MARTA MAC MEETING

March 12th, 2024

10:30-11:30 a.m.

>> The MAC meeting is now being called to order. My name is Robert Smith, I am the chair, and we'll do self‑introductions first of all the MAC members present. You can go ahead and say your name for the record.
>> This is Bob Lossie, and I am on the appeals committee and volunteer for the MAC committee as well.
>> I can see Jimmy Peterson ‑‑
>> Jimmy Peterson?
>> ‑‑ is on the meeting, yes.
>> Is there anyone else from the MAC meeting?
>> I also know Mark Gasaway is on the meeting, he's just waiting for his interpreter to come, but he's in also. And I believe that's all I see, MAC members, is those three people.
>> That's it?

>> Yep.

>> We're going to let the MARTA the panelists to introduce themselves.
>> Good morning, everybody. I hope you can hear me. I'm on a different computer. This is Rick Gonzalez, the director of Mobility. I hope everybody is having a great day.
>> Thanks, Rick.

>> Thank you.
>> Good morning, this is Roosevelt Stripling with the Mobility Support Services, program manager. Good morning.
>> Thank you, Mr. Strickland.
>> Good morning, everyone. My name is Angelita Armour, the customer care field representative for Mobility. Good morning, everyone.
>> Good morning, Ms. Armour. Thank you. We got a real short agenda, but it's very important. Well first, our committee reports, we didn't ‑‑ out of the three committees, none of the committee met: customer focus, no‑show and appeals, as well as accessibility. And as far as the Chair, I don't have that many comments to make, and I'll make them as the panelists do their presentation. Ms. Paula Nash, who is the Diversity and Inclusion executive director, doesn't have any comments, and then we'll move on to the meat of the agenda. First up from Eternal Affairs we have Mr. Greg ‑‑ I didn't get the last name.
>> Yeah, thanks. That's Greg Giuffrida.
>> Yes. He's going to give us an update as far as the airport project.
>> And he has another project he's going to give you a overview of too.
>> Yeah, that's right. Yeah, I have two projects, we'll talk about airport first, and then I also have an update about some upcoming work at our Eastlake station.
>> Okay, sir. You have the floor.
>> If you give me just a moment here, I'm going to walk through, share my screen here. All right. Actually, don't mind that date, this was from a presentation last week, but. So we're going to be talking about our upcoming airport station closure. This is a part of MARTA's one billion dollar investment in their station rehab program. Really kind of a framework that we really put together to try to up the things that we're focusing on are improving service, experience, and expansion of the system. So you may have seen this in some of the messaging on social media and some other places, SEE MARTA, so service, experience, and expansion, and those are really the guiding principals we're using as we go through the Capital Improvement program. So really this is an end of the line station, we really need to modernize and improve it. This is obviously, the most efficient way to get to the world's busiest airport so we recognize how essential it is to the system. We are shutting down rail service to the station for six weeks from April 8th to May 19th, and I'll repeat those dates. We will be providing bus shuttle service from College Park station. So the bus shuttles, essentially the train, will end at College Park. All the customers on the southbound train will be asked to get off the train and then they will go upstairs to the south bus bay, and we will have clearly marked airport shuttles that will go directly to the lower north terminal. So you got the north terminal, the blue side; and the red terminal, the south side, you know, where the Delta flights are. We're going to be on the north side on the lower level. And I'll get into some more details kind of about the shuttle in just a moment. The general message, we are going to be running these shuttles continuously throughout all hours of MARTA's service, but the general message is we are telling people to allow on extra 30 minutes on their travel time to get to and from the airport. So as we said, April 8th to May 19th. This is part of an overall 17-month construction schedule, although we're actually going to be shortening, significantly shortening the overall length of the project by doing this shutdown. This was something that wasn't taken lightly, this was really a recognition that we could do the work more quickly without having customers in the way and we can really knock about 16 months off of the total project schedule. So we recognize it's a major inconvenience, but with that said, we think it's going to allow us to complete the project more quickly and higher quality than if we were trying to do it in different stages while keeping access. So our goals are to proactively communicate these service impacts and alternate routes to the customers. We are trying to mitigate negative impacts to the station and airport access. There are going to be some impacts on ADA access, we'll discuss that in more detail. We are trying to account for special events or emergencies, as well as the temporary relocation of the MARTA ride store that's currently at the airport. So as far as the folks who are going to be affected obviously are airport customers. Airport employees are a huge part of our ridership there, it is the state's largest employer, and we want to make sure that our transit dependent employees at the airport are still able to get to their jobs as efficiently as possible. And we're working pretty closely with our jurisdictional partners -- that will be the City of Atlanta, Clayton County, and the City of College Park and Hapeville -- as well as getting the word out to a lot of organizations that handle travelers coming to the area such as the Atlanta Convention and Business Bureau and Georgia Hotel Council. So you probably already seen some of this being pushed out on MARTA channels on all of our social media platforms, as well as emails. We are doing coordinated Wayfinding and signage with the airport. We already have digital signage that's up at the airport. If you're passing through there, you may see that on some of the digital displays. We will have app notifications and platform train announcements. If you haven't already, you should start hearing those very soon. We're also going to being doing some direct outreach to customers at the station, and you'll probably see a lot more. We've already started installing a lot of preview signage throughout the system, and you'll see a lot more this week. This is just a little bit of background on some of the timing. This first became public on February 22nd when it was presented to the MARTA board of directors and we put out a press release. The full digital campaign as far as social media, email, and some of our paid advertising, began March 8th. We are going to do another heavy push of media advertising and media outreach one week before the closure. The closure begins Monday at the beginning of service on Monday April 8th, and then we've got six weeks and then it will be reopening with the open of service on May 19th, that is Sunday. So one thing we have put together is a partner tool kit. If that's something that this committee is interested in, we'll be happy to share a link to those assets, but we have, you know, suggested language for any community or organization newsletter that you may have. We have sample social media posts and images, as well as maps of what the detour is going to look like. So I'll be sure to share those links with Denise, and if anyone else on the committee wants to get their hands on those, just let me know and I'll be happy to share those. Also, the website, which I will go to in just a moment, is listed down at the bottom there, and I'll also drop a link in the chat. So that's it for airport right now. I did want to take a moment to discuss ‑‑ this is not in this deck, but I wanted to take a moment to discuss the ADA impacts. We are going to be running a combination of vehicles, so we're going to have about -- for a variety of reasons, the MARTA operations team decided that the best path forward was to use ‑‑ to charter coach buses or the shuttle, but we recognize that is an ADA concern, and so we are also going to be running six Mobility shuttles throughout this entire closure. So it will be on those curbs, and at College Park, it will be a continuous loop of ten coach buses and six MARTA Mobility vans. And I should emphasize, as always, any MARTA Mobility customers are welcome to schedule a trip in advance from their original destination to the airport. That's all something you can do, and that may be something, you know, even though we will have, I think, plenty of capacity with the MARTA Mobility shuttles, you know, it's always an option to schedule that ride ahead of time so you can reduce some of the stress of worrying about it. So there are going to be ‑‑ and I can pull up a map of the airport terminal if anyone would like, but at both locations on that north terminal, there are multiple elevators that are immediately adjacent to where the pickup and drop off with will be. So it's going to be the LN-1 and LN-2 entrances, both of those have elevators, as well as there is another elevator to the parking deck that's right above. The only down side with that elevator is then you have to cross the upper, the street, the upper part of the terminal entrance, but, you know, it will be ‑‑ we will have very clear Wayfinding noting where the ADA access will be for those elevators, and it is just immediately adjacent to where you'll get dropped off. So with that, I will pause and be happy to take any questions about this about the airport before I provide an update on East Lake.

