



Minutes: Access Paratransit Advisory Committee

Date: Monday, February 14, 2022

Time: 6:00 PM – 7:30 PM PST

APAC Members: Dorene Cornwell, Deborah Artis, Kristina Sawyckyj, Ginger Kwan,
Metro Staff: Gwen Clemens, Ashish John, Lorrie Alfonsi, Gwyn Howard, Anahi Sandoval
MV Transportation staff: John Gray, Lanai Tua, Mike Bedlion
Metro Guests: Jeremy Trenhaile, Casey Gifford

Facilitator/ Presenter	Topic
Anahi	Welcome <ul style="list-style-type: none"> • Housekeeping
Kristina	Introductions <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 Gifford Jeremy Trenhaile	Access Same Day Service Pilot <p>Casey and Jeremy provided an update on the Access Same Day Service Pilot project. This is the final opportunity for APAC members to review and discuss the pilot’s draft recommendation before it is finalized for implementation. The group’s recommendation will be going to Metro leadership for final review in late February.</p> <p>The next six months will be used to prepare the pilot for implementation including conducting a procurement process. The goal is to launch the pilot project in fall 2022 (tentatively September). The project will include a 2-year pilot with a 1-year evaluation process. The goal is to be able to scale up the program overtime as improvements are made on a rolling basis.</p> <p>The group reviewed and discussed recommendations for the following parameters</p> <ul style="list-style-type: none"> • Service hours • Service area • Timing for booking • Payment • Trip distance • Total trips per month <p>The group reviewed and discussed the following potential service models (how would service be delivered):</p> <ul style="list-style-type: none"> • TNCs (e.g., Uber, Lyft)/Taxis

- Access with supplemental non-dedicated service providers (e.g., taxis and potentially TNCs)
- Metro flexible services (Community Rider, Ride Pingo to Transit, Via, Hopelink, etc.) and non-dedicated service providers)

The current recommendation is to implement a pilot program using Metro Flexible services and non-dedicated service providers. The team would like to continue study of the other potential service models in the future.

It is important to note that the recommended service parameters may change based on the limitations of the selected vendor/s, available budget, and as new information is learned.

Questions and comments

- Q: Are operators participating in the pilot subject to drug testing?
 - A: For these types of services where the transit agency provides a subsidy or copay for the service there is a taxicab exemption that applies as long as specific parameters are met. This means that per the FTA these types of services do not have to comply with the drug and alcohol requirements that other standard services do. [Shared Mobility FAQs: Controlled Substance and Alcohol Testing Requirements | FTA \(dot.gov\)](#)
- Q: Has the Same Day Services team looked into the number of riders who are anticipated to need door to door versus curb to curb service? Or the number of riders who would require wheelchair accessible vehicles? Overall, this pilot program is very exciting.
 - A: Access currently anticipates about 40% of riders needing curb to curb service and about 60% of riders needing door to door or hand to hand service. The pilot program will provide curb to curb service at a minimum and Metro will work with vendors through the procurement process regarding additional services.
- Q: How does a TNC's surge pricing affect the cost of rides through Same Day Service?
 - A: The team will work with TNCs to discuss the pricing details during the procurement process. There are options for Metro to provide a subsidy or a set dollar amount, and a distance measure to cover the cost of trips.
- Q: How many participants will be involved in the pilot program?
 - A: The program anticipates about 150 participants.
- Q: What is Metro's back up plan in the event that the recommended service model is not able to be implemented?
 - Metro is discussing the possibility of holding a second procurement process with the TNC/Taxi service model as a backup.

	<p>Action: APAC and SDS to track timing for next SDS presentation at APAC.</p>
<p>Ashish Lorrie</p>	<p>2021 Metrics/monthly KPI</p> <p>The group reviewed and discussed the 2021 Access data and metrics.</p> <p>Data for the following was included:</p> <ul style="list-style-type: none"> • Total boardings performed • Operating cost per boarding • Average boardings per vehicle service hours • Total vehicle service hours delivered • On-time performance • Trips scheduled • Percent of maintenance on time • Accidents <p>Trends in the data were discussed and included impacts from the Covid-19 pandemic and Omicron variant surge, winter weather impacts in December, and staffing challenges due to national shortages and the vaccine mandate. Overall, the data showed relatively consistent service levels and on time performance for riders.</p> <p><i>Questions and comments</i></p> <ul style="list-style-type: none"> • Q: Does the accident data include vehicle fires? <ul style="list-style-type: none"> ○ A: Yes, those are reported as major accidents if the vehicles are in service. If it is a parked vehicle fire it would not be included. • Q: Is customer satisfaction included in this data? <ul style="list-style-type: none"> ○ A: The best indicators of rider satisfaction are from the Mystery Rider Program and quarterly surveys. • Q: Are riders allowed on the vans without masks? <ul style="list-style-type: none"> ○ A: All riders must wear a mask unless if they have a medical exemption. Sometimes operators have to reminder riders to keep their mask on. Based on feedback from operators the majority (at least 90-95%) of riders are wearing masks. • Comment: Acknowledgement that the on-time service data was very positive. This area was a huge issue for riders in the past but the data shows much improvement. Great job to the Metro and MV team for making that improvement. • Q: Would this data be part of the annual APAC report to Council? <ul style="list-style-type: none"> ○ A: Yes, this data is included in Metro's annual report to council. Metro staff can provide APAC members graphs if needed to include in the report.

	<ul style="list-style-type: none"> • Comment: Information on customer satisfaction surveys and/or complaint reports are important for APAC members. <p>Action: APAC members to provide feedback to Lorrie and Ashish on the type of information and data that was shared and if different information is needed in the future. (So far interest expressed for information on customer satisfaction data and data highlights to include in the annual APAC report)</p>
<p>Kristina</p>	<p>Meeting duration adjustment</p> <p>The group discussed the potential extension of the meeting duration by 30 minutes to provide the opportunity to cover more topics on the agenda. This topic has been discussed at the APAC executive planning meeting. Having a slightly longer meeting duration could help with preparing for the next annual report. Attendees discussed potentially having a quarterly meeting that starts 30 minutes earlier than usual at 5:30pm and ends at the usual 7:30pm time. The group decided to table the decision for now.</p> <p><i>Congratulations to new grandparent Ginger!</i></p>
<p>Gwyn</p>	<p>APAC member recruitment update</p> <ul style="list-style-type: none"> • Reviewers: <ul style="list-style-type: none"> ○ APAC members: Kristina Sawyckyj, Clark Matthews, Christina Schaefer, Joe Welinske ○ Metro staff: Gwen Clemens, Lorrie Alfonsi, Ashish John, Anahi Sandoval <p>Gwyn is still working with reviewers to collect application scoresheets. Once all of the scoresheets have been submitted, Gwyn will total up the scores and move forward with offering interviews to applicants who were most recommended for interviews by reviewers.</p>
<p>Kristina All</p>	<p>New Business</p> <ul style="list-style-type: none"> • Reminder: 2022 Financial Disclosure Forms due <ul style="list-style-type: none"> ○ No signature needed this year as a typed name is accepted. Action: All APAC members to send Gwyn a 2022 Financial Disclosure Form. • Heads up: new Zoom link for meetings <ul style="list-style-type: none"> ○ Gwyn will be sending out a new Zoom link to use for APAC meetings moving forward. The current link is from Gunner's account. Currently using the link that Gunner set up on his account. Action: Gwyn to provide new Zoom meeting links. • Update from Kristina: The Community transportation association of NW conference out of Tacoma March 9-11, 2022 <p>Topics for future meetings</p> <ul style="list-style-type: none"> • 2022 Work plan review and next steps (Ashish)

	<ul style="list-style-type: none"> • Customer service survey results (Ashish/Lorrie)
Kristina All	Meeting wrap-up

February 14, 2022 meeting action items:

- APAC and Same Day Service to track timing for next SDS presentation at APAC.
- APAC members to provide feedback to Lorrie and Ashish on the type of information and data that was shared and if different information is needed in the future. (So far interest expressed for information on customer satisfaction data and data highlights to include in the annual APAC report)
- All APAC members to send Gwyn a 2022 Financial Disclosure Form.
- Gwyn to provide new Zoom meeting links.

Next monthly APAC meeting: March 14, 2022