

FINAL

AAC Meeting April 17, 2023 MEETING MINUTES

AAC Members Present

Darryl Howell, ATL
Cherie Newton, AAC
Shelly Simmons, AAC
Thomas Shibley, AAC

AAC Members Not Present

Clintina Mitchell, AAC
Swannie Wilson, Senior Services

Others Present

Karl Von Hagel, DOT
Theo Letman, DOT
Roderick Cockerham, DOT
Marcia Lankford, DOT

I. WELCOME & CALL TO ORDER

Chair Cherie Newton opened discussion of the meeting agenda with the AAC members present at 5:15 p.m., as there was no official meeting due to lack of a quorum.

II. PUBLIC COMMENTS

Mr. None.

III. REVIEW AND APPROVAL OF MINUTES

Mr. Shibley made a motion and **Ms. Simmons** seconded to accept the meeting minutes for the AAC July 2022, September 2022, and November 2022, and Joint TAB/AAC January 2023, with addendum, The AAC members present voted unanimously to accept all meeting minutes and addendum, as submitted.

IV. OPERATIONS REPORT

Mr. Cockerham provided a quarterly summary and reported on Flex and Paratransit totals of Trips, Reservations, Collection Points, Cancellations, No Shows, Cost per Passenger, Passenger per Hour, Passenger per Day, Total Vehicle Revenue Hour, Service Days, Out of Window, and Ridership for October 2022 through February 2023. Mr. Cockerham also reported on total number of Complaints for Flex and Paratransit for October 2022 through February 2023.

Ms. Simmons asked how often customer surveys were sent to Paratransit riders for feedback.

Mr. Von Hagel informed AAC members that the new Customer Service Manager will be handling customer outreach and will be on board as of May 1, 2023.

V. PARATRANSIT BUS PURCHASE UPDATE

Mr. Cockerham reported that there are ten (10) Arboc vehicles being converted from CNG to gasoline engines, with anticipated delivery by the end of August 2023. The five (5) Lonestar vehicles will be converted from CNG to gasoline engines also.

VI. PARATRANSIT APPEALS BOARD UPDATE

None.

VII. OTHER BUSINESS

Mr. Von Hagel reported that WSP, a consultant, will be conducting a review of CobbLinc’s current On-Demand services to develop programs, processes, and coordination that will provide a better customer experience for the riders.

Mr. Shibley asked if WSP will look at ways to simplify the payment system for riders to pay fares.

Mr. Von Hagel stated that WSP will be looking at leveraging all of CobbLinc’s various systems and resources that are in place now and to coordinate and optimize the use of those systems and resources.

VIII. NEXT MEETING/ADJOURNMENT

The next quarterly meeting will be held virtually on July 17, 2023. **Chair Newton** adjourned the meeting at approximately 5:45 p.m.

July 17, 2023

Approved