



## ACCESS PARATRANSIT ADVISORY COMMITTEE

**DATE:** Monday, March 13, 2023

**TIME:** 6:00 PM – 7:30 PM PST

**LOCATION:** Microsoft Teams ([Register Here](#))

**APAC MEMBERS:** Deborah Artis, Kristina Sawyckj, Dorene Cornwell, Steven Field

**METRO STAFF:** Gwen Clemens, Mark Nash, Lorrie Alfonsi, Jordan Hoover, Ashish John, Jeremy Trenhaile, Casey Gifford

**GUESTS:** Alexandra (Alle) Brown-Law, Edward (Eddie) Cranford, John Gray, Andrea Verissimo, Courtney Constable (Transcriptors)

Time	Facilitator / Presenter	Topic
6:00 p	Jordan	<b>Welcome</b> <ul style="list-style-type: none"> <li>• Agenda overview</li> </ul>
6:05 p	Kristina	<b>Introductions (if needed)</b> <ul style="list-style-type: none"> <li>• Name you go by</li> <li>• What pronoun you use (<i>she/her; he/him; they/them; no pronouns</i>)</li> <li>• Welcome Steven Field as new APAC member               <ul style="list-style-type: none"> <li>○ Steven’s first official meeting as an APAC member!</li> </ul> </li> </ul>
6:10 p	Jordan	<b>Housekeeping and Reoccurring updates</b> <ul style="list-style-type: none"> <li>• February meeting minutes approval               <ul style="list-style-type: none"> <li>○ Dorene put in motion to approve meeting minutes. Kristina seconded.</li> <li>○ February meeting minutes were approved.</li> </ul> </li> <li>• Recruitment Update               <ul style="list-style-type: none"> <li>○ Currently waiting on a few materials from Metro’s creative services group. Next week, we will have a live application</li> </ul> </li> </ul>

		<p>on SurveyMonkey; application will be open through April. In May, we will need to hold some sessions for reviewing applications. The application will be screen-readable and easy to read. We will be putting the notice in the newsletter.</p> <ul style="list-style-type: none"> <li>○ Kristina asked if APAC members can have a one-pager to hand out to people at Metro events.       <ul style="list-style-type: none"> <li>▪ Liaison confirmed that APAC members will get 8.5 x 11” one-pagers to hand out.</li> </ul> </li> <li>● KPI Review       <ul style="list-style-type: none"> <li>○ Lorrie presented January KPI data.</li> <li>○ Almost 10,000 more boardings in January 2023 than January 2022.</li> <li>○ Rides per service hour and vehicle revenue hours are both up.</li> <li>○ On-time performance is still struggling. Impacted by snow days.           <ul style="list-style-type: none"> <li>▪ Kristina asked if this was still a workforce issue.</li> <li>▪ John answered that MV is working on their workforce; we have 50 people in training. We’re seeing good momentum. The percentage of appointment trips has gone up – so many more customers are booking appointment trips, and we’re seeing that we’re a few minutes early for the appointment. On-time performance is picking up as a result of MV working on the workforce.</li> </ul> </li> <li>○ Steven asked what percentage of trips were booked online versus phone.</li> </ul> </li> </ul>
--	--	--

		<ul style="list-style-type: none"> <li>▪ Lorrie answered that Metro will be presenting that data quarterly. So, Metro will present that data in April.</li> <li>▪ In December 28,000 total phone, to 22,000 total web booking. Majority of our bookings coming over the phone rather than the web.</li> <li>○ Dorene noted that a complaint she hears a lot is that the passenger is dropped off at their location before the business or location is open – forcing the passenger to wait. Dorene shared that this is one of the reasons why APAC is interested in seeing more complaint detail. <ul style="list-style-type: none"> <li>▪ Lorrie noted that Metro will bring complaint data to APAC in the next couple months.</li> </ul> </li> <li>○ Deborah mentioned that a passenger she rode with complained about always being late to his appointments, and he was coming from West Seattle. Deborah offered to let him be dropped off at Harborview before her appointment and the driver said he did not have that flexibility. <ul style="list-style-type: none"> <li>▪ Lorrie asked for the details of that ride. Deborah shared that it was the day she did Mystery Rider. He was a paraplegic. His appointment was at 11 and we were already past 11.</li> </ul> </li> </ul>
<p><b>6:40</b> <b>p</b></p>	<p><b>Jordan</b></p>	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• Same-day service presentation <ul style="list-style-type: none"> <li>○ Problem we're trying to solve: Access customers have limited or no affordable, accessible, reliable options for taking spontaneous trips or trips that require flexibility.</li> <li>○ Objectives: increase lifestyle flexibility for Access riders; Increase efficiency of the transportation system by</li> </ul> </li> </ul>

