

# FINAL

## AAC Meeting October 16, 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

Theo Letman, DOT  
Rod Cockerham, DOT  
Marcia Lankford, DOT

### **I. WELCOME & CALL TO ORDER**

**Chair Cherie Newton** welcomed all participants and opened discussion of the meeting agenda at 5:00 p.m.

### **II. PUBLIC COMMENTS**

None.

### **III. REVIEW AND APPROVAL OF MINUTES**

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

### **IV. PARATRANSIT APPEALS BOARD UPDATE**

None.

### **V. OPERATIONS REPORT**

**Mr. Cockerham** 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 the third quarter (April, May, and June 2023 and through August 2023 year-to-date. It was discussed that riders are not asked the reasons for the cancellations. **Mr. Cockerham** also reported on reported on Customer Service for Paratransit and Flex Service for the third quarter and through August 2023 year-to-date. Per **Ms. Mitchell's** request, **Mr. Cockerham** will provide a breakdown of the locations of the complaints in January 2024.

**Mr. Cockerham** reported that the number of vendors for the Transportation Voucher Program has significantly decreased from 15+ vendors to approximately 5 vendors currently due to cost of gasoline and liability insurance.

**Mr. Cockerham** reported that 10 new Paratransit vehicles had been delivered and 7 additional new vehicles are anticipated to be delivered in early 2024. The remaining 5 new Paratransit vehicles are expected to be delivered in mid-2024. **Mr. Cockerham** reported that 6 of the leased vehicles have been returned and that 8 of the leased vehicles will be retained until all 22 new Paratransit vehicles are delivered.

**VI. OTHER BUSINESS**

**Mr. Letman** provided an update on the On-Demand Service Review and that the report is forthcoming soon from the Consultant firm.

**Mr. Letman** also reported that the Pilot Microtransit Zone service to operate 7 days per week in the South Cobb area was approved by the Board of Commissioners. DOT is looking at either a turnkey provider or that this service will be offered through the current Operations and Maintenance contractor, Transdev Services, Inc., and awaiting proposals. **Mr. Letman** explained that the Pilot Microtransit Zone service will be public transit and will accommodate passengers with service animals. **Mr. Letman** reported that DOT/Transit Division reviewed the MARTA and Gainesville Pilot Microtransit systems. The Gainesville Microtransit service became so popular that they eliminated their Fixed Route service. Gwinnett County is operating a limited Microtransit service that connects with their Fixed Route service.

**Mr. Cockerham** stated that Gainesville is using the Ford 3500 for their Pilot Microtransit service.

**VII. NEXT MEETING/ADJOURNMENT**

The next Joint TAB/AAC meeting will be held on January 22, 2024. As there was no further business to discuss, **Mr. Howell** made a motion and **Mr. Shibley** seconded, and **Chair Newton** adjourned the meeting at 5:34 p.m.

January 22, 2024

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Approved