

MARTA ACCESSIBILITY COMMITTEE

Meeting Summary

Date: September 10, 2019
Time: 10:00 am
Location: MARTA Headquarters – 3rd floor – Diversity & Inclusion Conference Area

ATTENDANCE

Committee Members Present:

Jorge Urrea - Chairman

Leonard Stinson, Vice-Chairperson

Robert Smith, representing seniors

Brent Reynolds, representing the blind community

Sandra Owen, representing wheelchair users with mobility impairment

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

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

Robert Lossie – representing upper/lower extremities

Committee Members Absent:

Dr. Brad Fain

Jimmy Peterson

Kay Sibetta

Staff Present:

Paula Nash

Toni Thornton

Denise Brown

Keith Chambers

Evelyn Richards

D. Scott Forman

Tonya Allen

LaHoya Blount

Shankar Calambakkam

Roosevelt Stripling

Adoraue Jouett

Jessalyn Smiley Clark

CALL TO ORDER

Jorge Urrea - Chairperson: Called the meeting to order on September 10, 2019 at 10:10am

Mr. Urrea spoke about increasing public attendance at the MAC meetings. He made suggestions such as social media and developing a MAC face book page or twitter account. He asked for assistance from MARTA to explore these suggestions. He also challenged the MAC members to talk to the community and invite people to the MAC meetings.

SUBCOMMITTEE REPORTS

Accessibility Committee

Leonard Stinson: The accessibility Subcommittee did not meet.

Customer Focus Committee

Sandra Owen – reported for Kay Sibetta, who was absent: The Customer Focus Subcommittee met on August 16, 2019 to review the Mystery Customer Quarterly Report. Tonya Allen presented the report to the Subcommittee. The information was very useful; however, the Mobility shops should be increased to get a better picture of what’s happening. It will also be beneficial to review this report every quarter.

No-Show and Appeals Committee

Brent Reynolds: The No-Show Appeals Subcommittee did not meet. There were no appeals.

MARTA Diversity and Inclusion - Executive Director Updates

Paula Nash: Updated the Committee of the MARTA Board Member, Ms. Roberta Abdul-Salaam’s, interest in hearing the concerns of the community regarding Mobility. Ms. Abdul-Salaam is planning to have a Town Hall Meeting or listening session some time in October. Ms. Nash stated that she will keep the MAC members informed of the arrangements. Several MAC members expressed concern about the short notice and getting the word out to the community. There was also much discussion about having the Town Hall at a time and location that will encourage public participation.

MARTA UPDATES

Elevator and Escalator Renovation Project

Keith Chambers provided updates on the Elevator and Escalator Renovation Project (see attached report). Mr. Chambers informed the Committee that his team is working on establishing a plan that would minimize the impact of the renovation project on the public and individuals with disabilities who depend on the elevators. He stated that they are working on low impact elevators right now, establishing an effective notification plan such as social media, MARTA’s website and signage in the stations. Mr. Chambers also stated that his team is exploring purchasing vehicles that would be dedicated to the project and used to shuttle patrons when secondary elevators are not available.

AVIS – Audio Visual Information System Project Report as of 09/10/2019:

Shankar Calambakkam - Provided the following report. Project is currently in-Progress.

- Eight Signs have been installed to date. (ADA recommendations for fonts, color and location)
- 425 speakers installed to date. (To announce real-time train arrivals, bus schedules as well as safety alerts)

Action from the meeting to Project Manager:

To schedule a committee walkthrough for the completed station. (As requested by Mr. Leonard Stinson)

ADA related customer inquiries

LaHoya Blount - Provided the ADA customer complaints for June 2019. There were 127 ADA Linked complaints; 58 were valid complaints at 45.7 percent. Mobility received 100. Operations received 9. Mobility maintenance received 7. Mobility reservations, 6. Vertical transportation received 3. Mobility eligibility received 2. Top complaint categories. Late drop off, 22. Late pick September 10, 2019

up 30 plus minutes, we received 21. No shows, 13. Tone of voice, 4. Excessive time on van, we received 3. Incorrect reservations received 3. We received 1 pass up. We received 72 authority accommodations. Of those, 26 were mobility.

Sandra Owen: Requested that for the next meeting; a breakdown of what the reasons that some complaints were determined to be not valid; She also noted that the nonvalid complaints were more than the valid complaints.

Mobility update

Scott Forman. Informed the Committee that they have taken possession of several new vehicles. He also stated that the driver compliment is full and that they are working on the issues with dispatch. He stressed that changes and improvements will not happen overnight, but they are working to improve service.

Sandra Owen asked about the issue with the card reader on the vehicles. The money on the breeze card doesn't get deducted after each ride. It sometimes takes days before the money is taken off the card or sometime not at all. Mr. Foreman stated; this is one of the issues they are working on now and that it is the IT department that handles those issues.

External Affairs

Toni Thornton – provided the Committee updates on the proposed service modifications for December 7, 2019 and the dates of the public hearings:

Route 19: Clairmont Road:

It is proposed that Route 19 be extended to serve East Lake Station. The proposed modification assumes the Decatur Station to East Lake Station segment currently operated by Route 123-Church Street / North DeKalb Mall. From Decatur Station, Route 19 is proposed to operate via Commerce Drive, W. Howard Avenue, Paden Circle, E. Lake Drive and Park Place. Route 19 service from Decatur Station to Chamblee Station will remain unchanged. Route 19 is proposed to be renamed Clairmont Road / W. Howard Avenue.

Route 123: Church Street / North DeKalb Mall:

It is proposed that Route 123 be modified to provide service from Decatur Station to Emory Decatur Hospital (formerly DeKalb Medical Center) via Church Street. Route 123 will maintain its current routing from Decatur Station to Emory Decatur Hospital. After serving Emory Decatur Hospital, Route 123 will continue Church Street, right onto Milscott Drive, right onto DeKalb Industrial Way, and right onto N. Decatur Road to 2806 N. Decatur Road (Coventry Place), which will be the new terminus. Service along N. Decatur Road between Church Street and Winn Way will be provided by Route 123 inbound to Decatur Station only. Service along DeKalb Industrial Way, Lawrenceville Highway and N. Druid Hills Road to North DeKalb Mall will continue to be provided by Route 75-Lawrenceville Highway. Route 123 is proposed to be renamed Church Street.

Route 823: Belvedere:

It is proposed that Route 823 be modified to provide service along Candler Road and Memorial Drive between Hosea L Williams Drive and Line Street. Route 823 will maintain current service from Decatur

Station to Hosea Williams Drive and Candler Road, then right onto Candler Road, left onto Memorial Drive and right onto Line Street, then continue to the current terminus on Belvedere Lane. All other routing remains unchanged. Service along Candler Road and S. Candler Street will continue to be provided by Route 15-Candler Road. Service and stops along Midway Road and Carter Road are proposed for discontinuation due to underutilization.

Public Hearing information: Monday, September 16, 2019 DeKalb County Public Library 215 Sycamore Street, Decatur, GA 30030. Community Exchange: 6 p.m., Public Hearing: 7 p.m. Riding MARTA: Blue Line to Decatur Station, exit on Church Street and continue 1 block east

Jorge Urrea adjourned the meeting at 11:35am. The next MAC meeting is November 12, 2019