



**BOARD OF DIRECTORS**

**METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY**

**BOARD WORK SESSION**

**THURSDAY, OCTOBER 10, 2024**

**ATLANTA, GEORGIA**

**MEETING MINUTES**

**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 [Smith, Gambrell & Russell]  
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**

David Thunhorst briefed the Board on the Ad Hoc Ethics Committee proposed amendments to the MARTA Board of Directors Standards of Conduct in the Code of Ethics.

**5. EXECUTIVE SESSION**

**Real Estate**

**Litigation**

**Personnel**

**6. OTHER MATTERS**

None

**7. ADJOURNMENT**

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

Respectfully submitted,



Tyrene L. Huff  
Assistant Secretary to the Board



# Construction Update

---

Board Work Session  
October 10, 2024





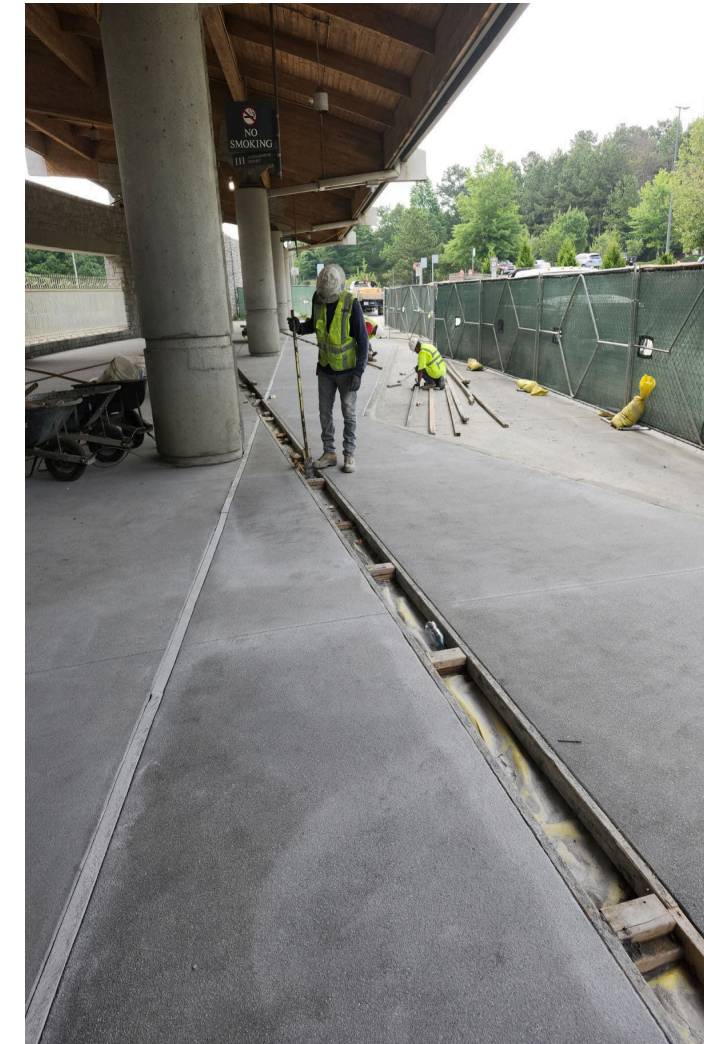
# MARTA RAPID SUMMERHILL





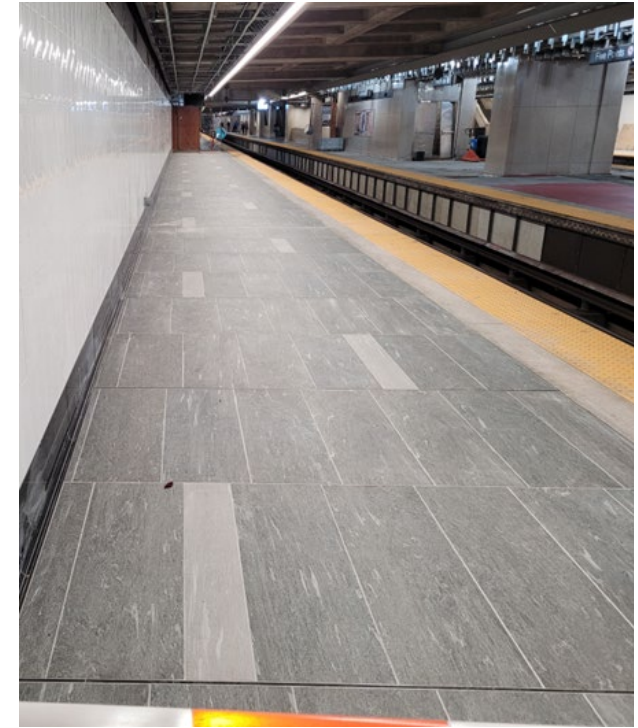


# INDIAN CREEK STATION





# 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 22<sup>nd</sup> and considered certain proposed amendments to the Standards of Conduct in the Code of Ethics
- The Ad Hoc Committee met again September 11<sup>th</sup> 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 27<sup>th</sup> 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**