>> Thank you, sir. Are there any questions from Marta MAC members?
>> This is Bob Lossie, I have a couple of questions please.
>> Yes, sir.
>> You had mentioned on the six mobility buses and ten coach, is the 30‑minute window applicable to the Mobility access also arriving earlier?
>> Yes, that's correct. We're still advising 30 minutes just to be safe. Now it is possible that it could be well under 30 minutes. We are going to be running continuously, you know. We will load the buses. If there are not, we will continue to keep them moving. We're going to have bus supervisors, as well as, I think, MARTA Mobility supervisors on site at both College Park and airport throughout. And so, you know, I think 30 minutes is a very safe estimate that we kind of wanted to apply across all customers, but we are hoping that except for maybe very peak travel times that we're going to do better than that.
>> And the end of line MARTA station at the airport, you don't know if it's going to be the track on the left or the right or west, however you refer to it. Is it going to be the same in College Park that you don't know which train is going to be the northbound when it pulls out of the station?
>> It's my understanding that customer experience has been working on that issue at our end of line stations. I am not certain whether they're going to have that resolved by the time the shutdown begins on April 8th, I suspect it may be the same type of situation. I'm not sure if we have someone from customer experience on the call. I'll be happy to follow up on that and try to get a more detailed answer for you after this meeting.
>> And I haven't been going to be airport that much since I've been in my wheelchair, but is there ‑‑ at the airport station, is there any way of knowing what train you should get on that you expect to pull out of the station next?
>> So generally it's ‑‑ I recognize that there is some guesswork there, but generally, it is the train that is already ‑‑ generally, I think what the operators try to do is whatever train is there first have the doors open and customers board that train, and then if another one comes in and unloads, then they close the doors to that train. So generally, you always want to board just obviously, the train with the open doors. Now, I have seen it myself where they don't always close the doors to the train that is leaving after, and so I recognize that can be a confusing situation. Generally, we have MARTA police and station agents on hand to help direct customers, but the way it's supposed to work is they close the doors for the one that is leaving later.
>> And the last question, you had mentioned that you can use the MARTA Mobility to get to the train station, but you usually have to allow far more time possibly for the MARTA Mobility. And then the other thing about the Mobility using it, when you're a Mobility customer and you use the fixed route bus or the train, there's no charge, so using the features you set up in College Park there would be no charge basically, but if you are going to the airport -- you choose to use it to go from home to airport, it will be the $4 charge for Mobility?
>> That is correct. And thank you for pointing that out. You know, we are encouraging people to think about it just because it could reduce, I guess, you know, some of the stress or concern about that, but yes, you would be expected to pay a Mobility fare if do you schedule pick up.
>> Thank you.
>> Okay. Thank you, Mr. Lossie. Is there anyone else that has some questions or concerns?

