



## Agenda: Access Paratransit Advisory Committee

**Date:** Monday, June 13, 2022

**Time:** 6:00 PM – 7:30 PM PST

**Location:** <https://kingcounty.zoom.us/j/87973995361>

**Passcode:** 2022

**Webinar ID:** 879 7399 5361

**Join by phone:** +1 (253) 215-8782

**APAC Members:** Clark Matthews, Dorene Cornwell, Deborah Artis, Kristina Sawyckyj, Ginger Kwan, Christina Schaefer, Joe Welinske

**Metro Staff:** Gwen Clemens, Ashish John, Lorrie Alfonsi, Mark Nash, Diana Gil-Vargas, Fab Alves

**Metro Guest:** Maha Jahshan

Time	Facilitator/Presenter	Topic
6:00p	Diana	<p><b>Welcome</b></p> <ul style="list-style-type: none"> <li>Housekeeping</li> </ul> <p>Introducing Maha and Diana to the APAC group.</p>
6:05p	Kristina	<p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>Name you go by</li> <li>What pronoun you use (<i>she/her; he/him; they/them</i>)</li> <li>Review the agenda</li> </ul>
6:10p	Gwen Lorrie	<p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>Agenda Review</li> <li>Prior meeting notes approval</li> </ul> <p>Group discussed value in approving previous meeting notes. It was decided this is to be implemented for future meetings. Ask is to send out the notes in advance so APAC members can review prior to the meeting and be prepared to make amendments.</p> <ul style="list-style-type: none"> <li>Prior meeting action items review No action items.</li> <li>KPI review (Lorrie) APAC members showed interest in using Y2020 data to analyze covid impact and suggested the addition of graphs to better visualization and understanding of data presented. Lorrie shared how the county uses the data to work on projections/forecasting. Action: add 2020-2022 data and projection from contract.</li> </ul>

6:30p

Mark  
Gwen

### New Business

- Labor Shortage (Mark Nash)

Mark presented the issues brought by the labor shortage and great resignation impacts.

Questions:

Q: Was this created for APAC or something else? (Deborah?)

A: King County produces a recommendation to Metro leadership team with a variety of options as actions. We also take feedback from APAC and incorporate to the recommendations before circling back to King County leadership team.

Q: Although the great resignation plays a part in the shortage, COVID also impacted families as a whole. How has the county or passengers been impacted by COVID? (Dorene)

A: Mark reported that between November 2021 through March 2022 there was a vaccine requirement, and we lost some operators. February 2022 is where we were hit harder. But now the shortage is in every sector. Despite the challenges, MV and contractors were able to keep up with numbers and performance.

Kristina added that our numbers are still good when compared across the nation and that's worth giving MV kudos for their performance despite the challenges.

Deborah added that the February spike makes sense when connected to the fact lots of folks were getting sick with the omicron variant despite being vaccinated.

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Considering several options and communications with the Federal Transit Administration (FTA), Mark presented the initial recommendation below:

*"In the event OTP falls to 80% or less for seven consecutive days, MV will be instructed by KCM staff to cancel all trips (except life sustaining medical) outside ¾ mile ADA minimum boundary."*

Ashish highlighted this is a recommendation and we're seeking feedback from the APAC group to incorporate to our proposal.

Questions:

Q: Can you clarify the 80% trigger? (Joe)

A: Mark explained our KPI target is 92% and analysis show a lot of customers start getting impacted when it reaches below 80%.

Q: How many wheelchair users will be impacted? (Dorene)

A: Only ambulatory vs. non-ambulatory data was considered at this point. Mark does not have specific data on wheelchair users.

Q: Does the county have data on employers that provide (Kristina) transportation benefits (partially or in fully) and the impact on those?

A: Mark answered that obligations that can come along with those funding sources were not part of the equation for this proposal.

Q: What does reliability look like for those impacted? How soon are they going to be notified? (Deborah)

A: Mark confirmed detailed communication and what the impact is will be shared. Kristina brought up service and programs like the Division of Vocational Rehabilitation (DVR) or Department of Services for the Blind (DSB) and how important is advanced notice that King County will not be a reliable source for clients like them.

Deborah expressed canceling a trip after committing to it would be unethical. Passengers should not be penalized for cancellation either. Recommended a staged approach like not accepting booking rides from a certain date instead of cancelling trips. She also inquired how far in advance will KC notify customers of cancellations.

Kristina also shared concerns about medical appointments and how people are now being charged for missing appointments or even at risk of losing their provider.

APAC members also mentioned about Metro's food delivery initiative and advocated for the service to be reinstated given the 18% impact grocery store trips.

Q: What's the path out? (Dorene)

A: Mark suggested additional meetings with MV to work on a bit more of documentation on that front for the proposal.

Gwen asked the group to add additional comments in the next 24h.

- Annual Report (Gwen)  
Report is due to Metro on Aug 3<sup>rd</sup>. Maha and Diana will connect with the group as they have more info to share.

7:15p	Kristina	<p><b>Board Comments</b></p> <ul style="list-style-type: none"> <li>Recruitment Diana will have an update by next month about recruiting.</li> <li>Does the King County staff have a process or template to accessible documents? (Joe) Joe recommends a draft document that would be available through screen reader and working towards more accessible documents. Maha will share our internal documentation that APAC members helped put together with Gunner and take additional feedback from the group.</li> </ul>
7:25p	Kristina All	<p><b>Meeting Wrap-Up</b></p> <ul style="list-style-type: none"> <li>Updates on when we'll be back to in-person meetings? (Kristina) Maha will have news to share in the next meeting. There's currently a plan being worked on. Kristina suggested the Sound Transit old train station as a location as they have computers.</li> </ul>

**June 2022 meeting action items:**

- Lorrie to add 2020-2021 data to KPIs
- Mark to incorporate feedback from APAC members into the Labor Shortage Recommendation
- Maha to provide accessible documents template
- Maha to update members by Aug on when APAC can begin in-person/hybrid meetings.

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

- **Date:** June 27, 2022, 4-5pm
- **Location:** <https://kingcounty.zoom.us/j/87973995361>
- **Passcode:** 2022
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**Next monthly APAC meeting:** July 11, 2022