

## **MARTA MAC Committee Meeting – September 9, 2025**

The MAC Committee meeting was called to order by Chair Robert Smith. Member and staff introductions took place, including the welcome of new member Ernest Burton from the Center for the Visually Impaired.

### **Major Updates:**

**1. Capital Projects Report – Greg Giuffrida (MARTA)** Greg provided an extensive update on ongoing and upcoming construction projects across the MARTA system. Key highlights:

- **Garnett Station rehab (Sept 13–Oct 26)**

Platform pavers, cleaning, windscreen replacements, shuttle service to Five Points, heavy outreach.

- **Five Points Transformation**

Plaza and concourse work ongoing; Peachtree entrance and federal tunnel expected to close mid-October; major platform renovations underway; new elevators planned for 2029.

- **Peachtree Center & Vine City**

Deep cleaning, water intrusion repair, smart restroom install (Peachtree Center); crowd-flow improvements (Vine City).

- **Airport Station**

Second elevator, operator restroom, ride store improvements, mural completed.

- **Indian Creek Station**

Pedestrian bridge completed; plaza renovations; new wall paneling; operator restroom; parking lot paving deferred.

- **East Lake Station**

North elevator now open (finally ADA compliant); south pedestrian bridge pending CSX coordination.

- **Decatur Station**

City-led construction completed two closures; shuttle service provided; no further closures anticipated.

- **Rapid Summerhill BRT (Rapid Align)**

Construction progressing; sidewalks and ADA access upgrades; electric articulated buses already acquired; service expected in 2026.

- **Georgia World Congress Center/CNN Station**

Roof repairs complete; station renaming to “SEC District Station” planned for Dec. 1.

Accessibility-related questions covered tactile strip replacement, color contrast of new tiles, Peachtree entrance closure timing, and accessibility group site visits. Greg confirmed tactile warnings will remain and invited future walkthroughs.

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## **2. ADA Link Complaints Report – Angelita Armour For July:**

- 815 total MARTA complaints
- 188 ADA Link complaints (23.7%)
- 117 valid (62%)

Top issues: late pickups, no-shows, late drop-offs, discourteous operators, excessive ride times.

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## **3. Mobility Services Report – Roosevelt Stripling & Calisha Davis Key points:**

- **Ridership Growth**

July: 59,967 trips

August: 60,684 trips

Ridership up 4% over previous fiscal year.

- **On-Time Performance**

Overall OTP high: 93%+

Contractor pickup performance slightly below target (89.5–89.8%).

- **Call Center**

High volumes (32k+ ETA calls; 36k+ reservations calls per month).

Average wait times improving but still long on reservations.

- **Fleet Expansion**

3336 new vehicles received; nearly all deployed.

- **Vehicle Type Concerns**

A rider reported being picked up in a personal car and taken to the wrong location. MARTA explained use of TNC-style providers due to demand, and confirmed riders can request to avoid sedans in their profile.

- **Growth Response**

Mobility is analyzing trends, exploring staffing needs, and encouraging use of the online booking portal to reduce call load.

Shepherd Center representative Kelly Edens asked about how to teach clients regarding vehicle types and updates; MARTA clarified how mobility needs are captured and committed to more education.

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**Closing** No further questions. The next MAC meeting will be **November 11**. Meeting adjourned.