MARTA MAC Committee Meeting

Tuesday, May 11, 2021

10:00 a.m. – 12:00 p.m.

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PAULA NASH: We are having some technical difficulties, but we are trying to resolve the matter right now.

ROBERT SMITH: First, I would like to introduce two of our newest members. One is the elderly position and the other is the lower extremity if I'm correct.

DENISE BROWN: And the gentleman, if he is on the line, his name for the elderly committee is?

UNIDENTIFIED SPEAKER: Anthony McClarn.

ROBERT SMITH: He is not in the meeting?

DENISE BROWN: I did not see him.

ROBERT SMITH: Okay. Well I guess we can proceed on with the rest of the members and the organization members to introduce themselves.

BOB LOSSIE: I'm Bob Lossie and I work with lower extremity.

KAY SIBETTA: I'm Kay Sibetta representing the senior community.

ROBERT SMITH: Thank you. Who is next?

PAULA NASH: This is Paula Nash, the executive director of diversity and inclusion.

MILES TURPIN: This is Miles Turpin the director of mobility for MARTA.

SANTIAGO OSORIO: Santiago Osorio, director of operations.

KEITH CHAMBERS: Keith Chambers, director of vertical transportation.

ROBERT SMITH: Are there any other members to introduce themselves?

DENISE BROWN: I think we should just keep moving.

ROBERT SMITH: First up on the agenda, we will hear from executive director of diversity and inclusion, Ms. Paula Nash.

PAULA NASH: Good morning and thank you so much for hanging in there through our technical difficulties. I only have a couple of announcements of what is going on at MARTA right now.

Right now, we are in our budget season, and our budget has to be approved by June 30th. So we are at the point where we are having budget hearings for the community. So I wanted to -- we had one hearing yesterday but the second hearing is today. So I wanted to give out that information just in case anybody is interested in attending or -- it is a virtual hearing -- but interested in the budget hearing for the public. So that information is, like I said, it is today at 6:30 and you can go to our website, itsmarta.com, to join the hearing. The number is 408-418-9388. And the access code to use is 1293951216. Again, that is 1293951216. And that is the access code.

Budget books -- well, the budget document is on our website. And again, that is itsmarta.com. Anyone that is interested in leaving a voicemail or comments about the budget hearing you can do so anytime between now and May 17th. And the number to leave a voicemail is 404-848-5299. That is 404-848-5299 that hearing will be this evening.

So the other thing, and I will toss it to -- did you have a question Robert?

ROBERT SMITH: No. I was asking is that it?

PAULA NASH: No. There is one other thing. We want to give an update on the video we have been working on. I will toss it to Denise Brown.

DENISE BROWN: CIA Media Group is the contractor that is producing the videos. They have met with various departments to get some video footage. Our spokesperson has already done the voice overs. So now we are waiting for the production company to put the voice and the filming of the pictures together. Then we will have it tossed over to our sign language interpreter to add sign language to it. We will post them on our website. First, once they do all of that we will give it to the various departments to make sure the information is correct and any edits that may be needed.

PAULA NASH: Thank you Denise.

DENISE BROWN: Uh-huh.

PAULA NASH: And for you new to the committee this is a video that this committee recommended that MARTA put together to help the disability community be able to maneuver and get information regarding MARTA's system. And Robert, that is all I have. Thank you.

ROBERT SMITH: Thank you Paula. Next up we will hear a MARTA update by Mr. Keith Chambers. Are you here?

KEITH CHAMBERS: Yes, sir. I'm here.

ROBERT SMITH: Okay. You may start.

PAULA NASH: I think we missed the subcommittee updates.

ROBERT SMITH: I will be brief with that. Excuse me Mr. Chambers.

KEITH CHAMBERS: You are fine. Go ahead.

ROBERT SMITH: Okay. First subcommittee is our accessibility. We don't have a report for that. And the customer focus by Ms. Kay that you all [Inaudible] if she is on the line.

KAY SIBETTA: Yes, I am. No we did not meet. So I don't have a report. Yeah.

ROBERT SMITH: Okay. I will move on to the no show and appeals. We had 3 customers to come before the appeals committee. And they chose to appeal to the next level. We met last week, Tuesday and Thursday of last week, and all 3 individuals decided that they wanted to go a little higher with their appeal. So that was the appeals committee meeting.

Now are there any questions about that? Hearing none, we will move on to Keith chamber's report on elevators, escalators --

KEITH CHAMBERS: Thank you. I appreciate it. Okay. Yeah. As part of the 150 million dollar renovation project of the elevators and escalators, the elevators that are being affected right now are Avondale station elevator number 2 which is on the east bound platform. It looks like they are running a little ahead of schedule. So the original release date was May 21st. It has been moved up to the 17th. Then they will move to number 1 on the west bound side and start that on the 20th. And that is scheduled for completion on July 26th. And they are also at Inman Park number 2. This one is on the west bound side and is also moving ahead of schedule and has a completion date of 5/21. It looks like as long as testing goes well this elevator may be completed by the 14th. This Friday which would complete all 4 elevators at Inman Park as brand new.

Peachtree center number 1 which goes from the Street to the concourse was taken out last month and is scheduled to return to service on August 24th. This extended down time is a result of being a different type of elevator than the rest. This is a cable driven elevator that houses the mechanical room at the bottom level. Very detailed and very complicated. Schindler has brought in a special team specifically for this elevator and number 2 when they finish as it is the same type of elevator. So by the end of the year, we will have our 2 oldest and important elevators completed.

We are moving some of the elevators next on the list to the garages and the annex. So those will not be impacted by the customers and the patrons coming through for the next several months. The only ones that will be done are the ones I said at Peachtree number 1 and Avondale number 1.

We have also been updating some of the older elevators that are on the rehab schedule more than a year or so out with LED lighting packages for a much brighter elevator. We have completed 10 of these and ordered 8 more lighting kits for the rest of them that we see need it and as soon as they arrive we will put those in. These lighting packages are much brighter, energy efficient, and if something happens to the power, they have the ability to light up all of the lights instead of a small emergency light back up. So in an emergency this is a much better lighting system. And that's all of the updates for the elevators that I had at this time.

ROBERT SMITH: Are there any questions for Mr. Chambers?

BOB LOSSIE: Yes. I have a couple if I may.

KEITH CHAMBERS: Yes, sir.

BOB LOSSIE: First of all, I'm really really really thrilled about the lighting change because it looks like you are walking about an Apocalypse movie when you go into some of those. I was curious about why that was. But the emergency lighting I know I have lived in a building that had the emergency power for the elevator -- well, I live now with emergency power for residential elevator. What happens during a power outage? It is great you have lights in the elevator but will you be able to get out of the elevator?

KEITH CHAMBERS: The systems MARTA is putting in we have a battery backup system. In the event of a power outage the new elevators that have been installed they stall and then the battery backup power kicks in and it lowers it to the next level and opens the doors and then shuts down. So it has a system to be able to get the passenger to a level and let them out. But also if the power is removed, the battery backup cyst from the lighting illuminates the whole cab as opposed to older units that have just a small incandescent light that lights up enough to see the panel. So yes the new ones that we have are emergency power built into the system. If the building is not equipped with emergency power, the elevator takes care of it itself anyway.

BOB LOSSIE: That's great to hear. In addition to that, do the MARTA employees have something in their manuals about if there is a power outage and the elevator goes down to a lower level for the platform to let them out, how they are going to get somebody in a wheelchair upstairs?

KEITH CHAMBERS: We do not yet. We are putting together some plans for entrapments that go along those lines, but we also have if -- and it will be per station. So if there is an alternate elevator or something along those lines we will be able to go to the next station possibly and get up and get a ride back if that is the case. But we are -- everybody is sort of aware of it, but there is nothing in writing yet to the station workers to that affect, Bob.

BOB LOSSIE: I'm sorry. Just one other quick question. If there should be a power failure unless there was a tornado that took out everything is it likely somebody would be able to speak on a telephone on a lower level where they can't get out?

KEITH CHAMBERS: Yes, the telephones are tied to a ring down system. So they are not -- they are phone lines, but it is like an intercom to the police communication center. So any time you use it, it is basically a land line that goes straight to the police. And that will always stay up.

BOB LOSSIE: Everything sounds spectacular. Thank you.

KEITH CHAMBERS: Yes, sir. Have a good day.

BOB LOSSIE: You too.

ROBERT SMITH: Are there any more questions from the MAC members for Mr. Chambers? Hearing none, thank you Mr. Chambers.

KEITH CHAMBERS: Yes, sir. Thank you.

ROBERT SMITH: Next on the agenda is rail car update by Mr. Lisle Harris.

UNIDENTIFIED SPEAKER: Your call has been forwarded.

Hello this is lisle Harris. Thank you for giving me another opportunity to speak before the MAC. I wanted to give everyone a reminder that on May 3rd we launched the "you arrive, you decide" campaign which gives everyone an opportunity to vote online using a platform called Q Markets. You can vote for whatever feature.

DENISE BROWN: Somebody needs to mute themselves back. Somebody needs to mute themselves. Who is speaking to someone on the phone? I can't see who is speaking. Sorry lisle.

Thank you for having me on the line to talk about the rail car project that MARTA is currently involved in, in terms of the new design of the rail cars at MARTA. We are orders more than 250 rail cars. It is a massive project. Rail cars will some online in the next two years. In the meantime we want to give everyone who rides MARTA including members of the MAC an opportunity to tell us what are the best features to put in these new rail cars. We have started that process using a crowd sourcing platform called Q Markets. I shared that at the last meeting about a month ago. You go to the website at ideas@itsmarta.com. We have everything from ADA accessibility to new hand rails to bicycle racks. We encourage members of the MAC as well as the accessibility community to go into this website and tell us what they think about the features that should be in these new rail cars. Since the program launched about a week ago we have gotten more than about 350 different responses from people. We need more. We want to hear what you think and what sorts of feature we should have in these new rail cars. It is one of the biggest projects we have done in a long time and it is important to get public feedback as much as possible in the next two weeks. The public feedback period ends at the end of the month. Go to ideas@itsmarta.com and let us hear what you would like to see. Go to railcars.itsmarta.com. It is an e-mail address that you can send you comments and questions and concerns to. So that's it. We hope to hear from you. It is a great project and a great way to get public feedback and we are waiting to hear from every member of the MAC to tell us what they think. I will take any questions if you have any at this point.

ROBERT SMITH: Any questions from the committee members for Mr. Harris? Mr. Harris, I have one. How descriptive when you go to the website is it for somebody that is visually blind or impaired to describe the arrangements of the rail cars? How descriptive when you called in to the website, is it showing a picture? I know for those that can see, but those who are blind or visually impaired, does the website explain the arrangement? The seating arrangement inside the rail car?

LYLE HARRIS: It does have pictures. I understand the website is fully accessible. If you have questions or issues you can send an e-mail to that address I gave you. Railcars@itsmarta.com. We are developing a pen and paper survey for people if they have problems using the platform. You can send an e-mail or call 404-281-0078. Lyle Harris at 404-281-0078. It is 404-281-0078.

ROBERT SMITH: Any other questions for Mr. Harris?

ROBERTA ABDUL-SALAAM: I have a question for you. I didn't know it was an issue until a few days ago. Where would be find things like the size of bicycle tires currently that can be accommodated by MARTA buses and trains?

LYLE HARRIS: I do not know that. I can find out. In terms of the size of the tires I'm not sure. I would have to research that I find out for you.

UNIDENTIFIED SPEAKER: I bring it up because the rider was told his bicycle tires were too large to go on the rack of the bus. He was going to have to make his tires smaller or something like that.

LYLE HARRIS: I would have to check on that. This is basically for rail cars. I will make a note and find out if we can get that.

ROBERTA ABDUL-SALAAM: Are there restrictions for the rail cars?

LYLE HARRIS: Not that I'm aware of.

ROBERTA ABDUL-SALAAM: Thank you. Thank you Mr. Chairman.

MILES TURPIN: Excuse me. This is Miles Turpin with mobility. If I may I can answer vice chair's question regarding the tires. So vice chair Abdul-Salaam ma'am what occurs is all MARTA fixed route vehicles have a vendor that puts the actual bike rack on the front of the buses as you know. There is a certain speck that is related to the size of tire that falls in alignment with FTA. Basically it is a safety issue aligned with the speck and width and depth of the tire. So what I will do is get with our director Mr. William Taylor and he has the specks of the tires that we currently use on the bike racks. And I will send that information to you.

ROBERTA ABDUL-SALAAM: That would be wonderful.

MILES TURPIN: I do know there are all types of different tires people are using now in large size. For the most part the standard has not changed that much but for folks utilizing bicycles I have seen some very large tires. To wrap it up, for the operators piece of it, if the tire is too large or can't fit snuggly within the bike rack it creates a safety issue if the falls off the vehicle.

UNIDENTIFIED SPEAKER: Thank you.

MILES TURPIN: I will get that information to you.

ROBERT SMITH: Thank you, sir. Are there any more questions for Mr. Harris?

BOB LOSSIE: Could I ask for Mr. Harris's phone number one more time? I didn't have it written down.

LYLE HARRIS: 404-281-0078. And my name is Lyle Harris. And again I want to make sure the number is correct in the transcription. I think it might have been transposed. But thank you. If you have any questions about the platform and how we are using it and get access please contact me at the e-mail address or directly by phone.

UNIDENTIFIED SPEAKER: Thank you.

LYLE HARRIS: Thank you.

ROBERT SMITH: Okay. Thank you Mr. Harris. Next on the agenda operation and fixed route service. Mr. [Inaudible]. I hope I don't butcher this. Santiago Osorio.

SANTIAGO OSORIO: It is my pleasure to give an update of what fixed outs have been doing in the last few months. We have restored our bus service back on.

April 24th of this year. To give you a little bit of context back in April of 2020 MARTA suspended 70 routes of our 110 routes in operation at the time. That was in response to the widespread of the coronavirus. After the suspension of the bus route we are starting to come up with methods and processes to start restoring service as we move through the pandemic. Within the last 9 months before April 24th we restored 12 of those 70 routes that were initially suspended. To restore those routes obviously it was a lot of work behind the scenes. We were constantly monitoring ridership and installed [Inaudible] in our fixed routes starting off on the anti-microbial filters. We rolled out in-service cleaning at 8 of our main stations. The buses get serviced and cleaned. There are days we clean between 200 and 300 buses providing service to our customers.

As we continue forward and up to April 24th we were able to install the middle point bipolarization systems. This cleans the air that people breathe and makes it safer and healthier for the customers. The decision was made to reinstate the 110 routes we had previously suspended. On April 24th we were very successful. We rolled out the system. We still have some restrictions in place meaning the customers are still required to wear the masks. Operators are wearing masks. They have bus shields to protect them. Middle points are being tested. We continue to replace our antimicrobial systems. We have also a number of buses on the Street to make sure if we receive calls from the customers stating the buses are at capacity, but control in turn turns around and sends vehicles to those locations to pick up the people that get left behind because of overcrowding. When I say over crowding it means the vehicle that comes through had reached sitting capacity. Because we went from social distancing meaning we had placed placards on the seats to allowing full seating capacity on all of our vehicles. The mechanism we have in place to make sure we have enough service on the Street and provide service to customers that perhaps get passed up because of the over crowded bus, we are able to respond within a reasonable amount of time. So that mechanism has been working. We have weekly calls with our task force to make sure everything I just mentioned to you is in place and operational. We have contact with operators and supervisors out on the Street. We monitor ridership daily. I can't safely say today our ridership has jumped. We are seeing a little bit of increase weekly since we started the service change in April 24th. Hopefully the next time we have this committee I will be able to give you a better picture in terms of ridership. I'm very happy to take any questions if you have any?

ROBERT SMITH: Are there any questions?

BOB LOSSIE: This is Bob Lossie. I have a question if I could please. Okay. I'm in a wheelchair so it doesn't really affect me. I have my spot on the bus. But people that are sitting in the regular seats as I understand at full capacity is every seat has to be sat in and there is no standing allowed. No standing room. I just wondered how you interpret that because if there is a seat, one single seat left, and I was walking on to the bus and I didn't really want to sit by that person, would I be allowed to stand because I didn't want to occupy that seat and still ride the bus?

SANTIAGO OSORIO: Correct. What we are saying is no standing means beyond sitting capacity. If you have 32 seats available and 32 are occupied and you are the 33 customer and you want to stand we suggest you to do it. People get the perception that we are overcrowding the buses. The only thing we are asking the operators to politely ask the person to take the seat. If the person doesn't do it we will continue service. It is not entirely against the rule. In the early stages we have customers that rightfully so had skepticism about sitting next to one. So we understand that. We are using some common sense when it comes to that.

BOB LOSSIE: Great. I would like to commend the operators because they have a huge amount of responsibility. I tell them it is like there are on an island all by themselves and I handle it well from most of what I have seen. Thank you.

SANTIAGO OSORIO: I appreciate your comments. Thank you so much.

ROBERT SMITH: Okay. Are there any more questions of Mr. Santiago? Hearing none, we will move to our next presenter then. Thank you.

SANTIAGO OSORIO: Thank you.

ROBERT SMITH: We go to information technology, the AVIS project.

DENISE BROWN: Hey Robert, Catrina could not make it. She wanted the committee to know they are doing critical testing on the AVIS system and one of those test is taking place today. That is what she wanted you to know for the update. They are in the process of testing the speakers.

ROBERT SMITH: Okay. Okay. Any questions?

BOB LOSSIE: This is Bob Lossie. Again, I have just a comment on this. I have never been able to understand speakers in airports, in train stations, in department stores, anything. I don't know how they achieved it with this technology, but it is absolutely incredible the clarity of it. I don't know if it is an anti-echo or what. But it is a magnificent system by all accounts with me. And the signage as well. Because I'm ADD and dyslexic. The way that they design the visuals of that sign is spectacular. I mean they had many meetings with individuals asking for input and I saw all of the things implemented and I commend them for listening. I commend them for the technology that MARTA has installed and that's it. But it works.

ROBERT SMITH: Okay. Is that it?

BOB LOSSIE: That's it.

ROBERT SMITH: Okay. We will go to our next presenter then. It is our ADA [Inaudible].

TIFFANY GUILLORY: Good morning everyone my name is Tiffany Guillory. Can you hear me?

DENISE BROWN: Yes.

ROBERT SMITH: We can hear you.

TIFFANY GUILLORY: Good morning. Today I will provide the ADA linked customer complaints for the month of January 2021. Authority wide complaints received 209. ADA linked received 47 at 22.5 percent. ADA audit complaints received 25 at 53.2 percent. Breakdown by department mobility received 36. Bus operations received 6. Para transit policy received 2. Mobility reservations received 1. Vertical transportation received 1. Police services received 1. Top complaint categories. Late pick up received 2. No show received 2. Late drop off received 2. Tone of voice received 2. Top non-mobility complaints. Won't let board received 2. Incorrect reservation information received 1. Pass up received 1. Accommodations authority wide received 32. Mobility received 14 at 43.8 percent. That concludes my ADA linked customer complaints for the month of January 2021. Are there any questions?

ROBERT SMITH: Any questions? Hearing none, very good report. Very good report.

UNIDENTIFIED SPEAKER: Thank you.

ROBERT SMITH: We will move to our last presenter for this morning. Mobility update. Mr. Miles Turpin.

MILES TURPIN: Thank you director Smith and vice chair Abdul-Salaam.

Denise, I do have a couple of presentations. Would it be appropriate to make me the presenter of that or just do it narratively?

DENISE BROWN: I would do a narrative because I would have to turn off the captioning.

MILES TURPIN: No worries. That is what we will do. Good morning again to everyone. Thank you for --

ROBERT SMITH: Good morning.

MILES TURPIN: I will present to everyone the status update for office of mobility. And the first presentation I have for you today is our mobility virtual town hall that was conducted a week or so ago.

The mobility virtual town hall we had 2. One was April 22nd a Thursday. The second was on Saturday April 24th. And just to say with these town halls these are something that we mobility will continue to have. It is very important that we get the feedback from our constituents and feedback from our consumers and more importantly it creates value. We are as a team in the para transit services and transportation as a whole. Very valuable information.

During the town hall we had some public outreach. We used the Twitter platform and Facebook and a bulk mail piece to inform everyone and give everyone an opportunity to join our town halls and listen and learn and provide their comments and feedback.

The attendees for the first virtual on Thursday, we had two platforms we were using. You Tube and Zoom. Both sessions were excellent. I think Lyle and all of the presenters and myself, and senior director Bruno did a tremendous job to answer all questions and we answered all that were brought to us.

On Thursday the You Tube participation was 81. On the Zoom side it was 15. Then for Saturday on the second piece we had actually more participation that lasted over more than 3 hours. You Tube was 81 and we had another 15 for Zoom.

Categories to give you an update on the majority of the questions not being able to show you my presentation but I would briefly give you an idea of the major topics discussed for both days were the certification process or recertification process. A lot of our consumers and customers were wondering why MARTA requires a 3 and a half year recert and would like to see something longer for 5 years of that nature.

On Thursday primarily we talked about the service plan moving forward for mobility operations and performance. Again insightful engagement from the folks that were looking to help us be better. And that is the whole part of this. It is what makes the town hall so good.

Then on Saturday pretty much the same process. A lot more for the recertification process. And the workforce itself is the workforce status as far as what mobility looks to do as far as expanding. Vice chair Abdul-Salaam did an excellent job. We had a lot of participants on Saturday support mobility services in the Clayton county and the reck community. We will look at some of those avenues to make sure we serve everyone we can on a greater scale.

To our surprise the biggest category for Saturday we had 17 general questions about MARTA operations overall with rail, bus, mobility, and even purchasing the new rail train vehicles as well. So very engaged group. A lot of the formative information was discussed and at the same time I think we even on an operations side saw some ideas or things that kind of piqued our interest in moving forward with the mobility operation.

So the town halls I think are awesome. It was great even in its virtual setting. As we do know once we figure out what the CDC health department does with the COVID-19 process we will be having more virtual meetings or the in person sitting at headquarters. Either way we are going to continue this process because it is a good platform to discuss the services that we provide. Any questions with the town hall?

BOB LOSSIE: This is Bob Lossie. I have a question if I may. I was listening to the town hall meeting live on Thursday. It was great. Thanks for that. But I am a You Tube fanatic and I was able to do a search on You Tube to find the meeting and also found the Saturday meeting which I haven't had a chance to listen to yet. I forwarded them to people that weren't there so they can hear the things that were discussed. Can you mention that at some point how people can go to You Tube to find these or if there is access on the MARTA website to be able to go back and look at it again? Thank you.

MILES TURPIN: Thank you Mr. Lossie. You are exactly correct. The town halls are being recorded. They can find them on the MARTA website. We will put something out on our end for the marketing and communications so all our constituents including yourself and thank you for promoting it. That's awesome on our part. So we can get everybody involved. Just like this MAC Committee is being put on the MARTA website I will make sure the town hall processes are as well and more importantly the upcoming ones. The more folk we get involved like yourself the better this is going to be and it just makes not only mobility but bus, rail, all of our modes of operation that much better. We will put something out and make sure everyone knows where to find that information on the MARTA website.

ROBERTA ABDUL-SALAAM: I want to say a thank you to Mr. Bruno and the moderator. The town hall meetings are something I'm passionate about that I pushed for a long time for us to have and it was an honor to be a part of. It was great to hear directly from our constituents when they are not if I can say the word I used not in a bitching and moaning process. But we were in a collaborative process. Kudos to all of you. I'm proud of what we were able to accomplish and what we will continue to do.

MILES TURPIN: Thank you. You are absolutely correct. I can't say enough. On behalf of the mobility team and the MARTA executives I know for certain that this forum was tremendous and you being a part of it just made it that much more richer and more experiential. I thank you and our teams thank you. This is a great forum as you have stated.

ROBERTA ABDUL-SALAAM: I want to let members of the committee know I'm also disabled. I have a long term disability that is one of those that is not visible. Nevertheless equally as obstructive sometimes. It is a service that I need. So it is not anything out of the ordinary for me to participate. I do it because I have to.

ROBERT SMITH: Thank you so much vice share. You have been around quite a while and I hope that our relationship between the MARTA board as well as Mr. Turpin and all of the other departments at MARTA we can do a much better job when we have our full number of people that are on the committee working and helping us and give thanks to Ms. Paula Nash and Denise Brown for working with us and helping the MAC committee reach its goal and advising them on a number of things that we get from our constituents we rub shoulders with on a daily basis. I want to thank you Mr. Miles Turpin for coming in as it relates to the numbers that everyone should have received by now if you look at them. They are improving may I say by the day it seems like. I hope that trend continues. And I know it will with the leadership that MARTA has now. So I want to add my congratulations to Turpin and Abdul-Salaam for coming to the MAC committee. We hope to have other board members sit in on these meetings.

I want to thank you all of you for a job well done and hoping we can continue this trend as we move on to the future.

DENISE BROWN: I believe Miles has more to report.

ROBERT SMITH: I know. I was just adding mine in there too. You can continue Mr. Miles.

MILES TURPIN: Thank you Mr. Chairman. I will continue with the mobility update on the actual para transit services. To vice chair Salaam and the committee members and the consumer public again the second piece of my presentation involves the actual update of MARTA mobility para transit services.

Before I go there I want to make a quick acknowledgment and meeting acknowledgement to Santiago Osorio and Peter Bruno and mobility over site leadership team. The reason I say that to everyone on this call is if you have never been through a transition process a turn over change, a startup of this type of nature, you have to really really understand the key logistics and the project management that is involved in such a huge operation. The individuals I have just mentioned have done a tremendous job. Maybe time we have worked over 12 and 14 hours a day to get a number of parties and contracts together on the same page.

As you know we have started this transition months ago. We are now towards the end of the transition. We see the light at the end of the tunnel in the final stages. Had it not been for the leadership of Mr. Osorio we wouldn't be in the position we are today. So great team. Great individuals. A team that I couldn't be more proud to be a part of.

So as you know MARTA mobility services the transition piece we are moving from our current contractor MV transportation to first transit for fleet and facility maintenance operation. We have [Inaudible] doing our centralized dispatch. Back when the board voted MV did all factions of dispatching, scheduling and the operation itself. The board decided to pull that service off. We have two contractors in the same building formatting a service that will make us more efficient and hold ourselves accountable to delivering the service to our consumer and constituents hence the reason the first transit will be conducting these operations. Our full transition date will be this Sunday May 16th. I'm happy to announce we are pushing forward to that date with minimal roadblocks in our way. We have had some challenges but we have surpassed those challenges each and every time. I know to speaking for the team we are excited Sunday is finally here. We get to touch it, feel it, be here and make the full transition over to first transit. For first transit itself the operation for the committee the employee on boarding process went smooth and was very efficient. We currently got first transit received about 97 percent of all the employees that changed over from MV to first transit and just to give you an idea most and I have been on public and private side of things. Usually the private side only hoping to get 90 percent of turnover on boarding. MARTA received 97.

Our technological applications and programs are running smooth at this point. On the maintenance side we move [Inaudible] suites application. The MARTA team has done an outstanding job making sure this process is in play for Sunday and making sure our incident modular system as working. When Sunday hits all avenues will be ready to go maintenance wise and operationally wise.

Currently right now we are in our last phase. We had 4 phases which I believe Mr. Peter Bruno announced to you previously. We went through a 25 percent phase which is phase 1. Phase 2 was 50 percent turnover. Phase 3 was 75 percent. The final phase will be this Sunday. Currently 75 percent of para transit services have successfully been transferred over to first transit. We started that this past Sunday. Operational success we only had one minor hiccup which was a schedule upload but was corrected quickly by the first transit and MV staff collaboration. We start service at like 3:30 and 4:00 in the morning. They stepped up and did it at like 1:00 in the morning.

The synergy with our provider has been seamless as well. They use a number of different DV providers. That process with ATS has been on point and all of the operators and all of the different forms of training and everything has been excellent and meets all standards of this committee.

Moving to transduce centralized dispatch. Comparable to the first transit operation the centralized dispatch is a little different. The dispatch piece of it is the nerve center of our para transit operation. Everything flows in and out of our dispatch operations. It is critical that piece comes in time with the first transit operation. We had a very tight turn around on this. As you are aware the first transit transition started a little earlier and we had a little less than a month to get them on board to get the transition moving quickly and to meet the specified deadline to make our transition final piece on Sunday. This coming Sunday. So currently I'm happy to report that all current dispatchers and schedulers have accepted job offer letters for two [Inaudible]. And that on boarding process went very well. They are going through the training piece right now and getting specific platforms and programs that are unique to Transdev that they are bringing to the table and they are currently training our dispatchers on those applications.

MARTA IT and Transdev are working together to formalize the dispatching component. This is a critical piece. This gives us the ability to when you hear that term real time this is real time. I have had experience with vision a few years back and it is by far one of the most advanced technological pieces as far as para transit transportation and operations in the business. This gives us an opportunity to raise the bar for MARTA mobility and give service that is needed in such a real time fashion at all levels from detour operations to road closures to adjustments and pick up times and schedules even if a consumer moves from one location to another. This gives us that ability to do that.

And then lastly, the mobility team leadership team for MARTA we delivered our SOP's to the Transdev leadership. As you all know this is very critical as well. The standard ops that MARTA has established is in alignment and conjunction with the FTA. It was a para mount process we wanted to make sure Transdev understood what was required and needed to run the service. All of the reporting requirements and the document needed and the last piece was we did -- they do understand and are aware that a lot of the SOP's and I want to say operating procedures and documents are formulated from the consent decree. Our biggest challenge or ask from them was, as you stated chairman Smith and vice chair Roberta Abdul-Salaam, we did not want regression. We are moving forward exponentially. Part of that as our consumers have stated was recognizing the consent decree orders and building upon that and so we have done that and we have moved that towards our contractors. That is something that is pair mount from the mobility team. We want to make sure they understand what is needed. I say that to understand as we all know the goal, the operational goal, for on time performance is 90 percent. When we say 90 percent is the goal that is a minimal goal in our eyes. That is the minimum standard. We want 90 percent or better. That is what we expect and we will make sure we achieve that for you.

So that is just the biggest update for you. Any questions with that particular update as far as para transit transition?

>> Hi Mr. Turpin. I'm sorry I feel like I interrupted someone. Go ahead.

DENISE BROWN: No you go ahead.

UNIDENTIFIED SPEAKER: I was going to ask because it is going to offer such real time performance if somebody were to happen and say an individual were to take a trip and their pick up place is the same but the drop off location would need to change, is that going to become a possibility now?

