DENISE BROWN: Jorge? Leonard, are you on the meeting? Okay. Jorge, can you hear?

JORGE URREA: Yes.

DENISE BROWN: Can everybody hear Jorge?

JORGE URREA: Hello everyone.

DENISE BROWN: Let's go ahead and get started then.

JORGE URREA: Let's go ahead and get started. How is everybody doing?

ROBERT LOSSIE: Very well.

JORGE URREA: Good. Thank you. Just be healthy. So um, I'm going to go ahead and get [Inaudible] sent me yesterday. Okay. Just for your information everyone this is our last meeting. Because somebody else needs to take over the [Inaudible] since my position is expiring.

DENISE BROWN: You might want to speak up a little bit.

JORGE URREA: Okay.

ROBERT LOSSIE: Well thank you for all you have done these years.

JORGE URREA: Thanks. It's been a really [Inaudible] time and I'm going to ‑‑

DENISE BROWN: I'll resend it.

JORGE URREA: I got it. Okay. So, I guess um, first item on the agenda is to call to order. How many people do we have right now? Do you know Denise?

DENISE BROWN: Let's see. We have quite a few. I don't know the number.

JORGE URREA: Do we have a [Inaudible]?

DENISE BROWN: You can go ahead and get started and I'll count.

JORGE URREA: Okay. So, let's jump to the second item which is the introduction that we do every time. My name is Jorge Urrea. My time is expiring. So, we are going to select a new chairman and a vice-chairman. It has been a pleasure working with you guys. I'm going to continue to be here and help with the chairman or anybody that needs my help about ADA. Um, let's move to the next person.

ROBERT LOSSIE: This is Bob Lossie. I'm actually involved with several of the subcommittees and currently unemployed but start a new business soon that I'm very excited about. That's about it for me.

JORGE URREA: Who is next?

JEFF EASLEY: Good morning. This is Jeff Easley with the Bobby Dodd institute representing intellectual and developmental disabilities.

KAY SIBETTA: Good morning, everybody. It is Kay Sibetta. And I'm representing the senior [Inaudible] 50 plus. And I'm also the chair for the customer focus subcommittee. Thank you.

LEE ROGERS: Hi everyone. This is Lee Rogers with world services for the blind. I represent the blind and low‑vision services organization.

DENISE BROWN: Are there any other members present?

LEONARDO BAINES: Good morning this is Leonardo Baines. I represent the visually impaired community. I'm also the chair of the friends of glass in Georgia.

DENISE BROWN: Jorge, Jordan is not going to be able to join us. She had an emergency this morning.

GEORGE URREA: Yeah. I got the e‑mail. Is Leonard here?

DENISE BROWN: I don't see Leonard on the list. Hello everyone. I'm Denise Brown. I'm the administrator in the diversity and inclusion office of MARTA. Okay.

JORGE URREA: Is that it?

DENISE BROWN: Yes. That's it.

JORGE URREA: Okay. Let's move to the third item which is the chair for the [Inaudible] and we are going to go ahead and try to select the chairman and the vice chairman as soon as possible. Hopefully before the next meeting is available. If anybody wants to be nominated or wants to be the chairman or vice chairman [Inaudible] send an e‑mail so whatever people need to do they can do. So, let's try to [Inaudible] on what we have been working with each other. That is something that is really [Inaudible]. Um, let's move to the subcommittee updates. With customer focus Kay Sibetta.

KAY SIBETTA: Thank you Jorge. I believe we are waiting for quotes or bids for the video educational project that we have proposed. This video educational project is to help writers navigate MARTA's system, bus, rail, et cetera. I think I sent an e‑mail to the customer focus committee. I don't recall if I sent it to the MAC. We are sharing examples of [Inaudible] for Cobb and Gwinnett that have similar educational videos. I think that is where we are at right now.

JORGE URREA: Okay.

KAY SIBETTA: And I can resend it right now, Jorge. I can resend that right now.

JORGE URREA: Okay.

KAY SIBETTA: Okay. Thanks.

JORGE URREA: Um, Robert Smith.

DENISE BROWN: I don't see that Robert is on the call, Jorge.

