**MAC**

MARTA Accessibility Committee

**AGENDA**

**Tuesday, November 14, 2017 Work Session**

**9:30am to 11:00am – MARTA Headquarters Atrium**

1. **Call to Order** Jorge Urrea
2. **Self-Introductions**

(Committee Members & MARTA Staff)

1. **Approval of MAC Minutes** Jorge Urrea
2. **Chairperson Updates** Jorge Urrea
   1. Introduction of Executive Director of Diversity & Inclusion
   2. Introduction of Director of Mobility Services
   3. Welcome New Members
3. **Subcommittee Reports**
4. Appeals Subcommittee Gladys Taylor
5. Customer Focus Subcommittee Leonard Stinson
6. **MARTA Staff Updates**
   1. Mobility Tom Young
   2. AVIS Project Update Catrina Jones
   3. Elevator/Escalator Project Update Bill Thomas
7. **Adjournment** Jorge Urrea

Next scheduled MAC meeting is Tuesday, January 9, 2018

**MINUTES**

**Meeting of the MARTA Accessibility Committee**

**November 14, 2017**

The Committee members of the MARTA Accessibility Committee held a meeting on November 14, 2017 at 9:30 a.m. in the Atrium on the 1st Floor of the MARTA Headquarters Building, 2424 Piedmont Road, N.E., Atlanta, Georgia.

**MAC Members in Attendance:**

Jorge Urrea - Chairperson

Mark Gasaway

Jimmy Peterson

Ike Presley

Brent Reynolds

Gladys Taylor

Leonard Stinson

Monica Manns

**Interpreters & Captionist in Attendance:**

Katrina Watson – Interpreter

Holly McKay – Captionist

**MARTA Staff in Attendance:**

David Scarbor – Diversity & Inclusion

Tonya Allen – Diversity & Inclusion

Thomas Gaskins – Bus Operations

Catrina Jones – Technology

Roosevelt Stripling – Reduce Fare

Donna DeJesus – Customer Care Center

**Visiting Public in Attendance:**

Lafayette Wood

**Call to Order**

Jorge Urrea, Chairman, called the MAC meeting to order.

**Introductions**

The MAC members.

**Approval of MAC Minutes**

Mr. Urrea stated that there were no minutes to approve as the last MAC meeting was a closed work session.

**Chairperson Updates**

Mr. Urrea introduced Dr. Shelton Goode, Executive Director of the Office of Diversity and Inclusion.

Dr. Goode welcomed every to the meeting and discussed several of the changes that have occurred over the past few months with the resignation of the previous MAC Committee chair, assentation of the MAC vice chairperson to chairperson, his coming on board as the new Executive Director of the Office of Diversity & Inclusion, the resignation of General Manager/CEO, Keith Parker and the appointment of Interim General Manager/CEO, Liz O’Neil, AGM of the Legal Department.

Dr. Goode reaffirmed MARTA’s commitment to the MAC Committee and its goals.

Dr. Goode asked that the new MAC members introduce themselves.

1. Mr. Jimmy Peterson, introduced himself and stated that he is the Executive Director of the Georgia Center of the Deaf and Hard of hearing and that their office is in Decatur, but they service the entire state.
2. Ms. Monica Manns, introduced herself and stated that she is the Recruitment and Intake Unit Manager at All About Developmental Disabilities and that she was pleased to be serving on the Committee.

**Subcommittee Reports**

1. Appeals Subcommittee report was delivered by Ms. Gladys Taylor who reported:
   1. 3 appellants for the month of August, of which 2 were overturned and 1 was postponed.
   2. 8 appellants for the month of September, of which 7 were upheld and 1 was overturned.
   3. For the first time that she could ever remember there were no appellant request for the month of October.
2. Customer Focus Subcommittee report was delivered by Mr. Leonard Stinson who reported:
   1. The Customer Focus Committee did not meet and the Committee is currently working on items to challenge each Committee member to organize an outreach event with their perspective constituents.
   2. Mr. Stinson requested that any members or the public please bring their concerns to the Customer Focus Committee so that the information can be passed on to MARTA.

**MARTA Staff Updates**

1. Mr. Tom Young, Director of Mobility Services introduced himself and announce the following initiatives:
   1. Beginning on December 16, 2017 the Reservation Center will move away from phone messaging and the reservation office will be fully staff and have agents to answer calls. Customers will still have option to leave a message and received a call back.
   2. Mobility will be introducing an Interactive Voice Response system and they are looking for 50 – 100 individuals for testing.
   3. Mobility will be introducing an on-line reservation system, which will allow customers to log in and schedule trips, view trips, received estimated time of arrival for trips and cancel trips, via the internet. We are looking for 50 – 100 individuals for testing. Please contact Mr. Scarbor and he will get your information to Mr. Roosevelt Stripling.
   4. Questions:
      1. Mr. Brent Reynolds asked, if it is possible to receive the option to leave a message more frequently when customers are holding for reservation. He stated that the current system only asks you once.

Mr. Young stated that they are aware of the problem and are working to get it resolved. Additionally, he stated that during October Mobility added 6 additional reservationists and throughout the month of October, Reservation’s average hold times dropped to about 45 to 50 seconds and they hope to continue to improve.

* + 1. Mr. Lafayette Wood asked, what is Mr. Scarbor’s new extension.

Mr. Scarbor responded 4058.

* + 1. Mr. Leonard Stinson requested that MARTA put together a communication detailing each item, so that the Committee can share the information with their constituents and get some volunteers.

Mr. Young stated that is perfect and that they are working with Marketing to develop a communication that will be share with the Committee upon completion.

* + 1. Dr. Goode asked when the launch of this will take place.

Mr. Young stated, as soon as we have volunteers we are ready to launch.

* + 1. Dr. Goode stated the importance of getting this communication to committee so that they can share it with their constituents.

1. Ms. Catrina Jones, IT Project Manager, provided the following update on the AVIS project:
   1. The Audio-Visual Information System (AVIS) consists of replacing existing signs, amplifiers and cables throughout the 38-rail station.
   2. The contract was awarded on June 6, 2017 for $35 million.
   3. MARTA expects to receive the first plans for Bankhead Station on November 22nd and begin construction and equipment installation in March 2018. By the end of 2018, 14 station will be completed and fully operational and providing synchronized messaging.
   4. Questions:
      1. Ms. Gladys Taylor asked, when the new AVIS designs would be presented to the entire Committee?

Ms. Jones stated, Jorge will review the plans for each station beginning with the first in November and provide feedback on the plans and equipment placement. Once the sign has been developed, summer 2018, a lab will be set up and the Accessibility Committee will have the opportunity to provide feedback on font sizing, colors and contract.

* + 1. Mr. Ike Presley asked if the AVIS project will have any effect on the station name signage painted on the wall. He stated that it was orange and that the color recently changed to a dark gray and stated that the font size is too small.

Ms. Jones responded that it is not in scope for AVIS.

Mr. Presley stated that this item should have been brought before the MAC Committee before it was completed and requested that if the change has not been made authority wide, that the Committee be afforded the opportunity to provide input.

Dr. Goode stated that he will take this on and see if we can have someone from the Facilities Department in attendance at the closed January meeting to discuss this matter.

