



AGENDA

Access Task Force

Monday, July 22, 2019 5:00 PM – 7:00 PM

King Street Center, 8th Floor Conference Center

201 S Jackson St, Seattle WA 98104

CALL-IN NUMBER: 206-263-8114 Conference ID: 4558828

Group members: Robert Angrisano, Dorene Cornwell, Lynn Domingo, Stacy Gillett, Amal Grabinski, Jamilah Ibrahim, Susan Koppelman, Ginger Kwan, Kimberly Meck, Debbie Meyers, Kibibi Monie, Aaron Morrow, Hadi Rangin, Jessica Renner, Joy Sebe, Mark Smutny, Harriet Williams

Purpose of Meeting:

- Introduce the task force to Gunner and MV
- Orient participants to the transition work and major milestones
- Plan for the next meeting

Co-Facilitators: Jamilah Ibrahim and Aaron Morrow

- | | |
|---------|------------------------------------------------------------------------------------------------------------------------|
| 5:00 PM | Welcome & Introductions (Aaron, Jamilah) |
| 5:10 PM | Public Comment (Aaron, Jamilah) |
| 5:15 PM | Introduce Gunner Scott (DeAnna) |
| 5:25 PM | Update on comments/complaints/commendations coming in-house to Metro (Greg/Members of the CIO transition subcommittee) |
| 5:35 PM | Transition milestones (Jeremy) |
| 5:55 PM | MV - Presentation (Gwen to introduce John Gray) |
| 6:15 PM | Task Force to Advisory Committee update |
| 6:35 PM | Upcoming meeting times and next meeting agenda (Staff) |
| 6:55 PM | Plus/Delta: What worked, what didn't work (Staff) |
| 7:00 PM | Adjourn |

Access Task Force Meeting Minutes

June 25, 2019

In attendance: Chair Aaron Morrow; Vice Chair Jamilah Ibrahim; Dorene Cornwell; Hadi Rangin; Kibibi Monie; Jeremy Trenhaile; Susan Koppelman; Ginger Kwan; Harriett Williams; Gwen Clemens; Robert Angrisano; Mark Smutny; Jessica Renner; Harriett Williams; Brian Camozzi; Kimberly Meck; Debbie Meyers, Ashish John, Cindy Chen, Joy Sebe (phone)

Guest: Benjamin Shabazz

Public comment

Benjamin Shabazz expressed his concern about getting things resolved for riders; he brought up that at every meeting, the same problems are still occurring without resolution. Aaron Morrow referred Benjamin Shabazz to Metro staff.

Business:

Aaron Morrow led the discussion regarding topics for next six months. He stated that the most overwhelming thing is: 1) getting the charter squared away; 2) customer service, making a clean and transparent move to the new contractor; and 3) start recruiting, send out questionnaire. Kimberly Meck pointed out that the list that the Task Force came up with: based on feedback from the group last meeting, are the top three areas of focus: 1) KPI's, what's already being measured. Driver times, call center wait times, complaints and wait times. Develop payment options; same day, etc. 2) vanpools; 3) online scheduling, websites. 3) Not finalized, proposed get the task force ready to be a commission.

Susan Koppelman added that now there is a finalized contract, the Task Force would like to see the transition plan and she added her request to see the Equity Impact Review.

DeAnna Martin shared that they have begun the work to come up with that plan and figure out how to work with the Task Force. Metro is in the early stages. She shared that they would spend July's meeting working on the

transition. Gwen Clemens shared that Access has a signed contract, and are putting together a project plan.

DeAnna Martin pointed out that the charter was created and that the Council also established a workforce Access Advisory committee. This needs to be completed by August.

Robert Angrisano requested that everyone have a copy of the contract.

Susan Koppelman asked about the EIR

Gwen Clemens stated that the EIR is being edited and will available in August.

DeAnna Martin with the steps required for the standing committee.

August is the target date. By August 2020, the KPI's need to be completed. The goal is to be a standing formal committee by this August so a standing report can be submitted by August 2020. DeAnna Martin stated that she sent out a poll a week ago asking the Task Force members to show their interest in being on that committee: the Committee would need to complete some trainings, public disclosure address; county email address; complete a financial disclosure report; attend ten meetings; and review some forms.

She also stated that some will be appointed to a four-year term of service, some a two year.

To be appointed, DeAnna Martin stated that they have to submit paperwork saying "here are these people we want to appoint to these positions." They also have to submit a first annual application which is signed. It is a written application. She also pointed out that individuals are appointed, not organizations.

DeAnna Martin shared the results of the survey: Nine responses were received stating that they would like to be on the task force. There are 21 people considered to be members. Of those who responded, 44 percent were Access riders, 51 percent were not. DeAnna Martin also mapped out that members need to be represented on the King County Council map; there is a representative in the first, the second, and there are two members; one person in the third, no one in the fourth; there are two people in Council District No. 5; Council District 6 has no representative; District 8, has one person; no one in Council 7. Council 9, no one from that area. Nine out of 22 responded.

Debbie Meyers pointed out that they need the 9, 4 and 6 Council Districts.

Mark Smutny asked if Deanna Martin could clarify the application process and asked who the decision makers are. He shared that he lives in Snohomish County. He recommended a subgroup that works on nomination. DeAnna Martin stated that there isn't a process yet.

Kim Meck moved that a subcommittee to be established for the recruitment process, to develop it and determine how new members are appointed.

Jamilah Ibrahim seconded the motion.

Aaron Morrow asked for the vote – Motion approved.

Kim Meck shared that Robert Angrisano has created a set of working rules to send out for review. Cindy Chen reiterated that Robert Angrisano will send them to Lorrie Alfonsi, and she will distribute them.

Next on the Agenda to Elect a chair and a vice chair. It was agreed to have Aaron Morrow and Jamilah to stay on until the Task Force transitions to the Committee.

CIO transition

Greg Lerner provided an update and shared that Customer Service staff were part of the Access 101 training and they will visit Harborview where the evaluations take place and also ride an Access van. A small task group made up of Aaron Morrow, Ginger Kwan, Susan Koppelman, have been invaluable. They are working with the IT team on the C3 integration software. There is also a need to do have internal communication team, with MV and Access to define how the process from beginning to end.

Debbie Meyer shared that they acknowledged the secret rider. Jessica Renner has done that as well.

Upcoming agenda: introduction of a new staff member next month. Gunner Scott, Senior Engagement Planner, who are staff during the transition and a High level overview of the turnover milestones.

The report out from the recruitment subcommittee.

The KPI's in the new contract discussion is moved to August.

Next month's agenda: High level overview of transition milestones; meet with MV; meet new staffer (Gunner).

Next meeting: July 22, 5 – 7 pm, 8th floor conference room.

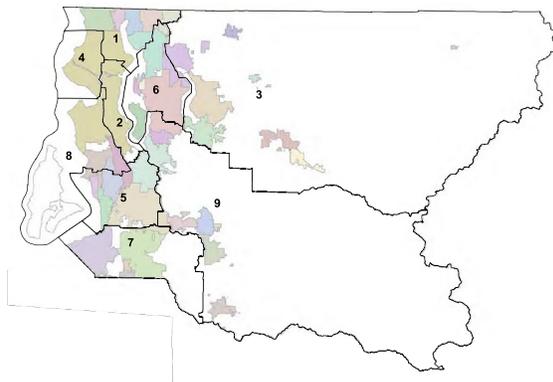
King County ACCESS Advisory Committee Application Form



A resume may be submitted in lieu of submitting a completed application form.

1. Are you a resident of King County? Yes No
2. First Name: _____ Last Name: _____
Legal Name: (if different) _____
3. Pronoun: She/Her He/Him They/Them Other _____
4. What is your preferred phone number, including area code: _____
5. What type is the phone number you entered above?
 Mobile Home Work Other: _____
6. Please enter your preferred email address: _____
7. What is your mailing address?
Address: _____ Apt/Suite# _____
City: _____ State: _____ ZIP: _____
8. What is your physical home address (if different from mailing address)?
Address: _____ Apt/Suite# _____
City: _____ State: _____ ZIP: _____
9. In what King County Council District do you live?

- District 1
- District 2
- District 3
- District 4
- District 5
- District 6
- District 7
- District 8
- District 9
- Don't know



10. What bus route(s) do you typically ride? _____

11. What other public transportation do you use? _____

12. Do you currently use Access paratransit service?

Yes No

13. If no, what is your connection to Access paratransit users:

Family member Provider Advocate Former Access User

Community Member King County Official/Employee

14. Are you currently employed? Yes No

15. What is your current job title? _____

16. Current Employer: _____

Address: _____ Room/Suite# _____

City: _____ State: _____ Zip: _____

17. What is the highest degree you have?

None, yet (still in school)

High School Diploma

GED

Associate Degree

Bachelor's Degree

Masters/Graduate Degree

PhD

Technical school

Other _____

18. Any professional licenses held? (if applicable): _____

19. What is your primary language spoken at home? _____

20. What language(s) do speak? _____

21. What is your race/ethnicity? (optional) _____

22. What is your gender? (optional) _____

23. What is your sexual orientation? (optional) _____

24. Do you have a disability as defined by the Americans with Disabilities Act?

Yes No

25. What is your age?

	Under 18		42-52
	18 - 24		53-63
	25 - 30		64-74
	31-41		75 or older

26. What is your skill level with the following programs? (optional - not required for membership)

	Never used	Beginner	Intermediate	Advanced
Microsoft Outlook (email)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Reader or Acrobat (pdf files)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Have you been, or are you currently a member of any city and/or county boards, commissions, or committees? If yes, please list them and the dates of your term(s).

