

**APAC Minutes – Meeting May 25, 2016 1:00pm**

**Music City Central**

**400 Charlotte Avenue**

**Nashville, TN 37219**

**1. Call to Order/Introductions**

Debbie Chadwick, Chair

Nancy Liles, Kellie McCain, Dan Dillon, Gerome Bowen, Ashley Mosely, Patricia Valladares, Donna DeStefano, Frank Meeuwis, Tricia Griggs, Steve Bland, Felix Castrodad, Cortnye Stone, Eric Beyer, Charles Mitchell, Ashley Marlow, Bobby Greene, Marilyn Yokley, Zeda Riggs, Shontrell Lowe, Christy Harper, Mohamad Abdulkadir

Guests: Maggie Harris, Erin Thompson, Lindsey Ganson, Kelsey Loscke

Excused Absence: Susan Jackoblew, Jack Jakobik, Jean Johnson

**2. Approval of Minutes**

Patricia Valladres motioned the minutes from March 23, 2016 be approved.

Dan Dillon seconded. The minutes were approved.

**3. Public Comments**

Maggie Harris asked if a change could be made in wait time to 5 to 10 min. She feels that several drivers pull up and don't wait 5 minutes before they leave. Some drivers smoke and some of us have breathing issues.

Nancy Liles said there are drivers that are still afraid of dogs. The drivers are putting my dog where there is no place for my dog to lean against. This causes my dog to slide all over the place in the van. The front of the van has much more space and is safer for dogs. My dog is starting to not like getting on the van. Nancy has called and given compliments to drivers and never sees them again. She calls and complains about a driver and gets that driver all the time. The last driver was so disrespectful and ripped part of her wheelchair. The drivers are not careful of wheelchair wiring and they need to be more careful.

**4. MTA Reports**

Zeda Riggs, Director of Customer Care went over MTA's progress Update.

## AccessRide Action Items

- [AccessRide Dispatch After-Hours Coverage](#)
- [Accessible Pick-up Locations](#)
- Customer Comments Process
- Excessive passenger travel time
- On-time performance
- Reform internal process for cancelled trips
- Increase input from AccessRide Operators on all of areas of service

## AccessRide Site Location List

|   |  |
|---|--|
| Ascend Amphitheater                             | Front entrance on 1st Avenue   |
| Bridgestone Arena                               | Nissan SoBro Entrance on Demonbreun  |
| Centennial Park                                 | Customer requested location  |
| Centennial Park<br>(Arts and Activities Center) | 27th Avenue side of the park/turn into the park on 27th and go through stop sign |
| Centennial Park<br>(Events Shelter)             | 27th Avenue side of the park/Near the old train location                         |
| Green Hills Mall                                | Valet parking entrance   |
| Regal Cinema Green Hills                        | Front entrance of Movie Theatre  |

First Tennessee Park

Right Field Entrance on 5<sup>th</sup> Avenue between

Harrison and Jackson Street

Nissan Stadium

Titan Games - Pedestrian Bridge at Victory Avenue

Non Titans Game - 2<sup>nd</sup> Street and Russell Avenue

Zeda Riggs Director of Customer Care gave the AccessRide Dispatch presentation.

**AccessRide Action Item**

AccessRide Dispatch After - Hours Coverage

**Resolution**

AccessRide Dispatcher Position

AccessRide After-Hours Greeting

Remember to call 615-880-3970 for all AccessRide calls

MTA Staff is available 24 hours a day

(Customer Care Closing Message Script)

Thank you for calling MTA's AccessRide Office.

Our office is closed.

If your ride is more than 10 minutes late, Press 2.

To cancel an AccessRide Reservation, Press 4.

To speak with a Customer Care Representative, please call during our regular office hours which are weekdays from 6:30 a.m. until 6:30 p.m.; Saturdays from 8:00 a.m. until 5:00 p.m.; Sundays 10:30 a.m. until 2:30 p.m. Thank you for calling.

Calls that are transferred to

AccessRide Dispatch

After-Hours Only

(When Customer Care office is closed)

- Option 2

Same-Day Trip Arrivals

- Option 4

Cancellations

Zeda Riggs presented the AccessRide After-Hours Phone Data

| Month    | Total Calls Received | Percentage of Calls Answered | Avg Wait Time |
|----------|----------------------|------------------------------|---------------|
| January  | 4822                 | 86%                          | 22 secs       |
| Weekday  | 3826                 | 84%                          |               |
| Saturday | 367                  | 94%                          |               |
| Sunday   | 629                  | 91%                          |               |
| February | 4237                 | 87%                          | 24 secs       |
| Weekday  | 3471                 | 86%                          |               |
| Saturday | 280                  | 93%                          |               |
| Sunday   | 486                  | 90%                          |               |
| March    | 4541                 | 86%                          | 17 secs       |
| Weekday  | 3596                 | 84%                          |               |
| Saturday | 346                  | 90%                          |               |
| Sunday   | 599                  | 96%                          |               |
| April    | 4153                 | 80%                          | 34 secs       |
| Weekday  | 3765                 | 78%                          |               |
| Saturday | 166                  | 99%                          |               |
| Sunday   | 222                  | 91%                          |               |

