MARTA MAC MEETING

JANUARY 10, 2023

>> The MARTA Accessibility Committee, MAC, is now called to order. My name is Robert Smith; I am the chair of the committee. And all of the committee members would introduce themselves that's on the line, or if you are on screen, you can unmute yourself and introduce yourself.
>> I'm Bob Lossie.
>> Committee members? Okay.
>> I'm Bob Lossie. I'm a member, and I'm representing people in wheelchairs and on the no‑show committee.
>> Okay. Anybody else?

>> Jimmy ‑‑

>> Committee members?
>> Jimmy Peterson is on the line?
>> Okay. All right.
>> I didn't see his interpreter.
>> Can you all hear me?
>> There you are. I can see you now, Jimmy.
>> Okay.

>> Okay.

>> I am ‑‑ good morning. I am Jimmy Peterson, and I am representing the deaf community.
>> Okay. Thank you. Is there any other committee members?
>> I don't see any others on the line at the moment Buck ‑‑ Robert.
>> Okay. I'm going to ask the MARTA staff to introduce themselves.
>> I'll start. This is Paula Nash. I'm the executive director of Diversity and Inclusion. Good morning.
>> Okay. Paula, morning. Anybody else?
>> Good morning. Herold Humphrey. Herold Humphrey, deputy chief of bus operations for MARTA. Good morning, everybody.
>> Good morning.
>> Good morning, everybody. My name is Kelly Davis. I'm the director of the facilities capital delivery program.
>> Good morning, Ms. Davis.
>> Good morning.
>> Anybody else?
>> Good morning. My name is Calisha Davis. No relation to Kelly Davis, but I think she's a great person. I am the operations program manager. Good morning, everyone.
>> Okay. Ms. Davis again. Okay.
>> Good morning, everyone. My name is Angelita Armour, the customer service field representative here at Mobility.
>> Okay. How are you?
>> Fine. How are you? I'm well.
>> Doing good.

>> Thank you.

>> Okay.

>> Thank you.

>> Any other MARTA staff?

>> Good morning. This is Keith Chambers, director of Vertical Transportation.
>> I could hear Keith ‑‑ I could hear Keith talking, but Keith, it was very low.
>> Yeah. This is Keith Chambers, director of Vertical Transportation. Can you hear me okay?
>> Yes.
>> Yes, we can.

>> Thank you.

>> Any other MARTA staff?
>> I'm Denise Brown. I'm the equity administrator in the Office of Diversity and Inclusion.
>> Okay. Thank you committee members as well as MARTA staff. The only comment I have from the chair will -- this will hopefully be a very short meeting. We got some information that is going to come to the committee members so they can share with the groups that they represent. The subcommittees are that we have, we did not have ‑‑ to my knowledge, no of the ‑‑ none of the committees met, so we don't have a report from the no‑show and appeals committee, neither accessibility committee, and the ‑‑
>> Customer focus.
>> ‑‑ customer focus. None of those committee met. Okay. And next. Okay. We'll hear from our Diversity and Inclusion director Ms. Paula Nash. Ms. Nash?
>> Yes. Thank you. Actually, we don't have any updates for today.
>> Okay.
>> Thank you.
>> Okay. We're moving along. Okay. We're going to have MARTA update, External Affairs, Mr. ‑‑
>> They do not have an update today.
>> Okay. They don't have an update. Okay. Moving on down the agenda. Okay. Who will be giving the report for rail operations infrastructure, Denise?
>> We have Kelly Davis is going to talk about the track renovation project.

>> Okay. Mr. Davis, are you on the line, sir?

>> It's Kelly.

>> Oh, Kelly. Ms. Kelly Davis.

>> Yes, I am here.

>> Okay. Well, the floor is yours.

>> Can you all see my screen?
>> Yes, I can see it.
>> Okay. Are you ready for me?
>> Yes.
>> Yes, we are.
>> Okay. I'm sorry. Well, again, good morning, everyone. My name is Kelly Davis. I am the director of the facilities program management for our capital delivery team, and I am hear to talk to you about the track renovations phase 4 program. We are coming back to you again. If you all have been with us for a while, you would know that this is our third iteration where we are replacing track and track components of our system, so we're going to get into it now.
>> Okay.
>> Rail components are subject to extreme stress and have a limited life span. For this effort, we are replacing many things such as rail turnouts, rail fasteners, contact rail and cover board, running rail, cross ties, switches, ballast, and crossovers. The purpose of this project is to replace components that are nearing the end of life. Rail fasteners are what secure the rails to the cross ties, and they have to be replaced within a 10 to 15‑year cycle. The turnouts are replaced every 10 to 15 years. And turnouts are curved and type of rail that directs the trains to different tracks. You see those right in the middle of the screen here. Next we have contact rail and cover board. The contact rail and cover board power the rail with a fiber glass cover board for protection. And we also are replacing running rail. The running rail guides and supports the train. They are monitored for use for wear with cameras. The ‑‑ we do the curved rail replace every 20 years. The straight rail can be replaced every 45 to 50 years. We also are replacing cross ties. We have concrete and timber ties on our systems. The concrete ties last for 45 to 50 years, and the timber ties last anywhere from 25 to 30 years. They support the rail. Also, we are replacing rail switches. The switches drives the rail to open and close and also directs the train tracks. Switches include the main switch machine which is the motor that moves the switch. We also are replacing ballasts. Ballasts supports the track and provides drainage and is covered with the mats to deflect moisture and protect the subgrade from erosion. We usually replace those when the cross ties are replaced. And the major thing that we're replacing during this infra are single, double, and double crossovers. Those are the places on the tracks where the trains move from track to track, and that's what we'll be talking to you about today. Now, we've replaced most of these components while the system is in operation. This is accomplished by what's called single tracking around the area. Single tracking we'll normally do on long weekends, they're called 54‑hour weekends, where we work from 9 p.m. on a Friday to Monday at 4 a.m. We have short weekends where we work 30 hours which will be Friday from 9 p.m. to Sunday at 4 a.m. or Saturday from 9:30 p.m. to Monday at 4 a.m. We also have single tracking during the nights where we start at 9:30 p.m. and go to 4 a.m. We also have two non‑revenue hours where no trains are running on our tracks. That is everyday from 2 a.m. to 4 a.m. All of our work on the tracks are assigned by a system that we call track allocations, and the slots are assigned by the type of work, the time required to complete the work event, the availability of track time, and the priority of work. We have a phased approach to the rail renovation and replacement project. As I noted, this is the fourth iteration of this. The TR phase TR1, which went from 1999 to 2003, we only replaced running rail, fasteners, and cross ties. TR2, which went from 2003 to 2006, we replaced fasteners, cross ties, and contact rail. And TR3, which went from 2011 to 2013, we replaced running rail, fasteners, cross ties, contact rail, crossovers and turnouts. And TR4, which is this effort, it's a seven year project, it goes from 2018 to the beginning of 2026, this is the first time that we are replacing all of the components on our systems. So you see we're doing running rail, fasteners, cross ties, contact rail, switch steel, crossovers, and turnouts. The most challenging part of the TR4 project is the replacement of three diamond crossovers, we refer to them as DXO's. The first one we did in February of 2021. We did the second one in February 2023 ‑‑ 2022, excuse me ‑‑ and now we're doing the third one in February of 2023.
>> Ms. Kelly, this is Robert Smith. May I ask a question or for some clarifications when you ‑‑
>> Absolutely.
>> In your presentation and you mentioning all the things, and maybe a lot of members know about those things and maybe they don't, but it's good to know that these things are being replaced. Could you give us a location as to when you are saying these things are being replaced: the fasteners, the cross ties, the ballasts, or the rail? At what area are these things being replaced? I think that's ‑‑ that would be more helpful of the members of this committee.
>> So those areas ‑‑ those items will be replaced all over the authority, sir. There's not one particular area ‑‑
>> Okay. All of the ‑‑ but not at one time?
>> Not at one time. The effort that is happening in February, that is happening one time, that is at our Buckhead DXO which is on the red line between Buckhead station and Medical Center station.
>> Okay. That's what I was talking about some clarification --

>> Yes, sir.

>> -- as to where these things is going to be done. Thank you.
>> Yes, sir. That will come ‑‑ that was coming a little bit later. You beat me to the punch, sir.

>> Oh, I'm sorry. I'm sorry.

>> That's okay.
>> Okay. I jumped the gun a little bit.
>> No, that's okay. I appreciate all questions, no problem. But we don't pinpoint the other components that we are inputting on the system because they're all over the system literally, sir.
>> Okay.
>> So the Canterbury DXO, which we replaced in 2021, was located where our red and gold line split. That is the ‑‑ what's known as the Canterbury junction that was in between Lindbergh Center station, Lenox, and Buckhead stations. The effort that we did in February of 2022 was located on our red line, again between Buckhead and Medical Center stations, that was the Northland DXO. The effort that we're doing this coming February is just north of the Buckhead station, that is our Buckhead DXO. Again, on the red line. Because of the location of these DXO's, we cannot single track through there. As you all may or may not be aware, our red line runs parallel to Georgia 400, so it's literally right in the middle of the highway.

>> Okay.

>> Did you have another question, sir?
>> No. No more than now that you're into it, questions that will be when you get ready to entertain questions.
>> Okay.
>> But since you're open now then, I know you're going to use bus bridges for some of those times that you need ‑‑ well, I don't know if you would be needing bus bridges at any point, would you?
>> Yes, sir. We will be running bus bridges.
>> Okay.

>> We will be running bus bridges. Now I have a short video that I'd like to share with you that talks a little bit about the project.
>> Okay. For those of us who are blind, could you be a little descript ‑‑ a little bit more descriptive of it because I'm blind myself so, but I can get the picture, you know, through the words that you ‑‑ when you describe what's going on on the short video.
>> So this video does contains words, sir ‑‑

>> Okay.

>> ‑‑ so let me play it, and then if you have any questions, I can answer those. The video is pretty descriptive. There is a lot of background noise in the back of where people are talking because it's actual live filming from the ongoing work at the work sites.
>> Okay. Thank you.
>> Okay. So I'm going to play the video now.
(Video playing)
>> That is Collie Greenwood, our general manager and CEO speaking.
>> Okay.
(Video continued)
>> This is Carey Demmons, one of our senior inspectors.

(Video continued)

>> This is me talking. This is a picture of a train going over across a crossover.
(Video continued)
>> This is a picture of GA‑400 and the train crossing the tracks.

Me standing in the middle of the tracks.

(Video Continued)

>> This is a graphic showing the bus bridge locations on a map --

>> Okay.

>> -- buses going by. This is Kevan Kelley, a resident engineer describing the work on site.

(Video continued)

>> This is a time span of videos of the work being done. Collie Greenwood is speaking here.
(Video continued)
>> Live process of the work being done on the tracks.
(Video continued)
>> Picture of the train running over the new track that has been put in.
(Video continued)
>> Did you have any questions about the video, sir, before I move forward?
>> No. I'll ask the members of the committee if they have any questions? Hearing none, okay, we'll move on.

>> Okay. Well, the rail shutdown will occur Friday, February 23rd ‑‑ excuse me ‑‑ Friday, February 17th, 2023rd at 2130 which is 9:30 p.m. through Friday ‑‑ through Thursday, February 23rd, 2023, at 4 a.m. The five‑day rail outage will occur all day Saturday, Sunday, Monday, Tuesday, and Wednesday. Single tracking will occur Thursday, February 23rd, through the end of service Saturday, February 23rd, '23. All tracks will be returned to service at 5 o'clock in the morning on Sunday, February 26th, 2023. We do have two different shuttles. We have an express bus that serves Lenox station to Medical and Center station. We also have a local shuttle that will mimic the rail lines, it will go from Lenox to Buckhead and Medical Center and back.

