Access Task Force Meeting Minutes

Monday, August 27, 2018
2 – 4 PM
King Street Center, 8th Floor Conference Room

Attendees:

Robert Angrisano, Kibibi Monie (phone), Harriett Williams, Lynn Domingo, Susan Koppelman, Debbie Meyers, Ginger Kwan (phone), Jamilah Ibrahim; Dorene Cornwell, Joy Sebe, Mark Smutny, Kimberly Meck, Jessica Renner(phone), Amy Biggs (phone).

King County Staff: Chrissy Russillo, Lorrie Alfonsi, Cindy Chen, Joy Pakulak

Facilitator: Peggy Martinez

Welcome:

Lorrie Alfonsi, all: Grounding in. Peggy Martinez discussed accessible meeting protocol, respectful conduct agreements, agenda review and housekeeping information.

Metro Access update and Sample Performance report – info only. (Chrissy reports)

Charter Subcommittee:

The Charter Subcommittee sat at the front of the room as a panel (right to left): Robert Angrisano; Aaron Morrow; Dorene Cornwell; Susan Koppelman; Lynn Domingo; Kimberly Meck.

Kimberly Meck explained why three drafts. She sent out one clean copy with no lines; one with regular font with line numbers; and then one with Large Print with line numbers also. She wanted to have a reference point for everyone to follow using the line copy in regular font. They used this method at the last subcommittee meeting, and felt it went well.

The subcommittee proposed a plan to review line by line to identify where there is a problem or if anyone has comments or suggestions. Everyone agreed by consensus.

Aaron read the purpose and the Task Force was asked for their input: “The purpose of the King County Metro Transit Access Task Force, continuous service, innovative solutions and needs. The Task Force will help Metro to manage, operate and transform Metro transit services.” The plan is to go section by section and gather additional comments.

No changes or comments were voiced and the purpose was agreed upon by consensus.

Next up for review are the values. Kimberly explained that in reviewing the values, three major things are proposed for the Task Force to abide by when evaluating Metro services

Susan Koppelman requested adding an “and” between ADA and FTA. Aaron Morrow requested that in line 21, changing “administration” to “authority”

Lynn Domingo wants the word minimum on line 20 removed, and Robert Angrisano suggested a change to “meet or exceed”. Kimberly Meck read the updated version of Section 2 for approval with suggested changes. Section 2 was approved as read.

Aaron Morrow shared that some of the objectives will be driven by what we have in the work plan. It was agreed by consensus regarding Aaron's comment.

Kimberly Meck asked what impacts fixed route planning would have on Access. Chrissy Russillo responded that when our fixed route, has any service changes, they may impact Access. However, King County has some ordinances that requires different levels of engagement related to fixed route and not Access.

Kimberly Meck asked for questions from the Task Force. No questions were asked, she read line 31 and asked for any issues. None were mentioned.

Kimberly asked what other data Metro Access has on websites, and what other data Access considers.

Jamilah Ibrahim asked if the same question had been presented and had any recommendations been made from the charter.

Kimberly Meck replied the Charter is in a proposed state and there have been no recommendations yet. Other groups have done similar things in other ways. The Task Force has not completed that work yet.

Joy Sebe objected to the Values section #3, line 18. She wanted to ensure that the objectives included barrier free language access to transportation. She expressed concern that it is not there.

Kimberly Meck pointed out that it is mentioned in #3. Robert Angrisano shared that the intent was to collect more data on Language Access since there really isn't any good data available and it is a priority to find a way to track the data for Language. Dorene Cornwell mentioned that this was part of the auditor's report and concurred with Robert Angrisano that strategies need to be identified as to how to track the data for Language. Joy Sebe responded that it seems that it would fall in key performance indicators. Lynn Domingo reminded everyone that Equity is discussed further in the document.

Kibibi Monie expressed that since it is discussed in the values section that the work should be aligned with the King County Equity and Social Justice Work, principles and strategic plan, it is not necessary to develop the specific framework to ensure that language access is included.

There were no objections to iii. Objective #4 lines 34 – 38 discussion ensued regarding the list of criteria that the Task Force would like to have input in on proposals, contracts, Request For Quotation's(RFQ) and Request For Proposals(RFP). The Task Force would be involved in the planning process to give Access a framework, and the Key Performance Indicators, prior to the development to contract for RFQ/RFP.

Aaron Morrow stated that under Federal Transit Authority guidelines, the Task Force cannot look at every RFQ and RFP. The FTA will guide King County of what they can or cannot share.

Chrissy Russillo agreed with Aaron Morrow and added that the Task Force can participate and the RFP/RFQ needs to have a certain level of engagement, or equity review. Metro Access will look at new plans with the lens that their customers and stake holders have.

Kimberly Meck shared that the Task Force will help develop that frame work.

Susan Koppelman questioned if there is some overlap between 4 and 6. Her understanding is that this may make it into the work plan. She has a different view: have more riders involved. She expressed concern that a lot of the core objectives including ESJ, key performance indicators are another framework that excludes the riders. She suggests that this be removed and discuss adding it to the work plan.

Peggy Martinez asked to clarify if this meant to have Metro include this group or subcommittee in reviewing the RFQ or RFP? Susan acknowledged that is her recommendation. Peggy Martinez pointed out that future group might not want to do that. She suggested that we keep the language in that when they are looking, they follow particular guidelines represented, both eventualities are represented.

