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Mission

The Access Paratransit Advisory Committee (APAC) will advise Metro, the King County Executive and King County Council on transit issues and policy related to matters of equal access to public transportation for persons with disabilities. Metro's Access Paratransit program serves people with disabilities who are unable to use fixed-route buses, helping them lead more independent lives. This committee was established by King County Council Ordinance #18838: *an ordinance creating an Access paratransit advisory committee*.

Purpose

The purpose of Metro's advisory committee is to create a medium through which the public can advise Metro, the King County Executive, the King County Council, local jurisdictions and subarea transportation forums on transit issues and policy related to ADA civil rights law and equal access to public transportation for persons with disabilities.

The APAC is specifically charged with:

1. Providing advice and counsel on Access paratransit service and identifying opportunities for continued improvement
2. Aiding in the development of long-range planning efforts
3. Serving as a resource for transit promotion
4. Developing and delivering an annual report beginning in August 2020 on Access, to include:
 - (a) A review of and comment on the Metro's annual performance metrics and trends relevant to Access
 - (b) Assessment and feedback on information from customer surveys distributed by the Metro relevant to Access

Membership

The nine-member body is appointed by the King County Executive and approved by the King County Council for two-year appointments. King County Metro recruits and recommends applicants for any vacancies on the committee.

In accordance with Executive Policy LES 7-1 (AEP), residents appointed to King County boards and commissions are limited to serving no more than two full terms (four years total), unless waived by the King County Executive. Partial terms are not counted toward the two full term limit. Members who are not able to attend APAC meeting cannot designate substitutes on their behalf.

Membership will be comprised of Access riders, family members of Access riders, representatives of organizations that provide services to Access riders and representatives of organizations that support Access riders who have limited English proficiency from across King County. We expect that each resident appointed to a King County board or commission will bring an important perspective to the table because we know that differing points of view produce effective solutions.

Current King County employees are not allowed to be members of County citizen advisory committees. Members who may have relevant contractual relationships with the County are asked to disclose that information to the other members of the APAC and to not participate in discussions or votes on related issues, consistent with King County Code 3.04.

Non-members

APAC meetings are open to the public, but APAC is not a decision-making body, so it does not accept public comment. Persons who are not members of the APAC may attend advisory group meetings as guests, but may not participate in group discussions and consensus deliberations. APAC reserves the right to invite technical experts, County staff, and/or other relevant speakers and presenters.

Attendance

If any member is absent from three (3) regularly scheduled meetings in any one calendar year, a recommendation shall be made to the Executive that she/he/they be removed from the APAC, unless any or all absences have been excused for good cause by the chairperson. Good cause shall include, but not limited to illness, a death in the family, weather, and/or professional responsibilities.

Roles and Responsibilities

Members

- A desire to be of service to your community;
- Interest in shaping the future of King County;
- Will make decisions based on the best interest of the APAC's mission; and will avoid the appearance of a conflict of interest;
- Regular attendance at meetings;
- Innovative and creative thinker;
- Able to work in a collaborative setting;
- Open to new ways of doing business;
- Commitment to the work of the organization;
- Willingness to serve on at least one sub-committee (if needed) of the board and actively participate.

Metro Staff

- Metro will consult and listen to feedback from APAC relevant to Access Paratransit program and disability access overall;
- Metro will provide a staff liaison;
- Staff liaison provides materials and information to the whole group, not to individual members;
- Meeting materials, following best practices for accessible documents/ communication, will be provided at least 5 working days ahead of each meeting via e-mail, unless another accommodation is requested;
- Metro will provide technical experts to provide deeper understanding on the topics to

inform the dialog;

- Metro will involve APAC in designing and developing Access customer feedback processes.

Facilitator

- Metro will provide basic facilitator training as part of orientation.

Member Responsibilities

- Use of assigned King County email account when conducting committee business only;
 - APAC discussions on substantive issues conducted via e-mail can be a violation of Washington State's Open Meetings Act. Members should exercise care and discretion with the use of the e-mail distribution list.
 - These rules do not prohibit an individual member from conducting e-mail discussions with another individual member.
- Work with the committee and staff to create an annual Work Plan;
- Assist with agenda development;
- Promote committee membership through community networking;
- Committed to King County's [Equity & Social Justice Initiative](#);
- Community outreach to promote committee activity and gather public input on upcoming committee business;
- Prepare for and participate in the discussions and the deliberations of APAC;
- Foster a positive working relationship with other committee members and King County staff;
- Participate in King County committee member training sessions
 - Public Records Act; Open Public Meetings Act; Equity & Social Justice; Ethics
- Participate in Metro committee member training sessions which include but are not limited to:
 - Access 101, Service Planning 101, Facilitation Skills 101
- Be aware of and report any potential conflicts of interest.

Member Requirements

Board members will become familiar with enabling legislation and governing documents that pertain to the APAC, and will commit to taking any trainings required by Washington State law or King County ordinance, including but not limited to:

- King County boards and commissions code of conduct
- Washington State Open Public Meetings Act training (RCW.42.30)
- King County Public Records and Retention training (King County Code 2.12)
- Review of the King County Ethics Code Summary
- File an annual King County Ethics Program Financial Disclosure Form with the Board of Ethics on or before April 15 each year.

APAC Leadership

APAC shall elect from the membership an executive committee and the officers shall include a chairperson and vice chairperson and secretary.

- Officers shall be elected annually in the first quarter of each year by the majority vote of the APAC
- One member may hold no more than one office
- Duties:
 - The chairperson shall:
 - Preside over all meetings of APAC
 - Develop meeting agendas in coordination with the vice-chair and King County Metro staff;
 - Appoint subcommittees and members as necessary
 - Follow some form of Robert's Rules of Order to conduct an orderly meeting
 - Chairperson will be the default spokesperson for APAC.
 - The vice chairperson shall:
 - Assist in developing the agenda
 - Perform roll call
 - Other duties assigned by the chair

- Perform all the functions of the chairperson in his/her/their absence.
- The secretary shall:
 - Assist with taking meeting minutes
 - Records roll call, votes, and summary of discussions
 - Perform all the functions of the vice chairperson in his/her/their absence

Making Public Statements on Behalf of APAC

- APAC chair and/or appointed executive committee shall be the spokesperson and/or designate a spokesperson, members should not represent themselves as speaking for APAC.
- Members shall get the approval of APAC chair and/or executive committee prior to making statements or joining activities on behalf of the APAC.

APAC Committee Member Major Duties:

- Use of assigned King County email account when conducting board business only.
- Work with the board and staff to create an annual Work Plan;
- Assist with agenda development
- Promote board membership through community networking;
- Committed to King County's Equity & Social Justice Initiative. Click link for more info: <http://www.kingcounty.gov/exec/equity.aspx>
- Community outreach to promote board activity and gather public input on upcoming board business;
- Prepare for and participate in the discussions and the deliberations of the Board;
- Foster a positive working relationship with other Board members and King County staff;
- Participate in King County board member training sessions (Public Records Act; Open Public Meetings Act; Equity & Social Justice; Ethics)
- Be aware of potential conflicts of interest

Officer Vacancy

In the event the Chair(s) is unable to fulfill their duties, or they resign mid-term, the Vice-Chair will automatically assume the full duties of the Chairperson for the remainder of the out-going Chair's term. A new Chair is then elected during the next election cycle.

If the Vice-Chair is unable to fulfill their duties or they resign mid-term, The Chair will ask for nominations at the next meeting and an election will be held to fill the position for the remainder of the term. A new Vice-Chair is then elected for a full term during the next election cycle.

Codes of Conduct

- Members will read, sign, follow, and abide by [King County Board or Commission Member CODE OF CONDUCT](#) policy.
- Any member that is found to have violated the Code of Conduct policy, and depending on the severity and frequency of the violation, they may be given a warning, suspended from the next meeting, be asked to resign, and/or be recommended to the King County Executive Office for removal from APAC.
- Members who have accrued three consecutive unexcused absences will be recommended for removal. If a member has three unexcused absences the Chair will request that the staff liaison contact the King County Executive Office in writing, and request that the member be removed from the board.

Grievance Procedure

When a problem occurs and causes conflict between APAC members or when an APAC member believes that a condition or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps which include informal and formal grievance procedures. Grievances will be addressed in a reasonable, businesslike manner, in good faith, and with respect to the privacy and dignity of all concerned.

A formal grievance may be initiated anytime within 45 days of the alleged discrimination or incident and does not require the informal grievance procedure to be enacted first.

1. Informal Grievance

The APAC member (complainant) should first discuss the conflict with the person involved in the conflict (except in cases where there is a fear of harm and/or a possible criminal act has taken place) and work towards a resolution. If a resolution can be

agreed upon, alert the Metro staff liaison on any resources needed or if a conclusion has been reached.

2. Formal Grievance

If resolution cannot be reached between the parties, the complainant can file a formal grievance using the following steps:

- The complainant provides in writing (or alternative recorded format as needed) to the Metro staff liaison a formal complaint that includes the date and place of the alleged incident, all pertinent details, any steps which have been taken to attempt to resolve the problem, and suggestions on how they would like to see the problem resolved.
- A meeting with the Metro staff liaison will then be scheduled to discuss the complaint and what different opportunities for resolution are available.
- Opportunities for resolution that may be offered can include: an informal facilitated conversation between the parties; formal mediation; and/or convening of a grievance committee made up of King County Metro and other relevant King County staff to review the complaint, interview complainant and others as needed, propose a solution, and convey the decision in writing to all parties.
- Once opportunities for resolution are explored, a timeline will be developed for next steps and approximate date for conclusion of the process.

2a. If the complainant is uncomfortable discussing the conflict with the Metro staff liaison, the complainant can file the formal complaint and request a meeting with Metro's Partnerships & Engagement Manager and/or the Accessible Services Transit Supervisor.

