



AccessRide Policy Advisory Committee

Meeting Minutes
November 14, 2017,

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on November 14, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219 by Debbie Chadwick, Chair.

Present

APAC	MTA	Allied Taxi	Guests
Patricia Valladares	Eric Beyer	Mohammad Abdulkadir	Natasha Watkins
Frank Meeuwis	India Birdsong		Roger Womack
Gerome Bowen	Emanuel Edwards		Scott Finney
Lorri Mabry	Dan Freudberg		
Jean Johnson	Robert Greene		
Sarah Kassas	Ashley Marlow		
Jack Jakobik	Melissa McIntyre		
Tricia Griggs	Zeda Riggs		
Ashley Moesley	Tanesha Simmons		
Kate Deitzer	Kym Tucker		
	Marilyn Yokley		



Excused Absences

APAC

Allied

Dan Dillon

John Forbes

Approval of Minutes

The minutes from Wednesday, September 27, 2017, were unanimously approved by the APAC Committee.

Public Comments

Natasha Wilkins, Antioch, TN

“I am here to learn more about APAC. I am sharing concerns about my 13 years of riding AccessRide. There is a challenge of scheduling. It seems like the schedules are shoved together and made to make happen. It also seems like someone is going to get the short end of the stick. It is hard for drivers to get to their time points because of the way the routes are scheduled. Can there be someone who can go over to make sure the schedules are successful? It’s not the fault of the drivers, but the schedules from what I observed. I am very grateful for the opportunity to ride. It’s not a privilege. It’s a service. We want everyone to have pride in the company and the service.”

Roger Womack, Nashville, TN

“I commend MTA on Britney, one of their dispatchers. I have had issues with my daughter being dropped off late. Britney solved the issue. I appreciate her customer service very much. Also would like to know if there is any future plans for a route on Robertson Road? It would be a great bus route. Lots of handicap individuals would use and benefit for from it.

Scott Finney, Nashville, TN

“My name is Scott Finney, I am 51 years young! I have lived in Nashville since 1984. I work at The Arc Tennessee as a receptionist, as office assistant, and the official historian. I have worked at The Arc Tennessee for over 29 years! I started AccessRide a year ago when my parents were too old to safely drive me to work. Now, they have both passed, and I live in my own apartment



at an assisted-living community in Donelson. I really value and appreciate this great service! Your transportation allows me to keep my job in my community, at an organization that advocates for people with disabilities! Thank you! However, I am here today to share some concerns I have about AccessRide:

1. Sometimes my rides from Allied Taxi are coming in late to pick me up at work, sometimes arriving 15 minutes to a whole hour after my 30-minute arrival window. When my ride is so late, I sometimes get to my apartment too late for my scheduled dinner. Taxis have been late. The vans are almost never late.
2. Recently, a van picked me up from work. The driver explained he had to pick up some other riders before dropping me off at my apartment. Two of the riders were on their way to church that evening, and were arguing with the van driver to be dropped off first. To stop the bickering, the driver dropped them off first because we were almost an hour late. I didn't get to my apartment until 7:30, three hours later than scheduled. I missed my dinner and had to eat cold cereal because I feel sick if I don't eat my meals on time.

I want you to know how important your job is and how it is appreciated! Please understand that being on time is very important for people like me to keep our jobs and to keep healthy. Thanks again.”

MTA Progress Update

Marilyn Yokley presented the APAC Committee with the MTA progress update.

- After Hours Call Monitoring
- Bridgestone Arena
 - ADA awareness luncheon 10-30-2017
- Town Hall at Bridges
 - How to effectively communicate with the deaf community
- Allied Ownership Meeting
 - Improvements to dispatch
- Demand Trans and UZURV
 - Early 2018

Ewell Crigger, MTA Manager Vehicle Maintenance, presented the APAC Committee on the AccessRide Vehicle Maintenance Defect Reporting Process and Cleaning Schedule.

- Operator Defects
 - Defects are reported daily using a vehicle filed report form
 - Maintenance Supervisor reviews the form schedules the diagnosis and/or repairs

- Based on the type of failure, defect will be addressed before the vehicle is released into service or held until complete repairs are made
- Defects are normally addressed within 24 hours for simple issues, more time consuming repairs are scheduled in based on severity of failure
- Road Failures
 - Road call/failure issues are handled using the same procedures as operator defects
 - The diagnosis and repairs are based on the same criteria, degree of failure, safety, etc.
 - Failure reports are reviewed upon completion by the Maintenance Supervisor and Maintenance Manager
- AccessRide Vehicle Cleaning
 - Vehicle cleaning is completed daily when the vehicle is run through the fuel area
 - After fueling, vehicles are swept daily and mopped if any spills found
 - Driver's area and dash areas are dusted daily after fueling and sweeping
 - Major cleaning crew completes four (4) vans daily, including sweeping, mopping, windows cleaned, seats swept off, walls and ceilings wiped down
- Upcoming Procurements
 - MTA Board has approved purchase and the contract has been awarded for purchase of nineteen(19) new AccessRide vans
 - Expected delivery will be Spring to Mid Summer of 2018
 - Vans will be built by Central State Bus Sales in Lebanon, TN



Allied Taxi Update

Mohammad Abdulkadir, Taxi USA, stated that their new dispatch system is going to help Taxi USA service trips on time. Jeannette in MTA's dispatch does a great job and Allied and MTA continue to work well together.

New Business

Patricia Valladares commented that she has heard a lot of people having issues with on-time performance. She has encouraged everyone to call and complain and get a complaint number. They say that they haven't gotten a formal letter about their complaint being handled. APAC may need to form a committee to help MTA process the complaints. Has MTA tested the language line? She called the line and someone said they haven't used it for years. All the messages are in English at MTA.

Debbie Chadwick asked if the language line is a 3rd party contractor. Zeda Riggs, Director of Customer Care responded yes, it is. She will check to see what options there are available. The rep probably meant they haven't used the language line. If they don't speak English they can't get a hold of a customer service agent. Zeda will reach out to other agencies to see how they handle their language line and use their best practices.

India Birdsong, Chief Operating Officer, thought it might be a good idea for MTA to look at the recertification for the customer care reps to get them up to date. The supervisors are also involved in that group. If that's the case, they can do refresher training.

Sheri Anderson requested in the upcoming year that MTA gives APAC members a brief presentation on eligibility and how the sign up process works. She would just like a brief outlook, from filling out the paperwork, to the simulation area.

Adjournment

The meeting was adjourned at 1:50 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m. on January 24, 2018, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA