

## Results of World Café:

### **Ideas around organization of group:**

- Re-institute Metro Access Commission with the King County Council – locate archive, find charter, “no reinvention of the wheel”
- Move forward with draft Charter, finalize what has already been developed
- Be a semi-autonomous body connected to the Transit Advisory Commission
- Realize this is the task force work to make this decision
- Realize this group can go away at any time Access no longer supports it.
- Continue with this group to ensure end-users and decision makers are communicating
- Important to have people with disabilities on the TAC, but too much to expect TAC to review all the issues of paratransit – Need separate body
- What is the difference between – review board, advisory commission, and advisory committee?

### **Ideas around purpose of this group:**

- Entity that comes together with Metro to communicate (let them know what the riders’ experience). Have conversation, trust building. Assure that the service provided is what people need. Have a voice in essential decision-making
- Consultation with group on anything that impacts riders
- Input/role in new contract negotiations
- Consulted on anything that affects Access Riders: policy, vehicle purchase, RFP, programs, need to be on the same page to be successful
- In writing commitment, see contracts before vote, give public hearing before vote, make public involved (more people), and get feedback
- Move forward with work, (less talk)
- Problem solving
- Be bold, think 1968

## **Priorities by topic**

### Data

- Data transparency
- Transparent Contract Management plan
- Clear performance standards – ADA compliant – pick up/drop off, 1<sup>st</sup> 6 months to meet standards, after 6 months – if they exceed standards = bonus, if they fall short = stiff penalties
- Access to data, performance metrics, standards, ADA requirements

### Customer Service / Operational Enhancements

- Answering phones on weekends
- Answering all calls
- Answer all calls, not just scheduling calls according to same response standards
- Same-day complementary service (from Community Advisory Group)
- Trips outside corridors (from Community Advisory Group)
- Longer hours for reservation (from RFP workgroup members)
- Improve subscription policy (from Community Advisory Group)
- More Wheelchair Accessible Taxis
- Increased payment options (from Community Advisory Group)
- Online scheduling (from Community Advisory Group)
- Rural Service (from Community Advisory Group)
- Self Directed rides (from Community Advisory Group)

### ADA Compliance

- Stakeholder summits on ADA
- ADA summit and rally

### Safety

- Summit on Safety

### Drivers

- Learn from drivers about cultural issues and needs of their communities
- Reduce driver turnover, treat driving as important
- Do not just rely on volunteers for important capacity
- Address turnover in drivers

### Employing people with disabilities

- Hiring people with disabilities within Metro and by contractors
- Employ qualified people with disabilities

### Other

- Involve media
- Cultural, demographics, diversity
- Organize riders, advocates, politicians, groups, organizations, seniors, and youth
- Cultural framework: demographics, diversity, turnover, participate in areas, identify clinics
- Identify stakeholders: youth, seniors

**Commented [RC(1):** I'm not sure what these relate to?