

FINAL (with correction)

TRANSIT ADVISORY BOARD MEETING January 22, 2024 MEETING MINUTES

TAB Members Present

Allison Bickers
James Darden
Walter Kolis
Ken Marlin
Cherie Newton
Mark Riggans
Forrest Shealy
Thomas Shibley
Jeff Souther
Matt Stigall

TAB Members Not Present

LaSandra Boykin
Jaha Howard

AAC Members Present

Darryl Howell
Cherie Newton
Thomas Shibley
Shelly Simmons (virtual)

AAC Members Not Present

Clintina Mitchell

Cobb County and Others Present

Drew Raessler, DOT
Theo Letman, DOT
Marcia Lankford, DOT
Juliane Dixon-Crump, DOT
Blanca Peralta, Transdev
Jeff Jones, Public

I. Call to Order:

Chair Allison Bickers called the TAB meeting to order at 6:0 p.m., with a quorum of members present.

II. REVIEW AND APPROVAL OF MINUTES

November 27, 2023 TAB Meeting Minutes: **Chair Bickers** requested approval of the November 27, 2023 meeting minutes. **Mr. Riggans** made a motion and **Vice Chair Marlin** seconded to accept the November 27, 2023 TAB meeting minutes as submitted. With a quorum present, all TAB members voted unanimously to approve the November 27, 2023 meeting minutes as submitted.

October 16, 2023 AAC Meeting Minutes: **AAC Chair Cherie Newton** requested approval of the October 16, 2023 AAC meeting minutes. **Mr. Howell** made a motion and **Mr. Shibley** seconded to accept the October 16, 2023 AAC meeting minutes as submitted. With a quorum of members present, all AAC members voted unanimously to approve the October 16, 2023 meeting minutes as submitted.

III. COMMITTEE REPORTS

Chair Bickers reported that no TAB committees had met and there were no reports. She advised TAB members that the Planning Committee is to plan future agenda items relating to MSPLOST.

IV. PUBLIC COMMENT

Mr. Jeff Jones, a regular bus rider of CobbLinc, voiced a concern that the men's restroom facility at the Marietta Transfer Center has not been open for several weeks.

Mr. Zuco will look into the restroom situation to make sure everything is working properly.

Mr. Raessler stated that the restroom concern will be taken as a top priority.

V. OLD BUSINESS**A. DOT Department Update**

Customer Engagement Update - Mr. Zuco reported that DOT conducted a travel training session to high school students prior to Christmas and will conduct another travel training session in February 2024 and a third training will be in March 2024.

Upcoming RFPs – Mr. Zuco reported that an RFP is in process for security cameras with high tech capability at the Marietta Transfer Center and all the Transit facilities as well as the Cumberland Transfer Center and that a selection of the awarded vendor will be announced at the next TAB meeting. An RFP is in process for security guards at the Marietta Transfer Center and the entire Transit facilities and parking lots, including the Paratransit building, as well as the Cumberland Transfer Center. Further demonstrations will be requested from the 3 top vendors before a selection to award a successful vendor.

Operations Data and Ridership Reports Update – Mr. Cockerham provided a quarterly summary and reported on Paratransit and Flex ridership. A summary of total 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 4Q23 and 1Q24.

Mr. Zuco and Mr. Cockerham reported on Customer Service Complaints for 4Q23 and 1Q24.

Ms. Blanca Peralta shared that Transdev currently conducts a 4-hour training session with the assistance of **Ms. Newton** and that Transdev Corporate Office will be providing additional training modules for drivers to address customer service complaints.

Mr. Zuco reported that the Paratransit rider complaints were relatively small for the number of riders during October to December 2023.

Mr. Stigall requested a timeframe for correct data to be reported.

Mr. Letman commented that there are problems with old and outdated fareboxes.

Mr. Raessler explained that to obtain more accurate numbers for reporting to NTD, a decision has been made to utilize the newer Automated People Counters expected in February 2024 until the fareboxes are replaced at a later date.

Ms. Newton commented that she had heard that the mobile ticketing unit does not work.

Mr. Letman and Mr. Zuco had not received any complaints that the mobile ticketing unit does not work. **Mr. Zuco** will follow up.

Vice Chair Marlin requested a summary of what is required with dates and times to expect a resolution.

Chair Bickers asked why the fareboxes were not updated and that it points to underinvestment.

Mr. Raessler explained that MARTA has been working on a farebox procurement for quite some time. Regional partners usually will allow MARTA to take the lead and then follow. DOT obtained quotes for replacement of 100 fareboxes. Dates will be provided to TAB of the agenda Board meeting and the anticipated implementation. TAB will be kept apprised of solutions to the farebox issue. **Mr. Raessler** agreed that DOT was underfunded for capital investments.

Mr. Shealy reiterated that he has requested 2019 data ~~and not to receive manipulated data.~~

Correction: Mr. Shealy reiterated that he has requested 2019 data.

Mr. Raessler stated that DOT will provide as accurate numbers as available for ridership.

Title VI Program Update Presentation – Ms. Juliane Dixon-Crump gave a presentation on Title VI Program and shared that DOT is providing an update per the Federal Transit Administration requirements for agencies utilizing federal funding. The Title VI Notice must be available to the public in various languages and posted at the Transit building, at park and ride lots, transfer centers,

online, and on the buses, etc. The public can request the Title VI Notice in braille and other formats. CobbLinc route changes and fare suspensions during the COVID Pandemic were included in the Title VI Program Update. The routes and fares have been reinstated. DOT addressed Title VI questions regarding the total population in the Transit service area and service for seniors. DOT will consider use of multiple languages for announcements on buses.

Upcoming Agenda Items – Mr. Letman reported that the 2024 Title VI Program Update and the Paratransit Software Procurement will go to the Board on 1/23/24. The CAD/AVL software agenda item and will include announcements in multiple languages and the Public Transportation Agency Safety Plan will go to the Board on 2/13/24. The Microtransit Implementation Public Hearing, Security Cameras, and Bus Stops/Shelters improvement are upcoming agenda items for BOC meetings in 2024.

Mr. Shealy inquired as to when the Board must vote on going with the MSPLOST Referendum to make the November 2024 election.

Mr. Raessler shared information about Transit funding and provided eleven legislative dates with a chain of required events to ensure ATL is in a regional coordination role among the County and to expedite the BOC dates. Actions: (1) ATL to amend the ARTP; (2) the cities to be named; (3) County Call and Response between ATL to hold the Referendum; (4) the Board’s approval.

Mr. Stigall and **Mr. Darden** inquired about the status of the bus stops and bus shelters.

Ms. Blanca Peralta clarified the connection points for riders at the bus stops.

Mr. Shibley requested status of the complaint posed at the TAB November meeting between a CobbLinc customer and a bus driver.

Ms. Peralta reported that the driver, a 20-year company employee, had filed a temporary protective order against the CobbLinc customer. The driver has retained an attorney. The driver is no longer driving on Fixed Route and is now driving on the Flex Route. The customer has also filed a temporary protective order.

Mr. Raessler shared that the County will monitor and Transdev to resolve the situation.

Mr. Letman and Ms. Peralta confirmed that all buses have cameras.

Vice Chair Marlin shared information regarding a televised news story where Gwinnett County officials provided positive comments about their MSPLOST plans that Mr. Marlin thought was very well structured.

Mr. Raessler stated that Cobb County is limited in what we can request of the media.

Chair Bickers added that Gwinnett County has a Commission funded advocacy for their MSPLOST and Gwinnett has learned from previous failed referendums.

Mr. Shealy referred TAB members to review the Cobb website for the County’s MSPLOST materials. He proposed TAB to submit a recommendation for passage of the Referendum to the Board.

Mr. Darden inquired if all cities are on board.

Mr. Raessler stated that DOT has met with all Cobb cities.

B. NEW BUSINESS

Project List

Chair Bickers stated that TAB will discuss the Project List and coordinate the timing with DOT.

C. NEXT MEETING/ADJOURNMENT

The next TAB meeting is on February 26, 2024, at 6:30 p.m. With no further discussion, **Mr. Shealy** made motion and Vice Chair Marlin seconded and the meeting was adjourned at 7:53 p.m.

February 26, 2024

Approved