



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

August 30, 2017

Motion 14938

Proposed No. 2017-0333.2

Sponsors Dembowski and Kohl-Welles

1 A MOTION expressing the council's support to explore
2 development of a transit function in the office of the
3 ombudsman to receive, investigate and help resolve
4 complaints about transit and paratransit operations.

5 WHEREAS, King County Metro Transit operates a regional transit system that
6 provided more than one hundred twenty million boardings through three-and-a-half
7 million service hours in 2015, and

8 WHEREAS, King County Metro Transit, in compliance with the Americans with
9 Disabilities Act, includes as part of the transit system the Access paratransit service for
10 people whose disabilities prevent them from using the regular fixed route transit system,
11 and

12 WHEREAS, the Access paratransit service provided nearly nine hundred
13 thousand rides to more than eight thousand people during 2016 at a cost of sixty-one
14 million dollars, and

15 WHEREAS, in 2017, Ordinance 18449 adopted a long-range plan for Metro
16 Transit that focused around strategies to provide additional frequent, express, local and
17 flexible transit services by 2040, including improvements to Access paratransit, and

18 WHEREAS, it is the shared goal of the executive and council that Metro Transit
19 services are efficient and cost-effective and that these services appropriately and reliably

20 meet the diverse needs of the traveling public, and

21 WHEREAS, people with disabilities and advocacy organizations that work on
22 behalf of people with disabilities have expressed concerns with the current operations of
23 Access paratransit and its ability to reliably meet the transportation needs of people with
24 disabilities, and

25 WHEREAS, the council intends to make improvements to Access paratransit, but
26 also intends to provide a more effective and efficient way for all transit riders, including
27 people with disabilities, to express concerns about transit service and to have those
28 concerns investigated;

29 NOW, THEREFORE, BE IT MOVED by the Council of King County:

30 A. The council expresses its support to explore development of a transit function
31 in the office of the ombudsman to receive, investigate and help resolve complaints about
32 transit and paratransit operations.

33 B. The ombudsman is requested to present to the chair of the King County
34 council by September 15, 2017, a proposal to implement a transit function within the
35 office of the ombudsman beginning in January 2018. The proposal should include a
36 request for any needed increased staff and budget, a proposed timeline for
37 implementation of the new function and a description of how members of the public,
38 including people with disabilities, will be alerted to the presence of the new function.
39 The proposal should be presented to the chair of the council in the form of a
40 memorandum, with copies also presented by the ombudsman to the chair of the

41 transportation, economy and environment committee, the chief of staff and the director of
42 legislative services.
43

Motion 14938 was introduced on 8/14/2017 and passed by the Metropolitan King
County Council on 8/28/2017, 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



ATTEST:



Melani Pedroza, Clerk of the Council

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON



J. Joseph McDermott, Chair

Attachments: None