AccessRide Policy Advisory Committee

Meeting Minutes
May 24, 2017

Opening
The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:04 p.m. on May 24, 2017, at Music City Central, 400 Charlotte Ave., Nashville, TN 37219 by Debbie Chadwick, Chair.

Present

<table>
<thead>
<tr>
<th>APAC</th>
<th>MTA</th>
<th>Allied Taxi</th>
<th>Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerome Bowen</td>
<td>India Birdsong</td>
<td>Mohammad Abdulkadir</td>
<td></td>
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<tr>
<td>Dan Dillon</td>
<td>Emanuel Edwards</td>
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<tr>
<td>Tricia Griggs</td>
<td>Dan Freudberg</td>
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<tr>
<td>Jack Jakobik</td>
<td>Robert Greene</td>
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<tr>
<td>Lorri Mabry</td>
<td>Ashley Marlow</td>
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<tr>
<td>Frank Meeuwis</td>
<td>Melissa McIntyre</td>
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<tr>
<td>Patricia Valladares</td>
<td>Bryan Williams</td>
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<tr>
<td>Lynn Stewart</td>
<td>Tanesha Simmons</td>
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<tr>
<td>Jean Johnson</td>
<td>Kym Tucker</td>
<td></td>
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<tr>
<td>John Forbes</td>
<td>Marilyn Yokley</td>
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<td></td>
<td>Eric Beyer</td>
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<td></td>
<td>Charles Mitchell</td>
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Excused Absences

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<thead>
<tr>
<th>APAC</th>
<th>MTA</th>
<th>Allied</th>
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<tbody>
<tr>
<td>Sheri Anderson</td>
<td>Patricia Valladares</td>
<td>Kate Deitzer</td>
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<td>Lorri Mabry</td>
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Approval of Minutes
The minutes from Wednesday, March 22, 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:

April 2017

<table>
<thead>
<tr>
<th>Indicator</th>
<th>MTA</th>
<th>Taxi</th>
<th>Overall</th>
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<tbody>
<tr>
<td>Service Quality</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>On-Time % (Pick ups)</td>
<td>85.90%</td>
<td>84.99%</td>
<td>85.59%</td>
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<tr>
<td>Complaints</td>
<td>25</td>
<td>9</td>
<td>34</td>
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<tr>
<td>After Hours Dispatch</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>% Calls Answered after 6:30 P.M (Dispatch)</td>
<td></td>
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<td>69%</td>
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Safety

<table>
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<tr>
<th>Indicator</th>
<th>MTA</th>
<th>Taxi</th>
<th>Overall</th>
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Allied Taxi Update

Mohammad Abdulkadir stated that MTA is doing an excellent job on after-hours dispatching and coordination. He also thanked Marilyn Yokley, Bobby Greene, and MTA dispatch on all of their efforts.

New Business

Tricia Griggs conducted a study on behalf of Disability Rights Tennessee (DRT) and received input from the group on a number of topics.

Marilyn Yokley is working on updating the system map on AccessRide for realistic time points. The final adjustments are being made and hopefully, next week it will go into a testing phase. It has been a 6-8 month project. It should go live in the next few weeks; however, it all depends on the provider.

Debbie Chadwick stated that Frank Meeuws has been appointed the APAC Secretary, taking Donna DeStefano’s place until the next board election.

Jean Johnson spoke about On Demand, a transportation service. It is not in competition with MTA, but yet another provider of transportation. We will have a get-together in August. You and your family and friends are invited. If you would like details on the event, please let Jean know.

Frank Meeuwis stated that the TN Mega conference begins tomorrow and appreciates the support of MTA and its sponsorship.

Adjournment

The meeting was adjourned at 2:02 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m., on July 26, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA