Access Task Force Meeting Minutes:

May 9th, 2018

2:00-4:00 PM

King Street Center 8th Floor Conference Room

Attendees:

Hadi Rangin, Robert Angrisano, Kibibi Monie, Harriett Williams, Todd Merculief, Aaron Morrow, Jessica Renner, Krishna Rameau, Lynn Domingo, Steve Marquardt, Susan Kopelman, Kimberly Mack, Debbie Meyers, Amal Tracinski, Ginger Kwan, Amy Biggs, Mark Smutty

KC Staff: Chrissy Russillo, Jeremy Trenhaile, Lorrie Alfonsi, Don Okazaki, Dion Graham

Welcome/Introductions

Chrissy Russillo, Dion Graham King County Metro's ADA Services Administrator, all

Discussion:

Chrissy Russillo welcomed the Task Force and gave an updated status of the RFP. The RFP is scheduled to go out to bid the end of May with the expectation of awarding the contract to a single provider.

Pilot Project with Lighthouse for the Blind: (Jeremy Trenhaile)

Lighthouse for the Blind will conduct a six question random survey for Metro Transit Accessible Services. The focus will be on the previous day's customer experience with the intention to help maintain a high level of service. Before implementation, posters will get posted on the vans, letters will go out to current customers and a message will be placed on the IVR system so customers will know what to expect. The calls will be randomly picked and go out to the current days' riders or their caregivers/parents. The survey will be used to take actions when implementing a customer service project. Information for Lighthouse on the customer will come from Trapeze.

Same Day Service pilot project for Access Customers: (Don Okazaki)

Handouts provided with pilot goals. Stakeholders provided ideas on post it's on what they may want the service to look like in Phase 2 and collected by Don so data collected can help measure the cost and service linked to project.

Charter Development:

(Chrissy Russillo, all), proposed content for a charter was reviewed.

Discussion:

The main concerns are:

- Implementation of suggested charter policy changes;
- Who are the voting members?
- Who will be the Legislative Review Board?
    - Purpose?
    - Service model?
- A final draft of the proposed changes will be prepared by Kimberly Meck with the intention of sending it out for a vote.

Suggestions for the next meeting:

- Need to have conversation on how does the Advisory Group have a voice in the outcome of any proposed changes.

- It was suggested for future meeting to have breakout groups. These smaller groups seem to work better for all attendees.
- Have meetings recorded and transcripts available