King County Transit Advisory Commission

September 19, 2023

6 p.m. to 8 p.m.

Teleconference:

Link to join the meeting via computer: https://kingcounty.zoom.us/j/89048014880

Dial in information: 1 (253) 215-8782, Meeting ID: 890 4801 4880

6:00 p.m. Welcome & Introductions

- Name
- Pronouns, if you would like to share
- Access needs
- Check in question: If you could travel to any place, all expenses paid, where would you go and why?
  - **Meeting** is larger than normal because of TAC guests – TAC members and presenters introduce themselves.
- Present
  - **TAC Members:** Sonja Tracy, Lin Robinson, Angela Theriault
  - **Metro staff and guests:** Margarita Aguado, Chrissy Russillo, Adam Parast, Cristina González, Liam Heng, members of the public

6:15 p.m. Consent agenda, Announcements, August meeting recap

- Consent agenda
- August meeting recap, reflection, follow-up
  - Vote: Meeting minutes – August 2023
    - All members approve of meeting minutes.
  - Metro's Electrification/Zero Emissions Fleet
  - Reviewed Bylaws
- Announcements
  - TAC Meet & Greet took place last week.
  - Aaron, Lin, and Angela have all been reappointed for another term.
  - Metro's 50th Anniversary Party: 3 seats available for TAC members.
  - Metro Matters Blog: UW Study on drug levels detected on public transportation.
  - ADA transition study is live with a survey, all-encompassing with bus stops, accessibility, translated into 7 languages, with survey.
    - https://kingcountymetro.blog/2023/09/18/metro-wants-to-hear-from-people-with-disabilities-about-their-mobility-needs/

6:30 p.m. Empowering Customers: Improving customer information to help make Metro the first choice

- Presenters: Chrissy Russillo, Managing Director, Customer Communications and Services Tristan Cook, Senior Community Engagement Planner, General Manager's Office
- Refer to presentation.
- TAC Feedback and Comments
    - TAC Member: Thank you for the presentation, it was very helpful. I'm curious, are evaluations done to gather trip rider information? I ask because walking long distances is difficult for some. I typically look for options that require the least amount of walking, which often requires finding a different route. Trip Planner information does not exactly show an option for least walking. Can this information be incorporated? For example, providing an option to stop at a different bus stop to cut down walking time and distance. Also, is there a way that we could be informed whether there is seating at bus stops? It would make the trip easier to do for folks with mobility issues.
        - Chrissy: I hear what you're saying, and we acknowledge that this is an issue that some face. Unfortunately, this level of information is not possible with the current Trip Planner. The large variety of transit services use different planning tools, creating an unpleasant situation for customers.
        - Chrissy notes: We currently are analyzing our trip planner and developing a proposal to seek resources to improve. This feedback is similar to what we heard from people who participated in our research.
    - TAC Member: I'm curious to know how many people took that survey? It may have been mentioned. Among those who responded, do you have a number on how many were disabled?
        - Chrissy: 140 people did the activities and another 30 did phone interviews. We do have information on how many were disabled: 21% of respondents reported that they had a disability.
    - TAC Member: Did you feel that this was a good number or was there a desire for more? 140 people in my mind is small. You could have 1000 – how many people take a bus in one day? Or the train? Is 170 a good sampling or would you have wanted more?
        - Chrissy: I would have wanted more. However, we had to take our available resources and timeline into account. I am also satisfied that what we heard is aligned with the rider/non-rider survey that reaches thousands and thousands of people. In the future, we would like to

go back out to the community to make sure that it's working. Yes, it's a small sample, but we learned good things.

- TAC Member: I've been with the TAC for a while. This is the kind of information we were looking for from Metro to help us help you. This is a good first start, but this cannot be a one off. We need to continue to look at this in the future and continue to move forward. I wanted to share something that I found: "functional social systems require widely accessible public transportation options" from social media. If we in the group keep this in mind, it's a good thing for us to work towards. Thank you, Chrissy, for providing this information.
    - Chrissy: If you have time on your agenda, we would love to reconnect on these topics.

7:10 p.m. Metro's Workforce Initiative

- Presenters: Adam Parast, Strategic Planning Manager and Tristan Cook, Senior Community Engagement Planner, General Manager's Office
- Refer to presentation.
- TAC Feedback and Comments
    - TAC Member: Are you familiar with Bus 8? I'm curious to know if it's an issue with staff or traffic, but I experienced issues with late or non-arrivals from this line. Also, when you look to the future and training, you mentioned that there's a 33-day training process. How long does it take from someone filing an application to being deployed on a bus?
        - Adam: Metro and SDOT are looking at Bus 8 specifically. With the most recent service change we have seen trip cancellations significantly decline. We've been delivering 99% of our scheduled service over the last few days, so current issues would be due to traffic or construction. That's what I can share on route 8. Concerning the hiring process, that's one area where we're focused on bringing the time down. Part of the process changes that we've made as part of the Business Transformation Project is going from one opening that's open for a year to a specific application for a specific period. We have not yet seen how long this newer process will take, but we have changed our processes so that we can see exactly how long it takes a for group of people (from one application or wave of applications) to complete the entire process, including training.
    - TAC Member: Thank you. Let's go back to Route 8. A group of us went to a sports game - we got off at Capitol Hill and waited 50 minutes for a bus. We

missed the first game and had to take a Lyft to not miss the entire game. This was my experience.
        - Adam: I'm sorry to hear that, I will be able to provide more information when I hear more about this specific situation.
    - TAC Member: Thank you, I will try and stay positive because there's a lot of people who need this route.
    - TAC Member: What are the barriers for workers' management?
        - Adam: The primary barrier is the number of people that we must train - we need enough trainers so we can train 100 operators per month. Those people are critical for our ability to ensure that operators can ultimately pass the commercial driver's license test.
    - TAC Member: Are trainers' former drivers?
        - Adam: Yes
    - TAC Member: And what about workforce management barriers?
        - Adam: In that context, the answer is that we need to get more trainers to subsequently get more bus operators.
    - TAC Member: This is more related to equipment. Are we still on target for implementation of Electric Vehicles? Or has this been pushed off to the side to focus on immediate issues.
        - Adam: That's something that I can't speak to directly. Our initiative has been focused on the first few months and getting service delivery aligned with what's promised. It is something that is being thought about for the future as it relates to the workforce. For example, how will electrification change our needs for training or for mechanics. Also recognize that we have an older workforce relative to the national average, so what happens as more seniors retire and we need to pass down the skills and information to prepare. The Electrification Program Team could speak more directly to your question.
    - TAC Member: I have another thought. You mentioned that various routes have been cut. Will future hiring mean that these routes will come back or that they will be revisited? What is in the works for this.
        - Adam: As Metro stabilizes and regrows, service will be restored. We will ask if we are restoring it as it was or in another way based on working with the community and input received.

7:35 p.m. Good of the order

- The meeting ends early as the presentations, announcements, comments, and other action items have been covered.

7:40 p.m. Adjourn