MILES TURPIN: Thank you for your comment. Yes, the vision application can do that and more importantly with that, say the pickup stays the same but your drop off has changed. Not only will vision do that, it will also give us the moment efficient routing to that new location. Right? So that is so important because whatever that new drop off is within that distinct area we want to decrease your on board time, right? Your OBT time. It helps us as well when we get to that next location efficiently and it helps MARTA for our OTP, with our on time performance. So there is a module in there that allows us to do that and utilize that function. Once we map through that in the training we plan to use it.

UNIDENTIFIED SPEAKER: Yes, sir.

MILES TURPIN: Thank you for your question.

UNIDENTIFIED SPEAKER: Thank you so much. I just have one more if that is okay.

MILES TURPIN: Please.

UNIDENTIFIED SPEAKER: Within the training the dispatchers will also be trained in the event that would happen, right? The destination location would change.

MILES TURPIN: Yes. All of your dispatchers are going through training. Schedulers are going through training and the allocated supervisors for transit will all go through this training. And it is mandatory training because we want to make sure that the subject matter experts know not only how to deliver that service but as you know from time to time because of technology they need to know how to deal with any type of bugs or issues in the system in case the system malfunctions or has a hick up here and there. We confident as we roll it out they will be proficient at it and be able to apply it on a daily basis.

UNIDENTIFIED SPEAKER: That sounds wonderful.

ROBERTA ABDUL-SALAAM: I wanted to say to Miles I would be remiss if we didn't talk about the collaboration between our vendors we now have. During the town hall meetings we had full participation from transit and Transdev, and [Inaudible]. I think the fact that we jelling early on I think we will have a much more successful process and our riders will benefit from that. Kudos to them as well. They participated in the Thursday and Saturday session. All 3 vendors. It was awesome to see their commitment.

MILES TURPIN: You are exactly right. I will say with the leadership of Mr. Green Wood, Mr. Parker, and Mr. Osorio. That will continue. We are committed that. That is so important in the overall operation for all modes, right? Our teamwork and efforts transposes over to big bus and rail as well and even for leader Chambers with the vertical transportation and elevators. So all of that is huge and we plan on staying on top of that.

ROBERTA ABDUL-SALAAM: Thank you.

MILES TURPIN: You're welcome.

ROBERT SMITH: Who is taking the floor?

BOB LOSSIE: This is Bob Lossie. If I could just ask one other quick question. I heard the pause. I didn't know. Regarding the vision program, is there a way that I can access a report to read or a video to watch to explain all of that it will be doing in detail?

MILES TURPIN: Because it is a private enterprise, a private company, they will have a brief summary -- I'm trying to find -- a publication that I can research for you and find out. I will get with Transdev just to look at that application in a media forum. A lot of the internal stuff unless you know sort of the dispatch operation because the vision piece is intermixed with our trapeze past. So a lot of the jargon, a lot of the wording would be familiar to nomenclature would be unfamiliar to normal folks. Let me get some information and I will by all means set that up and get it on the MARTA website.

BOB LOSSIE: Thank you.

MILES TURPIN: You're welcome.

ROBERT SMITH: Any comments from any other committee member? I have two questions Mr. Turpin. I heard your mention about dispatch. Are you going to continue to include ETA?

MILES TURPIN: Yes. That is part of the dispatching piece.

ROBERT SMITH: Yes.

MILES TURPIN: With scheduling ETA and dispatching all 3 components will be continued. There is another portion involving the ETA scheduling piece and reservations that myself, supervisor [Inaudible], and leader Roosevelt Stripling will be working on. We have a presentation for the executive folks coming that involved trapeze logic. So more enhancements. I don't want to tip my hand early. Again, another forum that we have established and created. The mobility team, again, is so committed. That will be a piece with ETA that will bring us over the top. Watch that space. That is coming soon.

ROBERT SMITH: Yes, sir. My other question is this. I asked this question a long time ago and it was before it became MARTA mobility. Are there some future plans in establishing another garage for MARTA mobility or would that be MARTA's -- [Inaudible] whether or not it will be another garage.

MILES TURPIN: I got the gist of your question Mr. Chairman. Let me see if I can answer it this way.

ROBERT SMITH: I will repeat it. I will repeat it. You have one major garage. [Inaudible]. And I think you work out of Hamilton if I'm not mistaken.

MILES TURPIN: Correct.

ROBERT SMITH: Are there any future plans of having another garage established somewhere else like out in Decatur for MARTA mobility?

MILES TURPIN: Got you. Yes. So just to give some background as you so appropriately stated with MV moving to first transit and we already have GTS looking at our operational map if you look at the highway 20 it was kind of like the divider line so to speak. The majority services where MV was operating was I-20 and above towards the north. This process started and GTS was handling I-20 and below.

So with that as we all know there is some with planning and real estate there is some opportunity in the Clayton county area that I see MARTA heading towards as we know we bought some property out there and slated to build a new facility in 2026. With the Hamilton yard and Brady yard we are at about 90 to 95 percent of the area we want to cover as it related on our side as far as dead head time which important in efficiency of scheduling to get to our pickups knowing the traffic in the Atlanta area. I know Osorio, and Mr. Green Wood, and Parker are looking at areas to extend the mobility footprint. It could include the Decatur area. So most of the east side of the Atlanta perimeter. That would be advantageous. Now we would have basically kind of a triangle operation with all areas covered. That is in the near future. Obviously there will be some funding, some studying, and processes and remember as it related to any additional routes on the fixed route side mobility has to run within that 3/4 of a mile process of established routes.

