MARTA MAC Committee Meeting

Tuesday, September 14, 2021

10 a.m. – 11:30 a.m.

>> Good morning to everyone. Glad to have you all here. Glad to know you all are safe, and we are now going to call the MARTA access‑‑I mean advisory committee to order. We're going to start off with introductions, and I'll introduce myself and let the members introduce themselves. My name is Robert Smith, chair of the Mac committee. Members, you may introduce yourself.
>> This is Bob Lossie, I'm a member of the committee and representing the lower extremities and wheelchairs.
>> Good morning. My name is Vedette Locke, and I am the director of First Transportation for MARTA.
>> Good morning, Kay Sibetta with AARP representing the senior citizen community.
>> Good morning. This is Miles Turpin, director of mobility for MARTA.
>> Good morning. This is Lee Rogers, the (inaudible) division agency services.
>> Okay.

>>Good morning. This is Brad Payne, principal research scientist, Georgia Tech.
>> This is Keith Chambers, director of transportation for MARTA.
>> Is there any other body or staff? Any other members of the Mac committee that haven't introduced him or herself, please do so at this time.
>> Good morning, this is Toni Thornton with the Office of External Affairs.
>> Good morning.
>> Hello. I'm Denise Brown, and I'm the equity administrator in the diversity and inclusion office.
>> I think that might be almost everyone.
>> I think that should. So we'll move on to our committee report, and if you look at your agenda we have only one committee report, and that is the‑‑
>> Accessibility.
>> Accessibility subcommittee report. Are you ready?
>> Accessibility subcommittee met to discuss the history customer program.
>> Okay. Kay, is she on the line? I think she is the chair of that committee.
>> She's muted.
>> Good morning, can you hear me?
>> Okay. Now we can. Yes.
>> Okay. Thank you. This is Kay Sibetta with AARP and chair for the customer focus committee. We met last month, and our meeting updates are basically waiting for the marketing department that is finalizing the educational video. We will be told when that has been approved and share that with the rest of the Mac committee.
>> Okay.
>> And I think one other thing is we did‑‑we did discuss the mystery shoppers survey results which I believe Denise‑‑mystery customer report, sorry. We did review that report, and I think Denise will be able to share those contents with the rest of the committee. I think that's it. Bob Lossie, is there anything else I missed?
>> No, I don't think so. There's lots to be changed in the future because Atlanta is progressing so quickly with the COVID. It is going to be a whole different world.
>> Yeah, and I think we‑‑
>> MARTA. No, I was just going to say I think that MARTA is right on the cusp of it. They're out front and working towards that goal.
>> Yeah. And one other thing I think we discussed is the AVIS update and were not able to in regards to the stations signage. And I think we were going to get an update from the staff. Sorry, I forget her name who is responsible for that. And I think that's it.
>> Okay. Any questions from the Mac committee to the subcommittee customer focus? Hearing none, we'll move on. Is Paula Nash from the diversity and inclusion? She is the director. Is she on board for a few words?
>> Robert, no she is not. She had told me that she had a seminar she was attending today, and she is not going to be here, but she did not have any updates to provide the committee at this time.
>> Okay. Okay. The next person up is our MARTA‑‑
>> We have Toni Thornton, Robert, is going to talk about the overview of transit hub, and she's also going to talk about service changes.
>> Okay. I didn't want to mess up his name. I got the first name, but he's not presenting this morning?
>> Ryan is not presenting this morning, Toni is.
>> I didn't want to chop his name up. I was going to say his first name and let him introduce his last name. So who are we having a report from now, Denise?
>> Toni Thornton.
>> Okay. Toni Thornton, I know her well. Okay. Toni, you have the floor.
>> Good morning, chair and the committee. Thank you, Denise, for inviting me to come in and speak to our MARTA public hearing coming out as well as the Clayton County Justice Center hub. And again, thank you. I'm just going to touch on briefly with the‑‑is everyone able to hear me okay before I continue on?
>> Yes.
>> You're kind of breaking up a little bit but not that much. Just a little bit.
>> I thought not opening activating my camera might help that. I hope is everyone able to hear me. So I'm going to start out with the‑‑
>> Yes, go ahead.
>> Just interrupt me if‑‑
>> You're breaking up.
>> --I need to slow down or‑‑
>> You're going in and out.
>> (Inaudible).
>> I don't know if anybody else hear that or not.

>> It is broken up to the point where I can't be make out what Toni is saying now.
>> Right. Denise can we get some help on getting Toni's communication better?
>> Well, that would probably be on my end, so let me see if I can reboot my‑‑
>> The last sentence was clear.
>> Is that better?
>> It seems to be very good now. Very strong and clear.
>> Okay. I'm going to keep my fingers crossed. Okay.
>> All I'm hearing is a few words, that's it.
>> Okay. Am I coming in okay at this point?
>> Again, Bob is hearing it fine.
>> I can hear it.
>> Anthony, you're doing fine.
>> Anyone else what they're hearing. Okay. I'm going to start with‑‑and Mr. Smith, if you're having problems hearing me, I can make sure that I provide this information to Denise to get to you. For anyone that may have difficult hearing me I'm going to share this information with Denise to send out to the committee for anyone that may have problems hearing me.
>> I can hear you fine now, Toni.
>> Good. Good. Okay. I'm going to start out to just touch on the Clayton County Justice Center transit hub, our feasibility study. Actually the hub, we opened the transit hub back in July 2020 when we have four‑‑no, five Clayton County routes that come to this transit center hub at the end of Clayton County. It initially started out our buses were coming in and they were just posting on park ways‑‑both ways. That's the street that comes into the back of the transit hub. And with discussion and partnership between MARTA and Clayton County, we moved forward to actually build out the transit hub a bit more, but now we're going into phase 2, and we're meeting with property owners, Clayton County leaders and community partners going into this next phase, a design phase to build it out even more. And basically the transit hub it provides a convenient place for our passengers to transfer between buses and we're going to have enhanced amenities and services at this transit hub. This hub will connect MARTA buses to other travel modes. It may include, you know, MARTA mobility, biking, walking, and just last mile options like Uber and Lyft, the ride share program. So those are some of the amenities that may be offered. Of course we're looking at having a MARTA breeze machine there and real time information for our customers to allow them to know when their buses are coming and just that information people need when they're riding MARTA. And some of the amenities that we are considering of course we shelter from the weather, seating, restrooms, bike racks. As I mentioned, real‑time arrival information, the breeze card kiosk, vending machine and access to other transportation options and other services that may be needed for the community. So we are currently meeting with property owners, stakeholders, other government agencies within Clayton County to try to get their feedback on any future development in the area so we know how to proceed. And as we move forward with the design process for this transit hub, we've met with MARTA operators to get that internal insight terms of things they deal with maneuvering to the transit hub as it relates to maneuvering and turning. And we're going to expand this public engagement further where we are going to go out in October, the end of October, maybe early November, with a workshop to engage beyond the property owners and business owners and government agencies with more of the public to get their feedback regarding this transit hub. So just wanted to tell you a little bit more to tell you stay tuned and look for more information. The project manager for the MARTA side is Ryan VanSickle, and I believe he's going to be presenting at your next Mac meeting, and correct me if I'm wrong on that, Denise, but I want to make you aware of this project and let you know Denise has been part of our meetings to make sure we are looking at every aspect in terms of amenities and different things we will need to have in place. And so that is just a little bit of information about the Clayton County Justice Center transit hub. I'm happy to entertain any questions if you have any questions regarding this project.
>> This is Bob. I had a question, if you don't mind, about the biking and walking because that's accessibility you can take a scooter and a wheelchair. By scooter, I mean handicap accessible scooter. When you say the biking and walking, do you mean developing trails and walking trails to make communities walkable so they can get to the Justice Center?
>> So when I say that, those are potential amenities. So what we're doing is we're kind of throwing out the wish list, if you will. There are certain that are standard like having the actual shelters in place to shield you from the weather and having the bike rides we have at other stations. But amenities, when we're looking at it, those are potential amenities. We're meeting with Clayton County government, as well as GDOT, in terms of improvement like sidewalks and paths and that sort of thing that would come into the transit hub. So those are discussions that are being had.
>> Toni, this is Robert. I was looking at an aerial view of the proposed site of this hub, and just‑‑well, I don't know how close it is to the Justice Center. I know it's in the first stages, but you're in the‑‑you're just gathering up information right now in this first phase of it; is that correct, Toni?
>> The transit hub, the footprint is there, so we will be developing at this stage. But in terms of the amenities and how we will build it out completely, yes, we are still in discussion phase with that. But we currently have routes that are coming in to the existing transit hub that is there currently. And you are correct, it is in very close proximity to the justice center right there. It's in kind of the rear of the Justice Center, the Harold Bank Justice Center.
>> Okay. Because I was speaking with Denise, and I was planning on just taking a trip out there to just see what we have thus far to get a real good idea as to if they're going to improve where they are now, and it's similar to the bus shelter up there in Cobb County, the transfer station rather. And if it's like that, then I‑‑it's pretty much straight-lined and, you know, they have the bathroom, accessible bathrooms for both the male and female bathrooms. I think they're unisex, if I'm not mistaking. But they're easy to get to because I've gone up there and walked the full length of that transfer station. So if it's anything like that, I can give further input on the wish list and see if they could include that as well.
>> Okay. And I'm going to ask everyone to stay tuned for more information on the Clayton County transit hub. I just wanted to touch on it. I know we‑‑Ryan scheduled to present today, but due to personal emergency, I just wanted to kind of give a brief overview on it this morning.
>> Yes, Toni.
>> Well, thank you Toni. And you are going to give us an update on the bus route changes as well as the upcoming hearings?
>> Yes.
>> The public hearings?
>> Yes.
>> Okay.
>> So thank you. So yes, we are scheduled to host public hearings that actually is going to kick off today. We're having three public hearings. It's going to be a hybrid approach because we're very mindful of our customers, our visitors, employees to make sure we maintain, you know, just safe‑‑the safety and well‑being of our customers and employees in terms of those that may have concerns with the COVID‑19 pandemic, so we're following all of the COVID and protocols around that. So we're providing different opportunities for our customers to participate and come out for the MARTA public hearing. So we'll have one scheduled today in person. That is going to take place at 7 p.m., and it's going to be held at the Flint River Community Center that's located at 153 Flint River Road and also served by routes 191. The public hearing will begin at 7 p.m. but the community exchange where people can come out and view the maps is a route adjustment and talk to our service planners, that begins at 6 p.m. And again, face masks are required following just that COVID guideline and protocols, face masks will be required and it's limited capacity. But if you're not comfortable coming out in person, we'll also have a virtual meeting that's scheduled tomorrow, Wednesday at 11 a.m. the community exchange will begin an hour prior at 10 a.m. where our service planners will be there to answer any questions. You will be able to access that meeting by going to it'smarta.com. And again, I want to remind everyone this information will be shared with committee and everyone in attendance here, but you also have a dial‑in option by calling 646‑5588‑8656, and you would just include webinar ID which is 87013611349. And then there's an access code and that access code is 424536. And that is the virtual way. And you can also join by going on You Tube and joining going to MARTA's You Tube page. You can also access that through the MARTA website or you can listen to the meeting or go to the meeting on Facebook. And the last option is another in person option. And that will be on Thursday, September 16th, and that will be held again at 7 p.m. with the community exchange proceeding at 6 p.m. planners will be there. Again, face mask is required, and that will be held at MARTA headquarters at 2424 Piedmont Road. And of course MARTA headquarters you have access to MARTA headquarters using the red line to the Lindbergh station. The proposed service changes that will be effective December 4th, and the routes that we are considering the board will be considering is route number 12, Howell Mill Road Cumberland; route 95, Metropolitan Parkway, which are City of Atlanta and Hapeville routes. Route 95 is Hapeville; route 12 is City of Atlanta; and then route 194 Conley Road, Mount Zion; and route 196 Upper Riverdale Road/Southlake, those are both Clayton County routes. And that is why one of the meetings will be held‑‑in‑person meetings will be held in Clayton County and then the meeting on Thursday will be held in City of Atlanta and MARTA headquarters. People will have opportunities to provide comments on proposed changes up until September 21, and all of the information will be on the MARTA website. There is information, there are maps on the MARTA website as well as descriptions of the proposed changes. And then copies of the proposed routing and maps will be available for viewing at MARTA headquarters as well if someone wanted to pick up copies to take home and look at, those will be at MARTA headquarters as well. You can also leave comments by going to public hearing info e‑mail comments, I should say, to public hearing info at it'smarta.com. So those are just‑‑and you can also leave a message by calling leave a comment by calling 404‑848‑5299. So there are different ways to leave comments, leave feedback regarding proposed service changes. And I can go over the actual changes if I have time Denise. Do I have time?
>> Yes. Our meeting is going to be pretty short today.
>> Okay. So for route number 12, the Howell Mill Road Cumberland, route 12 is proposed to discontinue service on weekday peak only on the north bound loop of Peachtree Battle avenue, Northside Drive and Northside Parkway. Buses will travel directly between Midtown station and Cumberland transfer center using the current routing on all trips and service days. And for this route 12 is proposed during weekday peak periods, route 12 is proposed to operate every 20 minutes and every 30 minutes all other times. Route 95, Metropolitan Parkway, route 95, a temporary reroute along Dogwood Drive, North Central Avenue, and Sunset Avenue and Elm Street, and Claire street. It's supposed to become a permanent routing due to ongoing new Hapeville development project construction. The service along Vista Drive will be discontinued. There is no other frequency changes for the proposal for route 95. Route 194, Conley Road/Mount Zion, route 194 is proposed to discontinue service along Mount Zion Parkway between Mount Zion Boulevard and Fielder Road. Fielder Road/Mount Zion Road between Fielder Road and Richardson Parkway continuing to Mount Zion Boulevard. Instead, buses will travel along Mount Zion Boulevard to improve operational efficiency and discontinue duplicative routing. Route 197 will continue to provide service along Mount Zion Parkway between Mount Zion Boulevard and Fielder Road and the Fielder Road segment. And the last one is route 196, Upper Riverdale Road. Route 196 is proposed to discontinue service on the loop of Bethsaida Road, Church street, and state route 85 south of Bethsaida Road. Buses will travel between Lamar Hutchinson Parkway and state route 85 north of Bethsaida Road to improve operational efficiency. Route 89. Route 89 will continue to provide services along Church Street and Bethsaida Road west of state route 85. And route 191 will continue to provide service along state route 85 between Bethsaida Road and Church Street. And route 197 and 198 will continue to provide service along the entire loop. There are no other routing or frequency changes proposed for route 196. And that concludes my description of the proposed changes.
>> Thank you, Toni. Are there any questions of Ms. Thornton from committee members?
>> This is Bob. I have a general question.
>> Go ahead.
>> I'm just wondering about my own vulnerability because I have weaknesses and that due to COVID. What is the general attitude when people go to these meetings and the mask is required because I know that my heart really goes out to lot of the MARTA staff, the drivers and everybody that has to enforce people to wear masks?
>> I think it's a bit mixed, but most people are very cooperative in my experience at meetings where we've had people come out. I want to say our last in person meeting was dealing with our Campbellton corridor project and people were very cooperative. Most people came in with masks, but we do have masks available at the registration table, and for I think one or two came in without a mask and they were okay taking a mask, to wear a mask. I think most people we've encountered have been very cooperative.
>> Excellent to hear.
>> Okay. Any other questions from Mac members to Ms. Thornton concerning the bus route changes? Hearing none. Thank you, Ms. Thornton. And I will ask all of the Mac members if you know of anyone who's utilizing these routes that you just heard about, get the word out to them because that's one responsibility that we have as far as people in the disability community. Let's get the word out to them of the hearings, the proposed bus route changes so that they could utilize‑‑they won't be surprised when these changes come about. So I want to thank you Ms. Thornton for your report.
>> Thank you so much for having me. And everyone have a great day. I am going to be leaving the meeting so thank you so much.
>> Thanks, Toni.
>> Before you go Toni, sorry to interrupt. Leonard, is he one of your panelist?
>> Leonard, he is a previous member, but does he needs to speak?
>> He had a question for Toni. I think he had a question; he had his hand up. I wanted to see if he wanted to ask the question before she goes. Go ahead, Leonard.
>> Thanks, Toni, for the presentation. It was a great presentation. I'm just curious about something. I noticed that MARTA has attempted on one occasion to take the trains into Gwinnett County and I think even possibly Cobb County, and they repeatedly said no to MARTA. So I'm wondering since Clayton County has opened its doors even when MARTA said no to Clayton County, why we're not doing some type of feasibility study or looking at taking the train system into Clayton County? Or have we?
>> Well, yes, there is a study currently going on regarding light rail going into Clayton County. And this of course is beyond my will house but there is a feasibility study that is taking place. They are looking at the data in terms of the potential ridership the cost for our customers, so again those are discussions that are being had between MARTA leadership and Clayton County leadership regarding that. But there is a study that is going on regarding light rail and VRT bus rapid transit in Clayton County.
>> So can someone come and give an overview what has taken place and what the next steps will be?
>> So I could recommend to Denise that we would contact our project manager, our liaison at MARTA for the Clayton County project and that would be Tracy Rowland and Oland. Forgive me, I can't think of Oland's last name, but I can give that to you Denise to try and see if they have availability to be scheduled on one of your agendas.
