King County Transit Advisory Commission

July 19, 2022

6 p.m. to 8 p.m.

Teleconference:

Link to join the meeting via computer: https://zoom.us/j/87261006083

Dial in information: 1 (253) 215-8782, Meeting ID: 872 6100 6083

6:00 p.m.   **Welcome & Introductions**

- Name
- Pronouns, if you would like to share
- Access needs
- Check in question: If you could learn any language, what would it be?
- Present:
    - **TAC members:** Angela Theriault, Bobby Wooten, Oskar Abian, Sonja Tracy, Cheryl Harrison, David Johnson, Aaron Morrow, Lin Robinson
    - **Metro staff and guests:** Lizette Carrasco, Chrissy Russillo, Tristan Cook, Shelby Iwatani Cramer

6:15 p.m.   **Consent agenda, Announcements, June meeting recap**

- Consent agenda
    - **Vote: Meeting minutes – June 2022**
        - Oskar votes to approve, Sonja seconds, June minutes approved.
    - **Vote: 2022 TAC Work Plan**
        - Oskar votes to approve, Sonja seconds, Cheryl thirds, 2022 TAC work plan approved.
- Announcements
    - TAC working rules update
        - **Vote: 2022 TAC Working Rules**
            - Oskar votes to approve, Lin seconds, 2022 TAC Working Rules approved.
- June meeting recap, reflection, follow up
    - Seattle Transportation Plan and Comprehensive Plan Update
    - Lynnwood Link Connections: Engagement Phase 1
        - TAC Comment: The June meeting was fast paced. The Seattle Transportation Plan and Comprehensive Plan updates covered a lot of content in a short period of time. In the future, would request more time for discussion.
            - Staff liaison acknowledges that June meeting contained a lot of content that could have been better spread out. Will prioritize TAC discussion time over

multiple presentations. If the TAC is interested in a repeat presentation about either plan, we can invite the City of Seattle to come back.

6:30 p.m.   Introduction to King County Office of Law Enforcement Oversight (OLEO)

Presenter: Shelby Iwatani Cramer – OLEO Community Engagement Manager

Refer to presentation. TAC feedback follows:

- Does OLEO just provide oversight for the Sheriff's department? The City of Seattle is not included?
    - OLEO provides oversight for the King County Sheriff's Office (KCSO), not the City of Seattle.
- Where do complaints come from?
    - Complaints come from many sources. Some are internal complaints, but many complaints come from the community.
- What happens after a policy change recommendation is made by OLEO?
    - Recommendations made by OLEO are passed to KSCO. If recommendations alter how officers work, it goes through the Police Officers Guild and through the collective bargaining process where there is a back-and-forth to revise, adapt, and come to agreement on policy change recommendations.
- If a community member had a question about a policing policy, what should they do?
    - They can reach out to Shelby, the OLEO Community Engagement Manager, to figure out next steps. Next steps could be to learn more about a policy or to file a complaint. Could also start a larger community engagement effort such as informing a public awareness campaign.
- Commendation: Glad that this office is being proactive rather than reactive. This is appreciated.
- The number of internal complaints opened in 2021 seemed higher – why is that? How many external complaints were there?
    - Was read backwards. The number of internal complaints for 2021 was 170, whereas the number of external complaints in 2021 was higher, at 258.
- "Critical use of force incident"– what exactly does that mean?
    - The use of force as a last resort.
- Often hear in the news about the inability to respond or the inability to respond in a timely manner to emergency calls. For example, due to officer staffing shortages. How can OLEO address this? How are these complaints classified? Is there a non-response breakdown?
    - People can file a complaint with OLEO if KSCO did not respond or responded too slowly to an incident.
    - This type of complaint may be classified as "sub-par performance" or could be classified another way – it depends.
- Are Metro Transit Police complaints categorized in this same way – as "sub-par performance"? For example, if there is an incident on a Metro bus or coach where

Metro Transit police are called to respond? Is there an option for non-response or slow response?

- o Not sure how these are classified. Not sure if sub-classified as a transit response. Shelby can follow up with more information.
- How were the complaint categories created?
    - o Not sure how exactly they were created. Categories might have been created post-facto based on the types of complaints received.
- If police are called to respond to an incident on or around the bus, will OLEO get involved?
    - o If an emergency call is made that requires KCSO or Metro Police to get involved, OLEO could potentially get involved (in oversight capacity). But there could be response from Seattle Police, for example, if an incident happened in City of Seattle. Just depends on which agency responds or has jurisdiction in an area.
- Comment: Public participation will be very important in how OLEO takes these complaints and turns them into policy recommendations. It will take time, but you must start somewhere.
    - o *A second TAC member expressed agreement with this comment.*
- The Emergency Sign Language Interpretation Program (ESLIP) provides interpreters for any interaction with police officers. Only applies to the City of Seattle. How do King County Sheriff officers navigate this communication with people who use American Sign Language (ASL)?
    - o There is currently no system to deal with this. This applies to all languages. Shelby oversees the Community Advisory Committee for Law Enforcement Oversight (CACLEO) and language access, inclusive of ALS, was also mentioned as a priority for this group.
- When is the King County Sheriff's Department called to an incident rather than the local police department in that area?
    - o It depends where the call is coming from and what agency has jurisdiction. The 911 operator will assign the proper unit to address the incident.
- Bias awareness – As these policies are formed, there should hopefully be awareness of bias that exists when interacting with different communities, in particular marginalized communities. For example, how are language access needs addressed?
    - o There is an awareness of the need for cultural competency trainings within OLEO. There are optional cultural competency trainings for officers. Cultural sensitivity and bias awareness are important topics. For example, some Latinx individuals have two last names, with the first last name typically being filed as their middle name. If an individual's name was incorrectly transcribed into a database, will this individual receive differential treatment or services?
- I understand that part of OLEO's role is to provide policy recommendations. Can OLEO make policy recommendations for King County Council or Metro Police? Or is it only for the King County Sheriff's Office?
    - o I don't see why not. Metro has policies regarding public safety. There can be overlap with KCSO's policies or interactions with the Sheriff's office. Partnering

with another organization that has more power can be powerful tool to create change.

- Is there clear guidance for which calls an agency will take? I have concern about response lag time
  - Do not know if there are explicit guidelines. <u>Shelby will follow-up</u>
- **Shelby requested feedback on the policy list provided to the TAC in the July meeting materials. Currently transit is not on that list. Would appreciate TAC's feedback on any missing items, especially transit related. Shelby's contact information is Shelby.cramer@kingcounty.gov.**

7:10 p.m.   Empowering Metro Customers through Information Update

Presenter: Chrissy Russillo – Metro, Customer Communications and Services Manager

Refer to presentation. TAC feedback follows:

- **<u>Open question for the TAC:</u> How do you get information about Metro services?**
  - I am a deafblind individual. I do not use Metro's travel planner; I do not like it. I use my phone (AT&T map) to figure out where I am and where to go. Also use my Apple watch and the Moovit app.
  - I do not ride Metro all the time; I usually depend on a family member for transportation and to navigate. I do not use maps. I am not in the 21st century, so I appreciate if information is simple.
  - I use OneBusAway and Google Maps. I am reliant on my phone. If I didn't have my phone, I could try to figure my way around using route brochures and physical maps.
  - I use OneBusAway and Sound Transit's trip planner. Metro's Trip Planner is more cumbersome than it was before; I only use it sometimes. Problem for Metro's Trip Planner is that I don't always know the exact cross-street. Trip Planner required me to walk 4-5 blocks which is a difficult thing to do as a cane user. Better option would put me past my destination but would be preferred because of the option to walk less. Wish I had the option to indicate that. I also get email alerts about each route of interest.
  - I haven't used Metro since start of COVID pandemic. Previously used OneBusAway, Metro website, and Trip Planner. I am tech savvy and can use just about anything. I echo others that said Trip Planner is difficult to navigate, even for someone like me who is tech-savvy. When I start riding Metro again, I won't be using Trip Planner.
  - Trip Planner used to be very useful to me many years ago. Now it is very cumbersome. I do not like the recommendations it makes. I take Access mostly at this point, but sometimes ride fixed route. For fixed route, text alerts often arrive hours after the fact. Trip Planner also won't say relative direction. For example, if Trip Planner asks me to "go west", I do not always know what direction west is. Would like better signage at locations. For example, signage

