AccessRide Policy Advisory Committee

Meeting Minutes
March 28, 2018

Opening
The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:01 p.m. on March 28, 2018 at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219 by Debbie Chadwick, Chair.

Present

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<tr>
<th>APAC</th>
<th>MTA</th>
<th>Allied Taxi</th>
<th>Guests</th>
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<tr>
<td>Sheri Thorsett</td>
<td>Eric Beyer</td>
<td>Christy Harper</td>
<td>Patrick Neazer</td>
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<td>Gerome Bowen</td>
<td>India Birdsong</td>
<td>Marta Jones</td>
<td>Tom Hinkson</td>
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<td>Dan Dillon</td>
<td>Steve Bland</td>
<td>Kyle Summers (iCabbie)</td>
<td>Fred Bailey</td>
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<td>Jack Jakobik</td>
<td>Dan Freudberg</td>
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<td>Rhonda M. Clark</td>
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<td>Jean Johnson</td>
<td>Steve Bland</td>
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<td>Natasha Wilkison</td>
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<td>Sarah Kassas</td>
<td>Julie Navarrete</td>
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<td>Peggy Ivy</td>
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<td>Patricia Valladares</td>
<td>Melissa McIntyre</td>
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<td>Regina London</td>
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<td>Frank Meeuwis</td>
<td>Zeda Riggs</td>
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<td>Sh’Juan Vilo</td>
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<td>John Forbes</td>
<td>Miriam Lebowitz</td>
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<td>Retina Pierce</td>
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<td>Debbie Chadwick</td>
<td>Kym Tucker</td>
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<td>Rosalyn Williamson</td>
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<td>Marilyn Yokley</td>
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Excused Absences

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<th>APAC</th>
<th>MTA</th>
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<td>Kate Deitzer</td>
<td>Ashley Marlow</td>
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<td>Lorri Mabry</td>
<td>Bobby Greene</td>
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Approval of Minutes
The minutes from Wednesday, January 25, 2018 were unanimously approved by the APAC Committee with changes a correction made to the date of the minutes.

Public Comments
Sheri Thorsett, Nashville, TN

I don’t feel like the committee members don’t always know their role. I think it would helpful if we (the committee members) have an orientation so we know what is excepted of the committee members. There’s complete confusion of why we are at the table. Second, my mother-in-law is now in a wheelchair. We moved her from Mt. Juliet and she is excited to be using AccessRide. She is very independent and wants to do it her own way. Her van ride for her eligibility appointment never showed up. She was rescheduled for a month later. I feel like MTA and the eligibility department needs to work on better communication. When departments don’t communicate with each other it really messes up people’s lives.

Patrick Neazer, Nashville, TN

I would like to recommend and ask that the APAC meetings be lived streamed. There’s lots of information given at the committee meetings and the size of the population that we serve is not being reflected by the number of people attending this meeting. If you really want to serve the people, they need to be able to see what we see, hear what we hear, watch how this committee behaves and makes sure they obey all the bylaws. Let them see if this committee is transparent. When I go out and ask the riders how we are doing they say they would love to come to this meeting, but they cannot, and ask if they can bring it to us. The people would really like the committee to be as transparent as they say they are and live stream this meeting to anyone and everyone who is unable to attend.
Tom Hinkson, Nashville, TN

We have begun tracking AccessRide complaints within our own organization.

We have several we are tracking with tracking numbers. The breakdown has been slightly more cabs than MTA vans. The tracking contains late pickups, no shows, and dirty vans. Since Taxi USA has gone through the iCabbie change, there have been multiple complaints of riders sharing rides that are going in opposite directions. One example is that someone was going to Vanderbilt and the other person was going to Antioch. The routing software is giving the drivers issues. Taxi USA keeps asking us to bear with them as they fix it. It’s been two-and-a-half months. They are losing drivers in droves. I have a text message from the office manager that states, “I know you are all having a hard time and I feel bad for everyone. I am having a hard time, too. I wanted to let you know I told my dispatchers hopefully they will not remove them. I’m really curious about this $100,000 you are hearing about.” That was about the money they accidently overpaid their drivers.

Rhonda M. Clark, Nashville, TN

See letter attached.

