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Welcome to MARTA's Integrated Operations Center (IOC)



Presented By:

***Tracie Cogdell, General Superintendent
Bus Services Coordination***

Veronica Gilcrest, Acting General Superintendent – Rail Control

Mission
of the
INTEGRATED
OPERATIONS
CENTER

- The Integrated Operations Center (IOC) is the *central hub for MARTA transportation services*. Its mission is to *provide mobility service solutions* that are *cost-effective, seamless* between operating modes, *and transparent to* both internal and external *customers* through close coordination.
- The IOC is currently home to Bus Communications, Rail Services Control, Station Services, Customer Communications, and MARTA Police Dispatch and Call Center. Future additions include Maintenance Control and Operations Control Systems Group.

Bus Communications

- Manage over 7,000 trips daily, 113 Bus Routes covering over 1,240 sq. miles (Atlanta, Dekalb, Clayton)
- Service originates from 3 garages with a total of over 1,200 full-time and part-time Professional Bus Operators
- Bus service is provided to 38 bus/rail stations – 22/7
- Bus Communications staff consists of 23 employees (Gen Supt., Supt., Dispatchers)

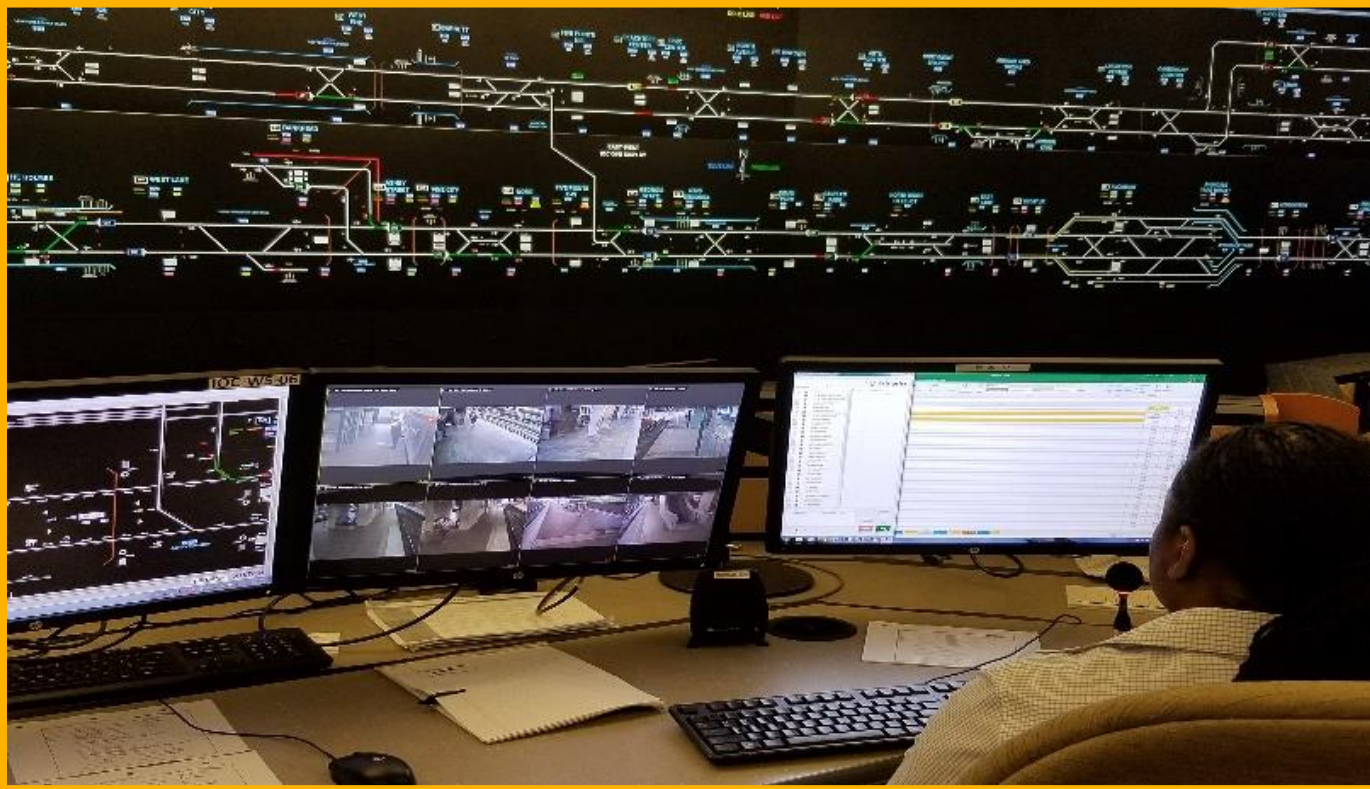


Rail Control

- Manage over 700 trips per day
- Monitors trains using Train Control & SCADA System (TCSS)
- Rail Service supports 250,000 passengers per day
- Rail Control staff of 43 (Gen Supt., Superintendents, Admin., Contr., Comms.)
- Monitors Life Safety Systems (Fans, Public addresses, etc.)



Services of the IOC



Customer Communications Group

- Manage internal and external information to customers via social and internal media
- Coordinate service-related information to MARTA Marketing and Communications
- Support service hours of operations

Services of the IOC



Operations Control Systems Group

- Responsible for IOC systems to include TCSS, AVL, PA, CCTV etc.
- Primary source of contact for Operations 24/7
- Primary liaison for Industrial Control Systems

A close-up photograph of a woman with dark hair, wearing a white headset with a microphone, looking slightly to the left. She is wearing a dark blazer over a light-colored collared shirt.

MARTA Bus Communications Center

Integrated Operations Center

Tracie Cogdell, General Superintendent Bus Services Coordination

Amario Andre, Superintendent

Larnell Stephens, Superintendent

Akiko Davis, Superintendent

Monthly Communications Traffic

- *15,000 Radio and Landline calls monthly*
- *On-street emergencies*
- *Bus/Pedestrian accidents*
- *Re-route instructions*
- *Lost & found*
- *Customer service / MARTA police*
- *Garage inquiries*

Bus Communications Supervisor Interaction

- *Track in-out of service & assigned road details*
- *Coordinate bus swaps – (maintenance/accidents)*
- *Serve randoms/set up post-accident testing*
- *Assist with bus bridges*
- *Respond and prepare accidents/incident reports*

Current Technology

- *Swiftly*
- *Survey123*
- *Everbridge / FA suites*
- *Microsoft Teams trackers*
- *New dispatch computers*
- *2024 radio upgrades*
- *Transit Master version 19 upgrade*

A close-up photograph of a woman with dark hair, wearing a headset and a dark blazer over a light-colored collared shirt. She is looking slightly to the left of the camera with a neutral expression.

MARTA
Bus Communications Center
THANK YOU

A large, light-colored MARTA bus is shown in the background, slightly out of focus. The word "marta" is visible on the side of the bus. The bus is positioned behind a dark blue horizontal band and an orange horizontal band.

QUESTIONS OR
COMMENTS ???