MARTA MAC Meeting

Tuesday, November 9, 2021

10 a.m. - 11:30 a.m.

>> First of all, I would like to say good morning to everybody, and would like to call the meeting of the MARTA advisory committee to order. Today's date is Tuesday, November the 9th, 2021. And first, I would like for everyone to introduce themselves that's on this telephone call starting with the membership and then MARTA. Members, introduce yourself.   
>> Good morning, everyone. This is Miles Turpin, director of mobility for MARTA. Great to be here.   
>> Good morning. Kay Sibetta representing the senior citizens community and also the chair for the customer focus subcommittee. Thank you.   
>> Anyone else?   
>> Jordan has already introduced herself. She just put in the chat that she's Jordan Hall, Statewide Independent Council of Georgia, representing people who use wheelchairs.   
>> Okay. Is there any more MARTA staff? Hearing none‑‑  
>> I believe there are more, but I believe a lot of them are muted since they're not panelist.   
>> Okay. I can't hear them. Anyway, we'll move right along to‑‑well, we did call to order and everybody introduced themselves, and we're going to do subcommittee reports because we don't have the chairperson, but we'll do the subcommittee update. And we didn't have a meeting of the customer focus committee, but we did have a meeting of the no show and appeal as well as the accessibility, and since Mr. Lossie who is not on, whom I was going to ask to give the accessibility report, I'll give that as well. But just briefly speaking about the no‑show and Appeals committee, we have two individuals who came before who was to come before the Appeals committee. One was contacted but was unable to come before the committee due to illness or sickness. The other was contacted and with no response to come to the meeting. She was then contacted again and she did not respond, so that will be left up to MARTA to deal with that person who didn't show at the Appeals meeting that she requested. So their fate is in the hands of MARTA now. As far as the accessibility committee, myself, Bob Lossie and Jordan, we went over to the Lindbergh MARTA station to view the SMART bathroom and the person who gave us the tour at the time was Ms. Winfrey, and we took a tour, looked at all the features in the SMART bathroom. There was a lot of comments from Ms. Jordan or Bob Lossie and myself about the information that's on the outside of the bathrooms. The operation of the things inside the bathroom such as the soap dispenser, the water dispenser, as well as the hand drier and the placement of urinal and since it is a unisex bathroom and a toilet. So we had some questions that we‑‑and some concerns that we gave to Ms. Winfrey, and Ms. Winfrey said that she was going to take that under advisement. And our coordinator Ms. Denise, mayor brown, she wrote the information up that we spoke about and sent that out to Ms. Winfrey as well as ourselves. So we will wait until that happen. We may go and view the bathrooms again. One of the good things is that when these bathrooms are installed in most of the stations and but they will be 100 percent accessible. So at this time, Jordan , would you like to speak on anything that you remembered about the SMART bathrooms? I know you're traveling, but would you just like to say something briefly?   
>> I really liked the effort of these SMART bathrooms, I just think there needs to be some modifications, but I do think Denise's report that she made of the modifications that we suggested, they were a clear depiction of everything. One of the changes that I thought would be most useful is because they already have somebody that has access to an intercom in the restroom is that they utilize that to audio to describe the location of different features such as the sink and the soap because there's different spouts and potentially putting Braille in different locations.   
>> Okay. And you are correct, and I agree with you 100 percent. Denise has spelled it out when these changes are implemented then we will truly have an accessible SMART bathroom. I'm glad to see it and I know everyone else will be too when these bathrooms are installed. So thanks, Denise. Denise, would you like to say anything about‑‑  
>> No, not at all. I will be talking to Lisa Winfrey about all the information that you guys put forward. And also keeping in mind that it has to be ADA standards, it has to meet those standards, but I will be talking to Ms. Winfrey about your changes.   
>> and I really appreciate your report, Ms. Denise. It was really thorough and really to everything we discussed.   
>> Thank you.   
>> Okay. Since we don't have Ms. Paula to give a report, Mr. Keith Chambers, are you on the line?   
>> I can see he's on the line. Can we unmute him, Keith Chambers? I can see he's muted. I don't know if that's us or our end?   
>> You want me to just make him a panelist?   
>> Yes, please.   
>> Anybody else you see, let me know.   
>> I appreciate that. I was trying to get across that I couldn't unmute myself, but I appreciate that. So Keith Chambers, director of transportation here at MARTA. I want to go over some of the scheduling that we have for the elevators. Right now we're doing Lindbergh No. 1, and that will complete on 12/10. And Lenox No. 1 will complete same day. These both have alternate access elevators, so there's no disruption there. Peachtree Center, No.2, this is the one from the street down to the concourse on the north end of the station, and that will be back in service on January 12th. They're running ahead of schedule on these three elevators. Matter of fact, they're running at or ahead of schedule on all of the equipment that they're doing now and actually some of these they're running pretty a week or so ahead of schedule they just don't want to post it until we get closer with no other delays that may cause it. We've had some COVID issues with some of these teams that are installing these elevators so sometimes they get a delay just in having to be out for a while, but they seem to be‑‑the ones on site, they seem to be catching up and ahead of schedule. Along with that, I'd like to say even though the project is approximately 42 percent complete as far as time goes, they are actually over 60 percent complete with the elevators. So they're looking to finish the elevators about two‑and a half years ahead of the ten year schedule, so that's a really good thing they knock these out and they can concentrate on the escalators but they're definitely picking up pace. They run real good, and I've had a good experience with some of these elevators. Another thing that we also have been doing is lighting upgrades on elevators that are a year out. We installed new LED lighting to brighten up the cabs and, you know, make it a little safer and a little more reliable lighting for the units that aren't going to be replaced in the next year or so just to get ahead of it. There's such big difference on the ones they're rehabbing to the ones we had. So we like the fact they light up the whole cab and they look much better that way. We're still trying to put in no‑slip floors but we can't seem to get a contractor that can get it right without tearing up the floors. And then I'd like to extend an appreciation for Miles Turpin and his crew. This‑‑I've been here three years and I have really pushed for the mobility support for unscheduled outages, and I can tell you since Miles has been here, we have discussed it a few times, and I have had really good success with being able to get this in place since miles has gotten here. So him and Kalesha working together, we have had no issues. We've had several unplanned outages and they have been there every time to support a mobility shuttle for these outages for the duration of the outage, and for that, I'd really like to extend a thanks to Miles and your team. Great job. I appreciate the support and you really have no idea how much it means to me and my team to be able to get that figured out and be able to support the people that really need it. So that's really all the updates I have for right now.   
>> Well, thank you, Mr. Chambers. Are there any questions to Mr. Chambers from the members? Well, hearing none, Mr. Chambers, I'm pretty sure our system got real test during the Braves success at winning the world series. And how did that go?   
>> It went very well. We activated the EOC, which is the emergency operation center, so myself, I was up watching screens and being in a room with other areas like mobility and bus, IT, different rail, different areas so we that could communicate if there was a problem. And I had Schindler in place at each one of the stations just to be there for standby. I had my inspectors out there. We had a few issues with some escalators that shut down being overloaded, but it never became a dangerous issue, and it was put back in service right away before people could really even notice. But I had no issues with the elevators down there at all. No complaints. I think it went extremely well with the amount of people that were down there and that were going through these stations. I appreciate you bringing that up because that was a big plus for us.   
>> Yeah. And I heard no bad reports either from anyone especially in the news media, the way they closely look at things. So only heard of things that was very good in the operation because that was a huge, huge crowd.   
>> Yes, it was. Thank you. I appreciate that.   
>> okay. Thank you, Mr. Chambers. I don't think there's any more questions for you.   
>> Yes, sir.   
>> Want to thank you for coming on. We'll get to our next person, Ms. Tiffany Guillory.   
>> Robert, Tiffany is unable to attend, but LaHoya is on call to give a report for the ADA.   
>> Okay. Ms. LaHoya.   
>> Good morning. My name is LaHoya Blunt. I will be providing the report in Tiffany's absence. I will provide the ADA link customer complaint report for August 2021. Authority‑wide complaints, we received 560 complaints. 136 of those were ADA link complaints at 24.3%. ADA valid complaints was 100 at 7‑‑I'm sorry, at 73.5% valid complaints. I'm sorry. Breakdown by the department, mobility received 125; mobility maintenance received 5; bus operations received 3; mobility reservations received 3. Top complaint categories. All late pick‑up 30 plus minutes, we received 38. Late drop off, we received 25. No‑show, we received 14. Excessive time on van, we received 9. Tone of voice, we received 3. Top non‑mobility complaints, we received 2 incorrect reservation info and we received 1 pass‑up. Accommodations authority‑wide, we received 50. Mobility received 23 out of the 50 at 46%. That concludes my report for today. Are there any questions?   