Fred Bailey, Nashville, TN

I’ve seen some really good things with this On-Demand Mobility service. I have observed that Nashville is growing leaps and bounds. It is imperative that handicap persons have an adequate, affordable and efficient transportation service. I’ve observed On-Demand being just that. When they stop the cars they no longer become just drivers. They become servants to those individuals they are transporting. They assist clients in and out of the car, and help the individuals get inside the building. They wait to make sure someone is there to receive those individuals. On Demand Mobility is the closest extension to a family member that I have seen. Just because we are blind or impaired, it does not mean we don’t want to go to the theaters, the supermarkets, shows or events. We have to have a service that helps us navigate these places that is affordable. Ms. Clark is exactly right, $6-$12 is nothing. I pay a driver $15 an hour. Let me go for $6! I’m all for it! I would like to see On-Demand expand and be built around Nashville.

Regina London, Nashville, TN

I am an AccessRide customer since 2014. I found out about On-Demand Mobility and it has been a blessing to my life. I’ve used them about 20 times this month. I would do anything to get them extended to the weekend and later at night. They wait on you and are courteous. One day I was in the taxi and the driver couldn’t find the Section 8 office. I was told he was going to take me home since he could not find the office. Since then I have nothing to do with Allied. I just love On-Demand Mobility.
Sh’Juan Vilo, Nashville, TN

I have two jobs and work seven days a week. I came to talk about the cab situation. It is just terrible. Just yesterday two regular cabs were sent to pick me up when I needed a wheelchair-accessible cab. I am expected to be on time to my job and I cannot always get a ride. I am a fan of On-Demand because I can depend on it. As far as the taxi issue, the iCabbie software is not efficient.

Retina Pierce, Nashville, TN

I’m a consumer and recently have become disabled. I am grateful for AccessRide. However, since becoming disabled I haven’t been able to go to work but have doctor’s appointments. On-Demand Mobility has been a wonderful experience for me. They even help me take my groceries into the house. I really wish it could be extended to the evenings and weekends.

Rosalyn Williamson, Nashville, TN

Most of my experience with AccessRide is pretty good. On March 20 I called to check on my ride at 9:28 a.m. and was told the ETA was 9:31 a.m. I called again at 9:45 a.m. They said the driver was at Rivergate Parkway and should be there shortly. I called back at 10:00 a.m. and was told he had been at my place at 9:32 a.m. and I was a no-show. I was in my living room the entire time. No one called or knocked at my door. If he had been there why didn’t they tell me that at 9:45 a.m.? This is the second time that this has happened.

Peggy Ivy, Nashville

Several people have contacted me that they are having issues being picked up after the Preds games at Bridgestone Arena. I always tell everyone to put their cell phone number first not a land line when it comes to pickups.

Anthony Alfred, Nashville, TN

Debbie Chadwick, Chair read aloud an email. The letter is attached.
Allied Taxi Update

Marta Jones with Allied Taxi gave the following update.

Late Arrivals

Though late arrivals will always happen, we 100% understand that there has been an increase since our systems switch and we are making alterations to reduce the late arrival rate.

Wrong phone numbers/address

The main causes of these issues are from the MTA manifests with blank phone numbers or addresses that don’t exist. In turn our system duplicated phone numbers from other passengers. We are trying to fix the wrong address that was sent over to us. We have fixed the issue with blank phone numbers by instructing our system to place zeros where the customer phone number should be when left blank, rather than replicating with another number. We have created alerts in our system to red flag addresses that don’t exist or that have been sent over misspelled. You can help by always providing a working phone number to MTA. This gives your driver a solid way to communicate/contact you.

Trips are not being double loaded

We understand that we have not dispatched very many double loads and that it’s extremely important to MTA that we fill the vehicles with as many passengers as possible. We wanted to ensure that our routing software dynamically routed driver’s multi loads. Taking into account all of these attributes, we have successfully tested and are using the new routing software.

On board times are not accurate

This issue was caused by our dispatch center in Minnesota. Their computers are set to different time zones for the cities that we operate in and when they were designating trips to drivers many of the times were changed. We have not seen this issue occur since we removed the component that allows the system to adjust to the time zone of the user’s computer. Now it’s on a stable central time zone.

Sedans being dispatched for Wheelchair trips

We have created fixes in the system that recognizes multiple wheelchair attributes. Previously it only understood “WC”. Since we’ve made the changes, our system now understands W, W/C, WW Attributes. Also in the last 40 days, we have invested 50K by adding five wheelchair taxicabs. Bringing our total from 13 to 18. This additional inventory gives us 30% additional wheelchair coverage.
Persons not assigned to correct driver

We definitely want to do whatever it takes to keep you as comfortable as possible, and pair you with your favorite driver. Though it isn’t always possible, we have put routing drivers to clients as a first priority. If that driver has been dispatched to another passenger whose pick up time is at the same time, then we proactively assign the client to another driver.

Other Corrective actions

- We have added eight drivers and have successfully trained them all in ADA requirements.
- We have recently terminated driver contracts that we have received multiple complaints.
- We are holding monthly driver training and refreshers.
- We are adding larger, more capacity vehicles to fleet.
- We added three 24-hour Dispatch staff in Nashville last week.
- Our weekly goal to find quality drivers and improve current drivers.

MTA Update
Marilyn Yokley, AccessRide Manager, did not present the MTA Update due to time constraints. She will present at the April 25, 2018 meeting.

New Business
Debbie Chadwick, Chair, proposed the APAC Committee meet the 4th Wednesday of every month through the end of the year until the iCabbie issues have been worked out.

Adjournment
The meeting was adjourned at 2:10 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m., on April 25, 2018, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA
As a resident of Davidson County and a consumer/Access Ride user, as well as a tax payer, I am happy to be here today to provide feedback on the recent launch of the Access On-Demand powered by UZURV and my experience using the service as well as Access Ride if time permits.

Since coming to Nashville in January of '96 I have many years of experience using many different service providers like Access Ride, Tenn-Care Transportation, Mid-Cumberland, Allied Cab, (They finally came after being 4 hours late and me calling News Channel 5 in tears. Most often before UZURV came to Nashville I was strictly using Access Ride because when I inquired about the wheelchair service On-Demand Mobility which is Mohammed Company to see if I could get a ride so that I would have options, I tried on a few occasions without success. Let me make it clear that this was before UZURV was even in the picture. When I called On-Demand Mobility, the first I called, I was told by the owner himself that he couldn’t take me because he only had one van and it stays booked all the time. The second time there was a reference made that some of the drivers made be afraid of my service dog. The third I have spoken to On-Demand Mobility was when I first starting UZURV and there was a glitch in how the calls were being routed the glitch was with one of servers at MTA and I was trying to confirm my ride because it was my first time using the UZURV. I went through the process, but since option 2 didn’t work I pushed option 3 and the response I got from On-Demand Mobility was “We do you want a ride or not.” There is a very good chance a 100% chance that I will not use On-Demand Mobility as part of the UZURV platform or trips I book myself.

The experiences that I have had with the UZURV Service and the service provider that has been a UZURV provider for me almost daily sometimes more than one trip is Caliber+Care Transportion. They truly stand behind their motto which is Compassion Drives Us. They are very prompt, helpful, etc. My service dog Ice III falls asleep in their van on the way to work. I had to use Caliber on a private-pay trip on February 14, 2018 because I had to go to get my power wheelchair adjusted and that was my first experience using there service and it was an excellent experience and it has been EVERY time since.
APAC Advisory Committee Public Comments
By: Rhonda Clark
March 28, 2018

What I like about Access On-Demand Powered By UZURV

Direct ride trips
Pick up time vs. a pick-up window
Can spend more time at home in the morning, my quality of life is so much better.
Got to go to Chick-fil-a before work one day and still made it to work on time.
Not everything in life happens 24 hours advance notice.
The customer has a choice it's not just one service provider something else to remember is this, the more people using the service the way that it's intended to be used, more service provided will need to be added and it's a win-win for everyone because the end use no matter what the disability will have more options to choose from.

Same day service option

Things I would like to see improve or be added to the program and/or pilot

Better Communication about the program to ALL customers about the program. I still have not gotten anything official about the program except for an e-mail from the manager of Access Ride
Extended Weekday hours
Weekends need to be added at some point during the pilot to truly test the market.
I realize a portion of the trip is being subsidized, but since the program hasn't really taken off yet don't limit the number of trips a person can take per day
Recently I was contacted by the Vice-Chair of the APAC Committee because she wanted my feedback on the new service. I gave it to her based on my experiences and I felt as though she didn’t have enough of the facts! She stated that she had issues with the taxi service, and she was wanting to make sure that Caliber was ADA compliant.
The are more ADA compliant and more customer focused than anyone out there I believe. Then she went on to tell me about On-Demand Mobility. The issue that APAC, MTA, Demand Trans, ALL of the service providers, and those that use the service need to remember, at the end of the day we are ALL trying to get from point A to point B. One size doesn’t fit all. Having served on APAC in the past one has to remain somewhat neutral and sometimes that’s hard, but it must happen.

I have used the UZURV service for almost a month now and it will be 26 trips total at the end of the month.

I REALLY want to see the UZURV service grow. It’s needed. It is NOT Uber or Lyft these are trained vetted drivers.

I have heard a few for say $6.00 is too much money, UZURV is a direct ride premium service. I don’t know of anyone who can anywhere in in the county for $6.00 or $3.40 and have the options and choices that are now available.

Who’s job is it to get the word out to make it go so we can go? It’s up to ALL of us!!

We asked for it, we demanded it, now UZURV It!

Rhonda M. Clark
615-944-8509
Debbie Chadwick

From: Yokley, Marilyn (MTA) <Marilyn.Yokley@nashville.gov>
Sent: Tuesday, March 27, 2018 7:03 AM
To: Debbie Chadwick
Cc: Freudberg, Dan (MTA)
Subject: FW: ALLIED TAXI SITUATION (MARILYN PLEASE READ OUT DURING THE MEETING FOR TOMORROW)

Debbie

I received this from an AccessRide customer regarding the current situation with Taxi USA. He would like this to be read as a public comment during tomorrow’s APAC meeting.

Thanks

Marilyn

Marilyn Yokley | AccessRide Manager
Nashville Metropolitan Transit Authority
Regional Transportation Authority

From: Alfred, Anthony [mailto:Anthony.Alfred@hud.gov]
Sent: Tuesday, March 27, 2018 6:55 AM
To: Yokley, Marilyn (MTA)
Cc: Alfred, Anthony; 'foxworth47@hotmail.com'
Subject: ALLIED TAXI SITUATION (MARILYN PLEASE READ OUT DURING THE MEETING FOR TOMORROW)

TO WHOM IT MAY CONCERN MY NAME IS ANTHONY ALFRED I AM A VISUALLY AND HEARING IMPAIRED CLIENT. I AM A MTA CLIENT AND HAVE USED ALLIED TAXI FOR A NUMBER OF YEARS NOW THRU MTA. RECENTLY DUE TO THE CHANGE I HAVE BEEN LATE NUMBEROUS TIMES AND EVEN NOT BEEN PICKED UP. DUE TO THE NATURE OF THE SITUATION I HAD TO GET MY ROOMMATE TO BRING ME TO WORK. ALSO IF ALLIED WOULD GO BACK TO THE PREVIOUS SCHEDULING SYSTEM THAT WERE IN PLACE I THINK IT WOULD SERVE THE PURPOSE AND THE DRIVERS COULD GET THERE TRIPS LIKE THEY USED TO AND IT WILL BETTER SERVE THE CLIENTEL THAT THEY HAVE. BY THE DRIVER NOT HAVING A WAY TO TALK WITH A LOCAL DISPATCHER FOR THE DRIVER CREATES ANXIETY AND A PANOUEUM SITUATION. THE DRIVER I HAVE CAB 656 MR. ALI DOES AN OUTSTANDING JOB. PLEASE TAKE INTO CONSIDERATION THE TYPE OF CLIENT THAT’S BEEN SERVICE BY YOUR COMPANY. WE ALL DEPEND ON THIS SERVICE AND I ALSO THINK IF A LOCAL HUB CENTER HERE IN NASHVILLE CAN BE CREATED TO SCHEDULE THE TRIPS INSTEAD OF A HUB FROM ANOTHER CITY AND STATE THE SERVICES WOULD RUN MUCH SMOOTHER. RATHER THAN SOMEONE ELSE THAT’S OUTSTATION. LET THE DRIVERS HAVE A LOCAL NUMBER TO COMMUNICATE DIRECTLY WITH THE DISPATCHER HERE IN NASHVILLE IN CASE OF A TRIP CANCELLATION AND OR EMERGENCY SITUATION ARISES EITHER IT’S THE DRIVER OR THE CLIENT YOU NEVER KNOW WHO IT WILL BE PUT SOMETHING IN PLACE NOW RATHER THAN LATER. THANKS SO MUCH.