

# MARTA ACCESSIBILITY COMMITTEE

## Meeting Summary

**Date:** July 9, 2019  
**Time:** 10:00 am  
**Location:** MARTA Headquarters – 3<sup>rd</sup> floor – Diversity & Inclusion Conference Area

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### ATTENDANCE

#### Committee Members Present:

**Leonard Stinson**, Vice-Chairperson

**Brent Reynolds**, representing the blind community - no-show and appeals.

**Sandra Owen**, representing wheelchair users with mobility impairment - customer focus

**Kay Sibetta**, representing an organization AARP- Seniors – customer focus

**Mark Gasaway**, representing the deaf, hard of hearing, and deaf/blind

**Jordan Hall**, representing an organization - Statewide Independent Living Council -  
Wheelchair users

#### Committee Members Absent:

Jorge Urrea

Jimmy Peterson

Robert Smith

Robert Lossie

Dr. Brad Fain

#### Staff Present:

Paula Nash

Cretia Alexis

Denise Brown

William Thomas

Evelyn Richards

D. Scott Forman

Tonya Allen

LaHoya Blount

Adoraau Jouett

Roosevelt Stripling

Catrina Jones

Jessalyn Smiley Clark

Edward Hood

Toni Thornton

### CALL TO ORDER

Leonard Stinson, Vice-Chairperson: Called the meeting to order on July 9, 2019 at 10:20am - sitting in for Jorge Urrea, Chairman

### SUBCOMMITTEE REPORTS

#### **Accessibility Committee**

Leonard Stinson: The accessibility committee which I chair, did not meet however, I presume those updates would come from MARTA personnel with things such as the elevator, escalators, those types

of updates. Those were the things on the agenda for the accessibility committee.

### **Customer Focus Committee**

Kay Sibetta: Reported that they were unable to meet last month due to conflict and meetings, illness, et cetera. She reiterated the Committee's three focus areas which are assessment, education, and outreach as well as customer experience. She also reported that she has worked with Toni Thornton, in External Affairs has been helpful in getting the information out to the community about services and public meetings.

### **No-Show and Appeals Committee**

Brent Reynolds: The no-show appeals process has not been ramped up yet, because there were no appeals. However, that may start ramping it up this month in July. So, there may be appeals in August based on July activity.

### **MARTA Diversity and Inclusion - Executive Director Updates**

Paula Nash: bit about MARTA's GM/CEO and his vision for fiscal year 2020. That is a vision with customer service focus. He wants to put together a panel to give MARTA feedback about customer service. He plans to have a position that is called chief of customer service and that will be one of his C-suite positions he plans to hire and fill sometime within this fiscal year. This position will coordinate and manage wider related programs and activities. Paula will provide more information as they become available.

Summary of Executive Director Updates Discussion: Several Committee members wanted to know the level of involvement the MAC will have with this customer service panel. Paula stated that she believed that the MAC will work in conjunction with the panel, but she offered to get more information to the Committee once the details have been worked out. Committee members suggested that a letter to Mr. Parker from the Committee saying that as the panel is developed that the Chair and vice-chair of the MAC be part of that panel. Paula informed the group that they are welcomed to submit a letter and that she would get the letter to the GM.

#### **Other Discussions:**

Sandra Owen re-introduced a request from the May MAC meeting that the members receive a list of the Committee member terms so that work can be done to fill the vacancies. Paula Nash informed the group the MAC application is online, and Denise Brown informed the group that she reached out to organizations that provide services to individuals with disabilities to help fill the vacant positions. She stated that she would get the list of Member terms out to the Members.

Leonard Stinson – spoke about not getting updates from MARTA such as the AVIS project. Jordan Hall spoke about the escalator and elevator project and the lack of communication with mobility services.

Meeting Attendee Lafayette Wood – reminded the group that at the last MAC committee meeting the representative from MARTA did come and give an extensive update on the AVIS project. He reminded the Committee that she went through it quite thoroughly stating what stations they have done, where it has been completed, the different stations that they plan to go to next. Brent Reynolds also reminded the committee that when the Breeze Project was in the early stages that the Committee was brought in during the early stages and gave MARTA extensive input into the accessible features of the design.

Paula Nash – The escalator/elevator problem that Jordan Hall spoke of refers to the Decatur Station. Whether you are an actual mobility patron or not; if you need a ride and the elevator isn't allowing you access, you would contact mobility and get a mobility ride to the next station. Jordan has tried that out a few times and some of her coworkers have also tried that out and it worked fine at least once or twice and then ran into snags where it wasn't happening properly. MARTA is working to correct this issue.

## **MARTA UPDATES**

### **Elevator and Escalator Renovation Project**

William Thomas provided updates on the Elevator and Escalator Renovation Project (see attached report). He also informed the group that he hopes to put an end to the Decatur Station situation discussed above. There will be a meeting on the 25th of July to work out the process with Mobility. Brent Reynolds asked about adding floor announcements to the elevators. Mr. Thomas stated that he consulted with other Transit Authorities to find out if there is something besides what we are doing with Braille and floor signals that helps people get from floor to floor in the facilities and stations. He couldn't come up with anything except for voice enunciation and the chimes. Most of our elevators are two stops. When you get on it; it only goes to one place, so the voice enunciator is not necessary for those elevators. Mr. Thomas also stated that with the agreement that was made with the elevator vendor; the elevators are receptive to the voice enunciator equipment. It is set up to accept it. It is just not an option that was selected at this time. There was much discussion about other possible technologies and Brent Reynolds agreed to obtain the information and pass it along to Mr. Thomas. Mr. Stinson stated that the Committee will send a letter to Mr. Parker asking that adding the voice enunciator be reconsidered as it greatly benefits the blind community.

### **AVIS – Audio Visual Information System**

Catrina Jones the project manager for AVIS. We are up grading 5 thousand speakers and 325 digital signs in all the stations. To date 2 thousand speakers have been installed. MARTA received \$30 million from the state. MARTA expended about 12 to 13 million of that now. The project is 59 percent complete. Work is being done on the east, west, and south line stations. There will be simultaneous information going across the screens and speakers. The MAC members will be invited out to listen to the speakers and provide feedback as to the clarity and volume so that proper adjustments can be made. The software for the signs will not be available until late fall. The MAC members will be invited upstairs on the 5th floor and to bank head station to test the signs. Ms. Jones also reminded the Committee that the MAC members were consulted early in the development stages of this project and participated in several simulations on the 5<sup>th</sup> floor of the HQ building. Many of the members present were not on the Committee at that time.

### **ADA related customer inquiries**

LaHoya Blount. Provided the ADA customer complaints for April. We received 1,033 complaints. 250 were ADA linked. 112 was found valid complaints. Break down by department. Mobility received 213. Mobility maintenance received 16. Mobility reservations and bus operations both received 7. Vertical transportation and planning and development both each received 2 apiece. Facilities mobility eligibility and police received 1 each. Top complaint categories all for late drop off we received 47. 60 late pickups 30 plus minutes. 19 excessive time on vans. 15 no showed. 7 tone of voice. Top non-mobility. Canceled change pickup 2. Incorrect reservation information 2. Elevators and escalators, we received 2. Authority wide 77. Accommodations: Mobility received 32 of those 77. That completes by presentation for April 2019.

Ms. Blount gave the committee examples of the difference between valid chargeable, valid not chargeable, and not valid. Ms. Blount gave the following examples of an actual complaint: A customer called stating the driver did not assist them. Someone would go in and investigate the complaint. They pull the video. If the video showed the operator never got up out of their seat and did just sit there and the customer had to assist themselves on the van that complaint is valid and chargeable against the operator. Valid-not chargeable, is when someone is picked up outside the 30-minute window. After investigation it showed they were picked up outside the 30-minute window but it was due to traffic or something. That would be considered valid-not chargeable against the operator.

### **Mobility update**

Scott Forman. Did not have any updates. However, had a follow up from the last meeting about buses being delayed out of the yard. Sandra Owen brought that issue up. He stated that he did see an area for improvement and did make a change in the route structure, so your changeover buses are earlier and not during the busiest time of the day. It went into effect about two weeks ago, and we are seeing big improvement on the transition of the buses and the 3:00 or 4:00 p.m. hour is not as bogged down with lack of resources.

Sandra Owen asked about the issue with the card reader on the vehicles. The money on the breeze card doesn't get deducted after each ride. It sometimes takes days before the money is taken off the card or sometime not at all. Mr. Foreman stated; this is one of the issues they are working on now. He also heard this issue from Leslie Porter in the Reduced Fare Office. They are tapping, but the money is still on their card. Mr. Foreman stated that he will have an update by the next MAC meeting.

Lafayette Wood suggested that when Mobility has a major problem that will affect the rides that an alert be sent to the patron's phones; letting everyone know when you anticipate that the problem will be fixed. That would go a long way in not frustrating the ridership because now you have information that there is a problem instead of waiting and waiting for a van and it doesn't come for 2 hours, you already know there is a problem. It would be very well received. Mr. Foreman stated that by the next meeting he will have an update on this suggestion. Ms. Nash requested that Mr. Foreman work with Mr. Hood with this suggestion, as another Mobility provider will soon be coming aboard and this should apply to them also, if implemented.

Sandra Owen had a question about the pickup procedure at Emory. As the meeting was coming to an end. This question was not answered; however, she will discuss this issue with Mr. Hood at another time.

Leonard Stinson ended the meeting by reiterating that presenters to the MAC meeting should forward Denise Brown their report in as far in advance as possible, to give the members an opportunity to review the report before the meeting. Mr. Stinson also stated that he would like MARTA to bring the MAC members to the table in the early stages of projects as this could potentially save MARTA time and money.

Leonard Stinson adjourned the meeting at 11:40am. The next MAC meeting is September 10, 2019