



AGENDA

Access Task Force

Monday, June 24, 2019 2:00 PM – 4:00 PM
King Street Center, 8th Floor Conference Center
201 S Jackson St, Seattle WA 98104

CALL-IN NUMBER: 206-263-8114 Conference ID: 4558828

Group members: Robert Angrisano, Dorene Cornwell, Lynn Domingo, Stacy Gillett, Amal Grabinski, Jamilah Ibrahim, Susan Koppelman, Ginger Kwan, Kimberly Meck, Debbie Meyers, Kibibi Monie, Aaron Morrow, Hadi Rangin, Jessica Renner, Joy Sebe, Mark Smutny, Harriet Williams, Steve Marquardt

Purpose of Meeting:

- Confirm 6-month topic areas
- Understand and plan for transitioning into a formal King County Board/Commission
- Understand where Access is in the transition to a new contractor, next steps
- Develop agenda for next meeting

Co-Facilitators: Jamilah Ibrahim and Aaron Morrow

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|----------------|---|
| 2:00 PM | Welcome & Introductions (Aaron, Jamilah) |
| 2:10 PM | Public Comment (Aaron, Jamilah) |
| 2:15 PM | Confirm topic areas for next 6 months (Aaron, Jamilah) |
| 2:30 PM | Becoming the Access Paratransit Advisory Committee (DeAnna) |
| 3:30 PM | Update on comments/complaints/commendations coming in-house to Metro (Greg/Members of the CIO transition subcommittee) |
| 3:40 PM | Select new Chair/Vice Chair (Aaron, Jamilah) |
| 3:45 PM | Upcoming meeting times and next meeting agenda (Staff) |
| 3:55 PM | Plus/Delta: What worked, what didn't work (Staff) |
| 4:00 PM | Adjourn |

Access Task Force Meeting Minutes

May 20, 2019

In attendance: Chair Aaron Morrow; Vice Chair Kibibi Monie; Dorene Cornwell; Hadi Rangin; Jamilah Ibrahim; Jeremy Trenhaile; Susan Koppelman; Ginger Kwan; Harriett Williams; Gwen Clemens; Robert Angrisano; Mark Smutny; Jessica Renner; Harriett Williams; Brian Camozzi;; Kimberly Meck; Anne Marie Jehle; Stacy ****(online); Debbie Myers

Guest: Benjamin Shabazz; Tom Irvin, First Transit.

Historical timeline exercise by Mark Smutny

Mark Smutny presented the intent of the exercise, to capture the historical events of past meetings.

The proposal is to spend time on three priorities between now and Dec. 31.

PowerPoint by Robert Angrisano:

- 1) A chart of 8 key steps that have been undertaken in the last three to four years, related to the work of this task force. In June 2, 2016, a community advisory group was formed (CAG); that lead to the response to the RFP that was created in April 2, 2017. An RFP was created and released in 2017 (see chart).
- 2) Robert's detailed list of issues: (see slide);

By ordinance, a new group, CAG, was created in January 2019, but has to take office and produce a result in three months.

DeAnna Martin noted that paperwork needs to be submitted by August.

August of 2020 is first report. ATF continues in existence until that group is formed.

Robert Angrisano stated that the challenge is, understanding the things the Task Force would like to fix, those dependent to fix, those to work with the existing vendor.

Mark Smutny proposed, what three priorities should dominate the Task Force focus until January?

Report out – See attached document.

Decision to have the list sent out for comment, and convene a group of volunteers.

Aaron Morrow and Jamilah Ibrahim are going to be in the planning group; Kimberly Meck and Robert Angrisano also would like to participate.

Aaron Morrow stated that they should confer with Metro staff and figure it out.

WHAT WORKED/DIDN'T:

Jamilah Ibrahim shared that the plan with the goals and the 124, all did work.

Aaron Morrow shared that the Task Force has some key areas, and identifying problems to address in the short term.

Dorene Cornwell shared that the "phone in," some things about the meeting process to hear those on the phone, didn't work for her.

Aaron Morrow acknowledged Mark, for his work in trying to get the Task Force to a common place.

The following volunteered for the smaller group:

Kimberly Meck, Ben Shabazz, Aaron Morrow, Robert Angrisano, Mark Smutny, Jamilah Ibrahim.

1-2-4 All exercise notes from 05/20/2020 Access Task Force meeting

All (popcorn) feedback

- Increase payment options
- Begin process of moving customer service complaints in house
- Evaluate driver hiring/training requirements
- Implement same day rides and improve will-call rides
- Standing up task force as an approved commission
- Develop key performance matrix to include customer satisfaction and vehicle maintenance, KPI's
- Shorter call center wait times
- Review equity impact review
- Begin to track on board times
- Increase complaint intake options
- General approach vs specific topics
 - Customer experiences
 - Scheduling (web), on-time, etc
- Track compliance w/ audit, use as tool
- Strengthen rides outside of ¾ mile limit
- Alternative ride scheduling options (same day & van pools)
- Review policies and procedures

Top 3 areas of focus

1. Key Performance Indicators
 - i. What do we want to measure?
 - ii. What's already being measured?
 - iii. How can we measure those items?

Onboard times, driver hiring/training, customer service feedback, vehicle maintenance, call-center wait times, tracking compliance w/audit, complaints, wait times

2. Develop Alternative Scheduling & Ride Options (add payment options?)
 - i. Same day ride options (Lyft, Uber, Taxi) - *current pilot project
 - ii. Van pools
 - iii. Online scheduling, web, cellphone app
 - iv. Will call rides
3. (Not finalized, proposed) Get Task Force ready to be commission
 - i. Policies/procedures – district representation
 - ii. Trainings
 - iii. Applications

How We Evolved/ Going Forward

Robert Angrisano – May 20, 2019

Timeline



CAG Group/Surveys/User Groups Identified Issues With Access

- Need better analysis and optimization of taxis and alternatives to improve service levels and reduce cost
- Lack of Access rider review before major purchases of vehicles and software applications to be used by the riders
- Need for tracking and monitoring trip lengths against fix route times to assure FTA compliance
- Need for tracking and monitoring of pickup and drop-off performance against committed times
- Eliminate arrivals before pickup window opens
- Shorten waiting period for “Will Call” rides
- Provide multi language support at the call center and on the vans
- Establish a customer service reporting function that is independent of the control center
- Semi-annual rider surveys to identify areas of improvements and needed improvements
- Establish post trip surveys to identify trends and issues
- Need for service to areas outside the present limit of $\frac{3}{4}$ miles of existing metro lines and operation times
- Implement “mystery rider program” to ensure service quality
- Change rider qualification recertification requirements to recognize unchanging conditions
- Same day demand rides via taxi, Lyft, Uber, and vans

CAG Group/Surveys/User Groups Identified Issues With Access –cont.

- Need for a self-directed, pre-funded, ride option system
- Need to be able to use a smartphone app or website to schedule/change/cancel rides
- Real-time trip information online or via an app
- Establish a new definition for “on-time performance” and create a historical view for baseline comparison
- Create strong incentives and disincentives for key performance levels
- Create multiple ways a rider can pay for a trip other than cash or ORCA card
- Create equity for trip cost similar to fixed route.
- Implement King County’s Equity Impact Review, for identifying, evaluating, and addressing equity issues in the Access program
- Conduct proactive outreach to those that might be eligible for the Access program but not using it
- Lower call center answer times to less than 3 minutes, no call chaining
- Provide penalties to incent improved vehicle maintenance and penalize non-functioning climate control systems
- Improve the taxi script program
- Better driver training and accountability
- Review, update, modify Access policies effecting riders

Items Not In New RFP

- Wanted changes to the pickup window
- Wanted changes to the appointment time drop-off window
- Wanted changes to the on-board time
- Wanted changes financial incentives and disincentives
- Wanted changes to training of drivers and call center people
- Wanted changes to the will-call policy
- Solid commitment to equity and social justice
- Additions to fare payment option and fix route fare discount equity
- Wording to assure addition of other services (not listed here), after contract signing

