

**APAC Minutes – Meeting February 3, 2016 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

**1. Call to Order/Introductions**

Debbie Chadwick, Chair

Attendees: Patricia Valladares, Dan Dillon, Donna DeStefano, Frank Meeuwis, Ashley Mosley, Nancy Lyles, Jack Jakobik, Tricia Griggs, Susan Jakoblew, Jeannie Johnson, Lorri Mabry, Steve Bland, India Birdsong, Charles Mitchell, Zeda Riggs, Eric Beyer, Felix Castrodad, Ashley Marlow, Melissa McIntyre, Bobby Greene, Christy Harper and Mohammad Abdulkadir.

Excused Absences: Christina Jones, Kellie McCain, Tracy Beard.

Guests: Kelsey Loscke, Erin Thompson, Luke Marklin, Maggie Harris.

**2. Approval of Minutes**

Patricia Valladres motioned the minutes from September 29, 2015 be approved.

Dan Dillon seconded. The minutes were approved.

Debbie Chadwick asked Ashley Marlow to scan comment card to APAC.

**3. Public Comments**

There were no public comments.

**4. MTA Reports**

Eric Beyer, Director of Community and Legislative Relations and Zeda Riggs, Director of Customer Care went over MTA's progress Update.

Action Items in Process

- AccessRide Dispatch After-Hours Coverage
- Accessible Pick-up Locations

- Customer Comments Process

#### Remaining Action Items

- Excessive passenger travel time
- On-time performance
- Reform internal process for cancelled trips
- Increase input from AccessRide Operators on all of areas of service

Following are the results from the survey conducted by Ms. Riggs team.

#### AccessRide Dispatch After-Hours Coverage

Survey: 50 respondents of AccessRide customers who rode after 6:30 p.m. in the last 30 days.

*44% Travel weekly after 6:30 p.m.; 46% occasionally*

*78% Check on reservations after Customer Care is closed*

*Of those, 92% was able to speak with a AccessRide Dispatcher*

*90% said the AccessRide Dispatcher was courteous and professional*

Customer Comments (sample of responses):

*“Dispatchers are very helpful and also make sure I get home at night.”*

*“I would like to receive courtesy calls if the driver is going to be late.”*

*“Van drivers are more considerate than cab drivers.”*

*“Unable to reach AccessRide Dispatch on weekends.”*

*“The timing issues that I once faced have seemed to improve.” Survey will be done every 2 months.*

Bobby Greene, Lead Dispatcher spoke about Jeanette Skinner, the new After Hours Dispatch. Jeannette Skinner worked in customer care for 12 years and is very familiar with AccessRide and will be a great asset.

Steve Bland, MTA/RTA CEO asked if anyone had an experience with calling dispatch after hours. APAC members Dan Dillon, Patricia Valladares and Jean Johnson had not had any problems after hours. Tricia Griggs said she didn't speak to anyone after hours and did not speak to Jeannette Skinner. She spoke to a person who said her ride would be cancelled but the van showed up anyways.

She then asked if after hours dispatch can take the reservation info but not change the reservation. Bobby Greene confirmed that dispatch can take the info and make the changes to the reservation.

Jean Johnson said Jeannette Skinner is there Tuesday thru Saturday. Bobby Greene said that Monday goes through the Controller. Debbie Chadwick asked if Monday's have slower ridership. Bobby Greene said yes, that is correct.

India Birdsong, MTA/RTA COO stated that this is our first approach to this and making sure we are doing it correctly, so we have targeted our top-ridership times.

Tricia Griggs asked how does the rest of the ridership find out about this info?

Zeda Riggs stated that the survey was completed by 50 individuals.

Jack Jacobik thought it might be able to be put on the recording while on hold.

Steve Bland said even though one might not know the changes that may have taken place, hopefully, riders have noticed the improvements.

Susan Jakoblew asked how many consumers are approved to become AccessRide consumers in Metro. Zeda Riggs said there were over 80,000. Tanesha Simmons interviews 80 per month, and of that 80 maybe 2 are denied.

Eric Beyer explained the intuitive to determine designated areas for drop-off and pick-up locations for AccessRide customers. MTA Staff and a representative from the State Dept. of Intellectual & Developmental Disabilities began conversations with the Metro Police Department Special Events Coordinator to share concerns about AccessRide Van and Overflow Provider Taxi access to downtown events with high-volume traffic, including road closures.

**Meeting outcome:** Assurance was given that both AccessRide Vans and Overflow Taxis would be granted access when communicated with Police on site.

**To be completed:** Onsite visits with APAC members and MTA Operations to frequently visited venues with high pedestrian and auto traffic to determine suitable accessible drop-off and pick-up locations for AccessRide customers.

Chair Debbie Chadwick will be getting locations and also spoke about an Executive Committee and there being a sub-committee to contact venues, etc. Asking consumers how their trip was. Almost like a mystery shopper.

Jack Jacobik asked if there was signage for drivers for drop off/pick up locations. Eric Beyer explained that was something that MTA has been working on. From what we have been told that "take away" shouldn't be a problem. We haven't heard that yet.

Dan Dillon asked how the drivers will know this. How would a driver know to confront a police officer when dropping off. Bobby Greene said once MTA has confirmation, I will make sure driver is aware. It can be put on the manifest.

Charles Mitchell said if everyone could have a designated location and make everyone aware including police, it would solve most of our problems.

Jean Johnson thought a specific entrance would help everyone that goes to that venue and could be the easiest solution.

Eric Beyer suggested we meet with those venues, so they know what we need. We need a designated person to help get everyone to the pickup/drop off location.

Steve Bland asked if APAC could give MTA locations and highlight problems, then they need to direct re-cause of problem. If it's a reoccurring problem at a venue it's time to take up with police dept.

Donna Destefano said if the police say yes, what do your people know? Do they show them something to get through?

Debbie Chadwick stated people don't want to be late for performances or meetings.

India Birdsong asked how the lists are distributed to NMPD. We need to make sure the police have our drop-off and pick-up locations. We need to have locations listed on letterhead and have a paper trail. We are in the midst of working on it. We should be posting the locations on our website and have NMPD take responsibility for adhering to the locations we agreed to. If an officer is found to not be in compliance with agreed drop-off and pick-up locations MTA needs to report that incident to NMPD and the police officers can be re-trained.

Debbie Chadwick asked if there is a thought process for AccessRide and cabs when Metro closes roads for big events.

Eric Beyer was told that there shouldn't be problem when roads are closed for events. The vans and cabs should still be able to drop off and pick-up.

Debbie Chadwick asked wouldn't they designate AccessRide backup and pick-up locations list for snow routes and street closures?

Zeda Riggs went over the Customer Comment Process.

### Customer Comment Process

1. Customer Comments are recorded via email, letter, phone and Web.
2. Customer Care staff enters the comments into Trapeze COM database.
3. The COM entry is selected from the following:
  - \*Complaint
  - \*Compliment
  - \*Inquiry
  - \*Service Request
4. The associated subtype is selected.
5. The investigative department is selected.

6. Customer Comment details are entered.
7. If an existing customer, they are located in the COM database.
8. New customer's information is entered and registered into COM database.
9. COM entry is saved and forwarded to the appropriate department.
10. Appropriate department investigator will receive an email notification for all new and
11. Department investigates the COM entry and enters comments in COM database.
12. Department Investigator closes entry in COM
13. Customer Care sends a resolution letter to customer once COM entry has been closed.

Charles Mitchell, Director of Operations went over the Operations Investigation Process

#### MTA Operations Investigation Process

1. COM entries are received from the Customer Care Department and are assigned to OPS Supervisory staff for review.
2. The Lead Supervisor assigns the COM entry to an OPS Supervisor to begin the investigation.
3. The OPS Supervisor reviews the COM entry and gathers statements from all employees involved.
4. If needed, statements are obtained from witnesses regarding COM entries.
5. Video footage is pulled when an incident has occurred on or near a DTO vehicle.
6. Once all of the informational data has been gathered and critiqued. The Supervisor will make a determination based on his/her findings
7. Disciplinary action is applied as warranted.
8. The OPS investigator enters comments into COM and then closes the entry within 10 business days.
9. Customer Care sends a resolution letter to the customer within 10 business days upon receipt of COM entry.

India Birdsong hopes that clears up the confusion. Due to disclosure if someone was suspended or fired but can give you more information.

Susan Jakoblew stated consumers receive form letter that says we've taken action, it's not specific enough but you cannot say everything what happened.

Zeda Riggs stated that she is working with Operations to have the information entered into the system, so we can give the consumers the information not just the blanket letter.

Dan Dillon asked if this new policy needs to be made available to all consumers that would like to comment.

Patricia Vallaradres asked when there is a complaint in the van. What's the process for a cab?

Zeda Riggs stated it will be the same for Christy at Allied. When saved in system automatically sent to investigator.

Patricia Valladares said if people think that when they call that the complaint it's going to be considered a formal complaint.

Zeda Riggs stated we ask if you would like this to be filed as a formal complaint and can be anonymous.

Frank Meeuwis asked how many letters MTA sends out each month. Zeda Riggs said about 250 per month. Anyone who sends a comment receives a letter.

India Birdsong commented on the letters. This is why it takes 10 days. It's a very involved process.

Frank Meeuwis said he was just interested in seeing how feasible it was to get a tailored letter.

India Birdsong stressed that MTA is going to work harder to take your comments seriously.

## **5. Taxi Update**

Christy Harper has noticed that MTA has put this into place. She is able to get the complaints within the same day. She can get her drivers in that day to resolve the issue/ complaint. She wants the complaints registered immediately. When she receives the complaints a week later, that driver has had 3 or 4 days to do the same things to other passengers.

Patricia Valladares asked Christy if they are still doing training with visitor's bureau. Christy said they are actually doing more training with trainers. They now have 2 trainers and have noticed complaints have gone down.

Donna DeStefano said she has noticed more on time pickups.

## **6. New Business**

Debbie Chadwick introduced Luke Marklin from Uber who was in the audience. Luke Marklin said that Uber is very interested in partnering with MTA's AccessRide and the APAC. He explained that Partnerships (Uber Assist) has launched in other cities to provide service to people with mobility issues. It's something we really care about. We look forward to working with MTA.

Dan Dillon commended MTA with making so much progress with all of APAC's issues. What still bothers me is when 2 vehicles are sent to his house for a pick-up. It's both vans and cabs.

Jean Johnson asked how we are letting consumers know we switched comments to beginning instead of end. Zeda Riggs said she could inform the Customer Care reps to relay the message to consumers when they book rides to the APAC meetings. Debbie Chadwick explained that the public comment portion was switched to the beginning of the meeting because it was done to mirror the MTA Board meetings.

## **7. Adjournment**

The next meeting will be March 23, 2016 at 1:00pm.