JORGE URREA: Okay.

DENISE BROWN: We did not do a no show for this month or last month.

JORGE URREA: Okay. The next one will be accessibility which is [Inaudible] but he is not in. Is anybody from that committee that can talk for Leonard?

DENISE BROWN: I don't believe they met last month.

JORGE URREA: Oh, they didn't. Okay. So um, let's move to the next item. Diversity and inclusion. Paula are you there? Paula Nash?

DENISE BROWN: I thought Paula was on. I thought I saw Paula was on. Maybe we can swing back to her.

ROBERT LOSSIE: I did see her name on the screen.

DENISE BROWN: So, did I. We will circle back. We can go on to the next item.

JORGE URREA: Okay. Let's go to the next item then. [Inaudible] rail operations. [Inaudible] Chambers are you there for the elevator updates?

KEITH CHAMBERS: Yes, I'm here. What we have for updates is on the renovation project they are replacing 111 elevators and we are 44 percent complete on that. Um, we are spacing out the [Inaudible] downs for that. Right now, we are at Five Points number 2 which will complete on March 15th. Inman Park number 30 will complete on March 15th. And civic center number 2 which it has an alternate use will be March 12th. Those are the only elevators that are out for long‑term that we have at this time. And going back to the work around signs that we were installing, we have installed all work around signs at all of the stations except for one sign at sandy springs number 5 midlevel. So for some reason we neglected to add that one. So it is being made now. When it is done, we will have it installed and we will have these signs every station and every elevator. That will give you an indication of where to go if you do not get a text, e‑mail, alert, anything that is tied to the MARTA site to have some sort of advanced notice that these are out of service. When you get there they should be flipped down and tell you exactly where to go to get to where you are going. As far as that goes on the elevators that is really all I've got for now.

JORGE URREA: Okay. Has anybody from accessibility committee seen the elevators? Seen the new elevators how they work? Bob, are you part of the ADA accessibility committee?

ROBERT LOSSIE: Yes. We have been discussing the elevators and the renovations. And my big question ‑‑ I don't know if it has really been addressed. It probably has ‑‑ was when the elevators are out the train operators make an announcement before the stop that the elevator is out so that people are aware they can have the option of going to the next station or what the circumstances will be. I know that there is an alert on the new system that lets you know if you check before you leave your home. People aren't going to do everything day practically speaking.

KEITH CHAMBERS: Yeah, Bob. There are several ways we have adopted now as opposed to a year ago. We didn't have any technology that was added to the system that could tell you. Now you have the alerts tab on had home page. Also tied to that, is an alert system. So if you sign up for e‑mail/text alerts, when it goes into that system as being out it does several things. It is a network so that the people input the information that an elevator is out, the workarounds and the information goes into one system and then splits into 5 or 6 different systems. It goes to the alert. It goes to the train operators to make announcements. It goes to text message and e‑mail notifications, and there is something else. I'm trying to think of exactly what it is. It gets posted another way. So it encompasses a lot of ways to find out the elevator is out of service. This sign that is installed at the elevator is sort of a last event once you get there. You have to sign up for the e‑mail and text alerts to get notified. You can do that on the website pretty easily. As soon as the call goes out for a specific elevator if it impacts the travel it is automatically set up to make announcements until the elevator gets back in service and then they pull it from that system.

ROBERT LOSSIE: Okay. If I could make ‑‑ well actually let me just go ahead and say as far as with Kay as well the education video that is something we need to make sure we include with that so people are aware of how they can know they are going to have a good commute to wherever they are going if they have these resources to check in advance. Just to give a little input I was talking to Denise at the end of last week about this. I don't go out that much right now because of COVID. But when I do go out and I have to use the big bus, the big route buses, the drivers are extraordinary in that if somebody is not wearing the mask properly, they remind them to pull them up. If they are not wearing a mask at all or sitting too close or they are playing music at all really the drivers are in control of that space. But on the trains, I have not been really taking the trains. I had to take it recently. And it is a different world down there. I don't even know what MARTA can do to make it better. There are 3 groups of people. The people that wear the mask, the people that have the mask on that don't wear it properly, and the people that refuse to wear a mask. They are all looking at each other resentful of one another. The mask wearers are angry that the people are not wearing them. They are just glaring at them. The people that are not wearing a mask at all are glaring at the other people because they are resentful. Also the spacing where you can't know how many people are going to be on a train car. Speaking of somebody from a wheelchair, when I'm sitting in my little space and there is a crowd of people around me, I can't go anywhere. I'm kind of locked down. So now if I can't get there by bus, I only use MARTA mobility. I'm staying away from the trains because I think they are an unsafe environment. To give feedback about the mask does work, the previous apartment complex I was at there was no encouragement to stay apart from one another and wear a mask in public places, to not have more than one person on the elevator. In 6 months, 30 percent of the people in one building are dead. Most of them from corona. Even the manager of the apartment would not implement the restrictions ended up catching COVID and was out for 5 weeks. He came back for 2 weeks and he died of corona related things. Well the building I'm in now the 14-story building they have very hard restrictions. Only one person in an elevator at a time which in a 14-story building can cause problems. But nonetheless in a year they only had 2 infections. One by staff. One by a resident and it was contained for a year. This year the manager saw the problems with the holidays coming up. She put out letters. Please don't go home for holiday get‑togethers. Please if you do go home safe distance, please wear your mask.

DENISE BROWN: Excuse me, Bob.

ROBERT LOSSIE: This is fast. When people weren't safe, we had a flood of corona virus infections.

DENISE BROWN: We have a large agenda. We lost some time in the beginning.

ROBERT LOSSIE: Well, the bottom line is it is important to implement the mask in public transportation and I'm glad MARTA does it.

JORGE URREA: Thank you, Bob. Let's move to the Canterbury track.

ROBERT MURPHY: Good morning. I'm so excited to share a very important accessible coming up in the next 5 weeks. I would like to share my screen. I prepared a presentation I would like to go through with everyone so they can look at it and see what we are doing.

JORGE URREA: Absolutely.

ROBERT MURPHY: Can someone give me permission to share my screen?

DENISE BROWN: You should be able to share your screen.

CAPTIONER: I need to unshare. One moment please.

ROBERT MURPHY: So once we get this up, I will walk you through everything we have planned and if you guys have any questions, we will certainly answer any questions that you all may have.

JORGE URREA: I just have one curiosity question. This is regular maintenance this replaced. The system is older now.

ROBERT MURPHY: It is a lot of both. It is a system upgrade to the new rail that we are installing. That is a very good question. Very good question. We got to understand this is one of the largest rehab projects we have undertaken in quite some time now. It is a very needed project. Have you ridden the system recently north of Lindbergh?

MALE SPEAKER: I haven't.

JORGE URREA: No.

ROBERT MURPHY: If you get the chance and you are riding north of Lennox the trains automatically slow down. There is a reason for that. It is because of the junction at Canterbury junction and diamond crossroad. It slows down to make sure everything is operating correctly. We slow the trains down purposely. I got it now.

DENISE BROWN: I can see you now Jorge.

ROBERT LOSSIE: A new addition to the old thing. Can you hear me now?

ROBERT MURPHY: Can you see the presentation?

ROBERT LOSSIE: I'm looking at a car.

ROBERT MURPHY: Okay. Let me switch screens.

ROBERT LOSSIE: Track renovation.

