



## AccessRide Policy Advisory Committee

Meeting Minutes  
September 28, 2016

### Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on September 28, 2016 at Music City Central, 400 Charlotte Ave. Nashville, TN 37219 by Patricia Valadares, Vice Chair.

### Present

<u>APAC</u>	<u>MTA</u>	<u>Allied</u>
Sheri Anderson	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	
Lorri Mabry	Ashley Marlow	
Frank Meuwis	Rob McElhaney	
Beverly Milton	Melissa McIntyre	
Patricia Valadares	Charles Mitchell	
	Julie Navarette	
	Marilyn Yokley	



### **Excused Absences**

#### APAC

Debbie Chadwick

Tricia Griggs

Susan Jackoblew

Nancy Liles

Kellie McCain

#### MTA

Emmanuel Edwards

Zeda Riggs

#### Allied

Christy Harper

### **Approval of Minutes**

The minutes from Wednesday, July 27, 2016 were unanimously approved by the APAC Committee.

### **Public Comments**

Jean Luboniecki of Nashville, TN:

Ms. Luboniecki really enjoys the on demand service. The regular service is excellent. She has noticed the attitude of the drivers has changed for the better. They are more polite about the situations that arise and are providing excellent service. She said she was speaking for everyone, as they are so pleased.

Peggy Ivy of Nashville, TN:

Ms. Ivy commended the service of Allied. On time and overall service has been great. She thanked Mohammad and Christy for their continued efforts.

Rhonda Clark of Nashville, TN:

Ms. Clark submitted an email regarding AccessRide that was forwarded to MTA staff.

### **MTA Progress Update**

Marilyn Yokley presented the APAC Committee with On-Time Performance, Interactive Voice Response (IVR) and Pass Web.

#### Day Before Trip Reminder:

- System automatically calls non subscription customers the evening prior.
- Customers are identified by their unique customer ID.
- Customers are provided information pertaining to their scheduled trip(s).
- Customers are given the option to call and cancel.



Imminent Arrival (coming soon)

- Customers will be called when their AccessRide vehicle is a set distance away.
- Customers will be instructed to proceed to the pickup location.
- Currently being used by Allied Taxi.

Coming Summer 2017

PASS WEB

Using a computer, tablet or smart phone, customers will have the ability to:

- Book their own trips.
- Cancel their own trips.
- Track their van in real time.
- Update their information.

Access Ride Monthly Performance Indicator Report - August 2016

Indicator	MTA	Taxi	Overall
<b>Service Quality</b>			
On-Time % (Pick ups)	86.1%	85.9%	86%
Complaints	20	22	42
<b>Productivity</b>			
Total Trips	20,735	10,837	31,572
Late Cancellation & No-Show %	3.5%	2.8%	3.26%
<b>Call Center Statistics</b>			
Percent of After-Hours Calls Answered	n/a	n/a	85%
<b>Safety</b>			
Preventable Accidents	1	0	1
Non-Preventable Accidents	4	1	5



AccessRide After-Hours Phone Data

Month	Total Calls Received	Percentage of Calls Answered
July		
Total	891	90%
Weekday	667	87%
Saturday	113	96%
Sunday	111	90%
August		
Total	891	84%
Weekday	725	87%
Saturday	80	95%
Sunday	85	67%

**Allied Taxi Update**

Mohammad Abdulkadir with Allied, thanked APAC and the MTA for all of their hard work. Without both groups, Allied would not be able to get trips on-time. Patrick in MTA scheduling calls Allied if he sees something running late. After-hours staff always calls if there is a problem. Dispatch is able to contact Allied until midnight. He also thanked Marilyn Yokley for her dedication.

**New Business**

Patricia Valladares, Vice Chair sent out an email to the committee regarding an Amendment change.

“On September 6<sup>th</sup> the Executive Committee met with the purpose to discuss recommendation from last APAC meeting by Tricia Griggs, to increase the number of



APAC members, in order to ensure broad representation of people with various disabilities.

Discussed:

Background- The most recent review of bylaws revision began in September 2012 and culminated in the revisions being accepted as of July 2015. During the September 2012 meeting, Committee size was discussed as there was an issue of having enough people at the meetings to make the quorum. Paul Ford had recommended decreasing the Committee size from 40 to 12 minimum and 18 maximum.

Currently, there are 15 members of the Committee, which includes the resignation of Nancy Lyles. There are a couple of nominations in the works.

We have had more representation from various members than in the past, recognizing that MTA is working to improve services, and this may account for increased participation.

It was discussed for the need to have representatives from the deaf, autism and epilepsy communities as well, and someone from Metro Schools. In the past, there have been representatives from these groups/organizations.”

Dan Dillon, Chair of the Nomiating Committee asked if there was anyone that was interested in becoming a member to please let him know.

The Executive Committee would like to recommend to increase the Committee members from 12 to 18 members to 24 members.

Patricia Valladares motioned, Sheri seconded and the motion was passed.

**Adjournment**

The meeting was adjourned at 2:05 p.m. by Patricia Valadares, Vice Chair. The next general meeting will be at 1:00 p.m. on January 25, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA