



ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, June 12, 2023

TIME: 6:00 PM – 7:30 PM PST

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

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

METRO STAFF: Jordan Hoover, Mark Nash, Dion Gram, Gwen Clemens, Lorrie Alfonso, Cristina Gonzalez, Eddie Cranford, Kevin Schreiner

GUESTS: Kennidy Stood, Artie Nelson, Frana, Tyler Vasquez

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"> • Introduced ADA Transition Plan Team
6:10p	Jordan	Housekeeping and Reoccurring updates <ul style="list-style-type: none"> • Recruitment Status Update <ul style="list-style-type: none"> ○ There are a number of open seats. Currently there are at least four people that the committee would like to nominate, with the potential for a fifth. ○ Metro is considering in person training and onboarding for new members. ○ Currently there is one person from a low-income community who has interviewed and is being considered for nomination. • KPI and dashboard review <ul style="list-style-type: none"> ○ Vehicle revenue hours are up compared to last year at this time. MV is working on improving the efficiency of their routes and schedules. ○ On-time maintenance is at 95.7 percent. Current total accidents are at 3.45 per 100,000 miles,

		<p>down from 3.83 in April 2022.</p> <ul style="list-style-type: none"> ○ APAC members suggested talking to HopeLink for additional data. ○ APAC members noted that Find A Ride helps make services more visible around King County. It's not totally seamless, but it is evolving. ○ APAC members shared that Safe Ride Health provides medical transportation through insurance companies. ○ APAC members recommended that Metro lists ride availabilities on the Metro or Access website, or potentially do PSAs on local radio or TV. Not everyone knows what's going on or what their options are, especially if they are newly disabled. ○ APAC members asked how complaints are tracked? <ul style="list-style-type: none"> ▪ Eddie commented that there is a direct correlation between on-time performance and the rise of complaints. ▪ Lorrie noted that Metro has committed to providing complaint data every quarter, so we will see this data in August. ○ Lorrie shared that on-time appointments have stayed consistent. Accidents came down in March, went back up in April. No big preventable accidents have occurred.
<p>6:35p</p>	<p>Jordan</p>	<p>General Business</p> <p>ADA Transition Plan Presentation</p> <ul style="list-style-type: none"> • Cristina introduced the ADA transition plan. Metro is looking forward to APAC advising the ADA Transition. All public entities must: <ul style="list-style-type: none"> ○ Conduct self-evaluation of facilities, services, & activities ○ Provide public notice about ADA and how it applies to the public

- Designate an ADA coordinator
- Adopt & publish complaint procedures
- Dion is leading the efforts of the ADA Transition Plan for KC Metro under Title II of the Americans with Disabilities Act. We have already met 3 of the 4 requirements for state/local governments. A transition plan determines what the barriers are and how they will be mitigated.
- Metro has brought on Kimley-Horn, Accessology, and Stepherson and Associates. The consultants will work with the core members to develop a comprehensive list of programmatic and physical barriers so that we can make a plan to move forward transitioning those barriers out.
- Most of the time Metro is reactive to complaints. We want to identify issues more proactively. We will figure costs and funding sources, and include these calculations in the plan.
 - APAC: What about ADA compliance on the Metro website? Most of the website is not ADA compliant. The Wave accessibility tool helps determine this.
- ADA Transition Plan Team:
 - Project manager: Dion Graham
 - Community Engagement: Cristina Gonzalez
 - Technical Consultants: Kimley-Horn
 - Community Advisory Committee: APAC
- Stephenson & Assoc. shared that stakeholder engagement is scheduled to take place from June to September 2023 and will include stakeholder interviews, focus groups, intercept surveys, report out, and the final ADA plan with engagement and communications topics.
- Metro engagement staff noted that Metro is not starting this community research from scratch. We are taking into account existing reporting, complaints, and data, and will consider this when conducting focus groups to support the transition plan. We would like input from APAC on

our engagement strategy and contacts, feedback about your lived experiences and needs, your assistance prioritizing proposed solutions, and comments on draft plan.

- APAC members noted that ADA is only one set of aspects of equity. For example, we've had an ongoing conversation about new riders who request services in other languages. As far as process access, there is the option for online booking, but who is migrating to online booking? Is that because they like it and it's convenient, or because they do or don't have access to internet or a computer?
- Metro engagement staff noted that opportunities to share lived experiences and needs will be heavily prioritized and considered during this process.
- APAC members shared that they have a lot of feedback, but don't have enough time now to share.
 - Metro can set up a focus group discussion to gather more feedback from APAC members.
- APAC members asked if there is a different pool of money for people who speak other languages?
 - Metro's community engagement team has a pool of resources available for languages access.
- *Question for APAC:* Who are other organizations or individuals that we should speak with?
 - APAC members recommended the following organizations: Asian Council and Referral Services, Refugee Women's Alliance, Filipino Community Center, East African organizations, Centro de la Raza, Casa Latina, Somali Health Board
- *Question for APAC:* Are there organizations that serve a smaller geographic region?
 - APAC members suggested that the Metro team check with school districts, school resource offices, and get ahold of the grassroots community centers in

King County.

- Additionally, Metro should engage affordable housing providers (SHA, Lee Hyde, King County Housing Authority). In addition to learning about programmatic barriers, you can identify more specific user barriers. Washington Council of the Blind is figuring out how to do outreach to ophthalmologists. The Disability Mobility Project is looking at needs and perspectives of people transitioning out of driving. In addition to who to talk to, it is also important to train new hires about how to talk to people about using these interconnected services.
- Finally, check with college and university nursing schools, physical therapy schools.
- *Question for APAC:* What are community engagement opportunities we should know about?
- Liaison will follow up via email with committee members and send the discussion questions so everyone can think about events and other opportunities.
- The ADA Transition Plan team will share project updates regularly with APAC, attend future meetings to listen to additional input/feedback, and schedule a focus group. For a separate focus group, APAC will be compensated for their time.

Year-End Report

- APAC members solicited members' suggestion for what to include in the report. We will highlight the recruitment process, as well as our progress in resolving issues. For example, Metro is looking to implement processes such as Salesforce to track complaints.
- APAC members noted that the Year-End Report needs to include this meeting.
- APAC members asked whether a card or an app was easier for people with disabilities to use.
 - An APAC member noted that they do not support

		<p>going cashless because many people are unbanked and this would limit accessibility. This should be included in our report.</p> <ul style="list-style-type: none"> • APAC members noted that there are smartphone tools to help visually impaired people cross the street, but these are not necessarily sufficient to ensure safety and access. New isn't necessarily better. • APAC members asked how King County is accounting for required stipends in their budget. Members expressed interest in being involved with the beginning process of buying vehicles. Someone who uses a wheelchair should be able to test and give feedback to new vehicles and Sound Transit Stations. • APAC members noted that complaints about Access drivers wanting to drop riders off around the corner are often not accounted for and we should include this in the year-end report. • Dorene will send the report to APAC two weeks before the next meeting so that everyone can review prior to the meeting. Once we hand off the report it will go through an additional review process. • Liaison suggested that the report include the same day service pilot discussion, and financial compensation for being part of the community.
7:20p	Kristina	<p>Board Comments + Next Agenda Drafting</p> <ul style="list-style-type: none"> • Public Comment: <ul style="list-style-type: none"> ○ Aaron Morrow: I would like to commend the members on this commission. You have done a masterful job. You should look into procuring a vehicle as soon as possible because funding is disappearing. People with disabilities (physical and visual) must be part of this process, otherwise vehicle schematics can end up totally wrong and the process will need to be restarted. • Draft July Meeting Agenda

		<ul style="list-style-type: none"> ○ Liaison noted that next month will include the EV presentation, and a review of the year-end report. ○ APAC members suggested that the EV presentation should go first, and then the report, to ensure we have enough time to cover everything. ○ APAC members would like to meet in person. ○ Liaison agreed to talk about an in-person meeting in July or August.
7:25p	Kristina All	Meeting wrap-up <ul style="list-style-type: none"> • Next monthly APAC meeting: July 10, 2023