**MAC**

MARTA Accessibility Committee

**AGENDA**

**Tuesday, July 10, 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. **Chairperson Updates** Jorge Urrea

(Announcement of new Committee Member)

1. **Executive Director Updates** Dr. Shelton Goode
2. **Subcommittee Updates**
3. Accessibility Subcommittee Members Leonard Stinson
4. Appeals Subcommittee Members Robert Smith
5. Customer Focus Subcommittee Members Kay Sibetta
6. **MARTA Staff Updates**
   1. Mobility Updates Edward Hood
   2. AVIS Project Catrina Jones
   3. Customer Service LaHoya Blount
   4. Planning – Rides to Wellness Dionne Thomas- Thompson
7. **Adjournment** Jorge Urrea

Next scheduled MAC meeting is Tuesday, September 11, 2018

**MINUTES**

**Meeting of the MARTA Accessibility Committee**

**July 10, 2018**

The Committee members of the MARTA Accessibility Committee held a meeting on July 10, 2018 at 10:00 a.m. in the Diversity and Inclusion Conference Area on the 3rd 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

Kay Sibetta – Customer Focus Chairperson

Robert Lossie

Jimmy Peterson

Monica Manns

Sandra Owen

Brent Reynolds

Jordan Hall

**Interpreters & Captionist in Attendance:**

Viron Kuson – Interpreter (Atlanta BDA)

Crystal Hardy – Interpreter

Pamela 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

Dionne Thomas-Thompson – Planning

Leslie Porter – Reduce Fare

Kim Carter – Reduce Fare

**Visiting Public in Attendance:**

Ken Mitchell – DisAbility Link

Darnell Johnson – DisAbility Link

Lafayette Wood

**Call to Order**

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

**Introductions**

The MAC members.

The MARTA Staff. (David Scarbor sat in for Dr. Shelton Goode)

**Chairperson Updates**

Mr. Urrea reported that the nearly all the vacant seats had been filled with the addition new member Jordan Hall with the Statewide Independent Living Council of Georgia. The Subcommittees will be resuming their meetings and work. Mr. Urrea stated he is working with Catrina Jones and the AVIS Project Committee.

**Executive Director Updates**

Mr. Scarbor apologized for Dr. Goode’s absence and stated that he wanted to share the following updates to their concerns:

* How does MV Transit distribute incentive money when they reach their 90% drop time goal & is it shared with operators. – The contract simply requires that the money go to MV Transit and does not require MV Transit to identify distribution of said money. Concern is closed.
* What are the guidelines for the new MV Transit incentive – In 2017 both MARTA and MV Transit modified the guidelines to be suitable for both parties and they are based on KPI’s, MDBF, Customer Complaints, Appointment (Drop) times and overall OTP.
* What is the ratio of trips scheduled with a pick-up time vs those schedule with a drop time – Trapeze shows Pick up trips schedule in June were 24,869 vs 23,509 schedule with Appointment (Drop) time, for a difference of 1,360 trips.
* Why are the trips scheduled with an Appointment (Drop) time, not factored into the KPI’s – Per the MV Transit contract the Appointment (Drop) time trips were never part of the KPI’s, however, it is now part of the liquidated damages or incentives.
* Can a special event bus be set up for public hearings – MARTA Mobility does not have a charter service, so all trip to any special event or town hall meeting, must be scheduled through reservations.

The floor was opened for questions.

**Question:** Mr. Urrea asked for clarity concerning the Appointment (Drop) times not being part of the KPI’s but part of something else. **Response:** Mr. Scarbor responded, Appointment (Drop) time are not and have never been part of the KPI’s. Since the modification of the contract they are now part of the incentive program and closely monitored.

**Questions:** Mr. Urrea asked the incentive is paid if it is what? If the percentage of appointment time is what? **Response:** Mr. Scarbor responded, 90 percent or higher.

**Question:** Mr. Urrea stated, so it was not paid for the month of June? **Response:** Mr. Scarbor responded according to the new contract, it was not paid. Mr. Hood stated that we are guessing it was not paid.

**Question:** Mr. Stinson stated that he feels the Appointment (Drop) time trips are just as important as the Pickup trips and that is should be part of the KPI’s. Response: Mr. Scarbor stated that Appointment (Drop) time have never been required as part of the OTP; however, it is something that MARTA Mobility has always closely monitored to ensure we are staying within a certain percentage and providing the best service. Although Appointment (Drop) times are not part of the KPI’s it has never been something that MARTA has ignored. The new incentive has been created to establish a requirement and set a goal.

**Question:** Ms. Owen stated that this is a semantic issue, because Drop times were counted and now it is referred to as Appointment times and it is not counted. **Response:** Mr. Scarbor stated that is incorrect. Drop times were never counted and they Trapeze system has always referred to Drop time trips as Appointment times.

