King County METRO Access Transportation

AGENDA

Access Task Force

Monday November 19 3:00 PM – 5:00 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

Purpose of Meeting:

- Budget review
- Finalize and discuss draft charter
- Same day pilot
- Decide on December meeting
- Develop agenda for next meeting

Agenda:

3:00 PM **Welcome (Lorrie Alfonsi), Meeting protocols review (Peggy Martinez)**

3:10 PM **Same Day Pilot (Don Okazaki)**

3:20 PM **Access update, RFP (Mark Nash)**

3:40 PM **Council update – budget, Access Advisory Committee (TBD)**

4:00 PM **Charter review – Large group discussion**

4:45 PM **Upcoming meeting times and next meeting agenda:** Group discussion on December meeting and setting next agenda

4:55 PM **Plus/Delta:** What worked, what didn't work

5:00 PM **Adjourn**

Access Task Force Meeting
October 16, 2018
Minutes

Attendees:

Robert Angrisano, Aaron Morrow, Steve Marquadt, Kibibi Monie (phone), Lynn Domingo, Susan Koppelman, Jamilah Ibrahim, Dorene Cornwell, Mark Smutny, Kimberly Meck.

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

Facilitator: Peggy Martinez

Welcome:

Lorrie Alfonsi, all: Grounding in. Peggy Martinez reminded everyone about the accessible meeting protocol, and agenda review.

Metro Update:

Chris O'Claire, Mobility Division Manager, presented information about forthcoming changes at Metro:

1) She reiterated the Metro Transit's commitment to this Task Force.
2) Chris O'Claire announced that Chrissy Russillo is going to be the new manager of Customer Communications and Services section and that she will continue to support the Task Force through the beginning of 2019.

Chris O'Claire opened the floor to any questions.

Dorene Cornwell wanted to hear the scope of Chris O'Claire's responsibilities. Chris O'Claire shared that as the Division Director of Mobility, she will oversee the Service Development System, Community Connections System; Customer Care which includes ORCA; the Call Center; and the Marketing and Service Information group. Additionally a new group called Market Innovations. She also added that she will oversee the Contracted Services Group which includes Access, DART, and Rideshare Operations.

Others expressed concern about continuity and ongoing support. Chris O'Claire reassured the Task Force that Chrissy Russillo will be available through early 2019, as will Lorrie Alfonsi. New staff for Access, Ashish John, has the responsibility of working with the Task Force as part of his job description.

The discussion shifted to the budget. Robert Angrisano expressed his concern that the Task Force needs to provide any public comment prior to

the budget approval in November. Robert Angrisano also had specific questions regarding the level of funding regarding the proposed Tiers in the budget. Chris O'Claire confirmed that funding was submitted for Tier 1 of service levels for Access, and stated that this is a baseline level. As soon as the new Contractor is on-board, Access will be able to further identify the needs of services. The focus is to have a provider that can deliver quality service and manage resources.

The Mobility Division is also looking for innovative solutions like customer pilots, etc. Those are the kind of things as time progresses will allow Transit to go back to Council once the pilot gets set.

Chrissy Russillo reminded the Task Force that if they want to talk to the Council, now is the time to do it. Nov. 13 is the target date for budget approval.

Peggy Martinez shared concerns regarding fixed route:

1) People are still being left at bus stops, they hear them go by them.
2) Reinstate weekend calling in. A lot of people don't have smart phones, it's a point of safety.
3) There are a lot of buses that the drivers turn off their announcements. There's education pieces that can happen.

Susan Koppelman shared that there is a public comment tomorrow. She also wanted some clarification from Chris O'Claire regarding her statement about moving away from calling the funding levels as Tiers but refer to the Tiers as performance standards. She asked if a missed trip is different within the tiers. The tiers have an increase on-time percentage and other standards at a higher percentage.

Chris O'Claire responded that once the new contract is in place, then Access will be able to measure what the contractor can do and it is looking at and reviewing performance standards. In reviewing the services, the strategy would be to know what levers we can use to move to a higher standard. Doing this incrementally would be better than doing nothing. The role of this group is to review and identify performance matrixes. Chris O'Claire invited the Task Force to let her know what the priorities are.

