**Transcript**

January 14, 2025, 2:44PM

 **Brown, Denise** 4:33
Hey, Angelina, can you hear me?

 **Armour, Angelita** 4:38
Yes, ma'am.
Good morning.
Can you hear me?

 **Brown, Denise** 4:40
Good morning.
It's me and Robert Smith.
We're in a conference room, so I'm just let you.
I'm going to step away while people are getting in.
I need to go get the sound language interpreter from downstairs.

 **Armour, Angelita** 4:52
OK.
Alright, thank you.

 **Middlebrooks, Courtne** 5:11
Hey, Denise.

 **Armour, Angelita** 5:16
Morning, Courtney.
Denise stepped away for a minute.

 **Middlebrooks, Courtne** 5:18
OK, alright, y'all good. I'm just.

 **Armour, Angelita** 5:19
OK.

 **Middlebrooks, Courtne** 5:21
I'm just dropping in to see if I can help with anything. Y'all good y'all OK.

 **Armour, Angelita** 5:25
Thus far, we don't have many people.

 **Middlebrooks, Courtne** 5:27
OK.
I'll sit on for a little bit and see if I can, you know, just in case something come up cause. I know sometimes I know. I think she put me down as a Co host just so I can help if necessary.
So I'll sit on until y'all get started.

 **Armour, Angelita** 5:38
OK.
OK, OK, cool beans. Alright, thank you.

 **Middlebrooks, Courtne** 5:41
OK.
Oh, she has no words.

 **Brown, Denise** 12:22
Yeah. Hey, Courtney.

 **Middlebrooks, Courtne** 12:29
Hey, how's it going?

 **Brown, Denise** 12:31
I'm doing well. How are you doing?

 **Middlebrooks, Courtne** 12:36
I got.
I was listening.
I had the screen in the background and when I heard if I Call My Name, I'll throw it off for a second.
Yeah, I just was going to sit on it.
Just make sure you were good. If if you needed any help.

 **Brown, Denise** 12:47
OK, OK.
Yep, I just right now if you can stay on for a while, I have one of the Members coming on the lane and I might have to step away to go downstairs and let him in the sign language interpreter in.

 **Middlebrooks, Courtne** 13:01
K.
No worries.

 **Brown, Denise** 13:02
And that way, if anybody's having problems or anything, you can be on and help them.

 **Middlebrooks, Courtne** 13:07
Yep, I'm here.

 **Brown, Denise** 13:08
OK.
Thank you.
Hello everybody I want to give about 5 more minutes for people to join us and then we'll start.
OK.
So you're unmuted OK.
Good morning, everyone.
My name is Robert Smith.
I am the chair of the Mac committee.
The Marta Accessibility committee.
And I'm calling this meeting to order.
It's Denise, spelled Brown has stepped away for a minute to escort the sign language interpreter up, as well as one of the members of Mac, Mark Castaway. And right now I'm going to ask the Mac members to introduce themselves to all of those who are on the call.

 **Jordan Hall** 19:41
This is Jordan.
Representing individuals with disabilities and I am also a power wheelchair.

 **Brown, Denise** 19:54
And I believe we have someone from the from Marta, and we're going to have the Representative to introduce themselves.
Those who are panelists.
Would you introduce yourself?
That would be according to the agenda, miss.
Angelina Armor and Miss Calicia Davis.

 **Armour, Angelita** 20:28
Good morning.
My name is Angelina Armour, the customer service representative for mobility.

 **Brown, Denise** 20:33
OK.
Thank you, miss armor. Miss. Miss Davis, are you?

 **Armour, Angelita** 20:35
Thank you.

 **Davis, Calisha** 20:39
Yes, good.
Good morning.

 **Brown, Denise** 20:40
OK.

 **Davis, Calisha** 20:40
My name's my name's Kalisha Davis, director of mobility services.

 **Brown, Denise** 20:44
OK.
Thank you, Miss Davis. And like I said, Miss Brown has stepped away for a minute to escort the sign language interpreter up.
And we are going to get started soon as she get back.
And I think I hear Miss Brown coming back and we gonna wait a few minutes until the sign language interpreter gets set up.
Because Mark gas away.
Is.
Coming in.
To gas away. Good morning.
Here.
You like me to close this door? Yes, please.
Good morning.
Good morning. Good morning.
Set up.
OK, Bob already.
Went through the.
Agenda as far as introducing everyone all but Mark, I was waiting on them.
You all to get back up front. Sounds good. Letting them in and take it.
Pardon me, I said.
Go ahead and take it well. You could take it from here if you if you want.
Because March, the the staff that's on the panel.
Have already introduced themselves and already have mentioned that Mark.
That's away from the committee would be coming up. OK, so we can go here if you want me to go down the agenda.
Why don't we start and then when he gets once he gets set up, we can go ahead and have him introduce himself, OK?
Well, anyway, we are again.
My name is Robert Smith.
I am the chair of the back committee and our agenda is a short one this morning, so.
Miss Paul and Ash, who is the executive director?
Is not here today.
No, she's fine.
Oh, she's on.
Paula.
You have anything you would like to say to us introduced?
They know you were on.