>> Okay.

>> So what we're looking at now is just a graphic showing where the bus bridge will be going.

>> Okay. Will this information be announced throughout the public address system?
>> Yes, sir. Not only will it be announced, we will have transit ambassadors out. We have a very robust public engagement program, but we will have signage out. We will have ‑‑ we will be doing radio/TV/print ads, and we will have A‑frames letting our passengers know that this is happening. We'll actually start the public education two weeks before the event so that we can capture as many of our patrons that regularly ride and those that don't regularly ride as many as possible. And then that's all I have ‑‑
>> Very good.
>> I'm sorry, sir?
>> Very good. I don't know if that was somebody else seeking the floor.
>> Well, this is Bob. I do have a question.

>> Oh. Okay. Bob?

>> I do have a question to the point.

>> Yes, sir.

>> When a track is shut down, there is always a bus bridge; is that correct?

>> Yes, sir.

>> So when there is ‑‑ how would somebody know how much extra time to allow if they have to utilize a bus bridge?
>> We are telling all of our patrons that they need to allow for 30 minutes during this time period.
>> Okay. An additional 30 minutes?
>> Yes, sir.
>> Okay. Thank you.
>> You are quite welcome.

>> Next I have a ‑‑ I'm sorry?
>> Oh, I'm sorry, but you said you're telling people. How do people see that information? Do they ‑‑ is this part you mentioned an A‑frame sign about the notifications, does it have on that sign that people wonder by that please allow 30 minutes when we do this?

>> It does. Yes, sir.

>> Okay. Great. Thank you.

>> We're also placing videos on our social media. Again, we're doing print ads, we will be doing radio interviews. We're doing everything we can to let people know that this is happening. We'll also be doing some in‑person canvassing that we will be going to the stations and passing out flyers. We are talking with neighborhood associations. We'll be putting ‑‑ the people that live around there and work around these stations, we'll be going out putting flyers on cars for patrons who live close to these stations because there is some expectation of noise. We'll put door hangers on their ‑‑ the door knobs. We have a very robust customer engagement plan where we are doing our absolute best to get everybody we can.
>> That's all great to know. Thank you.
>> You are quite welcome. Again, so this is our third iteration, and we do have some lessons learned from previous efforts doing this, so every time we do this, we try our best to improve upon it. Any mistakes, whether major or minor, we don't want them to happen again. So part of our when we come to speak to groups such as yourself, if you tell us things that you want or something that you notice, we incorporate that for the next go around. There will be a lot of signage as well. The next slide that I have here is another short video. This is just talking about how the trains will be operating and the service impacts that we will have. So I'm going to play this now.

>> Okay.

>> What you see here now is one of our systems maps.
(Video playing)
>> So we have all of our schedules and details about this effort on our MARTA website. At all of these stations, we have again A‑frames that have information on them, and the A‑frames do contain a QR code. If you follow that QR code, it takes you to a website that has all of the pertinent information about this effort. In addition to that, we have partnered with both Uber and Lyft with our MARTACONNECT service. With that, if you're either starting from or ending at one of the three effective stations which are Medical Center, Lenox, and Buckhead, you can get a $10 credit that you can use twice a day. Now, you must already have the app on your phone. And if you again, follow our website, there is a link there that will put the credit right on your account. One of things that we use to tell our patrons what's happening at our station is way finding signage. This is an example of wayfinding signage that we see here. The first thing you see on the top of the screen is a schematic of Lindbergh Center station and the three different types of signs that we have in the stations. We have banners that hang from the ceiling that tells you ‑‑ for instance, in Lindbergh Center, we don't want any transfers at Lindbergh Center. Because of this event, all transfers will happen at Lenox. So there is a large sign that says no red line transfers. We have the system maps. It tells you about the service being suspended. We also have A‑frames that give the same information. And because we know that most people are not looking up or down, they're looking down at their mobile devices in their hands, we also have floor decals that will be placed all along the station. Again, we are trying to capture as many people as we possibly can. And one of the lessons learned from the previous efforts, we did not have enough signage for our Spanish speaking patrons. So if you look at these signs here, the Spanish translation is at the very bottom. We are not doing that this year because we did realize that we did not serve those patrons enough, so this time we are going to have some changes to our wayfinding signage. The left side of every sign will be in English, the right side will be in Spanish just to make sure that we cover everything. That will be done on the banners, the A‑frames, and also the floor decals.
>> And also, Ms. Kelly, people can call customer service --

>> Absolutely.

>> -- and get that same information, right?
>> Yes, sir.

>> Okay.

>> We have ‑‑ our customer service will be working. We have our email address which is custserve@itsmarta.com. The way that you normally ‑‑ nothing will change except from the trains. We want feedback from everybody, but if any questions, please contact our customer service line. And for anyone on this call that has any specific questions, you can please reach out to Ms. Denise and we can get you any project‑related information that you have.
>> Well, thank you, Ms. Kelly.
>> And that is the end of my presentation, so if you have questions, I'll be glad to answer them.
>> I do have a question ‑‑ this is Bob again ‑‑ that's a little bit off of today's subject, but recently Clayton County water system had a huge setback for about four days that they lost service to a significant amount of their customer base because of the climate change extremes. Is ‑‑ do the rail systems have any extremes that day anticipate having to prepare for? I know Atlanta is not like much of the rest of the country as far as the climate patterns.

>> I can only speak to this effort, sir. For this effort, we chose this time because we want to capture the President's Day holiday, and traditionally, across our system, February has our lowest ridership, so we strategically plan, and we choose the time where we have the least amount of impact to our customers. Now, that being said, it is the middle of winter, and February is generally our coldest month, but, you know, knock on wood, say a prayer, cross your fingers, eyes and toes. We have not had too many issues, it has not been too cold, but, you know, short of a catastrophic blizzard, we are able to continue this work through everything. We did have rain the first year, we're able to keep going. Weather does not stop this work.
>> Very good. Thank you.
>> You are quite welcome.

