



AccessRide Policy Advisory Committee

Meeting Minutes
 May 22, 2019

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on May 22, 2019 at WeGo Central 400 Dr. Martin Luther King Blvd. Nashville, TN 37219 by James Brown, Chair.

Present

APAC	WeGo	Supplemental Providers	Guests
James Brown	Tanesha Simmons	AkremHasson American Music City	Roger Womack
Lorri Mabry	Tarnya Burton-Sanders	Mohamad Mobility Solutions	
Jack Jakobik	Julie Timm		
Frank Meeuwis	Steve Bland		
Bill Zagorski	Marilyn Yokley		
Patrick Neazer			
Sheila Hansen			
Debbie Chadwick			
Linda Brown			
April Meredith			
Thomas Hinkson			
Natasha Wilkens			



Patricia Vallaadres			
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Excused Absences

APAC	MTA	Providers
Gerome Bowen	Miriam Leibowitz	Christi Harper
Tonya Chavez		
Kate Dieitzer		

Opening

The APAC Committee Meeting was called to order at 1:03 p.m. on May 22, 2019 at WeGo Central 400 Dr. Martin Luther King Blvd. Nashville, TN 37219 by James Brown, chair of APAC Committee.

James Brown APAC Chair gave an overview of the purpose of the committee.

Committee Members Introductions



Approval of Meeting Minutes

May 22, 2019 Patricia Vallaadres motioned to approve the minutes. Thomas Hinkson seconded. Motion was approved.

Public Comments

No Public Comments

Steve Bland Budget Update

- Steve Bland discussed the proposed budget for upcoming year and how to balance the budget by July 1, 2019.
- We are projecting an 8.7 million dollar deficit in operating budget.
- Funding request have been made to get budget addressed but has not been successful.
- We saw a cut by about 3.8 million dollars in TDOT directed funding for fixed route under the prior administration of TDOT.
- Metro contributes 58percent of our total operating budget. Metro funding went up 39 percent, but in the last 3 years WeGo has not seen an increase in metro funding, which hasn't been cut but also hasn't been increased.
- In the last 3 years inflation alone has hit us 5.5 million dollars when combined together it is about 8.7 million.
- Last year we were able to balance by cutting administrative areas and things that do not have a direct effect on service.
- 8.7 million dollars is over 10 percent of the operating budget and 83 percent of the operating budget goes directly into services whether that's bus operator wages, taxi overflow provider contracts, or maintenance employees to fix equipment.
- This upcoming year it's unavoidable for us to balance the budget without an impact on fares and services.
- A few high level directions items for proposal.
 - Continue to identify savings in non-service related areas such as administration and overhead.

- Looking into services and fares, making sure we adhere to the principles of social and geographical equity, insuring people from disadvantage populations are considered as well as geographical impacts on one particular part of the county.
 - Apply a service design price in a manner that can make us more effective over the long term particularly as we have the ability to add service back and working to eliminate some of our redundant services, preserving service quality on services that are used the most and eliminating extremely underperforming services.
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- During tomorrow's Board meeting May 23, 2019, we will act on recommendations for us to go to a series of public hearings, not actually voting to approve changes to services. It is to publish notices that we will be doing a series of public meetings to receive comments.
 - APAC has a broad interest in MTA and WeGo services. Certainly WeGo Access is a huge issue and I will lead with the good news.
 - No recommendation to alter coverage, hours or how access operates all will remain unchanged. Access on Demand will be recommending service be permanent service. Per APAC recommendation, the max surcharge mileage decreased from 16 to 14 miles before surcharge.
 - Proposed Fare impact for fixed route from \$1.70 to \$1.85 so, a 15cent increase and WeGo Access from \$3.40-\$3.70 Access on Demand would increase fare from \$6.00-\$6.50.
 - Fixed routes service bigger impact with reductions, route restructuring and elimination. Based on data collected on boardings by stop. 78% of our current boardings would see little to no impact but 20% would see a change in service but would still have access to service. Those changes might be a reduction in service, on a couple cases eliminating Sunday service or cutting off services in the evening, converting some routes into cross town routes.
 - Public Meeting schedule <https://www.nashvillemta.org/pdf/fn860.pdf>

- We do have information on proposed changes
<http://www.nashvillemta.org/PDF/Service%20and%20Fare%20Changes%20Guide%202019-web.pdf>
- To make a public comment on proposed changes wegotransit@nashville.gov
- Steve encourages APAC to get involved in advocating for dedicated funding for transit.
- Noah Music City Rider United, Employee Union, Walk bike Nashville, Chamber of Commerce are all advocating on behalf of WeGo for dedicated funding stream.
- Nashville is one of three cities out of the top forty that doesn't have a dedicated funding source.

****See attachment for Public Comments, questions and answers**

Access on Demand Update

Compared from March 2018 with 688 Trips to March 2019 had 4,700 Trips

Received feedback that Access on Demand has saved customers time.

Access On Demand on time performance overall ranges 97%-98%

Access had 6 complaints total through March. April statistics were not available

We Go Access Progress Report

February 2018 on time performance overall 82% for February 2019 overall was 87%. March 2018 82% March 2019 an overall on time performance rate 89%

WeGo on time performance for March was a little over 87% and overflow providers ran at about was 93%. Some of that is due to people migrating to Access On Demand Marilyn and Brittany are in constant contact with overflow providers to organize trips between Access On Demand and WeGo Access Trips.



Interstate 440 and Thompson lane is impacted by construction interstate 440 construction and high traffic congestion spots to update maps and speeds. Marilyn and Dan are testing before going into production.

Trip volumes are stable. Trips are the same as last year.

After hours for customer care call last year answer 79-80% of call now 87% of calls are getting answered.

March complaints were one complaint for every 420 passenger for on time performance and customer relations (such as driver didn't come to my door, driver went to wrong entrance, driver was short with me, and driver complained to me about their day.

Marilyn will reach out to Natasha for testing for online booking portal which allows customers to book trips, cancel trips, and review estimated time of arrival. Natasha will assist with accessibility and functions of the portal.

Thomas Hinkson asked for people who book directly with On demand do we have a mechanism to transfer trip to another provider?

Marilyn stated we do not have anything in place due to off loading more expensive trips. Ask providers in shifts how many trips can they accommodate for maximum capacity.

WeGo can accommodate trips for anyone who On Demand cannot accommodate at those times. Ask customer Care or Scheduling to contact by email Marilyn or Brittany about scheduling trip.

Update on Airport

James Brown stated there is not a lot we can do about where the WeGo drop off and pick up location is, MTA doesn't have jurisdiction over the airport but can be done is working with the Mayor Advisory Committee to get a person on airport



staff on the committee. What we can do to assist is provide information to make sure airport staff knows where to direct people to We Go pick up location.

James suggested committee start a WeGo test group to provide feedback on if airport staff know where to direct people asking for WeGo bus stop location. Email James with your results.

James said we should asked for direction to AccessRide pick up location by name.

Marilyn advised pick up points is at ground transportation area

Thomas Hinkson reported new drop off point is across an island and people with disabilities may not be able to get to location. Committees suggested getting a skycap to assist passenger.

Transforming Disabilities Conference

In August transforming disabilities conference let Tanesha or James know if you interested in assisting.

Live Captioning Update

James asked about status of captioning services for John Forbes. Tanesha reported she has received a couple of quotes and is waiting on John to get in touch with her to discuss regarding his accommodation.

Adjournment

By James Brown at 3:05 pm

Next Meeting

Wednesday, July 24, 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