MARTA MAC MEETING

MAY 15, 2024

10:30 am – 11:30 a.m.

(Audio malfunction)

We had 10 persons to come before the committee ‑ four of them was overturned, five upheld, and one accepted the suspension. Accessibility did not meet either. And now we will hear from our executive director Ms. Paula Nash. She's going to give us an update.   
>> Yes, good morning. I just wanted to give a quick update about the Office of Diversity and Inclusion to let everybody know that we have moved from the MARTA's headquarters building to across the street in the Uptown building. Actually, a number of departments have moved over there, but I wanted to let everybody know in case you were looking for the Office of Diversity and Inclusion for any reason, whether it be complaints or otherwise, we are across the street now. The numbers are the same, so those of you all who call in, the numbers are the same, but the big difference is at Uptown, you will need to contact us first to be able to get into the building. So it's not set up so that you could just walk into Uptown and see us, so you will need to contact us, we will have to bring you up to our floor. We're on the 5th floor, but we will need to bring you there if you're coming to see us, so please call first so that we can be expecting you. And that's my update. You can still go over to headquarters. We can meet you over there as well, and we have done that with a number of people.   
>> Okay. All right. Thank you, Paula. Was there anything else, or was there any questions?   
>> That's all I have.   
>> Okay. Well, okay. Thank you, Paula. Appreciate it. And now we will hear from External Affairs, Ms. Toni Thornton.   
>> Thank you, Robert. Again, good morning, everyone. I'm here this morning to give you an update on the upcoming MARTA public hearing, and the public hearing is for our proposed fiscal year 2025 operating and capital budgets. Once our board approves it, it will be effective July 1st, 2024. And the hearings are ‑‑ actually, the first hearing will be tomorrow, which is Wednesday, May 15, and it's going to take place at the Dekalb County Maloof Auditorium, and that is located at 1300 Commerce Drive. Now, the actual hearing starts at 7 p.m., but prior to the hearing, there will be a community exchange at 6. And the purpose of the community exchange is to allow the public to ask questions of staff that's within our finance and budget and capital departments. They can ask any questions about any of the capital projects or the budget itself, so that's the purpose for that meeting because at the hearing during public comment period, you can only make comments, you can't ask questions, but you can make comments because we will have a court reporter, and all the comments will be recorded on record. The second public hearing will be Thursday, and that's May 16th, and that one will take place at MARTA headquarters. The same time, we will start at 7 p.m. And let me just say, the one tomorrow on the 15th is in person, and the one on the 16th at MARTA headquarters is in person; however, it will be live streamed, so people will be available to join virtually if they are interested in seeing the hearing or listening to the hearing and not able to actually able to go and attend in person. So in order to join that meeting, you will just go to our website, itsmarta.com. We have a link on the front page under updates that will take you to the page where there will be a button that says join here ‑‑ or click here, I'm sorry, to join the meeting. And the same thing applies for the May 16th hearing community exchange at 6 p.m., and the actual hearing will start at 7 p.m. sharp at the MARTA headquarters location. Now, we will be taking comments up until May 20th, and if you're not able to log in and listen to the meeting on the 16th or attend one of the meetings, beginning May 16th, the actual presentation in the hearing, an overview and a video of the proposed 2025 capital and operating budget will be available for review on our website on You Tube, so you can go to our website and you will be able to click and basically listen to the hearing same as if you were listening to one of our board meetings that's available online on the MARTA You Tube page, but we have it where you can easily go to our MARTA web page and click and listen. If you have any comments, you can leave comments through voicemail which is 404‑848‑5299. You can also mail comments in to MARTA Headquarters, External Affairs, to our address 2424 Piedmont Road, Northeast Atlanta, excuse me, 30324. Or you can online email comments to public hearing info@it'smarta.com. So there's different options available for leaving comments. A flyer has been provided. If you haven't gotten a flyer, I just provided Denise the flyer which she can share with all of you if you would like the flyer. So that is my update. I just want to make everyone aware that MARTA is holding two public hearings for our proposed FY2025 operating and capital budgets that will be effective July 1st once our board approve it at the June 13th board meeting. And if there's any questions, I am available.   
>> I have a question, Tony. Will there be‑‑will this include the ongoing projects or the projects that pretty much in the future that you can ask about. Like, for instance, we heard the mayor talked about the four new stations. Some people have asked me about that is it, you know, what's that going to consist of, and I didn't know, but I don't think they will be full‑size stations. And at the budget hearing, will they be able to ask‑‑will you be able to ask that question and get some answers maybe about those four new stations?   
>> Robert, to answer that yes, we will have people there from our capital projects that will be able to answer questions on our existing and ongoing projects that are in queue for the MARTA 2040 projects and the MORE MARTA, which are the City of Atlanta projects that the mayor spoke of. So yes, people will be able to ask questions of our staff of the capital programs.   
>> All right. Any more questions from MARTA members‑‑I mean, from MAC members? Okay. Thank you, Ms. (Indiscernible), and I think that's it.   
>> Thank you all. You all have a great day. And let me apologize, I have to jump off because I'm preparing for our public hearings, but thank you so much.   
>> Okay. Thank you. Now, what were you saying, Denise?   
>> I didn't see any hands or anybody has questions in the chat, so.   
>> Okay. Good. Okay. Customer service, Ms. Angelita Armor, and she's going to give us the ADA link.   
>> Right now, can we skip Angelita because she is having IT difficulties that IT is trying to help her getting in. Can we go to the next report?   
>> Okay. We'll move on to the next report then. Okay. MARTA Mobility, that's Mr. Richard Gonzalez. Mr. Gonzalez, you have the floor.   
>> Good morning. That's very kind. Very kind of you. Good morning, and thank you much as always, very kind. I am going to go ahead and pull up a‑‑oh, good heavens, and I'm recovering from a cold also, so that's great. But I am pulling up a little PowerPoint, and I'm going to talk about our past performance and some new things that we have happening here at MARTA. So I do apologize if my voice cracks up or I go into a coughing fit, I am trying to keep it together. All right. So before Mobility review, thank you always for all of you who attend, and I do appreciate your participation in this and your interest and your care. So I'm just going to talk about on‑time performance for the last month, distance between failures, what we got going on in reservations, new vehicle purchases, and the new upcoming RFP. So for the month of April, we were at 86.5 percent OTP. So far for the month of May, we are at 85.7. Now, our goal is 90, as everybody knows. We had some issues for the month of April, let's talk about them. So operator performance, at lot of call‑outs with the operators, especially on weekends. And whenever someone cancels or ‑‑ my apologies ‑‑ calls in sick or calls out or doesn't call out it's not like the like you see in the movie someone runs out, quickly hops in the van. The person must be identified, they must come to the front desk and get what they need, and before they collect the vehicle, they have to do a preoperational check on the vehicle. So that makes starts out late. Whenever someone does call in on short notice, it does affect that route and especially on weekends, and that really punched us in the nose for April. We had some major technology issues with Trapeze for the month of April that also weakened our performance, and, of course, we've also discussed the weekend on‑time performance. Okay. So let's talk about some success stories and that, number one, would be mean distance between failures. This is an older fleet, and we do have brand new 10 mini vans that are doing great on the road. The other fleet every single one of them is at least five years old. We have over 70 of them that have over 200,000 miles. The contractor is doing amazing in keeping these vehicles in operational order making sure that they are safe. They are in the mist of a major AC campaign, every single AC is being touched and looked at and made sure that it's going to be ready for this hot summer. So I want to give kudos to our contractors First Transit plus TransDev, and A‑National. Reservations. Due to the technical issues we were having with Trapeze, everything is a domino effect. If the domino falls over on the good side, well then everything good. You know like how dominos knock each other on down the line, everything good. If domino falls over on the bad side, then everything is bad. Due to that, we've had some issues with our call abandonment and our call wait times, we haven't reach goal on any of them, but hopefully in May we have stabilized the IT issue, and so far so good. But you know what, let's talk about some other great stuff. We're looking at a dual fuel vehicle grant where our vehicles will be gas and liquid propane, so we're hoping that we win this grant, we will find out at the end of July. These will all be mini vans, dual‑fuel mini vans, they have to be American made. We will not be putting a gas tank on this property; instead, there's a fleet fueling station near 1401 Brady that they will go to. Also, we're looking immediately‑‑when I say immediately, let's say Government immediately, ten vehicles, low Ford Front Runners. Amazing vehicles provided from the ABC company. They have ten of them on the lot that they are holding for me right now, so soon as we can finish our process here, our purchasing process here at Marta and get board approval, we will move forward in getting those. We're still looking to replace our entire fleet over a five‑year period. So we have the RFP getting ready to launch soon, we are just waiting for IT to give us some more input. Now, good news about some stuff that's happening, we are putting on an RFP separately for new dispatch and scheduling software. I'm very excited about that. Right now we do use Trapeze, and at one time, Trapeze was the benchmark, I mean, you got to have the Trapeze, but the industry has moved on, it's just a lot of amazing innovation out there, and we're going to take advantage of it. So the new RFP for the software will be issued in June, and we're going to move rather quickly on it because it's really only four software companies that we have interested, and we're hoping they'll bid on it. They'll bid on it. They will bid on it. And that's going to be a game changer for the system, it's there is constant route optimization, it's there is software taking into account traffic where Trapeze is not, and you're going to see an immediate impact once that software comes on board. So like I said, the RFP goes out in June, and they will go through that process, that bidding process, and we'll see what we can get. Now, the RFP for the transportation portion of MARTA's ADA service, three year with a two‑year base ‑‑ three‑year base with a two‑year options, one vendor, and DB participation is 25 percent. Something else that we're taking‑‑that we're changing is that the hardware is going to be the responsibility of the vendors. I am expecting they're going to be more nimble as private industries are always more nimble, so I think we'll also see an improvement there, but they are responsible with that aspect of the service. Vehicle refurbishment plan. I am setting aside ten vehicles to get refurbished. They will be sent down to the Orlando area, Orlando, Florida. They're going to be from front to back, you know, worked on. That's going to help out because even though I have ten vehicles sitting in Florida with our name on them, right now the industry is way behind on getting vehicles to transit agencies. Everybody needs them at the same time because no one was purchasing vehicles during the pandemic. So now that the pandemic is over, everybody needs a vehicle, and it's a year wait. So this will give us ten like new vehicles once we go through that process of refurbishment, which is allowed by the FTA. In May, it is going to be soon be encouraged by the FTA. So we have ten vehicles identified, and we are working in a meeting with our vendor who will be handling them about what we're going to need to do to get these bad boys down to Orlando. So thank you. Does anybody have any questions?   
>> Hi, Mr. Gonzalez. I do have a question. You know the portal that we log in for our mobility trips, the pass, it'smarta.com, I usually use that if I have a cancellation and it's more than two hours before my trip, and recently, I keep getting a error message stating that it's unable to connect to the server.   
>> Oh, heck. So I'm going to reach out to Adelton, who is our computer guru on the Mobility side, and he's a great guy. Are you able to put your email or phone number in chat for me to get back to you on that?   
>> Yes.   
>> That's very kind. Thank you.   
>> And then the other thing is, which I think I already sent you an email about this as well, but on the past few trips that I've been on, I've been being told by drivers that it is new policy for individuals in power wheelchairs to get out of their wheelchair and sit in the regular seat for the trip, and I explained that's not feasible for me because I can't transfer independently, so I was told that I'm expected to ride with the PSA, but they're not always available. Is this true? Is this policy being implemented, because if so, that could really be to our detriment if we are unable to transfer?   
>> That is not policy, and we had strongly addressed that. If anybody ever tells you that again, I want you to email me immediately.   
>> Okay.   
