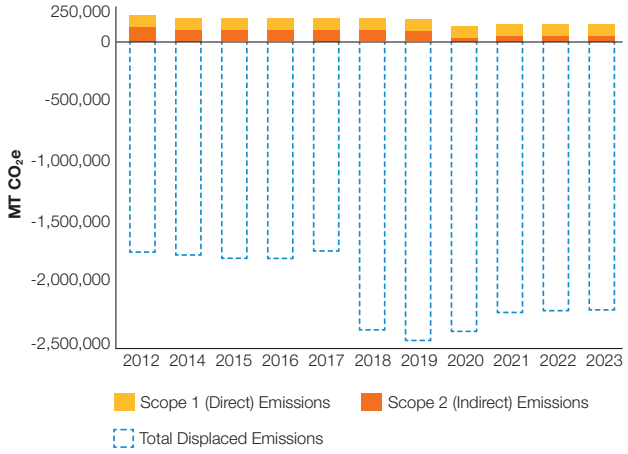
CO_2e = carbon dioxide equivalent; lbs. = pounds; kBtu = thousand British Thermal Units; VRM = Vehicle Revenue Mile

Decreasing GHG Emissions

GHG Inventory, Emissions Displaced, and GHG Intensity

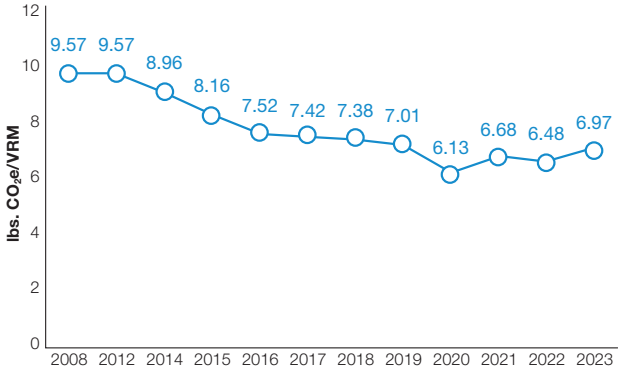
MARTA's GHG inventory includes emissions from revenue and non-revenue mobile sources, as well as stationary emissions from facilities and offices. In 2023, MARTA's services in the Atlanta region resulted in 156,475 MT CO_2e emissions; however, given MARTA's influence on mode shift from individual vehicles to mass transit as well as land use effect on the Atlanta region, MARTA displaced 2,315,607 MT CO_2e.[4] As such, MARTA has had an overall net positive impact on the Atlanta region by decreasing regional transportation-related emissions by more than 2 million MT CO_2e.

Overview of Emissions and Displaced Emissions by MARTA 2012–2023



MARTA's overall GHG per Vehicle Revenue Mile (VRM) slightly increased from 2022 to 2023 by 7.6% and decreased from 2012 to 2023 by 27%. This shows that over time, MARTA has become more efficient with decreased emissions and VRM.

Change in CO_2e Emission Intensity 2008–2023 (Scope 1 and 2)



Over time, MARTA has become more efficient with decreased emissions by VRM

4 The land use effect in Atlanta Region was measured based on Land Use Benefit Calculator derived from the Transit Cooperative Research Program (TCRP). For further information please click here.



Improving Water Efficiency

Water Diversion Program Expansion

MARTA reclaims a large portion of the water we use every day. This includes the 200 gallons used to wash a single bus and the 1,500 gallons used to wash a six-car train. MARTA's water reuse system saves MARTA an estimated 3,500,000 gallons of water each year that would otherwise be drawn from the region's potable water system.

MARTA also engages in the City of Atlanta's Diverted Water Program, which offers a discount for MARTA's water service. MARTA has saved over $720,000 since the program began in 2014.

Armour Yard reclaims the majority of the water it uses every day.

Green Bonds to Reduce GHG Emissions

In 2021, MARTA approved the issuance of Green Bonds, a fixed-income financial instrument used to fund environmentally beneficial projects. These Green Bonds have been certified independently to confirm that any finance projects will advance MARTA's goals to reduce harmful GHG emissions and provide access to clean transportation.

The Green Bonds Series 2021D and 2021E that MARTA has issued are taxable bonds that are certified as Green Bonds by Kestrel, an independent verifier, confirming that the financed projects advance MARTA's goals to reduce harmful GHG emissions and provide access to clean transportation. As part of this arrangement, MARTA continues to annually disclose GHGs, waste, and recycling metrics by posting these to the Municipal Securities Rulemaking Board's Electronic Municipal Market Access (EMMA) system.

In 2022, MARTA started planning for the next Green Bond Services 2023A and 2023B. All MARTA's Green Bonds were certified by Kestrel Verifiers, an independent verifier, by issuing their 2nd Party Opinion. We look forward to sharing new developments as this program grows.

2021D Par Amount	275.63M
2021E1 Par Amount	60.95M
2021E2 Par Amount	32.98M



Diverting Waste

Material Recycling and Reuse

MARTA has recycled over 9,000 tons of material, including scrap metal, paper, cardboard, batteries, tires, used oil, electronic waste, lamps, halon, and more, since 2012 through various vendors in the Atlanta region.

Annually, MARTA diverts between 25 to 30% of its waste from landfills through these recycling and reuse programs.

One capital program where recycling has been prioritized is the 10-year-long Elevator and Escalator Rehabilitation Program, which is an effort to modernize 111 elevators and 116 escalators in 38 stations. To divert waste from the landfill, MARTA began recycling the metal and oil waste created during rehabilitation. Since 2020, MARTA has recycled a total of 230 tons of metal and 38 tons of oil during this project. This is in addition to the 1,564 tons of scrap metal and 1,835 tons of used oil that MARTA has recycled since 2012 from regular operations.

Waste and Recycling Metrics

	2012	2021	2022	2023
WASTE (lbs. per VRM*)	0.12	0.10	0.11	0.13
TRASH (tons)	2,100	1,828	1,849	1,874
RECYCLING (tons)	693	704	666	1,238

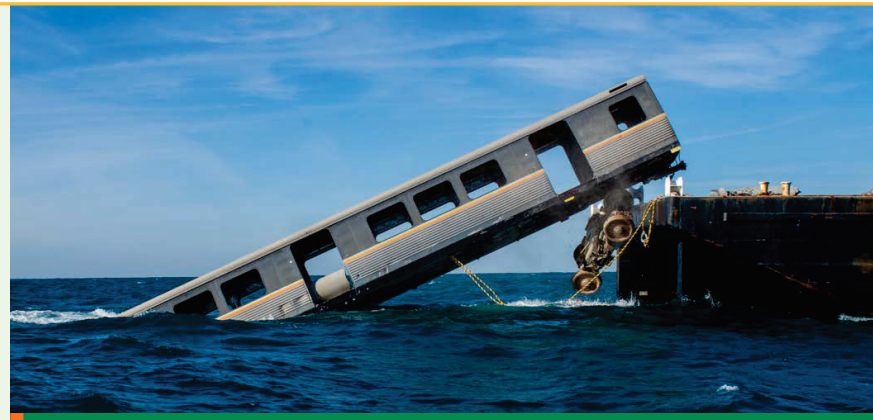
*Includes both trash and recycling tonnage. lbs. = pounds; VRM = Vehicle Revenue Mile

Rail to Reef Program

At MARTA, we know that there are ways that we can contribute to environmental sustainability that go beyond climate change, for example, by supporting initiatives that help to protect biodiversity. That is why, in 2023, MARTA began a collaboration with the DNR to upcycle old railcars by sinking them off the coast of Savannah to create artificial reefs as part of the Reef Project. The Reef Project deploys large objects to the bottom of the ocean that over time develop into reef habitats for marine wildlife.

Two of MARTA's older model railcars have been stripped of hazardous materials and contaminants. The dismantled railcars were then inspected and approved by the U.S. Coast Guard for deployment as artificial reef material. In December 2023, MARTA and the DNR deployed the rail cars to Artificial Reef L in about 60 feet of water approximately 23 nautical miles east of Ossabaw Island. Corals, sponges, and other encrusting organisms are expected to inhabit the railcars within the next few months, which will attract larger fish such as cobia, triggerfish, and mackerel.

> "MARTA is thrilled to partner with DNR and be part of the Reef Project…Reefing is the most affordable and environmentally responsible way to reuse retired railcars, and we hope to provide more railcars in the future as we make room for the new trains."
>
> MARTA Director of Sustainability Richard Thomas



Two of MARTA's older model railcars have been dismantled, inspected, and approved by the U.S. Coast Guard for deployment as artificial reef material.





Social programs at MARTA seek to improve the communities in which we live, work, and operate, while also supporting our employees and customers. From making improvements to MARTA stations and stops to better serving the community and its needs, to seeking ways to minimize impacts and distributing benefits across communities, our programs aim to position MARTA to support environmental justice and social equity.



Improving the Transit Experience for Customers



Customer Code of Conduct – Ride with Respect

We want everyone to enjoy riding MARTA. That's why we're cracking down on behavior that gets in the way of riders' commutes. It all starts with Ride With Respect, our customer code of conduct that calls on riders to treat everyone the way they'd want to be treated.

Ride With Respect is about just that: riding with respect. To make MARTA a safe, enjoyable experience for everyone on board, we ask that our riders stick to a few simple guidelines. These guidelines range from basic civility to illegal weapons. At our discretion, MARTA has the Authority to remove riders from MARTA and even suspend them for up to a year—in addition to fining riders based on the severity of their conduct. Being respectful of the people around you and being considerate to MARTA employees doesn't take more than common courtesy. And common courtesy is all we ask from our riders.

Click to view the Customer Code of Conduct.

Customer Charter

In 2023, MARTA's General Manager (GM) and CEO Collie Greenwood released our first version of a Customer Charter to show how MARTA will be delivering improvements for current and future riders. It included plans for:

- Improving service with new bus shelters and amenities and by providing more reliable, real-time bus and rail arrival information
- Enhancing the customer experience with improved platform lighting and a new Station Soccer field at East Lake Station

To deliver on these improvements, MARTA committed to the following initiatives in 2023. MARTA will refer to the Customer Charter in the coming months to gauge the progress being made on these improvements for its customers.

> "We are laser-focused on making improvements, both large and small, throughout our system…By releasing this charter, we want to demonstrate to our customers that they are central to everything we do, we're also enlisting their help in keeping us accountable over the coming year."
>
> MARTA GM and CEO
> Collie Greenwood

200
new bus shelters and amenities

20
CCTV security cameras in surface parking lots

5
rail stations with resurfaced parking lots

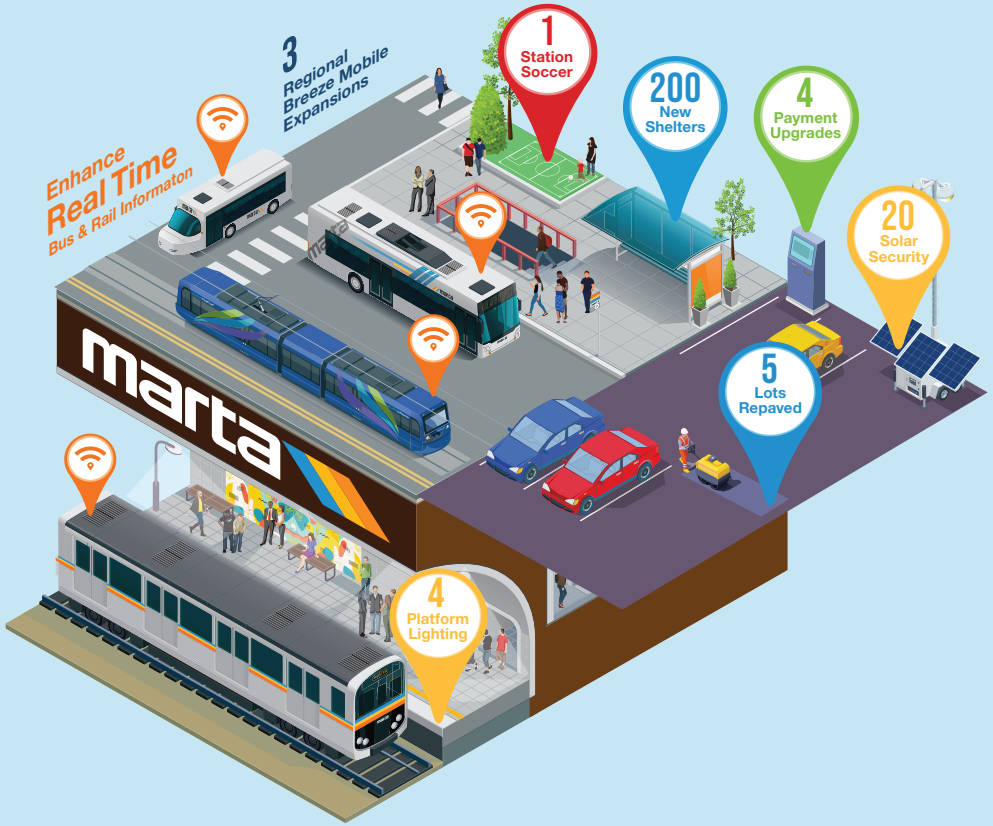
4
rail stations with brighter platform lighting

4
long-term parking decks with payment system upgrades

3
new Breeze Mobile 2.0 partners - Xpress, Ride Gwinnett, and CobbLinc

1
new Station Soccer pitch at East Lake Station

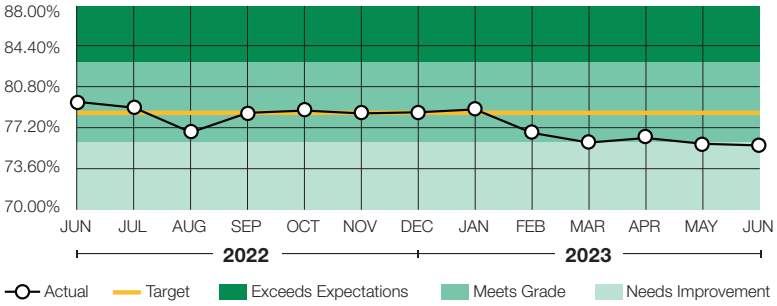
+
Reliable real-time bus and rail arrival information



Bus On-Time Performance

We work hard every day to get our riders where they need to be on-time! That's why we use our Bus On-Time Performance metrics to measure how closely service runs to the schedule. Departures are considered on-time if made between 0 and 5 minutes after the scheduled departure times. For FY2023, we set ourselves a target of achieving 78.50% or higher in bus on-time service, and we came close to reaching it with 77.42% in actual performance. Our FY2024 target for Bus On-Time Performance will remain the same as it was for FY2023 at 78.50% or higher. We look forward to reporting on our performance against this target in our next sustainability report.

MARTA On-Time Bus Performance KPI



Automated Fare Collection System

MARTA's new AFC 2.0 will begin to replace MARTA's existing Breeze card and Breeze Mobile System over the next 5 years. AFC 2.0 will improve service and provide customers with a better overall experience, allowing MARTA to further optimize operations and increase farebox recovery. AFC 2.0 will provide:

- A more convenient open payments system
- Upgraded faregates
- More user-friendly ticket machines
- Modernized bus fare boxes
- An expandable system
- A more adaptable system
- Improved ability to customize pricing
- An expansive retail network







Collaboration

MARTA collaborates with partnering agencies such as the Atlanta Regional Commission (ARC) and the Atlanta Transit Link (ATL), through the creation of reports such as the Annual Report & Audit (ARA), the Fast Forward, formally known as the Atlanta Regional Transportation Plan (ARTP), and the Metropolitan Transit Plan (MTP).

These partnerships allow us to share best practices and collaborate on projects that improve the transportation system for our riders.

Additionally, we've been working with Clayton County to develop new bus services that connect to underserved communities, and with the City of Atlanta to install a new bike share program in our downtown area. These partnerships have helped us to improve the transportation options available to our riders and make our community more sustainable.



Five Points Transformation Project

MARTA was awarded a $25 million grant through Rebuilding American Infrastructure with Sustainability and Equity (RAISE) to help transform the exterior of Five Points Rail Station. These structural upgrades will directly impact those customers currently using MARTA and make transit a more attractive choice for those who live nearby. Encouraging the use of public transit to destinations surrounding Five Points reduces the need for surface parking downtown and creates more green spaces and other amenities that improve the quality of life and enhance a city landscape. This effort supports fiscally responsible land use.

"MARTA's success depends on responding to and anticipating our customers' needs and expectations whenever they are using our service… The Riders' Advisory Council gives us direct input from customers who are collaborating constructively to make us better. That's invaluable."

MARTA GM and CEO Collie Greenwood

Riders' Advisory Council

In 2020, MARTA formed the next Riders' Advisory Council (RAC), an all-volunteer body dedicated to helping improve the transit experience for customers.

Overseen by MARTA's Chief Customer Experience Officer, the 30-member council is composed of people drawn from MARTA's service area. RAC members serve for 2 years; MARTA employees, contractors, and elected officials are ineligible.

RAC members were selected after an open application process based on criteria, including ridership habits, commuting experiences, and community involvement. The RAC's composition intentionally reflects the demographic diversity of the region's fast-growing population.

Bus Network Redesign

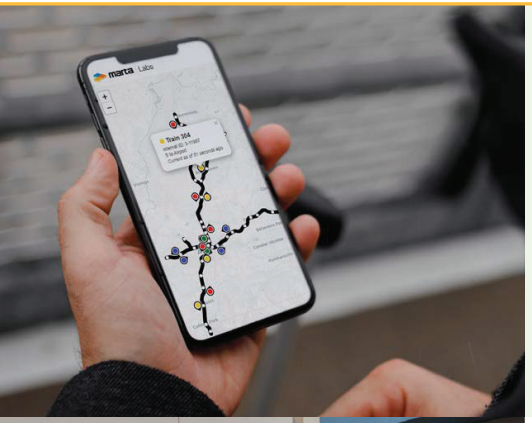
MARTA is redesigning its bus network to meet the needs of its riders in changing times. In 2022, the Authority conducted an extensive survey effort to gather input from riders on whether the new network should prioritize a ridership-focused network that would provide more frequent service on high-demand routes, or a coverage-focused network that would provide service to more areas of the service area.

What should the new network prioritize?



The results showed that 51.2% of riders preferred ridership, while 36.3% preferred coverage, and the remaining 12.5% could not decide between concepts. The draft of the new bus network will be developed with these results in mind. MARTA will continue to gather input from riders and stakeholders throughout the redesign process.





MARTA Labs

The MARTA Labs brand is created to provide an opportunity to pilot, prototype, and receive feedback on new emerging technologies in a controlled lab environment. The lab creates an opportunity for both internal and external stakeholders to beta test applications providing feedback to continuously improve our transit technologies and improve MARTA's customer experience continuously.

marta Labs

Bus Tracker: The BETA app helps riders track real-time bus arrivals

Train Tracker: This BETA app helps riders track next train real-time arrivals



Customer Experience Day

On October 3, 2023, MARTA joined the global celebration of CX (Customer Experience) Day. This year's celebration focused on the importance of CX in contributing to a better world by making a positive, sustainable difference for customers, employees, and organizations. CX Day emphasized that good customer experience doesn't just happen; it requires leadership support for intentional work led by skilled CX professionals.

The Customer Experience Division held exhibitions at Headquarters, where every office presented its prioritized projects to build internal awareness, engage, and gather feedback. The Office of Sustainability showcased its sustainability-related programs and held a popular Sustainability Quiz for attendees.

MARTAConnect

In 2023, the Authority continued MARTAConnect. This partnership between MARTA and the on-demand ride services Uber and Lyft provides our customers with options for their transportation needs when regular MARTA service is disrupted. The program offers on-demand, app-based rides for customers at a discounted price during specific planned and unplanned rail service disruptions that require supplemental bus transportation. Customers are responsible for any cost beyond the value of the discount.

MARTAConnect:
On-demand, app-based rides for customers at a discounted price during specific service disruptions

Elevator and Escalator Rehabilitation Program

In 2017, MARTA began rehabilitation of 111 elevators and 116 escalators in 38 stations. The purpose of this extensive project is to reduce the downtime of equipment, increase energy efficiency, enhance resiliency, and improve safety features, making MARTA more accessible for all riders. Since the inception of this project, 84 of MARTA's 111 elevators and 68 of the 116 escalators have been modernized. MARTA is committed to modernizing the remaining vertical transportation equipment by fiscal year 2027.



Americans with Disabilities Act (ADA) Accessible Service Videos

MARTA is committed to educating seniors and individuals with disabilities. One of the ways MARTA achieved this goal was by developing informational videos on MARTA's accessible services, products, and benefits. The Authority believes that educating people on accessible transportation options will promote full participation and inclusion of seniors and individuals with disabilities in their communities.

Additionally, FTA encourages transit agencies to engage riders with disabilities when deciding on local transit services. The videos are posted on the MARTA website.

Safety and Security

MARTA Police Department

MARTA has its own police department with 265 badge-wearing officers, making it the ninth-largest police department in Georgia. The MPD ensured MARTA remained a safe, secure system for another year, accomplishing a reduction in total Part I crimes[5] in calendar year 2023, and maintaining a standard of excellence through its achievement of state law enforcement certification.

MARTA Police Department has 265 badge-wearing officers, making it the ninth-largest police department in Georgia.

The certification was established to ensure agencies are held to the highest standards of ethics and safety and are compliant with the law and current policing procedures

MPD also partners with fellow law enforcement agencies to provide additional officer visibility and security to the MARTA system and surrounding communities.

5 Part 1 Crimes Rate is defined as including four violent crime types (Homicide, Forcible Rape, Aggravated Assault, and Robbery) and four property crime types (Larceny/Theft, Motor Vehicle Theft, Burglary, and Arson) per one million passenger boardings.





Joint Bike Patrol Program with Atlanta Police Department

In 2023, MPD was awarded the APTA 2023 Rail Security Gold Award for heavy-rail stations for its outstanding security programs, specifically the JBPT partnership with the Atlanta Police Department which began in 2021.

The Gold Award recognizes MPD's security measures as being among the best, making MARTA one of the safest transit systems in the country. MPD accepted the award at the APTA Rail Conference in Pittsburgh on June 13.

Click to watch a video honoring MPD's efforts

Through the patrol, officers can respond quickly to emergencies and access areas where criminals are operating outside of car-based and foot-based patrol spaces. JBPT officers can interact easily with passengers, building stronger relationships between law enforcement and the community and improving the customer experience by addressing issues such as loitering, panhandling, and disorderly conduct.

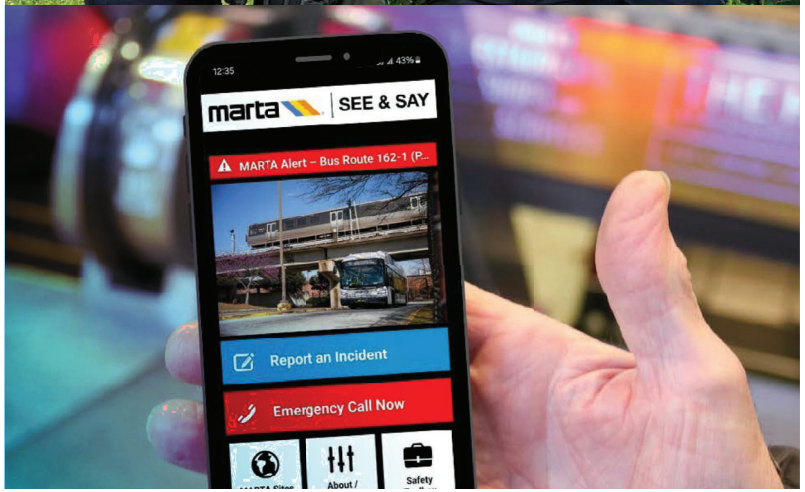
Gang Resistance Education and Training (GREAT)

GREAT is a school-based program that uses an officer-instructed classroom curriculum to help prevent delinquency, youth violence, and gang membership. The program's focus is taking a positive approach to solving problems rather than resorting to violence and delinquent behavior.

Seniors Law Enforcement Working Together (SALT)

SALT is an initiative that brings together seniors, community groups, and law enforcement professionals to better meet the crime-safety needs of seniors. It aims to reduce crimes against the elderly and the unwarranted fear of crime that seniors often experience.





Crime Reduction

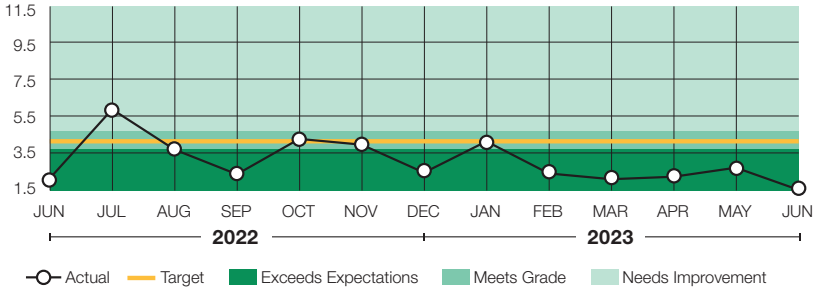
Part I Crimes

MARTA measures the number of Part 1 Crimes committed on our buses. In FY2023, there were 3.16 Part 1 crimes per one million unlinked passenger boardings. This met our target of 4.15 or fewer Part 1 crimes per one million unlinked passenger boardings and was lower than our FY2022 rate of 4.10.

See & Say

When we look out for each other, we can all enjoy the ride a little more. See & Say 2.0 is a smartphone app that allows you to report safety concerns discreetly and anonymously to MPD, chat with MPD, and share your location with friends. See & Say 2.0 is available for iOS and Android devices. See and Say Reports can be made directly through the app, by calling a phone number or texting an SMS number.

Crime Statistics



	FY2022 ACTUAL	2023 TARGET	2023 ACTUAL
PART 1 CRIME	4.10	</= 4.15	3.16



Agency Safety Plan and Safety Management System

Safety is our primary consideration in every stage of all Authority activities to ensure the highest level of safety for both passengers and employees.

Every Authority employee and contractor is responsible for fulfilling their respective safety-related duties as required in MARTA's Agency Safety Plan (ASP). The ASP ensures that safety standards are established, and that appropriate evaluation and review are accomplished on all facets of Authority operations, including system design, construction, testing, operations, and maintenance.

The ASP organizes all safety activities at MARTA into an integrated effort toward optimizing the MARTA Safety Management System (SMS) program, which is currently under development. The SMS is a key aspect of the ASP and consists of four components:

1. Safety Management Policy
2. Safety Risk Management
3. Safety Assurance
4. Safety Promotion

Effective use of SMS will help to reduce safety risks at MARTA and provide a structure for understanding and addressing safety risks through proactive and data-driven organizational decision-making.

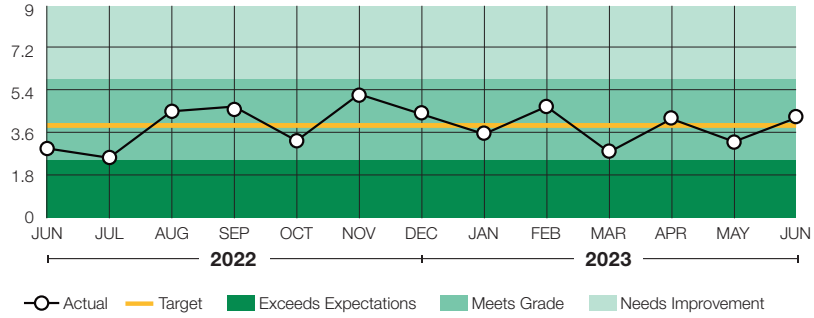
The responsibility for safety rests with every MARTA employee and contractor, with ultimate accountability residing with the GM/CEO as MARTA Accountable Executive. MARTA's Chief Safety Officer (CSO) is responsible for the development and implementation of the ASP and SMS.

Employee Safety

At MARTA, we track our Employee Lost Time Incidents per 100 Employees. This metric represents the annualized number of incidents resulting in a loss of 7 or more calendar days per 100 employees as it relates to bus and mobility collision rates.

In FY2023, there were 3.85 employee lost time incidents per 100 employees. This did not meet our target of 3.8 or less. We will continue to make efforts to improve our performance as we go forward.

Employee Lost Time Statistics



Bus and Mobility Collision Rates

	FY2022 ACTUAL	2023 TARGET	2023 ACTUAL
BUS COLLISION (Rate per 100K Miles)	3.73	</= 3.80	5.43
MOBILITY COLLISION (Rate per 100K Miles)	4.53	</= 2.50	4.84

Elevating Our Community

DID YOU KNOW?

Every $1 invested in public transportation generates $5 in economic returns.

Every $1 billion invested in public transportation supports and creates approximately 50,000 jobs.

Source: APTA

Affordable Housing

The Atlanta Affordable Housing and TOD Initiative is a flexible, multi-product program designed to promote and support the development of ground-up, mixed-income projects that benefit from proximity to MARTA's 38 heavy-rail stations, light-rail stops, and new transit investment corridors.

MARTA's TOD program transforms under-utilized MARTA surface parking lots into mixed-use developments with an affordable housing component to ensure senior and low-income residents have convenient access to transit.

In March 2022, in collaboration with Goldman Sachs Urban Investment Group, MARTA announced a $100 million increase to the Atlanta Affordable Housing and TOD Initiative, totaling a $200 million investment. The initiative will continue to focus on projects financed through Goldman Sachs' One Million Black Women initiative, a $10 billion commitment to advance racial equity by investing in Black women. The first investment will be the development of Skyline Apartments, a 250-unit affordable housing community.

Additionally, MARTA has entered a partnership with the Housing Authority of DeKalb County to develop a 250-unit affordable community at Kensington Station, located just inside the Perimeter in Decatur on a 35-acre site. These units will be in addition to the 244-unit apartment project that broke ground near the station last summer.

With the support of our community and the City of Atlanta, we've made TOD a staple of MARTA's efforts throughout the metro area. These developments help promote economic growth and public transit ridership while boosting the quality of life for people all across Atlanta.

Click to learn more on our TOD web page.



Credit: Exact Capital Group / Atlanta BeltLine Inc

MARTA Partners

MARTA regularly partners with organizers of a diverse set of events that our riders can conveniently access via our system. Events include sporting, seasonal fairs and festivals, and other activities that involve large numbers of people within MARTA's service area.

Children's Healthcare of Atlanta · Atlanta Jazz Festival · ATL Hip Hop Day · Juneteenth Atlanta Cultural & Music Festival · NEXT next-atlanta.com





MARTA Market

MARTA completed its eighth season of the MARTA Market (formerly known as the Fresh MARTA Market) in 2023. This program provides farm stands right inside our stations and expanded from five to seven market locations last year.

The markets serve multiple areas with limited food access. Each stand operates 1 day per week, providing fresh produce to MARTA customers from Tuesday to Friday at a different station each day. The goal is simple: help get healthy, fresh food into places where people already are.

This innovative food access solution is a partnership between MARTA and the Community Farmers Markets along with community partners Atlanta Community Food Bank, Open Hand, and Wholesome Wave Georgia. The MARTA Market sources locally grown produce from the farmers affiliated with Community Farmers Markets as well as several local food hubs. This gives local farmers the opportunity to sell more produce to consumers that might not otherwise make it to a farmers market. This produce is complemented by non-local produce so that MARTA Market patrons can do a large amount of their fresh food shopping on their way to or from home.



