

APAC Final Report Crosswalk:

This document outlines the recommendations identified by APAC members in the 2021 APAC final report and the corresponding responses from King County Metro staff. This document is intended to be a working document that will be updated as-needed to reflect new information.

| Recommendation: | Response: |
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| Include questions about satisfaction with online booking and breakdowns of how many people responded to the survey online vs phone vs on paper. | After each survey, summary data is provided by WBA |
| Increase data collection on languages spoken by Access riders including data on the language the rider booked their trip in. | Language data is collected in Trapeze, and we have language line data, and how many users used the Spanish choice in the phone queue |
| Include the percentage of caregivers who responded to the survey | Can check with WBA – should be collected or can request from WBA |
| For future surveys, provide disaggregated data for riders: <ul style="list-style-type: none"> • With intellectual disabilities and developmental disabilities and/or their caregivers • Riders with limited English proficiency | <ul style="list-style-type: none"> • Need to check with FTA/HIPAA asking about disabilities. Mobility vs cognitive – • Need to clarify – voluntary information and can ask about language in the survey |

Areas for Improvement:

| Recommendation: | Response: |
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| Marketing and information about Orca Next Gen and use on Access as payment for rides. | Slated to include Access in 2023 |
| There is STRONG customer interest in uniform payment options and recommend that Next Gen ORCA consider technology options usable for different categories of customers, including Access riders, and to make those available when rolling out a new product or technology | Access plans for Orca include payment when riders schedule their rides. |

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| Increase marketing of Access and support for students, youth, and young adults, in order to help increase independence. | This is part of the EIR recommendation, currently limited due to the Covid pandemic |
| Provide current count of accessible vehicles available to Access riders including Access vans, contracted taxis, and other Metro flexible services. | MV tracks vans and taxis. Need to include Rideshare and other mobility services |
| As Access is partnering with taxis, there needs to be an increase in accessible taxi vehicles across King County. | Can be advocated by APAC, but not within KC Metro scope – could be PSRC project – Sean Bouffiou– Exec services |
| To monitor and review that disabled riders have the same level of service with respect to service hours and areas covered. | Already happens with Access required to provide services within ¾ mile of fixed route |
| Increase Access service hours so that schedules for those who work traditional and non-traditional hours including early morning, late night, and overnight shifts. | Expansion of service area and service hours – policy and funding issues |
| Increase comfort of Access bus seats – uncomfortable, can be jarring, and seats feel worn out. | In discussion, exploring with new vehicle procurement, need to develop a process |
| Provide information for transportation patterns that include Access and that happen outside metro areas. | Request from MV/KC |
| Add more accessible data visually that is screen reader ready and less reliant on tables. Make sure that information provided to the public works well with assistive devices prior to launching. | Need to develop policy – ADA accommodation |
| Convene a subcommittee with APAC members to identify options and | In process |

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| recommendations for Access Paratransit continuous improvement and program optimization. | |
| Consider partnering with agencies serving different communities to recruit participants in the Mystery Rider program. | Good idea!! |

Metro Customer Information and Access Paratransit Comment Process:

| Recommendation: | Response: |
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| Provide the online comment form in different languages – at least the top 8 languages represented in King County. | Great suggestion. I will forward this to Damon (our project manager for salesforce) |
| Improve comment forms access for smart phones/tablets. | Look into developing an app for smartphones/tablets (ex. Salesforce has ability to push survey out in-language) The website and the form adjust to fit the device being used to access the form. |
| Vet all online forms with screen readers and publicly note which screen reader platforms and speech-to-text software were used to vet the forms. | Great suggestion. I will forward this to Damon (our project manager for salesforce) |
| Provide context on why Access customer comment forms are separated out from fixed route service. | Makes it easier to access the form, rather than selecting the type of service from a list of drop-down menu (10 options for C3 form). |
| Provide an opportunity for a caregiver to provide contact information for follow-up (if needed) if they are making the customer comment on behalf of the Access rider. | This is already possible. |

Metro policy updates for the Metro’s Strategic Plan, Metro Connects, and Service Guidelines:

| Recommendation: | Response: |
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| <p>Increase efforts in low-income areas for priority transit opportunities including Access.</p> | <p>Part of the mobility framework</p> |
| <p>Increase transparency on how equity is determined/defined.</p> | <p>Part of the mobility framework</p> |
| <p>Identify how is Metro working with jurisdictions to address areas that are not walkable/rollable, such as on a busy street.</p> | <p>Pathway review and route facilities, and work with jurisdictions on ADA accessibility</p> |