



AccessRide Policy Advisory Committee

9/28/2016

1:00 p.m. – 2:00 p.m.

Music City Central Meeting Room

400 Charlotte Avenue, Nashville, TN 37219

Meeting called by: Debbie Chadwick, Chair

Agenda

5 minutes	Introduction Call to Order, Welcome and Introductions	Debbie Chadwick, Chair
5 minutes	Meeting Minutes Approval of meeting minutes from July 27, 2016 meeting	Debbie Chadwick, Chair
3 minutes per person	Public Comments	
25 minutes	MTA Progress Update <ul style="list-style-type: none">• After Hours Update and On-Time Performance<ul style="list-style-type: none">○ Update phone statistics and On Time Performance with August data• Interactive Voice Response (IVR) Presentation<ul style="list-style-type: none">○ Explanation of the IVR process, where we are and where we anticipate being<ul style="list-style-type: none">▪ Reminder “calls backs” the day before▪ Real Time ETA’s▪ Imminent arrivals○ Explain Pass Web	Marilyn Yokley, MTA
5 minutes	Allied Cab Update	Christi Harper, Allied
5 minutes	New/Old Business <ul style="list-style-type: none">• APAC Amendment Change Proposal	Debbie Chadwick, Chair
	Dismissal Next Meeting: Wednesday, January 25, 2017 at 1:00 p.m. Music City Central – 400 Charlotte Avenue, Nashville, TN 37219 Meeting Room – 2 nd Floor	Debbie Chadwick, Chair