



ACCESS PARATRANSIT ADVISORY COMMITTEE

DATE: Monday, October 3, 2023

TIME: 6:00 PM – 7:30 PM PST

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

APAC MEMBERS: Deborah Artis, Steven Field, Prem Subedi, Christiana Williams, Christina Sawyckyj, Dorene Cornwell

METRO STAFF: Jordan Hoover, Cristina Gonzalez, Lorrie Alfonsi, Ashish John, Ram Goverdhana, Joy Baldrige

GUESTS: Kevin Schreiner (MV Transportation), Edward (Eddie) Cranford (MV Transportation)

Time	Facilitator/Presenter	Topic
6:00p	Jordan	Welcome <ul style="list-style-type: none"> Agenda overview
6:05p	Kristina	Introductions (if needed) <ul style="list-style-type: none"> Name, pronouns and position
6:10p	Kristina & Lorrie	Housekeeping and Reoccurring updates <ul style="list-style-type: none"> September meeting minutes <ul style="list-style-type: none"> Deborah made a motion to approve the meeting minutes. Dorene seconded. All APAC members approved the September meeting minutes. KPI and dashboard review (August 2023 Data) <ul style="list-style-type: none"> This August had the same number of weekend and weekdays as August 2022, but boardings increased from 59,793 in August 2022 to 66,673 this August.

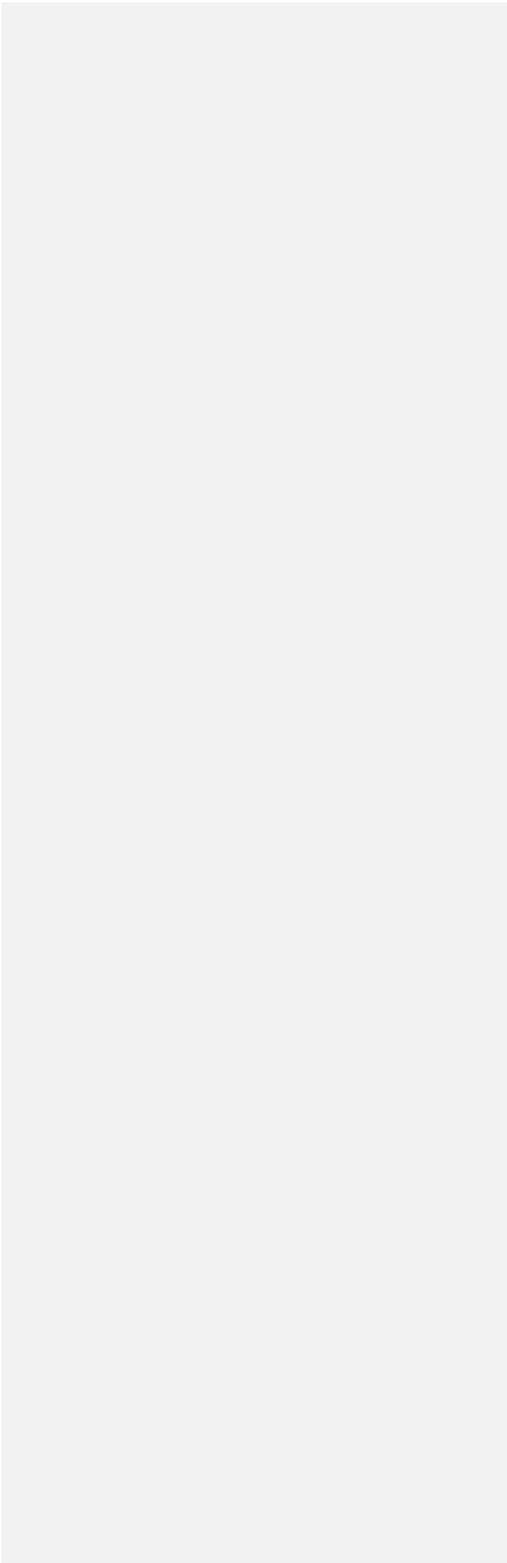


		<ul style="list-style-type: none"> ○ Total number of booked trips increased from 64,839 in August 2022 to 68,277 in August 2023. ○ Passengers per service hour decreased from 1.69 to 1.57, and revenue increased from \$35,337.51 to \$42,434.60. ○ Service quality has improved for on-time pick-ups by 5 points from last year, with 88.2% of pick-ups being on time in August 2023. This August, 75.2% of drop offs happened within 15 minutes of scheduled time. ○ Minor preventable accidents increased from 5 in August 2022 to 13 in August 2023. This includes mirror swipes, curb hits, etc. Overall accidents per 100,000 increased from 3.35 to 4.44. The target is 2.0 accidents per 100,000.
<p>6:2 Op</p>	<p>Kristin a</p>	<p>General Business</p> <ul style="list-style-type: none"> • OTP-A discussion <ul style="list-style-type: none"> ○ Lorrie: Currently, if a rider agrees to be dropped off early, this is not held against the driver. OTP-A is low because some of the rides that Metro is counting on have a van taking them somewhere, but when this changes to a taxi, the system doesn't recognize that the trip has changed from a shared ride to a direct ride. MV is asking that while riders are in the van, instead of opting out at the beginning of the ride, that they opt out while you're in the vehicle. This will prevent drivers from being penalized for early drop-off. <ul style="list-style-type: none"> ▪ Jordan: For clarification, MV is the contractor that runs the Access program. Drivers must meet a certain OTP-A rate to meet their contract requirements. Otherwise, drivers are charged for early drop-offs. ▪ Ashish: This is a system of checks and balances to deliver quality service.

- APAC member: If they move us from a bus to a taxi, how are we given the option to approve the new pick-up time?
 - Edward: An automatic call will go out 4 days in advance of the ride. If the system determines that the ride will be better suited by taxi, an automated call will go out to give the rider the chance to approve the new pick-up time. If we don't get in contact with you during that time, we will send a call out the night before and the day of the ride to let you know of the optional drop-off time change. If riders opt out, the driver will stay with you until your appointment window opens. We will train drivers to make sure they're aware of this policy.
- APAC member: In most cases, people are better off choosing their pick-up time rather than Access suggesting another pick-up time based on their appointment time. Will there be a way to track what percentage of people opt out of the drop-off time change? I spoke with someone recently who arrived way ahead of their appointment time and agreed to wait in the van while the driver grabbed lunch. How will this opt-in option shift how we schedule and fulfill rides?
 - Edward: We are addressing strategies to implement a "back-up time" based on what time an individual needs to be picked up to make their appointment time. We are working on approving this algorithm. Riders' Choice will not just be for taxis; it will also include options such as buses. This will give riders more flexibility to decide in the moment. They won't have to go back and forth with a liver person to make a reservation; it will be entirely automated and facilitate communication with riders and drivers. 76 percent of the OTP-A metrics we are not meeting are

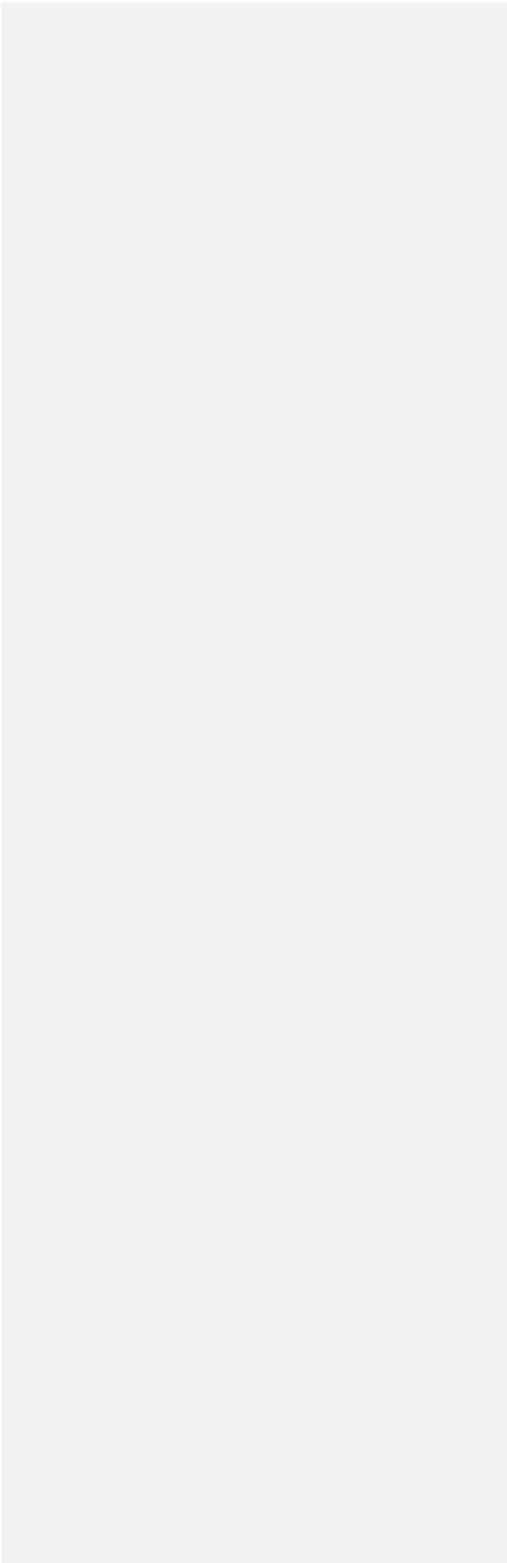
		<p>people arriving 31-59 minutes early. Most of these are 5-10 minutes before their appointment time opens and would prefer to get off the bus anyway. We currently aren't able to track that, but these changes would help us gather that data to build upon these improvements in the future.</p> <ul style="list-style-type: none"> ▪ APAC member: I experienced this recently when I booked a nonmedical appointment through Access. The appointment was done through a taxi and it was not coordinated smoothly in the trip planner. It was confusing. The van that took me home also broke down and I had to make a transfer, but that's another story. ○ APAC member: Is there way to tweak OTP for taxis? <ul style="list-style-type: none"> ▪ Lorrie: We are planning to reevaluate the times that are in the system. They're currently based on van rides and do not update when the ride changes to a taxi. We are working on a query to automatically adjust these times. ○ APAC member: When will we know how early to their appointment a person will be? Can this be predicted, or is it only known the day of? <ul style="list-style-type: none"> ▪ Edward: This is part of the process now. The reservationist gets the trip, and the scheduling department works on the puzzle to ensure the rider is arriving within the 30 minute window. The expanded rider's choice will also include this with day-of changes and offers more freedom and options. ▪ Jordan: Metro would like APAC's opinions and advice on these changes. ○ APAC Member: I would love for APAC to see regular data for three months as well as what changes are being made as a result.
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		<p>of functionality to store and track customer Personally Identifiable Information (PII) in a secure digital format.</p> <ul style="list-style-type: none"> ○ High level objectives include developing a user-friendly online application, faster turnaround times, securely storing customer data, facilitating convenient interactions with Access staff and processes, streamlining processes between staff and contractor, and increasing awareness and usability of access offerings in all communities. ○ APAC member: Why isn't there a way to verify this digitally? <ul style="list-style-type: none"> ▪ Joy: We are working on adding this technology and flexibility into the process. ○ APAC member: There are some system users for whom online processes are a barrier. Will there be a way for them to get support from social service agencies or their medical provider to help collect this data and make sure the customer gets contacted through the appropriate methods? <ul style="list-style-type: none"> ▪ Ram: Yes, these will be some things we need to look into and address to make sure users receive the support they need. ▪ Joy: People who advocate for customers, e.g. caregivers and other professionals, will be able to access this system and help in that regard. ○ APAC member: When people move here who are eligible for paratransit in other areas, what happens in regard to transferring data from other cities or counties? <ul style="list-style-type: none"> ▪ Joy: We're looking at that as a requirement, though it is not the highest priority. We are discussing this and it's on the project team's mind as well. ○ APAC member: Can you update your data online?
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Commented [KS1]: Wasn't able to capture complete language list.

		<ul style="list-style-type: none"> ▪ APAC member: We need to include this language in the RFP now. ▪ Ram: This is good feedback and we will keep this in mind. ○ The current schedule for the technology project is subject to change, but currently set as follows: <ul style="list-style-type: none"> ▪ <i>Development</i> - Q1 2024 ▪ <i>Implementation</i>: Engage sample community members and gather feedback on the new application - Q3 2024 ▪ <i>Implementation</i>: Incorporate changes and test the updated application - Q4 2024 ▪ <i>Training</i>: Provide training to caregivers and community members - Q4 2024 ▪ <i>Application goes live</i> and is ready for all community members - Q1 2025 ○ Cristina: Thank you both for bringing this to APAC this early on. We have been in talks to see if there is a deeper level of engagement (e.g., test users) that the community engagement team can support. This is fantastic and will make things a lot more accessible for many people, in addition to the paper applications. We are working on the ADA Transition plan focus groups and the paper application has been a big challenge for folks. This is really going to help. <ul style="list-style-type: none"> ▪ Joy: If folks are interested in participating or have questions, please contact Jordan. ▪ Cristina: APAC will be updated and will be the first to know once we have a formal invitation to participate.
7:1 5p	Kristin a	Board Comments + Next Agenda Drafting <ul style="list-style-type: none"> • Public comments <ul style="list-style-type: none"> ○ No members of the public are present in today's meeting.

		<ul style="list-style-type: none"> ○ Cristina: Quick update on ADA Transition Plan: We have been having a lot of focus groups and information session. We just had one in Cantonese and Mandarin and will have two youth-centered focus groups. We have met with folks across a diverse spectrum of ages and abilities. Next week a senior community speaking Amharic and Tigrinya will meet. Jordan will share the survey link by email. Please share with friends and colleagues. We have over 1000 responses so far. <ul style="list-style-type: none"> ▪ Jordan: here is the link to gather feedback: https://publicinput.com/Project/AccessCode?id=mqYdpUGSBJOyrBJr9EeyDQ%3d%3d ● Draft November agenda items <ul style="list-style-type: none"> ○ Jordan: Our next meeting is November 13. Ashish and Gwen would like to talk about the future of transit. I'm not sure if this will be November or January. ○ APAC member: Can we use ORCA cards for access fair? <ul style="list-style-type: none"> ▪ Ashish: We don't have ORCA readers on paratransit vehicles, but plan to have this available in early to mid-2024. It will go live in the cloud. ▪ Ashish: There are multimodal processes for using bus fare, monthly passes, etc. This should allow us to load ORCA cards and have fare deducted for paratransit rides. ▪ Jordan: You can use TransitGo tickets for Access Rides ▪ APAC member: I've been doing this recently. I just learned in the past couple months. ▪ APAC member: Has that information been published in the newsletter? I don't remember seeing it? ▪ Jordan: I'm not sure. One of our next agenda items is to work with the Access Newsletter team to determine what
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		<p>to include in their one-page article about APAC. This newsletter will go out in December.</p> <ul style="list-style-type: none"> ▪ APAC member: Speaking of newsletter: There was a confusing article in the last newsletter about going green, and I got transferred several times. When we tell people to call rider services, we need to include which numbers to press in addition to the phone number. ○ Jordan: I will follow up the week before the next APAC meeting with our additional agenda items. Thank you everyone! Welcome Prem and Christiana
7:2 5p	Kristin a All	<p>Meeting wrap-up</p> <ul style="list-style-type: none"> • Next monthly APAC meeting: November 13, 2023