

MAC Meeting Minutes

(Transcript provided by Morris Interpreting Services)

Tuesday, May 14, 2019

MARTA Headquarters - Atrium

10:00 – 11:30 a.m.

Attendance:

Committee Members: Jorge Urrea, Sandra Owen, Bob Lossie, Brent Reynolds, Mark Gasaway, Robert Smith, Jordan Hall

Absent: Leonard Stinson, Brad Fain, Kay Sibetta, Jimmy Peterson, Monica Manns

MARTA Staff: Roosevelt Stripling, Edward Hood, LaHoya Blount, Bill Thomas, Catrina Jones, Paula Nash, Evelyn Richards, Tonya Allen, Journey Sherman, Denise Brown

MV Transportation Staff: Scott Foreman

Morris Interpreting Services: 2 Interpreters, 1 Captionist

Public/Visitors: Lafayette Wood, +4

The MARTA Accessibility Committee (MAC) held a meeting on Tuesday, May 14, 2019 at 10:00 a.m. in the MARTA Headquarters Atrium located at 2424 Piedmont Rd., NE, Atlanta, GA 30324.

Call to Order

The meeting of the MAC was called to order at 10:13 a.m.

Jorge Urrea. Good morning, everyone. So, today is May 14, 2019. We are starting our MAC meeting. What I'm going to do is for some of the new folks that are not familiar with the committee; we are going to introduce everyone. That way you will know who is who and the work they are doing. I guess I will start with myself. My name is Jorge Urrea. I am the chairperson of the MAC committee.

Self-Introductions

MAC members and MARTA staff introduced themselves.

- **Sandra Owen.** I'm Sandra Owen. I represent the wheelchair group, and I'm on the subcommittee for customer focus.
- **Robert Lossie.** I represent the upper and lower extremity disability group. One more time. I'm Bob Lossie. I'm on the [Inaudible] committee, and I'm representing lower extremity also.
- **Paula Nash.** Paula Nash. I'm the Executive Director of Diversity and Inclusion.
- **Jordan Hall.** Jordan Hall. I'm the Mobility Coordinator for the Statewide Independent Living Council on the accessibility [Inaudible].

- **Brent Reynolds.** Brent Reynolds. I'm representing the blind community; and I'm on the Appeals Subcommittee.
- **Mark Gasaway.** Mark Gasaway. I represent the deaf/blind.

Chairperson Updates

Jorge Urrea. All right, I want to -- this is where I'm going to update you guys with some of the projects. I think as of this morning we have [Inaudible] people from the subcommittees to give us updates on what we have been doing. The subcommittees have been meeting every time they need to meet. They have been working to find problems and see how we can solve them; and at this point I want to talk about something that has been happening. It was a problem that we are working on the mobility bus system last week and the week before, and Sandra is really familiar with that situation. I think that at this point I would like her to give us an update on what has been happening with people who use the system, and then later Mark can give us more updates on what is happening and how MARTA can fix situations like that. My big concern is that I understand problems can happen over time. We have to be prepared for situations like that in the future. I would like to hear from Mark on what we can do. If it is something we can help you guys with, we are willing to do that. So, I'm going to just let Sandra give us a brief version of what happened.

Subcommittee Updates

Customer Focused Subcommittee: Members – Kay Sibetta (Chair), Mark Gasaway, Monica Manns, Sandra Owen

- **Sandra Owen.** Good morning. Are there any riders here that took trips in the last week and a half? Yeah. Okay. I took one as well and found out that there was a very unfortunate situation that occurred about a week and a half ago. I'm not sure if that is right on the dot. When I looked into it, I was told there was a ransomware attack. When that happened, none of the schedules were available. So, many of us were concerned because people, younger and older folks, were left out waiting for quite some time. The other concern that we have as well is during that same period of time -- and I found out that it is apparently still happening now -- drivers are waiting in the lounge for 3-hours, some up to 4 hours for vans to come in from shift; and brand new vans are on the lot. I rode a brand new van this morning. Apparently, there are vans that are new that haven't been fully processed yet that are on the lot and this is causing some trips to be, again, 3 and 4-hours late because drivers have to wait for those vans to come in. Then this morning on my ride I found out that the lifts -- and this actually happened. It didn't happen to me -- but the lifts on the new vans are not working properly. And there were at least two calls over the intercom on the van during the time I had my ride. So, what I'd like to do is to, number 1,

have the folks here from staff who can speak to the ransomware, where we are on this? I know I got a call this morning letting me know when my ride would be there. So, that software must be working. So, I would like the status for all of us. First of all, what happened? What position were you put in because I know it must have been chaos and very difficult to get to the dialysis patients. Thirdly, what type of dialogue have you had looking at communication possibilities that could get the word out to the users so that we are aware of what is happening? And the two surveys we had for today, communication was an issue. So, I would appreciate feedback on that.

