**MAC**

MARTA Accessibility Committee

**AGENDA**

**Tuesday, May 8, 2018**

**10:00am to 11:30am**

**MARTA Headquarters Diversity & Inclusion Conference Area**

1. **Call to Order** Jorge Urrea
2. **Self-Introductions**

(Committee Members & MARTA Staff)

1. **Subcommittee Updates**
2. Accessibility Subcommittee Members
3. Appeals Subcommittee Members
4. Customer Focus Subcommittee Members
5. **MARTA Staff Updates**
   1. AVIS Project Catrina Jones
   2. Customer Service LaHoya Blount
   3. Mobility Updates Edward Hood
   4. Planning Updates Spencer Stoleson
6. **Adjournment** Jorge Urrea

Next scheduled MAC meeting is Tuesday, July 10, 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

Brent Reynolds

**Interpreters & Captionist in Attendance:**

Susan Holly – Interpreter

Leah Rushing – Interpreter

Holly McKay – Captionist

**MARTA Staff in Attendance:**

David Scarbor – Diversity & Inclusion

Sylvie Callier-Moses – Diversity & Inclusion

Roosevelt Stripling – Mobility

Edward Hood - Mobility

LaHoya Blount – Customer Care Center

Toni Thornton – Planning

Spencer Stoleson – Planning

Thomas Gaskins – Bus Operations

**Visiting Public in Attendance:**

Jordan Hall

**Call to Order**

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

**Introductions**

The MAC members.

The MARTA Staff.

**Subcommittee Announcements**

Appeals Committee Chair, Robert Smith stated that no customers requested an appeal and the Committee did not meet.

Accessibility Committee Chair, Leonard Stinson had not arrived. David Scarbor stated that the Committee is currently working with Catrina Jones to set up an AVIS site visit. The Committee chair with provide an update from the visit at the July 10th meeting.

Customer Focus Committee Chair, Kay Sibetta had not arrived. David Scarbor stated that the Committee is in the process of setting up some informational sessions for the Committee to learn more about MARTA’s Customer Service, Mystery Customer Program and Research and Analysis functions and will provide an update at the July 10th meeting.

**MARTA Staff Updates**

1. **AVIS Project Manager Catrina Jones** provided the Committee with a project update, stating that construction is underway at Bankhead Station and going well, with an expected project end date of December 20, 2021. The project is receiving funding of 30 million from State Road Way and Toll Authority and 1.5 million from FTA.

Question: Mr. Smith asked if the new signage will be place in the same location as the current signage?

Response: Ms. Jones stated, no, in most cases they will move a few feet and in others the locations will drastically change. Additionally, we are adding signage to the bus bays.

Question: Will there be signage along the platforms?

Response: Ms. Jones stated yes and at some stations at the entrance on the outside.

Question: Most people will look for signage in the same place, if it not exact, they will have to look for it.

Response: Ms. Jones stated that if we move the signs it will be for better visibility.

Question: The signage will be visible as well as audio?

Response: Ms. Jones stated they will be synchronized; however all of the details have not be determined and we will be requesting the Committee’s assistance with those design details.

Question: Mr. Gasaway asked if the overhead signage displaying the bus route number, in the bus bays can be displayed lower so that individuals with low vision can read them.

Response: Mr. Scarbor stated that he and Mr. Gasaway had begun looking into the matter concerning the overhead signage showing the bus route number and that he never heard back on the matter. He stated that he would speak with bus stops and facilities about the matter. Ms. Jones stated that with the AVIS Project the signage will display bus route information and that the overhead signage is out of the scope of the AVIS Project. Mr. Reynold suggested that the bus bay have the pole signage that is on the streets, because those signs also have braille.

Question: Mr. Reynolds asked if there will be speakers in the bus bays as well.

Response: Ms. Jones stated that with the AVIS Project speakers will be placed in the bus bays.

Question: Mr. Stinson asked when the new technology will begin being displayed on the signage.

