



## AccessRide Policy Advisory Committee

Meeting Minutes

July 25, 2018

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on July 25, 2018 at Madison Police Precinct, 400 Myatt Dr., Nashville, TN 37115 by Debbie Chadwick, Chair. Vice Chair Valladares made a motion to amend the posted agenda and hold the public comments after the committee business concluded. Several members voiced their concerns and the motion failed. The agenda was adhered to as publicly posted.

### Present

APAC	MTA	Allied Taxi	Guests
Debbie Chadwick	Eric Beyer	Christy Harper	Sh’Juan Vilo
Patricia Valladares	Melissa McIntyre		Tom Hinkson
Lorri Mabry	Kym Tucker		Danny Mosley
Gerome Bowen	Dan Freudberg		Andrew Throsett
James Brown	Marilyn Yokley		Natasha Wilkins
Frank Meeuwis	Zeda Riggs		Linda Brown
Sheri Thorsett	Miriam Leibowitz		
Dan Dillon	Bobby Greene		
	Carolyn Riggs-Farrar		
	Jason Minser		
	India Birdsong		
	Brittany Ellis		



**Excused Absences**

**APAC**

**MTA**

**Allied**

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**Approval of Minutes**

Sherri Thorsett made a motion to approve the minutes of May 23, 2018 with corrections. James Brown seconded the minutes. Minutes were approved with corrections.

**Public Comments**

Natasha Wilkins, AccessRide Customer – I would like to bring three things to your attention at the ticket window at the Music City Central office. The credit card swipe machine used to be on the inside with the employee. The employee was able to swipe your card and return it to you. They are no longer able to do this. If you are visually impaired or have any type of dexterity problem, you can't use that card machine. The employee does not have access to the card reader in order to help you. They have to physically come out to help and get back inside before the process times out. I would like to see if the employee can have access to the machine in order to help the customer so it does not time out. Second, the On Demand Premium Service is great, don't stop it. Third, I would like to see if there is an easier more accessible way to do pickups at the airport. If you are blind you have no way to know that you are in the wrong place.

Andrew Throsett, AccessRide Customer – I personally use Mobility Solutions. Since I started using them I am on time and I get where I need to go. I am very happy with them. The drivers are very nice and professional. I do use a service animal and have not had an issue with this service. I hope you keep Mobility Solutions as an option.

Sh'Juan Vilo, AccessRide Customer – I would like to sing the praises of On Demand Mobility. I work in IT and teach IT in a college. I have to be on time, this is not an option to be late. I hope that Mobility Solutions is able to stick around. The taxi service is horrible.

Danny Mosley, AccessRide Customer – On Demand Mobility is very prompt. They usually arrive around five minute early. They are good drivers. The drivers are courteous. I always get to my destination on time.

Tom Hinkson – I am an advocate and I am on the Mid Tennessee Council of the Blind. We have received several complaints in the past couple of months. Forty-five percent of the complaints



are against MTA, forty-five percent are against the Taxi service and the remaining ten percent is against Access on Demand. Most of the complaints are for late pick-ups and long trips.

### **MTA Update**

Marilyn Yokley said that it has been a while since she did an update. So in the interest of time she is going to give a quick update.

AccessRide Dispatch After-Hours Cover – We meet every week to review phone statistics with operations staff and address issues with Operations Supervisors and Lead Dispatcher.

Accessible Pick-up Locations – We continue to work with Operations Supervisors on locations and access locations.

Customer Comments – Customer Comments/Complaints are reviewed daily. I have a dedicated staff person, Brittany Ellis, along with myself who reviews and addresses customer comments daily. Brittany is the scheduling supervisor.

On-Time Performance – MTA continues to monitor not only AccessRide vans but also Taxi USA for on time performance.

Processes for Cancelled Trips – Cancellations are entered as received for both in-house and overflow.

Excessive Passenger Travel Time – We continue to monitor and make adjustments. Travel times are comparable to the same trip on fixed routes. You can no longer get anywhere in Nashville in 20 minutes. We try to not have any trips longer than 90 minutes; some trips can take as long as two hours depending on where the trip is scheduled.

