MARTA MAC MEETING

01/09/2024

10:00 a.m. to 11:30 a.m.

>> Good morning, everyone. My name is Robert Smith, I am the chair of the MAC committee which is MARTA Accessibility Committee, and we are going to ask everybody to introduce themselves. Well, first, I'll say the meeting is now being called to order, and I wanted to get the MAC members to introduce themselves. All of them that are on line, would you please introduce yourself.   
>> Mark is here.   
>> Mark Gasaway is here.   
>> Okay. Anyone else?   
>> I can't see anyone else right this minute, Robert. I don't know if they're muted or what, but let's keep going for now.   
>> Okay. So we'll keep going, and we will now ‑‑ I don't think also the chairperson to have a ‑‑ I don't have a report. And we get to the committee reports, we have ‑‑ we consist of three committees. Only one had a report, and that was the ‑‑ and the accessibility met to discuss accessibility services for ‑‑ let me read this ‑‑ King County WA for the deaf/blind, and we had that meeting, and I don't know if Ms. ‑‑ one of our members are on who represent the deaf/blind, I know Mark Gasaway is on, to just say a few things about the report from the King County WA in Washington, D.C. ‑‑ I mean, Washington state. So was there anyone who wish to comment on those -- on that subcommittee meeting?   
>> Robert, I know that I have a follow-up with the representative for King County. We set up a meeting so that she can give me more information about those services that they have. We haven't met yet, but we have scheduled a meeting.   
>> Okay. So we don't have a ‑‑ we'll get that later?   
>> Yes.   
>> Okay. Okay, we'll skip that then. We'll go on to the ‑‑ okay ‑‑ go to our MARTA updates, and you would see one, two, three, four, seven, seven bullet points, and we will get to the Summerhill. Who will do that, Denise?   
>> That's Greg Holder.   
>> The Summerhill BRT?   
>> Yes. Greg Holder is on the call. Are you on the call, Greg?   
>> Mr. Holder, are you on the call?   
>> Yes, I'm here.   
>> Okay. You may go ahead, sir.   
>> All right. Well, good morning again. I'm Greg Holder with MARTA, project manager for the Summerhill Rapid Project. It is a BRT, but they've coined it as Summerhill Rapid so just to let everybody know. I just wanted to say thank you for giving me an opportunity to present the Summerhill Rapid Project and just give you all an update on the project and also address any questions you might have. Yeah, you can go on to the next slide. So with this morning's presentation, I'll go ahead and just cover a few agenda items, basically just giving everybody just a quick update on what a rapid transit is, and then I'll give you an overview of this particular project, and then I'll give you the current status, and we can just do questions and answers if there's any. Go to the next slide. All right. So with regards to what a Bus Rapid Transit is, and you can see in the picture here, it's there's several things that are key items with rapid, Bus Rapid Transit systems, one of them is having dedicated lanes. So if you can see the red area where it says "bus only," you want to have at least 50 percent or more of your route dedicated lanes and that's so that the buses, when they're moving through their routes, they can actually maintain the headways and pick up the people on a certain time. There's also there are limited number of stations because they're spread out a little further than just your regular bus stops and, of course, because they're in those lanes, you're getting frequent service. And then accessibility is very important there, and I'll talk a little bit more about it, but just to make sure that it's accessible, secure. You know, also, they're pretty attractive spaces too. They're open, they're safe, you know, glass looking both ways. Environmental friendly with the buses. Now they're using electric buses for these routes. And they've got distinctive branding so you can recognize the bus when it's coming versus just a regular typical Marta bus or any other type of bus. And they also have the off‑board collection so you pay so that when you're getting on the bus you're not looking to pay and line up, that way you can go in and out any of the doors that are open. And those are some of the main items on there. There's a couple of other items. They have signal priority so when they come up with signals, similar to ambulances, they can change the signal so that they can get through and maintain their headways as well. Usually good crosswalks and sidewalks, ADA ramps, everything. They're usually close to intersections, so it's accessible that way as well. And that's typically how the rapid transit is. But bottom line is it's supposed to replicate similar to a subway but except it's on land and it's rubber tires. So we can go to the next slide. Now I'll click the play button. Here we have our GM Collie Greenwood just giving the update on rapid transit when he went out to travel. Can everybody hear it?   
>> Are you playing it now, sir?   
>> Yeah, you are actually or whoever is running it.   
>> Can you hear it?   
>> I don't hear anything.   
>> Yeah, I'm not hearing it. I'm seeing it, but I'm not.   
>> I'm going to stop it because typically, on Webex, it doesn't work really well when we're playing it. I hear it on my end, but I don't think anybody else can.   
>> There's a volume thing there but, okay, yeah, we can move on.   
>> Because I can hear it. Nobody else can?   
>> No, I can't.   
>> Okay. We can go to the next slide. Okay. So here just really in support of population and business growth in the area. MARTA is constructing it's first‑ever Bus Rapid Transit project, and this is along the Summerhill/Capital Avenue corridor and also Martin Luther King, Jr. Drive and Mitchell Street corridors, and it's really just bridging the gap from downtown to Atlanta. The project consists of five new 60‑foot articulated electric buses, and those buses are just to kind of ‑‑ I don't know if you're familiar, but they look like they have an accordion in the middle. So those are the extra long buses, so we got about five of those. They're going to run along a 4.8 mile route that expands from the beltline, and you can see on the diagram on the right‑hand side there at the bottom, Carver, that's the southern terminus, so it expands from down there at the beltline area all the way up to the downtown corridor. And we've got 14 stops, so they're spread out about a third of a mile. And along with that, there is some costs, of course, and so the project budget was 86.4 million, and we did get a federal grant of 12.6, and then the remainder was coming from the More MARTA 2040 program. Go to the next slide. And so again, like I was talking about, the dedicated lanes. On this particular graphic what you're seeing here, this is Mitchell Street, and it's you're looking down from Peachtree and Mitchell looking, I guess you call that either south or eastbound, and what you're seeing there is on the extreme right‑hand side, you're still maintaining the parking, on‑street parking that they have, and the next lane is the bus only lane, so that's a dedicated lane, and then beside that, the two other lanes, those are the general purpose lanes for traffic. Of course, the other one same way, this is a one‑way street right here. But these buses are going to be running. Our project has 85‑percent dedicated bus lanes, and they also have the traffic signal prioritization and intelligence communication as well. So we'll be running along basically. It's a locally preferred route, and there was a vote that picked this route. And the buses are basically going to serve the major institutions up and down the corridor. You got government facilities, there's employment centers, housing along the corridor as well. But more importantly, also, it's going to run adjacent to three major heavy rail stations. So you got Garnett Station, you got Five Points, and you also have Georgia State University station. So those are going to be stations that you'll be able to access from this particular route. There is 28 signals up and down the corridor, so those will have the signal priority. There's also three of them has queue jumps. What that is is when they change, the bus gets to jump out first and then the traffic comes after, that way the bus can get over if it's trying to make a turn or anything like that. And I'll talk a little bit more, but with accessibility, they do have level boarding too so that way if you're accessing them or if you're in a wheelchair, you just roll and walk straight in to the bus from the platform that it's at. And then enforcement wise, they're currently going to have police enforcement to keep vehicles out of those bus only lanes, but we are working on getting camera enforcement right now. That will be going through the legislative assembly, so they're looking at that one this year in 2024, and if it does pass, then we'll also have camera enforcement. We'll go to the next slide. And so here are some of the amenities. You've got the off-board collection, so you can see there's a Breeze machine there. They also have -- if you're looking at the bottom, that's actually one of the shelters. On the very left‑hand side, you can see they have real‑time arrival signage, so it let's you know when the bus is actually coming. Underneath that we have a map or something of that nature. Then beside that, there's those five panels, and those are translusive and transparent panels so that way you can see through them. So you can see if somebody is behind the shelter or they can see you as well. So that's one of the safety features as well. There's seating there, there's a wheelchair, and ADA areas for waiting for the bus as well. There's security cameras. And there's also opportunity for public art. One of the panels at the right‑hand side will be for advertisers, if needed, and on the very far right is currently like a Breeze vending machine. Go to the next slide. And so these are the hours that are associated with the bus route. And so what they are is we've got again, it's about 10 to 15 minute headways between buses while you're waiting, and there's no buses that are going to be staging along the route, they're going to be continuously moving. When they get down to that southern terminus that we saw earlier, the Carver station, that's a station where we have a little bit more room, so if there's any staging, they'll do it there. And just to let you know, we also have chargers there, so they'll be able to recharge there if need to. Really trying to stay in line with the subway, so Monday through Friday, 5 a.m. to 1 a.m., and then Saturday 8 a.m. to 1 a.m., and Sunday 8 a.m. to 11, and that kind of lines up with the heavy rail stations as well. You can go to the next slide. Oh, maybe just go back real quick, I just want to add to that. Just for those who are seeing, this is again Mitchell Street that we looked at earlier, and you can see on this particular one that the sidewalk goes behind the station as well. Yeah. And just so you can walk actually in front and wait for the bus, and then also, you're able to walk behind it and in front and see the red line, that's where the dedicated lane is. You can go to the next one. This is a typical station rendering, just to give you an idea what it looks like. Again, these are rendering, the construction is going on right now, but at the top, you can see there's an overhang canopy‑style shelter and that when you look up at it from underneath there, it's got like an urban canopy with a series of different greens and yellows to kind of give you that tree kind of effect. Again, there's the real‑time arrival signage there, you can see that, and the panels, of course, they're translusive, transparent, again. And the advertising panel and vending machine. And also, there's lean rails so people can lean if they wanted to, the ADA wait areas, and there's opportunity to also incorporate public art. So on those back five panels, it'll be a similar depiction for all of the BRT stations, but you see the hand rails coming up the sides, they have different panels. So what we'll do is have different art that's pertaining to that particular area whether it's Peoplestown, Summerhill, or downtown, or something that's significant to that area and have the art there, so that's how you can differentiate areas with regards to the art. And on this picture also, you can just see a bus that's pulling up to the shelter in a dedicated lane. You can go to the next slide. Here, a little closer picture, and you can see that these -- what happens is your regular curve height is about five to six inches, but when you get to one of these station stops, you actually elevate to 14‑inch height and so that 14‑inch height makes it level boarding with the bus so when the bus pulls up, you can see here there's a wheelchair, and he's just going to roll straight in. There's no adjustment the bus has to make or anything. When it pulls up to your height, you just roll straight in. People walk in or out. They can take either door ‑ the front door, or the middle door, or the back door. There will be three sets of doors on here as well. We can go to the next slide. On this next slide, you're seeing pretty much the same thing, a bus pulling up to the shelter. One thing you can see is behind the shelter there's one person standing there, and behind them, there's another person on a bicycle. And so these are going to be accessible for bikes as well. There's going to be bike racks, so you can lock up your bike at a particular station and go wherever you're going, come back, jump on your bike, and proceed on from there as well. And then the yellow in the front, those are tactile warnings, and so there's a two‑foot buffer there so you can tell if you're getting close to the edge of the station. And, as well, just knowing that you're getting into the area where you're getting on the bus when it gets there. That's another ADA accessible feature as well. And these buses -- one other thing, there is an area that has some Braille and a push button, so there will be more opportunity there to just understand what station you're at and if you need to hear anything in particular. You can go to the next one. Now, on this particular one, we're seeing more of the roadway. This is a picture of Martin Luther King, Jr. Drive, and that's going northbound or westbound, sort of speak. So you can see on the extreme right side there is some on‑street parking, then you have your bus lane. You got your two dedicated lanes ‑‑ I'm sorry, your two general purpose lanes. Then you have a grass median area, and then to the left, you can see that there's a bicycle cycle track. So the cycles they go up and down in that one lane area but they're separated from the traffic. So that's something that the city actually built the cycle tracks already. Probably, if you go to the downtown area, you'll see quite a few of those, and so that's going to blend in nicely with this project as well. We can go to the next slide. Here again is just one area to where we have a shared area. This is down by Haygood and Hank Aaron where on the left side, we did put in some parking for some of the housing that's there that don't have parking opportunities, and then we do have the dedicated lanes that's