Response: Ms. Jones stated that the new signage will be installed at Bankhead Station in June and that the final station will not be complete until 2020.

Question: Mr. Stinson asked when will Bankhead begin functioning with the new technology.

Response: Ms. Jones stated that the new technology is schedule to begin functioning in January 2019. She stated that the contractor is pushing to function in October 2018 and that until the new technology is pushed out the signage will display in the current format.

Question: Mr. Stinson asked is thee signage in some of the bus bays.

Response: Ms. Jones stated that currently there is only signage in the bus bay and outside at the pilot station which is Lindbergh Center Station.

Question: Ms. Owen asked is there budget for the items begin discussed.

Response: Mr. Goode stated that some of the items being discussed may not be a specific budgeted item; however, we do have capital improvement and planning project dollars for things like this.

Question: Ms. Owen asked if it is possible for Committee member voiced a concern to be part of the pilot.

Response: Mr. Goode said absolutely.

1. **LaHoya Blount, Customer Care Field Representative,** provided the Committee with the Customer Service report with information on the total number of complaints received and a breakdown of various statistics.

Question: Ms. Owen stated that it took 2 months for her to receive feedback on a complaint she filed, and she was told that the position of the customer concern investigator at MV Transit is currently vacant, causing a delay in complaint responses. She stated the contract stated that MV Transit will respond to concerns in 3 days. She requested and update on where MV Transit is with resolving this concern.

Response: Dr. Goode asked if they were prepared to speak to this concern today, if not make sure you come back prepared to address this concern. Mr. Scarbor stated that the 3 days is referring to the amount of time allowed to address a concern with an employee and that the customer response turnaround time is 15 calendar days.

Question: Mr. Stinson asked why the response format for complaints emailed to Customer Service has changed and no longer include the historical information, so that the customer will know what complaint the email is concerning.

Response: Ms. Blount stated that Customer Service has a new person and that she would pass this information along.

1. **Mr. Edward Hood, Mobility Operations Field Ins,** provided the Committee with the Mobility updates. Mr. Hood stated that he will be responding to the questions the Committee previously asked. He provided response on items concerning On Time Performance (OTP), Pickup and Drop offs (Appointments), MV Transit new contract incentives for appointment times.

Question: Ms. Owens asked if the operator arrives outside the 30-minutes window, is that consider a late pick up.

Response: Mr. Hood stated yes.

Question: Ms. Owen asked if the new MV Transit incentive was based on them hitting a certain area, MV Transit receives a reward and if it hits below that certain area what.

Response: It would be a loss.

Question: Ms. Owen asked exactly who gets the reward, the company or the employees.

Response: Mr. Hood responded that he does not know and will look into it.

Question: Ms. Owen asked if there are guidelines or if this subjective to numbers.

Response: There are guidelines that include numbers as well and it is a bit more like a breakdown. If they reach 90% of appointment time on time they receive an incentive. If they don’t, it is a loss.

Question: Ms. Owen asked if that was over all.

Response: Mr. Hood stated yes.

Question: Ms. Owen asked if those figures will be posted and if it will be posted monthly or by quarter.

Response: Mr. Hood stated that he was unsure if it will be posted. The incentive is to assist with appointment times.

Statement: Dr. Goode stated that he had committed to making sure the Committee gets answers to their questions and the he wants to make sure that those answers are specific and would prefer them in writing.

It is best to put the responses in a Power Point or memo to make sure they have the information. I will commit to doing this.

Question: Ms. Owen, what is an appointment time as opposed to a regular trip.

Response: An appointment time is when you call and make a specific appointment.

Question: Ms. Owen asked how is an appointment time different from what I schedule for pick up or drop off.

Response: Mr. Hood responded that trip scheduled with an appointment time are those schedule with a drop time. When I refer to regular pick up it is a trip scheduled with a regular pickup time.

Question: Ms. Owen asked if an appointment time is for doctor visits or things like that.

Response: Mr. Scarbor stated that in the Mobility computer system (Trapeze) they list trips as pickups. Customers can book trips with a pickup time or a drop off time. In the Mobility system, it doesn’t list drop times. The system calls them appointment times. When they pull a report, it reads appointment time and the information is concerning trips schedule with a drop time.

Statement: Mr. Smith stated that if you book a trip requesting a specific pick up time that is what the reservationist is going to schedule. If it is more important to be dropped off at a particular time you would schedule the trip with an appointment time. When reservationist schedules your trip with an appointment time, the intent is that you are dropped off at your destination by the appointment time.

Statement: Ms. Owen stated that those who have ridden the system understood that we got where we needed to be if we have an appointment time.

Statement: Mr. Hood stated that the hope is that this will improve.

Question: Mr. Urrea asked if he could explain what a signal 40 is.

Response: Mr. Hood stated that it occurs when dispatch contacts the operator and add another customer to their schedule.

Question: Mr. Stinson asked what is the ratio between trips schedule with pickup time vs drop times.

Response: Mr. Hood stated that he can get those numbers and provide them to the Committee.

Question: Mr. Stinson stated that he wanted to speak about the Customer Experience and for the sake of the discussion we will place the appointment time ratio at 50 percent. Based off the information provided it would seem as if no one care about that 50 percent customer base. That 50 percent is not factored into any of the information being reported. This says that customers like myself who schedule trip with appointment times 95 percent of the time are not important to MARTA or MV Transit. Can you tell me what is being done with that percentage of customers or what is the consequences when that number doesn’t look good?

Response: Mr. Hood stated that he will do his best to respond without stepping over his boundaries.

Statement: Mr. Stinson stated that he would like a clear answer with numbers.

Statement: Dr. Goode stated that he wanted to make sure that we understand the question, before responding. The question is concerning appointment times, are they part of the KPI’s we measure and report and do they have incentives and consequences? I would like that response in writing.

Question: Mr. Reynolds asked how do customers go about getting registered for the IVR system as several customers have told him they went through the process and it is now months later and they still receive nothing concerning their trips. When you contact reservations and they check the customer setting, they always stated that the customer is properly set up and that they do not understand why it is not working. Additionally, why is the IVR providing conflicting arrival times and which time should the customer believe is correct.

Response: Mr. Stripling stated that he will take down these concerns and respond back in writing.

Statement: Mr. Stinson stated that they have had the same experience with the system not working for them and being told that everything is okay and that they are set up, so it sounds as if this might be a systematic issue.

Response: Mr. Stripling stated that it may have been the case but that since rolling the program out the feedback has been that it is working for most of the customers.

Question: Mr. Smith asked who is responsible for communicating this information of ETA of vehicles to the customers.

Response: Mr. Hood stated that a customer is registered for the IVR, the system itself is generating the notifications.

Question: Mr. Smith asked if this was linked up to dispatchers or the vehicle operator, as there are many factor that can affect the ETA, such as traffic.

Statement: Dr. Goode stated that we have 10 minutes left so I suggest that this item as well as several other be handled more efficiently by the appropriate MAC Subcommittees. He stated that we will have to table the planning presentation and asked that Mr. Scarbor share the information concerning the upcoming Public Hearings. Mr. Scarbor read the information concerning the Public Hearings schedule for May 8th, 10th and 19th.

Question: Ms. Owen asked if Mobility deals with the number of people that would like to attend the Public Hearing, but do not live in the neighborhood of the meeting locations. Is there any way a larger number of vehicle can be made available so that people can attend the hearings?

Response: Mr. Hood stated that it is something we can look into.

Question: Male asked if dispatch is allowed to place a signal 40 on a schedule after the IVR system has notified the customer and provided a ETA and if so what can be done to address this.

Response: Mr. Stripling stated that is part of a previous question and that he will look into that and respond back to the Committee.

**Adjournment**

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