



ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, September 13, 2021

TIME: 6:00 PM – 7:30 PM PST

[Zoom meeting recording](#) (expires 10/20/21)

APAC MEMBERS: Clark Matthews, Dorene Cornwell, Deborah Artis, Kristina Sawyckyj, Ginger Kwan, Christina Schaefer, Joe Welinske

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

MV Transportation staff: John Gray, Lanai Tua

GUESTS: Casey Gifford, Jeremy Trenhaile, Mark Nash, Molly Dinardo

<i>Facilitator/ Presenter</i>	<i>Topic</i>
Gunner	<p>Welcome</p> <ul style="list-style-type: none"> Housekeeping
Kristina	<p>Introductions</p> <ul style="list-style-type: none"> Name you go by What pronoun you use (<i>she/her; he/him; they/them</i>) Review the agenda
Casey Jeremy	<p>Access Same Day Service Project Update</p> <ul style="list-style-type: none"> Presentation Q&A Next steps for survey <p>Casey and Jeremy provided an overview and update on King County Metro's Access Same Day Service Pilot Project. A smaller pilot was completed in 2019. This pilot will be larger, and APAC members are invited to participate in the initial planning to inform the design of the pilot itself as well as by participating if already an Access rider. The pilot is in the early planning stages which includes working to identify opportunity and constraints.</p> <p>ACTION: APAC members are asked to please complete the Same Day Service Pilot survey by September 30: https://www.surveymonkey.com/r/85JH8RN</p> <p><u>Questions and feedback:</u></p> <ul style="list-style-type: none"> Is there a target geographic target location/area for the pilot? <ul style="list-style-type: none"> The pilot is in the early planning stages of identifying a target area and identifying where there is need for this type of service. APAC member feedback is welcomed. <ul style="list-style-type: none"> The areas with the highest use of the taxi script program usage might indicate areas of need for same-day Access booking. The program should have the same footprint as Access paratransit service. This would align the program with ADA requirements and would provide additionally needed service to Access riders. For example, if an

Access riders were to be released from the hospital late at night, they would not have enough notice to schedule an Access ride ahead of time. It will also be important to think about how this program could integrate into the Link light rail station network.

- How does this pilot differ from the initial, smaller pilot in 2019?
 - The 2019 program was more of a beta test and not a full pilot. There were only about 8-10 participants and the program was not county-wide. King County Metro learned important information from the program and is now wanting to scale up the program to conduct a full pilot. Additionally, the initial test was pre-Covid so it's important to do a pilot to help understand how needs have changed.
- Would this pilot be available to those with children? Is there a way to provide car seats?
 - This pilot is specific to Access riders to keep it at a manageable scale. But there is interest in looking into this issue. Other demand service such as Via to Transit is currently analyzing integrating car seats as well as allowing those younger than 13 years old to ride alone.
 - Will Via to Transit expand to Northgate Montlake Terrace?
 - Currently an expansion in those areas is not in the plans.
- Sometimes parents qualify for Access service but are hesitant to use it because of the current scheduling hurdles. How fast is the turnaround time for this same day service pilot? What type of vehicle would be used?
 - We're currently in the process of identifying the specifics including if the service would be truly on demand or if riders would request service a few hours ahead of time. The number of accessible vehicles will depend on ridership and need and it is anticipated that there will need to be a blending of vehicle types to ensure a comparable level of service for wheelchair users is provided.
- How does the service in this pilot differ from the existing taxi script/yellow taxi voucher program?
 - There may be overlap between the two programs, but the programs may have differences such as the number of trips per month, how to book a trip, and the subsidy levels for a trip.
- There are a lot of opportunities to meet needs with this program. Scheduling flexibility is a big need. For example, is an appointment runs later than anticipated.
- I appreciate Metro looking at this pilot to help identify what riders need. Steps toward customer centered service- thank you.
- If I am not a current Access rider, is it possible to participate in the pilot as an APAC member?
 - At this time, we're thinking that actual participation in the pilot might be limited to Access riders. We would like to invite feedback on the pilot design and process all APAC members though.

	<ul style="list-style-type: none"> • What are starting and end points of the customer experience for this program? <ul style="list-style-type: none"> ○ That is to be developed via the design process for the pilot. <p>ACTION: Track timing for next Access Same Day Service Project update</p>
<p>Gunner</p>	<p>APAC member recruitment update and application update</p> <ul style="list-style-type: none"> • APAC member feedback re: application • Review recruitment next steps <p>There are currently three open APAC member positions. Jamilah is taking a medical leave from the APAC committee for the next three months and will stay in touch with Gunner about next steps.</p> <p>An updated APAC member application was provided to APAC members for review. It is Metro’s responsibility to recruit and vet applicants. And the responsibility of APAC members advise King County Metro, Council, the and Executive. Metro is looking to APAC member support with identifying new members to keep committee filled.</p> <p>King County Metro will be reaching out to organizations that have worked with Metro previously as well as social media groups that support accessibility topics. Gunner and Gwyn are finishing up the APAC member recruitment plan. The goal is to publish the application by mid-October. The application will be open for two weeks. The goal is to fill the three seats by November/December, January at the latest.</p> <p><i>Questions and feedback</i></p> <ul style="list-style-type: none"> • Add “tactile ASL” as an option for questions #11 • How will the information provided in questions 11-14 be used during the application review process? How is the demographic information used. <ul style="list-style-type: none"> ○ Some of the information helps Metro will following up with candidates during the interview process. Metro always asks the same set of demographic questions throughout the department. The questions are optional but help with prioritizing a wide variety of backgrounds in the interview process. A two-phase application review is planned for the APAC interview process: first an anonymous review with no names or demographic information provided and the second phase where that information is included to help ensure that the applicant pool includes a wide variety of backgrounds. • The application will be updated to state that Metro is committed to providing needed accommodations. • The application will be available as both a fillable PDF and online via SurveyMonkey. <p>ACTION: Once the application is available, APAC members to share information on the recruitment effort with their networks. King County Metro is happy to provide language and materials as needed.</p>

<p>Lorrie</p>	<p>Equity and Social Justice Fundamentals workshop</p> <ul style="list-style-type: none"> • Saturday, October 16, 12 – 4pm <p>The Equity and Social Justice Fundamentals workshop for APAC members will be held on October 16 at 12pm via Zoom. Two facilitators from Metro have been identified. Materials will be provided in advance.</p>
<p>Kristina</p>	<p>APAC report follow up</p> <ul style="list-style-type: none"> • Identify next steps for questions/topics needing resolution in the APAC report <p>The APAC report follow up topic will be added to the October agenda. The APAC report has been submitted to King County Council. Gunner will be in touch with any updates.</p> <p>ACTION: The APAC report follow up topic will be added to the October agenda.</p>
<p>Gunner</p>	<p>Metro Leadership at future APAC meeting</p> <ul style="list-style-type: none"> • Identify topics and questions for Metro’s General Manager (Terry White), Deputy General Manager (Michelle Allison), and/or Chief of Staff (DeAnna Martin). <p>Metro’s General Manager, Deputy General Manager, and Chief of Staff have expressed interest in attending a future APAC meeting. APAC members are invited to identify topics or submit questions for Metro leadership to address.</p> <p>The group discussed having about 25 minutes on the agenda to provide time for Metro leadership to introduce themselves and then open up time for questions.</p> <p>The group discussed thinking through any topics from the APAC report that would be helpful to engage leadership in.</p> <p>Attendees discussed interest in discussing with leadership how Metro is collaborating with Access and other departments throughout the county. Several services overlap and are interconnected in the communities that they service.</p> <p>ACTION: APAC Members to send any questions and topics for King County Metro leadership to Gunner.</p>
	<p>General topics</p> <p><i>Disability awareness month</i></p> <ul style="list-style-type: none"> • October is disability awareness month. APAC members were invited to write about their experience as an APAC member to be included in the Access newsletter. Dorene volunteered to make a submission. <p><i>Northgate Link Station design</i></p> <ul style="list-style-type: none"> • Gunner addressed the email regarding the Access drop off/pick up location at the new Northgate Link Station. Gunner has reached out to Sound Transit’s ADA coordinator. APAC members with any additional Sound Transit-related questions/comments can contact Donna Smith at Sound Transit (contact information was provided via email on 9/15/21).

<p>Kristina All</p> <p>Gwyn</p>	<p>Meeting wrap up</p> <ul style="list-style-type: none"> • Identify agenda items for future meetings (Kristina, all) <ul style="list-style-type: none"> ○ October: ORCA Next Gen ○ Casey? Same day service TBD ○ Report prep • Action items (Gwyn) <p>Next Executive Committee planning session (open to all APAC members): September 27</p> <p>Next monthly APAC meeting: October 11, 2021</p>
--	---

September 13, 2021 meeting action items:

- APAC members are asked to please complete the Access Same Day Service Pilot survey by September 30: <https://www.surveymonkey.com/r/85JH8RN>
- Track timing for next Access Same Day Service Project update
- Once the application is available, APAC members to share information on the recruitment effort with their networks. King County Metro is happy to provide language and materials as needed.
- The APAC report follow up topic will be added to the October agenda.
- APAC Members to send any questions and topics for King County Metro leadership to Gunner.