



King County

Transit Advisory Commission

June 19, 2018

King Street Center, 4th floor

6-8p.m.

- 6:00 p.m. Welcome, introductions**
- 6:15 p.m. General Manager Rob Gannon**
Update on the Division to Department transition.
- 6:30 p.m. Access and Paratransit Services**
Chrissy Russillo, managing director of Paratransit and Rideshare Operations
- 7:45 p.m. Access Task Force and Transit Advisory Commission – opportunities for collaboration**
- 8:00 p.m. Adjourn**



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6 to 8 p.m.**

I. Welcome and introductions

Members in attendance: Gale Shinozaki, Judy Daufney-Stenberg, Matt Koltnow, David Johnson

Guest Speakers: Chrissy Russillo (Paratransit and Rideshare Operations), and Rob Gannon (Metro General Manager)

Metro Staff: Betty Gullede-Bennett (Communications), DeAnna Martin (Community Relations), Cindy Chen (Community Relations)

II. General Manager Rob Gannon

The general manager committed to attending monthly TAC Meetings. King County Metro is transitioning from a division within King County Department of Transportation to a standalone department (Division to Department, D2D). Rob gave an update on the new structure of the department and a high level overview of how the department will balance the expansion of service and capital investments.

Members asked several questions about the new divisions such as rail and mobility. Questions were also asked about the relationship between Sound Transit and Metro during the division to department transition. The general manager also answered questions about the functions of different divisions such as the rail division and mobility division.

Work Program

Betty reminded the group about the importance of revisiting the work program developed at the May 2018 retreat.

Chrissy Russillo, managing director of Paratransit and Rideshare Operations

Chrissy gave an update and introduction to her work on Metro's Access and Paratransit services. Metro's Access service serves almost 3,000 rides every weekday. An initial Request for Proposals (RFP) was issued for Access service for the next biennium, but was pulled when a group of community members came together to voice their concerns that were not incorporated in the RFP. Metro pulled the RFP and brought this group, now called the Access Task Force, to advise them on a new RFP. They provided valuable input and helped to shape the new RFP which revises the metrics for service quality and increases the focus on the customer experience.

The amended RFP will ask proposers to bid on three tiers of performance standards. Metro will continue enhancements of the current service this year. The new RFP was released in June.



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Chrissy answered questions about the new RFP and about the progress on same day, on-demand scheduling for Access riders. They also asked about the Access Task Force, and what they would be working on as contractors bid on the new RFP.

Access Task Force and Transit Advisory Commission – opportunities for collaboration

The TAC's 2018 work program expressed an interest in staying informed about what the Access Task Force is doing on a regular basis. The group discussed the merits of having a liaison on the Access Task Force and TAC, as well as whether the groups should merge or if the Access Task Force could be a subcommittee under the TAC.

Action items:

- Determine how to best use the time with GM Rob Gannon every month. He committed to attending monthly meetings. He will give a high level update on the Department budget in the August meeting.
- Invite Mobility (Chris O'Claire) and Community Connections to a future meeting
 - Chris will give an update at the July meeting.
- Invite Terry White, deputy general manager, to one of the meetings to talk about his new divisions: transit facilities, marine, bus operations, vehicle maintenance and rail.
 - Terry will give an update at the August meeting.
- July meeting – conference call/skype option could be made available with an in-person meeting at King Street Center.
- Share more information with TAC about the division to department transition.