		<p>providing trips for a lower cost per-trip; Trips are provided on the most environmentally sustainable service possible; taxi providers feel that they are meaningfully included in program.</p> <ul style="list-style-type: none"> <li>○ Kristina asked if “Metro staff time” constraint included MV staff members or just Metro staff. Kristina noted that we’ve struggled with a workforce shortage – if we bring in more riders, we don’t want to slide back into a workforce shortage or have our times dip because of that.</li> <li>○ New service: Metro Flex – just launched this service a week ago! Metro chose Via as the contractor for Metro flex.</li> <li>○ Jordan shared: <a href="#">Metro Flex - Travel Options - King County Metro - King County</a></li> <li>○ Next steps: finalizing what Same-Day service would look like, and finalizing a contract with either Via or MV. Then have a 2 year, phased pilot (2 phases).</li> <li>○ Timeline:       <ul style="list-style-type: none"> <li>▪ Currently working on developing Metro’s recommendations; will bring that to APAC next month for APAC’s feedback. Then will go to Metro leadership for approval.</li> <li>▪ Hope that we move to contracting in April/May 2023.</li> </ul> </li> <li>○ Service parameters = key components of the service, that impact how the service is structured/used by riders. <b>Service parameters</b> = service hours, service area, response times, cost to riders, trip distance, trip caps.       <ul style="list-style-type: none"> <li>▪ Service hours – times of day when service is provided.</li> </ul> </li> </ul>
--	--	--

		<ul style="list-style-type: none"> <li>▪ Service area – area that will be covered by same-day service</li> <li>▪ When to book rides</li> <li>▪ How much to pay – cost per trip on the service</li> <li>▪ Trip distance</li> <li>▪ Trip caps – the number of trips during a set time period (day/week/month) a passenger can use the service</li> </ul> <ul style="list-style-type: none"> <li>○ Kristina noted that we have 54 WAVs that are not Access vans. Is Metro going to look into adding resources into this issue?           <ul style="list-style-type: none"> <li>▪ Jeremy noted that this is a key consideration for determining the level, area, and scope of service. This will be important as we expand the pilot – developing solutions to address those.</li> <li>▪ Kristina commented that 3 taxi companies that there is an issue at the county level about wheelchair accessible medallions. It’s an issue if taxis have to jump through hoops to get the medallions – I’d like to follow up with them.</li> <li>▪ Jeremy noted that the Records and Licensing Services department is in charge of taxi licensing. Casey shared: here's is RALS' contact form: <a href="#">Customer comments - King County</a>. Metro is in close contact with RALS about vehicle supply.</li> </ul> </li> <li>○ Kristina shared that Port of Seattle at SeaTac is looking to increasing their WAV capability at SeaTac. Is Metro coordinating with other groups/agencies that are working on services like this? Don’t want all the other WAVs to be at the airport, or vice versa.</li> </ul>
--	--	--

		<ul style="list-style-type: none"> <li>○ Next month, Metro will share their recommendations and ask for feedback from APAC.</li> <li>○ Kristina has always had really good experiences with Via.</li> <li>○ Kristina asked if we've had to turn away any riders due to ¾ mile rule.       <ul style="list-style-type: none"> <li>▪ Ashish answered that we haven't turned any one away. MV is getting more staff on to the service. Unusual to try and cut paratransit service – usually trying to add, rather than remove. We operate based on fixed route. Thanks to MV; hoping we can continue that trend.</li> <li>▪ Lorrie – we're required to have No Denials. We have 100% no denials. If they're out of our service area, we will link them up to other agencies, like Pierce, Snohomish.</li> <li>▪ Ashish – Paratransit is an unfunded mandate.</li> <li>▪ Lorrie – Our service area is more than the ¾ mile for fixed route. We're providing more than the mandate from the FTA.</li> <li>▪ Kristina – I've been asked by a friend who visiting from UAE for Fifa. Is there something that Access can do to help? Reciprocity for other cities, and other countries?</li> <li>▪ Lorrie – as long as a passenger shows us that they are eligible for paratransit somewhere else, we are able to service them.</li> <li>▪ Gwen – we can put this on our worklist to explore.</li> <li>▪ Kristina – and international visitors use our WAV taxis, which puts constraints on others – so there will be diverse impacts.</li> </ul> </li> </ul>
--	--	---

