

# press release

## MARTA selects McCloud Transportation to conduct bus operations and maintenance assessment

MARTA's goal is to identify opportunities to improve service delivery to customers

Odessa, FL. (March 2017) – MARTA awarded a contract to McCloud Transportation + Associates, LLC to conduct a Bus Operations and Bus Maintenance Comprehensive Assessment to identify opportunities for the improvement of the delivery of bus service to MARTA's customers.

The assessment analyzed existing conditions of MARTA's Bus Operations and Bus Maintenance departments and processes. The assessment also analyzed management and organizational structure, recruitment and training, operator work assignments, utilization of staff and attendance, vehicle and fleet availability, performance measures, reporting, technology, policies and procedures, communications, planning, scheduling, and the annual operating budgets for Bus Operations and Bus Maintenance. An industry analysis was also conducted to identify best practices that could be adopted by MARTA. Over 126 documents were analyzed during the project period.

"We utilized a multi-pronged approach to successfully achieve the goals of the project; including a peer-to-peer round-table exchange to obtain feedback on ways to increase miles between road calls," said Bill McCloud, Vice-President and Chief Operating Officer. "Participants included MARTA's maintenance personnel, and maintenance professionals from Greater Cleveland Regional Transportation Authority and Metro Transit in St. Louis, Missouri," he said.

MARTA operates the ninth largest transit system in North America, providing bus, rail and paratransit services in the greater metropolitan Atlanta area. McCloud Transportation is a multimodal transportation consulting firm that specializes in ADA paratransit operations reviews, fixed-route bus and rail operational analyses, performance audits, safety reviews, and service quality monitoring.

For more information, visit [www.McCloudTrans.com](http://www.McCloudTrans.com) or call (813) 920-8683.