



AccessRide Policy Advisory Committee

Meeting Minutes

May 23, 2018

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on May 23, 2018 at Goodwill Career Center 937 Herman Street, Room 121, Nashville, TN 37208 by Patricia Valladares, Vice Chair. Vice Chair Valladares made a motion to amend the posted agenda and hold the public comments after the committee business concluded. Several members voiced their concerns and the motion failed. The agenda was adhered to as publicly posted.

Present

APAC	MTA	Allied Taxi	Guests
Patricia Valladares	Eric Beyer	Christy Harper	Patrick Neazer
Lorri Mabry	Tanesha Simmons	Marta Jones	Natasha Wilkins
Jack Jakobik	Dan Freudberg		Tom Hinkson
Jean Johnson	Marilyn Yokley		Sh’Juan Vilo
Frank Meeuwis	Zeda Riggs		
Sheri Thorsett	Miriam Leibowitz		
Dan Dillon	Bobby Greene		
	Carolyn Riggs-Farrar		

Excused Absences

APAC	MTA	Allied
Kate Deitzer	India Birdsong	
Debbie Chadwick		

Gerome Bowen

John Forbes

Approval of Minutes

Dan Dillion made a motion to accept the minutes of April 25, 2018. Jack Jakobik second the minutes. Minutes were approved with no corrections.

Public Comments

Deanna Larson, AccessRide Customer - I have used AccessRide for a few years and I have been very grateful for it. However Access On Demand has been life-changing for me. Being able to give a two hour notice to use this service is great. I started using UZURV and the service was just OK. Marilyn was great about explaining the other options. I am grateful for the pilot program and the excellent service of Mobility Solutions.

Dan Mosley, AccessRide Customer – I have had some issues with AccessRide. I have tried Caliper. The first time was great. The second time, they did not pick me up. I have also used On Demand Mobility. They have been able to pick up me five to ten minutes earlier than my scheduled time. On Demand Mobility has called to let me know the driver is ten minutes away. The vehicles they use are wonderful and the drivers are courteous and attentive. I love the single ride service.

Sh’Juan Vilo, AccessRide Customer – Mobility Solutions is great. They provide excellent service and I am able to get to and from work on time. A good example of this was when I was able to give them an itinerary for my son’s high school graduation. I had specific time I needed to be picked up and dropped off. They were able to confirm the times with me. I have found that Taxi USA on weekends does not have wheelchair vehicles available. I feel best practices should be followed across the board for all companies.

Patrick Neazer, AccessRide Customer – I would ask that this committee give adequate public notice on when and where the meetings are held. I understand the circumstance of this meeting. It is not acceptable that this was posted a week before. I don’t know of any other committee that does not give adequate notices of meetings. I would like to remind the committee about changing the agenda on a whim. You cannot do that. It is in the rules that you have and are supposed to follow. Notice has to be given on any changes. I also would ask this committee about streaming this meeting. Why are we not doing this? I can do this. I do this every day at my work. If you don’t know how just let me. The public has a right to hear and see these meetings.



James Brown, AccessRide Customer - I would like to gush over Mohamad and what he has done with Access on Demand. I have used him for the past two months. He has gotten me to work on time and I have not had to worry about standing outside. Good job Mohamad.

Lorri Mabry - AccessRide is getting worse by the minute. I don't trust them for my important appointments and I can't trust them for every day stuff. Recently I had scheduled a pick-up time between 9:00 and 9:30 pm. I had a friend to call to see where the van was. I told the van was on Old Clarksville Pike and they had 30 minutes to get there. I was not picked up until 10:30 p.m. The driver told me he was not assigned to me until just a few minutes ago. The first van had broken down. I have been dropped off at the wrong address. I have been left waiting up to two hours. I have had no shows charged to me when I have been there waiting. On Demand Mobility is great. They wait for me. The vans can accommodate my wheelchair. UZURV can't take my chair.

Wendy Herskovitz, Care Giver – MTA is very unreliable. MTA drivers are rushed and really didn't care. I have had my person left outside in the heat and this is a safety concern. I have had to hold on the wheelchair to keep it from tipping. It was not secured by the driver. On Demand is great. They provide a great service and are kind and courteous. On Demand have vans that can handle large wheelchairs.

Patricia Valladares read an email from John Forbes, APAC member and AccessRide Customer for public comments. John said that he received a call about his pick up from Taxi USA yesterday. It was for somebody else who was not at his house.

Comments from the Sub-Committee – Dan Dillion said that anyone interested in serving on the committee please contact me at dan.dillon@comcast.net. Danny Mosley asked who can serve on the committee. Vice Chair Valladares said that we need a variety of persons who represents all disabilities. Dan Dillion said that when you send an email to request to be on the committee you need to include why you feel you should be on the committee. Dan Dillion said he then brings the request and reads it to the committee and they vote on it.

Allied Taxi Update

Marta Jones with Allied Taxi gave the following update of it performance data by category, for the first three weeks of May 2018.



May 2018

	Week 1	Week 2	Week 3
Canceled	21.24%	23.10%	17.64%
Late cancel	2.27%	2.2%	2.6%
Late	10.40%	8.9%	
No-Show	7.9%	6.80%	6.0%
On Time	70.82%	70.5%	96.20%
Total Trips	2730		

Marta Jones said that Taxi USA has hired three new drivers. These drivers are committed to working later shifts and will have a set schedule. Each new driver must meet predetermined Key Performance Indicators (KPI). Marta Jones reported that there is one more driver to start today with Taxi USA.

Marta Jones reported all drivers (employees and independent contractors) went through training the weekend of May 9 -10, 2018. This was a mandatory training for those drivers who have had complaints.

Marta Jones said that they have purchased additional wheelchair vans for a total of 18. They have more wheelchair vans than they need and are using them for ambulatory customers.

Marta Jones reported the routing tool for icabbi software is almost complete. The on-time performance is better with icabbi than the old software.

Members of the public were informed by Vice Chair Valladares that only committee members can ask questions at this time. The public can submit questions for the committee for Taxi USA or ask the questions during public comments at the beginning of the meeting. For this meeting public comments are closed. Vice Chair Valladares requested Marta Jones continues to attend the monthly meetings.



MTA Update

Marilyn Yokley said that RFP's for contracted overflow services went out.

New Business

Eric Beyer, Director of Community and Legislative Relations, read a note from Ashley Marlow to the committee. Ashley Marlow resigned from MTA to take another job. Eric Beyer said that we are happy for Ashley and she will be missed.

Vice Chair Valladares suggested the meetings be extended to 90 minutes. Patrick Neazer stated the Bylaws do not permit meetings be extended unless public notification is given. Sherri Thorsett made a motion to extend the meeting length to 90 minutes starting with the June meeting. The committee voted and it passed unanimously. Patrick Neazer stated again this is not part of the agenda and cannot be passed. Sherri Thorsett and Vice Chair Valladares both stated the motion fell under new business in the agenda and they could make a motion and vote on it.

Marilyn Yokley reminded the committee the next meeting will be at the Madison Police Precinct 400 Myatt Drive.

Adjournment

The meeting was adjourned at 2:10 p.m. by Patricia Valladares, Vice Chair. The next meeting will be at 1:00 p.m. on June 27, 2018, Madison Police Precinct, 400 Myatt Drive, Community Room B, Nashville, TN 37115

Minutes submitted by: Melissa McIntyre and Eric Beyer, MTA