MARTA ACCESSIBILITY COMMITTEE (MAC) MEETING

05/10/2022

10 A.M. TO 11:30 A.M.

>> Well, good morning, everyone, the committee members, as well as MARTA staff. I like to call the to order the meeting of the MAC advisory committee. My name is Robert Smith, and I'll ask all of the committee members to introduce themselves. After that, we'll ask the MARTA members to introduce themselves. I'm sorry. The MARTA staff to introduce themselves. So we'll start off with our committee members that we have on the line.
>> Well, I'm Bob Lossie. I'm a member of the no‑show appeals committee, and representing wheelchairs.
>> Okay. I'm Jordan Hall, (audio distortion).
>> Okay, Jordan. All right.
>> Hi, this is Lee Rogers, and I'm representing the blind and low vision agency.
>> Okay. Other MAC members?
>> I'm Anthony McClarn. I (indiscernible) transition care team, and I'm representing senior citizens.
>> That was Anthony.
>> Okay. And I know Mark Gassaway is‑‑
>> I'm Mark Gassaway, and I'm deaf/blind representative.
>> Okay.
>> Yes, I've missed so many meetings. I know I've been absent. Very disappointing.
>> Okay. Well, thank you, Mark. Okay. Any more committee members?
>> That's all I can see.
>> Okay.
>> I'm Denise.
>> Would you introduce yourselves?
>> I'm Denise Brown. I'm equity administrator in the Office of Diversity and Inclusion.
>> Good morning, everyone. This is Miles Turpin, Director of Mobility for MARTA.
>> Herold Humphrey, deputy chief of Bus Operations for MARTA.
>> Okay.
>> Vedette Shepherd, it actually shows Locke, Director of Bus Transportation at MARTA. Thank you.
>> Okay.
>> Good morning, this is Toni Thornton with the Office of External Affairs Public Engagement Office.
>> Good morning. Keith Chambers, director of Vertical Transportation and MARTA.
>> Okay. Mr. Chambers. Is there anyone else? Okay. Then we'll proceed.
>> Rhonda Allen.
>> Go ahead, no problem.
>> That was Rhonda Allen. And I know Paula Nash is on also.
>> Also Denise, do you want me to unmute the MARTA employees in the attendee list or no? It's a few over there. They can't speak for themselves. Do you want to allow them?
>> You can unmute them if they're MARTA staff.
>> Yeah, it's a few. I recognize a few names. I can go to the ones I recognize, and if I miss anybody. Roosevelt, Lisa, Johnathan, Urk. You want me to do all of them?
>> You can do them all and everyone else can put in the chat if you want to be unmuted.
>> Okay. Lisa, you can speak.
>> Thank you, sir. This is Paula Nash, I'm the executive director of Diversity and Inclusion.
>> Good morning, everyone. My name is La'Lisa Whitfrey. I am here representing the Office of Facilities.
>> Okay.
>> Is there an Eric Ganther in attendance?
>> Yes.
>> So we're returning Tuesday on her birthday?
>> Somebody needs to mute themselves.
>> Okay. If that's all, we'll move right along with the chairperson remarks. And my remarks will be about the meeting that our panel, the appeals panel, had met with Transdev, Mr. Roosevelt Strickland, and I forget the other ladies name. Denise, do you remember her name we met with?
>> Terrell.
>> Terrell. Okay. We with them, and we talked about the application process, and we also agreed that explanations, further explanation would be given to those who didn't understand the process, they would be several things would be explained to them, so we had a wonderful meeting with the panel that consist of myself, Mr.‑‑other two gentlemen that was on panel.
>> Jeffrey Easley.
>> Jeffrey Easley and Mr. Burton. So we agreed and that the things that we talked about was going to be implemented and to make the process a whole lot smoother so that the customers can understand when they come in for their assessment, so that's what we talked about. And those are the only remarks that the chairperson has right now. And at this time then, we'll move on since we got a full agenda today. I like to introduce Ms. Paula Nash at this time. The executive director of‑‑
>> Diversity and Inclusion.
>> Equal‑‑
>> Diversity and Inclusion.
>> Diversity and Inclusion. Thank you. Got a little tongue tied this morning. Ms. Paula Nash.
>> Can you all hear me okay?
>> Yes, we can.
>> All right. Good morning, everybody. I just want to talk briefly about an event that's coming up that a couple of our MAC members are going to attend. As I think many of you know, Stadler is a company that is designing and building the new MARTA rail cars, and I think this group MAC has been involved in getting some suggestions and voting on things for the design of the rail cars, but Stadler is hosting a virtual reality workshop event in Salt Lake City, Utah, on June 8th through June 10th. And this event will allow various stakeholders to experience different aspects of the new rail cars. So a couple of our MAC members will be going to this event. It will be Bob Lossie and Jordan Hall. Denise Brown will also be attending, but I think it's a very exciting thing to making sure that we actually have MAC representation from the beginning of the big project like this and all through the project to make sure that voices are heard. So I just wanted to let everybody know that, and this of course, the MAC members will be a part of a much larger group that's going to this event, but I just wanted to make sure everybody was aware of that.
>> Thank you.
>> Okay. Thank you so much, Paula. And we'll move right on down the agenda with subcommittee report. Two of the three committees did not meet, and that's the only committee‑‑subcommittee that met was the no‑show and appeals committee. We only had one person to come before the no‑show and appeals committee and that case was overturned. The no‑show and appeal members met with Mr. Bob Lossie, myself and Mr. Leonardo Banes met, and we determined that the‑‑with the new information that was given, the vote was to overturned, so that was the only one we had.
>> Excuse me.
>> Pardon?
>> I have to interrupt you because that was the one last month. The one that we had we upheld the suspension.
>> We upheld. Yeah, because we met my‑‑we met by way of telephone for the other. So that was the only person that we had to come before the no‑show and appeals committee. The accessibility committee did not meet, but we know that the video that MARTA was putting together will be ready, and when will they be ready to be viewed, Denise?
>> They're ready now, we just have to do a little bit of final information for the vendor, but they're ready for the MAC committee to preview now. So I'll be sending out an invite to the MAC members, and it's going to be a virtual preview, so look out for the note for me so we can take a look at it before we post it to the website.
>> Okay. And thank you so much, Denise, for that. Okay. Going down. Okay, I'm going down the agenda here. Okay. Okay, we get to MARTA Update. Eternal affairs, is that Ms. Toni Thornton?
>> Yes.
>> Okay.
