



AccessRide Policy Advisory Committee

Meeting Minutes

April 25, 2018

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on April 25, 2018 at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219 by Patricia Valladares, Vice Chair.

Present

APAC	MTA	Allied Taxi	Guests
Sheri Thorsett	Eric Beyer	Christy Harper	Patrick Neazer
Lorri Mabry	Ashley Marlow	Marta Jones	Natasha Wilkins
John Forbes	Bobby Greene		Tom Hinkson
Jack Jakobik	Dan Freudberg		Sh’Juan Vilo
Jean Johnson	Marilyn Yokley		
Frank Meeuwis	Zeda Riggs		
	Carolyn Riggs-Farrar		

Excused Absences

APAC	MTA	Allied
Kate Deitzer		
Dan Dillon		
Debbie Chadwick		



Approval of Minutes

The minutes from Wednesday, March 28, 2018, were approved by the APAC Committee with a change to be made noted by Frank Meeuwis, Secretary. Frank asked for minutes to be corrected with MTA sending the minutes to the Executive Committee for review within two weeks following the prior APAC Committee meeting. Jack Jakobik second the minutes. Minutes were approved pending edits.

Public Comments

Sh’Juan Vilo Nashville, TN

Last week I was working and I had no one to pick me up. The cab company had no one to pick me up, and there was no one to call. You could only email them. I waited on the phone with the operator for an email reply and it never came. I called one hour later to request another cab, which got there another hour later. I was taken three hours late both days to work on Saturday and Sunday. You can’t call MTA until the taxi is late, then you find out there is no one assigned to you. Then you have to figure out what you are going to do. My IT job put me on corrective action for being late. I plan my rides 45 minutes early to guarantee I get a ride, but there are still no guarantees.

Sheri Thorsett, read aloud 2 emails.

Peggy Ivy – The event happened at 7:45 p.m. at a restaurant which was past my window. She called MTA and they said they called Allied who said there was no vehicle in your area or assigned to you. She waited and friends decided to take her home. So she called MTA back to inform them of her cancelation even though it was out of her window. She needed to go home.

JoAnn Stombaugh – The date of trip scheduled was Wednesday, March 28, complaint number #30856. I had a pickup between 5:30 p.m. and 6 p.m. to go to McCabe Park Community Center just like every other Wednesday that I go. No one showed up at 6:15 p.m. I called and talked to Sharonda and she said there were no taxis in my area and none had been assigned to me. I asked if there was anything she could do. She said there was nothing she could do. I hung up and realized I was going to be extremely late. I called back and canceled my trip because I knew I would never make it at all. When I called back, I spoke to William who took my call at MTA. I made a complaint and the number is above. My husband then scheduled me a Lyft which cost us \$15.40, that I should not had to pay. Even though I canceled my ride to McCabe Park Community Center with MTA, my husband told me a taxi finally showed up at my house at 7:06 p.m. It sat outside for a very long time. That was an hour at the end of my window. This is definitely unacceptable. A man did pick me up on the way home from McCabe Park Community



Center at 8 p.m. that evening. Please let me know if there is anything further you need. Thank you.

Tom Hinkson

Middle Council of the Blind

We are tracking complaints that we know about with a database. The last complaints were received on April 23 from Mr. Bobby Hallen for Allied Taxi #635. He had a 7:45 to 8:15 pick up window. The taxi did not arrive till 8:40.

Last month we had 150 complaints. I would suggest from personal experience the incompetence at Allied Taxi is so high. I haven't worked for them in three weeks. Two days ago, I got a phone call from them at 4:45 with a warning because the dispatcher thought I was a driver trying to tell me about a ride that I should get. In the same day, they sent me an invoice as if I had been driving for them. It goes to show that top level management is so incompetent that they don't know who works for them, or who is assigned to what home. I don't understand how they can service a contract with 10,000 rides a month if they don't have the contact list for their employees correct. That is my comment.

Lorri Mabry, Nashville, TN

USURV lost her appointment and she missed her doctor's appointment.

Allied Taxi Update

Marta Jones with Allied Taxi gave the following update of it performance data by category, for the first four months of 2018.



January 2018

	Week 4	Week 3	Week 2	Week 1
Canceled	880	1130	936	925
Late	401	434	90	84
No-Show	177	126	164	149
Total Trips	3050	2286	1984	2563

February 2018

	Week 4	Week 3	Week 2	Week 1
Canceled	489	871	936	489
No-Show	120	116	111	120
Late	229	280	291	320
Total Trips	2860	3061	2906	2860

March 2018

	Week 4	Week 3	Week 2	Week 1
Canceled	430	337	368	766
No-Show	137	134	140	166
Late	197	217	270	298
Total Trips	2744	2704	2866	3180



April 2018

	Week 4	Week 3	Week 2	Week 1
Canceled	430	337	368	766
No-Show	137	134	140	166
Late	197	217	270	298
Total Trips	2744	2704	2866	3180

Definitions

Cancelled: This would be trips cancelled on day of service with more than two hours notice.

Late Cancel: These are trips that are cancelled on the day of service with less than two hours notice, but before the vehicle arrives.

No Show / Late Cancel: These are trips that are cancelled on day of service with less than two hours notice and (a) the vehicle arrived on site but could not locate the passenger, or (b) the vehicle was enroute or assigned when the cancellation was received.

Late: Any trip that was serviced (i.e. the passenger was transported), but the pickup was outside the passenger's requested pickup window.

Missed: Any trip that was cancelled either by MTA or the passenger due the vehicle being assigned or enroute but it is beyond the end of the passengers requested window.

MTA Update

Marilyn Yokley, AccessRide Manager, did not present the MTA Update due to time constraints. She will give her updates to Ashley Marlow and she will email the updates to the APAC Committee. However, she did although give an update on Access on Demand Customer choices:

- Three providers delivering the service.
 - o UZURV
 - o Mobility Solutions
 - o Taxi USA



- All three providers have wheelchair accessible vehicles. Mobility Solutions and Taxi USA have a pay by cash option available on request.

On February 19, 2018, there was a “soft launch” to approximately 100 to 120 AccessRide customers.

During the last week of March 2018, there was a “hard launch” mailer sent to more than 4,300 active AccessRide users.

- As of April 13, there have been more than 1,400 trips completed across all 3 providers
 - o Approximately 5% of the trips were provided by Taxi USA
 - o The remaining trips were split 50/50 between UZURV and Mobility Solutions

The Committee asked if alternative formats were available for the mailer. Marilyn informed alternatives were available upon request. Also, MTA is reaching out to members who have identified as having a visual impairment to ensure the information was received and understood. Marilyn asked the Committee if they knew of customers who may not have received their mailer or if they know of anyone who may need the mailer in Spanish to please let her know.

New Business

Eric Beyer, Director of Community and Legislative Relations, updated the APAC Committee on the renovations of Music City Central (MCC). MCC will be undergoing renovations until the end of the year. MTA is looking into another accessible location to have the APAC meetings starting in May through the end of the year. Once the location is selected, APAC members will be notified and the location posted online. Also, the question of live streaming of the APAC meeting has not been forgotten. We are investigating ways on how that can be accomplished.

Sh’Juan Vilo is interested in becoming an APAC Committee member and his contact information will be given to Dan Dillon for membership information.

Adjournment

The meeting was adjourned at 2:10 p.m. by Patricia Valladares, Vice Chair. The next meeting will be at 1:00 p.m. on May 23, 2018, Goodwill Career Center 937 Herman Street Room 121 Nashville, TN 37208

Minutes submitted by: Ashley Marlow, MTA