

Mobility Committee Councilmembers,

In preparation for the Mobility Committee Meeting on May 2nd, I would like to submit the attached packet of information, for your consideration.

I am a representative of the former King County Metro Access, Community Advisory Group (CAG), formed in the fall of 2016 to advise Access on needed improvements to the Access transportation system. I was asked by the group to be a member of the Access RFP Workgroup, which was tasked to review the Access RFP and determine what adjustments could be made, to the existing RFP and future contract, to better serve riders and respond to audit recommendations.

I have put together a summary of the accomplishments, challenges, and open items from the RFP Workgroup, for consideration by the Mobility Committee. In reviewing this information please keep in mind, that every percentage point of change in service represents 800 rides.

For example, if the standard for Access "On-Time Performance" (OTP) is set at 95%, this means that 4,000 riders per month will arrive late to their job, miss a medical appointment, arrive after the start of a class, or wait outside of a closed business, or find themselves in other unsafe situations. Although 95% OTP sounds good, it has significant negative consequences to people with intellectual and developmental disabilities, mobility challenges, as well as the elderly that rely 100% on Access for transportation.

I would like to take this opportunity to thank you for your commitment and bold actions taken to assure the King County Paratransit System is the best it can possibly be. The CAG members all share the same sense of commitment, dedication, and desire for improvement.

I look forward to answering any questions you have and to your continued support.

5/2/18 Mobility Committee
Public Comment
from Robert Angrisano

RFP Workgroup Summary

Below is a summary of the outcome of the RFP Workgroup meetings, which ended on April 11, 2018, as well as open items.

First and foremost, I would like to state that the King County Metro Access employees are some of the finest, caring, and committed people I have met in the County government. They truly care about the Access riders and want to create the best possible paratransit system. One of the positive results, from the many meetings we had together, was the community members and Access employees gained a much better understanding of each other and our shared goals.

We accomplish much, working together, but we have much more to do.

Lack of Consensus

The first meeting was held on 10/12/17, during which time Access distributed a document outlining the "Ground Rules and Approach" governing the meetings (see attached). One of the key objectives of this process was to "Strive for consensus" on items discussed. However, this objective was never met. The meeting format was specifically designed to inhibit consensus. Specifically, the room was arranged into a series of square tables, with pre-assigned seating at each table. When we were asked to create suggestions for important items, such as ride pickup and drop-off windows, etc., each table was asked to report their suggestions. There was never an attempt to gain consensus on a single group answer or allow group discussion on the presented answers.

This process resulted in the creation of 5 service level alternatives, without a single agreed upon "best solution" consensus (see attached chart).

Multiple Service Choices Based on Cost

We were asked to respond to a "survey monkey" poll, which assigned cost, in the form of beans, to different options. We were then given a limited number of beans and asked to allocate the beans to the services we wanted. We were told to complete this exercise several times, each time with fewer and fewer beans to allocate.

The theory behind this exercise was that Access wanted to present several solutions to management and the Councilmembers, each with different costs, and corresponding levels of service.

The Councilmembers tasked us with reviewing the Access RFP and determine what adjustments could be made, to the existing RFP and future contract, to better serve riders and respond to audit recommendations. Specifically, to create solutions and suggestions that would "fix" the problems and address the negative issues that were raised at the Council meetings. They didn't ask for tiered solutions ranging from, barely fixing it to almost fixing it. However, a tiered solution is being presented to executive management and Councilmembers and you are being asked to choose one, without the detailed knowledge and understanding of the trade-off behind the options. We feel this missed the primary objective established.

Limited Issues and Services Addressed

Originally, the group was told that all issues, concerns, and services would be addressed and, if needed, a new RFP would be issued. However, the only issues and services discussed in detail, were the window pickup and drop-off times, on-board times, and will call rides. We had a short, 30-minute discussion about incentives/disincentives and were provided with an overview of how other agencies have used TNC and NDS's to enhance their service, and control costs.

The CAG members wanted to discuss and develop plans for same day demand rides, self-directed rides, trips outside the existing corridors, use of TNC's (Uber and Lyft), on-line scheduling, and subscription rides. Access management is not incorporate these additional services in the revised RFP, which we have been asking for since July 2017. Research could have been done, program frameworks created, pilot projects implemented, and specifications put in the new RFP to include a framework for these services.

However, this surely would have caused a new RFP and rebid, which Access does not want to do. Access recommendations for changes to the new RFP are limited to only those items that could be added as an addendum, no new services will be added.

Changes to the RFP

At the end of this process, we were told the following items are under consideration for an addendum to the RFP, but no final decisions have been made.

- Changes to the pickup window
- Changes to the appointment time drop-off window
- Changes to the on-board time
- Financial incentives and disincentives
- Limited additional training to drivers and call center people
- Changes to the will-call policy
- A statement about equity and social justice
- New fare payment option
- Commitment to solicit rider input and feedback
- Wording to allow addition of other services later, after contract signing

Requested Additional Improvements

Based on the fact the RFP will not be rebid and no new services will be added, we are requesting legislation to create an Access Review Board (ARB) to complete the work we started in the fall of 2016. Below is a list of some of the outstanding items the ARB should address.

- Standards of service from option "E" to be implemented in the RFP (see attached chart)
- Incentives and disincentives based around option "E"
- Legislative creation of the Access Task Force with an immediate focus on and commitment to address;
 - o Same day demand rides
 - o Self-directed rides
 - o Trips outside the existing corridors

- Use of TNC's (Uber and Lyft)
- On-line scheduling
- Subscription ride policy change
- 14-day advanced ride booking
- Specific wording in the RFP to assure the above issues can be added, as soon as defined
- A comprehensive list of "key performance indicators" that will;
 - Monitor the performance of the contractor
 - Assure compliance to the contract terms and conditions
 - Identify issues that are barriers to service level improvements
- Review of the RFP addendum before it's released, with the ability to provide feedback

Oct 12, 2017 meeting

Proposed Ground Rules and Approach

- Start on time, end on time
- Attend all meetings (no alternates)
- Work from interests not positions
- Ask for what you need
- Communicate clearly and succinctly: make your point and move on
- What is discussed here stays here
- Work within the process
- Make suggestions, not decisions
- Strive for consensus ←

REVISED SERVICE QUALITY IMPROVEMENT PACKAGES FOR DISCUSSION (4/10/18)

Measure	Current	Package A	Package B	Package C	Package D	Package E (CAG)
On-Time Performance 	A rider can expect to be picked up within or before the pick-up window 90% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 92% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 93% of the time	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 95% of the time	A rider can expect to be picked up and dropped off within the pick-up and/or drop-off window 97% of the time	A rider can expect to be picked up and dropped off within the respective window 96% of the time
Pick-Up Window 	A rider is given a 30-minute pick-up window	A rider is given a 30-minute pick-up window	A rider is given a 30-minute pick-up window	A rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given a pick-up window of 20 minutes
Early Pick-Ups 	Early pick-ups are counted as on-time	Early pick-ups are counted as on-time and monitored	Early pick-ups are counted as on-time and monitored	Early pick-ups are counted as on-time and monitored	Early pick-ups are not counted as on-time	Early pick-ups are allowed, when the rider pre-approves them, when booking the trip
Late Pick-Ups 	Pick-up is late if the vehicle arrives 1-60 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-29 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-29 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives 1-19 minutes after the end of the pick-up window
Excessively Late Pick-Ups 	Excessively late pick-ups are not defined	Pick-up is excessively late if the vehicle arrives 30-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 30-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 20-60 minutes after the end of the pick-up window	Pick-up is excessively late if the vehicle arrives 20-40 minutes after the end of the pick-up window	Pick-up is excessively late if vehicle arrives 20-40 minutes after the end of the window
Missed Trips 	Trip is missed if the vehicle arrives 61+ minutes after the end of the window	Trip is missed if the vehicle arrives 61+ minutes after the end of the window	Trip is missed if the vehicle arrives 61+ minutes after the end of the window	Trip is missed if the vehicle arrives 61+ minutes after the end of the window	Trip is missed if the vehicle arrives 41+ minutes after the end of the window	Trip is missed if the vehicle arrives 41+ minutes after the end of the window
Appointment Drop-Off Window 	A rider is given a 60-minute appointment drop-off window (moving to 30 minutes)	A rider is given a 30-minute appointment drop-off window	A rider is given a 30-minute appointment drop-off window	A rider is given an appointment drop-off window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given an appointment drop-off window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles	A rider is given an appointment drop-off window of 20 minutes
Early Drop-Offs 	Early drop-offs are not defined	Early drop-offs are not defined but monitored	Early drop-offs are when a rider is dropped off more than 30 minutes before the start of the drop-off window	Early drop-offs are when a rider is dropped off more than 20 minutes before the start of the drop-off window	Early drop-offs are when a rider is dropped off more than 15 minutes before the start of the drop-off window	Early drop-offs are when a rider is dropped off 1-19 minutes before the drop-off window begins
Late Drop-Offs 	Late drop-offs are not defined	Late drop-offs are not defined	Late drop-offs are when a rider is dropped off 1-9 minutes after the end of the window	Late drop-offs are when a rider is dropped off 1-9 minutes after the end of the window	Late drop-offs are when a rider is dropped off 1-9 minutes after the end of the window	Late drop-offs are not defined
Missed Trips 	Missed drop-off trips are not defined	Missed drop-off trips are not defined	Trip is missed when a rider arrives 10+ minutes after appointment time	Trip is missed when a rider arrives 10+ minutes after appointment time	Trip is missed when a rider arrives 10+ minutes after appointment time	Missed drop-offs are when a rider arrives 20+ minutes before the beginning of the drop-off window or 1+ minute after appointment time

On-Board Time, Excessively Long Trips, and Will Calls					
On-Board Time	On-board time (OBT) is calculated using a trip table matrix that considers trip distance	On-board time (OBT) is fixed- route travel time plus 15 minutes	On-board time (OBT) is fixed- route travel time plus 15 minutes	On-board time (OBT) is fixed- route travel time plus 15 minutes	On-board time (OBT) is fixed- route travel time plus 15 minutes
Excessively Long Trips	Excessively long trips are not defined	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 2% of the time
Will Call	Access has a "no strand policy" and negotiates a will-call ride home for customers as schedule permits	Access has a "no strand policy" and negotiates a will-call ride home for customers as schedule permits	Access has a "no strand policy" and negotiates a will-call ride home for customers as schedule permits	Access has a "no strand policy" and negotiates a will-call ride home for customers within 75 minutes	Access has a "no strand" policy and negotiates a will call ride home within 45 minutes

INCLUDED IN ALL PACKAGES

Changes to support customer-centered service; equity, social justice, and cultural responsiveness; technology, innovation and flexibility; accountability and transparency