



## AccessRide Policy Advisory Committee

Meeting Minutes  
September 27, 2017

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:03p.m. on September 27, 2017, at Music City Central, 400 Charlotte Ave., Nashville, TN 37219 by Debbie Chadwick.

### Present

APAC	MTA	Allied Taxi	Guests
Patricia Valladares	Carolyn Riggs-Farrar	Mohammad Abdulkadir	Cheryl Whitley
Frank Meeuwis	Kym Tucker		Kristy Satterfield
Dan Dillon	Zeda Riggs		James Brown
Gerome Bowen	Ashley Marlow		
Jean Johnson	Marilyn Yokley		
Sheri Thorsett	Tanisha Simmons		
Ashley Mosely	Eric Beyer		
Jack Jakobik	Xiomara Reina		
Sarah Kassas	Bobby Greene		
Tricia Griggs	Emanuel Edwards		
	Jason Misner		



**Excused Absences**

<b>APAC</b>	<b>MTA</b>	<b>Allied</b>
John Forbes	India Birdsong	Christy Harper
Lorri Mabry		

**Approval of Minutes**

The minutes from Wednesday, July 26, 2017 were unanimously approved by the APAC Committee.

Debbie Chadwick, Chair introduced James Brown and Kristy Satterfield to the Committee. She expressed their desire to serve on APAC.

**Public Comments**

There were three public comments.

James Brown, President of Tennessee Blind Athletes Association would like to see Nashville MTA on developing Standard Operating Procedures [specific to AccessRide issues brought up by APAC Sub Committee].

Kristy Satterfield, Alumni of the Nashville School of the Blind stated she is looking forward to helping MTA work on focusing on the customers and making sure they get everything they need in a timely fashion.

Cheryl Whitley spoke of her son’s transportation problems on AccessRide. Her son was scheduled for a 3:15pm pick up and did not get home until 6pm. She also experiences long holding times on the customer care line when calling in to check on his reservation.

Lorri Mabry sent in an email to be read at the meeting on her behalf. Lorri is having issues with drivers not knocking on her door and vans not showing up. She missed her birthday lunch and two other appointments because the same van was sent with a broken lift. She also believes AccessRide needs a pick-up spot at Music City Center.



## MTA Progress Update

Marilyn Yokley, AccessRide Manager, provided the following information:

Indicator	September 2017		
	MTA	Taxi	Overall
<b>Service Quality</b>			
On-Time % (Pick ups)	84.63%	81.09%	83.51%
Complaints	44	24	68
<b>After Hours Dispatch</b>			
Percent after hours calls answered			74.93%
<b>Safety</b>			
Preventable Accidents	0	0	0
Non-Preventable Accidents	0	0	0
<b>Productivity</b>			
Total Trips	20,109	9,386	29,495
Late Cancellation & No-Show %	12.01%	7.75%	10.70%

Marilyn Yokley, Scheduling Manager, presented a PowerPoint the AccessRide Update:

- AccessRide Dispatch After-Hours Coverage
  - Update: Radio dispatcher training
- Accessible Pick-up Locations
  - Update: Residential facilities; Retail establishments
- On-time performance
  - Update: IVR and PASS web
- Excessive passenger travel time
  - Update: Map improvements; real time vehicle information
- Subscription Policy Update
  - Clarification of existing policy



## **Allied Taxi Update**

Mohammad Abdulkadir stated that everything is going well. We continue to work closely with Marilyn Yokley and everyone at MTA. There is always room for improvement and we are getting there.

## **New Business**

Marilyn Yokley stated that someone from Maintenance would be at the November 14, 2017 meeting to go over the vehicle maintenance process.

Jason Minser, Director of Marketing at the Nashville MTA introduced himself. He spent the last decade working in public transportation in Chicago and Washington, DC. In his role with DC Metro he worked closely with the access community in helping improve their experience. He looks forward to helping APAC members and all with disabilities enjoy a positive transit experience in their community.

Tanesha Simmons, Eligibility Specialist introduced Xiomara Reina, Eligibility Specialist Assistant. Xiomara comes from Customer Care and has over 11 years of experience. She will assist Tanesha in the day to day Access Ride eligibility process. If there is anything they can help you with please let them know. Xiomara looks forward to working with everyone.

Due to time restraints Zeda Riggs, Director of Customer Care was unable to present the Customer Care Complaint Process on the agenda. She asked if anyone questions or concerns to contact her directly and she would be happy to explain it.

## **Adjournment**

The meeting was adjourned at 2:07 p.m. by Debbie Chadwick. The next general meeting will be at 1:00 p.m., on November 14, 2017 at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA