



Minutes: Access Paratransit Advisory Committee

Date: Monday, January 10, 2022

Time: 6:00 PM – 7:30 PM PST

[Zoom meeting recording](#) (link expires 2/23/22)

APAC Members: Clark Matthews, Dorene Cornwell, Deborah Artis, Kristina Sawyckyj, Joe Welinske

Metro Staff: Gwen Clemens, Ashish John, Lorrie Alfonsi, Gwyn Howard, Anahi Sandoval

MV Transportation staff: John Gray

Metro Guests: Jeremy Trenhaile, Daniel Rowe, Carol Cooper

Facilitator/ Presenter	Topic
Anahi	<p>Welcome</p> <ul style="list-style-type: none"> Housekeeping
Kristina	<p>Introductions</p> <ul style="list-style-type: none"> Name you go by What pronoun you use (<i>she/her; he/him; they/them</i>) Review the agenda
Jeremy Trenhaile	<p>Access Same Day Service Pilot</p> <p>Jeremy provided an update on the Access Same Day Service Pilot program and in particular what the team has heard so far through the outreach process. The program is attempting to find a solution to provide affordable, flexible, and spontaneous trips for Access customers.</p> <p>Currently the program is in the prototype phase and the team is working on most promising solutions in preparation for the pilot phase expected in September 2022.</p> <p>The team is preparing for upcoming conversations with industry partners (taxi companies, transportation network companies (Uber, Lyft), and Via) to learn more about options, as well as working internally to clarify regulatory requirements. The team is also working to confirm feasibility and budget considerations.</p> <p>The team is targeting February 2022 to make a final recommendation.</p> <p><u>Questions/comments</u></p> <ul style="list-style-type: none"> Is the information from the ideate phase on the timeframe available for public to see? <ul style="list-style-type: none"> This would include feedback from the survey provided to Access riders as well as information from interviews with riders. <p>ACTION: Jeremy to share information from the ideate phase of the Same Day Service Pilot Project with APAC members.</p> <ul style="list-style-type: none"> How would children be accommodated by the service? Would car seats

	<p>be available?</p> <ul style="list-style-type: none"> ○ The team has been hearing similar questions and feedback and is looking to address these sorts of questions in the pilot. ● Has Metro looked into the city of Baltimore and how a similar program operates there? <ul style="list-style-type: none"> ○ This was one of the service models Metro has explored. The program includes centralized booking with ability to take trips on Access if there is capacity, or if not to book a ride on another service. ● Would there be any potential or interest in partnering with retirement communities that already have vehicles that are designed for riders with mobility devices? Perhaps some of those organizations would want to make the vehicles available to Metro when not in use? <ul style="list-style-type: none"> ○ Currently the project is looking at partnering with different service providers to expand the number of available vehicles. A key consideration is partnering with a provider that would have the capacity to expand in the future to be able to scale the project as needed. Right now Metro anticipates that there may be opportunities of this type through partnering with TNCs (Uber, Lyft). ● Has Metro thought about allowing the service to be used for drive thru services? For example, a rider could use the service to pick up their prescriptions through a drive thru pharmacy. <ul style="list-style-type: none"> ○ Metro staff can share more about that in the next topic.
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<p>Ashish John John Gray Dan Rowe</p>	<p>Access Optimization update</p> <p>Originally, Metro staff started talking with APAC members about the Access Optimization project in January 2021. The team is excited to continue this work with APAC member feedback and ideas.</p> <p>Since last year, Metro staff has done research and brainstorming on the topics that were last discussed with APAC. The team is now wanting to share five recommended projects/initiatives that Metro staff have identified to prioritize first. Metro staff have also begun the budgeting process for the 2023/24 biennium which would include the topics that are being recommended by Metro staff.</p> <p>The following five recommendation came from a list of over 40 draft projects/concepts. Metro staff requested APAC member feedback on the list:</p> <ol style="list-style-type: none"> 1. <u>Recommendation #1</u>: Deliveries of food and other goods 2. <u>Recommendation #2</u>: Increased integrated services through technology (using one point of contact for services such as Dart, CAT, Via, Community ride and with other jurisdictions) 3. <u>Recommendation #3</u>: Same Day Service (currently underway as a pilot) 4. <u>Recommendation #4</u>: ORCA cards for all customers including Access 5. <u>Recommendation #5</u>: Web Booking platform for Access marketing campaign (platform deployed one year ago but currently only 7% of
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customer base is using - goal is to have 30-35% utilization)

Questions/comments

- Are all five of these recommendations slated to move forward?
 - Metro staff have identified these five from over 40 concepts as having the most potential benefit for Access customers. Metro staff are asking APAC members for their thoughts and feedback on how Metro can improve upon these concepts.
- One APAC member suggests that Metro staff share the recommendations with King County's Mobility Coalition (quarterly or subregional groups) as those members may be interested in providing feedback as well.
- The order pickup concept is very interesting. Metro would need to be prepared for customers wanting to use the service to pick up things others (family, friends, neighbors). Also, it would be important to think about how this concept might compete with other delivery services. Would the service allow a rider to go through a drive thru and then pause their trip so that they could enter the store if needed while having the ride wait for them? It would provide riders a lot more flexibility but there might need to be a time limit.
 - Currently Metro is envisioning the concept as a grocery or prescription pick up service that would allow Access riders to call in their order. A drive would complete the delivery so that Access riders would have the convenience of staying at home.
- Would there be a way to incorporate this concept into the Same Day Service program?
 - The idea currently is to keep the delivery concept separate as it would still be important to provide flexible, same day trips for riders as well.
- A suggestion for recommendation #5 is to make sure any associated app is compatible with speech to text and screen reader programs. A recommendation is to pay beta testers to use the app before it is launched to make sure is fully functionally with assistive technology.
- There will be some folks who always prefer to make phone reservations over online. One-on-one help for the web platform would be helpful.
 - Representatives from customer services are available to help customers through the online reservation system. Some customers ask for assistance multiple times as they learn how to use it.
- Currently there are grocery delivery apps (though they are very expensive, and a tip is expected) but there aren't prescription delivery services available. The delivery concept sounds like it would include Medicaid but it would be helpful to also include those on Medicare who are still on limited income.
 - Metro staff are interested in exploring ways to provide additional coverage to those with Medicare as well.
- Are any other transit agencies providing delivery services?
 - Metro staff aren't familiar with any other agencies that are

	<p>providing a similar service at this time. The concept at Metro originated from the transition to providing food delivery during the pandemic. With the continuation of the pandemic, there is interest in establishing a more formal program. There is a chance that Metro may provide subsidies to other organizations/agencies that provide the delivery service.</p> <ul style="list-style-type: none"> ▪ Kristina shared that in Arizona there is a Medicaid delivery service that utilizes taxis. <ul style="list-style-type: none"> • It could be interesting to explore if multifamily housing complexes could sign up to receive deliveries at a scheduled time/day as a way to cut down on the cost of the program.
<p>Joe</p>	<p>APAC report check in</p> <ul style="list-style-type: none"> • Process for quarterly review of meeting minutes summaries <p>As discussed in September 2021, Joe has been developing a curated list of topics for potential inclusion in the 2022 APAC report based on the monthly meeting minutes. The goal is that identifying topics each month will support the development of the report. The group discussed how they would like to receive and review the topic lists that Joe develops. APAC members supported continuing to use the APAC HUB as well as sharing the lists via email. APAC members agreed that meeting time could be used as needed to discuss any of the topics from the list as-needed.</p> <p>ACTION: Gwyn to continue uploading the monthly topic lists from Joe to APAC Hub for review and future inclusion in the APAC report.</p>
<p>Gwyn</p>	<p>APAC member recruitment update</p> <ul style="list-style-type: none"> • Application review 1/11 – 1/21 • Reviewers: <ul style="list-style-type: none"> ○ APAC members: Kristina Sawyckj, Clark Matthews, Christina Schaefer, Joe Welinske ○ Metro staff: Gwen Clemens, Lorrie Alfonsi, Ashish John, Anahi Sandoval
<p>Kristina All</p>	<p>New Business</p> <ul style="list-style-type: none"> • Proposal to adjust monthly meeting start time (30 minutes earlier) <p>APAC members discussed interest in adding 30 minutes to the monthly meeting to be able to cover more topics each month. A proposed 5:30-7:30pm meeting time was discussed. There is a potential that a two hour meeting would require a break for some members. The group discussed using some of the added time to review and discuss the monthly dashboard that is provided to help track Access customer needs. There was also interest in using the added time to have Metro’s ADA coordinator provide more frequent updates.</p> <p>ACTION: Kristina to send out a Doodle Poll to request APAC member availability and feedback on extending the monthly meetings to start at 5:30 instead of 6:00pm.</p> <p>Old business</p> <ul style="list-style-type: none"> • Review December action items • Review summary of December meeting minutes (Joe)

	<p>Topics for future meetings</p> <ul style="list-style-type: none"> • 2021 Metrics/monthly KPI review (Lorrie/Ashish) • 2022 Work plan review and next steps (Ashish) • Update from Dion Graham, Metro's ADA coordinator (APAC members to identify topics)
<p>Kristina All</p>	<p>Meeting wrap-up</p>

January 10, 2022 meeting action items:

- Gwyn to continue uploading the monthly topic lists from Joe to APAC Hub for review and future inclusion in the APAC report.
- Kristina to send out a Doodle Poll to request APAC member availability and feedback on extending the monthly meetings to start at 5:30 instead of 6:00pm.

Next Executive Committee planning session (open to all APAC members):

1. January 24, 2022, 4-5pm
2. <https://zoom.us/j/96688497679?pwd=THg2WUNPT1BkeGJndINnSkpVZDFCQT09>
3. Meeting ID: 966 8849 7679
4. Passcode: 20021
5. One tap mobile: +12532158782,,96688497679#
6. Dial by your location: +1 253 215 8782

Next monthly APAC meeting: February 14, 2022