heading southbound on the roadway, then you have your general purpose lane, then the yellow line you have your other general purpose lane. But because we didn't put in the parking there for that lot from Haygood up to Atlanta Road, the bus will share with the general purpose traffic, and then once again it's up to Atlanta Road, it jumps back to its own lane again. We can go to the next slide. And here is a rendering that's a little further up. This is Georgia Avenue, and there's a Carter development happening up there. I'm not sure if anybody has had a chance to get out there, but there's a new Publix out there, and they are still doing more developing out there, and there's also some other apartment, business‑type developments going in, but this is a particular area where you can see quite a few different features. If you're looking from the left, you've got your sidewalk, then you got your grass area, then you have a bike lane, and that's beside the dedicated bus lane. Then you have your general purpose lane heading southbound, the yellow line, and then you got your general purpose lane heading northbound, then you got your dedicated bus lane. Then you got on‑street parking, then you got a grade separation for bicycles to travel on, and then there's a median area, grass, median area, and then on the other side is where the sidewalk is. So Carter is actually participating in this design and development, and they are going to put this in as part of their development. So the roadway portion we're doing from the curb back, Carter is actually putting that in as part of their development. So that was one of the partnerships that we did along the way with the project. We can go to the next slide. And so there have been many multiple meetings we've had with public and private organizations, federal building authorities, developers along the corridor, just to ensure our plan and our station stops are in line and in sync with what they've got going on with developments and their projects as well. And on this slide, you can see some of the partners that we've been working with. Go to the next slide. And so this is the history of the project. It really got going around 2018. There was some grants, and we got awarded the federal grant, and we started getting going through the planning stage. And then once that was done in 2021, then we came over to the design, more of the final design, and finally wrapped that up in '22, put the project out to bid. And now here towards the end of '23 in September, we actually started construction of the project. And so it's actually currently in the implementation stage, and we're anticipating that the construction will be done in 2025, and we'll start revenue service in the summer of late '25. Go to the next slide. And so here just to give you a current status of where we're at, again, we are in the implementation stage, and so construction did start in September. We did have one utility watershed management who was able to get out ahead of us and move some of the waterlines and fire hydrants out of the way, but here you can see they're starting from Fulton Street on Hank Aaron and heading southbound on the west side of the street. So you can see we started to bust up the roadway doing full-depth resurfacing and so clearing that out and making sure that the roadway ‑‑ it wasn't in the best shape, so we're putting it in good shape as well as so it will also be able to handle the bus traffic up and down as well. Here's another one you can see where we've done the milling and started to put back some of the gravel and everything else. They're doing some compaction testing here. This is between Fulton and Georgia Avenue. You can go to the next one. And down at that Carver station, just wanted to show this one as well. While this other construction is going on down here at Carver, there is some storm drain work that's happening. Also, Atlanta Gas is doing some relocating of their lines as well. Go to the next one. And trees, there was some tree removal as part of the project, so we had to take out quite a few. And then we are putting back actually more than we're taking out, working with Trees Atlanta and the Atlanta Beltline to bring back the trees along the beltline. Go to the next slide. And just one thing, there are sometimes events and other things that happen along the route. So one thing the contractors have been cognizant of and that is trying to make sure that the site remains safe and, you know, accessible for pedestrians and vehicular traffic, especially on weekends when there's no work taking place. And there's an example there, there was an actual Turkey run on Thanksgiving, so that was a couple of pictures we took that ran smooth, no hiccups, no issues, so that's good. Go to the next slide. And so that's basically it for the project. If anybody has any questions or concerns, I'll take them at this time.   
>> Well, I'll ask any of the MARTA members, MAC members, if they have any questions? Hearing none, Mr. Holder, thank you. Appreciate it.   
>> No problem. Thank yall.   
>> Okay. Thank you. Okay. We'll move on to customer service ADA linked service, Ms. Angelita.   