>> Yes. This is Jordan. Hi, everybody. I wanted to know of the complaints that were reported, were there more denial listed that were not counted in the report?   
>> I'm sorry. What was the question again?   
>> Are denials factored into the report?   
>> All complaints that's ADA linked is included in the reports. The complaints that was valid out of 565 complaints was 100. Those are both valid charge and valid non-charge   
>> Can you tell us what you mean by the denials?   
>> Like, for example, a denial like the person could not book the trip.   
>> I think if they were labelled as ADA valid then LaHoya just reported it. We can get back to you to let you know any that we found not to be valid.   
>> Okay. Thank you.   
>> Okay. Thank you, Jordan. There any other members that have a question about the report that Ms. LaHoya just gave? Ms. LaHoya, do you see the trend going up or down or staying quite the same?   
>> In comparison to 2020, August 2020?  
>> In comparison to the last report.   
>> the train has went up some. I would say due to COVID last year, I would assume we had less complaints due to less ridership versus this year. But 2020, August, we had 369 authority‑wide complaints, and this year 2021 in August, we had 560.   
>> Okay. And when we find that the trend is going up, are we trying to deal with these complaints to solve them so that some don't raise their head again? Because I know in‑‑you know, if we are doing the right thing then some of these things should trend down, but I guess some of these questions I'll ask Mr. Turpin because he will be coming up next. So thank you, Ms. LaHoya.   
>> You're welcome. Thank you.   
>> Okay. Next up is Mr. Miles Turpin who will give us a MARTA mobility update. Mr. Turpin.   
>> Thank you, chairman Smith. I know Abdul Salaam is not present and the members of the Mac committee. Couple things before I give my report is the question to‑‑the complaint issue. I think you have to look at it in wholistic fashion if you're comparing you know, last year of August to this year. In my presentation, if I'm still scheduled to do the presentation, Ms. Brown, Denise.   
>> Yes, and you'll be able to share your screen.   
>> You'll see the ridership because the complaints correlate to ridership and I'll explain that further. But real quick just for last month before we get into the details, just want to give a well thank you to my peer and fellow leader Keith Chambers, Mr. Chambers, Kalesha, and the team and I at mobility have been working diligently together, and thank you for those kind words Keith, but it's always‑‑I've always when I first met him and told him the commitment and that is commitment that mobility will keep in making sure we help our constituents with elevator, you know, challenges and things of that nature. So that is the‑‑I believe that's the norm, that's the standard. And we need to keep that standard forever really. So thank you, Keith. And as you know, we will be here to support on all efforts as best we can regularly. And then last month just our summary activities of the month, mobility provided 37,531 trips. That's 37,531. And we transported 44,452 valued customers. And that totally equaled out to 35,833 revenue hours. Which is good trending upwards because as you'll see later our ridership is gradually increasing. Productivity rate for those trips for the month of October was 1.05 trips per revenue hour and for the previous mobility transported passengers for elevator support actually totaled out to 217 passengers shuttles for October of this past months. Maintenance mobility miles is 735,492 with 37 account for road calls or road failures, and then our mobility in GTS the distance between failures for the month of October was 19,878 for both contractors, for both First Transit and GTS. Calls received for October was 18,292. Calls answered was 17,579, and calls abandoned were 598 (indiscernible). And then for the eligibility and certifications, as we know we have a contract provider for that, it's Trans Dev, and they performed 412 assessments. Of those 412, 411 were eligible, so we denied one. And reviewing our eligibility requirement we streamlined 58 in that process. So mobility performed 12 safety campaigns also in October of 2021, last month. And to accommodate that, the key focus their on‑time performance for the month of October was 91.94%. We made goal. So really proud of what the team and our mobility constituents together, right, because everyone is involved in this process what we accomplished this last few months and things are looking real good for casting out. Any questions on those numbers before I give my presentation?   
>> Any questions from the membership? Turpin, this is Jordan Hall. Do you mind sending us a copy of the numbers too?   
>> Sure, we can do that. If you want to‑‑if you could,   
>> You can send it to me and I'll get it out to the members.   
>> Okay. I can do that.   
>> Thank you.   
>> Thank you.   
>> You're welcome. So let me share my screen. Can you guys see my screen?   
>> Yes. I can see it.   
>> Okay. So and I'll do my best in depict and describe things as we go along. Just to give you a narrative what I'm about to present, this was presented to the MARTA board in the month of September to give them an update of our mobility operation and pretty much redefining our service as a team and what we've done here at MARTA since my arrival. And so we made some great strides since March as we all know for the advisory committee we went through a very, very huge transition of going from one contractor to a multiple mode service contractor model. It was a huge initiative we pulled off and successfully completed and now, on the back half we did the transition, a follow up process sort of speak was involved after the transition was made. Then we did a reimplementation process for the contractors to get some synergy and some components in line. As you guys know we have four outside contractors that deliver service for us. So now actually the last half of the transition phase where we are moving forward to address our KPI's, some new innovative and initiatives with our contractors and our partners and major stake holders. We're moving along as planned. It might of been delayed a little bit due to the pandemic, but overall, we're in a nice spot right now. And with that presentation, the August mobile operations started off as redefining our service commitment of a backdrop of the City of Atlanta right at around 75, 85. It's a very nice picture for the group. The next slide here is just our mobility lineup in the yard at Grady. And the mobility oversight team is what we'll look at. Some core concepts. I'll go over the KPI performance which is important so you understand the numbers again explaining our partnership at Synergy and strategic plan and then our vision and values. This next slide it depicts the mobility team. This is probably the heart and soul of what we do. I am deeply, deeply honored and so proud to be a part of these seven individuals. A lot of folks would think that or didn't know they thought oversight team was a lot larger, but in fact, we are not. There is eight of us and operation side, the manager GM and her name is Kalesha Davis. The inspector is Aaron Knowles, two top‑quality individuals. I cannot say enough about their commitment their meticulous attention to detail, their experience level. Just an awesome two core individuals that I can't say enough about. On the maintenance side our GM downstairs is Johnathon Weber, and his inspector is Russ Daniel. Again, outstanding, high‑quality high‑character gentlemen that believe in the mobility process. And then of course, reservations and eligibility we have the GM Roosevelt Stripley and Delton Quarels for reservations. Again, I know this is belaboring the point, but just two quality gentlemen whose heart and soul put every ounce and effort to bringing quality service to our constituents. And then the person pretty much (indiscernible) keeps us in line, sort of speak. You know, (indiscernible) is our administrator Cheryl Turner. Cheryl has over 20 years of experience. It is very heartfelt that she's out of her time and she's due to retire at the end of the year which is a great thing for her and we want to support her, but obviously mixed feelings of sadness when you have someone of that character, that commitment you don't want them to leave, you want to keep them around forever, but we want to wish Cheryl well wishes when she transitions to a new part in her life. So that's the mobility team. 140 plus years of transit experience. When I say transit, that means all the way through paratransit operability, paratransit operation, fixed route, rail, facility fleet and facility maintenance, MOW. You name it, these folks‑‑we have the best of both worlds, and I think it is the reason one why I'm proud to be a part of this team and more importantly why we've been so successful because of their efforts and deliver to the greater Atlanta area, metropolitan area. And then our next slide is just our core system. We all know with the area and how large of an area that we're focusing on MARTA mobility pretty much has some core functions and systems that we cannot do without, and the key ones I really wanted to focus on was the town hall meetings, and those are going to start again. Our next time our meeting will be beginning next year. Vice chair Abdul Salaam and I spoke, and we felt particularly Mr. Chairman that this is something that is a key component in the foundation of mobility operation, and I know you would agree as well we have these‑‑  
>> Yes, sir, I would.   
>> ‑‑we have want to have these town meetings implemented structurally as a foundation for our mobility odds. And also there as you can see the Mac committee meetings. Our power KPI, KPI metrics. We need to know regularly how our performance is and how we‑‑are we hitting the mark, are we delivering the service that our folks need. So this is a key component here of this slide. It is actually showing a logo of MARTA, our bus operation and the actual system of the light rail system; red line, gold line, blue and green line. The next slide here is our key performance indicator chart. You know, we are good. You know I always tell my team how we are not perfect, and one of our challenges I think we have actually again surmounted right now was during the transition we were having difficulties achieving our 90% on‑time performance. And one of the key things‑‑I won't go every one of those but key challenges we were dealing with was obviously contractor transition. Workforce challenges, the KPI operator shortage. So really trying to make MARTA mobility not as a stockholder but a career for operators and again employee retirements. Operational continuity and then some software changes that we were dealing with, with our NDT software upgrades. We did a great job with the polygon reconfiguration mapping which Delton and Roosevelt really saved the day on that for us. But nevertheless, we went through that struggle, and I want to report next slide here which is a slide of a bar chart with a mobility vehicle next to it, blue and white, and it shows the challenges that we had in July and August with OTP. It was fluctuating so sometimes we were in our 80% goal range and others we were going up and down in the 90% range of meeting goals. So it was a lot of volatility during that time because we were dealing with a lot of things involving our contractors to get Synergy in place and get some commonality and how we want to deliver the service. But again, the good thing is that the implementation and strategy that the teams put in place, our oversight team along with our partners Transitive, DTS, and First Transit, particularly we using Transitive component which we call command console. This is a real‑time monitoring of mobility operations. This shows the entire transit date from 4:00 in the morning to 1:00 in the morning and depicted with colors of green, red or blue. Blue meaning we're going to make on‑time OTP 100%. Red obviously means we're not meeting that 90% goal, and the green color represents the actual goal of being met of 90% or greater. On the right side of this command console, you see our trips and the number of trips next to that are the number of trips late throughout the day. This is a very key component that be use because we are able to monitor every route, every trip hourly throughout the transit day, and we can make adjustments, critical adjustments if needed depending on the number of late trips that are high or unscheduled trips. And this command console is used in dispatch we can monitor our service providers on a day‑to‑day basis. This next slide is again enhanced operation oversight just drilling down to three major key components, on time performance and the target is 90%. As you see from 2019 we were at 84. The highest we got in March was 93, and we're currently at 91% month over month. A key thing which is important to the constituents we're not where we want to be with this yet but we're making huge improvements in professionalism and customer awareness on onboard communication which is our radio procedures. As everybody in the back know we have an open radio system here at MARTA mobility, and we asked our providers, our partners as well to have customer service training with regard to radio communications and also holding, you know, our dispatchers and operators accountable for proper radio usage and professionalism that our customers deserve. We're not there like I said where I would like to be, but we're making huge strides in that area. And of course reservations, our call abandonment rate which is something we are extremely proud of. On average we hold about 33 seconds in queue which is way below the goal of 120 seconds. Mobility FY21 versus FY22 trips performed. This is a bar chart, gray background. The blue bar represents mobility of FYI trips and the orange represents FY trips this fiscal year. As you can see, starting from June through October, the blue pretty much averages around 27,000 up to 30,000 trips whereas the orange is about 4,000 above that like 34,000; 35,000 and 36. The one that isn't as you can see there why it's important to us, September I show orange, 17,900. That number right there is only after September after 12 days of service. So when you extract that out in forecast at the end September that actual number turned out to be 40,000 trips performed. The reason why this is important to everyone on this call is that our ridership is increasing, the demand is increasing, and we have some contingencies in place to meet that demand. It tells us in the oversight team our constituents and folks have found a way to get around this COVID, they are being vaccinated, they are taking care of health concerns and issues with the Delta variant as well, and so they're coming back to ride service, and we need to make sure we're there for them and make sure that our service is delivered in a timely fashion. Again, reservation hold time just a straight bar graph here. As you can see, the bar is 120 seconds, the orange bar up top, and the mobility reservations team by far is knocking this out the park. The blue bar at the bottom is second. So from May of 21 through June, July, going into July 22 August of this year, we're averaging around 12 seconds in reservations hold time, and we expect that to continue moving forward. This next chart is mobility ridership with blue and orange bars again. It's weekly numbers from June through August of FY20 and comparison of FY20 to FY21, the blue bar being FY20 ridership and orange being this year's ridership. And the key thing here as you can see visually is we all experienced the pandemic in FY20 and ridership was pretty much high, 7920 pretty much levelling off between 7 and 8,000 mobility ridership through that time period. Conversely, of this year in that same time frame from June through August, the ridership has grown twice that more so as 2000 more mobility riderships and trending upward. So we were from June of this year from 9,000, the low point, to 9,599; 9,200 and on up. From 9054, and then towards the end of August we were at 9,975 and towards the end of August, 9,601. The good thing we all know that kind of depicts the ridership is increasing for the mobility side, and I will tell you today as of updated from the month of October into November we have officially hit mobility ridership of 10,000 riders as our base line from all of week of October all the way now into November now. So anticipate that high ridership number continuing and we are actually currently getting plans ready to address that demand as we anticipate by January, February. We should be in the 12,000 mark, 12,000 range of mobility riders. And we couldn't do it without these folks here. This one here this is a slide of our partners, (indiscernible) Transportation, GTS, ATS, which is a divvy of First Transit and Trans Dev. They provide 70% of our operation. That is the structure MARTA board voted on, and they delivering big time for us. MARTA mobility oversight about 30%. And so sustainability and partnership is what is making this work for us. Honestly we and the oversight team 100% oversight, but it's 100% accountability and collaboration for all of us. The business model we feel is working tremendously; Transitive, First Transit, (indiscernible). Their leadership in those areas from safety to maintenance to operations they are a great group of individuals that have worked collaboratively with us and understand the goals and needs of what our ridership is asking for. So kudos to them. We just look forward to this partnership continuing for the foreseeable future. Major accomplishments, the key thing with this is like I earlier states those who have not been around transit services for a while I've been doing this almost 30 years the key thing never has any kind of organization transitioned and did a transition or a changeover of three major components of their transit operation, and if they did, it would take a year, a couple years. We mobilized and transitioned our OEM service for First Transit over (indiscernible) transportation centralizing in dispatching and scheduling and accessibility assessment. We did it all within one year time frame and we met that seamless transition. We did have some challenges back in May but again, this great team overcame those challenges quickly with our IT department because of some IT innovational tools that needed to happen. But just a great accomplishment. That's something we'll always be proud of. Then with this new operation design model can do for us, it gives us flexibility functionality and management, a greater accountability as far as streamline for all our providers. It create a high performance model that I'm very excited about and happy about. And the most important thing is it creates a greater level of communication. So we right now we currently have a mid‑day service model or service meeting every day and we look at what is actually happened in real time from our operations from the morning 4 a.m. to our mid‑day report, and this communication process really has brought the operation to a more streamline process of delivering service as close to real‑time as possible with the command counsel. So it's a three‑fold model that provides mobility to combine our resources and we're looking forward to making some tweaks. I will say to you Mr. Knowles is working on an another project that is going to bring another work model into this. I can't tell you the particulars right now because we're right in the beginning phases but I anticipate that we'll be doing another presentation here in January, the next Mac meeting, to bring you phrases of this model we're bringing to the forefront. Here is the slide. You might recall I brought this a few months back, it's Where's my Bus" application. Shows a bus in the background with the MARTA colors, a real‑time blue button dot for trip identifiers, and the app phone of Where's my Bus app to cell phone picture and mobility logo. This has been the prime manager for this case is Kalesha Davis. She's on her final stages of this. This is going to be kicked out soon. We are extremely excited about that. I think by January time frame we will push this out to our mobility riders and these passenger notifications being app, text e‑mail, it needs to happen. We're here now. And our folks be able to use this application to find their bus, where the bus is to get them picked up in a, you know, timely fashion. You would be able to see the side vehicle number, driver's name, and the key component we like is that the caregiver depending where our folks are going can monitor the progress throughout the ride. We're excited about this, we're at the final stages of it and again redefining our commitment and follow through what we want. We hear your voice. This is something that was brought up in the town hall and we're going to cash in with this program for us. And then lastly again it's all about goal setting, right. It's all about us as a team working together making sure that we get what we need to do every day business opportunity seeing doctors, family and this is our motto. This is something I deeply believe in, the team believes in and it's a picture depicting our‑‑folks that ride our services, folks that have some type of disability or ADA disadvantage at the time, some type of vision impaired and it's all in different colors and the title underneath states fostering individual independence and helping to make the future more accessible for everyone, right. That's what we want. I may have a disability but that's okay, I'm still a person, and just want to be treated like everyone else is treated and we want to make sure that happens. That's why we're in it, we're all the way in it. Through innovation, through creativity, through getting IT program, our vehicles, everything we're going to do, we're going to make sure the people who ride our service, our family or friends, our constituent get accessibility. We're going to make that happen as long as myself and the team are here. Lastly, that's our mascot. His name is Brady. This is a picture of my dog. And I have two, but the caption there as you see above his right ear says laser focused. And it's apropos. This team is laser focused on some challenges. It's laser focused on what we need to provide. There's not a day that goes by that we do not think of how to get better. We make no excuses what we do, we own our successes and we own our failures too and like I said we're laser focused on that challenge and provide support for our constituents and customers and make sure this will be MARTA mobile. We will be the best transit, paratransit operation in this nation. I cannot tell you enough how passionate we are about it. We're laser focused on it, and we will not rest until we get there. So that's Brady and that's the laser focus part. Thank you. Thank you very much. Questions?   
>> Thank you, Mr. Turpin. That was quite a lot. Are there any questions from the Mac members? Well, hearing none, either that or Mr. Turpin, you covered everything that those who are on the line had concerns about. One of the things that have a concern about is that I know you mentioned about things trending up or down in the future and getting prepared for the future and staying laser focused on it. When we see these things ridership going up and more and more individuals with disabilities are coming aboard to utilize the services and making sure that we have the buses and employees to transport these individuals I assume that's part of the laser focus as you seen the ridership increased and your fleet has to increase as well as your employees have to increase in order to meet that demand. I know that's part of what you and your team as you mentioned and how great the team is and that's true, but do you see the fact that you're needing more vehicles, needing more employees to meet the demand? What can we do as a committee and as riders of the system to help bring that about because people say well, a lot of times bosses don't want you to toot your own horn. Let's let others do that by letting them know this is needed, ridership is going up, the service is excellent, and we want to continue for that to be. What can we do as a Mac committee‑‑as Mac committee members because we report to MARTA on the things that we hear with the‑‑with our boots on the ground from the constituents that tell us what they're experiencing. So what can we do as well as you spoke about the town hall meeting? We'll be glad when we can meet together and you can hear from a lot more people than just the Mac committee members about what's really happening out there, but I know we can appeal to management to let them know that these things are needed. So how can we best help you achieve that goal that you're setting, you and your team?   
>> So great question, Mr. Chair‑‑Mr. Chairman. I will pose two things. Right now, the team we're casting out with you're right meeting the demand, right. So we‑‑I've challenged the group on two things; one from the eligibility and certification piece Roosevelt and his team and we actually created a‑‑I don't want to say (indiscernible) environment but some eligibility initiatives to streamline the process, and we've involved his key core group on this committee that we've started and we're looking at some regional networking, some regional aspects as far as MARTA overall to enhance the process of eligibility and certifications, right, to grow the brand and making sure of that‑‑are we hitting all the folks out there who need transportation services, that's the core. And at the same time, we're going to look at getting some survey groups and some things to make sure that hey, are we hitting the mark with the services that we provide, right. That's important, that's in‑house because it make no sense to provide a service that is not taking folks to where they need to be or it's not delivering on the service our folks want. So that's number one. Number two is that OEM side you're right our midline and looking at our vehicles, we're really fine in that aspect but it's not that part of it, it's looking outside the box of bringing in other services to help deal with the demand and overlap so we're looking at some things. Like I said, there's two components that are going to be enhanced to the mobility process. I will tell you one because we're already in it. Just high level pieces because this on demand service that has already been presented to the board there's some more things we are working on. Mr. Eric Knowles is the PM on that, but that will come shortly because we have to work out details. There's another service Ms. Davis is a part of that is going to work as an overflow for us, and we're working on details of that as well. It involves Uber and some things that component this conceptualizes. Some FTA requirements that have not been met, and we're working on that as well. So in totality, we have these three triangular items at play of how we want them. We should be able to provide service and meet demand as we forecast out for the foreseeable future. It is oversight to make sure when we reach out and do these certain programs we want to make sure it's top notch, it's 100% as we expect as far as expectations. We're not going to put anything out that does not meet goals, does not meet FTA requirement, and more importantly does not meet customer satisfaction. So there is going to be some test environments. We test everything before we actually initially push it out. And so we'll be reaching out to folks to see how we can make the service better and more importantly, get some focused groups involved because it's there service. Like I said, we're in it together as a team, we're family and we need the support of family to make sure we hit the mark right. So that's number two. The third I will say as we do this, as we're going down this road together, the key component also is our constituents and our customers and folks who ride the service, they have a responsibility too. What I mean by that is remember our contractors, oversight, MARTA, we can do so much, but again, in a trip, if I'm picking up three folks as an operator and I pick up Miles first and then I go to my next pick‑ups, we have lot of‑‑I've seen a lot of increase in our folks not being where their supposed to be for pick up or they're late. So what that does is Miles was first rider on board is late to his final drop off because operators‑‑the individuals not ready to board or they've given a wrong address or they moved and went to some other area so it created time‑‑added time of when we're trying to service folks. So I would say we get the word out to say hey, we're here to service you. We want to make sure to get you where you need to be. I only ask when our operator show up, please be ready to go. Please be at that location where our pick up is with the clearest amount of direction so we can get you expeditiously off the vehicle and head out and get you to your destination. We all got to get better at that process because as ridership climbs and demand is there, it's very imperative that we meet our times. You know, things happen. If you're not going to make it, please call and say hey, cancel your trip. The least amount of no shows also helps our progress when an operator is trying to stay on schedule.   
>> Mr. Turpin, I have to kind of chime in on what you just said. That's exactly what I'm talking about when we hear these things happening, let's drill down to the cause and find out why these things are happening. Once we find out why they are happening, even if it's on the customer's side or if it's on MARTA's side because that works both ways. People would want to know if a van is going to be late I am due a courtesy call. Likewise, if the customer is not going to take the trip, then he or she must call. We know things are already in place like two hours before your scheduled pick up time. We know emergency happen that are‑‑that rise to the level of an emergency and the person cannot call or don't call at all. We want to try to minimize those both on the customer side as well as MARTA's side when‑‑you know, when things are especially during rush hour in the mornings and in the evenings or in certain parts of town where there is‑‑it's crowded. The express ways and other roadways are crowded. When we find these things out, let's drill down to the cause, find out what it is. If it's the operator, if it's dispatch or even if it's the customer, let's try and do that and think a good way to do that is educating the ridership as I do whenever I'm on the bus or whenever others ask me to come out and speak and I say these are the things you must do in order to get the service. We all‑‑it takes all of us almost like a three‑legged limp stool. If you know what I'm talking about it takes all three legs.   
>> You're exactly right. For the group as well is we're focusing now on our operators as well. There's a level of customer service that be believe is non‑negotiable. All the training is standardized for the‑‑our providers. They actually been going through which has been great on the operator side sensitivity training. I haven't forgotten about you, Chairman.   
>> Yes, sir. I was going to bring that up.   
>> I'm going to take you up on your offer too. Our personality Sherry, she has done a great job. It has brought light to a lot of operators who didn't know before. But the key thing which is outstanding is First Transit and (indiscernible) folks are on the same page, they're getting the exact same information from Sherry how to do with our vision impaired folks. We're checking the box, and I’m going to give you dates and times so when you come in you're going to close that for us, you're going to be the closer. Again, we're raising the bar and I think it's apropos we do so for our folks. Again, it's not a‑‑we look at it that it's not a hope or a happenstance, this is a requirement. This is the expectation. And I'm not afraid to say, and I know my (indiscernible) believe the same way, if you're not in it and understand what we're trying to achieve, maybe this job is not for you right. We want folks who are going to be here collectively who understand the goal and expectations and their responsibility, their role in what they play in what we're trying to do. That's what we're working on now, and you said it, we're all in it together. If I can get that and get our folks where we need to be our riders and everyone on time where you're supposed to be. We don't have to look for you, we pick you. Everybody's experience there's nothing greater than getting people to their lives and their workplace and doctor's visits and destinations.   
>> That is correct. I want to thank you for your presentation to the Mac committee. We're looking forward to seeing the other accomplishments that the Mac‑‑that your team is achieving. And we're going to support you and helping you to achieve the goals that has been set because all of us are in it together and I do want to thank you again, Mr. Turpin, for all that you done. You laid your cards on the table now you got to play them. So we'll find out how the‑‑how it comes out in the end, but anyway, again, I want to thank you on behalf of the MARTA advisory committee and we'll be looking forward to our next meeting in January‑‑isn't that right, Denise?   
>> Yes, January the 11th.   
>> Yes.   
>> January 11th.   
>> Just to give you an early heads up, our PM, Mr. Eric Knowles, he will be presenting Denise. It's for the on‑demand piece. I think you're going to like it. And I might need some‑‑I'll let you know, I'll reach out. When we do product environment, I'm going to need some of our family members, some of our riders. We'll work out the logistics on that. When you see that, I think you'll understand where we're taking this.   
>> okay. Thank you, sir. Appreciate it.   
>> Thank you.   
>> Is there anything else to come before the Mac committee today? If not, I call the Mac meeting to adjourning the Mac meeting. So thank you all for coming and sharing. Okay, Denise. That's it.   
>> Thank you, everybody. Have a great day.   
>> Thank you. Thank you, everyone.   
(End of meeting 11:17 a.m.)