Aaron Morrow brought up the First and last service mile, in east King County, so people with disabilities can get to fixed route.

Kimberly Meck asked for clarification from Chris O'Claire regarding the Tier levels and performance standards. She said it sounded like Tiers were brought up in the planning process for the RFP and now you are talking about performance standards and moving away from the Tiers.

Chris O'Claire responded that for the RFP conversation, it was important that the Tier levels were put forward for service level understanding, and that

proposers were able to come back and bid Tier 1, 2, and 3. Susan Koppelman asked about the Council process and if they could approve resources to fund at the 2 and 3 Tier level. Chris O'Claire replied that if the council funds at the 2 or 3 Tier level, Metro will need time to implement the new levels of service. Chrissy Russillo pointed out that at the performance standards in Tier 3 are very high and it becomes more like a cab service and Access won't know how it's going to go. Chris O'Claire reiterated that whatever Metro does, the service will be accessible, meet the ADA requirements, and engage the community.

Mark Smutny brought up the value of a cultural shift to meet the needs of the providers of services, customers and the community. Chris O'Claire discussed the commitment that Metro has to engaging customers on regular basis, looking at ways to break down barriers people have regarding mobility and language access. Chris O'Claire also mentioned that she would welcome their feedback about other Mobility programs like Community Van, and TripPool, etc.

Other members mentioned issues with the fixed route especially for people with low-vision. Chrissy Russillo reminded everyone that fixed route issues can be brought to the TAC.

Chris O'Claire closed by saying that the next time the Task Force meets, the budget may be passed.

Charter.

Kimberly Meck began the Charter discussion with Membership. She moved some things around but left the wording intact. There was discussion about having a hard date in the New Member Recruitment and Appointment Procedure. It was agreed to change that to the first meeting date in January. Section four is moved and approved. Section five, co-chairs shall be elected by majority vote. The discussion turned to the terms for the Co-Chairs. Aaron Morrow shared that the TAC rotates the Chair and Vice Chair quarterly, with the Vice-Chair stepping into the Chair position after 3 months. Kimberly Meck clarified that the role and responsibility of the Chair is to preside over the meetings and lead the meeting. If we agree to the roles and responsibilities in this charter, it is merely a position to chair the meeting. Aaron Morrow added that this allows for a person to experience leading a group.

Chrissy Russillo asked how the agendas for the TAC are developed. Aaron Morrow shared that the agendas are developed at the end of each meeting. Further discussion about the role of the Chair and the agenda development ensued. Wording in the Charter was changed to Chair and Vice-Chair. Section 5 is approved with the changes proposed.

Kimberly moved on to Section 7, administrative support. Changes approved. There was also a discussion about virtual meetings and possible impacts of opening the meetings to the public. It was decided to put this matter in the parking lot for later discussion.

Peggy Martinez moved the discussion to the next meeting's agenda. There's been a suggestion that the Task Force not meet in December.

Chrissy Russillo expressed that the Charter needs to get completed and focus on the substantive issues in the next meeting.

Robert Angrisano proposed that budget would be an item for next meeting in addition to the Charter. Mark Smutny asked if the Task Force can get an executive summary of the budget ahead of time.

Dorene Cornwell added that the next agenda should have something about work plan going forward and something in-depth about key performance indicators.

Susan Koppelman added that she would like a serious conversation about the contract.

Chrissy Russillo also added that some clear working rules are needed to be as productive as possible.

Mark Smutny also would like to pick up on Chris O'Claire's concept of having a joint meeting with TAC once the Task Force establishes goals and a work plan, so we're on a similar strategy page.

Susan Koppelman agreed that a work plan would be time consuming and given the time sensitive nature of the contract would like that to be on the agenda and budget.

The Charter subcommittee will reconvene to make final recommendations and changes to the Charter by the next meeting.

Adjourned.

King County Metro Access Task Force (KCMATF) Charter – Proposed

I. PURPOSE

a. The purpose of the King County Metro Access Task Force (task force) is to improve service delivery through increased responsiveness, continuous improvement, new services, innovative solutions and accountability to Access riders' needs. The task force will develop strategies, action plans, and recommendations to help Metro manage, transform and operate Metro Access Transportation services.

II. VALUES

a. The strategy, action plan, and recommendations will be driven by the following values:

i. Every rider deserves respectful interactions with all staff engaged in providing service, from call center staff to van drivers to Metro management.

ii. All aspects of service delivery, practices, and policy development shall be:

1. Embedded in, aligned with, and measured by King County's Equity and Social Justice Work, principles and strategic plan.

2. Inclusive and informed by universal design principles.

3. Accessible to people with physical and/or intellectual disabilities and limited English proficiency.

iii. Access service shall meet or exceed relevant King County Policies; as well as Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) laws, regulations and guidelines, while also striving for best in class performance.

III. OBJECTIVES

a. The task force will complete a work plan including strategies, actions, and recommendations that ensures task force values and rider priorities are included in all aspects of Metro planning and services. These objectives will include, but not be limited to, the following:

i. Make policy recommendations to Metro and King County Council to define major planning activities and requirements for public engagement.

ii. Evaluate current and develop new key performance indicators (KPIs) — such as on-time performance, minimal wait times, and eliminating

excessively long travel times — and ensure goals are met.

iii. Review all currently recorded and/or reported qualitative and quantitative metrics of Metro Access Services, make recommendations for changes or additions and advise on distribution to stakeholders.

iv. Collaborate with Metro Access in developing a framework of criteria for all proposals, contracts, RFQs and RFPs.

v. Collaborate with Metro Access to develop a theory of change and a framework for Metro Access to implement pro-equity and Social Justice Policies and a strategic plan.

vi. Engage and collaborate with Metro Access during planning to advise on changes to new and existing contracts, Requests for Proposals (RFP), Requests for Qualifications (RFQ), contract management plans, and policies and procedures to ensure that riders' priorities are reflected; that improvements and innovations are informed by agreed upon values as well as operational staff and rider suggestions; and that changes to policies and procedures are communicated effectively.

vii. Ensure customer complaints are reviewed on a schedule to be developed in the work plan and seek resolutions that diminish the likelihood of future complaints arising from the same issues. The task force shall coordinate with the Office of the Ombudsman, as needed.

viii. Establish a method and schedule for continuous review of all above items to ensure the highest quality service standards.

ix. Work collaboratively with King County Council (KCC), Transit Advisory Commission (TAC), Sound Transit Accessibility Commission and Metro including sharing recommendations for improving Access and the accessibility of the entire transit system.

IV. MEMBERSHIP

a. Members

i. As of the effective date of this charter, the committee may have up to twenty-one (21) members who were invited to participate as initial members of the task force. These initial members may serve for the remainder of the terms outlined in section V (c.). of this charter. New members shall not be appointed to fill vacancies in these positions if the result would be to exceed the membership limits in section V (a.) (ii) of

this charter.

ii. Except as otherwise provided in section V (a.) (i) of this charter, the task force shall have eighteen members who are appointed according to the King County Metro Access Task Force (KCMATF) "New Member Recruitment and Appointment Procedure".

iii. A minimum of 51% (fifty-one percent) of members will be Access Transportation riders. If at the effective date of this charter, current membership as outlined in section IV of this charter does not result in a minimum of 51% (fifty-one percent) of members being Access Transportation riders, all new member recruitment as written in the King County Metro Access Task Force (KCMATF) "New Member Recruitment and Appointment Procedure" will focus on the maintenance of the required percentage.

b. Recruitment and Appointment

i. Membership recruitment will include representatives who reflect the diversity of our community, with a range of disabilities including physical, sensory, and/or cognitive disabilities from rural and urban areas, care providers, and those with limited English proficiency and/or individuals who represent such populations. Membership shall also include those with experience, expertise and knowledge needed to accomplish the goals, as outlined in the "Purpose" section of this document.

ii. A "New Member Recruitment and Appointment Procedure" will be created by the first meeting in January 2019 and be included as an addendum to this charter.

c. Terms

i. Members shall be appointed to serve two (2) year terms.

ii. Members shall be allowed to serve two (2) consecutive terms.

iii. Once a member completes two (2) consecutive two (2) year terms, they are not eligible to serve another term for a period of one (1) year beginning with the first day following the completion of their last appointment.

d. Roles and Responsibilities

i. Roles and Responsibilities are outlined in the King County Metro Access Task Force "Working Rules" added as an addendum to this charter.

