

MAC

MARTA Accessibility Committee

AGENDA

November 8, 2016

9:30am to 12:00 noon – Atrium – MARTA Headquarters

- | | |
|--|-----------------|
| 1. Call to Order | Lafayette Wood |
| 2. Introductions
(Committee Members & MARTA Staff) | Lafayette Wood |
| 3. Approve MAC Minutes | Lafayette Wood |
| 4. Subcommittee Reports | |
| a. Accessibility Subcommittee | Jorge Urrea |
| b. Appeals Subcommittee | Gladys Taylor |
| c. Customer Focus Subcommittee | Leonard Stinson |
| 5. MARTA Eligibility Briefing | DaVette Harris |
| 10 Minute Break | |
| 6. MARTA Mobility Briefing
Montague | Warren |
| 7. Announcements | Lafayette Wood |
| 8. Adjournment | Lafayette Wood |

Next scheduled MAC meeting is Tuesday, January 10, 2016.

MARTA Accessibility Committee

Minutes For November 8, 2016

MAC Members in Attendance:

Lafayette Wood – Chairperson
Mark Gasaway
Ike Presley
Brent Reynolds
Vanessa Robisch
Leonard Stinson
Gladys Taylor
Jorge Urrea

Interpreters & Captionist:

Holly McKay – Captionist
Luciana Magnolia – Interpreter
Patty Plumber – Interpreter

MARTA Staff in Attendance:

David Scarbor – Diversity & Inclusion
Tonya Allen – Diversity & Inclusion
Ferdinand Risco – Diversity & Inclusion
Niki Hester – Diversity & Inclusion
Toni Thornton – External Affairs
LaHoya Blount – Customer Care Center
Thomas Gaskins – Bus Operations
Derrick Morse – Diversity & Inclusion
Catrina Jones - Technology

MARTA Contractors in Attendance:

DaVette Taylor-Harris – MTM
Warren Montague – MV Transit
Dara Hayden – MV Transit
Russ Tiestor – MV Transit

Visiting Public:

Liz Robisch

The meeting of the MARTA Accessibility Committee was held on Tuesday, November 8, 2016 in the Atrium of the MARTA Headquarters, located at 2424 Piedmont Road, NE, Atlanta, GA 30324.

1. Call to Order

Lafayette Wood, Chairman, called the MAC meeting to order.

2. Introductions

The MAC members and MARTA staff introduced themselves.

3. Approval of MAC Minutes

Mr. Wood stated that he would entertain a motion to approve the minutes from May 10, 2016 MAC Meeting. The motion was made and second. He then called for a motion to approve the meeting minutes which as seconded. The vote was unanimous and the motion was passed.

4. Subcommittee Reports

- a. Accessibility Subcommittee report was delivered by Mr. David Scarbor on behalf of the Subcommittee Chairperson's (Jorge Urrea) absents. Mr. Scarbor reported that the Accessibility Committee did not meeting during the month of November, 2016 and that the Committee will be meeting with Ms. Catrina Jones and working on a AVIS project.
- b. Customer Focus Subcommittee report was delivered by Mr. Leonard Stinson who reported that the Committee did meet during the month of September 2017 and discussed a few topics. The Committee's expectations and how to meet them. The Committee will be working with Ms. Toni Thornton to get involved with some senior outreaching. The Committee discussed ways in which we can educate riders and possibly connect them with the Travel Training program so that they can increase their transportation options. The Committee discussed ways to ensure that the ADA training being provided to both Fixed Route and Mobility operators is sound. We also asked that all Committee members closely review the Mobility Rider's Guide and ensure they have a clear understanding and can advise riders. The final item discussed was outreach events. The Customer Focus Committee would like to partner with the other members of the

committee and plan outreach event at their individual organizations. The Committee currently has 2 outreach events planned for CVI in December 2017 and February 2017.

- c. Appeals Subcommittee report was delivered by Ms. Gladys Taylor who reported that the Appeals Subcommittee did not meet last month and that the Committee is scheduled to meet November 29th should there be any requested No Show Appeals.

5. **MARTA Eligibility Briefing**

Ms. Davette Harris introduced herself as the representative from MTM the contracted service provider for Eligibility. Ms. Harris provided the committee with the year to date assessment totals as of October 31, 2016. A total of 913 interviews & assessments have been conducted. During the month of July there were 9 recertification, 104 new customers for a total of 104 assessments for the month. During August there were 107 recertifications and 151 new customer assessments for a monthly total of 258. In September there were 140 recertification and 132 new customers for a monthly total of 272. During October there were 154 recertification and 125 new customers for a monthly total of 279.

Ms. Harris reminded customer who are coming in for certification to please bring comfortable footwear and bring the mobility device that they use for outdoor travel as these items contribute to making an accurate determination. She then opened the floor for questions:

- What feedback have you had from people that have gone through the assessment as far as what they thought? Response: We have had overwhelmingly positive feedback. We like to review with client what occurs to help alleviate their fears and we have notice that clients are leaving happy with the process.
- For the assessment, is that just the procedure where you interview and go through the process of walking through the bus and the ramp and the artificial turf and sand? Response: Yes. Everyone has an interview and there is an assessment component that some will complete.
- How do you handle the situation when an individual arrives for an assessment and they do not have their mobility aid with them? Response: We proceed with the assessment. It benefits the customers to being with them any mobility aids that are used when traveling outside of their home.
- When they call customers to schedule the assessments are they advised to bring their mobility devices with them. Response: It is my understanding that customers are advised; however, I will ensure that

this information is being communicated when the appointment is scheduled and when we give the customer a reminder call.

- I suggest that you have a couple of mobility cane, support cane, walker, and a wheelchair available in the center in case the customer forgets to bring their device. Response: The reason mobility devices are not provided in the center is due to liability. This is why customers are encouraged to bring their mobility aid that they use regularly.

10 Minute Break

6. MARTA Mobility Briefing

Mr. Warren Montague introduced himself as the General Manager over the MARTA MV Transit contract. He thanked the MAC Chairperson, Mr. Lafayette Wood for participating in MV Transit's Customer Service Training for operators. Mr. Montague gave the following report: On Time Performance (OTP) has been on a steady increase. Our goal was to increase Customer Service by 5% each month. We had some challenges but we have been on an increase. Looking at March 2016 the OTP was around 77 to 78% on time. In July 2016 we increased to 85.7% OTP and 90.42% OTP in October 2016. When reporting these numbers, we have extracted the numbers from the day were we experience technical challenges with the system. During the month of October there were 3 days were we experienced system challenges and these days were extracted.

Total Trips has steadily increased as well. In August there were 46,862 trips and in October there were 45,795. The real increase has occurred on Wednesdays and Thursdays. During the month of August, on Wednesdays we completed 12,590 trips. Last year on Wednesdays during the month of August 7,876 trips were completed. September we completed 10, 109 trips and last year only 9, 640. In October we completed 10, 420 and last year only 8, 790. We are seeing a major increase in ridership on Wednesdays and Thursdays and we will be putting out more service on those days. We are seeing increases in Friday's ridership as well. This increase in ridership tells me that the reliability of service is getting better and people can schedule their appointments and believe they will arrive on time.

It is taking some time to move each piece and make sound changes so that things will continue to improve. Complaints were up by 388 during the month of August, due to operator's taking off at the start of the school year and us being unable to make the routing changes I spoke of in previous meetings. For the month of September, we had 22 accommodations for operators and 41 during the month of October. We have developed a certificate we hand out to the

operators when they receive an accommodation and they receive a gift card for free breakfast and their name goes up on the wall.

Improvements, we have just completed the new run cuts for the operators and will be making the route changes on November 19th. This will help up to improve on time performance. We have begun the installation of new technology called Mobile Eye, which is a collision avoidance system that will alert operators when they are too close to the vehicle in front of them, going out of their lane and if they exceed the speed limit. We have implemented new Customer Service training in which you Chairperson, Mr. Wood participated. Additionally, we are seeing an increase in trip length. He have trips which are 20 – 48 miles in distance, so we are looking at ways to separate these trip out, which will help to improve on time performance.

