



AccessRide Policy Advisory Committee

Meeting Minutes

January 23, 2019

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:04 p.m. on January 23, 2019 at WeGo Central 400 Dr. Martin Luther King Blvd. Nashville, TN 37219 by Frank Meeuwis, Secretary.

Present

APAC	WeGo	Supplemental Providers	Guests
Patricia Valladares	Tanesha Simmons	Hasson American Music City	Sheila Hansen
John Forbes	Tarnya Burton-Sanders	Mohamad Hanson Mobility On Demand	Nona Sarver
Jack Jakobik	Dan Freudberg	USURV Chris Kinkle Senior Solutions Dominic Buono	Tom Sarver
Gerome Bowen	Brittany Ellis	Taxi USA Christi Harper	Gary Wingo
Frank Meeuwis	Zeda Riggs		
Linda Brown	Bryan Williams		
Christie Earhart			
April Meredith			
Tonya Chavez			
Debbie Chadwick			
Natasha Wilkens			



Excused Absences

APAC	MTA	Providers
James Brown	India Birdsong	
Lori Mabry	Marilyn Yokely	
Tom Hixson		
Danny Mosley		

Approval of Minutes

November 28th, 2018 Minutes weren't available due to technical difficulties.

Public Comments

There were no public comments on January 23, 2019.

Comments from the Sub-Committee – Jerome Bowen stated Tonya Chavez, Frank Meeuwis, and himself are asking potential APAC members attend meetings in advance before being nominated.

Debbie Chadwick reported per James Brown's request she is organizing a bylaws sub-committee of 5 to 6 people to update APAC bylaws. The laws must be approved by MTA Board.

An APAC meeting was added in 2018 due to the amount of time between November to January.

Bylaws are to be changed when needed not necessarily every two years.

Frank asked about APAC committee binders and if the committee will receive updated information with the current bylaws in the binders.

Tanisha stated that she will send out an email asking how the committee would like to receive the information and she will make the binders



MTA Update

Brittany stated the demand for WeGo Access is down slightly about 5%. There has been a decrease in day programs. On Demand Mobility and Music City providing core ADA service on November 12th and USURV started on November 18th. Any issues are addressed by phone conference biweekly. The on time performance taxis for November 87.9% total passenger carried per compliant 333. Frank asked if those numbers were better or worse. Dan stated the complaints were up from last month. December numbers aren't finalized but looks like those numbers have improved.

USURV Update

Chris Kinkle Stated their drivers have required passing CPR Certification, but certification does not require participation if a passenger has an emergency. Their process is to get their vehicle off the road and dial 911. Which is USURV's nationwide standard

Currently on time performance is 96%-98%. Chris reported USURV increased driver pool 15% since November to be able to accommodate WeGo Access trips. Has 50-55 driver per day providing service

Dominic Buono with Senior Solutions has 8 wheelchair accessible vans that provide transportation for USURV. Drivers are also CPR Certified and have cameras on vehicles and an emergency button for drivers.

Taxi USA Update

Christie Harper discussed how the driver refresher classes work on how drivers should interact with passengers. They also have a emergency button to alert dispatchers of an issue.

American Music City

Hassan discussed how their drivers are trained and how they track complaints and resolve them. Gerome asked what kind of driver first aid training and CPR training is conducted. How do drivers handle medical emergencies. Drivers will call dispatch and dispatch will call 911. Gerome suggested health department as a resource for drivers. Has emergency button to alert dispatchers of an issue on board vehicle.



On Demand Mobility

Mohamad Homsa stated they have been providing service for close to a year. Welcomes feedback about On Demand Mobility service from customers about their service. On their application drivers can contact dispatch in case of an emergency and GPS system to locate driver.

Debbie Chadwick asked what type of safety training we provide to vendor. Nothing is currently in place we ask for their policy and procures. She also asked if we track safety incidents

New Business.

Dan Freudberg discussed New Fare collection introduced Genfare and INT is providing updated fare boxes and software. INT provides software that will provide access by a reloadable smartcard to load funds for WeGo services. There may be free for a replacement card. The card is associated with an account stored on the server. Smart phone and mobile payments will also be available for payment. WeGo will have new ticketing systems at WeGo Central. Patricia asked if other providers will accept new fare collection system. Dan is currently working with vendors on how they will accept new fare collection payments. Amount may be deducted from account within a particular timeframe and can be adjusted as needed. Tonya Chavez asked how can cards be refilled Dan stated customers can add value at ticket vending machines, customer care or and a third party retailers. A company called incom partners with major retailer and customer can load money to card at participating retailers. Natasha would like us to keep in mind when building voiceover on the application to be mindful of voiceover software that assist people who are visually impaired.

Tanya Chavez mentioned at previous meeting we discussed alternative fare and service structures and would like more follow up on unfinished business items on the agenda for future meetings.

Adjournment

The meeting was adjourned at 2:36 p.m. by Frank Meeuwis, Secretary. The next meeting will be at 1:00 p.m. on March 27, 2019, WeGo Central Community Room 400 Martin Luther King Blvd. Nashville, TN 37219

Minutes submitted by: Taryna Burton-Sanders and Tanesha Simmons, MTA