King County Metro Access Task Force Charter – Proposed

TASK FORCE PURPOSE

The purpose of the King County Metro Access Task Force Charter (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 a strategy, action plan, and recommendations to manage, transform, and operate Metro Access Transportation Services. The strategy, action plan, and recommendations will be driven by the following values:

- Every rider deserves respectful interactions with all staff engaged in providing service, from reservations agents to van drivers to Metro management.
- 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.
- Access service shall at minimum meet the relevant ADA and FTA laws, regulations and guidelines, while also striving for best in class performance.

This charter may be modified in the future through majority vote of task force members.

Objectives

The task force will complete a draft plan that provides strategies, actions, and recommendations that will include, but not be limited to the following objectives:

- Developing key performance indicators (KPIs) — such as on-time performance, minimal wait times, and eliminating excessively long travel times — and ensuring they are met.
- Safeguarding rider priorities and ensuring they are reflected in changes to policies and procedures that are communicated effectively.
- Making recommendations on major planning issues, soliciting consultant expertise to review issues that require in-depth study, and providing assurance that improvements and innovations are informed by paratransit "best practices," operational staff and rider suggestions. Task Force members will have access to information, as needed through the creation of an open data portal.
- Reviewing future contracts and request for proposals (RFPs), in draft form, that impact riders' experience so that suggestions may be included in a timely manner.
- 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 Ombudsman, as needed.
- Establishing an Access Review Board of stakeholders who will determine a schedule for continuous review of all above items and actively engage in ensuring the highest quality service standards.

Reporting

Reports on Task Force activities and deliverables will be provided to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.

Deliverables

- These
- Are
- Placeholders

Suggested Schedule

Action	Estimated Time	Deadline

MEMBERSHIP

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, and with limited English proficiency and/or individuals who represent such populations.

Members – Voting

The task force will be made up of ## voting members [~~here we need to seek guidance on whether the members are appointed or selected. Then we will be able to say who appointed them or define the process~~appointed by whom or selected by what process?]. The voting members represent a diversity of Access riders and representatives of populations who are access riders. Members include:

- List
- The
- Members
- Names

- Here

Non –Voting

- This
- List
- Could
- Include
- Access
- Employees
- For
- Example

Co-Chair Roles and Responsibilities

Voting members of the task force shall elect two co-chairs from the voting membership. The role of the co-chairs is to preside over task force meetings; work with the project lead? and facilitator (we need to identify these individuals – under Facilitation section below) to develop meeting agendas; if necessary, appoint subcommittee members (see Committees); and serve as spokespersons for the committee. At least one of the co-chairs will attend each meeting.

Task Force Member Roles and Responsibilities

Members are expected to attend designated task force meetings. Not all voting members are expected to attend each task force meeting. Members will attend meetings based on location, and the number of members needed for a quorum. Each meeting must have at least ## of the total voting members in attendance. Any member of the task force or the public may participate in meetings electronically, including by phone. Participation meets requirements of the Open Public Meetings Act. If you would like to participate in task force meetings as a member of the task force or a member of the public and you require accommodation please inform staff@taskforce.gov how best to accommodate you.

~~[This statement is not necessary when you say that we will be complying with the open public meetings act. On the website we can put the information regarding whom to contact for this accommodation for public participation.]~~

Committees

Committees may be appointed by the co-chairs to advance the work of the task force. The purpose of the committees is to carry out the work for which they have been formed, and to make recommendations to the full task force. The committees shall consist of King County

Metro Access Task Force voting members and may also include staff and other participants. Non-task force members of committees may not vote. The co-chairs of the task force shall appoint committee chairs to be selected from the task force members of the committee. No more than # voting members of the task force may participate on a committee. Committee chairs are responsible for reporting on committee activities to the full task force.

ADMINISTRATIVE SUPPORT

Contracts [what's this referring to? facilitation?][Yes and, contracts for hiring outside experts if necessary, hiring CART, hiring interpreters, etc. Ok I imagine will need to discuss this. Once ARB created we may need to transition this to have autonomy from Metro Access] , expenses, administration, and staff support shall be provided by King County Metro Access. King County Metro Access Staff shall act as secretary to take and publish meeting minutes, and to provide materials in accessible formats.

MEETINGS

The task force will hold public meetings and will solicit input and collect information from interested parties in King County, Washington. All scheduled meetings of the task force will follow the open public meetings act requirements as defined in 42.30 RCW, and all information prepared for the task force will be available online in accessible formats at webpage.

Locations

The task force will hold [how many? Monthly?] meetings throughout King County, Washington in alternating locations. The meetings will be held in the following cities or general regions (or locations):

- These
- Are
- More
- Placeholders
- For
- Locations

Schedule

Each meeting will be scheduled for approximately [how many? 2-3] hours. The second meeting of the task force is scheduled for Wednesday, May 9 in Seattle. Additional meetings will be held during the following time periods:

- Date

- Date
- Date
- Date
- Date

Facilitation

Do we want a contracted facilitator or someone to lead outreach? Yes Will this position be someone from Metro Access? No. Let's collectively hire a disabled person with the needed skills and experience to facilitate this group. Leading outreach is a great idea too, though I have questions about this. [I am not sure there is funding for this. If there is not, how do we want to handle that? There was funding to hire Nelson\Nygaart so there has to be funding for a disabled facilitator with the necessary skills/experience]

MEETING PROCEDURE AND PARLIAMENTARY AUTHORITY

The task force shall strive for consensus on matters and issues that are brought before it. In the absence of consensus, a vote may be taken and majority and minority reports shall be included in the record. When formal task force action is necessary, such action will be governed by Robert's Rules of Order.

COMPENSATION OF MEMBERS

All voting members of the task force will be reimbursed for travel and meeting expenses at the discretion of the task force. Let's also discuss together the option of having stipends to increase the diversity of the task force members.

Commented [1]:

WEB SITE

There will be a website for posting task force information, i.e. members, charter, minutes and meeting materials will be posted on the website, along with relevant reports, studies and other reference material provided to the task force. This website will be maintained as an administrative function.

RECORDS

The records of the task force are subject to the requirements of the Open Public Meetings Act, 42.56 RCW. Minutes of the task force meetings shall serve as the official record of the meetings and shall be made available upon request. The task force shall determine the scope and content of the minutes. Meeting minutes will be posted on the task force website.

PRODUCT / OUTCOME

The task force will complete a draft plan that will include strategies, actions, and recommendations to manage, transform, and operate Access by DATE. The final plan will be

complete and submitted to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council by DATE. The draft plan and recommendations will be approved by the task force at the which? meeting and posted on the task force web site from DATE to DATE. Public comment will be solicited and considered for inclusion in the plan and recommendations. If public comment requires substantial changes, a conference call will be scheduled on DATE for final approval of the plan and recommendations.

TERM

The task force expires on DATE or with the creation of the Access Review Board.