

WeGo Access Policy Advisory Committee Meeting

April 6, 2022

1:00pm-3:00pm

Davidson County Courthouse

1 Public Square

Nashville, TN 37201

Jury Assembly Room 7

WeGo Access Policy Advisory Committee April 2022 Meeting Minutes

Call to order at 1:05 PM by Natasha Wilkins, APAC Chair

Welcome by Natasha Wilkins

Roll Call by Linda Brown, APAC Secretary

Committee Members Present In Person:

Natasha Wilkins

Patricia Valladares

Lorri Mabry

Linda Brown

James Brown

Tonja Dandy

John Forbes

Sheila Hansen

Pam Hollingsworth

Arthur Humphrey

Roger Womack

Bill Zagorski

Virtual Attendants

Brenda Boaz-Pond

Debbie Chadwick

Jordan Collins

Arlie Haddix

Thomas Hinkson

April Meredith

Approval of Minutes

The August 2021 meeting minutes and the September 2021 meeting minutes needed to be approved by the committee. Natasha explained that the August meeting minutes needed to be corrected; however, the committee decided to go ahead and approve the September meeting minutes. James Brown made the motion to approve the September meeting minutes and John seconded the motion. The motion was carried. The August 2021 minutes will be voted on at the May meeting.

Public Comments

No one on Zoom had a public comment.

Roger Womack commented that Charlotte Pike and White Bridge Road is supposed to be a transfer point. The White Bridge Road bus does not stop on Charlotte. Tanesha Durham will address this with WeGo staff and will report back to Roger with the response.

Patricia Valladares – Shared information about a rider not able to wait outside for the bus due to the weather conditions and the rider being left by the Access Ride driver. James Brown shared that he has an addendum to his profile that the driver should call upon arrival and suggested riders use this option. There is concern about driver training for these situations.

James (Lorri Mabry's caretaker) – Has concerns about Lorri's wheelchair and if it will fit through the doors of an MTA bus, because their ride did not pick them up. Tanesha Durham confirmed that Lorri's wheelchair would fit through the doors.

Natasha Wilkins commented that Uzurv estimated pricing is given ahead of time, but there has sometimes been a discrepancy in the final pricing. The first 13.99 miles is \$7 and not 14 miles. There is an extra \$1 charge for 0.1 to 0.99 miles. She suggested to have riders confirm the estimated amount is correct before the trip is taken and if it is not correct to call Uzurv customer service to get it corrected.

Committee Chair's Report

Natasha shared that the committee was coming up on the end of the term and that much had been accomplished. Everyone should consider if they are interested in running for a leadership position. Hopefully, we will be able to have an update on Walk 'N Bike Nashville and the WeGo Access Improvement plan at the next meeting.

Nominations Committee Report

APAC Executive Elections 2022

Patricia shared a description of the role of each executive office position. The election of officers will be in the month of July (committee chair, vice chair, and secretary). If anyone would like to nominate someone for an office or wish to nominate themselves, they are directed to contact Linda Brown by sending an email to linda.d.brown.1@vumc.org. Nominations must be submitted by May 18th. Linda read the Descriptions of the role of each officer as taken from the bylaws:

ARTICLE II. OFFICERS

Section 1. The Committee shall have the following officers: chairperson, vice chairperson, secretary.

Section 2. The chairperson shall preside at all meetings of the Committee. The chairperson shall appoint all subcommittee chairpersons. The chairperson shall supervise, directly or indirectly, all committee work, except that of the nominating committee. The chairperson may appoint special committees as required. The chairperson shall act as the executive officer of the Committee and, in general, perform the duties usually associated with the office of president. The chairperson shall serve for two (2) years and may not serve consecutive terms.

Section 3. The term of office of vice chairperson shall be the same as for chairperson, 2 years. In case of a vacancy in the office of chairperson, the vice chairperson shall immediately succeed to the chair and shall perform the duties of the chairperson in his/her absence. The vice chairperson shall undertake such other responsibilities as the chairperson may assign.

Section 4. The secretary will review all minutes prepared by MTA staff and advise staff on all corrections or additions. The secretary shall serve a two-year term of office.

Natasha encouraged the next committee chair to continue the regular communication between the committee and WeGo staff by maintaining communication with Tanesha Durham frequently.

