# DRAFT: King County Metro Access Task Force Charter Proposal

NOTE: This Charter has been proposed by several Access riders and stakeholders, with some input from King County. The Task Force will work together to develop a Charter Proposal at the first meeting.

## Purpose:

With this charter the King County Metro Transit Department is creating a Metro Access Task Force ("Task Force") to improve service delivery through increased responsiveness and accountability to Access riders' needs. The primary goal of this Task Force is to highlight riders' experience on a daily basis and to collaborate with Metro staff to improve this crucial service that is a lifeline for some of the most vulnerable in our community.

## Topics we will cover:

This Task Force will advise Metro on issues related to Access services and strategies, such as:

1. Key performance indicators (KPIs), such as on-time performance, minimal wait times, and eliminating excessively long travel times, are achieved.
2. Rider priorities are reflected in changes to policies and procedures that are communicated effectively.
3. Improvements and innovations are informed by paratransit "best practices," operational staff and rider suggestions. Task Force members will have access to information, as needed.
4. Future contracts and Request for Proposals that impact riders' experience are reviewed in draft form such that suggestions may be included in a timely manner.
5. Customer complaints are reviewed regularly for any patterns and resolutions sought that would diminish the likelihood of future complaints arising from the same issues. The Task Force shall coordinate with the Office of the Ombudsman, as needed.

## Reporting:

This Task Force shall report annually, and more frequently as necessary, on Access paratransit performance. In addition the Task Force may make recommendations on major planning issues. Reports will be provided to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.

## How we will operate:

The Task Force shall operate as follows:

1. Adopt a charter that may be modified in the future through majority vote.
2. Hold annual elections to select a chair and vice-chair, who will create meeting agendas and manage the meetings per Robert's Rules of Order.
3. Access support of King County staff to act as a secretary to take and publish meeting minutes, and to provide materials in accessible formats.
4. Hold monthly meetings that are open to the public.
5. Establish standing and ad hoc subcommittees and/or propose soliciting consultant expertise to review issues that require in-depth study.

6. Recruit Task Force representatives that reflect the diversity of our community, including people with physical and/or intellectual disabilities from rural and urban areas, and with limited English proficiency. Transportation costs shall be covered for attendance at meetings. *ONE IDEA THAT HAS BEEEN PROPOSED: Task Force members will receive stipends for their participation.*

## Values:

1. Every rider deserves respectful interactions with all staff engaged in providing service, from reservations agents to van drivers to Metro management.
2. All aspects of service delivery shall be informed by universal design principles and shall be accessible to people with physical and/or intellectual disabilities and limited English proficiency.
3. Access service shall at minimum meet the relevant ADA and FTA laws, regulations and guidelines, while also striving for best in class performance.