



AGENDA

Access Task Force

Monday February 25, 2019 2:00 PM – 4:00 PM
King Street Center, 8th Floor Conference Center
201 S Jackson St, Seattle WA 98104

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

Group members: Robert Angrisano, Amy Biggs, 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, Steve Marquardt

Purpose of Meeting:

- Access update
- Task Force transition to Access Advisory Committee
- Work plan development
- Develop agenda for next meeting

Agenda:

- 2:00 PM Welcome (Lorrie Alfonsi)**
- 2:10 PM Access update (Ashish John)**
- 2:20 PM Amendment to the Charter regarding term limits (DeAnna Martin)**
- 2:30 PM Two to three items for the workplan (DeAnna Martin)**
- 3:45 PM Upcoming meeting times and next meeting agenda:** Group discussion on March meeting and setting next agenda
- 3:55 PM Plus/Delta:** What worked, what didn't work
- 4:00 PM Adjourn**

Access Task Force Meeting Minutes January 28, 2019

In attendance: Aaron Morrow; Mark Smutny; Robert Angrisano; Kimberly Meck; Ashish John; Don Okazaki; Mark Nash; Debbie Meyers; Dorene Cornwell; Jamilah Ibrahim; Steve Marquardt; Chris O’Claire; Lorrie Alfonsi; DeAnna Martin; Cindy Chen

On phone: Joy Sebe, Hadi Rangin

Guest: Brian Camozzi, Deputy Ombuds - Transit

The Task Force introduced themselves as there were new participants present.

Chris O’Claire updated the Task Force about the transition process and staffing levels. King County Metro is now its own department. Ashish John has taken on the role to work with customers, with Mark Nash. She also shared that Access is moving from three contracts to one contract. Ashish John’s role will continue to grow and change. She said that members of the Task Force can connect directly with Ashish regarding customer perspectives. The Manager position is still open and in the process of recruiting and hiring.

Chris O’Claire also gave an update on the Access contract. Notification went out on January 4 and that we are still in the procurement process. Metro is in the process of negotiation with MV. Metro is looking to finalize negotiations by the middle to the end of February.

Debbie Meyers asked if part of the retention plan includes not only drivers but utility workers too.

Chris O’Claire responded that the management structure is different. They can apply for those jobs. The employees are nervous and Chris O’Claire pointed out that Metro wants to put employees first, as much as possible. Once negotiations are complete, more information will be provided.

Robert Angrisano shared that he appreciated the fact Metro included all of us in the process. He shared that MV was the best choice. He also shared that having a partner like MV there who understands better, will result in better outcomes.

Chris O’Claire responded that Metro has not made a final decision on MV but pointed out that she appreciates that Metro was able to do something to call the customer to the forefront of the procurement process.

Chris O’Claire noted that if there are any questions on procurement they can contact Mark Nash.

Chris O’Claire also stated that Metro supports the Task Force becoming an advisory committee and that Metro supports the charter. There will need to be some clarification but that is for the Task Force to work out.

Aaron Morrow brought up concerns regarding the ADA fixed-route announcement system. Chris O’Claire acknowledged that it has been a topic of the TAC.

Dorene Cornwell mentioned that courtesy area is always impacted when customers are crowded and wanted to know if this was also being addressed.

Chris O’Claire responded that Metro has not seen an uptick in those type of problems.

DeAnna Martin responded that when there is a service change, Metro reminds the drivers on procedures to follow.

Same Day Pilot:

Don Okazaki presented that they are in phase one of this service policy. He is asking for feedback regarding service quality. There are currently eleven participants for Access in December. Currently riders receive only 18 or 20 vouchers so far; there may be more. There is a survey on Survey Monkey for feedback and Jeremy Trenhaile will call for those who don’t use Survey Monkey. Steve Marquadt has had issues with availability and the program is following up on why this occurred. The drivers need to be available as the program is striving to increase ridership with the company.

The Uber contract is in the works and costs less. As far as timeline, the program is staying in phase one. Once Uber is onboard and tested, they will be offered to the customers.

Robert Angrisano asked if there is a Timeline for when the dollar amount will be increased. Don Okazaki replied that the program is in the evaluation stage and needs feedback before it can expand. The program needs to get a baseline measure from the 200 people.

Survey Monkey is an online tool, but we can also do it over the phone.

Kimberly Meck asked where the rider base will come from once the program expands and if members of the Task Force can recommend people to participate. Don Okazaki replied that the base will come from anyone who is an access rider.

Jeremy Trenhaile reported that there are different communications plans. This includes a mailer, flyer on the vehicles, messaging, calls; also do a blog post or social media. He also stated that if you have people in mind, please recommend them.

Kimberly Meck suggested that there be a pilot for people using it for access to get to and from work.

Steven Marquadt shared that he was relying on the same-day taxi service; they didn't show in South Seattle. He thinks the problem is probably wheelchair taxis.

Mark Smutny requested that the Survey Monkey link and the phone number to be provided to members of the Task Force.

Don Okazaki mentioned that the program is applying for a grant where UW students will help collect and analyze the information, to measure success.

Harriett Williams asked if it would help if the cab was scheduled the day ahead.

Don Okazaki explained the process for the cab companies, stating that it depends on where the cabs are located at the time of the request and that Uber should help increase access and availability.

Steve Marquadt responded to Harriet Williams's suggestion by noting that the two times that Yellow Cab didn't come was when he had scheduled it in advance. He did not notice any difference in service by calling ahead of time.

Aaron Morrow asked about the amount of money that is in the WAT fund. Don Okazaki responded that there are millions of dollars in the fund and that for every WAT ride they provide, they get money from the rider and the WAT. They are talking about taking the subsidy and using it, too.

[Access Update:](#)

Mark Nash provided an Access update. He shared that the negotiations are progressing well. The spirit, community, etc. is alive and well. The work and the outcome, the integrity is maintained. He expects to be done by the end of February, and have a tentative agreement on August 1.

He shared that Metro cares about the employees and that communication with the current contractors is very important. There are three contractors currently on board, and Access are working with them to assure that services levels are maintained.

Mark Nash reported on the Viaduct closure and shared that Ashish John had been following it closely, and it has gone really well. Access has maintained a 93, 94 percent on-time performance.

Others expressed concerns about services, long trips, net 30 for appointment times, trips that have inserts that make the ride longer for some riders. Mark Nash assured the Task Force that these issues are being monitored and addressed.

Driver Appreciation Day:

Ashish John asked for ideas for driver appreciation day. He mentioned that in the past Access has done letters to them, also done "thank you" grams.

Hadi Rangin would like a way to provide feedback in real time for drivers, and suggested Survey Monkey. Ashish John responded that riders have the opportunity to come to meetings and forums, and provide feedback. And shared that drivers are reviewed on a daily basis.

Jamilah Ibrahim suggested that Access put up a sheet on the buses for comment.

Kimberly Meck suggested stickers on the buses, or an app or a link.

Debbie Meyers shared that the "thank you" grams have been fun for riders she works with, to have those to give to drivers they like.

Mark Smutny shared that Sound Generations has 60 employees, most are drivers, and what makes them feel affirmed is they are asked their opinions. Thanked, invited to share their service, asked do they have all the resources they need to do a good job. They, on a daily basis, have difficulties, challenges, but they like to be affirmed.

Joy Sebe asked if there is a system that the drivers can give feedback on what they're seeing.

Mark Nash pointed out that each of the employees' contracts, with a company that contracts with King County, they do that for their employees. They can go online and give feedback on problems they may be having.

DeAnna Martin shared that the ideas are for National Drivers Appreciation Day and that Access wanted to get specific ideas or thoughts about this. Anyone can send their ideas to Ashish John.

Charter/Ordinance:

DeAnna Martin began the discussion about the Access Advisory Committee and thanked the Task Force for the hard work of doing a charter that can make a difference.

She wanted to make a formal process to establish an Access Advisory Committee and outline some things that needs to be included. Metro wants to build on the work that the Task Force has already done in the coming weeks and months. The charter has more detail than the ordinance requires. DeAnna Martin referred to the key crosswalk document that the charter outlines and what the ordinance says.

Kimberly Meck pointed that there is an error in the references and will need to correct them. She also pointed out that the charter indicates 21 members, but through attrition, would get it to 18. It's in 4A2 of the charter. The ordinance states that there will be nine members.

