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| **MAC Meeting Minutes** | **Tuesday, March 12, 2019** |
|  | **MARTA Headquarters - Atrium** |
|  | **10:00 – 11:30 a.m.** |
| **Attendance:** Committee Members: Jorge Urrea, Leonard Stinson, Sandra Owen, Bob Lossie, Brent Reynolds, Jimmy Peterson (+ Interpreter), Mark Gasaway (+ Interpreter), Robert SmithAbsent: Brad Fain, Kay Sibetta, Jordan Hall, Monica MannsMARTA Staff:Keith Chambers, Roosevelt Stripling, Edward Hood, LaHoya Blount, Natasha Rankins, Catrina Jones, Ivelisse Matos, Paula Nash, Evelyn Richards, Tonya AllenMV Transportation Staff: Scott Foreman |

The MARTA Accessibility Committee (MAC) held a meeting on Tuesday, March 12, 2019 at 10:00 a.m. in the MARTA Headquarters Atrium located at 2424 Piedmont Rd., NE, Atlanta, GA 30324.

**Call to Order**

The meeting of the MAC was called to order at 10:05 a.m. by Chairman Jorge Urrea.

**Self-Introductions**

MAC members and MARTA staff introduced themselves.

**Chairperson Updates**

**Jorge Urrea.** No Updates

**Subcommittee Updates**

**Customer Focused Subcommittee:** Members – Kay Sibetta (Chair), Mark Gasaway, Monica Manns, Sandra Owen

* **Sandra Owen.**
* In Kay’s absence, reviewed the Bylaws to clarify roles and responsibilities of the subcommittee: 1) Outreach - to Seniors; bidirectional communication; know how to connect with MARTA; dealing with multigenerational groups, i.e., MS Group, Shepard’s Center, DisabilityLink; 2) Education; and 3) Needs Assessment.
* Work more closely with MARTA staff responsible for data collection.
* Looking for full MAC support and discussion.
* Would like to work with Toni Thornton to reach out to community.

**Accessibility Subcommittee:** Members – Leonard Stinson (Chair), Brad Fain, Jordan Hall, Jimmy Peterson

* **Leonard Stinson.** Will partner with MARTA personnel to get things done around escalator and AVIS Projects.

**Appeals Subcommittee:** Members – Robert Smith (Chair), Brent Reynolds, Robert Lossie

* **Brent Reynolds**.
* Appeals have been on hold for last few months and MARTA staff unavailable due to vacancies. Last Appeals was September or October. Subcommittee fully staffed and ready to reconvene. Traditionally met on last Tuesday of every month.
* MARTA keeps track of average # of no shows and no shows at the door.
* MARTA may suspend from 1-2 weeks based on violation.
* Hopefully will be restarted soon.

**Executive Director of D&I Updates**

**Paula Nash.**

* Have been working on staffing in the Office of D&I. Will have interviews in a couple weeks with staffing in a couple months. Once staffed, first thing we will start working on is no-show appeals.
* Gwinnett Vote – Encourage your friends and families to vote. Will invite someone to come speak on what that means.
* Outsourced Mobility – The Union filed a grievance. MARTA appealed and won. According to the court, MARTA can outsource.
* Rides to Wellness – Funded by the FTA through a grant. Consisted of 5 components: 1) Travel Training; 2) Reduced Fare Enrollment; 3) Complimentary passes; 4) Community Outreach; and 5) Summit. Stats from the pilot program were provided.
	+ **Sandra Owen.** What is the future of the program? Key needs for Seniors? The program needs to be implemented. Customer Focused Subcommittee will want to work with SME.
	+ **Paula Nash.** Will have someone comment at next meeting; and will put committee in touch with SME.

**MARTA Updates**

**Keith Chambers, Vertical Transportation Director.**

* **Lafayette Woods.** How many new buses/vans are being put in place?
	+ - * **Edward Hood.** Replacing international fleet. Don’t know exactly how many, but can get info.
		- **Ken Mitchell.** SOP?
			* **Keith Chambers.** Can get SOP on it, but sign-ins and work-arounds are for extended failures/breakdowns.
	+ **Bob Lossie.** Signage on elevators?
		- * **Keith Chambers.** There is a disconnect on dates. Dates were taken off and will do on an as-needed basis. An outside marketing agency has been contracted to do signage, work-arounds, types (some mounted to floor), and expand signage. Working on giving better updates.
	+ **Leonard Stinson.** One of the tasks of MAC is to educate. Can you send the info to Paula so she can pass to MAC to educate constituents?
		- * Keith Chambers. Absolutely! Right now 2 elevators and 3 escalators are down. 2 elevators getting ready to finish up. The MAC would be useful and have a bigger reach to get info to the community.
	+ **Jorge Urrea.** Can you provide a brief description of work currently being done?
		- * **Keith Chambers.** Completely replacing every elevator/escalator in 3 different phases; ripping everything out and replacing with brand new. Installing all new Schindlers. There are 4 that are obsolete that are being removed and replaced. When 265 elevator and escalators are done, should be top of the line system. Brand new software and system.
* **Jorge Urrea.** How many hydraulic elevators? Traction?
	+ - * **Keith Chambers.** 99 and 10.
	+ **Brent Reynolds.** Elevator controls are too far away from users. Also, can you tell us where we are now and where you plan to go next?
		- Keith Chambers. There aren’t any specific ADA guidelines for controls. Everything has been updated to be easily accessible and within easy proximity.
* We are at Lenox Station right now. We’re also at Inman Park working on elevator and escalator. Three weeks ago we finished the down escalator at Oakland City. In the next 8 to 10 weeks, elevators/escalators will be brand new. Just started West Lake #2 and will move to other side of tracks to get #1 finished. At Lakewood, will do glass elevators. Finishing up at East Point in 2 weeks. Other work as follows: Peachtree Center, #16 elevators; Lenox #1 – Escalator; West Lake - #1; Completed 1,2,3,4 elevators at North Ave. and will return to finish 5 & 6; Dome - #1; North Ave - #6. East Point elevators and escalators should be complete. Will give updates to Paula for forwarding to MAC.
* **Lafayette Woods.** What are you doing about audio complaints?
	+ - **Keith Chambers.** Elevators are chime only and limited to chime only.
* **Bob Lossie.** Maintenance and urination alarms in the elevators?
	+ - **Keith Chambers.** They are being installed. The strobe light and alarm go off, and the elevator shuts down. The problem is the response to it. There are certain guidelines. They are cleaned 4 to 5 times a day. A chemist (he has met with) has a product that can combat the issue. Enforcement is the answer to the question.
	+ **Bob Lossie.** There are issues with the elevators shutting down. Patrons in wheelchairs are stuck if elevators shut down.
		- **Keith Chambers.** Will have to look into it to see if there is an automatic restart. Can possibly change the process. The elevator company is on contract to come in, but it takes time.Will address issues with company to possibly speed up process.
* **Edward Hood.** Regarding mobility vehicles,there will be 241 new mobility vehicles at the end of the year. There are 211 now.

**Catrina Jones, AVIS Project Manager.**

* 49.99% complete with the project. Construction is underway. Received preliminary design for North Line.
* Speakers: Ashby, Vine City, West Lake. 1133 Speakers installed. 22.6% completed; 320 to be installed.
* Signs installation: Bankhead, King Memorial. 21 signs installed. 6.46% completed. 5000 to be installed.
* Progress: In good health. Total budget - $42M; Cost performance index - 1.35; schedule performance index – 1.01
* Scheduled to complete - 2021
* **Jimmy Peterson.** What types of signs? When does it end?
	+ - * + **Catrina Jones.** LED signs. We will not announce advertisements. Contract ends in December 2021.
* **Leonard Stinson.** The Accessibility Subcommitteewent out to see that the signs were placed visibly. Then visits stopped?
	+ - * + **Catrina Jones.** The visits stopped because David left. We don’t have new layout yet because we don’t have the software. When the committee is ready to go back out to view, we can. So far has honored every complaint received from the committee.
* **Robert Lossie.** What about the consistency of the signs? For example, the train arriving in 1 minute and the sign says train arrives in 20 minutes.
	+ - * + **Catrina Jones.** Aware of issues. Issue is Train Control Project. Once Train Control Project is complete, there would be more control over signage. Because of multigenerational signs, errors will continue.
	+ **Robert Lossie.** When?
		- * + **Catrina Jones.** Train control is in progress right now. Don’t know due date. AVIS will end December 2021.
				+ **Paula Nash.** Will try to get dates.

**LaHoya Blount, Customer Care Field Representative**

ADA Customer Complaints for 12/7/2018:

* 892 Total
* 181 – ADA
* 138/181 – valid
* Mobility – 156; Mobility Maintenance – 13; Reservations – 7; Bus Ops – 4; Mobility xxx – 1
* **Sandra Owen.** Request to have copies of report at meetings.
	+ - * + **LaHoya Blount.** Will provide at next meeting.
			* **Paula Nash.** Can we have copies of current?
				+ **LaHoya Blount.** Yes, will provide.

**Natasha Rankins, Transit Research Specialist**

Presented data collected from satisfaction surveys on Mobility. Customers were asked about safety, cleanliness, mechanical, customer service, convenience, and to give suggestions for improvement.

* **Leonard Stinson.** How does MARTA use the info in decision making process?
	+ - * + **Ivelisse Matos.** Provide info to Mobility Director to enhance/improve services.
* **Leonard Stinson.** If MARTA is having continuous conversations about complaints, how can the MAC help to address the complaints?
	+ - * + **Ivelisse Matos.**  List can be provided to Paula for forwarding to MAC.
* **Sandra Owen.** Good info can help in subcommittee. What was the total population?Total sample? Were they telephone surveys?
	+ **Natasha Rankins.** 271 surveys from random sample (Reduced Fare); 384 telephone surveys (Mobility);
	+ **Ivelisse Matos.** Calls were made every Tuesday and Thursday from 1:00 – 4:00 pm.

Open Discussion

* **Lafayette Woods.**  Been trying to get people added to list of reminder calls.
	+ - * + **Roosevelt Stripling.** In 2017 we initiated calls. Since that time, we have experienced software challenges. Working on plans to improve.
	+ **Robert Lossie.** Can you address late arrivals and inconsistencies?
		- * + **Edward Hood.** We will talk offline. Presented the new GM of MV, Scott Foreman, to the Committee.
				+ **Scott Foreman.** Introduced himself.
* **Paula Nash.** Extending terms until December 31,2019 for Chair and Vice Chair to give consistency while getting everything back on track.
	+ - * + **Jose Urrea and Leonard Stinson.** Fine with it.
* **Sandra Owen.** There are some persons going out in 2018.
	+ **Paula Nash.** Will reach out and back to the group.
* **Sandra Owen.** Monica Manns’ number unable to reach.
	+ **Paula Nash.** Position may have to be vacated.
	+ **Lafayette Woods.** Are you going to announce seats?
* **Paula Nash.** Yes, will meet with Jorge and Leonard.
* **Sandra Owen.** Term dates should be included in contact list.
	+ - * + **Paula Nash.** Will verify and put term dates back on.
	+ **Ken Mitchell.** Bylaws should address terms.
		- * + **Paula Nash.** It does address and she would have been assumed to have vacated.

**Adjournment**

The meeting of the MAC adjourned at 11:33 a.m.