>> That you know, Toni.

>> Thank you all so much, and everyone have a great day. Thank you. All right. Bye‑bye.
>> Our next‑‑we have bus rail operations. I don't think we have anyone to give that report, do we Denise?
>> Keith is here. Keith Chambers.
>> Okay. Keith Chambers, and he will give the report for the elevator modernization as well. So Mr. Chambers.
>> Thank you, I appreciate it. Good morning everyone.
>> Good morning.
>> Pretty detailed information from Toni. I think we really appreciate that. For the elevators, the Peachtree Center elevator, one which goes from the street to the concourse, and Peachtree was replaced and returned to service last month. We are very pleased with the new elevator; its appearance, ride quality, it's very smooth. We have not had any issues from it, and I'm looking forward to getting the other one in the same condition. These are very old and worn out units that are going to be really a good addition to the accessibility to Peachtree Station. As of last Wednesday, the elevator number 2 elevator on the north end has been taken out of service for the same replacement until January 14th, 2022. Once this is complete, there will only be one more elevator that needs to be replaced at Peachtree and that's going to be number 3, that's from the platform to the concourse, and that will be a shorter timeline. That's going to be a different type of elevator. We're really thrilled with these down there. Our center elevators 1 and 2 are out of service for rehab until October 1st. The project team moved both of these elevators at the same time because you need both elevators to access the platform from outside the station so it would require mobility shuttle and doing them at the same time, it cuts down on the inconvenience of doing them separately as the work‑around would be twice as long. So the inconvenience is ten weeks, but at the same time, you're going to have two brand new elevators in that station October first. Avondale, we have elevator 3 that accesses the bridge that goes to the south end of the station to the transit orient and development. This one is also due to return on October 1st and that would complete all the elevators at Avondale Station. And also, on Avondale, we have the transit orient development that is on the south side. We are working with Courtland Decatur east that own and manages that area. They have an elevator that goes from the street to a lobby area at the south end of the bridge. So the bus stop at the bottom on College Avenue which services routes 114 and 8 for the bus, they would use this elevator to access the bridge and come across use elevator 3 to go to the concourse. We've had issues with that elevator being out of service and not knowing it. And we've had some challenges trying to communicate with those people to let us know when it's out, but there's a big turn over in people at that facility so we're dealing with all new people. So MARTA is looking to take over the maintenance and responsibility of that elevator. So we are going to‑‑as soon as this happens which we're getting positive feedback from Courtland Decatur as far as doing that, so what we would do is we would make the phone in the elevator call our rail control and we would also have maintenance visits on it regularly to make sure it's in service. It will definitely cut down on the time that it is out of service, and we've also started making rounds with police when they do their rounds at Avondale they come across the bridge and check the elevator just to make sure it stays in service. I will give an update where we're on with that. We are having meetings come up and we should have something along those lines in the next Mac meeting. When these elevators are completed‑‑I wanted to also add, Art Center and Avondale both have mobility shuttle support, so Art Center there is a mobility shuttle with signage and information on it so the mobility shuttle would run from Art Center to midtown continuously on a 15‑minute schedule. Same goes for Avondale, number 3, but that one is from the south pylon to the north bus bay. So it's just transferring from the south to the north because the elevator access is out for that bridge. Want to make sure I added that. When these elevators are completed, the teams will be moving to Lindbergh number 1 which has an alternate elevator for the center platform. And they will also be going to the south yard which is a maintenance yard which does not affect station access. Presently, over half of the elevators that are in the project to be replaced are complete. We've had really good data coming from these. They are more reliable than the older units, especially some of the ones that were 40 years old. And hopefully we will be finishing this project possibly a year ahead of time. So in the next four years, we should be close to finishing up this project. And that's really good news for the project team. It is a bit of an inconvenience, and some of the harder elevators like Peachtree Center elevators are getting done now, these are extensive time periods because they're so intricate, they're tall. I think they have about 140‑foot rise, and they're run by cable. So they brought in a special team to do these elevators which I think is really good for the turnover of these units. We just keep progressing, we're staying on schedule, and we haven't had too many issues our complaints by mobility about not being able to supply these needs. And I believe that's all I've got for now unless you have any questions.
>> Okay. Are there any questions from the Mac members?
>> Yes, this is Bob. I had a‑‑
>> Bob, go ahead.
>> I grew up in Atlanta and moved to the northeast in the early 80's, 1980's and just recently came back to Atlanta, and so I'm using MARTA for the first time. Started using it 40 years ago. But the elevators to me they look like something from the Mad Max movie set. They are very dark and kind of scary looking and it really brought it to home as I'm getting older when you said it was 40 years ago that they started these. Was the reason they were in that shape because they were so outdated, they were worn out, or is that what the elevators were back in 40 years ago? Or is MARTA planning to maintain them better so that it doesn't get to that stage again?
>> Bob, you're correct on all of it. When they installed them 40 years ago‑‑I think 79 was when they started putting them in‑‑the majority of them had old ballast resistor lighting that was unpredictable as the ballast started deteriorating‑‑your lighting deteriorate‑‑and the abuse that these take over 40 years in a transit environment can make it look that way so they look somewhat dingy, they had metal screens that covered up the lighting which also took away from some of the light. They may have had other things go on inside the elevators, but also the codes have been updated over the last 40 years for lighting and lumens that you're allowed to seal. So the lighting codes, the codes for your gongs and your positions, stuff like that has updated so when you update codes, that code becomes effect for that year the code takes affect so it doesn't mean because the code requires a certain amount of lighting or whatever appearance it does‑‑you're grandfathered in the older units so those don't necessarily have to be brought up. Like I said, you're right on all counts. These were not properly maintained at periods in their life. Whenever that may have been. Documentation is spotty in the past, you know, 10, 15 years ago, but that's why they did this project where they're replacing basically 100 percent of their elevators. I say 95 percent because we have 115 elevators and in this project, we're replacing 111. The only reason we're not doing it on four is because they've been put in the last four to five years. So when this project is over, we won't have an elevator that is more than about 11 years old. The life span of these elevators is documented at 20 years. A lot of these went 40. That is also an indication of the wear on these things, so there's a lot that goes into them but you will notice these new elevators definitely have better lighting, they have smoother operation. They have a smoother ride, and they're safer than any of the older elevators were. There's many things you guys don't see that creates the safety or riding these elevators. And I hope that answers your question, Bob.
>> That was great. Thank you.
>> Any other questions from members to Mr. Chambers about his presentation of the elevators, escalators modernization? And Mr. Chambers, I want to thank you for addressing the Mac committee. And I also am glad to hear about the Peachtree Center and its completion of the elevators and the other elevators that will be completed because it coincide with the opening of Fulton‑‑the Atlanta Fulton County public library because there is a department in that building deaf blind and visually impaired people will be using. We are glad to hear that, and that is good information that I can pass on to the people who utilize the Atlanta Fulton County Public Library at one Margaret Mitchell Square.
>> Absolutely. I appreciate it. And if you hear from any of those individuals related to the elevators or issues or good things too, please pass it on to me and that would be great.
>> Will do. If no one else have questions for Mr. Chambers. Mr. Chambers, thank you. At this point we have bus operations no report and information technology, no report. And we have customers Ms. Tiffany Guillory.
>> Guillory.
>> Guillory.
>> Yes. Good morning, everyone.
>> Good morning, Ms. Guillory. Sorry for butchering your name like that.
>> You're fine. You're fine. Good morning. My name is Tiffany Guillory. Today I will provide the ADA linked customer complaints for the month of May 2021. Authority wise, received 392 ADA links. Complaints would be under 125 at 31.9 percent. ADA valid complaint received 89 and 71.2 percent. Mobility by‑‑I'm sorry, breakdown by department. Mobility received 106, bus operations received 11. Mobility reservations received 6. Rail operations received 1. Station agent received 1. Complaint category, late pick up, 30 plus minutes received 35. Late drop offs received 19. Excessive time on van received 9. No show received 4. And tone of voice received 1. 9 mobility complaints, incorrect reservation information received 3. Won't let board received 3. Pass up received 1. Cancel pick up, no notice received 1, and tone of voice received 1. Accommodations for May 2021 authority wise received 40. Mobility received 20 at 50 percent. That concludes my ADA link customer complaint for the month of May 2021. Hope everyone continues to safe out there. Are there any questions?
>> Committee members, do you have any questions?
>> This is Bob. Just a curiosity question really. When somebody when it's investigated of a report that won't let board, what are reasons that somebody‑‑that a driver might not let somebody board?
>> Well, actually, it varies. Miles, would you like to answer that question?
>> I can.
>> Sure. I can answer that for you. Thank you, tiffany. There are a number of issues that relate to a customer not being allowed to board. The number one issue would be that the customer is not practicing the proper protocols with the CDC and MARTA's policy with mask and you know the whole COVID situation. The other‑‑number 2 with that would be that in any various capability, the customers actually have a safety issue regarding you know a sedentary condition regarding their situation. So and with that, the operators would call dispatch just to confirm or if they have a PCA available before we actually not board an individual, and then lastly would be if an individual is somewhat combative. Did that answer your question?
>> Great. Thank you very much.
>> You're welcome.
>> Any other questions for Ms. Guillory?
>> Yes, this is Leonardo Banes.
>> Mr. Banes, go ahead.
>> Could you repeat the number of late drops?
>> Late drop offs or late pick up?
>> I'm sorry. Late pickups and late drops
>> Late pick up, 30‑plus minutes, 35, and late drop off 19.
>> Do you keep a log of the individuals that call in make these complaints of late drop or late pick up?
>> We are able to keep a log of the late drop off and late pick up complaints that come in, yes, sir.
>> Is that on a spreadsheet. What I'm hearing that seem like it's way larger than that because I hear‑‑myself I'm an instructor with CPI and also I'm part of the blind community and I know August and July and then some days you know my neighbors say they're backed up two hours late and individuals come to me and I would say you need to make a complaint and that number does not reflect what I'm hearing or these people are saying they're making the complaints and they're not being accounted for.
>> We definitely able to get that information for you. This is for the month of May and the particular complaints are more so a valid aspect, but I can definitely get that information for you for the next meeting so you can have that information.
>> The report you just read off is for May of this year?
>> Yes, this is for the month of May this year.
>> So it's not for July or August?
>> Correct. Correct. Yeah, this is just for May. Yes, sir.
>> Tiffany, this is Denise, I can forward that information to you.
>> Okay. Yes, ma’am.
>> Are there any other questions to Ms. Guillory from the Mac members?
>> Hearing none. Thank you Ms. Guillory for your report?

>> Thank you so much. Guys have a wonderful day.
>> Now it leads us to the MARTA mobility report. And Mr. Miles Turpin. Mr. Turpin.
>> Thank you, Chairman Smith, committee members. Hope everyone is having a great day and a great month of September. I appreciate the opportunity to be here and participate at these meetings. Just to give you some numbers for the month of August, mobility provided 36,530 trips for August. And in that 36,530 trips completed, we transported 43,132 passengers. That's productivity rate of 1.3 trips per revenue hours. And that is‑‑was an increase from the previous month in July about a month‑‑a little above 2 percent increase steadily month over month. Mobility shuttles, and particularly with the elevator support that my peer Mr. Keith Chambers supported were 322 passengers due to for elevator support and shuttles for August 2021. And we continue to engage in those endeavors through the remainder of this year and moving forward. The mobility maintenance miles for our vehicles which is our L van, the miles for those is 646,788 miles for 239 vehicles, excuse me, with 36 road calls within those miles. And then our calls received in reservation was 18,382. Calls answered were 17,813 with calls abandoned were 489. And then on the assessment side with our eligibility research, we performed 306 assessments, 305 were eligible with one denial. And for the month of August mobility perform 15 safety campaigns meaning our contractors for the entire month did 15 safety campaigns with all different related items through operator safety, passenger boarding safety, wheelchair procurement, right side clearance all within the month of August. And lastly, for our on time performance goal is 90 percent. That is the goal that's been stated for MARTA for the month of August we were short of that goal at 88.3 percent. So and then lastly on our end as many of you know we're on the final stages of our transition from the previous contractor that was with MARTA for five years. We went through a transition phase with our new centralized dispatching and ONM contractors of which was First Transit Transitive, currently have DTS and the DBEATS working with First Transit. We went through the reimplementation phase we're currently finishing now, now we're going back to our regular synergy phase or continuity of operation and looking forward to reading the challenges that come with that. And that's the report I have for mobility at this time.
>> Okay. Thank you, Mr. Turpin. And I'm going to ask the committee members do they have any questions for Mr. Turpin at this time? I do have some concerns, but I want to ask the members to go first.
>> Leonardo Banes.
>> Mr. Banes, go ahead.
>> Okay. One of my greatest concerns from the community that I represent is the late pickups and the late drop offs. And when we called in ETA's, a lot of times tell me they're not properly staffed or they had a lot of people call out, didn't show up for work, so therefore, you know, put everyone else behind as far as their pickups. And my question or I have a question and I also have a solution for that, a proposed solution, you know, I ride other para‑transit, you know, across the country such as Excess or Pride, Palm Tran or Palm Beach County, TOPS in Fort Lauderdale, Florida and, you know, lot of these companies they contract with local taxi cab services when they don't have adequate man force to‑‑manpower to handle the routes, a lot of times they would use those as back up sources. And my question will be‑‑well, have MARTA considered, you know, doing the same thing? I don't think if this would be MARTA or the provider because the provider has a contract to fulfill and they should make sure they're properly staffed to handle the contract and there are people that have dialysis appointments, people have to be to work, students going to school, you know, and they're severely impacted because, you know, of the situation. And like I said, the solution, like I said, possibly could be you know to maybe contract with taxi cab services or maybe other shared ride systems, you know, for those who can't, you know, people that are ambulatory, and some cases it might be a savings to MARTA because I guess what the average‑‑what is the average cost per ride per passenger I mean it cost MARTA to the provider to transport?
>> Yeah, I‑‑
>> Oh, Mr. Turpin.
>> Mr. Banes, thank you for your question. You have a lot. Let me answer it and hopefully I can give you a qualitative answer to your question. There were a number of issues that chairman Smith was aware when I first took over, one being that was addressing the late pickups and drop offs. And for a number of years, the previous contractor for lack of a better term manipulated the data for our trapeze drop logic. Not getting too much into the weeds, the trapeze logic platform is a platform that picks into the pick-up time and destination time, right, of our customers plus a 30‑minute window. And we had found after doing some digging into the‑‑our internal programs that our trapeze drop logic program had not been properly programmed or maintained for a number of years. And so we with permission at that time with MARTA, my MARTA execs and my boss I was given the permission to adjust to get the proper times in there. And we are in the phase‑‑we're halfway complete, but we're in the process of doing that. Now, why is that important? That's important because our customers now will address the issue of what we call OBT or on board time and the length of time that someone is on our vehicle to make sure that that experience is sufficient and is quickly as possible for the customer. And so we obviously we have thousands and thousands of subscriptions and reservations so it's not something that just happens overnight. It's going to take us about four months to finally do the complete change over and when that happens, I anticipate the team anticipates here the pickup and drop off times, right, will decrease. And actually, we're starting to see some fruits of our labor as far as the late pickups and late drop off times as well. Now, the other part of it too is remember at the end of the process however we look at it, mobility is a share ride service and due to the pandemic we're dealing with now, we have a lot of customers ambulatory and such and so forth that have been used to that cadillac service of themselves being on the ride or another individual. As we all know MARTA has changed that mandate, and we're going back to full regular as normal pre‑pandemic, so that plays a part into it as well. And then the piece that you were bringing up as far as drop off part of it, we're looking at some traffic parameters and programs through our trapeze program through our director to streamline our scheduling efficiencies and that it does include staffing and operator availability so we won't put as many folks or try to limit the‑‑our customers on specific rides and streamline those rides and get people to get dropped off as quickly as possible, right, to end that geographical area that we're servicing. So you know, that's part of it. And then the part of that you mentioned about contracting out with some ride services and shuttles, we're actually in the process of looking at that as we speak. Obviously, because if there's a nationwide shortage as we all know operator staffing but that still does not dissolve looking for possibilities of continuing and meeting our service commitment. The challenge we have to do within these companies in the MARTA area they have to meet a certain level of service to help ambulatory folks or disability community so that when we deliver them trips that our contractors either can't complete or there's going to be significant delay time we have to identify that process to make sure that when we send, you know, this particular vendor out to do the service can they actually perform what's required because we don't want to exacerbate the situation by sending someone out that can't do the service. But we are looking into it, and then we actually have some presentations coming up next week that I'm looking at. And then again, getting with my board and seeing where our decisions are on that process. I do say lastly is our contractors themselves, First Transit DTS, they are ramping up and so the operator recruitment levels are picking up, I want to say, at a good rate. Not at the level that we want to be but with‑‑in that nature they're staying constant, and do anticipate they will be at a good level so we can get fully staffed by, I want to say, end of October, November, but we're on the right path, both contractors are to meet the company. So I hope that kind of answers your question, Mr. Pane.
>> And in addition to that another concern that I or question I like to address. I know that you gave a report about the safety that the operators received. What about sensitivity terms of disability etiquacy and dealing with certain passengers that have certain disabilities. I have also heard from the community, you know, mainly with people that are visually impaired or blind, a driver touching a person cane to guide them, that's improper, like personal space and, you know, instead of coming up to a person saying how can I best assist you, you know, you don't get that. Or say a person is blind boarding a vehicle and the driver doesn't tell him what seats are vacant, you just sit there, you know. So I think that, you know, the providers need to provide on a regular basis sensitivity training and disability etiquacy so it best serve the patrons.
>> Yes. Last week--or excuse me‑‑last month, I attended and a number of my team attended a number of safety training and new hire training classes. That's a requirement we have. And we monitor their training component and first transit has a booklet that they give to their new hires, and we monitor what is actually talked to the operator just to make sure, you know, compatibility with the FDA guidelines and MARTA's guidelines, right. And so I can assure you that we're addressing those issues. You are correct, there are some operators that are either need to be retrained, which I think that's the key point is some retraining that needs to be addressed and we're working on that. The other piece with it too as well is we need a level of conformity and continuity so that all the contractors are practicing the same aspect which you spoke of, right. So you know, ATS, First Transit, and GTS need to be on same page when they're dealing with certain special needs or understanding sensitivity how to address an individual that's visually impaired. So we monitor that every other month or so and we make sure we're going to get with our contractors to make changes. And the on the eligibility side of it, my manager, Mr. Strickland is already pushed out training points and training guidelines to our contractors in this particular area. So now we're in a phase of monitoring it and making sure they adhere to it so we can get better in that area, but you are correct, there's some old habits that I think previous contractor that a lot of our operators fell into so it's a matter where we're at changing behaviors right, and at the same time making sure these new behaviors stay and they're practicing them every day.
>> Any more questions for Mr. Turpin from any committee member?
>> This is Bob.
>> Bob, go ahead.
>> I apologize, I have several things. The first one‑‑
>> Can we just limit‑‑
>> I'll try.
>> Okay. Go ahead.
>> I volunteer with the ADA committee of the Atlanta airport and something they did I thought was tremendously successful for the TSA agents is they ask people with disabilities if they would volunteer where we went to the atrium and different people of different disabilities sat at those tables and the TSA agents had permission to ask these people anything that they would not be offended at it, and people that were sight impaired talked to them about asking, you know, can I help you? How to take you to a seating place. And it's a real‑‑it's not just a manual to read, it's a real experience the connection with another person. And I think you would be able to get volunteers like myself to do that with your new drivers. The other thing moving quickly was if you do have an independent car service that would pick somebody up, just for my general information and Uber or something can you‑‑I volunteer again at the Atlanta botanical garden and I see people being dropped off with Uber on mini vans that have ramps on them. Can you request that kind of vehicle through Uber and the last thing and I apologize that I don't know the name of it, I've asked this question. About two years ago I saw a person that had walking disabilities, and they were testing a prototype that MARTA was doing for the mobility where you could go to this app and it function just like the Uber app that you can see what your bus number was that was assigned to you that was in route to you, you could see on a real time map where it was. And it gave the actual ETA of when it was expected to arrive real time. And is that prototype still under development?
>> So basically, Bob, yeah. Your first question is we are actually in the process of doing what you have stated with a visual impaired folks to come and actually talk to our staff and our operators. We actually have one of our employees that work the MARTA in the disability department that's visually impaired and we have talked to communication with her with our ride share program and she's constantly applying some of the things she experienced with our contractors and operators, and so the next game plan is so that she can actually come to the classroom to our safety meetings and explain to the folks hey, you know, this is the expectation, this is what some of the things you can do that makes us feel comfortable and the do's and don’ts. So that's actually in the process of being set up, and we're going to be doing that coming up here in the beginning of the month or the end of next month. The Uber question you brought up, again we're looking at a presentation with that. The primary component with that is say‑‑I'll just hypothetically point out Uber and Lyft if they have these type of vehicles, the question that still remains is how accessible are they so that if I have to delegate a number of rides say you know, arbitrary number say four or five rides, do they have the bandwidth to send those vehicles out? They'll say we v so many but when it actually comes down to actual application and we need that particular type of vehicle, can you they provide that, and we need it on a consistent basis, right. So that's some of the things and questions the staff will have once we get the presentation from a number of private operators we're looking at. And then lastly, with your app, yes, we are I want to say a third of the way, almost half the way, little more than that with that piece of it. My general manager, Ms. Felicia Davis is working on what you're talking about with the app and where's my bus. There's a lot of interrelated folks that are involved in that process particularly MARTA IT and so we need to make sure with that ride there's some GPS coordinates and some mapping stuff and polygons and all that kind of in the weed stuff that we're looking at right now, but I need to get that stuff, you know, perfect before we actually push it out. Trans‑Dev is actually testing background technology on it as we speak, but we got to put it in a product environment before we actually push it out. Once we feel comfortable that, you know, this is what we want, we'll test it again on a real‑time environment situation, and then at that time, I will, you know, notify our board and MARTA we're ready to roll with this. I'm bring it to the Mac meeting as well and everyone will be ready to utilize it. That's one of the new innovative programs that we have ready and we're really excited about.
>> What I need to ask about that specific program is the "Where is my Bus" program app?
>> Yeah, Where's My Bus, yes.
>> Thank you for all of that.
>> Okay. Thank you, Mr. Turpin. Are there any other questions from the Mac committee members before I ask my question or give Mr. Turpin my concerns? Hearing none. Mr. Turpin, we've been‑‑we've talked in the past about concerns with people with disability, and I am concerned you have addressed most of the ways you will tackle these issues, and it's concerning sensitivity training, and I won't go over the same thing that Mr.‑‑that's already been gone over, but this is a part of it‑‑the reason why it makes me concern because I heard from individuals who are long time users of MARTA mobility and knows, and these are people who are blind and visually impaired so they know how certain things ought to go when you are assisting a blind individual. Now your other two entities besides First Tran, AT‑‑is it ATS? I know Gresham, but is it ATS? Am I saying‑‑is that one of vendors?
>> Yes, Mr. Chairman. ATS they're DB of First Tran.
>> All right. Well, several people, and I mean several, not one or two, have asked me how much sensitivity training that the individuals operators are getting, and I said well, they're getting the training, no doubt, because it's in the contract. And I said now, what seems to be the problem? Well, some people say when they are asked the operator to assist them, they are saying put your hands on my shoulder or just grab a hold, and I said they are saying that? He said, yes. Now that was from them. Now I encountered the same thing on three different occasions. I didn't ask the operator, didn't want to put them on the spot right then and there as to assisting me to the door because I didn't know where this particular door was. And he said put your hand on my shoulder. I said excuse me. He said on my shoulder and I said wow, okay. So the other two was the same. They were female operators, and I said well, okay, let me look into this then since I done heard from several people and I experienced it myself. I'm saying in order for everybody to be on the same page, are all of them getting the same type of sensitivity training? I know they're supposed to but are they getting it by viewing a film trying to assist a blind person on board disembarking from the bus so on. And the reason this concern me Mr. Turpin is this, on several occasions with the talk with you I've asked how or who sits in on the sensitivity training and I was glad to hear you and your group did sit in on the sensitivity training and seeing that it was done properly and you also said that you will have someone from the MARTA staff to come in and review it. I have done that in the past many times when we were the EDAC committee. I am glad to hear this because when I go back to report to the individuals that came to me and others who will talk to me on occasion that I can truthfully say yes, there are people who are looking at it and monitoring one of the‑‑each one of the entities that worked with First Tran. I truthfully want to say that and be truthful to them. I don't want to say it and it's like they'll say to me, okay, who's doing it. It's just like the fox guard the hen house, that's all they're telling you because they're the deadliest is not reflecting when it comes to being out there. And I said well, I can trust Mr. Turpin when he says that he's on top of that when we bring it to his attention because I sent an e‑mail by way of Ms. Denise Brown to you about that. And I had offered my services as far as sitting in on the actual training, not trying to tell you how to do the ADA sensitivity training, but I know enough as to how it should be done, and I'm glad to hear that you are getting one of your own I think if you're speaking about the one person that I'm talking about, I do know she knows a little‑‑a lot about sensitivity training and when it comes to blind individuals, but I am glad to hear that because I do want to go back and truthfully say to the individuals I encountered that it is being done. You've already answered my question, so I am hoping that kind of will make a difference out there in the day‑to‑day operations of MARTA mobility. So I want to thank you, Mr. Turpin, for that. And like I said, I am available if you would like for me to sit in on it. I was told that you know, our environment is limited to a certain extent, and I don't want to step over that part of it. But I do want to thank you in advance for this, and will check with you next month to see how well it's going. And I will definitely let you know whether or not I'm getting other comments or concerns from the blind community. So that's really what I wanted to say. So you have answered that. We'll see what the results going to be.
>> Yes. And thank you Mr. Chairman. To really close out I will take you up on that offer. I think it's important that, you know, the employees here need to so much you can learn say from a PowerPoint presentation, you know, videos and actually going through a manual, but when you see someone first hand, right, that is describing their experiences, describing what that feels like to them not knowing, you know, the operator in question of who's picking them up, it's that much more impactful, right. And like I said too, remember our challenges in the past you have one entity that was delivering the service pretty much. Now we have three different entities, right, and so our Kalesha, Mr. Knowles, myself, we are pushing our efforts for conformity and continuity with GTS first transit all with the same goal. That is why we put an emphasis on it. Even though there's several companies they're still delivering a project for MARTA and that sensitivity piece needs to be delivered and processed by their employees. And then once they're out on the street, our expectation is that they adhere to it, right.
>> Yes, sir.
>> That's non‑negotiable. I just want to make everyone aware of that. We are adamant on it, and to be honest, I don't think in the grand scale of things it should not take a lot of time but you have to challenge your people. Mr. Chairman, I told you months ago when I first got here, I didn't come to MARTA to do the same old same old or being adequate. I'm not in the business of being adequate. I truly believe this team is here to strive for greatness, and we will push the envelope. Obviously, with your community and disability folks in mind, and we expect certain level of service, and that's my commitment to you and the rest of the folks, my family, my community family on this call. We will leave no stone unturned. And until we get this right to our liking, more importantly to yours as well, we will push the envelope, and we will keep it pressed and keep our finger on the post to make sure folks are delivering the service we need.
>> Thank you, Mr. Turpin, for your commitment. Was there anything else, sir?
>> No, that's it. Thank you, sir. Thank you so much.
>> Since there are no more questions at this time‑‑
>> Mr. Chairman, I'd like to add something.
>> Okay. Who is speaking?
>> This is Keith Chambers.

>> Okay, Mr. Chambers. Go ahead.

>> Yeah. To Mr. Turpin, in the time since he's gotten here, there has been a vast improvement in the mobility involvement into the elevator and escalator project. I was not aware and I'm quite pleased to find out there have been 322 trips made for the mobility shuttle support that they're giving us for the elevator outages for the month of August. That is a‑‑that's a very good number compared to where we were before because there was little involvement so I want to thank you Mr. Turpin for the change and the involvement in this project. That is a big improvement so I just want to throw that out there, and I look forward to more involvement in the future.
>> Okay. Thank you, Mr. Chambers, and also again, Mr. Turpin, thank you for your commitment and all of the commitment that MARTA is doing for its ridership to improve ridership and safety and on time performance. That's what transportation is all about for those who utilize transportation on a daily basis. And I want to also thank Ms. Denise Brown for putting all this together. And helping us so that we can stay connected. So at this time, I call the MARTA advisory committee to adjourn. Okay. I want to thank everybody for staying on the phone and asking questions and your concerns. So with that, we're going to say good afternoon‑‑almost afternoon‑‑to everyone.
>> Bye everyone. Thank you for coming.
>> Thank you. Take care.
>> Thank you all.
(End of meeting at 11:31 a.m.)