DeAnna Martin also pointed out that ordinance calls out four year terms.

Kimberly Meck shared that four-year terms doesn't allow for a lot of variety and extra input. There were some in favor of keeping the two, two-year terms.

DeAnna Martin shared that every two years there are new people cycling in and cycling out. She stated that the Committee will have to look at those details as well.

Steve Marquadt pointed out that the ordinance dropped the minimum of people that will need to be access riders. He shared that this was an important element that needs to be maintained.

DeAnna Martin shared that that language can be kept in the charter.

Robert Angrisano asked about the Public Records Act.

DeAnna Martin explained that there will be an appointment process with Council and that will take a few months and try to complete it by August, including training, and to set everything up.

Kimberly Meck asked if the ordinance can be changed to use the charter language, to address the terms and if we can get a response by the next meeting.

DeAnna Martin responded that Metro can get answers quickly and should have it by the next meeting. She also said that if the Task Force has more detail in the charter, it's a kind of living document. She suggested to keep the charter as is, might tweak a little bit, and then potentially adding a deliverable to the charter.

DeAnna Martin also stated that part of the requirement will be a set of trainings, such as ESJ; open public meetings.

DeAnna Martin added that it is required that King County Boards and Commissions, use a King County address. This protects the Commission in case there is a public records request. There are also forms for conflicts of interest, via an ethics form.

Mark S: I want to pick up that we can be a group that leads the country in persons of disabilities, organized around transportation.

What worked/didn't work:

Mark Smutny liked receiving the comparison of the ordinance and charter well in advance.

Kimberly Meck stated that people don't sit outside the group. Everyone is welcome and should sit at the table.

Adjourned

Current State of Access

Task Force Meeting 2/25/2019

Ashish John (Update)

- Adverse Weather Event (Snow)
 - Service Provider response
 - DOC/TCC Activation
 - Customers, KC Metro and Contractor recognition
 - Official Dates- February 4- 13, 2019
- Staffing
 - Mark Nash out on medical
 - Ashish John filling in as Acting Supervisor
- Contract Negotiations
 - Ongoing
 - Endeavoring for completion approximately at the end of February 2019

ACCESSIBLE SERVICES

MONTHLY PERFORMANCE REPORT - DEC 2018

	Year-To-Date Total				Target
	Dec-18	Dec-18	Dec-17	%Change	
BOARDINGS					
Total Access Boardings	69,598	883,648	854,578	3.4%	
Total Taxi Overflow Boardings	12,705	143,747	103,861	38.4%	
Total Comm. Access (CAT) Boardings	25,087	330,122	340,265	-3.0%	
Total Boardings	107,390	1,357,517	1,298,704	4.5%	
SERVICE COSTS					
Access Operating Cost	\$4,733,004	\$55,444,361	\$51,809,791	7.0%	
Taxi Overflow Cost*	\$631,309	\$6,039,864	\$4,897,470	23.3%	
Community Access Cost	\$733,481	\$3,897,494	\$2,964,551	31.5%	
Total Transportation Costs	\$6,097,794	\$65,381,719	\$59,671,812	9.6%	
Cost Per Access Boarding**	\$68.00	\$62.74	\$60.63	3.5%	
Cost Per Taxi Overflow Boarding	\$49.69	\$42.02	\$47.15	-10.9%	
Cost Per Comm. Access Boarding	\$29.24	\$11.81	\$8.71	35.5%	
Average Cost Per Boarding	\$56.78	\$48.16	\$45.95	4.8%	
REVENUES					
Access Fares (cash only)	\$48,571	\$592,435	\$569,056	4.1%	
Estimated Pass fares**	\$44,118	\$512,994	\$491,490	4.4%	
Total Fares	\$92,689	\$1,105,429	\$1,060,546	4.2%	
ACCESS PERFORMANCE INDICATORS					
Accidents per 100,000 Miles	1.10	2.00	1.82	9.9%	2.00
Complaints per 1,000 Boardings	3.83	4.08	3.17	28.8%	5.00
Percent No shows****	6.95%	5.91%	4.19%	-0.6%	
On-Time Performance	91.9%	89.7%	90.2%	1.8%	90.0%
Rides per Vehicle Service Hour	1.45	1.54	1.51	1.8%	1.49
Road Calls per 100,000 miles	2.45	1.30	0.76	71.2%	
Total Taxi Scrip Boardings	1,026	15,992	17,162	-6.8%	
Taxi Scrip Program Cost	\$17,488	\$253,842	\$235,446	7.8%	
Vehicle Service Hours	56,775	\$669,349	\$635,259	5.4%	
Same Day Cancellations*****	4,862	33,925	23,547	44%	
ACCESS CALL TAKING & RESERVATIONS					
Number of Calls Handled	29,957	349,830	344,496	1.5%	
Number of Dropped Calls*****	3,693	60,798	47,047	29.2%	
% Answered within 3 min.	97%	95%	95%	0.0%	90.0%
CURRENT REGISTRATION					
	New/Recert. Registrants	Current Registrants			
	Dec-18	Dec-18	Dec-17	%Change	
ADA Registrants	369	14,215	13,900	2.3%	
Taxi Scrip Registrants	40	11,611	11,125	4.4%	
Total Registrants	409	25,826	25,025	3.2%	

NOTES:

*Access has adjusted overflow strategy to assign shorter length trips to taxi/cabulance. Longer trips and those requiring lift use are being prioritized to be assigned to Access vehicles. It is anticipated that this will shorten on board times on Access and lower the cost per trip on overflow.

**Accessible Services has implemented a decrease in system speeds and an increase in service hours to the program in an effort to improve poor on-time performance. The increase in service hours and use of taxi overflow has increased the cost per boarding. It is anticipated that this will be a continuing trend for 2018.

***Estimated pass fares based on Trapeze reported sales

**Taxi scrips for Dec include mid-November billing/count for year end

****Percent No Shows is the number of rides that customers canceled on the same day divided by the total number of rides that month.

*****Same Day Cancellations are the number of trips that customers canceled after the pick-up window began, during the pick-up window or failed to meet the van at the designated pick-up point.

*****A Dropped call is a call abandoned by the customer before it is picked up.

Date Created:	2-19-19
Drafted by:	mb
Sponsors:	
Attachments:	none

1 ..Title

2 AN ORDINANCE changing the term length for members
3 of the Access paratransit advisory committee; and
4 amending Ordinance 11431, Section 7, as amended, and
5 K.C.C. 2.124.010.

6 ..Body

7 STATEMENT OF FACTS:

- 8 1. Access paratransit is a supplementary transit service for people with
9 disabilities who are unable to use regular transit services for some or all of
10 their travel needs. The federal Americans with Disabilities Act (ADA)
11 requires all transit agencies to provide paratransit services that meet
12 minimum requirements established in the ADA and implementing
13 regulations. The King County Code authorizes additional paratransit
14 service in excess of minimum federal requirements and the program is
15 delivered by contractors.
- 16 2. During 2017 and 2018, as part of a procurement process for a new
17 vendor for Access paratransit, King County Metro convened an Access
18 paratransit RFP work group to evaluate Access service and make
19 suggestions for service improvements as part of the new contract.
- 20 3. In April 2018, following the work of the RFP work group, Metro
21 convened an Access paratransit task force, which was charged with

22 advising the agency on priorities and areas of mutual concern while
23 developing a vision for ongoing improvements. This task force, which has
24 been meeting monthly since April 2018, is comprised of riders and/or
25 family members, representatives of human service organizations that serve
26 Access riders, and additional members of the public that are reflective of
27 the communities that Access serves, which includes people with
28 disabilities, people who speak English as a second language, and all
29 geographic locations in King County.

30 4. In November 2018, the King County council passed Ordinance 18838,
31 which created an Access paratransit advisory committee to advise the
32 Metro transit department, the executive and the council on issues related to
33 Access paratransit relative to the terms of the contract for Access
34 paratransit service.

35 5. Ordinance 18838 established a term length of four years for members
36 of the Access paratransit advisory committee, a length that was perceived
37 as too long by the volunteer members of the Access paratransit task force.