ROBERT MURPHY: This project is called track renovation phrase 4. The cross over is a portion of the project we will be doing. We like abbreviations. We call it TR4. Any time someone references TR4 this is what they are talking about.  Again, my name is Robert Murphy. I will be walking you through diamond cross over that we will be replacing that will interrupt rail service for 5 days during the month of February. The project will start February 16th. Rail service will be interrupted within this area. If you have the picture the section rail where you have the trains crossing over from one side to the other that entire section of rail will be replaced. So they will have to interrupt service. I will walk you through it a little bit more. If you want a detailed explanation of what we are doing. Going back to Robert's question before, if you take a close look at the cross ties that connect to rail to the cross ties you will see all of these cross ties here will be replaced. Some of them have worn out over the years. It is the time to replace those. We have 3 different locations where this is going to be affecting our rail service. Lindbergh, Buckhead, and Lennox. Lennox is the third station that will be affected. I will walk you through how we are going to provide a bus bridge for our customers that can get from each station so they can continue their trip. Additionally I also included two videos for this presentation so you can get an understanding of our planning and what will happen and how the buses will be operating around the construction area. The sound of the video because of the system that MARTA operators the sound will not come through completely. I will send out the links to the videos so you can get it to the attendees that are part of the meeting. If you want to take a look at it or have questions you are more than welcome to each out to me and I will walk you through it. I have identified my schedule for all of the events that will be coming up in the Canterbury section. We will go through the highlights and the outreach we have had to do with our initial planning. Then we will finish up with questions from the attendees. A little bit about the project and scope and why we are doing it. There is 133-million-dollar investment to upgrade the track system, system‑wide. A lot of this work ‑‑ all of the work will happen over the weekends and at night. So our restriction starts about 9:30 or so. The contractor gets on around 10:30 or 11:00 o'clock. We work throughout the night. We start running at 4:00 a.m.

The track renovation project is in the 4th phase of restoration. These upgrades and replacements will enhance of life of the rail system. TR4 will include a series of repairs on rail lines that includes but are not limited to ‑‑ the things now highlight the most important things that are part of the project. 190 thousand linear feet of new running rails which is the equivalent of 36 miles of new rail we will be installing. 26 thousand concrete ties in the main line and our two storage yards. The project also consists of installing 100 thousand fasteners system wide. The installation of 29 new [Inaudible] and replacement of 65 new turn outs system wide. If I can take a quick minute to give understanding, this is new turn out we installed on the east line. If you see rails are turning off to the right that is what we call a turn out. You can see we are putting in all new stones that support the track system. New cross ties and we see the little fastener that connects the rail down to the cross tie. That is new turn out we installed. Any questions so far?

ROBERT LOSSIE: No.

ROBERT MURPHY: The Canterbury junction is the section of track we will be taking out because it affects both the red line and the gold line.  That section of track will have to be taken out. We will discontinue service north of Lindbergh and south of Lennox and south of Buckhead. During this time we will provide a bus rail that will take people from Lindbergh center over to Buckhead station south and then travel from Buckhead station south over to Lennox station. We will pick up and drop off customers at these locations and make a loop back to Buckhead north and then turn back to Lindbergh Station. Next year in 2022 we have two more [Inaudible] at diamond cross over we will we replacing on the red line. There is discussion on whether we will do those simultaneously or individually.

Here you will see this particular video that I'm going to try to play and I do want to make note that the other project manager that I initially introduced early on Kelly [Inaudible] will be on the video narrating this. She does a very good job of narrating that. You can get a very good visual of what we will be doing. If you can indulge me, I think the video is a minute and a half to 2 minutes long.

DENISE BROWN: We're not hearing anything.

ROBERT MURPHY: Yeah. The volume is not going to work.

DENISE BROWN: Nothing is coming through.

ROBERT MURPHY: Yeah, I understand.

[Playing video with no sound.]

DENISE BROWN: I will make sure we get it out to everyone after the meeting because there are people on here that can't see the video.

ROBERT MURPHY: I will send this video out to Denise so she can get it to everybody that needs it. She is explaining our difference in the diamond cross over track replacement and also the single track. The next video I won't show it because you will not be able to hear it. It will show how the train system is going to be operating on the red line, gold line, and the main line from the airport to Lindbergh and Lennox to Doraville.

As I indicated earlier, we have multiple single-track events that will be coming up through this area. This is our anticipated schedule. Some of these dates may change. These are the single-track events we will have for the project in the Canterbury area. Some of the highlights for the project as I stated before, we will begin Wednesday night of February 16th, 2021 at 9:30 p.m. with our restrictions. We will stop rail service at 9 o'clock and implement our bus bridge at that time. We will be completing the outage Monday February 22nd at 4 a.m. and we will return to service at 4 a.m. As I mentioned it is a 5-day outage. Rail service will terminate in Lindbergh, Buckhead, and Lennox station. We will provide a bus bridge for the entire 5 days. Additionally, during the same time we will provide mobility service for our patrons during the entire 5-day outage during revenue service hours.

This slide here represents some of the outreach we have had to do and the preplanning we have done on a high level. We will have signage throughout each station that consists of bilingual signages. Restrooms will be open and available. We will have station attendants at each station helping patrons get off the train and on to shuttle bus and give them precise information that the ride will be complementary to MARTA for our customers using the system. We will coordinate with the business community we will be impacting. Coordination with livable Buckhead is ongoing. We will implement MARTA connect that will be available for our customers. Our communications team has a plan to get out to the local businesses and neighborhoods. The reason we are doing this we are providing safe and efficient passage for our customers during the entire shut down. Any questions you may have in reference to the presentation?

ROBERT LOSSIE: Good.

JORGE URREA: It all looks good. Anybody have any questions? Nobody? Okay. So let's.

ROBERT LOSSIE: I will ask one quick question. This is great you are doing the renovation at this stage. For long‑term will this be a plan for the years? I mean, does MARTA acknowledge that this whole system has to be renovated on a yearly basis? The extensions of it?

ROBERT MURPHY: This will go a long way. I do know we have other rail projects that are now being designed for upkeep of our system. A lot of it has not yet been upgraded.

JORGE URREA: Let's move to the next one.

DENISE BROWN: Can you speak now Catrina?

CATRINA JONES: Yes. Can you hear me now?

DENISE BROWN: Yes, we can.

CATRINA JONES: Can you guys hear me still?

DENISE BROWN: Yes. We can hear you.

CATRINA JONES: Good morning everyone. I'm Catrina Jones, the project manager for the AVIS project. AVIS is Audio Visual Information Systems. This update is effective as of January 12, 2021. The soul of the project is to install electronic signage and speakers as well as company infrastructure throughout 38 rail stations. The project also entails the installation of a new software that will allow MARTA employees to manage content on the signs and speakers throughout the 38 rail stations.  We are 88-point 92 percent complete with the project. We are still on schedule to complete the project on time by June 2021 with a close out ‑‑ of December 2021 with the State of Georgia. The project is funded at 50 million dollars from the State road and toll authority with 12 million from MARTA. As of today we have 4 thousand 520 speakers installed. We have one speaker to install that is remaining at lake Wood station. We also have 325 signs electronic signs installed throughout the stations out of 326. The remaining sign is at Lennox station. As of today, we are in the process of testing the nuclear software. Testing will complete the end of this week. We will then install [Inaudible] station in our [Inaudible] locations to allow command centers to publish content on to the signs. We will then start testing the stations in nucleus by deploying the software in the stations the week of January 19th through January 29th, 2021. Once installation is complete, we will perform integration testing that will start February 2021 and go throughout April 2021. The total project cost to date is 35 million dollars. Construction is expected to complete by March 2021. This concludes my update for the AVIS project. Are there any questions? Thank you.

DENISE BROWN: Any questions?

JORGE URREA: Questions?

ROBERT LOSSIE: I'm good.

JORGE URREA: Okay. So ‑‑ I'm sorry? Okay. So we will move to [Inaudible]. Is she here?

DENISE BROWN: LaHoya? I thought LaTonya was next. LaTonya are you here?

LATONYA POPE: Yes, I'm here.

JORGE URREA: Okay. Moving to the [Inaudible] project. Sorry about that.

LATONYA POPE: That's all right. I wasn't sure if I heard LaTonya or LaHoya. All right. Well good morning, folks. My name is LaTonya Smith and I'm the project manager for the mobile ticketing system. I wanted to provide an update to our last conversation where we were soliciting folks to assist us with taking a look at the application through our paradigm. And as a result of that request we did get 3 volunteers. Jordan Hall, Leonardo banes and Leonard Stinson. They assisted us by downloading the application. They did provide feedback to assist in the improvement of the design of the application. So we have taken that feedback from their downloading activities and logged all of that information so that we can review it and ensure that we consider it for future iterations of the software.

As a follow on to that activity. I met with Jordan to do physical testing. We went through the scenarios of insuring all of the available tickets and the mobility products catalog were able to be scanned and that you could use those for transfers to the buses and then lastly to insure that the information related to all of those various scans were included in the reporting and that we could retrieve that information and address any concerns that people had from a customer service perspective. And the good news is that everything looked good from a scanning perspective. Jordan did give us some additional feedback in terms of utilization of the device. And we again have collected all of that feedback and we are taking it into consideration again for future iterations of the application.

Now, at present we do not have a public announcement date as yet. So we will be sure to make sure that you guys are aware of when that announcement and the product will be available. I will say that the download process was completed from both Google play and app stores for android and iPhones and we did get confirmation that the keyboard placement assistant programs were working for the download process. So I walked away from this task feeling very confident that we would be able to address any needs and concerns that you have around the application and your ability to access it. So are there any questions?

JORGE URREA: Good job. Thank you very much for meeting those people and getting their feedback.

DENISE BROWN: Jorge, this is Denise. I wanted to see if there was someone on the call to address the smart restrooms that were on the agenda?

JORGE URREA: Yeah, I see it on the agenda. Is anybody there?

DENISE BROWN: I don't know if there is anybody who can address that, that is on the call. Okay. We can just go ahead on then.

JORGE URREA: So the part of the rail operation that we don't have anyone. Okay. So I guess now we can move to customer service.

LAHOYA BLOUNT: Good morning. My name is LaHoya Blount. I will be providing the ADA customer comments for the month of November 2020. Authority wide we received 349 complaints. 98 were ADA linked complaints. 28.1 percent. ADA valid complaints was 55 at 56.1 percent. Breakdown by department. Mobility received 83 complaints. Bus operations received 9 complaints. Mobility reservations received 2. Customer information received 1. Rail operations received 1. Maintenance received 1. Paratransit policy received 1.

Top complaint categories. All. For late pick up 30 plus minutes, 22. No-show received 8. Late drop up received 5. For tone of voice we received 4. For excessive time on van we received 4.

Top non‑mobility complaints. Incorrect reservation info received 2. [Inaudible] board received 2. Tone of voice, we received 1.

Accommodations authority wide received 25. Mobility received 7 of those at 28.0 percent. That concludes my report for today. Are there any questions?

ROBERT LOSSIE: I have a question. I see that the complaints are staying high if not higher. Is this because of the extra precautions you are having to take because of COVID having to take the buses back to clean them after just two passengers riding or is it staffing problem? What are the issues that are causing this problem do you think?

LAHOYA BLOUNT: At the moment I don't have that information in front of me. I'm not sure if someone from mobility can answer that question.

ROBERT LOSSIE: Thank you.

LAHOYA BLOUNT: You're welcome.

JORGE URREA: All right.  Anybody have a question? So we don't have any questions. Let's go ahead and move to mobility.

PETER BRUNO: Yes. Can everyone hear me? Good. Happy new year everyone. This is Peter Bruno acting director of MARTA mobility hear to give you an update from the last time we met. We have made some progress in some very key areas. I'm going to go over some of our accomplishments and then I will briefly update you on some key performance indicators through November for fiscal year 2021. One of the most important updates that we have is eligible applications for certification are now available online via the itsmarta.com website. There is a link there. They can click that link and fill out the application. Part B has the opportunity to be sent directly to their medical professional. It arrives via PDF form in an e‑mail to our eligibility team. So this should really make things easier for our customers. If they choose to, they don't need to mail anything in. They simply do it online. We have been working on that for quite some time. So that's gone live now.

100 percent of the fleet is outfitted with hand sanitizer unit dispensers. I think I briefed you on this before. Now 100 percent of the fleet has these. This will become a permanent fixture for our fleet. I don't for see us ever not having hand sanitizer dispensers on the buses. So this is a good development.