* + 1. Additional Comments:
       1. Mr. Brent Reynolds stated that he feels the entire Committee should be included. **Response:** The full Committee was provided the opportunity to review a prototype a few years back during the infancy of the project and will review again.
       2. Unknown male speaker asked if this will include the signage with the scrolling messages. Response: The scrolling signs are not within the scope of the AVIS project.
       3. Mr. Jimmy Peterson asked, how will the AVIS project impact individuals who are deaf, hard of hearing, blind and deaf/blind. **Response:** Individuals who are blind will hear synchronized messaging with vocal announcements concerning next train arrivals, security awareness messaging, safety alerts, Amber alerts and scheduling. Deaf individuals will have digital signage with this information. Currently the AVIS project does not address individuals who are deaf/blind.
       4. Mr. Peterson asked if American Sign Language will be included or if is possible for future inclusion. **Response:** Currently American Sign Language is provided on the welcome sign. Currently, there have been no plans to include American Sign Language in the next bus and train announcements and safety alerts.
       5. Ms. Taylor stated that there needs to be some blind and deaf individuals reviewing this new sign along with Mr. Urrea. **Response:** Mr. Urrea participates on the AVIS Project Planning Committee because of his architectural background and skills. The project planning Committee are the only one’s privy to reviewing the plans. The entire MAC Committee has been involved with this project from the beginning. The entire Committee will be invited to review and provide feedback before the signage goes out. The only reason the entire Committee has not been brought back in is that there currently is nothing to review. The Accessibility Committee was brought in and reviewed the initial prototype of the AVIS sign and provided impute regarding the fonts, sizing color and contrast. The Committee has been provided us with updates on the project’s status regularly. The Committee is highly involved.
       6. Ms. Taylor asked when will you start making the actual sign prototype for review. Response: The summer of 2018.
       7. Mr. Peterson stated that he is concerned that people who are on the train at the time an alert is provided in the station, will not get the information. This will impact a deaf person is on the train. Is there a way to get the emergency information to the deaf and hard of hearing who are on a train. Response: The trains and buses are not in the scope of the AVIS project.
       8. Mr. Presley stated that he understands that the messaging on the buses and trains are not part of the AVIS project, but that it is an issue that the Committee needs to address. Someone at MARTA who is concerned about ADA Compliance will want to make sure there is a plan in place to get information to people that are deaf and hard of hearing during an emergency. Response: Currently there is no ADA requirement for emergency digital messages on the trains. There is a requirement for an evacuation plan and MARTA updated the evacuation plan and completed Public Safety Campaign about 3 – 4 years ago, to get this information out to the public. Additionally, the signage was update on each rail car, reviewing emergency protocol and information is currently provide on the rail maps inside the rail cars.
       9. Dr. Goode stated that if this not an ADA requirement, from a Customer Focus perspective, we need to capture this concern and have it vetted internally and provide the community with a response. Let’s capture that as an abstract.

1. Mr. Bill Thomas with Vertical Transportation is not available to attend the meeting this morning due to an authority wide mandatory conference call concerning the elevators and escalators. We will have them on the agenda for the closed meeting in January.
2. Mr. Urrea opened the floor for public comments:
   1. Mr. Reynolds stated that it is his understanding that the Committee is to have bi-monthly meetings on the odd numbered months and that they are to be open to the public. He feels that closed work sessions should be considered an additional meeting. Response: The previous chair introduced and approved the closed sessions so that administrative matters could be completed. Two meetings per year are to be closed meetings. If you are suggesting that this matter be altered we need to turn it over to the incumbent chair.
   2. Mr. Urrea stated that the next meeting is Tuesday, January 9th and we will have a closed meeting as there are several administrative items to be addressed. These items must be addressed internally. I am open to having the meetings open; however, we still have internal matters that must be addressed.
   3. Mr. Lafayette Wood stated that as a former chair of the Committee, he would like to suggest that all meeting be open to the public. The Committee members should find other time to have closed meetings. It appears as if you are not being transparent.
   4. Ms. Taylor stated that the Committee should continue to follow the Bylaws and have the 6 regular meetings. We have problems with the public not attending the meetings and I have been very disappointed with the last 3 meetings. If we are going to make a new start we should follow the Bylaws. I think that we should consider have 2 resource people or alternates so that we will have enough attendee at the meeting to address business. I would also like to challenge those members who have never ridden Mobility to take a round trip on Mobility so that they can experience what the customers go through.
   5. Mr. Stinson stated that he wanted to thank Dr. Goode for taking action as he has not seen that happen a lot in the meetings. The Committee asks a lot of questions that seen to go into the abyss. More often than not, the MAC Committee is not involved with project at the infancy stage. Involving the Committee from the start will allow us to make an impact. We only seem to be involved when there is a photo opt.
   6. Dr. Goode stated that more discipline shall be introduced to the Committee. I have identified a number of opportunities to implement that will make the Committee more efficient. It will require an investment of your time and energy. I propose that we meet to discuss if the members want to be more involved and if you have the capacity and commitment to be pulled into a half dozen meetings. If the Committee has to have additional meetings above the current calendar, I am willing to partner with you and work shoulder to shoulder.

**Adjournment**

Mr. Urrea called for the meeting adjournment and Mr. Stinson seconded.