GOODr

MARTA partnered with GOODr in 2022 to establish a mobile grocery store to serve the areas MARTA is unable to serve with its MARTA Market program. GOODr is a leader in food equity solutions and partnered with MARTA, Amazon, Mailchimp, Verizon, and Wellstar to bring this asset to the MARTA service area. The mobile grocer was delivered in late 2022 and food giveaways began in Clayton County in 2023.

NEXT Movement

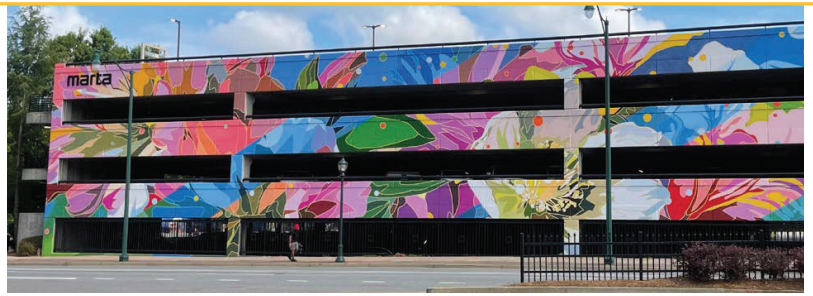
MARTA partnered with NEXT Atlanta to launch “The NEXT Movement,” a multi-genre arts and social action campaign. A movement fueled by the COVID-19 pandemic and racial injustice, the NEXT Movement brings together Atlanta’s most influential artists of color and local leading art activists to share their artistry and personal stories.

Atlanta Streets Alive

In fall 2023, MARTA participated in Atlanta Streets Alive events. During each event, approximately 3 miles of Atlanta streets were closed to cars and open to people to walk, bike, roll, jog, scoot, or dance down activated, car-free streets in the heart of our city and connect with others. During the events, MARTA featured a tour of an electric bus or MARTA holiday bus, live music courtesy of MARTA’s public art program, Artbound, and a prize wheel with the chance to win MARTA merchandise.

Artbound

Artbound is MARTA's public art program, consisting of both visual and performing arts engagements at transit stations. Free or cost-of-fare access to metro Atlanta's best art and artists improves the customer experience and incentivizes riding transit. Interactive art projects improve mental health and build a sense of community for our neighbors.



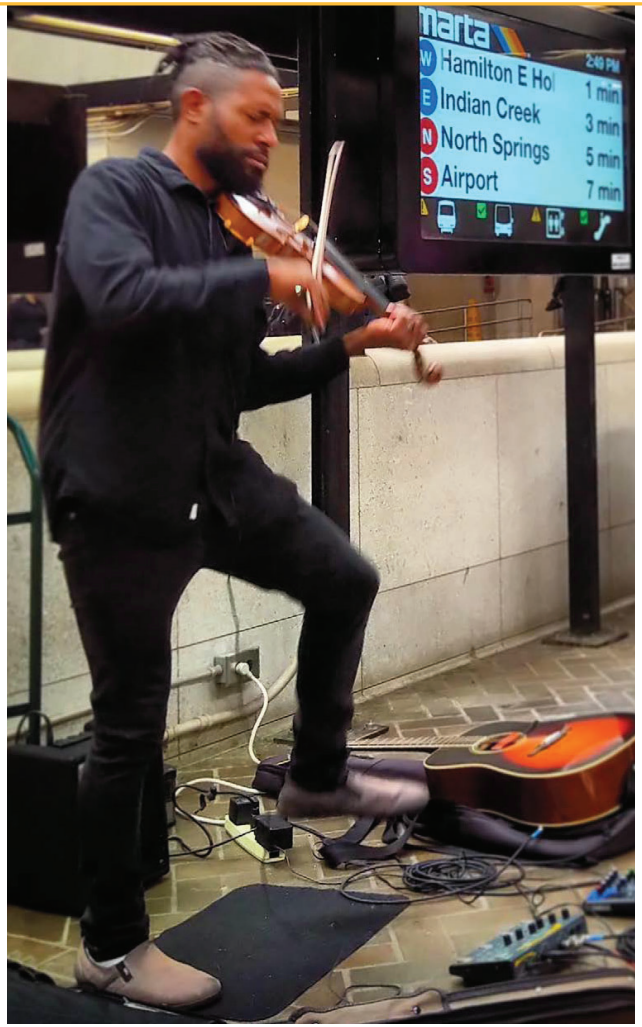


StationSoccer Expansion

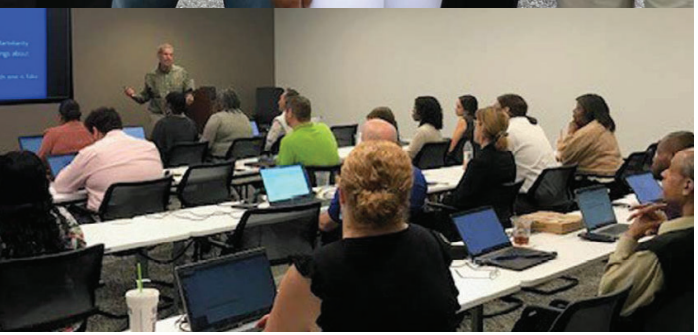
StationSoccer is a citywide project to create a network of soccer fields connected by MARTA, to eventually form a 10-station league that is easily accessible by transit. StationSoccer was launched at Five Points Station in 2016, resulting in the first soccer field in the world built inside a transit station, and has since expanded to West End in 2018, East Point in 2019, and Kensington and Lindbergh Center in 2022.

In October 2023, MARTA celebrated the opening of a new StationSoccer location at East Lake rail station.

The event featured food trucks, music, games, and a youth soccer tournament. The East Lake pitch will be a focal point for the community, providing students from the Global Village Project, Villages of East Lake, and Decatur Housing Authority a safe, supportive place to gather, hone their soccer skills, and make friends.







Employee Engagement and Training

Introducing employees to sustainability at MARTA, the ESG framework, work underway and planned at MARTA, and opportunities for contributing to MARTA's sustainability in their daily lives.



MARTA Sustainability Training

Authority-wide ESG Training

MARTA is also ensuring its employees increase their knowledge of sustainability and ESG. To align with Earth Day in April 2023, the Office of Sustainability developed and released an Authority-wide ESG training for employees and published its inaugural issue of a quarterly sustainability newsletter. The training introduces employees to sustainability at MARTA, the ESG framework, work underway and planned at MARTA, and opportunities for contributing to MARTA's sustainability in their daily lives. The quarterly newsletter features timely updates for ongoing efforts that also connect to the broader Atlanta and transit communities.

Envision Sustainability Professionals

MARTA is increasing the number of employees that are certified as Institute for Sustainable Infrastructure's Envision Sustainability Professionals. Envision provides a consistent, consensus-based framework for assessing sustainability, resiliency, and equity in civil infrastructure. The Envision training and certification will help our project teams identify sustainable approaches during the planning, design, and construction of projects. Twenty employees have completed the Envision Training with the goal of more each year.

MARTA Townhalls & GM Breakfast Events

In 2023, leadership connected with employees through a variety of channels, including Authority-wide townhalls and smaller GM breakfasts with randomized employees. These events provide a forum for employees to ask questions, share feedback, and learn about the company's plans. This level of transparency and collaboration helps to build trust between employees and leadership.

Employee Satisfaction Survey

In 2023, MARTA employees completed a comprehensive Employee Satisfaction Survey. The survey underscores MARTA's commitment to our employees and maintaining a supportive workplace for all MARTA staff.

Diversity, Equity, and Inclusion

"MARTA would not exist if not for the work, sacrifice and dedication of these Black transit pioneers… Because of the barriers they broke, MARTA is now a proud majority-minority employer, with Black employees making up most of our workforce from the frontline to the board room. Black history is American history, and it is most certainly public transit history."

