

**APAC Minutes – Meeting May 27, 2015 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

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**1. Call to Order/Introductions**

**Patricia Valladares- Chair**

Attendees: Debbie Chadwick, Dan Dillon, Jack Jakobik, Donna DeStefano, Lynn Stewart, Lorri Mabry, Emily Hoskins, Tricia Griggs, Nancy Lyles, Frank Meeuwis. MTA Staff: Zeda Riggs, Ashley Marlow, Charles Mitchell, Felix Castrodad, Bobby Greene, Steve Bland. Taxi USA staff- Christy Harper, Mohammad Abdulkadir.

Guests: Kellie McCain, Jean Johnson, Susan Jakoblew, Jean Ivey, Trudy Graves.

Excused Absences: Tracey Beard, Jane Walling.

**2. Approval of Minutes**

Debbie Chadwick motioned and Frank Meeuwis seconded. Vote was unanimous for approval.

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

Felix Castrodad gave an update about the Strategic Plan. MTA continues to work on public outreach and is finding out what people like and dislike about the services. MTA has a project bus that they are taking around town. Please let MTA know two weeks in advance to schedule the bus at your location.

Information about the project is given on the bus.

Frank Meeuwis asked if Nashville Next was for all of MTA or just paratransit. Felix Castrodad confirmed that it was for all of MTA.

Susan Jakoblew asked what the sample size was. Felix Castrodad said he was hoping for 10,000 or more. MTA is asking people that use the system and don't use the system. MTA looked at populations similar to Nashville like Kansas City and are looking to 25 years in the future. There are some areas where they

think they are okay and other areas where they have work to do. The goal is to make a report available to the website.

Kellie McCain asked if MTA is getting good feedback from the disability community. Felix Castrodad stated that they have a little bit.

Tricia Griggs said Lynette Henderson with Vanderbilt is involved with the Red Cap Platform. They provide an online survey to help with outreach with the strategic plan.

Donna DeStefano thought it is important that everyone take advantage of the bus within our communities.

Christy Harper gave the Taxi update regarding on time performance and routing issues. They will have 25 new vehicles which will help with routing issues and pickup times. They will be able to space out pickup times better and not have people waiting. There will also be an AccessRide-certified driver at the airport at all times. The drivers are now going through a more extensive training program for 2 weeks with Mohammad.

Frank Meeuwis asked if there was a limit to how many taxis can be added. Christy Harper said they were able to add an additional 100 and were working on that.

Donna DeStefano thanked Christy Harper for her fast action. She said that Mohammad has been at the Disability Coop office. Patricia Valladares added anything that is proactive is great.

Steve Bland introduced himself and gave an MTA update. The overall issue he thought is on-time performance and the safety of people when they are stranded. MTA will continue to work to resolve these issues.

Susan Jakoblew said Lorri Mabry had a problem on a Sunday at TPAC. She had a cab reservation because it was after hours for MTA. The cab ride didn't show up, and they were standing on the curb at 11:00pm. Need to consider always having an accessible cab available on the road at all times in all areas.

Dan Dillon stated that the cab drivers have a right to refuse an MTA ride. Can anything be done to address that? Christy explained that extra trips have to go out through the entire company. The drivers are allowed to choose, but they are looking to bring on more MTA drivers.

Zeda Riggs stated that the scheduling dept. is sending Allied the trips earlier so they can be routed earlier and any problems corrected before the pick-up.

Debbie Chadwick asked what the failsafe is for when businesses are closing. There is a protection from harm concern. Zeda Riggs said AccessRide dispatch is there 24/7. Dispatch will route an AR van or a cab based upon availability.

Donna DeStefano spoke about someone she knows that is on subscription that has almost lost her job because she's been so late so many times. This is just not acceptable. Situations when people have places they need to get their livelihood depends up it, and they are stranded need to be fixed.

Zeda Riggs spoke with other agencies and negotiating trip times work best for these issues. MTA is looking to adopt this. It's going to be an adjustment period but once they get used to it, the pick-up times will improve. Negotiating trip times based on availability. For example, if someone calls 7 days in advance, they will get that pick up time. That may improve on-time performance.

Susan Jakoblew asked if there is also an issue with a re-education with the AR riders. If a rider's schedule is flexible, a rider should specify that. This will allow others who really need the service at a certain time to get to their destinations on time.

Felix Castrodad sent an email regarding the bylaws. If you haven't read them, yet please do so. We need to finish those. Felix Castrodad will re-send if needed.

Patricia Valladares asked committee members to review the bylaws by next meeting; will discuss at next meeting. Comments are due by June 19<sup>th</sup>.

Handbook Committee report given by Zeda Riggs, and she stated it is now on the MTA website.

Nominating Committee is Emily Hoskins, Dan Dillon, Debbie Chadwick and Tracy Pendergrass. If anyone knows someone that would like to be a part of the committee, please let one of them know.

The July meeting is the Annual meeting, and the elections will take place for Executive committee.

FAQ Committee is Nancy Lyles, Jeannie Johnson.

Patricia Valladares would like to share the FAQ's with drivers and riders. Frank Meeuwis asked Zeda Riggs if she had anything for FAQ's so the committee wasn't starting from scratch. Zeda Riggs said she really didn't have anything but will look and talk with agencies and the training dept. Patricia Valladares asked if anyone has anything to add that would be very helpful. Emily Hoskins said she had a slide show that she could send as long as Shannon from the CBC would be okay to share that would be a starting point.

Debbie Chadwick saw a card from a first responder that had topics that may help. She will look to find it. State of New Mexico issued it.

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

Jean Ivey thought it was very nice to have Steve at the meeting. CEO's are not normally in attendance. Her husband worked for MTA for 6 or 7 years. She's never driven a car and has always used transit. She was representing diabetes and dialysis patients. She explained that it's very important to go to the places where consumers are being taken to get a feel for why it's so important to arrive on time. If she arrives late to her dialysis appointment, she loses her appointment to receive dialysis. Her life depends on being on time, and that's why it's extremely important for the vans and taxi's to be on time.

Trudy Graves has continually been late for work due to the vans being late; she's almost been fired. She said that she complains but never gets the letters from MTA. She came to the meeting to formally complain. Being late is not just an inconvenience; she has to be home on time to take her diabetic shots.

Jeannie Johnson has had several scheduling issues and routing issues with MTA vans also along with cab drivers and cab pickups. Drivers are not picking up and dropping off in the correct order that make sense.

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#### **5. Adjournment**

The next meeting is scheduled for Wednesday, July 22, 2015 at 1pm and will be held at Music City Central.

#### **MTA Reports**

ADA Paratransit Eligibility Determinations for **April 2015**

Number of applications distributed this month 105

Number of applications for recertification's distributed this month 216

Number of applications received for review this month 84

Number of reviews completed this month 75

Number of applicants determined unconditionally eligible 62

Number of applicants determined conditionally eligible 10

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

Conditional-Path of Travel 5

Conditional- Variable Disab 1

Conditional- Orientation 0

Conditional- Winter Months 2

Conditional- Summer Months

Transitional 0

Temporary Training 0

Temporary Disability 3

Temporary Interim 2

Number of Applicants determined not eligible 0

Pending 3

Recertifications

Number of appeals requests received this month 0

Number of appeals decided this month 0

ADA Paratransit Eligibility Determinations for **MAY 2015**

Number of applications distributed this month 78

Number of applications for recertification's distributed this month 86

Number of applications received for review this month 56

Number of reviews completed this month 52

Number of applicants determined unconditionally eligible 38

Number of applicants determined conditionally eligible 11

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

Conditional-Path of Travel 6

Conditional- Variable Disab 2

Conditional- Orientation 0

Conditional- Winter Months

Conditional- Summer Months 1

Transitional 0

Temporary Training 0

Temporary Disability 3

Temporary Interim 0

Number of Applicants determined not eligible 0

Pending 4

Recertifications

Number of appeals requests received this month

Number of appeals decided this month 0

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

April 2015: 37,469

April 2014: 35,312

Number Change: Increased by 2157

Percent Change: Increased by 6.1%

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

April 2015: 26,365

April 2014: 28,638

Number Change: Decreased by 2273

Percent Change: Decreased by 7.9%

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

April 2015: 11,104

April 2014: 6,674

Number Change: Increased by 4430

Percent Change: Increased by 66.4%

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

May 2015: 35,879

May 2014: 35,166

Number Change: Increased by 713

Percent Change: Increased by 2%

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

May 2015: 26,702

May 2014: 28,778

Number Change: Decreased by 2,076

Percent Change: Decreased by 7.2%

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

May 2015: 9,177

May 2014: 6,388

Number Change: Increased by 2,789

Percent Change: Increased by 43.7%

**Travel Training**

**April**

One on One 40

Group Presentations 8

Number of Attendees 273

Fixed Route 4

Survey 35

Seniors Attended 115

Seniors Trained 36

**May**

One on One 34

Group Presentations 5

Number of Attendees 272

Fixed Route 6

Survey 33

Seniors Attended 34

Seniors Trained 28

## MTA Customer Service Quality Control Report – April 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	1	1	
Bus Stop or Location			
Customer Relations	26	8	18
On-Time Performance	32	8	24
Standing Room Only			
Pass-Up/Van Didn't Show			
Safety	7	2	5
Service Requests			
Other			
<b>Total Comments</b>	<b>66</b>	<b>19</b>	<b>47</b>

## MTA Customer Service Quality Control Report – May 2015

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments			
Bus Stop or Location			
Customer Relations	28	13	15
On-Time Performance	37	12	25
Standing Room Only			
Pass-Up/Van Didn't Show	1		1
Safety	4	4	
Service Requests			
Other			
<b>Total Comments</b>	<b>70</b>	<b>29</b>	<b>41</b>