Metro's Proposed Framework for Metro Access "Task Force"*

**Task Force is a placeholder name. Metro is open to other names*

Metro's Goal: Metro wants to work closely with Access stakeholders to improve the Access riders' experience and the overall service delivery of the program. It's our hope that this group will help us prioritize and address areas of mutual concern while developing a vision for ongoing improvements. Our goals with this group include:

- build relationships of mutual trust and respect with Access riders and other stakeholders
- foster a culture of continuous improvement and innovation
- demonstrate responsiveness to community needs while recognizing resource constraints
- improve efficiency and effectiveness in service delivery from a customer service perspective
- exemplify ongoing transparency and accountability to those we serve – in particular, report progress updates to recommendations included in the County Auditor's report

Our goal is that this group and the proposed Review Board can be one and the same – let's develop it correctly now so we don't have to change it again.

Broad cross-section of Access users and stakeholders. Metro's goal is that this group has a representative cross-section of Access users and stakeholders assembled from across King County. We are comfortable taking the lead from the current membership, but our original recommendation were as follows:

- One-third volunteers from previous inclusive planning grant community advisory group
- One-third representatives of human service organizations that serve Access riders
- One-third additional members of the public that further represent the geographic/demographic diversity of Access ridership

We do believe there should be diversity criteria for involvement:

- Diverse representation of riders, i.e. those with mobility disability, intellectual/developmental disability, language barriers and/or older adults
- Diverse representation of geographic location, age, gender, race, and language spoken at home

Metro's initial thoughts on role of this group:

- Regularly review, with Metro, an agreed-upon set of key performance indicators (KPIs) and ensure they are met
- Work collaboratively with Metro and the King County Transit Advisory Commission (TAC) to develop an annual plan of work and a timeline for results that will benefit Access customers and potential customers. This work plan could prioritize and tackle immediate areas of concern and work toward a longer range vision for continuously improving this service.
- Provide input on major policy and programmatic changes, with the goal being that these are included in the annual work plan as much as possible
- Regularly brief the King County Council, the King County Executive and the Metro General Manager on the group's progress

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Metro's role with this group:

- Collaborate with and support the development and advancement of an annual work plan
- Provide administrative support for all meetings, including but not limited to:
    - Scheduling meeting dates and securing locations
    - Coordinate and compensation with meeting facilitator(s)
    - Taking minutes
    - Support development of meeting agenda
    - Maintain Website
    - Hire additional meeting needs (such as interpreters or CART service)
- Provide ongoing data and programmatic information to support and advance the work plan
- Reimburse for travel to and from meeting and other potential meeting expenses
- Support requirements of the Open Public Meetings Act, 42.56 RCW. Minutes of the meetings shall serve as the official record of the meetings and shall be made available upon request
- Facilitate the group's regular reporting to the Transit Advisory Committee, Metro's general manager, the King County Executive, and the King County Council.

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