MARTA GM and CEO Collie Greenwood

Recognizing Barrier-breaking Employees During Black History Month

MARTA recognizes employees who have broken racial barriers as part of Black History Month, including the Authority's first Black bus operators, Black bus supervisor, and Black executive. The employees are featured at rail stations and bus stops throughout the MARTA system and on MARTA's social media channels.



Workforce Diversity and Inclusion

MARTA Office of Diversity and Inclusion and our Equal Employment Opportunity Policy and Plan

The Office of Diversity and Inclusion is assigned the responsibility of preparing MARTA's Equal Employment Opportunity (EEO) Plan updates. Under the direction of the GM/CEO, this office is charged with the development, implementation, coordination, and monitoring of all equal opportunity, affirmative action, and civil rights programs required by federal regulations and Company and Board policies.

MARTA's 2022 EEO Plan formalizes the Authority's commitment to diversity and EEO. It demonstrates MARTA's efforts to monitor the composition of its EEO occupational categories and its overall workforce by racial, ethnic, and gender classifications. In addition, the plan demonstrates MARTA's efforts to identify and correct areas of underutilization. MARTA takes specific steps to eliminate unlawful discrimination, as well as the effects and appearance of unlawful discrimination.

An essential component of MARTA'S EEO Program is a comprehensive policy and procedure prohibiting discrimination and harassment in the workplace based on EEO-protected status. In keeping with this policy, MARTA continues to recruit, hire, train and promote the most qualified persons in all job titles without regard to race, color, religious creed, gender, national origin, age (40 and over), disability, ancestry, medical condition, marital status, sexual orientation, gender identity, gender expression, genetic information, military or veteran status, or any other basis protected by federal or state statute.

Workforce Diversity Statistics – Gender and Ethnicity

See the tables below for a breakdown of the gender and ethnic representation of our workforce of 4,363 individuals as of 24 February 2024, including all our full-time, part-time, permanent, and temporary employees.

Workforce Gender Representation

	FEMALE	MALE	TOTAL
SENIOR MANAGEMENT & DIRECTORS	37	42	79
ALL OTHER EMPLOYEES	1,670	2,614	4,284
GRAND TOTAL	**1,707**	**2,656**	**4,363**
PERCENTAGE OF TOTAL	**39.13%**	**60.87%**	

Workforce Ethnic Representation

SENIOR MANAGEMENT & DIRECTORS	FEMALE	MALE	TOTAL
Hispanic	2	3	5
White	10	19	29
African American	23	16	39
Two or More Races	0	2	2
Asian	2	2	4
ALL OTHER EMPLOYEES			
Hispanic	46	86	132
White	50	198	248
African American	1,498	2,147	3,645
Asian	24	96	120
Native Hawaiian/Other Pacific Islander	0	6	6
Two or More Races	46	61	107
American Indian	6	20	26
GRAND TOTAL	**1,707**	**2,656**	**4,363**

Employee Resource Groups (ERGs)

ERGs are employee-led groups that provide a forum for employees to connect with others who share their interests, backgrounds, and experiences. ERGs increase employee engagement and satisfaction, promote diversity and inclusion, support employee development, and raise awareness of important issues.

The ERGs supported the community this past year by donating and participating in the Greater Atlanta Heart Walk. In addition, the Warm Hearts/Stuff the Bus initiative kicked off in November, providing hats, scarves, socks, gloves, and toys to local shelters within the communities we serve.

MARTA continues to excel and launch ERGs, with a total of four in 2023:

- Black Excellence at MARTA
- Empowering Women @ MARTA
- MARTA Young Professionals Group
- MARTA Veteran Professionals



Autism Awareness Month

MARTA featured rail station announcements made by children and young adults with autism spectrum disorder (ASD) during April 2023 to mark Autism Awareness Month. The rail services announcements were heard on the platform of MARTA's 38 rail stations.

> "According to autism professionals, a train's spinning wheels, the various types and models of trains, and the strict scheduling of train service are all features that can greatly appeal to an individual with ASD…We at MARTA share an enthusiasm for trains and are proud to feature the voices of those with ASD on our platforms this month."
>
> MARTA GM and CEO Collie Greenwood

Labor Relations

Labor Agreement with Amalgamated Transit Union (ATU)

Rail and bus operators, station agents, rail maintenance workers, and many other employees of MARTA are represented in negotiations by the ATU's Local 732. Approximately two-thirds of our employees were members of ATU Local 732 in 2023.

In August 2023, MARTA and ATU Local 732 reached a new 3-year collective bargaining agreement. It included MARTA's healthcare coverage and pension benefits, which are top amongst public employers, with MARTA covering 83% of employees' healthcare premiums and offering represented employees a lifetime pension benefit. New benefits in this contract include paid parental leave, increased education reimbursement, and increased longevity and attendance bonuses. The agreement also includes an average 10% raise for operators in the first year, and 3% in the second and third years.



> "As a public entity, MARTA strives to keep pay competitive while remaining fiscally responsible…The sixteen percent raises and longevity bonuses, plus health benefits provided at the lowest cost of any public employer in metro Atlanta, combine to make a strong compensation package for represented employees."
>
> MARTA Board of Directors Chair Thomas Worthy

GOVERNANCE

At MARTA, leadership means pursuing our mission to serve all of Metro Atlanta and doing so in a way that puts sustainability principles front and center. We've spent the past three decades moving billions of riders throughout the city and establishing MARTA as one of Atlanta's driving economic forces. Under the direction of our leadership group, MARTA has grown into one of the nation's top transportation agencies.



Governance Structure

Board of Directors and Board Committees

Our Board of Directors meets regularly to address the ongoing challenges and opportunities facing MARTA, including ESG-related issues. The Board works toward creating safer, more enjoyable rider experiences, while finding ways to bring innovation and affordability to our world of public transit. Along with a full Board meeting, the Board of Directors holds additional standing meetings for its committees.

The Board of Directors comprises five committees:

- Audit Committee
- Business Management Committee
- Operations and Safety Committee
- Planning and Capital Programs Committee
- External Relations Committee

Click to visit our Board Documents page for more information on Board meetings.

To reach a MARTA Board member, please email marta.board@itsmarta.com or call Tyrene Huff, Assistant Secretary to the Board, at 404-848-5352.



Executive Leadership

MARTA's C-Team is led by MARTA's GM/CEO and the Chief Team consisting of:

- Chief Operating Officer
- Chief Counsel
- Chief Financial Officer
- Chief Administrative Officer
- Chief of Staff
- Chief Customer Experience Officer
- Chief of Safety and Quality Assurance
- Chief of Capital Programs, Expansion, and Innovation

The C-Team also includes leaders of MARTA Departments and the Executive Director of Diversity and Inclusion.

Click to see the section "Sustainability Strategy – Climate Related Concerns – Governance" for more information on how the C-Team engages with the Board, Sustainability Committee, and Sustainability Office on ESG-related issues.

Sustainability Committee

MARTA's Sustainability Committee is a voluntary committee comprising senior staff members who contribute to setting goals, establishing priorities, and providing general direction for projects and initiatives to meet MARTA's vision for a sustainable future.

The Sustainability Committee members represent the following functions:

- Legal Counsel
- Customer Experience
- Safety and Quality Assurance
- Operations
- Infrastructure
- Capital
- Administrative
- Staff

Click to see "Sustainability Strategy – Climate Related Concerns – Governance" for more information on our Sustainability Committee.

The following items are generally representative of topics that are included in the agenda of the Committee's monthly meetings.

- Education on the Authority's sustainability governance and operations
- Presentations on proposed sustainability initiatives
- Progress of ongoing sustainability initiatives
- Review of sustainable best practices
- Opportunities for members to encourage creativity and knowledge sharing to provide innovative solutions that contribute towards a sustainable, resilient, and inclusive future.



ESG-Related Policies and Plans

The following resources provide further information on our approach to governance of ESG-related topics at MARTA.

- Sustainability Policy
- Environmental Management Policy
- Code of Ethics and Standards
- Customer Code of Conduct – Ride with Respect
- Environmental Management System
- Sustainability Committee Charter
- Sustainability Management Plan
- Climate Action and Resilience Plan
- Equal Employment Opportunity (EEO) Policy Statement and Plan
- Zero-Emission Fleet Transition Plan
- Agency Safety Plan
- Safety and Security Design Criteria
- Asset Management Plan
- Rapid Transit Contract and Assistance Agreement

Code of Ethics and Standards

MARTA is committed to conducting its activities ethically and in full compliance with federal, state, and local laws. All MARTA employees are expected to conduct themselves in compliance with the MARTA Code of Ethics and Standards of Conduct. MARTA has high standards for performance and behavior – this applies to both employees and contractors.

Click to read MARTA's Code of Ethics and Standards of Conduct

Transparent Reporting

MARTA has been providing transparent reporting for many years. Public reporting includes financial statements, Transit Oriented Development plans, and sustainability reports.

Click to see public reporting online, including archived reports

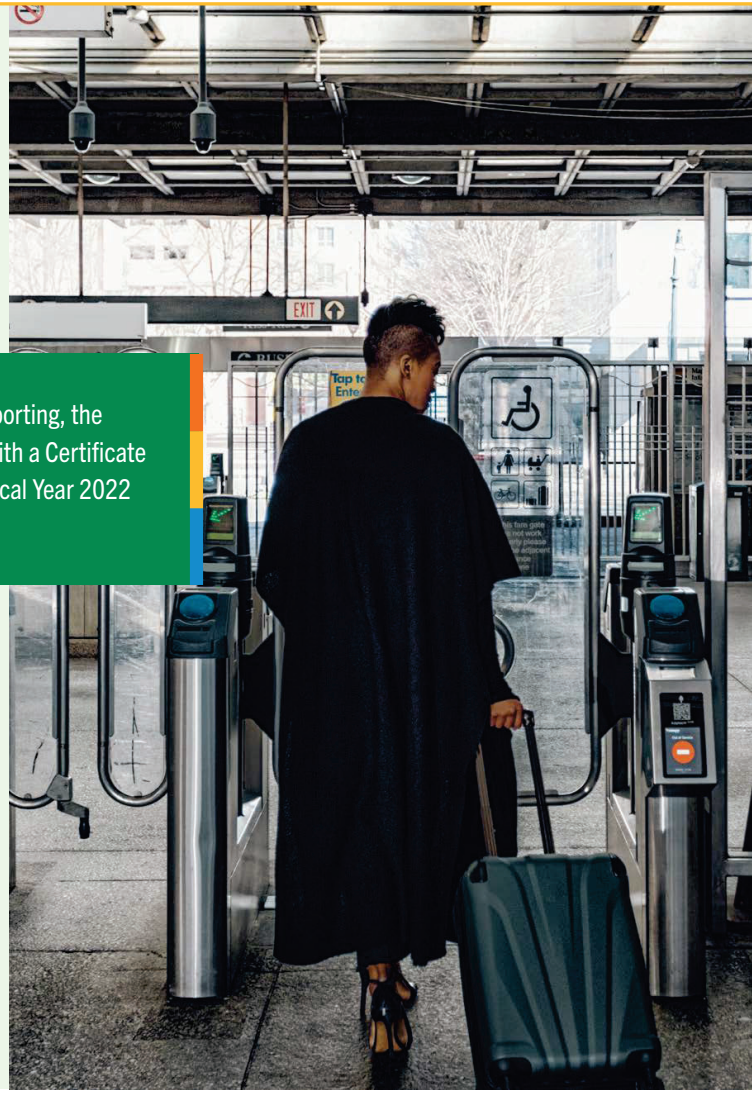
In recognition of MARTA's transparent approach to financial reporting, the Government Finance Officers Association (GFOA) awarded us with a Certificate of Achievement for Excellence in Financial Reporting for our Fiscal Year 2022 Annual Comprehensive Financial Report.

The Certificate of Achievement is a prestigious national award, recognizing conformance with the highest standards for preparation of state and local government financial reports.

In addition to our annual financial and sustainability reporting, MARTA also publicly discloses its key performance indicators (KPIs), which are primarily related to service and safety.

Click to read more about MARTA's Key Performance Indicators

As MARTA continues to enhance our ESG work, we'll look for innovative ways to publish our ESG-related metrics, future plans, and studies.



VISION FORWARD



Continuously Growing

Looking forward, we are excited about our plans for continuously growing and improving our sustainability program. From transitioning our bus fleet to fully electric to supporting the City of Atlanta in sustainable event management for World Cup 2026, our goals and objectives remain ambitious yet achievable.

Increasing Ridership

MARTA's biggest impact on the region has been providing public transit and shifting people from single-occupancy vehicles to sustainable transportation. Ridership increases are directly linked to sustainability, including but not limited to a reduction in regional GHGs and other air emissions and cascading impacts on public health and mobility.

Improving the customer experience is one of the best ways to increase our ridership. In addition to the initiatives described in this Report aimed at improving the customer experience, MARTA will also work to expand the Voice of the Customer Survey to obtain customer feedback about all steps in the customer journey. The information learned from the expanded survey will provide the Department of Customer Experience and other stakeholders with the business intelligence necessary to improve the ridership experience of MARTA patrons.

Support Atlanta's Sustainable Event Management of World Cup 2026

Atlanta is excited to be included as one of the host cities for the FIFA World Cup in 2026. Sustainable event management, environmental protection, and promotion are an integral part of FIFA's host city requirements. MARTA will be a key contributor in ensuring Atlanta meets these requirements by increasing the availability of low-carbon transport infrastructure.

Credit: FIFA/Atlanta Sports Council



Reducing our GHG Emissions

We have multiple options available to us for reducing our carbon footprint, and we look forward to reporting our progress on each of them in subsequent disclosures.

- Transition our bus fleet to fully electric and install the charging infrastructure by 2040
- Electrify 25% of our non-revenue fleet and install the charging infrastructure by 2030
- Install on-site renewable energy
- Reduce our energy demand
- Provide EV charging infrastructure for our workforce's private vehicles
- Replace our rail fleet with modern rail cars that are more energy efficient

Developing our CARP

The next phase in our climate journey: a comprehensive Climate Action and Resilience Plan, which we expect to begin developing later in 2024. It will include GHG reduction targets, adaptation measures, implementation plans, timelines, and accountabilities. We look forward to reporting our progress on our CARP in the years to come!

Replacing our Railcars

MARTA's Railcar Replacement Project will replace our entire heavy-rail fleet of 288 railcars over the next several years with 244 railcars purchased from Stadler and two additional options to procure 50 railcars each. MARTA's next generation of rail cars will use new technology to advance safety and security for customers and employees, with the added benefit of expanding comfort and convenience elements and being more energy efficient than our current railcars.



Our Other Key ESG Initiatives

Looking ahead, we will look for further opportunities to expand and grow some of our key initiatives, including those listed below.

Environmental

- ✓ Grow our involvement in the Reef Project and upcycle the legacy fleet
- ✓ Explore how to expand and preserve the urban greenspace on MARTA property
- ✓ Advance green building and infrastructure certification across the Authority
- ✓ Continual improvement to our environmental data collection as we transform to more automated monthly data collection and publication

Social

- ✓ Deliver improvements for current and future riders under our annual Customer Charter
- ✓ Enforce Ride with Respect, our Customer Code of Conduct
- ✓ Optimize the roll-out of our new AFC 2.0
- ✓ Expand our social programs and community outreach initiatives, including Fresh MARTA Market
- ✓ Enhance MARTA website

Governance

- ✓ Make our sustainability data dashboard accessible to the public
- ✓ Demonstrate how our sustainability efforts support the goals of the UN SDGs
- ✓ Enhance our Sustainability Report by further aligning it to GRI and TCF
- ✓ Further develop MARTA's Sustainability Policy, which defines our key sustainability aspirations
- ✓ Advance a draft version of MARTA's Sustainability Management Plan, outlining a comprehensive strategy to act on our sustainability pledges

APPENDIX

Frameworks

This report covers our sustainability data and performance metrics for calendar year 2023 and has been informed by the GRI standards and the recommendations of the TCFD.