38 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

39 SECTION 1. Ordinance 11431, Section 7, as amended, and K.C.C. 2.124.010 are
40 each hereby amended to read as follows:

41 The King County Metro transit department shall employ a transit public
42 involvement model to promote responsiveness and accountability to the community. The
43 Metro transit department shall provide staff support for the transit public involvement
44 model, which shall include the following major elements:

45 A. Sounding boards which are geographically, topically or community-based
46 groups convened for a limited time to consider specific transit topics. Sounding boards
47 shall be established by the Metro transit department to provide advice on identified issues
48 including, but not limited to, transit service changes. Sounding boards shall provide
49 information to the transit advisory commission, local jurisdictions, subarea transportation
50 forums as well as the Metro transit department, the executive and the council. For major
51 planning exercises such as service changes, sounding boards shall make consensus
52 recommendations to the transit advisory commission and the Metro transit department.

53 B.1. The transit advisory commission, which is a permanent body that shall
54 advise the Metro transit department, the executive, the council, local jurisdictions and
55 subarea transportation forums on transit issues and policy, including matters of concern
56 to the elderly and persons with disabilities. The transit advisory commission shall advise
57 the department on the inception and development of long-range planning efforts, and
58 serve as a resource for transit promotion.

59 2. As of February 18, 2011, the commission shall have up to thirty members
60 who were appointed by the executive and confirmed by the council to serve on either the
61 transit advisory committee or accessible services advisory committee. These initial
62 members may serve for the remainder of the terms for which they were appointed to the
63 transit advisory committee or accessible services advisory committee. The executive
64 shall not appoint individuals to fill vacancies in these positions if the result would be to
65 exceed the membership limits in subsection B.3. of this section.

66 3. Except as otherwise provided in subsection B.2. of this section, the
67 commission shall have eighteen members who are appointed by the executive and
68 confirmed by the council to two-year terms.

69 a. Nine members shall be transit riders, recruited by the Metro transit
70 department to reflect the diversity and geographic distribution of county residents.

71 b. Nine members shall be persons with disabilities or elderly persons, or be
72 associated with an agency that works with disabled and elderly persons, recruited by the
73 Metro transit department to reflect the diversity of the communities they represent and
74 types of disabilities, as well as consideration of the geographic distribution of county
75 residents.

76 4. The commission shall:

77 a. adopt by-laws, elect a chair and vice-chair to quarterly terms and adopt an
78 annual work program, which shall include issues of interest to transit riders and issues
79 related to accessibility and ACCESS services for elderly and disabled riders as well as all
80 items requested by the council or the Metro transit department;

81 b. meet as needed to complete the work plan and address other issues as they
82 arise; and

83 c. designate one member to serve on each sounding board.

84 5. The transit advisory commission may establish standing and ad hoc
85 subcommittees to review issues that, in the commission's discretion, require in-depth
86 study. The subcommittees shall report to the transit advisory commission and are not
87 authorized to take actions independent of the commission.

88 C.1. The Access paratransit advisory committee, which shall advise the Metro
89 transit department, the executive and the council on issues related to Access paratransit
90 relative to the terms of the contract for Access paratransit service.

91 2. The Access paratransit advisory committee shall have at least nine members
92 who are appointed by the executive and confirmed by the council by motion.

93 Membership shall be comprised of Access paratransit riders, family members of Access
94 paratransit riders, representatives of organizations that provide services to Access
95 paratransit riders and representatives of organizations that support Access paratransit
96 riders or potential riders who have limited English proficiency. Members shall serve for
97 ~~((four))~~two-year terms.

98 3. The Access paratransit advisory committee shall:

99 a. adopt bylaws, elect a chair and vice-chair to annual terms and adopt an
100 annual work program focused around review of Access service;

101 b. meet as needed to complete the work plan and address other issues as they
102 arise;

103 c. provide verbal reports to the council's mobility committee, or its successor,
104 at the request of the committee; and

105 d.(1) prepare and transmit to the executive and the council an annual report,
106 beginning in August 2020, on Access paratransit service, including:

107 (a) a review of and comment on the Metro transit department's annual
108 performance metrics and trends relevant to Access paratransit;

109 (b) a review of and comment on information from customer surveys
110 distributed by the Metro transit department relevant to Access paratransit;

111 (c) a summary of areas of strength, deficiency or priorities for improvement
112 in the provision of Access paratransit services; and

113 (d) an overall assessment of Access paratransit service for the prior year.

