



## AccessRide Policy Advisory Committee

Meeting Minutes  
September 19, 2018

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on September 19, 2018 at Madison Police Precinct, 400 Myatt Dr., Nashville, TN 37115 by James Brown, Chair.

### Present

APAC	MTA	Allied Taxi	Guests
James Brown	Eric Beyer	Christy Harper	Natasha Wilkins
Patricia Valladares	Melissa McIntyre		Tom Hinkson
Lorri Mabry	Kym Tucker		Danny Mosley
Gerome Bowen	Dan Freudberg		Andrew Throsett
John Forbes	Marilyn Yokley		
Frank Meeuwis	Carolyn Riggs-Farrar		
Dan Dillon	Tarnya Burton-Sanders		
Linda Brown	Elisha Rogan		
Danny Mosely	Eric Beyer		
	Tanesha Simmons		



**Excused Absences**

**APAC**

**MTA**

**Allied**

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Debbie Chadwick
Sh’Juan Vilo

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**Approval of Minutes**

Patricia Valladares made a motion to approve the minutes of July 25, 2018 with corrections. Gerome Bowen seconded the minutes. Minutes were approved with corrections.

**Sub-Committee**

**By-Laws Sub Committee**

James Brown said that he asked Debbie Chadwick to be the By-Laws Chair and she agreed. Debbie Chadwick asked James Brown to give her report since she is absent from the meeting. Danny Mosley, Lorri Mabry and Sh’juan Vilo have agreed to serve on the By-Laws Committee. The committee will be looking at what changes if any, for the APAC By-Laws. Frank Meeuwis suggested the committee take a look at the Bicycle and Pedestrian Advisory Committee By-Laws to use as a template.

**Nominating Sub Committee**

Dan Dillion recognized Linda Brown as the new member representing PathFinders. There are four people to vote to be on the APAC Committee: 1) Tonya Chavez, not in attendance, 2) Christy Earhart, representing the aging population, 3) Natasha Wilkins, consumer, 4) Tom Hinkson, representing the Middle Council of the Blind. Dan Dillion said that only members of the APAC Committee can vote. Dan Dillion asked the committee to vote on Tom Hinkson, Christy Earhart and Natasha Wilkins. James Brown asked were there any members who objected to any of the three up for nomination. Lorri Mabry objected to Tom Hinkson. James Brown said that since there are no other objections the committee voted and all three (3) are now on the APAC Committee.

Dan Dillion said that Sheri Thorsett informed him that she is moving to Chattanooga and will no longer serve on the APAC Committee. Dan Dillion said that he asked Patricia Valladares to serve on the Nominating Committee and she accepted.

**Public Comments**

Steve Baker

- Love the Pilot Program.
- I hope it continues and extends the hours through the nights and weekends.



Danny Mosley

- I am a rider of On Demand Mobility and really like it.
- I have gotten great service from them.
- I was notified when they were going to be late.
- My question is why there are different rates from the providers. James Brown asked Marilyn Yokley if she would answer the question about the rates. Marilyn answered the rate that was negotiated for the pilot program is \$6 for the first 15.99 miles and then \$1 per whole mile after that. This is the rate all three companies agreed to.

John Forbes

- I am very pleased with AccessRide.
- They were there within the time frame. I think they are heading in the right direction in getting the problems corrected.

Tom Hinkson

I represent Middle Tennessee Council for the Blind.

I keep track AccessRide complaints that come in to Middle Tennessee Council for the Blind.

There has been a spike in complaints recently in scheduling issues. We believe this is due to a drop off in the number of cab drivers or contract issues.

James Brown asked Marilyn Yokley if there is a way to know if you have two (2) different people who are to be picked up that are close to each other and are going to the same location. Marilyn said yes we do in our software. When we send it over to a contractor, we let them know that there are two (2) people to be picked up close to each other that are going to the same location.

Roger Womack

I have had excellent customer service from MTA, Jennifer.

She is always courteous and helpful. My biggest issue is with Allied Cab Company.

They have been a no show on a few occasions. When I have called to find out where they are

when it an hour past my pick up time and I was told they could not find Walmart to pick me up.

I have a service dog, and was told by an Allied Cab driver that the last time you rode with me I lost money because I had to vacuum the vehicle and lost a fare.

### **MTA Update**

Marilyn Yokley said that in August MTA we had an 84.3% on time; on Taxi *(Get the statics from Marilyn to include in minutes)*

### **Access on Demand Update**

Dan Freudberg, Director of Service Quality, introduced the additional overflow AccessRide contractors. They are (NAME) with American Music City Taxi, (NAME) with Mobility Solutions, (NAME) with UZURV.



### **Meeting Broadcast**

Dan Freudberg said that he was told by the WeGo Director of Communication that at this time we are unable to live stream meetings from the WeGo Central meeting room. James Brown asked if someone would check with the city of Nashville to see who/how they provide the service. Dan Freudberg said that if there is a particular meeting that the committee would like to live stream he would check with them to see if they could be at that meeting.

### **Allied Taxi Update**

Christi Harper said that Marta Jones is unable to be here today due to Hurricane Florence hitting North Carolina. The Office in Wilmington North Carolina flooded and Marta Jones is there helping getting the office up and running. Christi Harper said that Marta Jones will try to be at the APAC meeting in November.

### **New Business**

There was no new business brought to the committee.

### **Chair's Report**

James Brown said that he hopes to have the updated By-Laws ready to be brought to the November committee. James said that he along with Lorri Mabry, Danny Mosely, Dan Dillion, and Jerome Bowen attended the MTA board meeting. James said that he hoped to invite Walter Searcy to attend one of the APAC committee meetings in the future. James Brown said that the Executive committee members, which are Frank Meeuwis, Lorri Mabry and I, had a good meeting with MTA. The minutes will be sent to the Executive committee two weeks after the meeting for review and will be sent to the committee two weeks before the meeting. We also reviewed the seven goals that were set and continue to improve each item.

James Brown said that the next APAC Committee Meeting will be November 28 here at the Madison Police Precinct.

Dan Dillion asked if MTA could update the APAC notebook that was given to the committee a couple of years ago. Eric Byer said yes we will work on getting that update and distributed.

### **Adjournment**

The meeting was adjourned at 2:45 p.m. by James Brown, Chair. The next meeting will be at 1:00 p.m. on November 28, 2018, Madison Police Precinct, 400 Myatt Drive, Community Room B, Nashville, TN 37115

Minutes submitted by: Melissa McIntyre, MTA