

## King County Transit Advisory Commission

February 15, 2022

6 p.m. to 8 p.m.

Teleconference:

Link to join the meeting via computer: <https://zoom.us/j/87261006083>

Dial in information: 1 (253) 215-8782, Meeting ID: 872 6100 6083

### 6:00 p.m. Welcome & Introductions

- Name
- Pronouns, if you would like to share
- Access needs
- Check in question

### 6:15 p.m. Consent agenda, Announcements, January meeting recap

- Consent agenda
  - Present:
    - **TAC members:** Cheryl Harrison, David Johnson, Angela Theriault, Bobby Wooten, Oskar Abian, Jacob Struiksma, Mina Barahimi Martin
    - **Metro staff and presenters:** Lizette Carrasco, Regina Dove, Dion Graham, Arthur Bachus (Sound Transit)
    - **Guests:** Andrea Ornelas, unidentified phone number, Bebhinn Gilbert
  - **Vote:** Meeting minutes – January 2022
    - Jacob moves to approve minutes. Mina and Cheryl second and third. Minutes approved.
- January meeting recap, reflection, follow up
  - TAC reflection and visioning exercise part 1
  - Quorum rules
  - Update regarding safety and security on Metro buses
    - **Detailed follow-up response will be provided to TAC members**
    - Comment: It is very important that this message/actions taken by Metro to protect the health and safety of riders and employees is widely communicated publicly and in accessible formats. Not everyone reads blogs.
    - Question: Do we believe that will increase rider confidence with safety? Especially as people return to work I know many are planning to drive due to safety concerns.

- A: Metro has engaged customers during the SaFE reform process to co-create strategies for transit safety and security, including strategies that would increase rider confidence with safety.
    - Question: What about air health within the space of the bus? All the time get on buses and windows are closed.
      - A: Overlapping challenges of COVID-19 pandemic and increased drug use necessitate dynamic processes. Will follow-up on current guidance for operators regarding windows
- Announcements
  - Financial Disclosure Form
  - Reappointment
    - Financial disclosure and reappointment packets have been submitted – thank you! Lizette will follow-up individually if further information is needed.
  - SaFE Implementation Report transmitted to King County Council
  - Recommendations for talking points for the General Manager’s update
- Space for questions and comment from the TAC
  - Q: Update on new ORCA?
    - A: Set to arrive in 2022, in multiple phases. More information about the timeline for rollout of new ORCA linked [here](#). May be opportunities for user testing for new ORCA website.
  - Q: When might fixed routes return to more consistency without so many cancelations?
    - A: Directed to blog post ([link](#))
    - TAC comment: Stress importance of getting information through multiple channels; blog posts may not be accessible to all

**6:30 p.m. Quarterly Update from Metro Access/ADA Transition Plan Committee (ADAPT)**

Presenter: Dion Graham – Metro ADA Services Administrator

Verbal presentation. TAC feedback follows:

- Q: Is ADA involved right at the beginning of each project, or is it brought in later down the line?
  - A: Early involvement is the goal. Cannot tell 100% when there is public engagement with the development of new projects, but Dion is always invited to inform these processes at the onset of design to ensure ADA considerations are being integrated. However, Dion is only 1 person.

- Q: Need to do a better job addressing disability requirements on fixed route. Example: bus route number on coaches not always visible due to mask requirement messaging on buses.
  - A: Great example. These are also examples that can be brought up to the ADAPT committee to open that discussion.
- Q: You mentioned you're the only person representing ADA for the entire agency? How do you prioritize what you have to do? How do you know all that's going on? Are you involved in the grievance process?
  - A: Dion has a full-time employee that assists. Regarding prioritization: it is a challenge. Has conveyed his needs to management to get additional support. Also involved in the grievance process but acts as an internal consultant of sorts across groups. Position has become more broad than the original intention of the role (which was focused on paratransit). Emphasized this is why there was such a strong need for this ADA transition plan. How Dion knows what's going on – he is pulled into meetings across Metro during the introductions/early design phase.
- Comment: Appreciate the update and the work being done. Just want operators to be vaccinated and safe.
  - A: Thank you. Definitely have operator's safety in mind.
- Q: Are other transit agencies involved in the ADA transition plan? How so?
  - A: Absolutely. Started process by reaching out to transit agencies to see what existing plans they had. Many did not have an ADA transition plan in place. TriMet Transit had great existing example that we are using as a template to build upon. Always sharing ideas across other agencies and other ADA coordinators, SDOT, WSDOT, etc. Public will also be involved – there are many checks and balances along the way.
- Q: Website and bus stop information regarding re-reroutes. Why aren't these announcements being broadcasted on the buses or at stops? Needs to be better coordination within Metro to improve on-bus announcements
  - A: Many improvements within operations including messages on the bus are challenging to change. Looking at new technologies. How can the announcement system in the bus be improved? Not the first time we've heard about announcement challenges. This must be documented in the ADA transition plan.
- Q: What's the role of community input on the ADA transition plan? Especially reaching out to priority populations?
  - A: Will be included in the plan, but exact details still need to be worked out. But yes, there will be strategic community engagement.

**7:05 p.m. East Link Connections Project: Engagement Phase 3**

Presenters: Regina Dove – Metro Senior Community Engagement Planner

Arthur Bachus – Sound Transit Customer Engagement Specialist

Refer to presentation. TAC feedback follows:

- Q: How will you make sure one can easily transfer from bus to train and vice-versa. Also emphasize that all materials are in accessible formats (i.e. Braille, HTML, other formats that are accessible with screen readers)
  - A: Online open house is screen reader accessible. Will follow up on HTML format to see if that can be made available
  - Additional TAC comment: Amplifying the importance of having accessible communication on-board trains and buses; don't want to miss my stop/connection because don't hear the announcement.
- Q: How to prioritize conflicting feedback?
  - A: Working in alignment with priorities from the East Link Connections mobility board. Partner network also puts jurisdictions, employers, and CBOs together in one space on this process – so Metro is not acting as “middle-man”. Optional demographic information asked of respondents to be able to uniquely identify feedback from equity priority populations
- Q: Want clarification for planning in areas like Bothell and Northgate. Is Link replacing Metro fixed-route service? What is the goal?
  - A: Goal is to improve connections between bus routes and Link stations. Some routes deleted that duplicated the route of the future light rail service. Whether a route gets deleted depends on how much the route is duplicated by Link
- Q: Will there be time for the TAC to provide feedback before the recommendations go to Council? How will we be getting people out of cars and into buses? Regarding outreach - are we reaching out to enough folks? What about riders who are now working remotely, but who may return to the office in the future?
  - A: Want TAC to be more engaged in these processes. Transmittal to council in July 2022. Transmittal to individual departments in mid May. We can revisit the TAC in April/March.
  - A: Steadily increasing engagement across the 3 phases. Have over 800 responses so far. Good trajectory so far. Many registrations for the upcoming info sessions. In regards to folks who are still working remotely, have been in contact with major employers to share engagement process, forecast ridership, spread the word out, etc. Open to any recommendations for additional channels to amplify this engagement effort.
- Q: Regarding accessibility and attracting more folks to transportation. Uplift importance of being able to know where you are when you're on a route or at a stop (I.e on-board announcements, wayfinding). Also, with the proposed routes, I imagine you have to work with each jurisdiction- how has that happened thus far?
  - A: Wayfinding and announcements will need to be elevated to Capital division to support investments at Metros facilities
  - A: Regarding jurisdiction engagement, our government relations are heavily involved with local jurisdictions; they have been made aware.

- Q: Any plans for additional routes to Bothell, Monroe, Woodinville?
  - A: We will follow up with the service planners
- Q: Have there been alerts on buses about this process? Print or audio alerts on buses?
  - A: Alerts are at bus stops. Audio alerts on coaches is new lesson.

**7:50 p.m.      Good of the order**

- TAC Chair: Future presentation or agenda item requests?

**8 p.m.          Adjourn**