

## **WeGo Access Policy Advisory Committee Meeting**

May 25, 2022

1:00pm-3:00pm

Music City Central

400 Dr. Martin Luther King Blvd.

Nashville TN, 37218

Or join by conference call

WeGo Access Policy Advisory Committee May 2022 Meeting Minutes

### **In Attendance**

Linda Brown

Debbie Chadwick

Jordan Collins

Tonja Dandy

John Forbes

Sheila Hansen

Arthur Humphrey

Lorri Mabry

Freddrikka Maxwell

Natasha Wilkens

Roger Womack

### **Excused Absence**

James Brown

Bill Zagorski

Pam Hollinsworth

Brenda Boaz-Pond

### **Attendance by Conference Call**

Patricia Valladares

### **MTA Staff Present**

Tanesha Durham

Kym Tucker

Bryan Williams

Brittany Williams

Mornay Botha

Call to Order/Welcome

Natasha Wilkins, APAC Chair

Meeting called to order at 1PM

Roll Call/Introductions

Linda Brown, APAC Secretary

Natasha announced Thomas Hinkson (representative from MTCB) submitted his resignation from APAC to her prior to the start of the meeting. Patricia Valladares will let MTCB know that they will need to appoint another representative.

**Approval of Minutes** – Roger Womack made the motion to approve the August 2021 and April 2022 Minutes and Sheila seconded the motion. The motion carried and the minutes were approved.

**Public Comments**

3 minutes per person

Roger Womack stated one month ago he had a ride scheduled but he was picked up late and a second person was picked up. Roger was late for his meeting. He also asked is there a specific process when being picked up by a taxi? The taxi is not pulling into the driveway, they are stopping on the street. Tanesha will follow up.

Sheila Hansen stated she was picked up by a van that was wheelchair accessible. The driver insisted she sit in the front. She did not want to because of her backpack and laptop bags. A second person gets on and sits in the back with fewer bags. Can a person pick their seat in the vehicle? Tanesha will follow up.

John Forbes asked whether the taxi drivers receive training on how to be courteous to the riders? The driver was trying to guide John to the taxi with his voice rather than getting out of the vehicle to assist. Debbie shared this was a safety issue.

Krystal Womack from the public reported The automated system is not working properly. The call will automatically hang up instead of the system saying when you will be picked up. Tanesha spoke to IT today and they are working on the problem. She also asked when will Quick Ticket start for AccessRide? Natasha advised a representative from WeGo was present to report on Quick Ticket during the meeting.

### **Nominations Committee Update**

Nominations for APAC Executive Committee Officers - There were no nominations from the floor.

The nominees for Chair, Vice Chair, and Secretary were announced and each nominee was given 2 minutes to speak.

Debbie Chadwick, nominee for Committee Chair-President/CEO of the Rochelle Center –Provided an overview of the Rochelle Center. She has been with Rochelle Center for 19 years. Transportation is very important for the residents they serve. Has worked with training drivers. Has a son that utilized AccessRide.

Patricia Valladares, nominee for Vice Chair – STEP, Director of Middle TN Services and Multicultural Liaison; Has been on APAC for many years. Wants to make sure that everyone in Davidson County can be as independent as possible.

Arthur Humphrey, nominee for Secretary – Teacher with TN School of the Blind – He has used AccessRide since 2015 and Has been able to experience independence because of AccessRide.

Roger Womack commented that there are parts of the community that are not represented on APAC, and would like to get suggestions of other potential members.

Natasha suggested using index cards for voting of the Executive Committee at the July meeting. The Committee was in agreement.

### **WeGo Updates**

Quick Ticket Information and Updates

Bryan Williams, Performance Oversight Manager

- Working on technical testing to make sure everything is working as designed. Will work on developing testers. Using the system since 11/2020, February local and regional bus service; 40% of bus service occurs on Quick Ticket. Starting to work with different organizations. When you schedule your ride the person scheduling the ride will know if you have enough on your account. If you do not take the trip, your account will be refunded.
- Arthur Humphrey – Got the Quick Ticket but when he tried to scan it he received the message of invalid. Should not have to tap on the Access van. Access is not ready yet.

- Roger Womack – If there has been a mistake in the time entered by the scheduler, is there a way to contact someone to have it corrected? Brittany Williams stated that schedulers are in the office until 6PM and you should be able to reach someone to have it corrected that day.

### **We Go Access Ride Service Updates**

Brittany Williams – Scheduling Supervisor

Ridership has increased but complaints have also increased. There was a 21% increase in usage from last year to this year (Jan-March); Premium service trips are down. Premium Service providers extended their service time to 8PM (6AM-8PM) Monday through Friday. Masks are optional for public transit. This includes drivers and riders.

