

APAC Minutes – Meeting January 28, 2015 1:00pm

Music City Central

400 Charlotte Avenue

Nashville, TN 37219

1. Call to Order/Introductions

Patricia Valladares, Chair

Attendees: Dan Dillon, Jack Jakobik, Ashley Marlow, Zeda Riggs, Charles Mitchell, Felix Castrodad, Bobby Greene, Donna DeStefano, Debbie Chadwick, Lynn Stewart, Lorri Mabry, Emily Hoskins. Guests: Peggy Ivie, Beverly Melton.

Excused Absences: Steve Zargoski, Tracey Beard, Jane Walling, Tricia Griggs.

2. Approval of Minutes

3. Reports / Old and New Business

Patricia Valladares thought that November seemed higher with complaints than usual. Zeda Riggs said a little over half was with Allied and their on-time performance. Debbie Chadwick asked if it was because the overflow number increased. Zeda Riggs said no, there wasn't much of an increase in overflow.

Felix Castrodad explained how MTA was about to kick off the Strategic Master Plan. Public meetings will start in February. He will make sure APAC is aware so everyone is able to participate. Patricia Valladares asked to inform her whenever someone from APAC was needed.

Zeda Riggs stated that Customer Care started an AccessRide survey. They are surveying in random. She will be able to give APAC results in March. She will email Ashley Marlow the five question survey. Customer Care has surveyed around sixty people as of now. The surveys are being done on different days and different times to get a variety of answers. She informed APAC that Jerome Kyles is no longer with Taxi USA. The new contacts are **Richard LAST NAME and Christy LASTNAME**.

Patricia Valladares spoke to Richard and Christy with Taxi USA and they want to participate in MTA driver training for their cab drivers. They just need to know from Kym Tucker when the next sensitivity training is scheduled.

Zeda Riggs will also be starting FAQ's for different drivers. She will share them with **NAME from the Convention Bureau**.

Patricia Valladares would like to start a committee for accessibility. Nashville is one of the most accessible cities in the US for disabilities and would like to spread the word.

Beverly Melton asked about sensitivity training. She wanted to know if drivers were trained by role playing, such as being blindfolded or something put over their ears. Zeda Riggs wasn't sure how drivers were trained but thought that was a great idea. Emily Hoskins is taking over the sensitivity training at the CIL. As of now it is just a powerpoint training session. Patricia Valladares will speak to Shannon from PLACE about training, as well. Emily said she would be meeting with Shannon soon and Patricia asked to join that meeting. Debbie Chadwick loved the idea of training and believes this could really serve as a model and become a bridge for disability. She wanted to know if any other metro agencies are involved. Emily knows the police are involved.

Felix Castrodad stated that he has Patricia Valaldares' comments and is working on incorporating the changes into the bylaws. All of the comments were incorporated and were given to the Communications department. Soon as the review is complete it will be on the website and will be printed. It is very close to finalization. Ashley Marlow can notify APAC once it's ready.

Beverly Melton expressed concern over a consumer who was given a no-show. (Pick up window and add no show policy) Ask Zeda

Emily Hoskins spoke about nominating Nancy Lyles to the APAC Committee. Nancy is a consumer that could not get on the van due because another passenger was allergic to her service dog. The Muscular Dystrophy Association recommended her to join APAC. Nancy was officially nominated into APAC and Patricia Valladares will contact Nancy. Emily will give Ashley Marlow Nancy's contact info.

APAC welcomed Lorri Mabry. This was Lorri's first meeting and APAC is glad to have her.

The new Bylaw Committee is Lynn Stewart, Emily Hoskins, Lorri Mabry and Felix Castrodad.

The AccessRide Handbook Committee is Tricia Griggs, Dan Dillon, Donna DeStefano and Debbie Chadwick.

The Nominating Committee is Emily Hoskins, Dan Dillon, Debbie Chadwick and possibly Tracy Beard.

The FAQ's Committee is Emily Hoskins and possibly Nancy Lyles. Patricia Valladares will contact Jane Walling, as well.

Donna DeStefano asked about the AccessRide website. When going to the compliments/complaints page she feels the two needs to be separated. Zeda Riggs explained that within the next month the website will be changing. There will be required fields to enter and a box to enter comments or complaints. She also mentioned that most of the comments come from fixed routes not AccessRide.

Emily Hoskins asked if customers can still phone in comments and concerns or do will it strictly be through email. Zeda Riggs said phone calls would definitely still be accepted through Customer Care.

Zeda Riggs also stated that MTA follows other transit agencies by calling all concerns or compliments-comments.

4. Public Comments

Donna DeStefano wanted to make everyone aware that April 15, 2015 the ADA bus which is a part of the Ada Legacy Tour is coming to Nashville. The bus is in celebration of the 25th Anniversary of the American Disability Act. There has been talk about it being in Public Square or Music City Center. Once a location is officially picked she will notify APAC.

Dan Dillon had problems when his ride was late arriving at the airport to take him home. He called MTA and was told to go to Allied Cab area and they would get him home. Dan passed up several cabs and thought he was following policy. Christy from Allied says you must wait at a taxi stand because they're not permitted to stop at any other place but the taxi stand. He wanted to know what the proper policy was and should it be in the AccessRide handbook? The vans pick up at the MTA sign. The cabs require assistance from an airport employee. Zeda Riggs said she would implement training with Customer Care representatives when booking airport travel so there will be no future confusion.

Peggy Ivie asked about the pick-up window policy. Is it true if she picks the pick up window time it cannot be guaranteed? But if the computer chooses the pick-up time it would be a guaranteed arrival time. Zeda Riggs would look into that because that didn't seem right.

Peggy Ivie also asked what the policy was on cancelling due to bad weather. She was told the driver didn't have authorization to take a customer back home if an event was cancelled after arriving at the destination. They are only permitted to take the customer to the printed trip. Bobby Greene explained that this is not correct and he will explain to both the Dispatchers as well as the operators associated with this trip booked for Ms. Ivie. Patricia Valladares had a driver who waited with her to see if Patricia needed a ride home once they realized an event was cancelled. She made arrangements to get her home.

Beverly Melton asked if there were any plans to have an express bus to Mt. Juliet or Cool Spring Malls? Felix Castrodad said that would have to be a service with the Regional Transit Authority because it's over the county line. He knows that Mt. Juliet is interested in doing a circulator for Providence. He wasn't sure if it's a demand. As of right now, the Music City Star is the only service to Wilson County.

5. Adjournment

The next meeting is scheduled for Wednesday, March 25, 2015 at 1pm and will be held at Music City Central.

MTA Reports

March 25, 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
Total Comments	48	8	40

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		
Total Comments	73	12	62