>> Any other members have questions for Mr. Richard Gonzalez? If not, Mr. Gonzalez, I have a few concerns. As I always do when people, you know, call me and they are concerned about some issues going on with MARTA, one being that since we have so many vendors now and subcontractors, I guess that's what you call them now, not only TransDev and Silver Ride, Big Star, ATS, and the like, when vehicles are showing up and the customer, especially if they are blind, don't know that this vehicle, what type of vehicle is coming because we have gotten so used to the MARTA vehicle that would come and put on the back up signal and so forth and so on. And I also was told by one of your contractors that when they show up, they don't have to get out and let you know that they are there, they'll just toot the horn. Well, that won't work for a blind person, and I know it. I knew that, but I was just listening to the person telling me, and I said is that policy now? Well, it was said that that's what they were being told. And one thing about‑‑I know about the business if you in, communication is key, and it has to be across the board everybody being on the same page, and a lot of that is happening. The other concern that I have is that when people call in ‑‑ I think I catched the voice of Mr. Roosevelt Strickland who's making the announcement that they indeed are having some issues and a longer wait time for reservations, and it's really not reservations. I spoke with Ms. Chestnut, I believe. She and I disagreed with that, especially since I've heard from a number of people across the board that it's ATA that they are having issues with because I applaud you for the new technology that's coming online to help improve things, but it's‑‑from what I'm hearing, it's not reservations, it's your ‑‑ reservations is doing a good job and getting to an increased number of call, but it's the ‑‑ when they are calling to see where their van is and they are put on hold for a long time or either they can't reach AT ‑‑ I just lost my train of thought ‑‑ they can't reach them and they are waiting and waiting, and when it happens, they have to either one, continue to wait until they can get through, or the customer will make other arrangements to go somewhere else and that could be the miscommunication that person has already left, and if the vehicle shows up, then that would result in a no‑show. And we've been having a number of them to come before our ‑‑ one of our subcommittees. And the other concern is that we were talking about the vehicles, and will customers be notified what type of vehicle is going to pick them up once it's on the way because I think we can reduce the number of issues when it comes to that if a person know what's coming. Now, that's especially a problem for people who are blind or visually impaired because I don't know if all of the other vendors are required ‑‑ I'm pretty sure they are ‑‑ to have markings or identification type of things on their vehicles because some are using their own private vehicles, some are using mini vans, and I think other than the MARTA buses. So I'm especially glad to hear that we are getting new vehicles added to the fleet and the refurbishing project that you spoke about is going to happen, and I'm pretty sure that's going to make it possible that we can improve the on‑time performance. So those are the concerns that I have that I've been getting from a number of people who have been having issues about those things that I just brought up.   
>> Thank you for sharing that.   
>> I know that that's a lot.   
>> Well, no, I appreciate it.   
>> I know that's a lot. Okay.   
>> Well, let's start‑‑

>> Well, I'm done.

>> Okay. Heck, don't ever be done. I appreciate your input, you know that. So let's start from the beginning. As far as Silver Ride, Big Star and UZURV, let's start with that. So we did a peer review with LA Access, Columbus, Ohio, and Seattle because each one of those locations uses either some, one, or all of the UZURV and the Silver Ride and TransDev. And I have to warn you that we're leaning into it, and we're doing that‑‑once again, we're growing. Mr. Roosevelt here is muted. He's on here and he's not able to speak, but we have 150 new riders coming on board every month. Now, some of them never use our service, some of them use it once in a while, and once in a while, you get I call them the super users that travels about ten times a week. So we are in desperate need of more capacity, and these companies provide that capacity quickly. Now, once a week, myself, and Calisha Davis, who is the operations manager, we do field observations of pick‑ups of those three companies. Now, so this is‑‑these are spot checks. These are random trips that we watch, and I can tell you for myself and Ms. Calisha Davis, on the three, mind you, of the three, of the three pick‑ups that we observed, the vehicle had magnets on the side that identified as MARTA and the operator got out of the car and went to the door. Now, I don't know maybe they saw me standing on the corner there and they kind of new I was MARTA. Ms. Calisha Davis is a little bit more subversive, and I'm sure she watched from a distance. So on the three we observed, the trips went well. Now, as far as the operator who says oh, you just give a hunk of the horn and you got to come out, once again, if that happens, you immediately let me know. You immediately let me know because that is not policy at all. They are to provide the same level of service as all of the other subcontractors/operators. So once again, you let me know immediately. Now, saying that ‑‑   
>> Will do.   
>> Thank you. You're the best, man. So as far as visually, they all will be badged, and they should all have their badges, and we're looking at improving the ‑‑ we're looking at improving the marketing on the car, the branding on the car. And, you know, taxi cabs and pizza delivery cars, they have that triangle on their roof, that's what they do at LA Access, and we're looking to do that here maybe. So we're trying also, and it's not going to be able to happen with Trapeze, but we're trying to figure out a way for us to notify you of the type of vehicle that will be there. And it's hard because as you pointed out, sir, these are all personal vehicles ‑ different makes, different models, different colors ‑ so one of the things that we're looking at with the new software we're bringing on board, all these companies have really dynamic passenger apps, passenger apps that are multimedia so, you know, if you need sound, if you need, you know‑‑whatever you need, they're really great; I've been watching the demoes. So we believe that is going to be once you get your trip on your passenger app, that you'll be able to report it, and that's what we're seeing right now with a lot of them because this is the wave of the future. I think these TNC companies there are a certain people that they're just right for, so I think it's going to be more of a modal mixture of big vans, mini vans, and sedans. I think that is a the future of our industry. So and thank you. As always, thank you for always for bringing the input.   
