



## AccessRide Policy Advisory Committee

Meeting Minutes

May 24, 2017

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:04 p.m. on May 24, 2017, at Music City Central, 400 Charlotte Ave., Nashville, TN 37219 by Debbie Chadwick, Chair.

### Present

APAC	MTA	Allied Taxi	Guests
Gerome Bowen	India Birdsong	Mohammad Abdulkadir	
Dan Dillon	Emanuel Edwards		
Tricia Griggs	Dan Freudberg		
Jack Jakobik	Robert Greene		
Lorri Mabry	Ashley Marlow		
Frank Meeuwis	Melissa McIntyre		
Patricia Valladares	Bryan Williams		
Lynn Stewart	Tanesha Simmons		
Jean Johnson	Kym Tucker		
John Forbes	Marilyn Yokley		
	Eric Beyer		
	Charles Mitchell		



**Excused Absences**

**APAC**

**MTA**

**Allied**

Sheri Anderson
Patricia Valladares
Kate Deitzer
Lorri Mabry

**Approval of Minutes**

The minutes from Wednesday, March 22, 2017 were unanimously approved by the APAC Committee.

**Public Comments**

No Public Comments were received.

**MTA Progress Update**

Marilyn Yokley, AccessRide Manager, provided the following information:

**April 2017**

Indicator	MTA	Taxi	Overall
<b>Service Quality</b>			
On-Time % (Pick ups)	85.90%	84.99%	85.59%
Complaints	25	9	34
<b>After Hours Dispatch</b>			
% Calls Answered after 6:30 P.M (Dispatch)			69%
<b>Safety</b>			



Productivity			
<b>Total Trips</b>	<b>19,812</b>	<b>10,092</b>	<b>29,904</b>
<b>Late Cancellation &amp; No-Show %</b>	<b>9.56%</b>	<b>6.98%</b>	<b>8.71%</b>

**Allied Taxi Update**

Mohammad Abdulkadir stated that MTA is doing an excellent job on after- hours dispatching and coordination. He also thanked Marilyn Yokley, Bobby Greene, and MTA dispatch on all of their efforts.

**New Business**

Tricia Griggs conducted a study on behalf of Disability Rights Tennessee (DRT) and received input from the group on a number of topics.

MarilynYokley is working on updating the system map on AccessRide for realistic time points. The final adjustments are being made and hopefully, next week it will go into a testing phase. It has been a 6-8 month project. It should go live in the next few weeks; however, it all depends on the provider.

Debbie Chadwick stated that Frank Meeuws has been appointed the APAC Secretary, taking Donna DeStefano’s place until the next board election.

Jean Johnson spoke about On Demand, a transportation service. It is not in competition with MTA, but yet another provider of transportation. We will have a get-together in August. You and your family and friends are invited. If you would like details on the event, please let Jean know.

Frank Meeuwis stated that the TN Mega conference begins tomorrow and appreciates the support of MTA and its sponsorship.

**Adjournment**

The meeting was adjourned at 2:02 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m., on July 26, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA