



## ACCESS PARATRANSIT ADVISORY COMMITTEE

**DATE:** Monday, September 11, 2023

**TIME:** 6:00 PM – 7:30 PM PST

**LOCATION:** Microsoft Teams ([Register Here](#))

**APAC MEMBERS:** Deborah Artis, Steven Field, Dorene Cornwell

**METRO STAFF:** Jordan Hoover, Lorrie Alfonsi, Casey Gifford, Cristina Gonzalez, Abhinav Sunil, Scott Weinberger, Mark Nash, Ashley Dunn

**GUESTS:** Christiana Williams (MV Transportation), Edward “Eddie” Cranford (MV Transportation), Kelsey Verzotti, Kevin Schreiner (MV Transportation), Alle Brown-Law (Cascadia Consulting), Lisa Espinosa (Member of Public), Ashley Dunn, Prem Subedi

Time	Facilitator/ Presenter	Topic
6:00p	Jordan	<b>Welcome</b> <ul style="list-style-type: none"> <li>Agenda overview</li> </ul>
6:05p	Kristina	<b>Introductions (if needed)</b> <ul style="list-style-type: none"> <li>Introduced Lisa Espinosa, member of the public and current APAC nominee, representing White Center.</li> <li>Introduced Scott Weinberger, a new planner with Metro.</li> <li>Introduced Ashley Dunn, Metro Marketing team.</li> </ul>
6:10p	Jordan & Lorrie	<b>Housekeeping and Reoccurring updates</b> <ul style="list-style-type: none"> <li><b>August meeting minutes</b> <ul style="list-style-type: none"> <li>Deborah made a motion to approve the meeting minutes. Dorene seconded. All APAC members approved the August meeting minutes.</li> </ul> </li> <li><b>Nominee status update</b> <ul style="list-style-type: none"> <li>Three nominees have been handed off to the King County Council. The nominees are Lisa Espinosa</li> </ul> </li> </ul>

		<p>Christiana Williams, and Prem Subedi. Lisa, Christiana, and Prem are all attending tonight as members of the public.</p> <ul style="list-style-type: none"> <li>○ Metro plans to start a new round of APAC recruitment in Quarter 1 of 2024 and hopes to get those nominees to Council by April or May of 2024.</li> <li>● <b>KPI and dashboard review (July 2023 Data)</b> <ul style="list-style-type: none"> <li>○ This year, July had the same number of weekdays and weekend days as July 2022, but there were much higher boardings this year than last year. We are seeing a rise in overall boardings this year, and more booked trips this year.</li> <li>○ The new target number for cost per boarding is much higher.</li> <li>○ Passengers per service hour is down from last year, but there are a lot more vehicles out there providing services! There are more vehicle revenue hours this July.</li> <li>○ On-time appointments are at about 75%, the same as last year.</li> <li>○ For accidents per 100,000 miles – there were no major preventable accidents, and 10 minor preventable accidents.</li> <li>○ An APAC member asked if the accidents include when something happens inside the vehicle? For example, someone isn't secured correctly – so there's an injury but a vehicle isn't really involved. Is that data collected and documented somehow?</li> </ul> </li> </ul>
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		<p>“Preventable accidents” sound more like accidents related to the vehicle.</p> <ul style="list-style-type: none"> <li>▪ Metro answered that yes, incidents are reported as “passenger incident with injury” or “passenger incident without injury.” There is a staff person on call who gets called with a report about the passenger injury.</li> <li>▪ MV Transit added that anytime someone is injured, drivers must call it in and report it, no matter how minor it is. That report is sorted into the two categories that Metro described. Injuries are tracked individually, rather than by accident (i.e., it could be 1 accident with 4-5 people injured). Additionally, when we receive a report, a road supervisor can come visit the scene.</li> </ul> <p>○ APAC members asked what cost per boarding means.</p> <ul style="list-style-type: none"> <li>▪ Metro: Cost per boarding is a calculation where we take all costs associated with an Access ride (labor, fuel, leases, facility costs, etc.) and then divide the total cost by the number of boardings. This final number represents how much it costs us to provide a service. When someone rides Access, it costs us about \$80 per person. For fixed route bus, it’s about \$4-7 per ride. So, this helps put into perspective what riders are getting with Access: a very specialized mode</li> </ul>
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		<p>of transportation. It's for people who can't ride the fixed route bus, and we do this because we are committed to providing transportation to everyone in our community!</p>
<p>6:20p</p>	<p><b>Casey, Abhi &amp; Ashley</b></p>	<p><b>Same Day Service (SDS) Update and Discussion</b></p> <p>The Metro Same Day Service Team (Casey, Abhinav, and Ashley) presented an overview of the Same Day Service pilot program including geographic scope, hours, service provider, and vehicle design. The team shared the current plan for beta testing (in November 2023) and the initial pilot program (in January 2024). For full presentation, see slides.</p> <ul style="list-style-type: none"> <li>• An APAC member asked about the rationale for ending service at 7 PM? This end time restricts any kind of evening activity, including a lot of public meeting participation. <ul style="list-style-type: none"> <li>○ Metro surveyed riders to see when most people needed on-demand services, and these service hours encompass most (though not all) of people's needs. Metro plans to expand Metro Flex into Federal Way and Auburn, and if we have this expanded service, we might be able to also expand the service hours of SDS.</li> </ul> </li> <li>• A member of the public asked (via chat) whether a caregiver can use Same Day Service with an Access client, or if it will be restricted to Access customers only?</li> <li>• APAC members noted that a 90-minute wait isn't a feasible wait time, and asked how Metro will notify people if a rider isn't available.</li> </ul>

		<ul style="list-style-type: none"> <li>○ Metro shared that riders would be notified almost <u>instantaneously</u> whether a ride is or isn't available, and what their wait time would be. Riders can always try again later or decide they don't want to wait for the estimated time.</li> <li>● An APAC member commented that blind people often experience challenges with Uber, Lyft, and taxis, including being expected to meet someone across the street, or expected to know that vehicle is there without the driver coming out and identifying themselves. What will "door-to-door" service entail?       <ul style="list-style-type: none"> <li>○ Metro answered that, for same day service, if riders only require curb to curb, the expectation would be that they can identify the vehicle has arrived. If riders require door-to-door service, the expectation would be that the driver will help them from the door to the vehicle, and vice versa. We will review all the driver training materials and ensure they comply with Metro's door-to-door regulations.</li> </ul> </li> <li>● An APAC member recommended that the driver should review and confirm the itinerary of the trip (destination) with the rider before starting the trip.</li> <li>● An APAC member asked what the northern boundary of the SDS geographic service area is.       <ul style="list-style-type: none"> <li>○ The SDS geographic area goes as far as I-90 in the North.</li> </ul> </li> <li>● APAC Liaison walked through the Metro Flex web booker as an example of what the SDS booking process might look like.</li> </ul>
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7:00p	Kristina	<p><b>Board Comments + Next Agenda Drafting</b></p> <ul style="list-style-type: none"> <li>• Public comments       <ul style="list-style-type: none"> <li>○ Lisa Espinosa: How will weather (i.e., snow) impact time frames?           <ul style="list-style-type: none"> <li>▪ Metro Flex does not operate during major inclement weather. It should not be relied on in a major inclement weather event.</li> </ul> </li> <li>○ Prem Subedi: How will people with limited mobile access use SDS? A lot of disabled people do not know how to use a mobile phone or don't have easy access to a mobile phone (aka digital inequity).           <ul style="list-style-type: none"> <li>▪ Metro plans to provide written materials by mail, including a flyer and a letter describing the same day service and how to use the service. Customers can call a call center to book a ride, rather than using the mobile booking site.</li> </ul> </li> <li>○ An APAC member noted that calling a call center can also be difficult for people. Some people might want to text rather than call. Can people be pared with digital navigation to use this service?           <ul style="list-style-type: none"> <li>▪ An APAC member suggested Metro create a YouTube video that has voice, sign language, and closed captioning to provide instructions on how to use the app and schedule a ride.</li> </ul> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Prem suggested customers can text a number and get a text back telling you how much time it will take for the SDS car to come.</li> <li>• Scheduling meeting to discuss OTP-A procedure change       <ul style="list-style-type: none"> <li>○ MV and Metro are trying to improve the opt-out option. They are asking to change the procedure so that Access customers can opt-out and be dropped off early <b>while in the van</b>.</li> <li>○ APAC Liaison offered two options for an APAC meeting on this subject. APAC could meet on the first Monday of October (10/2), or could schedule a second meeting in September.</li> <li>○ APAC members discussed whether it was necessary to host a meeting about this. Ultimately, the Committee decided that a full meeting was needed with the OTP-A discussion as an agenda item.</li> </ul> </li> <li>• An APAC member requested that Metro send their written eligibility requirements for Access, particularly for people who are visiting Seattle and are eligible for paratransit elsewhere.</li> <li>• Drafted October 2<sup>nd</sup> agenda:       <ul style="list-style-type: none"> <li>○ KPI dashboard and review</li> <li>○ OTP-A conversation and presentation</li> <li>○ Possible customer eligibility presentation</li> <li>○ Public comment</li> </ul> </li> </ul>
7:25p	<b>Kristina</b>  <b>All</b>	<b>Next monthly APAC meeting:</b> October 2, 2023