April Meredith asked if the current committee chair acts as an advisor to the new chair. Natasha indicated Yes, The Past President does have a seat on the executive committee. Linda Brown shared her email address: linda.d.brown.1@vumc.org.

Natasha stated there can be more than one nominee for a position. Roger Womack wanted to know if there was anyone that was interested in being nominated. Roger Womack also asked if we should vote on Kate Deitzer being added to the committee. Natasha stated that it is up to the nominating committee to discuss whether she should be brought before the committee to vote on.

Elections of new members

Fredrikka Maxwell Shared her story. Lived in Nashville since 1979. Has used the fixed route bus service. Fredrikka shared we need more improvements in transportation and Willing to work with anyone to “make it so”. A motion was made by the committee to accept Fredrikka as a member to the committee, and the motion carried.

Arlie Haddix shared he is with Operation Stand Down TN which Serves veterans. James Brown wanted to know about the veterans they serve. Arlie stated they serve all veterans regardless if they have a disability or not. The Nominations committee made a motion to add Arlie to the committee. The motion carried.

Open Meetings & ADA Accommodations

We are wanting to make the meetings more accessible. Tanesha Durham spoke about their meeting with the Comptroller's office and being able to meet virtually. Contact was made to Donna Destafano with Disability Coalition to find out who is the ADA secretary for the state. Still trying to find out the ADA Coordinator for the state. Would like to be able to count people that participate by Zoom to be able to be counted for a quorum and voting. Roger Womack agreed that the letter needs to go to the Governor's office and state senators. James Brown recommended Senator Yarborough and Attorney General's office. April Meredith is a trained representative for Southeast – Has access to a ADA portal and connections to Southeast ADA Center. April Meredith will do work on her end to find others to connect to.

Sign Language Training Program

John Forbes shared that he has been able to enlist Brenda Boaz-Ponds (Library Services for the Deaf & Hard of Hearing) and Mike Helms (Vice President of Adult Education for Bridges) for the education portion of this program.

1. Approval from APAC
2. Present to MTA board to obtain do's and don'ts to approve this program.
3. Training for AccessRide users
4. Training for AccessRide and fixed route drivers
5. Goals and outcomes to see that the training is effective and ongoing with drivers and new drivers.
6. Address methods
7. Funding for this proposal and training programs
8. Comments from interested parties
9. Does a subcommittee need to be established?
10. Q&A session following the comments with John Forbes, Brenda Boaz-Pond and Mike Helms

Brenda Boaz-Pond stated We should check other states with similar programming. Washington State has a great program. Each driver should have a white board. People having preference on how they would like to communicate. Brief kit to provide training.

Tanesha will read Mike Helms' comments – Drivers should be included to receive training for the deaf and hard of hearing community. Training could include 1 to 2 hours with John Forbes, Brenda Boaz-Pond and Mike Helms. Training is taking place with MTA drivers.

John Forbes– Has seen progress in Washington, Texas and DC.

Tonja Dandy asked if During onboarding for new drivers is training provided? Tanesha Durham answered Yes, they go through sensitivity training.

Natasha Wilkins asked John Forbes and Brenda Boaz-Pond What is needed to keep this moving forward? John Forbes – Try to get a meeting with Kim Tucker with the Training Dept. It was mentioned that they had this training a few years ago. Would like a reactivation of the program but updated. James Brown commented that he would like to see a subcommittee. Natasha Wilkins recommended that a subcommittee be formed with a focus on trainings. Natasha Wilkins stated we would create a subcommittee starting today. Brenda

Boaz-Pond recommended that when it comes to the trainings a deaf person should attend to make sure the training is done correctly. Tanesha Durham stated Mark Montgomery is still doing the ADA training.

John Forbes said This training would benefit deaf/blind and hard of hearing community.

April Meredith asked Can this training be extended to subcontracted drivers? Tanesha Durham will have to check into this.

Tanesha Durham – Would like to include the aging community.

Patricia Valladares indicated Each disability should be represented in the subcommittee.

Arthur Humphrey – Recommended the name “Gaining through Training” for the subcommittee.

Meeting adjourned at 2:58PM

Minutes submitted by Linda Brown and Natasha Wilkens

WeGo Transit is committed to accessibility. If you have special accommodations, Please Contact ADA Coordinator at 615-880-3596 or email Tanesha.durham@Nashville.gov