



AccessRide Policy Advisory Committee

January 25, 2023

1:00 - 3:00 p.m.

ROUGH DRAFT

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>>PATRICIA VALLADARES: I have great news for everybody. Everybody looking at their emails after 12:00 knows about this. But I don't know if everybody saw it or not. Because I didn't see if this person sent it to everybody or just to me. But we'll talk about it.

(Laughter)

I'm going to tell you. The thing is, April doesn't work with Empower Tennessee anymore.

>> I didn't know that.

>>PATRICIA VALLADARES: She does not.

>>ROGER WOMACK: I was going to bring that up if you didn't.

>>TANESHA DURHAM: Are you ready to start the meeting officially? It's 1:00-something. How do you know it was last week?

>>ROGER WOMACK: I spoke to her Saturday and I brought up about her being part of this committee and I told her that I wanted her to stay on the committee because of her knowledge and everything. I would think that it would be in our best interest if we put her -- instead of a representative of Empower Tennessee --

>>PATRICIA VALLADARES: Did she tell you what happened? Did she quit or --

>>ROGER WOMACK: I know what happened but I have not been told I can tell.

>>PATRICIA VALLADARES: Okay. So the good thing about it is April Meredith is not working for Empower Tennessee anymore. We find out. And actually was concerned -- we emailed Debbie is concerned if she would continue to want to be involved in APAC. So the email I was saying is she emailed me, I don't know if it was just me. Like I said.

>> I think it was because I didn't get anything.

>>TANESHA DURHAM: I didn't get anything.

>>PATRICIA VALLADARES: And she said I definitely want to continue to be part of APAC. So in the email that's good news, that she's going to continue being with us. The thing is now we have to get somebody from Empower Tennessee to represent them. And I don't know exactly who will be the person but I need to contact -- I think I know.

>>ROGER WOMACK: It would be Randy is the director who you need to talk to.

>>PATRICIA VALLADARES: He's still the director?

>>ROGER WOMACK: He's still the director and I probability will be in a meeting with him Monday.

>>TANESHA DURHAM: She did email me, Debbie, you and Roger and Linda about wanting to stay as a part of APAC. I just looked at my email and saw it.

>>PATRICIA VALLADARES: She sent it directly to the membership committee.

>>TANESHA DURHAM: The nominations committee.

>>PATRICIA VALLADARES: Okay, people. Good afternoon, everybody. And Happy New Year. It is 1:00 January 25. This is the first meeting of the year. Debbie because of reasons for work, she had to -- asked me to lead the meeting again. So I appreciate everybody that's here and I also would like to if we can have a moment of silence, Steve Bland's wife passed away suddenly Sunday. So let's have a -- before we start, let's have a minute of -- a moment of silence for her, please.

>>PATRICIA VALLADARES: Thank you. And please extend our thoughts to Steve.

>>TANESHA DURHAM: I'm going to get a card and put it under his door so he knows that he is in our thoughts and prayers. I'll sign it from the APAC committee like we did.

>>NATASHA WILKINS: Please.

>>ARTHUR HUMPHRIES: His name is Steve?

>>TANESHA DURHAM: Bland, B-L-A-N-D.

>>PATRICIA VALLADARES: I had the pleasure of meeting him when he started being the CEO and I was the chair of APAC. So he has been a CEO for quite a while. I thank you again for being here. And so we need to do a roll call. So should I start? Carol.

>>CAROL FRANCISCO: Carol Francisco.

>>ARTHUR HUMPHRIES: Arthur Humphries.

>>NATASHA WILKINS: Lorri Mabry is with us and Natasha Wilkins.

>>LINDA BROWN: Linda Brown.

>>TANESHA DURHAM: Tanesha Durham.

>>JOHN FORBES: John Forbes here.

>>ROGER WOMACK: Roger Womack.

>>BRENDA BOAZ-POND: Brenda Boaz-Pond.

>>PATRICIA VALLADARES: Roger and Patricia Valladares. Thank you, everybody, to be here.

>>CAROL FRANCISCO: Small group.

>>PATRICIA VALLADARES: Yes, but at least we do have a quorum, right, Tanesha?

>>TANESHA DURHAM: We do.

>>PATRICIA VALLADARES: We're glad to have Lorri back. She has been absent for a while. She was in a hospital a while so we're glad you're back, Lorri. Thank you.

The next point in the agenda, there's -- I don't know if there are any public comments. If anybody has anything. Or do we have visitors that have a public comments?

>>TANESHA DURHAM: Yes, Joy has a public comment.

>>PATRICIA VALLADARES: Okay. Remember that we have three minutes to present your comment and so the time to have some others, too.

>>NATASHA WILKINS: Who will be monitoring the time on that?

>>TANESHA DURHAM: I will. I just got my phone out to monitor the time. You can go ahead.

>>AUDIENCE MEMBER: I just have a couple construction questions. I was on Eighth Avenue the other day and there's no landing pads in the grass in front of some of these bus stops. And when they lay the ramp out, then I have to, with my tires, if it's been raining, it sinks in, you can sink in to the grass pad. And I was just wondering who decides and if y'all would consider, whenever you're looking at repairs or upgrades, that could we have a concrete pad there from the sidewalk connecting to when the ramp lays out that I can mount on.

Then the other one, inbound at Aldi's on 52 is beautiful shelter that we have. And I've sent some pictures showing how whoever makes the decision on that construction, you've got a sidewalk that ends on either end of it, puts you out into a vehicular path, but I don't know how hard it is to have a concrete pad from that beautiful sidewalk just up into the parking lot of Aldi's. It's much safer because I have -- or anybody, has to go out to the left, up the driveway into the restaurant and dental place or down the other way and up the hill. I don't know when y'all are doing this design if that could be taken into consideration how we could have a more save -- I mean, that's a beautiful shelter there. But across the street, outbound, I stop there a lot of times to go to Aldi's and there's people standing there. There's no shelter and there's no bench, that I can recall. So I was wondering how that gets decided because there's always multiple people at the zoo. Is that on the plans to have an improvement built there.

And also, at the fairgrounds, they just locked off the gate going into the fairgrounds from the bus stop and for two and a half weeks I've been reporting to Hub Nashville and different ones. There was an electric pole that was dropped on the sidewalk that was blocking access for people to get to the bench, the bus stop area. It looked like, when I was coming in this morning, it finally -- I've been putting on Twitter to N.E.S., to the mayor and different ones saying how is this -- how are you telling me that this Hub Nashville's request has been cleaned up. And it looked like they moved part of it today but I won't know until I go back.

So I guess, when you -- whoever is doing the design would consider that. Because Eighth Avenue has some really expensive apartments there and how did these bus stops not get a bench with these \$2500 a month rentals. I think that's it.

>>PATRICIA VALLADARES: Thank you, Joy. Tanesha, I was wondering, this is something that Joy has commented and she has been coming about different questions that she had found as a wheelchair user that you know have had difficulties of things are not being -- who does the planning for that? So I don't know if you can contact, tell the person about what's going on or we should go -- Joy should go ahead and make the call and make the complaint to Georgina to the email about do this? Is a comment -- it is not actually a complaint. I wouldn't take it as a complaint, but it's a comment that things need to be fixed and need to pay attention of how they do it for wheelchair users.

>>TANESHA DURHAM: Yes. She's made all the correct -- I'm sorry. This is Tanesha, by the way. She's made all the correct -- did the correct processes. She's contacted Hub Nashville. The electric pole being in the middle of the sidewalk, I think that was one of your concerns for 52. That would be Hub Nashville. The design of the bus stop, that is something that WeGo would be responsible for. I do know there is a curb cut with highlighted domes there on -- from the sidewalk to the bus stop. If you've never been there, it's literally a sidewalk on the side of the street, like a normal sidewalk would be, but then there's like I would call it like a little island. And people have a crosswalk in between the sidewalk onto the island and then there's this bus stop in the middle of that. And then there's another cross -- then the crosswalk starts for you to cross over Nolensville Road. So it's most definitely one of the most unique bus stops we have in the city. But with infrastructure the way that it is on Nolensville with the electric light poles being in the middle of the sidewalk, that was the best way they could design it. She's -- Joy has sent me some pictures. I haven't had a moment to get through all of the emails and look at the pictures but I do have that one up and I'll talk to our engineers about it. But I know that that's a newer stop, so we'll have to go back and check the ADA compliance of it.

>>PATRICIA VALLADARES: Thank you.

>>AUDIENCE MEMBER: May I make one more quick addition I just thought of? They've just come out with the new broad way bridge six-lane and with people with sighted issues and me, that's the most fearful place to cross six lanes. If you have any input on that design. Thank you.

>>TANESHA DURHAM: For anyone that has any comments or complaints about things that are happening in the city, you do go to Hub Nashville to report those. I'm not sure if they've started doing any type of public outreach quite yet on that new bridge. But I urge you to go to those meetings, voice your concerns about a six-lane crosswalk. I have concerns, too.

>>AUDIENCE MEMBER: They say it's a done deal.

>>CAROL FRANCISCO: We don't even know when the meetings are. My concern is that Nashville has almost no audible traffic signals that are worth anything.

>>SHEILA HANSEN: Amen.

>>CAROL FRANCISCO: And if -- if blind people are going to travel safely, especially in big intersections like Murfreesboro Road, Gallatin Road where I live, even downtown, Nolensville Road, West End, you've got to have your -- the city is actually in ADA violation not having them.

>>ROGER WOMACK: (Off mic).

>>CAROL FRANCISCO: So we --

>>ROGER WOMACK: Just send an email to the company that does that kind of stuff, signage and talking signs and stuff to Tanesha to get to them. They're having a seminar today at 2:00 that I would have liked to be on today. They have the information and may be able to pass it on to the group later on.

>>CAROL FRANCISCO: I know the American Council of the Blind is (indiscernible).

>>TANESHA DURHAM: And I'll have to get y'all's input on this, but you all, I think it may be a good idea, and you can let me know if that's something you would like to do, but to

have someone from the Mayor's Advisory Committee for people with disabilities. Natasha and I both serve on that committee. If we could have maybe Jerry who's the ADA coordinator for the city come and speak with us about that.

>>CAROL FRANCISCO: Yes.

>>TANESHA DURHAM: And James is also the chair of that committee. He's just not here today. I know there are some initiatives with getting the pedestrian signage updated. We all know it's an issue. It's even a big issue in the downtown corridor. It's all over the city.

>>CAROL FRANCISCO: Sighted pedestrians are getting killed a lot. So at this point, I don't even recommend that blind people travel by themselves. It's too dangerous.

>>PATRICIA VALLADARES: Any more public comments?

>>TANESHA DURHAM: Roger did.

>>ROGER WOMACK: I'm going to try it make it real quick. I scheduled a ride to Opry Mills in December. Didn't know at the time that you couldn't be dropped -- wasn't supposed to be dropped off at the food court. I have been before. When the taxi driver picked me up, he wanted to pick me up in the alley. And I'm not going to walk through a (indiscernible). Then he came around. Then he had problems finding the drop-off point. When the taxi returned for me, he couldn't find me because he was at another location halfway on the other side of the building. I called AccessRide, they tell me where -- they tell him where I'm at and he comes. First thing he says, will you get up here and put your dog has to go in the back. I said no. He said yeah, your dog has to go in the back. You can sit up front. No, I said, and I knew there was people in there. And I said well where does my daughter sit? Don't have room for her. I went off. And there was two reasons. One, I had to have command and control of the dog all the time for my liability, the taxi's liability, and safety of the dog. Second of all, you're supposed to look at your manifest before you pick anyone up, you know. Later on when I filed the complaint, I found out I wasn't supposed to be dropped off there or picked up there. Didn't know it at the time and there's some training that needs to be done for the

customer service people on stuff like that. And I filed a complaint, asked to be notified. Didn't hear nothing to this week, I got a letter. When I file a complaint and ask to be notified, I want to talk to someone. I don't -- I appreciate the tickets, I appreciate the apology, but I want to talk to someone. And that's all I have.

>>PATRICIA VALLADARES: You got a complaint number?

>>ROGER WOMACK: Yeah.

>>PATRICIA VALLADARES: Okay. Well --

>>ROGER WOMACK: And this is an ongoing thing, of people not being notified when they ask to be notified. I've had it several times. I know of several others. So I'll drop it at that.

>>PATRICIA VALLADARES: Any -- any more public comments? Well, I just have one comment. And I think I have already addressed this kind of directly with Seda (phonetic) because I had a complaint with a customer service person. Wouldn't give me the information, I requested to dispatch. Dispatch was the one that was supposed to give me the information that I was asking for. So I made a complaint. I called back. Made a complaint to the customer service, but they wouldn't give me a complaint number. They said they were just going to email Seda about it. But I called again. You know, this was on a Saturday so I called again on Monday. And I said I want -- and I talked with another customer service person. And I said, I made a complaint and they told me that you cannot give a complaint number when you are complaining about a customer support person. And she said, let me transfer you to Seda -- or one of the supervisors that is right here. She apologized. We received the email, we are concerned and we have trained him and have had a talk with him and everything. Seda called me several days later and told me my ride when I go to church on Sunday is free.

So the thing is that when I -- sent an email to Seda that she needs -- she's the head or lead of customer service so everybody needs to know what to do and correctly. Because that's the reason why it exists and now we have Regina that she is doing something about it. She's looking at this kind of stuff. So it is very important that what

it was told and we have told all the people it happens. Because another person I know made a complaint, and they wouldn't give him a complaint number. They told him that there was no need for that and they will call him back. So there's people at the customer service is not properly instructed about what they can and what they cannot do or give information, especially with the complaints.

Okay. Arthur, do you have something to say? Oh, the minutes. Minutes. Arthur.

>>ARTHUR HUMPHRIES: Yes. Let's see. I was putting in the last notes about the complaint numbers. All right. Let's see, pulling up the minutes.

>>PATRICIA VALLADARES: So every -- so everybody is aware about the minutes from last meeting in November?

>>NATASHA WILKINS: Yes.

>>PATRICIA VALLADARES: If we need to review them or something --

>>ROGER WOMACK: Make a motion we accept the minutes.

>>ARTHUR HUMPHRIES: There's a motion to accept the minutes?

>>PATRICIA VALLADARES: There's a motion to accept the minutes. Do I get a second?

>>LINDA BROWN: I'll second.

>>ARTHUR HUMPHRIES: I'll second.

>>PATRICIA VALLADARES: Arthur seconded. And everybody is in agreement, please say aye.

[Ayes respond.]

Anybody is in disagreement, say nay. Okay. So the minutes have been approved for our November meeting. So now we have WeGo's update.

>>NATASHA WILKINS: Can I ask a question real quick. What's immediately following the agenda after the MTA updates?

>>PATRICIA VALLADARES: I'm sorry?

>>NATASHA WILKINS: What's other meetly on the agenda after the MTA updates?

>>TANESHA DURHAM: The open meetings and ADA accommodations discussion.

>>NATASHA WILKINS: Is A PAC of Praise on the agenda?

>>TANESHA DURHAM: It is on the agenda.

>>NATASHA WILKINS: Is it further down the agenda.

>>TANESHA DURHAM: It's further down, we do nominations, WeGo training and tech devices, and then A PAC of Praise discussion.

>>NATASHA WILKINS: I'm not sure how we would do that in this organization but I want to make a motion or request or whatever we need to do to move up A PAC of Praise. It's normally at the end of the agenda and we have to rush through it so I would like to move that up so we can address it and give it its full due diligence so we can see if we can maybe get that rolling. So maybe after updates from MTA or after the Open Meetings Act we have move that up on the agenda, I would like to make that discussion.

>>TANESHA DURHAM: Patricia.

>>NATASHA WILKINS: Do I need to make a motion?

>>PATRICIA VALLADARES: I guess there's a motion about it.

>>NATASHA WILKINS: I'll make a motion to amend the agenda. So I move that we move A PAC of Praise up on the agenda after the Open Meetings Act discussion point on the agenda.

>>CAROL FRANCISCO: That's where it was.

>>NATASHA WILKINS: No, it was further down.

>>TANESHA DURHAM: I think today is going to be a shorter meeting because we don't have as much.

>>PATRICIA VALLADARES: So on the motion is seconded and approved? Does everybody --

>>ARTHUR HUMPHRIES: I'll second it.

>>PATRICIA VALLADARES: Thank you, Arthur. Does everybody agree on the change of the --

[Ayes respond.]

>>PATRICIA VALLADARES: Anybody want to say nay? Okay. So it's approved. So WeGo --

>>TANESHA DURHAM: So the WeGo access --

>> Report? My name is Marco. A couple of things on the update. On-time performance is back at the levels pre-COVID, 99.7. Third parties is running on time, 97.1% on time third party vendors. Rolling into complaints. Complaints we started the months off with 118. We're down to 45. We are working on getting new fleet to change out the white vans. You guys say with the MTA on the side. So they should be coming by quarter three, maybe quarter four. And QuickTicket updates should be within quarter maybe the next meeting you guys have, we have a QuickTicket update. So we have a meeting next month and we'll get an update on the QuickTicket, how to use it and things like.

That that's it. That's the update.

>>ARTHUR HUMPHRIES: What?

>> Complaints was 118, down to 45.

>>ARTHUR HUMPHRIES: Man, that was good.

>> We're knocking them out. Georgina is doing a great job about the complaints. We're working on it. Whole team working on complaints.

(phone ringing).

>>NATASHA WILKINS: Is Georgina the lady who came last time? I couldn't remember her name.

>> She is.

>>PATRICIA VALLADARES: The complaints, we don't know if the complaint has -- it went down because there are not being taken.

>> We thought it was a good thing. Some people have made a complaint.

>>PATRICIA VALLADARES: If there's not a complaint number, you're not 100% sure the complaint was taken care of.

>> That's a different department.

>>PATRICIA VALLADARES: I know. That's what I mentioned earlier, you know.

>> Thank you, guys.

>>ROGER WOMACK: Thank you.

>>NATASHA WILKINS: I have a really quick general question. I know that the new vans are purple. What is the writing on the side now?

>>TANESHA DURHAM: Gray.

>> I think it's gray, the color of the driver uniforms.

>>NATASHA WILKINS: The only reason I asked, it's too late to do anything about it, I was asking for personal purposes is I can't see anything on the side of the vans now. I guess the writing is also purple. But the vans are very purple.

>>TANESHA DURHAM: They're all purple with WeGo in like a grayish, whitish color.

(multiple conversation).

>> That's the markings. Maybe Tanesha can take something back to the marketing.

>>SHEILA HANSEN: The marketing team didn't ask the blind and low vision people.

>>NATASHA WILKINS: That might be a mute point at this point. I don't know where they are with the reproduction of the vans and everything.

>>PATRICIA VALLADARES: They just said there were going to be new vans coming in.

>>NATASHA WILKINS: That's why I asked.

>> They're all going to mirror the same -- right now they're still white MTA vans, part of the fleet. They're they'll all be the same, purple with the gray.

>>PATRICIA VALLADARES: That's a comment that we need to report that the purple vans having the gray saying WeGo needs to turn into -- needs to be white so we can see the contrast of colors. Because the purple and gray, they might look very pretty, but they're not accessible for low vision people.

>> You got that, Tanesha?

>>TANESHA DURHAM: I'm typing notes today.

>>PATRICIA VALLADARES: Elderly people may not see well, too.

>>NATASHA WILKINS: If they need some feedback, like I come here a couple of times, Roger has, too, to kind of do hands-on stuff. I don't mind doing that because I would be one of the people that would benefit from that. So if it's a moot point, I understand. I just thought I would ask since the buses got brought up. If it was a white or maybe a yellow -- that may be too colorful.

>>SHEILA HANSEN: Yellow is about the only color I can see.

>>NATASHA WILKINS: In certain situations, especially at night for someone who's low vision, if you look out with the vans being so dark and the gray being on there, the van will disappear.

>>TANESHA DURHAM: I'm going to reach out to our communications department because I know there's a lot of things with branding. I've made a mistake recently and was "off brand" so to speak. So let me -- I'm going to email her and -- with your concerns while we're in this meeting real quick and see if there's something that they

could do with the colors. That may have been something that just wasn't considered. But I understand it's a purple van with white writing for some people it is hard to see. It might be better to be a white van and purple writing.

>>NATASHA WILKINS: I don't know if they would want to completely take out the purple from the vans. That sounds like a big step. If they could swap out the gray writing.

>>TANESHA DURHAM: Instead of -- would white writing look better?

>>NATASHA WILKINS: That will give contrast.

>>BILL ZAGORSKI: If that's not possible, would it be an after market, a light strip on the WeGo emblem?

>>NATASHA WILKINS: That's a good point, too. Even if there's no writing because we wouldn't be able to see the words anyway, we'd just see the white. So that's a great suggestion, just a white step across would give us that contrast. But for what it's worth, that purple is fire, though. It's pretty. But it will disappear in the afternoon and at night.

>>SHEILA HANSEN: Which white stripe it is?

>>TANESHA DURHAM: If we could make it around the logo. The logo is a bus. If we could make the wheels and squares light up with reflectors, that would be better and that would be -- I think it's an easy fix, but I'm not in that department where they wrap the buses. Sounds easy to me.

>>NATASHA WILKINS: If they want to -- before they invest and go into that time and effort, this should work and they put the time and effort to change it and it's still not going to work, so I think that will be something easy that we can help with, if it's feasible, you know.

>>SHEILA HANSEN: They need to make it feasible.

>>PATRICIA VALLADARES: You know, ones that are blind like Carol and myself cannot see that.

>>CAROL FRANCISCO: I didn't help with that one.

(Laughter)

>> Can I say one thing? The bus is designed -- the windows reflect at night. The WeGo reflects at night. Back of the whole van reflects at night. So I'm going to talk with some people and see if we can bring some pictures of the van at nighttime and show them on a monitor and how the van looks at night.

>>TANESHA DURHAM: That would be nice.

>>NATASHA WILKINS: That's a great point W the van reflecting and I'm sure that will be helpful for especially people with -- oh, I can't think of the world. Really sensitive to light. But depending on how it's reflecting, it still might not hit a person with low vision because I had no clue that it reflected. I could not -- I didn't know it was reflecting.

>>PATRICIA VALLADARES: What about during the day with the sun.

>>TANESHA DURHAM: I've just never paid attention to it.

>> Even the buses have three reflectors around the emergency windows.

>>SHEILA HANSEN: But if there are other vehicles with reflectors around their windows.

>> Just some things to play around with.

>>NATASHA WILKINS: That will work.

>> Thank you, guys.

>>PATRICIA VALLADARES: So thank you. The next point in the agenda, we're supposed to discuss -- my telephone went --

>>CAROL FRANCISCO: That's where she wants to do --

>>NATASHA WILKINS: No, next is open meetings and next would be A PAC of Praise.

>>PATRICIA VALLADARES: Okay. Open meetings and ADA accommodations. So who's going to be talking about that?

>>TANESHA DURHAM: Natasha, were you a part of that committee? Is it you, Dr. Dandy, April.

>>NATASHA WILKINS: I don't know who was the chair of that committee, but tony knowledge there has not been a subcommittee meeting or a gathering or anything since the last meeting. So I'm -- I was not aware of any of that. And I'm not sure where Debbie is on that.

>>ROGER WOMACK: (Off mic).

>>PATRICIA VALLADARES: What I remember something that was discussed last time is trying to be able to write a letter or something to communicate, to find out who the person we need to reach to -- so that, you know -- we can be --

>>NATASHA WILKINS: Who was the chair of that committee?

>>PATRICIA VALLADARES: Arthur, do you have in your minutes by any chance?

>>TANESHA DURHAM: I think that --

>>ARTHUR HUMPHRIES: I wasn't here for the last meeting.

>>ROGER WOMACK: I'm not even sure the committee was fully organized the last meeting. None of them, I don't think any of the committees --

>>TANESHA DURHAM: Some people volunteered to be a part of the committee, but I don't think a chair was established just yet.

>>CAROL FRANCISCO: You need to have somebody chair ors else the meeting is not going to be set up.

>>TANESHA DURHAM: Oh, April is the chair. There was a chair. For the opens meeting accommodations, April was the chair, Natasha, you were on the meeting. I know Dr. Dandy -- I thought she said she wanted to participate but I didn't see her name on this particular list.

>>NATASHA WILKINS: She probably did.

>>PATRICIA VALLADARES: So if April is not here and we don't know if she has done anything about it, so there's no discussion about it.

>>CAROL FRANCISCO: No. Somebody will have to get in touch with April and see if she still can do it.

>>PATRICIA VALLADARES: I'm sure she will because she wants to continue being a member, as a rider and --

>>CAROL FRANCISCO: I was basically thinking of Herr living in Murfreesboro now, how hard it might be for her to get in in person now.

>>PATRICIA VALLADARES: She'll get here. She have done it before.

>>CAROL FRANCISCO: Okay.

>>PATRICIA VALLADARES: I'll reach out to April to see if she has something -- so this is a discussion, a point that we cannot discuss.

>>CAROL FRANCISCO: No.

>>PATRICIA VALLADARES: We cannot talk about.

>>CAROL FRANCISCO: No. Because no action has been taken.

>>TANESHA DURHAM: So we can defer it for the next meeting.

>>ROGER WOMACK: You also need to know how many we're going to have on that committee. Is it going to be three or five like all the others?

>>PATRICIA VALLADARES: Yes. But that's something either -- that I guess the -- Debbie asked if -- who was interested in some -- like Natasha and -- said that they would be interested but since April is chair, she needs to find out if anybody else wants to be part of that committee.

>>LORRI MABRY: Can I join it?

>>NATASHA WILKINS: There you go. Add Lorri on it.

>>ARTHUR HUMPHRIES: Lorri asked to join the meeting.

>>PATRICIA VALLADARES: Lorri wants to join?

>>NATASHA WILKINS: Yes.

>>PATRICIA VALLADARES: Tanesha, if you will send me that -- Dr. Dandy, Natasha, Lorri wants on that committee and I'll reach out to April.

>>ROGER WOMACK: We need five, I'll go ahead and volunteer to make sure we have a full committee.

>>PATRICIA VALLADARES: Well, you know T committee -- it doesn't say how many people we have -- we have four there.

>>ROGER WOMACK: That's fine. I thought on the others it was five, so I could be wrong.

>>PATRICIA VALLADARES: I don't think it's --

>>NATASHA WILKINS: The bylaws says you can have up to five people.

>>PATRICIA VALLADARES: Up to five. Doesn't necessarily have to be five.

>>NATASHA WILKINS: Doesn't have to be. Can be up to five.

>>PATRICIA VALLADARES: Yeah, because you are with nominating committee. Don't leave me alone.

(Laughter)

>>PATRICIA VALLADARES: Okay. So we have nominated a -- nominating committee.

>>NATASHA WILKINS: Next is A PAC of Praise, Patricia.

>>PATRICIA VALLADARES: A PAC of Praise is first?

>>ROGER WOMACK: Yeah, we moved it up.

>>PATRICIA VALLADARES: Okay. Arthur.

>>ARTHUR HUMPHRIES: That's a great segue because one thing we were thinking of, Natasha and I, we were actually on the same bus coming here very fortuitous and worked out. Normally I struggle. It was good.

In reference to what we just discussed, because we also did not have a subcommittee meeting because of the limbo we're in with the State and trying to find out this in-person stuff and that's way more complicated and convoluted than it should be. We just simply talk via Zoom or what not, I was want to go propose that maybe we could have subcommittee meetings after our next meeting. That way we're already here. And -- because I will feel kind of guilty to have members go through the extra heartache and pain. I mean, we report so much that we deal with -- getting from place to place. One more meeting like that only adds to our frustrations. So it kind of -- it's like okay, we're trying to do APAC a praise but in order to have the A PAC of Praise meeting, you guys have to be here in a situation where you have to get out and be more stressed to get to the A PAC of Praise meeting.

>>CAROL FRANCISCO: Either that or by Zoom.

>>ARTHUR HUMPHRIES: We can't do it by Zoom because of the law right now.

>>CAROL FRANCISCO: That's crazy.

>>ARTHUR HUMPHRIES: I'm thinking, one way around that, if we're already meeting, we can just --

>>PATRICIA VALLADARES: You're already here.

>>ARTHUR HUMPHRIES: We're all here. It's like two birds with one stone.

>>CAROL FRANCISCO: We did the same thing with ACB in January for our budget. The committee just stayed.

>>TANESHA DURHAM: I didn't hear. There was a couple people talking. I'm sorry.

>>CAROL FRANCISCO: He's talking about having the committee meeting after this meeting.

>>TANESHA DURHAM: I heards you talking and Roger.

>>CAROL FRANCISCO: I thought they could do it by Zoom.

>>TANESHA DURHAM: We can't do it by Zoom but as Arthur suggested, we could meet before. We could have some subcommittees before the APAC meeting and some after. I've reserved the room from noon to 3:00. If I need to go back to reserve it until end of day, I could do that.

>>CAROL FRANCISCO: Until 4:00.

>>TANESHA DURHAM: You give me guidance which time you would like to have subcommittee meetings.

>>PATRICIA VALLADARES: Which committee wants to meet early and which wants to meet late.

>>ROGER WOMACK: You have to remember one thing, there may be someone on two different committees, so probably be some meetings before and some afterwards and do it all the same day.

>>CAROL FRANCISCO: Right.

>>ROGER WOMACK: And get it over with or we can get some business done, because we -- the last six months I'm a little bit frustrated at, you know, we haven't had any committee meetings.

>>PATRICIA VALLADARES: I know.

>>ROGER WOMACK: Really haven't gotten anything done. And we need to and we have people that want to be on this committee, people I'd like to bring up to be on this committee. There's this agenda we're talking about, we need to do something about. But until we get the committees going and speaking, we can't do nothing.

>>PATRICIA VALLADARES: Yes. So definitely, Arthur, you know, his committee, he wants to do that during -- you're in charge, so people that wants to be in that committee with you, has anybody expressed interest in --

>>ARTHUR HUMPHRIES: Yes. I have a few members. And I'm happy to open it up if anyone wants to elect to -- or volunteer to join the meeting. And we can do like the other meeting before -- like you mentioned. Because we're kind of spinning our wheels.

>>PATRICIA VALLADARES: I'm giving you the 3:00 to 4:00.

>>ARTHUR HUMPHRIES: That's perfect.

>>CAROL FRANCISCO: Nominating would be at noon. That works.

>>ARTHUR HUMPHRIES: I'm like Roger, we've got to make some momentum. I think we're all feeling the same way.

>>NATASHA WILKINS: Yes. What about the Open Meetings Act?

>>PATRICIA VALLADARES: Open meetings.

>>NATASHA WILKINS: That's another committee.

>>TANESHA DURHAM: The committees we have, the nominations committee, we have the open meetings committee, and then we have A PAC of Praise and Roger's committee on technology.

>>ROGER WOMACK: That's four committees.

>>TANESHA DURHAM: And there were some people appointed at the last meeting that Debbie sent us an email about. Give me a second and I'll tell you who's on each committee. If anyone else is interested in joining, just let us know.

>>NATASHA WILKINS: So do we need to allow Debbie to create the schedule for the meeting and subcommittees before and after?

>>PATRICIA VALLADARES: She might. You know, if there are four committees that we are on, you know, so we're going to have to divide two and two.

>>ARTHUR HUMPHRIES: Or do 30-minute slots. 30 minutes for each meeting will give us -- that way no meeting is overlapping the other.

>>PATRICIA VALLADARES: Right.

>>TANESHA DURHAM: Do you think that's enough time to handle business in 30 minutes.

>>ROGER WOMACK: If many times they can.

>>ARTHUR HUMPHRIES: I think if we come with something in place, not wait until the meeting, then the meeting itself will serve as a finality.

>>PATRICIA VALLADARES: I think people can email each other so nothing is going to be done into we meet in --

>>LINDA BROWN: Draft your agenda beforehand and share.

>>NATASHA WILKINS: That's why I was saying let Debbie structure that since she's the Chair and she has to put the agenda together and she could structure something for the subcommittee meeting. And we can actually truncate the APAC meeting if we can get through the agenda and business, we can maybe shave off 30 minutes at the least of a meeting.

>>PATRICIA VALLADARES: I'm telling you today we're going to be done before 3:00.

>>NATASHA WILKINS: Exactly. I don't know who will do that, Tanesha and Patricia, this is the goal for the March meeting and we need her to structure the agenda and organize the subcommittee schedule around that and we should be able to get that done. Maybe we can have 45 minutes for each committee meeting if we shorten the chapter -- not chapter. Wrong organization. If we shorten the --

(Laughter)

If we shorten the APAC meeting. I'm in so many meetings.

>>CAROL FRANCISCO: Me too. I keep calling ate chapter.

>>PATRICIA VALLADARES: So -- okay. So either -- are we both can communicate with Debbie. Last time I had to chair the meeting because she wasn't present, you

know, I went ahead and sent her an email with things that were discussed and everything.

>>CAROL FRANCISCO: Tanesha probably needs to send Debbie the list of committees and who's on them.

>>TANESHA DURHAM: Well, she sent me the list of committees and who was on them. I was about to read them to you all. Give me a second. I've got to pull it back up again. The nominations committee we have Patricia, Linda Brown, Roger. The A PAC of Praise is Arthur and Debbie. Open meetings accommodations is April and Natasha. Preparations technology, which is John's group, John Forbes and Brenda. So those are the committees, the subcommittees that have been formed.

>>CAROL FRANCISCO: You don't really need to have a nominating committee until right before the -- I don't know when the elections are but you probably don't need it in March.

>>PATRICIA VALLADARES: Nominations committee is not just to nominate the executive committee. It is to nominate organizations, find more people to be part of the APAC meeting.

>>CAROL FRANCISCO: Oh, okay. Gotcha. I thought it was just for elections. I'm new.

>>ROGER WOMACK: We meet and talk to the potential person and then we bring them formally to the meeting to be selected.

>>PATRICIA VALLADARES: Yes. And I know that, you know, April was in the nominating committee before, so -- but the thing is that until we have her back, we cannot make sure, you know, where she's going to be. So you can add that Lorri wanted to be with open meeting ADA, that she wanted to be part of that meeting. So you can add that to that list.

>>TANESHA DURHAM: Yes, I emailed you and Debbie already.

>>PATRICIA VALLADARES: Yes. And Carol, would you like to be a part of any of the committees?

>>CAROL FRANCISCO: Not really.

>>PATRICIA VALLADARES: That's fine.

>>CAROL FRANCISCO: Right now I've --

>>PATRICIA VALLADARES: You have your hands full.

>>CAROL FRANCISCO: Right now I have my hands full.

>>ROGER WOMACK: I don't know if this is the proper time or not to bring it up but I will bring it up. Since April wants to be a part of this committee still, I'd like to propose in front of the committee that she be put in as a consumer unless there is some objection.

>>ARTHUR HUMPHRIES: I'll second that.

>>CAROL FRANCISCO: That would have to be done because she's not with the organization anymore. You're right.

>>PATRICIA VALLADARES: And that's how -- the request, the email she sent is very clear the reasons why she wants to be part of this committee. So Roger nominated April as a consumer and -- and that she uses services over the border from Davidson County, she's blind and everything. Arthur seconded it. So do I have an agreement from the membership to say yes?

[Ayes respond.]

>>PATRICIA VALLADARES: Lorri went ahead before anybody else.

>>CAROL FRANCISCO: Yes, she did.

>>PATRICIA VALLADARES: Anybody who wants to say no? Okay. So we need to communicate to April that she has been accepted as a member -- as a consumer from APAC. She has been an asset to this committee and she has been with us, she's good and she has ideas and everything. So we'll have to remind her that she is chair --

>>ROGER WOMACK: Let me make sure I wasn't out of context and she isn't -- she wasn't here. I don't think that that will be out of context with my motion.

>>PATRICIA VALLADARES: No, no. Because she sent to the nominating committee that the request to be part of it, she wanted to be part of it. You haven't seen your emails but probably you'll see it later. And Tanesha said she sent it to Linda, her, Debbie and I and you. So I think we are okay. So we just have to tell April that she -- remind her that she is Chair of the open ADA meetings committee. And we'll -- I'll ask her if she wants to continue being in if nominating committee since chairing that other committee. I don't know if she wants to.

>>CAROL FRANCISCO: If she's not working she probably has more time to devote to it, you know.

>>PATRICIA VALLADARES: She probably does.

>>NATASHA WILKINS: Oh, my goodness. What's next on the agenda?

(Laughter)

>>CAROL FRANCISCO: Doughnuts and coffee. I'm teasing.

>>PATRICIA VALLADARES: My gosh.

>>TANESHA DURHAM: So are you looking for the next item on the agenda? We have nominations committee.

>>PATRICIA VALLADARES: We already did.

>>TANESHA DURHAM: Well, here's the thing. It was kind of unofficial nominations committee, but Joy, do you have any information you would like to share with the group? I know you were interested --

>>AUDIENCE MEMBER: I was interested in joining --

>>CAROL FRANCISCO: I thought Joy was a member. She'd be a good one.

>>ROGER WOMACK: We have to have a nomination committee meeting and speak to her.

>>PATRICIA VALLADARES: So what you can do, Joy, is send us -- send an email and share with us why the reason that you would like to be part of the -- of APAC. So that we can move a little bit since you're already here, you have -- you know how the meetings go and everything. So what we need to have is a letter from you, an email from you, saying the reasons why you want to be part of this.

>>AUDIENCE MEMBER: All right.

>>TANESHA DURHAM: And she's fulfilled her two meetings.

>>ROGER WOMACK: At the next the meetings we would just need to speak to her and ask her two or three questions if we could before the -- whenever our meeting will be and if our committee has any other persons that they're interested, also meet -- try to meet with them. I do have a potential person that I'd like to bring in front of the committee, too.

>>PATRICIA VALLADARES: Okay.

>>NATASHA WILKINS: Can I make a suggestion?

>>PATRICIA VALLADARES: Yes.

>>NATASHA WILKINS: I know that we need to -- like you're saying, that she needs to send an email so that can be documented and things like that, but since we're here now today, can she verbally take a minute or two and express that?

>>ROGER WOMACK: We can do it today.

>>PATRICIA VALLADARES: Sure. Why not. Linda, you take notes.

(Laughter)

>>LINDA BROWN: I've got you.

>>PATRICIA VALLADARES: Okay, Joy. Let us know what interests you to be part of this -- of the APAC committee?

>>AUDIENCE MEMBER: I'm a disabled nurse and I just feel like I have been an advocate for disadvantaged people for most of my life. And now I feel like I'm in a position that I have a voice. I don't know that I fit in perfectly to what y'all are looking for, but I would like to be trialed and see. I would rather be an advocate than an adversary. I don't feel like -- I hope that y'all have not seen me as an adversary when I raise up different questions when I've come in. And I feel like there's a lot going on that maybe I have a voice that I could help with. I'm 62, I'm still trying to find where my purpose is at this point in my life. I've been in a chair two and a half years. My legs do work but when I stand up I have Pott's and I get dizzy and nauseous, and it's just better for me to stay in a chair. So I have the advantage of both worlds. I use a Rollator at home to scoot around, and I just feel like I can maybe address some things possibly. I don't know if -- if I don't fit in, that's okay, too. I just want to be helpful in some way. I'm not sure what other --

>>ROGER WOMACK: Joy, I see that you brought several issues to the committee both with probably AccessRide but with the regular bus service and I think you would be a very good advocate for people with disabilities. And knowing that you're a nurse and knowing some of the different problems with other people with their disabilities, I have no issue with you being a member and I think you would be very helpful to our committee and even to the WeGo board also. I really don't have any real questions, since I've heard some of the issues you've brought, so I really don't have a lot of questions myself. And I would be glad to have you as a member.

>>PATRICIA VALLADARES: Well, I will say that I too agree with Roger on that. And Linda?

>>LINDA BROWN: Agree.

>>PATRICIA VALLADARES: You agree. Okay. So I guess we're going to nominate Joy to be part of APAC officially today, if everybody is in agreement.

>>LORRI MABRY: Aye.

>>PATRICIA VALLADARES: Say aye.

[Ayes respond.]

>>PATRICIA VALLADARES: Anybody oppose?

>>CAROL FRANCISCO: There you go.

>>PATRICIA VALLADARES: Okay, Joy. Welcome.

>>CAROL FRANCISCO: Do we have any other members in this group in a wheelchair?

>>PATRICIA VALLADARES: Lorri.

>>CAROL FRANCISCO: That's right. I've known Lorri for years. What am I thinking?

>>PATRICIA VALLADARES: It's a big asset. We need that because we have tried, the nominating committee, we have -- our purpose is just -- for everybody's knowledge -- our purpose is to have the diversity of members in APAC, representing the different disabilities. So Joy, you are welcome to it and you are going to be a big help for us in this committee and everything to look -- to form a different perspective of things.

>>CAROL FRANCISCO: Absolutely.

>>PATRICIA VALLADARES: So if anybody, before I have said it but I haven't said it before, you know, lately, I know that Roger has somebody that he wants to nominate, but also, if anybody else has an idea of somebody or an organization and have the contact of that organization, to be part of this group, please let us know.

>>ROGER WOMACK: I will say that at the next meeting I will ask Kelly James from Voc Rehab to come.

>>CAROL FRANCISCO: Definitely.

>>ROGER WOMACK: Because she has people, she's a consumer and she also people with her organization --

>>CAROL FRANCISCO: I thought of her, too, Roger, because she's a member of our chapter.

>>PATRICIA VALLADARES: She's a good one.

>>ROGER WOMACK: I'll ask her to come speak to the nominating committee next meeting.

>>PATRICIA VALLADARES: I have a question that at one point we have discussed but since I didn't know that both you, Tanesha, and Natasha, you were on the Mayor's Advisory for People With Disabilities, if you are able -- who did you say was the chair of that advisory?

>>TANESHA DURHAM: James Brown.

>>PATRICIA VALLADARES: James? Oh. I sent an email today with John -- James -- I mean, I said John, James has been part of this group but if we take notes on the minutes of did he attend at all a meeting last year, Tanesha?

>>TANESHA DURHAM: He has let me know he was unable to attend so he was excused.

>>PATRICIA VALLADARES: He has excused himself. He has excused himself but he has not been present.

>>CAROL FRANCISCO: No.

>>PATRICIA VALLADARES: And that -- you know, so what was the purpose of that? You know, I know -- we know that, you know, some of us have a job, have other responsibilities, but if we cannot attend the meetings, what is the purpose of being part of it? So I sent him an email today when he said that he was not going to be in -- you know, because really, we need to know if he wants to continue being part of it or not. We are not going to dismiss him if he wants to continue, but we need him to be part of it. And, you know, not just a consumer but we need a presentation from APAC to the Mayor's Advisory. So it's a decision that he can decide.

>>CAROL FRANCISCO: I think he just gathers up titles and stuff and doesn't care, myself.

>>PATRICIA VALLADARES: Hold your comments. So you'll -- so we need to figure out that and see if he wants to nominate somebody from that advisory or if he's going to be able to come or have somebody to represent the advisory.

(phone ringing).

>>SHEILA HANSEN: Sorry.

>> Good timing.

>>PATRICIA VALLADARES: So I guess --

>>TANESHA DURHAM: I think -- it's not I think. I know he has an extenuating circumstance and I'll talk to you after the meeting. I'll send you an email and let you know, but I think you may be in the loop of that, too, but I'll send you a reminder.

>>PATRICIA VALLADARES: Yeah. So anyway, as it is right now, we have covered -- we are going to have John Forbes.

>>JOHN FORBES: Yes. John Forbes speaking. I can give you an update on the tech devices. I had to learn a technology lesson. I had my IT guy to come to my apartment on the Tuesday before Christmas and I told him that I wanted to download the AVA app which is the program that changes speech into text. Well, he took my iPhone and he started looking for that app, and it was showing that I needed an ID number on my phone. That I did not know. I was surprised at the store where I bought my new iPhone did not even educate me with that.

So I began to look for my receipt to see if it had the ID number on it, and I cannot find it. So I don't know where I put it. So I contacted a representative of the Tennessee Relay Service, and she has connection with T-Mobile which is my cell phone service, and she promptly emailed me the link to set up your ID number. Many but she stated in the email that the IT guy will have to help me with that. So I'm waiting for him to get back to Nashville. He's out all this week. I hope he can come next week to see me and I can

get that done because I wanted to demonstrate the AVA app to you. But I don't have that on my phone. But I will be able to see a demonstration of it this Saturday at a meeting.

Now, Tanesha told me that she downloaded it. Did you have any success with it, Tanesha?

>>TANESHA DURHAM: I'm looking right now. It says AVA best live communications communicate fast and easy with Deaf and hard-of-hearing people. So I can join a room. I didn't have any problems with needing a code or anything and I've also got T-Mobile.

>>PATRICIA VALLADARES: ID number. At the end of the day where do you get that ID number? I mean, sometimes you can download some apps but to activate it, that's sometimes you need something.

>>ROGER WOMACK: Are you using voiceover on your phone also? John? Are you using the voiceover feature on your iPhone?

>>JOHN FORBES: What my problem is with my iPhone is I have not been able to get the proper training to use it. The Deaf/blind --

>>CAROL FRANCISCO: That's why I don't have one.

>>JOHN FORBES: Let me explain. I did get some training with the Deaf/blind specialist of Tennessee but he got transferred to Kentucky. Now I'm kind of out of it. And so I do need more training to effectively use my iPhone. And so that is something I am trying to work on.

Now, this is what I have learned through the email with the link that is to be used. And what it said that you've got to use is the website to help create your ID number to put on your phone so that you can download the app. That's what I could not understand at first, why you've got to have an ID number to get any kind of app downloaded. I'm trying to even get the app for my digital watch I have downloaded onto the iPhone so I can set the watch to work. See, it just keeps multiplying.

>>ROGER WOMACK: The voiceover is a little bit different than that. It should be on your phone. But I can give you a name of a gentleman to talk to and you could get with

Voc Rehab and talk to Steve Norman. He is a certified iPhone trainer and he can give you a lot of helpful information. I know, Tanesha -- I mean, Natasha knows him, and voiceover is different than what you're talking about. The voiceover should read anything that's on your phone on any app. If it's cut on correctly.

>>JOHN FORBES: Well, can you email me that information, Roger?

>>ROGER WOMACK: I'll be glad to. I'll try to get you his name and phone number.

>>JOHN FORBES: Okay. What do you want me to do, email you so you can have my address?

>>ROGER WOMACK: Either I'll send it to you, I'll look your email up, or I'll either send it to Tanesha and she can forward his name and number to you. But he may be able to help you or you may have to go through Voc Rehab to get it done, but he does those type classes on all the different procedures, the swipes, the whole thing for iPhone. He can help you with, and there is people out here that can help you with that. But I think what you need is really to learn how to use the voiceover feature on the phone. Then you'll be able to do more with the iPhone. I'm not a great -- I can use it pretty good, but he taught me a whole lot that I didn't know. So, you know, the help is out there. It's just you need to know who to talk to.

>>LINDA BROWN: Brenda has a comment.

>>JOHN FORBES: And John speaking. Roger, can you give me contact name for Voc Rehab?

>>ROGER WOMACK: I'll send you contact name for rehab and I'll send you Steve Norman's telephone number and name.

>>JOHN FORBES: Okay. I would appreciate it.

>>PATRICIA VALLADARES: So Tanesha, you said you downloaded the app with no problems? And have you tried to use it?

>>TANESHA DURHAM: I haven't tried to use it. It's something me to scan a QR code. It seems as if it's a one tap captions for online meetings and videos. Was the AVA that I downloaded. And it asked me to join an AVA room and asked me to scan a QR code or search by the AVA name. So that's what it's asking me for.

>>PATRICIA VALLADARES: Yeah.

>>TANESHA DURHAM: It seems as if you have to create a meeting, kind of like a Zoom meeting and if I need to get into that meeting I would scan the QR code or know the name of the meeting and I can get in. That's how I assumed it worked.

>>PATRICIA VALLADARES: We'll see next time if you, John, have anything.

>>LINDA BROWN: Brenda has a comment.

>>JOHN FORBES: John speaking again. I want to ask the committee on that list of devices, one is called the UbiDuo. Would y'all like for me to get ahold of the representative to come and make a demonstration of how that device works? I feel it would be of use for office use if you get someone to come in that needs an interpreter but you do not have an interpreter on hand. You can -- what it is, it's like two keyboards, one like me, I type and you receive the message on the other keyboard monitor for that person to read who may be Deaf. Would you like that demonstration?

>>BRENDA BOAZ-POND: I want to add to this. Okay. AVA, it's good for everybody has to download the app. So they know who's talking. So that's more of a challenge. Everybody has the phone to use AVA. Otherwise, we -- John can go to Apple store. They have a representative to explain how to use iPhone because right now, they just upgraded new features. It's called accessibilities. You go into and then you click on live caption. Then I would be able to click on it and can see who's speaking. They have to be really close. Then I would be able to click on the microphone is listening and then you -- it can be either FaceTime or a group conversation like this. But maybe one of them is too far. They have to sit close. Then I can read what they were saying. That's one thing. But for AVA, anybody can be far or close. I have never used ASA before so I can't answer that one.

And John was talking about UbiDuo, it's good for people who don't have a phone. They can use the keyboards and the other person has a keyboard. They can talk back and forth. It's good for one-on-one. But like -- like I want to inform John that he can go to Apple store, they also have an interpreter. You can request an interpreter. They will bring iPad and they have an interpreter remote interpreter. It's really nice. And they can help people with hearing loss if they sign. But for people who are hard of hearing, they can show how to use it, with John. Okay. Any questions?

>>PATRICIA VALLADARES: Thank you, Brenda. Any questions about --

>>BRENDA BOAZ-POND: You're welcome.

>>NATASHA WILKINS: I just appreciate y'all's diligence on that. Thank you for that information that you are continuing to update us with.

>>PATRICIA VALLADARES: Yes. And it's important so we all learn because we need to be ADA, you know, compliance, you know, in every way.

>>CAROL FRANCISCO: I just hope we can get on because I asked about if I ever wanted to get an iPhone and they said well no, you can't -- you're not looking for a job or anything like that.

>>ARTHUR HUMPHRIES: I can help you with that.

>>PATRICIA VALLADARES: They can as well, it is just -- what Roger is saying is the training.

>>CAROL FRANCISCO: That's what I said. They said you can't be a client. So I don't have one. And, you know, I have no intention of getting one unless I can get decent training because I don't want to put that kind of money in it.

>>TANESHA DURHAM: Roger, I have a question. At Voc Rehab does that gentleman offer free training on how to use an iPhone through Voc Rehab?

>>ROGER WOMACK: It's kind of -- they do but it's supposed to be where you're going to look for a job later on.

>>CAROL FRANCISCO: Right. That's what they told me.

>>ROGER WOMACK: But, you know, you can get around it a little bit.

>>TANESHA DURHAM: But it really is for --

>>CAROL FRANCISCO: A friend of mine had it and it was only like an hour. She barely got anything.

>>ROGER WOMACK: No, Steve's class is nine weeks.

>>CAROL FRANCISCO: She had one person come to her house for an hour.

>>NATASHA WILKINS: Steve is TRC and it's a different thing.

