

WeGo Access Policy Advisory Committee Meeting

July 27, 2022

1:00pm-3:00pm

Music City Central

Meeting ID: 873 0981 0870

Passcode: 430

One tap mobile

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WeGo Access Policy Advisory Committee Meeting Agenda

Call to Order/Welcome

Natasha Wilkins, APAC Chair

Roll Call

Linda Brown, APAC Secretary

Approval of May 2022 Meeting Minutes

Public Comments

3 minutes per person

****PLEASE NOTE:** All Committee Members as well as members of the Public must adhere to the 3 minute limit for their public comment. Once Public Comments are complete, members of the Public are no longer allowed to speak during the meeting.

Nominations Committee Report

- Election of APAC Committee Executive Officers

SLP Subcommittee Meeting Updates

Open Meetings Act and ADA Accommodations

Connect Downtown focus group update

Update on Discussion on implementing a program to acknowledge WeGo Staff

Committee Chair Updates

- Committee Initiatives
- Updating Bylaws

Adjournment

Next Meeting September 21, 2022

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

Present: Debbie Chadwick
Linda Brown
Jordan Collins
Tanesha Durham
John Forbes
Carol Francisco
Sheila Hansen
Pam Hollingsworth
Lorri Mabry
Fredrikka Maxwell
Roger Womack
Natasha Wilkens

Meeting called to order 1PM by Natasha Wilkens. Nominations for Executive Officers were announced at the last meeting

Roll Call by Linda Brown – We have quorum.

Public Comment:

Robert Womack - Saturday morning child went to Nashville State - White Bridge Rd to Nashville State. There is no bus stop on Lennox. The next stop would be on 50 and White Bridge. The driver stops on Oceola at the Domino's and Subway before Charlotte Pike. The driver made everyone get off. He spoke to Jennifer in Customer Service. After 5 minutes the driver pulls away. There was not a sidewalk. Described the handout. General map of WeGo of White Bridge Rd; 2nd page Charlotte Pike; 3rd page picture of driver and overall map. Customer stated that it would go to the Operations Manager, and he has not heard anything.

Roger Womack – He tried to schedule a ride last Saturday and wanted a PCA (was not a round trip). The escort would have to pay because the policy has changed. Cannot bring a PCA if it is a round trip. You have to walk down to the Shoney's to get on the Charlotte Pike connector. There is not a Shoney's due to construction. Drivers have not been helpful with the transfer points. Tanesha confirmed that you can only use a PCA for round trips. It is a charge of \$3.70 for an escort. The role of the PCA is to help you with the complete route.

John Forbes - Heritage Medical 10:45 – 11:00 Had to stand inside due to excessive heat. After 20 minutes past the time no driver. He called in and was told he would be there in 15-20 minutes. They rescheduled him to 12:45. He noticed on his phone there was a call from OnDemand at 2:52. They used the wrong number or the

work order. Suggestion: review the format of the work order and more training to the drivers on how to identify the rider.

Carol Francisco – Received an email about a trip to the airport. Mobility Solutions was supposed to pick someone up. They did not have enough room for his luggage. He ended up getting an Uber. If someone files a complaint, there is never any follow up about the complaint.

Sheila Hansen – The bus needs to go to all the transfer points. She was asked to sit up front. The driver's daughter was sitting in back in a car seat playing a game. The sound of the game bothers her ears. This occurred in the past two weeks.

Has the automated function been fixed alerting riders of the arrival IVR confirming pick up for the next day. As soon as you answer it disconnects. Roger stated that it has been corrected.

Minutes from our May meeting need approval. Roger made a motion to approve, and John Forbes seconded the motion to accept the May minutes.

Election of APAC Committee Executive Officers

Natasha stated that elections have to take place at the annual meeting. We can vote on the nominees in the absence. Roger made a motion to move forward although there are two nominees absent and Lorri seconded. All are in favor of the following: Debbie Chadwick-Chair; Patricia Valladares-Vice Chair.

Natasha-The vote (accessible & anonymous) Take the index card and if you want to vote for someone you place the index card in the basket. If you do not want to vote for their person manipulate the card (fold/bend) and place in the basket.

Roger made a motion elect the three officers by content since running from the floor is closed and unopposed. One vote for the entire slate if everyone agrees. Pam seconded.

Everyone was in favor of Roger's motion.

Linda will send an email to Debbie, Patricia and Arthur of successful nomination.

Carol Francisco represents Middle TN Council of the Blind. Will be taking Thomas Hinkson's place.

Roger has brought it to Sheila's attention that NFB does not have representation. Roger, Sheila and April should go back to their respective organizations and decide who will represent them. Tracy can help in deciding this.

SLP Subcommittee Meeting Updates

Focus on training and creating a window of opportunity between APAC, the training staff and drivers. Brenda and John created the SLP as a training tool. Disability Sensitivity and Training Subcommittee (Growing by Training). SLP did have a subcommittee meeting.

John reported out about the subcommittee meeting – When would everyone like to have the subcommittee meet? Subcommittees are subject to the open meetings act. Roger suggested that meeting an hour prior to the regular APAC meeting.

John-Very informative meeting. Three sources have been identified listing technology devices. John will pick three that will work well and present to the committee.

If anyone needs the minutes from the meeting let Tanesha know.

Training Subcommittee

Just because you are not on committee does not mean that you do not have a voice.

Carol-Cab drivers do not know how to do sighted guide.

Roger-Drivers need to talk to the rider with rider, understand the safety issues and ADA compliance laws. Most issues are with the transfer drivers. Let some of the riders go to the training session.

Natasha-Since we know what drivers are being trained on could we be the sounding board for what can be done better. Recommended sensitivity be covered in the training. Is there something that we can do as a committee to make this real to drivers.

Tanesha-Goes over the program with the drivers. Let her know of what she can cover. Make suggestions to her.

Pam-Serves people with I/DD that may have visual impairment. What if they were made to get off the bus.

Debbie-This is a major protection from harm issue. Are there refresher trainings that drivers go through yearly?

Connect Downtown focus group update

Table until the next meeting.

Open Meetings Act

Meetings are public. Governor Bill Lee decided to not extend the virtual option. This impacts us as a committee. Tanesha and Natasha are working on making an accommodation for virtual meetings. They have sought assistance from Donna DeStefano from Disability Coalition. We are trying to get opportunity for accommodations if a person needs to meet virtually and still be counted as present. We discussed coming up with a formal letter

Natasha- Go back through the Comptroller's office and request reasonable accommodations. Contact the ADA Coordinator and receive support from other agencies (Empower TN, etc.).

Roger-Thought we should draft a letter to our legislators. Invite our legislators and explain why we need to have those accommodations.

Debbie-Is the federal government still under mandate

Natasha-We (committee) knows that federal guidelines trump local and state law.

Update on Discussion on implementing a program to acknowledge WeGo Staff

Highlight on WeGo staff who are doing great things (drivers, staff). Tanesha stated that working out logistically how this will happen – APAC of Praise.

Natasha-Makes suggestions on how this can happen and give to Tanesha. Feature on transit TV in the break room. Tanesha's supervisor, Zita, thought it was a great idea. Invite the recipient to the meeting. Debbie stated that this was done in the past (gift card, certificate, etc). Are there opportunities for riders to call in and express how their drivers are doing (signage on the buses, a message on the phone when a person calls in). We can also have a QR code and be directed to complete a survey.

Tanesha-Brenda had a comment about the virtual meetings. You can change the bylaws for virtual attendees to be able to vote. Debbie state that this could not be done. Tanesha stated that there are probably other committees that are dealing with this same issue so if we can make a change here that would be great.

Committee Chair Updates

Open up our bylaws again. We need to formally take out the wording that allowed us to meet virtually. Are there other parts of the bylaws that need to be updated. New members can have a copy of the most up-to-date bylaws.

Since we are at the end of our term, we need to nominate for new committee members.

Training and Nomination committees. Email Debbie if you would like to stay on the committee. Roger stated that anyone that would like to remain on the nomination committee should serve at least 6 months on the committee.

Training Committee (SLP) John and Brenda

Each subcommittee has 5 members, and the Chair will appoint the chair of each committee.

Thomas Hinkson started a grocery delivery proposal, but it did not reach the board. If the committee would like to pick this up again let Debbie know. The airport proposal (us and the Flying Aces) build relationship so we can ask for a Flying Ace since part of the training includes individuals with disabilities. This was stopped due to the pandemic.

Pam shared that job coaches are having trouble with navigating through the airport due to construction.

Natasha shared that the work of the committee has continued and gotten stronger even though we were/are in a pandemic. She felt that the relationship between WeGo and the committee has gotten stronger. Felt that in order for the relationship to grow stronger, the Chair and the ADA Compliance Coordinator had to work together successfully.

Roger-Messaging system. You can call up to 6PM if there is a problem with the ride. Some people don't get the message until 7PM. Extend the time of service till 7:30PM-8:00PM. Tanesha stated that you should be able to call dispatch and make any changes to your ride. Roger stated that this has not been happening.

John- Stated that on behalf of APAC we want to thank Natasha for her work as chair.

Meeting adjourned at 3:00PM.