that says "Go to X street" - which direction is that? Signage is also mostly in English, no Braille or other alternatives. I get alerts by text.

- o I have a problem with the alert system. Email alerts are often treated as spam in my inbox. Alerts also aren't timely enough. I use OneBusAway to see alerts. I often don't know early enough if a route is cancelled; this is important because I work early. For trip planning, have used Trip Planner, but prefer Google Maps. Google Maps not optimized to take advantage of intermixed options (RapidRide, Link, etc.) Trip Planner is good at taking advantage of this but is not enjoyable to use. Riders should be aware of massive gaps in service – for example, if it is expected that many runs will be cancelled due to driver shortages.
  - *A second TAC member added:* These intermixed tools are important to be able to coordinate fixed route trips with Access trips.
- **Visioning question for the TAC: Imagine you are in a new city, and you don't speak the language. You need to use the local transit system. What do you want this experience to feel and look like?**
  - o The people that are around me impact my experience. Would be nice to have wayfinding resources, including presence of people serving as information ambassadors. Would want to see the use of universal language on signage, for example, the use of symbols.
  - o I like having something that I can see and feel. Would like to have someone like an information ambassador to help guide you along. There is a lot of anxiety in this scenario for many people. Having a friendly face to answer questions helps a lot; a resource that feels comfortable in a high-anxiety situation such as being in a new environment.
  - o If you didn't speak English, this scenario could be overwhelming. Would want to have as many languages as you can at bus stops. Having visuals would be great to point out the local landmarks on your transit journey.
  - o Safety is a big deal when you don't know the area. You want the service to not route you through unsafe transfer points.
  - o Visual aspects are very helpful (i.e., maps). I am thinking about the NYC subway map - there is a lot of map repetition when riding the system, it is ubiquitous. The map is iconic and memorable. Same principles could be applied – repeating a map or other visual element.
    - *A second TAC member added:* I agree with this. I also think of the iconic London tube map. It is everywhere and it very helpful.
  - o In a new city, I rely on Google Maps
  - o Important to have multiple languages. Having an ambassador to take you around would be great. Repetition of maps and symbols is also important. Especially if it points out local landmarks.
  - o As a deafblind person, my response may be different than others. As an example, while traveling with a friend, the friend had let the bus driver know it's important to announce when to get off for Northgate. Cannot read the board

and cannot see the stop. Driver didn't say we missed the stop. We don't get visual information the way others do. It is challenging to travel without using a trip planner. Would HIGHLY recommend that the current Trip Planner be completely scrapped and re-done.

- Advocate for having information on the go. For example, if there is construction, a route might not follow its standard route. Most won't have a route memorized. Having Wi-Fi or real time updates on what your bus is doing is important. Many deafblind people rely on the Moovit app.
- o Seeing the bigger picture really helps planning multiple stops and gives an idea of your location within the larger area.
- **Chrissy: The Guiding Voices group is seeking TAC member involvement. Please reach out if you are interested in participating.**
- Question from the TAC: On-time and in advance text alerts, why hasn't this been happening?
    - o We have been struggling with this. Staff who put out the text alerts may get the information that a route has been cancelled too late. We've always been behind on these alerts. Currently have a lot of cancelled trips due to operator shortage. An alert is no good if its hours too late

7:50 p.m.   Good of the order

- Would like a presentation from Access for next month
    - o Staff liaison will reach out to this team to request a presentation.

8:00 p.m.   Adjourn