



AGENDA

Access Task Force

Monday January 28 5:00 PM – 7:00 PM
King Street Center, 8th Floor Conference Center
201 S Jackson St, Seattle WA 98104

CALL-IN NUMBER: 206-263-8114 Conference ID: 4558828

Group members: Robert Angrisano, Amy Biggs, Dorene Cornwell, Lynn Domingo, Stacy Gillett, Amal Grabinski, Jamilah Ibrahim, Susan Koppelman, Ginger Kwan, Kimberly Meck, Debbie Meyers, Kibibi Monie, Aaron Morrow, Hadi Rangin, Jessica Renner, Joy Sebe, Mark Smutny, Harriet Williams, Steve Marquardt

Purpose of Meeting:

- Access update
- Update Same day pilot
- Task Force transition to Access Advisory Committee
- Develop agenda for next meeting

Agenda:

- 5:00 PM Welcome, Meeting protocols review (Lorrie Alfonsi)
- 5:10 PM Acknowledgments, Contract negotiation update, Staff transitions (Chris O’Claire)
- 5:20 PM Same Day Pilot (Don Okazaki)
- 5:30 PM Access update (Mark Nash)
- 5:50 PM Ideas for Driver Appreciation Day – March (Ashish John)
- 6:00 PM Transition from Task Force to Advisory Committee (DeAnna Martin)
- 6:45 PM **Upcoming meeting times and next meeting agenda:** Group discussion on December meeting and setting next agenda
- 6:55 PM **Plus/Delta:** What worked, what didn’t work
- 7:00 PM Adjourn

Access Task Force Meeting

November 19, 2018

Minutes

Attendees:

Steve Marquadt, Lynn Domingo (phone), Susan Koppelman, Jamilah Ibrahim, Dorene Cornwell, Ginger Kwan, Debbie Meyers, Hadi Rangin, Harriet Williams, Kimberly Meck.

King County Staff: Chrissy Russillo, Lorrie Alfonsi, Rosalie Ciummo, Don Okazaki, Mark Nash, Ashish John, Chris O'Claire

Facilitator: Peggy Martinez

Welcome:

Lorrie Alfonsi, all: Grounding in. Peggy Martinez reminded everyone about the accessible meeting protocol, and agenda review.

Metro Update:

Chris O'Claire, Mobility Division Manager, provided an update on the budget. There was discussion about input from the Task Force regarding on time performance, pick up and drop off times, additional training surveys and accountability. She also clarified that complaints would be taken by the Customer Service section led by Chrissy Russillo instead of the vendors. She also began the discussion regarding the legislation that established the Access Advisory Committee.

Chris O'Claire opened the floor to any questions.

Dorene Cornwell asked for clarification about what is due in 2019. Chris O'Claire responded that this will be the work between the Council and the Task Force members. Harriet Williams asked for clarification regarding membership, if it will include the task force members. Blake from Claudia Balducci's office clarified that the current task force is not in accordance with the ordinance and that the ordinance states that there will be a minimum of nine members but no maximum is listed.

Chris O'Claire said that further discussion will happen at the next meeting in January.

Don Okazaki presented the Same Day Pilot program to members of the Task Force. He announced that this group would be the pilot and try out the program. Many questions were discussed about the implementation of the pilot. Don Okazaki passed out vouchers to Task Force Members.

Mark Nash updated the Task Force on the RFP process. He shared that the RFP is moving in accordance with the timeline slated to start in August of 2019. He also updated the Task Force on Access, including the installation of new Mobile Data terminals, all installed and drivers were being trained. Access also implemented the 30 minute window drop off time from the 60 minute window. The onboard time changes will start next month to shorter pickup/start time to NET 30. He also shared that on time performance was improving since January 2018.

Charter.

Kimberly Meck began the Charter discussion with Membership. Final discussion regarding meeting attendance language. With all corrections made to the charter, Kimberly Meck asked for a vote to approve the Charter.

All voted to approve.

Discussion for next meeting in December. No meeting in December.

Adjourned.



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

November 14, 2018

Ordinance 18838

Proposed No. 2018-0549.1

Sponsors Balducci and Kohl-Welles

1 AN ORDINANCE creating an Access paratransit advisory
2 committee; and amending Ordinance 11431, Section 7, as
3 amended, and K.C.C. 2.124.010.

