



## AccessRide Policy Advisory Committee

Meeting Minutes  
July 26, 2017

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:04 p.m. on July 26, 2017, at Music City Central, 400 Charlotte Ave., Nashville, TN 37219 by Debbie Chadwick.

### Present

APAC	MTA	Allied Taxi	Guests
Patricia Valladares	Carolyn Riggs-Farrar	Mohammad Abdulkadir	
Frank Meeuwis	Kym Tucker		
Lorri Mabry	Zeda Riggs		
Gerome Bowen	Ashley Marlow		
Jean Johnson	Marilyn Yokley		
Sheri Thorsett	Tanisha Simmons		
Ashley Mosely	Eric Beyer		
	Charles Mitchell		
	Bobby Greene		
	Emanuel Edwards		
	Dan Freudberg		
	Bryan Williams		
	Eboni Smith		



**Excused Absences**

**APAC**

**MTA**

**Allied**

John Forbes

Christy

**Approval of Minutes**

The minutes from Wednesday, May 24, 2017 were unanimously approved by the APAC Committee.

**Public Comments**

No Public Comments were received.

**MTA Progress Update**

Marilyn Yokley, AccessRide Manager, provided the following information:

**July**

Indicator	MTA	Taxi	Overall
<b>Service Quality</b>			
On-Time % (Pick ups)	86.9%	86.3%	86.7%
Complaints	23	18	41
<b>After Hours Dispatch</b>			
% Calls Answered after 6:30 P.M (Dispatch)			83.2%

Safety					
Productivity					
<b>Total Trips</b>	<b>20,995</b>	<b>9,323</b>	<b>30,318</b>		
<b>Late Cancellation &amp; No-Show %</b>	<b>10.8%</b>	<b>6.9%</b>	<b>9.7%</b>		

Kym Tucker, Training Manager, presented a PowerPoint on Sensitivity Training:

- ▶ Proper Etiquette
  - Greeting a passenger
    - Relax and make eye contact
    - Speak directly to the person
    - Introduce yourself as an MTA employee
    - Offer Assistance
      - Offer assistance but respect their independence
    - Be patient and allow passenger to set the pace
- ▶ Peoples first language
  - Focus on the person not the disability
  - Ex: say-person with a disability vs not say-disabled or handicapped
- ▶ Disability Relevance
  - Do not refer to disability unless it is relevant to the situation
- ▶ Appropriate Language
  - Handicap (prefer disabled), suffers from, bound by, victim of, and etc.
- ▶ Make mistake? Apologize, correct your actions, and learn



▶ **Types of Disabilities**

- ▶ Cognitive (Brain Injury, Autism, Tourette's, Mental Illness, Alzheimer, Dementia and etc.)

- Simple communication
- Be patient and confirm mutual understanding

- ▶ Mobility Impairments (Spinal Cord, Cerebral palsy, Arthritis)

- Take a knee when appropriate
- The wheelchair and/or mobility device is a part of their space

- ▶ Little people

- ▶ Kneel or take seat, do not pat them on their heads

- ▶ Deaf and Hard of Hearing

- face them, speak normally, don't shout, lead them establish preferred method of communication, may use pen and paper

- ▶ Visual Impairment

- Introduce yourself, offer sighted guide, provide detailed descriptive guide, let them know when you are leaving, use common words

**Types of Mobility Aids / Secondary Aids-**

- Mobility Aids- descriptions, how they may be used and proper storage during transport
- Secondary Mobility Device Policy- Secondary Mobility Aids are limited to portable devices, such as walkers, crutches, canes, etc., and can not exceed 10 pounds total. The device must be secured either: (a) next to the rider, without overhanging the aisle or (b) in the rear of the vehicle. Operators shall assist in the loading and unloading of the device. MTA is not responsible should any damages occur to the secondary mobility device.



**Service Animal Procedures-** they are not pets, you cannot pet them, not to make eye contact and do not feed.

- Service Animal Policy

### **Sympathy & Empathy**

- Sympathy- acknowledging another's persons emotional state
- Empathy- identifying with or taking on another persons emotions

### **Classroom Deliverables**

#### **PowerPoint**

- Lecture based with interactive activities every 20-30 minutes

#### **Role Play**

- Greeting

#### **Digital Media**

- Videos

#### **Interactive Games**

- Jeopardy (computer based)
- Board games

#### **Speaker-Sensitivity Trainer**

- Mark Montgomery

#### **Education:**

- BS Degree Political Science and Philosophy 1989
- Juris Doctor 1993

#### **Background:**

- Educator for over 24 years



- Developed and taught training programs for transportation, hospitality providers as well as management programs. He has lead focus groups, and maintained databases for all Independent Living Center's and SILC's in the US
- Presented at various conferences around the US
- As well as taught the All Access (sensitivity course) with the Nashville Convention and Visitors Corp
- Joined the training team here at DTO in 2013 as the ADA Advisor and the Sensitivity Trainer

**Appointments:**

- **Accessible Transportation Alliance**
- **Nashville Mayor's Advisory Committee for People with Disabilities**
- **AccessRide Policy Advisory Committee**
- Tennessee Family Support Council
- Tennessee State Rehabilitation Council
- Tennessee Technology Access Program Statewide Advisory Council
- Tennessee Council of the Blind
- Mid-Tennessee Council of the Blind

	MTA	Taxi
Initial New Hire Training	X	X
Yearly Re-Training	X	X
Yearly Taxi Re-Certification		X
Training Flash	X	
DTO TV	X	



## Next Step – Short Term

- ▶ Company-wide sensitivity training
  - Make all sensitivity training uniform
    - MTA/DTO
    - All Access
    - Taxi Service
  - Complete by end of 2017
- ▶ Taxi
  - All Access Class
  - Complete by end of 2017
- ▶ Partner with Empower TN
  - Advancement in training material

## Next Step – Long Term

- ▶ Re-Certification Program for all staff
  - Sensitivity
  - Wheelchair securement
  - Others to be determined



### **Allied Taxi Update**

Mohammad Abdulkadir stated that 30k plus trips are going through Marilyn Yokley. After hours dispatch is extremely busy, as they are working very closely with the overflow. Everyone is working great together but there is always room for improvement.

### **New Business**

Marilyn Yokley stated that a new map is in production and was placed on June 18, 2017. There is vast improvement in ride times. On time performance is improving and MTA is working with software vendors to make sure everything is updated.

Charles Mitchell, Director of Operations is retiring September 1, 2017 after 28 years of service. Carolyn Riggs- Farrar will be taking over for him. She comes from Dell with 18 years of logistics and Operational experience. She is a graduate of Mississippi State and has lived in Middle Tennessee for 30 years. We welcome Carolyn!

### **Adjournment**

The meeting was adjourned at 2:05 p.m. by Debbie Chadwick. The next general meeting will be at 1:00 p.m., on September 27, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA