



Minutes: Access Paratransit Advisory Committee

Date: Monday, November 8, 2021

Time: 6:00 PM – 7:30 PM PST

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 Sandoval

MV Transportation staff: John Gray, Lanai Tua

Metro Guests: Michelle Allison, DeAnna Martin, Casey Gifford, Jeremy Trenhaile, Molly Dinardo, Aaron Edwards

Facilitator/ Presenter	Topic
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
Gunner All	<p>Welcome Metro Leadership</p> <ul style="list-style-type: none"> • Michelle Allison - Deputy General Manager • DeAnna Martin - Chief of Staff <p>Michelle and DeAnna introduced themselves to APAC and shared about their backgrounds. Both spoke about King County Metro and about their excitement to work with APAC on many key issues. Both were appreciative of the amount of thought and care that was put into the 2021 APAC report.</p> <p>Per APAC request, Michelle and DeAnna spoke about what actions Metro is taking today to build a more integrated, equitable transit system in the future. Key highlights that were noted were that there is no one-size-fits-all solution from Metro’s perspective. The agency is interested in listening to riders, collecting information, trying out new processes, and implementing what works best. Main areas of concern for Metro are affordability and accessibility. There are both topics that Metro is actively working on addressing systemwide to be able to better meet each customer’s needs. This means that Metro is focusing on investing in the areas where the needs are the greatest and involves centering priority populations.</p> <p>Michelle and DeAnna are looking forward to attending future APAC meetings and welcome any updates from APAC.</p>

Questions and comments

- How can APAC members stay up to date on Metro's work to build a more integrated, equitable transit system?
 - The group discussed development of a work plan, potentially based on the APAC report structure, to use as a tracking document. Ideally the document could include timelines and objectives.

Action: Metro staff to work with APAC to identify additional equity and accessibility measures to include in ongoing tracking.

Action: APAC Executive committee members to discuss the format of the monthly Access dashboard metrics and any potential adjustments.

- What's one accessible transit best practice that you're excited to see implemented at Metro?
 - The Access Same Day Service Project has been in the works for several years. It is exciting to finally see the full pilot launch this year to making progress toward the potential adoption of a program.
 - The introduction of more payment platforms for Metro services to make it easier for riders to use the Access system.
- There is new potential [federal legislation](#) that would adjust paratransit service rules. Who from Metro would follow that type of legislation?
 - Metro's Government Relations team tracks legislation at a local and Federal level. Metro staff can follow up to make sure this particular legislation is being tracked.

Action: Metro staff to track potential timing for a future update to APAC from Metro's Government Relations team.

- Access riders are asked to conduct a recertification process to confirm Access eligibility even if they are permanently disabled. This requires riders to fill out forms and schedule doctors' appointments to get forms signed. What is the reason for a mandatory recertification process and how might Metro streamline this process for those with limited disabilities?
 - Metro conducts the recertification process to best assess how to serve Access riders. The specific service needs for a rider may change even if they have a permanent disability. There is a way for Access riders to work with Metro staff to seek an alternative process for recertification.
 - The group discussed the importance of considering updates to the recertification process to make it burdensome for riders.

Action: Ashish to follow up with Deborah regarding concerns about the recertification process.

Action: Metro staff to follow up with the APAC about the mandatory recertification process for Access including the policy, reason, and available metrics.