The third development is similar to MARTA installing the GPS ionization needle point units. We are installing them on every mobility van. These units run along with the heating and air conditioning units. They filter out 99.9 percent of viruses and bacteria in the air in the compartment of the vehicle. The air is refreshed every 5 minutes or so. This is another health safety development we are giving to our customer question employees. So far, we have 31 of our vehicles equipped with these. I expect 100 percent will be done by the end of January. You should see in the coming days some signage on the vehicles that have these completed. If you get the opportunity to ride one of these vehicles you will know the air is being filtered. We have got 3 contracts that are in various stages. The first one is the mobility ONM contract which was awarded to first transit. They are slated to begin there February 1st. Can someone put their phone on mute? Is that possible? Thanks.

The second is the centralized dispatch scheduling proposals. They have been received by the authority and they are under review. Finally the renewal of the eligibility assessment services currently MTM performs that. Are there any questions before I move to performance data?

Okay. Moving on to performance data for FY21. This data comprises a period of July through November. Currently our on-time performance July through November averages 93.71 percent or 94 percent. Our high mark was August of 95 percent. For the month of December although we don't have the final data, we are tracking 95, 96 percent on time performance consistently.

Our trips July through November are averaging 29 thousand trips each month. This continues to be a rise. We hit a high in October of 31 thousand trips. Our mean distance between failure which is a measure of the reliability of vehicles continues to track high July through November. We are averaging 253 thousand miles between failure. So we are doing a good job of keeping our vehicles on the road.

Our revenue hours we are averages again July through November roughly 21 thousand revenue hours per month. We hit a high in October of 31 thousand revenue hours.

We are averaging 33 [Inaudible] passengers per month. We are averaging 20 accidents per month which is a little higher than the mobility over site team would like. We are finding the accidents are with fixed objects. Side swipes with mirrors. We are looking into apartment complexes and gates. We are working with our partners to address this with the apartment community to see what can be done about this. So we are putting in place a plan to address.

Finally our reservation hold time continues to perform very well. We are averaging 14 seconds of calls in the queue. This concludes my presentation for mobility. I'm happy to entertain any questions at this time. All right. Turning it back over to your Jorge.

JORGE URREA: Okay. Thank you. Um, do we have anything else?

DENISE BROWN: I believe that concludes the agenda. I was just reaching out. I think Paula might still be having trouble with her mic.

PAULA NASH: Can you all hear me?

DENISE BROWN: I can hear you.

PAULA NASH: All right. I'm sorry I was late getting on. I missed the chance for the executive director to speak earlier. I didn't have too much to add. There is one thing I wanted to do is let everybody know that today is the last meeting for Jorge and Leonard. Is Leonard on the meeting?

DENISE BROWN: Leonard is not on the call today.

PAULA NASH: Today is their last meeting as chair and vice chair. I wanted to ‑‑

DENISE BROWN: Uh‑oh. We can't hear you. You are muted again. There you go.

PAULA NASH: Okay. I just wanted to take the time to thank both Jorge and Leonard for their service. They have put in a lot of time. They have actually extended their time for one year and they have served this committee very well. And so I just wanted to reach out and thank them for all of the work they have done and tell them how much we appreciate what they have done.

JORGE URREA: Thank you.

PAULA NASH: Thank you, Jorge.

DENISE BROWN: Jorge, I wanted to add that Jimmy Peterson is on the call also. I think he was having trouble getting in. I wanted to put it on record that he is on the call.

JORGE URREA: Okay. That's good. [Inaudible] meeting. We could just put everybody that attended on the minutes.

DENISE BROWN: Yes.

JORGE URREA: [Inaudible].

DENISE BROWN: Yes.

JORGE URREA: Okay. I guess this is it. Thank you for attending and for the updates. Let's keep working hard and the most important thing at this point is be safe and keep working. Thank you very much. It has been a pleasure. I am going to [Inaudible] of the MAC committee.

DENISE BROWN: Thanks Jorge.

JORGE URREA: Okay, guys. If anybody wants to reach me for anything you can reach Denise and she can give you my information and you guys can contact me any time.

DENISE BROWN: Thank you, Jorge.

ROBERT LOSSIE: Thank you, Jorge.

JORGE URREA: Thank you, guys, and have a good day.

DENISE BROWN: Have a good day everyone.

Thanks, Holly, for captioning.

[Meeting adjourned.]