

Minutes
Age Friendly Louisville (AFL) Workgroup – Mobility & Accessibility (M&A)
May 13, 2020

The AFC Workgroup – Mobility & Accessibility met on Wednesday, May 13, 2020, 2:00 PM, via Zoom virtual meeting due to the Stay At Home Emergency Order due to the Covid19 virus epidemic. Information on zTrip Taxi Company follow these minutes. Following is a summary of the formal action taken during the meeting (a more detailed summary follows below):

- **We reviewed minutes of our April 8, 2020 Zoom meeting.**
- **We discussed zTrip Taxi Company which is a subcontractor of MV the TARC contractor handling TARC3. Information on zTrip follows Page 2 of minutes.**
- **We promised a concerned citizen who lives outside the TARC3 service area but still in Jefferson Co.**

Facilitator Larry Sloan promptly called the meeting to order at 2:02pm. The following people attended the meeting:

- Larry Sloan, Co-Facilitator
- Carolina Rodriguez Curiel, Passport Health Plan, Statewide Community Engagement Representative
- Robert Massengale, a resident of Valhalla Post Acute, 300 Shelby Station Drive, just east of the Gene Snyder.
- Justin Magnuson, substitute Zoom host.

Minutes of the previous meeting were reviewed.

Robert Massengale stated that he lives just outside the Ben Snyder near Valhalla Golf Club and that TARC3 will not pick him up. He is disabled and uses a motorized wheel chair. For private transportation he has to pay \$100 or more to visit his family. I forwarded a letter to TARC that he wrote to TARC and received no response to one of our members at TARC.

We again discussed how the Regional Mobility Council has not met for some time and that one of our goals is to have a member of AFL M&A Work Group on the council.

Discussion of goals for 2020: Work with TARC on Strategic Plan. Adjournment

TAAC MEETINGS HAVE BEEN CANCELLED TILL FURTHER NOTICE. Next AFL M&A meeting: Wednesday, June 10, 2020, 2:00PM (Zoom)

M&A ACTION PLAN UPDATE

GOAL 1: Work with RMC to ensure that TARC is affordable and maps are accessible and understandable to everyone.

OBJECTIVE	ACTION	PARTNERS	DEADLINE	METRICS/UPDATE
Have workgroup members on RMC, TAAC to advocate for Goal 1.	1. Our members attend RMC to advocate for Goal 1 and participate in TARC's Comprehensive Operational Analysis. <u>NOTE: RMC HAS NOT MET SINCE FALL OF 2019.</u>	Potentially Louisville Office for Aging/Disabled Citizens (OADC), AARP, KIPDA	2019	Sarah Teeters, OADC, is currently a member of our workgroup. David Algood is a member of RMC
	2. Have members on TAAC	OADC, AARP, KIPDA	2019	Larry Sloan is a council member of TAAC
	3. Collaborate on TARC strategic planning (Comprehensive Operational Analysis.	M&A Work Group, Age Friendly Leadership	2020	Target date to begin organizing for this is September 10, 2019

GOAL 2: Improve sidewalks, crosswalks, and signal crossing times/options to ensure aeveryone can access their communities safely.

OBJECTIVE	ACTION	PARTNERS	DEADLINE	METRICS/UPDATE
Work with the MPO (Metro Planning Org) to ensure that Age Friendly improvement of sidewalks, crosswalks and signal crossing times and options are included in the MTP (Metro Transportation Plan).	1. Have one member of our group attend mobility and access meetings to communicate to the group his/her findings and strategized on implementing our Goals.	M&A Work Group Potentially Louisville Office for Aging/Disabled Citizens (OADC), AARP, KIPDA, Institute for Optimal Aging	2019	Sarah Teeters, OADC, is currently a member of our workgroup.
	2. Advocate for funding for age-friendly activities and projects, to include city funding allocation, grants and donation.	M&A Work Group Age-Friendly Leadership	2021	Metric: Amount of funds allocated to age-related projects/efforts.

Next meeting: Wednesday, June 10, 2020 at 2:00 PM via Zoom Teleconferencing

zTrip is a hybrid transportation company that arrived in Louisville, KY in October 2019.

We have a fleet of brand new zTrip sedans, vans and wheelchair accessible vans and a few of the nicest yellow cabs on the road. We have modernized the cab industry to include an on demand mobile app to request a cab online, web booking and introduced Taxi Butlers (a booking device placed in hotels, hospitals and similar locations to call a taxi at the push of a button). With our technology upgrade, we have also streamlined our customer service expectations to provide an unparalleled customer experience.

Why zTrip?

- ② Over a quarter million insurance policy with passenger coverage.
- ② Minimum driver age is 23.
- ② State of Kentucky background check with fingerprints.
- ② Kentucky MVR checked.
- ② We have our own on-site vehicle repair shop with highly trained technicians that perform weekly maintenance on the entire fleet.
- ② Wheelchair accessible vans with driver training on assisting passengers with disabilities.
- ② No surge pricing. The same great rate, all the time. No surprises.
- ② Our drivers attend a 3-day live training at our office on safety, laws and customer service.
- ② We have front and back cameras in all our vehicles for safety of passengers and drivers.
- ② All vehicles have two forms of emergency alerts for surrounding people and authorities.
- ② We accept cash in vehicle.
- ② You can request your favorite driver on the mobile app or by calling them directly.
- ② We offer net 30 accounts to businesses.
- ② We offer complimentary Taxi Butlers to businesses.
- ② We offer taxi staging for your event. There will be taxis on site at your event ready to transport your guests with no wait time.
- ② We offer advanced bookings.
- ② There is no confusion if the vehicle picking you up is the company you requested; all vehicles are branded zTrip, Yellow cab or Taxi 7.
- ② We have management teams at local offices for issues, concerns and to collect lost & found items.





In this time of need zTrip can be a valuable tool for any of your transportation needs. Our team is ready and we will continue to provide safe, high quality service.

Our drivers are experienced in handling the special needs of passengers and packages. Delivery of food, supplies and even equipment is how we are serving our accounts at this time.

What steps are we taking to ensure safety for drivers and passengers?



Fleet Safety

New disinfection protocols during daily upkeep as well as increasing frequency of cleaning procedures.



Driver Support

Our management team is providing guidance, education, oversight and resources.

What types of alternate services do we offer that can assist you?



We transport the masses however, we are not “mass transportation”

With the reduction of bus service and restrictions on total passengers, we are ready to supplement Transit Authority needs. We can provide “ride alone” guarantees. We are the safe option for individuals or families.



Non-emergency medical transportation

We currently provide NEMT in most of our markets. Our drivers are trained in the transportation of individuals with special needs. We are ready to help with any additional needs from our current contracts and prepared to take on additional overflow from contracts not serviced by zTrip.



Delivery service supplemental assistance

Our drivers are authorized and qualified to handle all types of deliveries. We can help expedite driver approval by providing our driver’s qualification documents and vetting process.



Hotel shuttle supplemental transportation

Continue serving your guest with a safe solo ride transportation option. We can arrange to provide on-demand transportation for your guest.



We’re still rolling!