



ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, May 8, 2023

TIME: 6:00 PM – 7:30 PM PST

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

APAC MEMBERS: Deborah Artis, Steven Field, Kristina Sawyckyj, Dorene Cornwell

METRO STAFF: Jordan Hoover, Cristina Gonzalez, Ashish John, Lorrie Alfonsi, Gwen Clemens, Dimas Koral-Arocho

GUESTS: Eddie Cranford, Alle Brown-Law, Beth Hamby

Time	Facilitator/ Presenter	Topic
6:00p	Jordan	Welcome <ul style="list-style-type: none"> • Agenda overview
6:05p	Kristina	Introductions (if needed) <ul style="list-style-type: none"> • Name, pronouns, and position • Introduced Cristina Gonzalez, from the Community Engagement team at Metro.
6:10p	Jordan	Housekeeping and Reoccurring updates <ul style="list-style-type: none"> • April meeting minutes approval <ul style="list-style-type: none"> ○ Dorene moved to approve the April meeting minutes. Deborah seconded. ○ April meeting minutes were approved. • Quarterly complaint review <ul style="list-style-type: none"> ○ APAC members noticed that the two complaint categories that increased were Missed Trip and Late Pick Up. Why did these categories increase? <ul style="list-style-type: none"> ▪ Metro and MV representatives noted that ridership and boardings have significantly

		<p>increased, so those categories increased proportionally. Ridership in January and February 2023 was 15% higher than 2022!</p> <ul style="list-style-type: none"> ○ APAC members requested that future quarterly reports take ridership into account, maybe by presenting the data as percentages as well as original complaint numbers. ○ APAC members asked what defines a missed trip? <ul style="list-style-type: none"> ▪ Any arrival 15 minutes after the pick-up window and/or the passenger does not ride. ○ APAC members asked if APAC has any control over the complaint category “Non-Dedicated Service”? Is there any way to provide feedback to taxis and other providers? <ul style="list-style-type: none"> ▪ Metro staff answered that taxis are usually only assigned as overflow, or if a bus is behind. Metro works with MV and Access Operations depending on the nature of the complaint. Whenever a complaint like that comes in, we forward that to MV, and they respond to us pretty quickly. ○ APAC members asked if we could separate the taxi data from the MV data? <ul style="list-style-type: none"> ▪ Metro is working on an update to Salesforce and is hoping to be able to separate between providers once updated. ○ For the complaint category “Wrong Vehicle,” APAC members asked if there is a way to correct it in the
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		<p>system once a wrong vehicle is sent to pick someone up?</p> <ul style="list-style-type: none"> ▪ MV answered that it depends on the situation. Sometimes, this is because of a mistake while booking, or the customer file is incorrect. If it ends up being a mistake made by MV, we look into it, research it and correct the situation to keep it from happening again. ○ APAC members agreed that the complaint data is helpful. It would be great to have a breakdown by service provider, and knowing the Metro is working on getting this from Salesforce is useful. • KPI and dashboard review <ul style="list-style-type: none"> ○ We're up from 59,000 boardings in 2022 to 63,000 boardings in 2023. With more boardings, there are more vehicle revenue hours. ○ On-time appointments are low, at 77.7%. The reason on-time appointments are low is because people aren't using the Opt-Out option during reservation. Opt-Out allows people to say "Yes, it's ok to drop me off if we arrive early." Often people don't opt out at the time of reservation, but then, during the ride, say that it's ok to be dropped off early. <ul style="list-style-type: none"> ▪ APAC members noted that there is such thing as <i>too</i> early for an appointment (such as if the business isn't open yet).
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		<ul style="list-style-type: none"> ○ Liaison noted that Salesforce upgrade will likely happen in 2024.
	<p>Jordan</p>	<p>General Business</p> <ul style="list-style-type: none"> ● Year-End Report <ul style="list-style-type: none"> ○ The report needs to be sent to King County Council by August 10, 2023. ○ APAC members discussed the best next steps for drafting a Year-End Report. Members noted that the 2022 Report isn't posted on the APAC website and requested that it be posted. <ul style="list-style-type: none"> ▪ Liaison will send the 2022 Report to all the APAC members, to use as a template for 2023. ○ Dorene will go through the meeting minutes and pull together a first draft of the Annual Report. Dorene will bring the draft to the June APAC meeting for APAC members' review. ● Recruitment <ul style="list-style-type: none"> ○ Metro received 17 complete applications, across almost all districts in King County. ○ Liaison shared an application scoring rubric as well as interview questions to APAC members via email. ○ Liaison shared that Metro's community engagement team will be responsible for recruitment. <ul style="list-style-type: none"> ▪ An APAC member disagreed with this approach. They suggested a sub-committee of APAC members look over the applications and be involved in the review process. They have been involved with applicant reviews for