ROBERT SMITH: My other question is hoping to see MARTA from under the court consent decree. I know you mentioned briefly about it. From my standpoint MARTA is doing everything that the court has asked it to do. My question is I would like to see during my chairmanship and you running the operations like you are running I would like to see MARTA come [Inaudible] decree. I have been waiting quite a long time. We have been under for quite a while. I would like to see us come out from under that. That would be my wish.

MILES TURPIN: Yes. I appreciate that. You are right sir. I think the best way for this team and how our approach is so we can come from under it, is your performance. I can commit to you and all of the constituents as I previously stated the team that is in place now our vendors and contractors, and the leadership from Osorio and Mr. Parker is beyond approach. They are engaged leaders. It creates an atmosphere of excitement and never give up attitude on our team. We know the challenge and we know if we stick to the course and make sure that our performance is bar none and even over the top because we are not here. We will not accept being adequate. We want excellent. And everything we do, every day that we come to work and provide for our communities because remember we are part of the community. We live in these communities. I'm sure you will see that decree lifted.

ROBERT SMITH: Thank you sir.

MILES TURPIN: If I may one last quick update Mr. Chair. I would like to give that briefly and then return the floor to you.

ROBERT SMITH: Okay. All right.

MILES TURPIN: The last which is near and dear to my heart and proud we were offered the opportunity to be a part of is as you guys know we operate and are operating with what we call the delta services vaccine shuttle. To give everyone some quick background the shuttle was established from College Park station. We were in collaboration with the State and the city of Atlanta and delta airlines and our constituents and those that actually needed it would come to the shuttle. We would take them to delta museum where they can get their vaccination shots. We started this process on March 22nd of this year and are continually going through that. The delta shuttle has been a tremendous success. We didn't get the ridership we were anticipating. The governor opened up Mercedes Benz stadium. The delta piece has been running. With the progress the State ordered vaccine sites will end on May 21st. It has been a great process for our fiscal responsibilities of this team showing the leadership of the mobility team submitted a monthly report to DC, Osorio and Mr. Green Wood. We had a large amount of accommodations and working with delta they were happy with our service as well. It really put MARTA in a huge limelight as far as being a partner with the community and partner making our people better and caring about their health. So I'm really proud of that. We are still going through the final stages and once the 21 commences we will have an overall report of what that looks like for the last two months.

I just wanted to give a quick update on that. With that, Mr. Chair you have the floor.

ROBERT SMITH: Yes, sir. Are there any more questions of Mr. Turpin from the committee members? If thought Mr. Turpin that was a boat load of information. Hopefully we will take it to heart looking forward to working with you and your team very closely. And I can assure you that the MAC committee will be doing its job and we will be advising MARTA as to come of the things that we know from the disability community. We will communicating this good news to them. It is a lot. It is a lot. And people need to know. It is for us to get out there and spread the news.

UNIDENTIFIED SPEAKER: Mr. Chairman, if I may, I have one question, and then I promise I'm done.

ROBERT SMITH: Okay.

UNIDENTIFIED SPEAKER: I'm so sorry. One of the things that has happened recently when I took a mobility trip recently and because of the transitioning there was a delay with the pickup and it was substantial. I tried to cancel my trip so I could utilize the regular rail just because it would have been easier for me. But when trying to cancel the trip in the automated system it will only allow you to cancel it if it is 2 hours before your trip. Is there a way that with the new technology and the real time performance data that could change to where an individual can cancel their trip through the automated system? I felt bad because I waited on hold too but they weren't able to get to the driver in time.

MILES TURPIN: Thank you again for your question. Yes we are working on that as well for you. And please don't feel bad about that situation. Understanding you can cancel those trips. The key component is we don't want you or any constituents being charged with a no show. There is data manipulation with the manifest and things to coordinate to make sure the information is accurate when we do cancel a trip. So I apologize for that if they took so long while you were on hold.

Secondly, let me address. The transition has been a challenge for everyone. I realize having been on our game you wouldn't have had to cancel in the first place if the operation would have been on hold. So our program manager Mr. Stripling and I are dedicated to clearing these issues up when Transdev and first take over. Transdev brings some valuable components and some programming that we will be able to utilize for you. So no worries. Again, the apologies are on my part and not yours. We will correct these things and make it more efficient for you.

UNIDENTIFIED SPEAKER: Thank you so so much.

MILES TURPIN: You're welcome.

ROBERT SMITH: Thank you Mr. Turpin for that report. Are there any other questions? Hearing none, I want to thank you again Mr. Turpin.

MILES TURPIN: Thank you.

ROBERT SMITH: Okay. Denise could you inform the committee when is the next meeting?

DENISE BROWN: It will be July 13th.

ROBERT SMITH: July 13th. Okay. Any other questions from any of the MARTA staff? Any questions?

ROBERTA ABDUL-SALAAM: No questions from me Mr. Chairman.

ROBERT SMITH: I call this meeting adjourned. Thank you all.

DENISE BROWN: Thank you for your assistance today.

MILES TURPIN: Thank you board. Have a great day.

[Meeting adjourned].