4 STATEMENT OF FACTS:

5 1. Access paratransit is a supplementary transit service for people with
6 disabilities who are unable to use regular transit services for some or all of
7 their travel needs. The federal Americans with Disabilities Act ("the
8 ADA") requires all transit agencies to provide paratransit services that
9 meet minimum requirements established in the ADA and implementing
10 regulations. The King County Code authorizes additional paratransit
11 service in excess of minimum federal requirements and the program is
12 delivered by contractors.

13 2. In June 2017, the King County auditor published a report entitled,
14 "Access paratransit: action needed to address cost, quality, and equity,"
15 which stated that expenditures for the program had increased while
16 ridership and on-time performance had declined and that Metro transit had
17 not performed adequate outreach to historically underserved populations,
18 such as people with limited English proficiency.

19 3. In July and August, 2017, the King County council's transportation,

20 economy and environment committee held hearings on the King County
21 auditor's report and heard testimony about Access paratransit from Metro
22 transit staff and Access paratransit riders, family members, advocates and
23 service providers.

24 4. Following the council hearings, Metro transit paused an ongoing
25 procurement process for a new contractor to operate Access paratransit
26 and convened an Access paratransit workgroup made up of Access riders,
27 family members, advocates, providers and council staff to review Access
28 paratransit service and provide input on the terms of a future contract for
29 the service.

30 5. In July 2018, the council adopted Ordinance 18766, which added
31 funding to the Metro transit budget to upgrade Access paratransit to
32 provide ninety percent on-time service and a thirty-minute rather than
33 sixty-minute drop-off window.

34 6. The Access paratransit workgroup developed a proposal that outlined
35 three potential tiers of service upgrades for Access paratransit, which
36 Metro transit used to inform a renewed procurement process for a new
37 contractor.

38 7. In September 2018, the King County executive transmitted a proposed
39 budget for the 2019-2020 biennium, which include the already-adopted
40 Access paratransit service upgrades, additional service baseline
41 adjustments to account for increases in diesel and gasoline prices,
42 additional customer service investments and program performance

43 improvements at the level of the first tier of upgraded service that had
44 been outlined by the Access paratransit workgroup, for a total proposed
45 biennial increase of more than twenty-five million dollars.

46 8. The council recognizes the importance of Access paratransit to the
47 passengers it services and is committed to service excellence in Access
48 paratransit operations. The council is creating a new Access paratransit
49 advisory committee to provide advice and counsel on Access paratransit
50 service and to identify opportunities for continued improvement.

51 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

52 SECTION 1. Ordinance 11431, Section 7, as amended, and K.C.C. 2.124.010 are
53 each hereby amended to read as follows:

54 The King County Metro transit department shall employ a transit public
55 involvement model to promote responsiveness and accountability to the community. The
56 Metro transit department shall provide staff support for the transit public involvement
57 model, which shall include the following major elements:

58 A. Sounding boards which are geographically, topically or community-based
59 groups convened for a limited time to consider specific transit topics. Sounding boards
60 shall be established by the Metro transit department to provide advice on identified issues
61 including, but not limited to, transit service changes. Sounding boards shall provide
62 information to the transit advisory commission, local jurisdictions, subarea transportation
63 forums as well as the Metro transit department, the executive and the council. For major
64 planning exercises such as service changes, sounding boards shall make consensus
65 recommendations to the transit advisory commission and the Metro transit department.

66 B.1. The transit advisory commission, which is a permanent body that shall
67 advise the Metro transit department, the executive, the council, local jurisdictions and
68 subarea transportation forums on transit issues and policy, including matters of concern
69 to the elderly and persons with disabilities. The transit advisory commission shall advise
70 the department on the inception and development of long-range planning efforts, and
71 serve as a resource for transit promotion.

72 2. As of February 18, 2011, the commission shall have up to thirty members
73 who were appointed by the executive and confirmed by the council to serve on either the
74 transit advisory committee or accessible services advisory committee. These initial
75 members may serve for the remainder of the terms for which they were appointed to the
76 transit advisory committee or accessible services advisory committee. The executive
77 shall not appoint individuals to fill vacancies in these positions if the result would be to
78 exceed the membership limits in subsection B.3. of this section.

79 3. Except as otherwise provided in subsection B.2. of this section, the
80 commission shall have eighteen members who are appointed by the executive and
81 confirmed by the council to two-year terms.

82 a. Nine members shall be transit riders, recruited by the Metro transit
83 department to reflect the diversity and geographic distribution of county residents.

84 b. Nine members shall be persons with disabilities or elderly persons, or be
85 associated with an agency that works with disabled and elderly persons, recruited by the
86 Metro transit department to reflect the diversity of the communities they represent and
87 types of disabilities, as well as consideration of the geographic distribution of county
88 residents.

89 4. The commission shall:

90 a. adopt by-laws, elect a chair and vice-chair to quarterly terms and adopt an
91 annual work program, which shall include issues of interest to transit riders and issues
92 related to accessibility and ACCESS services for elderly and disabled riders as well as all
93 items requested by the council or the Metro transit department;

94 b. meet as needed to complete the work plan and address other issues as they
95 arise; and

96 c. designate one member to serve on each sounding board.

97 5. The transit advisory commission may establish standing and ad hoc
98 subcommittees to review issues that, in the commission's discretion, require in-depth
99 study. The subcommittees shall report to the transit advisory commission and are not
100 authorized to take actions independent of the commission.

101 C.1. The Access paratransit advisory committee, which shall advise the Metro
102 transit department, the executive and the council on issues related to Access paratransit
103 relative to the terms of the contract for Access paratransit service.

104 2. The Access paratransit advisory committee shall have at least nine members
105 who are appointed by the executive and confirmed by the council by motion.
106 Membership shall be comprised of Access paratransit riders, family members of Access
107 paratransit riders, representatives of organizations that provide services to Access
108 paratransit riders and representatives of organizations that support Access paratransit
109 riders or potential riders who have limited English proficiency. Members shall serve for
110 four-year terms.

111 3. The Access paratransit advisory committee shall:

- 112 a. adopt bylaws, elect a chair and vice-chair to annual terms and adopt an
113 annual work program focused around review of Access service;
- 114 b. meet as needed to complete the work plan and address other issues as they
115 arise;
- 116 c. provide verbal reports to the council's mobility committee, or its successor,
117 at the request of the committee; and
- 118 d.(1) prepare and transmit to the executive and the council an annual report,
119 beginning in August 2020, on Access paratransit service, including:
- 120 (a) a review of and comment on the Metro transit department's annual
121 performance metrics and trends relevant to Access paratransit;
- 122 (b) a review of and comment on information from customer surveys
123 distributed by the Metro transit department relevant to Access paratransit;
- 124 (c) a summary of areas of strength, deficiency or priorities for improvement
125 in the provision of Access paratransit services; and
- 126 (d) an overall assessment of Access paratransit service for the prior year.
- 127 (2) The Access paratransit advisory committee shall file the report required
128 under subsection C.3.d.(1) of this section in the form of a paper original and an electronic
129 copy with the executive and the clerk of the council, and the clerk of the council shall

130 retain the original and provide an electronic copy to all councilmembers.

131 SECTION 2. This ordinance takes effect January 1, 2019.

132

Ordinance 18838 was introduced on 11/5/2018 and passed by the Metropolitan King County Council on 11/13/2018, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn,
Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles
and Ms. Balducci

No: 0

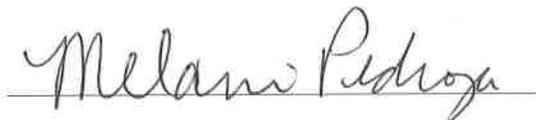
Excused: 0

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON



J. Joseph McDermott, Chair

ATTEST:



Melani Pedroza, Clerk of the Council



2018 NOV 20 PM 1:24
CLEAK
KING COUNTY COUNCIL

RECEIVED

APPROVED this 20 day of NOVEMBER 2018.



Dow Constantine, County Executive

Attachments: None

Access Task Force Meeting

November 19, 2018

Minutes

Attendees:

Steve Marquadt, Lynn Domingo (phone), Susan Koppelman, Jamilah Ibrahim, Dorene Cornwell, Ginger Kwan, Debbie Meyers, Hadi Rangin, Harriet Williams, Kimberly Meck.

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Charter.

Kimberly Meck began the Charter discussion with Membership. Final discussion regarding meeting attendance language. With all corrections made to the charter, Kimberly Meck asked for a vote to approve the Charter.

All voted to approve.

Discussion for next meeting in December. No meeting in December.

Adjourned.

King County Metro Access Task Force (KCMATF) Charter – Proposed

1 I. PURPOSE

2 a. The purpose of the King County Metro Access Task Force (task force) is to
3 improve service delivery through increased responsiveness, continuous
4 improvement, new services, innovative solutions and accountability to Access
5 riders’ needs. The task force will develop strategies, action plans, and
6 recommendations to help Metro manage, transform and operate Metro Access
7 Transportation services.