Increase Input from AccessRide Operators – I am working with our Training Manager Kym Tucker to schedule a round table discussion between AccessRide Scheduling, Dispatch, Maintenance & Operators. The operators are our front line people; they are our eyes and ears on the street. We need to know what the operators need from us to help make the process more efficient. Discussions between AccessRide scheduling, Customer Care and Dispatch is in progress. These are the front line people, the people who talk with you.

The Requisition For Proposal (RFP) is still active and I cannot talk about it. I should be able to discuss it at our next meeting.

We sent approximately 110 surveys on Access on Demand. Thank you for those who completed the survey. We are in the process of analyzing the results.

WeGo Rebranding – Jason Minser said that Nashville MTA made an announcement that we are rebranding. Nashville MTA is now WeGo Public Transit. The WeGo rebrand is a great way to reinvigorate pride in our system and marks a renewed commitment to making transit better for all. As WeGo, we are recommitting ourselves to connecting people to their lives and communities. Not only will you see the rebranding on the new WeGo buses but also in the major



improvements at WeGo Central (formerly Music City Central).

### **Allied Taxi Update**

Christi Harper said that she is unable to give an update on icabbi. Marta Jones has that information. She is in charge of the icabbi software system and she was unable to attend the meeting today. She stated that she will continue to work to help make this process work better.

**Sub-Committee** – Dan Dillion said that anyone interested in serving on the committee please contact him at [dan.dillon@comcast.net](mailto:dan.dillon@comcast.net). We have two people to vote on to be on the committee, Danny Mosley and Sh’Juan Vilo. As a reminder, only the APAC committee members can vote. Frank Meeuwis asked Natasha Wilkins if she would like to be a part of the APAC committee. Natasha Wilkins said yes. Dan Dillion asked Natasha to send him an email as to why she wants to be on the committee and we will vote on Natasha at the next meeting.

Dan Dillion said, “All those in favor of voting Danny Mosely and Sh’Juan Vilo on the committee say aye.” The committee members all said yes. Danny Mosley and Sh’Juan Vilo are now members of the APAC committee.

Dan Dillion said that the following are slated for officers from the nominating committee. Nominations for the APAC Committee Officers are Chair, Patricia Valladares, Vice Chair Lorri Mabry, and as Secretary Frank Meeuwis. Dan Dillion, “are there any nominations from the floor for APAC Committee Chair?” Sherri Thorsett nominated James Brown. Dan Dillion asked, “James Brown do you accept the nomination?” James Brown said yes. No other nominations from the floor. Debbie Chadwick, Chair, said that since there are two people running we will have a paper ballot. Debbie asked Melissa McIntyre, Marilyn Yokley and Kym Tucker to pass out the paper and to assist in writing the name on the paper. Debbie Chadwick said, “Your new APAC Chair is James Brown.”

Dan Dillion said the nominating committee nominated Lorri Mabry for Vice Chair. “Are there any nominations from the floor?” Gerome Bowen nominated Sherri Thorsett. Sherri declined. No other nominations were made. The committee voted and passed Lorri Mabry as Vice Chair. Dan Dillion said the nominating committee nominated Frank Meeuwis as Secretary. “Are there any nominations from the floor?” No other nominations for Secretary were made. The committee voted and passed Frank Meeuwis as Secretary.

### **New Business**

Debbie Chadwick said that there is a conflict for the September 26<sup>th</sup> date. MTA staff is asking that the meeting be moved to September 19<sup>th</sup>. The committee agreed that the meeting be moved to September 19<sup>th</sup>.

Marilyn Yokley thanked Debbie Chadwick for serving as Chair for the APAC Committee.



Debbie Chadwick thanked the board for allowing her to serve as the Chair for the past two years. Debbie said that she continues to be on the committee as past Chair.

Marilyn Yokley reminded the committee the next meeting will be at the Madison Police Precinct 400 Myatt Drive.

**Adjournment**

The meeting was adjourned at 2:45 p.m. by Debbie Chadwick, Chair. The next meeting will be at 1:00 p.m. on November 28, 2018, Madison Police Precinct, 400 Myatt Drive, Community Room B, Nashville, TN 37115

Minutes submitted by: Melissa McIntyre, MTA