Access Task Force Meeting Minutes:

April 18th, 2018

2:00-4:00 PM

King Street Center GM Conference Room 4th Floor

Attendees:

Robert Angrisano, Amy Biggs, Doreen Cornwell, Lynn Domingo, Stacy Gillett, Jamilah Ibrahim, Susan Koppelman, Steve Marquardt, Kimberly Meck, Todd Merculief, Aaron Morrow, Debbie Meyers, Krishna Ramaraju, Hadi Rangin, Jessica Renner, Mark Smutny, Harriet Williams, Becky Brisbee, Hope Drummond

Welcome:

Chris O'Claire, Chrissy Russillo

Discussion:

Chris O'Claire welcomed the Task Force and talked about Metro's commitment to improving Access services.

History and Perspective:

Hadi Rangin, Harriet Williams, Susan Koppelman, Robert Angrisano

Discussion:

Robert, Hadi, Harriet and Susan shared the background before the Task Force was formed. In 2016, the Community Advisory Group (CAG) convened to make recommendations to improve Access services. The CAG report was published. Following the King County audit of Access, members of the CAG testified before the King County Council Transportation, Economy, and Environment Committee (TREE). Community members asked that the RFP process be put on hold so that they could have input in the development of the Request for Proposal for the next contract years for Access services. An RFP Advisory Group was convened and worked with Access staff to provide input for service improvement.

Charter Development:

Chrissy Russillo, All

Proposed content for a charter was reviewed. The group provided the following feedback:

Discussion:

Purpose:

- Suggestions made to the Charter:
- Change for individuals to people or riders with Access
- Add functional needs in this community
- Remove "most vulnerable"
- Add Continuous Improvement
- Move 2nd sentence be that's "how"
- Add goals
- What is the duration? Is this a task force or review board
- Identify New services

Topics We Will Cover:

- Advise Council on purpose, frequency of reporting etc

- New services
- Develop work plan with SMART Goals
- Develop metrics

ADD Goal Section:

- Smart goals
- Language support
- Recommendations to increase bus accessibility
- Public meeting to hear issues and work on solutions together

Reporting:

- Annual reporting from the Task Force

Operate:

- Training regarding public meetings
- Small work groups to get everyone's input

Other:

- With the time limitation, the group agreed to have an ad-hoc committee work on the Charter and bring it to the next meeting.
- Kimberly Meck, Susan Koppelman, Jessica Renner, Hadi Rangin, Harriet Williams, and Hodan Mohamed volunteered to work on the charter.

What worked and what we can improve:

Discussion:

- Cookies were great
- Room is too small
- Table configuration needs to be better
- Name tents have names on both sides
- Accessible

Suggestions for the program and future meetings:

Discussion:

- Metro Staff ride Access
- Call takers/Dispatchers also do Ride Along
- Transit Advisory Committee Website updated
- Have meetings recorded and transcripts available
- Accessibility meetings