

APAC Minutes – Meeting March 25, 2015 1:00pm

Music City Central

400 Charlotte Avenue

Nashville, TN 37219

1. Call to Order/Introductions

Debbie Chadwick- Vice Chair

Attendees: Dan Dillon, Jack Jakobik, Donna DeStefano, Lynn Stewart, Lorri Mabry, Emily Hoskins, Tricia Griggs, Nancy Lyles, Frank Meeuwis. Guests: Jean Johnson, Beverly Melton, Kellie McCain. MTA Staff: Zeda Riggs, Ashley Marlow, Charles Mitchell, Felix Castrodad, Bobby Greene. Taxi USA staff- Christi Harper, Mohammad Abdulka dir. Guest: Bridget Gavin.

Excused Absences: Tracey Beard, Jane Walling, Patricia Valladares.

2. Approval of Minutes

Donna DeStefano motioned and Emily Hoskins seconded. Vote was unanimous for approval.

3. Reports / Old and New Business

Felix Castrodad gave an update about the Strategic Plan. There will be a meeting on April 7th at the North Police precinct from 6-6:30 p.m. to go over the vision and process that the community envisions. The Advisory Committee will also meet several times throughout the process to get input. Tricia Griggs will serve as a member of the Advisory Committee. Nashville Next and Metro planning staff have been heavily involved with this plan.

Christi Harper gave an update from Taxi USA. She is working on the training for the cab drivers. The training is given once a year and will be given after 6 months to refresh drivers. She is in the process of putting on more drivers during the rush hours. She spoke about the on-time performance is currently not acceptable and is being addressed. Mohammad the trainer with Taxi USA also joined Christi.

Dan Dillon stated that the TN Council of the Blind would be willing to help with sensitivity training. Dan stated that many times people in the same area and several cabs are sent. Then when being picked up several different areas are picked up in one cab. Christi said she would work with her dispatch on that.

Donna DeStefano said a cab picked someone up 45 min after the window and the driver said the traffic was bad. This needs to be added into the pick-up window because this can be problematic when the

consumer is left outside of a building that has closed for the day. This then becomes a safety concern. Donna was there and was able to stay with the consumer until the driver arrived.

Debbie recommended to Mohammad that he add that the consumer's safety is number one into the driver training. Being responsive is crucial.

Donna sent several emails to MTA regarding issues that happened this week. These situations must be taken care of.

Debbie Chadwick read comments from Patricia Valladares:

The main issues are because of routing and scheduling from MTA and Taxi USA (with the taxis, their main problem is that Utah dispatchers, have prefer drivers who they give most of the long distance trips, also Utah does not know the city of Nashville and their routing does not make sense. The scheduling and routing departments in Nashville that should know the city, does a scheduling that does not work effectively. (Example, She was picked up by a van Tuesday March 17, there was another lady in it, we both were going to Hermitage, the lady lives by Hooters on Lebanon Rd, it would had make sense to drop her off first and then me, as she is almost at the end of Davidson County and the beginning of Wilson County. She was dropped off first, and then the lady that leaves by Hooters (when she mentioned this to the driver, she said, "oh, that is how is in the Manifest").

Communication between Taxi USA and AccessRide, it is not reliable, since apparently there is not a way that MTA can tell exactly where the taxis are and how long will be to pick up passengers (Supervisors from Utah, tells 5 or 10 minutes, with the classic answers 2 miles away, of course that is not true. Patricia suggest we might decide to have a committee for complaints to really make sure that the persons that submits the complaint, gets an answer from each case, and to have an more exact number of them as it shows right now. There may be a need to review the response letter, and really have a letter depending on the detail of each case.

Courtesy should be that someone should contact the passenger to let him or her know that her or his pick-up will be late, out of the window. Patricia would like to suggest that when someone is picked up after their window, without an excuse the rider should not have to pay the \$3.40.

Donna DeStefano said that has been several times that cabs or vans have pick up passenger about 45 minutes after the window, she had send several email to MTA regarding this, specially this last week. She was able to stay with the passenger but is something that cannot do all the time. This can be problematic when the consumer is left outside of a building that has closed for the day.

Debbie Chadwick added that consumer's safety is number one into the driver training. Being responsible is crucial. There are still issues with cancellations, vans and taxis showing up after the reservation has been cancelled. We may make up a committee to work on complaints.

Donna DeStefano believes the consumers that had to make other arrangements for transportation should be reimbursed.

When told that the taxi drivers are telling the passengers that they are 2 miles away matter where they were Christi Harper said she would work this as it was not acceptable. Every complaint from MTA is being taken very seriously and is unacceptable. Mohammad said he would work on changing the airport pick-up policy and will have MTA certified drivers at the airport at all times.

Beverly Melton flew into Nashville and was told to call MTA for her ride. She was told she would be picked up by a taxi. She waited and a taxi never showed up. She went up to another Allied cab and the drivers acted like they were insulted to take her. The airport dispatcher found her cab in another area. The cab driver was rude and yelling at the dispatcher and Beverly. He told her how "MTA was losing money and how MTA was cheating them." The driver did not help with luggage and was rude with the entire time. Christi said to please call immediately and report this if it ever happens again.

Zeda Riggs stated Customer Care does not have the capabilities to personalize complaint letter with all the details it has to be generalized due to the size of the transit center. MTA is very limited on what we can share on disciplinary issues. Donna DeStefano said she has been disappointed with filing reports as nothing seems to be fixing itself. Zeda reminded everyone that all of the complaints are presented to the Board each month. Complaints are being taken seriously. Also, we are doing everything we can to hire more drivers so overflow is not being used as much.

Zeda Riggs stated that MTA is doing county wide transportation not just ¼ of a mile and we will have on-time performance issues. MTA is really working on how to improve on-time performance. We are limited and understand the frustration.

Frank Meeuwis asked if MTA has a contract with Allied. Zeda confirmed that MTA does have a contract with Allied.

Debbie Chadwick asked if it's possible to state due to personal issues we cannot share disciplinary issues on the complaint letter. Zeda will find out from HR and Union regarding letter.

Nancy Lyles was left because she had a service animal. A van was supposed to pick her up within 30 minutes and after an hour her husband had to pick her up. Charles Mitchell was familiar with this

situation and said that the driver did not follow MTA procedure. He was disciplined and if he ever has another problem will be terminated. Charles said it should never happen again. Nancy asked if it was written in the handbook that if they are allergic to an animal they should have protection. It should not be her problem. She has every right to be on the van with her service animal. Debbie Chadwick referenced page 11 in the AccessRide handbook.

Frank Meeuwis asked Zeda Riggs about putting together FAQ's.

The AccessRide website will be updated with the AccessRide handbook and be able to email complaints.

Debbie Chadwick asked Zeda to let everyone know when they are able to release the AccessRide handbook to the public that she received from Ashley Marlow.

Tricia Griggs asked Christi Harper to make sure when they are scheduling the cabs to make sure that they are noting arrival times that are given on the reservation because some of us do that if we have to be somewhere by a certain time. It isn't that changing to arrival times is better; it is they need to note it when it is on the reservation and schedule accordingly. Each rider can give either a pick up time or an arrival time; not just one or the other.

4. Public Comments

Frank Meeuwis asked Mohammad Abdulka dir why the cab drivers are driving late. Mohammad stated that MTA will dispatch the driver at the last minute and the consumer is not able to make the trip. Zeda stated that Allied is given most of the trips the day before. Frank asked if it was appropriate the dispatcher to contact the consumer that your ride is 5 minutes out. Zeda explained that soon all the vehicles will be equipped with an Automatic Vehicle locator and will be able to give an exact arrival time. Right now drivers are not allowed to call while the vehicle is in motion.

5. Adjournment

The next meeting is scheduled for Wednesday, May 27, 2015 at 1pm and will be held at Music City Central.

MTA Reports

ADA Paratransit Eligibility Determinations for **March 2015**

Number of applications distributed this month 85

Number of applications for recertification's distributed this month 127

Number of applications received for review this month 80

Number of reviews completed this month 77

Number of applicants determined unconditionally eligible 66

Number of applicants determined conditionally eligible 11

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

Conditional-Path of Travel 5

Conditional- Variable Disab 2

Conditional- Orientation 0

Conditional- Winter Months 1

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 2

Temporary Interim 1

Number of Applicants determined not eligible 0

Pending 2

Recertifications 23

Number of appeals requests received this month 0

Number of appeals decided this month 0

ADA Paratransit Eligibility Determinations for **April 2015**

Number of applications distributed this month 105

Number of applications for recertification's distributed this month 216

Number of applications received for review this month 74

Number of reviews completed this month 74

Number of applicants determined unconditionally eligible 62

Number of applicants determined conditionally eligible 10

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

Conditional-Path of Travel 5

Conditional- Variable Disab 1

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 0

Pending 2

Recertifications 38

Number of appeals requests received this month 0

Number of appeals decided this month 0

Total Ridership (Van and Overflow) - year to year

January 2015: 33,463

January 2014: 30,759

Number Change: Increased by 2704

Percent Change: Increased by 8.8%

Total Ridership (Van) - year to year

January 2015: 24,840

January 2014: 24,220

Number Change: Increased by 620

Percent Change: Increased by 2.6%

Total Ridership (Overflow) - year to year

January 2015: 8,623

January 2014: 6,539

Number Change: Increased by 2084

Percent Change: Increased by 31.9%

Total Ridership (Van and Overflow) - year to year

February 2015: 27,845

February 2014: 30,734

Number Change: Decreased by 2889

Percent Change: Decreased by 9.4%

Total Ridership (Van) - year to year (7 snow days in 2015)

February 2015: 20,197

February 2014: 23,497

Number Change: Decreased by 3,300

Percent Change: Decreased by 14%

Total Ridership (Overflow) - year to year (7 snow days in 2015)

February 2015: 7,648

February 2014: 8,656

Number Change: Decreased by 1,008

Percent Change: Decreased by 11.6%

***** There were 3 snow days in February 2015**

Total Ridership (Van and Overflow) - year to year

March 2015: 35,988

March 2014: 32,290

Number Change: Increased by 3698

Percent Change: Increased by 11.5%

Total Ridership (Van) - year to year (7 snow days in 2015)

March 2015: 25,519

March 2014: 24,999

Number Change: Decreased by 520

Percent Change: Decreased by 2.1%

Total Ridership (Overflow) - year to year (7 snow days in 2015)

March 2015: 10,469

March 2014: 7291

Number Change: Increased by 3,178

Percent Change: Increased by 43.6%

***** There were 2 snow days in March 2015**

Travel Training

January

One on One 9

Group Presentations 0

Number of Attendees 0

Fixed Route 0

Survey 7

Seniors Attended 0

Seniors Trained 8

February

One on One 42

Group Presentations 5

Number of Attendees 112

Fixed Route 7

Survey 24

Seniors Attended 72

Seniors Trained 22

March

One on One 30

Group Presentations 8

Number of Attendees 413

Fixed Route 10

Survey 223

Seniors Attended 96

Seniors Trained 22

April

One on One 40

Group Presentations 8

Number of Attendees 273

Fixed Route 4

Survey 35

Seniors Attended 115

Seniors Trained 36

MTA Customer Service Quality Control Report – February 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	2	1	1
Bus Stop or Location			
Customer Relations	28	15	13
On-Time Performance	21	8	13
Standing Room Only			
Pass-Up/Van Didn't Show			
Safety	1	1	
Service Requests			
Other			
Total Comments	52	25	27

MTA Customer Service Quality Control Report - March 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	1	1	
Bus Stop or Location			
Customer Relations	19	6	13
On-Time Performance	23	12	11
Standing Room Only			
Pass-Up/Van Didn't Show	3	1	2
Safety	4	3	1
Service Requests			
Other			
Total Comments	50	23	27