



ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, December 12, 2022

TIME: 6:00 PM – 7:30 PM PST

LOCATION: <https://kingcounty.zoom.us/j/89374190760>

PASSCODE: 2022

WEBINAR ID: 893 7419 0760

JOIN BY PHONE: +1 (253) 215-8782

APAC MEMBERS: Deborah Artis (Vice Chair), Kristina Sawyckyj, Dorene Cornwell

METRO STAFF: Gwen Clemens, Ashish John, Lorrie Alfonsi, Jordan Hoover, Diana Gil-Vargas

GUESTS: Steven Field

Time	Facilitator/ Presenter	Topic
6:00p	Diana	Welcome <ul style="list-style-type: none"> • Agenda overview
6:05p	Kristina	Introductions <ul style="list-style-type: none"> • Name you go by • What pronoun you use (<i>she/her; he/him; they/them</i>) • Welcome and introduce Jordan Hoover <ul style="list-style-type: none"> ○ Steven Field just went on his first trip on Access in 2+ years and it was a big learning experience
6:10p	Diana	Housekeeping and Reoccurring updates <ul style="list-style-type: none"> • November meeting minutes approval <ul style="list-style-type: none"> ○ Kristina put in motion to approve meeting minutes ○ Meeting minutes were approved (2nded by Deborah) •

<p>6:20p</p>	<p>Diana</p>	<p>New Business</p> <ul style="list-style-type: none"> • Kristina went to KCC meeting and heard multiple Access complaints <ul style="list-style-type: none"> ○ APAC committee members would like to see complaints for Access at a more granular level instead of the overall number of complaints by category ○ APAC committee members requested an organizational chart of Access staff with contact information ○ Kristina and Deborah are worried that important complaints aren't reaching through to the APAC committee ○ APAC committee members would like to change bylaws to allow public comment ○ APAC committee members want interactions with clients to have a deeper understanding of riders experiences • APAC committee members would like business cards to share with people to direct riders and drivers to share comments • Deborah would like to be readmitted to the committee starting in January for another 2 years • Steven Field's experience taking Access for the first time in 2+ years <ul style="list-style-type: none"> ○ Steven had trouble getting his reservation onto his calendar ○ Steven got picked up on time but was 40 minutes late for his appointment
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		<ul style="list-style-type: none"> ○ During Steven’s meeting, his ride got outsourced to a taxi and then tried to get his ride time changed but was unable to. Steven then ended up paying for his own ride home ○ Steven also left his laptop in the ACCESS vehicle. Once he called, he was told that he would have to drive down to Kent to get it. Ultimately a supervisor delivered his laptop to him though, although even that didn’t go as smoothly as he had hoped. ● APAC website needs to be updated with current members and removal of older members ● KPI Review <ul style="list-style-type: none"> ○ October 2022 report and graph trends ○ KPIs include all providers, even taxis/solid ground ● Overview of customer feedback data report <ul style="list-style-type: none"> ○ What information would APAC like to see and how often? <ul style="list-style-type: none"> ▪ Deborah would like a list of all of the complaints for review. Doesn’t want top level of data. ▪ Lorrie mention that the data comes from so many sources that it can be hard to share and isn’t stored directly in a single place (lots of modes) ▪ Deborah says that APAC has been asking for specific complaints for two years and hasn’t got it
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7:20p	Kristina	<p>Board Comments</p> <ul style="list-style-type: none"> ● Kristina recommends standard uniforms to be provided to Access and solid-ground drivers for safety and clear identification <ul style="list-style-type: none"> ○ Ashish: Contract stipulates a standard uniform. Would like to understand if there are operators showing up without an identifying marking. Everyone is required to wear a safety vest at least. Operators should be identifying themselves ○ Solid-Ground and MVT both use uniforms while operating

		<ul style="list-style-type: none"> • Training for drivers for picking up people with vision disabilities should also be provided • Recruitment update <ul style="list-style-type: none"> ○ A recruitment plan was shared with APAC members that covered a recruitment strategy based on district representation, key messages, languages to include for messaging, marketing tools, social media posts, and previous recruitment application. ○ APAC recommended going back to older members to see if they would like to join again • Kristina mentioned that the application to join APAC needs to be improved and would like to suggest edits <ul style="list-style-type: none"> ○ Reviewing application was difficult and felt the application wasn't written through an equitable lens • If someone expresses interest in applying to Dorene's position, Dorene agrees they should be considered. • Kristina recommends putting information from rider handbook onto walls of Access vehicles <ul style="list-style-type: none"> ○ Other signage in vehicles such as suicide hotline numbers may also be good • Dorene says the consistent training of drivers is a high priority
7:25p	Kristina All	Meeting wrap-up <ul style="list-style-type: none"> • Next monthly APAC meeting: January 9, 2023 from 6-7:30pm

