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1 ..Title

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

5 ..Body

6 STATEMENT OF FACTS:

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

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

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21 3. In July and August, 2017, the King County council's transportation,
22 economy and environment committee held hearings on the King County
23 auditor's report and heard testimony about Access paratransit from Metro
24 transit staff and Access paratransit riders, family members, advocates and
25 service providers.

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

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

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

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

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44 additional customer service investments and program performance
45 improvements at the level of the first tier of upgraded service that had
46 been outlined by the Access paratransit workgroup, for a total proposed
47 biennial increase of more than twenty-five million dollars.

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

53 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

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

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

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

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66 planning exercises such as service changes, sounding boards shall make consensus
67 recommendations to the transit advisory commission and the Metro transit department.

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

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

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

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

86 b. Nine members shall be persons with disabilities or elderly persons, or be
87 associated with an agency that works with disabled and elderly persons, recruited by the
88 Metro transit department to reflect the diversity of the communities they represent and

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89 types of disabilities, as well as consideration of the geographic distribution of county
90 residents.

91 4. The commission shall:

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

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

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

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

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

106 2. The Access paratransit advisory committee shall have at least nine members
107 who are appointed by the executive and confirmed by the council by motion.

108 Membership shall be comprised of Access paratransit riders, family members of Access
109 paratransit riders, representatives of organizations that provide services to Access
110 paratransit riders and representatives of organizations that support Access paratransit

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111 riders or potential riders who have limited English proficiency. Members shall serve for
112 four-year terms.

113 3. The Access paratransit advisory committee shall:

114 a. adopt bylaws, elect a chair and vice-chair to annual terms and adopt an
115 annual work program focused around review of Access service;

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

118 c. provide verbal reports to the council's mobility committee, or its successor,
119 at the request of the committee; and

120 d.(1) prepare and transmit to the executive and the council an annual report,
121 beginning in August 2020, on Access paratransit service, including:

122 (a) a review of and comment on the Metro transit department's annual
123 performance metrics and trends relevant to Access paratransit;

124 (b) 1 review of and comment on information from customer surveys
125 distributed by the Metro transit department relevant to Access paratransit;

126 (c) a summary of areas of strength, deficiency or priorities for improvement
127 in the provision of Access paratransit services; and

128 (d) an overall assessment of Access paratransit service for the prior year.

129 (2) The Access paratransit advisory committee shall file the report required
130 under subsection C.3.d.(1) of this section in the form of a paper original and an electronic
131 copy with the executive and the clerk of the council, and the clerk of the council shall
132 retain the original and provide an electronic copy to all councilmembers.

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