



## ACCESS PARATRANSIT ADVISORY COMMITTEE

**DATE:** Monday, January 9, 2023

**TIME:** 6:00 PM – 7:30 PM PST

**LOCATION:** <https://kingcounty.zoom.us/j/89374190760>

**PASSCODE:** 2022

**WEBINAR ID:** 893 7419 0760

**JOIN BY PHONE:** +1 (253) 215-8782

**APAC MEMBERS:** Deborah Artis, Kristina Sawyckyj, Dorene Cornwell

**METRO STAFF:** Gwen Clemens, Ashish John, Lorrie Alfonsi, Jordan Hoover, Diana Gil-Vargas

**GUESTS:** John Gray, Mike Bedlion

Time	Facilitator/ Presenter	Topic
6:00p	Diana	<b>Welcome</b> <ul style="list-style-type: none"> <li>Agenda overview</li> </ul>
6:05p	Kristina	<b>Introductions</b> <ul style="list-style-type: none"> <li>Name you go by</li> <li>What pronoun you use (<i>she/her; he/him; they/them</i>)</li> <li>Welcome and introduce Jordan Hoover</li> </ul>
6:10p	Jordan	<b>Housekeeping and Reoccurring updates</b> <ul style="list-style-type: none"> <li><b>December meeting minutes approval</b> <ul style="list-style-type: none"> <li>All APAC members approved the meeting mins as read and as final</li> </ul> </li> <li><b>KPI Review - November 2022 report and graph trends</b> <ul style="list-style-type: none"> <li>December data will be coming soon since there is currently a delay</li> <li>Productivity is up, trips can include more than one booked trip, 3.7% of Accidents occurred in November, preventable</li> </ul> </li> </ul>

		<p>accidents are low, more incidents may show up in December due to ice and snow (e.g., cars getting stuck in snow).</p> <ul style="list-style-type: none"> <li>○ On time performance- Improved different areas for customer satisfaction like recruitment; bringing in more drivers and changing schedules. The goal is to continue to improve to improve on time performance.</li> <li>○ King County Metro has a five-year contract with MV; the contract has an option to extend an additional five years. All Access operators are contract employees through the MV contract. Their employers include MV, Solid Ground Transportation (SGT), and a variety of subcontractors who are primarily taxi services.</li> <li>○ Continuing to review performance can be included on APAC's work plan</li> <li>○ On time performance question- complaints about Access wanting to schedule trips earlier instead of closer to appointments       <ul style="list-style-type: none"> <li>▪ This is all based on the demand which is a first come first serve approach. Therefore, not all appointments will be scheduled to customers preference.</li> <li>▪ Is Access getting complaints about long gaps between a pickup and scheduled appointment?           <ul style="list-style-type: none"> <li>• Recommendation is to schedule the appointment closer to the appointment or follow a similar approach to fix route buses.</li> </ul> </li> </ul> </li> </ul>
6:40p	Jordan/Access Team	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• <b>APAC 2022 report recommendations</b></li> </ul>

		<ul style="list-style-type: none"> <li>○ First recommendation feedback- Receiving the report on a quarterly basis works for APAC. IVR is Access greeting system. APAC can email Ashish with questions <a href="mailto:ajohn@kingcounty.gov">ajohn@kingcounty.gov</a>. Recommendation for John Gray to set up a training session with people needing support and to ensure that everyone that needs to be included on email are included.</li> <li>○ APAC would like to see the written response for the report via email. This topic can then be discussed at the February meeting.</li> <li>● <b>2023 APAC monthly meeting cadence</b> <ul style="list-style-type: none"> <li>○ Need to continue meeting at the same of every month</li> <li>○ Will APAC need to do an annual report?</li> </ul> </li> <li>● <b>Annual report</b> <ul style="list-style-type: none"> <li>○ APAC would like to know if Council does in fact review the report?           <ul style="list-style-type: none"> <li>▪ APAC would like to get an update at the next meeting</li> <li>▪ APAC would like to submit annual report for 2023</li> <li>▪ Dorene would like to put the report together</li> </ul> </li> <li>○ APAC would like to have the updated annual report on the website to be able to review what was drafted the year before</li> </ul> </li> <li>● <b>Executive meeting discussion</b> <ul style="list-style-type: none"> <li>○ No executive meetings for now until new members join</li> <li>○ Want to have an on-boarding process/book to on-board new people</li> </ul> </li> <li>● <b>Recruitment</b></li> <li>● <b>Recruitment update</b></li> </ul>
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7:20p	Kristina	<b>Board Comments</b>
7:25p	Kristina All	<b>Meeting wrap-up</b> <ul style="list-style-type: none"> <li>● <b>Next monthly APAC meeting:</b> February 13, 2023</li> </ul>