MARTA ACCESSIBILITY COMMITTEE

Meeting Summary

**Date: January 14, 2020**

**Time: 10:00 am – 11:30 am**

**Location: MARTA Headquarters – Atrium**

**ATTENDANCE**

**Committee Members Present:**

**Leonard Stinson**, Vice-Chairperson

**Robert Smith,** Representing seniors

**Jordan Hall**, Representing

**Brent Reynolds**, Representing the blind community

**Mark Gasaway**, Representing the deaf, hard of hearing, and deaf/blind

**Robert Lossie,** Representing Upper/lower extremities

**Jimmy Peterson**, Representing the deaf community

**Paula Nash,** Executive Director MARTA Office of Diversity & Inclusion

**Committee Members Absent:**

Kay Sibetta

Dr. Brad Fain

Sandra Owen

Jorge Urrea

**Staff Present:**

Denise Brown

Evelyn Richards

Tonya Allen

Adoraeu Jouett

Katrina Jones

Thomas Young

D. Scott Forman

Freda Hardage

Shomeka Brown

Roberta Abdul-Salaam

Collie Greenwood

Jalyn Radziminski

Natasha Rankins

Leslie Porter

LaHoya Blount

Keith Chambers

Toni Thornton

Roderick Frierson

**CALL TO ORDER**

Leonard Stinson – Vice-Chairperson: Called the meeting to order on January 14, 2020, at 10:10 am with Member introductions

Mr. Stinson asked the subcommittee chairs to give their reports:

**SUBCOMMITTEE REPORTS**

**Customer Focus Committee:** The Customer Focus Committee did not meet.

**No-Show and Appeals Committee -** Brent Reynolds: The No‑Show Appeals Subcommittee did not meet. There were no appeals.

**Accessibility Committee -** Leonard Stinson: The accessibility committee, did not meet.

MARTA Diversity and Inclusion - Executive Director Updates – PAULA NASH: Good morning. Happy new year to everybody. I don't have much to add to this agenda that won't be captured in our updates. So I'm going to let us move on to the updates because I think that is where all the material is today.

**MARTA UPDATES**

**ADA Related Customer Inquiries**

LaHoya Blount.  - Authority wide we received 995 complaints. Of the 995, 319 were ADA linked complaints and 32.1 percent. The ADA valid complaints were 147 and 46.1 percent. Breakdown by the department. Mobility received 286 complaints. Mobility reservations received 17. Bus operations received 6. Mobility eligibility received 5. Mobility maintenance received 3. Rail operations received 1. Bus stops received 1. Top complaint categories are late pickup, 30 plus minutes received 82. Late drop off we received 76. No show we received 34. 20 excessive time on the van.  7 tone of voice. Top non-mobility complaints incorrect reservation info, received 8. Received 6 tone of voice. Change cancel pickup no notice received 3. Pass up we received 2. Authority wide we received 95 accommodations and 37 of those were mobility at 38.9 percent. That concludes my report.

Brent Reynolds inquired into the resolution of the Eligibility Complaints. Ms. Blount will bring that information to the next meeting.

**Mobility update**

TOM YOUNG: I would like to give a brief update on mobility transportation and key into the recent town hall meeting we had at the end of October last year. I do know that we have some time scheduled next month where we will really dive into this information and start strategizing the future. But I just want to give a brief update right now. I have gone through all of the detailed minutes that were taken that night, any comments that have come and actually narrowed everything down to 13 common themes.

1. Mobility Scheduling(Next Day) – on-time performance, late pickup long ride times, multiple people traveling to the same location, AM schedules cannot be run on-time, creating unpleasant conversations between operators and dispatchers
2. Mobility Dispatch – on-time performance (late pickup and appointments) incomplete trip information to operators, improper placement of trip insertions, On-time performance (late pickup and appointments), Incomplete trip information to Operators, Treatment/tone of voice to Operators

Improper placement of trip insertions, taking vehicles out of the way extending ride times

Does not contact family if something occurs that will delay arrival at destination (home)

AM schedules cannot be run on-time, creating unpleasant conversations between Operators and Dispatchers

1. Mobility ETA – Where's my bus - Lack of customer service on phones, inaccurate information shared
2. Mobility Eligibility – confusion on eligibility criteria, use of Personal Care Attendant (PCA), long phone holds, nobody calls back
3. Mobility Operators – show lack of respect towards customers, don't always assist or let customers use the lift, arguing with dispatch over the radio, lack of ADA sensitivity
4. Bus Operators – Lack of ADA sensitivity, use of the ramp, enforcement of priority seating
5. Customer Service – Lack of complaint response
6. Fare Payment - $4.00 is a lot to pay, Breeze Card expiration, Breeze card readers not functioning properly
7. Service Area – how do people get Mobility in areas that do not have it today.
8. Bus Stops – Bus stop locations, lack of bus stop lighting.
9. Technology – On-line reservations not working, IVR system no working, improper address location on Tablets, trapeze
10. Issues beyond MARTA – adequate access to medical campuses, vehicles parked in disabled access/parking areas, access to bus stops.
11. Policy – 5-minute wait resulting in no-show (curb-to-curb) Mr. Young discussed the possibility of going to a door to door type service which he believes will actually save time. We won't be waiting for 5 minutes. And instead, it will take a minute to a minute and a half for the operator to actually go do the door and knock on the door.

Brent Reynolds asked about having a full eligibility assessment every three years when the disability is permanent. Mr. Young stated that he hopes to review the process and streamline the process for the future.

Robert Smith asked if the addition of the new vendors is having a greater impact on reducing the number of late pickups? Mr. Young stated that the new vendors are in the mobilization phase right now. There are up to 30 vehicles in which 15 of those are additional vehicles within the service area. He also stated that it is much too early to draw a trend of improved on-time performance.

Female Speaker – asked about curb-to-curb versus door-to-door. How will it work? Will operators go in public places like grocery stores to look for customers or make some sort of announcement?

Mr. Young stated that for public places there will be designated Mobility pickup area.

Female Speaker - I hope we can also include our review. When I say "our," I mean those of us from the community who are involved with mobility, and we actually have an ad hoc group of citizens that attended the town hall, and we will have a summary to present to you guys as well. Hopefully, we will continue to be an integral part moving forward including future town hall meetings and things like that.

Lafeyette Woods – commended Mr. Young for following up on the Town Hall meeting and on-time performance has definitely improved. The time given by the IVR System is the time that the van actually shows up. The male speaker also asked if everyone would is included in the IVR System once they become eligible. Maybe in the eligibility process, one of the components is to educate the potential riders or having a town hall meeting where part of that meeting you let people know exactly how to go about making sure that they can get reminders also.

FEMALE SPEAKER: gave kudos to Mr. Young and to the customer service team in terms of working together to resolve an issue.

BARBARA KIMMEL: Is the February 5th meeting open to the community? If so, will the information by on the MARTA website?

TOM YOUNG: My understanding is it is a planning meeting with just the committee. The outcome of that will be brought to the March public meeting.

LEONARD STINSON: Okay. Next on the agenda, we have the Mobility IVR update.

**Mobility IVR update**

Delton Quarles - Initially, we did have issues with the IVR system. Once we got those corrected in mid-October we started going down the list of people from the town hall meeting and began signing up everyone for the IVR riding in the 2019‑year. Everybody who comes through eligibility is being signed up for the IVR system. We are going through the list of active riders and signing them as well. When people come in as new riders and they don't want the IVR system once they start getting notifications they call in and let us know; I don't want these to my phone. The vast majority of customers do want them and appreciate them. It was mentioned before about educating the customers about the IVR system which is a wonderful idea.

Brent Reynolds had a question about the ready time you're given versus the time the IVR gives you on the day of your travel. Delton Quarles stated that the patron should use the ready time that was given and use the IVR as a tool when you are unable to call the ETA line. The IVR system is giving you an estimated time of arrival from the last drop the vehicle made. Always be ready at your ready time.

Brent Reynolds also asked about the IVR option to confirm or cancel the trips and the problem that comes in when you have multiple trips. It doesn't seem to give you the option to cancel individual trips just all trips. Delton Quarles stated that he would speak to the IT team to see if that is possible.

SOPHIA TURNER - The problem I have with the IVR system is like, you know, they will call you and tell you an estimated time your van will be there. Now the issue I have had lately is they will call me and give me an estimated time, but they don't come at that time. So when I call ETA, ETA will tell me well don't pay attention to that because it is not correct. They will give you another time that is even later than that time. Delton Quarles – stated that the IVR gives you an estimate but when there is a traffic situation and trips get moved; you will get another estimate. Delton stated that its best to call ETA to get a better estimate because they will have more knowledge of what's happening out there.

TOM YOUNG - I love the power of delegation. When that happens what I would like to see people do is we are trying to work through this system. Go ahead and give ETA a call and give the specifics and we can research what the IVR system is claiming versus what is happening. Hopefully, as we go down the road we can minimize those instances.

Bob Lossie asked that everyone should be on the same page as it relates to drivers leaving/waiting according to the ready time versus the IVR estimated time of arrival. Delton stated that drivers have to stick to the 5 minute wait time and then move on to stick to their manifest. Bob also added that there should be consistency with dispatch calling the customer to inform them that the vehicle is outside because sometimes the vehicle goes to the wrong entrance of a building. Delton stated that Mr. Young alluded to this situation when he spoke of the door-to-door service that would eliminate some of that inconsistency.

**Elevator and Escalator Renovation Project**

Keith Chambers, Director of Verticle Transportation at MARTA. I just have a few updates. There are presently 0 elevators out of service right now for rehabilitation or major repairs. We have moved into the maintenance shops. We are upping the manpower there. We are doing two teams on maintenance shops and getting away from the stations. So we are trying to make sure we have information, we have shut down locations, we have dates, we have times, we have everything we can provide to everybody in a timely manner so that people can plan. This has been an ongoing request that we are trying to uphold. So with that being said, we also have IT working on a program change for the website so that we and the IOC managers and supervisors can update the website in real-time as it happens. So when a call comes in on an elevator the call comes into the IOC.  They update it on the website as it happens. So that people know as they are entering and exiting the system where elevators are down and they can plan accordingly because there is really no way to get ahead of it knowing an elevator will breakdown in the middle of your travels, but if we can do that we can mitigate someone showing up at the station and getting out to the elevator and realizing it is down.

There is another shutdown. We had Peachtree center elevator two down for the last month doing a major repair. That is now up and running and we are planning the next one for the other elevator number 1 which is on the Ellis Street side that goes down to the concourse. That is probably going to be another month-long major repair. These are safety items we need to implement before it gets out of control. As of right now, there is no impact on the station for ridership.

MALE SPEAKER: Have you considered having a general information system for those that don't use the computer or use have a general information line that people can access by phone and know what is going on. Keith Chambers agreed to look into that suggestion.

Female Speaker asked about escalator projects. Keith Chambers stated state Five Points and lake Wood number 1 is in progress but low impact.

**AVIS – Audio Visual Information System**

CATRINA JONES: AVIS project manager. It is a project that started construction March 2018 where we were replacing all of the electronic signs in the station like the one right here above the blue landing as well as all of the public address speakers throughout the systems. We are 72 percent complete with the project. We have 3 thousand 612 speakers installed. 129 signs have been installed out of 325. We are currently under construction at all of the lines. We are currently working at Lindbergh Station. We installed the software in the test system, and we have a test lab with the sign and the preliminary layout. It is located on the 5th floor in the office right here. If anyone wants to see the signs you are welcome to come up after the meeting. We did get feedback from some of the MAC subcommittee members back in early December. We have those requirements outlined within the matrix that will go to the contractor mid-February. We are waiting for approval from the executive team at MARTA as well as some of the middle management.

**Technology Updates**

Catrina Jones stated that Mr. Talbot, the CIO of Technology, had a major conflict and asked her to if there are any questions regarding technology.

MALE SPEAKER - In the past, the weather events affected the public being able to know what was going on with MARTA if we are still running or shutting down early or if they shut down when will MARTA reopen. MARTA is very good about letting people know the system is shutting down or will shut down early but then they don't let you know when it will be open and back up in service.

Also, if the system goes down is there a backup they can switch to like a home generator kicking in when your main power goes down. So my question is can these issues be addressed going forward?

This question will be forwarded to Mr. Talbot for the next meeting.

TONI THORNTON: I'm the senior public engagement office with the department of external affairs. I have a couple of announcements. - The first one is the MARTA pop up breeze initiative. This is an initiative we kicked off back in June 2019. MARTA is going out into the community and providing services where our customers are able to process and get their reduced fare cards. They are able to purchase new breeze cards or pick up a breeze card if their existing card is expired. Get route and schedule information and leave comments with our staff regarding any concerns or anything they would like to share with MARTA. During that time, we started in June and wrapped up in December. We had one thousand 2 hundred 64 participates coming out for the pop-ups. We received several comments regarding MARTA coming out into the community and providing staff and resources to provide these services to the public. We have gotten great support from our jurisdictional partners and different departments that are going out to these MARTA pop-ups. The different departments represented at the pop-ups include our reduced fare office, customer information, revenue, and external affairs. The services I mentioned include and I will repeat that ‑‑ reduced fare cards, the general silver breeze cards, breeze tickets, customers are able to pick up mobility applications and get scheduling and route information at the pop-ups. Because of the success of the pop-ups, we will continue it into 2020. The first pop up will begin in Clayton county this week.

The next update involves our next upcoming public hearing. The public hearing will take place the week of February 11th. It will involve 8 routes that are proposed for service changes. The tentative locations for the public hearings will be East Point City Annex and the Duluth Auditorium. The reason for those locations for the proposed hearings is that the proposed changes are in those areas. East point and Dekalb area. We are trying to focus on venues of the impacted areas. I am going to go over the routes that are proposed for changes are and then that information will be sent out to you with more details and specific information. The propose changes are attached.

MALE SPEAKER: asked if it is any way they can implement the Mobility breeze card can be updated without a written application? Toni Thornton stated that with mobility there is an eligibility process that needs to occur. Identification has to be presented when they are looking at individual eligibility. So those are things that at this time prohibits that, but this is something we can look at in the future.

Leonard Stinson adjourned the meeting at 11:35 am. The next MAC meeting is March 10, 2020.