		<p>other King County commissions before.</p> <p>Metro is responsible for recruiting applicants, but the APAC committee members are able to be part of the interview process.</p> <ul style="list-style-type: none"> ○ Liaison proposed the following approach: Liaison will share the rubric and interview questions with the APAC members. The Metro Community Engagement team will review applications with the scoring rubric, and create a list of candidates to interview. Then, APAC members can help interview candidates. <ul style="list-style-type: none"> ▪ Liaison shared that Metro’s goal is to build a diverse board that represents King County – <i>not</i> just to put butts in seats! ▪ An APAC member suggested that Kristina should be involved in the review process. Kristina has historical expertise on how recruitment has been done before. ○ Scoring Rubric <ul style="list-style-type: none"> ▪ APAC members asked if the priority population designation is determined by self-identification? <ul style="list-style-type: none"> ● Yes, people had the opportunity to self-identify based on demographic questions in the application. ▪ APAC members asked how the scoring rubric is in alliance with King County’s racial equity goals? The rubric says, “the candidate offers a valuable, diverse perspective.” But “diverse
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		<p>perspective” could mean 100 different things, not just racial equity.</p> <ul style="list-style-type: none"> • Liaison answered that the priority population designation is based on King County’s racial equity goals, but also includes economic and language diversity. ▪ APAC members asked how Metro will make sure we have a Black individual, a Latinx individual on the committee? We want to ensure we’re hearing from all the people in our community. Many APAC members are low- to no-income because they are disabled. So, it’s important to think about racial equity, rather than just diversity. APAC members want to prioritize representation from people of color. ▪ Metro staff suggested changing the question about “like/dislike about the candidate” to “positive or negative,” the original wording seems too subjective. ○ Interview Questions <ul style="list-style-type: none"> ▪ Metro staff suggested changing the interview questions to be more conversational. The interview questions need to be accessible to non-English speakers. ▪ APAC members noted that the first question is a little off-putting. They suggested a question like: “When you start a new thing,
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		<p>what makes you learn your way around?” or “What would make this a positive experience for you?” We need to be welcoming, honest that there’s a learning curve, and make space for the experiences that people have. APAC members also suggested we ask about “how people have presented their dissenting view?”</p> <ul style="list-style-type: none"> ▪ APAC members asked about how we will ensure disability diversity as well? You don’t want a committee that is only wheelchair users, for example. ▪ APAC members recommended that Metro staff tell applicants the timeline to get onboarded to the committee to set expectations early. <ul style="list-style-type: none"> • Liaison will discuss this and set expectations at each interview. ▪ APAC members asked if there were any youth or students who applied? <ul style="list-style-type: none"> • We do have one applicant who is younger than 30! <ul style="list-style-type: none"> ○ Scheduling interviews <ul style="list-style-type: none"> ▪ Kristina will sit on the interview panel. Liaison will coordinate with Kristina to schedule interviews.
7:20p	Kristina	<p>Board Comments + Next Agenda Drafting</p> <ul style="list-style-type: none"> • Public Comment

		<ul style="list-style-type: none"> ○ Comment from Beth Hamby, Sound Transit's Accessible Services. Beth is just listening in today and is always interested in accessible transportation in the region! ● Draft June Meeting Agenda <ul style="list-style-type: none"> ○ New EV pilot for paratransit <ul style="list-style-type: none"> ▪ APAC members are interested in EVs and the research about paratransit vehicle power and stamina. An APAC member shared that vehicle configuration is a huge issue – Snohomish County's ride on-demand vehicle was hard to get in and out of. ○ Year-end report ○ Follow-up on recruitment ○ An APAC member asked if Kristina could write an letter with APAC requests, including a budget, to the King County Council? ○ Liaison shared that APAC members can request to receive their business cards over mail or can meet with Jordan to pick them up in person.
7:25p	Kristina All	Meeting wrap-up <ul style="list-style-type: none"> ● Next monthly APAC meeting: June 12, 2023 ● Liaison will follow up about an in-person meeting over email.