>> One other thing too, I know since it's been said that you have to call a day ahead ‑‑ I mean, a day before your trip, like, for instance, if I wanted a trip for tomorrow, I will make that trip today. Is that still in effect until we get certain things ironed out‑‑  
>> Yes, sir.   
>>‑‑because I asked‑‑okay. So that's still ‑‑ that hadn't changed just yet, so. And then the subscription service ‑‑  
>> And it is my hope that ‑‑ oh, yeah, talk about the subscription. Lay it on me. Go ahead with the subscription.   
>> No, the subscription service was explained to me that if you needed subscription service, you can call and ask about it so a person wouldn't have to call, you know, every day to make the next day reservations like some of the customers that goes to the Frazier Center and the Bobby Dodd, so forth on so on, they ride on a regular basis so I said well, that would put a lot of pressure on the mothers and those who call to make reservations for their children or loved ones if they have to do it every day for the next day service. So I'm glad to hear that that's being dealt with. I don't know whether it was a technology issue or whether or not in the transition from, you know, getting your knew technology updated, Trapeze, and all of that, whether or not that was a issue or whether it was just that we are having so many calls because as I understand it, MARTA does transport over 2500 people a day, and that's a lot, and I can understand that. And I say well, if 2500 people trying to make reservations for the next day, that's a lot of people, and you're going to overwhelm your reservationist and so forth and so on.   
>> Well done, sir. Yes, indeed. And thank you for bringing up the subscription service. I am a big proponent of the subscription service. And between us here, if you need a cancel a subscription and once in a while you forget ‑‑ you know, let's say you go to the same place at the same time five days a week and on Thursday you couldn't make it ‑‑ and you may see now Mr. Roosevelt is sitting here, and he is going to rip his hair out when I say this, you know, we have a very forgiving missed trip policy and not started ‑‑ a late cancellation policy. You know, if you abuse it, of course you're going to be held accountable, but once in a while if you forget to cancel a subscription, you know, let's not sweat the small stuff. But I do hope people take advantage of subscriptions if you do have regular trips because it makes your life easier, and I'm always confused why no one would not want that, but thank you for bringing up the subscriptions, that's good of you.   
>> Sure thing. Are there any more questions of Mr. Gonzalez?   
>> Roosevelt has his hand up, Robert.   
>> Hey. He's got his audio to work. All right, Mr. Roosevelt.   
>> Okay. Hi, Mr. Strickland.   
>> Thank you, Robert, Denise, and Tonya for giving me access to make a couple of quick statements. First of all, I'm ripping my hair out as Rick said regarding that statement about the no‑shows, but no problem, we'll work with our customers to make that happen. I did want to make one statement. On June the 6th, Thursday, June the 6th, MARTA will be hosting a virtual town hall meeting, Mobility town hall meeting, and the information to log in will be available. Hopefully by the end of this week, we will send it out. The notifications will be made via the front end of the IVR, so you'll hear that every time you call in. Our agents will have information to be able to share with you. There's no need to register for this event, just log in via the MARTA website or the flyer itself will have information on how to log on to the meeting. We'll have an email address and a phone number, kind of like what Tony mentioned earlier, where individuals can pre‑submit comments, and questions, and concerns. So you'll be able to do that prior to the event so the things that will be discussed we'll make sure they are targeted to what people really want to hear. The intent for this session it's the first one that we'll be hosting, and we'll be hosting future ones. No specific time line set. I will be hosting future ones, and they will be preferably in person and/or a hybrid of in‑person and virtual, but this one that we'll be having on the 6th will be all virtual, and the intent is that in a listening session to provide information about some of the things Rick has mentioned so far, some of the great things that we're doing to improve and enhance the service delivery, and also a listening session so that we can provide ‑‑ hear from our customers to address information such as what you shared, what George has shared. Often times there's misinformation that's out there, misinformation that customers spread amongst themselves, and misinformation, quite frankly, that we're here from you that is being shared by representative of MARTA, so we need to understand what those comments are so we can address them. We can't address what we don't know. So we'll try to be as proactive as we can, but we definitely need to hear from you. So I did want to mention that. June the 6th. Thursday, June 6th, and the start time will be, I believe, 6 p.m. More information to come regarding that. We'll have C‑drops information on our website. We'll share information with various stakeholders, senior facilities, and so forth. And Toni Thornton is working with some of the stakeholders to have viewing sessions within their properties, their facilities themselves, so hopefully you guys will have an opportunity to take part in that. That's all I have.   
