AccessRide Policy Advisory Committee

Meeting Minutes
January 25, 2017

Opening

The regular meeting of the AccessRide Policy Advisory Committee was called to order at 1:00 p.m. on January 25, 2017 at Music City Central, 400 Charlotte Ave. Nashville, TN 37219 by Debbie Chadwick, Chair.

Present

APAC	MTA	Allied Taxi	Guests
Sheri Anderson	Eric Beyer		Kate Deitzer
Gerome Bowen	India Birdsong		Clarisse Durnell
Tricia Griggs	Emanuel Edwards		John Forbes
Jack Jakobik	Dan Freudberg		
Jean Johnson	Robert Greene		
Sarah Kassas	Ashley Marlow		
Lorri Mabry	Melissa McIntyre		
Frank Meeuwis	Zeda Riggs		
Ashley Mosley	Tanesha Simmons		
Patricia Valladares	Kym Tucker		
	Marilyn Yokley		

Excused Absences

APAC	MTA	Allied
Donna DeStefano	Charles Mitchell	Christy Harper
Dan Dillon		Mohammad Abdulkadir
Susan Jackoblew		
Kellie McCain		

Approval of Minutes

The minutes from Wednesday, September 28, 2016 were unanimously approved by the APAC Committee.

Public Comments

No Public Comments

MTA Progress Update

Marilyn Yokley presented the APAC Committee with AccessRide Pick-Up Locations Update, On-Time Performance and the No-Show Policy Proposed Revisions.

- Green Hills Mall
    - Memo posted at MTA Facilities with pictures.
    - Allied Taxi will ensure all operators are given the complete pick-up information.
- Bridgestone Arena
    - MTA is working with MNPD to ensure all authorized vehicles are permitted access once the streets have been closed following downtown events
    - Allied Taxi will ensure all approved vehicles have been provided with the proper MTA identification

- On-Time Performance

  - AccessRide Monthly Performance Indicator Report – November 2016

Indicator	MTA	Taxi	Overall
Service Quality			
On-Time % (Pick ups)	87.6%	85.8%	85.5%
Complaints	21	24	45
Productivity			
Total Trips	19,137	10,422	29,559
Late Cancellation & No-Show %	9.3%	6.8%	8.5%
Call Center Statistics			
Percent of After-Hours Calls Answered	-	-	75%

- No-Show Policy (Adopted: January 1, 2011, Revised July 1, 2014)
  - No-Shows:
    - MTA **WILL** log a No-Show / Late Cancel on the customer's record for the following reasons:
      - Ride cancelled with less than 2 hours notice before the scheduled pickup window
      - Ride cancelled at the door
      - Customer cannot be located
      - Customer not ready to depart within 5 minutes after the vehicle arrives for pick-up
    - MTA will **NOT** log a No-Show / Late Cancel for the following reasons:
      - Vehicle arrives outside the scheduled window
      - Emergency situations
      - CA did not arrive to assist the customer
      - Customer's mobility aid failed
      - Customer's appointment ran long and they could not contact MTA
      - Inclement weather days. (snow, ice, MTA operating on snow routes)
  - No-Show Penalties
    - The DOT ADA regulations state penalties can be imposed for a "pattern or practice" of no-shows, where "pattern or practice" means both substantial number and above average frequency
    - No-shows are tracked on a monthly basis. Each month of "pattern or practice" will count as an occurrence

- No-shows will be considered substantial and above average when there are:
- 5 or more **valid** no-shows in a calendar month AND
- 15% or more of all scheduled trips are no-shows
  - No-Show Occurrence Example:
    - A customer with 5 no-shows out of 25 scheduled trips would receive an occurrence. (20% of scheduled trips were no-shows)
    - A customer with 5 no-shows out of 50 scheduled trips would NOT receive an occurrence. (10% of scheduled trips were no-shows)
  - No-Show Penalties
    - First monthly occurrence: Warning Letter
    - Second monthly occurrence: 5 day Suspension
    - Third monthly occurrence: 10 day Suspension
    - Fourth monthly occurrence: 15 day Suspension + Eligibility Review.

Allied Taxi Update

Marilyn Yokley gave Allied Taxi's report as both Christy Harper and Mohammad Abdulkadir were out of town. Marilyn reported that she and MTA meet with Allied bi-weekly and everything seems to be going well. On-time performance has improved and there was nothing out of the ordinary that needed attention.

New Business

Debbie Chadwick, Chair, proposed policy changes for the No-Show Policy to be recommended to the MTA Board of the recommendations Donna DeStefano sent to Ashley Marlow and Marilyn Yokley at MTA via email. The recommendations were as follows: "With the exception of reasons not allowed under ADA regulations, MTA's AccessRide No-Show Policy, will log a no-show on the customer's record for the following reasons:" Gerome Bowen seconded the motion. Committee was all in favor and the recommendation passed unanimously.

Patricia Valladares, Vice-Chair, reported on the Nominating Committee on behalf of Dan Dillon. There were two new potential members introduced to the Committee: John Forbes and Kate Deitzer. John Forbes is President of the Deaf and Blind Association 501c (3). His goal is to help and provide transit knowledge for consumers in the deaf and blind communities within TN. He is interested in working and partnering with APAC to create a workshop for the deaf and blind community. He would like them to know that AccessRide is available and the certain

qualifications that are needed to be met. Eric Beyer, Director of Community and Legislative Relations, asked John to speak with MTA's ADA and Eligibility Coordinator Tanesha Simmons regarding the workshop. Tricia Griggs mentioned that she would, too, like to help educate the community and would talk with Tanesha, as well.

Kate Deitzer is with Metro Public Nashville Schools, Department of Exceptional Education. She works with 18 to 22 years old after they finish high school. They help transition students into job and vocational training. The teachers are currently working with the students on transportation. Kate and her students have been working with Judy Shelton, MTA's travel Trainer, enabling the students to make their own AccessRide appointments becoming as independent, as possible.

Debbie Chadwick, Chair, motioned for both John Forbes and Kate Deitzer to be approved as members. Patricia Valladares, Vice-Chair, seconded the motion. The Committee voted unanimously for the membership of both individuals and the motion carried.

Dan Freudberg, MTA's Scheduling Manager, gave an update about Pass Web. Pass Web is an online schedule reservation/ trip tracking system. It is moving towards the newer version of screen readers. It is in internal configuration right now and will be going into internal testing. MTA is looking for it to be in use later this year. As far as the No-Shows and Cancellations, consumers will still need to call in for trips and will remain the same. This is just another way of being able to book trips. Sheri Anderson stated that Empower TN also can provide test if MTA is interested. They would be happy to help.

Jean Johnson asked if the night before reminder calls could be done two nights in advance instead of one. Dan Freudberg stated at this time that function is not available. Debbie Chadwick, Chair, mentioned that maybe that could be done in the future or maybe a consumer just needed to set a reminder for the calls. Patricia Valladares, Vice-Chair, asked that in the future Pass Web look to be made available in all languages.

Debbie Chadwick, Chair, asked the Committee how they felt about having a meeting in November. In the past APAC only meets January, March, May, July and September. Members feel that it's too long to go without a meeting in November. The fourth Wednesday in November is not available for the MTA meeting room or MTA staff. The group will decide at a later date when the exact meeting date in November will be. The by-laws were checked and a November date is acceptable as the Committee sees fit. Debbie Chadwick motioned for the November meeting to be approved, with the date to be determined. Patricia Valladares, Vice- Chair seconded the motion. The Committee voted unanimously. The November meeting option was approved.

Adjournment

The meeting was adjourned at 2:02 p.m. by Debbie Chadwick, Chair. The next general meeting will be at 1:00 p.m. on March 22, 2017, at Music City Central, 400 Charlotte Avenue, Nashville, TN 37219.

Minutes submitted by: Ashley Marlow, MTA