



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

BOARD WORK SESSION

THURSDAY, OCTOBER 10, 2024

ATLANTA, GEORGIA

MEETING SUMMARY

1. CALL TO ORDER AND ROLL CALL

Chair Kathryn Powers called the meeting to order at 12:00 P.M.

Board Members Present:

Al Pond
James Durrett
Roderick Frierson
Freda Hardage
Kathryn Powers
Rita Scott
Valencia Williamson

Board Members Absent:

Stacy Blakley
Russell McMurry
Thomas Worthy
Jennifer Ide
Jacob Tzegaegbe
Jannine Miller
Sagirah Jones

Staff Members Present:

Collie Greenwood
Melissa Mullinax
Ralph McKinney
Rhonda Allen
Peter Andrews
George Wright
Kevin Hurley
Michael Kreher

Also in Attendance: Justice Leah Ward Sears
David Thunhorst
Jonathan Hunt
Paula Nash
Jacqueline Holland
Tyrene Huff
Kenya Hammond

2. CHAIR'S REPORT

Approval of the September 12, 2024 Work Session minutes

Approval of the September 12, 2024, Work Session minutes On a motion by Board Member Powers, seconded by Board Member Hardage, the motion passed by a vote of 7 to 0 with 7 members present.

3. GM/CEO REPORT

APTA TRANSform Debrief

Construction Projects Update

CX Day - Customer Charter

4. Ad Hoc Ethics Committee Presentation

5. EXECUTIVE SESSION

Real Estate

Litigation

Personnel

6. OTHER MATTERS

None

7. ADJOURNMENT

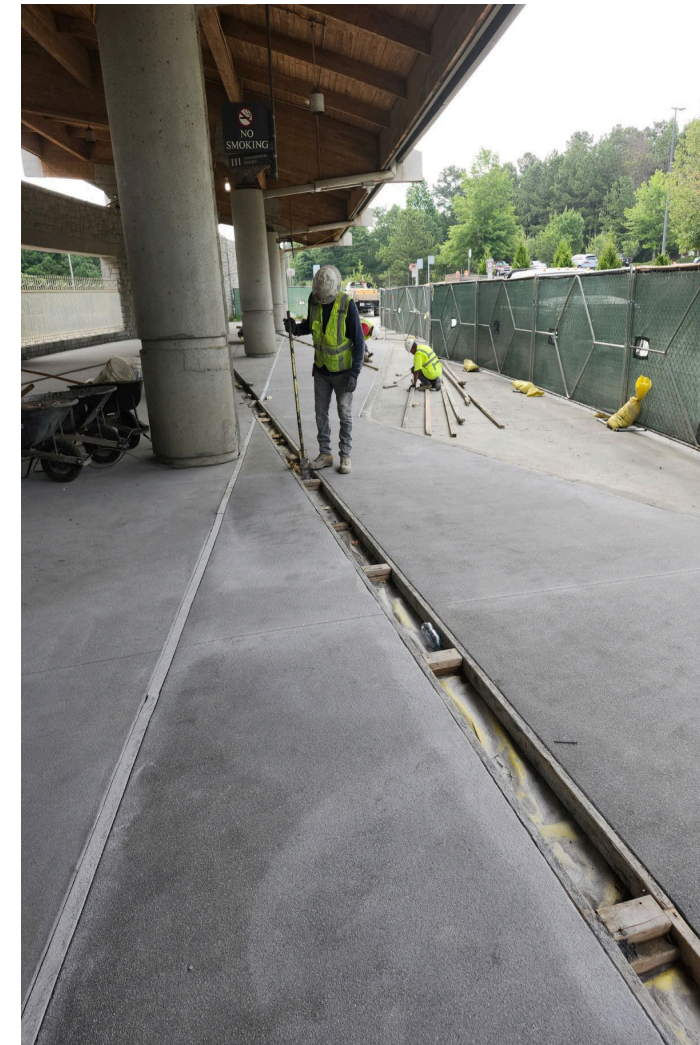
The Work Session adjourned at 1:28 P.M.

MARTA RAPID SUMMERHILL

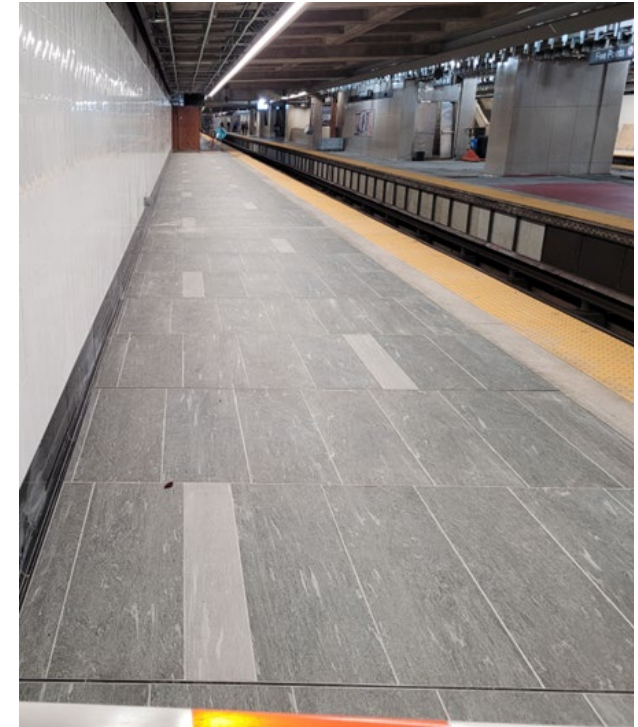




INDIAN CREEK STATION



FIVE POINTS STATION



BROOKHAVEN STATION



MARTA Customer Charter

October 2024 to September 2025



What is MARTA's Customer Charter

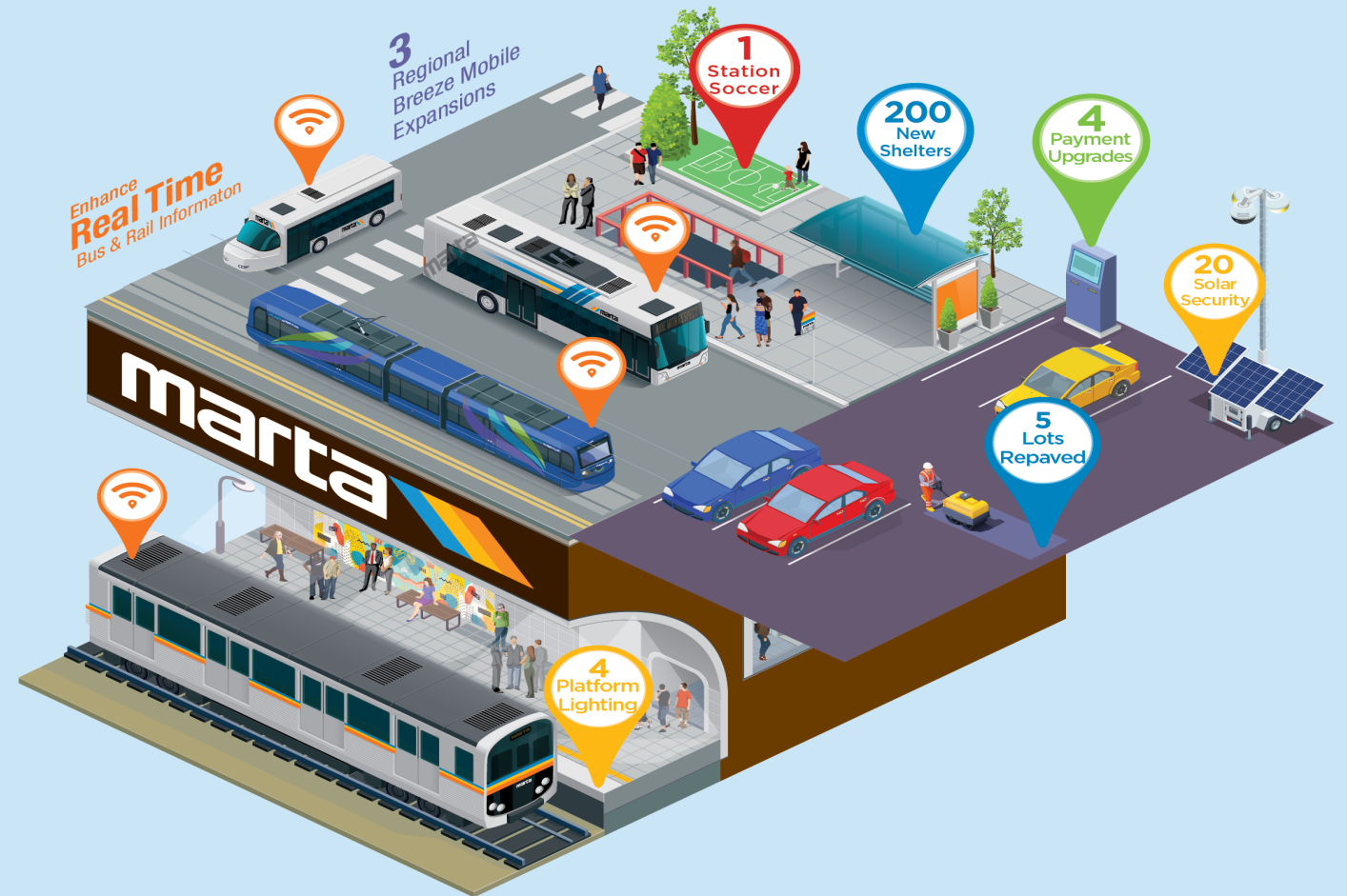
Our commitment to implementing a series of customer-focused projects that directly impact and enhance the customer experience.

