



AccessRide Policy Advisory Committee

Meeting Minutes

July 27, 2016

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 2:01 p.m. on July 27, 2016 at Music City Central, 400 Charlotte Ave. Nashville, TN 37219 by Debbie Chadwick, Chair.

Present

<u>APAC</u>	<u>MTA</u>	<u>Allied</u>
Debbie Chadwick	Eric Beyer	Mohamad Abdulkadir
Donna DeStefano	India Birdsong	
Dan Dillon	Felix Castrodad	
Tricia Griggs	Emanuel Edwards	
Susan Jackoblew	Dan Freudberg	
Jack Jakobik	Robert Greene	
Jean Johnson	Shontrill Lowe	
Frank Meuwis	Ashley Marlow	
Beverly Milton	Charles Mitchell	
Ashley Mosely	Julie Navarrete	
Lynn Stewart	Zeda Riggs	
Patricia Valladares	Marilyn Yokley	

Excused Absences

<u>APAC</u>	<u>MTA</u>	<u>Allied</u>
Nancy Liles		Christy Harper
Lorri Mabry		



Approval of Minutes

The minutes from Wednesday, May 25th were unanimously approved by the APAC Committee.

Public Comments

Sheri Anderson of Antioch

Since January 2016 Sheri has been using AccessRide from Bell Road to Shelby Avenue every single morning. AccessRide has sent a cab. There were no errors using the cabs. Allied would call AccessRide when they were close to her home. All of a sudden MTA started sending vans instead of cabs. Every time since, she has been paired with a couple of people and she is becoming late for work and is scared she will lose her job. She was told this was a ride share program and she's supposed to deal with it. If this is a ride share program, what can she do to insure she is not late for work?

MTA Progress Update

Marilyn Yokley and Zeda Riggs presented the APAC Committee with On-Time Performance and Cancellations.

On-Time Performance:

- On Time: Any trip where the vehicle arrives within the passenger's scheduled 30 minute pickup window is considered on-time.
- Late Trip: Any trip where the vehicle arrives 59 seconds or beyond the passenger's scheduled 30 minute pickup window.
- Late Arrival: Any trip where passenger arrives at their destination 59 seconds beyond their requested appointment time.

Cancellations:

- Advance: Any trip cancelled for the next day or beyond.
- Same Day: Any trip cancelled more than 2 hours in advance of the beginning of the 30 minute pickup window.
- Late Cancel: Any trip cancelled less than 2 hours in advance of the beginning of the 30 minute pickup window.



- **Cancel at Door:** Any trip where the operator arrives within the 30 minute pickup window and is informed by the passenger the trip is not needed.
- **No Show:** Any trip where the operator arrives within the 30 minute pickup window, and the passenger cannot be located.
- **Missed Trip:** Any trip cancelled by the passenger after the 30 minute pickup window has expired: Any trip where the operator arrives after the 30 minute pickup window and the passenger cancels: Any trip where the operator arrives after the 30 minute pickup window and the passenger cannot be located.

Eric Beyer, Director of Community and Legislative Relations, presented the APAC Committee with the MTA AccessRide identification cards for Allied Taxi Cabs. In partnership with the Metropolitan Nashville Police Department (MNPd) and Allied Cabs, the MTA seeks to ensure total access for its AccessRide customers who seek to attend special events, particularly at downtown locations where safe and accessible entry points may be blocked or difficult to be reached due to street closures or lane blockage. The MTA has developed the following identification card (see below) to be used by Allied to identify to MNPd officers those drivers who are carrying MTA AccessRide passengers seeking to reach specific downtown locations during special events.



The purpose of this pass is to clearly communicate to those managing street access the need for Allied drivers to either pick-up or drop off passengers in areas located beyond vehicle barriers.

These Passes are to be used for the following locations:

- **Ascend Amphitheater-** 301 1st Ave. South
 - Front Entrance on 1st Avenue
- **Bridgestone Arena-** 501 Broadway
 - Nissan SoBro Entrance/Driver will park in the loading zone on the southeast side of Demonbreun Street



- First Tennessee Park- 401 Jackson Street
 - Right Field Entrance located on 5th Avenue between Harrison Street and Jackson Street
- Nissan Stadium- 1 Titans Way
 - Titan Games - Pick up and Drop off at the Pedestrian Bridge and Victory Avenue
 - Non-Titan Games - The 2nd Street and Russell Avenue intersection

Allied Taxi Update

Mohammad Abdulkadir with Allied stated that there have been improvements with the manifests. They now are received 24 hours in advance which is helping considerably. He thanked Marilyn Yokley with MTA for her great work with the manifests.

New Business

Julie Navareete, Chief Development Officer, with MTA introduced herself. India Birdsong also mentioned that MTA has a new Chief Administrative Officer, Rita Roberts-Turner, who was unable to attend the meeting.

Ashley Marlow with MTA provided the APAC Committee members with APAC Board reference books. If you have not received one, please contact Ashley and she will get you one.

Ashley Mosely is leaving Empower TN. APAC appointed Sheri Anderson to take her place to represent Empower TN.

India Birdsong, Chief Operating Officer, introduced Dan Freudberg, Director of Service Quality, to the APAC Committee. Dan stated that AccessRide is now under Operations and he will be spear heading the daily operations. Moving AccessRide under Operations will enable MTA to pull data the same way they pull fixed route data. Operations will also be looking to find gaps for better communications within our agency and with our customers.

Adjournment

Meeting was adjourned at 2:07 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m. on September 28, 2016, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA