



AccessRide Policy Advisory Committee

Meeting Minutes
November 28, 2018

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on November 28, 2018 at WeGo Central Community Meeting Room 400 Dr. Martin Luther King Jr. Blvd. (formerly Charlotte Ave.) Nashville TN 37219 by James Brown, Chair.

Present

APAC	MTA	Supplemental Providers	Guests
James Brown	Steve Bland	Abdelghani Barre	
Patricia Valladares	Judy Shelton	Hasson	
Lorri Mabry	Xiomara Reina		
Gerome Bowen	Dan Freudberg		
John Forbes	Marilyn Yokley		
Frank Meeuwis	Robert Green		
April Meredith	Tarnya Burton-Sanders		
Linda Brown	Elisha Rogan		
Danny Mosely	Eric Beyer		
Tanya Chavez	Tanesha Simmons		
Natasha Wilkins	Zeda Riggs		
Tom Hinkson			



Excused Absences

APAC	MTA	Allied
Debbie Chadwick	Carolyn Riggs-Farrar	Christi Harper
Sh’Juan Vilo		
Jack Jakobik		

Approval of Minutes

James Brown made a motion to approve the minutes of September 19, 2018 with corrections. Minutes were approved.

Introduction of New APAC Liaison Tanesha Simmons

Frank asked if Tanesha Simmons with Eric Byer on update for APAC notebook .

By-Laws Committee Debbie Chadwick was not present and James Brown stated the update on By-Laws will be in January.

Nominating Sub Committee

Gerome Bowden introduced new members April Meredith and Tanya Chavez. He also asked if anyone interested in joining APAC committee let him know.

Public Comments

Patricia Vallaadres

- Concerns with airport employee not informed of Access stop location.

Lori Mabry

- Uses Access On Demand Mobility likes it

MTA Update

Marilyn Yokley- Reviewed the statistics from September 2018 and compared to September 2017 with a focus on On Time performance and complaints. Marilyn also



discussed why and what improvements can be made to the service. She briefly touched on the new service providers and they each introduced themselves to the committee.

statics overview attached in email

New Business

Access on Demand Update

Dan Freudberg said Overall, Access-on-Demand has been successful in terms of customer satisfaction (via survey), on-time performance, and people utilizing the service regularly. Costs per trip and per mile are comparable to those for regular Access trips on third-party providers. Most providers have very similar cost structures for both programs. Overall program costs have the potential to increase due to what we refer to as induced demand, or more people taking more trips because the service makes travel so much more convenient. We estimate that between 18% and 33% of trips taken on Access-on-Demand would not have occurred had the program not been in place. This is a positive in terms of providing service, but comes with a cost, as every trip that wasn't being taken on WeGo Access previously represents an additional expense. WeGo is exploring different options to help the system remain sustainable beyond the pilot phase, including:

- Increasing the base fare
- Decreasing the distance covered by the base fare (before additional per-mile charges are added to the customer fare)
- Limiting the number of trips that can be taken (currently, the maximum is 4 per day)

WeGo is looking at potential service adjustments that could improve the program for customers without significant additional costs, such as:

- Allowing the booking of subscription trips under the program (currently, trips cannot be booked more than 30 days in advance)
- Shortening the minimum advance notice required to book a trip (currently set at two hours)
- The most common suggestion/request we've received is to add service later in the evenings and on weekends. We'd love to do this, but because of the potential increase in trip volumes (i.e. more induced demand), this may be difficult at this time. One item we discussed with the committee was that we could consider more broad changes to the WeGo Access program that would allow for more efficient operations (resuming utilization of the trip negotiation policy was given as an example), which could help to balance the impacts of future enhancements to the premium program.

Chair's Report- James Brown said in September he attended the APTA conference hosted by



WeGo. One interesting thing he learned is that Here inside WeGo Central buses will be using what is called ninja mode, which is a quiet mode that may accidentally go ninja on blind folks.

They are also implementing some new way finding solutions and we want to make sure those are accessible.

By the time of the next meeting, He would want to appoint three new chairs of three new committees.

Accessibility Audit Committee

On Time Reporting Committee

And Policies and procedures committee

If you are interested in serving on a committee, please let him know.

In the Spring or Fall, we are going to have a one day conference about how to best access public transit in Nashville and the surrounding counties.

Adjournment

The meeting was adjourned at 2:30p.m. by James Brown, Chair. The next meeting will be at 1:00 p.m. on January 23, 2019, WeGo Central Community Meeting Room 400 Dr. Martin Luther King Jr. Blvd. (formerly Charlotte Ave.) Nashville TN 37219

Minutes submitted by: Tanesha Simmons, MTA