Global Reporting Initiative (GRI)

GRI Standards		MARTA Disclosure
GRI 2: General Disclosures 2021	2-1 Organizational details	About MARTA FY2023 Annual Comprehensive Financial Report
	2-2 Entities included in the organization's sustainability reporting	About this Report
	2-3 Reporting period, frequency and contact point	
	2-5 External Assurance	The data in this sustainability report has not been externally verified.
	2-6 Activities, value chain and other business relationships	About MARTA FY2023 Annual Comprehensive Financial Report FY2024 Adopted Budget Book
	2-7 Employees	Labor Relations FY2023 Annual Comprehensive Financial Report
	2-9 Governance structure composition	Sustainability Strategy – Climate Related Concerns > Governance Governance FY2023 Annual Comprehensive Financial Report Leadership at MARTA
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	
	2-13 Delegation of responsibility for managing impacts	
	2-14 Role of the highest governance in sustainability reporting	

GRI Standards		MARTA Disclosure
	2-15 Conflicts of interest	Code of Ethics and Standards of Conduct
	2-16 Communication of critical concerns	
	2-17 Collective knowledge of the highest governance body	Leadership at MARTA
	2-22 Statement on sustainable development strategy	A Message from MARTA's Director of Sustainability
	2-26 Mechanisms for seeking advice and raising concerns	Code of Ethics and Standards of Conduct
	2-29 Approach to stakeholder engagement	Social FY2024 Adopted Budget Book
	2-30 Collective bargaining agreements	Labor Relations FY2023 Annual Comprehensive Financial Report
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	FY2023 Annual Comprehensive Financial Report
	201-2 Financial implications and other risks and opportunities due to climate change	Sustainability Strategy – Climate Related Concerns
	201-3 Defined benefit plan obligations and other retirement plans	FY2023 Annual Comprehensive Financial Report
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Elevating our Community MARTA in Your Community FY2024 Adopted Budget Book
	203-2 Significant indirect economic impacts	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Strategy – Climate Related Concerns Detailed Sustainability Data (Calendar Year 2021-2023)
	302-3 Energy intensity	
	302-4 Reduction of energy consumption	
	302-5 Reductions in energy requirements of products and services	
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Sustainability Strategy – Climate Related Concerns Detailed Sustainability Data (Calendar Year 2021-2023)
	303-5 Water consumption	

GRI Standards		MARTA Disclosure
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Rail to Reef Program
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Strategy – Climate Related Concerns Detailed Sustainability Data (Calendar Year 2021-2023)
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-4 GHG emissions intensity	
	305-5 Reduction of GHG emissions	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Detailed Sustainability Data (Calendar Year 2021-2023)
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Material Recycling and Reuse Detailed Sustainability Data (Calendar Year 2021-2023)
	306-2 Management of significant waste-related impacts	
	306-3 Waste generated	
	306-4 Waste diverted from disposal	
	306-5 Waste directed to disposal	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Safety and Security FY2024 Adopted Budget Book MARTA Key Performance Indicators
	403-9 Work-related injuries	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, Equity, and Inclusion Leadership at MARTA MARTA 2022 Equal Opportunity Plan
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessment, and development programs	Improving the Transit Experience for Customers Newsletters & Documents FY2024 Adopted Budget Book

Task Force on Climate-related Financial Disclosures (TCFD)

TCFD Recommendations	MARTA Disclosure
Governance	
a) Describe the board's oversight of climate-related risks and opportunities	Sustainability Strategy – Climate Related Concerns > Governance
b) Describe management's role in assessing and managing climate-related risks and opportunities	
Strategy	
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long-term	Sustainability Strategy – Climate Related Concerns > Strategy
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning	
c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, include a 2°C or lower scenario	Not disclosed.
Risk Management	
a) Describe the organization's processes for identifying and assessing climate-related risks	Sustainability Strategy – Climate Related Concerns > Risk Management
b) Describe the organization's processes for managing climate-related risks	
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	
Metrics and Targets	
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Sustainability Strategy – Climate Related Concerns > Metrics and Targets
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks	Detailed Sustainability Data (Calendar Year 2021-2023)
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	MARTA has committed to a net zero emission bus fleet by 2050. MARTA Operations GHG reduction targets are under development and may be disclosed in future publications such as the Climate Action and Resilience Plan.

Detailed Environmental Sustainability Data (Calendar Year 2021-2023)

	2021	2022	2023
Recycling/Waste			
Landfill total (tons)	1,828	1,849	1,874
Recycling total (tons)	704	666	1,238
Diversion Rate (waste diverted from landfill/total waste produced)	27.8%	26.5%	39.78%
Pounds (lbs.) waste & recycling / VRM	*0.1041*	*0.1051*	*0.1258*
Energy			
Electricity (kWh)	162,419,248	159,115,648	160,648,659
kWh / VRM	*3.34*	*3.32*	*3.25*
Stationary Natural Gas (therms)	893,176	993,965	925,039
Therms / VRM	*0.018*	*0.021*	*0.019*
Mobile Fuel (gallons)	8,237,141	7,749,942	8,464,300
Gallons / VRM	*0.169*	*0.162*	*0.171*
Overall Energy (mmBtu)	1,174,303	1,170,538	1,139,338
kBtu / VRM	*24.13*	*24.45*	*23.03*
Water			
Water used (gallons)*	19,813,694	22,797,630	25,896,313
Gallons / VRM	*0.407*	*0.476*	*0.523*
Greenhouse Gas (GHG)			
GHG emitted (MT CO2e)	147,466	140,727	156,475
CO_2e pounds / VRM	*6.68*	*6.48*	*6.97*
GHGs displaced (MT CO2e)	2,229,409	2,205,480	2,315,607
Criteria Air Pollutants			
Total CAP (tons)	327	321	346

Note: Data normalized by Vehicle Revenue Miles (VRM) are presented in italics above.

*2022 water data was estimated based on spends. This total will be updated in next year's report to reflect better access to data.

Acronyms

AFC 2.0 Automated Fare Collection System

APTA American Public Transportation Association

ARA Annual Report & Audit

ARC Atlanta Regional Commission

ARTP Atlanta Regional Transportation Plan

ASD Autism Spectrum Disorder

ATL Atlanta Transit Link

ASP Agency Safety Plan

ATU Amalgamated Transit Union

BEB Battery-electric Bus

BRT Bus Rapid Transit

CARP Climate Action and Resilience Plan

CEO Chief Executive Officer

CNG Compressed Natural Gas

CO2e Carbon dioxide equivalent

CX Customer Experience

CY Calendar year

DNR Department of Natural Resources

EEO Equal Employment Opportunity

EMMA Electronic Municipal Market Access

EMS Environmental Management System

ERG Employee Resource Group

ESCO Energy Service Company

ESG Environmental, Social, and Governance

EV Electric Vehicle

FTA Federal Transit Administration

FY Financial year

GDOT Georgia Department of Transportation

GFOA Government Finance Officers Association

GHG Greenhouse Gas

GM General Management

GREAT Gang Resistance Education and Training

GRI Global Reporting Initiative

HVAC Heating, Ventilation, and Air Conditioning

JBPT Joint Bike Patrol Team

kBtu Thousand British Thermal Units

KPI Key Performance Indicator

lbs. Pounds

LED Light-emitting Diode

LTIR Lost Time Incident Rate

MARTA Metropolitan Atlanta Rapid Transit Authority

MPD MARTA Police Department

MT Metric tons

MTP Metropolitan Transit Plan

RAC Riders' Advisory Council

RAISE Rebuilding American Infrastructure with Sustainability and Equity

SALT Seniors Law Enforcement Working Together

SDG Sustainable Development Goal

SMP Sustainability Management Plan

SMS Safety Management System

TCFD Task Force on Climate-related Financial Disclosures

TOD Transit-Oriented Development

TRIR Total Recordable Incident Rate

UN United Nations

VRM Vehicle Revenue Mile

ZEB Zero-emission Bus