

BELLEVUE NETWORK ON AGING
MINUTES

August 3, 2017
8:30-10:30am

Bellevue City Hall
Room 1E-113

MEMBERS PRESENT: Ethan Crawford, Diana Thompson, Judy Dowling, Sandy Shaw Jones, Beverly Heyden, Howard Katz, Eileen Rasnack, Janet Zielasko, Arlene Cheng, Jullie Gray, Jeanne Grote, Hannah Kimball, Gazel Tan, Lauren Emery, Desiree Leigh, Bob Megargel, Bill Merriman, Phyllis Smilen, Berta Seltzer, Linda Whitehead

MEMBERS ABSENT:

STAFF PRESENT: Dan Lassiter/Bellevue Parks & Community Services, Alex O'Reilly/Bellevue Parks Human Services

GUESTS: John Rochford- Metro ACCESS ; Jeremy Trenhaile Metro ACCESS

RECORDING SECRETARY: Daniel Lassiter, Bellevue Parks & Community Services

WELCOME AND ROLL CALL - The meeting was called to order at 8:30am by Chair Ethan Crawford.

APPROVAL OF MINUTES for July 6th, 2017 - Ethan asked if there were any corrections or changes to the July Minutes. Eileen indicated that the Veteran tax should be 10 cents not 10 percent. Diana indicated that "Reichert is a representative not senator and it is Reichert's assistant that has emailed Diana". Berta indicated the last sentence under advocacy needed changed to make sense. It was agreed to strike the last sentence. Member Minutes were approved with these corrections. Approved.

[PRESENTATION & DISCUSSION] Metro ACCESS Public Engagement Phase II Accessible Services, John Rochford, Jeremy Trenhaile

They will be speaking on the federal grant from Federal Transportation Administration (FTA) concerning inclusive planning for Metro's ACCESS program. ACCESS worked primarily with riders of ACCESS to gather info for RFP so this is not a true public survey. An updated program is to be in place for 2018. The plan has three phases: 1) Community Advisory Group; 2) Public release of Request for Proposals (RFP) for transportation vendors and feedback of Phase I and 3) Summarize all feedback, look at next steps.

ACCESS created an Advisory group of 18 community users which gathered and completed a survey that resulted in 600 responses on opinions of the current service. The advisory group gathered info from phase I and developed a RFP for potential transportation providers.

Phase II began April of 2017 and sought public feedback via social media, emails to stakeholders, mailers in English and Spanish, metro's blog, and sent out e-notification to over 10,000 users. They received 1880 responses for Phase II. Also, presentations were conducted throughout the region to personally engage with riders. Interpreters were utilized for a variety of languages during public presentations.

1560 of 1800 responders were actual users of ACCESS. Solution goals were formulated from Phase I of the project. Solution goals included improving scheduling and routing; increased options for customers for the service; increase accountability within the organization; allow more ways to pay fares; increase customer input in the future.

John Rochford – Administrator of Operations. Oversees Service Contractors who does the driving and maintenance of ACCESS presented the following.

The survey was not a scientific survey but one of selected population, especially those that use or work with ACCESS. (See handout for the goals that were created.)

The current contracts with transportation providers will end in 2018. Most transportation is contracted out including the call-center work. This is how it has been for 20 plus years and not working so well anymore. A new proposal has been designed out of the survey results. John will talk about what the proposals can do now, what they would like to do in the near future and in the distance future.

Already, the RFP contractors are giving feedback that contracts need to look even more different than the changes recently made during Phase I of this project for RFP's. As the RFP system is now in place it is not possible to change the system but those changes will be looked at for the future.

Diana asked "who is eligible to ride ACCESS and do you have to go to a screening appointment to be approved." John indicated all people are eligible to apply for ACCESS service but the service approved is just for those who cannot use the regular bus system part of the time or all the time. It is a paper application and then an assessment at Harborview Medical Center, which helps get people right-sized service. ACCESS partners such as Sound Generations, Hyde Shuttle, Provail, to name a few, get some contracts and their users do not need to go through the screening process. If a person needs a ride to the assessment site, ACCESS will do the transportation to Harborview and then back home.

Jullie "I work with people who get overwhelmed by the process so they won't even start the process and you never see them". John – yes, we have had that response and are aware of it.

A performance measure showed we were inaccurate on how we estimated the time to get customers to their destination. The automated computer system had to be slowed down by 10% to account for the increase of traffic congestion this area is experiencing.

Timing of rides has been changed to aim at the beginning of the pickup window instead of the middle of the window, (usually a 30-minute window). This gives more time for the bus to be on time. ACCESS changed how early someone can be at a destination. Consistently, the riders were getting to destination too early so instead of being an hour early, the aim is now to be only 30 minutes early. ACCESS has found that changes over the last 30 years shows people no longer live in a central location where 4-5 people can be picked up at one time, but instead people are living in a more scattered pattern in the communities which slows overall pick-up and drop-off times. The response is having more drivers and in smaller vehicles to get to more places at the same time. Thirty-four minivans have been purchased for this Fall to help achieve this need.

Street routing is also in place in the computer to look at transportation event blockages which will force the trips to go a variety of ways to still make on-time performance.

Current standard of on-time performance is 90% for transportation vendors. That goal is increased in the new contract proposals to 92% and if contractor doesn't make that performance the contractor will have up to a \$5,000 fine. Overflow providers such as Taxi's will be available as resources to help the contractor to keep trips timely. Uber and Lift will be considered in the future but right now they do not have the same standards for criminal history or drug and alcohol checks. This is a very future option if issues can be resolved for safety which would increase last minute mobility for people.

The more options goal is looking at the following. 1) Increased communication with riders to inform them of any changes in their rides while they are waiting, such as a backup provider will be sought out for implementation. 2) Software that is available keeps non-approved companies from picking up a rider for safety reasons but decreases a riders flexibility. 3) ACCESS rides are timed against the Metro bus route, not the time it takes to get to a destination in a private car. So, education of this mindset occurs during the reservation process as customers feel the rides are too slow. 4) a bus locator that is accurate, showing how far away their ride is would be helpful and being worked on.

Calls are monitored by lighthouse for the blind to give feedback on what could be done better to increase customer satisfaction. Customer complaints are going to come in-house to Metro instead of having complaints dealt with by the contractors.

Training requirements are increasing on driving training, call-taker skills, dispatch skills. Making a consistent process that everyone follows keeps each person from doing what they feel is best to help the customer.

On-going surveys will continue to provide updated feedback to Metro.

Fares. Monthly passes allowed, but if a rider is only doing a few trips, they can only pay with cash. Customers are saying that doesn't work. The riders want a reader on each bus to take a credit card. The machine is expensive so it is not in each bus. That may change for the future.

Goal to create customer input for the future: 1) The public has been asked about how to do this such as post trip surveys or annual survey. 2) One day customer workshops such as one for limited English proficiency riders where four different languages are highlighted to get cultural responses are being planned.

Phase II Highlights

50-70% approvals from customers indicating changes being made will improve service in scheduling, routing, customer service, customer input, timely rides, accountability, fare payment options, etc.

Phase II detailed & Public Evaluation report is coming out through Metro very soon.

Next Steps:

Phase III Project Summary

Phase II actions of customer feedback to see what other actions could happen to improve the RFP

Spin off projects such as Taxi Scripts and focus groups will be reviewed.

Questions:

COB has new intelligent transportation master plan. Is there coordination with Metro and these systems? *This project primarily focused on riders under a federal grant so not a coordination project, but we do work regionally with government entities for overall service. For example, the community connects plan is in place and Metro is part of that plan throughout the county.*

Desiree "Is the diversity of our community being contacted?" *The findings of surveys indicated that ACCESS is not as connected as they need to be with diverse groups. The federal guidelines do not bring up race as the rides are based on needs. However, steps are being made to ensure all people groups are being reached.*

Hannah. "Do partners of ACCESS have stringent background standards" John – *yes, all providers have at least as stringent standards.*

"When a client misses an appointment because of transport, how do you make them whole?". *We cannot reimburse fees for missed MD appointments. We do call the MD office if we are late and see if other arrangements can be made.*

Eileen: If timeliness of entrance approvals could improve then appointments can continue with timeliness. *John – the more time given on changes the better.*

End of Presentation

BREAK (10 minutes)

COMMITTEE REPORTS

Advocacy (reported by Janet Zielasko)

- BNOA is meeting with Adam Smith Renton office August 10th, meeting at 11:20a. Diana, Jeanne, Jullie, Ethan, Howard, Kathy Iverson attending.
- Senior Needs Assessment for Kirkland being sought and input from Bellevue being requested.
- Resolution on Retirement Security and the crises of Social Security issue has been presented to Kirkland Council but the Kirkland Council has not responded if they will support the resolution. BNOA still exploring on how to present to Bellevue Council on these issues.
- The Hearing Bill did not pass but the hearing provider education bill (5177) passed. No information at this time on the training expected.
- PSR Transportation 2040 plan information plan that was presented to BNOA was conveyed to Kirkland Council this last month.
- Janet will be looking more in to the Elder Friendly Community Project.
- Next Advocacy Meeting is on 9/11/17

Outreach, Education Diversity Committee (reported by Ethan)

- Outreach has a goal is to broaden communication which will include an updated power-point. Most items have been reviewed and how the power-point can be used but needs a BNOA picture. Resources are being cross-checked. The Bellevue statistics needs updated by Gwen Russo. Hope to have this project completed by November and then groups of BNOA can use this resource to speak to organizations. The PowerPoint will be brought in front of all the BNOA members just before it is finalized.
- Next meeting will be at the Hidden Valley Bellevue Boys & Girls Club.
- Alzheimer's Café 4th Tues of each month. Caregivers continue to indicate the NBCC activity flyers are important. At least half of those attend are connected to the
- Bellevue Farmers Market contacted 3 times with no response from them.
- Crossroads Farmers Market will be sought through Hannah's contact at the Crossroads Mall.

Transportation/Housing Committee (Hannah)

- Working on the Matrix of providers of transportation for Bellevue. This is in process and doesn't have a final due date.
- The Housing ARCH List has been updated and given the COB planning department.

COMMUNITY PARTNERSHIPS REPORTS

Eastside Rider (Hannah)

July 25th meeting. August 22nd, Redmond demonstrates their loop bus called "Motor Madness"

Eastside Human Services Forum

None

Time-bank (Jeanne)

August 10th Redmond City Hall. Good place to get involved with others with skills that you can share with others. The beginning of the meeting begins with a potluck. Intergenerational and Intercultural friendly.

Aging & Disability Services (Beverly)

No information

Senior Lobby (Diana)

No information

New Business/Staff Report

Recruitment Time is September. BNOA addresses were passed around and updates received. Those BNOA members whose terms end in December need to indicate if they would like to be considered for another two-year term. Let Dan know your intentions. A vote will occur at the September meeting.

BNOA Recruitment Nominating Committee: Ethan, Judy, Jeanne, Berta, Beverly

Flyer will come out and everyone please help get flyer out. September is when we accept applications.

Resolution Meeting.

Diana described the Robbie Stearns initiated Resolution:

Expand Medicare to include hearing, vision and dental and eliminate the income cap of social security. After \$127,000 a person is not taxed and that cap is being encouraged to be taken off. The system is looking to go broke around 3035. Council has no power to change Social Security

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but if the issue becomes a Federal agenda then support by cities and counties at that time could help make changes.

As BNOA is not a Council driven committee.

Patrick's input as relayed by Dan:

The BNOA has people that are qualified and passionate about aging issues. Instead of getting behind someone else's resolutions, shouldn't this group get together with Council privately and let them know what is important to aging residents of Bellevue per what is in the resolution. This would then not be putting Council in a position of agreeing or denying on a resolution in a formal setting but allows Council to decide how to take up solutions to support aging Bellevue residents. We need to make sure to use Bellevue numbers, not what Robbi Stearns provides. Discussion by members focused on whether to give the Council a resolution to approve. Some members were concerned that to show what Seattle is doing as an argument for a resolution is a bad move for Bellevue. Councilmember Robinson indicated to Dan Lassiter that she would meet with BNOA to talk about the issues indicated on the resolution. Diana would like to see the Resolution be presented to Council for approval. Most members agreed that private conversations need to happen with the councilmembers. An agreement was reached to bring in Councilmember Robinson for discussion on these issues and have Bellevue information from Gwen Russo present as a start to showing the importance of the issues contained in the resolution to Bellevue Council.

Staff Report

City Hall parking is closing so this is the last meeting to be held at City Hall for maybe five years. The next nine months will be held at the Bellevue Youth Theater where looping is part of the set-up and the parking is good. Other committee meetings beginning in September will be held at the Hidden Valley Boys and Girls Club. Addresses will be sent to members prior to the meetings.

Adjourn

The meeting adjourned at 10:30a