>> Robert , Roosevelt Strickland is going to go reporting in place of Mr. Gonzalez, and he asked to be moved up just before customer service.   
>> Okay. We'll just switch it around. We'll go to him now.   
>> Thank you very much. Again, this is Roosevelt Strickland. I am sharing my screen now. Let me know when you see it.   
>> I can see it.   
>> Okay. Cool beans. Thank you. All right. Roosevelt Strickling, I am the Mobility program manager for Mobility, and I'm here on behalf of our director Mr. Richard Gonzalez and the Mobility oversight team to provide a brief update on the service of Mobility since the last MAC meeting. And entitled this particular presentation service update "Hard Work Paid Off" has been reported in previous sessions. We've had some challenges in Mobility. Through hard work by our oversight team and our contract partners, we are making lots of headway in moving our service forward and making improvements. This particular slide is of our on‑time performance, and what you'll see here is in the red a previous month. In the month of December, on-time performance was 86.5 percent. The goal for on‑time performance is 9 percent, so we fell short of that goal during December. By comparison, let me mention that the on‑time performance for the month of November was 81.95 percent. Again, less than the goal, but in December, you can see December moving forward. And here we are now in the first week of January, and we're currently seeing at 94 percent. Again, the goal is 90 percent, so there is positive movement, tremendous movement in where we are. Some of the things that we can attribute to this success is that we have installed tablets on all of our vehicles, and we've updated the apps. So unless there's an area with a particular tablet, all the vehicles have tablets so that the operators have connectivity and have updated information on their manifest regarding the passengers and they have routing information there. We've added 14 new vehicles into our fleet. So we increased the size of our fleet, and our private partners are being held more accountable; i.e., we are. As the next slide indicate, oversight has increased, meaning we have put in place various measures that allow us to hold our contractors more accountable. They are providing more frequent updates to the oversight team so that we can get a snapshot, a clearer and more accurate snapshot of where their individual services are, and we can work with them to interject any particular types of improvements, any enhancement, anything that we need to do to assist them in improving service on the road. This next slide here is our mean distance between failure, essentially how many hours it takes for between any mechanical issues with our vehicles so that we are able to keep our vehicles on the road a lot longer. Our previous month, we were 34,935. The goal is 15,000, so that's a plus. Over twice as many now, so our vehicles are being well serviced by the contract management team, and the oversight team is doing a great job again in doing their inspections. We do random inspections. The contractors work to ensure that they meet certain standards and that they are doing their preventive maintenance and all the various checks they need to provide in a timely manner. This particular slide, when we produced this slide, it shows 14,533 in terms of our current for January 1st through the 5th, so that shows slightly below what the 15,000 goal is; however, I didn't have an opportunity to add it to the slide, but as of yesterday, we're sitting at 17,000 miles distance between failure. So again, we are doing a great job, our partners are doing a great job in increasing service. First Transit, one of our providers, brought on a new maintenance team, and those efforts have paid off. They have a new maintenance manager, he's been on board for about three or four months now, and he's doing a great job bringing on new and more qualified technicians and increasing the amount of service that they're providing to the vehicles. This next slide is for our call center performance. Looking at our call wait time, the goal for call wait time, the target is 120 seconds. Last month we did 829 seconds. Again, way above the target, but as of December 2023, we are at 364, and we are continuing to make improvements there. Our calls abandoned, the target is 5.5 percent. Of all the calls that come in, no more than 5.5 percent of the calls are abandoned, meaning the customers decided not to wait ‑‑ they've been on line 30 seconds or longer and decided not to wait before it gets answered and they drop the call. In November, 15.55 percent. Again, way above target. As of December, we had 9.13 percent. Again, an improvement still above the target but showing improvement there. Total calls received. Again, there's no particular goal for calls received, they come in as they come in. We are looking at this particular slide also shows the ‑‑ how the calls have increased and that they're starting to go down a little bit. That in and of itself is one of the things that is helping to improve the wait time and the call abandonment time. But in addition to that, what we experienced in September and October were some staff shortages. We did some moving around of our leadership within the call center, so we had some holds there, holding pass 90 days or so. We've made drastic improvements in terms of increasing the staff, brought in two new call reservation agents, and we are continuing to make improvements there by looking to improve ‑‑ by adding two contract agents, and hopefully, we'll have those on board between now and the next MAC meeting, and we'll be able to share even greater success in our call center status from there. And that does it for the stats for Mobility. Are there any questions?   