<p>Casey Jeremy</p>	<p>Access Same Day Service (SDS) Pilot update</p> <ul style="list-style-type: none"> • Overview and update on pilot program • Upcoming workshop opportunities for APAC members to provide input on the development and design of a SDS pilot (<i>participants will be compensated for their time</i>) <p>Casey provided APAC members a presentation which included the following topics:</p> <ul style="list-style-type: none"> • Status update on the pilot program • Overview of Access customer needs (what has Metro learned from riders) • Key pilot program outcomes and constraints • Next steps for forming an advisory team (APAC members invited) <p>The SDS Pilot has conducted several surveys and interviews with Access riders. Additionally, staff have conducted research regarding best practices across the county. Similar programs in Boston, Kansas City, Denver, and Southern Nevada have been studied.</p> <p>The SDS Pilot aims to achieve the following key outcomes:</p> <ul style="list-style-type: none"> • Increase lifestyle flexibility for Access riders by enabling them to take affordable, accessible, and reliable spontaneous trips and trips that require flexibility. Access customers have a higher degree of independence and can enjoy greater access to opportunities such as work, social events, and medical services. They can take last-minute trips and can spend less time scheduling, waiting for, and taking their ride. • Increase the efficiency of the transportation system by providing trips for a lower cost per-trip than traditional Access, allowing Metro to deliver more trips for the same total cost. • Trips are provided on the most environmentally sustainable service possible (shared rides, low-emission vehicles, connections to fixed-route transit when practical). <p>Casey provided information on the project's advisory team and how APAC members can participate. Kristina and Deborah expressed interest in participating. Christina also is interested but would need an alternative schedule. Clark, Doreen, and Ginger will follow up with Gunner.</p> <p>Action: Access Same Day Service Pilot project team to provide APAC an update at the January 2022 meeting.</p> <p>Action: APAC members that are interested in participating in the Access Same Day Service Pilot project should reach out to Casey Gifford by November 12.</p>
<p>Gunner</p>	<p>APAC member recruitment update</p> <ul style="list-style-type: none"> • Additional APAC members needed for application review and candidate interviews <p>Gunner provided an update on the APAC member recruitment process. So far four completed applications have been received. The application will remain open until December 3. Gunner is reviewing and updating the application review process.</p>

<p>Kristina All</p>	<p>Old business</p> <ul style="list-style-type: none"> • Review October 11th action items <ul style="list-style-type: none"> ○ Per the action item, Metro staff followed up with information about the number of available rideshare accessible vehicles. <ul style="list-style-type: none"> ▪ Vanpool Fleet (wheelchair accessible): 3 ▪ Community Connections Passenger Van Fleet: 38 ▪ Community Connections Cutaway Fleet: 43 ▪ DART Fleet: 32 ▪ CAT Fleet: 179 • Review summary of October 11 minutes (Joe) • Report out on 10/16 Equity and Social Justice Fundamentals workshop <p>New Business</p> <ul style="list-style-type: none"> • December meeting: <ul style="list-style-type: none"> ○ Dion Graham to return to provide updates on Metro's ADA program ○ Update on Metro Fares Stakeholder Advisory Group. This group has been working to advise Metro on fare collection methods and the potential impacts on cash paying riders if cash were only accepted off-board buses. • January meeting: <ul style="list-style-type: none"> ○ Access staff updates ○ Access Same Day Service Pilot
<p>Kristina All</p>	<p>Meeting wrap-up</p>

November 8, 2021 meeting action items:

- Metro staff to work with APAC to identify additional equity and accessibility measures to include in ongoing tracking.
- APAC Executive committee members to discuss the format of the monthly Access dashboard metrics and any potential adjustments.
- Metro staff to track potential timing for a future update to APAC from Metro's Government Relations team.
- Ashish to follow up with Deborah regarding concerns about the recertification process.
- Metro staff to follow up with the APAC about the mandatory recertification process for Access including the policy, reason, and available metrics.
- APAC members that are interested in participating in the Access Same Day Service Pilot project should reach out to Casey Gifford by November 12.
- Access Same Day Service Pilot project team to provide APAC an update at the January 2022 meeting.

Next Executive Committee planning session (open to all APAC members):

1. November 22, 2021, 4-5pm
2. <https://zoom.us/j/96688497679?pwd=THg2WUNPT1BkeGJndlNnSkpVZDFCQT09>
3. Meeting ID: 966 8849 7679
4. Passcode: 20021
5. One tap mobile: +12532158782,,96688497679#
6. Dial by your location: +1 253 215 8782

Next monthly APAC meeting: December 13, 2021