Debbie Chadwick spoke about the intent of Premium service was to have extended hours for riders that wanted to attend evening events. Brittany will pass this along.

### **Monthly ADA Outreach Trainings**

Tanesha Durham, ADA Coordinator

ADA Trainings are taking place in the break area for drivers. A different topic is discussed every month. The month of May covered service animals. Topics: how to assist people that are hard of hearing, vision loss, etc. Any suggested topics can be sent to Tanesha. These trainings are for everyone. They are provided a worksheet on the topics. This does not include taxi drivers. They are provided a different training. Tanesha will reach out to Nashville Convention & Visitors Corp to provide a brief training to APAC. Roger Womack mentioned committee should contact Nashville Convention & Visitors Corp to see if they would be interested in being part of APAC and we can share each other's concerns.

Arthur Humphrey asked if we can have training videos on our social media outlets.

### **WeGo ADA Training Department Presentation**

Mornay Botha Training Manager

They only train bus drivers and not taxi drivers. Participants go through an 11-week training course.

**Topics** covered in the training – Passenger Relations, Reliability, Customer Expectations, Passenger Safety, Communication,

Professional Management, Wheelchair Securement, Door-Door Service, ADA Compliance, Sensitivity Training

- **Passenger Relations** – Understand how to relate to the passengers; professional appearance; equal treatment; dealing with different types of people.
- **Reliability** – time management; drive safely and smoothly; making the vehicle comfortable; provide customers with helpful information.
- **Customer Expectations** – Friendly voice; smiling; providing answers to questions; recognizing passengers by calling by name; treat passengers as individuals.
- **Passenger Safety** – follow safety rules and policies; board and debus at a safe location; smooth and safe ride
- **Communication** – good customer service; dealing with public communications; dealing with mass communications and political views; communicating with dispatch; calling passengers on arrival by dispatch; common sense
- **Professional Management** – neat and clean appearance, good communications; running late; passengers not paying fares; fights on buses; wheelchair passengers.
- **Wheelchair Securement** – preparing the bus; securing the wheelchair; providing safety belts; restraint safety on the floor (tripping hazards); different types of mobility devises
- **Door-To-Door Service** – Service is provided door-to-door unless other specified on manifest; Dr. office; supermarkets; apartment buildings; schools
- **ADA Compliance** – ADA calls; Service requirements; Service times
- **Sensitivity Training** – Different disabilities will require different types of assistance; sighted guide; passengers bound to mobility devises; service animals; sympathy and empathy

Freddrikka Maxwell stated The operator will let you off at a place where you must walk farther. Sometimes it seems that the operator does not understand this.

Natasha Wilkens requested for the presentation to be sent to Natasha for distribution to the committee. Natasha asked the following questions: Does an outside agency provide the sensitivity training? Mark Montgomery provides the sensitivity training. What is the focus when it comes to sensitivity? How to deal with passengers, wheelchair, other difficulties, etc. Are they given real time examples during the training? They are given examples and the last three weeks are physically on the route. One week on AccessRide and the other two weeks AccessRide to fixed routes. Do they understand door-to-door? From the bus to the front door. The driver knows that they are supposed to exit the bus and go to the rider's front door.

Roger Womack stated some bus stops have been removed. Tanesha suggested filing a complaint so the bus stop committee can research the matter.

Arthur Humphrey asked if the individuals going through the training are asked to wear a blind fold or have their hearing hindered. Tanisha responded drivers are blindfolded as they take turns practicing sighted guide.

Natasha explained the previously created subcommittee with a focus on training will organize the committee's ideas on how to work together with WeGo training staff to accomplish goals.

### **Open Meetings Act and ADA Accommodations discussion** **This was tabled until the next meeting.**

### **Discussion on implementing a program to acknowledge WeGo Staff**

Arthur Humphrey recommended that we highlight the positive using the phrase "APAC of Praise". Acknowledge that the drivers, staff for their efforts instead of there always being complaints. Possible options are lunch to acknowledge administration, certificate of thanks to drivers, staff, dispatch, etc. Cast a broad net to receive feedback from the community to make the program effective. Any names collected keep those names in a "jar" and just draw from the "jar" each month. Some months we can draw two names. Tanesha will check with management on approval to begin the program.

Reminder/Announcement of annual meeting and elections at the July Meeting

Adjournment – 2:59PM

**Next Meeting July 27, 2022 – it is very important that everyone attends to vote in the new executive committee.**

**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](mailto:Tanesha.durham@Nashville.gov)**