

**APAC Minutes – Meeting May 28, 2014 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

**1. Call to Order/Introductions**

Patricia Valladares, Chair

Attendees: Debbie Chadwick, Dan Dillon, Emily Hoskins, Donna DeStefano (on phone), Jack Jakobik, Steve Zagorski, Tricia Griggs, Paul Ford, Ashley Marlow, Brenda Miller, Zeda Riggs, Charles Mitchell, Felix Castrodad, Tracey Beard

Excused Absences: Debbie Chadwick, Jerome Kyles

**2. Approval of Minutes**

**3. Reports / Old and New Business**

Tricia Griggs asked if any of the number of applicants include online applications. Brenda Miller stated that all the numbers reported included printed, faxed and mailed applications. Tricia Griggs also asked if there was an ability to apply online or if you have to print application and mail in. Brenda Miller said at this time that is not available but MTA is working towards having that technology. Hopefully, in the future MTA will have that option. Tricia Griggs also brought up the idea of the customer service being more interactive as much as texting availability.

Patricia Valladares pointed out that the on-time performance had risen from the past months in the consumer report. She believes the underlying issue is scheduling. She suggested submitting to the committee a letter to present Jerome Kyles to look at the cab scheduling. Consumers are being picked up outside of their windows making them miss doctor appointments and even losing their jobs from being tardy. Brenda Miller said that MTA is now having weekly meetings with Jerome Kyles to discuss the cab's performance and to try and improve the cab's scheduling. She asked that everyone continue to call and give their concerns so the problems can be investigated and addressed. Patricia Valladares feels the reason consumers are not calling to voice their concern is because it is disheartening when they receive the same letter each time. They feel that the form letter is not satisfactory and looks like the problem is not being addressed or taken seriously. The cab and vans should be addressed in different ways not in the same form letter.

Donna DeStefano thought there were more problems with on- time performance. If the problem was with cabs, they were being penalized. Brenda Miller stated that this was in the contract, and the cabs have been penalized for performance. Donna asked what will happen if penalizing the cabs was not working, what would happen next. Brenda Miller explained that they would continue to work with Jerome Kyles and try to find a solution for the on time performance.

Dan Dillon mentioned his friend had a problem with his pick-up, which in turn made everyone in his group late to an event. The cab company was called and they were told there wasn't a cab available in the area. Dan filed a complaint and was waiting to hear back.

Paul Ford asked if MTA keeps track of when the drivers depart or when the ride was cancelled two hours out. Brenda Miller said that all those numbers are kept. Paul Ford also asked Brenda Miller if APAC could be provided with the cabs threshold for penalizing.

Tricia Griggs asked if there was a way to track when the cabs arrive and their commute time. It's not fair that the cabs be blamed for situations out of their control. Weather, traffic, and other circumstances happen and that should be considered.

Patricia Valladares asked if someone from the Executive Committee could attend the meetings with Jerome Kyles and MTA to help find better solutions to resolve the cab problems. Brenda Miller agreed that would work and would let Patricia know when the meetings were scheduled. A report from the meeting would work well, too.

Felix Castrodad mentioned that Mayor Dean has incorporated the Youth Mobility Program which allows 9-12<sup>th</sup> graders to ride the bus for free. This is an opportunity for MTA to create a program with Metro Schools to shift AccessRide passengers to fixed route riders. Felix wants to designate a person at Metro Schools to work with. If anyone knows someone that would like to work with MTA on this program, we would appreciate their contact info. The Youth Mobility Program will happen in the 2014-2015 school year.

Donna DeStefano spoke about the AccessRide Handbook and gave a refresher that the handbook had been developed in 2004 and revised in 2010. There will be a revision in August. Donna asked if the revision was still on the horizon. Brenda Miller said that the No Show Policy would be added and the deadline could be pushed back to September. The new deadline for comments would be June 30<sup>th</sup>. Zeda Riggs is the MTA contact person for this.

Patricia Valladares asked Felix Castrodad if Jim McAteer said anything to him about the APAC Bylaws. Felix understood that there is a sub-committee to go over and revise the bylaws. The annual APAC meeting is in September and would like to have the revisions done by then. Paul Ford volunteered to help Donna DeStefano with the bylaws if needed. Emily Hoskins also volunteered to help. They would get together and give Felix some revisions.

Tricia Griggs volunteered to participate on the AccessRide Handbook Committee.

Paul Ford reported from the Nomination Committee. Diane Stanard, AccessRide consumer and Jane Walling, Teacher at Metro Schools and consumer were nominated as new members.

Patricia Valaldares mentioned that APAC is now on the MTA website. The schedule of the meetings and the minutes from past meetings will be posted.

Tricia Griggs asked if there was a way of using more technology and MTA becoming more interactive. She is interested in coming up with more creative ways to help with cancellations, no shows, etc. and possibly book reservations. Brenda Miller explained that the MTA is still working on replacing the IVR automated system, Trip Tuner. With the automated system, the customer will receive a phone call to confirm their reservations and the system will also help with cancellations, etc.

#### **4. Public Comments**

No public comments.

#### **5. Adjournment**

The next meeting is scheduled for Wednesday, July 23, 2014 at 1pm and will be held at Music City Central.

MTA Reports

May 28, 2014

#### **ADA Paratransit Eligibility Determinations for March 2014**

Number of applications distributed this month 97

Number of applications for recertification's distributed this month 256

Number of applications received for review this month 84

Number of reviews completed this month 70

Number of applicants determined unconditionally eligible 53

Number of applicants determined conditionally eligible 15

\*Applicant can be determined eligible for more than one conditional status

Conditional-Path of Travel 9

Conditional- Variable Disab 3

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 1

Temporary Interim 0

Number of Applicants determined not eligible 2

Pending 8

Recertification's 30

Number of appeals requests received this month 0

Number of appeals decided this month 0

### **March 2014 Applications**

Applications requested 97

Applications undeliverable 5

Applications faxed 0

Total amount mailed 92

FYTD Total 930

**ADA Paratransit Eligibility Determinations for April 2014**

Number of applications distributed this month 97

Number of applications for recertification's distributed this month 309

Number of applications received for review this month 87

Number of reviews completed this month 85

Number of applicants determined unconditionally eligible 46

Number of applicants determined conditionally eligible 23

\*Applicant can be determined eligible for more than one conditional status

    Conditional-Path of Travel 13

    Conditional- Variable Disab 8

    Conditional- Orientation 0

    Conditional- Winter Months 2

    Conditional- Summer Months 0

    Transitional 0

    Temporary Training 0

    Temporary Disability 3

    Temporary Interim 2

Number of Applicants determined not eligible 1

Pending 2

Recertification's 21

Number of appeals requests received this month 0

Number of appeals decided this month 0

**April 2014 Applications**

Applications requested 101  
Applications undeliverable 4  
Applications faxed 0  
Total amount mailed 97  
FYTD Total 1027

**Ridership Report**

**Total Ridership (Van and Overflow) - year to year**

March 2014: 34,275  
March 2013: 31,646  
Number Change: Increased by 2,629  
Percent Change: Increased by 8.3%

**Total Ridership (Van) - year to year**

March 2014: 26,742  
March 2013: 22,906  
Number Change: Increased by 3,836  
Percent Change: Increased by 16.7%

**Total Ridership (Overflow) - year to year**

March 2014: 7,533  
March 2013: 8,740  
Number Change: Decreased by 1207  
Percent Change: Decreased by 13.8%

**Total Ridership (Van and Overflow) - year to year**

April 2014: 35,312

April 2013: 31,467

Number Change: Increased by 3845

Percent Change: Increased by 12.2%

**Total Ridership (Van) - year to year**

April 2014: 28,638

April 2013: 23,166

Number Change: Increased by 5,472

Percent Change: Increased by 23.6%

**Total Ridership (Overflow) - year to year**

April 2014: 6,674

April 2013: 8,301

Number Change: Decreased by 1,627

Percent Change: Decreased by 19.6%

**Travel Training**

**March**

One on One 39

Group Presentations 10

Number of Attendees 592

Fixed Route 6

Survey 33

Seniors Attended 169

Seniors Trained 16

**April**

One on One 74

Group Presentations 11

Number of Attendees 790

Fixed Route 0

Survey 51

Seniors Attended 288

Seniors Trained 12