

**APAC Minutes – Meeting July 22, 2015 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

**1. Call to Order/Introductions**

**Patricia Valladares- Chair**

Attendees: Debbie Chadwick, Dan Dillon, Jack Jakobik, Donna DeStefano, Lynn Stewart, Lorri Mabry, Emily Hoskins, Tricia Griggs, Nancy Lyles, MTA Staff: Zeda Riggs, Ashley Marlow, Charles Mitchell, Felix Castrodad, Bobby Greene, India Birdsong, Eric Beyer Taxi USA staff- Christy Harper, Mohammad Abdulkadir.

Guests: Kellie McCain, Jean Johnson, Susan Jakoblew.

Excused Absences: Tracey Beard, Jane Walling, Frank Meeuwis.

**2. Approval of Minutes**

Minutes from May 27, 2015 were motioned. Debbie Chadwick 2<sup>nd</sup>. Minutes were approved.

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

MTA update- Felix Castrodad provided the MTA update. MTA continues to work on the strategic plan. Several surveys have taken place starting with the values survey and we now have a trade-offs survey out. The survey asks people to make some decisions on how to spend \$10 for different options forcing them to establish priorities. A State of the System report has been published on the project website with information on analysis that has been completed to date. A new round of public meetings will probably take place during the second week of August.

MTA's new Chief Operating Officer India Birdsong was present. She's joins MTA from CTA in Chicago. She stated that she is really excited to be here and that MTA CEO Steve Bland sends his regrets for not being able to be here today. She noted that she is really looking forward to working with the Board and learning more about any of their concerns. Chicago is very large system, but there's no reason that a smaller city cannot do it better as there is more communication. She stated that if there is a way we can identify the top few things that are on your mind so we can categorize them as easily as possible.

MTA Scheduling Manager Dan Freudberg serves as the Project Manager of MTA's AVL system under development. He said that the GPS sensors will be installed on all vehicles so that they are able to be located at all times. It will give MTA a much better understanding on what is going on. It will also be able to provide information to customers such as estimated arrival time with each stop and the ability to speak to a Customer Care Representative. We will also be able to provide paratransit customers with a

better estimated arrival time. The automated reminder system THE IVR- gives reminders to customers for trips the next day, which will also help cancellations.

Chair Valladares asked when the system will be operational. Mr. Freudberg stated by the end of December 2015. She also asked if the cancellations will be working so vans don't show up when cancelled. He explained that when a ride is cancelled it is automatically sent to the driver's screen and removed from the manifest.

Tricia Griggs asked if you can pull up on the app for real time on the fixed route and does that also work for paratransit? Mr. Freudberg said that is correct. We are looking at something else to use for paratransit customers. That kind of technology hasn't been directly implemented yet. We are looking at the manufacturer and software company to see what will be available in the future.

Zeda Riggs, Customer Care Director, met with the Executive Committee to go over the negotiated trip times. On-time performance is the biggest complaint we receive from AccessRide customers, according to Bryan Williams, MTA Customer Care. He said that this proposal is for people who call in for demand trips only, not subscription trips. Subscription times are set in stone. It's a more feasible method.

Tricia Griggs explained that what she understood is that a customer can negotiate at trip an hour before or an hour later. She stated this would be problematic for the ridership and provided an example based on her own experience. When you call in the Customer Care Rep. will negotiate the time to be picked up. It will generate a pick-up time that will get you there not much earlier than the scheduled arrival time.

Nancy Lyles asked if it still gives you a 30 minute pick-up window time.

Mr. Williams said that if you book your time seven days in advance, you are very likely to get the trip time you request.

Lorri Mabry asked if she could say no to time. Zeda Riggs confirmed yes.

Tricia Griggs asked when the public hearing is. Ms. Riggs said MTA was just rolling out with this. It may not be until the first quarter of next year. It's going to take some time.

Tricia Griggs asked if we are still working out other issues to help with on-time performance before we implement this.

Chair Valladares explained that the Executive Committee has been working on this. We have met with CEO Steve Bland and now India Birdsong is here. We are also looking into other issues sooner than later. We are trying to work together on other issues.

Tricia Griggs noted that she has a problem with implementing something this big when other problems need to be addressed first. She added that this does make the trips two teared. Your subscription trips are going to outweigh your negotiated trips. Bryan Williams explained that the subscription trips will remain in place and the demand trips fill in the gaps around the subscription trips.

Chair Valladares asked everyone to write down their questions and bring them forward. She stated that this wasn't something that MTA is doing overnight. It's going to be a long process and will go hand-in-hand with the AVL system. It's important that you know and have your questions answered. This is to work together. This isn't MTA just doing it, she added. We are presenting it so APAC is aware.

Ms. Riggs advised APAC to please call the other agencies that are using this system and get a feel for how it works in their communities.

Ms. Birdsong asked if there are any concerns when you research it, to please share it with us. We may have missed out on something.

Chair Valladares shared that Orlando, FL uses this system. They have a 20 minute window and they are able to tell you if a van or a cab will pick you up while you're on the phone making the reservation.

Donna DeStefano asked if a subcommittee can be formed on the negotiated trip times. Tricia, Donna, Lorri, Frank and Patricia will be on the committee.

