

FINAL

AAC Quarterly Meeting July 15, 2024 MEETING MINUTES

AAC Members Present

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

AAC Members Not Present

Shelly Simmons, AAC
Swannie Wilson, Senior Services

Others Present

Morgan Simmons, DOT
Theo Letman, DOT
Mark Lambert, DOT
Robert Zuco, DOT
Eric Mercier, DOT
Marcia Lankford, DOT

I. WELCOME & CALL TO ORDER

Chair Cherie Newton welcomed everyone and called the AAC meeting to order at 5:08 p.m. and Transit staff and AAC members introduced themselves.

II. PUBLIC COMMENTS

None.

III. REVIEW AND APPROVAL OF MINUTES

Chair Newton opened the floor approval of the AAC April 15, 2024 meeting minutes. **Mr. Shibley** made a motion and **Mr. Howell** seconded to approve the minutes. All AAC members present voted unanimously to approve the meeting minutes as presented.

IV. PARATRANSIT APPEALS BOARD UPDATE

None.

V. OPERATIONS REPORT

Via Paratransit Software Update - Mr. Lambert provided an update on the Via Paratransit software and explained how the service would work as well as explained the platform similarities and differences between the new software and the existing software. There is an app available to users for scheduling with a function for ADA accessibility.

Chair Newton asked how the new software would work with interagency trips between MARTA and Cobb.

Mr. Zuco explained that the rider would continue to call the Reservationist to book the trip and Reservations would work with the other agency. The app allows the user to know the pickup time and give real time updated notifications of the progress of the ride status. The app has an enhancement to reach riders through text messages or emails.

Chair Newton, Ms. Mitchell, and Mr. Howell expressed concern that the app information could be unreliable.

Ms. Simmons explained that the app will allow for real time information and would provide the user to access the information via technology. **Ms. Simmons** stated that Via will open access to another module beyond the notifications, when necessary.

Mr. Lambert reported that the app will look similar to the Uber and Lyft apps. The rollout for the Via Scheduling software to go live the Tuesday after Labor Day, September 3, 2024, with training to the Reservations staff. There will be a marketing phase to educate and train riders.

Chair Newton requested that the app work with screen readers that riders might have on their cell phones.

Paratransit and Flex Trip Update - Mr. Lambert provided the quarterly trip data for Paratransit and Flex Services for April, May, and June and gave trip definitions.

Mr. Howell requested the pre-COVID ridership numbers.

Mr. Lambert stated that the pre-COVID numbers were higher than the current numbers and will provide the exact ridership numbers back to 2017.

Ms. Simmons stated that the 2019 numbers were on average 2,900 quarterly which were significantly higher than the current numbers.

Customer Service Update - Mr. Lambert reported on the quarterly customer service complaints and feedback data for Paratransit and Flex Services.

Mr. Mercier reported on the bus fleet update with the receipt of the 7 Chevrolet Arboc cutaway buses awaiting installation of cameras and fully ready deployment by July 26, 2024. The 5 Dodge Promaster vans are currently at the vendor shop awaiting installation of equipment and cameras and will be fully deployed by August 9, 2024. The new fleet of vehicles were changed from the original order of CNG and are all gasoline vehicles.

VI. OTHER BUSINESS

MSPLOST Update - Ms. Simmons provided an update on MSPLOST, reporting that Cobb was successful in getting the MSPLOST on the November ballot, reported on the engagement activities, and provided the timeline of the MSPLOST program and project status. **Ms. Simmons** requested the assistance of AAC members to provide feedback and potential locations to hold public engagement activities.

Microtransit Pilot Update - Ms. Simmons reported on the status of the Microtransit Pilot Program, with the completion of the RFP, the Equity Analysis and public comment period, and stated that a vendor has been selected. It is expected for DOT to take the Equity Analysis and vendor selection to the Board in August.

Mr. Letman confirmed with **Mr. Howell** that the drivers for the Microtransit Pilot Program are with the Amalgamated Transit Union.

Ms. Simmons shared that the Gwinnett County Microtransit program is in-house and that the MARTA Microtransit Pilot program will also be in-house.

Chair Newton expressed concern that her service dog would not be accepted in Microtransit driver vehicles.

Ms. Simmons welcomed **Chair Newton's** comment so DOT can prepare for such circumstances.

Mr. Shibley stated that there is a new library opening on Canton Road with an employment/vocational training center within it and there is no bus that goes there. **Mr. Shibley** requested DOT to check to see if there could possibly be a route change for a bus to go to that location.

Ms. Simmons said she would relay this information to the DOT division that handles review of these types of new construction.

VII. NEXT MEETING/ADJOURNMENT

The next quarterly meeting will be held in person on October 21, 2024. **Mr. Howell** made a motion and **Ms. Mitchell** seconded to adjourn the meeting. The meeting was adjourned at 6:00 p.m.

October 21, 2024

Approved