>> I don't see anyone.
>> Hearing none. Okay. Hearing none, thank you. Thank you, sir.
>> Oh, yeah. Well, so I was going to give one more just a quick update on our ‑‑ can everyone still see my screen?
>> Yes.
>> Okay. I was going to give a quick update on the Eastlake station work that's also beginning, that's beginning this week. Just figured this would be a good audience to provide this update to. It should be pretty quick. We are getting ready to replace the north pedestrian bridge at Eastlake station. This work is the bridge is closing tomorrow, so that's Wednesday March 13th. This is another part of our overall station rehab program. Eastlake is in wave 1 of the station rehab program, that also includes Five Points, Airport, College Park, Indian Creek, H.E. Holmes, Brookhaven, and Lenox. The priorities for this program are ADA improvements, structural needs, waterproof, lighting, and just general kind of, I guess, both customer experience kind of aesthetics but also just extending the life of our stations. So some of you may be familiar with Eastlake pedestrian bridge. There is currently no elevator on the north side, so it is not a fully ADA-complaint station. The only elevator is currently on the south side. The major feature of this project will be we are adding an elevator to that north side. Also, the bridge is nearing the end of its design life, we've got issues as far as water intrusion and various things, and so what we're doing is actually removing the entire bridge, and there's going to be a prefabricated bridge that's built off site and then lifted into place. This closure is going to happen for six months. The majority of that time is that we basically have to kind of rebuild that north stairway and ‑‑ there's already a stairway and escalator, but we have to build a new elevator shaft to accommodate the elevator and then the bridge will be dropped in. So you can see kind of these are some renderings. Some of the treatment will kind of be similar to what you saw when we renovated the existing bridges at Inman Park/Reynoldstown station, it will be kind of a more transparent material, new flooring, new LED lightening, and then obviously, the elevator. So yeah, beginning tomorrow and going through ‑‑ actually, I think we're now into September 2024 on their schedule, I need to update that. All MARTA customers must enter and park on the south side of the station. This will not affect any current local bus routes, all of those go into the south side of the station already. We are going to providing a shuttle service for customers with limited mobility, and I'll talk some more about that in just a moment. We'll have extensive Wayfinding both inside the station and outside the station for any kind of customers who may come up to the north side on foot or driving or, you know, in wheelchairs to be able to get to the south side. The new station soccer pitches that are on the north side will remain open. We'll have limited parking available just for soccer use, but there will not be any parking for MARTA customers. We are expecting to have plenty of parking on both sides. This is generally a very low rider station, so we're not anticipating any problems. We are going to have some brief road closures that will require some detours for when we take down the old bridge and then bring in the new bridge. That will be a couple of days here and there, and we'll promote that in advance. This shows the route of the Mobility shuttle. So it will board ‑‑ there is a kind of a bus pullout that is on the north side, and that's where the MARTA mobility shuttle will pick up. It's intended for our customers with limited mobility, but anyone can ride, and it will be free, and it will run a loop down to Rocky Ford Avenue and come back up and drop off on the south side and vice versa. And that will be running during all service hours. This gets into we've done a lot of outreach to the surrounding neighborhoods. We've done canvassing of customers who currently use the north side of the station, website update, social media, all of that, and we will be providing some milestones as the work progresses. Now, one thing I should note is that after we finish this in October, at some point later in 2024 or possibly early 2025, we are going to do the south bridge. That's going to have a much larger customer impact because of the buses. We are going to have to reroute the buses up to the north side, so there will definitely be, I think, a lot more work to do on our side as far as making sure that the customers can still get where they need to go. So with that, I've got some contact information there on the deck, and once again, I'll share this information in the chat and in an email to Denise and anyone else on the committee. Thanks.
>> Okay. Thank you, sir. Are there any more questions from the MAC members? If not, I have one question I would like to ask you. If a disability group wishes to have someone from External Affairs and they give you a heads up in time, would you have personnel to be able to come out to speak to that group?
>> Absolutely.
>> Prior to ‑‑ okay. Thank you.
>> Whether it's myself or, you know, Toni Thornton or ‑‑ you know, we've got plenty of people who can present on our various projects. So, you know, a little bit as much advance notice as possible is appreciated, but we're happy to do it.
>> Yes, sir. One more thing for clarification. Extensive Wayfinding, would that be at the airport ‑‑ doing the airport project as well as the Eastlake station? Could you clarify that?
>> Sure. Yeah, happy to. Well, as far as Wayfinding, generally, it's going to be combination of floor decals inside the station like on the platform level and up on the concourse level. We will have a lot of yard signs. We do not currently have ‑‑ we will have station announcements for those who are visually impaired. We are also going to ‑‑
>> And what about personnel?
>> So as far as personnel, we are going to have a lot of people around the airport closure. We're going to have all of the station agents who normally work at airport are going to be located at College Park and down on the curb at the terminal. We're also going to have bus supervisors who are on duty the whole time, as well as MARTA police.