Package Options in RFP – Final Not Known

Measure	Current	Package A	Package B	Package C	Package D	Package E (CAG)
On-Time Performance						
 On-Time Performance	A rider can expect to be picked up within or before the pick-up window 90% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 92% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 93% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 95% of the time	A rider can expect to be picked up and dropped off within the pick-up and/or drop-off window 97% of the time	A rider can expect to be picked up and dropped off within the respective window 96% of the time
Pick-Up Window						
 Pick-Up Window	A rider is given a 30-minute pick-up window	A rider is given a 30-minute pick-up window	A rider is given a 30-minute pick-up window	A rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given a pick-up window of 20 minutes
 Early Pick-Ups	<u>Early pick-ups</u> are counted as on-time	<u>Early pick-ups</u> are counted as on-time and monitored	<u>Early pick-ups</u> are counted as on-time and monitored	<u>Early pick-ups</u> are counted as on-time and monitored	<u>Early pick-ups</u> are not counted as on-time	<u>Early pick-ups</u> are allowed, when the rider pre-approves them, when booking the trip
 Late Pick-Ups	Pick-up is late if the vehicle arrives 1-60 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-29 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-29 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the window
 Excessively Late Pick-Ups	<u>Excessively late pick-ups</u> are not defined	Pick-up is excessively late if the vehicle arrives 30-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 30-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 20-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 20-40 minutes after the end of the pick-up window	Pick-up is excessively late if vehicle arrives 20-40 minutes after the end of the window
 Missed Trips	<u>Trip is missed</u> if the vehicle arrives 61+ minutes after the end of the window	<u>Trip is missed</u> if the vehicle arrives 61+ minutes after the end of the window	<u>Trip is missed</u> if the vehicle arrives 61+ minutes after the end of the window	<u>Trip is missed</u> if the vehicle arrives 61+ minutes after the end of the window	<u>Trip is missed</u> if the vehicle arrives 41+ minutes after the end of the window	<u>Trip is missed</u> if the vehicle arrives 41+ minutes after the end of the window
Appointment Drop-Off Window						
 Drop-Off Window	A rider is given a 60-minute appointment drop-off window (moving to 30 minutes)	A rider is given a 30-minute appointment drop-off window	A rider is given a 30-minute appointment drop-off window	A rider is given an appointment drop-off window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given an appointment drop-off window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given an appointment drop-off window of 20 minutes
 Early Drop-Offs	<u>Early drop-offs</u> are not defined	<u>Early drop-offs</u> are not defined but monitored	<u>Early drop-offs</u> are when a rider is dropped off more than 30 minutes before the start of the drop-off window	<u>Early drop-offs</u> are when a rider is dropped off more than 20 minutes before the start of the drop-off window	<u>Early drop-offs</u> are when a rider is dropped off more than 15 minutes before the start of the drop-off window	<u>Early drop-offs</u> are when a rider is dropped off 1-19 minutes before the drop-off window begins
 Late Drop-Offs	<u>Late drop-offs</u> are not defined	<u>Late drop-offs</u> are not defined	<u>Late drop-offs</u> are when a rider is dropped off 1-9 minutes after the end of the window	<u>Late drop-offs</u> are when a rider is dropped off 1-9 minutes after the end of the window	<u>Late drop-offs</u> are when a rider is dropped off 1-9 minutes after the end of the window	<u>Late drop-offs</u> are not defined
 Missed Trips	<u>Missed drop-off trips</u> are not defined	<u>Missed drop-off trips</u> are not defined	<u>Trip is missed</u> when a rider arrives 10+ minutes after appointment time	<u>Trip is missed</u> when a rider arrives 10+ minutes after appointment time	<u>Trip is missed</u> when a rider arrives 10+ minutes after appointment time	<u>Missed drop-offs</u> are when a rider arrives 20+ minutes before the beginning of the drop-off window or 1+ minute after appointment time

On-Board Time, Excessively Long Trips, and Will Calls						
 On-Board Time	On-board time (OBT) is calculated using a trip table matrix that considers trip distance	On-board time (OBT) is fixed-route travel time plus 15 minutes	On-board time (OBT) is fixed-route travel time plus 15 minutes	On-board time (OBT) is fixed-route travel time plus 15 minutes	On-board time (OBT) is fixed-route travel time plus 15 minutes	On Board Time (OBT) is fixed-route travel time plus 15 minutes
						
 Excessively Long Trips	Excessively long trips are not defined	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 2% of the time
Will Call	Access has a “ no strand policy ” and negotiates a <u>will-call ride home</u> for customers as schedule permits	Access has a “ no strand policy ” and negotiates a <u>will-call ride home</u> for customers as schedule permits	Access has a “ no strand policy ” and negotiates a <u>will-call ride home</u> for customers as schedule permits	Access has a “ no strand policy ” and negotiates a <u>will-call ride home</u> for customers within 75 minutes	Access has a “ no strand policy ” and negotiates a <u>will-call ride home</u> for customers within 60 minutes	Access has a “no strand” policy and negotiates a <u>will call ride home</u> within 45 minutes

INCLUDED IN ALL PACKAGES

Changes to support customer-centered service; equity, social justice, and cultural responsiveness; technology; innovation and flexibility; accountability and transparency

Access Paratransit Advisory Committee (APAC)

King County Council created APAC via Ordinance 11431 effective January 1, 2019

The Access paratransit advisory committee shall:

- Adopt bylaws, elect a chair and vice-chair to annual terms and adopt an annual work program focused around review of Access service
- Meet as needed to complete the work plan and address other issues as they arise
- Provide verbal reports to the council's mobility committee. or its successor, at the request of the committee
- Prepare and transmit to the executive and the council an annual report, beginning in **August 2020**, on Access paratransit service, including;
 - a review of and comment on the Metro transit department's annual performance metrics and trends relevant to Access paratransit
 - a review of and comment on information from customer surveys distributed by the Metro transit department relevant to Access paratransit
 - a summary of areas of strength, deficiency or priorities for improvement in the provision of Access paratransit services an overall assessment of Access paratransit service for the prior year
- The Access paratransit advisory committee shall file the report required under this section in the form of a paper original and an electronic copy with the executive and the clerk of the council, and the clerk of the council shall retain the original and provide an electronic copy to all councilmembers.