8 II. VALUES

9 a. The strategy, action plan, and recommendations will be driven by the following
10 values:

11 i. Every rider deserves respectful interactions with all staff engaged in
12 providing service, from call center staff to van drivers to Metro
13 management.

14 ii. All aspects of service delivery, practices, and policy development shall be:

15 1. Embedded in, aligned with, and measured by King County’s Equity
16 and Social Justice Work, principles and strategic plan.

17 2. Inclusive and informed by universal design principles.

18 3. Accessible to people with physical and/or intellectual disabilities
19 and limited English proficiency.

20 iii. Access service shall meet or exceed relevant King County Policies; as well
21 as Americans with Disabilities Act (ADA) and Federal Transit
22 Administration (FTA) laws, regulations and guidelines, while also striving
23 for best in class performance.

24 III. OBJECTIVES

25 a. The task force will complete a work plan including strategies, actions, and
26 recommendations that ensures task force values and rider priorities are included
27 in all aspects of Metro planning and services. These objectives will include, but
28 not be limited to, the following:

29 i. Make policy recommendations to Metro and King County Council to
30 define major planning activities and requirements for public engagement.

31 ii. Evaluate current and develop new key performance indicators (KPIs) —
32 such as on-time performance, minimal wait times, and eliminating

King County Metro Access Task Force (KCMATF) Charter – Proposed

- 33 excessively long travel times — and ensure goals are met.
- 34 iii. Review all currently recorded and/or reported qualitative and
35 quantitative metrics of Metro Access Services, make recommendations
36 for changes or additions and advise on distribution to stakeholders.
- 37 iv. Collaborate with Metro Access in developing a framework of criteria for
38 all proposals, contracts, RFQs and RFPs.
- 39 v. Collaborate with Metro Access to develop a theory of change and
40 a framework for Metro Access to implement pro-equity and Social
41 Justice Policies and a strategic plan.
- 42 vi. Engage and collaborate with Metro Access during planning to advise on
43 changes to new and existing contracts, Requests for Proposals (RFP),
44 Requests for Qualifications (RFQ), contract management plans, and
45 policies and procedures to ensure that riders’ priorities are reflected; that
46 improvements and innovations are informed by agreed upon values as
47 well as operational staff and rider suggestions; and that changes to
48 policies and procedures are communicated effectively.
- 49 vii. Ensure customer complaints are reviewed on a schedule to be developed
50 in the work plan and seek resolutions that diminish the likelihood of
51 future complaints arising from the same issues. The task force shall
52 coordinate with the Office of the Ombudsman, as needed.
- 53 viii. Establish a method and schedule for continuous review of all above items
54 to ensure the highest quality service standards.
- 55 ix. Work collaboratively with King County Council (KCC), Transit Advisory
56 Commission (TAC), Sound Transit Accessibility Commission and Metro
57 including sharing recommendations for improving Access and the
58 accessibility of the entire transit system.
- 59

60 IV. MEMBERSHIP

61 a. Members

- 62 i. As of the effective date of this charter, the committee may have up to
63 twenty-one (21) members who were invited to participate as initial
64 members of the task force. These initial members may serve for the
65 remainder of the terms outlined in section V (c.) of this charter. New
66 members shall not be appointed to fill vacancies in these positions if the
67 result would be to exceed the membership limits in section V (a.) (ii) of

King County Metro Access Task Force (KCMATF) Charter – Proposed

- 68 this charter.
- 69 ii. Except as otherwise provided in section V (a.) (i) of this charter, the task
70 force shall have eighteen members who are appointed according to the
71 King County Metro Access Task Force (KCMATF) “New Member
72 Recruitment and Appointment Procedure”.
- 73 iii. A minimum of 51% (fifty-one percent) of members will be Access
74 Transportation riders. If at the effective date of this charter, current
75 membership as outlined in section IV of this charter does not result in a
76 minimum of 51% (fifty-one percent) of members being Access
77 Transportation riders, all new member recruitment as written in the King
78 County Metro Access Task Force (KCMATF) “New Member Recruitment
79 and Appointment Procedure” will focus on the maintenance of the
80 required percentage.
- 81 b. Recruitment and Appointment
- 82
- 83 i. Membership recruitment will include representatives who reflect the
84 diversity of our community, with a range of disabilities including physical,
85 sensory, and/or cognitive disabilities from rural and urban areas, care
86 providers, and those with limited English proficiency and/or individuals
87 who represent such populations. Membership shall also include those
88 with experience, expertise and knowledge needed to accomplish the
89 goals, as outlined in the “Purpose” section of this document.
- 90 ii. A “New Member Recruitment and Appointment Procedure” will be
91 created by the first meeting in January 2019 and be included as an
92 addendum to this charter.
- 93 c. Terms
- 94 i. Members shall be appointed to serve two (2) year terms.
- 95 ii. Members shall be allowed to serve two (2) consecutive terms.
- 96 iii. Once a member completes two (2) consecutive two (2) year terms, they
97 are not eligible to serve another term for a period of one (1) year
98 beginning with the first day following the completion of their last
99 appointment.
- 100 d. Roles and Responsibilities
- 101 i. Roles and Responsibilities are outlined in the King County Metro Access
102 Task Force “Working Rules” added as an addendum to this charter.

