King County Metro Access Task Force Charter – Proposed

I. PURPOSE

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

II. VALUES

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

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

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

1. Embedded in, aligned with, and measured by King County's Equity and Social Justice work, principles and strategic plan.

2. Inclusive and informed by universal design principles.

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

iii. Access service shall at minimum meet relevant King County Policies; as well as, Americans with Disabilities Act (ADA) Federal Transit Authority (FTA) laws, regulations and guidelines, while also striving for best in class performance.

III. OBJECTIVES

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

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

ii. Evaluating current and developing new key performance indicators (KPIs) — such as on-time performance, minimal wait times, and eliminating

excessively long travel times — and ensuring goals are met.

iii. Reviewing all currently recorded and/or reported qualitative and quantitative metrics of Metro Access Services; making recommendations for changes or additions and advising on distribution to stakeholders.

iv. Collaborating with Metro Access in developing a framework of criteria for all proposals, contracts, RFQs and RFPs.

v. Collaborating with Access to develop a theory of change and framework for Access to implement pro-Equity and Social Justice Policies and strategic plan.

vi. Engaging with Metro during planning to advise on changes to new and existing contracts, RFPs, RFQs, policies and procedures to ensure riders' priorities are reflected; providing assurance 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.

vii. Ensuring 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 Ombuds, as needed.

viii. Establishing a method and schedule for continuous review of all above items and actively engaging to ensure the highest quality service standards.

ix. Work collaboratively with King County Council (KCC), Transit Advisory (TAC) and Metro including sharing recommendation for improving Access and the accessibility of the entire transit system.

IV. MEMBERSHIP

a. Members

i. As of the effective date of this charter, the commission shall 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.b. 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.

ii. Except as otherwise provided in section V.a.i. of this charter, the task force shall have eighteen members who are appointed according to the King County Metro Access Task Force (KCMATF) "Working Rules" (addendum #).

iii. Membership recruitment will focus on representatives that reflect the diversity of our community, including people with physical and/or intellectual disabilities from rural and urban areas, care providers, and with limited English proficiency and/or individuals who represent such populations.

iv. A minimum of 51% (fifty-one) of members will be Access Transportation riders.

b. Recruitment and Appointment

i. A "New Member Recruitment and Appointment Procedure" will be created by January 1, 2019 and be included as an addendum to this charter.

c. Terms

i. Members shall be appointed to serve two (2) year terms.

ii. Members shall be allowed to serve two (2) consecutive terms.

iii. Once a member completes two (2) consecutive two (2) year terms, they are not eligible to serve another term for a period of one (1) year beginning with the first day following the completion of their last appointment.

d. Roles and Responsibilities

i. Roles and Responsibilities are outlined in the KCMATF "Working Rules" (addendum #).

V. CO-CHAIRS

a. Election

i. Members of the task force shall elect two (2) co-chairs from the membership.

b. Term

i. Co-chairs shall serve quarterly terms (3 months) and many not serve

consecutive terms.

c. Role and Responsibilities

i. The role of the co-chairs is to preside over task force meetings. Additional responsibilities are outlined in the KCMATF "Working Rules" (addendum #). At least one of the co-chairs will attend each meeting, either in-person or virtually.

VI. COMMITEES

a. The task force may establish standing and ad hoc subcommittees to review issues that, in the task force's discretion, require in-depth study. The subcommittees shall report to the task force and are not authorized to take actions independent of the commission.

VII. ADMINISTRATIVE SUPPORTS

a. King County will provide a staff liaison to support the Access Task Force on items that include but are not limited to meeting logistics, agenda development, recording and distributing meeting minutes, development of materials in accessible formats, and updates to a Web page. The staff liaison provides materials and information to the whole group, not to individual members.

VIII. MEETINGS

a. Schedule

i. The task force will meet monthly as needed to complete the work plan and address other issues as they arise. The meetings will be scheduled on a consistent day and time, and typically will be held at Metro offices: 200 S Jackson St, Seattle. All scheduled meetings of the task force will be announced on the web page and be open to the public. Information prepared for the meeting will be emailed, in accessible formats, to members 72 hours before the meeting.

b. Procedure

i. The task force may adopt, as part of standard operating procedure, King County Metro Access Task Force "Working Rules" which guides the way members work together in an environment of mutual respect and trust. "Working Rules" should either be reviewed annually or as new members join the task force.

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

IX. COMPENSATION OF MEMBERS

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

X. RECORDS

a. Minutes of the task force meetings shall serve as the official record of the meetings. Minutes of the meeting shall be sent to the group within one week of the meeting and ratified at the next meeting. It is possible to correct the record at the next immediate meeting. The task force shall determine the scope and content of the minutes. Meeting minutes will be posted on the task force website. Handouts and documents shall be provided to task force 72 hours prior to meeting.

XI. PRODUCT / OUTCOME

a. The task force will develop a strategies, action plans, and recommendations as part of the process to help Metro to manage, transform and operate Metro Access Transportation services.

b. The final plan will be submitted to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.

XII. REPORTING

a. Quarterly 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.

XIII. AMENDMENTS AND REVIEW

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

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

XIV. DISSOLUSION

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

b. The task force may be dissolved without notice King County Metro, at their discretion.