>> So Roosevelt, we submit our question in advance?   
>> Yes, sir. You can submit your questions in advance. There will be an email. There's an email account that IT has set up for us along with a special phone extension where you can call in. Individuals can email any questions or coming in in advance by the 31st of May, or they can call the specific number and leave a voice mail with the information so that again, we can share that with MARTA staff and staff can come prepared hopefully to address as many of those as we can within the time frame that we have allotted.   
>> I'm glad for that then. I'm glad you said that we are still thinking about having some in‑person town hall meetings as well‑‑   
>> Yes, sir.   
>> ‑‑ because that's the way things are going on nowadays, and I know it's more convenient to a lot of people and for those whose technology challenged like myself just getting to learning how to do a lot of things with this new technology that's constantly changing, and I'm glad to hear that because that will give people the opportunity, and I can get out and spread the word and so can the other members that are on this line can spread the word about June 6th, I think you said 6 p.m.‑‑  
>> Yes, sir.   
>> ‑‑ and having their ‑‑ if they have questions and if they want to submit them in advance, they can do so they May 31st, I believe, you said?   
>> Yes, sir.

>> And those who are challenged by that still can call a number and voice their questions at the time and get answers to questions that they have.   
>> Yes, sir.   
>> So I'm glad to hear that.   
>> Thank you.   
>> I'm glad to hear that. Okay. Any other questions, Mr. Strickland, while we have him on the phone and Mr. Gonzalez?   
>> I don't see any hands; however, Angelita Amour is on the call, and she can give us the customer service inquiries that we had for the month of March.   
>> Okay. Thank you Mr. Strickland and Mr. Gonzalez. Appreciate it.   
>> Good morning, everyone.   
>> Good morning.   
>> Can you hear me?   
>> Oh, good morning.   
>> Yes.   
>> Good morning, everyone. My name is Angelita Armor, the customer service field rep for Mobility, and I will be reporting the ADA link customer complaints for the month of March 2024. First we have the authority‑wide complaints at 672. Of the 672 complaints, authority‑wide complaints, there were 267 of those that are ADA link complaints, which is 39.7 percent. Of the 267 ADA link complaints, 161 of those were ADA‑valid complaints, which is 60.3 percent. Next we have the breakdown by departments, starting with Mobility at 251. We have Mobility reservations at 7. Bus operations at 6. Mobility maintenance, customer service and rail operations at 1. And Mobility eligibility at 0. Next we have top complaint categories. Starting with late pick ups at 70. No‑shows at 38. Late drop‑offs, 23. Discourteous 21. Vehicle stoppling location 16. Excessive time on the van is 12. Long wait times on the phones is 10. And that will be for dispatch. And no slow response or to request assistance at 8. Next we have the top non‑mobility complaints. Starting with incorrect reservations information at 7. Discourteous at 2. Vehicle stopping location and didn't provide correct information at 1. And 0 for long wait time for reservations. Last but not least we have authority‑wide accommodations at 73, and Mobility at 24 at 32.9 percent. And that concludes the ADA link customer complaints reporting out for March 2024. Anyone have any questions at this time?   
>> Any committee members that have questions? Well, I have a couple, Ms. Armor.   
>> Okay.   
>> One, in your analyzing all of the ‑‑ well, most of the complaints that comes in, are we trending downward or upward as far as the complaints, the number of complaints, in your professional opinion?   
>> There was a big improvement from the month of February until March, so I think that's a big improvement if we have to compare those from February to March. If we were to talk about current numbers, we don't really have a current number to know what it will be from March until May, but we did have some improvement from February to March.   
>> Okay. And once these issues are identified, do we take appropriate measures to try to minimize this, and I think one of them is as I spoke to Mr. Gonzalez about communications, everybody being on the same page ‑ that means all of the vendors, TransDev, the other vendors that are out there. Once you hear that a number‑‑for instance, the people ‑‑ ATA as you just stated, you didn't have that many complaints about reservations as far as being held, but the ATA, that was the one that was getting a number of complaints when they could not get through. Now, I assume since that came to your attention that you all deal with that on a regular basis you implemented measures in order to improve that; is that correct?   
