

MAC

MARTA Accessibility Committee

AGENDA

Tuesday, March 13, 2018

10:00am to 11:30am – MARTA Headquarters Atrium

1. **Call to Order** Jorge Urrea
2. **Self-Introductions**
(Committee Members & MARTA Staff)
3. **Chairperson Updates** Jorge Urrea
 1. New Member Introductions
 2. Vice Chair Introduction
 3. Committee Bylaws
4. **Subcommittee Announcements**
 - a. Accessibility Subcommittee Members
 - b. Appeals Subcommittee Members
 - c. Customer Focus Subcommittee Members
5. **MARTA Staff Updates**
 1. Mobility Reservation Updates Edward Hood
 2. Planning Updates Andy McBurney
6. **Adjournment** Jorge Urrea

Next scheduled MAC meeting is Tuesday, May 8, 2018

MINUTES

Meeting of the MARTA Accessibility Committee March 13, 2018

The Committee members of the MARTA Accessibility Committee held a meeting on March 13, 2018 at 10:00 a.m. in the Atrium on the 1st Floor of the MARTA Headquarters Building, 2424 Piedmont Road, N.E., Atlanta, Georgia.

MAC Members in Attendance:

Jorge Urrea – Chairperson
Leonard Stinson – Vice Chairperson & Accessibility Chairperson
Robert Smith – Appeals Chairperson
Kay Sibetta – Customer Focus Chairperson
Dr. Brad Fain
Mark Gasaway
Robert Lossie
Monica Manns
Sandra Owen
Jimmy Peterson
Brent Reynolds

Interpreters & Captionist in Attendance:

Susan Holly – Interpreter
Leah Rushing – Interpreter
Crystal - Interpreter
Holly McKay – Captionist

MARTA Staff in Attendance:

David Scarbor – Diversity & Inclusion
Tonya Allen – Diversity & Inclusion
Roosevelt Stripling – Mobility
Edward Hood - Mobility
Donna DeJesus – Customer Care Center
LaHoya Blount – Customer Care Center
Toni Thornton – Planning
Andy McBurney - Planning

Visiting Public in Attendance:

There were no members of the public I attendance.

Call to Order

Jorge Urrea, Chairman, called the MAC meeting to order.

Introductions

The MAC members.
The MARTA Staff.

Chairperson Updates

Mr. Urrea introduced himself and had the Committee members introduce themselves and MARTA staff.

Dr. Goode welcomed everyone and called for the new Committee members to introduce themselves and tell a little about themselves. Sandra Owen and Robert Lossie made additional introductions.

Mr. Urrea introduced Mr. Leonard Stinson as the new Committee Vice Chair and allowed him to address the Committee.

Mr. Robert Smith arrived and took his place among the Committee and made his introduction to the Committee.

Mr. Urrea opened the floor for a discussion of the update Committee Bylaws. Dr. Goode called for a motion to approve the discussion and it was motioned and sectioned. Ms. Owen stated that she disagreed with the changing of the title from Bylaws to Charter and the change which decreased the required number of members required for a quorum. Dr. Goode stated that the argument had previously been made to restore the document title to Bylaws and it shall be done.

Mr. Reynolds stated that he agrees with Ms. Owen's recommendation to restore the quorum to 50% of the membership plus 1. Dr. Goode called for a motion for the title to be restored to Bylaws and a quorum to 50% plus 1 and asked if Ms. Owens would like to make a motion. It was motioned and seconded. Dr. Goode called for a vote and the vote was unanimous.

Subcommittee Announcements

Mr. Urrea made introductions of new Subcommittee Chairs and allowed them to make a brief statement.

- Mr. Leonard Stinson, Chair of the Accessibility Committee
- Mr. Robert Smith, Chair of the Appeals Committee
- Ms. Kay Sibetta, Chair of the Customer Focus Committee.

Dr. Goode stated that the MARTA board member Dr. Roberta Abdul-Salaam will probably attend the next Committee meeting.

MARTA Staff Updates

Mr. Urrea introduced Mr. Edward Hood of the MARTA Mobility Over Sight Committee. Mr. Hood stated that the Mobility Reservation Center has a new Supervisor, Ms. Roncherika Cox and that the center is fully staffed with 16 agents. As a result, the KPIs have improved.

The implementation of the Interactive Voice Response (IVR) system was successful and the customer response and feedback has been favorable. The IVR system allows customers to make reservations on line

and the system send them reminders of their schedule trips, via email, voicemail or text. Mr. Hood opened the floor to questions and comments.

Question: Mr. Stinson asked if the IVR was to improve On Time Performance.

Response: Mr. Hood stated, yes.

Question: What is the percentage of the improvement?

Response: Mr. Hood stated that he did not have those number with him today.

Question: Ms. Owen stated that the KPI information is listed on the itmarta.com website, but it is only updated every 3months. She asked if it can be updated more frequently and for more information about how the IVR works.

Response: Mr. Hood stated that there were 29 customers involved in test piloting and that the system recently went live for all customers and is still in the beginning stages of usage. He stated that he will look into the matter of the KPI information being posted every 3 months.

Question: Ms. Owen asked, how many trips were looked at during this test pilot.

Response: Mr. Hood stated that he did not have any of those number in front of him at this time.

Question: Mr. Reynolds stated that it would be nice to be able to receive the alert via his cell phone instead of his home phone.

Response: Mr. Hood stated that he can call in and have his client file adjusted so that the messages come to his cell phone.

Question: Ms. Manns asked how long was the pilot program testing before the system went live.

Response: Mr. Hood stated about 30 days.

Question: Ms. Manns asked how many people are currently in the program, utilizing the service and what is the diversity makeup.

Response: Mr. Hood stated about 500 used it this morning and that he did not have any diversity statics at this time and that he would share this information at a later date.

Question: Mr. Stinson asked how will you be using the information collected.

Response: The information is used for the customer experience. I will have to find out the specifics for you.

Question: Ms. Owen asked how the communication from the driver to the system lets the customer know that the vehicle is on time, 20 minutes out.

Response: The system uses GPS.

Mr. Urrea thanked Mr. Hood & introduce Mr. Andy McBurney from the planning department. Mr. McBurney went over the service changes scheduled to go into effect on Saturday, April 14, 2018. He stated that the additional service changes scheduled for this year will occur in August and December. Mr. McBurney provided a brief description of the service changes and then opened the floor for questions and comments.

Question: Mr. Lossie stated that he experienced a long wait for a bus on Piedmont Rd and when the bus arrived there were 3 buses back to back all heading to the rail station. He asked if the operators were to correct this spacing issue before leaving the station, because in this instant, they did not. Response: That is a question for operations to address. I am unsure of the procedure in place for bus bunching.

Question: Ms. Owen asked how will you disseminate this information so that customers can prepare for the change.

Response: These changes were previously announced as part of the Public Hearing process and the information is available on our website and our Community Planner, Toni Thornton has been working to get the word out as well. Additionally, this information is provided through the Customer Service Center as well. The new schedules will be place around the 10th or the 11th, since the changes go into effect on the 14th.

Statement: Ms. Owen, this is important information and it appears the ones who will need it the most may not have access to the information timely. Some of these individual with disabilities and seniors may be technically illiterate and unable to access the information on your website.

Statement: Mr. David Scarbor attempted to clarify and stated that the information first went out back in December and that the Public Hearing were held in January. The planning department came to the November meeting and provided the Committee with the information that Mr. McBurney just reviewed. The information has been sent out through Ms. Thornton databases and the Office of Diversity & Inclusions databases as well. All of this happened over the past 3 months.

Statement: Ms. Toni Thornton stated that all if the information is posted throughout the system and is sent out to all the senior coordinators and senior recreation centers. We have a partnership with the local library system to send to their couriers, which send out to all of their branches.

Statement: Mr. Stinson stated that Mr. Scarbor has done a good job of sending the information to the Committee, so that we can make sure the information gets out to our constitutions. Most of the Committee members have distribution list and we send the information as soon as he sends it to us. Were there changes made to the information once the Public Hearings took place? Response: Mr. McBurney stated yes some changes were made, based on the comments from the Public Hearings.

Statement: Dr. Goode stated that the Board of Directors was briefed on the information about 2 weeks ago and we continually hear that more outreach is needed. We currently do an extensive amount and have been challenged to do more, so we will be looking to you for ideas.

Adjournment

Mr. Urrea stated that this concludes the agenda items for today and called for an Adjournment of the meeting.