

MARTA Accessibility Committee Meeting

Summary - July 8, 2025

General Meeting Notes

Denise Brown opens the meeting

- Robert Smith could not attend due to a medical appointment.
 - No subcommittee meetings this cycle; Paula Nash has no comments.
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Station Services Presentation – Adelle Perez

Adelle Perez, Operations Program Manager, provides a detailed overview of **Station Management** initiatives. Key points:

1. Station Management Structure

- Stations are divided into **six zones**, each led by a **Zone Superintendent**.
- Daily inspections and biweekly station tours assess: cleanliness, air quality, seating, trash, graffiti, trackway conditions, landscaping, and ADA compliance.

2. “Eyes On, Hands On, Game On” Framework

- Eyes On: continuous monitoring, inspections, identification of hot spots.
- Hands On: deep cleaning every 30 days by targeted cleaners; pressure washing, graffiti removal, elevator/escalator cleaning; focus on safety and ADA access.
- Game On: collaboration with local communities for beautification, wayfinding improvements, landscaping, and public art.

3. Elevator & Escalator Efforts

- Addressing entrapments caused mostly by debris.
- Step-cleaning across stations; additional operator tools for daily cleaning.

4. Community Clean Sweep Events

- Events in 2024–2025 at various stations (HG Holmes, Chamblee, Clayton County) with high participation.
- Trash removal totals included dozens of bags, tires, and unexpected items.
- Next events: August 23, 2025 (College Park) and October 25, 2025 (Doraville).

5. Upcoming Improvements

- Parking lot upgrades, ADA expansion, additional LED lighting, improved crosswalks.
- Updating station names, expanding art installations, and accessibility enhancements.

No committee members had questions following the presentation.

ADA Link Customer Complaints – Angelita Armour

Reporting for **May 2025**:

- **605 total complaints; 233 ADA Link** complaints (38.5%).
- **119 valid ADA Link complaints** (51%).
- Department breakdown: Mobility (209), Bus Operations (13), Reservations (5), Mobility Maintenance (4), Vertical Transportation/Station Agents (1).
- **Top complaint types:**
 - Late pickups (36)
 - No-shows (28)
 - Excessive time on van (23)
 - Late drop-offs (18)
 - Discourteous behavior (14)
- **Commendations:** 66 total; 34 for Mobility (45.5%).

No questions were raised.

Mobility Updates – Delton Quarles

Key mobility performance data:

1. Ridership & OTP

- Ridership continues to grow; May had 58,706 trips, June had 57,689.
- FY25 total: **681,457 trips** (8% increase over prior year).
- June on-time performance (OTP): **89.39%**.
- Appointment on-time performance even higher: **92–94%**.

2. Call Center Activity

- Calls increasing across ETA and Reservations lines.
- Call wait times ranged from ~68 seconds (ETA) to 170 seconds (Reservations).
- Occasional busy signals occur when call volume exceeds queue thresholds (around 60 calls). Delton will escalate to telecom.

3. Vehicle and Maintenance Updates

- AC-related mechanical issues have risen during summer.

- Campaign underway to pull vehicles immediately when AC failures are reported.
- **36 new vehicles** are expected to enter the fleet by end of the month.

One participant (Jordan) asked about the busy signal issue; Delton confirmed the cause and will follow up.

Meeting Close

- With no further questions, Denise Brown adjourns the meeting.
- Next meeting: **September 9**