28. How did you learn about this opportunity?

29. Describe why you want to be a member of the King County Access Advisory Commission.

30. Describe the issues you believe this commission should address.

31. Please list any organizations you belong to or have belonged to, previous experience and/or accomplishments, either paid or volunteer, that you would bring to this commission.

32. Please explain why you feel you are the most qualified candidate for this appointment.

33. What assistive technologies, auxiliary aids and services, language support, or other accommodations would you need to be able to fully participate?

34. If you are not appointed to the King County Access Advisory Commission, are you interested in serving on a different King County board or commission? If so, which one(s)?

- | | |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Advisory Council on Aging & Disability Services | <input type="checkbox"/> Mental Health Advisory Board |
| <input type="checkbox"/> Agriculture Commission | <input type="checkbox"/> Mental Illness & Drug Dependency Oversight Committee |
| <input type="checkbox"/> Alcoholism & Substance Abuse Administrative Board | <input type="checkbox"/> Museum of Flight Authority Board of Directors |
| <input type="checkbox"/> Board for Developmental Disabilities | <input type="checkbox"/> Noxious Weed Control Board |
| <input type="checkbox"/> Board of Appeals & Equalization | <input type="checkbox"/> OLEO Citizen Committee on Independent Oversight |
| <input type="checkbox"/> Board of Ethics | <input type="checkbox"/> Parks Levy citizens Oversight Board |
| <input type="checkbox"/> Board of Health | <input type="checkbox"/> Patterson Creek Basin Citizen's Advisory Committee |
| <input type="checkbox"/> Civic Television Citizens Advisory Committee | <input type="checkbox"/> Personnel Board |
| <input type="checkbox"/> Civil Rights Commission | <input type="checkbox"/> Regional Communications Board |
| <input type="checkbox"/> Civil Service Commission | <input type="checkbox"/> Regional Human Services Levy Oversight Board |
| <input type="checkbox"/> Conservation Futures Citizen Oversight Committee | <input type="checkbox"/> Rural Forest Commission |
| <input type="checkbox"/> Cultural Development Authority (4Culture) | <input type="checkbox"/> Seattle/King County Taxicab Advisory Commission |
| <input type="checkbox"/> Deferred Compensation Board (Employees Only) | <input type="checkbox"/> Seattle Transitional Grant Area HIV Planning Council |
| <input type="checkbox"/> EEO/AA Advisory Committee (Employees Only) | <input type="checkbox"/> Solid Waste Advisory Committee |
| <input type="checkbox"/> Emergency Management Advisory Committee | <input type="checkbox"/> Surface Water Management Advisory Committee |
| <input type="checkbox"/> Employee Giving Program Committee (Employees Only) | <input type="checkbox"/> Transit Advisory Commission |
| <input type="checkbox"/> Ferry Advisory Committee-Fauntleroy | <input type="checkbox"/> Transportation Concurrency Expert Review Panel |
| <input type="checkbox"/> Ferry Advisory Committee-Seattle | <input type="checkbox"/> Vashon/Maury Island Groundwater Protection Committee |
| <input type="checkbox"/> Fire Code Advisory & Appeals Board | <input type="checkbox"/> Veterans Advisory Board |
| <input type="checkbox"/> Harborview Medical Center Board of Trustees | <input type="checkbox"/> Veterans Citizen Levy Oversight Board |
| <input type="checkbox"/> Investment Pool Advisory Committee | <input type="checkbox"/> Washington State Boundary Review Board for King County |
| <input type="checkbox"/> King County Housing Authority Board of Commissioners | <input type="checkbox"/> Washington State Convention Center Public Facilities District |
| <input type="checkbox"/> King County International Airport Roundtable | <input type="checkbox"/> Washington State Major League Baseball Stadium Public Facilities District |
| <input type="checkbox"/> King County Library System Board of Trustees | <input type="checkbox"/> Women's Advisory Board |
| <input type="checkbox"/> Landmarks Commission | |

35. Person to notify in case of emergency (optional)

Name: _____

Phone#: _____

36. Agreement and signature

By submitting this application, I affirm that the facts set forth in it are true and complete to the best of my knowledge.

Name (printed): _____

Signature: _____ Date: _____

List three references, including names, addresses and telephone numbers.