**Concern:** Mr. Stinson stated if 50 percent of the customers are scheduling their trips with Appointment (Drop) times and MARTA is not counting it as part of the KPI’s is seem as if MARTA does not care. Instead of going back and forth we need to raise the concern of why it is not counted as part of the requirements. Response: Mr. Scarbor stated that MARTA is concerned with providing the best service for our customers and therefore the contact was altered and Appointment (Drop) time are now a requirement and are being closely monitored. MARTA has taken on the responsibility of resolving this concern for our customers. Mr. Stinson stated that he thinks this is wonderful, but that a message need to be sent globally so that is addressed for all customers and that he thinks the MAC should take that on. Mr. Scarbor stated that Paratransit OTP performance concerns are going to vary from transit to transit as each transit operates their services via different means. In some locations, the customer has several service providers they can contact to schedule the best possible trip for themselves. Different location have different traffic concerns as well, so there are many things that factor into OTP issues and they will vary from location to location. Mr. Hood stated that before the addition of this new incentive, Appointment (drop) trips were monitored daily. MV Transit was performing 60 to 65 percent with Appointment (Drop) trips. MARTA began applying pressure to perform better with these trips and now they are performing in the high 80 and hitting 90 percent on some days. The concern was tabled to move forward with the agenda.

**Question:** Ms. Owen asked about the IVR issues, the chartering a Mobility vehicle for public hearings and meetings. **Response:** Mr. Scarbor stated that Mobility is still looking into this concern for the Committee. The Public Hearings and Meetings are always held at locations which are 100 percent accessible to MARTA. Should a Senior facility like to have MARTA come to speak with their community about service concerns we are always willing to schedule additional meetings at their locations so that their concerns can be heard.

**Subcommittee Updates**

1. **Accessibility Committee:** Mr. Stinson, Committee Vice Chair and Chair of Accessibility Subcommittee provided the following update. The Accessibility Committee met with Ms. Jones, the Project Foreman and contracted company owner at the Bankhead Station, where we were provided a tour of all of the work going into the project. Ms. Jones was very kind to listen to all our concerns with the AVIS project, as we had several. We were very pleased with the progress we saw. We did discuss at length monitor placement concerns for individuals with low vision and Ms. Jones was very receptive to our suggestions. Mr. Urrea stated that the Georgia Dome is scheduled as the next AVIS project site.

**Question:** Mr. Wood stated that he wanted to know the status of the elevator project. Response: Mr. Scarbor stated that the Accessibility is looking into this project as well and will be scheduling a site visit very soon. He stated that the site visit has been delayed due to the retirement of the Director of Vertical Transportation.

1. **Appeals Committee:** Mr. Smith wasn’t in attendance and Mr. Scarbor provided the update, stating that the Appeal Committee did not meet last month as no appellants were schedule for hearings.
2. **Customer Focus:** Ms. Sibetta stated the Committee met on June 15th and were provided presentations from the Research and Analysis, educating the Committee on how they impact the customer experience. They learned how manual data is collected and then compared to the automated data collected and how the transit analyzes the revenue that is generated, the population of their ridership and parking. This was provided by Ms. Ivelissa Maltos and was very informative. Ms. Tonya Allen provided education on the mystery customer program. We learned that 90 percent of the mystery shoppers are seniors or individuals with disabilities and the program focuses on all modes of transit. The main issues they find are with performance and announcements with Fixed Route bus and rail.

**Concern:** Mr. Reynolds stated that he is getting complaints from others that when they call customer service to request to be added to the new IVR system they are not being added. **Response:** Mr. Scarbor stated that we captured this concerning during the last meeting and that the matter is currently being researched to find a solution.

**MARTA Staff Updates**

1. **Mobility Updates:** Mr. Hood stated that his items were covered during the Executive Director’s update and that he will try to answer a few questions.

**Question:** Ms. Owen stated, there is no numbers if they arrive early and the person doesn’t come out. They don’t have to come out until their time. What happens if they decide to leave because I don’t come out early. **Response:** Mr. Hood It is counted and tracked and the customer does not have to come out until their ready time. They operator is not to leave if you do not come out early.

**Question:** Ms. Owen stated, so that would not be a missed trip. If we are having an increase in missed trips them we are having more pickups in the 30-minute window. **Response:** Mr. Hood state we see an increase in early pick-ups, so we don’t see an increase in missed trips that is outside the norm.

**Question:** Ms. Owen asked if it is possible to get the definition of Missed Trip changed within the ADA Law. **Response:** Mr. Hood stated that Monitors Missed Trips daily and changing the ADA Law’s definition of a Missed Trip is way above his level.

