

FINAL

AAC Meeting July 17, 2023 MEETING MINUTES

AAC Members Present

Darryl Howell, ATL
Clintina Mitchell, AAC
Cherie Newton, AAC
Thomas Shibley, AAC

AAC Members Not Present

Shelly Simmons, AAC
Swannie Wilson, Senior Services

Others Present

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

I. WELCOME & CALL TO ORDER

Chair Cherie Newton welcomed all participants and opened discussion of the meeting agenda at 5:15 p.m.

II. PUBLIC COMMENTS

None.

III. REVIEW AND APPROVAL OF MINUTES

Ms. Mitchell made a motion and **Mr. Shibley** seconded to accept the meeting minutes for the AAC April 2023, as submitted. The AAC members present voted unanimously to accept all meeting minutes and addendum, as submitted.

IV. PARATRANSIT APPEALS BOARD UPDATE

None.

V. OPERATIONS REPORT

Mr. Letman provided a quarterly summary and reported on Paratransit and Flex Service 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 May 2023. **Mr. Letman** also reported on Quarterly Customer Service Complaints for Flex and Paratransit for October 2022 through May 2023.

Mr. Von Hagel reported that DOT/Transit will provide information/stats on the Transportation Voucher Program at future AAC meetings. **Mr. Letman** explained the Transportation Voucher Program provides service to areas where Paratransit does not go.

Mr. Letman reported on the status of 5 new Paratransit vehicles received and returned to the manufacturer for minor adjustments. The leased vehicles will still be in operation until all Paratransit vehicles are in service and there will be no disruption of service.

VI. OTHER BUSINESS

Mr. Letman reported that a review of CobbLinc’s current On-Demand services by WSP, a consultant, is in progress to develop programs, processes, and coordination to provide a better customer experience for the riders.

Mr. Von Hagel reported that DOT/Transit has been working with Chairwoman Cupid on developing a microtransit zone in the south part of the County. In the draft budget scheduled to be adopted by the BOC on July 25, 2023, there is \$1 million to implement a pilot microtransit zone to replace the current 3 Flex service areas. **Mr. Letman** added that there will be a Caravan size van to be marketed differently than the current Paratransit service. It will be a true On-Demand service, and all vehicles will be ADA accessible. **Mr. Von Hagel** stated that the target date for acquisition or lease of the On-Demand service vehicles is April 2024, depending on the equipment and resources availability.

VII. NEXT MEETING/ADJOURNMENT

The next quarterly meeting will be held virtually on October 16, 2023. As there was no further business to discuss, **Chair Newton** adjourned the meeting at approximately 5:45 p.m.

October 16, 2023

Approved