**Transcript**

**MARTA ACCESSIBILITY COMMITTEE (MAC) - November 12, 2024,**

 **Brown, Denise** started transcription

 **Robert Smith**  Robert Smith

Good morning, everyone.
Robert Smith is here.
Good morning, everyone, and thank you for being here.
We going to first get started with? Well, I'll open up the committee meeting.
My name is Robert Smith.
I am the chair of the MAC, and we will start off by introducing.
The Mac members and the Mac members can introduce themselves.
After that, the Marta.
People can introduce themselves and then will continue.

 **Robert Lossie**
Good morning.

 **Robert Lossie**
I'm Bob Lossie.
And I'm Mac member serving on the appeals committee also.

 **Robert Smith**
OK, Bob next.
Jordan.

 **Jordan Hall**
Good morning.
This is Jordan Hall.
I'm here.
On the Mac committee and I also serve on the customer service committee.

 **Robert Smith**
OK, glad to have you, Jordan.
Next, I don't see any others logged in yet.
Only see those two, Robert, OK.
Well, I'll ask them back.
I mean, the moderators, people to introduce themselves.

 **Armour, Angelita**
Good morning.
My name is Angelina Armour, the customer service representative for mobility.

 **Nash, Paula**
Good morning.

 **Robert Smith**
OK.

 **Nash, Paula**
This is.

 **Robert Smith**
Thank you.

 **Nash, Paula**
Good morning.
This is Paula Nash.
I am the AGM of diversity and inclusion.

 **Robert Smith**
OK, miss, OK, next.

 **Davis, Calisha**
Good morning, Calisha Davis, director of mobility services.

 **Robert Smith**
Good morning, Miss Davis.
Glad to have you here.
Is there anyone else?
There's others on the call, but they're on as attendees.
OK, attendees.
Yeah. OK.
Well, then we'll move on down the agenda.
We had a No Show/ Late Cancellation appeals hearings.

**Denise Brown**
We had one who withdrew, and we had one that was cancelled because of medical reasons. So that was the only MAC subcommittee meeting that we had.
 **Robert Smith**
OK.
Good. Then we'll move on down to.
I don't have any comments and then we'll move right on down to Miss Paula Nash.
Miss. Miss Nash, do you have anything to bring to the MAC?

 **Nash, Paula**
Not this.
Not this meeting, Robert.
Thank you.

 **Robert Smith**
OK, miss Nash? OK. And then we'll move right along.
Then we'll move right along. So, we'll get into our customer service customer.
Customer service.
Yeah, customer service Miss Angelita Armour.

 **Armour, Angelita**
Yes.

 **Robert Smith**
Didn't I?
Didn't mess up a name that time, OK?

 **Armour, Angelita**
No. So yes, my name is Angelina Armour and I will be presenting the ADA Link, customer complaints reporting out for September 2024.
1st, we have authority wide complaints at 570.
Of the 570 seventy we have, 234 of those are 88 link complaints, which is a percentage of 41.1%.
Of the 234 we have 146 of those that are ADA valid complaints, which is 62.4%.
Next, we have a breakdown by department, starting with mobility at 216.
We have bus operations at 9.
Mobility reservations at 5.
diversity and inclusion had two, police services at 1, bus operations at 9.
And mobility maintenance at 0 for September.
Next we have the top complaint, all top all top categories starting with late pickups at 67, No shows at 30, Late drop offs at 25.
No/Slow Response at 7 excessive time on the van at 7.
Discourteous and Tone of voice at 6 and vehicle stopping location at 5.
We have top non mobility complaints with incorrect reservations at 2, hung up on customer at 2, Bus late at 2, Discourteous 2 and pass up at 0, and last but not least, we have commendations authority wide at 52 and 19 of those are for mobility, which is 36.5%. And that concludes the ADA linked customer complaints reporting for September 2024.

 **Robert Smith**
Any MAC members have any questions to Miss Armour?

 **Robert Lossie**
I was just wondering. Have you been able to stabilize the number of employees that you have now? Because that was the problem in the past that you could not find enough drivers.