- **Jorge Urrea.** Absolutely. So, let's continue with the agenda and if you guys, people from MARTA, can help us with some answers to these questions that would be great. So now I'm going to the item number 4 which is the subcommittees update. I would like each of the chairpersons of the subcommittees to give an update on what has been happening. Oh, it is [Inaudible].
- **Sandra Owen.** Our subcommittee chair is leading a wonderful activity for our AARP at Georgia State stadium right now. So, we [Inaudible]. We were not able to meet this time. What we have done in the interim is to carefully read through the two surveys that were sent out to the [Inaudible] and the quality of service survey. We have identified the 3 areas we are accountable for, education, assessment and outreach. Those feedback issues the users gave for those areas. [Inaudible]. Here I am. We were not able to meet this particular time for our subcommittee. However, we have communicated. We took the two surveys that all of us received in the minutes and have reviewed those and identified areas that fall into our 3 responsibilities of assessment, education, and outreach. And we will have the report to give to the committee at our next meeting. I must also add that the minutes were incorrect on our last meeting. I did not talk about bandwidth or research. And the area of our interest in working with Mr. Stripling in reviewing the user guide was not even included. So, please make note of those issues.

Appeals Subcommittee: Members – Robert Smith (Chair), Brent Reynolds, Robert Lossie

- **Brent Reynolds.** The No-Show Appeals Subcommittee did not meet in March or April because there were no appeals. I had a friend that didn't receive a warning letter for April. The system is [Inaudible] the last time I talked to her maybe in June for no-show appeals. This is not related to the subcommittee. I know someone that works in the IT department. That [Inaudible] was a nationwide hack of the company that services the software that MARTA uses. So, it was not a MARTA-specific. It was nationwide. Every paratransit system in the country got hit.
 - **Jorge Urrea.** Okay. Next will be Accessibility; but unfortunately, the chairman of the

Accessibility Subcommittee is not here today. So, unfortunately, we will have to skip those updates. But the good news is, we have all of the folks from MARTA that can give the updates on [Inaudible]. That is something we will [Inaudible]. So, let's get moving and let's hear from the executive director's updates.

Executive Director of D&I Updates

Paula Nash. Actually, I don't really have any updates that are not going to get covered by the MARTA people. We will move into that. One thing I did want to talk about was the last time we met we talked about the Gwinnett County vote. I was going to give an update if the vote passed. It did not pass, so there is no need to go into what that means for mobility at this point in time. House bill 511 also didn't get passed. The other update I have is; I talked a little bit about staffing in the D&I Department. I hired the Administrator that will work closest with this group. She is actually in orientation. Oh, there. Stand up please. So, this is Denise Brown. And you all will be seeing quite a bit of her. She returned to MARTA. She actually has worked with this group before when it was EDAAC. Some of you might be familiar with Ms. Brown. Thank you.

- **Jorge Urrea:** Okay. So, the next step is for the MARTA updates. So, just really happy to hear you guys are back.
- **Paula Nash.** Let us start with Mobility. We are starting with Avis.

MARTA Updates

Catrina Jones, AVIS Project Manager

Good morning. My name is Catrina Jones. I'm the Project Manager for Avis. The update hasn't changed much since the last meeting. However, we are 48 percent complete for the project. We are on schedule to complete by December 2021. We are still working on all east and west line stations. We have also started construction on south line stations; with the exception of airport. We just issued notice to proceed for the south line stations. We have approximately 1500 speakers installed out of the 5 thousand to be installed throughout the 38 rail stations.

- **Paula Nash.** For those that don't know, what exactly is AVIS?
- **Catrina Jones.** AVIS is the audio-visual systems update project. It includes the replacement of all of the electronic signs and speakers across the 38 rail stations within the MARTA system. We currently have approximately 158 signs. We are increasing that number to 325 signs. Speaker counts will include 5 thousand speakers across the system. We will have simultaneous messages across the signs and speakers. We will have better fonts and contrast on the signs for visibility, ease of visibility. We will include static bus route information on most of the buses. We will also include Amber alerts and weather alerts and

emergency preparedness alerts. We will also have some advertisements on the signs. And as for the status, we are on schedule. The project is in good health. We are receiving state funding. We have received approximately 3.3 million of the \$30 million awarded. That concludes the update for the AVIS project. Thank you.

- **Jorge Urrea.** Thank you very much Catrina. Also, I want to point out something that since now the system or the Avis program is [Inaudible] I would like you guys to have the opportunity to look it up and let us know what you think and maybe give us some input about the system. If you see something that maybe could improve -- we had 48 percent. So, [Inaudible] updated or improved. We can do it. So, that would be great for people to have to opportunity to go over there.
- **Bob Lossie.** When it will be functioning? The signs are going up.
- **Catrina Jones.** The system that will drive the content on the signs has not been installed. It is still under development. We are aiming for a July 2019. The first station will be bank head station followed by the east and west line stations. Now while you will have better accuracy you won't have 100 percent accuracy because the Avis project is dependent upon the train control system upgrade project that is not yet completed. I am told the completion date is December 2019 for the train control upgrade project. I'm not certain that date is accurate as of this moment.
- **Paula Nash.** It is scheduled for December 2019. I have recently heard they may have to extend it to mid-2020.
- **Catrina Jones.** Thank you for that.
- **Robert Smith.** Good morning. I have a question. You mentioned that [Inaudible] reported to this project. What will be remaining to go together other than the AVIS system?
- **Catrina Jones.** The balance of the grant funding for Avis will go fully towards the Avis project. We can't be reimbursed until work is performed; that is why we haven't spent \$30 million. Project expenditures are at about \$12 million. We have to file reimbursements with the State and that takes some time.
- **Jorge Urrea.** Anybody else have a question?
- **Catrina Jones.** I do want to add that once we install the nuclear software we will install it in the network operations center. We will have Jorge schedule time for the MAC committee to come out and provide feedback on the actual layout, so we can make adjustments. That time is around July or August of this year before we roll it out.
- **Jorge Urrea.** Like we did last time. Something similar like with the [Inaudible].
- **Catrina Jones.** Right. Thank you.

Good morning. I will provide the customer complaints for March 2019. Authority-wide we received 870 complaints. 189 of those were ADA linked. 21.7 percent. Out of the 189, 94 were valid complaints. At 49.7 percent. Break down by department. Mobility received 157. Mobility maintenance received 13. Mobility reservations received 9. I'm sorry. Bus operations received 8. Facilities and Vertical Transportation received 1. Top complaint - all categories was late drop off. We received 41. Late pickups of 30 plus minutes, we received 25. We received 15 excessive time on van and 14 no shows. Tone of voice we received 5. Top non-mobility we received 4 pass ups. Change and canceled pick up no notice, 3. Incorrect reservations, 2. Won't let board we received 2. And we received one elevators and escalators. Accommodations. Authority-wide we received 81. Mobility received 33 out of the 81 and 40.7 percent. That concludes by report. Any questions?

- **Sandra Owen.** I remember the last meeting I asked if we could have this report prior to the meeting, so we could look at it and have questions for you. So, again, I would like to ask that we get this report when the minutes are sent to us by e-mail. I had one [Inaudible] 3 on the material as you look at the quality of service survey you are finding the same issues coming out of this survey. And that is mobility reservation issues. Another 3 late drop offs, late pickups, excessive time on van, and no show is a new one. But we are seeing this over and over again. The user responses to the quality of service survey. And very important under non-comments or complaints, change cancelation of pickup with no notice. That was found in the recent quality of service survey and incorrect information. What happens when you report the data and find the same thing in more than one survey? What is the action taken for remediation?
- **LaHoya Blount.** I will have to have someone from mobility answer those questions.
- **Brent Reynolds.** This is Brent Reynolds. You mentioned a certain percentage of the complaints were deemed to be valid. What makes a complaint invalid and what makes it valid.
- **LaHoya Blount.** The definition of valid is when the customer complaints and after the investigation is complete that everything the customer presented was indeed correct.
- **Brent Reynolds.** What invalidates a complaint? What makes a complaint not validated?
- **LaHoya Blount.** There could be a number of things. It could be incorrect information provided or received or it depends on the findings of whatever that particular complaint is.
- **MALE SPEAKER (?).** Good morning. I would like to back up Ms. Owen's request. Who is the person in Mobility that deals with remediation, because it doesn't do us any good to come month after month and hear the same complaints being made without knowing what MARTA is doing to remediate these issues? I would like to ask the chairman if he would

make sure someone from MARTA will address this at the next meeting, so we can know what MARTA is doing for remediation of these complaints. Thank you.

- **Jorge Urrea.** To answer that, we have a report from Mobility right now, here today and they are going to answer questions and give us a report of what is happening and what they are trying to address to fix these complaints.

William (Bill) Thomas, Office of Vertical Transportation LaHoya Blount,

Good morning everyone. I'm Bill Thomas from the Office of Vertical Transportation. We are currently modernizing the lion's share of our elevator and escalator equipment. I will give you a quick update. We have modernized 25 of our elevators. We have finished 13 of our escalators and we have 116 of those to do. We are currently working at Lakewood number 3, Vine City number 1, and North Avenue number 6 on elevators. I expect to turn Lakewood number 3 back to normal service by Friday evening. Escalator lines we are currently working at West Lake, Lenox, [Inaudible] park and Peachtree center. The next escalator to be finished is Peachtree Center 16. We are about 3 weeks away. I'm sorry. We are also working on escalators at, as I said, Lenox, at West Lake in Inman Park number 3, and Peachtree Center. We will continue to try to do roughly a dozen elevators a year. We will step up our crews starting in September to 6 escalator crews. We hope to do about 15 units a year going forward. The project runs through 2026 and as most big projects it started slow, but we are making great progress now. Any questions I would be happy to address.

- **Bob Lossie.** When the elevators are upgraded, what is done? They look the same except for, I think, they have the urine arms on them now and brighter lighting. They finished the walls.
- **Bill Thomas.** I have to say the elevators are a utilitarian asset. There is not a lot of aesthetic change. We put in a new LED lighting system. Everything electrically and mechanically on the unit is replaced. Most of the stuff is in excess of 30 years old. The commercial life is about 25 years. So, it is just in time. As it goes, the fixtures are new. The pump unit for the control and all of the wiring and the door operating equipment. Most of our elevator problems are somehow door related, about 65 percent. It is refurbished. To fight graffiti we have been [Inaudible] with a rough finish. It has been pretty effective because that is something very difficult to address. We have only done 25. You are going to see quite a bit more. We have one elevator to go in North Avenue and all of them will be finished. All of the elevators at West Lake and West End and Ashby, College Park, East Point, Oakland City, those units have all been finished. The elevator portion is complete.
- **Sandra Owen.** How are you informing or reaching out to the mobility users of those elevators, so they know what the schedule is?
- **Bill Thomas.** On social media, we are posting every day where we are at and what we are

doing?

- **Sandra Owen.** Is it on the website for MARTA?
- **Bill Thomas.** To my knowledge it is, yes.
- **Lafayette Wood.** I have a question. When you started this project, did you ever decide to put in an oral component into the elevators so people who can't see would be able to know that especially at 5 points where you have 3 levels but at other stations where you know you are definitely on the platform level or at the entry level where the bus is like one or two or whatever. Has that ever been considered when this project was taken on?
- **Bill Thomas.** As part of ADA, we have braille on all of the push buttons. There is a hands-free phone device that is activated. You do have a push button. There is a message to inform you what is going on. Radio speaks to you through the speaker in the car.
- **Lafayette Wood.** That is great but not everybody can read braille. The audio component makes it totally accessible for those that cannot see. I was wondering if that was taken into the consideration? Was the committee asked for their input prior to putting this whole thing together? Because you would have gotten that response from the committee had the committee been asked for their input. This is something that is very important going forward when MARTA takes on these big projects; and I know MARTA is sensitive about being ADA compliant. There may be things not covered and MARTA may be doing the minimum instead of more than the minimum. Going forward, especially on a project like this, it would have been great to have an audio component in the elevator rather than just the braille. Thank you.
- **Bill Thomas.** Any other questions?
- **Brent Reynolds.** Going on what Mr. Woods was saying, I would like to add that the audio component when the door is opening to the elevator, there should be a voice announcement that would say what that elevator is; the concourse level, or in the case of 5 Points, one elevator goes all the way from the lowest level all the way to the Street level. Others just go one level. So, it would be nice if those things could be identified verbally.
- **Bill Thomas.** Well a voice annunciator, I believe, is what you are speaking about. MARTA takes these things seriously. We went by the ADA guidelines. Typically, on a two-stop elevator a voice annunciator is not required. ADA served as our director.
- **Mark Gasaway.** Thank you so much. My name is Mark Gasaway. I am speaking through my interpreter this morning. I'm not happy with what I'm hearing regarding the audio and the braille. Those components that are used. You know, I see a lot of people walking around. They may be blind, using braille. And those audio components can help people who are blind. And for deaf people, you know, we read the signs. We see what is going

on. And we don't have that audio component. So, how can, you know, a deaf person and also a deaf/blind person, have this [inaudible] to use as well because if you have a deaf/blind person they can't see things clearly. They can't hear at all. For myself I am deaf and blind. I can use my feeling sensation to feel vibrations. And my feelings tell me where we are going to and what is going on. I use that sense to know what I need. But I know other deaf/blind people in the community are not as savvy as me. My vision is very blurry and I'm not able to read or use braille personally. As far as the auditory component I hear nothing. So, how can you help the deaf/blind community with these renovations? I have heard a lot of discussion said about blind and deaf people separate. There is a community of the deaf/blind people. So, how can you help solve this issue for this population? I'm not sure how you are going about to do that. Thank you.

- **Bill Thomas.** That is a dilemma that I really don't know how to address myself. If braille is not utilized -- if there is some sort of feature that comes with elevator equipment for that, we are certainly receptive to look at and evaluate that. [If need be move forward with it.] At this time, I don't know how to answer that.
- **Jorge Urrea.** I'm pretty familiar with the ADA. I know what the ADA is requiring [Inaudible] elevators. But the ADA is [Inaudible] more tools that the ADA requires. I would suggest you take a look at some kind of system that maybe you guys can implement. The elevators have announcement systems. I know some elevators right now [Inaudible] what floor you are on. That is it. With the technology, maybe you guys are trying to find any new system that can be implemented to the new elevators or the elevators we have working right now. Let us know if it is something doable to do for MARTA. We really need it [Inaudible] system. [Inaudible].
- **Bill Thomas.** I will certainly do that and try to come up with something else.
- **Jorge Urrea.** Okay. That would be great.
- **Robert Lossie.** I know the scheduling and budgeting is part of this. At 5 Points Station there is an elevator for East-West and an elevator for North-South and there are 3 levels for each of those elevators. Would it be possible to upgrade even though you already committed to the schedule, is it possible to upgrade that before the entire project is completed?
- **Bill Thomas.** I will explore that.
- **Jorge Urrea.** Can you give us an update at the next meeting?
- **Bill Thomas.** Yes.

Scott Foreman, MV Transportation

Scott Foreman. Good Morning. I'm the Manager for MV Transportation. I want to talk about the [inaudible] 2-weeks ago; at 4 O'clock in the morning is when I got the call. The term hack

was a misnomer. There was no information released. Nobody got information, passengers or employees anything like that. It was a ransomware attack which is where they basically take control of the system and request money to get it back. I did hear somebody say it was a national attack. That is correct. It was multiple companies worldwide. The first information was dozens of companies. By the end of the attack we found out it was hundreds. The way we were impacted locally Friday we had no ability to know who was riding on Saturday. The staff got together to determine how to get the riders on Saturday without being able to contact anybody. Our focus went to the Saturday before and looked at people who had gone to dialysis or other subscription-type trips and just repeated them from that Saturday. That was the first step. The second step was calls that came in that we had taken manually. We inserted those. We dispatched by pen and paper for the day. We rebuilt servers at the offsite center. At this point we are nearly 100 percent operational again with just little tweaks here and there that needed to happen, but nothing major at this point.

- **Sandra Owen.** What makes you vulnerable to be part of the group that got hit?
- **Scott Foreman.** It was a day 0 attack. All of the anti-viruses take viruses and fight those. Day 0 happened and there is no software to combat them. The concern for us was that it was a day 0 attack. Since we have seen this vulnerability, we are investing into backup systems and ways to communicate with passengers. There was an extreme level of understanding from passengers once it was understood what was happening. That would have been more so if we could have gotten to them ahead of time and tried to be proactive about it. I can't predict in the future. If we could speak to passengers beforehand we could have put that information out.
- **Sandra Owen.** Now that it has happened. We appreciate all the work you put into it. It was difficult for those that had to have a ride as well. The question is the hacking will happen again. That is part of our daily life. What is being done communication wise for the future when something like this happens again? How will users be communicated with?
- **Scott Foreman.** That is the separate database we are talking about. We will contact the riders to say it is happening. One of those is like a separate website that is just an MV website or some other way to communicate stuff out. We have a number of things we are working on. This was a national level event. There are a lot of people working on that not happening again, the communication part. The bigger ones were Dallas and Atlanta.
- **Sandra Owen.** Has anyone from Mobility been in dialogue with the MARTA Board. Mobility could be on the list next.
- **Scott Foreman.** Our systems are completely separate in that regard. So, that is not something [Inaudible].
- **Sandra Owen.** But they are aware.

- **Scott Foreman.** Yes, sorry. They are aware.
- **Sandra Owen.** I understood when this happened data was not available to you.
- **Scott Foreman.** Correct.
- **Sandra Owen.** So how did you get the data on the dialysis patients?
- **Scott Foreman.** We pulled off paper manifests from the week prior. Multiple staff overnight looked through each individual manifest. They were printed out.
- **Sandra Owen.** [Inaudible]. In the past we have had software problems before the technology increased and there were no print-outs for trips.
- **Scott Foreman.** Correct.
- **Sandra Owen.** So now there are print-outs every day done on trips.
- **Scott Foreman.** Yes. We keep a backup.
- **Lafayette Wood.** Mr. Foreman. One question is there was a reminder system that was put in place. It went down during this ransomware attack. Over the past year and a half, dozens of people have been trying to get on the reminder system, and all we have been given is kind of a stone wall -- "We are working on it. We are working on it." Now there were over a hundred or so people that initially got on, but no one was ever added. Are you aware of this situation? Does this have to do with MV or MARTA?
- **Scott Foreman.** I'm aware. It is called the IVR system. It is on my list of things we are working on. I have been here about 4 months. I'm getting back history on things. With MARTA, we are moving forward to get these things moving in the right direction.
- **Lafayette Wood.** Recently I was in a situation where I was trying to get a MARTA ride on MV, and after my 30-minute window I was told my ETA that it was 10 minutes. Then 15 minutes later, it is 10 minutes. And then 15 to 20 minutes after that -- and this went on for an hour and a half. And I wanted to know if my ride originally was 10 minutes away, how many buses they changed for me to be on because none of the buses showed up. I finally had to take a Lyft ride home. Is it possible to look into dispatch? ETA is only communicated what dispatch tells them. It is not right to keep saying 10 minutes and keeping the person waiting an hour and a half. Can you check into that?
- **Scott Foreman.** I can. I will get with you after the meeting and get your specific information. One question I was asked earlier is how we are working to make sure things don't happen again. What I can tell you is we have a progressive disciplinary process. If things are not happening the right way we follow that disciplinary process. That is the quick answer to what you asked. We can get more specific later down the road.
- **Jordan Hall.** Have you thought about developing an app specifically for the paratransit?
- **Scott Foreman.** I have not. I can look and see if we have other places in the country.
- **Jordan Hall.** I am the Mobility Coordinator for the Statewide Independent Living

Council. We are currently speaking with an organization that specializes in app software. If you would like my contact information, I can introduce you to them. I think that is one of the biggest contributors in the lack of communication. Another thing we like about the technology they provide, is there is availability on the app, but there is also a call-in system. There are multiple ways to use it. I think if something like that was in place for MARTA Mobility that would alleviate a lot of the issues.

- **Scott Foreman.** I will give you my contact information.
- **Brent Reynolds.** Good Morning Mr. Foreman. This is another software, hardware, human issues regarding the card reader on the vans at the fare box system. I was on the van yesterday afternoon around 1 o'clock and the driver [Inaudible] paying cash. She said what did you pay cash for? She said she called the card in. So, it is a possibility I may have paid for that ride twice yesterday afternoon. I'm finding still frequently even as I'm one of the heavy riders, the heavy use riders. A lot of times that system doesn't work at all. The card reader, sometimes they want to see your card and write down the number. Sometimes they say don't worry about it. It just varies all over the place. Also, I have noticed yesterday too, this is an issue I have been complaining about for years. With the drivers some of us live in communities, apartment complexes that have a lot of seniors and people with disabilities. There are vans coming and going picking up and dropping off people all day long. Medical transit vans and vans from senior centers. It bothers me when a van pulls up and I go toward the door and the driver says what is your name? They need to, first of all, identify themselves as MARTA Mobility and they need to say who they are coming to pick up.
- **Scott Foreman.** I agree with you 100 percent. That is one of the things we are working on through monthly education and refresher training.
- **Brent Reynolds.** That was the same trip yesterday afternoon with the same driver. You sat there and watched me put cash in and then told me afterward that you called my card in. I never heard anybody talk about calling the card in because how will they know? If she wanted to know my name, how did she know who I was, and if I had any rides on my card?
- **Sandra Owen.** Could you speak to the issue of why drivers are being asked to wait in the lounge for shift vans to come in? Many of the new vans are still on the lot not being used?
- **Scott Foreman.** I can't speak to the new vans. I can speak to the drivers. A lot of vehicles are shared morning and afternoon. As we know, the nature of paratransit doesn't allow for 9 to 5. Sometimes it runs late or gets off early. So, some of those buses are not coming back at the exact times. The drivers have to wait, on occasion. The 3 to 4 hours is very rare. It is usually less than a half hour they are waiting. Maybe an hour for the transfer of a bus. We move rides to accommodate that.

- **Sandra Owen.** That brings up another issue that goes with this. I was on a trip the other day and there has been an increase in signal 40s. I'm looking at why are the drivers in the lounge when they haven't before? Why are the new vans on the lot? And there is an increase in signal 40s. That tells me there are not enough vehicles out there when we have a lot or we have some driver attrition. That is not it because they are waiting in the lounge for extended times. I'm curious.
- **Scott Foreman.** Well, like I said, the extended times are rare. It is very uncommon for that to happen. But as far as the buses, we are in the process of switching out the new vehicles for old vehicles. That takes some time. It is one for one swap. As one goes out one comes in.
- **Sandra Owen.** [Inaudible].
- **Scott Forman.** When I get the paperwork, it is completed, yes.
- **MALE SPEAKER (?).** This is addressed to Mr. Foreman. I'm a student at CVI, Center for Visually Impaired. I had \$20 put on my Breeze card yesterday. When I went to pay my fare, the driver told me that it wasn't on my card. And I told him \$20 had been put on my card by the school yesterday. As a result, he said that when you put \$20 on the card, you have to wait a day before it is activated. Is there any truth to that?
- **Scott Forman.** I honestly have no input or connection to the Breeze information.
- **Roosevelt Stripling.** [Inaudible]
- **MALE SPEAKER (?).** Okay. Thank you. Mr. Stripling. Are you indicating the money online? They didn't go to a station? They loaded it online? They went to the station?
- **Roosevelt Stripling.** If they went to the station, that money should have been loaded on the card. There are sometimes technical issues. We encourage customers to take the receipt so it makes it easier for the Breeze card individual to investigate. If you went at the station and loaded it, then that money should have been available assuming it was loaded correctly, which means that whoever loaded it also tapped the second time which allowed the activation of the pass of money to be on the card; because if they only load it, put the money in the machine, tap once and not tap the second time...the second time is when the funds are actually loaded on to the card and activated. That is one issue. The other issue is if it is loaded online, it will take 24-hours for those to show up. That is why I asked for the clarification.
- **MALE SPEAKER (?).** [Inaudible] \$5 yesterday. And as of today, my card is working. I rode here today, and the card is valid today. They did go to the station yesterday and put \$20 on my card. Thank you.
- **Bernice Bird.** Hi. My name is Bernice Bird. I appreciate you all. I am very grateful for you too. My question is when I go down to CVI and there is like 5 or 6 of us going in the same

direction, I know there is a half hour of time you can pick us up. Like 5 or 6 will all be going in the same direction. They will send a different bus for each one of us. I don't understand why that is because a lot of times I'm on the bus by myself. I think that is -- you spend a lot of money extra in gas that is not needed.

- **Scott Foreman.** The shared ride system is produced by algorithms in the computer. Depending on ride length, distance, direction, there are a number of things that go into determining if there should be multiple people on trips on the same bus. I can look and see what those reasons are. I can talk to you briefly after the meeting and get an idea of when you ride and get back to you on that.
- **Brent Reynolds.** As a follow-up, there are numerous instances where 2 or 3 people are going from the same point A to the same point B and 3 vans come. And 1 person gets on and in many cases, they are alone in the van with the driver or there might be one other rider. We have been mentioning this for years. So, this is not new.
- **Scott Forman.** Understood. If we catch them, we combine them. Sometimes they slip pass. We try to combine them if we can.
- **Lafayette Wood.** I would like to make a suggestion that when there are events, if MV linked in to different events that go on, that happen on regular intervals like chapter meetings and meetings of different clubs or organizations, that if that information was given to you either by the different organizations or by you reaching out, I think that you could adjust your trips much more efficiently; if that exchange took place. I don't know if you are open to that idea. But it seems to be that we are looking for not only dependability, but also looking for efficiency on your end; because then you have vans available to multiple people and to be available when you need that space of time for someone else. So, if you are -- I would like to talk to you further about that.
- **Scott Forman.** I'm absolutely open to it. I have been out in the community going to different centers and workforce programs, trying to introduce myself and talk to the staff and meet people in the community. I'm open to these types of connections and communications. Thank you.
- **Paula Nash.** Are there any more MARTA updates?

Open Discussion

- **Jorge Urrea.** [Speaking to visitors] So, we want you guys to introduce yourself and let us know a little bit about you.
- **Mark Gasaway.** This is Mark again. I wanted to add a comment really quickly. When we started this meeting, I saw the interpreters were mentioning Gwinnett County and how the Gwinnett vote did not pass; but I would like to try to help because there are many

deaf/blind people in Gwinnett County. And I don't know how to help them, so I'm asking the management, the staff here if it is possible to help me to come up with some ideas on how I can help the deaf/blind community in Gwinnett County since the vote did not pass. If there is any way to help we can go through Paula or try to get in touch to pass the vote with my contacts in Gwinnett. I'm really interested in helping those people in that area. Thank you.

- **Bernice Bird.** [Inaudible] Bernese Bird. Blind community.
- **MALE SPEAKER (?).** [Inaudible] CVI (Center for the Visually Impaired).
- **FEMALE SPEAKER.** [Inaudible].
- **FEMALE SPEAKER.** My name is Elvira [Inaudible]. I have no problem. When I [Inaudible] I appreciate it. I really like the bus and everything but what happens to me, I have been riding MARTA for 23 years and all those 23 years it was good. But these days, riding MARTA when they pick you up and they say you have to ride this or you have to [Inaudible]. College Park [Inaudible] all the way to Decatur. I have to ride to Decatur and then go to College Park. That is not fair to me. That is a 2-hour ride, I have to sit on that bus. I have to use the bathroom. I can't ask the bus driver to use the bathroom. That is not fair to me. I [Inaudible] about that. Thank you.
- **Lafayette Wood.** I would like to address the Chairman. When you plan to have applications for being on the committee being distributed, it is not good enough to just say that it is going to be on the website because several people in the community do not use computers. Typically, in the past they have announced the applications would be made available and then you know you can apply to be on the committee. All the committee members are overdue. Some almost a year and a half; others 6 months. So, when do you plan to make applications available to be able to be on the committee? Thank you.
- **Paula Nash.** We will make the applications available very soon. We will -- right now we have definitely two vacancies. There are a few spots that did expire in December as well. There is none that are past December, but there are a few that terminated in December. We will start making those available as well. But there are two current vacancies that are definitely vacant, and we will begin putting those on the website as well as making the applications available and get the word out.
- **Jorge Urrea.** Also, if there is anybody without access to the internet, they can just call MARTA, and MARTA can mail an application for you guys to fill it out and send back to MARTA. Okay. Okay. So, I think that the meeting is over today. Thank you everyone for coming. I hope to see you next time.

Adjournment

MAC Meeting Minutes

5/14/19

Page 16

The meeting of the MAC adjourned at 11:30 a.m.