114 (2) The Access paratransit advisory committee shall file the report required
115 under subsection C.3.d.(1) of this section in the form of a paper original and an electronic
116 copy with the executive and the clerk of the council, and the clerk of the council shall
117 retain the original and provide an electronic copy to all councilmembers.

DRAFT

February 19, 2019

The Honorable Rod Dembowski
Chair, King County Council
516 Third Avenue, Room 1200
Seattle, WA 98104

Dear Council Chair Dembowski:

RE: Length of term of Access Paratransit Advisory Committee

Late last year, the King County Council passed Ordinance 18838, which creates a new **Access Paratransit Advisory Committee**. This new advisory committee is asked to review Access paratransit service and report each year to the Executive and Council.

We are members of King County's **Access Paratransit Task Force**, which was formed by Metro last April to advise the agency on priorities and areas of mutual concern while developing a vision for ongoing improvements to Access service.

We understand that the Council's new ordinance requires our task force to reconstitute ourselves as a more formal advisory committee and that membership on the new advisory committee is subject to Council approval. As members of the task force, we would be pleased to be considered for service on the new advisory committee.

However, we do have one concern. On lines 109 and 110 of Ordinance 18838, membership in the new advisory committee is set for four-year terms. We understand from Council staff that because this ordinance is now part of the King County Code, those terms cannot be shortened unless the Code is changed. But four years is a long time for a volunteer to serve, especially on an advisory committee that involves people with disabilities who have many other life priorities to juggle.

We would like to respectfully request that the term of service for this new advisory committee be shortened to two years. This would be consistent with the term length for members of the Transit Advisory Commission, which is also set in the Code.

The Honorable Rod Dembowski
Access Paratransit Advisory Committee
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We would like to request that the Council consider an ordinance <<alternatively, We have worked with Metro staff to draft an ordinance>> that would change the term length for the Access Paratransit Advisory Committee from four years to two years. We respectfully ask that you consider this change to allow us the chance to serve King County in this important way.

Thank you for your consideration. If you have questions or would like to meet, please contact <<<xxxxx at phone/email>>>.

Sincerely,

<<<<Members of the Access Paratransit Task Force>>>>

Enclosures

cc: King County Councilmembers
Carolyn Busch, Chief of Staff
Melani Pedroza, Clerk of the Council
Rob Gannon, General Manager, King County Metro
Michelle Allison, Chief of Staff, King County Metro
DeAnna Martin, Partnerships & Engagement Manager, King County Metro

Access Task Force Work Plan

Drafted in 2/25/19 meeting

1. See, provide input on the transition plan for the Access contract (8)
 - a. Checks and balances
 - b. Monitoring
 - c. How we work with staff
 - d. Language access barriers and how to address them
 - e. Communications plan for customers
2. See, understand and provide input on the Key Performance Indicators (KPIs) under the new contract (1)
3. Have a standing agenda item where we look at monthly performance indicators and discuss them. Can be added to the Access update portion. (1)
4. Understand and develop an equity framework. (1)
 - a. Equity Impact Review – provide input on the recommendations (what is the timeline?)
5. As part of #1, see the RFP response and build on it from there. (1)
6. Many of our interests cannot be addressed until the new contractor is on board.
7. Look at our own process, conversation and decision-making. Apply what we determined in the charter (i.e. how we conduct our meetings, rotating leadership with a chair/co-chair) (1)
 - a. Some ideas include using a formula – 1, 2, 4, all to pick an issue, frame it and the key elements in a short 15-minute process.
 - b. Use more dynamic approaches to facilitation
 - c. Add design into the suggestions
 - d. Empower each member of the group to have full, equal expression in this meeting space.
8. Create a work plan that includes looking at complaints and how we address them (2)
9. Everything feels like a priority – we should be ambitious and should be able to do all these things.
10. Reconstituting ourselves – what is the timeline for becoming an official county committee/commission?
11. See our impact
 - a. See that our recommendations are not lost.
 - b. Make sure operational issues and policy issues are addressed and put into the new contractor's practices as appropriate.