 **Armour, Angelita**
Calisha, can you help me with this one?
I'm not sure where we are with that.

 **Armour, Angelita**
Oh, Roosevelt.

 **Robert Smith**
Hey Calisha, go ahead.

 **Robert Lossie**
OK.

 **Armour, Angelita**
Hmm.

 **Davis, Calisha**
Yes, so good, good morning, everyone.
Hope everybody's doing well again.
I'm Kalisha Davis, director of mobility services. To answer that question, our contractors have employed aggressive hiring measures, particularly on the Transdev/First transit side.
They did eventually reach the full complement, so they slowed down just a little. However, with the ongoing attrition they have revved back up as well as A National.
They are pursuing more aggressive recruitment strategies to try to stabilize the workforce.

 **Robert Lossie**
Yes, I mentioned it because it seems like the problems and complaints are down compared to what they were.

 **Davis, Calisha**
We're also, as a whole, Mobility is definitely aiming towards a more customer focused perspective as it relates to how we deliver our service to our customers everywhere from customer service to how we actually pick people up, drop them off, aiming to get better with our timeliness on that, the service that they received while they are on the vehicles, we are definitely aiming to improve the overall quality of service, So we are glad to see those complaints go down.
Hopefully they keep going down.

 **Robert Smith**
Any other Mac member have questions?

 **Robert Smith**
Since Miss Davis already has the floor, we’ll just ask her to.
Just stay on if there are no more questions for Miss Armor.

 **Armour, Angelita**
OK.

 **Robert Smith**
OK. Then we'll move on.
Thank you, Miss Armour, for your report. OK. MARTA Mobility services.

 **Armour, Angelita**
Thank you.
I appreciate it.

 **Davis, Calisha**
Yes, Sir.

 **Robert Smith**
Miss Davies.

 **Davis, Calisha**
Good morning.
Good morning again, Mr. Chairman, and everyone again.
I am Calisha Davis and here are my Mobility updates. Starting off with our key performance indicators. Since our last committee meeting in September.
The increase that we talked about back then has continued.
We did see, see a slight dip, however, in September in September's ridership with 54,884. That was slightly lower than August, which had 59,000 trips, however, in October we closed October with a record high number of troops at 63,175 trips, and that is a 15% increase from September. In a matter of a month, we increased 15%. It's 24% from the ridership we had October 2023 with 50,753 trips. Ridership is back with a bang. Unfortunately, the growth in ridership has challenged our on-time performance. While we couldn't predict a 15% increase in one month, we did anticipate a slight increase with October being one of the traditional active months. There are no holidays in October, and everybody rides in October. That's kind of how we see it. So, we added some additional resources to try to absorb that impact and although we didn't achieve our 90% target in October or September.
Month to month from August to October, we were able to maintain 86%, which is not the best. However, we didn't dip below that and again with that weight of ridership in October, I don't want to say the expectation was that we dipped. However, the fact that we were able to maintain. It's far better than dipping down to the lower 80s or even the 70s, which we have seen in past months, particularly last October. But nevertheless, we were still striving for that 90% goal and we won't stop until we surpass it.
Looking at our call center performance, we also experienced the increase with the number of calls that we receive. For ETA in September, we received 30,093 calls.
Our call answer rate was 91.8% and the call wait time was 1 minute and 47 seconds.
However, in October we saw an increase of roughly 4000 trips with 34,742 calls that we received and the call answer rate dipped down to 88.3% and the call wait time was 2 minutes and 9 seconds.

For reservations.
In September, we received 28,785 calls. And the call answer rate was 97.1%. With the call wait time being 2 minutes and five seconds. And in October again increased.
We had 30,709 calls received in reservations with the call answer rate of 98.2%.
And a call wait time of 1 minute, 12 seconds. So, the more riders mean more phone calls. But we did surprisingly well, particularly in the reservations area with the call answer rate.
An overall, look at our ridership for 2024 January 1st to October 31st, we performed 531,402 trips and we transported 681,855 passengers. 529,790 passengers were ambulatory or non-wheelchair or scooter, and 152,440 used wheelchairs/scooters
 **Davis, Calisha**
As the holidays roll in, we are expecting ridership to diminish as it's done in past years. We will continue to work collaboratively with our contractors.

Transdev in final stages of service system settings overhaul and scheduling/dispatch employee training - enhance pickup/drop off times and onboard times, efficiencies, and service quality

Transdev (formerly First Transit) overhauling operator training program - improve operator acumen; enhance service delivery – A National tasked with same

Vehicle procurement: new MARTA vehicles; replenish and diversify fleet - slated for MARTA’s Board of Directors committee Thursday 11/14/2024 to request procurement of 36 new accessible vehicles (20 Voyager minivans; 16 sprinter-styled Pro-Masters)

Re-solicitating contracted Eligibility, Operations & Maintenance, and Scheduling & Dispatch services. Returning to the single-source model, solicitation out for bid by end of week, next week at latest

And that concludes the mobility update.
I'll yield the floor for questions.

 **Robert Smith**
OK.
Thank you, Miss Davis.
Are there any other?
Are there any questions from the MAC members to Miss Davis?
As you heard her report, lots of numbers, lots of things that they said they going to improve on.
Any questions?
Well, since Bob, Bob has a question. OK, Bob, go ahead. Didn't hear you.

 **Robert Lossie**

You may have said it already, but just a curiosity of you said the holidays are busier in October, but in Thanksgiving, holiday and Christmas holiday and New Year's, it seems that it would've been busy.
Still.

 **Davis, Calisha**
So I was saying that October is traditionally the busiest month of the year.

 **Robert Lossie**
Not the holiday.

 **Davis, Calisha**
In October, everybody rides.
There are no holidays.
It's kind of the beginning of the fall season, so you have all the fall activities going on, so everybody rides in October for some strange reason that no one in transit can necessarily pinpoint. But October is a big month across the industry.

 **Robert Lossie**
OK.

 **Davis, Calisha**
As the holidays rolls in Thanksgiving, Christmas and so on and so forth.
That's when we traditionally see a drop in ridership.
I guess because everybody's going out of town to be with family or and or just taking off because it's the holiday.
So in past years we've seen.
A moderate but significant drop in ridership during those holidays, and it typically comes back for a swing in January following the MLK holiday.
It kind of Revs back up really big following the MLK holiday.

 **Robert Lossie**
Thank you for that.
I just like to understand.

 **Davis, Calisha**
Yes, you're welcome.

 **Robert Lossie**
Why things happen?

 **Robert Smith**
Thank you, Bob.
Are there any other Mac members that have questions for Miss David?
If not, I have a couple.

 **Davis, Calisha**
Yes, Sir.

 **Robert Smith**
No, I was waiting to see if I nobody.
No other hands raised.
OK, nobody hands and thank you, Miss Davis.
It's good to hear the improvement.
Question about improving the wait time as far as reservations and like I told you before, that has greatly improved.
As well as ETA and ETA is what customer call when they want to find out where their van is.
And we've been told, and I've been.
Asked many times BY a lot of the patrons who use the service.
Customers who use the service say that they are having to wait a long time during the morning. Could you tell me what time ETA starts?

 **Davis, Calisha**
ETA services are available for the full extent of the service day.
Of course, as the day starts and revs up, then staffing increases and decreases.
However, ETA services are available from the time the first bus rolls out to the time the last bus roll in rolls in. So, there should never be a time where a call doesn't get through.

 **Robert Smith**
OK.

 **Davis, Calisha**
So basically the first bus rolls out just before 4:00 am
4:00 AM ETA services should be available just before 4:00 AM when that bus.
first bus rolls out.

 **Robert Smith**
So a person could call to cancel at maybe 6:00 or 7:00 they should be able to reach in ETA. Is that correct?

 **Davis, Calisha** 35:11
That is correct.

 **Robert Smith** 35:12
OK.
My next question is, I like to hear about all of the improvements that are
taking place as far as procuring the new vehicles and I think you mentioned the sprinter vans. Are they rear loading or side loading?