2b. If the problem is not resolved satisfactorily by Metro's Partnerships & Engagement Manager and/or the Accessible Services Transit Supervisor, the complainant may present the formal complaint to Metro's Contracted Services Managing Director.

2c. If the problem is not resolved satisfactorily after a reasonable time by the Metro's Contracted Services Managing Director, the complainant can present the formal complaint to Metro's Mobility Division Director.

Complaints Involving King County Staff

The APAC member (complainant) can contact the [King County Office of the Ombuds](#) for any complaints involving King County staff. The Ombuds manages citizen complaints concerning King County government agencies.

Exceptions

In cases that a possible criminal act has taken place (a criminal act is an act committed by a person that violates a law and which is punishable by the government) and/or the person is in immediate fear of bodily harm, Metro and APAC members reserve the right to contact law enforcement.

- Criminal acts can include threats of bodily harm, sexual harassment, physical or sexual assault, theft, identity theft, stalking, including cyber stalking, kidnapping/false imprisonment, homicide, vandalism, hate crime, domestic violence, disorderly conduct, bribery, fraud, and/or extortion.

Operations

Meeting Frequency

APAC will meet, at a minimum, once each quarter.

At the first meeting of the newly seated committee members, members will decide on meeting frequency, with no more than 1x per month and no less than 1x per quarter.

All meetings shall be conducted in compliance with the Washington State Open Public Meetings Act (RCW 42.30). Also, in accordance with the OPMA, meeting location and agendas will be posted on the board's website no less than 24 hours in advance of the meeting.

The Chair is authorized to cancel any meetings deemed unnecessary due to the lack of agenda items or proximity of the regular meeting date to legal holidays.

Meeting Rules

- Meetings will begin and end on time;
- Members will be fully present and participate in the process;

- One speaker at a time;
- Members will honor time limits;
- Members will remain open to different people, experiences, and ideas;
- Members build on one another's comments; work toward shared understanding;
- A quorum of the APAC shall be the standard 50% of the current membership, plus one member. In the event a quorum is not reached prior to the start of a regular meeting, no voting can occur.

Meeting Accommodations Policy

- Wheelchair and mobility aide accessible meeting rooms and restrooms
- Use of amplified sound/microphone for larger meetings and/or spaces
- If used, a projection screen visible from all seating
- Service animals are allowed
- Electrical outlets are available
- Additional reasonable accommodations and/or written materials available in alternate formats are available upon request at least 10 days before the meeting.
 - To request additional accommodations please fill out Metro's online accommodations request form or contact haveasay@kingcounty.gov or (206) 263-1939 WA Relay: 711

Participating via Conference Call or Video Conference Call

- APAC members can participate in meetings via video/conference call using the King County approved telecommunication platform.
- If the entire board decides to hold a meeting via telecommunication, the public at-large will be provided a number and/or web address to video/conference call into the meeting.
- In accordance with the OPMA, APAC members can vote by conference call or video conference call if a quorum has been reached, and members of the public can view or hear the action being taken.
- If the APAC member participating by conference call was needed for the board to reach a quorum, then anytime the APAC member on the conference call walks away

from the phone (for example: to answer the door, go to the bathroom, etc.,) they must announce to the remaining members, that they are walking away from the phone. Once the person on the phone walks away, the quorum is broken, and no voting can occur until the member announces that they are back on the phone.

- If the board has reached a quorum from members present at the meeting, then the person who needed to call-in to the meeting does not have to announce every time they walk away from the phone.

Documentation

Meeting Records

- Meeting agendas will be posted publicly on the APAC web page at a minimum of 48 hours before the meeting date;
- Meeting minutes, using a summary format, will include attendance, any decisions or action made, and the recording of votes;
- Meeting minutes will be reviewed and voted on at the next full APAC meeting and then posted on the APAC web page.

Work Plan and Annual Report

- APAC will develop an annual workplan in the first quarter of each calendar year or within the first three months of the committee being seated.
- APAC will develop and deliver an annual report each August on Access, to include:
 - (a) A review of and comment on the Metro's annual performance metrics and trends relevant to Access.
 - (b) Assessment and feedback on information from customer surveys distributed by the Metro relevant to Access.

Adoption and Amendment of Bylaws

These bylaws must be approved by a majority vote of official full voting board members present during the meeting. The adopted bylaws may be amended or repealed by an affirmative vote of the majority of official full voting board members at any regular

meeting, provided that prior notice of the meeting and proposed bylaw amendment(s) has been given to the board or commission.

These bylaws were adopted by a majority vote of the Access Paratransit Advisory Committee this 14 day of 12 month, 2020 year.

- APAC members present and voted in favor: Clark Matthews, Dorene Cornwell, David Egan, Colleen Malone, Kristina Sawyckyj, Jamilah Ibrahim, Christina Schaefer, Joe Welinske
- ABSENT: Leonard Williams, Deborah Artis, Ginger Kwan