>> Thank you, sir, because what I wanted to say is that you have a lot of people with disabilities who work also at the airport and that's their means of getting where they need to get to to their jobs and other areas of the airport. So just wanted to make sure that you are providing ‑‑ I heard all that going to be provided, but that ‑‑ for that clarification of the extensive direction of personnel coming to the College Park ‑‑
>> Yes, sir.
>> ‑‑ rail station.
>> And as far as at the airport, we are working closely with the airport. It's their desire to have us integrate our signage with the existing airport signage, so it will be branded as the airport sign. So we are going to produce new signs that go up above that tell you where to catch the MARTA shuttle. We will have a big temporary wall in front of the current entrances to the airport station, so even if you get to pass all of the signage and you get to the airport station, there's going to be a wall there and it will say this station is closed until May 19th, and please go in this direction to catch the MARTA, to catch the airport shuttle.
>> Okay. Thank you, sir. Are there any more questions?
>> Yes, this is Bob Lossie. I have one more, it's a question and a remark. Again, since I've been in my wheelchair for about six years now and using MARTA Mobility, I haven't been traveling by air that much, but when I did, and I flew into the Atlanta airport then went to get my luggage there's a problem with my bag, and I ended up having to go to the counter, the baggage claim area, and they found my bag, and I asked them because it was the first time I had used the MARTA Mobility at the airport, I asked them where do I get the MARTA Mobility, and he directed me over to the side where the fixed route buses were. So I went ahead and went there, and then my app said or my smart phone let me know that the bus was there and my MARTA Mobility bus had arrived, and I didn't see it, and it turns out it was on another side of the building. So the ‑‑ that goes to the terminal people letting them know that if somebody ask for MARTA services that there are two distinct locations for each type of service.

>> Thank you for that. And I'm sorry you experienced that. Just to start with the upcoming shutdown, we are going to be providing printed materials for all of the airport employees as well. Obviously, we don't have quite as much control over, you know, the messaging with them, but we will be providing links. We will provide ‑‑ I think we have a training video in the works that's for MARTA employees, but we will share that with the airport. And then we'll have ‑‑ you know, we're providing thousands of post cards that all of the airport information staff and security guards and police and anyone else who you may encounter at the airport can have access to provide to customers that will provide the directions to the airport shuttle. So I thank you for raising that. There are so many employees at the airport that we can't always guarantee that they're giving accurate information about MARTA, but we actually have a meeting with the airport team today, and I'll definitely pass along your concerns and make sure that we can get as many airport staff up to speed as possible.
>> And just a comment, I realize too that you have ten million details to try to get out there. It's impossible to get everything, you know, perfect all of the time. I know that you're working very, very hard at trying to get all of this ironed out, and I appreciate that. I want you to know.
>> Thank you.
>> Okay. If there are no more questions, thank you, sir. Appreciate it.
>> Okay. Thank you very much. I'll drop these in the chat. And I'm sorry I have to leave for another meeting, but please follow up through Denise, and I'll share my contact information as well, so thank you.
>> Thank you, sir. Next up, we have customer service. That's we're going to have the ADA linked customer inquiries. Ms. Angelita Armour.
>> Yes. Good morning, everyone. My name is Angelita.
>> Good morning.
>> Good morning. My name is Angelita Armour.
>> Sorry I messed your name up.
>> That's okay. My name is Angelita Armour, the customer care field representative for Mobility, and I will be presenting the ADA-linked customer complaints reporting out for January 2024. First we'll start with the authority‑wide complaints at 614. Next we have the ADA linked complaints at 245 which is 39.9 percent. Well, the ADA linked complaint is 245 of the 614 which is 39.9 percent. The ADA valid complaints, of the 245, we have 107 of those which are valid at 43.7 percent. Next we have a breakdown by department starting with Mobility at 231. Mobility reservations at 10. Mobility maintenance at 2. Mobility eligibility and bus operations at 1. And bus maintenance and customer service at 0. A total of 245. Next we have the top complaint categories starting with late pick‑ups at 65. We have 53 no‑shows. Late drop‑offs we have 20. No slow responses or request assistance we have 13. We have long wait time for dispatch at 13. Vehicle stopping location at 9. Excessive time on the van, 8. Paratransit dispatch phone system, 6. Next we have the top non‑mobility complaints. Incorrect reservations information at 6. Long wait time reservations at 1. Pass‑ups, discourteous, or refuse to meet at bus at 0. And last but not least we have accommodations. Authority‑wide at 43. Mobility have 16, which will be 37.2 percent. And that concludes the presentation of the ADA linked report ‑‑ ADA linked customer complaints for reporting out for January '24. Is there any questions at this time?
>> Hearing none, thank you, Ms. Armour ‑‑
>> You're welcome.
>> ‑‑ for that report.
>> Yes, thank you.
>> Now we'll move on to our ‑‑ okay.
>> Robert?
>> We'll have MARTA Mobility, Mr. Richard Gonzalez.
>> Rick had to step away, but Roosevelt Stripling is going to give the report.
>> Okay, Mr. Stripling.

>> Yes, Mr. Chair. This is Roosevelt Stripling, Mobility Services project manager. As Ms. Brown indicated, Mr. Gonzalez had to step away. He was attempting to send the presentation so that I can have that to present. Unfortunately, technology as it is and, you know, Murphy's law, it did not come through, so I do not have that presentation to present at this time, so I could entertain any questions that anyone has, otherwise, Mobility will have to ‑‑ we'll send that report to Ms. Brown so that she can send that out to the MAC members.
>> Well, first, I'll ask the MAC members if there are any questions to Mr. Strickland?
>> Now, this is Bob Lossie. I don't know if this is an appropriate point to bring up an issue, but something I've had the problem with in going to doctor's appointments is that most recently -- and I'm going to write a detail, and I should have done it by now, a detailed report of what the problem was. I live on Peachtree Road in the line of high‑rise buildings, and I was going to be on time for a doctor appointment, and the app again or the smart phone, whatever, let me know that the bus was there, the Mobility bus was there, and I was in front of the building, there was no bus. And this has happened before, the Mobility bus was at another building, not mine. And I had been on hold the entire duration. I was on hold for 45 minutes, and 30 minutes of that was trying to let them know that they're at the wrong building. And so again, I got a notice on the phone that the bus pulled away. So I had still been on hold and waited until the dispatch picked up the call and told them what had happened, and they sent out a new bus, and it should have been a ride, again, the phone, letting me know the bus is going to be pulling up and that it was going to be there and it was going to be there a half an hour before the appointment, so I was still going to be able to make my appointment because I usually book it 45 minutes in advance so if there are any problems. But it ended up that it didn't get there at the half hour mark that MARTA told me and it instead arrived five minutes after my doctor appointment, and I didn't get to go, and it was a very important appointment. And part of the consequences of this, I don't suffer from high blood pressure to be medicated, but at my next doctor appointment, my blood pressure was 100 over 200, noticeably high, and it related to the fact that I was so stressed out because, you know, not going if MARTA was going to show or not. And that's part of the repercussion of this. So my long‑winded story is about how ‑‑ and this has been a question of mine for a very long time that I've been on the MAC committee how can I get in touch with MARTA quickly to let them know you're at the wrong building because this has been a problem many times? Thank you.
>> Thank you for your question, Mr. Lossie. Couple questions for you. Are you speaking of the My Transit Manager app itself or the imminent arrival call that you received?
>> The imminent arrival call. Wet, let me again clarify. I received a text that it's going to be there. And as far as the call, I call the dispatch number that's I have on my Google phone information, Google phonebook, so I did call the dispatch office directly.

 >> Well, dispatch or ETA? Well, that's not, I guess, necessarily needed. Let me add this, not knowing exactly how long ago that occurred, but the ETA office has recently added a couple of new contract team members to their staff.
>> Your voice cut out.
>> Can you hear me?
>> Yes. And I can see your mouth moving, but I didn't hear you the last words.
>> What I was indicating Mr. Lossie is that the ETA, the estimated time of arrival team has added a couple of team members to their staff to assist with answering calls and particularly during peak timeframes, which is basically the bulk of the business day, so hopefully the long wait times are being minimized. Again, with ETA and depending upon what's happening in the service, you never know exactly how many customers are going to be calling in at any given time, but they have added new team members to assist with that. Regarding the imminent arrival time, one one of the things that which is a big concern for many customers is the time that is being given to them seemingly is a conflict in terms of when the vehicle actually arrives. One of the things that we ask customers to be aware of is that the imminent arrival text or call is basically a guesstimate based upon the bus's position of where they are currently geo‑positioned when the text or call is being made, and between that timeframe when the call is being made and when it's going to be ‑‑ it actually arrives could be anything that happens. Give an example, Waze is a popular GPS system that many individuals use such as myself in driving, and that experience last week where it had estimated a 45‑minute ride when I first engaged the GPS, but then by the time I actually got on the road, it added another 15 minutes because I was in rush hour traffic. So that GPS time can and does change. What we ask customers, though, is that they are ready at their ready time, and if you're ready at your ready time, if the GPS time changes and it's favorable, then the vehicle may arrive early or could be at the beginning of the window or the end of the window, preferably within that 30‑minute window and not afterwards, so the appropriate time you should be available at the beginning of the window, the initial ready time. And as it relates to your specific incident that you mentioned in terms of the bus arriving, however, it was in the wrong location, that is something that we have to make sure we take a look at to ensure that we have the appropriate information in our system. And it could have been unfortunately an incident where perhaps the operator made a miscue or something. A lot of things could have happened. We definitely want you to write that up and submit that to us so we can appropriately investigate to determine whether or not it's an issue with the estimated time of arrival message or an incident issue with us, MARTA, not providing the appropriate information so the operator can know exactly where to go. Some things could have been in place, so we ask that you would make sure that you provide us with that information in writing so that we can appropriately investigate.
>> Okay. And if I may, the problem could easily be resolved. As I said, this has happened to me several times. If the driver, before they pull away when they know there's not somebody waiting in front of the building, if the driver ‑‑ and I know that the driver sometimes have a hard time getting in touch with dispatch as well, but if the driver could call dispatch and have dispatch call the rider before they pull away and say that your bus is out front and I could tell them no, they're not, they're at the wrong building. And the reason of the confusion because I have it with many, many things is there are three driveways side‑by‑side, and my building is kind of the driveway is the width of the property at the front and then you go down the driveway and the property opens up in the back. So there's this giant 50‑story building, a white bright shiny high-rise that's visible from the street and you don't see my 14‑story building down the hill. So everybody sees the drive way and go oh, that must be Cathedral Towers, and they wait in front of the wrong building because it's the most visible. And but the main thing is if that phone call could be made to the rider your bus is there and then the rider could just say no, they're not, they're at the wrong location. And also, years ago, I saw somebody with a MARTA app that you were trying out that functions like a Uber does where it actually indicates where that bus is and you can see. Like, I could have seen that it was at the building next door and I could have gone next door. But is that app ever going to be out to be public? I'm sure that this guy that was using it that I saw it on his phone was doing a test for MARTA.
>> I'm not familiar with the app that you are speaking of, but we do have the My Transit Manager app that is offered through one of our providers Transdev that is open to all of our customers, and that in and of itself provides you information regarding the trip itself. So My Transit Manager, you can go on to the Google store or the App store or iPhone app store and download that app free of charge and connect that to your individual account with MARTA Mobility. You'll need to have it, if you don't already, have your identification number, and you can get that from the reservationist if you don't have that. So when you download, you set up an account and that tracks your individual use.
>> Okay. But does it actually show where the bus is like an Uber car?
>> Not exactly like that in terms of the positioning, the geo‑positioning, but it will provide you with the information, and you can track that trip, know where it is in terms of how far away that trip is.
>> Okay.
>> Robert?
>> I just want to intervene right here ‑‑
>> I want to let you know, Robert, Rick Gonzalez said he is back. I want to confirm that. Rick are you back?
>> Yes, I am.
>> Okay.
>> Of course everything always happens at once. If you like, I can give the ‑‑ and I appreciate everybody's patience. My family is in the middle of a move and everything always happens at the right time. So if you all like, despite being a little noise in the background, I can give the presentation.
>> Yes, sir, you can go ahead. Hello?
>> He's setting up. I can see his picture.
>> Good morning, everybody. I hope we're all having a safe and productive day. Like I said, you're going to hear some clinking in the background, but I do appreciate your patience. So I'm going to give a brief presentation about the Mobility performance reviews as of March 12th. So we're going to be looking at a few key performance indicators: on time performance, maybe missed trips, mean distance between failures without accidents, on and on. These are all the KPI's. Perhaps maybe we won't cover all of them, but let's talk about them. So there we go. Okay. So right now, let's take a look at for the month. As everybody knows, last month, or maybe everybody don't know, our OTP for the month was 89.3, just knocking up against that 90‑percent goal. So starting off this month, we're at 86.8. That's not too much of our off stop. We had some IT failures, we had some weather issues, but we had a good day yesterday at 91‑percent OTE. We're having a pretty darn good day today, and these are trips over 2,400. So high trip counts in a good day, that's a good time for the month that we're able to handle it. If we look, our missed trips right now are at .48 percent. That is also within the green, so we're doing pretty darn good on the KPI's. So let's go to the next slide here. Once again, now we're looking at OTP actively for February 24th through 28th. I want to show you how the last few days they really worked hard to get the OTP up and get it across the goal line. It was a tough one, February, but 89.2 ain't too shabby. And like I said, 92 percent is around the corner. So mean distance between failures, we ended that at 21,000 ‑‑ well, yeah, 21,493 was the mean distance between failure. That means the average vehicle traveled 41,000 miles before there was a failure, that's fantastic, and I want to thank our partners who handle the maintenance of these vehicles, they're doing a great job. Preventable accidents, February they made target looks like. That's a tough one, and we have not given the final number on that because there are a few accidents under review, so we'll know February if they meet goal or not. So we're looking at the first week of March. The call wait time is down to 79 seconds, average. Remember that's average. Goal is 120, so right now, they're within goal. The call wait time on a 30‑day period is 196. The average, go back 30 days, is 196. Once again, the goal is 120. Hopefully with the new people we have coming on board and ETA that's going to help out because then reservations doesn't have to help with ETA's. So and calls abandoned, it was at 1.67. The goal is 5. That is fantastic. And the 30‑day rolling abandonment rate is 5.14. Making goal reservations, make sure everybody thank Mr. Roosevelt who will then thank his team because they work really hard to meet these goals. And during this time, you know, calls have gone up. Calls have gone up. We have a higher call volume which helps us justify bringing on new people, so that's exciting if we have that under control. Complaints, just like reported out by Mr. Lossie, vehicle stopping location, 17 percent complaints about that, and then no‑shows. So complaints are still trending in the right way. When you have an OTP of 89 percent, you pretty much get a pretty good on‑time ratio complaint also. So upcoming we have the RFP development. We have a vehicle procurement grant that we're working on to get the vehicles and extra service preparation. And you saw the airport shuttle, we have huge complaints about pedestrian and bridge shuttle. Also something else I want to bring up -- let me stop sharing here. Let me try to do this right. Hang on, I apologize. I'll take questions in a moment, let me see if I can stop sharing. Okay. What's important also is that we are bringing out two contract workers, and the contract workers are going to be solely dedicated to calling ahead and letting you know if you are getting a non‑traditional like the one behind me, the non‑traditional paratransit van. You're going to get a ‑‑ one of the mini vans that we use and one of the sedans. You'll get a phone call saying just want to let you know this type of vehicle will show up so there's no surprises. And also I'm working hard to make sure those TSC employees are wearing their ID. This is a category we'll be looking at with the complaints, and I'm going to be adjusting those as well. And we're still working to get their cars that are branded. Remember these are personal vehicles, so I can only enforce so much. So with that, I want to thank you as always for your patience, and if you have ‑‑ I'm going to mute myself, so if anybody has any questions, please ask away.
>> Yes, sir. This is Robert. I want to thank you, Mr. Gonzalez, first of all for sparing some time for you and I to discuss a lot of the issues that are out there from a lot of people with disabilities, and I explained to you at that time the number of things which you have just stated that you're working on to get your team to rectify, and one of them was the time ‑‑ and Mr. Lossie spoke about this ‑‑ as to the time that you are on hold to get the ETA. The other was the different type of vehicles that Transdev and the other vendors that MARTA is using whether or not you are letting the customers know what type of vehicle that will arrive to pick them up because a lot of them don't know, they will be expecting the MARTA van as they are used to. The other was giving out correct information or information that's not in the rider's guide and some will give incorrect information that's not there. The other thing that I also spoke about was the I know you're having to transport a number of people every day. I think you mentioned and Ms. Amour mentioned ‑‑ well, probably in her report the number of passengers that you are transporting per day and that is almost over 2,000 individuals. So those are the concerns that a lot of customers are having, and I have spoken to people in the senior area who will let me know because they know who I am so they would let me know. So I'm glad to hear that this is being worked on to minimize these issues that come up from time to time. So as you and I discussed at that time when you allowed me to me with you, and it was good to meet with you. So I'll ask at this time, are there any other MAC members who have questions‑‑
>> Before ‑‑ my apologies. Before we turn it over to that, and I'm getting back at ‑‑ there we go. Okay. So no, I just wanted to thank you for the time you gave me for that discussion. And the one thing I appreciated the most is that you really understand the system. You know, you understand the challenges, the obstacles, and you understand what ‑‑ you know, you also hold us accountable and that's amazing, and I appreciate that. So sitting down with someone who, you know, knows how this works and has been there a while and, you know, and whatever critiques you had were spot on. I find that so enjoyable, so thank you, sir. That's all I wanted to say.
>> Thank you, sir. Are there any questions?
>> This is Bob Lossie. There ‑‑
>> We don't have a whole lot of time, Bob.
>> I was stranded at the hospital without a ride home eventually because of this so it's important. I was at Midtown Emory, and I got the notification on my phone that the driver is there, so I go out to meet the driver. And I go down to the MARTA Mobility bus and said Lossie, and he said no, I'm not picking you up. And I was wondering looking for it, and then I happen to notice this other guy wondering around, and it turns out it was this independent driver, and I had no idea that it was going to be that driver that I should be looking for in the mass of vehicles. And so when I finally did connect with him, he said that he has issues as well because people ‑‑ when they show up to their home, people are afraid to go ride with this person because they don't know who he is. So when you send a notification out that the van has arrived, the bus has arrived, is it possible to put on that notification independent driver and it's a blue mini van? And also, is it possible ‑‑ I know you can get these magnetic sheets for whatever size you want, but say it's 36 inches by 20 inches, it's a magnetic sheet that could have MARTA on the side of it that the driver, independent driver can put on the side of their van so somebody has a clue that oh, that's my MARTA ride, be looking for it.
>> Okay. Go ahead, Mr. Gonzalez.
>> This is Mark with a question.
>> Okay, Mark has a question?
>> Yes. So I have hard time with the website.
>> Go ahead.
>> So I have a really hard time with the website, and when I go on, I can see ‑‑ I'm trying to find how much is left on my card, and when I go on to the website, I can see the fare and ‑‑ when I click the ride fare to reload, then there's an issue with the blue light against the white background. It is really hard to read, and I can't read it. I just can't read it.
>> In fact, when he's trying to load fare onto his card?
>> Well, I think he was trying to see if he needed to load fare onto the card.
>> I'm wanting to check my card.
>> Okay.
>> But I can't find where to add the fare because it's really hard to read.
>> I will be needing someone to assist you from IT, my apologies. This is kind of beyond my scope of knowledge. So if you like, Mr. Roosevelt, do you have this rider's contact information?
>> Yes, I have Mr. Gasaway's information.
>> If you like, we can get back to you or somebody to be appropriately able to assist you.
>> Okay. Thank you, Mark. And thank you. If there is no more questions because we are running over time right now.
>> We have until 11:30.
>> Okay. Are there any more questions?
>> Was there any response to my question about the signage on the side of the van?
>> Okay. Mr. Gonzalez, Mr. Lossie, we were talking about signage on the vehicle.

>> I'm going to look into that. The issue is that these are personal vehicles, and even though we are working distributing our marketing on them, I don't know if I used signage on my vehicle years ago at Pepsi Cola years ago when I was an accident investigator at Pepsi 30 years ago. I will find out why there is the hesitation. I don't believe they damaged the vehicle at all. And also, as far as notification of what type of vehicle, that's what the IT solution. I don't believe there is an IT solution, this is a OTP performance with Transdev. I will ask. But at a minimum, the two new contract workers that we're bringing in they will assist with phone calls, but I will ask Transdev about adding the vehicle type along with that notification.
>> And two, the magnetic sign, when it's magnetic, they can only put it on the vehicle when they are picking up a ride then they peel it off.
>> I just got to see what their pushback is on that.
>> And part of the challenge some of the vehicles the magnetic signs do not adhere because these vehicles are not all made out of metal, but there are some other options there.
>> If I may, Mr. Chair, I do want to clarify a response that I made to Mr. Lossie earlier.

>> Okay.

>> Mr. Lossie, if you ‑‑ I'm sharing on the screen My Transit Manager. Do you see that?
>> I'm on the smart phone, I can't really check it out.
>> But clarification to the question I made to you about not being able to see the vehicle routing like you do on Waze ‑‑ I mean, Uber and so forth, you don't see the directioning like on an Uber and Lyft, typically you'll see the vehicle moving on the map and so forth, at least I do, but on the My Transit Manager, it does show ‑‑ there is ‑‑ you are able to see a map, and you'll see your location, your pick‑up location, and you'll see where the vehicle ‑‑ you don't see the vehicle moving, but you'll see the sign that shows the vehicle itself. It doesn't necessarily move like it do on the Uber and Lyft app, but you'll see it periodically getting closer to your location. So you will see that.
>> But like Amazon has something similar to I think what you're talking about.

>> Yes, sir.

>> It shows big jumps in the movement.
>> Exactly, that's what you'll see.
>> And so and again, I'm sorry, how do I go to my Apple app store and ‑‑
>> Right. Go to Apple, My Transit Manager.
>> My Transit Manager.
>> Right, My Transit Manager for MARTA and you'll see ‑‑ once you download it and you set up your account, if you don't already have your information, your customer ID number, then you can get that from the reservation. You call reservations and obtain that information.
>> This is spectacular to know.
>> My pleasure.
>> Thank you very much.
>> Okay. Mr. Gonzalez, did that end your presentation?
>> Yes, it did. And I want to thank everybody for their patient. Like I said, I'm in the middle of a move as we speak, but it does indeed. And I want to thank everybody's input as always. As we move forward with the RFP, the request for proposals. We're going to have a lot of exiting things coming down the road, a lot of innovation. You know, I'll keep you informed of what's up.
>> Yes, sir. And I understand that you have acquired another vendor, South Atlanta, I believe, or something like that. It's a limousine service I was told by someone whom I know work for that company and that you all have signed them on as a vendor.
>> That might be for the airport shuttle. I'm not familiar with that.
>> No, not for the airport shuttle. They actually provide service for MARTA Mobility.
>> Well, we have A‑National, which is also A‑National.
>> A‑National, that's it. A‑National.

>> Yes. And I think they're doing a great job. They're a local company. They do limousine work, they have a black car, and they are amazing.
>> Okay. All right. Thank you. Are there any more questions, Denise, you see?
>> I don't see any.
>> Okay. If there's no other business to come before this committee, this committee stands adjourned. Denise, when is our next MAC meeting?
>> May the 14th.
>> May the 19th. I want to that know all the members and thank for MARTA staff for coming out and joining us on this meeting. Hope we can get some of these issues dealt with. And thank you Bob and Mark Gasaway and others whom I have acknowledged right now. Don't know what other MAC members came on after we did our introductions, but I want to thank you for coming. So this meeting stands adjourned.
>> Thank you, everyone.