 **Davis, Calisha**
They are sideloading all of them are sideloading, we determined a while back that rear loading is not the safest option because there are times when we're loading on the street.

 **Robert Smith**
OK, not terrible. Yeah.

 **Davis, Calisha**
We need to be curbside basically.
So yeah, rear loading was not an option for the vehicles.

 **Robert Smith**
Yeah, the Committee had addressed that years ago, glad to see that being taken under advisement when they purchase vehicles. The other question that I had is when your main vendor Transdev?
Umm.

 **Davis, Calisha**
Transdev, yes.

 **Robert Smith**
When they improve, does that get down to the other vendors that you have such as Big Star Silver Ride, ATS and it's a couple of new ones that has come aboard?
Do they get the same thing?
So everybody would be on the same page.

 **Davis, Calisha**
Yes, yes.
So there are a lot of a lot of groups.

 **Davis, Calisha**
Yeah. So, I'll, try to simplify, it for you. First transit was.

 **Davis, Calisha**
First Transit was acquired by Transdev, so now, with the exception of A National Transit, the bulk of the service falls under the Transdev umbrella.

 **Davis, Calisha** 3
So that's First Transit, Big Star Silver Ride, People's Transit ATS user.
All of those are under the Transdev umbrella.

 **Robert Smith**
OK. And Miss Davis, go ahead.

 **Davis, Calisha**
And then A National is its own contractor.

 **Robert Smith**
OK. And the other concern that I have too is I think we discussed this before and I think I discussed it with you about when people are notified whether a minivan is going to pick them up or A bus, that person should be the person should be notified whether he or she is going to be picked up by a car, minivan or a bus.
I think that's a concern to a lot of the riders, especially in the blind community when they don't know whether to be expecting a bus or a minivan or a car. How are you notifying the passengers that a bus or other vehicle is coming.

 **Davis, Calisha**
So I will check back with our scheduling and dispatch team as well as our reservations team to see what is being communicated to customers during their reservation period as well as during live service. And I will follow up with you on an answer to that question.

 **Robert Smith**

OK, because I have noticed a big improvement. The operators are getting out and announcing themselves. And we talked about the signage on the vehicle.
So that a person who can see can know that a motor vehicle.
And the person is coming to pick them up at the time. And that's a big improvement.
And I was told.
Buy a lot of the operators. Some of the operators from different vendors that they were to put on the backup signals or to go and knock on the door and in some cases I know how that can be sometime you depending on the areas of town that you.
Go to but I've noticed.
From the comments that I've received, that's a big improvement.
So congratulations to you on that.
And about the.
Calling in to ETA.
And that was another one that was a concern that was brought.
To our attention.
So we wanted to make sure that those two things were addressed.

 **Davis, Calisha** 40:54
Yes, Sir.
Yes, Sir.
So let me just mention that the general managers from all four of our prime contracts are on the call. We have Miss Tyrol Watts, who is our eligibility contract general manager. We have miss. Oh.

 **Robert Smith** 41:19
Glad to meet you. Thank you, Sir.

 **Davis, Calisha** 41:22
We have Miss Donna Woodson, who is our Transdev/First Transit operations and maintenance general manager.

 **Robert Smith** 41:32
Glad to meet you too, Miss Woodson.

 **Davis, Calisha** 41:35
We have Mr. Derek Maddox, who is the general manager for A National transit.

 **Robert Smith** 41:40
OK, Mr. Maddox.

 **Davis, Calisha** 41:43
And we have Mr. Andy Bean, who is the Transdev scheduling and dispatch, general manager.

 **Robert Smith** 41:49
OK, glad to meet you too, Mr. Bean.

 **Davis, Calisha** 41:53
So all the general managers, they hear your concerns, and I am putting them on the spot asking that they take your concerns back to their respective operations and address them appropriately with their workforce so that we can get you all those improvements that you asked about

 **Robert Smith** 41:57
OK.

 **Davis, Calisha** 42:10
Are seeking.
And again, I will follow up with you on the actual real time notification of customers regarding the types of vehicles that are servicing them.

