



## AccessRide Policy Advisory Committee

Meeting Minutes

March 22, 2017

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:05 p.m. on March 22, 2017, at Music City Central, 400 Charlotte Ave., Nashville, TN 37219 by Debbie Chadwick, Chair.

### Present

APAC	MTA	Allied Taxi	Guests
Gerome Bowen	India Birdsong		Kate Deitzer
Dan Dillon	Emanuel Edwards		Clarisse Durnell
Tricia Griggs	Dan Freudberg		John Forbes
Jack Jakobik	Robert Greene		
Lorri Mabry	Ashley Marlow		
Frank Meeuwis	Melissa McIntyre		
Patricia Valladares	Zeda Riggs		
	Tanesha Simmons		
	Kym Tucker		
	Marilyn Yokley		



## Excused Absences

APAC	MTA	Allied
Sher Anderson	Eric Beyer	Christy Harper
John Forbes		Mohammad Abdulkadir
Jean Johnson		

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## Approval of Minutes

The minutes from Wednesday, January 25, 2017 were unanimously approved by the APAC Committee.

## Public Comments

Email from Clarisse Durnell, that was sent to Patricia Valladares, Vice Chair and was read by Debbie Chadwick, Chair:

“Hi Patricia,

I will not be at the APAC meeting this Wednesday, March 22. Here are a list of my concerns I hope you can share with the representatives of MTA AccessRide.

They are the following...

- cleanliness of the buses
- sensitivity training for taxi drivers and refresher training for the MTA drivers
- better scheduling system for the schedulers to schedule enough driving time for the drivers to be on-time for pick-ups and drop-offs. (Seems to be the number one complaint for drivers and AccessRiders.)
- better communication about airport arrival pick-up
- additional hires staff to help with the interview entry process to the AccessRide program”

## MTA Progress Update

Marilyn Yokley, AccessRide Manager, provided the following:

Airport Change Effective 3-22-2017



Nashville International Airport has informed Nashville MTA that Ground Transportation will be closed due to construction starting March 22, 2017, and continuing through May 9, 2017.

MTA’s temporary bus stop location will be on Level 2, Baggage Claim. Signage will be placed, by the Airport Authority, directing passengers to our temporary location. Airport personnel will provide passenger assistance as needed.

Passengers traveling with AccessRide will also be directed to the temporary bus stop. MTA has updated our trip booking software to reflect the change. AccessRide passengers should confirm the location with Customer Care when making a trip request.

**AccessRide Monthly Performance Indicator Report – January 2017**

<b>Indicator</b>	<b>MTA</b>	<b>Taxi</b>	<b>Overall</b>
On-Time % (Pick ups)	85.3%	87.3%	86.3%
Complaints	18	15	33
Productivity			
Total Trips	19,582	9742	29,924
Late Cancellation & No-Show %	9.6%	6.7%	8.2%
Call Center Statistics			
Percent of After-Hours Calls Answered	-	-	75%

**AccessRide Action Items**

- AccessRide Dispatch After-Hours Coverage \*
- Accessible Pick-up Locations\*
- Customer Comments Process\*
- On-Time Performance\*
- Process for Cancelled Trips\*
- Excessive Passenger Travel Time
- Increase Input from AccessRide Operators on All of Areas of Service

\*Indicates item has been reviewed with APAC. MTA is constantly monitoring these items.



On-Time Performance

- Moving towards paperless
- Projected Summer 2017
- Map update project

Bridgestone Arena:

- Continuing to work with MNPD to ensure MTA authorized vehicles have access to the pickup location. Vehicles enter Demonbruen from 5<sup>th</sup> Ave. Operators escort passengers to the vehicle.

On Board / Travel Time

- The length of complementary paratransit trips (also called travel time, trip duration, on-board time, or in-vehicle time) are an important measure of service.

FTA guidelines state: a paratransit trip should not take longer than the same trip on fixed route, including the time needed to wait for the bus and to go from the final bus stop to the destination

- The travel time can vary based on time of day, traffic conditions, and day of week.

How long is too long?

- FTA recommends agencies make a comparison to the fixed route bus to determine acceptable paratransit trip length.
- If there is no fixed route comparison, FTA recommends agencies set a standard of **no more than twice the direct auto drive time.**
- MTA has set a standard of 90 minutes maximum on board time.
- In January, 707 (or 2.4%) of completed trips exceeded 90 minutes.

The chart below outlines typical fixed route and direct drive **travel** times.

**Travel Time (In Minutes)**

Origin	Destination	Fixed Route	Direct Drive Time
430 Myatt Drive,	4509 Park Ave,	64	40



37115	37209		
312 Rosa L. Parks Blvd 37203	4804 Concord Drive, 37076	77	47
1211 21 <sup>st</sup> Ave S, 37212	3024 Harbor Lights Drive, 37217	100	75
1020 Southside Ct 37203	505 Utley Drive, 37072	N/A	45
5221 Harding Place, 37217	3087 Penn Meade Way, 37214	N/A	42
6050 Dana Way, 37013	110 Ryburn Drive, 37138	N/A	55

Dan Freudberg, Director of Service Quality explained the new 77 route and flex stops.

This route will operate as a “flex route” with 3 “flex stops” available. The route will have regular bus stops along the route that will be served on every trip. Flex stops will also be available on request. These pre-determined points will be available as pick-up or drop-off locations. If there is no request for a flex stop on a particular trip, the operator will not go there. Time will be built into the schedule so that the van can service flex stops if requested. The flex stop locations are:

A: Sidco & Norris

B: Radnor Towers

C: Greentree Terrace Apartments

Passengers will call 862-4646 to request flex stop pickups during designated hours. Requests for flex stop pickups will go through Access Ride schedulers. Calls will be accepted from 5:30 a.m. until 6:30 p.m. on weekdays and 8 a.m. until 4 p.m. on Saturdays. Flex stops will be made any time the route is in service, but passengers must call in during the designated hours. In order to request a drop off, passengers will just let their driver know when boarding if they want to be dropped off at a flex stop.



### **Allied Taxi Update**

Mohammad Abdulkadir has been working with after-hours dispatch on the manifests. When the manifest arrives it will be ready to go. Improvement of the after-hours dispatch has been a priority.

### **New Business**

Jerome Bowen commended MTA on doing an excellent job getting him to and from his destination in the Nashville traffic. He also asked if consumers are being told that it's a shared ride. People forget and get upset when they have to share rides. Tanesha Simmons, Eligibility Specialist, confirmed that consumers are being told that it is a shared ride.

Debbie Chadwick, Chair, announced that both Donna DeStefano and Kelly McCain have resigned. They are now in new roles and will be traveling a lot and will not be able to continue with APAC. She will contact respectable members and will fill their positions. Donna and Kelly have done a tremendous job and have worked very hard on this committee. She thanked them for their service and wished them the very best in their new endeavors.

### **Adjournment**

The meeting was adjourned at 2:03 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m. on May 24, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA