

Special WeGo Access Policy Advisory Committee Meeting

October 28, 2020

1:00pm-3:00pm

APAC Special Meeting

WeGo Access Policy Advisory Committee Meeting Minutes

Meeting was called to order on October 28, 2020 1:04pm

Call to Order

Natasha Wilkins, APAC Chair

Welcome

Roll Call/Introductions

Linda Brown, APAC Secretary

APAC Officers Present

Natasha Wilkens, Chair

Lorri Mabry, Vice Chair

Linda Brown, Secretary

APAC Committee Members Present

James Brown

Thomas Hinkson

April Meredith

Sheila Hansen

John Forbes

Roger Womack

Patricia Valladares

Public Comments

3-minute limit per person

Roger Womack made a comment wanted to know how we are addressing the opening meetings and notifying public about APAC meeting.

Patricia Valladares voiced her concerns with a dispatcher she speaks to on Sundays in very rude.

Roger Womack stated that people aren't getting responses or follow up on complaints

Melissa committed on public notice of meetings on website.

Quick Ticket

Dan Freudberg Director of Service Quality

Starting recruitment for beta tester for quick ticket we have about 140 to 150 testers for buses. If you are interested you can email quickticket@nashville.gov to volunteer to participating in beta testing. Complete survey cards will be mailed or you can pick up at ticket window. You will also receive a welcome information on how get on the website and add payments. The expected launch date to the public is early 2021.

Tom Hinkson made a motion to table the minutes from September's meeting until next meeting in January 2021. Motion was seconded by James Brown.

Sign Language proposal

John Forbes APAC Committee Member

John Forbes discussed the sign language training for WeGo operators. This training would cover how to assist people who are deaf and blind on public transportation, provisions on understand communication, training will include support service providers, and guide training. The training would be conducted by Mike Helms or other staff at Bridges for the Deaf and hard of hearing. The training will last for one to two hours on how to interact through sign language. Funding could be provided by available budget, grants, state agencies or combination of funding sources.

Growing the APAC Committee

Natasha Wilkens, APAC Chair

Natasha Wilkens would like to grow and diversify the APAC would like member to seek individuals or agencies who represent people with disabilities who would like to serve on APAC. The committee would like a process in place for nominating members. APAC Committee Members would like to Nominations Committee to interview potential members and then voting by APAC Committee on membership to APAC . Roger Womack and Lori Maybe are interested in serving on the Nominations Committee. Members of the Nominations committee are April Meredith, Roger Womack , Lori Mabry, Patricia Valladares, and Linda Brown. The role of the chair of Nominations Committee will be assigned later. Will address any suggestions via email so we start putting things in place in January.

Action items are:

Consider procedures for nominations committee.

Consider individuals and agencies for nominations.

Updating Committee Bylaws

Natasha Wilkens, APAC Chair

Asked if committee has reviewed changes Debbie Chadwick sent out and asked if anyone has any questions. Natasha addressed proper terms for elderly Patricia suggested changing it to aging. James Brown will look up to see what the correct term should be. If you have any suggestions and concerns email Natasha or Debbie with your inquiries.

Access Improvement and Technology Assessment

Dan Freudberg, Director of Service Quality

Topic deferred until next meeting

Discussion on Grocery Delivery Proposal

APAC Committee and WeGo Staff

30 minutes

Tom proposes that MTA pay subsidy of (\$25.00) to quick ticket account instead of paying SHIPT or Instacart. The customer would email the receipt and MTA will credit the Quick Ticket account for the negotiated amount. This process would be beneficial accounting wise. Grocery delivery service is proposed to reduce trips on WeGo Access and limits the amount of trips taken in exchange MTA pays a subsidy from Shipt or Instacart. Tom stated most cost-effective way is getting a yearly subscription for \$99.00 which saves customer money over the \$14.99 a month fee. Dan brought up the point of why would MTA pay to subsidize the service when it is already cheaper than WeGo Access per trips. Tom feels that this is the most efficient way to reduce trips and save customers money on WeGo Access. Dan states we have to make a compelling case that cost is a barrier if we are going to say that cost is one of those barriers. We can make adjustment to the pain in terms of a pilot program vs a permanent program. Tom suggested to try pilot for 50 people

review trips for a trial period to assess if paratransit usage declines. April suggested doing a survey to our customers to get buy in. John asked if we can send him the calculations of pricing structure for Grocery store proposal.

Meeting was adjourned at 3:00 pm.

Minutes submitted by Tanesha Durham and reviewed by Natasha Wilkins APAC Chair