Christy Harper, with Allied Cab, reported that they have been very successful in adding cabs. She report that they have been working together with MTA dispatch. We have been getting trips in advance and really appreciate that. We are able to schedule a lot more efficiently. I have also been having one on one refreshers with drivers regarding people and disabilities. We will continue working hard on this issue.

Emily Hoskins said that she attended one of their training sessions and thought the drivers were great and that it was a great training session.

Dan Dillon reported that he flew into Nashville a few weeks ago. He called to see if he was on a cab or van. He went down to the ground transportation, but the cab driver was very concerned about paying \$4 to get to ground transportation. Is the driver being reimbursed for this expense?

Ms. Harper stated that it shouldn't even be a question because the driver doesn't know if it's an MTA rider or a regular passenger. She would find out who the driver was on that trip and that the driver will be educated on the policy.

MTA Planning Director Felix Castrodad stated that the bylaws draft was sent out and he received all comments by the deadline. Debbie Chadwick motioned for approval. Emily seconded. Motion passed on the Bylaws. Ashley Marlow will make braille copies for anyone who needs them.

Dan Dillon would like to nominate Jean Johnson, Jerome Bowen and Susan Jackoblew as new APAC members.

Susan Jackoblew is an advocate for people with disabilities since high school and also assists Lori Mabry.

Donna DeStefano recommended that any of the new members participate in the subcommittee for negotiating trip times.

Dan Dillon nominated Patricia Valladares to serve on another term as Chair.

Tricia Griggs stated she thought a slate of officers needed to be nominated before the nomination committee could be formed.

Donna DeStafano thought votes could be done electronically.

It was motioned and seconded that the current officers remain in office until next meeting where a slate of officers would be provided and new officers would be voted on at the next APAC meeting.

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

Jason Emmons stated that it would be nice if Nashville could have a service that provides transportation outside the county. It would be nice to be able to visit friends and family outside of Davidson County.

Zeda Riggs stated that MTA does not have plans to expand as of now.

Eric Beyer offered an alternative of the RTA to Jason Emmons. He asked that he give his contact information to Ashley Marlow and she will send him information on how to share his comments with the RTA board. The Board is comprised of members that are Mayors and Governor Appointees throughout Middle TN.

#### **5. Adjournment**

The next meeting is scheduled for **Tuesday, September 29, 2015 at 1 pm and will be held at Music City Central.**

#### **MTA Reports**

ADA Paratransit Eligibility Determinations for **July 2015**

Number of applications distributed this month 103

Number of applications for recertification's distributed this month 76

Number of applications received for review this month 76

Number of reviews completed this month 68

Number of applicants determined unconditionally eligible 44

Number of applicants determined conditionally eligible 46

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

Conditional-Path of Travel 17

Conditional- Variable Disab 6

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 1

Transitional 0

Temporary Training 0

Temporary Disability 0

Temporary Interim 0

Number of Applicants determined not eligible 0

Pending 3

Recertifications 26

Number of appeals requests received this month 0

Number of appeals decided this month 0

#### ADA Paratransit Eligibility Determinations for **August 2015**

Number of applications distributed this month 95

Number of applications for recertification's distributed this month 76

Number of applications received for review this month 107

Number of reviews completed this month 99

Number of applicants determined unconditionally eligible 74

Number of applicants determined conditionally eligible 25

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

Conditional-Path of Travel 16

Conditional- Variable Disab 3

Conditional- Orientation 0

Conditional- Winter Months 1

Conditional- Summer Months 3

Transitional 0

Temporary Training 0

Temporary Disability 1

Temporary Interim 0

Number of Applicants determined not eligible 0

Pending 2

Recertifications 37

Number of appeals requests received this month 0

Number of appeals decided this month 0

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

June 2015: 35,718

June 2014: 26,401

Number Change: Increased by 9317

Percent Change: Increased by 7.87%

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

June 2015: 26,965

June 2014: 26,401

Number Change: Increased by 564

Percent Change: Increased by 2.14%

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

June 2015: 8,753

June 2014: 6,712

Number Change: Increased by 2041

Percent Change: Increased by 30.41%

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

July 2015: 36,414

July 2014: 34,062

Number Change: Increased by 2352

Percent Change: Increased by 6.91%

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

June 2015: 26,679

June 2014: 28,072

Number Change: Decreased by 1393

Percent Change: Decreased by 4.96%

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

June 2015: 9,735

June 2014: 5,990

Number Change: Increased by 3745

Percent Change: Increased by 62.52%

**Travel Training**

**June**

One on One 33

Group Presentations 4

Number of Attendees 145

Fixed Route 12

Survey 29

Seniors Attended 29

Seniors Trained 23

**July**

One on One 15

Group Presentations 5

Number of Attendees 555

Fixed Route 0

Survey 7

Seniors Attended 22

Seniors Trained 6



June 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments			
Bus Stop or Location			
Customer Relations	23	7	16
On-Time Performance	21	9	12
Standing Room Only			
Pass-Up/Van Didn't Show	2	2	
Safety	4	3	1
Service Requests			
Other			
<b>Total Comments</b>	<b>50</b>	<b>21</b>	<b>29</b>

July 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments			
Bus Stop or Location			
Customer Relations	24	14	10
On-Time Performance	16	3	13
Standing Room Only			
Pass-Up/Van Didn't Show	1	1	
Safety	2	2	
Service Requests			
Other			
<b>Total Comments</b>	<b>43</b>	<b>20</b>	<b>23</b>