King County Metro Access Task Force (KCMATF) Charter – Proposed

- 103 V. CO-CHAIRS
- 104 a. Election
- 105 i. Members of the task force shall elect a Chair and a Vice-Chair from the
106 membership by majority vote.
- 107 b. Term
- 108 i. The Chair and Vice-Chair shall serve quarterly terms (3 months) and the
109 Chair shall be succeeded by the Vice-Chair.
- 110 c. Role and Responsibilities
- 111 i. The role of the Chair and Vice-Chair is to preside over task force
112 meetings. Additional responsibilities are outlined in the King County
113 Metro Access Task Force (KCMATF) “Working Rules”. The Chair and Vice-
114 Chair shall attend each meeting, either in-person or virtually.
- 115 VI. COMMITTEES
- 116 a. The task force may establish standing and ad hoc subcommittees to review
117 issues that, in the task force's discretion, require in-depth study. The
118 subcommittees shall report findings and recommendations to the task force and
119 are not authorized to take actions independent of this committee.
- 120 VII. ADMINISTRATIVE SUPPORTS
- 121 a. King County will provide a staff liaison to support the Access Task Force on items
122 that include but are not limited to meeting logistics (including an accessible
123 electronic attendance option), agenda development, recording and distributing
124 meeting minutes, development of materials in accessible formats, and updates
125 to a Web page. The staff liaison, in general provides materials and information to
126 the whole group, not to individual members.
- 127 VIII. MEETINGS
- 128 a. General
- 129 i. The task force will meet monthly as needed to complete the work plan
130 and address other issues as they arise.
- 131 ii. All scheduled meetings of the task force will be announced on the web
132 page and be open to the public.
- 133 iii. Information prepared for meetings will be posted on the website and

King County Metro Access Task Force (KCMATF) Charter – Proposed

134 delivered in accessible formats, generally via email, to members seven (7)
135 calendar days prior to the meeting.

136 b. Schedule

137 i. Meeting times will alternate between traditional work time hours and
138 after hours.

139 ii. Meetings typically will be held at Metro offices: 200 S Jackson St, Seattle,
140 but can be held at other locations in King County. Members may request
141 alternate locations.

142 c. Attendance

143 i. Committee members are expected to attend scheduled meetings – either
144 in person or via audio and/or visual conference or similar
145 communications equipment.

146 ii. Members of the public may attend meetings using the methods
147 described in section VIII (c.)(i.) of this charter.

148 d. Procedure

149 i. The task force may adopt, in whole or as modified by this committee, as a
150 part of standard operating procedure, the King County Metro Access Task
151 Force “Working Rules” which guides the way members work together in
152 an environment of mutual respect and trust. “Working Rules” should
153 either be reviewed annually.

154 ii. “Working Rules” may be amended with a 2/3 vote by the task force.

155 IX. COMPENSATION OF MEMBERS

156 a. Members of the task force will be reimbursed for travel and meeting expenses at
157 the discretion of Metro.

158 X. RECORDS

159 a. Minutes of the task force meetings shall serve as the official record of the
160 meetings. Meeting minutes shall be sent to the group within one week of the
161 meeting and ratified at the next meeting. It is possible to correct the record at
162 the next immediate meeting. The task force shall determine the scope and
163 content of the minutes. Approved meeting minutes will be posted on the task
164 force website. Handouts and documents shall be provided to task force seven (7)
165 working days prior to the meeting.

King County Metro Access Task Force (KCMATF) Charter – Proposed

166 XI. PRODUCT / OUTCOME

167 a. The task force will develop strategies, action plans, and recommendations to
168 help Metro manage, transform, improve, and operate Metro Access
169 Transportation services.