>> Are there any more questions of Ms. Kelly? Hearing none, Ms. Kelly, I believe you've done a very thorough job of explaining that, and we will get this back to the people with disabilities to whom we represent, and we'll get this information out as soon as possible. And thank you for your presentation.
>> Thank you very much. I will share it with Denise. I thank this committee for having me today, and if you do ride the system during this time, please share any feedback that you have. If we did something wrong, tell us. If we did right, something right, please tell us as well. Our goal is to, you know, make our customers happy. So thank you all very much. You all have a wonderful day. And happy New Year, everyone.
>> Happy New Year to you too.

>> Thank you. Okay. Next on the agenda, who is going to tell us about bus ‑‑ any reports from bus, Denise? We have anybody speaking and customer ‑‑
>> Keith Chambers is next with the elevator/escalator project.
>> Okay. Yeah. I didn't see that online, but okay. Mr. Chambers?
>> Yeah. Thank you. I appreciate that. Good morning, everyone.
>> Good morning.
>> I would like to say that Kelly does an excellent job of the TR4. We have had a couple of these, and they have gone on off with very minor issues that didn't affect much going on, so I anticipate that again next month. It just amazes me that all the work that goes into that that they can get that so organized and done on time. So kudos to her. But first off, I need to visit the past on this. I know we've had these MAC meetings for quite some time, I've been a part of them. I've been asking for help from some of the committee members, and four years ago when I became director of Vertical Transportation, the project replacing 111 elevators at MARTA was not even a part of project management, it was run kind of on its own, and I had to change that. But I was able to get capital management to understand the importance and accessibility issues that this project was causing, and a project manager was assigned in July of 2019. Another issue I had was that Mobility did not and would not support this project. I worked a lot with Jordan Hall and the statewide independent living council to get this established. She was in meetings with me with Mobility. She was really a really big support for this, and we kept getting shot down. Then the bus and Mobility upper management changed, and we were able to convince bus operations and Mobility that this effort was something that must be supported. And I can say back then ‑‑ I know I see Herold on here, and Herold's been here for about a year or so and, you know, he doesn't know the struggles I went through a few years ago, but I want to thank Jordan and the help that she gave. And during that time, now I can say Mobility has been a great addition to this project, Mobility support since then. As a matter of fact, Mobility shuttle or elevators being rehabbed that are the only access to platforms has been a constant for almost a year‑and‑a‑half now. There have been eight elevators, ten weeks each, to include stations like Art Center, Garnett, Bankhead, Indian Creek, Kensington, Doraville, and presently, we're at Chamblee with mobility support to Doraville, and that will be done no later than February 10th. And with the support that we have had from Mobility, we are going to take a break. I know you guys are supporting the street car effort and other things, so we're going to step back. And as a matter of fact, I was looking at my schedule and things going on, we only one more elevator that we are going to need the Mobility shuttle support for and that's going to be North Springs number 1 to the center platform there, and we are putting that off until probably mid‑summer so that you guys can concentrate on other efforts. Felicia, I know you're in this meeting, I appreciate everything you have done. She has been just a massive support contact for this effort. I have never had any denials or anything that she said she couldn't do, it was let's see what we can do and get it done, so I totally appreciate the effort. This is a long time coming. The MAC meeting has been a good support meeting structure for this, and I can use it for management as a platform. And that said, I just can't say enough about what bus and Mobility have done to this project since we've been able to get it in place and the understanding that that support is what we needed. But we were also replacing Midtown number 3 that serves Federal Reserve side of the station which has no real effect on travel, and Dunwoody Station number 2 that has a newly replaced number one for the alternate, so this is a very low impact to other elevators. Soon we will have non‑station elevators like headquarters, parking garages, maintenance facilities remaining, and by the end of 2024, we will have replaced all of the elevators at MARTA, and they will all be as new within the last seven to eight years. So with that effort you guys have supported, we are getting through these at an alarming rate. The project team has been staying on schedule, on budget. I just can't say enough about how much this has increased in delivery and everything since I got here. So that's pretty much my report, chairman.
>> Okay. Thank you Mr. Chambers for that, and I'm pretty sure not only the support from this committee but bus as well as MARTA Mobility will do whatever it takes to keep what you started going because we in the disability community appreciate all the work that you have done, all the feedback that we have given you and you have given us to take back to the people whom we represent has made it easier. I know it wasn't an easy job to do it but you did it, and we hope your efforts and your hard work continues, and I believe it will, so ‑‑
>> Thank you, sir.
>> Okay. Any questions of Mr. Chambers from committee members?
>> This is Bob.

>> Well, thank -- okay.

>> I have one question. And I should know the answer to this but what your input would be for this. If I'm at a station whether I have a problem with the gate entry or I get to the station and find that the elevator is broken and not being, you know, serviced but it was on schedule breakdown, what is the best way to let somebody know that I have a problem in a wheelchair that I need this elevator to get out of the station or to -- like my first thought would have been to call reservations, but but I know that you have See and Say I think is the name of the service. What is the best way to find out how I should get out of the situation?
>> That's a good question, Bob. I tell you there's so many different I guess situations that you could be discussing, you know, depending on the station, depending on the situation, the time of day, these things, because the See and Say, as far as I know, is connected to customer service. So customer service is open from 8:00 to 5:00, I believe, Monday through Friday, so if this is a weekend, your See and Say question may not be answered until Monday. And somebody may be able to, you know, check me on that because I don't know for sure. I know that I get notifications from the See and Say app and they come from customer service, so for that fact that there is ‑‑ if you are stranded basically, I would say that you should be able to get a hold of somebody at the station whether it's an employee, bus driver, somebody that can pass along information to rail control. Or if you were really stranded, I would even say 4911, call the police dispatch number and let them know your situation because it is an emergency, and they are in a call center with station services, with rail control, with bus services. Everybody is in that same facility, and they should be able to get you an answer right away. That would probably be the best option that I can think of right off hand, Bob.
>> Okay. Thank you.
>> This is Paula Nash. Let me jump in here a little bit too. Aren't there also those emergency phones within the station, the blue phones, that go directly to the police that are on the platforms ‑‑

>> Yes, the blue and the white.

>> Yes, the blue and the white forms ‑‑ phones. I think those also are a way to reach someone as well.
>> And if I may on that, when you say police, is it MARTA security or Atlanta?

>> No, MARTA.
>> It's MARTA.
>> And also, just to give you some feedback, at the Art Center station and one other station that I use a lot, I ‑‑ they don't work a lot of the times. I tried to use them, and they're out of order.
>> Here recently?
>> The one at the Art Center was when I was going to the Lindbergh Station to look at the new gates that were being proposed, and ‑‑ well, that particular one, the handicap accessible gate was out of order. So and at the Art Center Station, you know, there's quite often an attendant there, a station ‑‑ I can't think of what the term is ‑‑ but an attendant, and I could not find them either. And as it turned out what I did was when somebody was fare jumping and using the access gate to get out of the station, I just kind of like jumped in the gate while they were coming out. But that's the situation that I have to deal with sometimes.
>> But was the elevator out once you got in?
>> No. That particular thing, I'm just referring to the fact of the phone service phones being out. When I could not get into the station to get to the elevator because the gate was out of order or handicap accessible gate, I went to the blue phone and it was out of order.
>> I got you. I got you. You know, we do ‑‑ we have meetings, and we have walk‑through's with upper management. We also have management adopt a station program where people in upper management are assigned stations and they kind of go through and they look at problems with them, and that is one of the larger problems that we have at these stations is people abuse the phones whether they break them, pull the handsets off, something to that effect, but I don't want to discourage you from using it because, you know, they are a lifeline for these stations. So if one doesn't work, there are several, I just don't know, you know, at certain stations where exactly they're at, but that would be the best one. But if you cannot find an in‑house phone that works, then you can call on a cell phone or whatever, call 404‑848‑4911 and that will call MARTA police directly.

>> Okay.
>> And could you repeat that for me and I'm going to put it in my phone?
>> Absolutely.
>> 404?
>> 404‑848‑4911.
>> And that is the MARTA ‑‑
>> That's MARTA police dispatch.

>> Okay. That's great.

>> That's the same place that the white and blue phones call.

>> First of all ‑‑

>> And I did remember ‑‑ yes.
>> This is Denise. I want to let you know too that MARTA is in the early stages of a telephone upgrade project, so they are going to be addressing those phones that do not work.
>> And I just want to mention too because I remember, the other station I had a lot of problem with all the years I was using it was the East Point station. And I do understand what you're saying, they were broken because people were just being mean, and if they didn't get the right answer they wanted when they were on the phone, they would just smash the telephone to vent their frustration.
>> Yeah, which takes then out of use for somebody that really needs them at that time, so that's why they have a new program like Denise said that they're going to be addressing the phone issues, infrastructure, and equipment.
>> Well, thank you very much for that information.
>> Yes, sir.

>> Okay. Thank you Mr. Chambers. That was good news, and we will give that number out to various ones that we represent because I didn't know that myself, but I'll make sure that that number gets out now because I know the See and Say app that most people would have on their phone, if you see something say something, and there's a number I guess you call to it. I assume this is that same number, 404‑848‑4911; is that correct?
>> No. I believe the See and Say app goes to customer service which is the 848‑5000.

>> Okay.
>> Hey, Keith. Keith, I see a message from Chris over in customer experience. He says the See and Say app does go to police services also.
>> Oh, good. No, I'm sorry, I was ‑‑ that's me. I was misinformed, so that's great.

>> Okay. Well, that's good.
>> Yeah. Again, I'm sorry. MARTA police? MARTA police?

>> Yes.
>> Yeah, MARTA police.

>> Okay. Thank you.

>> And that's good to know, Mr. Chambers, and thank so very much. Thank you, Bob, for asking that question because now since most people do have cell phones, and if the MARTA phone don't work, they could use their own.
>> Yeah. Thanks for the update on the See and Say app. I was under the impression that was a customer service issue.
>> Are there any more questions of Mr. Chambers? Okay. Thank you so much Mr. Chambers for your report, and thank you for the service ‑‑
>> Yes, sir. Thank you.
>> ‑‑ that you have provided. Okay. Customer service. Denise, do you know who is going to do that presentation?
>> Angelita Armour is on the line. She's on the call.
>> Okay. Ms. ‑‑
>> Yes, I'm here.

>> ‑‑ Armour?

>> Hello, everyone. My name is ‑‑

>> Hi.

>> Good morning. My name is Angelita Armour, and I will be providing you with the ADA‑linked customer complaints for the month of November 2022.

>> Okay.

>> We'll start with the authority‑wide complaints which is 517. Of the 517, we have 248 ADA‑linked complaints which is 48%. Next we have the ADA valid complaints. Of the 248, we have 178 ADA valid complaints which is 71.8%. Next we have the breakdown by department. Starting with mobility at 233. Mobility reservations at 8. Bus operations at 5. Customer information and rail operations received 1. Bus maintenance, police services and paratransit eligibility received 0, totaling 248. Next we have top complaint categories. Starting with the late pick‑ups of 32 hours or more. Yeah, two hours or less, I'm sorry. Two hours or less, that's 30 minutes plus the two hours. So we have a total of 98 of those. We have late drop‑offs of 34. No‑shows at 26. Vehicle stopping location at 11. Tone of voice at 10. Excessive time on van and no‑show response and request assistance both received 8. Next we have top non‑mobility complaints. The first one we have incorrect reservations information at 4. Tone of voice and paratransit confirm or cancellation system both received 2. Discourteous and no‑show response and/or request assistance both received 1. And we have 0 for the lift not working. Last but not least we have accommodations. Authority‑wide we have 35. Of the 35, mobility received 19 which is 54.3%. That concludes my report for November 2022. Are there any questions at this time?
>> Okay. Any questions from the committee members?
>> I have one question. I'd just like to understand the big picture of how you have to work with different things. When I have great empathy for all the bus drivers and the fixed route bus as well as the mobility bus have to deal with because I've said they're kind of like on an island all by themselves because, you know, they're out in the middle of the city. But when you do have complaints with, you know, the attitudes or something not working is I know that you're having to deal with a lot of new hire drivers, and it's a lot to be expected when you're out in the field and still kind of on the learning curve, but do the majority of these complaints do you think that they come from new drivers breaking in the learning curve?
>> I would think so. I think the fact that some people aren't familiar with certain locations or, you know, the whole idea of dealing with traffic issues. You know, just some type of frustration that comes along with that, and once the complaints come in, they are, you know, disciplined or counseled accordingly out as to how that should be done professionally.
>> Okay. Thank you.
>> Uh‑huh.
>> Okay. Ms. Armour, then you answered my question because I was going to ask when you see certain things trending up, what actions do you take, and you just answered that question.
>> Okay. Thank you so much.
>> Okay. Thank you, Ms. Armour. Any other questions? Hearing none, thank you so much, Ms. Armor, for your report.
>> Thank you so much. Have a great day and a great new year you guys.
>> All right. Thank you. Next we will have MARTA mobility. Denise, do we have another ‑‑ Ms. Davis, yeah. I think ‑‑
>> That's right, Ms. Davis.
>> Yeah, Ms. Davis. The other Ms. Davis.
>> Good morning, everyone, and happy new year Chairman Smith, and committee, MARTA partners. My name is Calisha Davis. I'm the operational manager for MARTA mobility here with a few updates.
>> Well, let me ask you a question, Ms. Davis.
>> Yes, sir.
>> Okay. Normally, Mr. Turpin, but you are the ‑‑ now the new person over at MARTA Mobility; am I correct?
>> Yes and no, and I'll explain it this way. I am not new to MARTA mobility. I have been with MARTA for 21 years, and a I started as a mobility operator 21 years ago. So I'm not new to MARTA mobility, however, and Mr. Turpin, our former director, he has left authority and moved on to other opportunities, so we wish him well. He was a great leader, and I'm sure he'll do well in his new role where he is. So to answer that question, I am the new person on the MAC call representing MARTA mobility.
>> Okay. Because I know your voice sound familiar.
>> Yes, sir.
>> To me it does.
>> Yes, sir. I'm pretty sure I've picked you up several times over the course of my mobility journey.
>> Okay. Well, you can continue. Thank you. Thank you.
>> All right. Thank you, sir. Jumping right into it, looking at our key performance indicators, since our last committee meeting in November, mobility ridership has experienced what we call the holiday dip. Of course, with the winter holidays, Christmas, even Thanksgiving, and all of the other holidays, we tend to see a decrease in ridership, not by much, but a good decrease in ridership. For the last two months, trip counts has ranged around 41/42,000, and the passenger count has ranged around 52 to 54,000. Specifically in November we provided 42,743 trips are transporting ‑‑ I'm sorry ‑‑ 54,109 passengers. In December there was a slight decrease from that providing 41,064 trips while transporting 52,283 passengers. And both of those months were just a little lower than the 45,000 trips and 56,000 passengers that we serviced in October. So we did enjoy that little holiday dip there. However, overall ridership is up roughly 24% since last year this time, and we are on a trajectory to hit a steady 15,000 passengers per week by the end of spring and beginning of summer. Right now we're averaging between the low 13,000's and ‑‑ I'm sorry ‑‑ the high thousands and low 14,000 trips ‑‑ I'm sorry ‑‑ passengers per week, but that is steadily increasing as I guess the world continues to reopen and people get reacclimated with life outside of the last couple of years of pandemic. Month‑to‑month, there's been an increase in our on‑time performance from 81% to 83% in November and December respectively, however, we are still under that 90% target, but we are working hard. If there's a word that's harder than hard, we're working that to get service back up to standard. We are working collaboratively with our contract service providers and imploring new initiatives to improving scheduling and service delivery and ultimately that will improve customer satisfaction. Next as a couple of our partners on the call mentioned, the paratransit -- in addition to our regular paratransit service, MARTA Mobility is providing cross‑mobile support to our street car partners. We loaned them a few buses so they can have the continuity of service while the street car is being repaired. As Kelly Davis mentioned, we are preparing for the upcoming TR4 event next month, we'll support that. And as Mr. Chambers mentioned, and Keith thank you for your kind words, we are supporting the elevator project currently running between Chamblee and Doraville stations. So Mobility is quite busy running our service as well as being team players for our internal partners. And lastly, our reservations online portal is functional. Passengers can view trips and cancel trips online, however, there is a slight issue that was discovered with booking trips past 1400 or past 2 p.m. IT has found the solution to that issue, and they are partnering with Trapeze to implement that solution, and hopefully everything will be cleared up and fully functional by the close of January. However, other than that, it is functional. So to gain access, customers will need their client ID, and you can obtain that by calling our reservations number, the same number that you guys called to book your trips, they will provide you with a client ID and get you going on the online portal. The web address for the portal is pass.itsmarta.com. That's pass, p‑a‑s‑s, .marta ‑‑ I'm sorry ‑‑ .it'smarta, i‑t‑s‑m‑a‑r‑t‑a.com. And the online portal can also be accessed by visiting the regular itsmarta.com website and selecting plan a trip and it will lead you through the online portal. And that concludes the Mobility update. Mr. Herold Humphrey, director of ‑‑ I'm sorry ‑‑ deputy chief of bus operations, did you have anything to add?
>> Yeah. Thanks, Calisha. Good morning, Chairman. I want to also highlight ‑‑ appreciate that too Calisha as a group. Really good update, and good job on the KPI's. I first would like to thank Keith for his comments about the support of Mobility for the different failures and challenges that they're going through, so thanks for that Keith. And I just I want to note that our on‑time performance has dropped, and it's due to the ridership increase. There's also a vehicle challenge, sort of speak, that we need to get more vehicles into the system. And with a 38% increase in ridership it's pretty steep if we're retiring from the pandemic. So we are going to the Board to ask for 15 vehicles to support the service. I want to make sure I put that out there. And also during this time, we did transition providers. We had two prime providers, one is First Transit, and one was Gresham Transit Services, but we transitioned Gresham Transit Services over to a company called A National, and they so far have been a seamless transition and going very well, and that's to the work of the team and their diligence and making sure, you know, service is uninterrupted. So Chairman, I want to put that out there as, you know, additional information for everybody on the call. That's all.
>> Okay. Are there any questions of Ms. Davis or Mr. ‑‑ I didn't get that name. Your last name, sir?
>> Humphrey.
>> Humphrey. Mr. Humphrey?
>> This is Bob.
>> If not ‑‑ okay.