>> All right. Thank you, Mr. Smith and to the rest of the committee members, good morning. Thank you. Again this is Tony Thornton, and I'm going to give you a few updates. I'm going to start out with the MARTA Fresh Market. The MARTA Fresh Market is a wonderful program that began back in 2015, but the MARTA Fresh Market is open. It's the season; it opened in mid‑April. And what is a MARTA Fresh Market? The Fresh Market provides‑‑=basically, it's a farm stand right outside of our stations, and the market is setup outside of our service areas, and I'll go over that. It provide food access to those who need it in area that may not have many markets or fresh markets, fresh fruit type markets. And so this year we launched our MARTA Fresh Market mid‑April, and they're in several stations. They start off‑‑they all operate from 3 p.m. to 7 p.m. On Tuesdays they're at West End station; on Wednesday, they're at H.E. Holmes Station and also Bankhead Station Wednesday, both Wednesdays. On Thursdays, they're at College Park Station, and on Friday, they're at Five Points and Doraville station. All again, all of these are open until 3 p.m. Later this summer, we will be opening up a stand at the Kensington Station, and that's as a result of a recent grant that we received from the U.S. Department of Agriculture that allows us to continue these operations and then, you know, bring on this additional market that will be established at the DeKalb and the Kensington Market. So that's kind of exciting. But we partner with several different food groups in the Georgia area: The Community Farmer's Market, Atlanta Community Food Bank, Open Hand, Wholesome Way Georgia. And these are several farmers from‑‑local farmers in the Georgia area and they're all kind of affiliated with the community Farmers Market. So they set up and bring in local produce, so there are patrons can, you know, purchase fresh food shopping on their way home and on their way into the office, they can purchase this fresh food. We accept cash, credit, debt, as well as the EBT or the SNAP. Now what's nice about the SNAP is it's doubled at the market, meaning if someone spends or swipes their card for $5, they can get $10 worth of food to spend for vegetables. And also, we work with the Atlanta food bank who screens families or individuals to see if they're eligible for SNAP or food stamps. So if someone is interesting in learning about that and want to find out if they are eligible, they can either go to their website and that's benefits@‑‑and I'll share this information with Denise so she can push it out to the community or anyone in attendance here, but they can e‑mail benefits@acfb.org or they can call 678‑553‑5917. Again, that's the number is 678‑553‑5917. So that's to learn more about whether or not you're eligible for the SNAP program to use those benefits to kind of double the amount that you would spend. Double the amount you're actually paying for. So that's a little bit about the MARTA Fresh Market. If there's any questions regarding that, I'll take those before I move on to the next initiative.
>> Yeah, Tony, this is Robert, and this market will be on the outside of the rail station or somewhere near the rail station?
>> So they're just inside the rail station. Inside the Breeze card‑‑I do know the West End, it sits just outside of the fare gates, but the others are inside of the fare gates. So it's for our patrons if they're on their way home or on the way to work and want to pick up something and take into the office.
>> Okay. This won't have anything to do with MARTA's program about not being able to eat? You did say fruit and vegetables; is that correct?
>> Yes. But they have other little things. I know sometimes they'll have like the‑‑what do you call that‑‑the bottled‑‑they have different‑‑most of it is around fruit and vegetables. The folks have specialty items as there as well.
>> As long as the patrons know they can't consume any of that inside the station nor on aboard any of the rail cars. So I don't know whether or not that would‑‑you know, I mean it's good to have that available, but as long as they know you can't consume that there.
>> Correct. Correct. And the hours are from 3 p.m. to 7 p.m., so most people are picking up items on their way home from work.
>> Okay. Correct.
>> I have a question. This is Anthony McClarn to Toni. I am a (indiscernible) in the Transition and Care Clinic, Toni. Is there any credit material that we can actually give to our patient, especially the ones we know are already on SNAP or that we assist in getting on SNAP?
>> Yes, I'm sure we have a flyer we can get to you Anthony. That should not be a problem at all. And, of course, we have information on our website, but we'll make sure we get you our flyer.
>> Yeah, because some of our patients don't have the internet. So if we had that printed out, we can just‑‑or if you email it to me, I can print it out and give it to them.
>> All right. Will do.
>> Thank you.
>> Thank you.
>> I would actually appreciate a flyer as well. That would be super helpful.
>> All right, Jordan. I'm writing this down. All righty. If there's no other questions, I'll move on to the next, the next program. I'm going to talk to you about MARTA Reach. MARTA Reach is a pilot program that we launched back March 1st. And MARTA is have partnered with Georgia Tech. It's a six month pilot and basically it's an on‑demand ride share that connects riders across the MARTA service area. So it's basically MARTA Reach is a combination of traditional public transit and on demand service, ride sharing service. So it will connect people, you know, it helps get people to their destination a little quicker, a little faster. It provides a new option for our patrons, and you know, we're going to just talk a little bit about how the on demand service works and how this is able to supplement our actual‑‑supplement our transit service with our buses and trains. So it's basically meant to work with our existing service and it will help minimize wait time and walking and just that last mile connectivity. So again, we partner with Georgia Tech, and Georgia Tech their systems and engineering team they're providing the technology, including the routing or the logic around the routing. The system app that is used because there's an application that our patrons have to down load to use this service. And they are also going to be using quite a bit of data they use to help assess this pilot and whether or not it's something we can use and implement with our regular service going forward. But there are three zones, currently three zones, it is the west Atlanta zone, the Belvedere zone, and the Gillam Center zone. And basically, west Atlanta is primarily residential, Belvedere is kind of mixed‑use. And west Atlanta is in the, of course, the Fulton area. Belvedere is DeKalb, and it's mixed‑use, and the Gillam area is more of an industrial site that's in our Clayton County area. And what we want to do, we want to look at the different characteristics of these zones so we can kind of analyze and Georgia Tech will work with our project team here at MARTA to see if it's something that works well with our regular service. It is something that‑‑excuse me, I'm so sorry‑‑we're looking at based on feedback. So we're getting quite a bit of feedback from the folks that have started using the system, using the pilot. So we're going to be expanding in a bit. We're going to be expanding a north Fulton zone, and that north Fulton zone will be added sometime the end of May. I want to say it's the end of May, and I know we have Rhonda Allen on the line, so if any of this has changed, let me know, Rhonda. But the north Fulton area, we're going to expand to that area, and that looks to kick off end of May. So some of the key transfer points I'm just going to cover a little bit. First, in the west Atlanta area, if you wanted to call up, summons a MARTA reach van, and the MARTA reach vans are actually the MARTA mobility vans that have been repurposed and re‑branded with the MARTA reach brand on there. You can summons that van to get you to a location within that particular zone. So, for instance, west Atlanta, some of the key points transfer points in west Atlanta is H.E. Holmes, West Lake Station and Bankhead Station. And we're trying to learn how on‑demand service would work with again, with that first miles need. Again, this is a primarily residential area. And Belvedere, the key locations is East Lake, Avondale, and Kensington stations. Clayton County, we have several routes that a transfer point locations that folks can use for that area. And of course, Clayton that Gillam area is more of an industrial area towards getting employees to these work areas, and the routes in the area, 192, 193, 194, 195, 196 will be able to get people to and from their work area. So we're trying to look at how that works in an industrial area with employees. There's been discussion some of the employees have reached out is there a way for us to extend hours a little bit. I don't know if we would extend but shift them to meet the needs of those hours during the times those employees with working. Then of course we're now looking to expanding to north Fulton and those key transfer points will be from the Mansell Park and Ride, Northpoint Mall and Georgia State. And this is another community that's mixed use so we'll be looking at how this first and last miles needs are within that mixed use. So it's meant to connect riders to and from the MARTA bus and rail, so you may be within a zone where you would summons this MARTA van or MARTA reach van and it can get you to that next point of transfer point meaning getting to a rail station or bus. The hours of operation are from 6 a.m. and 7 p.m., and that's weekdays Monday through Friday, and the wait time is about 15 minutes, it just depends on the wait time and traffic if there's going to be road closures or something like that. But MARTA Reach is a ride sharing meaning that there may be other passengers that will be picked up or dropped off while you're on this MARTA Reach van. It's very similar to MARTA mobility in that with the exception you don't have to go through an eligibility process to summons this van. Anyone that's one of our‑‑any MARTA patron is able to summons and use the vans. They are the vans are wheelchair and stroller accessible. However, bikes are not allowed on the vans. And then the rides can be booked by downloading. I mentioned an app earlier that Georgia Tech has worked to help us develop by downloading the MARTA Reach app from a smart phone and just you're able to get that from the mobile app store. But riders can also request rides by phone. So if a person does not have a smart phone, they can call MARTA customer service to book a trip and they would call the number the 404‑848‑5000 number to book a trip. But the app will guide patrons to designated pick‑up and drop‑off stops near the beginning and the end of their trip. They're virtual stops so they're not actual physical stops there's virtual stops they would see those and determine where they want to be picked up or dropped off. If there's not a stop and, you know, you think you'd like a stop, you know, you can request additional stop locations in the app, and that's what we're doing. We're actually trying to gather feedback, and that's the purpose of the pilot, gather feedback, get input from our patrons and those using the pilot just to kind of see what their experiences is like‑‑what their experience is like, where they are going, ways we may be able to improve it, and just how it works for them. Now the neat thing is it cost the same as our regular fixed route. So the cost for the MARTA Reach van is $2.50. And all the shuttles are equipped with the breeze mobile readers, as well as fare boxes that accept cash. And then the transfer rules still apply here, and it will work the same as the bus and rail. So although there's no transfers accepted from the Atlanta street car. Okay. So the customers will pay with cash just like our regular fixed routes will not receive transfers. That is basically how the MARTA Reach program works, and I will open it up if anyone has any questions about our MARTA Reach pilot.