 **Robert Smith** 42:23
Uh huh.

 **Davis, Calisha** 42:24
And I will follow up with you if I don't contact you directly, then I'll follow the information through Miss Brown. And get you that response.

 **Robert Smith** 42:34
That would be good because.
And another thing I wanted to ask and about how many trips do we transport per day?
I know you gave us a monthly or three months.
Amount of people that you transport but per day.
What would that breakdown to?

 **Davis, Calisha** 42:59
Per day, we average about 23 to 2400 trips per day on average.
The yesterday was an anomaly, so to speak, because it was veteran's day holiday. We do experience lower ridership on those special days.
I think yesterday we ended the day at just under 2000 trips, however.
I think it was the 3rd or 4th Wednesday in October.
Had 2900 trips, which is the highest that I can recall seeing in my whole career.
So it fluctuates, but on average we do about 23 to 2400 trips per day.

 **Robert Smith** 43:42
OK. And the longer trips say, like from Lithonia to Alpharetta?
Is that included in there?
Because I know the longer trips you know it takes a long time when you assign one of the operators to Go there and pick that person up, more and more people are travelling and utilizing MARTA Mobility than ever before. As you've already said, and those longer trips kind of I don't know if it reduces the on time performance or it adds to the on time performance. Is that right?

 **Davis, Calisha** 44:31
So those longer trips and yes, they are included in that in that number, those longer trips, they do have their impact because to your point the, the amount of time that it takes to travel such a great distance, it is impactful.

 **Robert Smith** 44:36
OK.
Mm hmm.

 **Davis, Calisha** 44:45
It does have an impact on the on-time performance as well as the onboard time because with it being a shared ride service if I pick you up on one end of the service area and have to transport you to the other end of the service area.

 **Robert Smith** 44:51
OK.

 **Davis, Calisha** 45:01
There is likely that I have to pick up someone going in that direction along the way, which now increases the amount of time that you're on the vehicle, which is already scheduled to be extended because you're traveling such a great distance.
So it does have its impact and it's either even further impacted by traffic as well as the change in the landscape of Atlanta, the building that was.
That's there today.
It wasn't there yesterday.
Some kind of way they built this whole massive building in 24 hours and now we have to reroute traffic.
Around the ever going construction.
So there are a lot of factors that play into, but yes, those long trips they I don't want to say they're a challenge. However, they do bear impact.

 **Robert Smith** 45:42
Yes.
They do as well as add on trips to operators already.

 **Davis, Calisha** 45:49
Yes.

 **Robert Smith** 45:55
Full manifest that also impact the service time.

 **Davis, Calisha** 46:01
Correct, correct it does,
As I mentioned earlier that Transdev dispatch, they've undergone some training as well as they've updated some of the trapeze system settings that will help to improve those efficiencies.
So essentially the package of work that an operator receives will be more efficient.
To help alleviate some of that strain.
As the contractors build up their workforce, that'll also alleviate the strain, because if operator Davis doesn't come to work today, that doesn't mean that the trips that operator Davis was scheduled to transport go away.
Those trips now have to be reallocated so as the system settings enhancements, dispatcher training and operator training produce more efficiencies on that side.
Having more available operator and vehicle resources will help to alleviate the strain on that side.

 **Robert Smith** 47:04
Thank you, Miss Davis.
I know that was more than two questions, but have to get them in.

 **Davis, Calisha** 47:08
No problem, no problem, no problem.
Thank you as well.

 **Robert Smith** 47:14
OK. Are there any more questions?

 **Robert Lossie** 47:17
Yes, it's Bob again. And I have one comment and one question.

 **Robert Smith** 47:19
Bob, OK.

 **Robert Lossie** 47:22
First of all, I can't remember the name of the app, but it's where I can see how far the van is from me and the time constantly that it is expected to arrive. I've told people that.
One of the worst aspects of being elderly and being in a wheelchair is the.
Uncertainty and the not knowing.
You get tremendous anxiety from that, and that app takes care of everything and I'm very, very appreciative that you have implemented that app.
And the thing that I have a question one that I've been questioning for about 3 years now. I live in Buckhead on Peachtree Rd. and I live in a 14 story high rise building, but it's behind a 40 story.
High rise building that you don't really see my building behind the first one and many times the driver has pulled into the other building.
And I can see that they're at the other building, but I can't get in touch with anybody and they depart eventually as no show.
So I'm hoping that before they pull away as a no show that there could be some way of making a phone call.
To the driver.
Your driver is there and then I could say I'm in front of the building and there's no MARTA bus here.
Then we would know that it's the wrong building.

 **Davis, Calisha** 49:14
Thank you for your question and comment to the first item the application that you mentioned, it's called my transit manager app, yes.

 **Robert Lossie** 49:26
That's fabulous.

 **Davis, Calisha** 49:28
As it relates to the no show and the customers and the customers receiving a phone call, a part of that, no show procedure is for the operator to notify dispatch.
I'm unable to locate the customer.
Dispatch is supposed to.
Make an attempt to contact the customer via the phone number that’s on the customer's profile, so that should be done.

 **Robert Lossie** 49:53
Is it?
Well, in five years of riding, it's never happened.

 **Davis, Calisha** 50:00
OK.
Mr. Bean, can you ensure that here forward the No show procedure is in fact followed to ensure that customers are receiving those calls prior to no show.
I'm not sure if he could come off mute, but nevertheless.

 **Robert Smith** 50:23
You can unmute yourself, Andy.

 **Davis, Calisha** 50:24
OK.

 **Behm, Andy** 50:25
Yes, ma'am. Calisha.

 **Davis, Calisha** 50:27
Thank you.
I appreciate that, Andy. Also, Mr. Lossie, with regards to the positioning of your building, I'm not familiar with the building you're referring to.
It may be beneficial.
Or during your reservations booking period.
They can.
They can add some descriptive information in your trip profile that gives a description of where the building it is.

 **Robert Lossie** 50:57
Hmm.

 **Davis, Calisha** 51:02
That may be a resource to better help locate you. If you're building this positioned behind another building.

 **Robert Lossie** 51:10
And I've been in this building for four years, but my previous apartment building, just so you know, too, there was a main driveway and then you saw this giant building.
To the left and you saw nothing else, but you didn't know that there was a building 2 that if you turn down this other part of the driveway, it looks like just a dumpster down there.
But they don't realize there's another building.
Behind the trees.
And those are the situations that come up that I don't really blame the drivers.
And see the reason again in town.
It works the way it does is the one building was built in the 1940s, so when they built my building in the 1980s, the only way to get access to the property behind the 1940s building was to take part of the land.
Just the width of the driveway.
So that's why it happens the way it did.
You know, I don't think anybody's to blame, but that phone call would just alleviate so much trouble because the driver wouldn't have to be sitting there for 20 or 30 minutes, and then you wouldn't have to send another driver, hopefully back to me to try to make my appointment still, so that one phone call saves hours.
Of efficiency.

 **Denise Brown** 52:59
Mr. Bean has his hand up for a comment, Mr. Bean.

 **Behm, Andy** 53:07
Well I’ll circle back with Calisha because we can handle that offline.
Sorry about that.

 **Robert Smith** 53:15
So if there are no further questions of Miss Davis thank you for coming and addressing the issues. We will keep you fully informed of the concerns that come up from the disability community.

 **Davis, Calisha** 53:33
You're welcome and thank you as well.
You guys have a great day and enjoy.
Enjoy the upcoming holiday season.

 **Robert Smith** 53:39
OK.
Well, thank you.
Thank you, Denise.
Give us our next meeting date,

**Denise Brown**

January 14th, January 14th,

January 14th, 2025, is our next Mac meeting day.
So at this time I call the MAC meeting to adjourn.
Thank you, everyone. Thank you for coming.

 **Armour, Angelita** 54:07
Thank you.

 **Robert Lossie** 54:07
Thank you.

 **Behm, Andy** 54:08
Thank you.

 **Denise Brown** stopped transcription