



## Minutes: Access Paratransit Advisory Committee

**DATE:** Monday, August 9, 2021

**TIME:** 6:00 PM – 7:30 PM PST

[Zoom Meeting Recording \(expires 9/18/2021\)](#), passcode: =?ZZoJK9

**APAC MEMBERS:** Clark Matthews, Dorene Cornwell, Deborah Artis, Kristina Sawyckyj, Joe Welinske

**METRO STAFF:** Gunner Scott, Gwen Clemens, Ashish John, Lorrie Alfonsi, Gwyn Howard, Anahi Sanchez Sandoval

**MV Transportation staff:** John Gray, Mike Bedlion

**GUESTS:** Dion Graham, King County Metro ADA coordinator, Brian Camozzi, Deputy Ombuds for Transit

Facilitator/ Presenter	Topic
Dion	<p><b>Update from Dion Graham, Metro’s ADA coordinator</b></p> <p>Dion highlighted the topics he’s been supporting over the past year. This work has included:</p> <ul style="list-style-type: none"> <li>• Developing an ADA dashboard that will eventually be open for public access. The data is pulled from customer comments from fixed routes.</li> <li>• Supporting the development of a continued education training related to ADA for operators on fixed routes.</li> <li>• Tracking challenges and equity needs related to a potential shift to cashless fares on-board fixed route buses.</li> <li>• Supporting the MV Access optimization project work to identify opportunities to support riders that are currently using Access service instead of fixed route service due to obstacles (infrastructure or frequency issues).</li> <li>• Tracking the Next Gen ORCA card transition work.</li> </ul> <p><u>Questions:</u></p> <ul style="list-style-type: none"> <li>• How is incoming customer feedback fielded? Is there a specific team? <ul style="list-style-type: none"> <li>○ Most of the feedback that comes in is processed through Metro’s Customer Service Office. ADA-related feedback may be routed directly to Dion, or Dion may support addressing the feedback.</li> <li>○ How does the response get back to questioner? <ul style="list-style-type: none"> <li>▪ Usually responses are sent directly from the involved department. If it’s an ADA-specific response, for example clarification regarding ADA policy, the response may come from Dion.</li> </ul> </li> </ul> </li> <li>• What are options for addressing the issues with rental bikes and scooters in the vicinity of Jackson St and 4<sup>th</sup> and 5<sup>th</sup> avenues? These bikes and scooters provide a tripping hazard when they are left in pathways and create obstacles for accessing bus stops. Additionally, what are the options for addressing bus stops that create accessibility issues?</li> </ul>

- Community members can contact the company about removal of the bike/scooter. As far as accessibility issues at specific bus stops, the current system codes stops as accessible versus inaccessible. Other projects in the area are often the way that the needed upgrades are made to the inaccessible stops. While a complaint about accessibility at a specific stop won't necessarily trigger an upgrade, the complaints are important for tracking and identifying future opportunities to couple the work with project work in the area.
- Lots of Access riders are not aware of how to submit feedback or complaints because there is no contact information visible on the Access vehicles. How can this be address?
  - (John Gray): Access vehicles have had feedback cards on-board previously, pre-covid, but at this time riders can submit feedback and complaints via the reservation line. Complaints and feedback submitted this way will be forwarded to Dion if needed.
  - (Dion): Additionally, there is ongoing work to set up metrics for tracking ADA-related feedback. There's interest in setting up a subcommittee to help with identifying priority to address issues.
- Safety and security on fixed route bus service is an increasing concern for many riders. As a result, some riders maybe interested in utilizing Access service. Has there been any thought of looking in to expanding eligibility for Access service based on safety and security concerns?
  - Safety and security concerns are being taken very seriously and there is a lot of work in progress to address those issues. It would be challenging to adjust eligibility for Access service as it is based on specific factors related to abilities.
  - (Brian Camozzi): It is important that riders continue reporting safety and security issues to the Customer Service Office. Often times, operators are unaware that an incident has occurred on the bus. Reporting allows for Metro to track issues and investigate.

**ACTION:** APAC members to identify topics for Dion to focus on at future meetings.

**ACTION:** Dion to attend Monthly APAC meetings on a quarterly basis (next meeting November 2021). Dion may have availability to attend sooner than November if requested by APAC members.

<p><b>Gunner</b></p>	<p><b>Next steps for APAC member recruitment</b></p> <ul style="list-style-type: none"> <li>• Interview task force: Kristina, Dorene, Clark, and Joe</li> <li>• APAC member feedback re: application</li> </ul> <p>Currently there are three open APAC member positions, with the possibility that a fourth may open. The group discussed ways to streamline the APAC member application and to make it more accessible. Metro staff plan to transition the application from the PublicInput platform to the SurveyMonkey platform, in addition to providing hardcopies as requested.</p> <p>Questions and feedback:</p> <ul style="list-style-type: none"> <li>• Can we add an option question for applicants to share if they have a disability that falls into a broader category? This would be a way to help track that the APAC committee has a wide representation of abilities. It would be important to ensure that this question is appropriately worded.</li> <li>• Can the question regarding the highest degree of education completed be removed or reworked to focus more on access and needs? That sort of question may be creating a barrier for applying for some folks.</li> <li>• The section that asks applicants about professional licenses and proficiency in computer applications (Word, Excel, etc.) could be adjusted to focus more on comfort and familiarity with using a computer, email, Zoom, and confirming if the applicant uses adaptive software or computer equipment.</li> <li>• Interest in any opportunity to shorten the application. There could also be value in noting that there are alternative ways of applying (via phone).</li> <li>• It may be helpful to add an open-ended question at the end in case an applicant has something more to share: "Is there anything else about you that would be helpful for us to know?"</li> <li>• Suggestion to add: "Is there anything that's a barrier for you to fully participate on this commission?" A similar question was used on the Mobility Board application.</li> <li>• Delete or reframe: "Why do you think you're the best candidate" question.</li> <li>• Add information on the minimum age requirement.</li> </ul> <p><b>ACTION:</b> Gunner to follow up with the boards and commissions lead to confirm the protocol of listing other boards and commissions on the application.</p> <p><b>ACTION:</b> APAC members to review updated application at the September 13 meeting.</p>
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<p><b>Ashish</b></p>	<p><b>Mystery Rider Program</b></p> <p>The program is ready to start training those who are interested in participating as Mystery Riders. The goal is to have about 20 rides per month.</p> <p>Kristina and Deborah expressed interested in participating.</p> <p><b>ACTION:</b> APAC members can reach out to Gwyn if they are interested in participating in the Mystery Rider Program.</p>
<p><b>Kristina</b></p>	<p><b>APAC report update</b></p> <p>The report has been making its way through the review process. Staff anticipate that the report will be sent to the King County Executive's Office soon, after which it would then be sent to King County Council.</p> <p>Metro's Chief of Staff sends congratulations to APAC on all that the committee has accomplished already. Metro is already looking into a number of items that were noted in the APAC report to coordinate with Access on.</p> <p>Question:</p> <ul style="list-style-type: none"> <li>• Did the report made any recommendations/requests related to compensation or funding? <ul style="list-style-type: none"> <li>○ No, but that doesn't mean that APAC can't make an additional recommendation related to funding later.</li> </ul> </li> </ul> <p><b>ACTION:</b> APAC members to organize a subcommittee to begin following up on the recommendations/requests in the APAC report.</p> <p><b>ACTION:</b> Metro staff to confirm if APAC members are able to attend the King County Council meeting when the APAC report is addressed.</p>
<p><b>Kristina</b></p>	<p><b>Fall 2021 ESJ Workshop</b></p> <p>The group discussed organizing an equity and social justice workshop that would be help outside of regularly scheduled meetings. King County Metro offers a 3.5 hour Equity and Social Justice Fundamentals workshop that covers what racial justice is, why King County is centering race in this work, and what how these values are integrated into King County and Metro's strategic goals.</p> <p>Completing the workshop in one 3.5-hour session (which includes breaks) is recommended as the session has a flow that is helpful to maintain. The workshop includes breakout sessions and is intended to be interactive. There could be an opportunity for new APAC members to attend this workshop with new members of other committees so that they don't miss out on this information.</p> <p><b>ACTION:</b> Gwyn to coordinate with Lorrie on identifying potential dates/times for the Equity and Social Justice Fundamentals workshop. Gwyn will follow up with APAC members to confirm which time works best.</p>

<p><b>Kristina</b> <b>All</b></p> <p><b>Gwyn</b></p>	<p><b>Meeting wrap up</b></p> <ul style="list-style-type: none"> <li>• Identify agenda items for future meetings (Kristina, all)</li> </ul> <p>APAC members discussed the following topics for future meetings:</p> <ul style="list-style-type: none"> <li>• More frequent discussions with Dion Graham</li> <li>• (September 13 meeting) APAC member recruitment and application update review</li> <li>• (September 13 meeting) Equity and Social Justice Fundamentals workshop scheduling</li> <li>• Data and updates from the Mystery Rider Program</li> <li>• Taxi pilot program update</li> <li>• Organizing a subcommittee meeting to follow up on the Access Optimization Project</li> <li>• Updates on the work related to transitioning on-board fares to cashless <ul style="list-style-type: none"> <li>○ Confirmed that currently funds in an ORCA card e-purse can only be used for fixed route service, not for Access service.</li> </ul> </li> <li>• ORCA Next Gen updates</li> </ul> <p><u>Questions:</u></p> <ul style="list-style-type: none"> <li>• What isn't Access service included in the rollout of ORCA next gen? <ul style="list-style-type: none"> <li>○ The first issue is that there are not currently ORCA card readers installed on the Access vehicles. Metro learned that it would cost well over 1 million dollars to acquire and install the card readers on Access vehicles.</li> <li>○ The good news is the ORCA Next Gen update will allow Metro direct access the software the system uses. This creates an opportunity for use existing tablets on Access vehicles as a card reader using this new open software.</li> <li>○ Unfortunately, there will be a little bit of a lag time between deployment of the Next Gen ORCA on fixed route service until Metro is able to get those tables loaded and functioning with the new software. In the meantime, Metro is exploring opportunities to allow Access riders to pay ahead of time when scheduling rides.</li> </ul> </li> </ul>
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