Felix Castrodad Director of Planning and Grants gave nMotion strategic plan with Cortnye Stone and Lindsey Ganson. There are 3 scenarios that have been out for public review. There were 17,200 engagements given throughout this project.

Comments received by nMotion so far address convenience, more options and scheduling limits that affect nontraditional work schedules.

Gerome Brown asked if MTA has mystery riders. Are there people that monitor your services?

Zeda Riggs stated that MTA is looking into that.

Marilyn Yokley stated that the signage has been approved by Metro Nashville Police Department and will be put up in designated drop off and pick up spots.

## **5. Taxi Update**

Christi Harper, Accounting and Contracts Manager gave the taxi update. Progress is being made. We are working with Zeda Riggs and Marilyn Yokley at MTA. Christi has been getting complaints sent to her the same day. If there is a serious complaint, Marilyn Yokley calls her directly. Christi will begin the investigation. Christi stated over the past month there have been issues with taxi wheelchair vehicles. There are two new wheelchair vehicles on the way.

## **6. New Business**

Debbie Chadwick spoke about the APAC Member Reference Books for all APAC members. Ashley Marlow with MTA is working on them. Ashley hopes to have them next meeting.

Debbie Chadwick said the MegaConference was coming up and looking forward to the report next meeting.

Tricia Griggs said this was the first time AccessRide would be a sponsor at the MegaConference.

Frank Meeuwus thanked Steve Bland and MTA for their support to MegaConference.

Patricia Valladares said she appreciates Steve and India for their time. And thank you to Marilyn Yokley. She goes beyond all the time and really tries. Thank you to Christi and Mohammed, as the taxi complaints have minimized. Mohammad goes himself and investigates. Thank you to everyone.

## **7. Adjournment**

Meeting adjourned 1:54pm. The next meeting will be July 27, 2016 at 1:00pm.

## **MTA Reports**

### **Total Ridership (Van and Overflow) - year to year**

May 2016: 36,551

May 2015: 35,352

Number Change: Increased by 1,199

Percent Change: Increased by 3.4%

**Total Ridership (Van) - year to year**

May 2016: 23,204

May 2015: 25,360

Number Change: Decreased by 2,156

Percent Change: Decreased by 8.5%

**Total Ridership (Overflow) - year to year**

May 2016: 13,347

May 2015: 9,992

Number Change: Increased by 3,355

Percent Change: Increased by 33.6%

ADA Paratransit Eligibility Determinations for May 2016

Number of applications distributed this month 50

Number of applications received for review this month 107

Number of reviews completed this month 97

Number of applicants determined unconditionally eligible 88

Number of applicants determined conditionally eligible 10

\*Applicant can be determined eligible for more than one conditional status

Conditional-Path of Travel 6

Conditional- Variable Disab 2

Conditional- Orientation 0

Conditional- Winter Months 1

Conditional- Summer Months 0

Transitional 0

Temporary Training 0

Temporary Disability 1

Temporary Interim 1

Number of Applicants determined not eligible 3

Pending 7

Recertifications 13

Number of appeals requests received this month 0

Number of appeals decided this month 0

| <b>May 2016<br/>Types of Customer Feedback</b> | <b>AccessRide Operations</b> |            |                 |
|--|------------------------------|------------|-----------------|
|  | <b>Total</b>                 | <b>MTA</b> | <b>Overflow</b> |
| Compliments                                    | 1                            | 1          |                 |
| Bus Stop or Location                           |                              |            |                 |
| Customer Relations                             | 18                           | 9          | 9               |
| On-Time Performance                            | 14                           | 7          | 7               |
| Standing Room Only                             |                              |            |                 |
| Pass-Up/Van Didn't Show                        | 6                            | 2          | 4               |
| Safety   | 10                           | 1          | 9               |
| Service Requests                               |                              |            |                 |
| Other  |                              |            |                 |
| <b>Total Comments</b>                          | <b>49</b>                    | <b>20</b>  | <b>29</b>       |

**Travel Training for May 2016**

One on One 53

Group Presentations 6

Number of Attendees 319

Fixed Route 6

Survey 48

Seniors Attended 201

Seniors Trained 53