

**APAC Minutes – Meeting October 1, 2014 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

**1. Call to Order/Introductions**

Patricia Valladares, Chair

Attendees: Dan Dillon, Jack Jakobik, Tricia Griggs, Ashley Marlow, Zeda Riggs, Charles Mitchell, Felix Castrodad, Robert Greene, Donna DeStefano, Debbie Chadwick, Jerome Kyles. Guests: Peggy Ivie, Jerresa Lewis.

Excused Absences: Steve Zargoski, Paul Ford, Tracey Pendergrass, Emily Hoskins, Jane Knapp Walling.

**2. Approval of Minutes**

**3. Reports / Old and New Business**

Felix Castrodad shared that the new MTA CEO, Steve Bland, started August 25, 2014. He's been meeting with as many individuals in the Middle TN area that he can to introduce himself. Bob Baulsir, the General Manager of Administration, has retired. His duties have been split between several senior staff members in the interim. The Strategic Master Plan will begin to be updated now that the new CEO is in place. Updating the plan was put on hold due to all the changes in staff. There will be more outreach in the year to come. Felix will update APAC so everyone can participate.

Zeda Riggs stated that she is meeting with Taxi USA every week .

Jerome Kyles of Taxi USA will make copies of the answers to the surveys that drivers completed and report on this at the next meeting. He will email them to APAC members. Zeda Riggs will compile results and give them to Jerome. Jerome stated there are five new wheelchair accessible vehicles went on the road today.

Debbie Chadwick asked if there was a ridership survey that drivers could give to the riders. Zeda Riggs said she could work with APAC to create a survey that could be emailed and not be given to a driver to distribute. Tricia Griggs posed the idea of coming up with awards for drivers. Possibly put the survey on the website or link it. Riders could also call in for survey or mail one in.

Tricia Griggs told APAC that DLAC is now Disability Rights of Tennessee.

Dan Dillon attended a meeting with Zeda Riggs and Taxi USA.

Patricia Valladares asked if there were days that are busier than usual so that Marilyn Yokley could be notified to schedule more vans than cabs.

Zeda Riggs stated that MTA's goal is to use as little overflow as possible. MTA doesn't always have that capability, though. We only use cabs due to the volume.

Charles Mitchell told APAC that MTA has hired seventeen part time drivers only for AccessRide. MTA is doing everything possible to reduce overflow trips.

Patricia Valladares asked if drivers were receiving confirmations that the rides were cancelled. She feels like communication is lacking.

Bobby Greene stated that the driver is confirming that the ride has been in fact cancelled.

Jerome Kyles said that as of midnight- October 1, 2014 if a driver is within 1.5 miles and doesn't pick up the passenger, penalties will be given. The GPS system will pick up where the driver is. This will not allow drivers to pass up a call.

Felix Castrodad has not received comments about the AccessRide handbook. Hard copies of the comments were given to MTA at the meeting. Felix will start editing the by-laws once the handbook is completed.

Donna DeStefano will email Ashley Marlow, Felix Castrodad and Zeda Riggs the edits and comments of the handbook. She also said she appreciates all the hard work Felix has put in with the handbook.

Tricia Griggs asked if anything will take effect before next meeting. Patricia Valladares explained that MTA has to review first. September is normally the last meeting of the year. She would like to meet in the first week of December. Tricia Griggs would not be able to meet but will be emailed the information to participate. Felix would be happy to meet Tricia separately if needed. The meeting was set for December 10, 2014.

Zeda Riggs asked if the sub-committee could meet before December due to the Communications department and the website. She recommended November 19, 2014. That way the handbook is ready by January 1, 2015.

Patricia Valladares asked the Nominating committee to contact ARCH for a new member. She asked members if they could suggest new members or agencies to join APAC.

Dan Dillon said he tries to get feedback from consumers because he wants the service to flourish. He asked if drivers could just have certain areas to pick up not just drive all over town. Bobby Greene explained that when the AVL system starts he would like to have a solid transfer. Cancellations will be solved with the AVL system because it will drop off from their query.

#### **4. Public Comments**

Peggy Ivy stated that biking has started again. Her rides were late and would like the driver to give a more accurate time span of her pick-up. Zeda Riggs told Peggy to email her directly and she would work with her.

Jerresa Lewis was concerned that when vans are late it is hard to notify the families. The agencies need to be notified so that the agencies can notify the families so they are not worried. She also asked if the drivers could make sure the rider has made it in the building before leaving and possibly come inside to get the rider.