 **Nash, Paula** 27:13
Can you hear me now?

 **Brown, Denise** 27:15
Yes, I can hear you now.

 **Nash, Paula** 27:16
OK.

 **Brown, Denise** 27:16
I just didn't know you were on.

 **Nash, Paula** 27:17
Alright, great.
Oh no problem.
I don't actually have anything to add today, Robert.

 **Brown, Denise** 27:25
OK.
Alright, thank you.

 **Nash, Paula** 27:27
Thank you.

 **Brown, Denise** 27:29
And as I say, we have 4 committee reports.
I mean, we don't have one of the four committee reports to a report and that's the accessibility committee we met in December.
The No show.
Committee we met in December. We had.
4.
Appeals. Yeah, we had four appeals.
One was overturned.
One was uphill.
And the other two, Denise, one was postponed because of illness and the other never got in touch with us.
And so that is the report from.
The no show and appeals committee.
And if Mark Gasaway is ready, go ahead and introduce yourself. Mark.
Yes.
I'm representing the deaf blind community of Marta. OK, thank you, mark.
OK.
We'll move on down our agenda and we will miss Angelina armour.

 **Armour, Angelita** 29:24
Yes, good morning, everyone.

 **Brown, Denise** 29:26
Good morning.

 **Armour, Angelita** 29:27

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| **Tuesday, March 11, 2025** |
| ADA Linked Customer Complaints - January 2025 |
| **Complaints** | **NOV24** | **DEC24** | **JAN25** |
| Authority-Wide Complaints | 536 | 576 | 482 |
| ADA Linked Complaints | 184 | 196 | 174 |
| ADA Percentage of Total | 34.3% | 34.0% | 36.1% |
|  |
| ADA Valid Complaints | 98 | 108 | 99 |
| Percentage of Total ADA Complaints | 53.3% | 55.1% | 56.9% |
|  |
| **Breakdown by Department**  | **NOV24** | **DEC24** | **JAN25** |
| Mobility | 157 | 181 | 153 |
| Bus Operations | 17 | 7 | 17 |
| Mobility Reservations | 7 | 5 | 3 |
| Station Maintenance | 1 | 0 | 1 |
| Mobility ( Maintenance) | 2 | 1 | 0 |
| Bus Stops | 0 | 1 | 0 |
| Vertical Transportation | 0 | 1 | 0 |
| Total | **184** | **196** | **174** |
|  |  |  |  |
| **Top Complaint Categories (All)** | **NOV24** | **DEC24** | **JAN25** |
| Late Pick Up (30+ Minutes) | 30 | 38 | 45 |
| No Show | 32 | 32 | 21 |
| No/Slow Response/ Request Assistance | 9 | 11 | 12 |
| Discourteous | 10 | 9 | 12 |
| Late Drop Off | 16 | 7 | 11 |
| Tone of Voice | 10 | 11 | 5 |
| Vehicle Stopping Location | 6 | 9 | 4 |
| Excessive Time On Van | 8 | 12 | 3 |
|  |  |  |  |
| **Top Non-Mobility Complaints** | **NOV24** | **DEC24** | **JAN25** |
| Won't Let Board | 2 | 1 | 4 |
| Refused To Lower Lift | 1 | 0 | 2 |
| Discourteous | 5 | 3 | 1 |
| Pass Up | 2 | 2 | 1 |
| Tone Of Voice | 0 | 3 | 1 |
|  |  |  |  |
| **Commendations** | **NOV24** | **DEC24** | **JAN25** |
| Authority-Wide | 60 | 85 | 63 |
| Mobility | 29 | 39 | 26 |
| Mobility Percentage of Total | 48.3% | 45.9% | 41.3% |

 **Brown, Denise** 31:42

Are there any questions from the Committee members?
I see no hands.
Who's seeking the floor?
I saw no hands, OK?
There are no there are no questions I have.
I have one Miss Armour.

 **Armour, Angelita** 32:06
Yes.

 **Brown, Denise** 32:07
Is the complaint.
Seem to be trending downward.
More so than upward.

 **Armour, Angelita** 32:14

So quarter reporting month of September, October, November, we did see an improvement for November, yes, yes Sir.

 **Brown, Denise** 32:20
OK.
OK, so like and I'll follow up with Miss Davis. OK, since there are no questions. Miss Armour.
Thank you.

 **Armour, Angelita** 32:32
You're welcome.
Thank you.

 **Brown, Denise** 32:33
OK.
You're welcome.
Next, we'll have our mobility report, Ms. Calisha Davis.
Good morning, Miss Davis.
Miss Davis, we can't get mute it.

 **Davis, Calisha** 32:50
I'm sorry, I was on mute.
I apologize for that.
Good morning, Mr. Smith, as well as as well as the remainder of committee and happy New Year to you.

 **Brown, Denise** 32:55
Good morning.

 **Davis, Calisha** 33:01
Again, as stated, my name is Calisha Davis, the Director of Mobility Services, and I do have a few updates.
Very, very few, but few nonetheless.
As per usual, looking at our standard key performance indicators, since our last meeting in November.
We actually did not increase, as has been the standard over the course of 2023. Again, as you recall me mentioned at the last meeting, mobility usually undergoes what we like to refer to as a holiday dip, where ridership somewhat diminishes in November and December because.
I guess generally people just aren't riding during the hot during those holidays month.
Holiday months as they typically do.
For November, we closed the month with 55,637 trips, which is quite lower than our record high October where we had 63,000 trips and in December we saw an even lower trip count than November, finishing the month at 54,194.
We did also see a positive trend with our on time performance.
We achieved just under the target at 89%, however.
That 89% was a good increase up from the 86% that we had in October and for December, we actually finished at 90%, which was a successful cross of the finish line. Looking at our call Centers for ETA.
In November, we received.
30,157 calls and we had a call answer rate of 91.4% and the call wait time was one minute and 44 seconds.
For December, things improved a little.
We had fewer calls.
December, we had 28,666 calls and the call answer rate was 93%.
And the call wait time was one minute and 24 seconds.
For our reservations call center, November, we saw 29.
I'm sorry we received 29,256 calls and the call answer rate was 95.7% with the call wait time of two minutes and 20 seconds and in December.
We had slightly lower at.
I'm sorry we had more, more calls in December for reservations at 29,401 calls.
The caller answer rate was 94.6% with the wait time of three minutes and 54 seconds.
Looking at our total year 2024, our ridership actually jumped roughly 10% from 2023. In 2023, we saw we performed rather 602 trips.
I'm sorry, 602,938 trip.
In 2023 and we closed 2024 with 666,575 trips.
So again, that's an increase of roughly 10%.
And again, coming out of the holiday season, we are expecting our ridership to fully return to the normal status following the MLK holiday this coming Monday. And with the scheduling and dispatching strategies that were undertaken in the last several months in an effort to improve service delivery, our Contractors and mobility operation as a whole, we are gearing up to provide. More positive and consistent service to our customers. Outside of the holidays, not much has gone on except for the last couple of weeks. As the world mourned former President Jimmy Carter, Marta had the privilege and the honor to be the sole transporter of visitors to the Carter Center, where he lie in. I believe he lied in repose in that state, like those two confused.
Nevertheless, Marta was honored to provide those services and it was a very positive experience.
I don't know.
I think there's still.
Gathering the numbers of how many people Marta actually transported, however, it was a great experience to see Marta as a whole service Atlanta as well as the United States and the world. As president. Carter was a world figure.
So we were honored to do that and.
For paratransit and I believe for fixed route as well. It went off without incident or accident which was very positive and lastly.
As everyone knows, we experienced some increment weather over the weekend where everybody except transportation was virtually snowed in. But nevertheless, again we performed life sustaining medical trips to the degree that we could to the degree that safety allowed.
On both Friday and Saturday, we did uptick service and resumed regular service. In the afternoon on Sunday.
With full service resuming on Monday and again for mobility, the event it went off without accident or incident, and for that we are grateful.
As always, we will continue to strive as much as we can to improve the level of service that or the quality of service that we provide to our customers. And we'll keep pushing in that regard. And I do have.
One last announcement.

I'm not a tutor of my own horn, but I will acknowledge the fact that I was promoted to the permanent Director of Mobility Service in November.
So that concludes the mobility report, and I'll open the floor for questions.

 **Brown, Denise** 39:35
OK.
Thank you, Miss Davis.
Are there any questions from the audience members?
I don't see any hands raised.
No, there's no hand, Miss Davis.
So that must've been an excellent report. And you can toot y'all own horn cause you can back it up. So, it's alright to toot your own horn when you can back it up.
I have two questions.

 **Davis, Calisha** 40:01
Thank you, Sir.

 **Brown, Denise** 40:03
If no one else, do, what type of improvements have you made as far? I mean the type of improvement that have.
Reduce the whole time as far as ETA is concerned. I know you talked about reservations and the time and the number of reservations that you have to deal with, but also the improvement as far as the numbers that you gave as far as ETA.
Was that included in your report, is that correct?

 **Davis, Calisha** 40:40
Yes, Sir, it was.
We did see moderate improvement there, of course.
All of those types of improvements are directly attributed to ridership, of course.
The more riders you have, the more riders you have calling in so that the diminish in trip count that we saw during those holidays. It contributed to fewer calls which expanded the bandwidth of the ETA staff to answer the answer calls.
I do know that there have been recent personnel changes.
In the ETA department.
Some people left, some people join and I don't know for certain off the top of my head if they expanded staff.
But again, some of those initiatives with the scheduling and Dispatch group.
Because ETA falls in the dispatch group.
Some of the initiatives that Transdev undertook just for general improvement of those services, it had a positive impact on the ETA group as well.
Mr. Smith, if you're talking, you're on mute.

 **Brown, Denise** 42:08
Go ahead.
Oh, I just wanted to thank you, Miss Davis, for your report.
That's all I have.

 **Davis, Calisha** 42:16
And thank you everybody.
Have a great day.

 **Brown, Denise** 42:18
So since they are no other.
Hand raised or no other questions, I'm going to adjourn the meeting for the day.
So this meeting is adjourned.

Thank you everyone.

 **Brown, Denise** stopped transcription