



## ACCESS PARATRANSIT ADVISORY COMMITTEE

**DATE:** Monday, March 8, 2021

**TIME:** 6:00 PM – 7:30 PM PST

**LOCATION:** Zoom Meeting

**APAC MEMBERS:** Clark Matthews, Dorene Cornwell, David Egan, Deborah Artis, Colleen Malone, Kristina Sawyckyj, Ginger Kwan, Christina Schaefer, Joe Welinske

**ABSENT:** Jamilah Ibrahim, Leonard Williams

**METRO STAFF:** Gunner Scott, Gwen Clemens, Ashish John, Lorrie Alfonsi, Ernest Kandilige, Kayleen Norris, Greg Lerner, Tristan Cook, Tessa McClellan, Kim Kinnison

**KING COUNTY STAFF:** Brian Camozzi

**GUESTS:** John Gray, MV; Mike Bedlion, MV

Facilitator/ Presenter	Agenda Topic
<p><b>Greg Lerner</b></p>	<p>APAC Orientation: Metro Customer Information and Complaint Process  <b>Summary:</b> Overview of the Customer Information comments including commendations, concerns, inquiries, and complaints regarding your experience with the Access Paratransit program</p> <p><b>Questions:</b> Can the form be available in different languages – at least the top 8 in King County?            Can these forms be accessed by smart phone/tablet?            Are all the forms are vetted with screen readers?            Thinking about comments and forms and why are they separated out for Access from fixed route?            For some submitting comments it may be the care giver and the not the rider and if that be captured</p> <p><b>Actions:</b> Request CIO look at King County Vaccine site for a model to expand forms to be in more languages</p>
<p><b>Tristan Cook, Tessa McClellan, Kim Kinnison</b></p>	<p>Metro Policy Updates  <b>Summary:</b> Policy updates for the Metro’s strategic plan, Metro Connects, and Service Guidelines</p> <p><b>Questions:</b> Do not see many routes in top for priority in South King County – can this be done in more equitable – see more efforts in low income areas            How is equity being determined/defined            How is Metro working with jurisdiction is the area is not walkable, on a busy street, etc...</p> <p><b>Actions:</b></p>

<p><b>Ashish John, John Gray</b></p>	<p>MV presentation in-vehicle tablets. Ride options. Trip Broker</p> <p><b>Summary:</b> Taxi Trip broker enhanced interface between MV's scheduling/dispatch and taxis and TRIP MANAGER new on-line booking platform</p> <p><b>Questions:</b> Do the other taxi providers have many wheelchair taxis? Do have brochures in other languages and what other payment methods that can be used? Can you book through phone/tablet not just computer?</p> <p><b>Actions:</b></p>
<p><b>Kristina Sawyckyj</b></p>	<p>APAC interest areas. Each member has the opportunity to describe one topic/activity that they are most interested in discussing/working on during their tenure.</p> <p><b>Summary:</b> By able to use Orca next Gen to pay for Access; student riders/youth and young adults, help with independence; interest in if Access is partnering with Taxis for increasing more accessible taxi vehicles; disabled folks all over King County to work to a model for same level of service with respect to service hours and area; make access schedule for those who work and concern about bus seats – uncomfortable and seats feel worn out. Information for transportation patterns that include Access and that happen outside metro areas, looking at Access customer service survey and would like to see data on the riders trips booked in what language. Add more accessible data visually that is screen reader ready and less reliant on tables. Information provided meshes well with assistive devices.</p> <p><b>Questions:</b> can we get count of accessible vehicles – 500 Access and 100-125 taxis; Some uncomfortable and seats feel worn out – file complaint with CIO. Interest in transfers between county to county.</p> <p><b>Actions:</b> There is plan with Orca next Gen for Access riders – Lorrie can connect APAC with the plan that will include paying for Access</p> <p>Keep 15 mins at the end to talk about actionable items and things that APAC are interested and/or are working on</p> <p>Map for all King County and routes.</p>

**Next Meeting: April 12, 2021**