>> This is Bob Lossie, and I had a question about the cost of it. You said 2.50 is standard, but there are reduced fare rates for some riders, as well as mobility riders are able to ride the fixed route and train for free.
>> So‑‑
>> Does that apply?
>> No, it does not apply‑‑
>> I can answer that, Tony.
>> Thank you.
>> I'm sorry. Actually, I believe we set it up just that as it is on a fixed route, so the same fare structure that is on fixed route applies to MARTA Reach. So if they are using a reduced fare card or fixed route, MARTA Reach will accept that reduced fare and the same for mobility passenger that was using reach instead of fixed route.
>> Thank you.
>> You're welcome.
>> Thank you, Rhonda.
>> And the service is open to anyone; is that correct?
>> That is correct.
>> Not just people with disabilities.
>> We encourage those, perhaps who are members or customers of our mobility service, to try Reach because it gives them a little more flexibility. Rather than having to schedule something 24 hours out or longer, it can be something they want to schedule in the spare of a moment and take a trip in the zone if it meets their needs.
>> Thank you. Any other questions? Okay.
>> Tony, if I may, can I just add a little bit more about the expansion?
>> Sure, yes.
>> So I did hear that we mentioned expanding and adding a 4th zone. We also are expanding the current zones as well, so the boundaries of west Atlanta will include Dixie Hills. It will be a little further own, I want to say Avondale Estates, but I don't remember in the Belvedere area, so it will expand there a little bit. You did mention Fort Gillem, but we also will be expanding to Forest Park for Fort Gillem. That's the plan I should say for those expansions. We are really excited about the way things are going and trying to insert more people.
>> Thank you. Thank you. And if there are no other questions about the MARTA Reach, I can go into my last update, if there's no other questions. All right.
>> Go right ahead.
>> Thank you. Thank you, Mr. Smith. So the last item I want to bring up, present is that MARTA will be hosting MARTA public hearings for our budget for the proposed physical year 2023 operating and capital budgets that will go into effect July first. The first meeting is going to occur May 16th, and that's going to be at MARTA headquarters, and it starts at 7 p.m.; however, prior to the public hearing, we have a community exchange at 6 p.m., and during that community exchange, folks are able to come in and review the budget, ask questions of experts if they have questions about the budget. If you're not able to attend in person, this will be both an in‑person meeting as well as it will be live streamed. If you're interested joining us via virtual, you can go to its MARTA.com and click the link and it will bring you right into the meeting. If you prefer to call in, there's a call‑in number, and we do have this flyer we can share with the community. I believe Denise might have sent it out, but the call number is 929‑205‑6099. There's a webinar ID required as well as an access code but, again, I will send this information out to anyone that would like to attend in person, it's very easy access here to the MARTA headquarters through our red and gold line to our Lindbergh location here. So that's for the May 16th. That's a p.m. meeting that's going to occur in the evening. And the next day, we will have a meeting in the a.m. that's going to occur at Decatur library. That's in person, so the hearing will begin at 11 a.m., but like the headquarters location, there will be a community exchange prior to the official public hearing that will give folks an opportunity to review the information about our budget. The Decatur library is located 215 Sycamore Street in Decatur, and there's also easy access for those who are attending in person and would like to take MARTA, and we always encourage people to take MARTA. They can use the blue line to the Decatur Station, and it's adjacent to our station, the library just across the street. Also an overview of the proposed capital and operating budget will be available at MARTA headquarters during our business hours, to review the budget. And the common period around this budget is open until May 20th to give people an opportunity to take a look and review that information and then they can give comments to us any time before May 20th. They can call 404‑848‑5299 and leave verbal comments. They can e‑mail the information to External Affairs at 2424 Piedmont, snail mail. This is snail mail, 2424 Piedmont Road, 30234, or they can e‑mail comments at itsmarta.com. So we provide several options for people to leave comments regarding the proposed budget. But again, those dates are May 16th and 17th. That's next Monday and Tuesday that we will be hosting public hearings. So if there are no questions, I will turn it over to our next presenter.
>> Tony, on the 16th, that meeting will be held in the atrium?
>> Correct. Yes, sir.
>> Okay. Are there any questions for Ms. Thornton? Okay. Hearing none. Ms. Thornton, what about the Cleveland‑‑something about the Cleveland Art, I believe.
>> Yes, that will be Mr. Eric Ganther that's going to come up and present that information to the committee.
>> Okay. Before we move on to Mr. Keith, the rail operations.
>> Thank you so much.
>> Okay. Thank you too. Thank you.
>> (Indiscernible)
>> Pardon?
>> Who is going to speak to us about that?
>> Good morning, everybody. Eric Ganther is here to speak about Arterial Rapid Transit which is what ART stands for. We have‑‑is it all right for me to proceed?
>> Yes.
>> Okay. Pardon me. I have a little bit of a chest cold I'm getting over. I'm sorry for the terrible sounds. I just wanted to introduce this project to the team here today and be available for some questions. Eric Ganther, I'm a consultant with HNTV. We support MARTA number of the capital improvements projects, part of the MARTA program. And so this Arterial Rapid Transit is a very exciting project on the south side of Atlanta. There are two components; that is the Cleveland route and the Metropolitan route, and we are doing these at the same time to help save money on design and construction costs. The ART, so that's Arterial Rapid Transit, is a limited stop service. So in the world of transit service planning, there are ‑‑ with buses there are roughly three or four levels of service, and when we talk about ART, it isn't BRT, that's Bus Rapid Transit, and it isn't local service, it's somewhere in between. So Bus Rapid Transit has a large stations and level floor boarding with a lot of amenities at those raised platform stations. Arterial Rapid Transit is distinguished from that, it does not have level floor boarding. It uses standard buses, but it does have larger shelter areas and some amenities that a local stop would not have. For example, real‑time arrival, more room in the waiting area underneath the shelter. All of the stops are ART have shelters. They will‑‑the buses will be branded in some fashion so they can be distinguished. The real‑time arrival will be displayed in the shelter and it will also be audible so that‑‑so that we have maximum access to that information. We want to make sure that everybody have access to that information. There will be appropriate space for wheelchairs and access to wheel‑‑for wheelchairs to these shelters. The shelters will come with some sidewalk improvements nearby. So on a couple of the intersections where we don't have ADA ramps, for example, we will be installing ADA ramps so that people in wheelchairs can access our service. So back to that service when I say limited stop, what does that mean? Well, on Cleveland, for example, we'll be going between the East Point MARTA Station and the Browns Mill golf course. We'll be following the route of route 78 today. So route 78 stays. It makes all the stops that it makes today, but we're having an overlay service on top of that that is this ART service. And it roughly makes every second or third stop, and at every second or third stop, we will be installing one of these shelters with one of those amenities that I described earlier. So that's Metropolitan. Some of the key stops include the‑‑well, what we're hoping will still be the WellStar Hospital in some form or fashion there in East Point. We stop at Trinity Towers. We stop at Walmart, Kroger. Let's see what else. The Cleveland Avenue library, Russell Fan Center, and then we're going to create a bus turnaround at the end offend Cleveland so that the ART bus can go back and forth on Cleveland. So that's the Cleveland route. Then we also have the Metropolitan route. And the Metropolitan route will begin at the West End station and follow route 95 down Metropolitan, but instead of going all the way to Cleveland as route 95 does and will continue to do, we might a right turn onto Cleveland and make a turnaround at Trinity Towers there on Springdale and then loop back in front of the Walmart. So the‑‑so people who are living along Metropolitan and who have access to that bus service will be able to go to Walmart. So we're very excited about this upgrade, and let's see what else about that. Yeah, so I'll stop now and take any questions that anybody has to be extent I'm able to answer them. If not, I will reach out to the appropriate subject matter expert and get back to you all.
>> All right. Thank you, sir. Are there any questions?
>> Yes. This is Bob Lossie. I had a question.
>> Lossie, go right ahead.
>> I lived in Manhattan, and the rail service, the subways, had the express train and the local stop, and it basically uses the same exact line, but the express train would only stop at every five local stops. It seems this is similar. First question is does the local fixed route bus, the regular, stop at that station, your bus station?
>> Yes.
>> Okay. And then the next question, so does this connect several of the local single stop bus routes?
>> If there's any place where there is a connection point between this ART service and an intersecting transit line, for example, route 79, we made sure there's overlap with those services. Another example is further out on Cleveland or let's say on Ralph David Abernathy, the 155, that will share a stop with the ART Politan. There's also‑‑where am I at here‑‑178 that crosses Cleveland on Old Hapeville Road going southbound and Browns Mill and Macon going northbound, we've set it up to make easy transfers there. And then the 55 on Jonesboro is another good example.
>> Thank you. And I did have an extra question. You said that the platforms are not level with the entry and verses using the ramp of the bus, the automatic ramp?
>> Correct.
>> Could you explain that a little bit more? I don't understand.
>> So the ART buses will be the same as the local service buses. They are not new vehicles. BRT gets new vehicles, but ART does not get new vehicles. The distinction between ART and BRT is that we're using a regular bus, we don't have a dedicated lane, and it's a kneeling bus with a ramp that comes from the bus.
>> That's ART?
>> That is correct, yes.
>> And BRT this is the one that (indiscernible) in the future. That one is going to have it says the bus is level are the ramp and you just drive your wheelchair straight up under the bus?
>> That is correct. Which we understand is a preferable service, but it is‑‑but it is a level of service that requires a certain volume of passengers and a certain capital expenditure. So when MARTA, the MARTA Board determined where services were going to be, we looked at the numbers for the MARTA Board and presented to them and they decided BRT will go here, here, and here, and ART would go in these other areas. It's a very nice service. The shelters and the stops will have a lot of amenities, they'll have a lot of space around them. They are lighted so in the evenings, you know, our patrons will feel safer. There's a call box to MARTA police that we're installing. So yes, there's a lot of advantages to this new service. It's a relatively affordable way to fairly significantly improve the experience of our riders.
>> That all sounds wonderful, and I like the idea about the security because in a wheelchair you're very, very vulnerable. And it's nice to know‑‑I assume there's cameras in all of that as well.
>> There are no cameras, but we do have a call‑box, we have lighting, and the shelters are designed with see‑thru, so there will be tempered glass you can see through. From a sustainability, they will be powered‑‑most of them will be powered by solar the entire stop.
>> That all sounds wonderful. Thank you.
>> Well, thank you.
>> And when these buses operate out of the station for a person who is blind, will the announcement be made to the patron whether or not this is a regular bus or the AR‑‑I think it's AR‑‑
>> ART. We have so many acronyms.
>> Will they make that announcement so‑‑it's at the station and want to get on that bus instead of the regular bus that operate down that corridor, the Cleveland Avenue corridor because I believe you said that the regular bus that normally goes down Cleveland Avenue will be terminating at the end of Cleveland Avenue. I know that Cleveland Avenue goes into Jonesboro Road, that's the end of it, and the bus turn around and go back the other way; is that correct?
>> Well, currently, the 78 makes a left on Browns Mill Road. It goes around the golf course.
>> Okay. I understand. Okay.
>> But the ‑‑

>> All I wanted to know was ‑‑

>> ‑‑ go back and forth on Cleveland. And yes ‑‑
>> ‑‑ for a person who is blind, they will know‑‑they will know before they leave the station what bus they're on, whether that bus or the regular bus?
>> That is correct. Yeah, the announcement for that real‑time arrival piece will say 78 or ART. The ART will likely have a name, and so the authorities Board is in the process of deciding what that name will be. So whatever it is, that will be announced and that will distinguish, and it will say, route 78 arriving in seven minutes, MARTA ART or whatever the name is in three minutes.
>> Okay. And that will be good for people who are blind or visually impaired so they will know.
>> Yeah, so they don't get‑‑
>> For that bus, if that's the bus they want.
>> That is correct. Yeah, that's a great question. Thank you.
>> Okay. Are there any more questions? Okay. Hearing none. Was that your‑‑was that it?
>> Yeah, that's it from the ART perspective, but we're available if anybody has any follow‑up questions or things about this later and they want to know a little more, please reach out to us and let us know, we'll be very happy to help explain this.
>> Thank you, sir. Appreciate it. Okay. Our next agenda item is rail operations, Mr. Keith Chambers.
>> Thank you, Mr. Smith. I wanted to start with an update that some members of the committee and I have discussed over the last several years. Miles Turpin and his staff have been instrumental in the support of the rehab and scheduled maintenance outages. Jordan and I have been having meetings in the past and frustrated with some of the answers we've got. I just want to say it's long overdue that miles I appreciate your help and your staff, things have come a long way since this project started five years ago. And the assistance that you guys provide with the workarounds and the shuttles and scheduled outages is differently appreciated. I know it's long overdue, but thank you for your help. The elevator and escalator rehabilitation project is continuing to be on schedule and they have been completing elevators ahead of schedule or on time even through COVID issues with installation teams over the last couple years, they tend to make up those times and still deliver based on the scheduled time for completion. So you know, kudos to everybody on that project: the rehab project, mobility support. Everything seems to be clicking right now. The project has started at Indian Creek with a mobility shuttle there to Kensington. And it is it's available during all revenue hours, so the expected completion date on that is July 15th. And you know, like I said, they're hitting their target dates, so I expect either that date or earlier. Midtown Station on the northbound platform is expected to return to service on that one is July 8th, but we have asked the project to expedite that one and get it completed before the 4th of July weekend and that doesn't seem to be a problem with this much notice. So I know Rhonda, some of the events happening over that weekend we should be back in service by then. The other elevator out service for rehab is Lenox 18 elevator which has No. 19 next to it, and it serves the parking garage and salesforce tour that is adjacent to the station. And then a big news for the technology, we have asked Capital to help us out with installing a device that I think is going to be groundbreaking here. We just confirmed yesterday that has been approved through Capital Projects. They're assisting us with the installation of a device called the Q. It's a similar proprietary product that installs under the controller of the elevators that will send a notification to myself and other people that we see, you know, we can put in there like rail control and other staff that any time that elevator goes out of service, it creates a call and sends an immediate call to the technician that it's out of service, and by contract, they have 90 minutes to respond to calls and get them back in operation as fast as possible. This is going to be an immediate response to an outage and what this is going to do is this will provide an immediate response and eliminate the dwell time between the shut‑down for any reason and someone physically noting the equipment out of service and reporting it to rail control so that rail control can call Schindler to dispatch somebody to answer the call to go fix it. This is huge because this could be not only hours, but in some equipment, days. We've had quilt shut down on Fridays and nobody notice it until Monday. With this in place basically most of the elevators will be repaired and back in service before people even realize that it's out of service. This is a huge deal that I've been working on really hard for about a year, and it finally got approved, and the Capital Project is helping fund this to get this in place, and we're going to start‑‑we've already started ordering the products and we're going to start installing them as soon as possible. I don't know how I can express how important that is really to this group because the elevators will be in service a lot more readily available than they have been. Because most of the time it's people like us in this community that notice it out of service. Hopefully that will be taken away where it will be fixed before we even get there. We're installing this new technology on all elevators and escalators so dwell time for these things should pretty much go away. And that's pretty much the big news I've got for this, Mr. Smith. Thank you.
>> Okay. Thank you, Mr. Chambers. Thank you also for alerting us to the fact that a number of people who should be using the elevators to get to the upper part of the station and had been at least attempting to use escalators and wheelchairs or walkers or stuff like that, and I think each of us since you brought that to our attention for the people whom we represent, we went, and at least I know I did in the blind community, went and spoke to the individuals who would attempt to even do that, whether you're in a wheelchair or a walker, to go up the escalators. You shouldn't do that; you should get the elevator. So I want to thank you for bringing that to our attention, and I'm pretty sure members of this committee have made that information available to their groups that they represent. So again, I want to thank you for bringing that to our attention because those are the things that we as a committee can do for the constituents that we represent. So I want to thank you again for that update as far as the escalators and elevators.
>> Yes, sir. Absolutely.
>> Are there any questions for Mr. Chambers?
>> Well, this is Bob. I don't really have a question, just a comment I think this is absolutely magnificent because it's not that people are negligent in reporting it, it's just they assume oh, it's broken, somebody must have reported it already. And so who would have thought technology existed. Thank you.
>> Oh, absolutely. I mean, as soon as it came available, we wanted to get this in place because you're right, people they go push the button, it doesn't come, they go take the stairs. It's until somebody that absolutely needs it and then it's too late, they're already there and that may take hours, especially escalators. In escalators people will walk the escalators like stairs, and this can go on for days. When we were asked if there was anything we could do that Capital could help us install that would help us, this was the first thing that I approached them with because I had been working on it myself but budgeting restraints kept me from pushing harder. But with the existence of some Capital budget money, we were able to get this done. So hopefully it may take six months to get this equipment installed, but once it's installed, I think we're going to see a big difference in lack of outages around the system.
>> Any other questions for Mr. Chambers? Hearing none, Mr. Chambers we want to thank you for that presentation, and I thank you for ongoing good work that MARTA is doing for its patrons.
>> Yes, sir. Thank you.
>> We don't have anyone from bus operation. We just heard that prior to Mr. Chambers giving his report. I don't think we have anybody else, do we, Denise?
>> I'm sorry. I'm sorry, Chairman Smith. We do have bus director Vedette Shepherd here for bus. We just didn't know. But she's here.
>> Well, if the person wants to come forward at this time and speak to us about that.
>> I sure will. Miles, thanks for that introduction, and thanks to everyone for the invite. So I will share some things that's happened in bus transportation, and then as we move forward, if there is additional information that you would like for me to share ongoing, I will be more than happy to do that. And with that being said, so bus transportation did launch the electric bus on Sunday, May 1st and how that's running is it it's one block per day which is the beginning of service until the end of service. For example, on Mondays is block 1, on Tuesday block 2, Wednesday block 3, and Thursday block 4, and Friday block 5. Interestingly enough, we did a pilot for some series of weeks. So far so good. We have not heard any heartburn or any concerns about it, so we're happy about that. Also, bus transportation has partnered up in a service review meeting. It's a series of meetings we have monthly with bus operation and bus stop planning, IT research and analysis and it's just to coordinate to improve the customer service. And there is a continuancy to that which is our run committees that the team is going to reinstitute to improve the on‑time performance. And those one committee consist of all of those I just named for the service reviews as well. It also includes the superintendent, general superintendent, supervisors and such, to conduct ride checks and to discuss some areas to continue to improve the on‑time performance. The on‑time performance has fluctuated. There was a period of about a year‑and‑a‑half where the team has exceeded the on‑time performance goal. So right at around February, there was a fluctuation in the on‑time performance. So February was 80.2%, and March was a slight dip at 278.78%. And the last reporting period for April was around 77.6%. Although we do have some resource challenges, you know, we have partnered up with the training department, so we see a very high increase in class sizes. And we're totally excited about that because we are having some tight times as far as the resources, so for the month of April, there were two classes, and one there was 22 in the class, and the second class for the month of April was 25. So our hopes is that we keep that same amount at graduation day and so the managers are back to pre‑Covid times, meaning that we are talking to the new hire classes, you know, just giving them as much encouragement as we possibly can. You know, also opening up floor for any questions that they may have for us as well. Our talk‑‑well, let me back up to the ridership. So the ridership there's an uptick. It's roughly about 531K, and the top five ridership routes is route 139, 73, 83, 121, and route 5 in that specific order. So the top route for the ridership is route 39, and that is the route that also has the articulated bus, carries more people. Last but not least, we do have some active projects happening right now which is the Summerhill BRT. So we're super excited about that. I can probably just give you some basics on that. Not to go too deep into it, but this will improve the transit service, you know, travel time, safety, connectivity and the biggest piece to this‑‑to the BRT project is the signal priority and there will be shared lanes and dedicated lanes with that, and the phase that we are in with the BRT is the design phase. So we're super excited about that. We also have network redesign, that's an active project that's happening. The cad‑AVL. That's happening. The AKON digital bus signage kick‑off meeting just have been had. There's great things happening within our department, and this week we begin our focus groups which are just groups of all MARTA employees who wants to attend at the bus facilities to discuss, you know, concerns, comments, compliments, accommodations, things of that nature. So we intend to keep that going. And that's all I have, if anyone has concerns or questions for me.
>> Yes, ma'am. I have two. You speaking about the electric buses‑‑
>> Yes.
>>‑‑are they going to be placed at most‑‑you might have covered this‑‑how many stations are the buses going to be operating out of?
>> I'm sorry. Currently, it's just one. It's out of Laredo bus facility and it's active on route 2‑‑102 which is an interlining route. So this is the beginning roll out and that may expand in the future.
>> And the reason why I asked that question is because we talked about this before when you have these buses are they going to be able to emit some type of sound when it comes to the blind because they are so quiet just like quiet cars. We had this same discussion about quiet cars those of us in the blind community so that we will know when the bus is approaching because just like it used to be diesel buses and now it's natural gas buses, now you have these quiet buses. When you bring more of them on the line, how will a person who's blind know that that bus is approaching? Will it emit a sound of some kind so one can detect that the bus is coming? Say like, for instance, if I'm at a shelter or a stop and I'm on a busy street, say Campbellton Road. I'll use the street I live on Campbellton Road. How will I know that bus is approaching?
>> So there is‑‑to answer your question as best as I can, there is a feature on the bus where it give off a sound like a chirp sound.
>> Okay.
>> I can't tell you specifically what the name of that feature is, but yes, to your point‑‑
>> Okay.
>> It does make a sound, yes.
>> That would be‑‑that would be a help. It will be a help.
>> Absolutely.
>> Any other questions?
>> Yes. This is Bob. Ms. Blount, on the electric bus, quick question, does the bus actually operate off batteries only or is it a fossil fueled generator that creates electricity to run the bus?
>> So I may have to get with my partner miles to help me. But I think it's a temporary charging station where those buses‑‑I can say this much about it and then I'll get my partner to assist me with that, but they do have a charging station where they swap those buses and charge them and put them back out there.
>> Yes, Mr. Lossie. Great question. And yes, so with this DV initiative, Vedette is correct. We have charger stations currently at our Browns Mill and our rail yards and the buses themselves run on the batteries. These lithium high range batteries. The batteries themselves are placed‑‑you can't see them, they're very long elongated batteries which are on the top of the vehicle. Underneath the actual unit themselves is more of the potentiality in the longer term as we expand on this to do what is called inductive charging and that's where our bus can go into a terminal or a platform, right, and when it stops, there's a mechanism right there at the transit location that will recharge the battery on the bus during routes. So we're not there yet. Obviously, if we do inductive charging, that's very expensive, but it's probably the best option down the road, but we're doing the plug‑in chargers right now as we speak and on her routes. Vedette, she previously stated they're rotating the routes with different bots we're sampling data to get a good range how the buses are utilizing power, you know, throughout a transit day. That's where we are right now.
>> Right. And the current range is about six hours before the buses are swapped and brought back to the facilities for recharging. And since it's pretty new, just like to Miles’s point, we are access the data to see that we can go longer or shorten that up, if necessary. But so far, so good.
>> Great. And one other question, not about the electric buses, but on the MARTA app, it's MARTA app, when you're waiting on the bus, you can go to the actual location feature, and that seems to be working less and less. The actual‑‑it's not showing the bus on one of the arrows. Is this something that you're going to be addressing or what's the status of that? Again, the vulnerability of when you're waiting out somewhere and somebody you're around you're really counting on being there for that bus, and if it's not‑‑for some reason they had to take out of service because you didn't have a driver and you have to wait for 45 minutes versus ten minutes, it's a big deal when you're vulnerable.
>> Yes, I can definitely include that in my presentation. What I can tell you about the app there is some technical issues we are working on behind the scenes, and I can go into detail as we continue to have the meetings, but as we have solid route files on all of the buses and they are visible on the on the go app. So we are working behind the scenes with technology, you know, to improve that. It has been an uptick in accommodations with that though. I just had a few customers that I've actually spoken to here just recently one on yesterday, you know, so it looks like what the team is doing behind the scenes is it's a slow tick, but it is an uptick. So yes, I will keep that on my agenda.
>> And just to throw this out there. I don't know if this is the appropriate time but often the meters that take the cash don't work, and the bus driver has to tell each and every single person getting on the bus don't bother, don't bother, it's not working, it's not working and if you have eight people getting on the bus it take as huge amount of time. Can you make a lead the bus driver can have on the bus they can slide over the meter out of order so there doesn't have to be communication?
>> That was something done at one time but what's happening because of the concerns operators have shared roughly about eight months ago there was a time and I believe the team is active right now discussing the fare boxes and it's broken out into sessions where operators are surveying, and I think it may be a group that's doing the questionnaires for the operator so they can share, you know, their live experiences as it relates to the fare boxes. So that is actively being worked on as well behind the scenes. So we're definitely aware of the concerns with that. That is definitely being worked on as we speak.
>> And before you leave, I have this question. Bus operations still under the COVID protocol, are they still requiring masks for the patrons who board the buses?
>> So the operators are to wear the mask. I believe the customers are optional at this time.
>> Oh, it is.
>> Yeah.
>> I know there have been a lot of talk in the news lately about well, do you have to wear masks. This person has said this or this judge has said that. You got the CDC and then‑‑
>> Right.
>> You got a lot of other agencies saying well, okay, you don't v to have a mask and so forth and so on. So masks, they are not required then?
>> They are not, I think they're giving the customers the option of wearing the masks.
>> That's correct. The ruling from the I think it was a federal judge in Florida that came out maybe two weeks or so ago is what we're following. While we encourage individuals to wear masks, we do not enforce that rule anymore on buses nor trains.
>> Okay. Well, thank you much. I wanted to make sure I got that‑‑got an answer to that one because when I'm asked well, do you still have to wear a mask and I say well, some say yeah, some say no, you got the CDC who say this and others who say that. I said well, just to be on the safe side, I know I always wear one when I board the bus or the mobility bus. So I guess it's a personal preference whether you want to wear it or not since it's not required, but I was just asking.
>> Thank you.
>> I noticed the MARTA drivers, well, MARTA is keeping masks available for people if they want to have one. That's very nice that you're doing that.
>> Yeah. Very.
>> Absolutely.
>> Very good.
>> Are there any more questions? Hearing none, I want to thank you for that presentation, and thank you for the information that you brought to this committee, and then we'll get it out to the various people that we represent.
>> Thank you.
>> So thank you. Thank you very much. Next is customer service ADA link, Ms. LaHoya Blount. Ms. Blount?
>> Yes, sir. Good morning. My name is LaHoya‑‑
>> Good morning.
>> My name is LaHoya Blount acting supervisor of reduced fare and lost and found. I will provide the ADA link customer complaints for March 2022. Authority‑wide we received 359 complaints. 109 of those complaints were ADA link complaints at 34%. The ADA valid complaints were 65 at 59.6%. Break‑down by department, mobility received 107 complaints, bus operations received 1, vertical transportation received 1. Time complaint categories all, late drop‑off we received 29. Late pick‑up 30 plus minutes we received 27. No‑show, we received 13. Excessive time on van, we received 5. We received 1 tone of voice. Top non‑mobility complaints, we received 1 tone of voice. Accommodations, authority‑wide, we received 53. Out of the 53, 17 of those accommodations were mobility at 32.1%. That concludes my report. Are there any questions?
>> Any questions from the committee members?
>> I have one question. The‑‑well, the there was a jump from January to February due to complaints, but there is also a jump in the accommodations. So do you think more people are just being more vocal versus the services are getting worse?
>> I can have more definite‑‑a more definite response for you at the next meeting; however, I would say that maybe the ridership has went up.
>> That's it. Thank you.
>> You're welcome.
>> Any other committee members with questions? Well, thank you so much, Ms. Blount.
>> You're welcome.
>> Okay. And we have our mobility update. Mr. Miles Turpin.
>> Thank you, Mr. Chairman Smith. I appreciate your patience and civility and thanks for our MAC committee members as well. Before I start, I want to acknowledge my peer Mr. Keith Chambers and his kind words. When I first got here over a year ago, Keith was one of the persons who reached out to us to form a partnership and that partnership will always continue to support our MARTA customers, our MARTA family because this operation is very important. And more importantly, it's such a long operation. He's actually ‑‑ they're going to finish early, and my commitment to Keith will always stay that we're going to be in Rockstead and work side by side with him to make sure that mobility shuttles that it provides. So thank you, Keith, and (indiscernible).
>> Thank you, sir. You're welcome.
>> So for mobility report. Mobility provided‑‑this is for the month of April‑‑mobility provided 40,557 trips while transporting 50,128 passengers with 35,628 total revenue hours. The actual folks being transported was an uptick of about almost 4% for the month of April, and I'll talk about that a little later towards the end. Our productivity rate was 1.14 trips per revenue hour. And with the mobility shuttles transported actuality was about 103 for the month of April, and that will continue as Mr. Chambers had alluded to. We do have the Indian Trail‑‑Indian elevator on the east side of town that's going to be just started and will be going on for a couple months. And then on‑time performance actually slipped to 88.29%. And I'm going to‑‑I'll talk about that here as well. The MARTA Reach, as eloquently Ms. Rhonda Allen and Toni Thornton spoke about, for the month of April, we delivered 661 trips, serviced 75 accounts, right, and that said trip cancellations of 186 for the month of April. And understand those trip cancellations we're working on with Georgia Tech because what that information doesn't capture is those trip cancellations could be same day meaning a customer can actually cancel a trip and rebook the trip for a different hour or a different time of the day. So it's really not a true cancellation, it's just reorganizing their trip. Mobility maintenance miles, we got 695,000. 733 with 71 mechanical road calls on the mobility side. And our MDBS for the month of April were 9,799 for both contractors. And just to remind everyone for mobility, we're not in‑house. We have prime contractors who actually are working with five outside vendors: First Transit, Transdev, GTS, Vector, and ATS. Mobility reach maintenance miles were 11,129 with two mechanical road calls which is really outstanding in that area. And the MDBS means distance between failures for both operations. But for mobility reach our MDBS for April were 5,565. On the reservations call center side, we received 20,070 calls. Again, for the month of April, which is a huge increase for what we're used to pre‑Covid and obviously during COVID, our reservations team answered 18,350 calls with abandonment rate of calls was 1,146. And then on the eligibility assessment side, we performed 406 assessments, and 406 were eligible. 0 folks were denied. For the month of April, mobility performed 10 safety campaigns during the month with no new mobility vans that entered service. So that's the overall highlight picture. Let me go back to the on 'time performance piece for you. As we all realize, we projected Mr. Chairman and members who remember to back in last year I projected that for pre‑Covid and moving past it post‑COVID that our ridership was showing trends of continually increasing, and fortunately in a good way for some center folks that has happened and is continuing to happen. We are right now currently every week a 12‑K, 12,000 range of folks utilizing service and to understand that last year, end of last year, we were around 9,000; 8 to 9,000. We are now at 12,000, and we are projected to meet probably by summer, mid‑summer between 13,000/14,000 folks utilizing our service. Unfortunately with that because now the demand is there, our team, oversight team along with our deputy chief Herald Humphrey, but we are in the process of working on ideas to meet that demand with the appropriate supply. But in the advert right now OTP is taking a little bit of a hit due to the fact folks are coming back to ride. They've gotten their shot, they've gotten their boosters, and so they're trying to go back to live their lives. So we've been challenged with that to meet that and making sure that OTP remains constant and that OTP is above 90%. With that the team and I went to the conference in Ohio last week and we got some good information that we're presently working on to address and hopefully meet this challenge within the next couple of months. And I'm really excited with some partnership with some companies and some things that will help us really meet the overflow, sort of speak, of the large amount of service needs that are about to hit us. So we're going to maintain as best we can. We will have some, you know, just to be transparent, there will be some service challenges and some service operational failures that occur but we will keep that minimal as possible, but we're looking forward to meeting this and welcoming the folks, welcoming our family members and our stakeholders back in using MARTA for our train services. And our intention is to meet that demand with the supply. For MARTA Reach, just an added note, is the‑‑Rhonda, Ms. Allen has stated that the expansion is taking place, so that in itself, we results will be expected near next week. On Monday, the 16th, myself and fellow teammate Eric Knowles who is a specialist in this area will be going out and doing some reconfiguring and some field surveys to make sure that we meet that goal. And then at the end of the month, also we will both share ideas will be put into play. So we're real excited about that. To close out some items from my last meeting I mentioned to you about "Where's My Bus" application. I want to thank Ms. Denise Brown for giving us the focus group, and I'm happy to report that we are in the final stage. Ms. Kaleisha Davis has done a great job getting this ready, and we're getting input from our surveyors, our folks from the disability community who are driving us forward what they need or what they want on this particular app. And I think probably by the end of the month we will be launching Where's My Bus app ready for service. That's a huge initiative, that's a huge promise we're about to make good on. I'm really excited for that. And then lastly, on the eligibility side, Mr. Roosevelt Stripling actually is in the process of making presentations to the Board with our partner and Transdev and Eligibility Services. This app called "Get Going" which will help streamline our eligibility process and that obviously when this went three years ago before COVID even hit us there was some calculation that at that time we were not aware of, but now, we have to make that adjustment, and I'm happy to report that that process is actually going in the right direction. We work with Transdev in the "Get Going" app. You're going to see the efficiency and the ease of all our mobility partners and customers to access their certifications a lot more easier and a lot more streamlined. So really excited about that. And just double checking here. I think that's all I have for mobility. So I give it back to you, Mr. Chairman, for any questions.
>> Yes, sir. Are there any questions for Mr. Turpin?
>> Yes, I have a question. This is Anthony McClarn, I'm with the (indiscernible) Transitional Care Clinic. Many of the patients that we serve in the transitional care clinic are in need of mobility services. One of the things that have been major issue has been the inability to afford the services by some of these patients. Many of them are on fixed incomes and fixed incomes are no more than 750 or $800 a month. And so I know that we have reduced fare for the regular MARTA riders because I assist them in getting those applications and getting them filled out, and I also work with Mr. Roosevelt in the past in getting some of our patients that are eligible for MARTA mobility to assist them in getting the applications filled out properly. But now, we have a greater need for to see if there's the possibility of something like a reduced fare or half fare at least for the MARTA mobility riders as well. And if there's anything that we can do as a group or as individuals to help find a way maybe to get more money from transportation or whatever it takes to make this very necessary service more available to those that just can't afford it as it is now.