>> Well, I do have --

>> Go ahead, Bob.

>> And this is ‑‑ again, I apologize. I probably should already know this, but what is Gresham and A National Service? What do they do? What would be my expectations from them as a rider?
>> Well, I ‑‑ well, this is a ‑‑ it's okay. They are one of our providers of paratransit service that have a contract directly with MARTA to operate the paratransit service itself. So it's ‑‑ you wouldn't notice the difference if it's done right, so it sounds like we're doing everything okay. So they are definitely a provider. So Gresham was a previous provider that held a portion of our services, and they ‑‑ the contract was reassigned to another provider, and generally that means that, you know, they'll transfer over the operators, the vehicles, the maintenance, and continue to provide service.
>> Thank you.
>> Then our other provider is First Transit.
>> Okay. Any other questions for Mr. Humphrey or Ms. Davis?
>> I have a couple, Mr. Humphrey. And I'm glad you clarified that because there has been some talk going around, and I assume you already know this, that a number of your own employees don't know who is running the service anymore because I was just, you know, taking a trip the other day and I was asked a question about well, the companies that was delivering services through paratran ‑‑ I mean, MARTA Mobility, and I said well, I know they have Gresham and ATS, and I think you mentioned another one, First Transit ‑‑ First Tran or Transdeb, Transdev. Could you explain that one more time so I can get the right answer when I'm asked of other riders as to who is actually running the service because I know the Transdev is the principal operator; is that correct, or am I a little off base there?
>> That's okay. I'll help clarify it. So Transdev does the dispatching, and they monitor the service while it's on the streets for mobility, so they're a primary contractor directly with MARTA.
>> Okay.
>> The main provider is First Transit. They have the largest portion of our service that they're providing?

>> First Tran. Okay.

>> Yes, First Transit, and they're an international company. And under them, they have two DBE's partners that work for them. One is ATS ‑‑
>> And DBE's meaning what?
>> Minority -- disadvantaged business enterprise for minority providers is required under our contract.
>> Okay. Thank you. Because so many people use so many acronyms nowadays, so I just want some clarification on that. And the two minorities are?
>> ATS, which you mentioned.

>> Yes, ATS.

>> They recently brought on a company called People's Transit to help out with the trip load and to help get their DB utilization up. So Peoples Transit, and that's one group. The other part, that's roughly 60% of the service, just put a number out there, and the other 40% is where Gresham Transit was is now -- that is now A National limousine company.
>> A National.
>> So Gresham is out, A National is in?
>> Correct.
>> Okay. The other question, I guess the ‑‑ since we are no longer under the court consent decree, and that was very good. I waited a long time for us to get out from under that court consent decree. But now since we know that certain things are trending up, Ms. Davis, what is the plan to address some of those issues? I know ridership is one and that more people are riding now once the pandemic has lessened and people are getting out more. What do you do ‑‑ what is MARTA Mobility doing to address that issue as it ‑‑ to keep it from trending up any higher?
>> Thank you for your question.
>> Ms. Davis?
>> Yes, sir. Yes, sir. I'm here.

>> Okay.

>> Thank you for your question. There is very little that MARTA can do to keep the ridership numbers from trending upward.
>> No, no, no, no. I was talking about the as far as people ‑‑ MARTA Mobility having late drop‑offs or things like that encountering those.
>> Okay. I understand your question now.
>> Okay.
>> So as Mr. Humphrey mentioned, First Transit did bring on another DBE subcontractor to kind of, of course, improve their contractual requirement as well as enhance service delivery by putting more operators on the street.

>> Right.

>> Of course workforce availability globally is an issue, and we are still dealing with ‑‑ our contractors are still dealing with those challenges as is the rest of the departments in MARTA. So everybody wants to ride, nobody wants to work, it's kind of that scenario.
>> Okay.
>> So we're dealing with those challenges. However, in an effort to reduce some of the challenges that we have, we're working on a work van fleet. I think at one of the previous MAC meetings it was mentioned that we're working to procure 15 mini vans that will provide transport ‑‑
>> That's true. That was going to be my next question anyway, so.

>> Yes.

>> Go ahead.
>> So those 15 vans are in addition to our current L van fleet. First Transit, one of our prime contractors, they've provided, I think, eight vans, eight mini vans already that's enhancing service delivery. They're transporting (indiscernible) in minivans so it's limited, no wheelchairs, but we are getting good service out of those vans. Also, through partnership with First Transit, we're employing a service called UZURV. It's kind of like Uber but not so much like Uber, and they will help to subsidize some of the ridership load. If we can ‑‑
>> Okay. During peak periods?
>> Yes, sir. Yes, sir.
>> During peak periods, okay.
>> Yes, sir. So that will alleviate some of the strain on the MARTA portion of the service, if that make sense.
>> It does.
>> So we're imploring ‑‑ we're imploring all of those, and we're seeking any suggestions you may have. We will not turn down a suggestion --

>> Okay.

>> -- but we're definitely looking at what other agencies are doing in order to just improve the scope of mobility as a whole.
>> Okay. Well, that's good, and I'm glad. You said that some of the mini vans that we have now and they are in revenue service already, these mini vans?
>> Correct. Correct. We have eight mini vans. I believe it's eight.
>> Okay. How many?
>> Eight mini vans in service. They were provided by First Transit, and they are using those for daily revenue service, yes, sir.
>> Okay. And so they are already in operation, so the 18 vans are. Okay. That's good news. That's good news. And they are mainly for ambulatory patrons?
>> Yes, sir. Yes, sir.

>> Okay. Got you.

>> Mainly for ambulatory with the capacity for four customers, not including ‑‑ four passengers, not including the driver, just to ensure that there's adequate space for people who may have additional items along with them and ‑‑
>> Yeah, like a service dog.
>> ‑‑ as a safety measure. Yeah, as a safety measure. Of course, it's not as large as a L van or a bus, so we want to make sure that we have safe, timely, and relatively reasonable transport.
>> Yeah. Yeah, I was looking forward to checking them out from Mr. Turpin when he was talking about it, and he said that ‑‑ promised the committee that when they come in that we will get a shot at taking a look at them before they went into revenue service, but since he's no longer there, I would just ask if that request could ‑‑ is still available for some of the committee members to come out and take a look at the new vans because I haven't seen them or ridden in one but looking forward to it so that we can give some feedback to you.
>> Yes, yes. We can make sure that happen. And just for clarity, the mini vans that are currently in service, again, those are the ones that were provided by First Transit. MARTA is still working to procure some ‑‑
>> Okay. So we don't have those yet?
>> No, we don't have those. We're still in the procurement process.

>> Okay.

>> I do believe that those are the ones that Mr. Turpin referenced allowing the community to come out and explore ‑‑
>> Okay.

>> Yes.

>> Okay. All right then.

>> But we can make arrangements ‑‑

>> Just wanted to know was that invite still open?
>> Absolutely. Absolutely.

>> Okay.

>> And as soon as we get a little closer, if it's before the next MAC meeting, then I'll partner with Ms. Brown to make sure that all of the connectivity is worked out so either we can get the van to the committee or get the committee to the vans.
>> Okay. Thank you. Thank you, Ms. Davis. And thank you Mr. Humphrey. Appreciate it. Appreciate your presentation. Are there any other business to come before the MAC committee?
>> This is Bob. I have one question about the ‑‑ well, I don't know ‑‑ well, recently, I went to the presentation they had for the new trains that were coming in where you had to go to I think it was the College Park station and then you could take a MARTA bus or they had the van service, but what the service they had did not have access for a wheelchair for the van service, and but I don't really recall seeing this type of a vehicle before. So it was a really ‑‑ it looked like a small bus, but it could have been thought of as a mini van too, but it fit lots more than just four people. What was that vehicle?
>> Denise, do you have any knowledge?
>> No, I don't. I don't know what that vehicle was at all.

>> Okay.

>> I went to the rail car event also, but I did not see that that you're talking about, Bob.

>> Bob, was this ‑‑
>> Yeah, it was right at the curb.
>> ‑‑ was this a MARTA vehicle?
>> Yes, it had MARTA painted on the side of it, and it looked like something that you would see at a hotel resort like a, you know, a hotel van, something like that. It was much larger than a mini van.
>> I can find out for you, Bob.

>> Okay,

>> I can find that out for you and get back to you.
>> And if I could, just what are all the vehicles if you don't mind while you're putting that together like, you know, the MARTA Mobility ‑‑
>> Say it again, Bob.
>> Well, like we have the fixed route bus, the MARTA Mobility bus, and this vehicle that I'm talking about, and then evidently a mini van that seats four people comfortably. What all the vehicles are that anybody has access to and who has access to it. I said that with, you know, the mini van and this vehicle that I'm talking about, a wheelchair person doesn't have access to because there's no manual ramp or anything for it.
>> Well, as Ms. Davis explained, the eight that they do have came from ‑‑ was provided by one of the ‑‑ one of the people that they hired to work with MARTA Mobility, and if I'm not mistaken, it's First Trans, I think. Ms. Davis, am I correct with that?
>> So I'm not sure Mr. Smith and Mr. Lossie what vehicle was used for that event. Based on your description, it sounds as though it was one of our non‑revenue vehicles, a vehicle that's not really used by our riding public, it's a vehicle that MARTA employees use for specific purposes. That's what it sounds like. I do know that the mini vans that I was referencing was not used for that event. I'm not 100% sure it was, but based on what you're describing Mr. Lossie, it sounds like it was a non‑revenue van that was used for that event.
>> And the ones that you were speaking of, the 8 or the 15, whichever it was, do those have MARTA painted on the side of them or is it the private companies logo or what?
>> So the eight mini vans that are currently in revenue service for mobility right now, they do not have MARTA painted on them. They do have a ‑‑ I don't want to call it a sticker, but the MARTA logo is on the vehicle. It's not painted, it's like a temporary sticker for lack of ‑‑
>> Yeah, some temporary signage on the vehicle?
>> Yes, sir.

>> Okay.

>> Yes. But the 15 we're in the process of procuring, they will be outfitted for regular service, so they will have the standard MARTA or MARTA Mobility drawings on it. It'll be completely outfitted because those will be MARTA‑owned vehicles.
>> And just to give you, you know, feedback of my thought process, the MARTA mobility vans that we're all used to, I don't really structure in my head that they are a private company, I just see them as MARTA, run by MARTA, everything MARTA because MARTA is painted on it, so this is all good to know, and I appreciate your patience in explaining it. Thank you.
>> You're welcome. And thank you.
>> Are there any more questions?
>> Hearing none. And at this time, Denise, would you give us the time for our next MAC meeting?
>> That will be March the 14th.
>> Okay. And since there is nothing else to come before this committee, I now adjourn this meeting. Thank you all.

(End of meeting)