



Access Task Force Agenda

Mon. Sept. 23, 2019

5 PM – 7 PM

King Street Center, 8th Floor Conference Center

201 S Jackson St, Seattle WA 98104

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

Task Force 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

Robert Angrisano (Vice-Chair) (excused absence)

Purpose of Meeting: 1) Monthly Full Task Force Meeting; 2) Updates on Contract Transition; 3) Update on Moving to a Commission

Facilitators: Jamilah Ibrahim (Chair),

Time	Length	Facilitator/Presenter	Topic
5:00 PM	10 mins	Co-chairs	Welcome & Introductions
5:10 PM	5 mins	Co-chairs	Public Comment
5:15 PM	15 mins	Jeremy Trenhaile, Metro Access Staff	Contract Transition: milestones/status update
5:30 PM	15 mins	MV Transport	Update/Milestones
5:45 PM	45 mins	Overview of Serving on a King County Commission	Rick Ybarra, Liaison for Boards and Commissions, King County Executive Office
6:25 PM	10 mins	Gunner Scott, Metro Staff Liaison	Update on Access Paratransit Advisory Committee (APAC) Outreach/Recruitment
6:35 PM	15 mins	Co-chairs	Topics for next agenda & next meeting date, Review of last month's meeting minutes
6:50 PM	5 mins	Metro Staff Liaison	Plus/Delta
7:00 PM	1 min	Co-chairs	Adjourn

Access Contract Transition Update

Access Task Force

September 23rd, 2019

Jeremy Trenhaile, Project Manager

Agenda

Current status of:

- Vehicles
- Equipment
- Facilities
- Staffing
- Customer Service
- Technology
- Communications
- Policies and Procedures
- Transition week
- Contract Management plan
- EIR Update
- Questions

Status update

Countdown to “Go Live”

- 4 weeks/33 days until October 26th

Vehicles

- Enacting vehicle repair monitoring strategy for current fleet transition
- Finalizing pre 10 day inspections
- Receiving new vehicles, prepping to receive additional vehicles

Equipment

- Transitioning equipment from retiring vehicles to new vehicles
- Adjusting equipment strategy for new base(s)

Status update

Facilities

- Executed lease for future Kent facility
- Continuing negotiations of other lease transitions

Staffing

- Call center, driver and employee staffing
- Recruiting/hiring new drivers, retaining current drivers from Kent, Bellevue, and Shoreline

Customer Service

- Hired contractor to link Metro's customer service software (A3) to MV software/systems
- Determining dashboard/information needed for Metro customer service

Technology

- MV conducting site visits for IT infrastructure build out/transfer
- Testing Trapeze software environment

Communications

- MV communicating/recruiting current/new staff
- Letter to current contractors, customers and stakeholders

Policies and Procedures

- Continued identification of necessary policy changes
- Review carry-on policy with Access Task Force – need to identify participants

Week of Transition

- Finalized approach for day/week of transition (facilities, staffing, service, IT)
- Continued review of transition week activities
 - Vehicle Transition

Contract Management Plan

- Further development of plan

Update: Equity Impact Review

- First part of the review was data gathering, and identifying area of focus
- Based on audit findings, the area of focus was Language Access
- Table shows language access used by Access and contractors

	Metro certification staff	Harborview Scheduling	Harborview in-person evaluation	Call Center
Number of annual contacts (phone)	9,245	3,926	3,550	14,163
Number of language line uses	385 (4.2%)	N/A	N/A	4,723 (33.3%)
Use of interpreters	0	132 (3.36%)	257 (7.24%)	1,149 (8%) (Spanish speaking agents)
Number of languages excluding English	22	40	40	30

- Identified key stakeholders and interviewed with a 9 question survey regarding Access services
- Met with key stakeholders:
 - Public Health Access and Outreach Program
 - Open Doors for Multicultural Families
 - International Community Health Services
 - Refugee Women's Alliance
 - El Centro de la Raza
 - Asian Counseling and Referral Services
 - Mount Baker Housing

Current status:

- Internal Metro review
 - Peer review
 - Management review
 - Leadership review

Questions



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Access Task Force Meeting September 2019



King County

AGENDA

- Training for disabilities, different languages and non-verbal
- Incumbent employee retention and communications
 - » Drivers
 - » Non-Driver
- New hire recruiting activities

Driver Soft Skill Training

- MV conducts Passenger Assistance Training, including:
 - » ADA SENSITIVITY TRAINING
 - » PASSENGER ASSISTANCE PERFORMANCE
 - » DIFFERENT LANGUAGES – MV does hire drivers who speak other language aside from English; however, most drivers only speak English.



Incumbent Employee Retention and Communications



- MV Recruiting Hubs:
 - Shoreline – Café Armoa
 - Bellevue - Dilettante Mocha Café and bus on lower lot
 - Kent – MV recruiting center on SW 39th
- Recruiting Center availability
- Communicating up-coming events through the union and messages on Send Hub
- Incumbent training sessions



New Hire Recruiting

- Recruiting Center
 - » Location: 600 SW 39th Street Renton
 - » Recruiting Center is open for new hires, incumbent care and uniform fittings.
 - » Hours
 - 7:00 a.m. to 8:00 p.m. Monday - Friday
 - 9:00 a.m. – 5:00 p.m. Saturdays
- Active recruiting methods:
 - » Career Fairs
 - » MV Corporate website
 - » MV Microsite specifically for KC Contract
 - » Career Builder, Indeed, ZipRecruiter
 - » All free career sites
 - » Craigslist





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