**Statement:** Ms. Owen stated that when a vehicle arrived very late an hour after scheduled trip. That was taken from the ADA document for transit. **Response:** Mr. Scarbor stated that we don’t want to change the ADA language and MARTA sticks to the 30-minute window. Should you have additional concerns please submit them in writing.

**Question:** Mr. Stinson asked what is the justification for making the shift changes during mark up? What is the business benefit? I have heard that it gives employee the opportunity for change, but I do not hear them speak favorably about this process. This process and change drastically impacts customers and OTP. **Response:** Mr. Hood stated that Mobility refers to the process as run cuts and that it is fixed route that have mark ups. The run cuts are based on the operator demand at the time it is taking place. This is done quarterly or twice a year, giving the operator the opportunity to change shifts and it gives MV Transit the opportunity to fix their runs to meet the demands of the customers. MV Transit has 350 operators. The run cuts will affect OTP during the first week or two.

**Question:** Mr. Urrea asked what is the benefit. **Response:** Mr. Scarbor stated that the Run Cuts are driven by the demand at the time. If there is a high demand of trips during the midday, 11:00 AM – 3:00 PM and there are not enough operators scheduled to handle the demand, they make a Run Cut to correct this issue. I understand the issue you raise concerning operators getting lost as they adjust to the new route.

**Statement:** Mr. Stinson stated that MV Transit has enough customers that they could have fixed routes and fixed operators, where the OTP would never be affected. Is there a way that MARTA can spread this out so that it has less of an impact on the customers? **Response:** Mr. Hood stated some of it is not fixed. During the Run Cuts, most of the operators do not change, but it does not mean they will have the same route. Many operators choose to stay on their same shift and route. The Run Cuts are done by seniority due to the union involvement. I will look into the possibility of spreading it out.

**Question:** Mr. Wood asked how he could get involved with the Mystery Customer program. **Response:** Mr. Scarbor stated that the service is provided by a contractor and that MARTA is not involved in the hiring of their employees. The contactor is A Customer’s Point of View.

1. **Avis Project,** Catrina Jones was unavailable to attend the meeting and Mr. Urrea provided the following update. The project team has been sending him the drawings for review and he has been working closely with the team.
2. **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. Ms. Blount then stated that Mr. Stinson inquired about the response format of emailed complaints and why they had changed. After an investigation, it was determined that 2 new Customer Service Representative were responding incorrectly and that the 2 employees have been retrained and will be monitored to ensure proper response procedures are followed. Mr. Stinson asked if Ms. Blount was sure as this in continuing to occur. Ms. Blount stated that the employees had been retrained within the last week and that she would follow up. The floor was opened for questions.

**Question:** Ms. Owen asked if late pick up outside the 30-minute window would fall into the Missed Trip category. **Response:** Mr. Scarbor stated that a trip is considered a missed trip if the vehicle arrives outside the 30-minute window, weather the customer boards the vehicle or not.

**Question:** Ms. Owen asked how is that different than a late pick up. **Response:** Mr. Scarbor stated that it is both when the customer boards the vehicle.

**Question:** Ms. Owen asked if the figures that were reported are from complaints of customers? **Response:** Everything that Ms. Blount reported is from customer complaints and not from the Trapeze system. Mr. Hood reports figures from the Trapeze system.

**Question:** Ms. Owen asked why is No Show not on there? **Response:** Mr. Urrea stated that the Customer Service report is from the called received where the person may have said the bus did not show up; however, the investigation determines something different.

**Question:** Mr. Mitchell asked if MARTA reports to the Committee the number of complaints that have been verified and why the trip denials is not on the report. **Response:** Ms. Blount stated, previously we did report the number of verified report; however, it is not on this report and I will request that this information is added to the report for the next meeting. We have never reported on denied trips, that information is generated my Mobility. Mr. Scarbor stated that Mobility is no longer providing that kind of report as they have been address other concerns. We can request that begin providing this information in the future.

1. **Planning – Rides to Wellness,** Ms. Dionne Thomas-Thompson provided the Committee with some information on the Rides to Wellness program, the grant in the amount of $155,196.00 that was received and the suggest of the pilot program and its partnerships with ARC, Grady Health Systems, Morehouse Medical Center, MARTA and the CDC and it work to bridge the gap between transportation and health care.

**Question:** Unidentified male asked how do they plan to reach out and make the community aware that this program is out there and how does someone request assistance now. **Response:** Ms. Thomas-Thompson stated that this was pilot grant program and we do not currently have a grant to continue the program.

**Question:** Unidentified male ask if they were planning to reapply for the grant to continue the program and will you let us know if you achieve the funding? **Response:** Absolutely.

**Question:** Do you plan to add other hospitals such as Emory. **Response:** If it were up to me yes.

**Adjournment**

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