

**APAC Minutes – Meeting September 29, 2015, 1:00 p.m.**

**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, Tricia Griggs, Frank Meeuwis, Gerome Bowen. MTA Staff: Steve Bland, Zeda Riggs, Ashley Marlow, Charles Mitchell, Felix Castrodad, Bobby Greene, Eric Beyer

Guests: Jean Johnson, Susan Jakoblew

Excused Absences: Tracey Beard, Nancy Lyles

**2. Approval of Minutes**

A motioned was made by Donna DeStefano to approve the minutes from the July 22, 2015 meeting. Debbie Chadwick seconded the motion. The minutes were approved.

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

**MTA Update**

MTA Director of Community & Legislative Relations Eric Beyer stated that in the past MTA Director of Planning Felix Castrodad has been the main contact along with Director of Customer Care Zeda Riggs for the APAC committee. Mr. Beyer will now play a greater role as a point-of-contact within the APAC Board. Working with members of the APAC Board, MTA shared a compilation of service and customer relations issues that APAC members have been trying to address. Today the MTA presented an overview of their plan to address after-hour AccessRide service issues and communication. The following slide presentation was given by MTA staff to address these issues.

**AccessRide “After Hours” Plan**

SLIDE 1: AccessRide “After Hours” Plan – Nashville MTA

SLIDE 2: Background: AccessRide customers have shared concerns about not having access to MTA Customer Care personnel after that department is closed to address issues related to late night reservations.

To address this issue, MTA is implementing the following plan:

SLIDE 3: Hire a full-time AccessRide Dispatcher

Position covers the hours of 4 p.m. to Midnight

This designated dispatcher will address same-day late trip arrivals and next-day a.m. trip cancellations (those trips scheduled for the next day before 8 a.m.)

Hired in early October with training ending in early December; Designated dispatcher on-duty by mid-December.

SLIDE 4: Staff additional Dispatch Personnel

Beginning in mid-October, additional dispatch personnel will be scheduled during special events, such as CMA Festival, July 4th, New Year's Eve, and other major events that impact services.

SLIDE 5: Establish agreed-to accessible pick-up and drop-off locations

Hold a meeting in mid-October to establish accessible pick-up and drop-off locations for popular sites including: Bridgestone Arena, Nissan Stadium, Music City Center, and Ascend Amphitheatre.

Locations will be selected in cooperation with MTA Operations, representatives of the APAC, Metro Police, Public Works, Traffic and Parking, and the Convention and Visitors Corporation, to establish suitable agreed-to locations based upon event, venue, and traffic conditions.

SLIDE 6: Assist Allied Cab's operational access

Meet with Allied Cab and other appropriate Metro departments in mid-October to help Allied Cab establish access to high-volume sites during special events.

SLIDE 7: Questions or Comments?

We welcome further input from the APAC committee and AccessRide customers as we implement this new plan.

Thank you,

MTA Management

Tricia Griggs asked where MTA received the information that customers needed the after-hours service, specifically from Dispatch, Customer Care, consumers or the APAC committee? Tricia didn't remember when this was brought up. Patricia Valladares stated it has been a concern brought up by several people. The complaints were directed to the Executive Committee concerning customers who have been stranded after hours and not knowing when their AccessRide ride will be there to pick them up. It's been a big issue regarding safety and buildings that close at a certain time. The main issue is safety. APAC has asked for MTA to help resolve this issue. Donna DeStefano said that this issue was brought

when Tricia was not here. This has been a huge issue and brought to the attention of the Executive Committee. APAC brought it to Mr. Bland's attention when they met with him. Debbie Chadwick explained that Lorri Mabry had this problem at a concert. Donna expressed she was very appreciative as a Committee member that MTA has come forward with a plan to help with some very concrete ideas.

Jack Jacobik asked if there will be clearer communication with the night dispatcher to taxi companies concerning customer pick up and drop off. MTA Lead Dispatcher Bobby Greene has access to view both taxi and MTA vehicles through the AVL (Automatic Vehicle Locator) system. Having AVL helps MTA communicate more accurately with the customer in vehicle location and when the AccessRide van will arrive. One of the main responsibilities of the after-hour dispatcher is to communicate with customers when and where the vans or the taxi service will be there to pick up.

Jean Johnson stated there has been an issue regarding being picked up at Bridgestone Arena due to street closures. On occasion the pick-up location has changed and we are not told. That becomes a big concern when you have not been told about a location change and you don't know where your ride is.

Eric Beyer stated MTA would like to have a comprehensive conversation with APAC and other partners such as the Metro Nashville Police Department (MNPd), the Convention and Visitors Corp., Bridgestone Arena, area malls and other event locations to come up with universal pick up and drop off. He added that we are working on a way to easily identify unmarked AccessRide vehicles, that is the overflow taxis. Donna DeStefano asked if the drop-off/pick-up location will change based on the event? Eric Beyer stated MTA would like to see a consistent specific drop-off /pick-up location at each venue. Zeda Riggs stated we are working with MNPd to have a set location at Bridgestone Arena.

MTA CEO Steve Bland explained that this is going to depend on the cooperation of the police and the venue. We run into this often on the transit side. They don't really consider it any different than a private car. They don't understand we need access in order to drop off/ pick up customers. We want a designated entry so everyone knows where the vehicle will be.

Donna DeStefano asked that The Frist Center, The Country Music Hall of Fame, and The Musicians Hall of Fame be added to the list. They have a lot of events at those venues that a lot of folks will be attending.

Dan Dillon asked if the malls be the same way, especially, during the holidays. Zeda Riggs stated that Green Hills Mall is the one allowing us to drop-off and pick-up near the Container Store. Green Hills Mall will not allow us to drop-off or pick-up at any other location due to valet and traffic congestion. Opry Mills has several locations available for drop-off /pick-up. The location for drop-off/pick-up at the Rivergate Mall is at the food court.

Jean Johnson asked if there was someone at the Green Hills Mall that could navigate them to the correct entrance. Zeda Riggs said the valet can direct you to where you need to be.

Tricia Griggs said if you are dropped off at the Container Store, there is not a valet to help you. You have to have the driver walk you up. That's why people asked to be dropped-off at the main entrance and

picked-up at the same location. Being dropped-off/picked-up at the main entrance where the valet is able to help you find your ride. There is a disconnect with that and that's why people are being left.

Zeda Riggs stated that we can talk to drivers assisting customers to entrances. The mall management staff says the vehicles cannot be left for a long amount of time because of the traffic and the congestion at the valet. That's why the Green Hills Mall believes the best location to drop-off and pick-up is at the Container Store.

Jean Johnson stated that some time ago Brenda Dillon had arranged for someone from the mall meet us and offer us assistance to the stores we wanted to go. Zeda Riggs said that we would be happy to call and see if I could get some assistance that way.

Tricia Griggs stated that she wants to make sure that old issues are being fixed before we start implementing new procedures and we forget about the old issues. For example, there are still drivers not getting communication that the ride has been cancelled and they are still showing up.

Steve Bland stated that in FY 2015 we had a record 428,521 trips. It's hard to sustain that growth. We have to look at a variety of approaches to fix the issues. Our intent is to dive into the issues a lot more and at the next meeting Zeda will dive into the Customer Comments and where those go and chat about improvements. We want to be as objective as we can about our progress and see where we are falling short.

Patrick Neazer said that he appreciated the intent on providing the data and would appreciate if MTA could bring the data, so that the public could be brought forward and could make useful decisions.

### **Allied Cabs Report**

Zeda Riggs read an email from Christy with Taxi USA. Christy is continuing to add vans to their fleet and have let several drivers go due to complaints that she found unacceptable. They will be doing a refresher training due to complaints.

### **Other Business**

Patricia Valladares stated that the Bylaws were approved and that they will need to be signed. Ashley Marlow will distribute the Bylaws to everyone. They will be signed today after the meeting.

Patricia Valladares explained that Emily Hoskins has resigned from the APAC committee and now Dan Dillon will be filling in for her for the Nominating Committee. She stated that we need to vote for the Executive Committee and new nominations for APAC.

Dan Dillon, chair of the Nominating Committee, handles the Executive Committee voting. He nominated the slate of officers as: Chair, Debbie Chadwick; Vice Chair, Patricia Valladares; and Secretary, Donna DeStefano. Dan asked if there were any nominations from the floor. Tricia Griggs nominated Lorri Mabry for the position of Chair. The APAC Committee voted via secret ballot and Debbie Chadwick was elected as Chair.

Debbie Chadwick said she had huge shoes to fill. Continuing, she added that we have accomplished so much in this committee the past couple of years. She also stated that she hopes that will continue to be open as to how we strive to improve transit in our city, and navigating the issues and concerns we have. She asked that the group have patience with her while she learns the role as Chair, and it will be appreciated. She looks forward to serving the citizens of Nashville.

Dan Dillon stated the nomination of Patricia Valladares for the office Vice Chair. Tracy Beard motioned for Patricia for Vice Chair. All were in favor, and Patricia Valladares was elected Vice Chair.

Patricia Valladares said when she started as Chair she had no idea what she was doing. She shared that she will continue to do the best of her abilities to serve the APAC committee and the people of Nashville.

Dan Dillon nominated Donna DeStefano as Secretary. Jean Johnson made a motion to accept. All were in favor, and Donna Stefano was elected as Secretary.