>> Right, that was communicated to the TransDev personnel, the manager, the GM's, and the supervisors over at TransDev, so they were supposed to address those issues.   
>> Richard, are you still on the call? Can you address this question?   
>> Pardon me?   
>> I was asking if Rick was still on the call if he could address the question that you just posed.   
>> Okay. If who was still on the call, Denise? I heard you, but who are you ‑‑   
>> Richard Gonzalez or either Roosevelt ‑‑

>> Oh, Mr. Gonzalez or Mr. Strickland.   
>> ‑‑ somebody who can address how they respond to the complaints.   
>> I will leave that for Mr. Roosevelt. Mr. Roosevelt, if you want to talk about ‑‑ well, as the vendors respond, you know, we take these seriously. You know, we believe that everybody deserves a safe and, you know, a safe trip, and the vendors are fine in essence if they can't reach a certain goal as far as complaints go. So, you know, we're having a meeting today with our good friends at TransDev, and we will have meetings coming up next week with A‑National. It's part of those discussions. Our very serious discussions are complaints, and Ms. Calisha Davis, who is the manager of operations here, meet with our vendors weekly, and that is also a subject matter that is discussed. It's ‑‑ well, these things are important to us, and we take them seriously, and we appreciate people we do call in and make these complaints. Believe it or not, I want people to call in and complain because sometimes if they're not ‑‑ you know, if the complaints are due to a misunderstanding or an expectation maybe they shouldn't have, we reach back out to them. Mr. Roosevelt, sir, do you want to add anything to that?   
>> No, sir, I concur and I was going to reference what you mentioned about Calisha takes it serious. We all take it seriously. As the manager in that area, she constantly works with them and ensures that they are responding going into HEAT checking the status and that they are responding within a timely matter. And as you indicated, I too as I speak with customers and they have different complaints encourage them you want to have complaints because if don't have complaints, okay, everything is great, but I do encourage folks if you got a complaint, please call in and make your complaint known. Make sure you get your HEAT ticket number so you can track it because if we don't hear from you, then we don't know there's a specific issue in some area. So if we hear from you and there's a complaint and if we continue to hear the same type of complaint, then we know that it definitely is something that we need to drill down on and hopefully come to some sort of resolution.   
>> Yes, sir. I thank you both because when I hear the same thing coming to my ears from the people that utilize the system, and just like I've been saying for the number of decades I've been working with MARTA to make sure that management, employees, and customers has to make this work, and the only way that can work is through communications ‑ clear, precise communications so that we all can work together to make it work. It won't work otherwise if you have any one of the three that's not doing his or her job, it won't work. So I encourage people to at least if you have a complaint, even though sometimes they tell me well, what's the use, we don't either one, get a call back to let us know the status of the complaint or and they would, you know, let that fester for a while and the next thing you know they'll march into headquarters going up to the Board meetings like some of them are planning to do and let their voices be heard there. And me, I would like to see it nipped in the bud before it rises to that level. I think that's what you all want as well, and if we can work together and deal with these issues as they come up and at least try to make sure that we are working on them to minimize them. And I had the opportunity to ‑‑ Mr. Gonzalez gave me the opportunity to come over and Ms. Davis. I spoke to the group as he had given me the opportunity, and I asked was there any questions of me as to how I get my information and so forth and so on. It's not just a me, I'm lodging issues from my own personal thing, but I hear a lots of other people because I get in contact with them or they get in contact with me. So I appreciate him extending me that opportunity, and I really know that we're going to work hard to try to make this work. It takes all of us to do it, so I want to thank you for making us know that you all are very serious about these complaints that comes up. So Ms. Armor, I think that's it.   
>> Okay. Thank you so much. I do appreciate that.   
>> Okay. And I thank you for your service and all of that and all that you do to deal with these complaints.   
>> Yes, sir. Thank you so much.   
>> All right. Is there any other‑‑  
>> Robert, I don't see any other hands, and I don't see anything in the chat from other attendees.   
>> Okay. Well, hearing that, Denise, could you give us our next date for our meeting, Mac meeting?   
>> Next meeting will be July the 9th.   
>> July the 9th. Okay. Thank you. Thank you so much, and for those who attended this meeting, I want to thank you all for your time, and we now‑‑I now call this MAC meeting adjourned.   
>> Thank you, everyone.