Our goal is to improve service an additional 5 percent, which would put us at 95 percent. The overall goal is to hit 100 percent. If we can keep things at 94 percent and above, we will feel good about the service. He then opened the floor for questions:

- Several individuals in the blind community, especially those working the later shift at the IRS complain to me about the return trip home from work. The ready time is 11:15pm and they are still waiting at 12:30am at least one to two times a week and this needs to be address. Response: This week we have added 12 additional operators to the PM Shift. We are aware that the service in the morning is far better than the afternoon, which is largely due to the congestion that happens in Atlanta. So we are looking to pull additional resources to the afternoons.
- In all of my recent trip the Breeze Machine is not working on the vehicle. I have only experienced it working once lately, but most times it does not work. Response: We are working with MARTA to come up with a Fare Box solution. One of the challenge is that many of the operators do not have a pin number to log into the Fare Box System.
- You mentioned that you have additional drivers that will be added to the afternoon and evening and I am interested in the hiring process. I believe that everyone is aware that when you are hiring individuals who will be dealing with individuals with disabilities, everyone is not cut out to handle this and I ask is there an assessment taking place during the application/hiring process? I have noticed a lack of sensitivity with some of the operators, especially when operators driving the 4200 series vehicles is faced with the challenge of transporting two individuals in mobility devices. You have to unstrap both devices to allow room for one device to exit and leaving an individual unstrapped

is a very unsafe situation. Response: Each operator goes through the necessary training when it comes to dealing with mobility equipment on the vehicles. The 4200 series vehicles can handle two mobility devices at a time, plus 4 ambulatory patrons. The operator has the responsibility of looking at their pickups and drop offs and determining the device placement on the vehicle. Throughout the course of the day, operators get add ons, which the operator must also figure into the device placement. I will take this information back to our training department and ensure it covered. The operators are trained that the vehicle should not move until all devices are strapped down.

- This come up before and I am wondering if it is being addressed. The operators not having map books. Why don't they have them?

Response: All of the new operators have received map books during their training and we have order more for distribution. We will ensure that all operators have a map book. One thing that I find interesting is that operators who have been driving in the MARTA system for a couple of years or more seem to forget how to get to certain locations.

- Who do we have to contact to commend an operator? Response: MARTA's Customer Service Center.
- You mentioned that the MAC Chair, Mr. Lafayette Wood, has been assisting as a resource during your ADA training, please do not limit your resource. You have an entire Committee here that you can count on. Response: Ms. Linda Broady-Myers is here and she will reach out to different Committee member to assist with this process. The more the merrier. This is a partnership and a joint effort.
- When it comes to late hours it seems very difficult to reach someone in ETA. You can't get anyone to pick up the phone after 10pm. I was told of a direct line to use after 10pm which is 5857. What is this line and does it go directly to dispatch? Does it work? Response: You should still dial the ETA number and be able to reach someone. When the ETA staff end their shift the calls are to bounce over to the dispatch line. I will look into this matter and find out what is going on.
- You mentioned that when you calculate the on time performance you did a cumulative to make the trip percentage. Is there a reason why it is calculated this way? Response: We look at every day of the month and on the days we experience mechanical issues we subtract those days. For example, yesterday we had a technical challenge with the system and had to get the system back up and running. We lost almost 4hours un the morning of clean data. This is a day we would subtract from the calculation.

7. Announcements

Mr. Wood announced that he has been offered a fulltime position with another company and as a result I will not be re-applying to be the MAC Committee Chairperson. You will have a new Committee Chairperson beginning on January 1, 2017. It has been my privilege to work with MARTA, the Committee members, MTM and MT Transit. I would like to extend my personal thanks to the Subcommittee for all of their support and the fine work that have done during my tenor. Please keep up the good work and I am sure you will be supporting the new Chairperson when they begin their term of service.

The next MAC meeting is scheduled for Tuesday, January 10, 2017.

8. Adjourned