37. Reference 1

Name: _____

Phone: _____

Email Address: _____

How long have you known this reference and in what capacity?

38. Reference 2

Name: _____

Phone: _____

Email Address: _____

How long have you known this reference and in what capacity?

39. Reference 3

Name: _____

Phone: _____

Email Address: _____

How long have you known this reference and in what capacity?

Please return your application via email, fax, or mail to:

DeAnna Martin, Community Engagement Manager

deanna.martin@kingcounty.gov

Fax: 206-263-3489

King County Metro
201 S Jackson Street, KSC-TR-0415
Seattle, WA 98104-3856

Thank you



Commented [SG1]: DeAnna – do you want to be listed or should I?

Access Contract Transition

Access Task Force

July 22, 2019

Jeremy Trenhaile, Project Manager

Agenda

Contract transition overview

Contract transition schedule

Contract transition items

Questions

Contract transition

Goal

- Seamless transition of all aspects of the Access program from the current contractors to MV Transportation

Transition plan/schedule

- Tracking project tasks and milestones
- Internal Metro and MV responsible (Metro coordination and oversight)

Project teams/stakeholders

- Metro
- MV
- Current contractors/staff and Internal/external stakeholders

Approach and Internal philosophy

- Schedule meetings to address status, risks and decision points
- Elevate risk and decision points as quickly and clearly as possible

Transition schedule

Project Phases	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Phase I (Initiating)													
Phase II (Planning)													
Phase III (Executing)													
Phase IV (Monitoring)													
Phase V (Closeout)													

Key Project Dates

- **Contract signing:**
05/23/2019
- **New contract service start date:** 10/26-31/2019
- **End of current contracts:**
10/26-31/2019

- Phase II Project Planning: June 2019
- Phase III Executing Project: June – Oct 2019
- Phase IV Monitoring Service for Contract compliance: Oct 2019 – Apr 2020
- Phase V Project Closeout: May 2020

Transition items – overview, current status

- Vehicles – All Access vehicles must be inspected, repaired, redelivered and delivered to MV
- Equipment – All Metro owned equipment must be transitioned to MV or disposed of. MV will bring on additional equipment as needed
- Facilities – All facility leases must be transitioned from current contractors to MV, Metro must approve on changes to facilities plan

Transition items – overview, current status

- Staffing – current employee retention, hiring and training of new employees (MV)
- Technology – computer and software programs transitioned to MV, new programs brought on by MV, linkages made to Metro systems
- Customer Service – complaints and commendations function moved from contractor to Metro

Transition items – overview, current status

- Communications – communicating with current contractor staff, Access customers, caregivers/stakeholders , internal staff, and media
- Policies and Procedures – updating Access policies and procedures from multiple contractors to single contractor
- Day of Transition – “flipping the switch” from current contractors to MV
- Ongoing/other – service/contract monitoring, rollout of additional features, other items not previously identified

Questions



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MV Transportation Today

July 2019

Topics

- 1** Meet MV Transportation
- 2** Transition Strategy
- 3** MV Organization
- 4** Experience Working with Advisory Groups
- 5** Areas of Focus During the Transition



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Meet MV Transportation

- Founded in 1975 by **Alex and Feysan Lodde** in San Francisco.
- With a single van, the Loddes served the elderly and people with disabilities who had limited transportation options during that time.
- The company won its first government contract in 1984 and soon added fixed-route services, followed by shuttle and school in the early 2000s.
- Based in Dallas, Texas, MV now provides transportation services to over 200 transit agencies and corporations across the U.S. and Canada.
- With **20,000 team members** and **11,000 vehicles**, MV is the largest privately-owned transportation contract service company in North America serving over **110 million passengers** annually.
- The Loddes still own MV today.



Our Vision

We Will Deliver **the Best Customer Experience** with Industry-leading Safety, Reliability, and Innovation



We provide freedom.™



Our Objective:

An efficient and smooth transition between MV and the current service providers.

Recruiting Strategy

Existing Team Members: To hire as many of the current qualified professional personnel as possible.

First Transit's GM Tom Irvin and Transdev's GM Rafeh Haidar have both been very accommodating.

MV Organization



MV Experience Working With Advisory Groups

MV Supports paratransit operations in nearly 100 communities today

I have personal experience in:

- Washington, DC
- Baltimore, MD
- Houston TX.



MV Experience Working With Advisory Groups

Lessons Learned:

- Be open and honest.
- Discuss issues and challenges.
- Teamwork.



Areas of Focus During the Transition

Day of Transition Process

Facility Transfer

Staffing

IT Transfer of Information



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Thank You!

the freedom.