Susan Koppelman responded by saying that she sees objective 6 as the priority. She is ok with keeping 4 in there and would like 6 to have priority in developing the framework.

Aaron Morrow suggested to add “engaging and collaborating” in objective 6 and get eliminate #4, saying that #6 is more robust.

Robert Angrisano agreed.

Debbie Meyers asked for clarification about Metro vs Metro Access throughout the Charter. Dorene Cornwell pointed out that some people only ride Access but others ride both Access and fixed route and wondered if there was some similarities in operations and that public engagement includes both models. Robert Angrisano talked about the Transit Advisory Commission (TAC) and the focus that needs to be Access and that using Metro is an umbrella term. Debbie Meyers wants to make sure that the language is consistent, when the Task Force means Metro Access versus Metro as a whole.

Kimberly Meck reiterated that the Charter reflect the change to eliminate #4 and make the recommended changes to #6.

Kimberly Meck moved on to #5. Peggy Martinez suggested that instead of saying Access, say Metro Access for the future readers and when referring to Metro wide, say Metro services.

Kibibi Monie opened the discussion about what equity means and Kimberly Meck shared that the subcommittee had a long conversation about equity and the charter; and Ginger Kwan was elicited to provide the Task Force with some specific guidance and she shared that it means to treat with respect and dignity regardless of what category they fall into.

Kibibi Monie highlighted King County’s Equity and Social Justice (ESJ) initiative and talked about access to services (particularly Access) for all and to make sure that the Task Force is able to incorporate the ESJ work.

For more information the Task Force can access more info on the county’s strategic planning webpage.

Kimberly Meck read the updated changes.

Susan Koppelman wants to add in contract management plans to the RFP’s and RFQ’s and contract review. Aaron Morrow replied that it should be reviewed to see if the legal department approves.

Dorene Cornwell revisited leaving item four in the charter so the Task Force can touch on process.

Robert Angrisano said that he has no problem with keeping 4 in there. He asked if the contract management plan was implemented by Metro Access or Procurement. Chrissy Russillo said that it would be implemented by Metro Access if it’s matches her definition of the contract management plan. If not, then the Task Force needs to define what it is.

Robert Angrisano stated that he didn’t think the Task Force should be involved at that level and that the performance will be measured and monitored in the matrix and the framework. Chrissy Russillo agreed.

Kimberly Meck summarized that #4 was tabled, that several members what to keep #4 even if #6 is revised. #4 was not eliminated by consensus and to add “in collaborating” to #6. As for the Contract management plans, Kimberly suggested that Metro Access have the legal department review the Contract management plan statement in the Charter and until it is determined, leave the line as written. When more information is provided the Charter can be updated to reflect the decision.

Susan Koppelman wanted some assurances that Metro Access will work with the Task Force regarding the Contract Management Plan.

Chrissy Russillo clarified that Metro Access will be accountable for what is in that section and stated that if Metro Access is implementing a program change that the Task Force will be able to review the changes before implementation.

Kimberly Meck requested final consensus on including 6 with the proposed changes, which is on line 42 regarding collaborating, and management plans, and to make sure it’s flagged for the legal team. Agreed by consensus.

Lynn Domingo asked if the whole Charter will be reviewed by the legal department and make changes.

Chrissy Russillo responded that it may not need a legal review and she will bring guidance from Metro and Metro Access.

Kimberly Meck asked for agreement from everyone. Agreed by consensus

Debbie Meyers would like RFQ and RFP to be spelled out. Kimberly Meck moved on to Number 7. Peggy Martinez suggested changing “regularly” to a specific time, such as “quarterly”.

Discussion ensued and it was decided to address specific time frames in the work plan. Susan Koppelman asked for clarification regarding complaints to make sure that the same complaints are being addressed. Chrissy Russillo replied that this will be monitored.

Kibibi Monie wanted some assurances that complaints are being handled. Aaron Morrow reminded the Task Force that the key word is pattern and this would be a contract monitoring issue and did not need to be addressed in the charter. Kibibi Monie asked if the Task Force would be reviewing at that level, such as drivers and safety. Chrissy Russillo responded that it would need to be discussed in a longer meeting.

Peggy Martinez noted the time and the next agenda topic. Kimberly Meck suggested that the Task Force attempt to complete #7 so that Charter can move forward. She suggested that after the meeting, instead of continuing line by line, that comments and feedback that members have concerns about to be addressed via email. Aaron Morrow shared that having a 25 email thread via email is challenging and Chrissy Russillo reminded the Task Force that not everyone has access to email.

The Task Force agreed by consensus to try and complete #8 and #9. Kimberly Meck asked for comments. Aaron Morrow mentioned that the Task Force needs a regional shout out to work with the Sound Transit Accessibility Committee, and what their acronym will be in the future.

Kimberly Meck asked if there were any other changes or comments for #8 or #9. Approved as amended.

Peggy Martinez began the discussion regarding the next meeting. Susan Koppelman stated that her understanding is that we would alternate between work hours and outside. Chrissy Russillo brought up that there are people who cannot make evening meetings. Aaron Morrow offered to work on web-enabled access for meetings.

Kimberly Meck suggested rather than going line by line, she would gather concerns. She asked for consensus that if she drafted an email, the rest of the committee can provide comments the subcommittee can use to bring those back, line by line. Chrissy Russillo reminded the Task Force that some members don't have email access. Kimberly Meck suggested that they would be contacted by phone. She asked for consensus, it was agreed.

Meeting adjourned.