>> Yes. Thank you, Mr. McClarn for that great question. We've actually been aware of this potential request or item coming our way, and this is something that we have a project team for the eligibility side that Roosevelt and I share, and we're going to obviously now that we're‑‑we kind of was held at an advantage because of COVID, but we're going to have a meeting coming up shortly, and that's one of the topics that we want to address. That's going to involve MARTA's revenue office, Breeze office and some‑‑I'm thinking a Board action. But we have to do the ground work first, but I want you to know that we‑‑this is already been kind of discussed months back, but it's in the process, and then once we get to the point of where we'll probably present to the Board on it and do some eventual research, I'll give you an update probably by our next MAC meeting. But yes, I agree with you, it's just I can't arbitrarily make that change by myself, that's going to take a little higher, but I want to assure you that is something on our agenda from previous months and is now at the fore front.
>> Well, I just like to add too, Mr. Turpin, if there's anything we can provide as‑‑at (indiscernible) hospital, especially serving those that are indigent, if there's anything we can provide, please let me know, and we would be happy to share whatever you need to help in this endeavor. And to you, sir, I will say onward and upward.
>> Thank you so much. I appreciate you. Yes, indeed. And like I said, as we get‑‑stages I know you understand this sometimes these processes work, but rest assured we're probably myself or Roosevelt will be reaching out to you.
>> All right. Thank you very much.
>> Thank you. Thank you, sir. I know one of the things that as individuals we can do is reach out to our senators, U.S. senators and U.S. Congressman who served in the metro when it comes to transportation because that's where most of those transportation dollars come from, Washington. We're going to appeal to them for a grant of some kind maybe since a lot of these grants are coming down the line and maybe we can appeal to them to the situation here when you have so many people with disabilities and those who are elderly as well because just like they have the energy assistance programs for people who meet the requirements, maybe we can appeal to them to assist with transportation as well and this being an election year, I think that could be one of the platforms that we can appeal to them about. I know that's something I plan to do now that you said that because this is not the first time that this has been suggested that we do something about maybe having a reduced fare for people who utilize MARTA mobility and as Mr. Turpin has already said I know that require a Board decision in order to get that done, but we can‑‑like I said, now is the time since it's election time. I mean, election time we can appeal to our two senators which is one we know, rani, and appeal to him, and appeal to our representatives who represents us. And Mr. Turpin, while I got the floor, I wanted to ask you with people who utilize MARTA mobility who takes longer trips, is that greatly impacting the on‑time performance? Let's say someone who live in Lithonia who want to go to Alpharetta, sort of speak, those long trips like that are they greatly‑‑have you found they are greatly impacting the on‑time performance when you have these long trips and especially the corridors you have a lot of traffic like out there in Buckhead during the time, during rush hour time and sometime in the city of Atlanta. Do you find those trips impact on‑time performance more than ever before since you‑‑we have a larger number of patrons utilizing the service now since COVID has lightened up some?
>> Yes. Yes. Thank you for that question, Mr. Chairman, Chairman Smith, and you're exactly correct. What has occurred for mobility so we're all on the same page is I would like to give a clearer picture to compare to a fixed route. Remember when COVID hit in 2020, fixed route curtailed our service and they pulled back going to Saturday service. But for mobility, we did not do that, and we let the customer curtail themselves. And so what has now occurred is that our family members, friends, or stakeholders have gotten their COVID shot, gotten their booster, some are now getting a second booster, and so those who said hey, I'm going to hold off a little bit in utilizing service now feel comfortable with their vaccinations I want to return to service, and so that has increased demonstratively for the mobility for contractors. And sometimes we have trip spikes and those trip spikes can be somewhere from 5 to 7%. And just to understand that, this past Sunday, for example, on Sunday our historical data show we usually utilize about 500 trips historically. This past Sunday, for example, we had 989 trips, right, on Mother's Day. And that has been the trend throughout as we're starting to see this increase. So the good thing is that we fore casted this, now we got to get ahead of it because the team and I truly believe the longer trips are associated with the drop in OTP and the multiple trips in particular areas around the Atlanta area is also a challenge. And then to your point as well, the traffic as we all know, on 285 there's just‑‑particularly in the Dunwoody corridor area, there's a lot of construction going on in that area and other shops happening around 85 and Clayton area as well. All those are contributing to our challenges, but I think we have a good plan in place that's going to involve some overflow operations for some TMZ's and potential we have an operation with our main contractor First Transit that they're looking into some avenues to bring on another DBE or actually a couple DBE's. More to come on that. I think we're about we're early in the stages, but I'll have a more solidified answer for that or probably before our next MAC meeting. But we're on top of it, and, like I said, by the end of July, mid‑July, we anticipate about 13K to 14K. Just so we all know, prior to COVID, pre‑Covid, MARTA was mobility we were running 15 to 16K weekly ridership. And that's what we're trying. We're on to it, and we're committed to making it happen and making sure that we deliver service effectively with the demand.

>>So the reason why I asked that question, when you talk about long trips, you know, we know that greatly if you're‑‑especially when you're just transporting one patron, you know, from the Lithonia area all the way up to the Alpharetta area or in the Roswell area, that's a pretty long trip just to go that one way and back. If you don't have any more picks or drops in that area, one of the suggestions that was made some time ago was expanding the number of garages just like you have‑‑we have the bus garages. Have we given some thought in having more mobility garages since we know that the number of people are increasing and that way you can eliminate some of the dead‑end runs, especially when all of the mobility buses are operating out of the two garages, I believe, Hamilton out there in East Point and also Brady? Have we given any thought? I know it takes a Board decision to get that done, but that was one suggestion that was made some time ago about other mobility garages.

>> Correct. We looked at that. The options and the logistics are looking at some satellite locations. Prior‑‑way back, mobility also ran out of the Laredo garage. So if we decide to go that route, we would look at something northerly either with Perry or either back to Laredo, but we have looked at that as a

Option of some things but, as you know, we see the transit direction really in the south Clayton area is, you know, because that area right now what we're trying to do is really a challenge with getting the proper transit service equity on both sides, right. So that's why you heard Ms. Allen and Toni Thornton talk about the MARTA Reach and all the things that and Vedette talked about the VRT service down in that area. That's primarily been the focus, but it's going to stretch northerly as well it's just, you know, that will be the second priority at this point.
>> Okay. Okay, well, I have no more questions. If any of the other committee member have any questions of Mr. Turpin? Hearing none then, Mr. Turpin, thank you for that information.
>> Thank you, sir. Thank you very much.
>> Okay. At this time, if there are no announcements from anyone, we are glad that two of our members from the committee will be taking that trip to Utah, and I think that was Bob Lossie and who else, Denise?
>> Jordan. Jordan Hall.
>> Jordan Hall. So we want to thank you both. And we know that you're going to represent the committee and MARTA well by going and observing out there. I'll say this before our next meeting‑‑when is our next meeting, Denise?
>> July the 12th.
>> Okay. It's July 12th. So I want to wish everyone who will be going on that trip wish you well, and have a safe trip there and back. We'll continue to keep you in our prayers all‑‑everybody who is going on that trip. So our next meeting will be July 12th. So if there's no more questions, no more announcements Denise that we need to share with those who are on the line right now?
>> None at this time.
>> Okay. Well, I call the MAC meeting adjourned.
>> Thank you, everyone.
>> Thank you.

>> Thank you, everyone.
>> Thank you so much.
>> Thanks very much.
(End of meeting)