>>CAROL FRANCISCO: I'll have to tell Paula about it. She was trying to use her insulin pump and the training wasn't enough for her to use it.

>>ROGER WOMACK: You might be able to set up some private classes with Steve. I don't know. That's something you would have to ask. But his classes are about nine weeks for about an hour each time.

>>CAROL FRANCISCO: That's what it means. It's a complicated thing.

>>ROGER WOMACK: And it takes over the swipes adjustors, email, photos. You can think of it, he goes over it.

>>CAROL FRANCISCO: That's what's needed. Yes.

>>TANESHA DURHAM: Brenda and John -- I'm sorry, go ahead, Roger. I thought you were --

>>ROGER WOMACK: But I'll -- let me talk to him, see if he can do anything --

(phone dinging).

-- or a class for people or something. He might be able to. I don't know. And that's the same way with him and Natasha taught a class between iPhone and Androids and it was very interesting in how they worked -- they mirror each other.

>>CAROL FRANCISCO: I missed that.

>>ROGER WOMACK: Sometimes you've just got to learn the swipes and what the things do.

>>CAROL FRANCISCO: I can't tell the difference -- yeah.

>>ROGER WOMACK: Let me see if he can maybe do something for John or set up some kind of class or something. I don't know if he will. But I know he works for TRC, so I don't know what his limitations are.

>>CAROL FRANCISCO: Our organization trying to do one a couple years ago at Apple store and it was a nightmare. I'm there in the middle of the store and I don't have a bad hearing impairment but there's a lot of background noise I don't hear. And I could -- I couldn't get anything out of it.

>>ROGER WOMACK: I tried to set that up, and it was too much interference there, so --

>>BRENDA BOAZ-POND: Have you tried the new Apple store downtown? Have you tried that?

>>TANESHA DURHAM: What was the question?

>>ARTHUR HUMPHRIES: The new Apple store that's downtown.

>>SHEILA HANSEN: Yes, downtown.

>>ROGER WOMACK: There's a lot of noises in those classes.

>>SHEILA HANSEN: It's down at the new shopping center.

>>PATRICIA VALLADARES: Where is it at?

>>TANESHA DURHAM: Like on Broadway.

>>SHEILA HANSEN: Where the old convention center used to be.

>> Fifth and Broad.

>>ROGER WOMACK: Fifth Avenue or Sixth, something like that.

>>BRENDA BOAZ-POND: Fifth and Broadway.

>>SHEILA HANSEN: The African-American Museum is -- it's in that same complex.

>>CAROL FRANCISCO: Okay.

>>ARTHUR HUMPHRIES: Do you know about TDAP program?

>>SHEILA HANSEN: That's how I got my phone.

>>ARTHUR HUMPHRIES: You get your iPhone if you want an iPhone. You can get an amplified phone, VCD -- VCO device, CapTel captioning, Captel speech generation. It's free.

>>CAROL FRANCISCO: Yeah. That's what my friend D. but the instruction was at her house for only an hour, and it barely touched the surface. So yeah. That's the problem. That's exactly how she got it. But the instruction was not worth --

>>ARTHUR HUMPHRIES: I have the information. TDAP. And it's free.

>>CAROL FRANCISCO: Like I said, the instruction was pretty much worthless.

>>TANESHA DURHAM: John and Brenda, how do you foresee these applications and technology helping with WeGo and communication between operators and staff? How do you foresee that?

>>BRENDA BOAZ-POND: Well, for me, if I have an iPhone, I will just point it to the driver and look. Or the driver can write on a white board. If it's very brief time. So that's what I do, I go like that. Oh, okay. Also, if point, you know, be mindful of Deaf/hard-of-hearing people behavior. How do they communicate, getting on the bus, things like that. Just a little sensitivity training. What are their needs because some low vision and -- like John can give brief training about Deaf/blind, very brief, touch. You know, sometimes maybe you teach a little sign, stop, go, where. It's very brief. Like life survival signs. Right, John?

>>JOHN FORBES: Yes. That is correct, Brenda. I've had a tough time getting any kind of training in the state. It's gotten to the point that the state is just letting me, a Deaf/blind person, down. And I'm not the only one.

>>CAROL FRANCISCO: Oh, I know.

>>JOHN FORBES: And I'm working on it in every way I can. That's why I'm trying to do what I can with this sign language training program for the Deaf, Deaf-blind and even hard-of-hearing community. So it's going to take some time to work out the most effective device to use. I'm not saying get an answer today. There are others that I need to check on, but I'm trying to start with this app that changes speech to text. It seems to me that will be the simplest way to work out the technology for the driver to communicate with the rider from those three communities I've named.

I'm also trying to help the situation with the office where applicants come in for AccessRide and meet Tanesha and if one is Deaf that walks in and she has no interpreter, that's why I brought up about the UbiDuo. It would be an effective substitute to cover the lack of an interpreter now, if you want me to get the rep to come in and demonstrate it to this committee, I can. Or just to have her go just to Tanesha, I just need to know. I will take care of the arrangements.

>>TANESHA DURHAM: I'm interested, John, just to learn how that technology works. Rarely do I run into an instance where -- watch me say this but now especially since we're doing interviews over the phone where I have a customer who is Deaf or hard-of-hearing when one needs an interpreter, when one's not supplied I normally contact Bridges directly or they'll have someone at their home help them. But I'm always interested in new ways and new technology to provide the correct accessibility.

>>CAROL FRANCISCO: That was my question. Wondering how often this came up.

>>TANESHA DURHAM: Very rarely. Most of the time I can get someone from Bridges to help. And then there's other -- there's another company in town that I use, too, if there's not anybody available at Bridges. But there's sign language interpreters and also interpreters that do things remotely, too, through -- well, you have video calling now

where they sign. So you have relay -- I don't know if that's a relay service, but there's all kinds of services out there.

>>PATRICIA VALLADARES: It's interest to go know which one will be the most effective and, you know --

>>BRENDA BOAZ-POND: I call -- if you cannot bring an interpreter in person, then they have -- you have to contact Bridges, how do they do that. It's called V remote interpreter. They have a screen. You need to have a good wi-fi Internet. You don't want really blurry. People are not happy with that. You have to have really good Internet. Then you can communicate with interpreters through the screen.

>>TANESHA DURHAM: And a lot of people are using their cell phones now and using the Internet through their cell phones to did sign language interpreting.

>>PATRICIA VALLADARES: They have --

>>TANESHA DURHAM: A lot of people just use their cell phones.

>>BRENDA BOAZ-POND: I don't use through my cell phone because I'm not paying the interpreter. That's why. It's different.

>>TANESHA DURHAM: Okay.

>>BRENDA BOAZ-POND: So VRI, the company pays for it, so that's different. So if I'm calling from my iPhone, if I'm calling my parents, I call through VRI phone, that's different.

>>ROGER WOMACK: After the meeting give me John's phone number and email where I'll have it.

>>TANESHA DURHAM: Okay.

>>PATRICIA VALLADARES: Yeah. Any comments?

>>TANESHA DURHAM: John, is it okay for me to give Roger your phone number? Even though it's in the roster, the directory.

>>ROGER WOMACK: I know it but I'll be looking --

>>TANESHA DURHAM: I'll give it to you but I just wanted to ask permission because you never know, I wanted to make sure I'm doing things by the book.

>>JOHN FORBES: John Forbes speaking, I will do my best to be ready for a little demonstration for the next meeting in March.

>>PATRICIA VALLADARES: Thank you, John. Thank you.

>>JOHN FORBES: Okay.

>>PATRICIA VALLADARES: We'll be very interested. We're always interested to know and see what -- what is going to be the best for the consumers and, you know, to the communication between all of us and y'all. Okay.

I just thought about something. You know, when we do the roll call and Arthur, maybe as secretary should be taking care of that, it is to make sure that everybody introduces themselves, they also say if they're representing themselves or if they're representing an organization.

>>CAROL FRANCISCO: Oh, okay.

>>PATRICIA VALLADARES: Because we need -- there's something in the bylaws, if there are two people representing the same organization, you know, just one of them is the one that can vote.

>>CAROL FRANCISCO: Really?

>>PATRICIA VALLADARES: Yes. Can vote. But not both of them. Okay? That's how it is. I'm representing TN Step and you're representing -- that's something I want to suggest when we do roll call, Arthur, if you don't have all the membership, maybe Tanesha can send you an updated one. And you can have it to make sure. Because we need to make sure that that is happening. I don't think that we are having two persons representing the same organization, but that's going to help also the nominating committee to see if for X or Y reason somebody is not -- like in the case of April, we

know she's not with Empower Tennessee but she's interested in continuing working with us. So we're not -- we'll show that she is not. But as well, you know --

>>ROGER WOMACK: She has to come in as a consumer. If she goes to work, let's say she went to work at TSB, she would still have to stay as a consumer because we have someone from --

>>PATRICIA VALLADARES: Yes, Dr. Dandy representing.

>>ROGER WOMACK: She has to be a consumer.

>>ARTHUR HUMPHRIES: I think our contact list we received has the organization they represent as well.

>>PATRICIA VALLADARES: Yes. We need to have that. Yes. I just thought about it. This is the time in the agenda point Chair comments. Debbie's not here, so that was my comment.

(Laughter)

So we'll send Debbie an email telling her and so she will let us know and determine with Tanesha how to schedule the different four committees for our next meeting in March. And the next meeting in March, what date is it going to be, Tanesha?

>>TANESHA DURHAM: March 22. I had a brain freeze for a moment. I was doing -- multitasking.

>>ARTHUR HUMPHRIES: That was March 22?

>>TANESHA DURHAM: Yes. And I think I send you the calendar for the rest of the year that has --

>>PATRICIA VALLADARES: Yeah, to send it, right. But I don't have my computer here.

>>TANESHA DURHAM: It's okay. I was trying to send Roger's email at the same time. So I had to delay a moment.

>>PATRICIA VALLADARES: It's going to be every other month and it's the fourth Wednesday of each month. It is just for everybody to remember and be aware and, you know, we appreciate you being here, coming and everything. So just going to wait for the confirmation, it's March 22?

>>NATASHA WILKINS: Yes.

>>PATRICIA VALLADARES: Okay. So we'll see you on March 22. And if there's any other -- not other comments or any type of discussion or anything like that? So we'll be dismissed and wait for our rides.

>>SHEILA HANSEN: This is Sheila. I just wanted to bring something up that just happened again. I email my AccessRide request and for my morning trip I tell them when I need to arrive. And usually my pickup time in the morning is 6:15 to 6:45. But I'll get an email back, and I don't want to just assume that that's going to be the time when they send me this email with a vague comment like your ride has been scheduled as written. That doesn't tell me my pickup time.

(Laughter)

>>PATRICIA VALLADARES: Do you receive a call?

>>SHEILA HANSEN: I do receive the call at night, the night before.

>>PATRICIA VALLADARES: Can't make any changes if it's not corrected.

>>SHEILA HANSEN: By the time they call it might be too late to make changes. This just happened a couple times and I had to email them back and say would you please let me know the exact pickup time window. So I don't know who is sending those emails, but I think they send them before they've had coffee.

>>TANESHA DURHAM: They're emailing you back that your request is as written instead of giving you a -- like, for example, 8:00 to 8:30 pickup window?

>>SHEILA HANSEN: I'll read the one I just got. She wrote -- get past this. Yeah, they wrote, "Your reservation as followed as being done." That's not even proper English.

(Laughter)

>>NATASHA WILKINS: Does it say underneath who sent the email?

>>SHEILA HANSEN: I'd have to find it. I don't see that. But then you wrote back --

>>TANESHA DURHAM: If you can forward it to me, if you don't mind, I can comb through it and try to figure out who that is.

>> We'll find out for sure.

>>SHEILA HANSEN: I don't know if I had the previous one I got but it said something like your pickup is scheduled as written. It's not written what time you're picking me up.

>>TANESHA DURHAM: Right. If you can just forward that to me, if you don't mind. I'll comb through it and Marcus is here and can help me with that as well.

>>SHEILA HANSEN: So I wrote them back. I said, would you please confirm my pickup time.

>>NATASHA WILKINS: Did someone respond to that email?

>>SHEILA HANSEN: They D. but why do I have to email again, you know?

>>TANESHA DURHAM: It normally has somebody's name on it.

>>NATASHA WILKINS: That's what I was trying to see.

>>SHEILA HANSEN: I didn't see a name.

>>NATASHA WILKINS: It didn't say who it was.

>>TANESHA DURHAM: I used to do that a while ago. So I was told to put my signature on the bottom so they know who that comes from.

>> They have changed. There was probably the general reservation email, MTA reservations. They'll make sure they are sending you the times as well.

>>SHEILA HANSEN: They need to be specific about pickup time.

>> They get so many --

>>SHEILA HANSEN: They try to rush through it.

>> We'll take care of it. We do apologize.

>>SHEILA HANSEN: Tanisha. Tell me what your email is.

>>TANESHA DURHAM: Tanesha.Durham.

>>SHEILA HANSEN: I've seen it a million times. It's coming up. Done.

>>TANESHA DURHAM: Perfect.

>>SHEILA HANSEN: Got to love technology.

(Laughter)

>>PATRICIA VALLADARES: I love technology, too, when it works. When it works.

>>SHEILA HANSEN: It gets frustrating.

>>PATRICIA VALLADARES: Yes.

>>NATASHA WILKINS: Lorri has doughnuts over there for everyone.

>>PATRICIA VALLADARES: Really?

>>CAROL FRANCISCO: I was joking about it, but sounds like a great idea.

>>NATASHA WILKINS: I think they're over on the wall by the doors.

>>ARTHUR HUMPHRIES: They are.

>>PATRICIA VALLADARES: Thank you, Lorri. Thank you, Lorri, for the doughnuts.
We have doughnuts.

>>SHEILA HANSEN: Thank you. Thank you.

>>CAROL FRANCISCO: Where do you work, for State, Arthur?

>>ARTHUR HUMPHRIES: I used to work with the state. I work with Metro schools now.

>>CAROL FRANCISCO: Got it.

>>ROGER WOMACK: You're not at TSB anymore?

>>CAROL FRANCISCO: Are you a teacher?

>>ARTHUR HUMPHRIES: Yes, a third grade teacher. I work with Metro now.

>>ROGER WOMACK: That explains it then.

>>ARTHUR HUMPHRIES: Thomas Edison. A mile away from my house.

>>CAROL FRANCISCO: That's convenient.

>>ARTHUR HUMPHRIES: If I'm late, something's wrong. I'm only a five-minute ride from my house.

>>ROGER WOMACK: Let me mention one thing. If anyone's interested the Donelson Lion's Club will have a blood drive at --

>>SHEILA HANSEN: When is that?

>>ROGER WOMACK: The Donelson Lion's Club will have a blood drive --

>>PATRICIA VALLADARES: I'll be back. I have to go.

>>NATASHA WILKINS: What time was the meeting adjourned for the minutes?

>>TANESHA DURHAM: I didn't know she adjourned the meeting.

>>ARTHUR HUMPHRIES: It wasn't officially.

>>PATRICIA VALLADARES: I said to adjourn.

>>ARTHUR HUMPHRIES: 2:30.

>>TANESHA DURHAM: It happened at 2:30? Sorry. I was multitasking.

>>ARTHUR HUMPHRIES: So Roger's announcement about the Lion's Club having a blood drive next months.

>>ROGER WOMACK: Yes, the Donelson Lion's Club will have a blood drive from 9:00 to 12:00 at 54 Donelson Pike. It will be with Blood Assurance. And anyone, everyone is welcome to come February 11. We'd like for you to support the Donelson Lion's Club. We really try to support the Tennessee School for the Blind and any people that need glasses. So we'd like for you to come support the community and support us with our blood drive.

>>SHEILA HANSEN: Would you shoot me an email about that?

>>ROGER WOMACK: I'd be glad to send you an email.

>>ARTHUR HUMPHRIES: I put it into the notes as well.

>>ROGER WOMACK: That was Natasha, right? Who was it?

>>ARTHUR HUMPHRIES: That was Linda Brown.

>>LINDA BROWN: I'm sorry.

>>ARTHUR HUMPHRIES: Was that you, Linda?

>>SHEILA HANSEN: Sheila.

>>ARTHUR HUMPHRIES: It was Sheila.

>>ARTHUR HUMPHRIES: Going to be at 54 on February 11 from 9:00 to 12:00.

>>ROGER WOMACK: February 11, 9:00 to 12:00.

>>SHEILA HANSEN: I wouldn't be able to make it that day, but I could spread the word.

>>ROGER WOMACK: That's fine. Anyone can come, anyone can spread the word. The more that come T more we can help people that need blood.

>>SHEILA HANSEN: I also just gave blood after Christmas so it might be too soon.

>>CAROL FRANCISCO: I pass out. We don't know why I do it. But I get light-headed and pass out.

>>ROGER WOMACK: And I can -- there will be a registration form that you can fill out early, if you'd like to. I can forward it, a copy of the email to Tanesha and she can forward it, if she doesn't mind.

>>TANESHA DURHAM: I don't mind at all. I can forward it to everybody.

>>SHEILA HANSEN: Do that.

>>ROGER WOMACK: If anyone is interested or get the information and can come if they'd like to.

>> You guys are waiting for AccessRide, they won't be here until 3:05.

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