New Contract Under Protest

There is a formal protest filed against the RFP, by First Transit, which could mean a significant delay in the implementation of the new contract. Maybe we should think about what changes we can implemented with the existing vendors. For example:

- Develop a plan as to what we can implement without the new contract
- Same day rides - implement
- Develop key performance matrix that give us visibility into all aspects of the ride.
- Complaint system moved to inside Metro
- New Payment system
- Review of policy and procedures

ACCESSIBLE SERVICES

MONTHLY PERFORMANCE REPORT - APR 2019

	Year-To-Date Total				
	Apr-19	Apr-19	Apr-18	%Change	Target
BOARDINGS					
Total Access Boardings	78,730	285,081	290,031	-1.7%	
Total Taxi Overflow Boardings	16,704	56,503	42,170	34.0%	
Total Comm. Access (CAT) Boardings	30,146	106,997	100,142	6.8%	
Total Boardings	125,580	448,581	432,343	3.8%	
SERVICE COSTS					
Access Operating Cost	\$5,124,282	\$19,403,993	\$17,841,530	8.8%	
Taxi Overflow Cost*	\$544,068	\$2,066,347	\$1,725,149	19.8%	
Community Access Cost	\$536,841	\$1,209,272	\$1,032,418	17.1%	
Total Transportation Costs	\$6,205,191	\$22,679,612	\$20,599,097	10.1%	
Cost Per Access Boarding**	\$65.09	\$68.06	\$61.52	10.6%	
Cost Per Taxi Overflow Boarding	\$32.57	\$36.57	\$40.91	-10.6%	
Cost Per Comm. Access Boarding	\$17.81	\$11.30	\$10.31	9.6%	
Average Cost Per Boarding	\$49.41	\$50.56	\$47.65	6.1%	
REVENUES					
Access Fares (cash only)	\$56,509	\$197,489	\$188,322	4.9%	
Estimated Pass fares**	\$46,508	\$180,424	\$165,615	8.9%	
Total Fares	\$103,017	\$377,913	\$353,937	6.8%	
ACCESS PERFORMANCE INDICATORS					
Accidents per 100,000 Miles	1.82	2.13	2.31	-7.6%	2.00
Complaints per 1,000 Boardings	3.56	3.75	3.48	7.6%	5.00
Percent No shows****	5.13%	6.04%	5.85%	3.6%	
On-Time Performance	94.8%	94.0%	90.7%	-2.4%	90.0%
Rides per Vehicle Service Hour	1.58	1.50	1.54	-2.4%	1.49
Road Calls per 100,000 miles	0.34	0.81	0.91	-10.5%	
Total Taxi Scrip Boardings	836	4,025	5,898	-31.8%	
Taxi Scrip Program Cost	\$16,526	\$70,487	\$91,087	-22.6%	
Vehicle Service Hours	60,387	\$226,382	\$215,906	4.9%	
Same Day Cancellations*****	4,862	33,925	23,547	44%	
ACCESS CALL TAKING & RESERVATIONS					
Number of Calls Handled	33,315	125,916	112,273	12.2%	
Number of Dropped Calls*****	5,077	19,473	15,100	29.0%	
% Answered within 3 min.	95%	94%	96%	-2.0%	90.0%
CURRENT REGISTRATION					
	New/Recert. Registrants	Current Registrants			
	Apr-19	Apr-19	Apr-18	%Change	
ADA Registrants	448	14,322	13,923	2.9%	
Taxi Scrip Registrants	47	11,723	11,286	3.9%	
Total Registrants	495	26,045	25,209	3.3%	

NOTES:

*Access has adjusted overflow strategy to assign shorter length trips to taxi/cabulance. Longer trips and those requiring lift use are being prioritized to be assigned to Access vehicles. It is anticipated that this will shorten on board times on Access and lower the cost per trip on overflow.

**Accessible Services has implemented a decrease in system speeds and an increase in service hours to the program in an effort to improve poor on-time performance. The increase in service hours and use of taxi overflow has increased the cost per boarding. It is anticipated that this will be a continuing trend for 2018.

***Estimated pass fares based on Trapeze reported sales

**Taxi scrips for Dec include mid-November billing/count for year end

****Percent No Shows is the number of rides that customers canceled on the same day divided by the total number of rides that month.

*****Same Day Cancellations are the number of trips that customers canceled after the pick-up window began, during the pick-up window or failed to meet the van at the designated pick-up point.

*****A Dropped call is a call abandoned by the customer before it is picked up.