

SUMMARY – MARTA ACCESSIBILITY COMMITTEE MEETING (MAC)

Date: November 11, 2025

Meeting Start: 10:00 am

Chair: Robert Smith

Facilitator: Denise Brown (Title VI Administrator)

1. Introductions

Committee members, MARTA staff, and external participants (including mobility, planning, rail procurement, maintenance, sign language interpretation, and Shepherd Center representation) introduced themselves.

2. Subcommittee Updates

Accessibility Subcommittee met previously to inspect the newly purchased mobility vans and provided feedback, to be discussed later in the meeting.

3. Railcar Procurement Update – Connie Krisak

Key Points:

- MARTA has received **three new Stadler trainsets**, with a fourth arriving by end of year.
- Full testing is underway; the first two sets undergo the heaviest quality and safety checks.
- New trains include:
 - **Open gangways** between cars for visibility, safety, and better mobility access.
 - **Camera system** linked to operator console for emergency visibility.
 - **Self-leveling technology** to match platform heights (corrects the “tilted train” issue riders experience today).
 - **Weight simulation testing** using sandbags.
 - **Operator and mechanic training** has begun.
 - Trains now running on their own power during overnight testing.
- **Revenue service is targeted for May 2026**, with two trains initially.

- Doors will operate automatically except at end-of-line stations, where riders may need to press a large, illuminated button.

Committee Questions/Feedback:

- Concerns shared about wheelchair vulnerability and gap hazards.
 - Staff confirmed gap-leveling features will minimize this.
 - Praise for improved safety cameras and operator visibility.
 - Discussion of door operation and rider learning curves.
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4. Campbellton Road BRT Project Update – Traci Roberson

Project Overview:

- **5-mile Bus Rapid Transit corridor** from Oakland City Station to Barge Road Park & Ride.
- **9 stations**, all with:
 - Center-running dedicated bus lanes (currently planned at 100%).
 - Elevated level-boarding platforms for universal accessibility.
 - Real-time arrival displays, fare machines, lighting, and security cameras.
 - Safe mid-block pedestrian crossings and ADA signals.
- Includes a new **Greenbrier Mall Transit Hub**.
- A **fly over bridge** from Greenbrier to Barge Road will eliminate bus congestion, including bike/pedestrian paths.
- **Design status:**
 - Corridor at 30%
 - Fly over and Hub at 15%
- **Construction targeted for 2028**, with **opening in 2030–2031** depending on federal approvals and environmental reviews.

Committee Questions/Feedback:

- Clarification around platform location (center-running).

- Shelter length expected to span **2–3 bus lengths**.
 - Questions about wheelchair markings in concept drawings.
 - Praise for lane configuration avoiding traffic blockages.
 - Interest in attending upcoming stakeholders' meeting at Greenbrier.
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5. ADA Customer Complaints Report – Angelita Armour

(September 2025 data)

- **720 total complaints** system-wide.
 - **194 were ADA Link complaints (27%)**.
 - **99 validated ADA complaints (51%)**.
 - Top ADA complaint types:
 - Late pickups
 - No-shows
 - Late drop-offs
 - Excessive ride duration
 - Courtesy issues
 - **19 commendations** for mobility staff.
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6. Mobility Services KPI Update – Russell Daniel

Ridership & On-Time Performance:

- Ridership continues to increase, hitting a record **64,174 trips in October**.
- On-time performance improved to **92% in October**.

Call Center Performance:

- Very high call volume (32–38k per month).
- ETA line performing better than Reservations.
- Reservations average wait is significantly longer; staffing shortages and call queue capacity issues contribute.

Fleet Update:

- All **36 newly purchased vans** are deployed.
 - Mobility team acknowledged concerns about ProMaster vans, exploring more suitable cutaway-style vehicles for future procurement.
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7. Discussion on Call Center Delays – Roosevelt Stripling

- “Technical difficulties” riders hear relate mostly to **queue overload**, not system malfunction.
 - Staff shortages and surging call volumes are causing delays.
 - Customers encouraged to:
 - Call between **10 AM – 2 PM** for shorter waits.
 - Use the **online reservation portal** when possible.
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8. Mobility Van Design Concerns – Committee + Mobility Staff

Key Concerns Raised:

- Steps into rear seating are too high for seniors / riders with walkers.
- Rear bench and narrow seat spacing uncomfortable and unsafe for tall or larger riders.
- Handrail placement insufficient.
- Operators must assist riders, but this is inconsistent.

MARTA Response:

- Staff acknowledged issues and emphasized:
 - Safety is priority; adjustments are ongoing in customer profiles and vehicle assignment.
 - Operators are required to assist with boarding and seating.
 - Future purchases will involve **MAC input before final selection** (once the options are narrowed).
 - New vehicle types under consideration resemble traditional cutaway vans.

9. Mobility App Accuracy Concerns

- Riders reported arrival times changing significantly or displaying inaccurate data.
- MARTA says fluctuations result from live route adjustments during shared-ride scheduling.
- Fixed-route “ghost bus” issues will be forwarded to the bus and IT departments for investigation.

10. Closing & Next Meeting

- Committee emphasized desire to be included **earlier** in vehicle procurement decisions.
- Next MAC Meeting: **January 13.**
- Meeting adjourned.