**MAC**

MARTA Accessibility Committee

**AGENDA**

**May 9, 2017**

**9:30am to 12:00pm – MARTA Headquarters – Atrium**

1. **Call to Order** Roderick Parker
2. **Introductions**

(Committee Members & MARTA Staff)

1. **Approval of MAC Minutes** Roderick Parker
2. **Subcommittee Reports**
3. Accessibility Subcommittee Jorge Urrea
4. Appeals Subcommittee Gladys Taylor
5. Customer Focus Subcommittee Leonard Stinson
6. **MARTA Eligibility Briefing** DaVette Harris
7. **MARTA Mobility Briefing** Steve Perry

Paula Nash

**10 Minute Break**

1. **AVIS Project Update**  Catrina Jones
2. **Public Hearing Announcement**  Louis Grisoglio
3. **Proposed Bus Service Modifications** Andy McBurney
4. **Proposed Fiscal Year 2018 Budget**  Walter Jones
5. **Adjournment** Roderick Parker

Next scheduled MAC meeting is Tuesday, July 11, 2016.

**MARTA Accessibility Committee**

**Minutes**

**For**

**May 9, 2017**

**MAC Members in Attendance:**

Roderick Parker – Chairperson

Mark Gasaway

Ike Presley

Brent Reynolds

Dolphine Sloan

Gladys Taylor

**Interpreters & Captionist:**

 Jackie Anthony – Interpreter

 Susan Holly – Interpreter

**MARTA Staff in Attendance:**

 David Scarbor – Diversity & Inclusion

 Tonya Allen – Diversity & Inclusion

 Paula Nash – Diversity & Inclusion

 Niki Hester – Diversity & Inclusion

 Louis Grisoglio – External Affairs

 LaHoya Blount – Customer Care Center

 Thomas Gaskins – Bus Operations

 Catrina Jones – Technology

 Steve Perry – Mobility

 Roosevelt Stripling – Reduce Fare

 Donna DeJesus – Customer Care Center

 Shirley Webb – Mobility

 Andy McBurney – Planning

 Walter Jones – Management & Budgets

**MARTA Contractors in Attendance:**

 DaVette Taylor-Harris – MTM

**Visiting Public:**

 Lafayette Wood

 Ken Mitchell

**The meeting of the MARTA Accessibility Committee was held on Tuesday, May 9, 2017 in the Atrium of the MARTA Headquarters, located at 2424 Piedmont Road, NE, Atlanta, GA 30324.**

1. **Call to Order**

Roderick Parker, Chairman, called the MAC meeting to order.

1. **Introductions**

The MAC members and MARTA staff introduced themselves.

1. **Approval of MAC Minutes**

Mr. Parker called for a vote to approve the minutes from November 8, 2016 MAC Meeting. The vote was unanimous and the minutes were approved.

1. **Subcommittee Reports**
	1. Appeals Subcommittee report was delivered by Ms. Gladys Taylor who reported that the Appeals Subcommittee had 7 appeals hearings in December of 2016 of which 6 were upheld and 1 that was overturned. There were 6 appeals for the month of January 2017 of which 4 were upheld and 2 were overturned. There were 4 appeals for the month of February 2017 of which 1 was upheld and 2 were overturned. The 4th appellant’s hearing was postponed and rescheduled during the month of March. There were 5 appeals for the month of April of which 4 were upheld and 1 was overturned.
	2. Customer Focus Subcommittee report was delivered by Mr. David Scarbor who reported that the Committee is continuing with their focus on outreach and plans to partner with other Committee members to plan and schedule outreach event at various organization.
2. **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. MTM has completed a year to date total of 1025 assessments. The following is a monthly breakdown:

* January – Completed 181 recertification assessments and 75 new customer assessments – Monthly total of 256 assessments
* February – Completed 156 recertification assessments and 93 new customer assessments – Monthly total of 259 assessments
* March – Completed 146 recertification assessments and 125 new customer assessments – Monthly total of 271 assessments
* April – Completed 160 recertification assessments and 89 new customer assessments – Monthly total of 249 assessments

She then opened the floor for questions:

* I am hearing complaints from some customers who still have a Blue Breeze card and do not have their assessment date and time scheduled. What is being done for these customers? Response: We are in the process of compiling a list of all Mobility Customers who currently utilize the Blue Breeze card. Once the list is complete the customers will be contact via mail and their New Breeze Cards will be mailed directly to each customer. Once they received the new card, we will call them to activate the new Breeze Card and transfer any balance from their old card to the newly activated card.
* What about the new customers with a Blue Breeze Card? Response: If they are a new customer they will have the new Breeze Card as all customers who have completed the new eligibility process, were issued the new Breeze Cards.
* One of the assessment items it to walk on grass, sand and rocks. Why is that part of the assessment for blind people? Blind individuals do not walk on those type of surfaces we avoid them. Response: They are meant to be simulations of situation that you can potentially encounter when traveling. No one is required to walked on any of the simulated terrains and a customer has the right to decline should they feel unsafe. Added comment from MAC Chair, Mr. Roderick Parker, correction, I am blind and I walk on grass. That statement is not true for all.
1. **MARTA Mobility Briefing**

Mr. Steve Perry introduced himself as the General Superintendent of Bus Maintenance and stated that the Director of Mobility, Mr. Tom Young could not attend the meeting and that he was there on his behalf. He delivered a brief report on the Mobility ridership numbers.

The Interim Director of Diversity and Inclusion, Ms. Paula Nash provided brief update on MARTA/Union arbitration. The union won the arbitration to bring the Mobility services back in house. MARTA is still meeting with the union to reach an agreement; however, no agreement has been reached at this time. MARTA has filed an appeal and will continue to work with the union to reach an agreement. As this time we are unsure how long it will take for the appeal, but we will continue to work with the union throughout the process. She then opened the floor for questions:

* Drivers assumed that the service was going to come back in house as of the end of May and as a result may of the drivers are calling out to use up their vacation time. MARTA needs to be more transparent with the operators. Response: Thank you for your comment.

**10 Minute Break**

1. **AVIS Project Update**

Ms. Catrina Jones provided the Audio Visual Information System (AVIS) Project Update. Kiewit Infrastructure South was awarded the 35-Million-dollar contract and begin in June 2017.

The next MAC meeting is scheduled for Tuesday, January 10, 2017. They will be removing all of the digital signs and begin install new speakers. The system will allow MARTA to provide real time rail, bus and regional bus arrivals, safety, Amber Alerts, weather alerts and National Terrorism Alerts. We have put together a Design Review Committee which includes Mr. Jorge Urrea, the MAC Committee’s Vice Chair and Chair of the Accessibility Subcommittee. The floor was opened for questions:

* How will you deal with audio component in the bus loop? Response: Audio will be provided in the bus loop and it will include all bus, rail, next train and bus connectivity announcements as well as any Ad Hoc messages concerning station emergencies.
* The signage in the train provides the next stop. This is confusing when the train is not at the stop. Better verbiage to use which will greater assist the deaf is “this stop is Georgia State Station” or “Arriving at Georgia State Station”. Response: Thank you for that information. This is great feedback. I will take this information back to design and review it with the committee. Jorge is a member of the design committee.
1. **Public Hearing Announcement**

Mr. Louis Grisoglio announced the upcoming Public Hearing dates, (May 16th, 17th and 18th) times and locations and encourages everyone to attend. He opened the floor for questions.

* Will the changes affect Mobility Services? Response: Yes the changes will affect Mobility services, but I believe it will expand the service area in most instances. It will definitely expand services in Clayton County.
1. **Proposed Bus Service Modifications**

Mr. Andy McBurney announced the service modification that will be considered during the upcoming Public Hearings on May 16th, 17th and 18th which will affect the following service routes: Routes 3, 5, 56, 66, 68, 71, 73, 94, 165, 170, 865 and 195. He then opened the floor for questions.

* How will the changes affect Mobility Service? Response: The change will expand the Mobility servicing area in Clayton County.
* Are there any routes that are being shortened? Response: Yes, however, the services areas are being covered by other routes.
1. **Proposed Fiscal Year 2018 Budget**

Mr. Walter Jones went over the proposed FY 2018 Operation and Capital Budgets. He stated that there is no planned fare increase for the FY 2018 budget. He then opened the floor for questions.

* Did I hear you say something about fare increase? Response: Yes I stated that there will be no fare increase and that the fare will remain the same.
* There is an error on the automated announcements for the Route 13. The message concerning the transfer point is incorrect. Response: We will have someone check on it.
* I have asked in the past and so far this item has not been addressed. The automated announcements on the Mobility Bus, can we change them so that the announcements pertain to Mobility Services and Mobility customers? An example is the announcement concerning Priority Seating. The entire Mobility bus is Priority Seating so there is no need for that announcement on the bus. Response: We will take this information back to the Director of Mobility.
1. **Adjourned**