170 b. Final plans and recommendations will be submitted to the Transit Advisory
171 Committee, Metro’s general manager, the King County Executive, and the King
172 County Council.

173 c. In the event that there is disagreement in the group, any member/s may include a
174 minority report with recommendations that were not agreed to by the majority.

175 XII. REPORTING

176 a. Biannual reports on Task Force activities will be provided to the Transit Advisory
177 Commission, Metro’s general manager, the King County Executive, and the King
178 County Council.

179 XIII. AMENDMENTS AND REVIEW

180 a. This charter will be reviewed every 12 months, from date of adoption, to ensure
181 the task force’s continued relevance to Metro Access Services and commitment
182 to task force values and rider priorities.

183 b. This charter may be altered/amended at any time or may be repealed and a new
184 charter may be adopted by a 2/3 majority of voting members.

185 XIV. DISSOLUTION

186 a. This task force may be dissolved by the affirmative vote of 2/3 of the voting
187 membership.

188 b. The task force may be dissolved without notice by King County Metro, at its
189 discretion.

Access Task Force Charter and King County Ordinance

Charter	Ordinance
<p>As of the effective date of this charter, the committee may have up to twenty-one (21) members who were invited to participate as initial members of the task force. These initial members may serve for the remainder of the terms outlined in section V (c.) of this charter. New members shall not be appointed to fill vacancies in these positions if the result would be to exceed the membership limits in section V (a.) (ii) of this charter.</p> <p>Members shall be appointed to serve two (2) year terms.</p> <p>Members shall be allowed to serve two (2) consecutive terms.</p>	<p>The advisory committee is to have at least nine members who would be appointed by the Executive and confirmed by the Council by motion.</p> <p>Members would serve for four-year terms.</p>
<p>Membership recruitment will include representatives who reflect the diversity of our community, with a range of disabilities including physical, sensory, and/or cognitive disabilities from rural and urban areas, care providers, and those with limited English proficiency and/or individuals who represent such populations.</p> <p>A minimum of 51% (fifty-one percent) of members will be Access Transportation riders.</p>	<p>Membership is to be comprised of Access paratransit riders, family members of Access paratransit riders, representatives of organizations that provide services to Access paratransit riders and representatives of organizations that support Access paratransit riders or potential riders who have limited English proficiency.</p>
<p>The task force will develop strategies, action plans, and recommendations to help Metro manage, transform, improve, and operate Metro Access Transportation services. Final plans and recommendations will be submitted to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.</p> <p>Biannual reports on Task Force activities will be provided to the Transit Advisory Commission, Metro's general manager, the King County Executive, and the King County Council.</p>	<p>The advisory committee would be established to provide verbal reports to the Council's Mobility Committee and to prepare and transmit to the Executive and the Council an annual report, beginning in August 2020.</p>

<p>Make policy recommendations to Metro and King County Council to define major planning activities and requirements for public engagement.</p> <p>Evaluate current and develop new key performance indicators (KPIs) — such as on-time performance, minimal wait times, and eliminating excessively long travel times — and ensure goals are met.</p> <p>Review all currently recorded and/or reported qualitative and quantitative metrics of Metro Access Services, make recommendations for changes or additions and advise on distribution to stakeholders.</p> <p>Collaborate with Metro Access in developing a framework of criteria for all proposals, contracts, RFQs and RFPs.</p> <p>Collaborate with Metro Access to develop a theory of change and a framework for Metro Access to implement pro-equity and Social Justice Policies and a strategic plan.</p> <p>Engage and collaborate with Metro Access during planning to advise on changes to new and existing contracts, Requests for Proposals (RFP), Requests for Qualifications (RFQ), contract management plans, and policies and procedures to ensure that riders' priorities are reflected; that improvements and innovations are informed by agreed upon values as well as operational staff and rider suggestions; and that changes to policies and procedures are communicated effectively.</p> <p>Ensure customer complaints are reviewed on a schedule to be developed in the work plan and seek resolutions that diminish the likelihood of future complaints arising from the same issues. The task force shall coordinate with the Office of the Ombudsman, as needed.</p>	<p>A review of and comment on Metro's annual performance metrics and trends relevant to Access paratransit;</p> <p>A review of and comment on information from customer surveys distributed by Metro relevant to Access paratransit;</p> <p>A summary of areas of strength, deficiency or priorities for improvement in the provision of Access paratransit services; and</p> <p>An overall assessment of Access paratransit service for the prior year.</p>
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