- Inaugural commitment announced in October 2023
- Aligned with annual celebration of Customer Experience Day
- Publicly reported, ensuring transparency and accountability

2024 Customer Charter

marta ANNUAL CUSTOMER CHARTER*

- 📍 **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



2025 Customer Charter

20
25


Customer Charter

Improving Customer Service and Experience





Thank You



**Proposed Amendments to
the Code of Ethics and Standards
of Conduct
October 10, 2024**



Overview

- The Board formed an Ad Hoc Committee to review the Code of Ethics and recommend to the Board any proposed amendments
- The Ad Hoc Committee met August 22nd and considered certain proposed amendments to the Standards of Conduct in the Code of Ethics
- The Ad Hoc Committee met again September 11th and considered the other sections of the Code of Ethics, including those relating to the Board of Ethics
- The Ad Hoc Committee met again September 27th and recommended proposed amendments to the Code of Ethics and Standards of Conduct, including changes to the Board of Ethics

Overview (continued)

The Board has broad authority to set and oversee ethical standards for directors, officers, employees and persons doing business with MARTA

- Pursuant to this authority, the Board adopted a ***Code of Ethics and Standards of Conduct*** (the “*Code of Ethics*”) in 1973 and has updated it from time to time
- Every Board member, officer and employee is required to comply with the Code of Ethics
- The Standards of Conduct are comprehensive, but the Committee recommends certain additions to the Standards of Conduct to further the purposes of the Code of Ethics

Proposed Amendments Regarding Standards of Conduct

Proposed Amendments to the Standards of Conduct

- Board members should treat MARTA employees with respect and shall **not**:
 - Publicly engage in personal attacks or discipline employees
 - Engage in altercations or acts of hostility with employees and other Board members

Nothing precludes Board members from commenting on MARTA policies, practices, etc. when discharging their duties

- Board members should communicate concerns regarding an employee's performance to the General Manager/CEO
- Board members shall **not**:
 - Make, or participate in, decisions about hiring, appointing, promoting or terminating a family member
 - Take any action to influence decisions affecting the employment status of a family member
 - Solicit political contributions from MARTA officers or employees

Proposed Amendments Regarding Standards of Conduct

- Board members shall conduct themselves in accordance with, and comply with the prohibitions on discrimination, harassment and retaliation set forth in MARTA's Discrimination, Harassment and Retaliation Prevention Policy
- Board members, officers and employees shall not provide advice or comments to the Board or MARTA staff in connection with any matter for which they are required to disqualify themselves
- Board members, officers and employees shall not use MARTA resources for activities other than MARTA business

Proposed Amendments Regarding the Board of Ethics and Related Matters

Current Code

- Provides for initial review by the Chief Counsel and, at the Chief Counsel's discretion, referral to a MARTA Ethics Committee for investigation or for Code of Ethics interpretation and subsequent advisory opinion but does not address the MARTA Ethics Committee composition
- Provides for a Board of Ethics with 7 members appointed from the Atlanta Bar Association, DeKalb Bar Association, Gate City Bar Association, Metropolitan Atlanta Chamber of Commerce, DeKalb Chamber of Commerce, Metropolitan Atlanta Rapid Transit Oversight Committee and the MARTA Board and provides that matters may be referred to the Board of Ethics by the Chief Counsel
- Provides that the Board of Ethics is an advisory board that renders advisory opinions as requested by MARTA's Chief Counsel and makes recommendations to the MARTA Board on matters referred to the Board of Ethics

Proposed Amendments Regarding the Board of Ethics and Related Matters

Proposed Amendments

Update the composition of the Board of Ethics and consolidate the duties/responsibilities of providing advice regarding the Code of Ethics to the Board of Ethics

- Composed of 5 members
 - Four members from the MARTA Board appointed by MARTA Board Chair
 - The four Board members appointed to serve on the Board of Ethics shall include a MARTA Board member appointed by at least three of the following jurisdictions: City of Atlanta, Clayton County, DeKalb County and Fulton County
 - One member from the Metropolitan Atlanta Rapid Transit Oversight Committee selected by MARTOC's Chair
- Appointed for 2-year terms – with terms of two of the members who are appointed from the MARTA Board ending at the end of each calendar year
- Board of Ethics members will continue to serve with respect to any matter that was referred to the Board of Ethics for review until the completion of such review by the Board of Ethics

Proposed Amendments Regarding the Board of Ethics and Related Matters

Consolidate the duties of the Board of Ethics and the MARTA Ethics Committee and provide that the Board of Ethics shall:

- Review and investigate any alleged violations of the Code of Ethics; requests for advisory opinions; and any other Code of Ethics matters referred to the Board of Ethics by the Chief Counsel or the MARTA Board
- Make recommendations to the MARTA Board of Directors if action is needed

Recommendation for Board Approval

The Ad Hoc Committee on Ethics is recommending that the Proposed Amendments to the Code of Ethics and Standards of Conduct be approved by the MARTA Board.

Thank You

Justice Leah Ward Sears

and

David Thunhorst

Smith, Gambrell & Russell, LLP