- Review of APAC business card
  - Kingcounty.gov/metro/apac – this webpage is live!
  - Kristina thinks it’s useless to have “District Seat” on the business card. Why have it?
    - Dorene agrees. She likes the idea of having cards that don’t have to be updated as people move on and off the committee.
    - Dorene likes the card. It’s simple but readable.
    - Kristina recommended deleting “Access Paratransit Advisory Committee District Seat #1” and add another line at the bottom so people can write their names.
    - Dorene noted that having a second line would muddy it, so recommends not adding another line.
  - Kristina edited the back to read: “Good or bad ride? Comments?”
  - Dorene edited the back to read: “Have a comment? We want to hear from you.”
  - Kristina asked if we could add these to a poster? Like stick in a little packet for business cards.
    - John shared that MV vehicles have comment cards where you can leave comments after your ride – and then the comment cards are submitted to the County at the end of the month.
    - Kristina asked if we could see those comments.
    - Steven noted that there’s also a place to submit comments on the website.
  - Kristina asked if we could share the APAC business cards with Metro Outreach team (Gerald). Also share the recruitment flyers.

		<ul style="list-style-type: none"> <li>○ Kristina asked if the business cards could be translated and be in Braille.</li> <li>○ Dorene and Kristina recommended Metro reach out to Lighthouse for the Blind – big employer for Blind and Deaf-Blind residents. They could help with Braille business cards.</li> <li>○ Dorene also noted that it would be great to have a mobility coordinator from Lighthouse for the Blind on the APAC.</li> <li>○ Dorene and Kristina both agreed that Metro should look into translation of the business cards.</li> <li>○ Jordan will try to get these cards by the ride-alongs in April</li> <li>● Review of questions for committee member ride alongs       <ul style="list-style-type: none"> <li>○ APAC members did not have questions prepared. Jordan suggested preparing those questions over email.</li> <li>○ Questions from the comment cards – standardized questions that APAC could use.</li> <li>○ Dorene is not sure how much she can commit to in April.</li> <li>○ Eddie shared that MV will coordinate with Ashish and Mark. APAC members should reach out to Ashish and Mark and then Metro will reach out to MV.</li> <li>○ Steven would like to be involved in the ride-alongs. He’s unsure what the program is all about.           <ul style="list-style-type: none"> <li>▪ Jordan explained that the ride-alongs are for APAC members to understand the comments/experiences of passengers using Access. Different from the Mystery Riders – which Deborah has done before.</li> </ul> </li> <li>○ Number of ride alongs?           <ul style="list-style-type: none"> <li>▪ Dorene: probably 1-2</li> </ul> </li> </ul> </li> </ul>
--	--	--



		<ul style="list-style-type: none"> <li>○ Ride alongs can be done at any time. Before next month's meeting, APAC members should email Ashish, Mark Nash, and Jordan to coordinate a ride-along.</li> <li>● Background &amp; Vision from MV Transit's incoming General Manager – Eddie Cranford       <ul style="list-style-type: none"> <li>○ Been in transit for 15 years – started as a dispatcher and worked my way up. Previously was a general manager at Washington DC. Oversaw and supported Chicago paratransit location. Vast majority of my experience has been in paratransit. If I could summarize my understanding – paratransit is not just a transportation service, it's a lifeline. It's for people who may not have access to reliable transportation.</li> <li>○ 3 priorities:           <ul style="list-style-type: none"> <li>▪ Safety – making sure that we are providing service safety. We transport the most precious cargo. Vehicles are in top condition; drivers are well trained</li> <li>▪ Reliability – vehicles are on time, drivers are knowledgeable about the routes they are taking. Communicate proactively about disruptions in service.</li> <li>▪ Prioritizing the rider experience – providing a welcoming and friendly environment, accommodating each individual's needs. Incorporating and using feedback to improve service.</li> </ul> </li> <li>○ Looking to improve the service, appreciate your time.</li> <li>○ Kristina would love to have coffee with Eddie to discuss Washington DC and Chicago's transportation systems!</li> </ul> </li> </ul>
--	--	--

<p>7:20 p</p>	<p>Kristina</p>	<p><b>Board Comments + Next Agenda Drafting</b></p> <ul style="list-style-type: none"> <li>• Comments       <ul style="list-style-type: none"> <li>○ Kristina was contacted by a long-time bus rider, who is concerned about (smoking drugs) safety on the E line. It's scaring her to ride to Watchele Cemetery. Can she apply to Access ride?</li> <li>○ Ashish – typically you'd have to prove that she's eligible.</li> <li>○ Kristina asked if we could add a condition (safety) like "weather"</li> <li>○ Ashish – those conditions are set by federal level.</li> <li>○ Kristina – can our voice be involved? I would love to be involved. Some of those routes are really unsafe. It's just a matter of what is going on now. If there's any opportunity to participate in the federal level, I'd like to be included.</li> <li>○ Dorene – the E line is really frequent. Sometimes I get on the bus and there are no seats in the front – because they are so frequent, I get off the bus and wait for the next. I've been on buses where the driver has said "no smoking on the bus" – how to be safe when Access isn't an option – complain about it; ask the driver to do something about it. I don't want to minimize your friend's experience; I totally get it. But sometimes it's easiest to just get off the bus and wait for another one.</li> <li>○ Lorrie - We can follow up with the safety team for fixed route?</li> <li>○ Gwen - On Metro buses. Any or all of these things!           <ul style="list-style-type: none"> <li>▪ Tell your driver</li> </ul> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Call King County Metro Transit Police at 206-296-3311</li> <li>▪ Call 9-1-1</li> <li>○ <a href="https://kingcounty.gov/depts/transportation/metro/about/safety-security/stop-now.aspx">https://kingcounty.gov/depts/transportation/metro/about/safety-security/stop-now.aspx</a></li> <li>• Draft April Meeting Agenda</li> </ul>
<p>7:25 P</p>	<p>Kristina All</p>	<p><b>Meeting wrap-up</b></p> <ul style="list-style-type: none"> <li>• <b>Next monthly APAC meeting:</b> April 10, 2023       <ul style="list-style-type: none"> <li>○ Dorene asked if we would have complaint information by April?           <ul style="list-style-type: none"> <li>▪ Lorrie – that information is quarterly – so we would present it in May. However, MV comment cards could be earlier.</li> <li>▪ Dorene said she would be very interested in the comment cards from MV.</li> </ul> </li> <li>○ Dorene suggested canceling the April 10 meeting and only hosting April 24 meeting. If we don't have any other business.</li> <li>○ Jordan suggested that people work on scheduling ride-alongs in the meantime. He will update the website.</li> <li>○ Kristina would like an in-person get-together sometime this year. Want to all be in the same room.           <ul style="list-style-type: none"> <li>▪ Jordan can coordinate that. Would you like that to be a regular APAC meeting or a special meeting?</li> <li>▪ Dorene could go either way. Suggested in-person, outdoors in a park with wheelchair access.</li> <li>▪ Dorene suggested to have a potluck. June or July. Jordan will keep that on our agendas to continue to discuss!</li> </ul> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"><li>• <b>Special meeting in the end of April:</b> Same day service presentation &amp; discussion<ul style="list-style-type: none"><li>▪ Kristina appreciated a special meeting. Ad hoc meeting where we can discuss same day service; invite community members that have been involved with SDS (Jamilla and Harriet); people who were involved with the committee in 2021.</li><li>▪ Jordan will check in with Casey and Jeremy about inviting non-APAC members to the meeting</li><li>○ Last Monday in April – April 24 – would that work for everyone?<ul style="list-style-type: none"><li>▪ Works for Dorene, Steven, and Kristina!</li></ul></li></ul></li></ul>
--	--	--