V. CO-CHAIRS

a. Election

i. Members of the task force shall elect a Chair and a Vice-Chair from the membership by majority vote.

b. Term

i. The Chair and Vice-Chair shall serve quarterly terms (3 months) and the Chair shall be succeeded by the Vice-Chair.

c. Role and Responsibilities

i. The role of the Chair and Vice-Chair is to preside over task force meetings. Additional responsibilities are outlined in the King County Metro Access Task Force- (KCMATF) "Working Rules". The Chair and Vice-Chair shall attend each meeting, either in-person or virtually.

VI. COMMITTEES

a. The task force may establish standing and ad hoc subcommittees to review issues that, in the task force's discretion, require in-depth study. The subcommittees shall report findings and recommendations to the task force and are not authorized to take actions independent of this committee.

VII. ADMINISTRATIVE SUPPORTS

a. King County will provide a staff liaison to support the Access Task Force on items that include but are not limited to meeting logistics (including an accessible electronic attendance option), agenda development, recording and distributing meeting minutes, development of materials in accessible formats, and updates to a Web page. The staff liaison, in general provides materials and information to the whole group, not to individual members.

VIII. MEETINGS

a. General

i. The task force will meet monthly as needed to complete the work plan and address other issues as they arise.

ii. All scheduled meetings of the task force will be announced on the web page and be open to the public.

iii. Information prepared for meetings will be posted on the website and

delivered in accessible formats, generally via email, to members seven (7) calendar days prior to the meeting.

b. Schedule

i. Meeting times will alternate between traditional work time hours and after hours.

ii. Meetings typically will be held at Metro offices: 200 S Jackson St, Seattle, but can be held at other locations in King County. Members may request alternate locations.

c. Attendance

i. Committee members are expected to attend scheduled meetings – either in person or, if through necessity, via audio and/or visual conference or similar communications equipment.

Commented [KH1]: SECONDARY WORDING OPTION: Committee members are expected to attend scheduled meetings – either in person or via audio and/or visual conference or similar communications equipment.

ii. Members of the public may attend meetings using the methods described in section VIII (c.)(i.) of this charter.

d. Procedure

i. The task force may adopt, in whole or as modified by this committee, as a part of standard operating procedure, the King County Metro Access Task Force "Working Rules" which guides the way members work together in an environment of mutual respect and trust. "Working Rules" should either be reviewed annually.

ii. "Working Rules" may be amended with a 2/3 vote by the task force.

IX. COMPENSATION OF MEMBERS

a. Members of the task force will be reimbursed for travel and meeting expenses at the discretion of Metro.

X. RECORDS

a. Minutes of the task force meetings shall serve as the official record of the meetings. Meeting minutes shall be sent to the group within one week of the meeting and ratified at the next meeting. It is possible to correct the record at the next immediate meeting. The task force shall determine the scope and content of the minutes. Approved meeting minutes will be posted on the task force website. Handouts and documents shall be provided to task force seven (7) working days prior to the meeting.

XI. PRODUCT / OUTCOME

a. The task force will develop strategies, action plans, and recommendations to help Metro manage, transform, improve, and operate Metro Access Transportation services.

b. Final plans and recommendations will be submitted to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.

c. In the event that there is disagreement in the group, any member/s may include a minority report with recommendations that were not agreed to by the majority.

XII. REPORTING

a. Biannual reports on Task Force activities will be provided to the Transit Advisory Commission, Metro's general manager, the King County Executive, and the King County Council.

XIII. AMENDMENTS AND REVIEW

a. This charter will be reviewed every 12 months, from date of adoption, to ensure the task force's continued relevance to Metro Access Services and commitment to task force values and rider priorities.

b. This charter may be altered/amended at any time or may be repealed and a new charter may be adopted by a 2/3 majority of voting members.

XIV. DISSOLUTION

a. This task force may be dissolved by the affirmative vote of 2/3 of the voting membership.

b. The task force may be dissolved without notice by King County Metro, at its discretion.