

# FINAL

## AAC Quarterly Meeting October 21, 2024 MEETING MINUTES

### AAC Members Present

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

### AAC Members Not Present

Clintina Mitchell, AAC  
Swannie Wilson, Senior Services

### Others Present

Morgan Simmons, DOT  
Theo Letman, DOT  
Mark Lambert, DOT  
Eric Mercier, DOT  
Marcia Lankford, DOT  
Blanca Peralta, Transdev  
Earnesha Scott, Transdev

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

Since no other AAC members had arrived by 5:13 p.m., **Chair Cherie Newton** agreed for DOT to present the CobbLinc Operations Report for discussion.

### **II. PUBLIC COMMENTS**

None.

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

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

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

**Chair Newton** inquired as to what CobbLinc is doing to ensure customers do not get suspended due to no-shows, etc.

**Ms. Blanca Peralta** announced that effective November 1, 2024, the CobbLinc No-Show Policy will be enforced. There are approximately 1,400 customers that use the system. For about six weeks, the customers were sent robocalls and letters informing them that the CobbLinc No-Show Policy enforcement is forthcoming.

**Chair Newton** inquired as to who is on the Appeals Board.

**DOT staff** will reach to the County Attorney's Office to determine who is on the Appeals Board and provide that information to AAC.

**Mr. Lambert** reported that there were no appeals this quarter.

**Ms. Simmons** added that DOT would provide a refresher of the No-Show Policy at the next AAC meeting.

### **V. OPERATIONS REPORT**

**Mr. Lambert** reported on the 35<sup>th</sup> Anniversary celebration of the CobbLinc transit service, providing lunch and the CobbLinc 35<sup>th</sup> Anniversary patch to the CobbLinc drivers and staff members.

**Paratransit Bus Fleet Update - Mr. Lambert** provided an update of the Paratransit bus fleet, reporting that there is now a full fleet of 21 Paratransit vehicles (16 Arboc cutaways and 5 Promaster vans) that have been delivered and deployed and all the vehicles have been outfitted with the new Paratransit scheduling software.

**Via Paratransit Software Update - Mr. Lambert** reported on the status of the Via Paratransit software, stating that on October 22, 2024, the software is scheduled to launch a new app to view and book Paratransit trips. Reservations began for booking on the new Via system on October 19, 2024. **Chair Newton** asked what people would look for at the new App store. **Ms. Simmons** referred **Chair Newton** to the CobbLinc Go webpage to look up the App to see the information for booking reservations.

**Paratransit Trip Data - Mr. Lambert** reported on the Quarterly Trip Data, showing the total reservations and out of window (late trips) for Paratransit, showing the total reservations and total ridership for Flex Service, and showing the total Customer Service complaints received for Paratransit and Flex. There were no compliments received from customers for Paratransit this quarter.

## **VI. OTHER BUSINESS**

**MSPLOST Update - Ms. Simmons** provided an MSPLOST update, presenting one of the informational videos that is running on social media and stating that educational materials and engagement meetings have been presented at various venues and on the CobbLinc buses. **Ms. Simmons** informed AAC members that more detailed information about MSPLOST and the actual November ballot language and a sample ballot can be accessed via the MSPLOST webpage on the Cobb County website.

**Ms. Shelley Simmons** inquired if a positive response has been received about MSPLOST.

**Ms. Simmons** stated that from the public engagement activities and providing educational information, there have been positive responses, which is different than what the media is reporting. The expansion of the service routes would provide access to communities that are not currently available. **Mr. Lambert** added that the state HB930 not only allows more transit projects but allows for trail projects, intersection improvements, etc., that can also be accessed on the website.

**Microtransit Pilot Update – Mr. Lambert** reported on the Microtransit Pilot Service that encompasses and expands the Flex zones. **Mr. Lambert** described the CobbLinc Go Microtransit vehicles that are available with the colors the same as the CobbLinc logo colors. There are several ADA accessible vehicles with lifts. If there is an increase of requests for ADA accessible vehicles, more vehicles will be changed to ADA accessible.

**Chair Newton** expressed concern that the Microtransit operators be ADA trained and expressed an interest in sitting in on the training.

**Mr. Lambert** noted that he will follow up with Via regarding sensitivity training that drivers are receiving and inquire if **Chair Newton** can sit in on the driver training. **Mr. Lambert** added that the Microtransit vehicles will be located at the Mableton Parkway Park and Ride Lot.

**Chair Newton** stated that emotional support animals are not trained and are not covered by ADA and that the allowed service animals (only dogs and miniature horses) are trained and are covered by ADA.

**Ms. Simmons** reiterated for AAC members who arrived late that CobbLinc will reinforce the No-Show Policy and that DOT will conduct a refresher of that policy at the next AAC meeting.

**VII. NEXT MEETING/ADJOURNMENT**

The next Joint TAB/AAC meeting will be held in person on January 27, 2025. **Mr. Howell** made a motion and **Mr. Shibley** seconded to adjourn the meeting. The meeting was adjourned at 6:34 p.m.

January 27, 2025

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Approved