#### **5. Adjournment**

The next meeting is scheduled for Wednesday, January 28, 2015 at 1pm and will be held at Music City Central.

MTA Reports

January 28, 2015

**ADA Paratransit Eligibility Determinations for October 2014**

Number of applications distributed this month 88

Number of applications for recertification's distributed this month 23

Number of applications received for review this month 55

Number of reviews completed this month 44

Number of applicants determined unconditionally eligible 35

Number of applicants determined conditionally eligible 9

\*Applicant can be determined eligible for more than one conditional status

Conditional-Path of Travel 3

Conditional- Variable Disab 4

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 0

Transitional 0

Temporary Training 1

Temporary Disability 1

Temporary Interim 0

Number of Applicants determined not eligible 1

Pending 0

Recertification's 18

Number of appeals requests received this month 0

Number of appeals decided this month 0

**ADA Paratransit Eligibility Determinations for November 2014**

Number of applications distributed this month 67

Number of applications for recertification's distributed this month 45

Number of applications received for review this month 77

Number of reviews completed this month 67

Number of applicants determined unconditionally eligible 63

Number of applicants determined conditionally eligible 4

\*Applicant can be determined eligible for more than one conditional status

Conditional-Path of Travel 4

Conditional- Variable Disab 0

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 1

Temporary Interim 0

Number of Applicants determined not eligible 2

Pending 8

Recertifications 18

Number of appeals requests received this month 0

Number of appeals decided this month 0

**ADA Paratransit Eligibility Determinations for December 2014**

Number of applications distributed this month 89

Number of applications for recertification's distributed this month 85

Number of applications received for review this month 57

Number of reviews completed this month 57

Number of applicants determined unconditionally eligible 45

Number of applicants determined conditionally eligible 6

\*Applicant can be determined eligible for more than one conditional status

Conditional-Path of Travel 2

Conditional- Variable Disab 1

Conditional- Orientation 0

Conditional- Winter Months 0

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 2

Temporary Interim 1

Number of Applicants determined not eligible 1

Pending 5

Recertifications 33

Number of appeals requests received this month 0

Number of appeals decided this month 0

### **Ridership Report**

**Total Ridership (Van and Overflow) - year to year**

October 2014: 38,022

October 2013: 35,680

Number Change: Increased by 2,342

Percent Change: Increased by 6.6%

**Total Ridership (Van) - year to year**

October 2014: 28,991

October 2013: 27,024

Number Change: Increased by 1,967

Percent Change: Increased by 7.3%

**Total Ridership (Overflow) - year to year**

October 2014: 9,031

October 2013: 8,656

Number Change: Increased by 375

Percent Change: Increased by 4.3%

**Total Ridership (Van and Overflow) - year to year**

November 2014: 33,360

November 2013: 32,713

Number Change: Increased by 647

Percent Change: Increased by 2%

**Total Ridership (Van) - year to year**

November 2014: 24,953

November 2013: 24,760

Number Change: Increased by 193

Percent Change: Increased by 0.8%

**Total Ridership (Overflow) - year to year**

November 2014: 8,407

November 2013: 7,953

Number Change: Increased by 754

Percent Change: Decreased by 9.5%

**Travel Training**

**October**

One on One 40

Group Presentations 6

Number of Attendees 521

Fixed Route 6

Survey 37

Seniors Attended 305

Seniors Trained 37

**November**

One on One 18

Group Presentations 4

Number of Attendees 1194

Fixed Route 4

Survey 16



Seniors Attended 95

Seniors Trained 18

**December**

One on One 34

Group Presentations 6

Number of Attendees 128

Fixed Route 5

Survey 27

Seniors Attended 62

Seniors Trained 28

## MTA Customer Service Quality Control Report - October 2014

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	1	1	
Bus Stop or Location			
Customer Relations	16	5	11
On-Time Performance	27	1	26
Standing Room Only			
Pass-Up/Van Didn't Show	2	1	1
Safety	1		1
Service Requests			
Other	1		1
<b>Total Comments</b>	<b>48</b>	<b>8</b>	<b>40</b>

## MTA Customer Service Quality Control Report - November 2014

Types of Customer Feedback	AccessRide Operations		
	Total AccessRide	MTA	Overflow
Compliments	1		1
Bus Stop or Location			
Customer Relations	17	3	14
On-Time Performance	44	7	37
Standing Room Only			
Pass-Up/Van Didn't Show	8	1	7
Safety	4	1	3
Service Requests			
Other	1		
<b>Total Comments</b>	<b>73</b>	<b>12</b>	<b>62</b>