>> Are there any questions from the MAC members to Mr. Strickland?   
>> I think Mark Gasaway has a comment to make.   
>> Okay.   
>> On my trip this morning, yes. Okay, I'll start now. He says I got a text message last night and this morning about ETA, BTA? About the estimate time of arrival for Mobility. They said it was going to be 8:23 was the ETA at my home, so I was waiting outside, and it was raining. So I was waiting under my porch, there was no van, there was no van, and then a black car pulled up. The driver got out, came up, and wanted to talk to me, and he said that he was my mobile driver. I thought I was waiting for a van, but a black car showed up. And he arrived after 9 o'clock. It was, what, 9:05 I know when he arrived. But I was confused and delayed further because I was expecting a van, not a car van. So that's how I got here this morning, and I was waiting for a long time outside, and I apparently was waiting for the wrong thing.   
>> Okay. First of all, Mr. Gasaway, I do apologize for the delay that you experienced this morning. By the information you provided, it sounds like a couple things going on. Number one, as you have acknowledged, it was raining, so it is torrential rain across the metro area and that in of itself has provided a whole lot of delays in the service, not only MARTA service, but service in general. Perhaps I've heard on the news outlets that various schools and government facilities and different things are altering their schedules because of how the heavy rain has impacted service areas within their various jurisdictions. So that's one thing. The second thing is regarding the vehicle that picked you up that more than likely not knowing the specifics of which vehicle our contractors, our prime contractor First Transit has contracted with MARTA's approval a couple of transit network corporation, TNC groups, that will provide service. They fill in and help to essentially increase our effectiveness, our ability to reach out to our customers, and we kind of use them ones and two's when there's one trip. We use them for what we call service recovery types of incidents and thing like that. What should happen, which apparently did not happen there, is that the operator did not, number one, I guess clearly convey or introduce who he or she was, and the vehicle ‑‑ I realize Mr. Gasaway that we got some vehicle challenges ‑‑ but the vehicles should be labeled, and the operators should have on some distinctive clothing that let's the customer know that they are working with that particular company, and the vehicle should have a MARTA either placard on the side of the vehicle, depending on the type of the vehicle. So those vehicles that allow a magnetic strip, it's basically going to have MARTA on it or have something in the front of the windshield that says MARTA Mobility on it. So the vehicle in and of itself should be labeled. So we do have several services coming ‑‑  
>> I didn't know Marta was using contract drivers with regular cars. So the difficulty that also being with my mobility issue is that I'm using my walker, and so there's this sedan showing up, and I have to stow my walker in the trunk and then make my way struggling into the back seat of his van because the sedan is not accessible for me as the van would be.   
>> Understood. And that's definitely on our part. I will make a notation to provide to our operations folks that when we're inserting the use of TNC's for service, they should pay attention to the booking instructions because as you know, when we book trips, we'll indicate to the ‑‑ one question we ask the customer is if they're utilizing a mobility device, and then we'll ask what type of mobility device, as well as do they have a personal care attendant or service animal; et cetera, so that we can engage. On a regular L van, we know how many individuals to plan for on that particular route, but specifically for you, not specifically, but additionally, utilize that information as we insert our TNC's to know what type of vehicle ‑‑ if we're going to use a TNC, what type of vehicle should be utilized. So I will make a notation to ensure that the scheduling individuals and dispatch, you know, they do know that, but to make sure they're paying closer attention to the instructions within the booking request itself to know what type of vehicle that they need to utilize. Again, I apologize for the service that you received this morning.   
>> Thank you.   
>> I think one of the other difficulties was I live in a condominium, so there's 26 different units. And it's literally A to Z the buildings are, so the instructions to be able to find my building might be a little difficult. Yeah, my building is in an islet in the middle of all of these other condominium buildings, so if you've never been to my place before, I can understand the driver getting to the address and then driving around looking at the placards on the building going where ‑‑ oh, there he is.   
>> I said I think he's finished.   
>> Okay. Great. Thank you. No additional questions, thank you, Mr. Chair.   
>> Robert, are you there?   
>> I don't know if Robert fell off or not. I don't see him or at least I can't hear you if you are Robert. While I try to find out what happened to Robert, Angelita, can you do the customer service report? If you are speaking Angelita, you might be muted.   
>> She got to be moved back up to panelist. I'll get it for you.   
>> Thanks, Courtney.   
>> Hello can you hear me?   
>> Yeah, I can.   
>> Sorry about that. My name is Angelita Amour. Are we still waiting for Robert, or you want me to proceed?   
>> You can go ahead and proceed. I'll find out what happened.   
>> Good morning, everyone. My name is Angelita Amour, I am the customer field rep for Mobility, and I will be presenting you the ADA linked customer service complaints for November 2023. We'll start with complaint ‑‑ the authority‑wide complaints for November '23. That number will be 744. Of the 744, we have 418 ADA linked complaints which is 56.2 percent. Of the 418 ADA linked complaints, we have 210 of those that are valid, which is 50.2 percent. Next we have a breakdown by department. Starting with Mobility at 378. Mobility reservations at 17. Bus operations at 13. Mobility maintenance at 9. Bus maintenance at 1. Technology at 0. And the diversity and inclusion at 0 as well. Next we have the top ADA complaints in all categories. Late pick‑ups we have 132. Late drop‑offs we have 61. No‑shows at 57. Didn't offer assistance at 9. Vehicle stopping location at 11. Long wait time, 36. Paratransit dispatch at 19. No slow to request assistance at 8. Next we have top mobility non‑mobility complaints. Starting with incorrect reservations at 7. Long wait time reservations at 5. Bus pass‑ups at 4. Discourteous and refuse to meet at bus at 2. And last but not least we have accommodations. Authority‑wide we have 88. And mobility accommodations at 35 which is 39.8 percent. That concludes the ADA linked report reporting out for November 2023. Are there any questions?   
>> The system has kicked Robert out, but does anybody have questions while he's trying to get back on? No one has any questions. I don't see any questions from anyone.   
>> Well, thank you very much.   
>> Thank you. Well, I know we're having technical difficulties today. I'm not sure if Robert is going to be able to get back on in time because the system kicked him out, so if we don't have any other questions right now, and if you do after the meeting, just email me, and I'll get the question to the right person.   
>> Denise, there's a caller with their hand raised. I'm trying to see if I can unmute him. That might be him back.   
>> Okay.   
>> Hey, Denise.   
>> There you are. We can hear you.   
>> Hello?   
>> We can hear you.   
>> Thank goodness. Wow. I was wondering what was going on.   
>> Angelita gave her report.   
>> Yeah, I heard‑‑I was listening to a little of it then all of a sudden I'm back out again. Okay. I'm in again now. Were there any questions from any of the MARTA members who's present?   
>> I don't see any hands.   
>> If not, thank you Ms. Amour for your report.   
>> You're welcome. Thank you very much for having me. Thank you.   
>> Okay. All right. Well, I think that's just about it, Denise, for this MAC meeting. Rather short one but, you know, I think we got everybody in unless there's something else you would like to bring up.   
>> Nothing on this end.   
>> Pardon me?   
>> I said nothing on this end.   
>> Okay. Nothing here either. And we're going to‑‑I want to thank you Courtney for trying to get me back in. I appreciate it. Our next meeting is when, Denise?   
>> March 12th.   
>> March the 12th. Okay. Well, there's nothing else said and no other questions needed to be asked, we call this meeting adjourned, this MAC meeting.   
>> Thank you, everyone.   
>> Okay. Thank you, Denise. Appreciate it. All right. Bye‑bye.   
>> Bye, everyone.