ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, February 13, 2023
TIME: 6:00 PM – 7:30 PM PST
LOCATION: Microsoft Teams (Register Here)

APAC MEMBERS: Deborah Artis (Chair), Dorene Cornwell

METRO STAFF: Gwen Clemens, Lorrie Alfonsi, Jordan Hoover, Diana Gil-Vargas, Mark Nash

GUESTS: Steven Field (Incoming APAC member), Alle Brown-Law (Cascadia Consulting), Edward Cranford (Incoming MV General Manager), John Gray (Current MV General Manager), Courtney Constable, Marielle Balingit (Captioners)

APAC Members not in Attendance: Kristina Sawyckyj

Time	Facilitator/ Presenter	Topic
6:00p	**Jordan**	**Welcome** • Agenda overview
6:05p	**Kristina**	**Introductions (if needed)** • Name you go by • What pronoun you use *(she/her; he/him; they/them; no pronouns)* • Welcome and introduce Edward "Eddie" Cranford, Mark Nash, Alexandra "Alle" Brown-Law, and Steven Field. o Steven Field took a ride on Access and appreciated the real-time ride tracker and email updates he got when the driver was about 15 minutes away.

6:10p	Jordan	**Housekeeping and Reoccurring updates**
		• **Recruitment**
		o Metro will open recruitment in early March and go through April 2023. Metro will likely screen applications in May and make nominations in June.
		▪ Jordan is looking into keeping APAC recruitment open indefinitely so that people can continue applying throughout the year.
		o The Transit Advisory Committee is also recruiting, so we don't want to overlap with TAC.
		o Metro is transitioning to new recruitment efforts, rather than targeted social media ads. Metro will use blog posts, the Access newsletter (which will go out around March 13-15), and paper flyers in Access vehicles.
		• **Liaison update**
		o Diana is stepping back from APAC and will be supporting Jordan behind the scenes. Jordan will be the APAC liaison.
		o Jordan has been reaching out to APAC members to have one-on-one conversations.
		• **January meeting minutes approval**
		o Deborah proposed a motion to approve the January minutes. Dorene seconded.
		o All APAC members approved the meeting minutes as read and as amended.
		• **KPI Review – December 2022**
		o Reminder that KPI data is two months behind because of reporting process.

		o December had several severe weather events: in early December, and the ice storm in the last week of December. During ice storm, Metro, including Access, reduced to emergency service only. o There is a continued focus on access driver recruitment. o In response to APAC requests we included the # of vehicles operated by Contracted Services: 335 access vans. o Lorrie noted that APAC will have quarterly updates on complaints, as well as the number of people booking online vs. over the phone.
6:40p	**Jordan**	**New Business** • **2022 APAC report** o Same-Day Service project team would like to present at next month's APAC meeting. • **Overview of staff responses to 2022 report and December 2022 meeting report** o **(1) Desire to see complaints for Access at a more granular level** ▪ Lorrie noted that it's difficult to share the full, individual complaints. Complaints are logged in SalesForce and categorized based on the content of the complaint. ▪ Deborah and Dorene agreed that it would be useful to see the categories of complaint. Dorene is interested in the frequency of complaint by category and by geography

(geography could be start or end of trip, or council district).

- John Gray shared that Access does about 185-220 routes per day. It would be very technically difficult to pinpoint the location that a complaint was based on. However, we can track routes. Outside of the Salesforce complaint system, we can track location using riders' booking information.
- Lorrie will bring rough complaint data to the April APAC meeting, and APAC members can discuss further.
- Deborah agreed with reviewing complaints data and moving this forward to April.

- **(2) Access staff with contact information**
  - APAC members felt that the contact information document was a great start.
- **(3) Important complaints aren't reaching the APAC committee**
  - No further comments.
- **(4) Desire for a better understanding of ridership experiences**
  - Deborah liked the ride-along idea, and would like a set of written questions to start conversations. She would like a flyer or a business card that APAC members can give to people. This could also be a useful recruitment effort.

| | | | ▪ Dorene shared that she collects a lot of anecdotal information, but some questions to start conversations would be helpful. It might be helpful to do some ride-alongs that target different riders or different parts of King County.
▪ Deborah agreed, she would like to go to other parts of King County, like SE King County.
▪ John noted that it is easy to set up ride-alongs! APAC members should coordinate with Mark, Lorrie, and Ashish, should give a couple of days' notice, the duration of the ride, and where to pick you up/drop you off.
▪ Deborah asked if she could bring a dog in a backpack.
    • John: Non-service animals must follow the same requirements as bus or rail (keeping the animal in a carrier).
▪ Jordan recommended that the March APAC meeting include time for APAC members to coordinate ride-along survey questions.
▪ Deborah recommended that APAC members send in some question ideas between meetings, and Metro pulls those questions into a draft ride-along discussion guide for March meeting.
o **(5) Business cards for APAC members** |

| | | | Dorene liked the idea of not having member names on cards, but rather the Council District Seat they occupy on APAC. She would add the Access Customer Service number, and a website. Deborah said that the cards should include email and social media. Jordan summarized: info about APAC, how to give comment, Access customer service number, the APAC member's district seat number, and other Metro-related contact info. APAC members encouraged Metro to include Braille on the cards. Dorene noted that the Braille should be simple – "APAC" and a phone number for the Access complaints/comments line. <p>o **(6) Stipends for APAC members**</p> Dorene will reach out to her councilmember. Your councilmember needs to know that you serve on a committee, and you think that it would be fairer for committee members to be compensated for their work (based on time, effort, service). Gwen noted that it's more about policy and code changes than it is about the budget impact. <p>o **(7) APAC website needs to be updated**</p> No further comments. |

			▪ Steven found a dead link on the website. He submitted some feedback via the website, and King County should be fixing it. He also shared that the MV Transit Trip Planner is kind of outdated already, and the King County website isn't ADA compliant, based on his research.
			
			• Jordan will connect with Steven about this.
			
			o **(8) Routing for complaints (flowchart)**
			  ▪ Deborah will review the flow chart and contact Jordan with questions.
			  ▪ Dorene will look at it more too, in prep for discussion about complaint data in April
			
			o **(9) Standard uniforms for drivers and staff**
			  ▪ Deborah has never seen an example of an Access driver in uniform.
			  ▪ Metro will send a photo of different Access uniforms. John described the MV driver uniform: they should wear a blue shirt with "Access" on it, blue or black pants, non-slip shoes, an MV jacket, MV hat, and a bright safety vest.
			  ▪ Super Transit, Care Link, and other contractors buy their drivers uniforms from MV, and all should be in the same uniform described above.

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- The only exception is taxi drivers; they are owner/operators. There is no standardized uniform for taxis.
- Based on that information, Deborah has never seen an Access driver in uniform.
- John asked APAC members to inform Metro/MV if they see a driver not in uniform.
- Deborah would like a picture of what a uniformed driver should look like.

- **Access Team Updates/Workplan**
  - Access team's primary work is monitoring the work of our paratransit service for riders – monthly KPIs and quarterly reports.
  - We've received funding in the 2023-2024 budget for some exciting programs – such as moving towards an electric fleet, zero emission fleet.
  - We are in the process of hiring a Program Manager for contracted services special projects. As this moves along, we will come to APAC to hear committee members input on upcoming projects.
  - Access eligibility technology:
    - When folks apply for Access, or renewing, it is a big paperwork process that we've been using for 30 years! We are developing a new technology system (in the early phases right now). I expect that we will be looking for feedback on that.
  - EV Pilot on Vashon Island:

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		- We've ordered test vehicles; we are working through property and infrastructure needs. This will be the basis for when we look forward – deciding what vehicles we get, how to outfit these vehicles. - Deborah asked if APAC members would be able to have test rides. - Gwen: Yes! We could have an APAC meeting on Vashon.

7:20p	**Kristina**	**Board Comments + Next Agenda Drafting**
		
		- **Proposed March Agenda Items:**
		   ○ Regular/recurring agenda items
		   ○ New business:
		      ▪ Same-Day Service pilot project team update to APAC (presentation + discussion)
		      ▪ Review discussion questions for ride-alongs
		      ▪ Review business card layout
		- **Over Email:** Update on the 2022 Report answers still needed from today.
		- **Proposed April Agenda Items:**
		   ○ Complaint data follow-up – rough data, initial impressions
		   ○ Complaint flow chart

7:25p	**Kristina** **All**	**Meeting wrap-up** - **Next monthly APAC meeting:** March 13, 2023, 6 – 7:30 PM