



AGENDA

Access Task Force

Monday March 25, 2019 5:00 PM – 7:00 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

Co-Facilitators: Jamilah Ibrahim and Aaron Morrow

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| 5:00 PM | Welcome (Lorrie Alfonsi) |
| 5:10 PM | Check in (Aaron Morrow and Jamilah Ibrahim) |
| 5:25 PM | Elections: Chair and Vice Chair (Aaron Morrow) |
| 5:35 PM | Access and Commission update (Ashish John and DeAnna Martin) |
| 5:50 PM | Customer Services Transition into Metro (Chrissy Russillo) 1-2-4 all |
| 6:35 PM | Upcoming meeting times and next meeting agenda: Group discussion on April meeting and setting next agenda |
| 6:45 PM | Plus/Delta: What worked, what didn't work |
| 7:00 PM | Adjourn |

Access Task Force Meeting Minutes February 25, 2019

In attendance: Aaron Morrow; Mark Smutny; Robert Angrisano; Ashish John; Debbie Meyers; Dorene Cornwell; Jamilah Ibrahim; Lorrie Alfonsi; DeAnna Martin; Cindy Chen; Joy Sebe

On phone: Hadi Rangin

Guest: Brian Camozzi, Deputy Ombudsmen - Transit

Ashish John provided an update about the snow event. He thanked everyone for their patience and work. He asked the Task Force for feedback and lessons learned from the response.

Robert Angrisano shared that notification could be improved. Early cancellations and moving to life sustaining only rides was good but notification to the rider needs to be improved. Pre-notification for day after day would have been good.

Dorene Cornwell also shared that one person didn't get notified by her employer and stressed that one can't necessarily have too many notifications. She also asked for clarification about the service area when Access/Metro moves to the Emergency Snow Network, that the footprint is much less.

Debbie Meyer expressed her concern about facilities that were open and their agency had people who work at grocery stores, service industries, so the day after day of no access trips impacted their employer. They were really wanting some work trips by last Wednesday, taking people to pharmacies and work. As a facility, they didn't get notified the first couple of days.

Ashish John shared that Access had gone to Life Sustaining Services only.

Aaron Morrow asked to identify the point person for the Transit Control Center.

Ashish John explained that there is a rotating shift; it can be a number of people. The TCC has a 12-hour shift, and Access staffs the TCC for eight-hour shifts. He also updated the Task Force that Mark Nash is on extended leave. As for the contract negotiation process it is ongoing.

Aaron Morrow asked when the task force will see the transition plan. And Ashish John replied that it is what they are working now.

Debbie Meyer expressed concern that this is very important to the customers.

Dorene Cornwell asked about data sharing and Ashish John responded that this was something the contractor will address and Robert Angrisano shared that new key indicators are to be established.

Doreen Cornwell requested in looking at things in the ADA, how trips are defined and tracking for on time performance.

DeAnna Martin express that the contractor is interested in coming to talk to the Task Force and depending on the negotiations, could happen at the next meeting.

DeAnna Martin introduced the change to the ordinance regarding the term limitations and shared that after discussion with council staff and members is to recommend that the Task Force collectively write a letter to the Chair. A draft was sent to members in their packets.

Aaron Morrow expressed that this would be fine for expedience.

DeAnna Martin asked if the letter with their edits would be ok to send to the Council. All approved.

DeAnna Martin began the discussion about the work plan for the Access Task Force in the next couple of months.

Robert Angrisano asked for clarification for the cost of access boarding increase. Lorrie Alfonsi explained that when rides are moved from Access to taxis, the cost per boarding increases as there are less boardings per month. When you're only looking at moving rides to taxis to increase the on-time performance that is going to increase the cost for boarding. Cost for Access is \$68, and if taxi is at \$25 or \$40 or \$50 a ride, it offsets the total cost for services. You have to look at the overall cost per ride.

Aaron Morrow asked that this that type of information be on the agenda as a standing item.

Lorrie Alfonsi replied that this is usually part of the Access update.

Robert Angrisano stated that the Task Force requested the establishment of a baseline on the new definition, drop off, length of ride, etc. Lorrie Alfonsi explained that this will be part of the new contract.

Lorrie Alfonsi shared that the plan is to go utilize Power BI which would allow to drill down on specific data and DeAnna Martin shared that the new contractor will have other examples of how they will share data.

DeAnna Martin began the discussion of the work plan and a key piece of that is becoming a county committee. Member recruitment etc.

The Task Force created a list of priorities: See attached work plan.

Mark Smutny recommended that the next meeting a small group of committee members meet to establish the next agenda and move forward with the work plan.

Jamilah Ibrahim, Aaron Morrow, Susan Koppelman, Dorene Cornwell, and Mark Smutny volunteered to meet and prepare for the next meeting. Lorrie Alfonsi will send out a doodle poll.

Brian Camozzi introduced himself and explained his work as the Deputy Ombudsmen.

Next step is what worked and what didn't.

Debbie Meyer liked having time to talk about some of the things on our minds helps in the process.

Dorene Cornwell shared that it was important to have a conversation to talk about the snow response.

Mark Smutny shared that there was a common urgency in trying to find the focus of our work, short term.

Hadi Rangin would like to see the topics discussed through the list; what is going to be discussed and talked about.

Adjourned

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.

ACCESSIBLE SERVICES

MONTHLY PERFORMANCE REPORT - JAN 2019

	Year-To-Date Total				
	Jan-19	Jan-19	Jan-18	%Change	Target
BOARDINGS					
Total Access Boardings	76,658	76,658	73,731	4.0%	
Total Taxi Overflow Boardings	14,786	14,786	10,108	46.3%	
Total Comm. Access (CAT) Boardings	27,233	27,233	25,148	8.3%	
Total Boardings	118,677	118,677	108,987	8.9%	
SERVICE COSTS					
Access Operating Cost	\$5,046,163	\$5,046,163	\$4,550,152	10.9%	
Taxi Overflow Cost*	\$410,796	\$410,796	\$508,725	-19.2%	
Community Access Cost	\$0	\$0	\$257,135	-100.0%	
Total Transportation Costs	\$5,456,959	\$5,456,959	\$5,316,012	2.7%	
Cost Per Access Boarding**	\$65.83	\$65.83	\$61.71	6.7%	
Cost Per Taxi Overflow Boarding	\$27.78	\$27.78	\$50.33	-44.8%	
Cost Per Comm. Access Boarding	\$0.00	\$0.00	\$10.22	-100.0%	
Average Cost Per Boarding	\$45.98	\$45.98	\$48.78	-5.7%	
REVENUES					
Access Fares (cash only)	\$52,136	\$52,136	\$48,577	7.3%	
Estimated Pass fares**	\$44,415	\$44,415	\$40,118	10.7%	
Total Fares	\$96,551	\$96,551	\$88,695	8.9%	
ACCESS PERFORMANCE INDICATORS					
Accidents per 100,000 Miles	1.85	1.85	2.08	-11.1%	2.00
Complaints per 1,000 Boardings	3.87	3.34	3.34	0.0%	5.00
Percent No shows****	5.95%	5.95%	5.85%	3.8%	
On-Time Performance	93.7%	93.7%	90.3%	0.0%	90.0%
Rides per Vehicle Service Hour	1.52	1.52	1.52	0.0%	1.49
Road Calls per 100,000 miles	1.15	1.15	1.59	-27.7%	
Total Taxi Scrip Boardings	772	772	1,011	-23.6%	
Taxi Scrip Program Cost	\$13,939	\$13,939	\$12,725	9.5%	
Vehicle Service Hours	60,245	\$60,245	\$55,271	9.0%	
Same Day Cancelations*****	4,862	33,925	23,547	44%	
ACCESS CALL TAKING & RESERVATIONS					
Number of Calls Handled	31,958	31,958	28,690	11.4%	
Number of Dropped Calls*****	4,625	4,625	3,576	29.3%	
% Answered within 3 min.	94%	94%	95%	-1.1%	90.0%
CURRENT REGISTRATION					
	New/Recert. Registrants	Current Registrants			
	Jan-19	Jan-19	Jan-18	%Change	
ADA Registrants	370	14,250	14,021	1.6%	
Taxi Scrip Registrants	20	11,627	11,154	4.2%	
Total Registrants	390	25,877	25,175	2.8%	

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 Cancelations 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.