Dan Dillon nominated Ashley Mosley, Christina Jones and Kellie McCain to become members in the APAC committee.

Ashley Moseley works for the Center for Independent Living and will be taking Emily Hoskins place.

Kellie McCain is with the State of Tennessee Dept. of Intellectual Disabilities. She said she would like to help with the needs on the state level; that transportation is very important to her, and she wants to help the best way she can.

Christina Jones stated that she, too, works with the State of Tennessee Dept. of Intellectual Disabilities, and that she moved here in July and is very interested in helping with transportation.

Tracey Beard motioned for the slate of nominations to be voted by the APAC Committee. Jack Jacobik seconded the motion. All were voted in favor and welcomed the new members.

Tricia Griggs asked if there were any other members nominated, noting that there should have been one more position filled before Emily Hoskins left. It was stated that that person will be nominated next meeting.

Patricia Valladares apologized and wanted to welcome Jerome Bowen to his first meeting. This is her last meeting as the Chair. She thanked everyone for their help and support during her time as a Chair. She extended a special thank you to Mr. Bland and Eric Beyer for all their hard work and for listening to the group's concerns. She added that we will continue to work hard on all issues.

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

Maggie Harris who is an AccessRide customers. She asked is we are going to take suggestions on changes to AccessRide? She asked if she should email the suggestions or if there is a box where she should write them down?

Patrica Valladares asked that she bring them forward to the APAC group and we can discuss it. She said that we will be more than happy to address with MTA in this forum, and that she can direct it to the Chair Debbie Chadwick.

Lorri Mabry asked if the driver is supposed to rush you before your scheduled time. Zeda Riggs said no, that the driver is not allowed to rush you before the start of your window time.

## **5. Adjournment**

The next meeting is scheduled for Wednesday, January 27, 2016 at 1 p.m. and will be held at Music City Central.

### **MTA Reports**

ADA Paratransit Eligibility Determinations for October 2015

Number of applications distributed this month 84

Number of applications for recertification's distributed this month 258

Number of applications received for review this month 96

Number of reviews completed this month 55

Number of applicants determined unconditionally eligible 38

Number of applicants determined conditionally eligible 17

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

Conditional-Path of Travel 10

Conditional- Variable Disab 4

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 1

Pending 2

Recertifications 41

Number of appeals requests received this month 0

Number of appeals decided this month 0

ADA Paratransit Eligibility Determinations for November 2015

Number of applications distributed this month 84

Number of applications for recertification's distributed this month 520

Number of applications received for review this month 50

Number of reviews completed this month 29

Number of applicants determined unconditionally eligible 16

Number of applicants determined conditionally eligible 13

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

Conditional-Path of Travel 5

Conditional- Variable Disab 5

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 2

Temporary Interim 1

Number of Applicants determined not eligible 0

Pending 1

Recertifications 36

Number of appeals requests received this month 0

Number of appeals decided this month 0

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

October 2015: 37,899

October 2014: 38,022

Number Change: Decreased by 123

Percent Change: Decreased by 0.3%

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

October 2015: 26,068

October 2014: 28,991

Number Change: Decreased by 2,923

Percent Change: Decreased by 10.1%

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

October 2015: 11,831

October 2014: 9,031

Number Change: Increased by 2,800

Percent Change: Increased by 31.0%

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

November 2015: 33,754



November 2014: 33,716

Number Change: Increased by 38

Percent Change: Increased by 0.1%

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

November 2015: 22,150

November 2014: 24,593

Number Change: Decreased by 2,443

Percent Change: Decreased by 9.9%

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

November 2015: 11,604

November 2014: 9,123

Number Change: Increased by 2,481

Percent Change: Increased by 27.2%

**Travel Training**

**October**

One on One 12

Group Presentations 2

Number of Attendees 52

Fixed Route 4

Survey 9

Seniors Attended 0

Seniors Trained 12

**November**

One on One 16

Group Presentations 2

Number of Attendees 149

Fixed Route 4

Survey 16

Seniors Attended 0

Seniors Trained 15

**October 2015**

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	2	2	
Bus Stop or Location			
Customer Relations	20	11	9
On-Time Performance	27	12	15
Standing Room Only			
Pass-Up/Van Didn't Show	1		1
Safety	7	5	2
Service Requests			
Other			
<b>Total Comments</b>	<b>57</b>	<b>28</b>	<b>27</b>

November 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	1		1
Bus Stop or Location			
Customer Relations	22	15	7
On-Time Performance	13	8	5
Standing Room Only			
Pass-Up/Van Didn't Show	1		1
Safety	3	2	1
Service Requests			
Other			
<b>Total Comments</b>	<b>40</b>	<b>25</b>	<b>15</b>